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NPS Oral History Collection (HFCA 1817)
September 11, 2001 Oral History Project, 2001-2004



Joan A. Kelly
February 1, 2002

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START OF TAPE

- Mark Schoepfle: Okay. My first question would be: as soon as you were aware of what happened, what went on?
- Joan Kelly: Well, I didn't know that it was a plane that had hit the building. One of the staff people came in from maintenance and said the building was on fire. So, we went outside and went back inside to — to get the radio and found out that a plane had hit it. So, my co-worker and I went back out again and as we went outside, and we were standing there, we — with binoculars — we saw some of the bodies — or people jumping. That was a horrific thing to see.
- Joan Kelly: The other thing is when we were standing there the second plane flew to our right. And I saw that plane and I realized that he was headed for the building, because you could tell. And I wanted to stop him. I wanted to grab him and pull him back. And then when it did hit the building, you saw this great big orange fireball. And my feeling was, oh, those poor people, they're dead. And then we all just grabbed each other and cried because it was just so horrific.
- Joan Kelly: And later on, we were evacuated from the building and this speedboat came up while we were standing by the flagpole. And it was full throttle. And after seeing the plane hit the building, we swore that that speedboat was filled with explosives and that it was headed for us. And he didn't seem like he was going to stop. So, we all just ran to the right, away from it. And with that park police came out — the boat came out - and stopped that speedboat.
- Mark Schoepfle: Which boat was this that came out and stopped it?
- Joan Kelly: The park police — you know, the U.S. Park Police. They stopped the boat, spoke to them, and then turned them away. But I was terrified for my life at that particular moment. And the relief that they turned the boat away, I can't explain it.
- Joan Kelly: But later on, we were watching the buildings going and we saw the second building go down. And then we saw the first one later on. And I was sitting outside, and if you looked off towards Staten Island, it was a beautiful day. It was a very, very soft breeze. It was like the breeze just caressed my cheek. It was like a light touch of a person. And you looked over to Staten Island and the water was glistening. It was beautiful. And then you turned around — and it looked like nothing had happened.
- Joan Kelly: And then you turned around to Manhattan and there was the black smoke, the buildings were gone.

Joan Kelly: And it was like, if you had seen the movie Independence Day, you felt like you were in a movie and you could walk outside and that wouldn't be real. It was so surreal. You just couldn't believe that it actually happened.

Joan Kelly: And I tried to call one of my friends. And she actually — I couldn't get through to her. The frustration of trying to tell her that the building had a hole in it, that's what I said to her. The building has a hole in it. And she kept saying, yeah, yeah. She said she was on the phone with an insurance company and she'd get back to me later. It didn't sink into her either until a friend came into her house and made her turn on the TV.

Joan Kelly: So those were the kinds of things that happened then. But then later on the nonessential people were sent home. And I stayed on the island and I worked with the people who were there. There was a triage area and then there was an area where people from, I would liken it to refugees, from Manhattan, were brought in and we took their names, addresses, and the people who they wanted us to contact to let them know they were okay.

Joan Kelly: And then I had a chance to talk to some of them. Some of them had no shoes on. They just — some of them had just what they had in their hands wherever they were. And one woman from the American Family Immigration History Center stayed with us. And she told me of an incident where — her name is Katherine Taylor, she told me of an incident where this family of four children and a husband and wife got out of the hotel — I think it was the Marriott — or whatever by the World Trade - with just what they had on. And they got out just in time before everything was collapsing around them. And she said the stories that they had — the people that she spoke to—had a lot of stories to tell. That one stuck in my mind.

Joan Kelly: There were people looking to go home to pick up their children from daycare. And they didn't know how they were going to go home. People were stunned. Some were crying. Some were just like in blank stares. And I just wanted to — you felt like you wanted to make it all better for them and you couldn't. But that was the way it was that day.

Mark Schoepfle: These were the refugees you're talking about?

Joan Kelly: Well, they — they brought in people from Manhattan who were either seriously hurt or who were just being evacuated from the Manhattan. A lot of them were down by the Battery and they stopped the Staten Island Ferry for a while. You could see that the ferry wasn't running back and forth across the harbor.

Joan Kelly: And later on, I found out that they were taking people out of Manhattan.

Mark Schoepfle: Yeah. Keep going.

- Joan Kelly: But they were only taking — bringing back emergency people to Manhattan. They weren't bringing any people into Manhattan, civilians I should say.
- Mark Schoepfle: So, the boats here were taking people off of this island? Or, I'm sorry, I'm not following.
- Joan Kelly: No. No. When you look out, you know, you can see Manhattan. You can see Staten Island. You can see the orange ferryboat that you're used to seeing going back and forth. All these things are a part of that day. And the Staten Island Ferry actually stopped running that day until they started bringing in emergency personnel.
- Joan Kelly: The other thing is that people who were here, we took their names, a whole bunch of us took their names and I collected them, and I gave them to another person to put into the computer. Then these people who came on the boat, that boat, were put into another area so that another boatload could come in. But we segregated the list by boat. And this is where Katherine Taylor was. She was over in the area where these people were pushed over to, before they were transported by bus to Liberty State Park in Jersey.
- Joan Kelly: Some were taken to Brooklyn. Later on, they were offered boat transportation to Brooklyn. But on the whole, a lot of them were taken over to Liberty State Park.
- Mark Schoepfle: Okay. Just to make sure I have what you're describing right so I don't misunderstand. I wasn't there —
- Joan Kelly: Yeah, I know.
- Mark Schoepfle: — and I'm still putting these things together. What you're saying is there were different kinds of people came onto the island or came onto the Ellis Island.
- Joan Kelly: Right.
- Mark Schoepfle: And some of them were injured.
- Joan Kelly: Severely.
- Mark Schoepfle: And they went to the triage.
- Joan Kelly: Right.
- Mark Schoepfle: Okay. And some of them were people who had simply been evacuated from Manhattan.
- Joan Kelly: Exactly.

- Mark Schoepfle: From Battery Park and that area.
- Joan Kelly: Right.
- Mark Schoepfle: And of all of these people, you basically took down their names, social security numbers, phone, addresses, and what, which boat they came in on and that kind of thing?
- Joan Kelly: Well, we would put down the time they came.
- Mark Schoepfle: And the time they came.
- Joan Kelly: Yeah, rather than the particular boat.
- Mark Schoepfle: I see.
- Joan Kelly: We would put down the time that they were transported over so that someone else was keeping a list of — I guess of the boat — which boat was coming in at what time. So, we didn't know — say it was Circle Line was bringing people over or the fire department or the New York City Police were bringing people over. We got them from all kinds of different ways. Different boats were coming in. I couldn't see all the boats. I mean, you saw them, but you didn't see who they were. You just saw the people coming in. And we had quite a few people. It was families together. I guess, sometimes it was 50 to 70 people at one time.
- Mark Schoepfle: How many people total do you figure you worked with?
- Joan Kelly: They said we got about 700 people. I just didn't count. I just kept going. It's just something you don't have time to count.
- Mark Schoepfle: I understand. I just wondered if you had some sort of feel for what it was?
- Joan Kelly: Well, all I can say it was a lot of people. And it was just kind of getting them and moving them along so that they could be taken care of. Some of them — there was one mother who had a little girl who had a heart condition. She didn't need triage really. But what they did was they set her down near us. And so, we kind of kept an eye on her and so that if anything happened, the EMTs and the EMS people who were here from Jersey and our own people could help that child.
- Joan Kelly: And there was a man, I think he was homeless. He was wrapped in a blanket and he was kind of dirty. Now we usually look at homeless people and say because they're dirty, they're homeless. But he could have been from the explosion — not the explosion but the implosion — of the buildings that he got all this soot all over him. You couldn't tell.
- Mark Schoepfle: Yeah. He could have been homeless, but he could have just looked like he was at that point.

