

Pentagon Attack

Interview with Michael Dooley
December 5, 2001

Putney: This is an oral history interview with Michael Dooley from the Pentagon locksmith shop. We are in the Pentagon, room 1B 256, and it is December 5, 2001.

[The interviewer is Diane T. Putney, OSD Historical Office.]

Would you briefly describe your key responsibilities here in this shop?

Dooley: On a normal basis, we provide security services to the Office of the Secretary of Defense's offices located here within the Building and in numerous locations outside, as in Crystal City and Rosslyn. We do all safe work, combination lock works on doors, and key work for the offices within the Building.

Putney: Had this office been involved with any kind of activity to protect the Building against any kind of threat in the last few months? Are you involved in any preparations to make the Building more secure against some kind of specific threat?

Dooley: My primary responsibility for the renovation side has been insuring that all the locking devices going on the doors meet security requirements and also ADA requirements for the Handicapped and Disabilities Act. We do all the combination lock work for the renovated areas.

Putney: You were here on September 11th. Would you describe what you were doing that morning and how you learned of the attack against the Pentagon?

Dooley: We were supposed to go up to the renovated area and service some locks for the final tenant move-ins. One of our personnel had to put some lock cores in the

doors and couldn't locate the rooms. That morning I was down here packing up a service cart with a bunch of locks and equipment to go over to do the final installation of the lock work. For some strange reason we had the TV on in the office.

Putney: You were ready to go over to Wedge 1, the renovated area, which was where the plane hit?

Dooley: Yes.

Putney: But you were delayed.

Dooley: We had CNN on that day and saw that a plane had hit the Towers, and we were watching the news. As we were getting ready to walk out the door to go over to Wedge 1, the plane hit and shook the office badly. It almost took our back doors off, because the airflow coming down the A&E drive is on our back doors.

Putney: Can you describe how close you are to the A&E drive? That drive played an important part in the impact site as an evacuation route for some of the people in the area.

Dooley: A&E drive is right outside our back doors. We are approximately about a Corridor over from where the plane hit, around the corner from it.

Putney: You knew something happened just because of the impact just here in your office space? The force of the air coming down the A&E drive.

Dooley: Yes. We had plaster falling from the ceiling, and the doors were shaking badly. I opened the doors to see what was going on and saw the smoke coming around the corner and a mass of people running down the A&E drive to escape from the entrance of the A&E drive into South Parking. Once we realized what was happening I told everyone in the office that a plane had hit the Building.

Putney: Did you surmise that?

Dooley: I was watching the news and someone said they were missing other planes, and they feared they were headed our way, toward the D.C. area. When we saw the smoke, it didn't take much to figure out what had happened. And, of course, the people coming out of the A&E drive were yelling that a plane had hit the Building.

Putney: So people were running right outside your back door, just a little beyond that, because of the exit way?

Dooley: You go out our back doors and turn left, and that is the main entrance into the A&E drive from South Parking.

Putney: People would know that and they would want to get as far away as possible and they knew it led to the whole open space in South Parking.

Dooley: Correct. When I went out to the A&E drive there was a DPS officer stopping people from going into the center courtyard, so there was only that one way to get to South Parking, through the A&E drive to the entrance.

Putney: About how many people and were they orderly or panicky?

Dooley: It was very orderly. They knew it was an emergency, but there was no hysteria. To my knowledge no one got hurt trying to get out.

Putney: Where would they be coming from, do you suspect?

Dooley: On this diagram, here's the entrance to the A&E drive, between 1 and 2.

Putney: Would you locate your office?

Dooley: On the A&E drive, right by Corridor 2. They would be coming from the newly renovated area, the section on the right hand side of the Building, as you are looking to the Building. They could still evacuate from the crash area down the A&E drive and out

into South Parking. The personnel in the A through E rings on the second, third, fourth, and fifth levels of the Pentagon, because the stairwells also led out into this area.

Putney: So people perhaps between Corridors 2 and 3 were streaming down into the A&E drive also, going by your door. Then what happened?

Dooley: Once I saw the people leaving, I told everyone in my office that they had to get out because a plane had hit the Building. Knowing there were other offices across the hall from us, Army Graphics and the Army locksmith, I went over and told them to evacuate immediately. There were about ten people there. They left, also. I went to make sure that the Army locksmith wasn't in his office, and he wasn't, and at that point I made sure our office was empty and went out the A&E drive with everyone else.

