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Sean Keneally
December 17, 2001

Interview conducted by Mark Schoepfle
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September 11, 2001
Oral History Documentation Project
Northeast Region, National Park Service

INTERVIEWEE: Sean Keneally
NCR Maintenance
National Capitol Region
(Interview No. Unlisted)

INTERVIEWED BY: Mark Schoepfle, Ph.D.
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INTERVIEW DATE: December 17, 2001

PLACE: Location Unlisted

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START OF TAPE

Mark Schoepfle: Sean Keneally, 17 December, at 10:25.

Mark Schoepfle: My first question, just to start out — or first of all before we start. Do you have any questions?

Sean Keneally: No, I have no questions.

Mark Schoepfle: Okay, great.

Sean Keneally: Yeah, I guess, if you could explain a little bit more how you got my name and number. I know you mentioned Gary Scott?

Mark Schoepfle: That's exactly how it was.

Sean Keneally: Okay.

Mark Schoepfle: Because Gary Scott is pretty much coordinating the effort here.

Sean Keneally: For the region?

Mark Schoepfle: Yeah. This region. And therefore, he had recommended — and said who could I talk to.

Sean Keneally: Right.

Mark Schoepfle: And he said — he recommended you.

Sean Keneally: Okay, great, great, great. Like I said over the phone, you know, fortunately or unfortunately, depending on how you look at it, I was not at work that week. I was actually on vacation in Delaware. However, I was in communication with the office, of course, and there was obviously a lot of stuff going on. So, as far as dealing with that day on the 11th, I don't have much information, but we've had a lot of aftereffect responsibilities and things that we have had to do, since the events on the 11th.

Mark Schoepfle: Well, when did you get back?

Sean Keneally: I got back on the — I think exactly [pause] — yeah, I got back to work actually — yeah, I returned from vacation on the 15th. I was gone from the 9th through the 15th. The week of the 9th to the 15th. And actually, I got called in Sunday evening, the 16th, to do some I guess post-9-11 movement and I'll go into a little bit more detail on that because that was quite an ordeal that we had to do. But during the week of the 11th, like I said, I was on vacation in Delaware, but we were just watching TV. I mean were going to the TV in the morning, in the afternoon. It was unbelievable, you know.

- Sean Keneally: And actually, on the 11th, we hadn't started our day yet. We were watching the news and after the first plane, my family and the whole group of people we had, we watched the whole thing on TV. I mean, by then they had some video going and I watched the second plane hit the tower and then, you know, an hour or so later, an hour and a half later, then the Pentagon was hit. It was just all developing on the TV in front of us, so that's really the only firsthand knowledge that I have. But just being able to watch in on TV, I know a lot of people that were at work you know, didn't have that capability.
- Mark Schoepfle: Right.
- Sean Keneally: It was just unbelievable. Unbelievable.
- Mark Schoepfle: Well, let's start there.
- Sean Keneally: Okay. We can start there. Sure.
- Mark Schoepfle: I mean as this started, I mean when you saw what was going on, what events unfolded for you?
- Sean Keneally: Like I said we were on vacation. I was with my wife and my little girl at the time, who was at the time she was 12 months and some other family members, my brother and some good friends of ours. We had rented the house in Rehoboth Beach. We do this every year. And we were sort of watching the news and after the newscast, it was more of an unbelievable — like no, wait — this can't be happening.
- Sean Keneally: And then we continue watching the news and then we watched the second plane hit — coming in and hit. I mean it was just an unbelievable feeling. Like how can this be happening!?! And then when we got the news of the Pentagon being hit, it was extremely disturbing because I live — my wife and I live — about a mile from the Pentagon. We live right over in a little border development, right near the Fort Meyer and the Pentagon. So obviously we were concerned with that as well, as especially the word of the fourth plane that could be headed towards the White House or the Capitol. Or you know, no one really knew what was happening with that. And that was concerning because within our operation here in the maintenance division, we do a lot of work at the White House and at times we have a number of employees at the White House doing maintenance work.

