

AC Michael Gilman



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2/20/02

To: Barbara Raffa

Re: Questions Regarding Do as
Best We Could

Hope you find this helpful —
Bruce, Karen + I reviewed
and responded.

Karen + I referred to the
NYEDOH Press Release, 2/18/02
attached.

Any further help needed, let
us know.

Rose

Cc: Mike Gilman, AC

Rose Marabetti

2/20/02

The following are some examples of questions raised by community residents regarding environment, health, and quality of life in Lower Manhattan

I. BUILDING RELATED ISSUES

A. Landlords/Enforcement

- How do I know my landlord had the HVAC (Heating, Ventilation and Air Conditioning) system properly cleaned?
There should be a report from the licensed company who performed the work.
- Are there written protocols as to how to clean HVAC systems?
(We're checking the Housing Code) ??
- What can I do about buildings that have not been cleaned yet (roofs, window sills, fire escapes, lobbies, hallways)? What agency enforces building cleaning? *Call DEP (?) It will use (?) its own offices to get the report. Do hire a company.*
- My landlord had the building cleaned back in September but he has not done anything since, who can I call to make sure he continues to clean? *Question unclear - If the job is completed, a report should be available. If more to be done, i.e., visible dust, etc*
- Terraces & balconies: Who is responsible for cleaning? Is it safe to clean the terrace if there is a lot of dust? What can I do if cleaned my terrace but others in my building have not and the dust blows into my apartment? *Tenants should sweep. Do they do get landlord to hire a licensed cleaning company. If a Corp, shareholders share work as a group to hire a licensed cleaning company*

Call landlord or call DEP?

B. Cleaning

- Does the Department have any recommendations about which brands of HEPA vacs + Air Purifiers provide the best safety features? *(?)*
- How can people who live north of Canal St. obtain a free HEPA vac and/or Air Purifier? *Person might call the nyc's Emergency Mgmt. office Bulk Donations #: 1-800-801-8092 (ext # must be checked)*
- Technical questions such as: is an ionizer as effective as a HEPA filter? What is the difference between an Avena purifier vs. a HEPA filter? *(?)*
- Why are people not routinely recommended to wear a mask while cleaning? *Licensed cleaners should be wearing appropriate masks;*

C. Indoor Air Testing

- Will the Health Department conduct more indoor air testing? (will you come and test my apartment?) *The NYC DOH + the federal agency for Toxic Substances + Disease Registry (ATSDR) have conducted indoor and outdoor tests of 30 residential bldgs in Lower Manhattan examining samples of both air and dust. Further information on the indoor air initiative is available on the NYC DOH web site nyc.gov/health*

- When will the final results of the ATSDR indoor air sampling be made available? What other substances besides asbestos and fiberglass are being analyzed? *The final results are expected to be available this spring. Other substances that are being analyzed were silica, 88 ppm/m³, mica + calcite*
- For how many hours did the air sampling occur in the ATSDR sampling? Don't particles and substances increase during the night hours? *(?)*
- Why is there no mention of heavy metals tested indoors?
- Is lead still being tested? *(?)*

- DOH + DEP *(2)*
- What companies conduct indoor air and dust testing? *Those that should be used have a NYS Dept. of Labor License. Confirm by calling (212) 352-6000 and certified by NYC DEP - check web site www.nyc.gov/dep*
 - What standard is the Department using to determine "acceptable levels"? How do you answer the charge from others that the standards being used are not protective of health, given the unique circumstances of the WTC collapse?

D. Air Conditioners

- air circulation systems not operated since 9/11 must have their filters replaced before being restarted. And, systems should be run on a recirculated air setting + not on fresh air, if possible until the WTC fire is extinguished*
- Is it safe to run air conditioners? How do you know if your air conditioner is contaminated? If there is dust settled on the outside will it enter into the air inside? *Not if run on a recirculated air setting. Check the filter + change if necessary*
 - How should they be cleaned? *Employ a professional licensed cleaning professionally*
 - How often should filters be replaced? *Because of the disaster, filters should be changed as often as necessary when filled with dust.*
 - Can you buy a HEPA filter that will fit into an air conditioner? *Some air conditioners are not compatible with HEPA filters. (2)*

