

Environmental Committee  
Community Board Ten  
March 14, 2006

Present: Fran Vella-Marrone, Judith Grimaldi, Mary Nolan, Larry Stelter

Excused: Greg Ahl, Stella Kokolis

Absent: Anna DeMetz, Elain Guido, Gloria Melnick, Joanne Seminara

A quorum was not met.

Guests Present: Josephine Beckman (CB 10 District Manager), Kate Carberry (Senator Golden), Eleanor Petty (CB 10 Member), Harriet Rosenberg (CB 10 Member), Michael Eagan (DEP), Lillie Farrell (DEP), Effie Ardizzone (DEP) and Natasha Harper (DEP), Helen Klein ( Bay Ride Courier).

Meeting Location: Community Board Ten Office

The Meeting commenced at 7:15 PM and closed at 8:00 PM.

This meeting was held to discuss the 311 system and the Owls Head Pollution Plant, specifically, the routing of odor complaints. The representatives of the DEP explained that the Department is presently reviewing its complaint process for the Owls Head Plant and are working to streamline the 311 system to make it more effective for Owls Head and other Pollution Plants within the City.

Using the present system, an operator takes a call and then transfers the call to a specialist who enters the complaint data into an old mainframe system called Hanson and then a call is made to a DEP office with the complaint information and then a call is made to the Owls Head Chief or Chief Engineer. There have been problems with the complaints reaching the plant in a timely manner under this system.

DEP is presently working on improving this process. The first step they have taken to improve the reporting system is to improve the complaint script and make it particular to each community with key words that will help the operators to readily identify the plant and the particular complaint. The committee was asked for suggestions for the key words list for Owls Head.

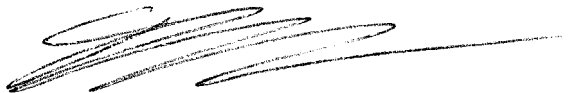
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There was a discussion at the meeting regarding a system used by the Police Department in which a windows computer system called Siebel is used. Using this process, when a 311 operator gets a call, the complaint is put into the computer system and is immediately and directly sent to the police precinct. The DEP representatives said that they were interested in investigating the use of this system for wastewater treatment plants. But no decisions have been made.

In addition, the committee was provided with a print out of the odor complaints received by DEP regarding Owls Head for the past year including odor descriptions and the actions taken. Owls Head logged in the largest number of complaints as compared to the other plants throughout the City.

The committee asked that the DEP keep Community Board Ten apprised of any improvements and or changes to the complaint process. The DEP representatives were informed that this is a very important matter to Community Board Ten and that the Board will be vigilant in its follow-up.

Respectfully submitted,



Frances T. Vella-Marrone  
Environmental Committee Chair