

Answering The Call:  
The History Of The  
Port Washington Volunteer Fire Department

Transcript Of Oral History Interview With

Paul Carpenter  
Protection Engine Company No. 1

conducted in association with the  
Port Washington Public Library Local History Center

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pertaining to the subject being discussed

Q: Today is December 13th, 2004. This is an interview with Paul Carpenter. My name is Sally Olds. The interview is taking place at the Port Washington Public Library. Can you please say your name.

Paul Carpenter: Paul Carpenter.

Q: And which fire company are you affiliated with?

PC: Protection Engine Company.

Q: How old were you when you joined the Department?

PC: Eighteen.

Q: And so how many years--what year was that?

PC: 1975. It was ...

Q: And what made you decide to become a firefighter?

PC: Just family tradition, and also it was very interesting. Something I wanted to do. We just

were brought up with it. In order to help out. A lot of family members were active, and cousins and everybody else--and friends. So, growing up with it, it was something I wanted to do.

Q: How far back does your family involvement go?

PC: From day one. With the founding members of the Fire Department in town.

Q: And what was the relationship of that person to you?

PC: He was my grandfather's grandfather (laughs). Great-great-grandfather.

Q: And what was his name?

PC: Eugene.

Q: So, which generation are you now?

PC: I'm fifth generation in the same company--in Protection Engine Company.

Q: And do you have other relatives in the company?

PC: Many. (laughs) My brother is still an active member.

Q: And what's his name?

PC: William Carpenter. He's William B. Carpenter, the Third.

Q: So what did your father and your other relatives tell you about the Fire Department?

PC: We all--we'd just go to the Fire Department, you know. It was-- my great-great-grandfather was one of the first Chiefs, and just--there was always pictures around the house of various family members in uniform. Growing up, I can always remember seeing the pictures and all. It was just something we did. It was really not discussed too much, but you knew that's what they were doing, and they were gone at different hours for various things, and then you would hear about how the fires were, afterwards.

Q: Well, what do you remember specifically about the fires?

PC: They really didn't talk too much about them, but you knew they had a heck of a time on some of them. But, other than that, really not too much was spoken. It was just something that you knew you had to do.

Q: Did you feel pressure to keep up? To perform?

PC: No, no pressure, really. It's just--it's just family history, I guess. You were expected--it was something you should have done; if not, I'm sure I would have heard about it.  
(laughs) But, no, we didn't really discuss it too much, but you knew that it was something that you should really do, if you were able to do it.

Q: And how did your mother feel about all this involvement, and the time that, you know, that they ...

PC: She thought it was great that we were all in it at the same time, and she knew some of the older generations that were in. I mean, when I got in, my grandfather was still alive, and he was in. So we'd go to the meetings, and it would be myself, my brother, cousins, my father, my grandfather--we'd all be at the same firehouse for the meetings. And it was an honor.

Q: So, if you wanted to plan a family get-together, you could just go to the firehouse.

PC: Oh, sure, yeah. That's--basically, that's how it was, right.

Q: And did you go to the social events?

PC: Not so much when I was smaller. We would do various other things. But we were

always getting together. The family was getting together in different functions family-wise.

Q: And was the social aspect of being a member an important element?

PC: Yes, I believe it was--yeah. It was pride in the community, and a long, old Port Washington family, and basically that's what they did. You were expected to join Protection, and not one of the other companies, and just carry on with the traditions and the helping of the community.

Q: And how much competition was there, and is there now, between the different companies?

PC: It's good, friendly competition--who's going to get out fastest or be there first, or a lot of ribbing, but all in good fun. But we all worked together. Right now, we're all, during the day, responding out of Atlantic's main house on Carlton Avenue, just due to the-- I guess the way to put it-- lack of manpower. But this way here, you get a good crew out, and you're safe and you get the engines and the ladder trucks on the road, and take it from there. Night response is still out of the other firehouses, or if there's something going on. But during the course of the day, we are expected to go to the one firehouse. This way, we're assured that we have a crew of people, that someone's not waiting down at our annex on Channel Drive and just standing there. So it was a good move. Some people

weren't too happy with it, but the Chiefs came up with it, and other people, and it's working out well.

Q: When did that go into effect?

PC: It's been a couple of years now. But it works out well.

Q: And can you usually make the daytime calls?

PC: I mean, I'm fortunate enough where I can respond to some of them--not all of them, but I do make quite a bit of calls, when I'm able to. And a lot of the other people, too. So I'm fortunate in that aspect.

Q: What kind of work are you doing now?

PC: I work for the Town of North Hempstead as a supervisor for the solid waste department.

Q: And they let you go to the fires?

PC: It's always been an unwritten rule that people--you were allowed, as long as it wasn't abused, or if it was something really needed, just as long as you're not abusing it or not going someplace else. (laughs)

Q: (Laughs). Has that ever happened?

PC: I wouldn't know. Not in my instance. But the water district, the same--they're allowed also. And the water pollution control district--again, it depends on what you're doing and where you are. If you're on the other side of town, you're obviously not going to drop what you're doing and come up to the firehouse, because by the time you get here, the call will be over. But if there's a bad fire, no one really gives you a hard time on that. So, you're helping out and saving people money by doing it and saving property and everything else.

Q: And what is your nickname in the Department, and how did you get it?

PC: Oh, my nickname. I've had a nickname for a long time, and I don't really recall how I got it. But they call me "Cubzy," for some unknown reason, which goes back to school. So I really don't know. I don't remember. (laughs) Maybe when we all had CBs or something, I might have picked it up that way, or something. But ...

Q: Can you tell me about your involvement with the racing team.

PC: Well, that's something I grew up with, watching them race on the weekends. We would always go to the tournaments and the state tournaments. And I started racing in 1976.



Raced for a few years, because I had gotten out of the Fire Department for a few years. I was in for seven years and then just got out for a while--lost interest and personal reasons. My father had passed away, and I just had to do other things for a while. So I was in for seven years, out for seven years, and then back in. So it's going on quite a while. It would have been thirty years this year, had I stayed active. So--but I got back involved just because of all my friends, and it was the time to do it again, I guess.

Q: So, when they count up your years, they count those first seven years.

PC: Oh, yes. Yes. They'll count those first seven, yes. As far as racing, it was something we did. It was fun to do, and it's still fun if you have the time and you're able to do it. But, I'm getting too old for that.

Q: You're not doing it anymore?

