

Gilsenan, Michael

From: WTC Hotline [WTCHotline@otbnyc.com]
Sent: Thursday, March 21, 2002 1:22 PM
To: Andrew Tucker (E-mail); Anita Sher (E-mail); Caroline Bragdon (E-mail); Chris D'Andrea (E-mail); Eddie Gabriel (E-mail); Greg Butler (E-mail); Jessica Leighton (E-mail); Jim Miller (E-mail); Laurel Blatchford (E-mail); Lee Ilan (E-mail); Liza Henry (E-mail); Louise Cohen (E-mail); Mike Gilsenan (E-mail); Nancy Jeffery (E-mail); Reena Mahajan (E-mail); Roger Hayes (E-mail); Rose Marabetti (E-mail); Sam Benson (E-mail); Sandy Mullin (E-mail); Tom Frieden (E-mail); Vince Coluccio (E-mail)
Cc: David Longshore (E-mail); Liza Henry (E-mail); Rose Marabetti (E-mail); Vince Coluccio (E-mail)
Subject: Summary of Hotline Calls Received Wednesday 3/20/2002

Good morning everyone,

The voicemail problems were finally sorted out last night and we were able to receive messages directly from hotline callers calling during off hours. I checked the messages this morning and only received 3 messages total: 1 was a test message from a hotline worker, 1 was a hang-up and 1 was a genuine caller whom I called back. Based on these results, I cannot explain why it appears that we are receiving so many calls at night. One possible answer is that our line is getting crossed with an OTB line, I was here early in the morning and received 5 calls for OTB. I have asked telecommunications to look into this problem.

Until we know whether the call volume reported is truly reflective of hotline calls, I will stop summarizing these reports. The following is a summary of calls received from 11:00 AM to 7:00 PM (our operating hours) on 3/20.

26 calls received by the system from 11:00 AM - 7:00 PM on 3/20
 18 of these calls were answered by operators
 8 of these calls were hang-ups

of the 18 calls answered by hotline operators:
 1 was a cleaning question
 4 were related to the outdoor environment
 1 was a health question
 3 were indoor air testing requests
 4 were questions for the old WTC hotline
 4 were "other" questions for DEP/DOH
 1 was school-related (PS 89)

Please e-mail us with any questions or comments.

-Caroline

Lower Manhattan Air Quality Hotline
212-221-8635, Hours of Operation 11:00 AM - 7:00 PM

To reach Hotline Operators please call: 212-704-5115
 To fax Hotline Operators: 212-704-5170