


UNITED STATES ARMY
CENTER OF MILITARY HISTORY

INTERVIEW OF


NEIT 204

CONDUCTED BY


ARMY CENTER FOR MILITARY HISTORY
103 THIRD AVENUE
FT. LESLIE J. MCNAIR
WASHINGTON, D.C.

AT

THE UNITED STATES PENTAGON
Alexandria, Virginia

October 29, 2001

TAPE TRANSCRIPTION

P R O C E E D I N G S

1 [REDACTED]
2 [REDACTED] -- our understanding of what areas we
3 were going to be working on. That's how -- we named them
4 like the A area, and then we had the B areas here. C, A1 is
5 this big portion here, and this is the A2 area, and this is
6 the Wedge 1, is what we renovated.

7 Over here, the next wedge, is Wedge 2, that's what
8 was going to be next. And which we are working on that right
9 now, but, however, we're in the process right now of -- this
10 is already being occupied already. We've already had that
11 cleaned up. This is next, and then this.

12 [REDACTED]: Okay.

13 [REDACTED] And by -- our goal right now is April
14 to have Wedge 1 back up and running completely. A2, is
15 coming down completely. This is where the plane hit. The
16 plane actually came in right here.

17 [REDACTED] Diagonally to --

18 [REDACTED] Yeah, they came in on the diagonal.

19 So --

20 [REDACTED] So it hit 1A3?

21 [REDACTED] Yeah. It just -- this is the
22 corridor 4. It just came in right here. It came in on an

1 angle, and popped out through Army Drive and made a hole in
2 the wall right here.

3 So, basically from the first and second floor where
4 all the casualties were, everybody from the third floor and
5 up was able to get out, because when the building collapsed
6 it -- they're saying it was 35 minutes before it collapsed
7 because of the reinforced structural scale that we had put on
8 there helped it.

9 So that's -- that was just a breakdown of how it
10 worked.

11 [REDACTED] Well, let me identify on this tape who
12 I am. I'm [REDACTED] (phonetic), because we haven't
13 met already. And you are?

14 [REDACTED] [REDACTED]
15 [REDACTED]: And how do you spell your last name?
16 [REDACTED] as in [REDACTED] as in [REDACTED],
17 [REDACTED].

18 [REDACTED] And you were showing me -- this is
19 titled MDI Tenant Space Turnover Dates?

20 [REDACTED] Mm-hm. Right.

21 [REDACTED] Maybe I can get a picture of this after
22 while, and that will explain what we just talked about here.

1 [REDACTED] Yeah, basically it's just -- it's
2 just a break down of -- of the areas. See -- you can see
3 what was what as we talk about the A2 area, or the A1 area,
4 the C1 area. So --

5 [REDACTED] Now, what is the -- what's the area to
6 the right then?

7 [REDACTED] Okay. This here is the A2 area.
8 This is the -- and over here is Wedge 2. We haven't yet
9 named the areas of how --

10 [REDACTED] Because you weren't supposed to start
11 that yet?

12 [REDACTED] We -- actually, we just awarded the
13 contract. They had just awarded the contract. So --

14 (Phone rings.)

15 [REDACTED] Do you have to get that?

16 [REDACTED] No.

17 [REDACTED] Okay. Well, I guess we'll be referring
18 to that then.

19 [REDACTED]: So I'm not really sure how they
20 integrated out -- the areas might change.

21 [REDACTED]: Where am I at right now? What is
22 this --

1 [REDACTED] Right now you're in the Wedge 1. The
2 PenRen Joint Venture trailer. This is a construction
3 trailer.

4 [REDACTED] PenRen, Pentagon and renovation?

5 [REDACTED] Pentagon Renovation Team. This --
6 everyone that works in this trailer worked on the
7 construction. This is the construction crew.

8 And we also have designers here, and the project
9 manager, the construction manager. I'm an area coordinator.

10 [REDACTED]: Okay.

11 [REDACTED] So my job was to coordinate the
12 tenant fit out with all the tenants in the A2 area.

13 [REDACTED] And what does fit out mean?

14 [REDACTED]: Tenant fit out is once we build a
15 building we have a coran shell, and then after the coran
16 shell is complete we do tenant fit out. The design --

17 [REDACTED] Coran, c-o-r-a-n, shell?

18 [REDACTED] Yeah, right. Which is basically the
19 construction in the walls, and then the tenant fit out is
20 actually all the electrical requirements, fine interior
21 requirements, furniture requirements, and all that.

22 So I work with the tenant, the designer, and get

1 all of that implemented. And just weeks and weeks and weeks
2 and months of planning until the day they move in, and then
3 after they move in we do post occupancy, help desk issues,
4 and we go back in and fix things that need to be tightened up
5 and fixed, or whatever.

6 So -- and, like I said, I was the A2 area
7 coordinator, and I had just finished the area. We had just
8 finished moving in all of our tenants.

9 ██████████: What date was that; do you recall?

10 ██████████ It was probably a few weeks before.
11 We had one more tenant that was moving in. Actually, we had
12 one tenant that didn't move in yet on the first floor because
13 we were doing the reconfiguration of the office. We were --

14 ██████████: What section was that?

15 ██████████ On the first floor, at the end of the
16 E corridor, which is right at the end.

17 ██████████ On the right hand side?

18 ██████████ On the right hand side.

19 ██████████ So your typical day, like say for
20 instance on the tenth, what would it have -- not the exactly
21 maybe. Maybe you don't remember, but what would you
22 typically be doing?

1 [REDACTED] On the tenth, typically I was in the
2 process of doing tenant changes for construction. Army
3 changes in that area on the first floor. We had -- actually,
4 it was the second floor in that area. We had some changes in
5 the office space.

6 So I was working with the tenant and with the AWG
7 people to get in there and reconstruct. Put walls up they
8 wanted to be done, and we had one more office that we were
9 going to work on on the first floor, as I said, and we never
10 did get to it.