- Joan Kelly: Yeah. Exactly. Exactly. But what amazed me is how — how we all pulled together. How we all did a job. And everybody kept busy. It was like Armark opened up and there was one person who opened up everything. Tons of water were coming from Armark. Liberty Café gave us —
- Mark Schoepfle: Armark?
- Joan Kelly: It's the A-R-M-A-R-K. It's the food concessionaire here.
- Mark Schoepfle: Oh. Okay.
- Joan Kelly: And has the gift shop. And I believe it was the manager of the gift shop who opened up the food part and did the cooking and along with our staff, some of the women from admin were making sandwiches for the people. So, they made it for the staff and then they also gave it to some of the people coming in as the day went on. But it's amazing how everybody just pulled together. Nobody said well, I'm not park police or I'm not National Park Service. They — they just — it just meshed.
- Joan Kelly: It was like we were all one, which makes me think of the United States as being all one at times. You know, we surprise people — as a nation we surprise people. I've seen that before. But — so that was that day.
- Joan Kelly: The only way I got home, because I live on Staten Island, we had to have police escort — to take us over the bridge. We went around roadblocks and things like that. And at least I got home.
- Mark Schoepfle: About what time did you get home?
- Joan Kelly: We left here at 6:30. And I had the chance to talk — they were police officers from the Bronx. They had a variety of length of service. And these were the police officers that I was talking to — were brought in to deal with the bodies that were supposed to come. They were the ones who would take and identify them or try to identify remains. Like they are still doing now, these were the units or the people from the different units that work with this. They were detectives. They were sergeants. They were men. They were women. Some women had 18 years' service, some had only 2. But it was a variety of people from the police department that were here.
- Mark Schoepfle: Oh because you mentioned you were talking to the Bronx people.
- Joan Kelly: It's New York Police. Some came from the Bronx. And this is the New York Police. So, there was a variety of people they were waiting to be sent to the area that was going to be used for a morgue, which was — I imagine, and I was told — was behind the buildings towards the dock.
- Mark Schoepfle: Right. Whatever happened on that?

- Joan Kelly: I don't know. I didn't get to follow that one up. I was just so busy with the other people.
- Mark Schoepfle: So, most of your time was spent getting people registered, that kind of thing?
- Joan Kelly: That kind of thing. And then I wound up picking up garbage. Whatever needed to be done is what we did that day. There was a lull. And people weren't coming in so I grabbed some garbage bags and just started picking up the stuff that was left behind so that if more came in it wouldn't be totally a disaster for them. At least it would look nice for them, you know.
- Mark Schoepfle: Kind of look nice —
- Joan Kelly: So that it made them feel a little more comfortable. That someone cared enough, you know. Sometimes mess makes it worse for you. So, if you can find a place where it looks clean — like a haven so to speak.
- Mark Schoepfle: That's what I was wondering, so that the people would be put more at their ease. That there would be a little more order to things —
- Joan Kelly: Exactly.
- Mark Schoepfle: Or did people tell you to do something?
- Joan Kelly: No, no, they asked me to do the names. And then when I got a lull, I jumped in to do whatever was necessary. And then I had time — that's when I had time to sit down with these police officers in between the boatloads that came in as well as after the boatloads stopped. That was later in the afternoon that it started to dwindle down. And then they just kind of closed it up and the triage was moved off. But they had ambulances coming in from Jersey City. I saw EMS people from all over. From all different towns in Jersey, they were here. There were so many different places.
- Mark Schoepfle: Am I right, people were describing just whole scenes in which ambulances were just lined up for —
- Joan Kelly: Yes, exactly.
- Mark Schoepfle: — for quite a ways?
- Joan Kelly: Yes. They were. They came over the bridge and we had to move our cars so that they could have access in the parking area. But also, when I went out, you could see them lined up along the drive in and along Freedom Way towards Jersey. There was all ambulances.
- Mark Schoepfle: They were bringing people in or there to pick people up?

- Joan Kelly: They were expecting a lot of casualties which of course never materialized, not to the extent they expected. They thought there would be more alive people with serious injuries than dead people. Which of course, we now know with more dead people than people who survived it.
- Mark Schoepfle: Right. So, they were lined up ready to take these people, whisk these people off to various hospitals and things like that.
- Joan Kelly: Exactly. Exactly.
- Mark Schoepfle: So actually, am I right that it was sort of like the first few couple of boatloads and you were saying there were about 50 people per boat?
- Joan Kelly: It depended. It varied on the size of the boat. So sometimes you had 50, sometimes you had less. You know, it was a variety of transportation, so you had a variety of numbers.
- Mark Schoepfle: So, you had what, park boats, park police boats. What kind of boats did you see?
- Joan Kelly: I saw New York City Police boats. I don't remember seeing Coast Guard. It was possible. I think there was a fireboat. I know I saw Circle Line a couple of times.
- Mark Schoepfle: A what?
- Joan Kelly: Circle Line boats.
- Mark Schoepfle: Oh, Circle Line, yeah.
- Joan Kelly: I saw that. I think that was the initial one from Liberty Island, I think the Circle Line came over with passengers that were visitors that were scheduled to see — to stop at Liberty Island. But of course, this had already happened so nobody got off over there.
- Mark Schoepfle: This visit was cut short, so they just got brought back to Ellis.
- Joan Kelly: No. Yeah, they never actually physically stepped on Liberty Island. It was because the first plane hit, as I understand it, at 8:45 or around there. And our first boats leave Battery Park at 9 o'clock. So, the boat was on its way over, but it never touched — the people never touched Liberty Island. The schedule from — I shouldn't say — yeah, I think they were just changing from the summer schedule to the winter — to the fall schedule.
- Mark Schoepfle: So, this group they just ended up at Ellis Island?
- Joan Kelly: Yeah.

Mark Schoepfle: So, people, if I'm right — some of these people would be coming in off of these boats from wherever - some of them off from Battery Park. Some of them early in the morning at least, as Liberty Island was being cleared. The point was the injured would be triaged and the others would be fed, place to sit, talked to, comforted, that kind of thing?

