

DATE: January 12, 2009

LENGTH: 44 minutes

PARTICIPANTS: David Paulison, Administrator

**Unidentified Male 1** - John Shea, FEMA External Affairs  
(typing for the Administrator)

**Unidentified Male 2 –**

Robert Shea, Associate Deputy Administrator  
Will Booher, Assistant to the Administrator  
Aaron Skolnik , Technical Operations Manager,  
FEMA External Affairs

**Also present:**

Dan Stoneking, FEMA Public Affairs  
Terry Monrad, FEMA Press Secretary  
Harvey Johnson, Deputy Administrator

ABBREVIATIONS: [U/I] = Unintelligible  
[PH] = Phonetic Spelling

**Speaker**

**Transcription**

*Unidentified Male 1:* ... now that you've entered the room, so anytime you're ready.

*Paulison:* Okay. Let's start off by thanking everybody for attending and giving me the opportunity to chat with them.

*Unidentified Male 1:* I'm going to type verbatim what you say to me. So if you say this is what I want to type.

*Paulison:* Okay. Perfect.

*Unidentified Male 1:* Okay. So ...

*Paulison:* Shall we continue on or do we wait for somebody to respond to

that?

*Unidentified Male 1:* We're doing your statement first, in which you would let folks know that ...

*Unidentified Male 2:* [U/I]

*Unidentified Male 1:* Okay, great.

*Paulison:* Let's say that when I took over FEMA, I recognized that this nation deserved a strong, vibrant organization. Did you run out of space?

*Unidentified Male 1:* Almost.

*Paulison:* (Laughs).

*Unidentified Male 1:* Bringing me back to Journalism School.

*Paulison:* There you go. I said the first thing I recognized is that we needed to bring in strong leadership. I started by recruiting people who had years of experience dealing with disasters.

*Unidentified Male 1:* Okay.

*Paulison:* Okay. I also wanted to change the culture of the organization. I wanted to change FEMA from a reactive organization to a proactive organization. Want some better fingers? (Laughs). And that ... that change also involved the entire Emergency Management Community around this country. I also recognized that FEMA couldn't do it all by itself. We had to build partnerships outside of our traditional ... partners. (Laughs).

*Unidentified Male 1:* Any examples on that?

*Paulison:* Some examples are working with Law Enforcement. Working with the private sector. And on ...

*Unidentified Male 1:* I'm sorry.

*Paulison:* Oh, I'm sorry.

*Unidentified Male 1:* It's my fault. Your ... the back key is where my return key is.

*Paulison:* Oh, okay.

*Unidentified Male 1:* Let me get back to it. I'm sorry about that. [U/I].

*Paulison:* Along with non-profit if you can fit it in there.

*Unidentified Male 1:* Okay. Technology?

*Paulison:* I guess the other I would add is developing new forms of communications. And that's why we're using Twitter.

*Unidentified Male 2:* [U/I].

*Unidentified Male 1:* Okay.

*Paulison:* Oh, and we can say, in fact Friday we produced a YouTube video.

*Unidentified Male 1:* Okay. It will pop up.

*Unidentified Male 2:* It doesn't say FEMA RBD.

*Unidentified Male 1:* Okay. And do you know what the hash[P/H] time was for when the video got posted?

*Unidentified Male 2:* It was FRNA.

*Unidentified Male 1:* Okay. Okay. I'll put it in there. Okay. All right, here we go.

*Unidentified Male 2:* Okay, there were a couple of questions up there, right?

*Unidentified Male 1:* All right. So, are you ready to go answer some questions?

*Paulison:* Yeah, I see we've got several up there. Let's see, which ones do we want to answer.

*Unidentified Male 1:* Well, we've got some questions from our earlier set up.

*Paulison:* Oh, okay. We'll do those first.

*Unidentified Male 1:* Okay. So let's go back to the first question. We'll go to our clients here. The first question ...

*Unidentified Male 2:* [U/I] Coordinators ...

*Unidentified Male 1:* That's actually John Solomon's question. Okay. John Solomon's question was; how did FEMA raise public awareness in social media, such as Twitter, value and disaster prep response and accelerate the use of these tools?

*Paulison:* I would say the more we use it, the more awareness, the more the people will become aware of its value. And we can mention that there's a whole new generation of people coming up that are ... will be very familiar with this type of communication.