11 So that's what I would basically do, is get in and
12 have meetings, work with the tenants, work with AWG,
13 construction team, and everything to make sure that we were
14 on target and on schedule to keep it -- to meet the target
15 date.

16 [REDACTED] And when you say client, who was that
17 client? Do you recall?

18 [REDACTED]: The -- those changes there were -- I
19 believe it was DSCPER, and -- I have that back down -- I
20 don't have that with me. I should know what was going on,
21 but -- yeah, it was DSCOPS and DSCPER who I was basically
22 working with.

1 [REDACTED] Now what color were those?

2 [REDACTED] Well, as far as -- I'm sorry?

3 [REDACTED] Which color sections were they working

4 in?

5 [REDACTED] The -- in the A2 area, where the

6 plane hit.

7 [REDACTED] Okay. The orange area?

8 [REDACTED] In the orange area, yeah.

9 [REDACTED] And you're saying that was mostly

10 occupied at the time?

11 [REDACTED] It was all occupied.

12 [REDACTED] Okay.

13 [REDACTED] Even though we were working on the

14 tenant changes these spaces were occupied, and we were

15 working around with the tenants to coordinate the areas that

16 we were going to be working in.

17 [REDACTED] Did you know everybody in those areas?

18 [REDACTED] Yep.

19 [REDACTED] Including the new tenants?

20 [REDACTED] Mm-hmm.

21 [REDACTED] You did?

22 [REDACTED] And I worked with all the people. I

1 had two main point contacts for Army on the third floor, and
2 then I had the second floor, which is -- on the third floor I
3 worked with DSOPS, [REDACTED].

4 [REDACTED]: Is he on my list here?

5 [REDACTED]: No, he's not. He was on the third
6 floor. On the second floor I worked with [REDACTED]
7 (phonetic), who, here, he's on the list. [REDACTED] was my
8 main point of contact. [REDACTED] was for DSCPER. DSCPER
9 had the whole second floor.

10 They had the front office on the E ring, and then
11 they had the C and D rings. There was a big open space that
12 they were working in. So he was the person that I worked
13 with on a daily basis. I worked on his issues.

14 On the first floor I worked with [REDACTED]
15 (phonetic.)

16 [REDACTED] Oh, he was -- [REDACTED] was second floor?

17 [REDACTED] Yeah, he was the second floor. The
18 second floor. I did a lot of work with [REDACTED], and he's
19 not on your list either.

20 [REDACTED] And what section was he in; do you
21 recall?

22 [REDACTED] No, I can't recall because I have so

1 much --

2 [REDACTED] Sure.

3 [REDACTED]: I can get that information for you.

4 He was my main point of contact. So those are the two people
5 that I worked with.

6 And then I worked with all the other tenants when
7 they had open issues. A lieutenant general, we had a --
8 Maude, I worked with him, changing his office from a
9 conference room into a private office, changing his lights.
10 Fixing his door when he would call us with the problem.

11 So you get to know the people. You get to see them
12 everyday, and they get to know your name. And it was a hard
13 time for me knowing -- that whole day for me was a complete
14 blur. I was pretty numb. But knowing that the plane had hit
15 my area, it was a hard thing to -- definitely -- because I
16 just was freaking out knowing that I knew all those people
17 that were in there, and it was the not knowing who survived,
18 and having to wait and wait and wait to see who made it out.

19 [REDACTED] Where were you that morning?

20 [REDACTED] I was, how do you say it, I was out
21 at -- with -- out in the -- I was in the trailer. We had --
22 this area here.

1 [REDACTED] The security trailer?

2 [REDACTED] No, this area.

3 (Phone rings.)

4 [REDACTED]: This area here is considered the --
5 we call the outside area here the lay down area. It's the
6 heliport area, and out there we -- we have all of our
7 construction trailers.

8 We were in the process right prior to September 11
9 cleaning out the area. We just -- we moved all the trailers.
10 Actually, on the tenth we had some other trailers that were
11 just leaving because we were getting ready to turn it back
12 over to the building.

13 And we had one trailer left, which was the -- we
14 had the Singleton (phonetic) trailer out there. And -- and
15 then we had some other trailers over here. So that's the lay
16 down area, where the plane actually came over.

17 I was in the trailer when the plane was coming, and
18 not knowing what the noise was. I mean we always hear planes
19 come over. The helicopters always land there, so it's always
20 loud. You never know when they're going to come in, and when
21 there is a plane coming around it usually comes around the
22 north portion of the building and goes around down the

1 Potomac.

2 But sometimes, depending on the weather, you can
3 hear the plane. And on this morning we heard the plane
4 coming, and I just thought it's another normal plane. You
5 know, that -- kind of weird, it's kind of loud. You know,
6 and it was getting louder, and louder and I couldn't figure
7 out exactly what was happening.

8 And I guess -- it probably -- I can't even -- I
9 would say like 10 seconds maybe. It seemed like it was
10 forever as you were hearing -- you're hearing it approach us,
11 but it was just coming right -- right towards us. I mean --

12 [REDACTED] And yet but you couldn't see it, you
13 were inside the trailer?

14 [REDACTED] We couldn't -- we couldn't see it.
15 We couldn't -- we just -- we heard it. And we were like,
16 okay, what is that. And then all of a sudden it seemed like
17 the whole roof was just being peeled off, because what was
18 happening is the wing was probably about two feet above, and
19 there was a generator outside where the engine had hit. The
20 engine hit the generator, the wing clipped the generator and
21 tilted it up.

22 But it sounded like the whole group -- it was just

1 like a can opener. Like just peeling off.

2 [REDACTED]: It was in this very building?

3 [REDACTED]: Yeah. Well, outside -- no, the other
4 trailer out --

5 [REDACTED]: Okay.

6 [REDACTED]: I can show you when we walk out
7 there.

8 [REDACTED]: All right.

9 [REDACTED]: And it just -- it happened in a
10 matter of seconds, but as it was going over is when it was
11 hitting. So the nose is already going into the building. We
12 still were freaking out not knowing exactly what was going
13 on.

