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Joy Kinard
June 17, 2002

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

INTERVIEWEE: Joy Kinard
Arlington House
(Interview No. Unlisted)

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INTERVIEW DATE: June 17, 2002

PLACE: Arlington House

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START OF TAPE

Mark Schoepfle: Joy, the first question I've got is, from the moment you were [aware] that something had gone on, what happened?

Joy Kinard: Well, it was just so much of an odd day. I was sitting at my desk and Karen was on the phone. I distinctly remember Karen, right over here, our historian. We were actually just getting notified that the Twin Towers had gone down. And the first thought in my mind was wow, those terrorists want to do something. I'm surprised they haven't come to Washington. So, I was just praying, saying you know, I hope everything is well with the Trade Center and everything gets handled that should get handled and what do we know. We heard this huge sound and the building actually just shook. There was this vibration that just went through the whole building and I looked out the window and there were a whole bunch of people crowding around in the direction of the Pentagon. So, I ran outside and ran up to where the people were and all I saw was this huge smoke, because our location is right next to the Pentagon anyway. So, we felt the impact. Although we're not right next to the Pentagon, we did feel that impact.

Mark Schoepfle: Uh-huh.

Joy Kinard: I just couldn't believe my eyes. I thought I was dreaming. I just had an out of body experience. And I actually just said oh, my God, what am I going to? What's happening? And I just thought that I probably wouldn't be living too much longer soon. I mean, I was extremely frightened. And every day when you're working with the public, you have to uphold an image of being a strong person for the public, so they won't get upset and very, just rambunctious, but I just really couldn't hold my composure at that time. I was wondering, you know, what was going to happen next, and I think — that was where my fright came — were they going to come and hit Arlington House? What was going to happen?

Mark Schoepfle: Mmhmm.

Joy Kinard: So, after I went to the bathroom to kind of gain my composure. My supervisor called us all together and Karen had told us that Turkey Run said we could leave after we get the whole park evacuated. So, we did that. It took about an hour and a half and after that we left, but I couldn't go home because I live in Washington and all the bridges were shut down. So, I had to stay in Rosslyn for about four hours, just sitting in my car, listening to the radio, just glued to the radio; just wondering what was the safest place for me to go to that I knew of. And I think that was the scariest day in my life. I just didn't know what to do.

- Joy Kinard: I didn't have my mother there to protect me. I didn't have my father there to protect me, you know. It was very strange. And that's kind of what my whole day and experience consisted of. I think with the whole thing happening as it did, without any structure of how to handle a park in that type of environment, I think we handled things very well.
- Mark Schoepfle: If I can just backtrack for a moment?
- Joy Kinard: Okay.
- Mark Schoepfle: Okay, the first thing that you mentioned was that you had heard about the Twin Towers.
- Joy Kinard: Yes, we did hear about. Well, I think Karen received the phone call and they told her about the Twin Towers, and shortly after her phone call, one of our people on staff had a radio and we were listening to that. Then I went back to my desk to check my email, and suddenly this huge sound out of nowhere just impacted the whole site, you know, with the vibration.
- Mark Schoepfle: What was that noise. I mean, you said there was a whole vibration that would shake the whole building. Was there a loud boom or anything like that or just?
- Joy Kinard: There was a very loud boom. The whole building shook. And ever since, that — I had never really totally paid much attention to the twenty-one-gun salutes that they give here because when they had dignitaries to give funerals lots here at the Cemetery, they give twenty-one-gun salutes or they'll shoot cannons off — and that's what I thought it probably was, but the building has never shaken like that when they give those cannons and twenty-one-gun salutes. So that's what made me pay more attention to it. And now every time I hear those twenty-one-gun salutes or the cannons blowing here, I think about September 11, because it was just the sound like triggers instantly in my mind of that whole experience, although it's not as much of an impact because the whole building shook. I distinctly remember that happening.
- Mark Schoepfle: You also mentioned that you went out, you heard this vibration, you looked out the window and those people were looking toward the Pentagon. So, you ran out to see what was going on and you saw the smoke.
- Joy Kinard: Mmhmm.
- Mark Schoepfle: And at that point you reported it was sort of out of body experience, you know — what am I going to do? What's going on here.