Putney: You went on to South Parking. Could you see anything once you were out there?

Dooley: It was unreal. The smoke was billowing out of the side of the Building. There were thousands of people out in South Parking—fire departments, police cars, ATF, everyone was responding and going to locations.

Putney: You saw the black smoke?

Dooley: Yes, and the smell of the jet fuel was unbelievable. You could smell the fuel in the air. We stood out there for a while.

Putney: Were all of the people from this office still here, so you knew everyone was accounted for?

Dooley: The only one not accounted for was the Air Force locksmith. He was in the area down around the corner from the crash site. He was in Wedge 1 doing some lock work. When the plane hit the Building, he left his tools and evacuated the area.

Putney: When did you find out that he was okay?

Dooley: Probably about 7:00 - 8:00 that night. The phone systems were dead, no one could get through, it was very hard to communicate. The phone lines were jammed. The only way I could notify my family was through a friend who contacted his family, and they contacted mine.

Putney: Did you hear about another plane on the way?

Dooley: We were told that. We could hear planes in the area, and there was a fear for a while that that was happening. We were advised of that.

Putney: Were you near the Building in South Parking or did you move towards I-395?

Dooley: When we exited the Building we went across the parking lot toward I-395, the perimeter fence between the Pentagon and I-395. We stood there for a few minutes but realized it was not a good spot because of the mass of people. So a couple of us went over to Eads Street to set up shop and assist from that area. We made notifications to families and stayed there until about 11:00 that night. We answered phones, and did what we could to help.

Putney: Did you come back the next day?

Dooley: We came back in, went out to the A&E drive and up on the roof were firefighters knocking holes in the roof fighting the fire. We were working about 200 yards away, and could still smell the jet fuel and smoke. We started working to secure what areas we could that were opened up during the initial evacuation by the fire department and other agencies. We tried to secure rooms.

Putney: When they opened them up they knocked the doors off or they were jarred open?

Dooley: Either knock the doors off or knock holes in the walls. We started trying to repair what we could. They moved a lot of people out of the Building to temporary spaces, and we went to those spaces to secure them for their particular needs.

Putney: Was your phone ringing off the hook the next day?

Dooley: It was pretty quiet, but we were busy. We had our taskings to do, and people were very patient. Everyone was shocked, amazed, and stunned, but they were patient and allowed us to do what we needed to do as fast as we could.

Putney: Did you notice that not everyone came back the next day?

Dooley: The Building was very vacant that day, either because people couldn't get in or didn't want to respond. At that point, South Parking was still closed down. If you had a vehicle in South Parking, you couldn't get it out. If you made it home the day before you might not have had transportation to get back the next day. That was a big issue. It stayed closed for several days. We kept working, and also got in touch with the External Security Branch and started helping them relocate people outside the Building.

Putney: When you say "External Security"...

Dooley: It's another office under DPS. They take an established building, for example, Crystal Gateway One, and take over some offices in the building, making that an external building to the Pentagon. That branch handles all the security problems for that building. They go in and establish perimeter security under our control. They establish alarm systems and whatever specific products they need for that area. We assisted that office, because they only had one locksmith.

Putney: Where was the building you were working on?

Dooley: I only know it as MC2 and MC3, in Crystal City, across from Presidential Towers. I think it had just recently been vacated by the Navy and was being turned back over to GSA to give back to the owner. At that point they stopped the proceedings and started moving people back into the building immediately. That meant they had to bring in an influx of telephone people, computers support, it was a madhouse. We didn't actually get involved in that Building until Sunday. We worked about 20 hours that day securing rooms and getting ready for people to move in.

Putney: Do you install the cipher locks?

Dooley: Yes. We do the cipher locks, the key locks, and the CDXO8s, which is a combination lock required for classified areas. We do electric strikes so that you can sit at your desk and push a button to open the doors. We do doorbells, also.

Putney: They figure you are there, you might as well do it all.

Dooley: We got the buildings situated so that their locksmith could take over. Then we came back to the Pentagon to secure the doors standing on the perimeter side of the crash site. The stairwell doors. The hallways were blocked off initially for the construction. We had doors in them. Once people moved in, we deactivated the locks. Now we had to go back and reactivate the locks to keep people from going into the crash site. On the other side, towards the 6th Corridor, they didn't have a perimeter wall, so they brought in a contractor to put up plywood to secure that side. So all we had to worry about was on the 2nd Corridor side, the stairwells and hallway doors. We secured those. Then I went to the incinerator and started opening up security containers that were involved in the blast.