PC: No, I haven't done it in quite a while. No. Probably since--in the '90s, I guess, I stopped. But it's a lot of fun. But it's a lot of time, and it's a bigger commitment than I'm able to do right now.

Q: About how much time is involved?

PC: Well, we used to practice pretty much four or five nights a week. And then you have a

race--at the time, there was a tournament almost every Saturday, and your summer--so your whole summer was gone. And your spring, and then start it all over again.

Q: What events did you compete in?

PC: I drove one of the trucks in the B-hose and what they call motor pump. And in efficiency and buckets. There's various running events. Some of them are faster trucks than the other. But I drove the larger truck, which is the B-truck. And then did some of the running events, when I was able to do that. Running down, hooking up hoses, and shooting a target. And it's all done to see who can do it the fastest. Everybody does it the same--same equipment, same rules, same starting line, finish line. You're just competing against the clock. You compete for trophies and bragging rights. (laughs)

Q: And you're all doing it at the same time?

PC: No, you take turns. They pick numbers, and you run in order. You'll run an event, and then the next team will run until you're finished with those events. And then the next event will start, and you go right down the line.

Q: And which event did you like the best?

PC: I liked them all, but some of them I just wasn't able to do. The ladder events, I was not

capable of climbing a ladder fast enough. Or some of the running events.

Q: So then not everybody on the team takes part in every event.

PC: No. You figure that out in practice--who wants-- who wants to do what. And then you try out for the spot, and if you're the best one on the team, then you obviously will get that position. It's no hard feelings, but you're out there to win. So you want the best. And we just, you know, try it, and then some people work out better than others, and others are, after a while, not as good, and then they drop ou, and somebody else will take that position. But, it's fun. It's fun to watch.

Q: Have you gone back to watch? Did you ever ...

PC: A few. We went to the state tournament this year, which was up--where was it? Somewhere up close to--let's see, Main Transit, New York. Up--somewhere up by the Canadian border. It varies. They move it around to keep it fair. But I believe it was Main Transit.

Q: And you'd won championships in your team, haven't you?

PC: I didn't personally, no. They won the championship for the state in 1969 and 1973. The best I ever did on the team was coming in third in the state tournament. That was 1990.

Our team came in third out of all the teams in New York State, which was pretty good.

Q: And you got a trophy for that?

PC: Oh, we got a few trophies, sure. Yeah, quite a few.

Q: Where are the trophies now?

PC: They keep them at the various firehouses. There's trophies going back from the early days up to the present. And sometimes they--what they'll do is they'll take the tags off the trophies. They just get too many of them or whatever, and they get given away over the course of time. But a lot of the older ones are still in the display cases.

Q: But when you say they take the tags off ...

PC: Oh, they have what the event is and what place you came in on. So there's a little tag on the trophy saying what it was for and when.

Q: So at the firehouse, they keep the trophy or they keep the tags?

PC: Oh, there's both. There's both. There's both. You have trophies and tags. There's a combination of both throughout the different firehouses.

Q: What was the name of your team?

PC: It's the Road Runners. They combined the racing teams. The original teams were the Rowdies from Atlantic Hook and Ladder. The Runts were Flower Hill Hose, and Protection was the Rangers. And then it was Protection and Flower Hill merged first and became the Road Runners. And then later on, Atlantic's joined in, so there's just the one team now.

Q: Any reason why they all begin with "R"?

PC: That's a good question. I don't know. No, that's something I never thought about.

Q: What do you remember about the first major fire that you fought?

PC: That was the Port Washington Lumber Company--Lumberyard, whatever it was called at the time, on Willowdale Avenue. And that was a fully involved lumberyard, so you can imagine the heat and flames on that one. We could see the flames, coming out of the Annex from Shore Road on Channel Drive. We pulled out onto Shore Road there and we could see the flames.

Q: At what distance is that?

PC: Two miles, I would think. Mile and a half. But that was--that was something. We were there for it all night, then the next day. And then also we had called in Manhasset-Lakeville and other companies to come and help out, and also watch the rest of the community. But that was my first major fire.

Q: And were you nervous at that fire?

PC: Pretty much, yeah. But (laughs), it's like, what do you do? So you do whatever you had to do. Whenever somebody would tell you to grab something, you grabbed it. You were a new guy on the block, probationary. And some of the older guys, after a while, they would get you in, you know, a little closer and show you what's going on and how to do it properly. But it was--yeah, we got up there, and it was pretty much, well what do you do? (laughs) You just put a lot of water on it. But then, and also, they had different units covering some of the neighboring houses because of the sparks and embers falling. You know, we didn't want somebody's house to catch on fire, which is a lot of problems sometimes. You have to protect some of the other houses. You'll see that on a rare occasion where you're having a hose line dedicated to someone else's house that's not even on fire, but if you didn't do that, that house would go up from the radiant heat, due to the closeness of some of the homes. And then people will question you on why you weren't directing that hose onto the exact fire spot. They realize after you tell them what's going on.

Q: Were you involved in those details?

PC: I was on for a little while on some of those houses on Haven Avenue, but then, mostly it was just moving hoses around and, after a while, getting on a nozzle and trying to put some of the fire points out if some of the other people were fatigued.

Q: So what were your specific jobs in the company?

PC: Jobs for firefighting? Whatever it takes to do it. We're mainly a hose company, so it's an engine company, but we are the ones who go in and actually put the fires out. Whereas Atlantic's does the overhauling--what they call search and rescue, and they'll get the ladders up and do a lot of the overhauling work later on, where they have to go in and open more walls to make sure the fire's completely out. Or then they'll vent the fire--open up windows, take windows out, cut holes where needed to vent the fire. You want to get some air into the building.

Q: And what's Flower Hill's specialty?

PC: Flower Hill is a hose company also.

Q: So what difference is there between Protection and Flower Hill?

PC: Very little. (laughs) But it's just different terminology--engine company compared to a hose company. But they basically do the same thing. You have a pumper truck, and you go in and put the fires out.

Q: What would you say was your worst day as a firefighter?

PC: The worst one was probably, let's see, which one? Well, there was a few bad days. Wow. (laughs) They're all bad when you see somebody's house go on fire. But the worst ones were probably on Edgewood Road, around the corner from my house. My friend Neil Capobianco died in that house fire. Tony Siconolfi who was a member of Flower Hill, he passed away in a fire in his home in Manhasset Isle. Just recently, we had a fire up on Middle Neck Road where some of the guys were able to pull the gentleman out of the fire, but he then later on died from his injuries in the fire. That was a fully involved house fire. Who--there was a few other ones. They're all bad, and especially when you lose somebody.