- Joy Kinard: Yes. I just didn't know what to think. I just thought this was not happening. Why is there so much smoke over there? Why are people dead? Why is this happening? What are they going to do next? You know, it was just like, you know — before I got to work and while I was here — I was thinking about paying bills, I was thinking about getting my car fixed, I was thinking about so many things going on in my life at that time and it's like when that happened, I just stopped thinking about everything and I just couldn't think about my life and things going on or in it anymore. I just had to think about that. And it's like I totally came out of my zone, my personal zone, and just couldn't think about my life. I just didn't know what to do. And at a point in my mind, I said, I mean, being frank, I didn't want to be here, and I didn't want to go over to Arlington House to get the people out. I wanted to go home. I really wanted to leave. I just did not want to be here. I was that frightened. I didn't want the visitors to see me upset. I was that upset, and I just didn't know if I could really hold my own. I just didn't want to be here. Because of that, not because I don't like my job, not because I was having a bad day. Because I just didn't want to see them — see an image that we try to hold every day to be a comfort to the visitors, if they're sick, if they're falling. We don't cry. We try to deal with what's going on. There are constantly people coming and we try to hold things together, and this was a time when you had to try to hold things together. And this was the first time that I couldn't, and it just freaked me out. I just felt that way.
- Mark Schoepfle: What happened after that time, you knew you had to be strong and keep that image up for the public, and it was really a tough thing to do, from what you're saying, right?
- Joy Kinard: Right.
- Mark Schoepfle: And you went to the bathroom to try to just get your composure, right?
- Joy Kinard: Yes, I did.
- Mark Schoepfle: And what happened to get the people evacuated? What was that like?
- Joy Kinard: Well, so many were asking questions. What happened? What's going on, you know. And then some people had the nerve to say can they come through the house. And I'm like, "What!?! Can you believe that we might be dying in an hour and you want to come see the Robert E. Lee Home?" I mean that's what was going through my mind. I couldn't say that, but I just said no, we're closing because we have to evacuate the Cemetery and that's what we've been told to do at this time. So, there were just so many questions and this was the first time I really didn't have the answers.

- Joy Kinard: Because normally someone notifies us at least of a tidbit of information for us to give visitors, but man, it just really made me feel uncomfortable to move those people out, knowing that I knew less than they knew. But it went well. We were able to get the people out. Those people that were coming from the Tomb of the Unknown, we just told them to continue to walk around the House, down to the exit. And we closed up the House and kind of just roved around the grounds, just kind of directing people off the premises and that's kind of what happened until we didn't see any more people. We walked around the perimeters of this area, just to try to see that everyone was gone that we thought was touring the Cemetery.
- Mark Schoepfle: You didn't get down to the Cemetery as well? Just the Arlington House grounds?
- Joy Kinard: Just the Arlington House property, yes; and kind of a portion down near the Tomb of the Unknown, a bit.
- Mark Schoepfle: So, you did do a little bit of the Cemetery.
- Joy Kinard: We did do a little bit of the Cemetery, yes. We were helping clear the Cemetery, yes... Yes, we were. And then some of the people —
- Mark Schoepfle: Did they have some employees trying to clear it too?
- Joy Kinard: They had people out there and so did Tourmobile. They had some people also because I distinctly remember one of the tour guys from Tourmobile had a broken foot that day. And I was like, my God, I would not want to be you right now — having to get home on public transportation; when I was exiting myself there were so many people walking in the streets and walking on the Parkway. I had never seen anything like this. That freaked me out, too. There were just people walking on the Parkway. I said, "what is going on?" And then we find out that they just had this massive evacuation at the Pentagon, you know. So, you have people in uniforms, people were just walking, office people, just trying to get away, you know. Women don't even have their purses, you know, just walking away in the same frightening, just look on their face, that I had on mine was on theirs and I just couldn't believe that we were that frightened. And I didn't even know these people, but I could just see the expression on their faces, and it channeled that energy to other people; and it was just like everyone was scared. And that's a scary feeling. To know that you can look at somebody else before, just like me having so many other things on your mind, personal things in your life, and then to just be so scared to have all that change with a minute. You know, you're worrying about if your uncle is okay or if your sister is okay.

Joy Kinard: My mother lives in North Carolina and she was trying to call me, wondering if I was okay. You know, you just can't help but wonder about your loved ones and just forget about everything. I don't know, it was just a day that I will never forget. My parents constantly talk about the day they'll never forget. Kennedy and Martin Luther King's assassination. This was like that for me.