Putney: Someone called you and said they had safes to open?

Dooley: I knew there were safes in the area. Knowing the capabilities of the other lockshops here in the Building, our shop is the most equipped to service a large number of containers and office safes. We know office safes pretty well, and we have the manpower and equipment to open them most of the time. So once they told me they were at the incinerator with the safes, DPS had the responsibility to safeguard the material, it made sense that one of us should go over there and start opening safes. It was a team effort. We went over there, and the safes were burned and mangled.

Putney: How many were there?

Dooley: Initially there were about 80; eventually there were over 300.

Putney: About what day was this?

Dooley: Probably around the 20th, maybe sooner. Certain agencies wanted access to the material faster, but the safes were so badly burned you couldn't tell where they came from. The fire was so hot that the dials, handles, and everything were melted off the front of them. They were just big pieces of metal. We started opening them, and the fire damage on them was unique. In some of the containers, because 90 percent of our containers are not fire-rated, the material was burned down to a fine ash. In others the paper was only singed around the edges, because the paper was so tightly packed into the safe there wasn't enough oxygen inside to make it burn. Some that we opened had computers in them that were not melted. It depended, I guess, on where the fuel was and what was burning around them to help generate heat.

Putney: Safes filled with nothing but ash had handles and paint burned off, and the dial was melted away?

Dooley: All you could see was two screws.

Putney: How do you open a safe like that?

Dooley: Normally we would drill into the lock and deactivate it, but since the dial was missing, we couldn't do that. I have a special saw that cuts the locking bolts off, and the drawer could then be pulled out. We found, after I did about 20 of them, that the fire had gotten so hot that it had burned off the grease and plastic holes for the ball bearings and tracks were all melted away, so the drawers were stuck in place. I could deactivate the locking mechanisms, but couldn't get the drawers out, the suspensions were messed up. Another problem was that the safes were distorted and bent, and the suspensions wouldn't work. So I contacted the local fire department and told them we needed to spread them open. If I could spread open the outer shell of the container we could open the drawers that way. We had a local fire department from Arlington come out and they put the Jaws of Life onto the container, and we spread it open.

Putney: Did you know they had the Jaws of Life?

Dooley: Yes, this was the emergency rescue fire truck.

Putney: Would you describe what that looks like and what it is ordinarily used for?

Dooley: It looks like a big pair of scissors. The tips can go into an opening of about one-half inch. They are about three feet long, and the one I used had an opening spread of 36 inches. They have roughly 17,000 pounds spreading force, and are operated off of a hydraulic pump. We used a gas-operated one and also a small electrical one that works off 110 power. It is normally used by the fire departments at accident scenes to remove people from cars. We ended up getting two sets, a large one and a small one.

Putney: Do you mean that Arlington came out with those?

Dooley: They let us use one for one day. At that point I asked them where we could get some. We intended to rent a pair, but it's a specialized item, and nobody rents them. They gave me an address of a local distributor down in Gainesville, Virginia. I contacted that company, and they gave me a price quote and had them on the truck ready to deliver. I contacted Darryl Richardson, who was in charge of the site incinerator, and asked him to do the paperwork and buy them. He contacted the purchasing office, and they bought them for us.

Putney: Did the equipment come quickly?

Dooley: Yes. Once the individual found out we were in fact ordering them, he got his authorization from the budget office and personally brought them out to me, taught me how to operate them, and loaned me an extra hydraulic pump so I could use two pieces of the Jaws of Life instead of one at a time, switching back and forth. At one point we broke a the tips off one pair, and the company quickly responded and put a brand new set on at no cost to the government and honored the warranty very well.

Putney: Where do you insert the two pieces to break the safe open?

Dooley: The safes are either two-drawer or five-drawer configuration. On the five-drawer if we peeled off the front skin of the third drawer down, we took a specialized pry-bar like a screw driver and insert it between the drawer head and the side triangle, to give me about a half-inch gap on both sides. I slide the Jaws of Life in and open it up about six inches on each side of the drawer head.

Putney: I'm looking at a vertical safe—you are just pulling apart the two sides?

