

Gilsenan, Michael

From: WTC Hotline [WTCHotline@otbnyc.com]
Sent: Wednesday, March 13, 2002 12:49 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: cabragdo@yahoo.com
Subject: Summary of Calls Received by Lower Manhattan Air Quality Hotline 3/12/2002

Good Morning everyone,

The following is a summary of the calls received by the hotline on 3/12/2002. We opened this morning at 11:00 AM with 6 operators and 3 supervisors, everything is running smoothly so far. Please note that I have not yet set up the voicemail for the hotline, we will record the message for off-hours today so that callers during off hours can leave a message requesting a call-back.

Total calls received midnight 3/12 to midnight 3/13: 98
 55 of these calls were received during off hours, the caller listened to the message and hung up.
 43 of these calls were answered by an operator, see summary below.

Calls sorted by "Nature of Question"

Cleaning - 4
 Environment - 16
 Health - 2
 Other - 14
 School - 1
 Missing log-in sheet - 6
Total - 43

Calls sorted by Referral Agency

DEP - 13
 DOH - 1
 DOS - 1
 EDC - 1
 Other City Agency - 12
 Other Relief Org - 4
 No Referral Agency - 5
 Missing - 6
Total - 43

Yesterday we found that the summary info needs to be adjusted. We will be reviewing each caller log-in sheet and may change the referral agency and/or nature of the call. As operators adjust to the system and the log-in sheets these summaries are likely to change. For now, Rose is taking care of the DEP referrals and Roger or I have been forwarding the DOH referrals. Please stand by for updated referral summaries as Roger, Jim, Rose and I continue to review call log-in sheets.

I took a call this morning from Senator Schumer's office regarding an enforcement issue (uncovered debris removal trucks on Greenwich St.) that a constituent reported. I am referring this call to Kelly McKinney, DOH for follow-up.

Please send comments if you have any suggestions or need more information.

-Caroline Bragdon, NYC DOH

Lower Manhattan Air Quality Hotline
212-221-8635

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



- To fax Hotline Operators: 212-704-5170