

**Naval Historical Center
Oral Interview Summary Form**

Interviewers:

CDR Carol O'Hagan
CDR Robert Sawyer
YNCS(AW) Kathleen Wright

Interviewer's Organization:

Naval Historical Center
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Interviewee:

ETC Patrick Todd Spurgeon

Current Address:

██████████
██████████
(w) NDW Ceremonial Guard/
Second Division

Date of Interview:

28 Feb 02

Place of Interview:

Navy Annex

Number of Cassettes:

One

Security Classification:

Unclassified

Name of Project: Pentagon Terrorist Attack Incident

Subject Terms/Key Words: Pentagon; Terrorist Attack; 11 September 2001; CACO; Ceremonial Guard

Abstract of Interview:

Interviewee Information: ETC Spurgeon was born and raised in and around ██████████, TN. When he was eighteen he accompanied a friend enlisting in the Navy to the MEPS station. Eight days later he found himself in boot camp. He went to boot camp at Great Lakes in July 1985. From there he attended submarine school in Groton, CT and then reported to his first ship in Dec 1985, the *USS John C. Calhoun* in Charleston, SC. Five years later he transferred to the *USS Henry L. Stimson*, another submarine in Charleston. After two years on that ship he went to Instructor School in Groton, CT for three years. He got orders transferring him to a new ship, the *USS Tennessee* in 1996. After four years he transferred to his current assignment at the Ceremonial Guard in Washington, D.C. He has been at the Ceremonial Guard for two years and is due for transfer in December 2002. In his current assignment does ceremonies and meets a people he would otherwise never get to do or meet. It is challenging because the average age in the command is 20.2 years. There are 180 guardsmen E-3 and below and few leadership positions.

The process for a young guardsman – four or five times a year the staff goes to Great Lakes. They brief the Reserve Training Camp staff telling them about the requirements: height – females 5'10" and males 6'. They screen the service records. On Monday, Tuesday and Wednesday evenings at 1930 they do briefs for the individuals the staff has selected as good applicants. The following day after the briefs they screen the records of the applicants. They look for drug use, excessive alcohol use, legal or financial problems. They usually dismiss about 60% in record screening. Of the remaining 40% they have an interview, and they are marched

around to see how they march. Thursday afternoon after they have done all the interviews they select the best candidates. They talk to BUPERs to make sure the rates of the people they have selected are not critical or restricted. They cut them orders and they usually report to the Guard within 6 weeks. They then report to the guard for a second boot camp-like training of 3 weeks. They need to learn all new uniform requirements that are different from the fleet. They learn the marching and piece movements. They have an attrition rate of about 25%. The tour is then two years. The only disadvantages are it is two years before they get into their rating. If they are in a rate that requires "A" school for advancement they have to wait until their tour with the guard is over to go to the "A" school. Any bonuses they would have gotten with that rate are held in abeyance until they finish that "A" school. After a year onboard they have the opportunity to change ratings. They tend to get put in positions of leadership as very junior people because the Guard is so lopsided in regard to the rating levels. When they get to the fleet the young sailors tend to be the class leaders, section leaders, etc.

Topics Discussed:

On 11 Sep he went in to work and they had Staff Quarters at 0800. Quarters had run over and it was about 0845. They were beginning the All Hands Quarters. Some people had mentioned the World Trade Center towers had been hit. They heard a rumble (they are located at Anacostia Naval Station, about two miles away from the Pentagon). They sent some key people out to find out what was going on. It became a madhouse with people trying to tune in radios, find televisions and call people.

They had people at Arlington Cemetery doing a funeral in the section that overlooks the Pentagon. Those people actually watched the plane go into the Pentagon, saw the explosion and actually felt the heat.

They spent the morning making sure everybody was all right. Fortunately everyone attached to the guard was all accounted for.

Later that afternoon they got the call that the khaki would probably be called in as CACO's. They also heard that one of their shipmates (ET2 Moss), who had just transferred, was at the Pentagon. ETC Spurgeon called ET2 Moss' cell phone, the voicemail picked up and he left a message for him to call back. Later that evening they realized he hadn't returned anyone's calls. The khaki at Ceremonial Guard had already been identified as the initial response CACO's. They reported to Building 200 at the Washington Navy Yard to the CACO Command Center. They tried to identify the Navy personnel missing from the Pentagon.

Later in the evening ETC Spurgeon had been assigned a case. Because they had so few CACO's immediately it looked like everyone was going to get two cases. ET2 Moss' name came in and ETC Spurgeon asked if he could be the CACO for the Moss family and took away his other case. The CACO's were briefed that the missing people were in Duty Status Whereabouts Unknown. The Chaplains and the Command Representatives came in. About 1130 or 1200 they were sent out to their various families. He knocked on the door and when Mrs. Moss answered she said, "You're here to tell me he's dead". They told her ET2 Moss' status, read some information from some CACO talking points he had been given, and the chaplain consoled her. They told her he was still missing.

