

Gilsenan, Michael

From: Stapleton.Richard@epamail.epa.gov
Sent: Friday, May 24, 2002 11:16 AM
To: Smyth, Virginia; Raffo, Barbara; Radhakrishnan, Krish; Gilsenan, Michael; Avaltroni, Robert
Subject: Your FAQs

Since you plan to shift WTC calls from your hotline to ours, could you send me whatever FAQs (Q&As) you may have developed over the past months for handling those questions. Would be a big help to me.
Thanks,
D

Gilsenan, Michael

From: WTC Hotline [WTCHotline@otbnyc.com]
Sent: Friday, May 24, 2002 2:08 PM
To: Andrew Tucker (E-mail); Anita Sher (E-mail); Caroline Bragdon (E-mail); Chris D'Andrea (E-mail); David Longshore (E-mail); Eddie Gabriel (E-mail); Greg Butler (E-mail); Jessica Leighton (E-mail); Jim Miller (E-mail); Kara Cadag (E-mail); Kelly McKinney (E-mail); Laurel Blatchford (E-mail); Ilan, Lee; Liza Henry (E-mail); Louise Cohen (E-mail); Gilsenan, Michael; Nancy Jeffery (E-mail); Reena Mahajan (E-mail); Roger Hayes (E-mail); Rose Marabetti (E-mail); Sam Benson (E-mail); Sandy Mullin (E-mail); Vince Coluccio (E-mail)
Subject: Summary of Calls Received 5/23/02

Hello everyone.

Below is a summary of the calls that were received by hotline operators Thurs, May 23, 2002.

We received a total of **12** calls during operating hours:

- 3 were about cleaning
- 4 were about the environment
- 2 were requests for indoor air testing
- 1 were for the old WTC hotline
- 2 were "other" questions

We received **1** voicemail overnight, which was a request for indoor air testing.

As of 2:00 PM today (Fri, May 24th) we have received 1 call.

Enjoy the holiday weekend everyone!

-Kara

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

Gilsenan, Michael

From: WTC Hotline [WTCHotline@otbnyc.com]
Sent: Tuesday, May 28, 2002 5:04 PM
To: Andrew Tucker (E-mail); Anita Sher (E-mail); Caroline Bragdon (E-mail); Chris D'Andrea (E-mail); David Longshore (E-mail); Eddie Gabriel (E-mail); Greg Butler (E-mail); Jessica Leighton (E-mail); Jim Miller (E-mail); Kara Cadag (E-mail); Kelly McKinney (E-mail); Laurel Blatchford (E-mail); Ilan, Lee; Liza Henry (E-mail); Louise Cohen (E-mail); Gilsenan, Michael; Nancy Jeffery (E-mail); Reena Mahajan (E-mail); Roger Hayes (E-mail); Rose Marabetti (E-mail); Sam Benson (E-mail); Sandy Mullin (E-mail); Vince Coluccio (E-mail)
Subject: Summary of Call Received 5/24/02

Hello everyone.

Below is a summary of the calls that were received by hotline operators Friday, May 24, 2002.

We received a total of **5** calls during operating hours:

- 1 was about cleaning
- 3 were requests for indoor air testing
- 1 was an "other" question

We received **5** voicemails over the weekend. 1 was a request for indoor air, 1 was a question for Old WTC Hotline, and 3 were hang-ups.

As of 5:00 PM today (Mon, May 28th) we have received 15 calls.

-Kara

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

Gilsenan, Michael

From: WTC Hotline [WTCHotline@otbnyc.com]
Sent: Wednesday, May 29, 2002 12:07 PM
To: Andrew Tucker (E-mail); Anita Sher (E-mail); Caroline Bragdon (E-mail); Chris D'Andrea (E-mail); David Longshore (E-mail); Eddie Gabriel (E-mail); Greg Butler (E-mail); Jessica Leighton (E-mail); Jim Miller (E-mail); Kara Cadag (E-mail); Kelly McKinney (E-mail); Laurel Blatchford (E-mail); Ilan, Lee; Liza Henry (E-mail); Louise Cohen (E-mail); Gilsenan, Michael; Nancy Jeffery (E-mail); Reena Mahajan (E-mail); Roger Hayes (E-mail); Rose Marabetti (E-mail); Sam Benson (E-mail); Sandy Mullin (E-mail); Vince Coluccio (E-mail)
Subject: Summary of Calls Received 5/28/02

Hello everyone.

Below is a summary of the calls that were received by hotline operators Tuesday, May 28, 2002.

We received a total of **20** calls during operating hours:

- 4 were about cleaning
- 3 were questions about the environment
- 6 were requests for indoor air testing
- 2 were for the old WTC hotline
- 5 were "other" questions

We received **no** voicemails overnight.

As of 12 PM today (Tues, May 29th) we have received 4 calls.

-Kara

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

Gilsenan, Michael

From: Terraciano, Joe
Sent: Wednesday, May 29, 2002 12:44 PM
To: Singleton, Joseph
Cc: Tazzi, Louis; Avaltroni, Robert; Hoffer, Mark; Gilsenan, Michael (ex)

I am concerned about FEMA money that we will be receiving for the asbestos interior cleanup. I spoke to Virginia Smyth last week inquiring as to how much money DEP will be sending in FY 2002. Virginia indicated to me that as to May 21, a final scope had not been received from EPA. Therefore, the contract has not yet been let.

What concerns me is that DEP signed the PW but it appears the EPA has first and final say on this project. Who is responsible down the road should someone choose to litigate. Also, who is responsible to FEMA for cost justification.

Gilsenan, Michael

From: WTC Hotline [WTCHotline@otbnyc.com]
Sent: Thursday, May 30, 2002 3:27 PM
To: Andrew Tucker (E-mail); Anita Sher (E-mail); Caroline Bragdon (E-mail); Chris D'Andrea (E-mail); David Longshore (E-mail); Eddie Gabriel (E-mail); Greg Butler (E-mail); Jessica Leighton (E-mail); Jim Miller (E-mail); Kara Cadag (E-mail); Kelly McKinney (E-mail); Laurel Blatchford (E-mail); Ilan, Lee; Liza Henry (E-mail); Louise Cohen (E-mail); Gilsenan, Michael; Nancy Jeffery (E-mail); Reena Mahajan (E-mail); Roger Hayes (E-mail); Rose Marabetti (E-mail); Sam Benson (E-mail); Sandy Mullin (E-mail); Vince Coluccio (E-mail)
Subject: Summary of Calls Received 5/29/02

Hello everyone.

Below is a summary of the calls that were received by hotline operators Weds, May 29, 2002.

We received a total of **16** calls during operating hours:

- 1 was about cleaning
- 1 was about the environment
- 1 was about health
- 5 were request for indoor air
- 4 were for the old WTC hotline
- 4 were "other" questions

We received **5** voicemails overnight. 1 was a health question, 3 were for the operators, and 1 was a hang-up.

As of 3:20 PM today (Thurs, May 30th) we have received 16 calls.

-Kara

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