Joan Kelly: Well, the fed wasn't — wasn't part of the initial plan from what I see, from what I saw, I should say. That kind of — everything like that just kind of just happened. I don't think it was a plan per say. But as the day — because no one knew what was going — how long this was going to be what was going to be needed. And I think we went by the seat of our pants. I — I'm sure that we had an emergency plan, but I don't think it was down to the fine details as far as the food and water came. But everybody realized that water was a necessity. And that came out in droves. We had Catherine Taylor and we had Linda Deveaux from admin. Catherine Taylor is from the AFIC, the foundation. She was — Taylor her name is.

Mark Schoepfle: Yeah.

Joan Kelly: Okay. She was such a wonderful person. I mean — you didn't know that she wasn't part of the National Park Service. She just jumped in and did what she had to do.

Mark Schoepfle: Who were some of the other people that you work with? I mean, just some of the names.

Joan Kelly: I'm trying to think. There was — Ian Crane was the one who was coordinating it. He was the one who said I should stay. I saw him. Vincent diPietro was with the EMTs. Jane Gentry was around. I'm trying to think because it was confusion with so many people and I —

Mark Schoepfle: I'll bet.

Joan Kelly: Yeah. I know Paula Castro was here. Paula was the one that was doing the input into the computer. My lists were going to her, she was in management office, and the list that I compiled, not just myself but the other people compiled. I saw Diane Dayson there. I saw Cynthia Garrett. Cynthia was around a lot, so was Diane. Danny Brown, he's the division interpreter, chief of interpretation there. I'm trying to think who else was around. It was like some people were there earlier but then they went home because they were told to leave or that they could go home.

Joan Kelly: I don't remember who else. I know when we left there was Diane, and Cynthia, and myself, and Danny, and there was a fifth car. I'm not sure — oh, Caval, I think Caval was here. I think she was. These were the people that we had led off by park police, took us home.

Joan Kelly: You know that we had a — the park police in front, and then five cars, and then the park police behind us. That helped us to get home that day because all of the bridges were closed to Staten Island.

Mark Schoepfle: That's right, Caval was mentioning that too that she finally had to leave. What time did you all finally leave?

Joan Kelly: 6:30.

Mark Schoepfle: I was going to say it was fairly late —

Joan Kelly: Yes.

Mark Schoepfle: — well, some of them did.

Joan Kelly: Yes, it was 6:30. I know we were the last five out except for the park police that were here. But, you know, that's how we got home.

Mark Schoepfle: What time did you make it home?

Joan Kelly: Because we were going with this here escort, we just went through roadblocks with no problem. So, it's about a 35-minute trip with traffic so I guess I made it home a little before 7 or just about 7.

Mark Schoepfle: And this was where? I forgot.

Joan Kelly: Staten Island.

Mark Schoepfle: You mentioned Staten Island.

Joan Kelly: And then of course we were closed for the following week. But I had a chance to pick up my phone calls.

Mark Schoepfle: Yeah. You were mentioning that earlier about the phone calls. Once you were home for a while, you were able to pick up the messages?

Joan Kelly: Yeah. You can call.

Mark Schoepfle: What was that like?

Joan Kelly: There were all kinds of calls. There were teachers who were canceling their visits. There were people who were asking for information. I recall one man from the Midwest. He wanted to come visit the statue and was very upset that we were closed. And I said to him, I remember saying that you know, what you see on television is not like it really is. You have to multiply that 10 to 20 times to get the enormity of what really happened, because you're only seeing sections of it. And he said really? And I said, yeah, it's covered a large, large part of the downtown area. And then he understood. Because initially, there were some people that were very angry —

Mark Schoepfle: No kidding.

Joan Kelly: Yeah because they couldn't get here. They had visits scheduled and they were upset that we were closed. They didn't understand how close the Statue of Liberty and Ellis Island were to Ground Zero. And as time went on and once this week was over because I returned, I think it was about, I think I had about 30 calls that I returned from my home.

Mark Schoepfle: Wow. So, you basically picked up your messages from your home from your office phone? Office phone messages.

Joan Kelly: Yes, I did.

Mark Schoepfle: Yeah. Keep going. This is interesting.

Joan Kelly: Okay. There were, like I said, there were teachers who were canceling because of course the schools closed down their trips, because everybody was still scared. I know when we were standing here on the island and the planes, the plane came in, we had heard, one there were eight, then there were six, and then they said four. But when we heard eight, we expected another plane to hit the statue. And this is kind of a colored thinking of everybody from 9-11 on — is that the statue was a target. And that it wasn't safe to be here.

Mark Schoepfle: Yeah.

Joan Kelly: So of course, the schools closed down. They closed down their trips anywhere. And some of it was a knee-jerk reaction. And some of it was reality. And so, we would get those kind of calls. And what we had to do, when we came back the next week after that, we had to call people and say we're canceling your program for right now because we're closed. And it was a day-to-day thing. We didn't know when we would reopen. We were told October 3. And I'd have to call people and say, well, we don't know for sure but we're canceling everything up till October.

Joan Kelly: Then when October 3 came, and we didn't open. Then it was another week. And — so we canceled the trips up to that time. And then it was another time. It was in November. And so, we canceled. We had to call the schools. And the schools were calling us too at the same time, and saying, well, we can't come. But there was one — I had one school, this teacher, she was insistent she had [to] bring her class. It was a French school up on 94th Street, I think it is. And they could only come on a Friday. So, she kept having me move it from one Friday to another Friday, hoping we would be open so she could bring her class. It was important to her. So, I finally said to her, look, you're going to have to cancel it and I will promise you that as soon as we open, I will call you and we'll schedule an appointment — a date for you.

- Mark Schoepfle: You promised her a Friday date?
- Joan Kelly: I promised her a Friday date. I have called her; she has a Friday date and she will be here with her class.
- Mark Schoepfle: Just curious, when?
- Joan Kelly: I'm not positive. I think it's April, but I'm not sure. But I do —
- Mark Schoepfle: I was just wondering if you happen to remember.
- Joan Kelly: Not offhand because I've talked to so many teachers in the meantime. What we did is, all these dates were promised, and then finally I wound up in the hospital just as we were going to open.
- Joan Kelly: So, I missed the opening date. But once I came back, I called all the schools that had had our curriculum-based program and offered them time. Because I felt they had — and we discussed this, the education specialist and myself, we discussed it that these people were - already prepared for the program, so they should have the first opportunity of coming in. And so, I called the schools, and everyone that I called has accepted a time. They've come — they're coming back. And I only had one group from Massachusetts that it had nothing to do with this — this particular program, that wanted to come visit us. But because of the new security, the unknown time it takes to come through, they felt that it was too disorganized for them to organize something to encourage their people to drive four hours down, then not know whether they're really going to get on a boat to the Statue of Liberty and Ellis Island. They wanted to come over and you have to explain to them that it's going to take time to get through the mags and the x-ray machines. And I've taken to explaining it: think about going through the airports. This is what we're doing.
- Joan Kelly: And so, some people can conceive of it but some people like these particular ones from Massachusetts have to be, how can I put it, they would have to be very organized. They can't be comfortable with, well, maybe or perhaps, they have to know — they're like the person who washes on Monday, irons on Tuesday, does this on Wednesday every day.
- Mark Schoepfle: Kind of compulsive.
- Joan Kelly: Kind of compulsive. I didn't want to say it but, yeah, they're very compulsive.
- Mark Schoepfle: Did I use the wrong word? I'm just trying —
- Joan Kelly: No. No. No, that's fine. So, they are — the other word is anal. But they couldn't work with this. And I tried to explain to them if you come early enough in the morning, you know, but they have a hard time with it.