The hardest part was getting information. The Navy wouldn't put out any information unless it was 100% accurate. The Guard had about 5 or 6 khaki at that time and every one was assigned CACO duty. They had to work in whatever ceremonial commitments with CACO duties. At a minimum of daily they would be in touch with Barbara MacDonald's staff in Building 200 to get an update.

Whenever they needed support such as the Red Cross, Navy Relief, USO they would go to the Family Assistance Center that was set up at the Sheraton in Crystal City. This became a one stop-shopping place to go for the latest information and relief agencies.

ET2 Moss' status went from DUST 1 (Duty Status Whereabouts Unknown – there's no information about a member's whereabouts) to Missing (it is identified that the member is most likely in the area, and probably involved in the accident) prior to the 10 days and then back to DUST 1 and then again to Missing. These two statuses mostly affect pay. It was probably 18 Sep when he was declared Missing; this is when they found partial remains.

It was hard for Mrs. Moss to not be able to see her husband's body. They got his body back on 8 or 9 October and buried him on 10 October. Mrs. Moss wanted to be able to open the casket. The body was wrapped in a blanket and the uniform placed on it. ETC Spurgeon explained to Mrs. Moss the negative and positive aspects of viewing the remains. The funeral home set up the body in the viewing room and ETC Spurgeon accompanied her. Because he was in the Ceremonial Guard and had just transferred they had altered the uniform so he was buried as a Guardsman.

They had a hard time getting Arlington to agree to allow the Ceremonial Guard honor guard at the funeral. Because he was enlisted he didn't rate getting the troops. They tried to get Arlington to agree to allow him to have the troops since he was a guardsman, but were unsuccessful. Instead the entire guardsmen circled the gravesite in a U shape as a tribute.

The only personal effect recovered from him was a cloisonné emblem from the name badge of his old ship.

ET2 Moss was assigned at an attachment of the Navy Computer Telecommunications Station. He assisted with the video teleconferencing for the CNO's office. His office was on the C ring, lower level near the Navy Command Center.

The CACO procedures are being reviewed from the lessons learned from this experience. New procedures are being written to align the services.

Petty Officer Moss was the Guard. He was Navy District Washington's Sailor of the Year, which is unheard of for a Second Class. He could perform all the ceremonies and could answer any questions. He was ETC Spurgeon's LPO for Second and Fourth Divisions, over 140 people.

The week prior to 11 Sep ET2 Moss had taken the E-6 exam for the sixth time. ETC Spurgeon found out in October that he had been promoted to E-6. ETC Spurgeon is in the process of changing the headstone. People are unhappy with the way the Victim Compensation Fund is being handled. People that don't make a lot of money are going to be reimbursed for their minimal pay scale. The people who made a lot of money and planned ahead for large insurance

policies are having those insurance payouts deducted from the Fund compensation. Some think there should be a set amount for everyone.

Abstracted by:
CDR Carol O'Hagan
6 Mar 02

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Topics Discussed:

Q. (12:11) If you could just take us through that day, start in the morning for us and walk us through that day and how events unfolded for you that day.

A. Well, we were doing, a normal workday varies between Monday, Wednesday and Friday and Tuesdays and Thursday. On Tuesdays we'll have staff quarters in the morning. I think at that time we were doing staff quarters at eight and all hands quarters at 8:30 following staff quarters. And we've since changed that time. Staff quarters I believe had run over, we were going about 8:40, 8:45 by the time we had completed, there were some other jobs, some emerging items that had come up, and I think we were just beginning the all-hands quarters down below in the — we have a hall area that we do the all-hands quarters at. A couple of people had mentioned that the Towers had just gotten hit. So there was some concern about that. We were still trying to go on through the normal quarters routine.

Q. (13:18) Where are you physically located?

A. Over at Anacostia, sir, just north of Bolling AFB. What we were doing at that point were just continuing on with quarters and then at that point we heard a rumble, because we're only about two miles away from the Pentagon just straight across the river. We heard the rumble, or the shock wave, or whatever it was from the explosion and at that point everybody was concerned, obviously as to what was going on; where that loud explosion had come from. So we tried to maintain as many people there as possible and sent out some key people to investigate, find out what was going on. It became rather a madhouse. People were — that had already heard about the Twin Towers, now they have an explosion just across the river — people were trying to tune the radios in. Trying to find TVs, and calling everybody. Which was the hardest part, trying to get a hold of people to make sure, because a lot of people had family in New York. I knew a couple of people that worked at the Pentagon.

So it was pretty, pretty difficult to figure out whose family was OK, whose wasn't, and we just did a lot of, a lot of running around there for a while. We tried to get as many people together as possible to find out who was still there. Who was out, or who was possibly at the Pentagon.