14 At this point, none of us knew about the incident
15 in New York. So we had no idea what was happening up there
16 with the Trade towers. So when -- I mean we got all shaken
17 up and we got out, and as opened up the door there was
18 nothing but -- it was like complete darkness.

19 It was just flames everywhere, metal falling out,
20 and the smoke, and -- it was just -- you can hear the roar of
21 the -- of the fire. Of the fireball as it was going down the
22 -- I mean everything was just so loud, but you can literally

1 hear the fireball going.

2 It sounded like a missile when it first came in,
3 but when it hit it was like three thumps. It was just like a
4 bang, bang, bang. I mean it was -- and you could hear the
5 metal crushing. You could just hear this -- but it was only
6 a matter of seconds that it was -- that it hit.

7 ██████████ Was this parking lot still empty, or
8 was there equipment in there in front of it?

9 ██████████: Right where the plane hit? We had --
10 there were cars there. People that worked at the heliport
11 had their cars, two cars were burned. We had the fire truck
12 that was right there. The fire truck got burned.

13 So -- and there were just people all around here.
14 All the people were walking out there. That was -- this is
15 our main entrance into the wedge.

16 We had our workers out there. We had -- I'm not
17 really sure if we had people working on the scaffolding,
18 cleaning the limestone, but I believe that they were on this
19 side of the building, here. But they had just finished that
20 side of the building and they were out there.

21 And, you know, all these things you think about,
22 the people that were there at the time. It's just -- it's

1 amazing that they weren't there.

2 [REDACTED]: Were any of your employees involved?

3 [REDACTED]: We had -- yeah. We had -- well, we
4 have contractors that work with us, and we had two
5 contractors that were missing. One, who I knew, he
6 unfortunately decided to take a cigarette break and walked
7 out right at the corridor 1A4.

8 [REDACTED]: What is his name?

9 [REDACTED]: His name is [REDACTED] (phonetic).

10 [REDACTED]: So this all happened, you opened the
11 door, and it was black out?

12 [REDACTED]: It was pitch black, and people were
13 just screaming and running, and -- like I said, it seemed
14 like it took forever, but it really wasn't. It was just a
15 matter of minutes, because I -- I think I was -- I was so
16 scared and petrified of knowing really what really took place
17 because I think I was still -- I was in so much shock knowing
18 that this is really happening.

19 I mean I'm standing right there. I mean right --
20 I'm here, and there's nothing but fire and metal falling down
21 on us. And we couldn't -- it was just -- you couldn't accept
22 what really just happened because this is real. This is

1 really happening, and you're seeing people running and
2 screaming from the building.

3 What we tried to do is we tried to run back into
4 the building here. There is an entrance here between -- in
5 the apex. The apex is basically where the building meets,
6 and where the A1 is. At the end, we call that the apex of
7 the wedge.

8 And I tried to go back into the door but the flames
9 -- it was just too hot to get back in, and the blast had
10 knocked -- pushed the wall down going into that entrance. So
11 we couldn't get back in to try to get people out.

12 So everyone was just scuffling around, and my car
13 was parked -- all days I park my car right here. And I
14 wanted to see if I could get it, but they wouldn't let me get
15 my car. So we went -- we were just running around the lay
16 down area just panicking. We didn't know what to do.
17 Everyone was just freaking out.

18 And there was nothing we can do. We couldn't get
19 -- we couldn't get into the building. We couldn't get back
20 in.

21 So what had happened was we started gagging from
22 all the smoke and all the fuel. It was just in our lungs.

1 We couldn't breathe. So we ran out through the -- down the
2 grass into the -- Route 27, and that's where I met some of my
3 other people that I work with.

4 At that time we known -- I mean I just -- gagging
5 and like basically like dry heaving from the smoke. And as I
6 was crawling out, all you can think of, all that was going
7 through my mind was a plane took off from National Airport
8 and crashed.

9 So I kept thinking how could this happen. I mean
10 he must have been trying to take off and didn't make it up
11 and just came and hit us. But then I couldn't understand
12 how the angle that he came in, why he was coming from that
13 way.

14 Nothing made sense at that time of why this is
15 happening. I was just sitting there on the grass and I was
16 just watching the building burn, and I was just thinking
17 about all my people, who's in there, who's in there.

18 And it was probably about 10 minutes later when we
19 got out to the highway that we heard people talking about the
20 Twin Towers were attacked by a plane. And when that
21 happened, when I heard that, that's when I decided -- I just
22 couldn't believe that this was a terrorist attack and that we

1 were actually here, and had actually hit the Pentagon.

2 Who would have thought a plane could actually hit
3 us. And then we just -- we were just like sort of breaking
4 down, and so I just freaked out completely. Completely lost
5 it. I was very scared and just kept thinking of all my
6 people, all my tenants that were in there, and I felt
7 helpless, I felt guilty.

8 I had just walked out of the building. You know, I
9 mean I could have been in there myself. I mean I'm in there
10 constantly, down those rings, in meetings, and I just walked
11 out. I mean you talk about timing and someone watching over
12 you.

13 And then you go through the guilt. I felt very --
14 I felt very guilty. I don't know, just kept -- I -- but the
15 horrible thing is you keep hearing it over, and over, and
16 over. It's something that you'll never forget.

17 Fortunately, I'm in therapy three days a week, but
18 -- and it's helping me out.

19 ██████████ During the initial -- or after the
20 initial impact, did -- you said it was panic. And did you
21 use the word chaos, or -- did anybody try to -- the emergency
22 services. Was there -- did you see that kick into action at

1 all --

2 [REDACTED] Yeah -- the thing that I -- I'm still
3 having a hard believing and accepting because I think I was
4 -- I was mad that we didn't know about the attacks in New
5 York. It's just my own personal feeling. I was mad because
6 you would think that the Pentagon would have told somebody,
7 or somebody would have made an announcement of what was going
8 on. Especially when they knew that there was another plane
9 up there.

