

building assets

Special Edition • April 2002

From the Commissioner



**F. Joseph Moravec, Commissioner
Public Buildings Service**

"Government and private industry must unite as we did on September 11 and have in the dark days since. The President tells us that we must prepare for the long term, for at least the next generation, to deal with the new reality of a war that is never really going to end. Based on what I've witnessed in recent months, I feel we are fully capable of moving to a sustainable higher level of wariness and vigilance without diminishing our precious quality of life. I can tell you that the men and women of GSA are fully committed and capable of doing their part."

Joe Moravec
Commissioner, PBS

September 11, 2001



■ The Story From Region 2

At 8:45 a.m. on September 11, 2001, **Ed Yudkoff, a GSA Building Manager (BM)** for the U.S. Customs House at 6 World Trade Center had just returned to his office from the building cafeteria. Hearing a loud crash and feeling his building shudder, he gazed toward the windows and saw debris falling to the plaza below. As he stepped over and looked out, he noticed with gripping alarm that more than just debris littered the plaza -

human remains splayed out just below his window bespoke the horror that was unfolding in lower Manhattan that morning. His eyes lifted to the tower above where he incredulously viewed the gaping smoking hole in the World Trade Center's north tower and wondered what had exploded within to cause it.

Federal Protective Service (FPS) Officer Henry Ackers was in his office on the 18th floor of 26 Federal Plaza when the first plane struck the World Trade Center. Within seconds he, along with other members of the

Division, were rushing to the site to help evacuate the Federal employees at the World Trade Center to safety and provide any other assistance they could to the NYPD and the Port Authority Police. When he arrived, the Plaza area was already a debris field of airplane parts, pieces of the tower and offices above, as well as remnants of humanity.

Up at 26 Federal Plaza, **Building Manager Lloyd Wallace** was sipping coffee and reviewing paperwork at his desk when he heard the loud boom and felt his building rock. Concerned that something had occurred in the Federal Building's basement mechanical areas, he immediately raced there only to find nothing amiss. He checked outside the building, saw people running down Broadway and, noticing the smoke in the sky, followed its trail with his eyes to the gash in the north tower. He rushed back inside to check news reports of what was happening and assess any risk to Federal Plaza.

Just about a mile uptown, the rumble was felt at the Federal Office Building at 201 Varick Street. **Building Manager Marge Ocasio** ran into Property Management Center Director Nelson Palma's office to alert him to what was happening downtown and Nelson immediately called the GSA office at 6 World Trade Center. Following a quick conversation with **BM's Gilbert Rodriguez and Yudkoff**, the building managers made haste to evacuate their building, while Palma hopped on the subway to get there as quickly as possible.

Over at Newark Airport, **FPS Director John Ulianko** was on a plane waiting for takeoff. As he learned with horror the events taking place in lower Manhattan, his flight, along with every other flight across the country that morning, was grounded in an unprecedented FAA action. Knowing that his officers would immediately head into the dangerous situation to assist in any way possible, Ulianko notified the airline personnel that he needed to disembark as soon as possible. The pilot immediately agreed to return to the terminal. As New York shut down tunnels and bridges, and while thousands of workers were trying to escape Manhattan, Port Authority Police drove Ulianko from the airport, through the—by then—closed Holland Tunnel and into the City so he could join his officers.

Nelson Palma's subway took him only half the way, when the trains were shut down. He ran the rest of the distance, six blocks south, to 6 World Trade Center where it had taken less than 10 minutes for the GSA team to completely evacuate the approximately 2,800 Federal employees that worked at that 8-story building. During that time, the second plane plunged into the south tower. In an effort that seems futile in retrospect, Palma went through the building one last time, checking that the lab burners and cafeteria stoves were shut off to reduce the risk of fires.

Out on the plaza area, **FPS Officers Henry**



Photo Credit: Shannon Stapleton - Reuters

Ackers, Greg Ponomarev, Jaime Valentin, Franz Kippes, Kenny Benjamin, Rafael Bou, Ray Gauvin, Donald Kornegay, Richard Matos, Carlos Ortiz, and Duane Susi were the FPS contingent that responded to the site and were helping the Port Authority Police evacuate the PATH rail station and Trade Center concourse. Officer Valentin was among the group that entered the mall area between the two towers and began directing people who were "just going all over the place."

John Ulianko had made it back to Manhattan by the time the second plane struck. As he hastened towards 26 Federal Plaza, he stopped to provide a bit of first aid to an injured woman. As he left her to continue towards 26 Federal Plaza, in the general direction of the Trade Center, she shouted after him "Wait, you're going the wrong way!" Ulianko knew, as so many civilians were running away from that lower Manhattan area, the FPS would be moving to where their duty lay, "heading into hell."

Officer Henry Ackers was on the plaza area near Vesey and Church Streets when large pieces of debris started falling around him. He had received a gash on the arm when struck there, and also felt something hit his back. Although injured himself, he stayed with an injured pedestrian until the EMS arrived. They tended to Ackers also and he returned to 26 Federal Plaza where he remained to help coordinate posts as FPS officers were deployed around the various Federal facilities in the city to help with any evacuations and secure the buildings.