At that time, I don't think we actually knew it was the Pentagon, but we knew it was in that area, and we had people in Arlington doing funerals at that time. There was a nine o'clock funeral that was going on, and they were in the section just right over here, that overlooks the Pentagon, now where they're doing all the, or have done all the burials. So they had the opportunity, I can't say it was an opportunity, but they were unfortunate enough to be close enough to where they could see the plane go in. They saw the explosion. They could even feel the heat from it. That was pretty difficult.

So we spent the good part of the morning trying to find everybody, make sure everybody was OK. Fortunately, people that were attached to the Yard, they were all accounted for. So we knew

where everybody was, and then later on that morning, or early afternoon the khaki got the call that we'd probably be called in as CACOs, and then it was mentioned that one of our shipmates who had just transferred was working at the Pentagon and because we knew that he was moving offices and had just arrived there and things like that we weren't sure what part of the Pentagon he was in. We weren't even sure what part of it was damaged by that time. So everybody once again was on the phone trying to call. It was very difficult getting through to anybody at that time.

So we were — I called his cell phone, this gentleman's cell phone, and his voice mail picked up. He didn't — obviously I left a message for him to call back, and did that on a number of occasions. I'm sure other people left him the same types of messages. It wasn't until probably later on that evening when we realized that he hasn't returned anybody's calls. Probably early evening time frame, and we had already identified by NDW (Navy District Washington) as the CACOs to primarily respond, initial response CACOs. There's no term for it, but "you need to get up here. You're the ones that are going to be selected."

I don't remember the exact timing but we all ended up over at NDW in what is now the CACO Command Center.

Q. (17:03) And that was in building 200?

A. Yes, at that time it was just a room in Building 200, and everybody was going through and they were trying to identify all the Navy personnel that were at the Pentagon. That was at the Pentagon and my purpose there was obviously A) to fill the CACO need, and B) the secondary purpose was to find out if my guy was over there. The guy, because he, the gentleman I keep referring to, PETTY OFFICER MOSS was, he had worked for the Guard. He had been there for

three years and had just transferred August 15th to go to the Pentagon. So I was looking for him to find out if his name was on the list. And, it was later on in the evening, I had been assigned a case. I forget the name. I apologize. I'd been assigned a case, but at that point because we were, we had very few CACOs, very few khaki available immediately like that, it was looking like each one of us was going to get two cases, that would be assigned this case, and then it came in. His name came in, unfortunately. And because I knew his family I asked them if I could be the CACO for that family. They did allow that and they went ahead, because they realized the scope of that particular CACO, they took the first case away from me and gave me his case. Ultimately it ended up where everybody only had one case, thank goodness.

I asked them if I could do his case. They did give it to me, and we were briefed on what the current status was. What their duty status was. That's unknown, and we got in all the Chaplains. We got in the Command Representatives from the individual commands that everybody was attached to, and probably about 11:30 or twelve o'clock we were sent out to make the initial notification.

Q. (129:02) Now had someone already called the family to let them know that you were coming?

A Well she had already called. I had already talked to her ahead of time because she knew— actually I'm not sure if I talked to her personally or not.

She knew that we were going to be coming out, but I don't. I didn't tell her, I didn't or whomever contacted her didn't tell her over the phone what our purpose was coming out. But she did know and, or she knew that we would be coming out at some point, once we found out some information. Then about 11:30, or midnight we ended up making it out to her house. Me,

the Command Rep which was COMMANDER KEN from NCTC or NCTS, and CHAPLAIN BENNETT, I believe was the Chaplain.

Q. (19:53) Where was this, what community? Northern Virginia, Montgomery?

A. She lives in Bellevue. Same complex I live in.

Q. (20:00) OK.

A. So it was you know a hop, skip and a jump across the river. Fifteen minutes later we were there. I knocked on the door and probably the worst experience in my life was when she opened the door and her first words are, “You’re here to tell me he’s dead.”

So. I explained to her what his status was. What his official status was. The Chaplain made every effort to console her, to comfort her, and we spent a good deal of time there. COMMANDER KEN was doing the same thing. We explained to her that until we know for sure, right now he’s still missing. We can hold out hopes for a recovery or—we didn’t go into any negative aspects of it, but we kept her holding out hope for recovery, because we didn’t know at that point. He could have been recovered.

Q. (20:53) What had you been told before you left? Had they told you that they’d stopped looking for people yet at the Pentagon, or had you been told anything before you left to go visit with her that night?

A. Nothing concrete, because there wasn’t any concrete, to my knowledge there wasn’t any concrete information that was known. Just the fact that he was on the muster for that particular

command, or that he was in a detachment over at the Pentagon, and that they weren't able to locate him. That's all we knew and we went over there and that's how we explained it to her.