*Unidentified Male 2:* How often do we want to do this?

*Unidentified Male 1:* Pretty much around the clock. It usually dies out from time to time, but ...

*Unidentified Male 2:* Like for so many disasters in the middle of the night or to say, hey send a tweak to FEMA and focus somebody in the RCC or

somebody will be watching this or ... ?

*Unidentified Male 1:* Right now it's internal.

*Unidentified Male 2:* Okay.

*Unidentified Male 1:* Okay. All right. I think I've got the next one on ...

*Paulison:* Talk about considered using dedicated Twitter account, RSS Feeds? I don't know what RS Feeds are.

*Unidentified Male 1:* RS Feeds are real simple syndication. We've got a page here that we're going to show him. For our home page we have RSS Feeds, this is a way to send information. We can send it straight to peoples' e-mail boxes or it can go to their cell phones.

*Paulison:* Very good.

*Unidentified Male 1:* We send out national situation updates, declarations and press releases this way.

*Paulison:* What does RSS stand for?

*Unidentified Male 1:* Real Simple Syndication.

*Paulison:* Oh? Okay. (Laughs).

*Unidentified Male 1:* All right.

*Paulison:* We are the acronym king, aren't we?

*Unidentified Male 2:* (Laughs).

*Unidentified Male 1:* Unfortunately we didn't come up with that.

*Paulison:* Okay.

*Unidentified Male 2:* It's a way for people to know when, you know, what sites are

being updated and new information is going out. You could subscribe to it. It sends you an update every day.

*Paulison:* Yeah?

*Unidentified Male 2:* Whether it's ESPN or ...

*Paulison:* So they sign up for it?

*Unidentified Male 2:* Yeah, you sign up for it, when you go to the website, you can sign up for a RSS Feed.

*Unidentified Male 1:* I'm not going back to this one. Okay. Now I'm just going to show him the link to our information.

*Paulison:* Oh, very good. So now does everybody see this answer or just him?

*Unidentified Male 1:* Everybody will see the answer.

*Paulison:* Okay.

*Unidentified Male 1:* To view it, it's going directly to him, but he'll be able to view it as well.

*Paulison:* Very good.

*Unidentified Male 1:* Okay. And do you have anything else you want to add for his response?

*Paulison:* I would just say that, you know, this is a new type of communication for FEMA. You know all suggestions are welcome.

*Unidentified Male 1:* Great. All right. I'm going up the list.

*Paulison:* The next one is disability coordinator positions.

*Unidentified Male 1:* Okay.

*Paulison:* That was ... it doesn't say whom it came from.

*Unidentified Male 1:* Mary Ellen. It's right here. All right?

*Paulison:* We're putting the disability coordinator positions in the 2010 budget.

*Unidentified Male 1:* Okay.

*Paulison:* And what about using ... do you intend to continue the policies in Blackwater Mercenaries domestically?

*Unidentified Male 2:* We don't use Blackwater domestically, do we?

*Unidentified Male 1:* We have in the past.

*Paulison:* We have in the past, but we don't currently have one. There is a subcontract for GM.

*Unidentified Male 1:* So we don't?

*Paulison:* Tell 'em we don't currently have any contracts with Blackwater.

*Unidentified Male 1:* Okay.

*Paulison:* And the only other, what was the other ... that was the only question? The other question was; how can FEMA raise public awareness, we've already answered that one. That's all the questions on here.

*Unidentified Male 1:* Okay. [U/I] came in, first you've got a message from Bob C. Mass, right here, it's right up on the screen. He just wants to say

hi and thank you.

*Paulison:* I don't know who that is, but ...

*Unidentified Male 1:* Say, thanks, Bob.

*Paulison:* Thanks, Bob. Yeah. (Laughs).

*Unidentified Male 1:* All right. And then we have Mheadd[P/H]. Recently there were a few accounts for exchanges from CNN and even Obama's account had gotten hacked because they first responded to things and logged on with their user name and password. So he's asking; how does the recent incident for Twitter accounts to compromise the plans for using it in the future?

*Paulison:* Just say the quarter's(?) fairly new, or maybe just say ...

*Unidentified Male 2:* You want to say something along the line ...

*Paulison:* That technology like Twitter are fairly new and there's going to be problems, but that shouldn't stop us from using them.

*Unidentified Male 2:* Hit tweak, please.