- Sean Keneally: So, between the New York, Pentagon, and the potential other Washington DC areas, we were getting calls — my wife and I were getting calls especially — because you know, our family and friends know that I work for the Park Service and they know that I do work on occasion at the White House and the monuments and memorials, but another thing too, my wife is a flight attendant. They were concerned about her too. So, we were checking messages and home and we probably had twenty messages on the phone, just people who were trying to just touch base with us, you know?
- Mark Schoepfle: Mm-hmm. This was that day?
- Sean Keneally: That day, the 11th. Yeah. The 11th, yeah.
- Mark Schoepfle: Go ahead. Go on.
- Sean Keneally: Well, basically we just stuck glued to the TV the rest of the day and didn't make it out to the beach at all that day. Just watching the events and obviously the newscasters and you know, trying to get some type of explanation on what was going on out there. So, I mean it just an unbelievable thing. And you know, being away from it all, you know, 140 miles away, you know, I guess somewhat helped. But it was still an unbelievable sight that we were seeing on the TV.
- Mark Schoepfle: Come in. [Interruption of interview to answer someone coming into room]. Sorry about that.
- Sean Keneally: No, it's no problem. So, I didn't really have any direct communication with my staff here at the Park, although I did talk to my supervisor and a couple other people here just to touch base with them and they called me and just, you know, to keep the communication going. But as far as knowing exactly how people reacted here, I can't really say for sure. I know there was a lot of anxiety and that type of thing going on. However, I don't have firsthand knowledge of that but, like I said, I do — you know, we were affected even though we were on vacation, it would still hit home. Especially since we live so close. I work in this area. My wife is a flight attendant, and you know that type of thing, so.
- Mark Schoepfle: Well, what happened the next day and the day after that?
- Sean Keneally: Well, basically the next couple days we would just you know, start our mornings by watching the TV and finding out you know, what was going on, trying to get as much information as possible from the newscasters and the reports on the TV.

Sean Keneally: Yeah, I mean I think by being on vacation and having an opportunity to be and have the time to sit down and actually see the TV and to go through various newscasters, we probably got a better idea of the magnitude of things as opposed if you were maybe at work or didn't have the opportunity to watch things unfold. But by seeing the second plane on TV hit, we were able to see this whole thing unfold in front of us. So that was very upsetting.

Mark Schoepfle: Yeah, I'll bet.

Sean Keneally: So, and then — so basically, then we returned and then I got a call Sunday afternoon on December 16th — I'm sorry September 16th — let me get the date right. I want to be very accurate about this.

Sean Keneally: Yeah, I received a call about 4:00 p.m. on Sunday, September 16th, from the White House and Secret Service. And what they requested is they had a load of what initially was fifteen to twenty of those Jersey barriers coming in because they made a decision, that day — sometime that day on Sunday, the 16th — that E Street needed to be closed. And that was E Street, just south of the White House, between 15th and 17th Street. And we do a lot of work for the White House. We support the White House. And I can tell you a little bit about our maintenance operation a little bit if you're interested in that.

Mark Schoepfle: Sure, yeah. If you've got anything, that would be good background of how folks were affected and things like that. Sure.

Sean Keneally: But anyhow, so we do a lot of support to the White House and the Secret Service. So, I got a call. I got the initial call and I brought in about six of my men and we began offloading these Jersey barriers to close E Street at 17th Street and 15th Street.

Sean Keneally: Well, the Secret Service, during that time, had — I don't know — made a decision and actually what turned out to be initially twenty Jersey barriers turned in to being a hundred and thirty. The decision was made during that evening that we would close off the entire ellipse area. So basically, what we did — we worked from about 5:00 p.m., Sunday afternoon to 8:00 a.m., Monday morning, straight, offloading Jersey barriers, setting them in place, blocking traffic, protecting all the entrance areas, that type of thing. So, it was a long day and that was directly related to 9-11, because even though it was five days later, I guess there was some concern about the White House in that area.

Sean Keneally: So that was my first direct involvement coming back from my vacation to deal with that situation.

Mark Schoepfle: Yeah.

Sean Keneally: Subsequent, we have installed Jersey barriers at the Lincoln Memorial, around the entire perimeter of the Lincoln Memorial and as well as the Jefferson Memorial. Those were the two areas that were I guess considered high risk for potential targets that they wanted to have secured.

Sean Keneally: You know we've always had Jersey barriers up at the Washington Monument for the last couple of years and I know that's been in the news for a while, but our forces, our maintenance staff initially put those Jersey barriers up there. I guess it was about a year and a half ago is when we initially put those Jersey barriers up at the Washington Monument. And that was just in response to heightened security in the country at that time anyhow.