Q. (21:29) Is there a written statement you were supposed to read to them?

A. We have CACO Talking Points that were given to us, and I briefed her per that and answered as much as I could any other questions that she had.

Q. (21:40) Have you ever done a CACO duty before at all?

A. It's funny you should mention that, sir. When I was on the *Tennessee*, for two of my four years there I was the CACO coordinator. So I knew all the requirements because I'd been initially trained, but over the two-year period we'd never had a case. So the initial training had kind of fallen by the wayside due to other commitments and because a case hadn't come up. I didn't get brushed up on it. So this is almost like brand new for me.

Q. (22:10) And this is PETTY OFFICER MOSS' wife?

A. Yes, [REDACTED].

Q. (22:12) Had you ever met her before with say -?

A. Several times, yes.

Q. (22:16) So she knew you and you knew her?

A. That's the primary reason why I asked to be the CACO on the case is because I didn't want a stranger coming to her house and telling her something negative.

Q. (22:26) When it could have been you, yeah.

A. I would hope somebody would do the same for me if I were in the situation.

Q. (22:32) OK. So you read her –

A. I gave her the information that was distributed. Tried to answer all the questions. Of course we were all glued to the TV trying to find out if there were any amplifying information. I don't think we stayed too long that night. We probably stayed about an hour, an hour and fifteen minutes or so, and she wanted to be alone so we left. Of course this is 1:30 in the morning, some time like that.

Q. (23:05) Did she have any other family or friends there, or just by herself.

A. There was her and her two kids.

Q. (23:14) OK.

Q. (Another) (23:15) How old were the children?

A. ██████████, their youngest son is █████ and ██████████ is a █████-year-old. So

Q. (23:22) Yes, O.K.

A. Yes, sir. Most of his family lives in Oklahoma, Sperry (phonetic) Oklahoma, and she didn't have any other family that could make the trip out so my wife and I became, we were already her friends, but some friends of hers STACY and JAMES JEFFREY and my wife and I became live-

in basically. We were there every night for the next, until, well until very recently. We'd cook her dinner, took her out, whatever needed to be done.

The hardest part was getting information. I mean the Navy has the policy and fully understandable that we're not going to put out any information until it's a hundred percent accurate, because you don't want to tell somebody they're alive and then turn up they're dead, or visa versa. So, and that was the hardest part, not being able to tell her what was going on. The information just wasn't available.

Q. (24:26) So you would have to call BARBARA MACDONALD's office everyday, or how did that work? How did the information flow when they'd give it to you?

A. We were essentially and this is one of the negative parts of it, the Guard had about five or six khaki at that time and everyone of them but one was assigned CACO duty, a family. So that detracted significantly from our ceremonial responsibilities and we were—of course they were limited at that point anyway, but we had to work in whatever ceremonial commitments we had with our CACO responsibilities, because obviously CACO responsibilities are number one, and always will be.

So we would, at a minimum daily, we would either meet over Building 200 or make contact with BARBARA or one of the staff over there to keep apprised of all the most recent events. More often we'd go in and get briefed, not necessarily at a set time, but you know at some point during the day you'd go over there. You'd talk to whomever's in charge, and get whatever the latest information is and then we'd go back to the family. I mean that became our fulltime job was to just help the family out as much as possible. We did that for quite a long time. I'm not even sure how long it was, because it's just all one long day, you know. It's hard to distinguish days from

weeks, from months at that point, because we were there all the time. We were either there or at the Building 200 or doing something.

Q. (26:10) Did you ever got over to the, I always forget what it's called, the Family –

A. The Family Assistance Center?

Q. (26:13) Yes.

A. Yes ma'am, regularly. We'd go over there for the briefings and anytime we'd need any support, Red Cross, Navy Relief, whatever. USO, whatever support was needed, we'd go over there. So I spent a great deal of time over there as well.

Q. (26:32) Did [REDACTED] ever go over there?

A. Yes ma'am, yes ma'am.

Q. (26:33) She did. So how did that work out? What are your thoughts about how that was set up over there? What worked well, and what maybe wasn't working so well over there?

A. I think actually all in all it was put together very well. With all the agencies that were involved pretty much it was a one-stop shopping place to go. You could go in and get the information on the latest about the Pentagon or if you needed relief of some sort agencies were there. The Sheraton just basically, they were remarkable on their contributions. I don't know if there was a full scout, "here take our facility" or what the logistics were behind it, but just offering the facility was outstanding and the use thereof was remarkable.

Q. (27:27) And the briefs with GENERAL VAN ALSTYNE, did [REDACTED] go to those?

A. She went to a few of them, not all of them. Once she determined that it was—the initial briefs were the most important, because that's when everything was changing the most. Then as the dwindled down to where it was just updating, minor updates and things like that, she started not going, not meeting daily.

