

# Learning from Crisis: Lessons from the World Trade Center Response. A Research Symposium Panel Transcript Summary

Sun, 01 Aug 2004

Sharon S. Dawes, Larry Knafo , Peter Levin , Karen Schimke , Steve Kos

The experience of September 11th was not an experience that government sustained by itself. Rather, it was an experience that crossed the public, private and nonprofit sectors and holds lessons for organizations of all kinds and sizes. In June 2004, the Center for Technology in Government (CTG) at the University at Albany, SUNY, put together a panel that represented these different perspectives.

The panel focused on ways in which the World Trade Center experience has, should, or might influence all organizations in what we now call "normal times."

The following is an overview and an abridged transcript of the panel discussion.

**\* This project was supported by Award Number EIA 0221927 awarded by the National Science Foundation.** The opinions, findings, and conclusions or recommendations expressed in this publication are those of the author(s) and do not necessarily reflect the views of the National Science Foundation or the Center for Technology in Government.