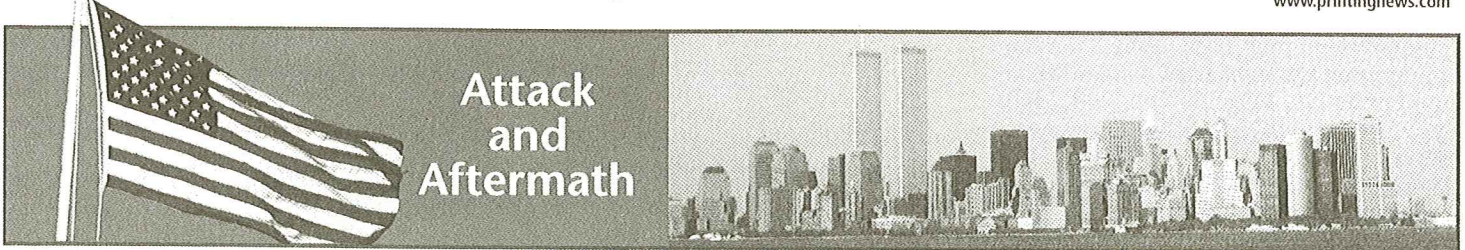


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Attack
and
Aftermath

* Extract of Interview - K.Y. Chow, GM Printing by "Printing News"*

Grief-Stricken but Resolute, Manhattan's Printers Struggle To Regain Equilibrium After Terror at World Trade Center

Staff Report

For printers in lower Manhattan, the horrific events of Sept. 11 were only the beginning of a chain of business disruptions whose final outcome is impossible to foresee. Even printers in comparatively "safe" outer-borough locations felt the shadow, if not the dust and debris, of the disaster falling heavily upon their futures (see "Long Island City Printing Firms React To Heinous Attack," opposite).



Nonetheless, as the dust began to settle over the site of the disaster last week, traumatized printers in lower Manhattan already were rising to the challenge of keeping both their businesses and the metro graphics industry afloat amid the chaos.

As the unspeakable happened, Frank Langendorff, owner of Langendorff Corp., 68 King

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WTC Attack

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St., Manhattan, and crew stood outside on Varick Street, watching the towers burn, then fall.

"Couldn't Believe Our Eyes"

"The entire east side of Varick was lined with people," he said. "Our first reaction was that it was just a commuter plane, and we went back inside did some work. Then we went back outside when we heard the second plane hit, and watched. We couldn't believe our eyes. When the first tower collapsed, we learned that the Pentagon was hit, too. Then we realized it was terrorism."

Langendorff Corp. shut down at about 11 a.m., and the entire crew went home. "I was going to stay because I live in New Jersey and didn't think that there was any way off the island," Mr. Langendorff said. "However, one of my pressmen returned from outside and said that he didn't think I should stay because there was a truck on King Street, between Varick and Sixth Avenue, that was suspected to be connected to a bomb threat."

Time To Leave

Police blocked off the street only a half-block away from Lagendorff. "At that point I said, 'it's time to get out of here,'" Mr. Langendorff said. "So I jumped in my car and weaved my way through upper Manhattan until I could get over some bridges to New Jersey. It took at least an hour-and-a-half to get from the 40s to the streets up in the 120s. But once we got past that point, it was not as bad."

Langendorff did not open for business until Thursday, Sept. 13. "Getting from New Jersey to the City was okay," Mr. Langendorff said. "The only thing that was unusual was that when you walked from the subway stations, the police would stop you and ask for identification." Staff who took public transportation had a little more difficulty but were very diligent about getting into work, Mr. Langendorff explained.

"Bike messengers were doing some work for me on Thursday," he said. "Everyone was working to get business as close as possible to normal, just as the mayor wanted."

The business reported that its phones and power were operational throughout the week. Citing the "smell outside," Mr. Langendorff explained that "you certainly need(ed) a mask to avoid the terrible smoky air, but I think that the rain on Friday (Sept. 14) caused a lot of that to dissipate."

According to Mr. Langendorff, the company has clients located right in the

heart of the World Trade Center area. Some of those businesses don't know when they will resume operations. "When I was finally able to communicate with those clients," Mr. Langendorff said, "I didn't even talk business with them. I was more concerned whether these people were okay."

"Like A Ghost Town"

K.Y. Chow, owner of GM Printing, located on Broome Street in the heart of the restricted area in lower Manhattan, has tried to keep his operation running smoothly—although it has been far from business as usual.

He said it helps that he still has nearly 100,000 lbs. of paper on hand, and since the disaster his employees have been trying very hard to come to work. "Almost 95 percent of my workers came in (the day after the attack). I am very proud of them. "(The day of the tragedy) we worked all day," Mr. Chow said. He did not go home that night.

He told of delivering one job—an order of 11,000 postcards—by car, which had been parked nearby since he came to work on the morning of the attack. According to Mr. Chow, in the aftermath of the disaster, "we couldn't drive past 14th Street or else we would have had to leave the car there," Mr. Chow explained, "so we parked on 12th Street and two of my boys had to push a cart to the customer, who was waiting on 14th Street. After that, I had to leave the car on Houston Street."

Rough Days Ahead

The fact that some of the services on which he relies were impeded made it somewhat difficult to do business, said Mr. Chow. For instance, because no delivery trucks were allowed into the area, was unable to get jobs to the bindery. When *Printing News* spoke with him late in the week of the attack, however, Mr. Chow was hopeful that delivery trucks soon would be permitted into the restricted zone.

Garbage trucks, he noted, also were not been running. "There is a lot of waste paper right now," he observed. "I made calls to the garbage removal and waste paper companies, and the waste paper company said that when Canal Street reopens, I will be okay." He didn't know when the garbage would be removed, however.

Another difficulty, Mr. Chow said, has been phone service, which was a problem for several of his customers, although not for his shop. In some cases, he said, he stayed in touch with clients via cell phone. He also pointed out that he hadn't

"You can smell the burned-out ruins."

received any mail since before the attack: "No FedEx, no UPS—nothing.

"Other companies don't feel it because they are not working," he said, but "my designers call to ask, 'Have you gotten my FedEx?' We will be very busy with catch-up," he added.

Mr. Chow said he expects more customers to filter in as Manhattan starts to reopen, but fears he might have lost some clients in the World Trade Center. "This year will be rough for everybody," Mr. Chow observed. "It will be more survival than profit."

Chinatown, Mr. Chow concluded, "is like a ghost town. You can smell the burned-out ruins in the air."