

WHAT TRAVELERS SAID

"I'll never fly again."

— KERRY SPEERS, 34, SITTING ON AN EMPTY BAGGAGE CAROUSEL IN CHICAGO

"Civil air traffic is at a standstill."

— WILLIAM SHUMANN, AN FAA SPOKESMAN

"If something happens, I want to go back to Taiwan. If I can't fly back, I will boat back."

— NOLA LU, 40, A RECENT FREMONT RESIDENT FROM TAIWAN

"My son said, 'have a good trip.' Who would have thought the world would blow up 24 hours later. Now whenever we fly, so many of us are thinking, 'are we going to get there?'"

— JOAN DOLAN, A LAWYER FROM BOSTON, WHO FLEW TO SEATTLE MONDAY FOR A FAMILY REUNION.

"I was going to go on vacation to New York, but it's probably a bad week for that. I don't have a refundable ticket, but I'll go to New York some other time."

— KAHLEI LIGHT, UC-SANTA CRUZ STUDENT, WAITING FOR A FLIGHT AT SAN JOSE INTERNATIONAL

"Today's events will cast a 20-year shadow over international civil aviation. It will be a bigger shadow than the one cast by the Lockerbie crash, and the restrictions on civil aviation will be immense."

— PHIL BUTTERWORTH-HAYES, CIVIL AVIATION EDITOR OF THE JANE'S PUBLISHING GROUP IN BRITAIN.

"Earlier this morning, we had a concierge go physically to each rental car agency. There was mayhem. It's amazing — people are driving to L.A., Seattle."

— NICK GREGORY, GENERAL MANAGER OF THE HOTEL TRITON IN SAN FRANCISCO.

"How many people are going to want to get on an airplane after what they saw today?"

— AN AIRLINE EXECUTIVE WHO INSISTED ON ANONYMITY.

Airlines, hotels teaming up to provide lodging for fliers



New Yorkers Edmund Jin, left, and Michael Ackerman take in the unfolding drama on a television monitor Tuesday in front of the American Airlines ticket counter at San Jose International Airport. The FAA grounded all domestic flights after the terrorist attacks.

S.J. VISITORS BUREAU HOSTING HOTLINE FOR DISPLACED TRAVELERS

By Yomi S. Wronge
Mercury News

Henry Rubenstein of Munich, Germany, was supposed to be in Orlando, Fla., for a security show. Clarence Perkins was due home in New Orleans for a proctologist exam. Susan and Doug Worgess just wanted to get home to Kalamazoo, Mich.

They were among thousands of people stranded Tuesday in the Bay Area after airline flights were canceled across the nation in the wake of terrorist attacks in Washington, D.C., and New York City.

While some airlines picked up the tab for hotels, the hotel industry quietly and quickly stepped in to give stranded travelers discounts on rooms, allow flexible check-in and checkout times and forgive last-minute cancellations.

Early Tuesday, the San Jose Convention and Visitors Bureau began coordination with San Jose International Airport. Airport workers served as passenger ambassadors, directing displaced travelers to a hotline for information on availability at local hotels. The hotline also will direct call-

ROOM HOTLINE
To find out about available hotel space:

San Jose Convention and Visitors Bureau passenger hotline: (888) 726-5673.

ers to the Salvation Army, which is ready to provide low-cost emergency housing if needed.

"We wanted to show that from a community standpoint, we are here to help," said Dan Fenton, president and CEO of the San Jose Convention and Visitors Bureau.

Bert Tabrizi, general manager of the Park Plaza Hotel in Oakland, agreed. The hotel found rooms for some of the displaced passengers and grounded Federal Express workers from Oakland International Airport.

"We have to stick together," Tabrizi said.

Oakland Airport also arranged for 100 rooms at the Oakland Airport Hilton and an unspecified number of rooms at the Executive Inn.

Meanwhile, a number of hotels near San Francisco International were near capacity by early Tuesday afternoon.

"A lot of our customers who checked out this morning turned around and came right back," said Timothy Lusher, the manager at the 393-room Westin San Francisco Airport. The hotel, which contracts with United Airlines to accommodate pi-



Baggage workers such as Cecilio Pulido were overwhelmed with luggage in the United Airlines baggage claim area Tuesday.

lots and flight attendants, set up a counseling center with clergy for distressed airline employees and passengers.

"The calls started coming at 9 a.m. and never stopped," said Barry Ongerth, owner of the 60-room Travelodge San Francisco Airport South, who spent the morning taking new reservations and changing others for those with revised travel plans.

Fenton said help will be available for as long as necessary, and that includes cheap rates at area hotels. By midday Tuesday employees at the Hilton San Jose and Towers, where rates were dropped from the usu-

al \$170 to about \$100 for double occupancy, were braced for the rush.

"The operational word here is 'flexibility,'" said John Southwell, general manager. He waived cancellation penalties for folks who couldn't fly into town and is allowing guests to check out as late as they need to make alternate plans.

