

## Gilsenan, Michael

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**From:** Stapleton.Richard@epamail.epa.gov  
**Sent:** Thursday, May 23, 2002 2:26 PM  
**To:** Callahan.Kathy@epamail.epa.gov; LaPosta.Dore@epamail.epa.gov;  
 bellow.bonnie@epamail.epa.gov; Messina.Bob@epamail.epa.gov;  
 villari.debra@epamail.epa.gov; levy.jeffrey@epamail.epa.gov; Basso.Ray@epamail.epa.gov;  
 Gilsenan, Michael; Mears.Mary@epamail.epa.gov  
**Subject:** Hotline script - Draft and related



WTC\_hotline\_script  
 .wpd

We have a hotline and a hotline contractor.

Hotline# is: 1-877-796-5471.

Hotline contractor is:  
 Integrated Marketing Concepts (They run NYC West Nile Hotline)  
 3724 Crescent Court West  
 Whitehall, PA 18052 (near Phila.)  
 1-800-987-8770  
 Contact: Billie Weiss (lady)

Latest version (but still being revised) of our Web-based data form is  
 at:

<http://everest.sdc-moses.com/enviro/nyc/dustcleanup/form.html>

Draft hotline script is attached. Please review and comment to me asap.  
 Yes, there are some holes to fill (help!) and loose ends to wrap pending  
 discussions now underway. Keep me posted, please!

Dick

(See attached file: WTC\_hotline\_script.wpd)

C:\Documents and Settings\MichaelG\Local Settings\Temporary Internet Files\OLK5\WTC\_hotline\_script.wpd  
 March 17, 2003 (4:50pm)

## DRAFT HOTLINE SCRIPT

Note: This script covers the questions we need to ask of callers. Answers are entered into the Hotline Database via the Questionnaire Form (Q-Page) on EPA's World Trade Center Web site at [www.epa.gov/wtc/q-page](http://www.epa.gov/wtc/q-page). The notation DBE after a question means that a database entry is called for. Questions with asterisks must be answered if services are requested. Date and time will automatically be generated when the completed form is submitted.

If callers have questions which are not answered (by notes following questions) in this script, refer to the indexed file of Frequently Asked Questions (FAQs button on the left side of the Q-page) to see if the question is answered there. The FAQs page includes an electronic response form to be used to submit questions which are not answered by the FAQs.

### Inbound Opening

**"Thank you for calling EPA's (insert cleanup name) Hotline. Is this your first call to the hotline?"**

*If the answer is "Yes," proceed with questions below.*

*If the answer is "No," click on the "Followup" button on the left side of this form.*

**"As you may have heard, EPA is offering dust cleanup information and assistance to residents of lower Manhattan. I will need to get some information from you and then I will try to answer any questions you may have. This interview will take approximately (need to time this) minutes. You may also get information and request assistance via our Web site. Do you want to continue by phone or go to our web site?"**

*If caller wants to use the Web site:*

**"Our Web site is w-w-w dot e-p-a dot g-o-v forward slash w-t-c. Simply follow the instructions under (insert cleanup name)."**

*If caller wants to answer by telephone, continue with questions below.*

**(1)"Let's get started. What is your first name?" (DBE)**

**(2)"Your middle initial?" (DBE)**

**(3)"And your last name?" (DBE)**

**(4)"What is your street address?" (DBE)**

**(5)"Your residence or suite number?" (DBE)**

(6)“The floor you live on?” (DBE)

(7)“And your ZIP code?” (DBE)

(8)“Can you tell me a cross street?” (DBE)

(9)“And the other cross street?” (DBE)

(10)“Do you use a different mailing address?”

*If the answer is no, skip this section.*

*If the answer is yes, ask:*

(10a)“Is that a street address or box number?” (DBE)

(10b)“And the city?” (DBE)

(10c)“State?” (DBE)

(10d)“And ZIP code?” (DBE)

(11)“May I have a daytime telephone number where you can be reached?” (DBE)

(12)“An evening number?” (DBE)

(13)“And can you be reached by cell phone?” (DBE)

(14)“Do you have a fax number?” (DBE)

(15)“And do you have an e-mail address?” (DBE)

(16)“Do you prefer to receive postal mail or email?” (DBE)

(17)“In order to protect your privacy and confidentiality should you need to call back, I need the last four digits of your Social Security number.” (DBE)

*Note: This information will be shared with our scheduling, cleaning and testing contractors should you request their services. Your individual information will **not** be made public.*

(18)“Now I need some information about your residence. “How many bedrooms do you have or is this a studio?” (DBE)

(19)“Do you have central air conditioning?” (DBE)

(20)“Do you have air conditioning units? If so, how many?” (DBE)

(21)“Do you have any wall-to-wall carpeting in your residence?” (DBE)

(22)“When you first re-entered your residence, would you say there was a normal amount of dust or a light dusting that you could write your name in??” (DBE)

*If the answer to either part is “yes,” skip to question #26.*

(23)“If the dust was heavy, how thick would you say it was??” (DBE)

(24)“What color was the dust?” (DBE)

(25)“Was your residence first cleaned by a certified asbestos contractor?”