By shortly after 9 a.m., **PBS associates Alan Greenberg, Ashley Cohen, David**

Segermeister, and others had gathered in Cohen's office, which offered an unobstructed view of the burning towers. After watching the second plane plunge into the south tower, they all now realized, along with the rest of the world, that the incidents at the World Trade Center were not mere accidents. Concerned that the downtown Federal facilities might also be targeted, they hastily initiated the evacuations of these buildings, although anxious employees in the buildings had already started to leave. Within only about 30 minutes, approximately 10,000 employees and visitors had evacuated the 40-story Federal Plaza. The youngsters of the building's childcare center, with their teachers, staff, and the assistance of a number of parents, were quickly and safely relocated to their secure, off-site "safe haven."

Among the GSA associates leaving 26 Federal Plaza was **Regional Deputy Emergency Coordinator Walter Kain**. As he was leaving his office, Kain grabbed his copy of the Region's Continuity of Operations Plan (COOP), the manual that provides operating structure in the event of a crisis. The Region had spent much time developing the document. Now, it was being activated and the foresight of its planners would be tested. Kain, along with other members of GSA's managerial and emergency response team, proceeded to walk north to the West Greenwich Village-area Federal Building that housed the region's Emergency Command Center.

Back near 6 World Trade Center, **Building Managers Gil Rodriguez and Ed Yudkoff** were lingering in the area, hoping to eventually get

back into 6 World Trade Center and assess damages, when the first tower started to collapse. They joined the thousands of officers and civilians running for their lives from the site. Still inside the Custom House, Palma, along with the contract fire safety director and a security officer, was just about to leave when the collapse occurred. "We were in total darkness with debris and smoke infiltrating every crevice of the building... We traveled together approximately 200 feet to an emergency stairwell, one flight down, and out to the West Street garage," Palma recalls. "It was in the middle of this... that I realized I may not get out alive and only thought of my wife and children." Palma was able to exit through the garage and out onto the street.

At 290 Broadway **BM Stephan Bagarel**, along with **FPS Officers Al Clarke and Bill Kollar**, were conducting a post-evacuation floor-by-floor search of that building, when the towers crumbled. "Our entire building vibrated from the sound... a slow and creeping rumbling," Bagarel recalls.

Officers Valentin and Kippes were among the FPOs still near the towers as they collapsed. "I got trapped in the building," Valentin remembers. "Two unknown police officers got me out of there. As we ran, that's when the entire building collapsed... I fell on the floor, and I don't even remember going from one corner to the other." As the towers fell, Valentin and Kippes were buried in the rubble. Their fellow officers responded hastily and, struggling to breathe and see in the thick dust pulled them to safety. A woman in the area helped Valentin clear his eyes by pouring water over his soot-covered face. Later, he discovered that a



Photo Credit: Stuart Ramsom - AP

photographer at the scene had captured that moment when he spotted his picture for sale in a New York photo gallery.

Nelson Palma was heading north, walking back to 201 Varick Street when he turned around and saw the second tower collapse. Walter Kain was just a few blocks north of Canal Street when a loud rumble caused him to turn around and he watched the tower topple and collapse.

As each tower tumbled, a massive debris cloud enveloped lower Manhattan. The Alexander Hamilton U.S. Customs House, at #2 Broadway, was the closest Federal building to the Trade Center. It became a refuge for the fleeing public when Building Manager Steve Delroy decided to open the building to them. "People were running in every direction trying to avoid this cloud," said Delroy. "I had the U.S. Marshals open that entrance (security-controlled) of the building to all who desired a safe haven." Over 150 members of the public were rapidly screened through the Marshals' security and found shelter in the building's basement conference area. A nurse in the group established a triage point and examined anyone suffering from respiratory distress. EMS was called for one woman who was nearing full term of her pregnancy and showing signs of distress.

As the magnitude of the rescue and recovery needs became obvious, Ulianko became engaged in difficult discussions with NYC officials and other law enforcement agencies. One difficult moment developed when it was brought to his attention that the City was planning to establish a temporary morgue on the plaza area of 26 Federal Plaza. Ulianko adamantly discouraged this, suggesting that the site was better suited for a triage location. Triage would also be, of course, a more positive use for the building.

The benefit of the many months' planning that went into developing the COOP became rapidly apparent. Within just two hours of the towers' collapse; the evacuation of lower Manhattan, several major Federal facilities, and GSA's regional headquarters; and while much of the nation was still coming to terms

with the reality of this crisis, GSA's Northeast and Caribbean Regional operations were up and running.

The GSA Command Center became the hub of activity as various regional associates made their way there. Initially a staff of 25 individuals, augmented by other associates who worked from home and at other field locations, began the massive task of reestablishing Federal operations in New York City. First tasks involved accounting for the safety of GSA associates, assessing the losses, and determining the extent of damages to the downtown infrastructure. During the first few days a cadre of key regional managers lived at the command center.

As a result of the attack on the Twin Towers, a number of Federal agencies had lost their offices, including the U.S. Customs House at 6 World Trade Center, which was completely destroyed. There were also several other major leases in buildings at the World Trade Center area, including 7 World Trade Center, which collapsed on the evening of September 11. All together, the Federal community in lower Manhattan lost over 900,000 square feet of fully operational office space. In addition, the GSA-funded Office of Public Education and Interpretation of the African Burial Ground had been located at 6 World Trade Center, along with photographs, research records and hundreds of boxes of artifacts from the archaeological excavation of the site. Fortunately, the African Burial Ground skeletal remains were at Howard University and other artifacts, such as burial "grave goods" were also elsewhere.