Q: So, how do you deal with the trauma of that afterward?

PC: Well, you're thankful that you'll be able to go and do it again. But--and then, you just--I don't know. You just deal with it. Everybody deals with things differently.



Q: Do you ever go to speak to the Chaplain?

PC: I haven't, no. We've had some seminars, and afterwards there's always offerings if you need to talk to anybody. Another one was bad was the Kirkwood Road fire. We lost a man down there--someone I knew. Mr. Aiello. I went to school with his daughter from kindergarten up, so I knew him. I knew--his son was a little younger than me, and that was another terrible house fire. But you get some bad ones. You just deal with it. But, you go out and do it again.

Q: Were you ever injured yourself?

PC: No. I've come close, but -- one time up in Sands Point, going through a roof almost completely.

Q: What happened?

PC: We were told by the Chief to go up and vent the roof on a working house fire--one that was showing flames and smoke when we arrived early in the morning. So we had a ladder put up and climbed up on the roof. I stepped off to take the saw from my friend Pat Sarcoccia, and I took two steps over and my one leg went down. And the flames shot up alongside of me, and he dropped the saw and went and grabbed me before I went any further. (laughs) Another time when I had first gotten in, we were going to a fire from

Channel Drive firehouse to a fire in--where was that one? We were going down Sandy Hollow, so we were going into Sands Point, and I believe the guy was drunk, and he hit us broadside on the pumper. And that was--at the time, you used to get dressed up on top of the truck. The gear was up there--the boots, the helmets, everything was on, you know, hanging on a rack on the side of the truck. And the Air Packs were up on top, so you got up on top of the hose bed or you stood on the back of the truck, and if you weren't dressed already you were up on top getting dressed. And there was a few of us up there, and the truck got broadsided. And to stop a large truck like that dead in its track, we were very fortunate that no one got seriously hurt. Just banged around. Or that no one got thrown off the truck.

Q: Yeah, because you were all ...

PC: We were up on top.

Q: ... outside.

PC: Yes, we were outside. Years ago, that's what you did. You didn't have the new trucks with the interior cabs, like we do now where you're fully enclosed. And most of the time now, we'll get dressed prior to getting on the truck. Or at least you're inside sitting down where you can put your gear on in a safe environment. So there was a couple of close calls, but just, other than that, just nothing serious, thank goodness. Just beat up. (laughs)

Q: What was your best day as a firefighter?

PC: My best day? When I got in, I'd say.

Q: What do you remember about that?

PC: Just that it was something, carrying on the family tradition and just getting involved. That and then getting back in again the second time. (laughs)

Q: Did you have to wait a long time the first time?

PC: The first time I waited a while, yeah. It wasn't too long, though. You had to be eighteen, and you fill out an application and then you get introduced to the company, and then if there was an opening you would get in. So I was pretty lucky. I waited a month, I believe. But there's stories where people waited for quite a while for an opening.

Q: Like how long?

PC: Six or eight months to a year. Or you would have to wait--basically, years ago, you had to wait till somebody passed away before you would become a member. That's not the case now; we have plenty of openings in all the companies, unfortunately.

Q: At what point do you get the uniform?

PC: Pretty much, they'll send you out and get it--you'll get it--you'll get sized up for it once you're sworn in and you're a member. They'll tell you to go out and get measured up at the uniform store, and they'll either have one in stock and pretty much do a few alterations. You get it relatively quickly. And same with all the turnout gear and stuff. It's pretty much, you might not get a brand new set of turnout gear right away, but you'll be told to get something that's your size and make sure it fits okay and it's safe. It's all cleaned properly so there's--you know, there's nothing wrong with that.

Q: Where do you have to go to get it?

PC: Right now, we just--we do that in town, the turnout gear. Or the manufacturer will come and size you up, and it'll just come in the mail. But most of it comes out of Department Headquarters now--all the turnout gear. If you need boots or anything, you'll make arrangements to go up to headquarters and get what you need.

Q: You mean the headquarters of Port Washington ...

PC: The Port Washington--Port Washington Fire Department Headquarters on Port Washington Boulevard, yes.

Q: And where do you have to go to be fitted for the uniforms?

PC: We used to do it in Zeidel's. I don't know if you remember Zeidel's down here. They always took care of the uniforms. And then it was Goldman Brothers in Hicksville. Now, I'm not too sure. My last uniform came from Goldman Brothers. And that's--as long as it still fits, it's fine.

Q: And on what occasions do you wear the uniforms?

PC: For installation dinners when we're swearing in new officers. Or parades. Unfortunately, funeral services. But most of the good times are for the installation dinners or for a parade in town or out of town. And that's for the fully colored--for the full uniform.

Q: Were you able to go to George Mahoney's funeral?

PC: Yes. Yeah, I was fortunate enough to be able to attend. I made an effort to go there, so

...

Q: How well did you know him?

PC: Sarge? I'd known him pretty much--most of my life. From being down at P.A.L. [Police

Athletic League] with him in the band. He had the P.A.L. band, which I was a member of. And just going to P.A.L. From that and helping him out down there with the yard work that needed--you know, we're pretty much told to go out there and do something. But, I would have to say--well, I'm forty-seven now, so probably thirty-some-odd years, I knew Mr. Mahoney.

Q: What instrument did you play in the band?

PC: I played drums mostly. I tried bugle for a while, but that didn't work out too well. Braces at the time. (laughs) But, yeah, he used to run the band, and that would be another thing to get you involved. And they would go to the different parades for the firemen, so you saw everybody pretty much on a weekly basis, from ten--you know, twelve years old and on up.

Q: So you really felt a sense of belonging?

PC: Oh, yeah. You grew up with it. It was, you know, you saw the same people. So, yeah, you belonged to a good group. Kept you out of trouble. (laughs) Everybody knew everybody, and if somebody was doing something wrong, somebody heard about it. (laughs)

Q: What kinds of things?

PC: Oh, anything. I mean, you wouldn't dare do anything--especially down at P.A.L. (laughs)  
But, no, nothing--nothing bad. I mean, just --you had no time to do anything bad. You were always doing something.

Q: Did you make close friends in the Department?