10 So that's -- I was upset. When it -- you know,
11 when -- when you -- everyone was just running around,
12 screaming and panicking, but people were on the opposite side
13 of the plane, which would be on that on the north side.
14 That's where people were coming out of. There was a corridor
15 down there that people were running out, as well as the
16 corridor right here. I guess the people -- many were running
17 out this door, and running out the gate here.

18 But right away you heard the sirens. I mean the
19 police were there, but when we walked out the Secret Service
20 was already here. I'm assuming they're Secret Service. They
21 weren't DPS police officers, but they were -- they looked
22 like Secret Service agents, and they were making everyone

1 leave the -- get away from the building.

2 And I couldn't understand how were you -- how were
3 you here so fast. Where did you all come from. Did you know
4 about -- you know, all these things we're wondering. And the
5 fire trucks are on their way. The fire trucks are already
6 here. From every direction there was nothing but sirens all
7 -- it seemed like eternity.

8 I think it was about 10 minutes after we had gotten
9 out of the building they had the bull horn and they were
10 yelling to run and get away from the building because there
11 was another plane either 20 miles, or 20 minutes away. That
12 caused total, complete chaos and everyone was just pushing to
13 get away from the building.

14 ██████████: Who was that, the police on the horn?

15 ██████████: It was the police, DPS, the Secret
16 Service. Everyone was just yelling get away, get away.

17 At that time there's military jets on top of us.
18 So you didn't know what was going on. What's happening here,
19 and you did panic. I mean nothing but planes, and you're
20 freaking out. And everyone -- as you're running, you're
21 looking in the air for planes because you're freaking out.

22 And then we ended up over 95, and then it happened

1 again. They came back and said run. So we had to run this
2 way because they kept thinking this plane was coming at us.
3 We -- you know, but the chaos, being actually here on the lay
4 down area was just -- it was a horrifying scene for me
5 because -- you know, the guy -- the people just running from
6 the building and people all cut up and bleeding. It was just
7 horrible.

8 And, now, I mean it's been almost two months. It's
9 hard to believe that the time has gone by, but -- I still
10 have a hard time accepting what happened. It's kind of
11 difficult. It's hard to come to work everyday. It's hard
12 coming here, and it's hard being around the people going back
13 in, like the tours that I had to do, bringing people around
14 and everything. It was difficult.

15 I keep thinking it's going to get easier, but
16 sometimes you have a hard time.

17 ██████████ So you were forced, or herded in
18 certain directions. Who, again, was the police that were
19 directing you, you know, go here, go there?

20 ██████████ It was -- it was DPS, the guys in the
21 black coats. Like I said, I'm calling them Secret Service
22 because I don't know who they were. I don't know where --

1 they were all around here. I don't know where they came
2 from, but they were here.

3 [REDACTED]: How quickly did they --

4 [REDACTED] They were here right -- right then
5 and there. That's why I don't understand, where did they
6 come from. I saw them, and I said who are you, you know, and
7 just other people that were helping out as well.

8 [REDACTED] So maybe they were better informed than
9 everybody else and --

10 [REDACTED]: Yeah, maybe they knew something. I
11 don't know.

12 [REDACTED] But you don't think they were working
13 here, they came from somewhere else here?

14 [REDACTED] Yeah, because I mean -- I don't know
15 who they were, but -- I mean they were helpful.

16 [REDACTED]: Did you end up at this Camp Unity where
17 they gathered people together on the hill? Or where did you
18 end up at? What happened to you next?

19 [REDACTED] From the moment the plane crashed; I
20 was like right up here, on Highway 27 when we broke out. And
21 then when they made us leave again because the other plane
22 was up then we then crossed the highway.

1 There's a gas station, you know where the Citgo gas
2 station is by Henderson -- by the Navy Annex. That's where I
3 was. I was with a group of people from here and we had made
4 it out.

5 What we had done is we gave our names. We all
6 wrote our names on a piece of paper, and then one person was
7 going to hand the list in so that we didn't have to worry
8 about -- you know, contacting them. That someone else was
9 going to do it. So we -- that's what we did.

10 ██████████ That was your own idea, or your group's
11 idea?

12 ██████████ Yeah, that was our -- we caught up
13 with our -- our project manager from here. And he said,
14 okay, everyone let's get everyone's name so that we -- we
15 know who made it out, ██████████..

16 ██████████ What's his name?

17 ██████████: ██████████ (phonetic).

18 ██████████ Okay.

19 ██████████ He's a project manager. So we gave
20 him our names, and -- we were out in the parking lot actually
21 at that time. And that was in the parking lot we gave him
22 our names. Come to find out the list was never handed in.

1 We were on the missing list.

2 That was horrifying when I came back to work on
3 Thursday knowing that they were all freaked out to see me.
4 I'm like what are you talking about. I was on the missing
5 list. That was not nice. It was --

6 [REDACTED] Did you catch the guy that didn't turn
7 the list in?

8 [REDACTED] Actually, this other girl I work
9 with, [REDACTED], she went to up him. She said, [REDACTED] where's
10 the list.' Oh, I still have it. How come you didn't hand it
11 in. So --

12 [REDACTED] Do you want to give his last name?

13 [REDACTED]. No. We just -- there's this little
14 nickname, but -- anyway, the list just never made it in, but
15 -- but we knew we were okay, and it was -- it -- that was
16 right after the crash. That's where we were. We didn't know
17 about the Camp Unity thing. We didn't know what was up
18 there.

19 The news reporters were everywhere. And, you know,
20 we had our hard hats on and everything so they were trying to
21 interview us and we weren't really permitted to say anything.
22 We got to be careful who we talk to.

1 [REDACTED] Was that from previously the rules
2 here --

3 [REDACTED]: Yeah, basically, yeah. We don't talk
4 to reporters. If they have any questions what we do is we
5 direct them to the Pentagon, the PIO office. And we have our
6 PR communications person who will do all that.