*Unidentified Male 1:* Research and stuff?

*Unidentified Male 2:* Mm-hmm.

*Unidentified Male 1:* Okay, the next one ...

*Paulison:* Does that say Ferosa[P/H]?

*Unidentified Male 1:* Yeah, it keeps updating every second. What is the chain of command from FEMA to resident?

*Paulison:* (Laughs). I don't know what she's talking about. Let me think.

*Unidentified Male 1:* There would be 144 characters for that?

*Unidentified Male 2:* Do you think she meant to say President?

*Unidentified Male 1:* That's a good point.

*Paulison:* That she meant what?

*Unidentified Male 2:* That she meant President, not resident.

*Unidentified Male 1:* Yeah.

*Unidentified Male 2:* I guess we don't have a chain of command of residents. I mean, we still get it in the context of disaster systems.

*Paulison:* Good catch. (Laughs).

*Unidentified Male 1:* Okay. Where can we find more information about how FEMA is using, or plans to use SMS for disaster planning and response? SMS is the technology behind text messages.

*Unidentified Male 2:* It's behind Twitter.

*Paulison:* We'll send it back to the same ... would you send it to the same website that you gave the other guy?

*Unidentified Male 1:* For the RSS Feeds?

*Paulison:* Yeah. Don't you think? I mean, I would say, you know, we're trying to expand ... you know how they do reverse 911?

*Unidentified Male 2:* Kind of. There are systems for text messaging for reverse 911. This, I don't know how well this plays in [U/I] or anything like that.

*Paulison:* Just tell them we're really working hard to develop this new type

of technology. It has a great future for emergency management.

You can use EM for emergency management.

*Unidentified Male 2:* Do you continue to follow FEMA on FEMA on Gov and Twitter for updates for something like that?

*Unidentified Male 1:* For emergency management did you say?

*Paulison:* It has a great future in emergency management.

*Unidentified Male 1:* Okay. Okay. Sorry. And that's the [U/I]. All right.

*Paulison:* So when you type it out, you go tweak and it goes up, if I push this in?

*Unidentified Male 1:* Uh-huh.

*Paulison:* Who developed this?

*Unidentified Male 1:* It's an open source free tool that's just been developed, information shared across the network.

*Paulison:* Who developed it?

*Unidentified Male 1:* I don't know his name.

*Unidentified Male 2:* (Laughs).

*Paulison:* (Laughs). It's probably Rich.

*Unidentified Male 1:* Well, it's free.

*Paulison:* Yeah. I know it's free, I'm just curious ...

*Unidentified Male 2:* Probably collaborative.

*Paulison:* Okay. What was the question again?

*Unidentified Male 1:* Do you think the Twitter press conferences is meeting the

dialogue of the public?

*Paulison:* I think the answer is yes.

*Unidentified Male 1:* Okay. A little smiley face.

*Paulison:* You're on Archer[P/H]. (Laughs).

*Unidentified Male 1:* (Laughs). All right. Okay. Let's see. [U/I]. Do you see Twitter being more of a benefit for public outreach?

*Paulison:* There is potential for the benefit of both.

*Unidentified Male 1:* Of both.

*Unidentified Male 2:* Do you all plan on ...

*Paulison:* We just added another one out, add another one.

*Unidentified Male 2:* Yeah, I can see your leaders ...

*Paulison:* Getting information to the public has always been difficult.

*Unidentified Male 1:* All right.

*Paulison:* And Twitter is another tool to do that .

*Unidentified Male 1:* Squirrel325 wants to know; how will FEMA overcome challenges of the front line responder reception? There you go. And the implementation of NIMS ICS in the future?

*Paulison:* Just put ... based on my disaster experience we have to operate on a one system. And NIMS provides that for us. I guess another line after that would be ... just like when ICS was introduced into fire service it took a while for it to be accepted. Now everyone uses it. If there's room for that.

*Unidentified Male 1:* Perfect. All right. Their response has showed back up. Folks watching, checking out the FEMA press conference ... I don't know what she's talking about. Messages. Probably talking to her other friends. Let's go and see what she's talking about. I can't make sense of what she's interested in. It looks like she's interested [U/I].

*Paulison:* Well, she didn't really ask a question, she just made a statement.

*Unidentified Male 1:* Yeah. What are some of the findings so far on Conversational Outreach?