II HEALTH RELATED ISSUES

A. Health Effects

- None of the testing to date has shown results indicating long-term health impacts. But, conclusive scientific knowledge about the potential health hazards of some substances is not available. NYC DOH + federal agencies will continue to work closely with local, state + federal agencies to monitor air quality + inform the public as soon as results are available.*
- What is the DOH doing to protect residents' health? (Some people report that they have asthma as a result of the air, as well as other symptoms. While symptoms have decreased over the past few months, there remain concerns about coughs, upper respiratory stress, etc.) *If funding is received, NYC DOH + the US Center for Disease Control + Prevention will develop a protocol*
 - When will the registry be established? Will it study the health effects from environmental exposures? Will it look at all of the chemicals released like dioxin and benzene? *I would think so. (over) →*

- A Mt. Sinai physician testified that he has seen patients 7 blocks from WTC with significant health effects (upper respiratory stress, asthma, etc.). What does that mean for other nearby residents downwind from the site?

I would think they would have some effects, depending upon their health + age. (2)

- Do residents need to see a respiratory specialist for air exposure concerns? If they have concerns or there was excessive exposure, they should see a respiratory specialist. (2)

B. Children

- Is it safe for children to breathe the air? Since they have smaller lungs and their bodies are still developing, do the standards for determining the health effects of toxins in the air take into account children's physical development?

- Different pediatricians are giving different assessments of the impact on children? What is DOH's position? (2)

- In the indoor air testing why did we sample the air at adult breathing levels and not lower levels where young children breathe? (The Mt. Sinai doctor's testimony indicated that we should be more concerned about children's exposures and that we aren't doing enough)

You might refer them to the DOH web site nyc.gov, health

C. Asbestos

- The indoor study found the presence of asbestos in the dust. Doesn't it take only one fiber of asbestos lodged in a lung to cause disease, and if so aren't we all at increased risk for disease?

(2)

- Don't we risk inhaling asbestos even if we wet clean and HEPAvac since the small fibers escape?

(2) (I shouldn't they mean marks?)

- Can toddlers ingest/inhale small asbestos fibers if they crawl on the rugs and floor (even though they have been cleaned)?

I would think "Yes" (2)

D. Communication with Local Health Providers

- Doctors are prescribing antibiotics for the WTC cough. Is this a proper treatment? I would guess it would depend on blood test results, X-ray results + listening to lungs. (2)
- What advice is the Health Department giving to local doctors? (2)

Good question!
What are the deleterious effects on children?
You might talk to the Project Liberty program, a state-wide disaster-recovery initiative offering free crisis counseling, education + referral services to anyone affected by the WTC disaster. Call: 1-800-life net or 1-800-543-3638

- Is anyone collecting information from local doctors about the patients they are seeing? *A DOH question, I wld. think they are. Wouldn't the Registry etc provide that?*
- Are there recommendations for taking supplements to off set the effects of the dust and air? *(?)*
- Why is the DOH not recommending that local residents be tested for toxins in the blood? *(?)*

III OUTDOOR RELATED ISSUES

A. Outdoor Air Testing

- Who is doing research on the synergistic effects of the various toxic substances together in the air? *Good question - tough one to answer 2.?*
- Since the only standards for assessing the impact of asbestos are for occupational exposure over 20 years, does this mean that residents of Lower Manhattan could be more at risk for a shorter period of time since many people are in the area for 24 hour periods (NOT an 8 hour day like factory workers)? *(?)*
- How do you respond to scientists who say that the standards being used to assess health impacts of asbestos are too low? *(?)*

B. Parks

- Are local parks and playgrounds cleaned regularly? Can there be a sign posted as to when the park was last tested and cleaned? *check with DPR.*
- Is soil tested for asbestos and other toxic substances? *I believe so (?) Does Parks do this?*

C. Debris Removal

- Trucks not always wetting down and putting tarps over debris, whom should they call to complain? *NYC DEP Helpline? (718) DEP-HELP or NYSDOT Corner Certification + Compliance (718) 482-4810*
- Why can't the material on the trucks be containerized? *NYSDOT (?)*

D. Charge

- Noise complaints: banging is keeping people awake at night, who should they call to complain *NYC DEP 24-Hour Helpline (718) DEP-HELP*
- Dust: Debris is being dispersed through the air

call

E. Streets

- Not all streets are being wetted down, which agency can I report this to? *NYC DEP 24-Hour Helpline (718) DEP-HELP or ?
NYC Dept. of Sanitation 24-Hour Operations Desk (646) 885-4857*
- Battery Park City residents say dry sweepers are kicking up dust. There has been a change over the past several weeks and streets are no longer being wetted down. *check by calling the above numbers.*

