

Articles → 2011 → September → 9th → Remembering 9/11

## Remembering 9/11

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from staff

This weekend is the 10th anniversary of the terrorist attacks of Sept. 11, 2001. Hijackers crashed three airplanes into the Twin Towers of the World Trade Center and the Pentagon. A fourth hijacked plane, believed to be headed to Washington, D.C., crashed into a Pennsylvania field when passengers attempted to take control of it. Nearly 3,000 people died in the attacks that Tuesday. The Daily Record presents reflections today from several area community, business and military leaders.

### 'People are scared'



**John Delaney**  
*President*  
*University of North Florida*

#### Where were you on 9/11 and why?

Many people now don't recall that President George Bush was in Jacksonville on Sept. 10. I was mayor, and he asked me to fly with him to Tampa on Air Force One and then drive to Sarasota for dinner that night. I drove back to Jacksonville late on the 10th and got home about 4 in the morning. I woke up groggy on the morning of the 11th and went to get the paper to read the coverage of the president's events in Jacksonville. Gena had taken the kids to school and came running in the house telling me to turn on the TV — that a plane had crashed into the World Trade Tower. We sat down to watch the reports. And soon the second hit. It dawned on us that this was intentional. Then later, the Pentagon and the crash in Pennsylvania. Too many people forget those crashes and settle on NYC.

#### How did it change your life professionally?

I was so absorbed that I forgot that people in Jacksonville might be scared. I knew that Jacksonville was not a likely target and never expected more than a handful of planes. My chief of staff, Audrey Moran, called and said, "John, I think you need to come in. People are scared. Even I am scared." It just reminded me that you are always responsible when you are in those jobs.

#### How did it change your life personally?

I'm a little more cautious. Especially when our kids travel. And your wariness goes up in certain circumstances.

### 'Make sure it never happened again'



**Rear Adm. John "Jack" Scorby**

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*Commander  
Navy Region Southeast*

**Where were you on 9/11 and why?**

I was actually stationed in Washington, D.C., at the Navy Annex which is up the Hill from the Pentagon. I remember that morning like it was yesterday. I had dropped off my deputy at National Airport and went back to my office. I was preparing a brief that I had to give at the Pentagon. I heard briefly about the one aircraft on the radio and it made it sound like a small aircraft. I was at my desk preparing my brief and got the word a second airplane hit the second tower. I didn't have a TV. It wasn't but just a few minutes later, as I recall, I thought a rocket went over my head. It was an airliner 100 feet over our building. I actually thought it hit our building. I ran outside and could look right down at the Pentagon at that point and could see it hit. It was a crystal clear day and I knew looking down there that our world had changed.

We ran down to see if we could help. We assisted with some of the folks that were evacuating the Pentagon, trying to get them well away from the building. I was assigned to the N1 staff and we were ultimately assigned overall responsibility of casualty notification to the families of those who lost their lives.

I didn't get home until 2 or 3 in the morning. I didn't see any of the video on any of it until that night. It really struck me at that point as to how our world had just changed.

**How did it change your life professionally and personally?**

It, for the first time, made me aware of our nation's vulnerability. I realized at that moment that we were vulnerable and what it made me want to do was to make sure it never happened again.

If you look at it from a military perspective, we took extraordinary efforts.

If you look at our young sailors today, they were defined by 9/11. Here we have two wars going on and yet they continue to sacrifice and sign up and their selflessness is unbelievable.

If you talk about those who were compelled to serve or that joined the Navy, we have a total of 217,000 officers and enlisted that joined since 9/11. There has been a tremendous growth in our young folks' patriotism.

It is a solemn day that we all look back on. We will remember our fallen shipmates. We will always be vigilant. We will always be ready. We will never forget.