Q. (27:51) When they took some of the families over to see the Pentagon, I think it was that first weekend? Did you go?

A. I think we went the following week.

Q. (27:57) The following?

A. We didn't go the first time, but I think we went the following Saturday after they'd started it. Another interesting day. We sat up there on the lift, or whatever it was and observed the Pentagon, and that was, that was a hard time for everybody involved.

Q. (28:22) At what point can you remember that his status changed from DUST 1 to, what came next?

A. It changed a couple of times. It went from DUST 1 to Missing and then back to DUST 1.

Q. (28:40) Now DUST 1, just for the purposes of the tape, could you go ahead and explain what the difference is between that and Missing?

A. Right. It's Duty Status Whereabouts Unknown. That means that there's no information as to where his location might be. When it becomes a Missing category. Missing means that we've

identified that he's mostly likely in the area and has been involved in the accident and we just haven't been able to locate him. Duty Status Whereabouts Unknown, he could be at the barber shop when it happened and you know just not be able to get in contact with the family or something.

It does a couple of things in the background where nobody knows about. I mean pays, change the way pays are receive and things like that. But for the family, for all intents and purposes for the family there's no great difference between the two.

Then, like I say it went from DUST 1 to Missing and I don't think we were entirely sure whether or not we should go to the Missing category or stay in DUST 1, because she can stay in DUST 1 up to ten days, before you have to either declare dead, or missing or recovered, or whatever. I think we, I can't remember exactly, but I think we exceeded the ten days. We went to Missing probably prior to the ten days and then back to DUST 1 and then ultimately it was Missing and then Presumed Dead and then Recovered. So it was, I think it was, I'm not sure what the date was. I think it was the 18th of September when he was declared missing. Maybe we didn't go over ten days. Trying to get my facts together on all this.

The 18th was when we were notified that he was found, I believe. Then, I had to make another notification to the family at that point.

Q. (30:42) So they found the remains on the 18th of September?

A. At least partial remains.

Q. (30:45) Partial remains.

A. That was another difficult part was not being able to, her not being able to see the body, to see her husband. Because there were a couple of cases where the body was in tact. The body could be viewed, but the majority of them obviously were not in tact or not viewable. That was the hardest part for her was not being able to see him.

It was a long time before we were able to get him back from Dover. We scheduled, he was buried on October 10th, so we got him back a day or so ahead of time, ahead of that.

On of the things that she requested and it was very hard, not hard to get through to, trying to get MASTER CHIEF BOND to agree to was to allow her to open the casket. He explained to me what the procedure was. How the, what the body was wrapped in, in a blanket. How the uniform was placed on it, which they did a remarkable job of, and I explained to [REDACTED] at that time that, what the ramifications of her viewing it is, and the negatively or the positive aspects of it, and she's a head strong woman. Very strong willed, which is what's helping her get through this and helping the kids out tremendously. She wanted to see so I agreed to let her, well not agreed, I couldn't stop her, but I agreed to help her out as much as possible. The funeral home - don't recall the name of the funeral home down in Alexandria, that received the body set it up in the viewing room. They did get a chance to go in there, and again another very trying time for her, for myself, for all the family that, or the military family that was with her. Opening, or having it opened and seeing his uniform on the remains. Very difficult time, because he was in the Ceremonial Guard and just got transferred, we did alter the uniform and we made it a Guardsman uniform, added the Guard belt and couple of other items. (Editors Note: the other items were white gloves, a tightly rolled Guardsman neckerchief and his Guardsman cover, which was signed by family and friends). She put in a couple of knick-knacks, a couple of BRIAN only type stuff. Set it up and ultimately buried on the 10th.

Q. (33:19) So he was buried as a Guardsman.

A. Absolutely. One of the things that we had difficulty with was getting Arlington to agree—there are certain requirements for decedents and military as far as what funeral honors they're allowed to have and not allowed to have, and because he was enlisted he was only allowed what's called a standard honors funeral, which they don't get any troops or anything like that. They get the casket bearers. They get the firing party, the bugler and all that, but they don't get the troops. So we were trying to, trying to convince Arlington to, because he was a Guardsman to allow him to have the troops, the commander troops and everything of that nature. Unfortunately, we weren't able to get that pulled off, so we ended up having all the Guardsman circle the graves site in forma- not a formation per se, but in a single row around, in a U-shape around the grave site. That's the best tribute that we could give him, and worked. I think it was a good honor for him to have received.

Q. (34:40) Did you have much contact with, on a day to day basis or was it just over certain particular issues, did you go through BARBARA MACDONALD or did you contact directly the people up at Dover?