F. Sidewalks

- What is being done to wet down sidewalks? Is this a landlord responsibility? *In front of building it is.*
- For commercial areas who is responsible? *I believe it's also the commercial building owner. (?)*

G. Other Outdoor Dust Issues

- Gardens, bushes, planters outside of buildings that have not been cleaned. Who is responsible for cleaning these? *If on pvt. property the owner. If on City property the Dept. of Parks.*
- Dumpsters filled with WTC debris. Which agency should be called? *NYC DOS - 24 Hours Operations Desk (646) 885-4857
Public Information Office (646) 885-5020*
- What happened to the dangerous chemicals (e.g. diesel) that burned in the buildings? Were they burned up or are they still seeping into the ground? *This may be a NY SDEC or NYC DEP question ?*

IV OTHER ISSUES

A. Con Edison

- When will they be finished tearing up the streets? *(?)*
- There are placing 5 more transformers in the sub station at South St. Seaport to replace the ones destroyed at 7 World Trade Center. What are the health effects of this increase in electric power capacity? What are effects of electric magnetic fields? *(?)*

B. Homeless

- There has been an increase in homeless population throughout Lower Manhattan after 9/11, especially in the South St. Seaport area? Is anyone doing outreach w this population? *I would call the Homeless Services Dept. of NYC (212) 788-9400 or the Emergency Assistance Hotline (jw) 994-6494 (Numbers to be checked as location is at 161 William St., near the WTC.*

Bruce macdonald

2/20/02

The following are some examples of questions raised by community residents regarding environment, health, and quality of life in Lower Manhattan

I. BUILDING RELATED ISSUES

A. Landlords/Enforcement

- How do I know my landlord had the ~~HVAC (Heating, Ventilation and Air Conditioning)~~ ^{building} system properly cleaned?
- Are there written protocols as to how to clean HVAC systems?
- What can I do about buildings that have not been cleaned yet (roofs, window sills, fire escapes, lobbies, hallways)? What agency enforces building cleaning?
- My landlord had the building cleaned back in September but he has not done anything since, who can I call to make sure he continues to clean?
- Terraces & balconies: Who is responsible for cleaning? Is it safe to clean the terrace if there is a lot of dust? What can I do if cleaned my terrace but others in my building have not and the dust blows into my apartment?

B. Cleaning

• WHO IS A HEPA FILTER?

- Does the Department have any recommendations about which brands of HEPAvac + Air Purifiers provide the best safety features?
- How can people who live north of Canal St. obtain a free HEPAvac and/or Air Purifier
- Technical questions such as: Is an Ionizer as effective as a HEPA filter? What is the difference between an Avena purifier vs. a HEPA filter?
- Why are people not routinely recommended to wear a mask while cleaning?

C. Indoor Air Testing

- *what agency will* Will the Health Department conduct more indoor air testing? (will you come and test my apartment?)

and for what?

- When will the final results of the ATSDR indoor air sampling be made available? What other substances besides asbestos and fiberglass are being analyzed?
- For how many hours did the air sampling occur in the ATSDR sampling? Don't particles and substances increase during the night hours?
- Why is there no mention of heavy metals tested indoors?
- Is lead still being tested?
- What companies conduct indoor air and dust testing?
- What standard is the Department using to determine "acceptable levels"? How do you answer the charge from others that the standards being used are not protective of health, given the unique circumstances of the WTC collapse?

D. Air Conditioners

- Is it safe to run air conditioners? How do you know if your air conditioner is contaminated? If there is dust settled on the outside will it enter into the air inside?
- How should they be cleaned?
- How often should filters be replaced?
- Can you buy a HEPA filter that will fit into an air conditioner? Some air conditioners are not compatible with HEPA filters.

AIR IN MY BUILDING

II HEALTH RELATED ISSUES

IS THE AIR IN MY BUILDING THE PROBLEM?

A. Health Effects

- What is the DOH doing to protect residents' health? (Some people report that they have asthma as a result of the air, as well as other symptoms. While symptoms have decreased over the past few months, there remain concerns about coughs, upper respiratory stress, etc.)
- When will the registry be established? Will it study the health effects from environmental exposures? Will it look at all of the chemicals released like dioxin and benzene?

