



Dane Konop/NOAA

Smoke from the Sept. 11 Pentagon terrorist attack could be seen by NOAA employees in Silver Spring, Md., over ten miles away.

Terror Touches NOAA, Colleagues, Friends

When terror struck the World Trade Towers in New York on Sept. 11, word quickly spread to NOAA employees nationwide. On the Silver Spring, Md., Metro Center campus, employees clustered around television sets to follow the breaking news. When the Pentagon was attacked, some rushed to windows on upper floors in the complex and watched smoke billowing from the Pentagon fires. At the Great Lakes Envi-

ronmental Research Laboratory in Ann Arbor, Mich., many employees first got word of the attacks on the Internet, with official announcements quickly following on the lab's public address system. NOAA employees arriving at their jobs in Seattle at 7:30 a.m. found their buildings already closed. Stunned by the tragedy, few employees were aware at the time how the attacks would impact the NOAA family, our colleagues and friends.

Pentagon Crash Ends Dream Trip to NOAA Sanctuary

—By Nancy O'Donnell

September 11 dawned bright and promising for 11-year-olds Asia Cottom, Bernard Brown and Rodney Dickens and their teachers Hilda Taylor, Sarah Clark and James DeBeuneure.

Each arrived early at Dulles Airport near Washington, D.C., in *continued on page 2*

Fisheries Special Agents Assist FBI, U.S. Marshals

—By Mark Oswell

On Sept. 11., the United States witnessed terror first-hand as four hijacked aircraft slammed into the World Trade Center, the Pentagon and the Pennsylvania countryside.

With the World Trade Center engulfed in a suicide terrorist *continued on page 2*

Pentagon Attack Kills Two From Joint Ice Center

—By Patricia Viets

Two sailors assigned to the National Ice Center in Suitland, Md., were killed during the attack on the Pentagon on Sept. 11.

Navy petty officers Edward Earhart, 26, and Matthew M. Flocco, 21, were meteorologists on *continued on page 7*

Dream Trip

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anticipation of an amazing marine adventure ahead as participants in NOAA's Sustainable Seas Expedition, a five-year project of deepwater exploration and public education conducted by the National Geographic Society and NOAA.

The Washington students had been selected to participate in a marine workshop at the Channel Islands National Marine Sanctuary by local coordinators of a society-sponsored network of educators known as the National Geographic Alliance.

Asia was new to Backus Middle School, but teacher Sarah Clark had quickly noted her talent and curiosity.

Bernard had faltered a bit in his studies in earlier years, but now he soared with confidence. His teacher, Hilda Taylor, from Leckie Elementary School applauded his maturity.

Rodney, frequently on Ketcham Elementary School's honor roll, was traveling with teacher James DeBeuneure.

Joining the group at the airport for American Airlines Flight 77 were National Geographic educators James Joe Ferguson and Ann Campana Judge.

Ferguson, director of the society's Geography Education Outreach Program, had stayed late at the office the night before preparing for the Channel Islands trip.

Ferguson had built a reputation with teachers around the country for his strong commitment to improving geography education in America's classrooms.

Judge, director of the society's travel office, was an enthusiastic veteran of the society's education trips. The following week she was *continued on page 6*



John Brooks, U.S.F&WS

Fisheries special agent Michelle Zetwo assisted Customs agents on the U.S.-Mexico border following the New York and Pentagon terror attacks.

Fisheries Agents

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attack, the FAA stopped all air travel over the United States, an action that also stranded agents of the FBI and U.S. Marshals Service.

During the first few hours of the tragedy, with security measures and investigative work spanning beyond the New York and Boston areas, the NOAA Fisheries Office of Law Enforcement moved quickly into action by mustering every available special agent in the northeast to support the initiative. Dale Jones, chief of the office, directed special agents in charge nationwide to contact their respective regional federal law enforcement agencies to offer assistance and render support as needed.

"I spoke with our national leadership team as the incident was unfolding and we immediately agreed that our agents and staff would be mobilized as necessary and that we would offer our services to support the recovery and investigative efforts related to the tragedy," Jones said.

Since the day of the attack, the Office of Law Enforcement used

agents and support personnel in a variety of ways, from assigning agents to border security operations to using satellite transmission systems to communicate with commercial fishing vessels to determine if they had relevant information.

