



KELLY AFB
TEXAS

ADMINISTRATIVE RECORD
COVER SHEET

AR File Number 3341

**KELLY AIR FORCE BASE
RESTORATION ADVISORY BOARD
COMMUNICATIONS/INVOLVEMENT ACTION PLAN
WORKGROUP WORK SESSION**

Tuesday, October 26, 1999

5:30 p.m. - 8:30 p.m.

KAFB Chapel, Activity Room 3

A G E N D A

OPENING

Welcome

Introductions

Review Workgroup's task and schedule

Review the Outcomes from the October 7th Workshop

Review and agree on the agenda and groundrules for tonight's session

COMMUNICATING WITH AREA RESIDENTS

OUR MESSAGE:

Consensus on the talking points for each of the essential elements of our message.

NEXT STEPS:

-Resolving any differences about talking points

-Identify and agree on the Message Development Tasks

-Identify and agree on the Message Communication Tasks

INVOLVING AREA RESIDENTS

TECHNIQUES/METHODS:

-Review the list generated at the October 7th Workshop

-Consensus on priorities

NEXT WORKGROUP WORK SESSION

-Tuesday, November 9th, 5:30 p.m. - 8:30 p.m.

-Focus for the next work session

CLOSURE

Adjustments to our work session process

Closing comments

Adjourn by 8:30 p.m.

KAFB Restoration Advisory Board
Communications/Involvement Action Plan
draft: 10/26/99

WORKSHOP FOLLOW-UP TASKS/ACTIONS

1. **Identify a workgroup to develop and package a draft Action Plan**
 - co-chairs to identify membership and mail letters to all RAB members
 - RAB should bless the work of the workgroup and commit to take their work product seriously

2. **Workgroup follow-up activities (identified at the 10/7/99 Workshop):**
 - a. hammer out the details of our message
 - b. rethink RAB meeting agenda
 - c. identify key community leaders
 - d. develop timelines
 - e. identify available resources
 - f. identify possible survey or poll questions or topics
 - g. door-to-door contacts (personal contacts)
 - h. literature (newsletter, flyers, church bulletins, grocery store bulletin boards, neighborhood newspaper inserts, etc.)
 - i. consistent and timely communication (must be accurate, listen and prove that you are listening, say what your mean and be sincere, etc.)
 - j. elected officials (educate and activate)

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OUR MESSAGE

ESSENTIAL ELEMENTS:

Air Force takes and accepts responsibility

Address health concerns:

-protect human health and the environment

Property values:

-buyout??

Address the fears which area residents have

Clean-up plans:

-be clear and specific about what they are
-communicate the timelines for action

ESSENTIAL CHARACTERISTICS:

Agree on the message and be consistent in conveying the message:

-decide how we deal with honest disagreements about message content

Communication must be:

-clear
-three-way (i.e., up, down and across)
-factual and accurate
-honest
-the RAB will listen

Build credibility

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INVOLVING AREA RESIDENTS

BEST TECHNIQUES/METHODS

- a. Small Groups in locales (e.g., churches, etc.)
- b. Open the Base Clean-up Team to the public
- c. On- and Off-base Tours
- d. Have RAB members bring guests to meetings (personal invitation)
- e. RAB should commission a community survey or poll which asks area residents what would make them become involved
- f. Invite community/area leaders to participate (e.g., neighborhood, civic, athletic, church, etc.)
- g. Rethink the public participation portion of RAB meetings (e.g. rethink the physical set-up of the meeting, create an atmosphere that encourages participation, etc.)
- h. Be attentive and respectful of opinions (e.g., respect agendas, be responsive to inquiries, etc.)

KAFB RAB WORKSHOP
October 7, 1999

PROPOSED WORKSHOP GROUNDRULES

BE OPEN AND HONEST IN SHARING YOUR THOUGHTS/VIEWS.

LISTEN TO OTHERS, AND RESPECT ALL POINTS OF VIEW.

STAY FOCUSED ON THE TASK OR TOPIC AT HAND.

BE CONCISE AND TO THE POINT. NO SPEECHES!

**TRY YOUR BEST TO REACH CONSENSUS ON DISCUSSION
ITEMS.**

Kelly Air Force Base
Restoration Advisory Board
Communications/Involvement Action Plan Meeting Notes

October 26, 1999

Attendees: Mark Puffer, Armando Quintanilla, Pat McCullough, Sam Sanchez, George Rice

Facilitator: Bob Ashcroft

Next Meeting: Tuesday, Nov 16, 1999-send e-mail/notice

MESSAGE

- Air Force must admit and take responsibility for all of the contamination that it caused
NOTE: Did Kelly contribute to or cause this problem?
- A map/graphic which clearly shows those areas where the AF admits and accepts responsibility for contamination and those areas where it doesn't accept
- Describe the magnitude of the contamination problems

HEALTH CONCERNS

- Only a few people are currently using the aquifer and only one family is drinking from it
- Vinyl chloride off gas that is a potential problem that is yet to be studied
- ATSDR concluded that shallow groundwater is not a threat to health but they yet have to study groundwater east of the base
- Continue to support ATSDR efforts to identify community or regional health issues and work toward solutions
- Help citizens in the surrounding communities identify personal health problems and get medical treatment
- To protect human health and the environment, the contamination must be cleaned up as soon as possible
- We must tell people that there are some health concerns and we must use the results of the health assessment to tell people what the report says and what it doesn't say

PROPERTY VALUES

- Determine how and why property values have changed
- Inform property owners of their rights (e.g., class action lawsuit) and responsibilities (e.g., inform potential buyers of contamination) and their benefits under the Homeowners Assistance Program (e.g. how property values will be protected in the future as Kelly redevelops)

ADDRESS THE FEARS OF RESIDENTS

- Provide accurate information about water, soil, and air contamination
- Do a better job of understanding people's fears and the causes of those fears
- Address questions such as: Is it safe? Do I need to be afraid? Should I be concerned? How can I protect myself? How will this be monitored? What does the future hold for this area?

CLEAN-UP PLANS

- The contamination must be cleaned up as soon as possible to protect human health
- What are the specific cleanup plans and when will the cleanup be completed
- Can the contaminated off-base area be a NPL site?
- Where have cleanup efforts been focused and why?

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