"To the point we run out of rooms, we will be here," Southwell said.

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Residents buying U.S. flags in support

By Michael Cronk
Mercury News

After a morning of watching the terrorist devastation take hold of the nation, many South Bay residents did the only thing they could think of to display their patriotism.

They went out and bought U.S. flags.

By midafternoon, stores such as Orchard Supply Hardware on Prospect Road in San Jose had sold out their inventory of Stars and Stripes.

"When I came into work at 12:30 p.m. we were pretty much sold out," said Derek Yamashita, first assistant manager. "Some people were taking four or five flags at a time. They said they wanted to do something to support the United States, to show that they cared about their country."

The other nine OSH stores around the Santa Clara Valley, Yamashita said, also reported brisk sales of flags: small ones, large ones and complete kits with a pole and brackets. Prices ranged from \$5.99 to \$27.99.

More flags have been ordered from the warehouse and should be on the shelves today, Yamashita said.

Stores don't stock as many flags this time of year as they do for the Memorial Day and Fourth of July holidays. Some hardware stores had a small number on hand, and they were cleaned out by Tuesday morning.

"They just wanted flags, to fly and to show," said Nellie Curran, an employee at the Cedar Tree Ace Hardware store in Santa Clara. "We put our flag out, too."

She added: "One guy came in for a big flag, but we only had smaller ones. So, he bought a small one and put it on the back of his motorcycle."

Most customers, Curran said, appeared stunned rather than angry at the day's events. "There weren't many smiles today, that's for sure."

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Shane Tusch of San Mateo waves the U.S. flag Tuesday off the Peninsula Avenue overpass.

Oakland, Menlo Park rescue teams on alert

By Edwin Garcia and Lisa Fernandez
Mercury News

Hundreds of Bay Area emergency workers, including firefighters, search-dog handlers and psychologists, prepared Tuesday to travel across the country to assist with rescue operations in the aftermath of the terrorist attacks.

Federally funded urban search-and-rescue teams, including two based in Menlo Park and Oakland, were placed on alert by California's Office of Emergency Services.

By late Tuesday, 12 of the 27 such teams nationwide were dispatched, including crews from fire departments in Sacramento, Los Angeles and Riverside. California is home to eight of the nation's teams.

"We are ready to go now," said Ron Carter, an Oakland Fire Department deputy chief and leader of the 62-member team, which includes employees from the Alameda County Fire Department.

Members of the Oakland team spent the afternoon taking inventory of equipment needed for a major operation: high-tech search cameras, compressed oxygen, metal stretchers.

Members expressed little



Preparing Tuesday for possible deployment to Washington or New York are members of an Alameda County rescue team. From left is firefighter Gary Patterson, Capt. Dave Eaton and firefighter Lyle Stepman.

doubt that they would soon receive orders to board a military airplane at Travis Air Force Base in Solano County, en route to Washington, D.C., or New York.

Brian Beadnel, of the Menlo Park Fire District, left from Mather Air Force Base in Sacramento on Tuesday headed to New York.

"Brian is a logistics specialist," said Merlo fire Capt. Harold

Schapelhouman. "He makes sure that rescue workers don't have to worry about where to find a meal, where to sleep, or where to get a shower."

A total of 11 teams nationwide assisted in Oklahoma City after the 1995 bombing of the federal building, including the group from Menlo Park. The teams in Oklahoma worked for two weeks. The magnitude of that bomb-

ing, Carter said, was "very small in scale" compared with Tuesday's attack.

"My gut feeling is, before it's all over, all 27 teams will be activated," Carter said.

The Oakland team, which is trained to detect faint sounds in rubble, was last dispatched in the aftermath of the 1994 Northridge quake.

"It's frightening and depressing," said Dr. Mark Stinson, the team's medical manager. Hazardous-materials specialist Dan Keenan, of the Oakland Fire Department, said he was uneasy as he prepared for the possible assignment.

"I've seen a lot of auto accidents, but this is beyond my experience," he said.

The American Red Cross, meanwhile, placed hundreds of Bay Area volunteers and staff members on alert for dispatch to the East Coast.

Based on the magnitude of the tragedy, Bay Area Red Cross spokeswoman Tasia Sourkes said, there is a "great likelihood" the team will be deployed.

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TO VOLUNTEER

How to volunteer in the Bay Area with organizations helping victims of the New York and Washington tragedies:

■ Community Services Agency of Mountain View and Los Altos, (650) 968-0836.

■ Cupertino Community Services, (408) 255-8033.

■ St. Joseph's Family Center, Gilroy, (408) 842-6662.

■ Salvation Army, (408) 282-1165.

■ On the Web, the National Voluntary Organizations Active in Disaster has information on how to help

www.nvoad.org.

■ Disaster News Network, a Web site that chronicles the work of church-based relief groups, can be reached online at www.disasternews.net.