PC: Yeah, quite a few close friends. It's hard to see everybody all the time, with different jobs going on with everybody and time is so tight now. But you see everybody at the parties and whenever else at fires, of course, or just get-togethers. Holidays, of course, you'd get to see people. But it's so hard--it's not like years ago where you had a lot more functions going on at the firehouse. This past Sunday we had a kids' party at the firehouse, which is always good. Cocktail parties you have around the holidays to get together.

Q: The kids' party, who was that for?

PC: For members, their kids or grandkids, nieces. We've opened it up to nephews. Each company pretty much has a Christmas party so you have the kids involved. And they'll have some of the members in characters--they'll dress up as cartoon characters. And Santa Claus arrives on the fire truck, and all the kids will get a gift. So it's good. It's good that way.

Q: Do you dress up yourself?

PC: No, I don't. No.

Q: Do you have children?

PC: I have a daughter, yes.

Q: How old?

PC: She's ten.

Q: And did she come?

PC: Oh, yeah. No, she wasn't too interested this year, but she was going to make an effort to go. She--once she got there, she was getting a little bored, but she wasn't going to miss it. (laughs) And she's still not old enough where it's not worthwhile going to. So she had a good time.

Q: And what cartoon characters were there?



PC: Well, they had--somebody had dressed up as a reindeer. They had Sponge Bob. Who else? Blue's Clues Dog. And it's just different get-ups. They'll rent the costumes.

Q: Is there anybody in particular who gets all into the party spirit?

PC: What do you mean by that? They're all--everybody's in the party spirit. (laughs) They all get--everybody goes up there has a good time.

Q: I mean, like any particular, you know, character in the company.

PC: I guess Santa Claus is always great. (laughs) Pretty much, he's always good. And, no, they're all pretty much the same guys. You really don't--they really don't show who they are. They like to keep it a little secretive. So, I really couldn't tell you who Sponge Bob was this year.

Q: In general, I mean, are there any people in the Department that you would say are particularly interesting characters or colorful people that come to mind?

PC: They're all colorful. (laughs) No, no one that really comes to mind at the moment. There's quite a few characters. Harry Hooper is a good old-timer from Protection. He's a good family friend. He was my father's best friend. And anybody--you'd mention Harry's name and everybody knows Harry. He's a good guy. But they're all good guys.

Everybody has their little quirks and stuff, but Harry stands out among the best (laughs), I would say.

Q: Why? What's he like?

PC: He just--he doesn't hold anything back. He just tells it like it is, no matter who's there, whatever, and can't get embarrassed. He'll embarrass everybody else, but he won't be embarrassed. It's just his demeanor. He's just--he's quite a character. If you haven't met him--you would know exactly as soon as you met him, what you're talking about. He's hard to describe. But he's one of the--one of the best. (laughs) I would say that. I don't know who else. No one can compare to him.

Q: What kinds of funny things go on in the firehouse?

PC: Oh ...

Q: The jokes? Or pranks?

PC: I'm sure there's more than I know of, because I'm not up there as much as I used to be. But, just--God, I can't even think of anything. You really can't fool around too much anymore, just the way things are. We used to go up there. We'd have water fights with one of the other companies--something like that. But you really don't do too much of that

any longer.

Q: How come?

PC: Just--just the times. It's just not appropriate any longer. It's more serious, and it doesn't look good. (laughs) But there were times where we would go up to one of the other companies with a truck and, you know, open up the hose on them (laughs), or catch the guys out on the ramp, and then, you know, we'd be caught off guard the next day or something like that. But nothing that I know of any longer. But I'm not up there as much as I used to be at the firehouse. I go to fire calls and then leave or do some of the other things--the meetings and things like that. But the time is so valuable now, you have to do such a juggling act that I'm not able to hang out as--if you wanted to say that. You know, just be up there at the firehouse, like some people are. As just a place to go. I mean, some of the younger members, it's a place to go and they'll get together and watch TV or play pool or what have you. And, you know, maybe they're horsing around a little bit. But who knows? Nothing I've heard of.

Q: But you have..you don't go because ...

PC: My time is ...

Q: ... your family ... [??] ...

PC: Just with everything. Just--I'm divorced, so when I see my daughter, that's top priority. And just work. Between work and work around the house, just time is so limited.

Q: And you're a Trustee also, aren't you?

PC: I'm a Trustee, yes.

Q: So what ...

PC: That's a five year term. We--the Trustees oversee the business end of the company, as far as paying bills and the administration portion of the Fire Department. It's a company. So that's time-consuming, and that's different things that go on. If someone needs something, you need to get approval from the Trustees before it's purchased. Make sure it's not a frivolous item that somebody wants. That you really need it. You confer with the other Trustees and give the person approval, or, you know, you'll get it out to them and tell them you'll get back to them. You know, discuss it first with the other Trustees.

Q: Have you had problems getting approval for anything?

PC: Oh, no, no. No, it's usually, you'll know right away if it's something out of the ordinary, but ...

Q: Like what kind of thing might be out of the ordinary?

PC: Just really nothing. I mean, because they know better than to ask for it, because they're not going to get it. But we keep up with the best equipment there is in town, and we just took delivery of a new pumper truck this year. So, we have the top of the equipment.

Q: What kind of truck?

PC: It's a Pearce pumper. We have three of them now--three Pearce. They're custom built to your specifications--what you need. So, basically, all three of our pumpers are identical. They might look a little different in the size. But if you go to a compartment on the right side, you're going to find the same thing on the other two pumpers. So it keeps it similar, makes it easier. And you know where to go to get it. And you're not running around looking for something. You really don't want to do that at a fire scene. But, you know, if you need some new hoses, the guys--you know, the engineers who oversee the equipment, they'll come up and say, "We need x-amount of lengths of hose." And we'll question it: "Do you really need that much?" Usually when they're asking for something like that, it's cut and dry. You have to have it.

Q: How much do the pumpers cost these days?

PC: Half a million dollars, four hundred and fifty thousand--something like--around there. I forget exactly what the price was, but close to half a million, if not a little over. Which you put out for tax-exempt municipal bonding and pay it off like a mortgage.

Q: And do you actually go to the manufacturer?

PC: Yes. Or we'll have the representative come. This one was pretty much cut and dried, because it's basically similar to the other one we had. The specifications as far as the chassis and what we wanted. The back of the truck, the compartments, pretty much was all laid out already. The graphics--the lettering on the truck. You didn't have to sit there and say, "Well, I want this to be like this and that." It was all just in the computers now. And they're built in Appleton, Wisconsin. So we did a trip out there to see how it was coming along. And then you go back later on once the truck is a little further along the assembly line, for a final inspection, and then it's either done or it's not. If you see something on that run, they'll go over it, and you take delivery of it.

