

Gilsenan, Michael

From: WTC Hotline [WTCHotline@otbnyc.com]
Sent: Monday, March 18, 2002 12:18 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: Vince Coluccio (E-mail)
Subject: Summary of Hotline Calls for Friday, 3/15

Good morning everyone,

Below is a summary of calls received on Friday, March 15 at the hotline. Please note that we received 175 calls on Saturday and 179 calls on Sunday (people just listened to the message for our operating hours and hung up.) Do we want to add the voicemail option so we can call back the people who want to leave messages?

Call Summary For Friday, 3/15

182 calls midnight to midnight
 133 of the calls received during off hours
 49 calls received during open hours
 10 calls were hang-ups
 39 spoke with operators

Of the 39 calls received by operators:

15 were for other WTC (non-environment) related questions and will be re-coded as "Old WTC Hotline" questions
 6 were cleaning questions
 5 were outdoor environment questions
 6 were health questions
 4 were indoor air testing requests
 3 were "other" air quality hotline questions

The hotline seems to be averaging about 30-45 substantive calls a day. Once Roger's crew starts flyering downtown the pace is likely to pick up, but for now we seem to be able to handle the calls with 3-4 operators, 3 supervisors (one from each agency) and 1 data entry person. Please respond with comments/questions.

-Caroline

Lower Manhattan Air Quality Hotline 212-221-8635

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