A. Depending on what the issue was, there was a couple of times, like the uniform for instance, I wanted to make sure his medals were right. So I called in directly. The Disposition of Remains forms, we were briefed by BARBARA on what to do with them, but I called them up to get some amplifying information on it. The personal effects, we were told through BARBARA for the procedure for obtaining personal effects, and once again I called MASTER CHIEF BOND at that time to make sure, make sure they were looking in every box, looking in every location to find

out if there — because she was missing his wedding ring — she wanted that the worse thing of all and unfortunately we weren't able to obtain it, because of the heat I'm sure. The only thing that was recovered was a clossinet (phonetic), the little dime that goes on the name badge, from his old ship the *USS Alabama* before he got to the Guard. I don't know why he had that on him, but it was in his pocket or something and they were able to recover that. So that I received from them and gave to [REDACTED].

Q. (36:03) Was he working in the Command Center or was he working in another command there within the Pentagon.

A. He was assigned at one of the detachments for NCT, or NTCS.

Q. (36:14) Which is for the purpose of the tape, the acronym?

A. Oh, I'm sorry, Navy Computer Telecommunications Station (NCTS). It's the main unit, or the main command is over at the Navy Yard, but they have two detachments over at the Pentagon. His purpose over there was to assist in the video teleconferencing for the CNO's office. So I'm almost certain he would have been in the Command Center, but like I say they were moving offices at the time and a week before they were on another wing entirely and they were just started moving into this office. I think it was on the C ring, lower level. So that would have been the Command Center level I believe. I think that's where it is. He would have been in here.

Q. (37:00) OK, here's the center courtyard. Here's the E ring.

A. Oh, I'm sorry.

Q. (37:04) Here's like where the helo pad is.

A. I was going by A-B, OK, so, yeah, he would have been in the Command Center.

Q. (37:12) Which is right around there.

A. Right.

Q. (37:18) What things worked the best in all this for you? What was the most helpful as a CACO?

A. Constant updates, briefs, just asking questions. Like this is unlike any other event. I mean the *Cole* was a great starting point for us, learning how to handle mass casualties like this, and BARBARA did a wonderful job with that as well. Unfortunately been doing my job all this required to bury some shipmates from that experience as well.

Just having that knowledge from the previous stuff, from the *Cole* and BARBARA being able to utilize that knowledge to ask the right questions, to talk to the right people. We had a lot of interaction with BUPERS with SANDY DUBOIS (phonetic) at BUPERS. She's the head of the casualty branch there. Just the flow of information is the biggest thing in any casualty or any emergency and there were times where we faltered, or the flow didn't make it up or didn't make it back down. But when it worked it worked well. That was the big thing. It was just get the information out to the people. The families were sitting on pins and needles wanting to know certain things. And that was the hardest part was to get the information to them. I could speculate all day long, but without concrete information it was just futile; very frustrating.

Q. (38:54) Is there anything you wish you could have changed that would have made thing easier?

A. Well, we're learning a lot from this as well as from the *Cole*. Our procedures are being reviewed and most likely will be adapted, I think by the other services is what I'm understanding. At least have all services doing the same thing. As long as we continue the process with that review and make sure that these procedures are put into place in a final format, an Instruction of Policy and make sure that current CACOs are trained, because this may or may not be the last time this happens. We don't know.

Q. (39:40) Can you give a specific example of what's different between the services that they're trying to standardize?

A. Specifically I don't think I'd be able to. I'd only be guessing, but I, all I've heard was that there were some differences. Probably the way that the families were attended to. I don't know that their Casualty Officers handle, were given the same direction our Casualty Officers were. So specifically, I apologize, but I can't give you any details.

Q. (40:15) How did you get through all of this in not only were you the CACO, but you were a friend? What got you through?

A. I don't know that I'm fully through yet. But what has gotten me to this point? My family, I don't have any kids, but my wife has been outstanding. She's just like [REDACTED] is. She's stubborn. She's strong willed, and having her to talk to when I wasn't with [REDACTED] or when we weren't with [REDACTED]. She was a friend of BRIAN's as well, and being able to talk through it. Being able to express to her my speculations, my thoughts about what might happen or what has happened and things of that nature. Things that I couldn't necessarily tell [REDACTED]. That helped out, because I didn't want to, if I didn't have the opportunity to tell her about it

then I probably would have repressed some emotion about knowing I can tell her this much, but I so want to tell her what I think has happened. What *this* has happened. What *that* has happened. I could go home to my wife, or take her home with me from ██████████'s and you know this probably is this scenario, or this might have happened, or so on and so forth, without having to worry about infringing on or telling ██████████ an inaccuracy.

Q. (41:443) Did they provide, now I don't know if it would have been the SPRINT Team, but did they provide psychologists to the CACOs, or, I know they had Chaplains, but did they provide any other counseling to you know, have someone additional to talk to?

