

Gilsenan, Michael

From: WTC Hotline [WTCHotline@otbnyc.com]
Sent: Friday, March 15, 2002 2:35 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: Hotline Summary for Wednesday, 3/13 and Thursday, 3/14

Hello everyone,

Below is a preliminary brief summary of the hotline calls received on Wed and Thurs of this week.

Wednesday, 3/13

Total 139 calls received midnight to midnight

98 "after hours" calls
 41 calls received and answered during operating hours

Total 41 answered by operator

11 "hang ups"
 30 calls answered by operators and logged into the system

Of the 30 calls answered Wednesday

11 were un-related to environmental conditions in lower Manhattan (these calls were coded "other" and were all related to WTC)
 3 were requests for indoor air testing
 6 needed info on testing/cleaning for a specific bldg/area in lower Manhattan
 3 were barge/noise/trucks/enforcement questions
 5 needed data/website/air monitors info
 2 needed cleaning info

Thursday, 3/14

Total 151 calls received midnight to midnight

112 "after hours" calls
 39 calls received and answered during operating hours

Total 39 answered by operator

11 "hang ups"
 28 calls answered by operators and logged into the system

Of the 28 calls answered Thursday

6 were un-related to environmental conditions in lower Manhattan (these calls were coded "other" and were all related to WTC)
 7 were requests for indoor air testing
 6 needed info on testing/cleaning for a specific bldg/area in lower Manhattan
 3 needed cleaning info
 2 wanted health info
 3 had environmental enforcement issues
 1 had a website question

As before we are routinely going through the log-in sheets to check for the content of the calls. The classification of the calls may change as we refine our system over time. Please ask questions if you have any.

-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