



National Park Service
U.S. Department of the Interior

Flight 93 National Memorial

Cell Phone Tour Scripts

Version: April 2013

GENERAL GREETING

Welcome to the Flight 93 National Memorial Cell Phone Tour. Tour stops are indicated by signs throughout the park. Stops range from under a minute to approximately 5 minutes. If you have a smart phone, you can explore the memorial's mobile website by scanning QR (Quick Response) codes on these signs. To leave feedback, press *0. Thank you again for visiting Flight 93 National Memorial.

ORIENTATION TOUR on the APPROACH ROAD

A COMMON FIELD - Orientation Tour Stop 102

Welcome to Flight 93 National Memorial. From your current location, it is a 3 ½ mile drive down the Approach Road and Ring Road to the Memorial Plaza at the crash site. This land you will travel through has been transformed several times. This area was first settled in the late 1700s. For a century and a half, much of the area was wooded, with cultivated fields and pastures surrounding a few scattered farmhouses and barns. Beginning in the 1950s, mining reshaped the landscape. Huge machines scraped away layers of soil and rock to reveal long, black seams of coal. A deep mine was bored under what is now the northern portion of the memorial. Enormous trucks traveled this road, hauling away coal to steel mills and power plants. By the mid-1990s, the surface mining was finished, though deep mining continued until 2002. Now this land is undergoing restoration. As you travel through the memorial, remnants of the mining process are still visible in the form of treatment ponds, trace roads, and altered land contours. A long-term reforestation effort is also currently underway. Wildlife such as hawk, turkey, deer, bear, pheasant, groundhog, snake, and many other species abound in the lands of the memorial. Please be aware of wildlife as you travel along the park roads to the Memorial Plaza at the crash site.

ORIENTATION TOUR at the MEMORIAL PLAZA

WELCOME TO THE MEMORIAL PLAZA – Orientation Tour Stop 103

Welcome to the Memorial Plaza at the crash site. This is the portion of the memorial that was dedicated and opened to the public on September 10, 2011. Explore the story through interpretive panels in the Arrival Court, through additional cell tour stops, by reading the park brochure, or by talking with park rangers and volunteer ambassadors.

STORY TOUR at the MEMORIAL PLAZA

THE TARGET? – Story Tour Stop 201

Most likely the intended target of the terrorists was the U.S. Capitol Building in Washington, D.C. How has this been determined? It is known that Flight 93 was destined for Washington, D.C. According to the 9/11 Commission Report, at 9:55 a.m., the hijacker pilot Ziad Jarrah dialed in the frequency for the navigational aid at Washington Reagan National Airport, clearly indicating that the attack was planned for the nation's capital. Two possible Washington targets have been discussed: the White House and the Capitol Building. According to the 9/11 Commission Report, Mohamed Atta, the leader of the

September 11 plot and the pilot of Flight 11, the first plane to hit its target – the North Tower of the World Trade Center, met with Ramzi Binalshibh in Spain in July, 2001 to receive final instructions conveyed from Osama bin Ladin. Binalshibh, a coordinator of the September 11 plot, and now in U.S. custody, said that Atta understood bin Ladin's interest in striking the White House, but Atta said he thought this target was too difficult to hit. Atta explained to Binalshibh his plan to have two of the planes hit the World Trade Center, one fly into the Pentagon, and one hit the Capitol Building. If any pilot could not reach his intended target, Atta said, he was to crash the plane. Statements entered at the Zacarias Moussaoui hearing in April 2006 also indicated that the Capitol Building was the most-likely target for Flight 93. There is also evidence that the date of the attack was chosen to coincide with the return of both the House and Senate to session after the summer break. First Lady Laura Bush was also on Capitol Hill that morning. The Prime Minister of Australia was scheduled to speak to the combined Congress on that day. Many government officials including possibly members of the Supreme Court and the Joint Chiefs of Staff might have been in attendance for such a session. To find out more about the passengers and crew, the story of Flight 93, and the memorial process continue on to any of the stops in the Story Tour – the 200s.

TIME – Story Tour Stop 202

Time is an important part of the story of Flight 93. The four flights which will be hijacked on September 11, United 93 and 175 and American 11 and 77 are scheduled to take off around the same time. Flights 11, 175, and 77 all take off within approximately 10-15 minutes of their scheduled times. Flight 93 leaves the gate at 8:01 a.m., just one minute late. However, take-off is delayed because of the airport's typically heaving morning traffic. When Flight 93 leaves the ground at 8:42, the flight is running now more than 25 minutes late. At 8:42 other events are unfolding. Not only are the other three flights airborne, but Flight 11 is under the control of the terrorists and the hijacking of Flight 175 is in progress between approximately 8:42 a.m. and 8:46 a.m. Flight 11 strikes the North Tower at 8:46, just minutes after Flight takes off. Flight 93 continues to head west to San Francisco. At 9:03 a.m. Flight 175 strikes the South Tower at the World Trade Center. At 9:19 United Airlines begins to send out text messages to pilots, "BEWARE ANY COCKPIT INTRUSION. TWO AIRCRAFT IN NY, HIT TRADE CENTER BLDG." At 9:26 Flight 93's pilot, Captain Jason Dahl responds, "ED CONFIRM LATEST MSSG PLZ – JASON." Just two minutes later, at 9:28, the hijacking of Flight 93 most likely begins. The crew and passengers start making calls at 9:30 a.m., and find out about the towers. Thirteen persons on

