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To: [SupervisorMitchoff](#); [Supervisor Candace Andersen](#); [John Gioia](#); [Julie Enea](#)
Subject: Email for AD HOC COMMITTEE ON COVID-19 ECONOMIC IMPACT AND RECOVERY meeting -Test results question and why isn't sewage tested ?
Date: Wednesday, October 14, 2020 12:21:57 PM

Email for AD HOC COMMITTEE ON COVID-19 ECONOMIC IMPACT AND RECOVERY meeting -Test results question and why isn't sewage tested ?

I went to the Concord facility for both PCR and testing on Sept 21st. It was excellent service and friendly people with no line. The first results came back in just 32 hours despite me not qualifying for the caretaker / 1st responder 24 hour turn around. I had been told that it would be 3-5 days for turnaround on results so that was a very pleasant surprise.

However, when I called 3 times to the x number and twice to the x number when I was notified of my negative results I was not able to reach the counselors for the simple answer of which test result I had 1st received.

I did dial 4 as directed and spoke several times to the scheduling people. Who also attempted to transfer me over to the counselors.

This failure of the phone system I find worrisome.

I called 2 times to +1 (844) 729-8410 to find someone to give me this answer - I was told by that # that I needed to call 1-844-421-0804 , after calling it twice I was told that I needed to dial either 2 , then two different appointment people Renee and Amber told me I had to dial 4 At the start to get results. That failed on each attempt and simply redirected me to appointments each time.

I called from my att cell # which you should be able to look up via this email. If not, I can send it as an additional email.

I also tried the secure chat at 134 pm on Sept 23rd, but no one replied for over 90 minutes until 257 pm. Which the reply was from a JC

I did finally get an answer from a J.C. On which test result had come in

At 304 pm I sent another message as to mention the problem of not being able to reach anyone by phone and asking what was the correct phone #. I received an answer at 331 pm again from JC

. On the secure chat the campaign # is listed as 9254386503

In addition I wonder if there are plans to track / fund / or urge local sewer districts for testing of the waste water for COVID-19 in the county to provide better data?

I look forward to hearing about what plans are for this as a possibility.
Appreciated !
Kevin Mathieu

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