Further adding to the difficulties, electrical power was cut off to many buildings and the collapse of the towers wrought unparalleled destruction to the telecommunications infrastructure in lower Manhattan when a critical telephone switching station located just near ground zero was destroyed. That knocked out phone service in most of lower Manhattan including the entire cable plant feeding five major Federal facilities and



Photo Credit: Stan Honda - AP

■ A Call for Flags

The following account by FSS' Richard Santapaga offers a glimpse of the frenzied level of activity at the Pier 90 Disaster Field Office and conveys the sad tale of the request for flags needed at Ground Zero - not to wave in a display of patriotism, but to honor the victims.

It was at best chaotic in the beginning—we were getting a myriad of requests from FEMA. The desk was staffed 24 hours a day. We were getting requisitions for newspaper ads, x-ray machines, bomb sniffing dogs, magnetometers for building entrances, translation services for notices that had to be posted throughout the city and in newspapers, portable office trailers for field teams, search and rescue teams, debris teams, media trailers, credentialing trailers, respirator filters, tyvek suits, and electrical generators for field lighting. And we were getting requests for all kinds of other stuff, too.

Our part of the job was to make sure that something wasn't already available from GSA prior to going to commercial sources.

If GSA had it—either in stock or available from our multiple award schedule vendors (MAS)—we came up with it. That way, we could just bill FEMA. Charges to go against city or state, could be taken care of later—but right then, there was no reason to slow



things down. We had the stuff, ready for issue.

Around the 15th or 17th of September—I can't recall exactly, because we were working around the clock, and days tended to run into each other—we received a request through Dennis McKeon, the FEMA resource person, from the NYC fire department for 500 5' x 9' burial flags. Other people were also trying to find flags through commercial sources but with no success—that kind of quantity just

wasn't available. The private sector was all but sold out, and there was price gouging. We did a stock check at the Burlington warehouse and found the flags. The warehouse was able to provide critical support that otherwise would not have been there, and that's a tribute to a system that really works. We requested overnight shipment—I called in the afternoon, and they arrived the next morning—they were extremely responsive. We received two shipments—300 one day and 200 the next day. But in the middle of the order, the receiving point was changed from Pier 90 to Pier 92, so no one knew where the first 300 were—there were materials everywhere, with no time to wonder. So we ordered another 300. We just said, "Let's just get everything everyone needs." I know we made the right decision, because the fire department ended up asking for all of them."

Sadly, it is these same flags that were used at Ground Zero to wrap the remains of the victims as they were found and removed from the wreckage. ★



Center and other Federal facilities in Manhattan. During their off time, many of these officers were part of the bucket brigade at Ground Zero, doing all they could to assist in locating possible survivors. Many of these individuals continue to provide support for the WTC terrorist recovery phase.

NCR

Sterling Proctor
David Powderly
Nelson Ray
Victor Rodriguez
Robert Byrd
Ronald Dixon
Carl Smith
Frank Arena
John English
Kenny Walker
John Barbusin
Lisa Dickerson
Rosalie Powell
Valerie Lee-Lloyd

Region 1

Karl Schmitt
Michael Fahey
Antionetta Steeley
Gary Weaver
Thomas McGoff
Jeffrey Newman

■ Federal Protective Service Division

On September 11, Federal Protective Service Officers, representing most of our regions, were part of the initial force that stood firm in the face of great danger and personal risk during the terrorist attacks at the World Trade Center. These officers, plus those that relieved them, remained in their assigned place of duty for 12 to 15 hours a day for the next 30 days. While

emergency evacuation procedures were being conducted, these exemplary men and women stood securely as well as steadily performing their duties of protecting life and Federal property.

Following the initial attack, these men and women remained steadfast—prepared for the possibility of another attack. With towers collapsing and air getting difficult to breathe, these dedicated men and women continued to provide round the clock protection for the Federal Civic

Continued on next page

Jeffrey Steely
John Blake

Region 3

Ronald Hoover
Rui Lemos
Rick Kennedy
Shawn Carroll
Edward McGinn
Ronald Boucher

Region 4

Herberto Martinez

Region 5

George Gandara
Ramon Garcia
John Pruess

Region 6

Neil Lentz
Wendell Folks

Region 7

Michael Barbarin

Douglas Tatum
Dominic Lopez
Melchor Medrano
Edgar Algere

Region 8

Raymond Thomas
Rod Warnhoff
Douglas Bradshaw
David Smith
John Mears
Jonathan Werkmeister

Region 9

Henry West
Gilbert Hughes
Charles Mendez
Khalif Muhammad

Property Acquisition and Realty Services Division

The Property Acquisition and Realty Services Division had three realty specialists come from other regions to help: [Wayton Lim](#) from [Region 10](#)

(Seattle), [Palma Dilucchio](#) from [Region 4](#) (Atlanta), and [Annette Gianinni](#) from [Region 3](#) (Philadelphia). They worked on projects to acquire space for agencies that were displaced after September 11—Customs Service; FBI; US Attorney; and the IRS Regional Counsel. All of the projects were difficult lease acquisitions.

