

Gilsenan, Michael

From: WTC Hotline [WTCHotline@otbnyc.com]
Sent: Tuesday, March 19, 2002 1:53 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: Caroline Bragdon (E-mail); Vince Coluccio (E-mail); Kara Cadag (E-mail); David Longshore (E-mail); d_orti@hotmail.com
Subject: Summary of Calls received on Monday, 3/18

Good morning everyone,

Per requests from DOH staff, we connected the hotline number to a voicemail box this morning. Please note that the hotline number was not set up to have its own voicemail box (Harold Wong is the telecommunications guru here, he explained that the hotline system is not compatible with voicemail.) What we did instead was to forward unanswered calls to the hotline to the voicemail box on the 212-704-5115 line (our personal line.) Every morning one of the supervisors will check the box for messages and call back callers who have requested information. We will fill out log-in sheets for these call-backs and log them in as regular calls.

The following is a summary of the calls that we received on Monday 3/18/2002:

129 Calls received midnight to midnight
 92 of these calls were during off hours
 37 calls were answered by a hotline operator
 8 calls were hang-ups
 29 callers were answered by hotline operators and logged into the system

of the 29 calls received by hotline operators:

8 calls were Old WTC Hotline calls
 5 calls were requests for cleaning info
 4 calls were about the outdoor environment in lower Manhattan
 4 calls were health related
 5 calls were requests for indoor air testing
 2 calls were about schools
 1 call was "other" air quality

Please send us any comments/questions.

-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