*Paulison:* I'd just say we're pleased with the number of people who are actually using this technology.

*Unidentified Male 1:* These are ... this is the new technology?

*Paulison:* Just say it's technology from what ... I think the Conversational Outreach is probably just bigger than Twitter.

*Unidentified Male 1:* [U/I]. She does mean individual resident. Safer Ramosa[P/H]. She asked about the protocol from FEMA to resident.

*Unidentified Male 2:* I think she said chain of command.

*Unidentified Male 1:* Chain of command.

*Unidentified Male 2:* She seems kind of ...

*Paulison:* I would just go back, the primary responsibility of state and local and FEMA supports [U/I]. She may be talking about disaster victims when they do ...

*Unidentified Male 1:* We can ask her.

*Paulison:* Ask her, so what do you mean by that?

*Unidentified Male 2:* He's not sure what you mean.

*Unidentified Male 1:* So do you mean disaster victims? Is that ...

*Paulison:* She said residents.

*Unidentified Male 2:* Ask her an open ended question rather than a yes or no.

*Unidentified Male 1:* Okay.

*Unidentified Male 2:* Can you give us a better idea. We're not entirely sure what it is you're asking. Can you be a little bit more clear?

*Unidentified Male 1:* Okay. We're moving on to ... Sensimatt[P/H], in fact he called for FEMA to monitor [U/I]. Has there been an update to FEMA's plans?

*Paulison:* We use a core of engineers to do our monitoring of a degree level.

*Unidentified Male 1:* How exactly is Twitter helpful in disaster management?

*Paulison:* Say something, I want to say something like, Twitter is new, but we see it as a potential for better communication.

*Unidentified Male 1:* Okay, so we got something, it's the same thing as the ...

*Unidentified Male 2:* He's using the same site as you?

*Unidentified Male 1:* Yeah, he's using ...

*Paulison:* Oh, it's that one now? I agree.

*Unidentified Male 2:* Are you liking this format?

*Unidentified Male 1:* Oh. Are you liking the format of this discussion? Or is this ...

*Paulison:* I don't know which one ... which one are you reading now?  
Would I do it again? My term is up on Wednesday. But I highly recommend the new administrator to continue this.

*Unidentified Male 2:* Do you want to say Wednesday, I mean, given that we're still waiting for the official word?

*Paulison:* All right, Tuesday then.

*Unidentified Male 1:* I'll put the 20<sup>th</sup>, so that's the Tuesday you're referring to. Okay. I highly recommend the next administrator to ...

*Paulison:* To use it.

*Unidentified Male 1:* All right. Okay, with countless web 2.0 applications available, how will FEMA determine the most proper one to use for information dissemination.

*Paulison:* Okay. What are web 2?

*Unidentified Male 1:* Web 2.0 being sort of the umbrella under which tools like, social community tools like Twitter are housed. Web 2.0 brings the Internet experience to another level. Remember when we were in Florida and you were showing how you downloaded the maps from the local emergency management? Web 2.0 will take that map technology and then it will give you the tools to create conversational pieces, mash ups, if you were to take those maps and add to it everything from distribution, locations and pretty

much everything we're doing in the NEP. So for public consumption.

*Paulison:* So what is he asking now?

*Unidentified Male 1:* With countless Web 2.0 applications available, how will FEMA determine the most proper ones to use for information dissemination?

*Paulison:* I would say pretty much trial and error to find the right one to work. Trial and error.

*Unidentified Male 2:* There you go.

*Unidentified Male 1:* On the ones that work?

*Paulison:* Yeah. That's good.

*Unidentified Male 2:* [U/I].

*Paulison:* How do you tell where the questions are?

*Unidentified Male 1:* I can see their icons.

*Paulison:* Okay.

*Unidentified Male 1:* So I know to look there and then I look to see if they've got the hash mark after a question.

*Paulison:* Okay. What is NEP?

*Unidentified Male 2:* National Exercise Programs is probably what they mean.

*Paulison:* Yeah, I don't know the answer to that.

*Unidentified Male 1:* Okay.

*Paulison:* Why don't we just say that it's not a bad idea to put an

exclamation point at the end of it.

*Unidentified Male 2:* Squirrel.

*Unidentified Male 1:* Okay. Squirrell325 says, thanks for your response. Hearing from the FEMA administrator really brightens an emergency manager's day.