Mark Schoepfle: Yes. So, you walked about the perimeter to make sure that there was nobody wandering around.

Joy Kinard: Right.

Mark Schoepfle: You got over to the Tomb of the Unknown Soldier there and some people asked you questions such as what was going on here and just didn't know what was going on themselves and you basically felt like you really didn't have any answers.

Joy Kinard: None at all.

Mark Schoepfle: So, your basic thing was just to tell them we've been told to evacuate —

Joy Kinard: The Cemetery

Mark Schoepfle: — the area. Just get people out of there.

Joy Kinard: Yes.

Mark Schoepfle: Did anybody put up a fuss about it?

Joy Kinard: No, they didn't, surprisingly.

Mark Schoepfle: So about what time is this all occurring?

Joy Kinard: This? We found out about the Pentagon, I believe it was between nine thirty, maybe; between that nine o'clock hour and ten o'clock hour. We didn't really evacuate until after we got notification that we could leave and then we had to evacuate before we could actually leave.

Mark Schoepfle: Yes.

Joy Kinard: So, I think we were evacuating for about an hour and a half. So, I think we may have come back in here maybe about the eleven o'clock hour. I'm not really sure if it was eleven-thirty or twelve, but it was in that time frame. We were out there for a little while and then we had to check everything. We had to check that the Museum was secure. We had to check and make sure the Slave Quarters were secure and the House. And Frank, our supervisor, had us looking even for different things that we may not have seen before, like boxes and stuff like that. So, it was a tedious procedure that we had to do that day.

- Joy Kinard: And keep in mind that everyone wanted to go, so they were like look, let's just get this over with. So, everyone worked together.
- Mark Schoepfle: Okay, so you got people out of here, oh, about what time do you think?
- Joy Kinard: We should have been all done maybe about eleven-thirty.
- Mark Schoepfle: What happened then?
- Joy Kinard: What happened then?
- Mark Schoepfle: You said you had to wait in your car for a whole long time. What? It was four hours I think you were saying?
- Joy Kinard: Yes. I left the Cemetery and I went to Rosslyn, because they wouldn't let you go across Memorial Bridge, and that's normally my route home is the Memorial Bridge — and then I take the Southeast-Southwest Freeway because I live in Southeast Washington. So, they didn't let us go across the bridge. So, since I couldn't go across the bridge, I was going to try to take another shortcut on the Parkway but couldn't do that because there were so many people walking the Parkway. So, I went into Rosslyn and I was listening to the radio. And since I didn't get lunch, I said well, let me at least eat something. So, I went to Safeway and got a sandwich and sat in my car and listened to the radio.
- Mark Schoepfle: Mmhmm.
- Joy Kinard: And I stayed there for about four hours. So, I don't think I really tried to see were any other shortcuts open until maybe about four o'clock, four or five.
- Mark Schoepfle: Then what?
- Joy Kinard: Then luckily, I went into Rosslyn, rode around, got back on the Parkway, and then I was able to go through the DC area and get across the Fourteenth Street bridge, because that was open, and then I went home that way. No, I went Ninth Street — Ninth Street area. I had to go through downtown. — I remember that — and I went down Ninth Street to the Southeast-Southwest Freeway and then I went home that way. And I mean no one was out! I think me and another car were the only cars riding across the bridge. I had never seen that before because this was rush hour, you know.
- Mark Schoepfle: They'd all had already gone?
- Joy Kinard: Either they had already gone, or people had taken the subways home. Because you know they had the bridges closed and I was just trying my luck. Because I think they were still saying the bridges were closed, because I was listening to WTOP and I think that's the news station?