Joan Kelly: So that's what's been affecting people.

END OF SIDE 1

START OF SIDE 2

Mark Schoepfle: Just one off the wall and probably irrelevant question. This couldn't have been a public school?

Joan Kelly: No, it was an adult group.

Mark Schoepfle: That's what I thought.

Joan Kelly: Yeah.

Mark Schoepfle: No public school would have worried about that.

Joan Kelly: No. No. This organization is part of being in the school —

Mark Schoepfle: Yeah.

Joan Kelly: — and teaching. I have my teaching licenses and I've subbed in schools, so yeah, I know. So yeah, it's fun stuff. But that's the way it's impacted us in some ways. In one school I talked to they had 65 students and they were bringing 65 parents. Because none of these parents wanted to let their child go without them being there.

Joan Kelly: The uncertainty of something happening and their not having their child where they were is — is very disconcerting to these people. And I can understand. You have your son or daughter go so far away, and you're not — you can't get them. It would be very frustrating so that's why they did that. This is only one school I've experienced.

Joan Kelly: Other schools seem to be very comfortable where they seem to be back pre 9-11. They come with the one-to-ten ratio like we ask. And then again you have, like I said, you have the extremes where it's one-to-one.

Mark Schoepfle: Wow.

Joan Kelly: Yeah.

Mark Schoepfle: It must be a heck of a bus ride.

Joan Kelly: They have to do it. I don't

Mark Schoepfle: Did you get them and work them all in or —

Joan Kelly: Well, we don't always have reserved times for people because it depends on, one, the age group that they're coming in with. Like right now we have no programs for kindergarten through third. We're working on that, but we don't have them.

- Joan Kelly: So, our curriculum-based program is from four to eight. For the high school students, we just have the Island of Hope, Island of Tears right now. We're working on another program for high school students and using the board of inquiry or the hearing room. But those will be up later on.
- Mark Schoepfle: Just on this curriculum-based program, you were mentioning earlier that you tended to prefer signing them up or you gave them some kind of preference, did I understand that right?
- Joan Kelly: Right. The ones who already —
- Mark Schoepfle: Because they —
- Joan Kelly: — were already signed up and we had to cancel their trip we felt in fairness to them because we canceled their trips and we were closed, that if they wanted to come and they were all prepared already, because they had all the material we sent out, that they should have the first choice of dates.
- Mark Schoepfle: Okay. So, you have a specific curriculum you send out to these schools already —
- Joan Kelly: Yes.
- Mark Schoepfle: — beforehand?
- Joan Kelly: They have pre-activities and post-activities. They have to do journals. They have to do map work. They have to measure a classroom and read the Passage Act of 1908 and figure out how many students or how many people they can get in their classroom based on that Act. And then when they come here, they have an hour and a half program with a ranger where he takes them through an orientation, then up through the registry room, and gives them a mock medical and legal inspection. They go to the dormitory room to see the difference in size, and how many bodies would be there as opposed in steerage. It's spacious in the dormitory room as opposed to in the steerage.
- Joan Kelly: And then they go to the hearing room. And so that's an hour and a half program that these students get.
- Mark Schoepfle: Then at the end of that, what do they do?
- Joan Kelly: Then at the end of that most of the time our programs run from 10:00 to 11:30 or 11:00 to 12:30. And it's usually the 11:00 to 12:30 slot that's taken. And at the end of that they usually have lunch and they may walk around a little bit and then they go home because most schools have a time that they have to be home by.

- Joan Kelly: They don't have the open end — they have to be home so that the busses will be able to take them to school and then take the regular students back to their homes. You know, they have the routes that they have to do. So, they have to have the buses back in time to pick up the route that each buses driver is assigned.
- Mark Schoepfle: Yeah.
- Joan Kelly: So that's why they don't stay very long after that program.
- Mark Schoepfle: So far, you've managed to get most of these curriculum-based people back reassigned to a different time?
- Joan Kelly: Every one of them.
- Mark Schoepfle: Every one of them?
- Joan Kelly: Yes.
- Mark Schoepfle: How many of them were there? Just curiously. Just approximately
- Joan Kelly: There was one school that had three programs. And, yeah, they — but they — see, they have to have three different dates because we can only accommodate 50 at each time. So, they had — Connecticut Farms it was — Connecticut Farms had three — it's in Jersey — Connecticut Farms sounds like Connecticut, but it's in Jersey.
- Mark Schoepfle: Okay.
- Joan Kelly: I had three days that they had. They had the program three different days. Then there was another school that had two. So, it sounds like we didn't have many. But these schools had several different programs. But we had private schools. We had public schools. And that French school I told you about. So, I guess there were about 12 that were canceled. And almost everyone — actually every one of them — took a time. And we have other schools calling in who did it last year and want to come back and do it again. So, there are schools out there still who are hesitant, but there are other schools that are taking their place or wanting to come.
- Joan Kelly: I got a home school today that called and wanted to come in.
- Mark Schoepfle: A home school?
- Joan Kelly: A home school. We have home schools that come too. So, we reach a variety of schools. We reach colleges, high schools, not with the curriculum-based program, but colleges come, high schools call to come, senior citizen groups want us to. And everybody wants us to give a private tour, which we don't do.

- Joan Kelly: But that's my job is to explain to them what they need to do and to work with these people to help them, to make their visit profitable and also enjoyable so they don't get frustrated. Part of my job is to keep the teachers happy, so we don't get complaint letters.
- Mark Schoepfle: Well, you were mentioning some of the things that come across that, you know — some of the teachers that called up at this point to cancel, you know, beforehand — some of them were flat out upset and couldn't understand why you would be closed just because a plane hit a tower.
- Joan Kelly: Exactly.
- Mark Schoepfle: And others what are the kinds of sentiments were shown?
- Joan Kelly: Oh, I got one that yelled at me for being a coward, for us being closed. That we should show the terrorists that we were better than them and that we could go on. And I said, well, we can't endanger people's lives to do that and as soon as we have the security in place, we'll be very happy to open. But we need to get the security — to keep people secure and to secure the monument. I said part of our mission is to protect and preserve the monument the way it is. I said, so if we let people in, we have a problem if it becomes a target.
- Mark Schoepfle: Sure.
- Joan Kelly: And so — and a lot of people from — not from this area, not from the East Coast — but people from the Midwest and I should say the middle of the country, because California and that area seem to have a concept of where we are. But the Midwest people didn't realize the proximity of Ellis Island and the Statue to downtown, Ground Zero.
- Joan Kelly: And so, they didn't have the concept of why we would be closed. And then when I explained to them that it wasn't only that we were closed, but it was also because Battery Park was closed and was being utilized as an area to house the National Guard troops that were there. And I said, you know, that the devastation goes so far that we have to put these people in someplace and that's where they are. So, we can't get boats out of there to come here anyway. I said Liberty State Park is closed down and so is Battery Park, not by us, by the city, and by New Jersey. I said so if you have a complaint, because they were starting to complain to me, they wanted to know could they call the Congressman and I said, well, only if you get your New Jersey and New York Congressmen because it's the city and the state and not the National Park Service that's doing this.
- Mark Schoepfle: An important point but I'm sure a lot of people wouldn't have known.