**'A vision too much to comprehend'**



**Margaret Black-Scott**  
*President and CEO  
Beverly Hills Wealth Management LLC  
Jacksonville University Board of Trustees  
Former Jacksonville resident*

**Where were you on 9/11 and why?**

I was in New York City for a meeting at Morgan Stanley, which had offices in the World Trade Center. I had arrived on Sunday evening, and expected to be there all week for meetings. I had stepped out of my hotel and heard a big "bang" and looked up to see an American Airlines plane

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entering the upper floors of one of the World Trade Center towers. A vision too much to comprehend in a split second.

**How did it change your life professionally?**

I ended up driving to California from New York on the following Friday, along with three other colleagues in a 29-foot RV. We arrived in Southern California at Monday noon. Professionally it tied all of us within the firm at that time into a pretty tight bond. We had witnessed so much horror and lost 13 colleagues, out of about 3,700 Morgan Stanley employees in the tower. The firm was incredibly supportive both immediately after the event and for weeks and months after that.

**How did it change your life personally?**

It was a stark reminder of the fragility of life, of the things that are and are not important. It helped me prioritize that which should have been obvious before – friends and family, telling people who are dear to you that you love them, that they are important to you. Be there in the moment because you may not have another one. The greatest gift we can give is to love each other – sometimes we need to be reminded of that.

## 'Protecting the hometown'

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**John Rutherford**

*Sheriff  
Jacksonville Sheriff's Office*

**Where were you on 9/11 and why?**

Ten years ago, I was the Director of Corrections for the Jacksonville Sheriff's Office. I was traveling just outside Columbus, Ohio (in Marysville), attending a conference and doing a site visit at a drug treatment/re-entry center.

**How did it change your life professionally?**

I realize that our focus had clearly changed from one of simply catching local criminals to one of protecting the hometown – and not only from "homegrown" violent extremists, but also protecting the community from potential international terrorists. We had to/have to focus on preventing Jacksonville from experiencing a terrorist event, while at the same time be prepared to respond if we do have such an attack.

**How did it change your life personally?**

Personally, when I look at my children and grandchildren, I realize just how good we have to be at this business of protecting our community.

## 'Tomorrow is never a given'

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**Sarita Grant**

*Property Manager  
Parmenter Realty Partners*

**Where were you on 9/11 and why?**

I was at home preparing for my interview with Parmenter Realty Partners to manage the Bank



of America Tower in Downtown Jacksonville when the news came on about the first plane flying into the North Tower. The COO/managing partner had flown up here for the interview and was unable to fly back to Miami. The staff arranged for a rental car so he could get home.

**How did it change your life professionally?**

When I first started at the Bank of America Tower, we were under lockdown where you could not get into the building without going through security checks. Everyone was sensitive about their mail, unattended packages, unannounced visitors and parking security. It was a challenge to keep everyone calm when something came up that might have been questionable or saw a plane flying along the river. Keeping in mind that some of our tenants' corporate offices were located in the Twin Towers and that they lost co-workers was foremost in all of our minds in the property management office.

**How did it change your life personally?**

I was thinking ... do I really want to manage the tallest building in North Florida with 'America' in the name? It made me stop and think about what the property managers in New York were going through and just praying that we would not go through something similar here. It made

me realize tomorrow is never a given and to cherish today.

**'My faith is much stronger'**



**John Keane**

*Executive Director – Administrator  
Jacksonville Police and Fire Pension Fund*

**Where were you on 9/11 and why?**

I was in Washington, D.C., returning with Jacksonville Sheriff's Office Assistant Chief Bobby Deal and pension fund Deputy Executive Director Dick Cohee. We had meetings with our congressional delegation members and with former Rep. Clay Shaw, chair of the House Social Security Sub-Committee, and a presentation at an education conference for members of the public pension fund industry. We were in front of the hotel, waiting for a taxi to Reagan National Airport when Chief Deal's wife called, advising a plane had crashed into a building in New York City. Upon arrival at the airport, we watched the news reports, including the attack on the second tower. While at the gate waiting to board our flight, we felt the "jolt" and observed the smoke rising from the Pentagon. The evacuation of the airport was like a scene from a movie, folks running toward the exits, shoving and pushing, screaming. Just a very unreal experience. We flagged a cab. The driver reluctantly drove us to Richmond. A staffer for one of our investment managers drove us to the North Carolina state line. Chuck Hayes, our building service manager had driven up. We arrived in Jacksonville around 3 a.m.