*Paulison:* (Laughs). Say thanks.

*Unidentified Male 2:* Thanks, Squirrel.

*Paulison:* Yeah. Thanks, Squirrel. No, just say thanks. (Laughs).

*Unidentified Male 2:* Sign it.

*Unidentified Male 1:* Oh, yeah. All right. Is FEMA considering data mining Twitter during disasters in possible problem areas?

*Paulison:* I would say yeah, we're just using this, but it's ... actually a good recommendation or a good suggestion.

*Unidentified Male 1:* Okay.

*Paulison:* Date mining?

*Unidentified Male 1:* It's one of those words we have to be careful of.

*Paulison:* I think ...

*Unidentified Male 1:* We're kind of ...

*Paulison:* Oh, I see what you mean. We're still exploring applications.

*Unidentified Male 1:* I know what we are using in the [U/I].

*Paulison:* I know what they mean, what they're saying is are people writing in about problems and can we search the Twitter, you know,

whatever you call the board up here, do we see reoccurring problems all the time?

*Unidentified Male 1:* And we have actually. We've been using it for customer service aspects.

*Paulison:* That's not a bad way to put it then. Say we just started using this, but we have picked up some custom service issues using Twitter.

*Unidentified Male 1:* Some customer service?

*Paulison:* Yeah.

*Unidentified Male 1:* Service problems with Twitter?

*Paulison:* Yeah.

*Unidentified Male 1:* Okay. If there are several breaks in the chain of command, I want to know the next one to contact before the disaster.

*Paulison:* Okay.

*Unidentified Male 1:* I mean, that's a ...

*Paulison:* Just say the first step is the local emergency management. I don't know if you have room, but what I'd like to say, if you have to go to another message is ... most information, most accurate information to the public will come from the local emergency management.

*Unidentified Male 1:* Trying to say enough. Okay. And is there a written plan for public access in regards to debris removal?

*Paulison:* The answer is yes. It's on the FEMA website. Yeah.

*Unidentified Male 1:* Okay. All right. It's one of the great things about Twitter is you can get a short response and then just link to more information.

*Paulison:* This is amazing. And I think we're just scratching the surface of it. I think that can be dangerous too.

*Unidentified Male 1:* Okay.

*Paulison:* What a guy.

*Unidentified Male 1:* Let's find another one. Okay. All right. Another person is watching this. All right, so we got some congratulations from [U/I].

*Paulison:* Yeah.

*Unidentified Male 1:* All right. What region is Mississippi in so I can get an RSS Feed for the proper region?

*Paulison:* The proper region for? Atlanta.

*Unidentified Male 1:* Now Nicole is asking ...

*Paulison:* That was region four, right?

*Unidentified Male 2:* She asked for region four.

*Unidentified Male 1:* Does FEMA expect to use Twitter for public utility as much as outreach? It's still early yet. Thanks for doing this. Do you want to give him a message or anything?

*Paulison:* Public outreach is one of the most difficult. And we're going to try everything at our disposal.

*Unidentified Male 1:* I want to clarify, public outreach is one of the most difficult, and we've got room for some like things or action.

*Paulison:* To do.

*Unidentified Male 1:* Okay. We're going [U/I]. Okay. We're finding it hard to find well written and implemented local government plans. What then?

*Unidentified Male 2:* This is the debris removal questions still?

*Paulison:* Mm-hmm.

*Unidentified Male 1:* Right.

*Paulison:* We could say that we recently did a gap analysis of several states. And found planning one of the big weaknesses.

*Unidentified Male 1:* Our big weaknesses? Or the big weaknesses?

*Paulison:* The. I'd just say one of the areas where we need to improve on. And you can do, if you can do another one, where we put, some of our grants we're requiring 25 percent of them to be spent on planning. On state planning.

*Unidentified Male 1:* Grants.

*Paulison:* Just say planning instead of state planning.

*Unidentified Male 1:* All right. Requiring 25 percent to be spent on planning.

*Unidentified Male 2:* You want to sign it?

*Unidentified Male 1:* Yeah. Okay. All right. Thank you, sir. Twitter is a good idea. It gives a human touch to the agency and gets us info into the public.

*Paulison:* Give a smiley face back.

*Unidentified Male 1:* Okay. Enter the world of emoticons.