7 [REDACTED] During that commotion, all the
8 confusion, did you see anything that maybe was a glaring
9 safety issue? You said reporters were everywhere. Were they
10 under control, or were civilians coming into the area?

11 [REDACTED] At that time no civilians were coming
12 in. Everyone was coming into that area because as they were
13 making people leave the area, or to get away from a building,
14 people were just getting -- people had the freedom to go
15 wherever they wanted. Not on the Pentagon grounds, but
16 outside of Highway 27 there were people everywhere.

17 But we didn't know who these people were. Did they
18 work in the Pentagon, did they work in Pentagon City; just
19 everyone was everywhere.

20 The news -- the news crews were pretty much
21 contained. They were -- they were fine. They already had
22 set up their camp out here, and they were all over there, and

1 they were just walking by with cameras and just interviewing
2 people and talking to people.

3 Myself, I just stood there. I just sat down in the
4 dirt, found this little dirt mound, and just sat there just
5 watching it burn. And then 35 minutes later that's when it
6 collapsed.

7 And it was just horrifying just watching it just
8 fall, just the whole E ring and just not knowing who got out
9 (sigh).

10 [REDACTED] Were you injured at all?

11 [REDACTED]: No, I hurt -- my back was injured
12 prior to it from just working out. So I just -- I guess I
13 threw my back out, and I hit my arm as I was running. But I
14 was pretty fine. I had a little nick on my head. I don't
15 know what it was from though (long sigh).

16 [REDACTED] How long were you out there before you
17 went home?

18 [REDACTED]: I stayed -- I had no way to get home.
19 I had nothing with me. So I just sat there for a few hours,
20 and I didn't know where to go. I mean I was just -- I was
21 completely numb, and in a daze. I didn't know where I was.
22 I didn't know what to do. I was scared. I felt it was --

1 I've never had that feeling before of not knowing where to
2 go.

3 So I walked to Capitol Hill, to some friend's
4 house. I walked way over there. I don't even remember
5 going. I don't remember how I got there. All I know is that
6 I was all dirty and black and everything, but I don't
7 remember a thing.

8 [REDACTED]: That's not exactly a short walk?

9 [REDACTED]: No. It was a long walk. I guess I
10 walked over the Memorial Bridge, and I got to their house and
11 I knew where the key was, and they were gone. The animals,
12 everything, and I couldn't understand what had happened.
13 And they booked, because they live right behind the Capitol
14 Building, and they booked, and they went to the ocean.

15 And I felt I was alone, I was scared. I didn't
16 know what to do. I --

17 [REDACTED] Did you contact your wife from there?

18 [REDACTED] I couldn't call anybody. I couldn't
19 get in touch with anybody. I was -- there's no phone
20 service, there was nothing. No one knew where I was, and
21 that was a horrifying day because I couldn't get in touch
22 with anybody, and no one knew.

1 All I kept saying, you know, when it was hit -- you
2 know, the reporters are out there and everything. I was
3 saying to myself I hope that they're not saying that the part
4 of the renovation -- the building that was renovated was the
5 part that was hit. Because if that's what my family was
6 hearing, they're going to freak out, because they know that's
7 where I work and what I do.

8 And, of course, it's the first thing that the news
9 said, you know. The portion that was hit was the newly
10 renovated area, and, you know, now that I talked my friends
11 and family when they -- when they heard it they were all just
12 -- everyone, I had friends from all over the world call me.
13 People that are stationed in Korea, and here, and there.
14 Everyone was calling me and e-mailing me.

15 So about 4:00 in the afternoon I finally got
16 through on this phone.

17 ██████████ Cell phone?

18 ██████████ On my cell phone, and to get my voice
19 mail messages. I'm telling you, there were so many, and most
20 of my messages were people from here and work calling me,
21 asking me where I'm at. And tenants.

22 ██████████: Who's the first person you talked to?

1 [REDACTED]: The very first person, besides the
2 AT&T operator; afterwards -- oh, well, actually, right when
3 the plane hit my cell phone did ring and it was my friend,
4 Scott. And he heard -- like all he heard was hello, that's
5 all he hear, but knew I was alive.

6 So, from there -- and those are the people whose
7 house I walked to because I didn't know where else to go.
8 But the first person I talked to, my mom. I called my mom.
9 I go through.

10 At the same time it was horrifying for my mom what
11 she went through. I just couldn't -- you know, all -- I felt
12 like a little kid. I just needed to hear my mom's voice. It
13 was weird, but just for the comfort. Just to know that she
14 knew I was okay because I couldn't imagine what she was going
15 through. And I'll never forget the moment when I heard her
16 voice. When she said I just wish I could have been. She's
17 in Florida.

18 From there on I just made all the other calls to
19 everybody else in my family and everything. It was scary. I
20 didn't know what -- it was just really weird for me, but all
21 -- I think -- but all I kept thinking of was all the people
22 on the first floor, and the second floor, and the third

1 floor, and the fourth, on the fifth floor.

2 Because you couldn't really tell what happened.
3 You couldn't see -- you couldn't see a plane. You couldn't
4 see anything. Did it hit the middle, did it hit the top; it
5 was just nothing but flames.

6 And then when we found out that it went on the
7 first and second floor I knew. I knew those people had no
8 way to get out, especially like in the Navy Operations
9 Center. I knew.

10 And then, you know, time went on and after a couple
11 of weeks I didn't go to any funerals. I guess I couldn't as
12 much as I wanted to. Or any memorials. I figured I'd just
13 wait for the memorial here and that would be my closure. You
14 know, I came right back to work on a Thursday.

15 ██████████: You went to the Pentagon memorial on
16 10, August?

17 ██████████ I went to the Pentagon. Yeah, that
18 was my -- my way of dealing with it and getting some type of
19 closure so that I can go on. I still -- you know, like I
20 still have nightmares.