**How did it change your life professionally?**

Air travel to attend investment meetings and educational conferences is much different. We do conference calls whenever possible. I reduced the number of national speaking events I

participate in. We host the annual "Fallen Heroes Patriot Day Memorial Breakfast" each year for our local governmental officials. We remember the 3,000 innocent people who perished on 9/11. May they rest in peace.

**How did it change your life personally?**

As a former deputy sheriff and firefighter, I witnessed death and rendered aid to seriously injured victims many times. The impact of the

events on 9/11 on my life has caused me to become a better person by being more respectful, understanding, patient and tolerant toward the people we deal with daily, and increased my love for my family members. My faith is also much stronger.

## 'There are those who will kill innocent people'

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**Jim Dickenson**  
*CEO*  
*JEA*

### **Where were you on 9/11 and why?**

I was at work in the JEA offices. What started as a normal workday for me turned into anything but a typical day. JEA's media coordinator informed me of the media report that the first tower had been hit. Some of us gathered to watch the TV coverage. We were watching when the second tower was hit. That's when we all realized it was a terrorist attack.

### **How did it change your life professionally?**

The Homeland Security changes that have been made as a result of the attack have had a significant effect on JEA. As a utility that provides essential electric, water and sewer services, JEA could be a target to attacks that could cripple our community. We have made significant changes to our security apparatus and processes. We routinely receive alerts from Homeland Security.

### **How did it change your life personally?**

As CEO of JEA I feel the burden of what could happen to our infrastructure for delivering services and to make sure we are always prepared. Personally, I have always been optimistic and looked for the good in people even though I know there is evil in the world. 9/11 is an awful display showing that there are those in the world who will kill innocent people to further their own cause, and they must be dealt with and not ignored.

## 'God is here with us'

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**The Very Rev. Kate Moorehead**  
*Dean*  
*St. John's Cathedral and Diocese of Florida*

### **Where were you on 9/11 and why?**

I was in my office at a small church in South Carolina when the planes struck the Pentagon and the Twin Towers. It was a normal workday and I was heading into a staff meeting. The janitor pulled a TV set into my office. We all just stared at the pictures and cried. Then we opened the church and began to pray in earnest.

### **How did it change your life professionally?**

As soon as the tragedy occurred, people rushed to church. Our pews were full. People wanted to know why God would let this happen. They still want to know. I tell them that God did not make this happen but that God is here with us in the midst of it.

9/11 altered the frame of interfaith dialogue. After 9/11, we realized that interfaith conversations



are essential. They are crucial for the future of our planet. We must learn to respect the lives of other human beings regardless of their faith and to combat the kind of radical religiosity that leads to such extreme violence. All world religions can be twisted to senseless violence: from David Koresh to Osama bin Laden. The best weapon against these extreme religious fanatics is communication and greater understanding among races and peoples.

**How did it change your life personally?**

I now see the world as much smaller. The situation is The Middle East touches my life. The news feels like it is at my front door. It is my news, our planet.

## 'I would soon see the South Tower fall'

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**Mark Vitner**

*Managing Director and Senior Economist  
Wells Fargo Securities LLC  
Former Jacksonville economist*

**Where were you on 9/11 and why?**

On Sept. 11, 2001, I was at a breakfast meeting at the National Association of Business Economics meeting at the Marriott World Trade Center. When the plane hit the North Tower we heard a loud boom that was followed by a series of crackling sounds and then a more violent boom that shook the room for a few seconds. That second boom was the front landing gear of the first aircraft crashing through the top of the hotel. We then evacuated to the lobby and were able to leave the building through a side door and then ran across the highway. I called my wife a few minutes later from a Greek deli and told her what had happened.