Andy Cohen, deputy special agent in charge of the northeast divisional office of Fisheries' Office for Law Enforcement in Gloucester, Mass., contacted the FBI's regional office to offer assistance.

Unable to get their agents and support personnel from locations across the country to the necessary disaster sites, the FBI and U.S. Marshals Service gladly accepted his offer of support and assistance.

Dick Livingston, special agent in charge of the northeast divisional office, said, "We have special agents from the northeast and from headquarters involved in this operation. The first thing we did was canvas the waterfronts from New Hampshire to southern Massachusetts to see if we could pick up any information related to the terrorists or any witnesses.

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Pete Briar/IMC

Randie Powell.

Randie Powell Is the Team Member of the Month

—By Patricia Viets

Randie Powell, manager of subscription services at Information Manufacturing Corporation in Rocket Center, W.Va., is NOAA's October Team Member of the Month.

Powell established a customer-oriented subscription services center in Rocket Center that serves NOAA's National Climatic Data Center, part of NOAA's National Environmental Satellite, Data and Information Service in Asheville, N.C.

Powell has a unique blend of technical and people skills that has enabled her to bring together and streamline services that were performed by numerous NCDC offices. The result is a high-tech, modernized center that provides subscription services efficiently, effectively and quickly.

Before the center was established, Information Manufacturing

Corporation designed and implemented a new subscription database under the Climate Database Modernization Program.

Climate data come in various forms: coastal charts annotated in 19th-century script, satellite imagery from 40 years ago, Doppler radar images and even handwritten notes from cooperative observers.

The Climate Database Modernization Program is designed to improve access to these data.

The subscription database under this program contains 20,000 customer records and 60,000 subscription orders.

In building the new subscription database, Powell and her staff undertook a massive address cleanup to revise addresses that did not conform to U.S. Postal Service standards, reducing costs to mail publications.

To reduce costs even further, Powell explored the use of filler pages, containing information on NCDC services, to qualify for bulk mail rates.

"Using bulk mailing rates has saved \$800 in postage for just two publications in the past two months," Powell said. "Over time, these rates will result in substantial savings in mailing costs."

Publications mailed from the center include five premier climate publications produced by NCDC, meteorological handbooks, circulars and products on CD-ROMs.

To set up the center, Powell and her team evaluated computer needs and ordered and set up computer workstations and other equipment needed for servicing customers. She also played a vital role in establishing a toll-free number dedicated solely to subscription services customers.

Powell trained two employees to help respond to customer requests. This allowed the center to expand
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Dane Konop/NOAA

Marlene Kaplan.

October Employee of the Month Is Marlene Kaplan

—By Dane Konop

Marlene Kaplan, the consumer behind-the-scenes staffer, is the October Employee of the Month.

In her 18 years with NOAA, Kaplan has worked her way up through the ranks from an internship with the National Ocean Service to the senior career government service position in the Office of Legislative Affairs in Washington, D.C.

As deputy director for the past five years, Kaplan has been responsible for everything from managing office operations to tracking NOAA-related legislation on the Hill.

She recently served as acting director until the appointment of the current director, MaryBeth Nethercut.

Although Nethercut is a Hill veteran, she says she has found
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Focus On...



Robert Schwemmer/CINMS

Staff members of NOAA's Channel Islands National Marine Sanctuary aboard the NOAA support vessel *Xandu* escort the historic canoe 'Elye'wun as it begins a crossing of Santa Barbara Channel.

An Historic Channel Crossing

—By Robert Schwemmer

On Sept. 8, for the first time in over 125 years, a traditional canoe of the Chumash tribe of California's central coast has made the perilous journey across Santa Barbara Channel.

The vessel, named 'Elye'wun (swordfish in Chumash) and crewed by members of the Chumash Maritime Society, was hand built out of redwood with funds provided by NOAA's Channel Islands National Marine Sanctuary education and outreach program.

'Elye'wun is a living exhibit at the Santa Barbara Maritime Museum.

The planked canoe, or tomol, has had great significance to the Chumash.

"This vessel was not only instrumental in the Chumash relationship to marine resources, but it also served to solidify the complex regional trade system whose influence was felt far beyond our homeland," according to crewmember Dennis Kelley.



Robert Schwemmer/CINMS

The crew of 'Elye'wun, consisting of members of the Chumash Maritime Association, paddled for 12 hours to make the 22-mile crossing of Santa Barbara Channel to Santa Cruz Island.