Sean Keneally: We've installed a lot of snow fencing, which is a temporary type of fence in various other — the National Mall and the monumental core areas of downtown Washington DC and that's for more of a pedestrian control and to assist the Park Police with traffic control and crowd control. We've put up a lot of temporary chain link fencing also, which gives the Park Police a somewhat stronger barrier or a fence line for them to protect. I can't count how many miles of snow fencing and chain link fencing we've put up. We've probably put up ten miles of this temporary fencing.

Mark Schoepfle: Okay, you say temporary. What's eventually going to happen with it?

Sean Keneally: I don't know. I really don't know. We were waiting on you know — we deal with the Park Police on a daily basis and the Secret Service and all those other entities in this area.

Sean Keneally: So, what else? Our staff — just to give you a little background of our maintenance staff — we maintain, the Maintenance Division with the National Capital Park-Central, we have about 260 employees.

Mark Schoepfle: Two hundred and sixty?

Sean Keneally: Two hundred and sixty.

Mark Schoepfle: Okay.

Sean Keneally: 98 percent of those 260 are field related, field-oriented help. We do have administrative staff and architect engineer type people too. But the majority of our people are the people that are working in the field. We have carpenters, electricians, plumbers, masons, painters, pipe fitters, welders, sheet-metal workers; we've got people who do signs for us. I mean we have basically almost every trade imaginable we have in-house capability of. We also have a roads and trails crew that deals directly with all the roads and sidewalks and pathways. They do asphalt repair, concrete repair, catch basin work, that type of thing.

Sean Keneally: Anything that deals with the roads and the road structures. We also have a grounds operation and the grounds operation is where we have our grounds maintenance people. We have people that mow the grass, people that pick the trash, people that take care of the trees, people that do the gardening, people that take care of all the flowerbeds. Basically, the whole gamut of grounds maintenance we handle inhouse too.

Sean Keneally: And then we also have a branch of transportation and these are where our mechanics are that fix the vehicles. We have operators that run the machinery. We have specialized mechanics that deal with just Park Police vehicles, cruisers and motorcycles. So, it's a large work force and we do a lot of stuff.

Sean Keneally: We have a lot of responsibility. We basically maintain National Capitol Park-Central, which consists of the National Mall, the monumental core; we have 153 reservations that we maintain and a reservation being a large as the National Mall to as small as a little triangle piece of park land up at Florida Avenue and 14th Street, or something like that. So, we have a big boundary line. Essentially our boundary line goes, if you start at the west side of the Capital and go north on First Street all the way to Florida Avenue and then Florida Avenue, that's around — and Florida Avenue kind of loops around — and comes back down to 23rd, 26th Street, somewhere right around there. And then we follow that all the way down to the Kennedy Center and then from the Kennedy Center we pick up West Potomac Park, East Potomac Park, and then we have some property right over here at Main Avenue and Southwest Waterfront, back to the Capital. So, it's a huge area that we maintain. And like I said, we have 153 reservations in that area like a Scott Circle, or a Thomas Circle, or a Washington Circle; it's all park land that we maintain.

Mark Schoepfle: Wow.

Sean Keneally: Yeah. Your building is in our park.

Mark Schoepfle: Right.

Sean Keneally: Yeah. We maintain Union Station

Mark Schoepfle: That's right. Sure, sure.

Sean Keneally: We maintain — we're going to maintain the new Japanese American Memorial. Have you had a chance to take a look at that yet? Yeah, that's right at Louisiana Avenue and New Jersey Avenue. Right down the street from you: Fourth Street.

Mark Schoepfle: Yeah, yeah.

Sean Keneally: That's a new memorial that was just constructed.

Mark Schoepfle: Oh sure, sure. There by GAO Building.

Sean Keneally: Yeah, yeah, exactly.

Mark Schoepfle: Well, with these in mind, okay, you were mentioning for example, you do a lot of the support for the Secret Service and you mentioned that just in the days after when you had gotten back, one of the first things you had to do was set up the barriers around the White House. What other kind of support activities do you do for the Secret Service? I mean as much as you can talk about.

Sean Keneally: Well, to a certain extent, I mean we do a lot of work in conjunction with the Secret Service and the White House, because the Secret Service has a lot of responsibility at the White House. Our main support — I don't want to say that we support the Secret Service — I mean we do, but our mission is to support the White House and then the Secret Service obviously is part of the White House.