Joan Kelly: No, they don't. And they also asked me if I've gotten calls about — do you know if the Empire State Building is open? I said, well, honestly, I don't know because it's not part of the National Park Service, so I give them the Convention Bureau's phone number and I said, here, these people will know.

Joan Kelly: And that's part of what I do, is to give out information where they can get this information so that people aren't left frustrated with the National Park Service or that we're not helpful or that we don't care.

Mark Schoepfle: Right.

Joan Kelly: You know, because if you get one person who's going to — if you get pushed off and you've made 10 or 20 calls or even 5, you're going to be frustrated. And so, I try to cut that short so they don't get another number unless I can really honestly tell them, yes, you will get information here.

Mark Schoepfle: Oh, in other words, you just don't push them off to somebody else for the heck of it because — what will that do?

Joan Kelly: Oh, God, we would get more complaint letters.

Mark Schoepfle: Pardon?

Joan Kelly: We'd get more complaint letters.

Mark Schoepfle: This time from the people you fobbed them off on?

Joan Kelly: Yeah. No. No, we'd get a complaint letter from that person saying, "I had called, and I had asked for information," and it will go to the Superintendent or it will go to Washington, DC People. When they get frustrated and they can't get an answer, they find the last person that they remember talking to. They don't care whether you were the person they should have talked to or not. You the one that they complain about.

Mark Schoepfle: Right.

Joan Kelly: So that's my job is to try not to do that to people. That's part of what I do.

Mark Schoepfle: Yeah. So, what else were you doing?

Joan Kelly: Well, all the park employees were working in different areas but mine was just to be at the desk because the phones did ring. They still rang here. People wanted information: "can I come to the statue? Can I come to Ellis Island?" And of course, that's what I kept saying no, no, no, you know, unfortunately we're closed during this time. How long are you going to be opened? Don't know. I'm sorry we don't know that. As soon as we find out we'll be very happy to tell you. And of course, I was referring them to the Website, which we don't have right now.

- Joan Kelly: So, they were getting a lot of answers from there too. And they'd say, you know, they found our message on the phone confusing. Because we'd say we're closed indefinitely but then they would listen to the rest of it. And of course, it would give you the hours and everything else because we never changed that. We just wanted to catch the first part and didn't change all of the other messages, figuring we were going to open any day.
- Mark Schoepfle: So, we're closed indefinitely from 10 to 2 and —
- Joan Kelly: That's basically what it said. You know, it said okay, and then if you want something else, you push 1 if you want time, and, you know, that's the way our menu goes. So, they were getting the other parts of the menu which we didn't change. Our main one said that we were closed indefinitely. But then they pushed other buttons and got all the messages which confused them.
- Joan Kelly: So, by the time they got to me, because if you hold on long enough, it will eventually land at my phone. And I get all of the people who are confused.
- Mark Schoepfle: So, all of the auto-calls get rolled over to you?
- Joan Kelly: Yeah.
- Mark Schoepfle: That makes sense.
- Joan Kelly: And I like the people who say, oh, I have a live person. So, I say, no, I am a robot. I walk, I talk, I eat.
- Joan Kelly: And it breaks their frustration a little bit because I've made them laugh. You know, and then we can go from there.
- Mark Schoepfle: So, you actually have a style where you just joke with them a little bit too.
- Joan Kelly: Yes, I do. I do. If I hear a teacher on the phone who is very uptight and they ask me what the admission charge is for the Statue of Liberty and Ellis Island are, I'd say, well, you're paying for the transportation, 8 dollars for adults and 3 dollars for children, 17 and under, and when you get here all I want from the teacher is a great big smile. And you get a dead silence for a minute and then they laugh. It sinks in. And I say no, there is no admission charge, you know. But I said I heard how tight up you were, and I said I thought you needed a change of pace, so I threw that in. I said, I'm sorry, I'm weak. I tell them this. I say — I tell them it's Thursday or it's Monday or whatever and they loosen up and then we can get somewhere, because when they're all tight, they don't hear you.
- Mark Schoepfle: They are just all tight is a natural course of events or because of the —

- Joan Kelly: Teachers — teachers are under a lot of strain in the schools. They have the events that have happened. They are teaching to it. They're under pressure from their principals. They have to get all the information that they can and they're under a time constraint to do this. So, they're — and so I had one today that was getting information for seven colleagues and she was as wound as tight as a drum. She was really, really uptight. And I got her to relax and then she heard the things that she needed to hear about the programs we have and everything else. So now she can intelligently take it back, you know, without getting all confused without listening.
- Mark Schoepfle: Yeah.
- Joan Kelly: And so, I try to relax them. And I told her, you sounded so tight, I said I had to make the joke. And then she relaxed, and she thanked me for making [her] laugh. She said you know, you were right. She said, I was tight up, she said, because we were — just got over these tests that we had to get the kids through, and da-da, da-da, da-da. And she's like, you know, I really needed that laugh.
- Mark Schoepfle: Good.
- Joan Kelly: So that's what's it been like. Where are we going to go in the future? I really don't know. I would hope that we would open the statue. We still have people who want to come and want to go inside. I'm hoping that that will happen. But I don't see that happening too quickly. And I hope it doesn't happen too quickly — that we lose sight of the safety of the people we are servicing. I hope we don't bow to pressure to open it before it's ready to be opened. That's my concern.
- Mark Schoepfle: What aspects of the safety are still things you would worry about?
- Joan Kelly: Well, you know, it's a narrow staircase and you can only get one person on each stair. I would like to see a reservation system in where you have X amount of people going up and X amount of people coming down. And only those people would be in and so you know how many people you're coming in on a day. I don't see it working, being implemented because I think there will be too much pressure on Congress. But I think this is what I would like to see for the safety of people.
- Mark Schoepfle: Because if you have controlled numbers, you have a better control of keeping them safe. So, controlled numbers is one. What are other aspects?
- Joan Kelly: I would love to do away with the security, but you can't. You know, to make it easier for people to come. So, we didn't have to do — I wish we could go back to 9-11 and not have it happen. But you can't do that either. It's happened.