Dooley: I'm spreading the sides out so that it is now more of an oval than a rectangle. As long as the safe wasn't crushed, twisted or mangled, that technique worked really

good, because we could just slide the drawers straight out. If they were damaged by concrete falling or by the impact of the aircraft or whatever, it became a big challenge because we would have to spread it and make it open. But the equipment we got worked perfectly.

Putney: Was this the first time you had used the Jaws of Life on safes?

Dooley: Yes.

Putney: You came up with this idea to save your own back, because you were desperate to do something?

Dooley: Yes, we were. We tried to use crowbars to pry the drawers out but not only was the grease gone and the bearings not moving, but they were also rusted shut. They rusted really fast. So we fought the battle of rust on the tracks, because it just would not move. Without the Jaws of Life, I don't think we could have gotten them all open.

Putney: What percent of the material in the safes is incinerated versus the material that could be preserved?

Dooley: There were two phases in the recovery of the material. One was the recovery from the impact zone, the ones burned beyond recognition. Of those burned, I would say about 50 percent; you could make bits and pieces out of the other, and of that, about 50 percent was still usable. Of the 50 percent of the usable about 25 percent was totally undamaged. The second phase came in after they cleared up the initial site and moved the cranes to remove the sides of the Building that were unstable. At that point we could not go in and move the safes out because the engineer feared the Building was too unstable to slide the safes out. A safe weighs roughly 380 pounds up

to 1200 pounds empty, depending on the type of safe, how many drawers it has, and the manufacturer. When you add the classified material they weigh several thousand pounds each. He was afraid that the vibration from the forklifts and the people moving around would cause more damage to the Building and be an unsafe environment. The contractor they brought in to demolish the unstable part of the Building using a crane to chip away at the Building. He went in, grabbed the safes, pulled them out, and set them down, sometimes not too gently. They would drop the safes anywhere from the fifth floor down to the first floor to the ground, and another crane would pick them up. By that time the safes had sustained an unbelievable amount of damage. They were twisted, crushed, mangled, and without the Jaws of Life we would never have gotten them open.

Putney: Sometimes the crane could actually pick up a safe and lower it to the ground, but sometimes just dropped it?

Dooley: If it was in an area where they were jack-hammering, and the floor gave out, it would fall through.

Putney: Something else came along and picked them up?

Dooley: Another crane would come by and pick it up and take it to a pile. Another crane from that location would take it, and the DPS people would sort through the pile. If they could identify a security container or safe, they would take custody of it, put it inside a box-car type truck, and take anywhere from one to seven or eight safes at a time to the incinerator, escorted by two guards.

Putney: What is the reason for that work being done at the incinerator?

Dooley: We needed a secured and controlled environment, where we had room to work. At the incinerator they had some open spaces, and we were able to move them indoors. Therefore, it was a protected area and had a vault inside where the loose material could be locked up met DIA standards. The area was under DPS control.

Putney: Some of the safes in the direct impact area were opened up. Could you describe what the paper looked like?

Dooley: If it was burned to ash, it was light in color. If it was just burned, the paper was black and very fragile. We could read the ink imprint, but when we touched it, it just crumbled away.

Putney: So you opened safes that might have had five drawers of just ash or fragile papers that crumbled to the touch?

Dooley: Correct. And we couldn't tell who owned the material because it was ruined. Normally, inside safes we have a Standard Form 702, a custodial log for the container. If the recovered safes had those forms, we could notify the agency and branch. We had no idea who owned the others.

Putney: While you were out there working did you notice anyone taking photos?

Dooley: The DPS sent out investigators, and they took some photographs, just for historical purposes.

Putney: We are looking for documents and photos as well as oral accounts. It is one way to understand the horror of what happened. We are interviewing the DPS people.

Dooley: The point of contact for that is Darryl Richardson. He was in charge of all that at the incinerator

Putney: Over three hundred had to be opened.

Dooley: Yes. I was rather sore. The large unit of the Jaws of Life weighs 52 pounds. The small one weighs 32 pounds. It's hooked up to a hydraulic cable. The hose is approximately 20 feet long. It gets heavy after about four hours.

Putney: How long did you work on that?

Dooley: I went every day for a minimum of six to eight hours a day for about three weeks.

Putney: Who else was with you, just to open them?