Sean Keneally: So maybe what I would say is we support the White House and then from there, it's just other people that all need the White House. We do plumbing work for them. We do painting work for them. We do a lot of metal work as far as welding and metal fabrication. We assist on the grounds of the White House. We don't do much at all inside the house itself. Although we do have one painter and one mason up there full-time at this time. Most of our support work is the infrastructure. You know, in the mechanical rooms and in the boiler rooms and under the ground, and we've assisted with the guard booths, fixing those and building those. We do a lot of work with the gates and that's a big Secret Service issue is the big gates that are around the White House facility itself. I believe there are sixteen large gates and we actually fabricate the closures, fabricate the locking mechanisms and that sort of thing.

Sean Keneally: One of our big responsibilities we had a few years ago is when, you know — remember when Pennsylvania Avenue was closed?

Mark Schoepfle: Oh, yeah.

Sean Keneally: Well, we built those vehicle barriers that go up and down. We actually constructed those in our metal craft shop and fabricated them and installed them.

Mark Schoepfle: Wow.

- Sean Keneally: Hooked up all the electrical, did the whole thing, moved all the planters, the concrete planters that are up there now as vehicle barriers, we moved all those. And we do work in Lafayette Park, which is a support to the White House. We do sidewalk repairs, irrigation repairs, some electrical work.
- Mark Schoepfle: Wow. So, you're actually right up there abutting with DC, the city itself and all that kind of stuff.
- Sean Keneally: Well, a lot of our property abuts right to DC. I mean a lot of our properties like in the northwest reservations and all the reservations we have uptown, you know, it's DC sidewalks and then from that little boundary curb in is Park Service; so, there's a lot of definite boundary lines but not many people know. Well, the Park Service is here, and a foot over is DC Government. They say Park Service, you're going to put them up there and then I guess then it'll seem that the whole thing is Park Service, but that's not the case.
- Mark Schoepfle: Right, right.
- Sean Keneally: And we help out where we can. But by having so many things in so many areas, we can't do all of DC's maintenance because we would never get to ours.
- Mark Schoepfle: Well, backtracking here for just a moment, okay. You're mentioning a number of the things that you all do, you know, the 260 employees that you've got and you're listing things such as — and you got making the signs, carpenters, sheet metal, roads and trails crews, concrete repair, grounds operation, gardening — well, grounds operation including gardening, the trees, all of that — transportation, and this kind of thing. And we're talking 153 reservations throughout this area. All right, how are all of those kinds of things affected in the first few days after the disaster, you know, when you returned to work. What did you see that had changed? Or what were the conditions that had changed?
- Sean Keneally: Well, the focus was all in the monumental core. And when I say that, we're talking about this area. You know, from the Lincoln Memorial to the Capitol, you know, the Mall area, West Potomac Park, FDR Memorial, Jefferson Memorial, and the Washington Monument, and obviously the White House
- Mark Schoepfle: Sort of the western part of the Mall and the area around the Tidal Basin?
- Sean Keneally: Well, the Mall, the National Mall — just to clarify this because a lot of people don't understand this — the National Mall is from 3rd Street to 14th Street, between Madison Drive and Jefferson Drive. That's the National Mall.

- Mark Schoepfle: That's the National Mall, so.
- Sean Keneally: But people say Mall, they think everywhere, but that's not the case. The Washington Monument grounds is from 14th Street to 17th Street, okay?
- Mark Schoepfle: Okay.
- Sean Keneally: And then from 17th Street to the Lincoln Memorial, which includes the Vietnam Veterans Memorial, the Korean War Memorial, Constitution Gardens, and the Reflecting Pool — in the future, the World War II Memorial — is considered West Potomac Park.
- Mark Schoepfle: Okay, yeah.
- Sean Keneally: Which also includes FDR Memorial, okay? And then East Potomac Park is essentially an island that includes Haines Point, the Jefferson Memorial, and then it's bounded by the Washington Channel and the Potomac River. And this is where Park Headquarters is, right here.
- Mark Schoepfle: Got it.
- Sean Keneally: So, from what I observed when I came back is the focus was on these highly significant areas. And security was tight. What had changed the most was the Park Police presence was very evident. They were present — at least two officers posted at each of these — [momentary interruption to check tape recorder].
- Mark Schoepfle: Keep going, I'm sorry. I always want to make sure that that's running.
- Sean Keneally: — at least two officers posted at each of the major monuments and memorials. As far as the uptown reservations go, there really wasn't much of a change because I think people started to go back to their day-to-day activities and these areas are more like park settings where we have you know benches and people go out to picnic and or just commuting you know, via their bicycles or pedestrians — that type of thing. But you can see all these green spaces, we maintain.
- Mark Schoepfle: So, a lot of it was just the heightened security.
- Sean Keneally: Yeah right. Heightened security — the presence of the police as well as the Secret Service. One of the main things, me and my supervisors' role was, is to get the word out there that if there is any type of question on a package or a vehicle or a person, to call the Park Police —
- Mark Schoepfle: [Momentary interruption to answer phone]. Hey, Joe, I'm at a meeting can I call you back?
- Sean Keneally: But it was to get the awareness out there, to express to our staff, since we are such a large field-oriented staff that you know, hey, we might be the