Q: Did you ever have a problem?

PC: No, I mean, it's--they'll, you know, you'll pick out little things here and there, but most of it is all cut and--it's done. You have a set of blueprints. They build them to your specifications, and you just make sure everything is where it says on the blueprints. And it's top-notch operations. They do quite a business out there.

Q: Can you tell me about your involvement with 9/11?

PC: Sure. That was--we were--well, we were at work, obviously, and we had heard that the first tower was hit, and somebody came up and said the second tower was hit. And you could see the smoke down at the landfill site on West Shore Road. Well, up on top of the hill, because of the high--the elevation of it. You could see the smoke--the black smoke and everything. And then we tried to find a TV to see what was going on. And at that point, we said, well, you know, it's time to go. We have to get up to the firehouse, and they were running the primary that day, so there was people at the firehouse already for primary elections. And we had to get that closed up and out, because they cancelled that, obviously. And then we just waited to see what was going on at our firehouse, because it was still early in the day and we didn't know what was going on. We hadn't heard from anybody. We tried to find out who from our Department was working at the time. And fortunately, everybody was either off or not in there at the time. Some of the guys, I guess, went back. I'm not sure. But we were very fortunate that no one was lost or injured from our Department, whether it was a New York City cop or a fireman, because we do have quite a few paid city firemen that belong to the companies, and also policemen. But we stood by at our firehouses for the rest of the day. And then we were dispatched out to Belmont Race Track as a staging point with other companies from the Island to see if where we were needed in different parts of the city because of everybody being committed to that one area in Lower Manhattan. We were there, I don't know,

maybe five or six hours into the evening, and they had sent--the one light truck from Atlantic's came in, and they were heading down to where the towers were, to help out with lighting. So some of the guys had gone down there right away that evening. We were sent back from the park back to town, from the race track, because they just, for whatever reason, we wouldn't have to go in at the time. But we went in the next morning and helped out. And it was quite a scene. It was still burning. We were helping putting out fires. Just whatever needed to be done. We got there and were like, "What are we doing here?" And it's just undescrivable. The pictures you saw on TV were no comparison. Some of the guys who had come back, who had gone in, were describing it, and they just said they couldn't put it into--you really didn't know what they were saying until you got down there. And when we arrived the next morning, it was just -- sludge. We were walking through sludge of newspaper, paper, office paper, pulverized concrete, and just nasty. Very, very, very bad environment. But we got there and it's--there was I don't know how many people--hundreds and hundreds of people. Firemen, policemen, construction workers, civilians, people with--which you don't see in the city too much--with machine guns, and military personnel. It was just incredible. But everybody was just helping out. Searching and moving things by hand. Chains were formed --human chains. And you've picked up something and hand it to the next person, and they handed it out. Then they would call you off and they would bring in a small front-loader machine to clear an area. But it was basically all five-gallon buckets, and if it didn't fit in a five-gallon bucket, you handed it to the next person until--that was the first week, we were down there doing that. And then you would come--somebody would find



somebody, and they would get carried out. They would have them in a body bag, obviously, whether it was one part of a person or--any part. Or for a full body, they would put a flag on it if it was a fireman or a serviceman. If it was a civilian, you would just carry the person out. And the same thing. It was passed from the middle of where the towers were; you passed it from hand to hand to get it out of the debris. But I hope I never see anything like that again. I can still smell it, and I can still taste it.

Q: What did it smell like?

PC: Just, oh. It's a burning, rancid smell. And I--you could even smell it in town the next morning. And when we were driving up there, we went through the Midtown Tunnel, and on the approach, you could just see the cloud of smoke still from where the towers were, as we were coming, before the entrance of the Midtown Tunnel, on the approach. And it wasn't too cloudy out or anything. But once you got down there, it was just like a haze and smoky condition and soot in the air and particles. You didn't see the sun. You just felt the heat, and it was just evil. There's no other way to describe it. But then you saw all the good. You saw all the people helping out. People just handing out water bottles, ice, tissues, baby wipes. Asking if you need anything. But-- we were there till Friday. We would go in and spend twelve, fourteen hours a day there and then come home, and then go back in. Some people stayed longer. Some people stayed overnight. Some people would come in later. And other people were down there longer. But we said that was enough. There was pretty much heavy military taking over at the time by

Friday afternoon. And we said that's enough. We did our part. And it was--you could see the change in how you would be digging in one spot for ten or twelve hours and then come back the next day and you wouldn't even recognize the area that you were in.

Q: Why? What was it ...

PC: Just, it was cleaned up so much. It was just, you were in a pile of debris all day long and steel twisted girders and nothing but pulverized--there was really no chunks of concrete. You could basically pick up everything but the large steel parts. You'd come across desks and figurines that somehow were on someone's desk and didn't get blasted apart--little ceramic things. You're like how did this--how can this be? But basically, everything was just--if you took a sledgehammer to a cinder block, that's what it would be like, just a thousand times over. Just pulverized. And you could--you know, you'd see airplane parts and we just did what we had to do.

Q: When you say "we," who ...

PC: There was a bunch of us who went in. Ray Ryan, Pat Sarcoccia, Scott Wood. His brother, Glen Wood. Randy Bloomfield, Frank Scobbo ... [END OF SIDE A; BEGIN SIDE B] ...

Q: How did you get down there?

PC: We'd drive in someone's car.

Q: You didn't take the ...

PC: We didn't take the trucks. No, we didn't want to take the trucks down there. They were needed in town, and we didn't know what was going on. But we had to go down there to help. We knew that they needed bodies who were physically able to help, and also with the different training, the police officers who went down and the firemen. You had to show I.D., when you were getting near the area to show who you were.

Q: Where did you park?

PC: A few blocks away around the corner. But this way here, stayed out of the way, but went up with--we brought supplies with us. Extra gloves, you know, anybody needed some, we'd grab something. But just our bodies there to help with the clean-up.

Q: Were you in your full turnout gear?

PC: Yes. Yeah, no, we brought that ...

Q: Air Packs?

PC: Not Air Packs. But we had dust masks. Some had heavier dust masks and other respirators. But I had a dust mask that I used. It was basically a major clean-up operation.

Q: Now, you said you were walking through sludge. Was there a kind of wetness?