- A Mt. Sinai physician testified that he has seen patients 7 blocks from WTC with significant health effects (upper respiratory stress, asthma, etc.). What does that mean for other nearby residents downwind from the site?
- Do residents need to see a respiratory specialist for air exposure concerns?

B. Children

- Is it safe for children to breathe the air? Since they have smaller lungs and their bodies are still developing, do the standards for determining the health effects of toxins in the air take into account children's physical development?
- Different pediatricians are giving different assessments of the impact on children? What is DOH's position?
- In the indoor air testing why did we sample the air at adult breathing levels and not lower levels where young children breathe? (The Mt. Sinai doctor's testimony indicated that we should be more concerned about children's exposures and that we aren't doing enough)

C. Asbestos

- The indoor ^{??}study found the presence of asbestos in the dust. Doesn't it take only one fiber of asbestos lodged in a lung to cause disease, and if so aren't we all at increased risk for disease?
- Don't we risk inhaling asbestos even if we wet clean and HEPAvac since the small fibers escape?
- Can toddlers ingest/inhale small asbestos fibers if they crawl on the rugs and floor (even though they have been cleaned)?

D. Communication with Local Health Providers

- Doctors are prescribing antibiotics for the WTC cough. Is this a proper treatment?
- What advice is the Health Department giving to local doctors?

- Is anyone collecting information from local doctors about the patients they are seeing?
- Are there recommendations for taking supplements to off set the effects of the dust and air?
- Why is the DOH not recommending that local residents be tested for toxins in the blood?

III. OUTDOOR RELATED ISSUES

IS THE AIR NEAR WTC SAFE?

A. Outdoor Air Testing

- Who is doing research on the synergistic effects of the various toxic substances together in the air?
- Since the only standards for assessing the impact of asbestos are for occupational exposure over 20 years, does this mean that residents of Lower Manhattan could be more at risk for a shorter period of time since many people are in the area for 24 hour periods (NOT an 8 hour day like factory workers?)
- How do you respond to scientists who say that the standards being used to assess health impacts of asbestos are too low?

B. Parks

- Are local parks and playgrounds cleaned regularly? Can there be a sign posted as to when the park was last tested and cleaned?
- Is soil tested for asbestos and other toxic substances?

C. Debris Removal

- Trucks not always wetting down and putting tarps over debris, whom should they call to complain?
- Why can't the material on the trucks be containerized?

D. Barge

- Noise complaints: banging is keeping people awake at night, who should they call to complain
- Dust: Debris is being dispersed through the air

E. Streets

- Not all streets are being wetted down, which agency can I report this to?
- Battery Park City residents say dry sweepers are kicking up dust. There has been a change over the past several weeks and streets are no longer being wetted down.

F. Sidewalks

- What is being done to wet down sidewalks? Is this a landlord responsibility?
- For commercial areas who is responsible?

G. Other Outdoor Dust Issues

- Gardens, bushes, planters outside of buildings that have not been cleaned. Who is responsible for cleaning these?
- Dumpsters filled with WTC debris. Which agency should be called?
- What happened to the dangerous chemicals (e.g. diesel) that burned in the buildings? Were they burned up or are they still seeping into the ground?

IV OTHER ISSUES

A. Con Edison

- When will they be finished tearing up the streets?
- There are placing 5 more transformers in the sub station at South St. Seaport to replace the ones destroyed at 7 World Trade Center. What are the health effects of this increase in electric power capacity? What are effects of electric magnetic fields?

B. Homeless

- There has been an increase in homeless population throughout Lower Manhattan after 9/11, especially in the South St. Seaport area? Is anyone doing outreach w this population?

Kates Ellis

2/6/02

The following are some examples of questions raised by community residents regarding environment, health, and quality of life in Lower Manhattan

I. BUILDING RELATED ISSUES

A. Landlords/Enforcement

- How do I know my landlord had the HVAC (Heating, Ventilation and Air Conditioning) system properly cleaned? *Prior to re-occupancy at. Landlords were advised by the City on proper cleaning procedures and a list of certified cleaners and distributors.*
- Are there written protocols as to how to clean HVAC systems?
- What can I do about buildings that have not been cleaned yet (roofs, window sills, fire escapes, lobbies, hallways)? What agency enforces building cleaning?
- My landlord had the building cleaned back in September but he has not done anything since, who can I call to make sure he continues to clean?
- Terraces & balconies: Who is responsible for cleaning? Is it safe to clean the terrace if there is a lot of dust? What can I do if cleaned my terrace but others in my building have not and the dust blows into my apartment?

