



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF ENVIRONMENTAL QUALITY  
WARREN DISTRICT OFFICE



LIESL EICHLER CLARK  
DIRECTOR

May 28, 2019

Mr. Todd M. Walton  
Ford Motor Company  
Fairlane Plaza North, 8F  
290 Town Center Drive  
Dearborn, Michigan 48126

Dear Mr. Walton:

SUBJECT: RE: Livonia Transmission Plant – Consent Decree No. 2:17112372-GAD-RSW; 36200 Plymouth Road; Livonia, Wayne County, Michigan;  
DEQ Site ID No.: 82002970

In correspondence dated February 1, 2019, the Department of Environmental, Energy & Great Lakes (EGLE), Remediation and Redevelopment Division (RRD), requested Ford Motor Company (Ford) install preemptive mitigation on the off-site properties where a plume was present. The preemptive mitigation is being conducted under paragraph 6.6(d)(iii) of the Consent Decree (CD), which allows Ford, in consultation with the EGLE, to undertake interim response activities as determined appropriate when there may be an immediate risk to human health. Ford hired Arcadis to install mitigation systems of different types within the residential neighborhood.

During the design, installation and operation of the mitigation systems, there have been numerous complaints from residents. These complaints range from appointments not being kept, delays with installation, the length of time for installation, damage to homes, flooding in sealed crawl spaces, and several other issues, including a general lack of communication between Arcadis and the residents.

In response to multiple valid resident complaints and in an effort to resolve and proactively avoid additional issues, EGLE is requiring Ford to update their Public Outreach Plan required under paragraph 6.9 of the CD to include the following items:

- 1) Establish a specific 24-hour hotline for residents to report issues/concerns with their mitigation systems.
- 2) Establish a specific email for residents to report issues/concerns with their mitigation systems.

- 3) Respond to any citizen calls or emails regarding their systems within 24 hours, providing information, an opportunity to discuss the issue with Ford/Arcadis if resident requests, and offer a solution to the issue within 48 hours.
- 4) Ford provide a written summary of the complaints received and the response provided to the residents and the resolution to EGLE due the first of every month.
- 5) Establish a dedicated staff person to be present for all mitigation work and any aspect of the mitigation work (any work outside of or inside a home) within the residences, specifically to be a liaison for the residents to ensure any issues or complaints are responded to within 48 hours by Ford/Arcadis.

Ford is requested to implement these items by May 31, 2019 and submit a revised Public Outreach Plan by June 28, 2019.

If you have any questions, please contact Ms. Beth Vens, Assistant District Supervisor, 586-484-1030, [vensb@michigan.gov](mailto:vensb@michigan.gov); or Mr. Brandon Alger, Project Manager, at 586-623-2839, [algerb@michigan.gov](mailto:algerb@michigan.gov), or you may contact me.

Sincerely,



Paul Owens, District Supervisor  
Warren District Office  
Remediation and Redevelopment Division  
586-235-6990  
[owensp@michigan.gov](mailto:owensp@michigan.gov)

cc: Senator Dayna Polehanki  
Representative Laurie Pohutsky  
Mr. Shawn Collins, The Collins Law Firm, PC  
Mr. Paul Bernier, City of Livonia  
Ms. Maureen Franklin, Wayne County DNVCW  
Mr. Kris Hinskey, Arcadis  
Ms. Alexandra Rafalski, DHHS  
Ms. Cyndi Mollenhour, MDEQ-C&E  
Ms. Beth Vens, MDEQ-RRD  
Mr. Brandon Alger, MDEQ-RRD