PC: Yeah, well, from the water. From the amount of water. From the ruptured water mains, from the buildings, from the pipes in the buildings, from the fire hoses. You just mixed that with pulverized concrete and plaster and paper, and it was just up to your ankles in sludge a couple of blocks away. And that was just from the massive amount of water. It was just--like I say, you had to basically hand pick through that whole site.

Q: Now, you weren't there officially, right?

PC: We never even gave it a thought.

Q: Yeah. And so the ...

PC: I mean, we were there. We went there knowing that we were volunteer firemen, and that there was--you know, their paid firemen which--but more as a citizen. But we were fortunate enough to have the training and the gear to be able to go in and help. And no

one bothered us. I mean, they were happy to see us. But we didn't officially get word to go down there. I mean, later on, maybe some of the guys did, but when we were down there the first week, no, we officially weren't sent. We gathered up what we needed, as far as the guys who were on the Port police. And some of the guys who are city policemen, and Nassau County policemen, and we got into the various vehicles and had a meeting point. Got through the check points okay. And set up a meeting point, in case somebody got into a different area. We made a time where we would meet back in one spot, and if not there, we had a back-up spot.

Q: What were those spots?

PC: One was right across in front of where the towers were, in front of the Century 21 department store there. We were right there. And our other spot was on the opposite side behind where the firehouse is on the side street two blocks down, just in case something would, you know, happen in the area. But, no, we worked side by side with battalion Chiefs and Lieutenants from the city Fire Department. And they were patting us, you know—"Happy to see you." So, not that we were looking for any kind of praise, but they didn't mind the extra hands.

Q: Did you get any formal recognition from the Port Washington Department?

PC: No. We weren't looking for that. No.

Q: And what was the hardest part of that?

PC: Just the first--the first time--when we first got there, that first morning, just seeing the-- just seeing the damage. It's just--these poor people going to work and just not knowing what hit them. And just the people in the airplanes, that you can only imagine being on a jet that size and just, you know, what do you do? You have something that large going that fast into something, and you can only wonder what they're thinking. But just--just the people in the buildings. I mean, the ones who died right away, I mean, some people didn't know what hit them, obviously. But you saw the pictures with the people jumping and then, it's got to be pretty bad for you to jump out of a window knowing you're going to die. That's how bad the heat and flames are. That's your choice--either burn to death or jump and die. It's got to be a hard choice. So--but just the idea that we were down there and we were doing what we could. I know, it's just something I had to do personally. It's, you know, it made me very angry that it took place. Along with other people, I'm sure. But I don't know. Just--it's just something I don't ever want to do again.

Q: What would you say the impact of 9/11 was on the Department?

PC: I think we're more--not so open anymore. Whereas we sort of watch who's asking questions now and wanting to know about your vehicles or equipment or "What do you actually do?" Or--you're not so open anymore, I think, if it's someone you're not sure of.

I know I'm not really too keen on people asking me questions about things, on any aspect. You know, you just don't know. And we tend to lock things up a little more now. Because, you know, a lot of times you'll go past the firehouse and sometimes you'll see the doors open. I mean, obviously, there's somebody inside. Whereas, I think more when you see them now, they're closed, whereas people could walk by and just walk in and look around. If you're out walking with somebody--one of the kids or something--go see the fire truck, now you don't have that anymore. And you have to be like that.

Q: Could somebody still go into the firehouse, though? You know, like with a kid ...

PC: Oh, sure. Yeah, I mean, it's like Thursday nights when everybody's there. Or even during the day. I mean, most--if somebody's there in the truck room, we'll have the door open or something. But, yeah, of course. But, you're going to look at them, you know, in a different way, because you don't know if that's a front. You just don't know what people are capable of, although they're capable of anything, obviously. (laughs) But what's to say that, you know, somebody's walking with their child and wants to do something crazy. It's just a sick world. So--so I think we're a little more cautious on information or just openness. But, still do the same things, though. Still go about our business every day. I know I do. And that was another reason for going down there, and I just -- you know, just to help out, and also to show that this is not going to stop us. Take a little more than that.

Q: What would you say you're proudest of in your career as a firefighter?

PC: Definitely doing that. Helping--going down there and help, and doing what we could, whether it was an order not to go or to go, or officially, unofficially. We went down there as a group of guys from Port Washington and did the best we could.

Q: And how would you like to be remembered?

PC: (Laughs). As a good father. Someone who's not too nuts. (laughs) You've got to be a little screwy to go into a burning building, I guess. Just, good father is number one. And somebody who, you know, helped out.

Q: Well, now you were talking about how the Department is short of staff. What do you think is going to happen?

PC: Oh, I would think eventually, it's going to go to a paid department. I don't know when or if ever, but you don't see a lot of new members. I mean, we're fortunate, we do have some new members, but not nearly as much as needed to keep things going.

Q: Have you brought any people into the Department yourself?

PC: No, I haven't. (laughs) And that's really--basically all the people I know are members.



And it used to be, you were a son or a daughter of somebody and that's how new people were brought in. But, it's very hard. I mean, we have a group of young guys that are in, and then they go away to college. So then, you're short that many men. But we get them here and there, but not nearly enough, because we could use a lot more help.

Q: How did you feel about women joining the Department?

PC: That was fine. It doesn't bother me.

Q: Do you think it changed the Department?

PC: Some people, I guess it bothered them, I guess. But no, it doesn't bother me at all. We have a girl who was upstate New York. She moved down here. She was in one of the local companies upstate, and she's in our company. And I've been in fires with her and I'll put her against anybody anytime. (laughs) She's right in there and ...

Q: She can handle the physical work?

PC: Yeah, she can handle the physical of it. Sure. Yep, she's right in there, advancing the fire line into a working fire and ...

Q: What's her name?

PC: Crystal. I'm not sure of her last name. But we were in a fire up in Sands Point, and she was right on the nozzle advancing the line into a fire. So ...

Q: And that's hard work.

PC: That's very hard work. Yeah. (laughs)

Q: Did you ever get knocked down by ...

PC: I've been taken aback sometimes on the fire hose, sure. But not too often, but sometimes you lose your footing or whatever, but you get in there.

Q: And what about when people of different ethnic groups joined the Department? How was that received?

PC: Fine. No problems at all. It's, you know, if you want to do this kind of work for no pay, more power to you. (laughs) You've got to be--as I say, you've got to be a little nuts. You're not getting paid to do it, number one. So, why would you want to do it?

Q: Well, why?