The day before the crossing, a gathering was held for the public to view 'Elye'wun and meet with crewmembers. During the preview, organizers unveiled a marine sanctuary sponsored poster depicting the Chumash story of a coyote

saving a hawk, including images of a tomol and paddlers.

'Elye'wun (pronounced "El-E-ah-woon") was launched at Channel Islands Harbor at 3:30 in the morning, successfully crossed *continued on page 5*



Robert Schwemmer/CINMS
 Perry Cabugos, captain of the canoe crew, greets well wishers following the crossing.



Robert Schwemmer/CINMS
 Crewmembers and supporters carry 'Elye'wun ashore after the historic crossing of Santa Barbara Channel.

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 Santa Barbara Channel and reached Anacapa Island at 9:30 a.m.

Passing in front of Arch Rock at the eastern end of the island, crewmembers raised their paddles in unison, symbolizing their accomplishment.

As 'Elye'wun's crew of five paddlers passed the north face of Anacapa Island, they were greeted by dolphins.

In the passage between Anacapa and Santa Cruz Islands, they encountered rougher seas and reduced the crew size to four paddlers to help raise the tomol higher in the water.

When 'Elye'wun finished the 22-mile crossing at Little Scorpion Anchorage on Santa Cruz Island at 3:20 p.m., a cry of celebration went up from the more than 150 Chumash families and their friends who gathered to witness the arrival. The aroma of burning sage and sounds of horns made from seashell funneled through the cove as children dressed in traditional Chumash clothing greeted the paddlers.

Also on hand were staff from the Channel Islands Marine Sanctuary, Santa Barbara Maritime Museum and Channel Islands National Park.

As 'Elye'wun made the historic landing, the crew once again raised their paddles in unison to the sound of tribal songs and chants ashore. Several people waded into

sanctuary waters, assisting the weary but joyful paddlers from the tomol.

'Elye'wun was then lifted out of the water and taken ashore where the paddlers received blessings from a Chumash elder. Following a feast, the celebration concluded with Chumash story telling. ☺



Robert Schwemmer/CINMS
 Crew members raise their oars in unison as Elye'wun arrives at Santa Cruz Island.

Dream Trip

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scheduled to accompany another group of children to NOAA's Florida Keys National Marine Sanctuary.

On the other side of the coast, Channel Islands education coordinators Laura Francis and Shauna Bingham were finalizing plans for the visit. Soon the children would be kayaking above kelp forests and searching the skyline for a glimpse of a scrub jay.

Bingham would take them on a hike to an historic ranch and chapel on Santa Cruz Island, with lessons on the flora and fauna along the way.

Somewhere over Ohio that morning, terrorists seized the plane and forced it back in the direction of Virginia.

That bright morning of excitement and promise ended violently when terrorists steered Flight 77 directly into the heart of the Pentagon complex.

In the aftermath, staff at the National Marine Marine Sanctuary Program mourned along with the rest of the nation, and looked for ways to remember those who perished and to commemorate their lives by continuing the work of marine education.

Laura Francis, who worked last year with Ferguson at the Florida Keys sanctuary, recalls how the children in last year's sanctuary visit responded to the ocean experience.

"I remember that most of the students had never been on a plane or seen the ocean," Francis said.

"The experience of holding their hands as they learned to snorkel, watching them discover how salty the ocean was with their first mouthful of sea water and hearing their excited screams as they saw their first fish in its natural habitat was really touching and powerful

for me. I realized then and later after reading the essays that the students wrote when they returned home, that this program was really making a difference in the lives of these kids," she said.

"Joe was such a visionary to bring this kind of opportunity to teachers and students in urban areas that may never have had the opportunity to experience the wonders of a national marine sanctuary first hand," Francis said. "I was so excited when Joe had said that [the Society] wanted to come to Channel Islands this year."

Florida Keys education coordinator Mary Tagliareni was heartened by Ferguson's growing enthusiasm for the idea of joint national marine sanctuaries and National Geographic Society projects.

"He called me last year after a meeting of the Marine Education Association and said, 'You people are so cool. You've got great resources. Let's do something together.'

"He looked for kids who hadn't a clue about the sanctuaries, and he wanted to expand the educational opportunities to all of the sanctuaries," Tagliareni said.