board Flight 93 make thirty-seven phone calls between the hijacking at 9:28 a.m. and the time of the crash at 10:03 a.m. At 9:37 Flight 77 strikes the Pentagon and those on Flight 93 find out as the news as it spreads. With this knowledge, the passengers and crew take a vote and decide to fight back. The struggle begins at approximately 9:57 a.m., less than a half an hour since the hijacking. The next stop, 202, will explore in more depth what is known about these 30 minutes of time.

“WE’RE GOING TO DO SOMETHING” – Story Tour Stop 203

In little more than 30 minutes, these ordinary airline passengers and crew members developed a plan and put it into action. During the cockpit takeover, the terrorists murdered a flight attendant and one passenger seated in first class, and incapacitated the pilot and co-pilot. The remaining passengers and crew were forced to the back of the plane and told to sit down and be quiet. The passengers and crew began calling their families, friends, and authorities to report the hijacking. Thirty-seven phone calls were made by 13 persons on board the plane between the time of the hijacking at 9:28 and the time of the crash at 10:03. All of the calls except the final two calls, placed at 9:58, were made from Airfones mounted on the backs of the seats in the rear of the plane. Airfone records revealed the name of the caller, the number they called, the time and duration of the call, and the row from which the call was placed. Two calls near the end of the flight were placed from personal cell phones. Several of the phone calls were recorded on answering machines when no one could be reached.

The passengers and crew soon learned the shocking news that other hijacked planes had struck the World Trade Center and Pentagon, and quickly realized that this was unlike any previous hijacking and that Flight 93 was part of a larger attack on America. This realization led to a vote and a collective decision to fight back. They developed a plan and put it into action, waiting until they were over a rural area to take back the plane. At least five of the callers described the intent of the passengers and crew members to revolt against the terrorists.

At 9:57 a.m. the passengers and crew began their assault on the cockpit. At least two passengers and one crew member terminated phone calls in order to join the revolt. The plane was passing over Westmoreland County, Pennsylvania by this time. To stop the uprising, the terrorist piloting the aircraft began to roll it to the left and right, and pitch the nose up and down. Other pilots of aircraft in the area and witnesses on the ground saw the erratic motion of the aircraft as it streaked across the sky. The cockpit voice recorder captured the sounds of the assault which continued until the time of the crash at 10:03 a.m. Over the sounds of the passengers and crew attempting to regain control of the cockpit, a terrorist shouted, “Pull it down! Pull it down!” In its final moments, the plane turned upside down and crashed into the field beyond the black wall of the Memorial Plaza, near in the general location of where a boulder now sits.

PASSENGERS AND CREW – Story Tour Stop 204

On the morning of September 11, 2001, 7 crew members and 33 passengers boarded Flight 93. They ranged in age from 20 to 79 years old, and were from all over the United States and all over the world. They lived in ten different states and three were citizens of other nations:

Germany, Japan, and New Zealand. Each had a different reason for boarding Flight 93. For some flying was their chosen profession, for others it was the beginning of a vacation or business trip, while others were going home. On board were a wide variety of occupations: business persons, executives, an ironworker, an arborist, and an attorney to name just a few. Some were college students preparing for the life ahead of them, some were in the middle of their careers, and yet others had retired and begun a new stage in life. They worked for major corporations, non-profits, the Federal Government, and small businesses. Some owned their own businesses. A few were veterans. One was an ex-police officer and another was an EMT. They were football and baseball fans. A wide and diverse mix of creeds and lifestyles are represented by these people. They were someone's brother or sister, mother or father, son or daughter. All left behind loved ones. A few knew each other, but most were strangers. When faced with a great and tragic challenge, they as a group, decided to take action.

RESPONSE AND INVESTIGATION – Story Tour Stop 205

Minutes after the crash, first responders from nine volunteer fire departments and emergency response centers arrived on the scene, along with the Pennsylvania State Police. The State Police knew the crash was the result of a hijacking because just minutes before Flight 93 crashed, a passenger called Westmoreland County 911 and reported the hijacking. When troopers found fragments of a United Airlines inflight magazine on the ground, they knew they were looking at remains of the hijacked plane.

The volunteers from the Shanksville Fire Department were the first firefighters on scene and continued to provide support throughout the investigation. The American Red Cross and Salvation Army distributed food, water, and supplies to the responders. The FBI established a command post in the metal building seen on the rise above the Wall of Names.