Property Management Division

The Property Management Division had two Contracting Officers from the Great Lakes Region: [Robert Higgins](#) and [Michael Wolff](#). These CO's assisted in the aftermath of the attacks. They helped at the Disaster Field Office (Pier 90) with some of the financial aspects of GSA's Emergency Support responsibilities to FEMA.

Contact: Sandra J. Kohlmeier at (212) 264-4375. ★



Photo Credit: Ruben Sprich - Reuters



Photo Credit: Doug Kanter - AP

The Story from page 3

numerous smaller locations. An estimated 11,690 GSA administered local service lines lost service. Falling debris, collapsed buildings, uncontrolled water main breaks and inaccessible locations had compromised the telephone infrastructure of Verizon as well as AT&T, MCI-Worldcom and Sprint.

Within hours the requests were arriving from the Federal Emergency Management Agency (FEMA) for supplies and support. By Wednesday, September 12, FSS delivered 100 vehicles to FEMA from Edison, NJ and arranged to obtain another 150. FEMA also needed a large amount of space to quickly set up a Disaster Field Office. Within 48 hours, space was established for FEMA in several locations, including both a Disaster Field Office (operations center) and a warehouse. Over the next week, GSA associates acquired more supplemental locations in the tri-state area. All together, over 600,000 square feet of space was found for FEMA operations.

In the days and nights immediately following September 11, an FSS crew consisting of [Robert Streeter](#), [Bernard Bartenbach](#), [Robert Woodside](#), [Jeff Brodsky](#), and [Richard Santapaga](#) staffed a desk at the Pier 90 Disaster Field Office. There they worked alongside FEMA representatives to provide a wide range of needed supplies and services for the various New York City, State, and Federal agencies, including the New York

City Fire Department, the National Forest Service Search and Rescue team, the FBI, and the Secret Service. The shopping list was immense, including several hundred vehicles along with credit cards for fuel and maintenance purchases; assorted hardware; construction equipment; a variety of machinery and safety equipment; protective clothing such as 25,000 tyvec protective suits, masks, and 50,000 pairs of gloves; several thousand respirators and filter cartridges; work clothing, including shirts, pants, undergarments, socks and boots; forced air heaters; rebar cutting blades; file storage boxes, and furniture. They were also tasked to locate hundreds of hotel rooms for the emergency workers and establish sources of diesel fuel.

It was not just the displaced agencies and FEMA that needed space. Investigative agencies also needed space for the expansions that would support the enormous investigation and security requirements that were about to be implemented. The FBI and the State Department alone requested approximately 100,000 square feet in supplemental space for their expanded needs. Another priority was finding housing for the 2,000 National Guardsmen being sent to the City. The group temporarily bivouacked on Governors Island and in the basement of the Alexander Hamilton U.S. Custom House before finding more suitable housing at nearby Fort Hamilton.

GSA's FTS associates, working from both

the Command Center and in the Federal Plaza area, quickly acquired 600 cellular phones for distribution to customers. They also obtained 400 analog telephone sets to replace and bypass the digital and proprietary sets and systems by using temporary phone lines at the downtown Federal buildings. In addition, they worked to coordinate repair efforts with the four communications companies serving the Federal community in Manhattan. FTS associates that were directly supporting the FEMA operations installed Ground Zero communications for the Fire Department and the U.S. Army Corps of Engineers as well as installing communications into the Fire Department Counseling Centers.

GSA's associates at the command center were able to leverage their experience and take advantage of industry contacts and contracts. Senior associates and specialists staffed the phones round the clock. Others reported in or received assignments from home. Associates from the Office of Regional Counsel were there to ensure that contractual arrangements met all the legal procurement requirements and thus expedited some of the contracting.

Late in the evening on September 16, the New York City Fire Department sent a request to the Disaster Field Office for six "gators" - six-wheel drive, diesel, all-terrain vehicles. Bernard Bartenbach handled the request and

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contacted (John) Deere & Company, which manufactures them in Illinois. They contacted other Deere locations and, in a spree of back and forth phone calls between Deere locations and Bartenbach that continued until 6 a.m. the next morning, arranged to deliver 24 gators to Ground Zero. Deere ended up donating the originally requested six to the Fire Department and loaned them the rest.

Although closed to the public and many routine operations, lower Manhattan Federal facilities were still a hub of activity as GSA crews assembled to ensure that water supplies and indoor air quality were not compromised by the massive cloud of dust, debris and smoke on September 11. Almost immediately, all of the air-handling systems were shut down to prevent the intake and distribution of air-borne particles throughout the Federal facilities. The systems were cleaned, filters replaced, and ongoing indoor air monitoring begun. In addition, to prevent dust being tracked into and through the buildings, lobbies were HEPA vacuumed, washed continually, and wet runners were installed to capture dust from shoes. Monitoring of air, both inside and outside of the buildings, continued for months afterwards and all test results, including those from EPA and OSHA, indicated that, despite the smoke and unpleasant odors, air quality was not a cause for concern at the Federal facilities.

In addition to air and water quality, structural soundness of the lower Manhattan Federal facilities was also a concern. By Friday, September 14, PBS had contracted for and dispersed about 40 structural engineers to assess the integrity of all of GSA's lower Manhattan facilities, along with the Bureau of Prisons Metropolitan Correctional Center. All were determined to be sound.

Over the next several days, the Command Center staffing increased to approximately 70 regional associates providing round-the-clock assistance for FEMA and other Federal needs. Associates who remained there commandeered couches, beds in the health unit, and gym mats in the fitness center for an occasional nap. A cache of personal supplies was brought in and showers (thankfully!) were available in the fitness center.