- Joan Kelly: What else would I like to see? I would like to see a reservation system totally. Only because I think people coming here with an expectation of seeing something should be able to know that they have something, a time that they can come and that they can get here.
- Joan Kelly: Getting down to the Battery Park and having to deal with the security and then not being told that you have a two hour wait, which has happened already for the next boat. I think is a frustrating experience for them. And I would like — I would love to change it. I don't know how. Except — I don't even know if a reservation system because we're in the numbers business. We're always looking to increase our — that's part of our GPRA [Government Performance and Results Act] goal. Goals are to increase visitation and to increase the experience of the people. But you can't. How can you do that safely? That's the issue.
- Mark Schoepfle: So is there a certain amount of pressure to increase the numbers or is this just GPRA that's —
- Joan Kelly: So is there a certain amount of pressure to increase the numbers or is this just GPRA that's —
- Mark Schoepfle: That's enough for me.
- Joan Kelly: Yeah. It's a pressure in itself
- Mark Schoepfle: Yeah.
- Joan Kelly: And so, if you're trying to meet these goals, you have to increase the experience for the people. But there's really — island capacity for these numbers is — we had, what was it? In 2000 we had 5.6 million, I believe, people, almost 6 million people visiting both islands in that year. There were times when the boats couldn't get enough people off. They can't — they have to be able to evacuate any given number that they have. And so, they have to find the number. And I think they have. They've identified the number of people that they can safely get off an island in an hour.
- Mark Schoepfle: Which is how many?
- Joan Kelly: I don't know — I don't know the bottom line. I know they've identified it. But I don't know the actual number.
- Mark Schoepfle: So, one of the questions is how many can you evacuate in one hour safely?
- Joan Kelly: Uh-huh. And one of the mistakes we made, and I realize that we didn't think about it, was to actually transport people back to Manhattan in the initial time. And then I would love to — I imagine — I am hoping that emergency plan is in place that will take into consideration things like that.

Mark Schoepfle: I see. With these considerations in mind, do you feel that we've gotten back to normal in any way or —

Joan Kelly: Have we gotten back to normal in any way? In some ways, yes, in some in our daily assignments, some of them are normal, but we've already added other things that we've never done before. We have — the interpretive staff are now on Battery Park and on Liberty Island.

Joan Kelly: And you want to stop this for a minute?

END OF TAPE 1

START OF TAPE 2

Mark Schoepfle: Basically, about some of the added load, you know, normalcy and some of the added load that the interpreters have?

Joan Kelly: Yeah. They now are required to be over at Battery Park to talk to the people to help them with security over at Battery Park and Liberty State Park. We never had that before. There was no need to. Now of course, you have to talk to people because they're in line. They're waiting to come over and it's not entertaining them per se. But it's kind of helping them to get through this waiting process. So that's another duty that's been added. And so, we're really spread thin.

Joan Kelly: Today we had scheduled five people not counting Liberty and Battery Park, just here at Ellis. Two people are out. So, we're down to a staff of three people. And that impacts us — that we can't give the tours. And we're just able to do the theater, the dock, meeting the boats at the dock, because that's another thing that was added, and just walking around the theater, the desk, and just being at the dock and roving around. And normally we have someone in the great hall. We have someone giving a tour, and we try to do that at least four or five times during the day. That's one of the problems that people are — that's another thing I would like to see for the future, that we could actually say every day, we had four tours and we were going to give four tours and be able to do it. Because I get a lot of calls saying, well, can you give me a schedule? And I have to say depending on staff availability, we will have tours, or we won't have tours. And we don't know until that day comes.

Mark Schoepfle: Because you're so thinly spread that you may have to give up one of the tours?

Joan Kelly: Yeah, or all of them. Today we had to give up all tours that we had.

Mark Schoepfle: Wow.

- Joan Kelly: So, we have three people. One is manning the desk. One is taking care of the talk at the theater. And the other one is meeting the boat and roving around within the building. And now we even had to add a supervisor to cover that. Because we also have people who were attending a meeting offsite. So, you can't give the staff the training that they need if you're so limited in staff.
- Joan Kelly: What does it come down to? Money. Like anything else that's — it's always money in the government. We never have enough money.
- Mark Schoepfle: Right.
- Joan Kelly: So, what I'd like to see is Congress say, "hey, here's another million or billion for you." I'd like to see that.
- Mark Schoepfle: Right.
- Joan Kelly: Is that reality? No. But it would be nice.
- Joan Kelly: You know, the other thing is one of the things I see in the morning when I come in — every morning — I never did this before — I never looked to see if the statue was still there. But I find myself, every morning when I come over, looking for the statue to make sure she's still there. And I just realized that when I was out there that that's one of the things that my daughter and I will say because I drive my daughter to the light rail. She'll say, oh, she's still standing there.
- Mark Schoepfle: Just the apprehension that they're going to — somebody's still going to try for it.
- Joan Kelly: Oh, absolutely. So, used to — and that's what a lot of people are apprehensive about. What's the next thing going to happen? And that's kind of the concerns that come over people's voices through what they say. A lot of them are disappointed that the statue is still closed.
- Mark Schoepfle: You mean staff people here saying that?
- Joan Kelly: No. No, this is visitors —
- Mark Schoepfle: Oh, I see, I'm sorry.
- Joan Kelly: — that come visit, you know, they say, well, we scheduled a visit to come there. Oh, I guess if I can't go in the statue, I'm not coming.
- Joan Kelly: I say but you still have Ellis Island, and I explain that. but some of them just are coming just to have the experience of going up into the statue.
- Mark Schoepfle: Have you noticed a drop-off in visitation because of this?

Joan Kelly: I can't say yet because this is the winter months. So, we — winter months are funny. You know, our visits are low anyway in January, February. I understand we had 22,000 people for the month of December. Considering that that was the 20th through the 31st. That's 11 days. That was our visitation. That's a pretty good number considering that we were only opened 11 days.

Joan Kelly: How does it compare with last year? I honestly don't know. I haven't looked at that yet. I just heard what the figures were this year.

Mark Schoepfle: Hold one. I'm going to replace the tape here.

END OF SIDE 1

START OF SIDE 2

Mark Schoepfle: Okay, so the visitation was pretty good for the — for the 11th — or for December?

Joan Kelly: I would think so. Well, that was your Christmas holidays too. People come into the city for that. Now, our school programs are getting booked up. And we've got quite a few open spots but yet, I'm surprised that the number that we do have that are filled. I didn't expect it to be quite as much. And —

Mark Schoepfle: Surprisingly high number being filled?

Joan Kelly: Yeah, at this time because usually the teachers wait until March to call in for May and June. But a lot of them experienced, I think, not only — I don't think 9-11 impacted them that way. I think their experience was because prior to 9-11 if they called in March, they were already closed out, so we have teachers calling in earlier now. But I also find some of them are, like I say, the ones who canceled — the ones that canceled themselves, we didn't call right away. And I find that some of them are calling now to reschedule, which is nice.

Joan Kelly: So, the number — I know there are schools out there that are apprehensive about coming. But I see that some of them are saying, hey, we're going to try to make it as normal as we can for the kids. And so, they're coming.

Joan Kelly: But like I said that one group, 65 parents to 65 kids, I think that's ridiculous.

Mark Schoepfle: Given your policy of one to ten what are you going to do with this highly chaperoned bunch?