21 You know, unfortunately I had to be put on
22 medication, but I'm hoping that's not going to be for a long

1 time. It's amazing how something tragic can really take your
2 life over.

3 [REDACTED]: The majority of -- the people in this
4 office, were the majority there that day?

5 [REDACTED]: Most of us were here, yeah. And I'm
6 still hearing stories from my co-workers of where they were.

7 [REDACTED] Any unusual ones you want to share with
8 us?

9 [REDACTED]: I think the one that sticks in my
10 mind is the one I just heard last week, and I -- it just blew
11 me away.

12 They were walking down the corridor 4, and they
13 were just crossing (inaudible) Drive to go into the 1B1 area.

14 [REDACTED] And who is they?

15 [REDACTED] These are some -- [REDACTED]
16 (phonetic), who works at AWG. And they were just opening up
17 the door to come into 1B1 when the plane hit, and they said
18 it was just, it was a loud explosion. But it just took the
19 doors right off the hinges, and one of the guys, [REDACTED], his
20 ring literally came off his finger and he said he can't find
21 it. And the power just took his whole hand.

22 But they went flying 30 feet. And they said that

1 when they landed there was nothing but bodies just -- flying
2 in the air. They said it was like a tornado. I mean
3 literally bodies up in the air, just flying by them.

4 And I -- when I heard that, it was like, wow, you
5 know, too unreal.

6 [REDACTED] And they both are okay?

7 [REDACTED] They both made it. It was fine. We
8 have another person who works with us that was in the
9 corridor. We have technical closets that are locked 24/7.
10 You can't get into them unless you have a swipe card.

11 He was walking down the corridor and it hit, and he
12 fell into the technical closet. How the door was opened we
13 have no idea. But just as he fell in the fireball, (makes
14 sound), right by him. Literally, just (makes sound).

15 [REDACTED] Who was that?

16 [REDACTED] I can't remember his name. I can't
17 think of his name right now. He -- he was knocked
18 unconscious, and when the sprinklers came on it woke him up,
19 and he went to open the door and the handle was like orange.
20 So he just took his shirt and opened and he ran and he got
21 out because the sprinklers went off and saved him.

22 [REDACTED] So I take it was more than just -- it

1 was more than just a little cabinet? It was like a room?
2 [REDACTED] It was, yeah. It was a tech -- yes,
3 where the -- I mean, you know, all the telephones. It's like
4 a telephone closet. But it was open, and he still can't --
5 he doesn't know how it opened, but it opened. Maybe the
6 force, we have no idea.

7 And I think of that -- you know, you hear these
8 stories from people. The one person I do recall is [REDACTED]
9 [REDACTED] I understand he was just released from the hospital.
10 He was -- he was pretty burned. He's been at the Washington
11 Hospital Center so I haven't had really time to go there and
12 see him. I feel bad because I should have, but, you know,
13 things here have been so crazy. We don't have time to really
14 do things.

15 He's the one that I really need to talk to just to
16 hear what -- how -- because I don't know how he got out. I
17 don't. It's a miracle, and he helped people out. He helped
18 people out. So I need to talk him, and -- you know all my
19 other people I've already -- I contacted most of the people
20 already and talked to them.

21 Especially -- you know, I was involved in
22 retrieving all the person items from the area, out in the

1 court yard, setting the schedule. So everyone got to see and
2 know I had made it out.

3 [REDACTED]: How many days before you came back to
4 work?

5 [REDACTED]: Two days. I came back to work
6 Thursday morning.

7 [REDACTED]: Describe what was going on with your
8 company when you came back? What was the mood, what was the
9 orders of the day?

10 [REDACTED]: When I came back I had my friends
11 drop me off. I was kind of scared to come here. I really
12 didn't want to come down. I was just paranoid.

13 First of all, I haven't slept really, and the sound
14 of the plane is there. And I just kept hearing it, and I
15 keep jumping a lot.

16 I came back in and we had a help desk already set
17 up. You know, in the north parking lot we have another
18 building, the PenRen. So we had the command center because
19 we couldn't come in here. So that's where we were to report.

20 And we went there and everything was just already
21 set up. It was amazing how PenRen just really took off and
22 made us work, and got the operation already going.

1 So that's where I reported, and everyone was --
2 it's hard to explain. You know, people were glad to see me.
3 And like people were hugging me because they didn't know I
4 was out. That's when I found out that we were on the list.

5 So for me that was really like what are you talking
6 about. I'm here. So that was -- that wasn't fun, actually
7 it was scary. But everyone was just running around, busy.
8 They were all assigned to do something and just trying to
9 keep busy. To keep themselves occupied because -- but when
10 -- when there was a quiet time everyone was just pretty
11 mellow. Just in their own little world.

12 But everyone experienced it different. Those of us
13 that were here, were here. Our other co-workers that work in
14 the north -- in the north part of the parking lot -- I mean
15 they felt it, but they weren't actually here. So they --
16 it's hard to -- they don't know exactly what we went through
17 being here. But however they were a part of it because they
18 worked here and they knew the people as well.

19 So it was just pretty sobering doing their own
20 little thing. A lot of us wanted to stay and didn't want to
21 go home because it felt safe here, that is how I felt. I
22 felt very safe when I was here on the compound. I felt like

1 it was a community. We had the Red Cross here, and all the
2 workers and everything and I felt safe.

3 [REDACTED] Of course there is a new project coming
4 up. How -- I could look this up, but how soon, or when did
5 they announce, you know, that they were going to accept
6 bidding? Or did people have to bid for the new construction?

7 [REDACTED]: Yeah, that was just all completed
8 like prior to the crash. They announced the new construction
9 and everything. It was on the news. [REDACTED] (phonetic),
10 who is the project manager for the Pentagon renovation
11 announced it.

12 [REDACTED]: Is there only one main contractor for
13 the whole Pentagon renovation, or are there different -- I
14 don't mean subcontractors, but is there one contractor for
15 the renovation of the entire Pentagon?