By Friday, September 14, with the assistance of the Federal Executive Board, all customer agencies had been reached and a tenant meeting was held to advise everyone of the status of the lower Manhattan Federal facilities and plans to fully reopen them. Administrator Perry also visited the region during the first few days and was able to view the devastation at ground zero first hand as well as spend some time with and observe the operations of the GSA associates at the command center.

Within a week all Federal facilities within lower Manhattan were operational, although many of GSA's tenants were not ready to

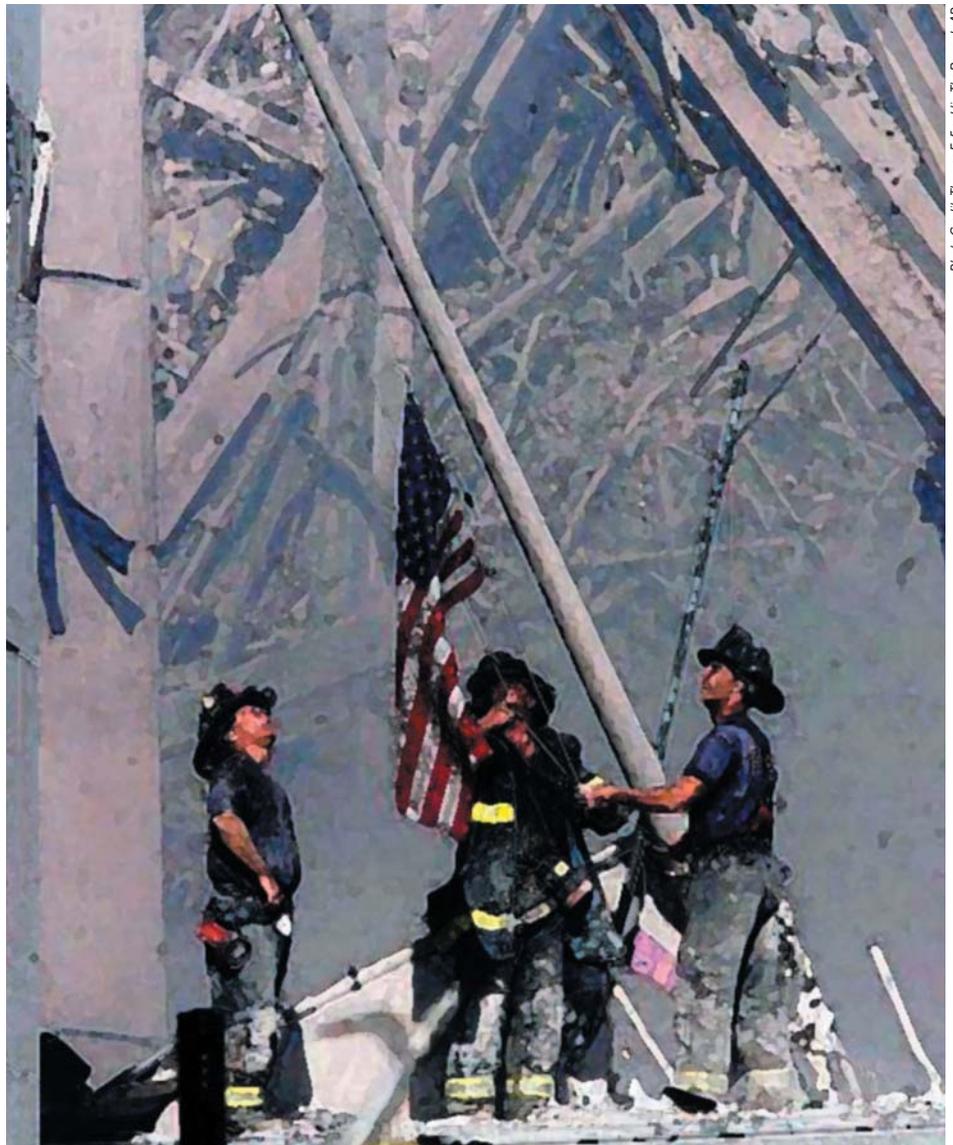


Photo Credit: Thomas E. Franklin, The Record-AP

come back and the area was definitely still closed to most of the public. Accessibility to many downtown streets was limited, phones were still down, and there was still a lot of police activity. In addition, although all tests in the Federal Plaza area indicated that the air quality was safe, the heavy, acrid odor of burning synthetics from the fires at ground zero still permeated the area.

GSA associates at the command center and those who were stationed at the FEMA Disaster Field Office delivered on hundreds of requests for goods and services. Among the most poignant, the request from the NYC Fire Department for 500 5'x9' burial flags (see separate article page 4). One request, for aerial photography for the police, was received via a 2 a.m. telephone call from FEMA received at home by FSS Associate Robert Woodside. Woodside got out of bed, found a photographer, and entered into a contract in the early pre-dawn hours. The photographer was in the air and at work for FEMA later that same morning.

In mid-October, with help from New York City and Port Authority officials, along with FEMA and the U.S. Army Corps of Engineers, GSA was able to retrieve over 200 boxes of artifacts and other data from the former OPEI offices in the ruins of 6WorldTrade Center. Along with the artifacts, they were also able to recover photographic files representing thousands of photos and the computers that the archaeologists used in their analysis and conservation work. The largely fire-gutted shell of 6WorldTrade Center was pulled down shortly afterwards.