- Mark Schoepfle: It is.
- Joy Kinard: Yes, yes. And I went down the Ninth Street tunnel and it was me and another car riding. I couldn't believe it. I never saw DC like this.
- Mark Schoepfle: What time was that?
- Joy Kinard: This was about four-thirty or five o'clock. You know that's the heat of rush hour. The heat of rush hour. It normally takes me about a half-hour to get home and I leave here at five o'clock. I don't get home until five-thirty. As soon as I got on Ninth Street, it took me about ten minutes to get home. That was unbelievable.
- Mark Schoepfle: So, ten minutes and usually only an hour?
- Joy Kinard: About a half hour.
- Mark Schoepfle: Oh, a half hour.
- Joy Kinard: Mmhmm.
- Mark Schoepfle: So, what happened when you got home?
- Joy Kinard: I turned on the TV. I was glued to the TV. I had received messages from about nine of my relatives, wondering was I okay and everything, because they knew I worked near the Pentagon. My uncle called me from Detroit. My mom called me from North Carolina. My other cousin called me from — where does she live? — Indiana. You know, they were people just concerned and I never get phone calls from them. So, I was like, "my goodness, they must be scared too." So, I returned their phone calls and I just stayed glued to the television. I just couldn't unglue myself from the TV.
- Joy Kinard: I have to tell you that when I get scared, I search for comfort food. So, when I went to Safeway, I got some Krispy Kreme donuts. So, I ate all of those donuts, the whole dozen. I don't know, if anyone else does that, but I do.
- Mark Schoepfle: A lot of people do. Oh, yes.
- Joy Kinard: I did. So that's kind of what happened when I got home.
- Mark Schoepfle: Okay. So, did you get sleep that night or were there other people in the house or were you just on your own at home there or what?
- Joy Kinard: Well, yes, I'm on my own at home. I live alone and I did have a little trouble getting to sleep because I just didn't know if something was going to happen again, you know.
- Mark Schoepfle: Mmhmm.

Joy Kinard: But I did say prayers and that comforted me a lot and that's kind of what happened, yes.

Mark Schoepfle: What went on the next day?

Joy Kinard: The next day, I really don't remember much. I think I was on autopilot for the next month. I was just on autopilot.

Mark Schoepfle: Did you go to work?

Joy Kinard: I went to work. I came here. I was here. But I just really don't remember anything that happened. All I know is I came. That was it.

Mark Schoepfle: You're saying this is for the next month.

Joy Kinard: Yes.

Mark Schoepfle: The whole rest of September and in October?

Joy Kinard: Yes.

Mark Schoepfle: Anything come out at you; anything at all that you remember from it? Anything that kind of grabs your memory?

Joy Kinard: Nothing at all, just those cannons here. I just can't help but to kind of relive a couple of those moments when the cannons blare, when they give the funerals. That's it. I can't remember really anything else, after that.

Mark Schoepfle: All right. Well, within this next month, you were just sort of on automatic pilot. Then what happened after that month. Well, let's say into November and things went back?

Joy Kinard: We tried — I believe we had talks.

Joy Kinard: Our management really tried to comfort us, and if we were feeling like we need counseling, we can take advantage of that. They really emphasized the fact that if we feel we need to talk to someone that we should do that. They gave us numbers to call. So, they really emphasized that.

Mark Schoepfle: Did people really take advantage of that?

Joy Kinard: I think they probably did.

Mark Schoepfle: Did you, for example?

Joy Kinard: No, I didn't take advantage of that.

Mark Schoepfle: If I could ask, what was the reason that you decided not to?

- Joy Kinard: I guess I felt that being raised in the inner city, being raised in the church most of my life, I have just learned to trust in what God does and something's happen is not always his will. The devil is here, and God is in control of everything and we need to become more faithful in what He wants, in what He decides to happen in life. And I've just been raised from the standpoint of if you pray about it — if you pray for strength, you'll be fine. And that's what I did, and I just did that. Because of that kind of being instilled in me, I just never really sought the counseling offers. I just trusted that God would take care of everything. So that was kind of my philosophy or my reason for not taking the counseling offers.
- Mark Schoepfle: Okay, so during this time, the people who were taking advantage of counseling, were I guess — what — getting kind of readjusted to things?
- Joy Kinard: Readjusted to things. Just trying to — be a little bit more comfortable in their workspace. For something to happen like that is traumatic for a lot of people and for it to happen in your workplace, somewhere you spend so much time, I think some people felt that there was a need to get counseling, at least try to feel more comfortable being here. Because we do hear those cannons an awful lot. I don't know, I think I'm probably not the only person that feels that way when the cannons make the sound. I mean, the people who were here that day that were able to experience it, they probably feel that, like a bell.
- Mark Schoepfle: Do people say anything? I mean, just kind of remarks to indicate that they were uncomfortable or just had to kind of readjust? Do people talk about specific stuff?
- Joy Kinard: No, no one really said much. I know we talked about it for a long time, you know, like are they going to come back? What are they going to try next? You know, I read this in the paper. I saw this on the news. So that was kind of it.
- Mark Schoepfle: Well, then later on what happened?
- Joy Kinard: Nothing much really. I think we just got back into our comfort zones in some odd way, working here again. That was basically it. Nothing else happened.
- Mark Schoepfle: When you mentioned comfort zones, when did you kind of have a feeling — what gave you an indication that there was a comfort zone. Was there anything that did that?
- Joy Kinard: Well, I think everyone at work kind of has a comfort zone. They come in. They have their usual parking space. If someone takes it, you're like, "wait a minute!" Just like at home, you know. You know that that space is going to be there all the time. You have your chair that you sit in.