16 [REDACTED]: You're talking about the actual work,
17 construction company?

18 [REDACTED]: Yes.

19 [REDACTED] Yeah, we have [REDACTED]
20 (phonetic) is doing the new portion.

21 [REDACTED]: Btu the renovation of the Pentagon, not
22 the reconstruction, was that the same company?

1 [REDACTED] No. That's the company that just got
2 the new portion from wedges 2 to 5. AMEC (phonetic) did --
3 AMEC did the wedge 1 construction. That's who I'm working
4 with now because I'm still on -- I'm still on the wedge 1
5 team. So I'm going to be doing the A2 area again.

6 [REDACTED] Who do you actually work for?

7 [REDACTED] I work for Pentagon Renovation.
8 Actually, my company is 3D International.

9 [REDACTED]: 3D?

10 [REDACTED]: Yeah. I work for the joint venture,
11 which is [REDACTED] (phonetic), 3DI, and we had the joint
12 venture. We had the design/build contract for the wedge 1.
13 Now we're managing the rest of the 2 to 5.

14 [REDACTED] has the design/build contract now,
15 and we're going to be managing. So I work for PenRen.

16 [REDACTED]: Are you -- do you have any problem with
17 me taking a picture of that?

18 [REDACTED] I don't see why not. You can take
19 it. I mean -- it's just that I can probably get -- yeah,
20 that's public knowledge. I mean --

21 [REDACTED]: Okay. Would you be able to identify,
22 again, maybe not today, but maybe I could contact you again,

1 some names to some individuals that you would recommend that
2 I also talk to?

3 [REDACTED] Yeah, I can do that. Let me ask
4 around.

5 [REDACTED] Okay.

6 [REDACTED]: I mean, again, you know, you can talk
7 to us about our personal dealings with this. As far as
8 anything else you would have to go through PenRen for more
9 information about the contract, or whatever else you need.

10 I mean I could just basically tell you what I went
11 through, and what we're going through until this day.

12 For me, it's difficult for me, and everyone here
13 understands what I'm going through because of the fact that I
14 was the Area 2 coordinator for that area. So --

15 [REDACTED]: And that's the orange area?

16 [REDACTED]: That's the orange area, yeah. I can
17 see the people. I can still see them everyday what they do.
18 I can see what they try to get away with. Sneaking a
19 refrigerator into this space. I would find it, and I'd get
20 in there, and say, you know -- you know, I know, [REDACTED], you're
21 not allowed to do this, but you don't see it.

22 I'm like I don't see it, okay. You know, and I

1 said, okay, you can keep your refrigerator, but plug on in
2 that one. Don't plug it on that one. You plug it on that
3 one you're going blow all the circuits, you know.

4 I mean I can't sit here and baby-sit you all, but
5 it's amazing the things I that I think about. When I looked
6 at their pictures on the wall of heros that we have here in
7 the building, and, you know, I'm going, my God, I remember
8 the incident with him, or her. You know, what we did to try
9 to get this door done, or this space done, or the
10 reconfiguration and all the troubles that went through, or
11 whatever.

12 And it's amazing. It's like for a second and
13 they're no longer with us.

14 And I had prior to it hitting, and [REDACTED], I
15 was -- talking with him because it was something that was
16 supposed to have been taken with the reconfiguration of the
17 conference room. And he had called, and I said we haven't
18 heard yet, John, I'm going to work on it. You know, you've
19 got to give me some time. I hear your frustration, just give
20 me some time. And then, 10 minutes later, you know --

21 [REDACTED]: Did you talk to him 10 minutes --

22 [REDACTED] I just -- I had just talked to him

1 maybe I guess probably about 10, 15 minutes before. And
2 [REDACTED] -- and then right when he hung up with me he called
3 [REDACTED] did you call [REDACTED], and I'm like I just got off
4 the phone with him. I'm mad at him, you know, and then this
5 happened.

6 You want to talk about dealing with my crap.

7 [REDACTED] Have you actually -- some of the people
8 you work with, have you actually talked to any of them since
9 then?

10 [REDACTED] The tenants here, yeah. I talked to
11 all -- most of them. When I was out in the court yard
12 working on getting the retrieval of their personal items.
13 Our main concern was to get in there and get the classified
14 locked up. Off the desks so that the people that were in the
15 secured areas, and then getting them in there so they could
16 retrieve their personal items.

17 So as I was down there they all got to see me, and
18 a lot of hugs. Unexpected hugs, you know, if you ever think
19 that you would get a hug from a certain person. They were
20 just glad to see I was out.

21 And, you know, they're saying, [REDACTED] we've all
22 thought about you. We all kept asking about [REDACTED].

1 you know. So I got to see most of them, yeah.

2 [REDACTED] We're going to be coming near to the
3 end of the one side, Side 1, of the tape. But I wanted to
4 ask you, in all this, any lessons that you've learned through
5 this ordeal that you feel that we should know about?
6 Anything, whether it's security, communications, logistics,
7 anything? And if you have nothing for now, that's fine.

8 [REDACTED]: I mean the only lesson learned I
9 have, again, would be -- well, not lessons learned for me,
10 but just lessons learned overall, in general, of the way that
11 the whole situation was handled with the plane being the air,
12 the security of the building.

13 I wish that they would have told us or informed the
14 people in this building, or any government building, or any
15 building, what was really happening because we would have all
16 been on alert. Or they could have evacuated us knowing -- I
17 mean if they knew this plane was heading for DC, they knew
18 that. They knew it was coming this way, they should have
19 evacuated us. And that's what -- that's my thing right now.
20 They know.

21 As far as the egress and people getting out, the
22 people knew how to get out. The people knew where to go. I

1 think PenRen did a great job in -- on the work notifying the
2 tenants. I mean, you know, we -- there was nothing really
3 there, the actions say that, but --

4 [REDACTED] Say that again?