Over the next several weeks, 57 GSA associates from across the country and representing all three services, traveled to New York City to help support the recovery operations. On December 20, recognizing the major efforts of its own associates, those from the other regions, contract employees and contractors, the Northeast and Caribbean Region held a festive ceremony to present 400 awards and honor GSA's heroes of September 11. ★



Photo Credit: Jim Wilson, U.S. Navy - AFP

■ NCR's Response to the Terrorist Attacks on 9-11 and the Events that Followed

NCR includes one of the two targets attacked by airborne terrorists on the morning of September 11—the Pentagon in Arlington, Virginia. NCR immediately mobilized to respond, both within its own regional boundaries and by providing assistance at the scene of the other attack in New York City. Reverberations from the attack continued to echo through the region in subsequent weeks as the Federal establishment began taking measures to increase perimeter security, update Emergency Operations Plans for individual buildings, and remain on high alert for further attacks.

One month later, anthrax spores were discovered in several Federal mailrooms and Post Office facilities in Washington, DC, Florida, and New Jersey. NCR responded again, assisting Congress to find auxiliary space and mobilizing to address future anthrax incidents.

NCR's response to these events is briefly chronicled in this report. More importantly, the NCR associates who performed superbly in this crisis atmosphere are singled out for the recognition they deserve.

Enforcement Bureau: On September 11, at 10:20 a.m., the FPS Command Vehicle and its crew were alerted to depart for New York City in support of the response to the terrorist attack on the World Trade Center. The five assigned team members, three FPS officers and two technicians, arrived in New York at 26 Federal Plaza, at 10:00 p.m. the same day. The crew established communications and manned the

command post, 24 hours a day for four consecutive days, until relieved by the Atlanta Region Command Vehicle on Friday, September 14, 2001, at which time they returned to NCR. The crew included:

- FPS Police Officer Theodore J. Paterson
- FPS Police Officer Martin A. Koski, Jr.
- FPS Police Officer Luther Semper
- Lead Physical Security Specialist Ernest E. Williams, Jr.
- Lead Computer Specialist Cordell Jackson, Jr.

Physical Security Bureau: On September 11, the FPS Physical Security Bureau took numerous telephone calls from GSA building tenants seeking assurance that their buildings were safe. FPS Physical Security Specialists visited Federal office buildings on September 12 to distribute Occupant Emergency Plans and to ensure tenants they were working in a safe and secure environment. The Bureau went on high alert—working 12-hour shifts for about 2 months, then worked 8-hour days, six days a week until the beginning of December. These associates included:

- Chief Paul Constable
- SPSS Richard Bray
- SPSS Diana Osietki
- PSS Mary Brown
- PSS Shelley Dunham
- PSS Bradley FitzGerald
- PSS Carl Grigsby
- PSS Henry Jones
- PSS James Ryan
- PSS Stanley Smalls
- PSS James Ward
- PSS Robert Evans
- PSS Leroy McDowell
- PSS George Green
- LESO Douglas Aldrich
- LESO Jason Chilton
- LESO Gregory Mazzie
- LESO Valerie Lee-Lloyd
- LESO Robert Scott
- LESO Robert Domino
- LESO Teddy England
- LESO Kenneth Davis
- CL Jobie Eley
- CL Eileen Kirkpatrick
- SQA Gene Pursue

SPSS = Supervisory Physical Security Specialist

PSS = Physical Security Specialist

LESO = Law Enforcement Security Officer

CL = Certifications Lead/Liaison with Contract Guard Companies (LCGC)

SQA = Supervisory Quality Assurance - LCGC

Criminal Intelligence and Investigations (CIIS): Beginning on 9/11 and continuing to the present, the CIIS has been working two shifts. The section started out working 24/7, and, at present, is working six days a week. Two agents were staffed at the FBI SIOC and to the FPS Situation Room for the purpose of dissemination of vital intelligence information to FPS units and tenant

agencies. All other agents responded to bomb threats and Anthrax incidents, and networked with counterparts in the intelligence arena. These associates are:

- S/A Ronald A. Blocker
- SS/A Mary Burnette
- SS/A John Baker
- I/A Lisa Datcher
- S/A Adrienne Carter
- S/A Cheryl Davis
- S/A Luis Martinez
- S/A Kenneth Morris
- S/A Alexander Peterson
- S/A Sequoia Pointer
- S/A Allison Poore
- S/A Malcolm Weeks
- S/A Anderson Wright
- S/A Jerry McGill
- S/A Ira Johnson

S/A = Special Agent in Charge

SS/A = Supervisory Special Agent

I/A = Investigative Assistant

Triangle Services Division

NCR responded to a request from the Federal Emergency Management Agency (FEMA) to establish and equip a temporary operations center. Working with associates from the Philadelphia Region's Federal Supply Service, NCR provided buses to move FEMA personnel from the airport to their temporary operations center, entered into an emergency lease for a 26,000 square foot space, supplied office furniture and equipment, secured hotel rooms, arranged for trucks to deliver 70,000 pounds of equipment and supplies to the Department of Defense, and provided 2 15-passenger vans, 5 SUVs, and 10 passenger cars for FEMA use. FEMA was on the ground for two weeks.