*Unidentified Male 2:* It's not just a smiley face, it's a FEMA smiley face.

*Paulison:* There you go. We can put duct tape on it.

*Unidentified Male 1:* (Laughs). All right. Okay, so it looks like we're up to all the questions that have come in.

*Paulison:* Do you want to close out and say ... that ... why don't we close out with me saying that it's been an honor to serve you, the public. And a very humbling experience. We got one more question up there, I don't know if you want to deal with it.

*Unidentified Male 1:* I'll write down last question.

*Unidentified Male 2:* We got about 8 minutes.

*Unidentified Male 1:* Do we hit forward?

*Unidentified Male 2:* Yeah.

*Unidentified Male 1:* All right. How can FEMA more effectively manage the public disaster response expectations regarding state, local and FED agency roles?

*Paulison:* Why don't we just say, very difficult task indeed. It's something we struggle with all the time. We're working hard on performing well.

*Unidentified Male 1:* Do you want to link it to anything like the ICS or ... ?

*Paulison:* The National Response Framework and NIMS lays out roles and

responsibilities.

*Unidentified Male 1:* Okay.

*Paulison:* And Squib/NIBS[P/H].

*Unidentified Male 1:* Okay. Is that good?

*Paulison:* Yeah. Where is FEMA going? The next administration will decide. (Laughs).

*Unidentified Male 1:* Okay.

*Paulison:* Will make that decision. I wish I didn't answer that.

*Unidentified Male 1:* No, that's fine. I think the idea was, you know, you've done a lot while you're here to get the agency where it is.

*Paulison:* I'm assuming if they're asking; are they moving it?

*Unidentified Male 1:* No, it's ...

*Unidentified Male 2:* And that may be the more general, where are we going, where are we heading?

*Paulison:* Oh, then we need to do it differently than that.

*Unidentified Male 1:* Yeah.

*Paulison:* FEMA is going towards a much more proactive rather than reactive organization. How about that for a bland answer?

*Unidentified Male 1:* Okay.

*Unidentified Male 2:* Did you want to make one more statement?

*Paulison:* [U/I].

*Unidentified Male 1:* Huh?

*Paulison:* Okay, so she's asking really ... oh, it's a different person.

*Unidentified Male 1:* Yeah, it's a different person. Yeah, but ... we have time for one more question. We've got; where's FEMA going

*Paulison:* Up the [U/I] with the DHS. Should I answer that?

*Unidentified Male 2:* Probably not.

*Unidentified Male 1:* Well, you can answer or you can't answer that. Or something like that.

*Paulison:* I could just say from my perspective I've received a tremendous amount of support from Secretary Chertoff in DHS.

*Unidentified Male 1:* Okay.

*Paulison:* I didn't answer, I just made a statement.

*Unidentified Male 1:* Okay. All right. Now the audio is going to be posted online. I'm just reminding everybody. So they'll know everything that went on, so we'll hear our discussion about the answers. And that's the reality.

*Paulison:* Why would we post the audio online?

*Unidentified Male 1:* Because it gives a perspective that it was you answering the questions. But it also gives an opportunity for folks as if it were a press conference to actually understand the blanks for the questions. Because 144 characters gets, as you see, it's pretty brief.

*Paulison:* Yeah.

*Unidentified Male 1:* So ...

*Paulison:* It's a neat tool. It really is. And I think that hopefully the next administrator will take a run with it. I mean, it's not only this but the YouTube. We've got to find a better way to get information to the public.

*Unidentified Male 2:* I heard Fox News heard that we are doing this. And they're probably going to do a story just on the fact that you're doing this.

*Paulison:* Really?

*Unidentified Male 2:* Yeah.

*Paulison:* Hmm.

*Unidentified Male 2:* And we told the Miami Herald last Friday. And the Wall Street Journal this afternoon that you were doing this.

*Unidentified Male 1:* We have one last message and will send it to you.

*Paulison:* What did I say before?

*Unidentified Male 1:* It's been an honor and a humbling experience.

*Unidentified Male 2:* Closing with the appreciation of Twitter for the media is probably good. That's what they want.

*Paulison:* So just say, thanks for taking the courage and the time to do this. Why don't we just close it out ... I already said it's been an honor and a privilege. What else can I say? That's the truth.

*Unidentified Male 1:* All right, I'll let everybody know that. Thanks.