PC: It's something you want to do. You want to do it. And that's the only reason. There's got to be something. I don't know what. But, I'm still able to do it, and hopefully for a few more years, but some of the younger guys are already starting to call me "Pop"-- kidding around (laughs), but we're--or I'll get, "Hey, old man! What are you doing on that line there?" (laughs). But, you know, I tell them, someone's got to do it. So I kid them right back. I tell him, "You're going to look kind of foolish when this old man kicks your butt."

Q: How do you think the Port Washington Fire Department stacks up against the other volunteer departments on the Island?.

PC: Well, I'm going to say we're, you know, one of the best, along with the other guys. But we're right up there at the top as far as personnel, from the people on the business end up in headquarters, the Chiefs, all the administration people, the equipment. It's the best you can get. There's a lot of--well, a various array of personalities and personnel. From the business aspects, you have a lot of really smart people out there who are doing what they do best to help out--whether it's from an administrative point, secretarial, or just from the business aspect-- financial, to help and go out and get the best rates for large purchases, making sure we get the best financing. It goes into quite a--it's not something where you just run out to the bank and say, "Okay, I need a half a million dollars." There's a lot of legal aspects that need to be looked at first, before these large purchases are made, and we have some of the top business people around that are members from this community.

Sal Zimbardi's a member of company--police commissioner, financial businessman.

You're not going to get much better than that. Frank Pavlak. A lot of guys. Peter Zwerlein from the Water Pollution Control District. Johnny Murro who is in our company. A lot. There's many. Many. I hate to mention names, because I'm sure you can just take the whole roster and find somebody who has a specialty, whether it's basic mechanics or anything. Everybody puts their knowledge to help the Department.

Q: And what would you say your specialty is?

PC: Oh, I'm a jack-of-all-trades. (laughs) Well, with my dealing with the town, I deal with a lot of different aspects with engineers and just hands-on building things. Mechanics. I went to school for mechanics, and then different things working in the field. Basically any--you know, electrical, mechanical, reading blueprints, spec sheets, bid sheets. Pretty much of an array of different things. No certain specialty, but I can get through quite a bit of different--some financial papers. I mean, you know, I know a good rate when I see one, or if something's wrong with a blueprint or a bid spec. Just, I deal with so many different people on a daily basis.

Q: Is it in your ...

PC: At my job at work. Yeah, in my job. I mean, I've been with the Town of North Hempstead for twenty years now overseeing some of the major projects down in the

landfill site with water treatment, gas systems--gas collection systems, which was unheard of when I first got on the job down there.

Q: Gas collection?

PC: Landfill gas collection. It was something new. You never heard of that before. And that's quite a bit of different things involved in that as far as well drilling, drilling rigs, well development , fiberglass piping collection systems, electric motors, vacuum motors, furnaces. Right now, we're rebuilding the entire landfill gas system on capping the old landfill. And we have guys out there with heavy equipment. So it's not only that, it's machinery. But ...

Q: So you had said that your term as a trustee is going to be up soon?

PC: I am up for re-election in January. It's a five-year term, and I'm running for my second five-year term. Just, I like it, and it keeps me on the business end of things, not so much with the daily engineering tasks that are involved with the other positions. Along with-- we have a secretary; we have a treasurer. Captain, Lieutenant--they're more line officers. That's something I never really wanted to get involved in.

Q: Why not?

PC: It was just too much. Too much work involved. I'd rather go in, put the fire out, do what I have to do, and go on my way. And then, with the other--with the Trustee, it's more behind the fire scenes, whereas you have a little bit more leeway, I guess. It's still an important part of the picture, but it's more for what I'm capable of doing.

Q: Do you run into a lot of red tape for that?

PC: No, not really.

Q: Not even with the town or ...

PC: Once in a while, you're hear, you know, the Village of Sands Point will want to know why you're doing something or why their tax is so high. And we come up with budgets, and, like I say, we try to keep them--the whole Department does their part in keeping the price as low as possible for what they get. And everything goes back to assessed value. It's (laughs)--it's the way the county is run. But we try to run a tight budget and keep the rates down as low as possible.

Q: How do you think the community perceives the Department?

PC: Hopefully good. (laughs)

Q: (Laughs). But do you get any sense about what people think?

PC: Yeah, I haven't heard any--any negative comments. I mean, you know, it's, "Oh, you just went out and bought another fire truck," or, you know, "Why'd you do that?"

Q: They don't ...

PC: No, I haven't heard anything. I mean, you know, once it's explained why, I mean, why did we buy a Pearce? Well, you know, we could have went out and bought a Salisbury or one of the other manufacturers, but we have two other Pearces, and we have good service with them. The other truck, I believe, is a '96, which we've had really no problems. And the other one is a little newer. I think it's a 2000. So, I mean, all our fleet in Protection is going to last quite a while now. It's all similar, and if you look at any kind of fleets--any kind of business that has a fleet--all the cars are the same, so it's the same parts, same manufacturer, same size tires, and what have you. You get good service out of one thing, you sort of stick with it. Whether it's a Chevrolet that you're accustomed to, or a liking to, or a Ford. If you get a good product, you're going to stick with that. And that's what we've tried to do. This way here, we have the same person, the same salesman, you know, and the same company dealing with any major issues on all of our vehicles. If there's a problem, they'll come out and take care of it.

Q: What are the biggest changes you've seen in the company, or in the Department, in

general, since you've been a member?

PC: Well, they've lowered the age of the members. You can now get in when you're seventeen. Of course, women getting in. And just the technology. As the technology improves, we try to keep up with it and get the best equipment.

Q: What are some of the newer ...

PC: The infrared cameras that they have now--heat detecting units. They call them cameras. They don't take pictures. But it displays on a small screen any heat source. If you were to point it in this room at the florescent light, the screen would light up with the outline of it. So, if you go into a fire scene or a smoky condition and someone is laying in the corner, you would spot them immediately. Or you would be able to spot a fire in a wall, without ripping the whole room apart. You can pinpoint fires or personnel--whether it's a fire person or a civilian. Or an animal.

Q: So you would find them by their body heat.