Joan Kelly: That's up to them. We don't monitor them per se because we don't have the staff to really monitor anyone. If we see someone misbehaving outlandishly bad, then we step in. But on the whole, our eyes aren't all over the place, our bodies aren't all over the place because we don't have enough.

Joan Kelly: We do let them — they can just walk around by themselves and if the students are part of this program, we tell the chaperones that they have to be on the outside of it.

Mark Schoepfle: Yeah.

Joan Kelly: Because it's for the students to participate in, not for the chaperones. And if, if schools want to bring a large group, over a hundred or over fifty, we give them the Island of Hope, Island of Tears documentary film and then basically they're on their own. And most schools come in — or I shouldn't say most schools, some schools — come in without reservations. And they just plan the day themselves.

Mark Schoepfle: They don't really deal with you that much?

Joan Kelly: No, they'll just call and ask what's available? What can they do? And what I would like to see in the future are more structure for the teachers, so they don't use this as a field day, but they use it as a learning experience. I would love to see workshops for teachers. And I would also like to see them working with our education specialists to plan programs, to provide programs. I would love to see us have days where we have programs for new teachers so we can educate them. And also, that they can use them as a credit for their new teacher credit that they have to have.

Mark Schoepfle: Yeah.

Joan Kelly: I'd love to see a program like that where we could do that. Because if we want to teach — if we want them to know about the National Park Service and our mission, we need to educate not only the teachers, but the students too.

Mark Schoepfle: So, a teacher education program you're talking about.

Joan Kelly: Yeah.

Mark Schoepfle: Not just training.

Joan Kelly: Well, it's — it's two things. It's training and education.

Mark Schoepfle: Got it.

Joan Kelly: That's what I'd like to see.

- Mark Schoepfle: Excellent. If you're looking back, let's say a year from now, what would you like to see stressed in a retrospective?
- Mark Schoepfle: That is a question that sort of came to me as a result of talking with people here.
- Joan Kelly: What would I like to see? I would like to see stressed training for staff on how to deal with the public, how to be people-oriented and how to leave their problems at home. You know seriously, I would like to see them so that they can effectively deal with the public. And that's what I would like to see because I think that would make the experience for all visitors much more positive — that would make us people friendly — is what I would like to see.
- Mark Schoepfle: When you're saying more people oriented, what would be some of the kinds of improvements in people orientation?
- Joan Kelly: The attitude that if you see someone that appears to need some help that you walk up, and you ask them do they need assistance? Not to let people flounder on their own, because you can tell, there are some people that really are confused and don't know where to start and generally some staff, not all staff, but some staff will wait until the person's totally, totally confused and finally comes up and asks. But there's ways to interpret that and there is time. Sometimes you can just see it, that people are looking and not sure where they need to go. And just in approaching them in a friendly manner, and saying, hey, is there — you know, what would you like to do? Or is there something specific we can help you with? And then usually they don't know where to start. And so, you explain to them a little bit about the different areas and let them go on their way.
- Joan Kelly: A lot of staff do that after they've been approached. But sometimes if we're roving around that can be part of the training, not just to be a good interpreter but to be a good people person.
- Mark Schoepfle: Particularly if they're out roving around, I think as you were saying?
- Joan Kelly: Yeah, especially if they're doing that. Because that I think is part of the roving. It's not just to be there to answer the questions, but it's also there to see if you can help generate some questions or some interest in something.
- Mark Schoepfle: Okay. You were mentioning leaving problems at home. Can you give, I mean, not specific, you know, not necessarily specific examples but just the kinds of things one might look at?

- Joan Kelly: Well, you see someone who's — really isn't happy being here and they've got an attitude like you get the tone, interpretation like you're bored, like you're — you're unhappy here. Other ones would be you're short-tempered, you have a bad mood, and we all have bad moods. But when it gets to be a habitual thing, it gets to be tiresome on staff. It's discouraging to see someone like that because you — you've realized that they really aren't happy here.
- Mark Schoepfle: Right.
- Joan Kelly: And if we're people-oriented, that's what basically it is, we're supposed to be — the public is supposed to be our employer so to speak. We're supposed to be working to help them understand where we are. That if you have that kind of a sour attitude, we're not going to be able to help them because you can't help yourself.
- Mark Schoepfle: Yeah. So, what other things? You were mentioning that training for the staff on how to — well, before I go on to that, has that — that kind of these personal things gotten kind of more exacerbated as a result of 11 September? Or is this just more a generalized issue?
- Joan Kelly: It's a generalized issue. Some have dealt with it and some just don't want to come to terms with it. And it had nothing to do with 9-11. It's just their unhappiness of being here.
- Mark Schoepfle: I see what you mean.
- Joan Kelly: And they have other aspirations. Some would like to do crowd control as opposed to being on a one to one or talking with people or whatever. They would much rather just herd you into a spot and leave you there. And that's not what I see for us as a National Park employee.
- Mark Schoepfle: Yeah.
- Joan Kelly: I just don't see that. I tend to think that we have to be people friendly, I think, because I think that's the best image, we can put forth is to be people friendly. It leaves a good feeling with the public. It leaves a positive image. And when funding comes up, its more than likely — if someone says, oh, we need to give them there — more money, it's less likely, if someone is in a good mood and — and likes what they've seen, they're less likely to say, oh no, don't give them the money. So, it makes it — it works very nicely that way.
- Mark Schoepfle: Yeah, it works well both ways.
- Joan Kelly: Yeah. But what else would I like to see? I would like to see the statue opened again to the public. That's what I'd really like to see.

- Joan Kelly: And looking back I would like to see the experience enhanced. I would like to see in here at Ellis and at Liberty, programs for all ages of school children which we don't have. That's what I'd like to see improved. So that the — like I say, it's not a field trip, it's a learning experience. And usually, some of the teachers are great, but some of them just drop it off and figure it's a day off for them.
- Mark Schoepfle: Babysitters.
- Joan Kelly: Babysitters. Yeah, and we're not babysitters. So those are the things that I'd like.
- Mark Schoepfle: Excellent. Well, these conclude my questions.
- Joan Kelly: Fine.
- Mark Schoepfle: My last question, perhaps the most serious one is, is there anything I've forgotten? That I should ask but haven't?
- Joan Kelly: No, I think we've covered pretty much everything. The only thing is — and this is just a private thing or a personal thing — but my backyard, I used to be able to see the twin towers and I can't see them anymore. And all that smoke and everything else — where I live on Staten Island, you can see over into Manhattan — and all that smoke for all those days I could see every day. And all that smoke, even though they said it didn't go anywhere, I got a lot of that ash in my yard and my house. And 9-11 did impact me personally that way.
- Mark Schoepfle: Sure. In fact, some people were mentioning some used the term a metallic smell, some used the term just totally burned like a completely charred piece of toast smell. What did that remind you?
- Joan Kelly: It was more the toast kind of thing. And it actually upset my dogs. For days after the attack and while it was really heavy, heavy black smoke, the dogs acted so out of character. They would just go out in the backyard and they would be running around looking for something. Not for an animal, it was just like they didn't know what to look for. They didn't like the air. They did not like the air. It bothered them.
- Joan Kelly: That whole week that I was home, they were really upset.
- Mark Schoepfle: I'll bet.
- Joan Kelly: And everywhere I went, which was unusual for them, they followed me.
- Mark Schoepfle: What kind of dogs do you have by the way?