B. Cleaning

- Does the Department have any recommendations about which brands of HEPA vacs + Air Purifiers provide the best safety features?
- How can people who live north of Canal St. obtain a free HEPA vac and/or Air Purifier
- Technical questions such as: Is an Ionizer as effective as a HEPA filter? What is the difference between an Avena purifier vs. a HEPA filter?
- Why are people not routinely recommended to wear a mask while cleaning?

C. Indoor Air Testing

- Will the Health Department conduct more indoor air testing? (will you come and test my apartment?) *Yes*

- When will the final results of the ATSDR indoor air sampling be made available? What other substances besides asbestos and fiberglass are being analyzed?
- For how many hours did the air sampling occur in the ATSDR sampling? Don't particles and substances increase during the night hours?
- Why is there no mention of heavy metals tested indoors?
- Is lead still being tested? *Yes*
- What companies conduct indoor air and dust testing? *A list of companies certified by DEH + DOE is available on the DOE website.*
- What standard is the Department using to determine "acceptable levels"? How do you answer the charge from others that the standards being used are not protective of health, given the unique circumstances of the WTC collapse?

D. Air Conditioners

- Is it safe to run air conditioners? How do you know if your air conditioner is contaminated? If there is dust settled on the outside will it enter into the air inside?
- How should they be cleaned?
- How often should filters be replaced?
- Can you buy a HEPA filter that will fit into an air conditioner? Some air conditioners are not compatible with HEPA filters.

II HEALTH RELATED ISSUES

A. Health Effects

- What is the DOH doing to protect residents' health? (Some people report that they have asthma as a result of the air, as well as other symptoms. While symptoms have decreased over the past few months, there remain concerns about coughs, upper respiratory stress, etc.)
- When will the registry be established? Will it study the health effects from environmental exposures? Will it look at all of the chemicals released like dioxin and benzene? *DOH is working with CDC to develop a protocol for a registry to study short and long-term health and mental impacts.*

- **A Mt. Sinai physician testified that he has seen patients 7 blocks from WTC with significant health effects (upper respiratory stress, asthma, etc.). What does that mean for other nearby residents downwind from the site?**
- **Do residents need to see a respiratory specialist for air exposure concerns?**

B. Children

- **Is it safe for children to breathe the air? Since they have smaller lungs and their bodies are still developing, do the standards for determining the health effects of toxins in the air take into account children's physical development?**
- **Different pediatricians are giving different assessments of the impact on children? What is DOH's position?**
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C. Asbestos

- **The indoor study found the presence of asbestos in the dust. Doesn't it take only one fiber of asbestos lodged in a lung to cause disease, and if so aren't we all at increased risk for disease?**
- **Don't we risk inhaling asbestos even if we wet clean and HEPAvac since the small fibers escape?**
- **Can toddlers ingest/inhale small asbestos fibers if they crawl on the rugs and floor (even though they have been cleaned)?**

D. Communication with Local Health Providers

- **Doctors are prescribing antibiotics for the WTC cough. Is this a proper treatment?**
- **What advice is the Health Department giving to local doctors?**

- Is anyone collecting information from local doctors about the patients they are seeing?
- Are there recommendations for taking supplements to off set the effects of the dust and air?
- Why is the DOH not recommending that local residents be tested for toxins in the blood?

III OUTDOOR RELATED ISSUES

A. Outdoor Air Testing

- Who is doing research on the synergistic effects of the various toxic substances together in the air? *EPA and ATSDR*
- Since the only standards for assessing the impact of asbestos are for occupational exposure over 20 years, does this mean that residents of Lower Manhattan could be more at risk for a shorter period of time since many people are in the area for 24 hour periods (NOT an 8 hour day like factory workers?)
- How do you respond to scientists who say that the standards being used to assess health impacts of asbestos are too low?

B. Parks

- Are local parks and playgrounds cleaned regularly? Can there be a sign posted as to when the park was last tested and cleaned?
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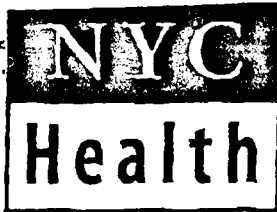
IV OTHER ISSUES

A. Con Edison

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- There has been an increase in homeless population throughout Lower Manhattan after 9/11, especially in the South St. Seaport area? Is anyone doing outreach w this population?