Dooley: Mr. John Bukowski, a contractor to our office. He actually started this shop, and ran it for many years. He was there assisting me. We didn't go and open safes without someone to assist, just for safety reasons. A single drawer full of classified material can weigh over 100 pounds. As I would spread the safe open to free the drawer from its suspension, he would remove the drawer or keep it from falling while I was working.

Putney: Do you have to move the safes from one area to another to work on them?

Dooley: Sometimes the safes were lying down, having been dropped off upside down. The people at the incinerator moved the safes around for us. Luckily they had a front-end loader and forklifts. That's why it was a good location for us. We had all the heavy equipment, a safe and secure working environment, a controlled environment, and a large area to work in. If I had had to work in a confined space it would not have worked out. Occasionally John and I would have to move one around to get into it. When we first got there, some of the safes were still smoking, approximately a week after the incident. Those were still on fire. I opened several up that then erupted into flames. That was rather unique!

Putney: Did you have a fire extinguisher?

Dooley: We had fire extinguishers, and they had water hoses.

Putney: Did you actually have to use them?

Dooley: Yes. I ran across ten to twenty of them that had to be put out after we opened them up!

Putney: Safes used to be certified for fires, but now the newer safes are not meant to be fireproof. What does fireproof mean?

Dooley: A fire rating basically means that they can withstand a certain fire temperature rating for a specific time, like one hour or one-half hour, and not have damaged documents. But the fire safes are super, super heavy. The safes that weigh approximately 1200 pounds empty are the fire rated safes. Those are primarily run by Diebold, an old safe manufacturer. We haven't bought those safes in about 20 years. The company doesn't make the secure container any more. They are super heavy. It becomes a problem in the Building, especially in the outside buildings, as in Rosslyn, because of the weight load and distribution of the safes. That's probably why the government went for non-fire rated safes. And, in my opinion, if something does happen and the material does get destroyed, you have actually safeguarded the material because you don't have access to it. Cost was a major factor also.

Putney: Here in the locksmith shop, you don't "crack" safes, manipulate them, to open them.

Dooley: No. They have government rated locks. The turn lock is the XO8 lock, before that was the XO7, and before that they were locks made by Sergeant Greenleaf and Mosler products. The last two were strictly mechanical. They have group 1 locks,

which means that they cannot be manipulated. There are devices built into the locks preventing them from being manipulated. The techniques used to manipulate don't apply. The group 2 lock, used by commercial firms, can be manipulated, because they don't have those parts inside of them. The X08 and X07 electronic mechanical locks, which can't be manipulated. It is electronic because when you are dialing it, it's providing power to a built-in generator to a built-in processor inside the lock. Once you dial the proper combination into the lock it sends an electronic pulse to the [?] motor, which then turns. Once it turns over a certain position, at that point it becomes a mechanical lock, and you can open it with the lock then. With the microprocessor you can't manipulate it because it is a micro-processor, there is no physical means to open it.

Putney: When you are called to open a safe under normal circumstances, if someone forgets the combination or something, you physically do something to pry it open.

Dooley: The only way to get into the safe is to remove the dial. I had a special template designed that I screw on to the front of the safe. There are several locations where I can drill into the lock case to defeat the locking mechanism within the lock body. At that point we can open the safe.

Putney: You didn't meet up with many safes that you could work that function on.

Dooley: I couldn't do it on any of the safes that came out of the crash site, because the fire had distorted the tracks on them. If I drilled into the lock case I still couldn't slide the drawer out. In phase two, when they went in with the crane, the crane mangled the safes so badly that I had to rip them wide open to get them open. There are relockers inside the locks, and once the safe reaches a certain temperature, the solder melts and

the lock is totally deactivated. The only way then to get into it is to deactivate the locking bolts in the drawer head.

Putney: Did you anticipate having to do that on September 11?

Dooley: My own vanity wanted me to do it. I enjoy doing the lock work. I enjoy doing the safes. I enjoy my job very much.

Putney: You enjoyed opening the safes better than installing locks?

Dooley: It was fun, but after about safe 150, it stopped being so much fun. We wanted to do it just because we knew we could. I have the manpower and resources to do it. The other shops in the Building are not as well equipped as we are. I didn't think it was going to be as bad as it was. I initially thought I could just cut the locking bolts with the circular heavy metal cutting saw and just slide them out. But by day two I realized that wasn't going to happen. That's when we went to another plan.

Putney: Snake called that the "chop saw?"

