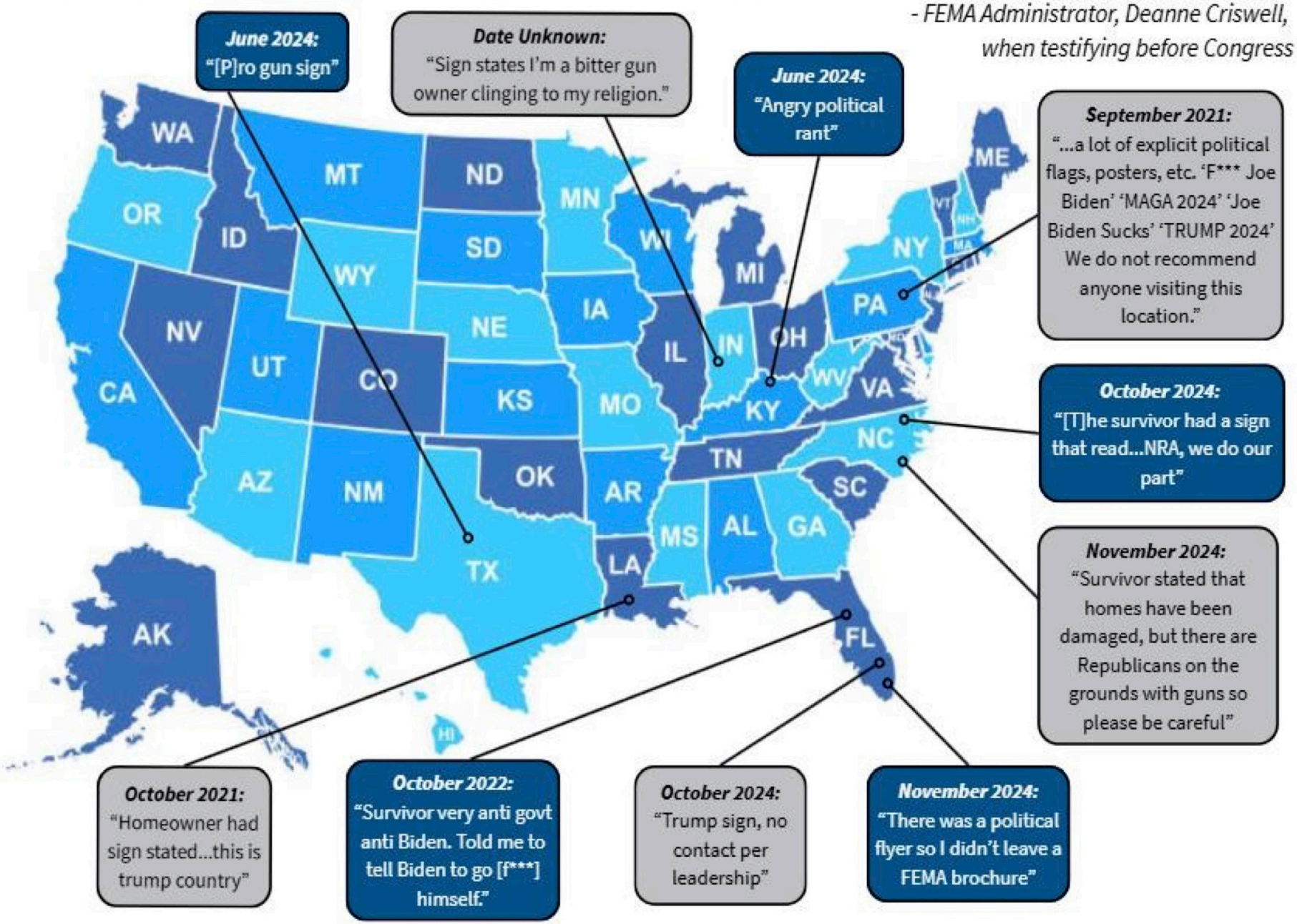
"I do not believe that this employee's actions are indicative of any widespread cultural problems at FEMA."

- FEMA Administrator, Deanne Criswell, when testifying before Congress