- Joan Kelly: I have mutts. One's part Husky and Shepherd mix, and the other one is a Shepherd and I think Miniature Doberman mix. She's a she and he's a he. The Husky's a he. And the Doberman mix is a she.
- Mark Schoepfle: Those are fairly impressive dogs, yeah.
- Joan Kelly: They're pretty. They're pretty. She's got the dainty paws and he's got the muscular body. So, they look like a girl and a boy, you know, like you would think they'd be.
- Mark Schoepfle: Sure. Yeah.
- Joan Kelly: But they were really upset with that. It really, really bothered them. The first day I didn't have time to notice it because I got home late. But because I was home the rest of that week, I noticed how they would go outside and just act totally different from what I've seen them ever do before. And then how close they stuck to me —
- Mark Schoepfle: Yeah.
- Joan Kelly: — really made me wonder if it wasn't the smell in the air that I couldn't smell. You know, the toast was there but there must have been other things that they could smell that I was missing.
- Mark Schoepfle: Right. Right.
- Joan Kelly: You know. And I thought I did not like what they were smelling. I was pretty sure I wouldn't like it. Yeah.
- Mark Schoepfle: If for no better reason that it's something that you don't usually find around. And that's always a source of anxiety I'd imagine.
- Joan Kelly: I imagine so. Yeah, well, you wonder what's wrong with the dogs because, you know, animals sense things quicker. If you ever saw a cow before a thunderstorm, they lay down before it's going to thunder and lightning. So, they usually are in tuned to what's around them.
- Mark Schoepfle: Right.
- Joan Kelly: More than a human being. And so, to see the dogs acting like this it puts you on edge a little bit too.
- Mark Schoepfle: Well, so just the fact that you can no longer see the towers from your house, which that would be certainly impressive for me, yeah.
- Joan Kelly: It changed — it changes the whole skyline.
- Mark Schoepfle: Yeah.

Joan Kelly: But the thing is I can also remember when they weren't there. Because I remember the skyline just being the Statue of Liberty — I mean, the —

Mark Schoepfle: Empire State building.

Joan Kelly: — Empire State building, yeah. That was my focus for many, many, many years. And then you have to add the twin towers and now they're gone again.

Mark Schoepfle: Yeah.

Joan Kelly: So, I'm back to where I used to be, now, and it's like do things make a circle?

Mark Schoepfle: Yeah.

Joan Kelly: You know, you wonder. But other than that, that's basically what it was like to be here on that — those days and the days after and now.

Mark Schoepfle: Yeah.

Joan Kelly: You know, but I still like coming to work.

Mark Schoepfle: Well, good.

Joan Kelly: I still enjoy coming to work.

Mark Schoepfle: Good. Is there anything else that you'd like to know about what we're doing that I haven't mentioned?

Joan Kelly: Not really. I've got a general idea of what happens to the tapes. I'm sure they go into an archive and that you're going to make some kind of — of not report exactly but build a history of it. And I would just like to see it when you're done.

Mark Schoepfle: You're definitely on the list for that.

Joan Kelly: Good. Because for me, I have my bachelor's in history and I have a bachelor's in English and I have my teaching license in social studies, so this for me would be really interesting to see how you put it together.

Mark Schoepfle: Okay. As we put it together, I cannot promise or even indicate at this point what the process for it is. But I would hope to be able to keep in touch with you to make sure that what we do is accurate —

Joan Kelly: Okay.

Mark Schoepfle: — and proper. And make sure we get things out.

Joan Kelly: Oh, I'm sure. I just have a good feel about it.

Mark Schoepfle: Good. Well, thank you.

Joan Kelly: And I thank you.

Mark Schoepfle: Who are some other people that I might want to talk to? I keep forgetting to ask this.

Joan Kelly: Catherine Taylor really. She's with the Foundation. She's not in until Sunday, unfortunately.

Mark Schoepfle: I'll try to reach her by telephone if I can't stick around.

Joan Kelly: Yeah. She can give you a better idea of what the people had to say, the people who came in, not staff, but the actual refugees.

Mark Schoepfle: I bet.

Joan Kelly: Yeah. She'll be able to tell you some of their stories.

Mark Schoepfle: I want to reach some of those people. I really do, and she might be my route?

Joan Kelly: No. Try — see what they did with the lists that we compiled on the computer. That's how you'll be able to reach those people. Because there's phone numbers, there's addresses, social security numbers.

Mark Schoepfle: Bingo.

Joan Kelly: That will help you get exactly what you want. I don't know what they did with — it was put on the computer. I know it was put on the computer in management. It was put on the computer, not Dotty's desk, but where Amy is sitting now. It was put on that computer.

Mark Schoepfle: Right. I've watched it described because Ms. Castro, Paula Castro —

Joan Kelly: Right.

Mark Schoepfle: — had put it in yesterday and somebody had, she mentioned who, I forgot who it was it's in the notes, designed it for her.

Joan Kelly: Jae, maybe.

Mark Schoepfle: Jae.

Joan Kelly: J-A-E Townsend. And the other person you might want to talk to is Ian Crane, but he's down in Philadelphia now. I think he's at Independence.

Mark Schoepfle: Ian?

Joan Kelly: C-R-A-N-E. He was a sergeant out here at park police and he's now working at Independence— he's in the green and the gray now, being a ranger, Park Service, as opposed — I think he's an LE down there and is in charge of — he's an administrative something down in Philadelphia. And you may want to get a hold of him.

Mark Schoepfle: Sure.

Joan Kelly: He was the one who was coordinating and was the one who told me what he wanted me to do. So, he's another one, Vinnie diPietro.

Mark Schoepfle: Yes. He's on the list.

Joan Kelly: Yes. You may want to talk to him. He's the education specialist in interp. And it's D-I-Capital P-I-E-T-R-O.

Mark Schoepfle: Yes.

Joan Kelly: He was working with the triage part. He's an EMS or EMT or whatever that is, so he could give you that point of view. If you want to talk to someone who was making the sandwiches and stuff, that would be Linda Deveaux [listed spelling], I believe. You might want to talk to her. Capital D-E-Capital V-U-E, I think it is — V-O-E. She's in admin. She was working in the kitchen. So— so you'll get a variety of points of view and areas of what they did during the day. Because I don't think she had too much contact with the people, but she had the behind-the-scenes food and stuff like that.

Mark Schoepfle: Right.

Joan Kelly: Who else should you talk to, should I suggest? Well, Danny and Diane and Cynthia were all over the place, but the actual people working were basically those. Not that the other people weren't, but these are the ones you might get a good point of view from.

Mark Schoepfle: Good. That's excellent.

Joan Kelly: Other than that, I can't think of anybody else.

Mark Schoepfle: Well, that's great. And again thanks.

Joan Kelly: Well, you're welcome.

END OF TAPE