A few minutes later someone called my name and asked me what had happened inside the building. I soon realized it was a crafty reporter that saw my nametag. After talking to him for a couple of minutes we heard an extremely loud screech, which sounded like a missile. When we looked over at the direction of where the noise was coming from we saw part of the airplane flying into the South Tower. At that point everyone was concerned another plane might hit at any moment and we took off running toward Battery Park. From there I would soon see the South Tower fall, endure four humongous ash/dust clouds and ultimately hitch a ride on a

tugboat to Jersey City. Once there I made it to a Red Cross shelter and then began to make my way back to Charlotte via buses, trains and a rental car.

**How did it change your life professionally and personally?**

As far as how much this has changed me, the experience has made me appreciate the family I have and try to spend more time with them. My wife was pregnant with our first son, Saul, and we added Sylvia and Eli a few years later. Even with my travel schedule, we spend a great deal of time together.

This year will be the first time I tell Saul about 9/11. This year is the first year that they will discuss it in their social studies curriculum.

## 'I thank God daily for the many freedoms we enjoy'

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**Angela Corey**  
*State Attorney*



*4th Judicial Circuit*

**Where were you on 9/11 and why?**

I was prosecuting a first degree murder case here in Duval County with Melissa Williamson Nelson. The defendant, a woman named Catherine LaFleur, was charged with shooting and killing her husband. The Hon. Charles W. Arnold was presiding and Tom and George Fallis were defending LaFleur. The jury had been seated on Monday and we were into the first day of our case-in-chief when we saw Judge Arnold react to a message I believe he received from one of the bailiffs. We saw him on his computer looking at something, but as the jury was in the box and a witness on the stand, we continued with the questioning. I think all of us thought at first there had been a tragedy in his family or something wrong at the courthouse. None of us could have dreamed how devastating the news would actually be. Judge Arnold called us to the bench and told us that the Twin Towers had been hit. It was so shocking that the courtroom situation became surreal. Here Melissa and I were, dealing with the unimaginable violence that just one woman had wrought to end the life of the man she pledged to love forever, fighting for justice on just one case, and within seconds we were one with all Americans, dealing with the worst act of violence in our lives. The Fallises had no choice but to ask for a mistrial. Judge Arnold did so and the jury was dismissed. We went straight to our office, where our colleagues were surrounding a television ... and then the news got worse. (LaFleur was later tried and convicted

by a second jury.)

**How did it change your life professionally?**

I remember saying that day that bin Laden was a terrorist of global proportion, but that I had to stay focused on those who commit individual acts of terror every single day on our citizens. I was so proud of the immediate and unwavering response of President George Bush, who spoke for us all:

“This enemy attacked not just our people, but all freedom-loving people everywhere in the world. The United States of America will use all our resources to conquer this enemy. We will rally the world. We will be patient, we will be focused, and we will be steadfast in our determination. ... we will not allow this enemy to win the war by changing our way of life or restricting our freedoms. The resolve of our great nation is being tested, but make no mistake. We will show the world that we will pass this test. God bless.”

But all of us who prosecute must devote our entire energy to our mission: working with law enforcement to make this community a safer place. 9/11 and its aftermath made all of us who serve as career prosecutors even more determined to fight those persons who choose to live outside our laws, those who flagrantly disobey our laws and hurt innocent citizens, literally throwing away the freedoms for which so many Americans have fought and died to protect. We will never stop fighting for justice.

**How did it change your life personally?**

Well, like many others, I do not enjoy flying as I once did. Nor do I enjoy the pat-downs and purse searches at the Jaguars game. But, I do understand the necessity for such safety measures, so no matter how burdensome it becomes, I try to remember the reasons why and I thank God daily for all of the many freedoms we still enjoy.