Joy Kinard: You know, you have your space in the refrigerator. Karen knows about that. You have your favorite drink in the soda machine, you know. You — I don't know — there's just certain things that you have at home, at work too, and depending upon whether you have experienced something like this; this is like "Oh, my God, I don't want to go back there. I don't want to go back the next day" and you have previously, you know, "I'm going to go to work—"

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START OF SIDE 2

Mark Schoepfle: You were talking about things that are at home as well as at here.

Joy Kinard: Yes, you just feel comfortable and just think not wanting to go home, you know. Not wanting to go to the place you lay your head. And at work, not wanting to come see those comrades and those friends that you work with every day. Because you're frightened. It kind of does something to you. You know, just not wanting to go.

Mark Schoepfle: So how long did this kind of being frightened last?

Joy Kinard: For me?

Mark Schoepfle: Mmhmm.

Joy Kinard: It may have lasted about two or three weeks.

Mark Schoepfle: So that's why you're saying that within about a month you felt comfortable again?

Joy Kinard: Yes.

Mark Schoepfle: And being comfortable and — you know — it is being able to be in the parking space you're used to, getting to have the chair that you're used to, put you stuff in the same place in the refrigerator, being able to get a soda where you're used to doing it.

Joy Kinard: Yes.

Mark Schoepfle: Any other indicators like that?

Joy Kinard: Well, your computer, you know. Having a computer, you like to work at. I don't know. The people you see as soon as you come into the Cemetery, those gate keepers; you know, seeing them. Just having those certain things that you do every day.

Mark Schoepfle: Your routine.

Joy Kinard: Your routine, exactly.

Mark Schoepfle: Got you.

Joy Kinard: The routine that you love, and you're used to. Sometimes you may want to change it a bit, but for that time that was my routine and I wanted not to have that routine.

Mark Schoepfle: You wanted not to have it?

Joy Kinard: Yes. I didn't want to come here. I didn't want to come back.

Mark Schoepfle: You wanted to bail out?

Joy Kinard: Yes. I was a scaredy-cat, not for the first time in my life, but I was a big scaredy-cat. I did not want to come back here for a while.

Mark Schoepfle: You were worried that they might try something some more?

Joy Kinard: Yes, yes.

Mark Schoepfle: Did you hear any rumors about stuff they were going to try? I mean some people mentioned all sorts of different planes in the air and this and that?

Joy Kinard: I did hear a rumor about a bomb on the Mall. So, when they said that I'm like, "oh, my God, they're going to blow up the National Parks in DC."

Mark Schoepfle: Uh-huh.

Joy Kinard: You know, it made me want to leave the area or you know, something like that.

Mark Schoepfle: What did you want to do? What did you feel like doing?

Joy Kinard: I wanted to go see my mother. I wanted to be in a safe place that I knew as a child. I think I went into my inner child. I wanted to be with my Ma. That's what I wanted. But I couldn't drive six hours to North Carolina, knowing that I have to pay bills. I couldn't do that. So, I just sucked it up and came into work the next day. But I just wasn't myself and I knew I wasn't, you know.

Mark Schoepfle: Sure. So, are you from North Carolina originally?

Joy Kinard: No, I'm from Washington.

Mark Schoepfle: Right here in Washington.

Joy Kinard: Yes.

Mark Schoepfle: So, your home is like where you're talking about, where you live in Southeast?

Joy Kinard: Southeast, yes.

Mark Schoepfle: What part of Southeast?

Joy Kinard: Anacostia.

Mark Schoepfle: Anacostia. No kidding.

Joy Kinard: Anacostia, yes. My family has lived there for over sixty years. And when my father died, my mother chose to leave the area and go to North Carolina. So, that's kind of a place I get to retreat to every now and then, but we still live here.