A. We had, at a couple of the briefings and at the JFAC over at the Sheraton and then at least one briefing over at Building 200, they did have a psychologist come in and his purpose was to make sure that we were taking care of ourselves. But we didn't get any one-on-one counseling other than they did make it available to us. I chose not to utilize it and I'm not sure of anybody else that did actually utilize it. But you know they went through a whole process of, a step-by-step method of how to take care of yourself you know. To eat right, to sleep right as much as you could, and so the resources were there. We had the opportunity to utilize them if you so desired.

Q. (42:50) Just the dynamics of the family, did you ever have to also deal with PETTY OFFICER MOSS' family in any official or unofficial capacity like his family from -?

A. His immediate family?

Q. (43:02) Yes.

A. There was a secondary CACO assigned to his family in Oklahoma and we were in contact with each other regularly making arrangements to come in for the—because of the burial being on the tenth and the memorial being on the eleventh and the DoD offering to pay their transportation and everything for the family members, we were able to work it out between the other CACO and myself that the DoD would cover both expenses for them coming in a day early to go to the funeral and then stay for the memorial, and then subsequently go on back to Oklahoma.

I didn't have any initial contact with them other than the secondary CACO, prior to them arriving here. But we did have an opportunity to meet at the Sheraton. I spoke to them briefly about what we were doing, and then we saw them again at the funeral, and we had a reception following the funeral at Bellevue. They have a big community center there and we had all the family members there, and got a chance to interact with them there as well.

The secondary CACO did a wonderful job. There was two of them actually that did a wonderful job of keeping the occup – not necessarily keeping them occupied. I don't want to put it in a negative way, but making sure that they weren't dwelling on things, and making sure that there wasn't anything that they needed. Making sure that when they needed to get somewhere, they got to wherever they needed to go. And then we did the memorial on the 11th and then they subsequently left.

Q. (44:43) And these were CACOs from the home state?

A. Right. They were from there.

Q. (44:48) And they were with the family out there?

A. Right, and they're still with them and in our conversations on the phone just like I had become a part of of [REDACTED]'s family, they were initially and have been since a part of his Mom's family, his Mom and Dad's family.

Q. (45:04) Do you remember their names?

A. CHIEF JASPER is the primary CACO, and I can't remember the First Classes name, unfortunately. It's an interesting name. That's probably why I can't remember it. I mean it was an odd name. I should be able to remember it, but unfortunately I don't remember his name.

(Editors Note: It was Petty Officer First Class Kenneth Rust)

Q. (45:25) The unique relationship to the, OFFICER MOSS, the enlisted Guard, I imagine being there for so long, he was in a more supervisory and role model position.

A. By all means, PETTY OFFICER MOSS was the Guard, and that's the way everybody viewed him. He had been there you know three years. He was, as a Second Class he was NDW's Sailor of the Year which is almost unheard of for a Second Class to make it to that level. Probably the only reason that he didn't make, didn't continue in the evolution is because he was Second Class. But he, you know, he was the embodiment of the Guard. There wasn't a question that you couldn't ask him, that he didn't know about. Wasn't a ceremony that he couldn't perform. He was, when I first got there, because the demand was so, because we were so in demand, he, I was placed in charge of Second Division and Fourth Division, which was, at any given time could be up to a hundred and forty people. He was the LPO of both divisions for me. Prior to me getting there he had already been assigned First Divisions LPO and in the absence of their Chief, he formed up their duties. So First and Second Division are the ceremonial units of the Guard. So he

knew the intricacies of each of the platoons. There's four platoons, four specialties there. First Division has the casket bearers and firing party. Him being in charge of them got him some in-depth knowledge of their performance. Their working relationship with the Guard. Then when he was transferred over to Second Division, Drill Team and Colors, he you know excelled there as well. Then ultimately, when he was transferred over to Second Division, he took over Second Division and Fourth Division as the LPO. Then I came in and he was my LPO for the training atmosphere which is Fourth Division, and then also in charge of Second Division which is Colors and Drill Team. So, I mean he did it all. There wasn't anything he didn't do.

Q. (47:33) How did your young sailors react and cope with — these are young people maybe within a year out of high school all of a sudden being thrown into this kind of a trauma with somebody they knew.

A. The emotions ran the gamut. I mean they went from people who wanted to play the hard guy who could handle anything down to the crying, the needing counseling. Things like that. I mean it was you name it. Every range of emotion was covered there. We had one of the Chaplains, CHAPLAIN BROWN, LOUIS BROWN works in relation to the Guard and us, or he works for the Chaplain's office and for NDW, but he is intrically involved with the Guard as well. I mean he comes over for Quarters every morning, because their buildings are right next to each other and he offered his services up, especially for the people who were in Arlington when the crash occurred. The ones that felt the heat. He offered his services to them and any other Guardsmen. I don't know how many utilized his services or any other Chaplain or counselors services, but I'm sure there were a few, if not many.