Dooley: It's a circular cutting saw that you bolt onto the front of the safe and cut a 10 inch gash in two spots of the drawer head, approximately two inches deep into the drawer itself. It cuts the two locking bars out of the way. It shoots sparks about 10 feet. It's fun to use.

Putney: You were wearing protective gear?

Dooley: We wore face shields, with a safety helmet attached to keep sparks off the head. We had safety goggles and leather gloves. At times we had a heavy-duty canvas apron that is fire rated.

Putney: While you were opening these was anyone injured in any way?

Dooley: No. We took our time, and did it safely. Other than a lot of bruises on my legs from the kickback, we did not get hurt at all.

Putney: Now you have the Jaws of Life as part of your equipment because you purchased it.

Dooley: Yes, we have it available to assist us any time we need it.

Putney: You were busy opening safes. Were you asked in the month afterward to do any other work?

Dooley: I would come here first thing in the morning. John gets here about 4:00 a.m. He would do anything he needed to do on the renovation side. He would support whatever we needed to get done. I picked John up, load up our service van, and go over to the incinerator to open safes. When it was time for John to go, I would drop him off at his truck, and go back out. At that point Mr. Collins, who was in charge of the incinerator, would assign someone to help me, and we would work on the safes until I couldn't do any more. I went back to my van, come back to the Pentagon, and do whatever work was to be done here. I still installed locks, repaired safes and locks in the Building, and assisted Snake whenever he needed me.

Putney: Are you back to a normal workload now?

Dooley: We are playing catch-up. We did what we could for the past two months, as an emergency. Now we are doing our routine jobs--if someone in a secure area needs buttons on a desk or an electrical strike--things like that. We are a bit backlogged but we will eventually work our way out of it.

Putney: Are there any lessons learned that come to mind?

Dooley: The Jaws of Life were a big lifesaver. Other than that, they do need to work on an evacuation plan. The reason we left South Parking was because there were too many people, thousands of people, and they didn't know where to go. It was a bad situation. They needed to get away from the Building, which would also help the fire trucks and emergency rescue vehicles get in. They need to have a rally point where everyone can assemble.

Putney: Did you see any good coming out of this?

Dooley: The tragedy itself brought a lot of people together and made them aware that the Building is not invulnerable. We all assumed if the Building would be attacked it would be by a small bomb or a truck bomb in the parking lot. We never thought of an airplane. It brought to light the security requirements we need in the Building. People did stick together. I give everyone a thumbs up on that. A lot of people stood strong. The good part is where the aircraft hit. It was not fully occupied yet, due to the space being newly renovated. We hadn't moved all the occupants into it. When the Building was originally designed, the office spaces were very small. There could be from one to 15 people in it. Where the renovation has finished, there can be up to 200 or 300 people in one room. Doing that creates a life safety issue on evacuation doors, emergency exits. If those rooms had been fully occupied, in my opinion there would have been thousands of people hurt or killed because of the size of the rooms now. They are giant mazes of furniture and desks. But it wasn't fully occupied, and on the other side the plane basically split the renovated area in half. On the Corridor 6 side, it had just been vacated to undergo demolition for the renovation of Wedge 2. So it was relatively empty.

Putney: Lastly, is there anything else you would like to add about what the shop did in support?

Dooley: We did what we could. We tried to support the men at the incinerator, the building occupants here, and the occupants displaced to other areas. We also worked with other agencies on DIA spaces, JCS, Army, Air Force and Navy. We worked with all of them to help their shops and give them tools, equipment, knowledge or help. We have a good rapport with the other agencies, also.

Putney: It shows the real need to have this shop here well equipped. Our business requires it.

Dooley: When I first came here, we were lacking certain items. I've been here about five years, and I like to try new products and equipment and upgrade what is needed. When something works we stick with it. We try to be as current or modern as any shop out there. Our shop is fully equipped to handle pretty much anything. We constantly train, bring in vendors to demonstrate items to us, and we are very knowledgeable about what goes on in the locksmith world.

Putney: Yes, and it paid off in 2001 in a big way.

Dooley: It did. Luckily, we have a full-size van that I have equipped as a lock shop. It has a power inverter in it, so I can actually power my Jaws of Life through my van. It makes us a lot more mobile, also. We get good support, the equipment that we need, and the tools and supplies.

Putney: I appreciate this time, laying it all out and explaining the support roles that keep the Building up and running.

Dooley: Now we have to put all the locks back in again.