Mark Schoepfle: Is this your first job? When you were at Anacostia, how did you get into the Park Service?

Joy Kinard: It's kind of a long story, but when I graduated from high school and went into college, I got into the Coop Program.

Mark Schoepfle: Mmhmm.

Joy Kinard: I first started at the Frederick Douglass Home, which is right up the street from my house, and that was my first national park.

Mark Schoepfle: Which one was that?

Joy Kinard: The Frederick Douglass Home.

Mark Schoepfle: Oh, sure.

Joy Kinard: Mmhmm. And actually, my father worked for the Park Service when he was in college and my uncle, and he worked out at the Grand Teton with Bob Stanton; so, all three of them were some of the first Black park rangers, when John F. Kennedy and Lyndon Baines Johnson tried to get more African-Americans in the government. So that's kind of what happened.

Mark Schoepfle: So, you were on a Coop over at Frederick Douglass for a while?

Joy Kinard: Until I graduated from college, I worked at the Frederick Douglass Home in the summer and Christmas breaks of college. When I graduated, they made me permanent. And I moved out on the Parkway and I first started at the Virginia District with Walter McDowney; he was my supervisor. I moved from the Douglass Home in 2000 to here, to the Parkway, and then I came to Arlington House in July of 2001. So, July 2002 will be my first year here at Arlington House.

Mark Schoepfle: I see.

Joy Kinard: So, I've been on the Parkway for two years, or a little over two years.

Mark Schoepfle: Did you graduate originally Anacostia High School?

- Joy Kinard: I went to Dunbar High School, which is Northwest. I rode the subway every day.
- Mark Schoepfle: How come you went to Dunbar?
- Joy Kinard: Well, it's a long story. When my father died, my mother moved to North Carolina and I couldn't stand North Carolina. I wanted to be with my friends; was I first went to Eastern in tenth grade, Eastern High School.
- Joy Kinard: And then we moved to North Carolina and I went to a school there called Salisbury High and my mom moved to Salisbury, North Carolina and I could not stand it. So, my older sister was an English education major at Livingstone College, where I went. And she was teaching at Dunbar and I begged my mother, "Ma, could I please go back to DC?" She said, "the only condition you can go back, is if you go to the school where your sister teaches." So, of course, it was horrifying, me being at a school where my sister was a teacher, so she could watch my every move, but I dealt with it and it was one of the best things I could have done. But I graduated from Dunbar in '93 and then I went to Livingston College, where both my parents went, where they met. College sweethearts.
- Mark Schoepfle: Where is Livingstone College?
- Joy Kinard: It's in Salisbury, North Carolina.
- Mark Schoepfle: Oh, so you finally did go back?
- Joy Kinard: I got back. Yes, I did. I did get back. Yes, so I came back. I still got away from Salisbury because I was able to come here in Christmas and summer to work at the Frederick Douglass Home. But that's kind of my story. Yes, but I went to Dunbar High School. I really loved that school. It was a really nice to be there. We were the Blue-Ribbon School my senior year. So, we got the Blue Ribbon from the Department of Education.
- Mark Schoepfle: Very good. As far as things within the first month got a little bit more comfortable for you again. You had a fear and didn't want to be anywhere but here or go back to Carolina?
- Joy Kinard: Yes, I kind of got over that fear.
- Mark Schoepfle: Okay and then did things kind of what? Back to normal or?
- Joy Kinard: Things were back to normal. Just like now. Things are back to normal, but we always have these times, where we'll find a box or when we'll see someone that looks suspicious. And when I say suspicious, I mean just constantly looking at you, wondering about what you're about to do next.