**‘Life can change in a second’**



**Dan Bean**

*Partner, Holland & Knight  
Former president, The Jacksonville Bar Association*

**Where were you on 9/11 and why?**

As a federal law clerk on 9/11, I was in Judge Harvey Schlesinger’s chambers watching the



coverage on television when the second plane struck the south tower. I returned to Judge John Moore's chambers soon thereafter to speak with Judge Moore and remember imprinting my Vanderbilt class ring that I wear on my right hand into the filing cabinet in my office prior to evacuating the courthouse.

**How did it change your life professionally?**

As an officer in the United States Navy then and now, my professional life remains unchanged as I was aware of the danger that existed prior to 9/11 and I continue to fully appreciate that it still exists.

**How did it change your life personally?**

Personally it is a constant reminder to me that life can change in a second and that I must take the time to let others know how much I care for them now, as none of us know if we will see each other again in the future.

## 'Reminder of how temporary life is'

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**Michael Freed**

*Florida Managing Partner  
Brenna, Manna & Diamond  
President, The Jacksonville Bar Association*

**Where were you on 9/11 and why?**

I had a state court hearing. I left my office, then Smith Hulsey & Busey, where the TV was on in the conference room to follow coverage of a plane that had crashed in New York. When I returned from the hearing, I learned that it was not an isolated or accidental occurrence, but a brutal, terrorist attack.

**How did it change your life professionally? How did it change your life personally?**

For me, the personal and professional changes are the same — the events of 9/11 were a profound reminder of how precious and temporary life is and how I must treasure each opportunity and every person placed in my life. I would be remiss if I did not add that the events following 9/11 have provided great challenges, particularly to the legal profession, on how we stand guard against future attacks without sacrificing the high standard for human rights on which our nation stands.

## 'Make sure our city is safe and secure'

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**Mayor Alvin Brown**

*City of Jacksonville*

**Where were you on 9/11 and why?**

I was having breakfast in the Capitol in Washington, D.C., with former Congressman Harold Ford Jr. on September 11.

**How did it charge your life professionally?**



As mayor, security is very important to me. I take it seriously. My past experience has proven to be an asset for the city. My job is to make sure our city is safe and secure. But I can't do it alone. It takes all of us working together. We have to work together on a federal, state and local level. We have to prepare for the worst and hope for the best.

I am proud of the men and women in uniform. They put their lives on the line to protect us. I value our police officers, firefighters and first responders. They save lives every day.

**How did it change your life personally?**

9/11 reminds me of how precious life is. No one is guaranteed tomorrow. It has made me realize that you have to live life to the fullest and that you have to value life.

### 'Awareness of the unrest in the world'

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**Matt Shirk**  
*Public Defender*  
*4th Judicial Circuit*

**Where were you on 9/11 and why?**

I vividly recall being in Juvenile Courtroom 1 at the Duval County Courthouse with Judge Brian Davis presiding. At that time I had just started my new assignment as Assistant Public Defender in Juvenile after completing a year in the Misdemeanor Unit.

**How did it change your life professionally?**

As a practicing attorney it has changed me professionally because it requires that I keep a balance of my oath to uphold, protect and defend the Constitution while at the same time understand the very real dangers ever present in our modern world, thus necessitating heightened security measures.

**How did it change your life personally?**

Personally, the biggest change 9/11 has had on my family and myself is our awareness of the unrest in the world. Also, with a large part of my extended family being out of state, our travel is also affected.

### 'Our world was forever changed'

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**Paul Anderson**  
*CEO*  
*Jacksonville Port Authority*

**Where were you on 9/11 and why?**

On the evening of Sept. 10, 2001, I was at the U.S. Capitol having dinner with Rep. John Mica and some business leaders and other members of Congress discussing plans for a proposed visitor's center at the Capitol. In my capacity as vice president of government affairs for JM Family Enterprises, I was scheduled to meet with Rep. Clay Shaw early the next day at his office on a separate issue but had a great talk with him that night at dinner and we agreed to cancel our morning appointment.