5 [REDACTED] As far as the egress of the people
6 getting out. You know, you think about lessons learned,
7 could they have gotten out. They couldn't have gotten out,
8 the plane hit them head in. But the egress and the means of
9 egress were pretty marked and pretty well known so other
10 people knew which way to go. The people that could get out,
11 that did get out.

12 But that's the only thing that I can think of is
13 just the security, which upsets me. I know they have high
14 security here right now, but I still don't feel safe here.
15 This morning they wouldn't let me in with my brief -- with my
16 nap-sack, which is nothing but gym clothes. But, however,
17 they're letting other people in here with other bags, or tool
18 cases.

19 You know, they're checking them, but I just -- I
20 still don't feel secure here. I don't feel secure walking
21 into the building down corridor 2 because they don't make us
22 put our stuff through the conveyor belt, which I think they

1 should, and they don't do that.

2 You know, you -- you lose your sense of trust.

3 [REDACTED]: Are you able to address that with
4 anybody?

5 [REDACTED]: Not when -- I mean I said something
6 to the DPS officer, why aren't you guys checking the bags; I
7 said I don't feel safe. He goes, oh, we don't have to. I'm
8 like, so I work here, you should still check my bag. I don't
9 feel -- you know, it's not right. You know, we don't know
10 what's going on. We don't know who these people are anymore.
11 You don't know.

12 I mean these high-jackers have been in our country
13 for so long doing whatever they wanted to do because they had
14 the money to do it. We don't know if there's anyone in this
15 building, you know what I'm saying. That's why I don't feel
16 safe here.

17 I like my job. I like the people I work with. I
18 like working with these tenants. You learn something
19 different everyday.

20 You know, during the two weeks of being here at
21 night, I mean -- and fortunately, and with me, I've come
22 across things that I shouldn't have seen, bodies, and

1 whatever. One night -- it was horrifying for me and the
2 people I was with because it was unexpected when we were
3 walking through the building.

4 [REDACTED]: What night was this, do you remember?

5 [REDACTED]: A: I think it was probably -- it was a
6 Friday night.

7 [REDACTED]: Right after that week?

8 [REDACTED]: It was right after, right after that
9 week. Yeah. I think it -- I'm pretty sure. Well, Thursday,
10 2:00 in the morning. Whenever it was, but it was -- because
11 I worked on the night shift and we were walking through to
12 look for -- we had the problem with mold. We suited up and
13 went up and we had flashlights and we came across a part. It
14 was kind of freaky, but you deal with it.

15 I talk about it a lot in my therapy. Everything
16 that we go through, but you can't stop seeing it. And every
17 time I go in the building I see it. I'm afraid to be by
18 myself in an area because I never what you're going to see,
19 or if you hear a bang, or if you hear it -- you know --

20 [REDACTED]: When do you think the demolition is
21 scheduled to be done?

22 [REDACTED]: We're working on that right now.

1 We're taking down from corridor 4 to 5 in a couple of weeks
2 to get it down. So that's corridor 4, where the 1A3 is.
3 Corridor 5 is down that way. It's like we're knocking it
4 down - B and C Rings. You know, and then start building up.

5 [REDACTED] And B is going to be renovated then?
6 The -- didn't it come up 2B, or it came up --

7 [REDACTED] The B ring was fine. We're -- we
8 don't have to knock the B ring down. It came through C. So
9 we're working on cleaning up the B now, the B area.

10 [REDACTED] Any final words?

11 [REDACTED] I'm just grateful to be here. I
12 don't know what else to say. Just not the best of the
13 interview.

14 SFC LAPIC: That's very good. What I'm going to
15 give you is this is a standard form that the military, the
16 Army has. You can read through it. It's called our Access
17 Agreement. And what I'll do is -- that would be you, this is
18 us, and then if you have any concerns, or if you have none,
19 and that will be transcribed and be available to researchers
20 in the future.

21 I want to thank you for meeting with me today, and
22 is it okay if I come visit you from time to time --

1 (Tape 1, side B.)

2 [REDACTED]: -- It changed my life completely.
3 I'm not the same person anymore. I'm hoping to do the things
4 that I was doing prior to September 11. I -- I had just
5 gotten back September 10 from cycling. I ride my bike, and
6 spent most of my summer riding across the country. And I
7 just got back on September 10.

8 [REDACTED]: Are you doing it a leg at a time?

9 [REDACTED]: Yeah. And I just -- I just did from
10 Montreal, to Portland, Maine. I just got back September 10.

11 So I was still on that high of wow, you know, I did this.
12 And then this happened and you question God why, how. You
13 know, why did this happen. It happened.

14 But I want to get back, I want my life back. And
15 it's going to happen. I know it is. I come here, I work,
16 and I go home. I haven't been on a bike. I just started
17 working out again. I need to get -- to go back, and that's
18 my goal right now. And I know three days of therapy is a
19 lot, but I have to do it, and I'm glad that I did go for the
20 help when I did.

21 That's my goal, and I'm sure there's a lot of other
22 people in here that I can see -- I can get you names to talk

1 to people because we all experienced it different.

2 Some of us are dealing with it, and some of us
3 don't deal with it. Some of us get help, some of them don't,
4 you know, everyone handles things differently.

5 I thought I was crazy. I thought I was losing my
6 mind because all the -- all of the after thought of hearing
7 the plane. I mean when that plane hit here, I'm telling,
8 you'll never, ever, forget it for the rest of my life. The
9 sound of that thing crashing into us. Or the smell and the
10 taste of the smoke. I'll never forget it.

11 But it's just living in fear, and I was never
12 afraid to do anything. You know, I'm afraid to go to the
13 airport, I'm afraid to fly, I'm afraid to do anything. And
14 that's what I'm working on right now.

15 But, anyway --

16 ██████████: I'll put that in there. And --

17 ██████████ Today is the twenty-ninth, right?

18 ██████████ Yes.

19 ██████████ I mean I hope I -- I mean --

20 ██████████ That's it. You all right?

21 ██████████ Yeah.

22 (The interview was concluded.)