

**MEMORANDUM FOR THE RECORD**

Type of event: Telephone Interview of Joe DeMauro, Vice President, Capital Region, Verizon, (formerly Vice President, Liberty Region, Verizon)

Date: Feb. 25, 2004

Special Access Issues: NA

Prepared by: Mark Bittinger

Team Number: 8

Location: 26 Federal Plaza, New York, NY

Participants - Non-Commission: Joe DeMauro, Vice President, Capital Region, Verizon (Phone: 914-741-8000)

Participants - Commission: Mark Bittinger

As Vice President of the Liberty Region of Verizon at the time of 9/11 Joe DeMauro was responsible for installation and repair issues in Manhattan, Brooklyn and Staten Island. His office is at Verizon headquarters, 1095 Avenue of the Americas, New York, NY.

The individual who worked NYSE issues is Pat Burn, who is now retired from Verizon.

Joe said he knew that they were going to lose power, and as a result the pressurized cables would go off-line. But he did not know the buildings would collapse. The collapse and aftermath resulted with equipment and cables wet and covered with debris.

The NYSE was "very fortunate," because phone lines in this part of Manhattan were split just about equally between the Broad Street central office (CO) and the West Street CO. The Broad Street CO has spare capacity available and Verizon was able to run additional fibers into the Broad Street facility. The effort required around-the-clock work, with some workers putting in 16-work shifts.

The type of work done on 9/11 and in the weeks following was the type of work that Verizon does everyday of the year, only the magnitude or scope was much greater than during a normal day's activity.

Verizon's initial response revolved around three key efforts. First, Verizon set up centers to manage its 9/11 operations. Strategic planning was done at Verizon headquarters at 1095 Avenue of the Americas and response operations at Ground Zero were conducted out of "Verizon City." Second, Verizon set up a tracking mechanism for work assignments. And third, the work was assigned to the appropriate team or individual.

With the collapse of WTC 7, the West Street CO lost about 50% of its cable vault. Water had to be pumped out of the West Street CO basement with the help of the FDNY. Also, within the

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cable vault, some 100 "section throws" needed to be made; essentially re-splicing a new section of cable 20 to 100 feet in length.

Larry Babbio, Vice Chairman and President of Verizon's Telecom Group, attended meetings involving the reopening of the NYSE. Babbio in turn formed a committee within Verizon to address NYSE issues, members included John Bell and John Killian. Babbio and staff knew that the reopening on Sept. 17 was possible because of the Broad Street CO. It boiled down to a "matter of capacity," as there was no glaring technological impediment to reopening the NYSE from Verizon's standpoint.

Regarding the 9-1-1 emergency call system, this system was built with complete redundancy with switches in two places: West Street CO and Bridge Street CO (in Brooklyn).

Verizon coordinated their efforts with Con Ed through New York City government offices. Such as the need to power at "Verizon City" at Ground Zero.

In summary, the strengths that Verizon was able to bring to bear on 9/11 and in the weeks following included the dedication of its people and their intimate knowledge of the unique Manhattan environment. The Verizon workforce was used to this underground environment and 9/11 presented them with a challenge they were eager to overcome.

Joe DeMauro recommended that we contact Jim McLaughlin, Director of Network Operations for Manhattan, 1095 Avenue of the Americans, Room 2509. Phone: 212-221-2488.