- Joy Kinard: You know, because we're normally looking at other people, but when they're looking at you, sizing you up, you know you have to spread the word around — "make sure you look at this," you know. So, we're more cautious now. We're more prone to examining things more than we were and I think that's a good thing, but I wish it could have happened in a different way. I wish it didn't have to be at the fate of hundreds of people dying that we suddenly got cautious.
- Mark Schoepfle: Sure. So, looking back at this now, what are some of the important insights that you picked up? Any lessons learned, insights that you picked up, things that strike you that have been important?
- Joy Kinard: Things that strike me, looking back now? I would just have to say I am extremely cautious now. I look at things in a different way, a very different way. Whether it be in the grocery store, whether it be at the gas station, whether it be in the shopping mall, I'm always conscious of my surroundings. I look at people more. I look at what they have on. I look at their face. Before, I didn't do that. I didn't care. I was just the friendly park ranger, just like everyone else. You know, you just say hi, try to help and assist everyone. But I think I added on another skill of being a little bit more of an examiner. You know, I'm always looking at stuff.
- Mark Schoepfle: Have you caught anything? Anything happen to you?
- Joy Kinard: No, nothing happened to me.
- Mark Schoepfle: So far, so good?
- Joy Kinard: So far, so good. Yes. So far, so good.
- Mark Schoepfle: Okay, again looking back on this, if there were to be a commemoration or a memorialization of what had happened, what should it feature?
- Joy Kinard: Wow, that's a good question. You know, wow. A memorial. Is this a National Park memorial or?
- Mark Schoepfle: Whatever kind.
- Joy Kinard: Well, I think the memorial I would probably have would be a little simple. Just something like a wayside exhibit in the area where the Pentagon was. Well, not is now but where you can overlook from our property, near Mrs. Lee's Rose Garden. Because so many people ask "where is the Pentagon? Can you see it from here? What happened on September 11th?" You know, people ask us that and just to have a simple marker or a picture of the damage done, not the explosion, just the damage done.

- Joy Kinard: I think the Park Service would be doing a service to a lot of Americans and foreigners because there was some people here from Russia yesterday and I mean they were asking questions about September 11th and I'm like, "wow. You're not even from this country," but they were affected because of terrorism internationally.
- Joy Kinard: And just to know that they wanted to know something as simple like that, an interpretive wayside with a picture, it would kind of cure that curiosity that they might have.
- Mark Schoepfle: So, when you cure that curiosity, what kind of questions would it answer?
- Joy Kinard: On this day in 2000, 9-11, you know just kind of talking about maybe the casualties, or of the fire people that it took to rescue people and put out the fire, not only just of that but maybe even the Twin Towers, pictures of both, just to know that this is American History. Just like the Robert E. Lee Home is American History. We can't ignore that over this overlook, you can actually feel that anger that everyone else felt in this time during American History. And just some simple facts about firefighters, how long it took them to extinguish, the casualties; I think that would cure a little bit of the curiosities. Because I know that it took a lot of people, but I don't know how many hours those firemen took. I don't know the states they all came from. But if there was a simple text there just saying those states the men and women came from, the EMTs, knowing the fire trucks all over this area that had to come and push water you know, not only here but even at World Trade, if we could, but it would be better if it could be the Pentagon because that's in this area. Maybe at Ellis Island they could do a Twin Tower, but that is a simple thing that I think a lot of Americans and international tourists will probably want. Just that simple information. I think that that's a cheap way to do it too, since we're always kind of —
- Mark Schoepfle: Worried about money.
- Joy Kinard: I didn't want to say it, but yes. So, I think that that would be the way I would try to memorialize. Maybe even every year having a wreath laid. Just a simple memorial.
- Mark Schoepfle: Simple.
- Joy Kinard: Yes. Of course, it was such a big thing that happened, but you know, we're doing so many things. We're charged with telling the history of America and we're also charged with telling Robert E. Lee history, so we can't do a lot of September 11th, but at least just having that would be, I think, a good gesture. Maybe even a brochure, just something simple, with those simple facts that maybe not only this site could have, but the region could have.

Mark Schoepfle: Yes, very interesting. Do you have any questions? Gary?

Gary Scott: It's interesting about your hearing the cannons and remembering the building shaking. I was in a head-on collision in an automobile one time and for the longest time after that, every time I would come up right close to a car, or you know, behind me, I'd start shaking again.

Joy Kinard: Wow.

Gary Scott: Reliving that experience of that head-on collision that I was involved in and I wonder if that is some sort of an aftershock thing.

Joy Kinard: I think it might be.

Gary Scott: It lasts for a while, but now it's, after several years, it's gradually going away.

Joy Kinard: Yes, maybe it will go away for me, but you know what I'm saying though?

Gary Scott: Yes, I know exactly what you're saying.

Joy Kinard: Because that's just how I feel, yes

Gary Scott: That it's sort of you know, you just relive that experience.

Joy Kinard: Yes, that's just what it is, and I can't shake it yet, but I want to. Because, I mean, it happens here almost every day.

Mark Schoepfle: Sure.