first responders to some type of unusual thing and that we need to be very aware of what's going on out there and if there's any question to call the Park Police. You know, if there's a bag that's suspicious to leave it there. You know if someone's put something in a bathroom stall or something, you know, to look for these things. If you see people spacing distances from the Washington Monument or from different things, you know, call the Park Police because there might be something funny going on with that.

Mark Schoepfle: Well, then did you actually have a list that you were looking for —

Sean Keneally: No, we didn't have —

Mark Schoepfle: — or you just kind of knew?

Sean Keneally: We just kind of knew. Fortunately, about two years ago we went through this counter-terrorism awareness training. And we provided training for probably — easily 50 percent of our staff. It was a one-day awareness training, half day in the classroom, half day in the field, where we had some consultants come in to talk about counter-terrorism, you know, look at areas that would be prime targets or higher significant targets and that type of thing, so that helped. I think that it was a good training and we got a lot out of it. And I think that we were able to use some of that training in this whole thing that came about from 9-11. So, it was more common sense, street smarts that you would use out there. Keep your eyes open. Looking for anything unusual because most of our people have been around for a long time and they have been doing their job for a while now, so they know where things are, what things should look like and if there's anything that seems out of the ordinary to call the appropriate support.

Mark Schoepfle: Could you give me some examples of things that might have been called in or that people noticed or any of that kind of thing that they were looking for?

Sean Keneally: We found some handguns, a couple handguns, over by the Lincoln Memorial area. I don't know the exact date but there was a bag and there were a couple handguns in it. Suspicious packages that we've identified. Unfortunately, I don't know the contents because once the Park Police takes over, they might keep things confidential.

Mark Schoepfle: It's a need-to-know kind of thing.

Sean Keneally: It's a need-to-know thing. And we really don't need to know. Like I say, we're more of a first responder because we're out there all the time.

- Mark Schoepfle: Well, what other things? I mean there were — you had mentioned the handguns, the packages — were there any other things like that that happened to need your attention?
- Sean Keneally: Not really. I mean on occasion you'd have a Park vehicle that might be there for a couple days that had to be checked out. But nothing really. We've been fortunate. We haven't had any exposure to anything here. I think that might have to do with the presence of the Park Police, with them being so visible now. But no, we haven't — fortunately, we haven't had anything like that. I mean that's great as far as we're concerned.
- Mark Schoepfle: Okay. You mentioned also — I mean it seemed from what you were saying that the major activity that you had was the barricades —
- Sean Keneally: Right.
- Mark Schoepfle: — the blocking of the streets, and this kind of thing. Were there other activities like that that you had to engage in?
- Sean Keneally: Not really. I mean, we did spend a lot of time on these protective devices. Between ordering them, purchasing them, installing them, you know figuring out the best place to put these, there was a lot of time spent with that, a lot of time.
- Mark Schoepfle: Figuring out where? I mean what kind of factors entered into figuring out where?
- Sean Keneally: I mean we would take a look at — okay, ask yourself “What are we trying to protect against?” And this was always in conjunction with the Park Police too. But through the training we went to, we got some information on sizes of bombs and what a typical bomb would be in certain areas and this and that. Basically, taking those into consideration, you figure out the distances that we want to put some of these barriers so that a vehicle can only get so close. You know, knowing that a pickup can carry a thousand pounds of TNT, okay, what's the safe distance it needs to be away from a building for any type of — what's the word I'm looking for? — any type of effect.
- Mark Schoepfle: The Oklahoma City scale bomb?
- Sean Keneally: Yeah. A lot of it too was putting them in areas where you still keep the vista open. You don't make it feel like the visitors are in a compound either. Like at the Lincoln, we put things at the edge of the curb lines, so when you're inside there, you're in an open area and you're not you know, feel like you're confined. A lot of it was just common sense, you know.