Jannett Dyson and Sanya Ham of the Triangle Service Division worked on NCR's contracting team that supported FEMA efforts. They worked mostly at night from 7 p.m. to 7 a.m. and functioned as contracting officials on an emergency basis to:

- Place orders for items for firemen (face masks, gloves, waterproof jackets, tools, rescue equipment, etc).
- Make travel and hotel arrangements for fire specialists (and support teams).
- Make sure the vehicles were at the airport to pick up and drop off people.
- Ensure that security personnel were in place in specified perimeters.
- Man the telephones for emergency calls and respond accordingly. This support was 24/7.

Metropolitan Services Division

Within hours of the attack on the Pentagon, the Metropolitan Services Division assembled a response team to



Photo Credit: John Labriola - AP

make available all GSA elements required to aid the Department of Defense recovery effort.

Concurrent with the DOD's program of reconstituting elements decimated in the attack, Metropolitan's Services Division secured three buildings in Northern Virginia containing a total of 850,000 square feet as temporary relocation space, more than enough to meet all potential DOD needs. At the same time, our managers marshaled all available manpower, resources, back up elements, logistical support, materials, and security advisors.

Once space had been secured, teams were established and a round-the-clock continuous recovery process began. To the credit of those involved, many critical people volunteered to work well beyond their assigned rotational shift and far beyond any concept of reasonable expectation. Metropolitan Services' rallying cry became "Let's Get the Job Done!" Within one week of the attack, the team fitted out the space with 2,400 workstations; 1,500 laptop computers; 860 telephones; and 186 desktop computers.

The following are lists of individuals who gave dedicated service that far exceeded what could or should have been reasonably expected. Many of these individuals worked without sleep or relief for several days.

Since the bulk of the Pentagon Recovery process fell to the Metropolitan Services Delivery Team, each and all were involved

in some capacity adding to the difficulty in compiling this list. These fine men and women made significant contributions notable in the total effort. In the final analysis, pride in what was accomplished in such a short time and the fact that Metropolitan Services' effort negated the temporary interruption of activity caused by terrorist evil was a source of deep satisfaction and nothing else was required or expected.

Metropolitan Services

James Donatone
 Michael Downey
 Roland Caton
 Robert Armstrong
 Doug Benton
 Vincent Diportanova
 Danny Robinson
 Juanita Skipwith
 Lisa Campbell
 Raymond Bradshaw
 Michael Castle
 T.C. Hairston
 Amy Silverman
 Susan Swartz
 Pamela Collins
 Herman Goodyear
 Michelle Coleman
 Margo Arnold
 Susan Stewart
 Craig Kennedy
 Susan Lynch
 Ron Breen

Mary Costa
 Wally Yanuario
 Lois Bennett
 Skip Duncan
 Long Nguyen
 Sandra Diles
 E.L. Challenger
 Ken Miller

Potomac Services Division

One week after the terrorist attacks, NCR was requested by a major Executive Branch agency to assist in moving a portion of their employees into leased space, and rearranging their use of existing owned space for the purpose of enhancing building security. The following individuals from Potomac Services Division played a substantial role in this move-out and internal reorganization. They physically participated in the moving of boxes and furniture, some painting, electrical and cleanup, along with GSA contractors in both the owned and leased space, totaling approximately 600,000 square feet.

Potomac Services

Lawrence Melton
 Sabato Marigliano
 Arthur Thomas
 Michael J. Costic
 Bernard Carroll
 Joe Townsend
 Russell Shaffer

John Walsh
 John Douglass
 Charles Herr
 Kenneth Hammonds
 John Anderson
 James Oliver
 Shelton Bagley
 Michael Baril
 Matthew Tanis
 Michael Cooper French
 Andrew Buckley
 David Jagdhane
 William Deese
 Donald Davis
 James Fisher
 Lawrence Downes
 Michael Dehart
 Kerry Bonos
 Terheran J. Brighthaupt
 Arthur Holman
 Albert Randolph
 Mark Los
 Joe Kelly
 Lawrence Hood
 William Jones III
 Bessie Lattimore
 George Smith
 Peter J. Mangold
 Michael Moses
 Morris Moore
 Robert W. Gilbert
 Scott Munck
 Walter Coleman
 Stanley E. Hoch III
 James Owens
 Keith Rutledge
 Shahpour Tala-ahmary
 Larry Pickeral
 Henry Wilson
 Andrew Francis
 Reginald Scott
 Raymond Glover
 Willie Sowers
 Mike Sedlock
 Raymond Seroski
 Jamais Young
 Cameron Amick
 Anthony Washington
 Jerry Yates
 Oscar M. Flores

NCR had additional personnel in various divisions involved beyond the above list. These associates provided service beyond their normal job requirements (reconfiguration of systems furniture, build-out, supplies and other service needs) on weekends and weeknights to meet the customer's goal of immediate occupancy for the newly leased space.