She expected to see Ferguson the week after his Sept. 11 trip to the Channel Islands, when he planned to lead another group of children from urban centers in snorkeling in Florida's Dry Tortugas, 70 miles west of Key West, and touring historic Fort Jefferson on the island.

"He said 99 percent of people in the Keys have never seen this place. The kids will love it," Tagliareni said.

After the tragedy, both Tagliareni and Francis worried about the future of the National Geographic Society and sanctuaries marine education project, but say they are committed to helping it continue.

"Everyone's taking a deep breath," Tagliareni said. "We don't want these trips to end with their



Robert Schwemmer/CINMS

Shauna Bingham sends a lily adrift off Santa Cruz Island in memory of the students, teachers and National Geographic Society staff who died on Flight 77 en route to the NOAA Channel Islands National Marine Sanctuary.

deaths. This was a dream that Joe had—that kids from urban areas around the country could see the sanctuaries."

Dan Basta, director of the National Marine Sanctuary Program, said his program is committed to remembering the children, the teachers and their friends from National Geographic Society.

"The idea of educating a new generation about the wonders of the ocean world and its inhabitants is the driving force of our program," he said.

"In the coming years, we will remember the efforts of Joe and Ann, Mr. DeBeuneure, Ms. Taylor and Ms. Clark, and the courage of these young children, who had the bravery to go far from home in search of learning.

"We can do this with every new marine workshop we hold, every new exhibit we display or each teacher's curriculum we create," Basta said. ☺

Ice Center

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duty in the Pentagon's Navy Command Center at the time of the attack.

The National Ice Center is operated by the Navy, NOAA and the U.S. Coast Guard, providing sea ice analyses and forecasts and tracking icebergs using remotely sensed data provided by NOAA and Department of Defense satellites.

In response to the tragedy, volunteer crews from the center went to the Pentagon every day to assist the Red Cross and Salvation Army with food, water, care packages and other items.

When the first crew arrived, the Red Cross workers were so exhausted they immediately went back into their truck and slept.

The crew from the ice center then completely took over, setting up a system to deliver food and drinks directly to the work sites, rather than waiting for the workers to take breaks and come to the Red Cross tents.

Petty officer Earhart was buried Sept. 23 in Morehead, Ky.

Employees can make a donation in his memory to the Rowan County Veterans Memorial Fund, Inc., to support the building of a veterans memorial.

Donations should be addressed "In honor of Edward Thomas Earhart" and mailed to 136 Quail Hollow Road, Morehead, KY 40351.

Petty officer Flocco was buried Sept. 25 in Delaware.

The family requests that in lieu of flowers donations be sent to The Matthew M. Flocco Memorial Fund, c/o Wilmington Trust, P.O. Box 15445, Wilmington, DE 19886-110. Donations will be used to build a baseball field or sponsor Little League activities in Flocco's name. ☺

Fisheries Agents

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"From there, we primarily teamed with our FBI counterparts in support of the investigative aspects of the operation, and with the U.S. Marshals for security services at the airports."

In New York, special agents led by assistant special agent in charge Scott Doyle sifted through the twisted rubble and pulverized concrete where the twin towers once stood.

"Initially we were in the rescue operation in the city at what became known as 'ground zero' and assisted in the recovery of evidence," said Doyle. The effort there was particularly important to Doyle, as his cousin worked in the World Trade Center and was listed among those missing there.

The Fisheries agents sifted through the rubble at ground zero from Wednesday, Sept. 13, through Saturday, Sept. 15, in lengthy shifts. They were then reassigned to conduct more of the investigative work at the FBI operations center, according to special agent Chris Musto.

Morale and enthusiasm for the effort were high, and teamwork was unparalleled during the recovery operations.

The situation was extremely dangerous, as several damaged buildings in the area threatened to come down during rescue work.

"There was a moment when we were evacuated," Doyle remembered. "We had to run and knew that we were running for our lives. I ran towards a barge and, as

firemen passed me by, I knew that I had to pick up the pace. I'll never forget that fear," he said.

In Boston, the agents were assigned to interview hundreds of witnesses, follow up on leads and provide security at Logan International Airport.

Many of the agents viewed the task of working on security details with the U.S. Marshals Service at Logan as a unique, yet demanding, opportunity. "We worked security checkpoints throughout the airport," said special agent Shawn Eusebio.