Gary Scott: I talk to friends in New York and they say a lot of people after the 9-11, they didn't want to leave their apartments. They didn't want to go out into the city and that there's something they call "cocooning." Wasn't it? You said you wanted to go down to your mother in North Carolina. I had a friend running a restaurant. He couldn't get anybody to come out to the restaurant. All of the people, they wanted to stay and watch TV in their apartments. He finally said if you're going to work here, you're going to come to the restaurant. He finally got them out.

Joy Kinard: Isn't that something?

Mark Schoepfle: Well, Karen, do you have any questions?

Karen Byrne: I don't think so.

Mark Schoepfle: Well, this has been very interesting. Is there anything that we have failed to ask, or you would like to mention that we failed to ask about.

Joy Kinard: No. What I would like to know, do you think that we could do something like a wayside or something like that? Would that be something ideal or?

Gary Scott: Could you write that up and send that up through your management?

Joy Kinard: Do you think I could do that?

Gary Scott: Yes. I think it's a good idea. It needs to be looked at.

Joy Kinard: Yes, you're right.

Gary Scott: I don't know what the view is from Mrs. Lee's garden. But you can see everything from there?

Joy Kinard: You can see it, especially when the trees are bare in Fall. You can just see straight to the Pentagon. You can see it now, but you're going to have to kind of look beyond the trees, but you can see a lot.

Mark Schoepfle: So, you all brought it up. I hadn't even thought about the questions, so we'll definitely want to look into it.

Joy Kinard: Oh, yes, okay.

Gary Scott: But I think you'd have to come up to Tarvey Calvin [phonetic] and do it that way and get NCR interpretation involved because they order the waysides from the Harper Ferry Center.

Joy Kinard: Right, right.

Gary Scott: And get prioritized. It has to get, PMIS statement.

Joy Kinard: Oh [laughter]. Well, that will be what? Two or three years down the road, huh Karen?

Karen Byrne: We'll all be gone by then.

Joy Kinard: I know [laughter].

Mark Schoepfle: Yes, no hurry then.

Joy Kinard: No hurry then.

Gary Scott: I've seen those statements finally come up into projects. You know, you have to wait a while. But if this is considered the most important thing to do, it might buck up in priorities. Who knows?

Gary Scott: The Army is going to do something at the Pentagon. The military is going to do something and they're going to have, in the reconstructed building, they're going to have a little chapel. But it would be interesting for people that come visit up here, if you keep — you say you keep getting questions every day?

Mark Schoepfle: That's what I was thinking. If you keep getting these questions anyway, so
—

Joy Kinard: And it's American history.

Mark Schoepfle: And it is part of American history.

Joy Kinard: It is.

Mark Schoepfle: That's a good point.

Gary Scott: So, write it up and put it up to them.

Joy Kinard: Okay. Well, I'll keep you posted on it.

Gary Scott: Chief of Interpretation to the Superintendent.

Joy Kinard: Okay.

Mark Schoepfle: Other observations? Other things we might want to look at?

Joy Kinard: I'm going to have to think about that. I never really, you know; I try not to think about it as much as possible, September 11th, but you know, you can't help but to, but — I don't have any other observations, right now.

Mark Schoepfle: Okay.

Joy Kinard: I just hope that, I don't know if there are procedures now or not, or you know, how to handle a terrorist attack or what, but — I mean, I don't even know how you could guide someone to do something like that, because you just never know what's going to happen. That may be something to do. Have some type of site procedure, site specific, because your historic sites are different from your natural sites, and then your monuments are different from your seashore sites, you know. So, it would have to be site-specific and that might be another two years down the road too, Karen.

Mark Schoepfle: Any questions about us that we haven't gone over?

Joy Kinard: No, but I truly appreciate the fact that you guys are doing this. I think it's very important.

Mark Schoepfle: Thank you.

Joy Kinard: I think you're doing a valuable service to the Park Service, because I think that it benefits me to know that my agency cares about what happened and how I felt, you know. We're so busy with wanting to get that visitation up; sometimes you don't think about what we experience every day, you know? So, I think it's a good gesture for — you know — watch on the region to be at least trying to digest what happened — what happened to the staff? What was the staff thinking? You know, how did this affect them? I think that it's a good gesture.

Mark Schoepfle: Great. Well, we'll keep it going.

Joy Kinard: Okay.

END OF TAPE