*If the answer is yes:*

(25a)“Do you know the contractor’s name?” (DBE)

*If no name, enter “Don’t know.”*

(25b)“Do you know the approximate date?” (DBE)

*If can’t remember, enter “Don’t know” and skip to question #29.*

(26)“Or was the cleaning done by a non-certified contractor?”

*If the answer is yes:*

(26a)“Do you know the contractor’s name?” (DBE)

*If no name, enter “Don’t know.”*

(26b)“Do you know the approximate date?” (DBE)

*If can’t remember, enter “Don’t know” and skip to question #29.*

(27)“Or was the cleaning done by your housekeeper(DBE)

*If the answer is yes:*

(27a)“Do you know the approximate date?” (DBE)

*If can’t remember, enter “Don’t know” and skip to question #30.*

(28)“Or did you do the cleaning yourself?” (DBE)

*If the answer is yes:*

(28a)“Do you know the approximate date?” (DBE)

*If can’t remember, enter “Don’t know” and skip to question #30.*

(29)“If the cleaning was done by a contractor, was the contractor hired by building owner/manager or by you?” (DBE)

**(30)“Was your residence tested for asbestos before cleaning?” (DBE)**

*If the answer is yes:*

**(30a)“Do you know the approximate date?” (DBE)**

*If can't remember, enter “Don't know.”*

**(31)“Was your residence tested for asbestos after cleaning?” (DBE)**

*If the answer is no to both, skip to question #33.*

*If the answer is yes:*

**(32a)“Do you know the approximate date?” (DBE)**

*If can't remember, enter “Don't know.”*

**(32)“What were the test results: Before cleaning?” (DBE)**

**After cleaning?” (DBE)**

**(33)“Do you know if your building's common areas were cleaned?” (DBE)**

**“Thank you. We're almost done. The EPA is offering a number of services to help you insure that your residence is free of dust that may contain asbestos.**

**(34)“If you wish, you may have your residence professionally cleaned by a licensed contractor. When this cleaning is complete, we will conduct asbestos-in-air testing in your residence and you will be given the results. This will take two days – one day to clean and one day to do the testing. We do require that you or your representative be present while workers are in your home. In the unlikely circumstance that testing still finds unacceptable levels of asbestos, we will re-clean.**

**“Instead of cleaning, if you wish, you may have your residence tested for asbestos-in-air. This will take one day, and we do require that you or your representative be present while workers are in your home. In the unlikely circumstance that this testing finds unacceptable levels of asbestos, at your request, we will then clean your residence.**

**“Do you want your residence professionally cleaned and tested for asbestos in air?” (DBE)**

*If the answer is yes, skip to question #37.*

*If the answer is no:*

**(35)“Do you want your residence tested for asbestos in air?” (DBE)**

**(36) “If you did not already get a HEPA vacuum from FEMA, you can get reimbursed for the**

**purchase of one under this program. Do you plan to purchase a HEPA vac?" (DBE)**

*If the answer is yes:*

**"You will need to contact FEMA directly at \_\_\_\_\_. That number again,\_\_\_\_\_."**

**(37) "EPA has prepared a series of fact sheets covering this program, health information, cleaning information, including obtaining a HEPA vac, monitoring information, and related questions and answers. This information is all available in printable format on our Web site at w-w-w dot e-p-a dot g-o-v forward slash w-t-c. If you don't have access to the Internet, I can have this information sent to you by e-mail, fax or postal-mail. Can you access the Internet or do you need it sent to you?" (DBE)**

**"Thank you. That's all we need. *(If cleaning or testing is requested.)* EPA's scheduling and cleaning contractors will be in place by the end of June and will be contacting you shortly after that. *(If information needs to be sent)* We will send the information you requested in the next several days. Now, if you have a pen or pencil, I am going to give you a tracking number. This number, along with the last four digits of your Social Security number, will allow you to check on progress on your request on our Web site. You will also need this number if you need to call this hotline for information on your request. Your tracking number is XXXXXX (auto-generated).**

**"Thank you for calling EPA's *(insert cleanup name)* Hotline."**

*Note: Do not solicit questions, but if caller has questions, refer to the indexed FAQs available by clicking on FAQs on the left sidebar of this Web page.*