Although the additional security added long delays for travelers, most found that it was a necessary precaution.

"There were many people coming up to us and thanking us for the added security presence," Eusebio said.

Special agent Michelle Zetwo volunteered her services to the U.S. Customs Service, accompanying other federal enforcement officers to the Mexican border to provide assistance there.

"We conducted detailed vehicle searches as they waited in line to enter the U.S.," Zetwo said.

Fisheries agents were also assigned to assist at the Canadian border in Maine, working alongside Customs and Immigration and Naturalization Service agents and inspectors. This helped speed up the inspections.

But most drivers still had to wait over two hours to cross into the U.S., a necessary inconvenience that helped ensure American borders were secure. ☺

"There was a moment when we were evacuated," Doyle remembered. "We had to run and knew that we were running for our lives. I ran towards a barge and, as firemen passed me by, I knew that I had to pick up the pace. I'll never forget that fear," he said.

Powell

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its operations to 12 hours per day, which has increased access to the data for West Coast customers.

The center answers customer queries on subscriptions and products that are available via phone, fax and email. Powell and her staff also handle customer invoicing, establish new customer accounts, provide subscription renewals and mail publications.

Powell is working with a major bank to establish a payment processing system for subscription payments, which will allow customers the option of paying by credit card.

Powell has been with Information Manufacturing Corporation for 16 months. She also served in the Air Force and met her husband, Daniel, in the Netherlands when they were stationed there.

Powell has held various positions during her career, gaining a wealth of experience that she now is providing to her company and to NOAA. She worked for the federal government as a contract administrator and quality assurance specialist in Cleveland, Ohio. She has done customer service work in the field of transportation and in the corporate call center for Progressive Insurance. She also worked in the financial department of the law firm Jones, Day, Reavis & Pogue in Cleveland.

On being named NOAA Team Member of the Month, Powell said, "I was really surprised to receive this honor. It is very nice to be appreciated and recognized in this way. NCDC is a great place, and the people there are wonderful to work with."

Powell and her husband, Daniel, who is now retired from the Air Force, live in Cumberland, Md.

They have a daughter, Myrna, 23, who is an audiologist. ☺

Kaplan

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Kaplan's assistance to be invaluable since NOAA programs and legislative issues are new to her.

"She knows all of the programs that are on our plate," Nethercut said. "She knows who the Hill people are—the members and their staffs. She is very comfortable working with Hill members and has done a magnificent job of taking me up and introducing me to all the staff people I needed to get to know. And she did it graciously as well."

Kaplan, a Los Angeles native, has spent her entire professional career as a NOAA employee.

After earning undergraduate and graduate degrees in biochemistry, she began working for NOAA in the Ocean Service policy shop in the H.C. Hoover Building in Washington, D.C.

She later received a doctorate of environmental science and engineering from U.C.L.A.

"In 1989, I was loaned from NOS to the Hill," she said. "I worked for Sen. John Kerry of Massachusetts for two and one half years. It was great, great, great!"

In January of 1992, she returned to NOAA, working in the Office of Legislative Affairs. For several years she was the Ocean Service program specialist.

Her tenure as deputy director coincided with her marriage to her husband, David, and the birth of their two children, Julia, three and a half, and Jared, aged two.

NOAA management, her legislative affairs staff and her own family have helped her juggle the demands of motherhood and career.

"Fortunately, I've had the support of the office directors, and they've been willing to make certain accommodations where family issues are concerned," she said.

Kaplan also credits her parents, who had moved to the Washington area just before she was married.

"They are a tremendous help. They take the kids when they're sick. They pick them up from school when we can't."

In January, she was named acting director of legislative affairs.

Kaplan said, "It was a great experience—the opportunity to lead the office during a time when we were understaffed and in a transition period where there was a lot of uncertainty as far as what the new administration's policies were.

"Fortunately, I've been with NOAA for a long time, know a lot of people and know a lot of the issues. We mostly had enough staff left to cover [the programs] and everybody put in that extra effort to make sure we were covered," she said.

Although she says she has no immediate plans and could remain at NOAA for the rest of her career, Kaplan admits serving as acting director gave her a taste for new challenges.

The senior executive service interests her. "But it just depends on what happens," she said. "Before I'd leave, I want to get MaryBeth situated and comfortable. I'm ready to move onward and upward." ☺

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