It began, for two months after the attack, I was essentially gone. I mean I was always either at the Pentagon, or at the Sheraton, Building 200 or at ██████████'s house. So I'd come into the Guard every now and then just to make sure everything was still running OK.

Q. (49:11) Is ██████████ planning on staying in the area, or -?

A. As a matter of fact she is. We had her extended in housing while she's, she's building a house down in Dumfries because she has a, she works over at Defense Strike Reduction Agency. She's a contractor over there and she's got her kids in a good school and they have been since before the attack. She didn't want to pull them out and go off somewhere else. She doesn't have any real family that she would need to go home to. So she's content with staying here and in order to fulfill that need, she went ahead and started building her house down in Dumfries and is going to keep the kids in school here.

Q. (49:50) How long does the Navy allow her to, will they allow her to stay around then?

A. It's six months, normally.

Q. (49:54) Six months.

A. But we've extended her through July at least, because that's when the expected completion date is of her house. Bellevue housing and NDW housing offices are very receptive to requests of that nature. I mean, there was almost, I mean nobody's been told no, yet. So, I mean if she needed to get extended a couple of months due to weather or whatever in the building process, they would have no problem I'm sure.

Q. (50:17) That's wonderful. Do you have any questions? (speaking to other interviewers) Do you have anything we haven't asked you about that you would like to add? (Speaking to Spurgeon.)

A. The only other thing is that he was a Second Class when he was transferred over to the Pentagon, and had been taking the First Class exam for quite some time. The week prior he had taken the E-6 exam for probably his sixth or eighth time and I got in contact with the CNO in Pensacola and about a month later after they graded all of the tests found out that he had made First Class. So we're still in the process of trying to get the headstone changed. They had approved the headstone being changed to ET1 SS instead of ET2, because initially they had it just as ET2 with no designation and I went out there for a funeral the other day, I tend to go out there and stop out there, because I'm out there all the time. Stopped by there and they'd finally put it up and it had ET2 on it unfortunately, so I'm still trying to get that changed. See if that will work. But they had the SS on there. They had part of the change correct.

(everyone chuckles)

Q. (51:37) Will that also change her allowances?

A. Well, that's another thing we're doing, with the Victim's Compensation Fund, because of the, it being geared toward the pay scale of the individual, we're trying to say he would have made First Class. He would have been making this much money. He'd been in twelve years. I know he would have stayed in for a career, because he was Navy all the way. With his record being the "Sailor of the Year," being the impeccable sailor that he was, I'm sure that he would have probably picked up Chief either right away or maybe second time. So we're still going down that

avenue. I have a meeting next month, first week of next month for the victim's compensation fund, so. That's a sore subject with a lot the military, the way that fund's being handled.

Q. (52:35) In what manner, any -?

A. I don't think on either end of the spectrum the people who make a lot of money or the people who don't make a lot of money, I don't think either one are really happy because the people who don't make a lot of month are going to be reimbursed for whatever their payscale was which will be minimal. The people that do make a lot of money were smart enough or planned ahead enough to have the large insurance policies and to have things of that nature you know, for their families if something would happen, and since all that's being deducted, that's money that they're not going to get either. So nobody's really – they're getting money. They're getting money that they wouldn't have gotten before, but what I see and what I've been told by several other people is that what should have happened is a set amount, period, for everybody, without regard to income or insurance policies, or benefits and just say, "This is what every family gets." I think we probably would have minimized a lot of the outrage, the anger that was portrayed because of the way it's been handled.

Q. (53:45) Just sort of like divide it equally?

A. Yes, that's the way I could have seen to have handled it, because with all the provisions, all the exclusions, all the this, all the that, it just makes it very difficult for a person to – even though they may be getting justifiably reimbursed, because they go through this enormous process. You know if you're in this payscale and you have these deductions, people just think that, you know

their mindset is “Why do we have to go through all this? Am I getting cheated out of something I should have gotten,” you know. So.

Q. (54:23) Especially falling on such a catastrophe.

A. Absolutely.

Q. (54:35) Yeah, just one added burden.

A. Yeah, so I’m constantly in contact with [REDACTED] about not only that, about we’re still trying to get the autopsy report, trying to get the headstone changed, couple of other minor things. So I talk to her you know, at least two or three times a week about these. We just had dinner over at her house Sunday. So we’re still – I’ll be CACO until I leave and I have no problem with that. Not ‘til I leave, ‘until I leave the Navy.

Q. (55:00) Sort of CACO for life?

A. Absolutely and I have no problem with that you know. We’re going to be friends for life so why not help her out?

Q. (55:10) Anything else you want to add?

A. Not that I can think of. Anything, sir.

Q. (55:14) No, I’ve covered everything I could think of.

Q. (another) Thank you very much.

A. You’re quite welcome.

Transcribed by:
Ethel Geary
July 27, 2002