Sean Keneally: Access points — okay, this makes the most sense to put it here because we currently have access or we need access into here, so we need to keep that access open.

Sean Keneally: But that's how most of the decisions were made. Yeah, and these are just temporary measures too. We're also very involved with looking into permanent solutions for protecting these monuments and memorials. And we currently have some designers working on some schemes for us.

Mark Schoepfle: Could you go into more detail on that?

Sean Keneally: I can only go into so much detail because it's very preliminary right now. But we do have a design competition if you will, with some well-known architects to come up with some type of protection. I don't want to say vehicle, pedestrian, but some type of security protection system for the Washington Monument, the Lincoln Memorial, and the Jefferson Memorial. We haven't got anything in yet and it's just at the very preliminary stages. It's like I said, this is a design competition. We gave them some parameters and distances that the things have to be and a configuration to some degree but left it out. You know, we didn't come out and say okay, we want barriers. But we want to be able to stop a vehicle from entering; that type of thing.

Mark Schoepfle: You're stopping vehicles — I mean you mentioned before on some of these things — you know, distances that you need to keep a vehicle away from places and this kind of thing. What were some of these other parameters? Ability to stop a vehicle, keeping vehicles at various distances. I'm assuming —

Sean Keneally: Those are the known parameters — was keeping, you know, vehicles a safe distance from their potential target. And it's not an exact science because you don't know how big the vehicles are going to be. If it's a vehicle at all, a ground vehicle at all, how much — what type of bomb they're carrying — you know, how much they have. There are so many variables in this whole thing, it's just — I mean it makes you go crazy after a while, if you start analyzing it more, more and more. I mean, because what do you do? I mean other than putting a bubble up around things, what do you do?

Mark Schoepfle: Right, right.

Sean Keneally: I mean we live in the United States of America. This is a free, open society. Open country, I mean —

Mark Schoepfle: There's some risks that are just going to go with that?

Sean Keneally: You have to accept the risk and go from there. You have to make some decisions. Whatever you do there's going to be some type of risk. You try to minimize that risk obviously, but then you've got to factor in, you know, what are these things going to look like when we're done? And we have to go through the Fine Arts Commission and the National Capital Planning Commission, and we have to go through a lot of organizations to get approval to do modifications to these historical structures. So, they have to be involved.

Mark Schoepfle: Okay. Now all this activity that you've mentioned, how long was this going on? I mean was this stuff that occurred just after the incidents, say within a month?

Sean Keneally: Most of the stuff occurred right after

Mark Schoepfle: Okay. All that we've talking about so far was just pretty much right after, like within a couple of weeks maybe? Three weeks at most?

Sean Keneally: Yeah, at most.

Mark Schoepfle: Okay. What happened after that? Were there some changes that occurred after that point, after that time?

Sean Keneally: Well, I think one of the biggest changes was visitation was down.

Mark Schoepfle: Okay.

Sean Keneally: I don't have any exact numbers. I can get — another person you might want to considering interviewing, Mark, is Lance Hatten.

Mark Schoepfle: Yeah.

Sean Keneally: Have you heard that name?

Mark Schoepfle: Sure have. And in fact, I have an all-points bulletin out on the man — to try to reach him.

Sean Keneally: Okay, because he would be a good person for you to interview. He's the site manager for the National Mall and he has the rangers underneath him. And these are the interpretive rangers that work at all the monuments and memorials.

Mark Schoepfle: Yeah.

Sean Keneally: They all report to him. So, he would be a good person to talk with.

Mark Schoepfle: Okay, will do.

Sean Keneally: And Mark, what I can do is — have you got his numbers? I can give you his numbers.

Mark Schoepfle: Could you? Always use a better one.

Sean Keneally: Do you have his office number?

Mark Schoepfle: I think that's what it is. I don't have it right with me, so I'm not sure.

Sean Keneally: Well, it's 202—

Mark Schoepfle: Yeah.

Sean Keneally: 426-6842.

Mark Schoepfle: Yeah, I think that's it. That sounds familiar. So, I'll check that back.

Sean Keneally: Yeah.