THE NEW YORK CITY
DEPARTMENT OF HEALTH

DEPARTMENT OF HEALTH

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nyc.gov/health

THOMAS R. FRIEDEN, MD, MPH
Commissioner

SANDRA MULLIN
Associate Commissioner

FOR IMMEDIATE RELEASE
Friday, February 8, 2002

CONTACT: Sandra Mullin/Greg Butler
(212) 295-5335/5336; (877) 640-1347

NYC DEPARTMENT OF HEALTH PRESENTS FINDINGS FROM INDOOR AIR SAMPLING IN LOWER MANHATTAN

*Analysis of Air Samples Taken from Residential Buildings in Lower Manhattan Indicates No
Elevation of Asbestos in Air. Low Levels of Asbestos and Some Fiberglass Found in Dust Samples.
DOH Reminds Residents of Importance of Cleaning to Reduce Dust.*

As part of an ongoing effort to assess the environmental impact of the World Trade Center (WTC) disaster and to respond to public health concerns, the New York City Department of Health (DOH) in collaboration with the federal Agency for Toxic Substances and Disease Registry (ATSDR) conducted indoor and outdoor tests of thirty residential buildings in lower Manhattan.

The tests examined samples of both air and dust. The air samples from inside the buildings showed no elevated levels of asbestos. The air sampling results for fibrous glass (fiberglass) are not yet available. The dust showed low levels of asbestos in some samples and the presence of fiberglass in other samples. The potential for exposure to these materials depends not only on their concentration in the dust but also on the amount of dust that is present. Asbestos and fiberglass can pose a health risk if dust accumulates and particles become airborne. While these findings are not unexpected, they underscore the importance of proper cleaning to reduce dust.

DOH is sending letters to building owners and residents informing them of the test results; flyers are also being distributed in lower Manhattan. The letters and flyers emphasize the importance of following DOH's cleaning recommendations to prevent dust from becoming airborne, especially while work continues at the WTC site. In addition to distributing information to residents, DOH is holding community meetings in association with Manhattan Community Board No. 1 to directly address any remaining concerns.

Residents are being advised to use a wet mop, damp cloth, or a high efficiency particulate air filter (HEPA) vacuum to clean dust from hard surfaces, and HEPA vacuums to clean carpets, upholstery, and other items that cannot be cleaned by wet wiping. To prevent the recirculation of dust, residents are advised *not* to sweep with "dry" brooms, or to use dusters or vacuums without approved HEPA filters. Since fiberglass can be irritating to the skin, rubber gloves can be used to provide skin protection. Residents were also advised to avoid carrying dust into their buildings from outdoors (e.g., by taking off shoes).

New York City Health Commissioner Thomas R. Frieden, MD, MPH said, "Since the collapse of the World Trade Center, an event that resulted in the release of large amounts of dust and other

-- More --

- - Page Three - -

setting, where the duration and intensity of asbestos exposure can be greater, there is a higher risk to workers. Workers at the WTC site need to use the appropriate protective equipment to reduce exposure. Exposure to some forms of fibrous glass (fiberglass) can cause cough, and eye, nose, skin, and throat irritation. Long-term health effects associated with fibrous glass are not completely known and standards for measurement of fibrous glass in environmental samples are not well established. Although fiberglass is classified as a possible carcinogen, recent studies of more than 30,000 industrial workers who worked with fiberglass found no conclusive evidence of an increased risk of cancer.

Additional information about the indoor testing initiative is available on the DOH Web site at nyc.gov/health. A comprehensive report on this testing will be available this spring. Final test results will be released to the public as soon as they become available. Results of outdoor sampling since September 11 of air, water, and dust – including sampling for asbestos and particulate matter – are posted on the U.S. Environmental Protection Agency's (EPA) website, epa.gov, and can also be found on the New York City Department of Environmental Protection's (DEP) website at nyc.gov/dep. WTC-related information can also be found at nyc.gov/health.

Information on the *Project Liberty* program, a statewide disaster-recovery initiative that offers free crisis counseling, education, and referral services to anyone affected by the World Trade Center disaster, is available by calling 1-800-LIFENET or 1-800-543-3638.

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#008

Total Call Breakdown (3/11 - 5/31)