PC: Just by body heat. It's that sensitive. It'll show on a wall outlet in a bright room, just the heat of a wall outlet will show. Your body. If you were to point to either yourself or myself right now, your head would be a little brighter because of the body heat emitting from your head or your extremities. It's just amazing. It's so amazing that they have



these units now, and it makes it--it's just incredible, the technology. It's a pricey unit, but we budget for it, and as they come up with newer ones, we'll purchase them, obviously. But again, you buy it, and it's a good unit, you check them out compared to--there's a couple of different manufacturers and you look at both units and compare them--the pros, the cons. And you pick the one that you--hopefully, you've picked the right one. And there's a lot of investigation on something like this. You would ask other people if they have it or if they've heard of it, or what they heard--good or bad. And you do your research and get the best one, which--the ones we purchase are made by a company called MSA--Mine Safety Apparatus, or something like that. It's abbreviated MSA. They're big with gas meters and other different types of items--safety items. It's a large company, but it's a small unit, not much bigger than a tape recorder. It's got a small screen that you look through. You point it. Very lightweight. And it's just incredible. The turnout gear is a lot lighter now. The boots, they're lighter material, but more safe. Fire retardant. The helmets ...

Q: About how much does the turnout gear weigh?

PC: Everything now, with the Air Packs and that, I'm going to say, I don't think it's more than forty-five pounds, maybe--fifty pounds. I never even thought about it. I know it used to be quite heavy. It's still heavy after a while, but the turnout gear is just incredible. It's like a feather compared to some of the other stuff. It's still got some weight to it, but you pick up the turnout gear that I have now--the pants, which even years ago when I first got

in, you didn't have what they call bunker pants. You had rubber boots that you pulled up, and you had a long coat. Now, you have pants that come up and protect your legs, and you still have the boots and the turnout coat, but the turnout coat is a little shorter because of the pants that you have on. And the helmet --some of the guys still have the heavy old leather helmets. I have one of the newer plastic ones. It's half the weight. And that comes in handy after a while. It's less fatiguing. (laughs) But just the Air Packs are half the size that they were--the bottles. They're lighter, more reliable. It just keeps getting better.

Q: Constantly ...

PC: Constantly improving, like everything else.

Q: That's great.

PC: And we keep up with it. Whatever top of the line, the best for the membership, which, in turn, is better for the community. So ...

Q: Is there anything else about the Department or your service in the Department that I haven't bothered you about (laughs)?

PC: I don't know. Now, it's running for a Trustee position again. I've run in the past and lost.

But someone's got to win and someone's got to lose.

Q: So how do you campaign, when you run?

PC: I just--you have nominations, and you put your name into the mix. And you go out and talk amongst the members, that you're looking for the position and why you think you would be a better candidate. And myself, I ran because it was one of the older guys and I thought it was time for a change. Somebody was there for quite a while--one of the old dinosaurs (laughs), and hopefully with the backing of some of the younger members I would have gotten in. And I didn't at that time. I mean, I only lost by one or two votes. But it's, again, you know, no hard feelings. Someone's got to win and someone's got to lose. And so the next time it came up, I ran again. (laughs)

Q: And how often--are elections held only every five years or ...

PC: Well, for the Trustee position, the different Trustees--the term is for five years, just because it doesn't make sense to change that every year. There's too much involved with the administration. But the Captain is two years, and then the Lieutenants are all one year. But the Captain will get sworn in, and then he'll have that position for two years. And usually, his First Lieutenant will be the same--usually it's the same guy, once they're in there. Usually those guys go up the ranks from the lower engineering staffs, they work their way up to First and Second Lieutenant positions, and then to the Captain's position.

Q: And with the Trustees, how many Trustees are there?

PC: There's five of us.

Q: And so every year, does the ...

PC: It comes--yeah, it rotates like that, right. Yeah, you have a five-year term, so, well, I'm running unopposed in January, so I'll have another five-year term, unless there's a write-in ballot, which is highly unlikely, but you never know. And then the following year, somebody else--one of the other Trustees will be up for their five-year term. So it just rotates a little that way. But this way you always have your business aspect in place, where it's not a constant change from the business point of the company. You want pretty much the same-- not, the same, but you don't want to make too much of a change in one shot. It would be too disruptive for the corporation.

Q: You want the stability.

PC: Yes. Yeah, that's the word I'm looking for. Whereas, if somebody loses, like if I was to have lost this year, at least the other guys are still in there and familiar with the workings and how things are going along and what needs to be done, where it's not too much of a drastic change. So that makes more sense from the business aspect on that.

Q: Well, what do you think the value of this oral history is, for the tapes we're doing?

PC: (Laughs). I think, in comparing it from the last time--you just want to see if I have the same answers (laughs). No, well, it's something I hope that people in the future look back on, and they'll see, you know, at this time and date, hopefully some insight as to what's going on. And things haven't changed too much. And hopefully it'll be here forever. It's something my daughter will get a kick out of one of these days.

Q: What's her name?

PC: Allison. Yeah, so ...

Q: So, if she listens ...

PC: Yeah, I mean, she loves the Library. She always wants me to bring her out. And I bring her as much as I can (laughs).

Q: ... [INTERRUPTION] ... You were talking about the Chiefs ...

PC: Well, the Chiefs now, yes, it's a full-time position for these guys, with the regulations and rules. What we're just converting over to in the Department is computer sign-in sheets,

just for ease of paperwork. You'll sign on the pad, similar to like a credit card. You go to the computer when you get back from a call or anything, to get your credit you'll punch in your badge number. Your name will come up. You'll sign it and then enter it. And your signature is recorded for that alarm or alarms. Whereas in the past, you'd have to sign, for multiple calls, multiple sheets. Now, it's just in the computer. You sign your name and you'll get credit that you were at those fires. And then if you want to run off something--one of the Chiefs or one of the officers wants to see who was where, or how many calls, it's just a matter of going into the computer system now. Whereas before, it'd be going through all the paperwork.

Q: And who sets up the computer system?

PC: The Chiefs have a guy who came in and set this all up and the programs. And a lot of it is because of the state. You have to generate paperwork for the state--fire calls, fire damage, any damage for insurance purposes, or how many calls, or whatever. I don't even know. It's just, I know there's a lot of paperwork involved up there, and it's going to make their job easier. Even for when we have truck reports. You get back from a call. Equipment used all has to be filled out. So now it'll be on the computer, and you just check it off and enter, and your truck report is done. It's just incredible, the guy who set up this program, which is wild. But the Chiefs have their hands full up there; it's quite involved. From years ago, where you went to a fire, you came home, now there's a lot more administrative on their end.

Q: Are there any--they have ...

PC: You know, they have on this--yeah, it's still-- yeah, it's just more involved. Just from the amount of data that has to be generated for different agencies. Again, that's--I don't even know. I don't want to know (laughs). But it's pretty ...

Q: But you're doing a lot ... [END OF RECORDING] ...