Mark Schoepfle: Yeah, sometimes it seems like a lot of these people have several numbers that they use.

Sean Keneally: But you'll get in touch with him.

Mark Schoepfle: Good. Okay, on long term changes, a lot of them were just on visitor use?

Sean Keneally: That's one of the things I've seen just by being out in the field a lot.

Mark Schoepfle: What gives you the idea — I mean you said you didn't have any data on this kind of thing. What indicators do you have just for the drop off?

Sean Keneally: As far as visitation?

Mark Schoepfle: Yeah.

Sean Keneally: Lance will have to answer that. I can't.

Mark Schoepfle: Okay, okay.

Sean Keneally: Yeah, I can't.

Mark Schoepfle: Okay, any other changes you noticed?

Sean Keneally: Not really, other than the obvious people being aware of their surroundings.

Mark Schoepfle: Yeah.

Sean Keneally: And concern about, you know, being in these high-visible areas, I guess, if you will.

Mark Schoepfle: I'm getting the impression from your description of some of these concerns in being watchful — you're mostly looking for things like packages, vehicles?

Sean Keneally: Anything out of the ordinary.

Mark Schoepfle: Anything out of the ordinary?

Sean Keneally: Anything out of the ordinary.

Mark Schoepfle: Could you give me some more examples? I hate to dig on this. I know it's hard for you.

Sean Keneally: Yeah, it's hard to — a duffel bag in the chamber of the Lincoln Memorial. I already said the parked vehicle, that's been parked too long. Just strange things happening. For instance, about a month or so ago we had some visitors in the rest rooms of the Lincoln Memorial. All of a sudden there was some concern because of a smell that came emitting from there. Our maintenance crew, who was actually giving it a clean at the time, were near the stuff — four or five people were running out of there very quickly — and then there was a smell, so the Park Police were called and the Fire Department and everything. I think what it turned out to be was someone had sprayed some of the pepper spray or mace and caused a smell that most people don't realize, and it was out of concern of the visitors as well as our staff, that there was some type of — I don't want to say poisonous thing going on — but there was some concern about that. Because everyone was in the country and everything.

Mark Schoepfle: Sure, sure.

Sean Keneally: So.

Mark Schoepfle: Pepper spray?

Sean Keneally: Yeah, yeah. So. But as far — I can't really give too many examples because fortunately, I haven't seen a lot myself. But just you know, like I said, bags, duffel bags, you know that type of thing.

Mark Schoepfle: Yeah.

Sean Keneally: Because these are memorials, open air areas. We don't close them. You know, you can visit the Vietnam Veterans Memorial at two o'clock in the morning, if you'd like.

Mark Schoepfle: Yeah.

Sean Keneally: I mean our facilities are essentially open twenty-four hours a day, most of them.

Mark Schoepfle: So, these are pretty much the long-term changes that you've noticed.

Sean Keneally: You know, long term is going to be you know, physical barriers, more Park Police presence. For instance, up at the Washington Monument — this was prior to 9-11, but we had built that security building up at the — on the east side of it.

- Sean Keneally: It's a temporary building where the Park Police will be using that for metal detection and Xray, where they will scanning all bags or everything coming into the building, just like you have at the airport. Where there's some — you know, you walk through the metal detector and then whatever you had with you, you put on the belt when it goes through and it's scanned. So that will be implemented when we open the Washington Monument.
- Mark Schoepfle: I'm also getting the impression from what you're describing here that a lot of these things have already in these activities has already been ramped up.
- Sean Keneally: A lot of this stuff had already been discussed and in deployment stages. Most of the stuff that we've done has all be reactive since 9-11, which is obvious.
- Mark Schoepfle: Right.
- Sean Keneally: But we did have plans. You know, we did have conversations and meetings and put together some of the initial scopes of work to do with some of these physical barrier, protective devices.
- Mark Schoepfle: So, you weren't caught flat-footed, I'm getting the impression.
- Sean Keneally: I don't think so. I don't think so, no.
- Mark Schoepfle: Are there any lessons, I mean from the experience as you're looking back over these months, are there any lessons learned from this kind of thing? If you had a chance to do it all over again, what would you do differently?
- Sean Keneally: Well, I think that I one thing that I heard, that I don't know firsthand, but just through conversation with a number of people is the communication; is to be able to give factual information out as quick as possible. From what I understand, there was a lot of questions. There was a lot of people who weren't being notified of what was happening. There was a lot of misinformation given concerning what was happening. And I'm talking about on September 11. You know?
- Mark Schoepfle: Yeah.
- Sean Keneally: There was talk on radios. You know, we've got two-way radios, we've got Nextels, but then there's word of mouth too. You know, from what I heard, people were talking about the Capitol being hit, you know. The Pentagon being totally gone; you know, stuff like that. I think the biggest thing was to have a better communication system.
- Mark Schoepfle: Yeah, for just making sure that people, particularly in the Park Service had that information?

