

Changes to the Pre-Trip Notification System (PTNS) Contact Information

New toll-free phone number for the Pre-Trip Notification System
1-855-FISHES1

New services will be effective **March 11, 2011**

In order to provide the fishing industry with the best services available, the Northeast Fisheries Observer Program (NEFOP) is implementing a new PTNS toll-free number, **1-855-FISHES1 (1-855-347-4371)**, as well as an afterhours answering service to ensure vessels receive 24-hour assistance on observer-related issues.

The PTNS Coordinator will be answering calls during normal business hours (Monday – Friday; 0800-1700 hrs). All calls received after normal business hours, and on weekends and holidays, will be directed to a trained answering service. Answering service operators are qualified to process routine notifications, answer frequently asked questions, and help troubleshoot standard industry PTNS issues. In emergency situations, operators will immediately contact a NEFOP representative for assistance.

With the addition of the enhanced services, we hope to further our productive working relationship with the industry.

There continues to be 3 methods available to notify for multispecies groundfish and loligo trips:

1. **Internet (preferred method)** – The PTNS website is available at the following address: <http://fish.nefsc.noaa.gov/PTNS/>. This should be the primary means of trip notification and trip changes.
2. **Email** – This should be the secondary means of trip notification. The email address to submit trip notifications, notify of trip detail changes, ask questions, or address problems is nefsc.ptns@noaa.gov.
3. **Telephone** – This is the backup means of notification. The toll free phone number is **1-855-FISHES1** and offers 24-hour service 7 days a week.

PTNS Coordinator Contact Information

PTNS Coordinator: Sarah Cierpich

Telephone: **1-855-FISHES1**

Email: nefsc.ptns@noaa.gov