This change allowed me to fly home to South Florida departing Dulles International Airport at midnight — the first hour of a day that would be the darkest of our generation. I awoke at home the next morning to the news that the first World Trade Center Tower had been hit by a plane. It is a tragic moment forever etched in my memory but I am also eternally grateful that a twist of fate spared me from a scheduled meeting in the U.S. Capitol at 9 a.m. on Sept. 11, 2001.

**How did it change your life professionally and personally?**

The attacks of 9/11 did alter the course of my career as not long after, President George W. Bush asked me to serve in his administration. I felt, as so many of us did during that period, that it was my duty as a citizen to accept the call to public service. The events of 2001 deeply affected my perspective on what is important in this life. While serving on the Federal Maritime Commission in Washington, D.C., I met and married my wife and we now have a beautiful young son. My life was changed — for the better — by the events of 9/11 just as our world was forever changed.

## ‘America came together’



**State Sen. John Thrasher**

*District 8*

**Where were you on 9/11 and why?**

I was in Tallahassee that day. I remember it precisely. My wife called me and told me a small plane hit a building in New York, and like everyone else I didn't think too much of it at the moment. And then it all became clear. I was chairman of the board of trustees (at Florida State University) at the time and (then FSU President) Sandy D'Alemberte called off the upcoming football game. I remember driving home that day and I-10 was empty. It was spooky ... unnerving.

**How did it change your life professionally?**

Sometimes it's good to go back and remember how America came together after such a tragic event. It brought America together. Even with everyone's differences, the rhetoric was toned down and it was more civil. I think we need to get back to that level of civil dialogue on issues of concern.

**How did it change your life personally?**

I go to New York quite a bit. I've been in the Towers ... knowing where they were and everything that happened, it certainly affects you. It makes you think.

## ‘I was in the World Trade Center’



**Lynn Reaser**

*Chief Economist*

*Fermanian Business & Economic Institute*

*Point Loma Nazarene University*

*Former Jacksonville economist*

**Where were you on 9/11 and why?**



I was in the World Trade Center for an NABE (National Association for Business Economics) annual meeting.

**How did it change your life professionally?**

The experience created new long-term friendships with many of my colleagues in the economics profession who were there.

**How did it change your life personally?**

It made me more aware of the generosity of people in the time of crisis and the need to have perspective and a greater appreciation of life.

**'More determined to leave the world a better place'**

**Nancy Soderberg**

*Distinguished Visiting Scholar, University of North Florida*

*President of Connect U.S. Fund*

*Author, commentator*

*Former U.S. Ambassador*



**Where were you on 9/11 and why?**

I was in Belgrade in my capacity as an Ambassador to the U.N. touring the damage from our 1999 bombing campaign against Serbia in the Clinton Administration's effort to prevent Milosevic from slaughtering people in Kosovo. I was waiting to see the U.S. ambassador to Serbia when I saw the second plane hit the tower. Once we heard it was not a replay, I turned to my colleagues and said, "this is bin Laden."

**How did it change your life professionally?**

Professionally, we all worked more on terrorism, such as how to undermine the narrative used by al-Qaida to recruit terrorists, how to cut off financing, and working to convince the rest of the world to join us in that effort. My second book, "The Prosperity Agenda: What the World Wants from America and What We Need in Return," focused largely on how to re-balance U.S. foreign policy to put America back in the lead of solving the world's problems. If people see us leading the way to address their challenges, they will be more willing to join us in fighting the terrorists.

Today, 10 years out, I am deeply concerned by the debate in this country and rising anti-government phobia. It threatens not only the government's ability to keep us strong but also undermines the important American values of fairness and decency.

**How did it change your life personally?**

On a personal level, it was awful to return to my then-home in New York City and see the devastation. We all had friends who lost loved ones. It certainly made me think of my own mortality and made me more determined to leave the world a better place. I also slowed down a bit to spend more time with friends and family.



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