- Sean Keneally: Yeah, I mean just our internal communications. That you know, but — I mean that's human nature too, Mark. I mean if you tell five people a story, you're going to get five different interpretations.
- Mark Schoepfle: Six different — [laughter].
- Sean Keneally: But I think that was one of the biggest things then as far as complaints from the field. We don't have access to radios or first-hand knowledge. And you can't equip you know, everyone with a radio either. You know.
- Mark Schoepfle: Okay, well the reason I'm asking this is, in part I noticed that a lot of — on that day, certainly a lot of us just got flat sent home and —
- Sean Keneally: But we stayed.
- Mark Schoepfle: Right, whereas you all stayed.
- Sean Keneally: We stayed. We stayed and the reason we stayed was to provide support to the United States Park Police and whatever. Everyone in our maintenance division is considered an essential employee. When it snows, we stay because we clear all the walks. We clear all the roads. When we have a national disaster like this, we stay because someone has got to put the fences up, someone's got to deal with maintenance. If something breaks, we've got to fix it.
- Mark Schoepfle: Yeah.
- Sean Keneally: So.
- Mark Schoepfle: [Interruption to check tape recorder]. Excuse me if I keep reaching on this, I want to make sure that this thing doesn't —
- END OF SIDE 1
- START OF SIDE 2
- Sean Keneally: And I think that's concerning to some of our field people. But that's what we do.
- Mark Schoepfle: Well, this has been a very interesting talk and I'm wondering if there's anything that you'd like to mention that I have not brought up?
- Sean Keneally: No, I think we've touched base on everything. Yeah, I think we've touched base on everything.
- Mark Schoepfle: Do you have any other questions that you'd like to ask of me?

- Sean Keneally: Is this going to be some type of a — like an archive type thing or is this going to be a publication you want me to work on or? What is the result — what's the final result, I mean what's the outcome of this target? Is there one?
- Mark Schoepfle: Part of the outcome is indeed going to be an archiving. Okay? And you know, the tapes and hopefully, a transcribed interview will be made available for people who want to do a history. So, part of it is just getting that information down while it's still fresh in peoples' minds.
- Sean Keneally: True.
- Mark Schoepfle: We've even waited quite a bit as it is.
- Sean Keneally: Yeah, yeah.
- Mark Schoepfle: The second though is, and this is where say historians differ, I think, a little bit from ethnographers, we tend to be oriented more toward getting a report out. However, at these circumstances, the historians are also interested in the same thing we are. So, I think there's going to be — I'm almost sure — that there's going to be some kind of report that is going to come out of this. Exactly the nature of that report of how it's going to look or anything like that, I wish I knew.
- Sean Keneally: Right.
- Mark Schoepfle: But that is definitely going to be one of our goals. And the reason is that by getting a report out, it keeps this whole issue visible to people and that's going to be important. I mean, it will be visible in the Park Service, that people won't forget it, it won't get swept under the rug, that we won't just drop it and let you know —
- Sean Keneally: Right.
- Mark Schoepfle: — lest things be forgotten.
- Sean Keneally: Now is this in conjunction with the Northeast Region too? Or is the Capital Region going to have a separate report than the Northeast or has it been all combined or?
- Mark Schoepfle: Our present plan is to have it all combined.
- Sean Keneally: Yeah, since they both happened in the two different regions.
- Mark Schoepfle: Right. And the main thing, just to assure that this region isn't forgotten while there's attention lavished on say, New York. Both are important in their own ways and we want to make sure that all that gets known. So, yeah —
- Sean Keneally: Well, I think that's great.

Mark Schoepfle: Good.

Sean Keneally: Okay.

Mark Schoepfle: Well, if you've got any more questions be sure —

Sean Keneally: Well, I'll get your name and number now, so.

Mark Schoepfle: Yeah.

END OF TAPE