Other NCR

Carol Rivers
 Octavia Briscoe
 Stephanie Mayo
 Robert Lawrence
 Gwen Yeargins

Lee Johnson
 Janis Anderson
 Ursula Holmes
 Bob Kilday
 Sandra Berry
 Anthony Bolling
 Kaya Biron
 Dorie Taylor
 Doris Cook
 Larry Aitcheson
 Chris Bobo
 Trish Gretskey
 Verneka Roberts
 Laura Doyle
 Steve Richard
 Patricia Ralston

Service Delivery Support

Because of the threat of anthrax contamination, a team of individuals from the Service Delivery Support Division was assembled to determine sampling and analysis requirements for NCR. This team—identified as the “Anthrax” response team—consisted of:

Sharon Jenkins
 Burl Keller
 Steven Richards
 James Hodges
 Patricia Brown
 Kathy Frame
 Patricia Gretskey-Williams
 Faye Cartwright
 Maria Phillips
 Deborah Washington
 Kim Taylor-Mays

The team worked with the Centers for Disease Control (CDC) to develop a sampling protocol and contractor requirements. Within two days after the scope of work was approved, an emergency solicitation was issued and the team successfully negotiated eight multiple award contracts to support Federal facilities located within the Metropolitan Washington Area; Philadelphia; Baltimore; and New York City. While negotiating the sampling contracts, the team also negotiated the establishment of a Memorandum of Agreement with Health & Human Services (HHS) to obtain advisory and assistance services.

In order to ensure adequate controls, monitoring, and tracking, a control center was mobilized at one of our GSA vacant buildings at the Navy Yard. This mobilization required the procurement of a temporary trailer, acquiring computers, fax machines, and copying machines, and the installation of telephone lines. Using this vacant facility to monitor, track and house the Anthrax samples ensured the highest level of quality assurance while also ensuring the continued safety and health of Federal employees.

Simultaneous with the activities above,

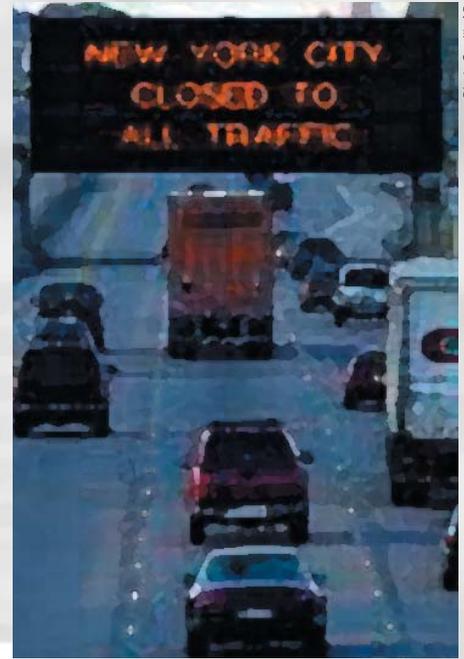


Photo Credit: AP

a scope of work was also developed for site remediation. Several indefinite delivery, indefinite quantity contracts were negotiated and awarded to vendors located in the Metropolitan Washington Area. Because the remediation contracts were negotiated simultaneous with the sampling contracts, GSA was able to immediately implement cleanup requirements without delay when the presence of Anthrax was identified.

The team is still responding to inquiries and providing assistance on an “as needed” basis, to provide site remediation support and to retest Federal facilities that tested on their own without using the proper testing protocol. The scope of work developed by the team for the sampling and analysis and site remediation is being used as a model for other requirements outside the Metropolitan Washington Area.

This work was accomplished in an exceptional manner under a tremendous amount of stress including outside customer demands to satisfy this critical need. ★

Building Assets is a collaborative effort between PBS and GSA Communications. If you have any questions or comments, please contact Carolyn Davis at (202) 208-0513 or MaryAnne Beatty at (202) 501-0768.

Thanks to PBS editor Vicki Kirkman for final edits.

Electronic copies are available on GSA InSite at:

http://insite.gsa.private/_pbs/newsletters/outlook.htm

■ From the Mid-Atlantic Region...

Federal Protective Service Police Officers Rui Lemos, Ed Maginn, and Ron Boucher were in New York City when the attacks on the World Trade Center (WTC) occurred. They assisted in the immediate response efforts.

Within hours of the WTC attacks, Physical Security Specialists Steve Skipp and James Muldowney purchased dust masks and hard hats and delivered them through the police blockade to the Public Buildings Service in New York.

Contracting Officers Peter Andrews and Lydia Domenich traveled from Philadelphia to New York City and spent

about two weeks in New York providing Region 2 Federal Protective Service with on-site contracting support, primarily for guard contracts.

Contracting Officer Doreen Waltrich has provided Region 2 with ongoing contracting support for guard contracts throughout New Jersey.

Lead Project Manager Annette Giannini traveled to New York for a week and executed a fast track replacement lease for the Internal Revenue Service Counsel who were displaced as a result of the attacks. Realty Specialist Intern Andrew Weicker, who had only been with GSA for 3-1/2 months at the time, traveled with Giannini and assisted in executing the fast track replacement lease.

Budget Analyst Claudine Hughes spent

two weeks in Central Office providing immediate support to the Federal Protective Service with preparation of an emergency supplemental budget request for security.

Immediately following the attacks on September 11, GSA's National Office was attempting to respond to Congressional and media inquiries but was unable to contact Region 2 for information. Business Systems Specialist Marge Moore of the Mid-Atlantic Region's Portfolio Management Division assisted the National Office on September 11th and 12th by providing data reports including square footage numbers, personnel numbers, etc.

Contact: Gina M. Waring at (215) 656-5666. ★