The FBI's investigation of the September 11, 2001 terrorist attacks was "the largest investigation in FBI history." More than 1,500 personnel worked under the direction of the FBI at this site. Seven different FBI Evidence Response Teams (ERTs) were involved. The ERTs combed the area in systematic sweeps. The crater was excavated to an area measuring 85 feet x 85 feet, and 27 to 40 feet deep. Soil removed from the crater was raked and sifted for evidence, and then returned to the crater. A boulder marks the area where the excavation occurred. The wreckage consisted of pieces of twisted metal, the landing gear including tires, seat frames, bits of charred paper, and remnants of luggage, personal belongings and clothing. The boulder is now located in the general area of the excavations. Most of the pieces of wreckage were the size of a notebook or smaller. The largest pieces recovered were parts of the plane's two engines and a piece of fuselage. This fuselage piece, seen in the image on the panel in front of you, was found near the woods south of the crater. Debris was recovered from Indian Lake, 1.5 miles away, and from the lawns of nearby homes and farmer's fields. Enough remains were recovered to identify everyone who was on board the plane using dental records, fingerprints, or DNA analysis. They were also able to find personal effects including jewelry and items of clothing. These were returned to the families.

The investigation was a global effort utilizing resources and personnel from a variety of federal, state, and local agencies. All 56 FBI field offices had personnel working on leads. Evidence, including identification cards and a bank card, found at the Flight 93 crash site helped the FBI

quickly uncover the details of how the attacks were financed. The field investigation ended on September 24, 2001. In early October the crater was back-filled, topsoil was spread on top, and was seeded with grass and wildflowers.

While the investigation was over, the process of memorialization was just beginning. Explore the story of the memorial process through the next stop on the tour – stop 206.

A MEMORIAL PROCESS – Story Tour Stop 206

Even before the investigation into the crash of Flight 93 ended, visitors from around the world began arriving to see the crash site. While the area surrounding the crash site remained closed during the investigation, impromptu memorials developed at road intersections near the site, near the investigation command post, and in Shanksville.

When the investigation at the site ended and local roads were re-opened, officials realized that the public needed to visit the site, to pay respects, and to search for understanding. In early October 2001, officials established a combined temporary memorial on a hilltop overlooking the crash site which included a parking area and a section of fencing where tributes could be attached. Many visitors left tributes and their written thoughts at the temporary memorial. The fence quickly became an ever-changing collage of tributes of every description.

Because many visitors had questions about the events of September 11, 2001, a corps of local residents organized in January 2002 to staff the temporary memorial. These volunteers, known as “Ambassadors,” continue to help visitors to this very day.

Work was also progressing on the creation of a permanent memorial. In March 2002 legislation was introduced in Congress. It passed unanimously by both houses and on September 24, 2002 President George W. Bush signed the Flight 93 National Memorial Act, adding the memorial to the national park system. A diverse group of partners worked over the coming years to guide the development of the permanent memorial. In 2005 a two stage international design competition was held and of the 1,100 submittals, the work of Paul Murdoch Architects and Nelson Byrd Woltz Landscape Architects, Inc. was chosen as the winning design. A groundbreaking ceremony was conducted in November 2009.

By July 2010 construction had progressed enough that it was necessary to again move the temporary memorial, this time to the area now referred to as the Western Overlook – formerly a complex of buildings owned by a coal company and used as the command center during the FBI investigation. There was a temporary exhibit area. Visitors could view the crash site and the progress of construction from an overlook. From this same overlook, the families of the passengers and crew viewed the crash site immediately after September 11, 2001. Visitors were able to leave tributes. All of the tribute items left by visitors over the past ten plus years have been archived. A selection of tribute items will be displayed in the future Visitor Center.

On the evening of September 9, 2011, the flag was lowered over a temporary memorial for the last time. That next morning, September 10, 2011, the first features of the permanent memorial were officially dedicated, the memorial that you are now exploring.

DESIGN TOUR along MEMORIAL PLAZA

A MEMORIAL LANDSCAPE - Design Tour Stop 301

Welcome to the Flight 93 National Memorial Design Tour. Stops are spread along the Memorial Plaza Walkway. Out of courtesy for your fellow visitors please did not use speaker function on your phone while listening to the tour. Thank You

A different kind of memorial has taken shape to tell the story of Flight 93; it is more than just one memorial feature, it is an entire memorial landscape. Through this tour, we will explore the architect's intent for this landscape and opportunities to discover your own personal meanings. Designed by Paul Murdoch Architects, and chosen through an international design competition, this is a place that can be experienced in many ways. A place of grand vistas and intimate spaces. A place both severe and serene, the memorial acknowledges a time of violence, but offers a place of healing. A place of individual parts that come together to create a great whole. A place, rather than imposing on the land, designed to work in harmony with the earth, trees, and sky. This is a place that is rooted in the natural and cultural heritage of the region, but also a place of change. This memorial landscape is designed as a series of experiences, some subtle and some monumental, providing many different ways to honor and reflect on the story of Flight 93. This place serves as both a national memorial and for each visitor as a very personal memorial. What personal meanings will you discover? How will this place speak to you?

HERITAGE AND CHANGE - Design Tour Stop 302

The intention of the design is to create a memorial that is very much of this place. It acknowledges the heritage, natural and cultural, of the site and of Somerset County, but also acknowledges change. The natural story has been incorporated into various memorial elements. A place of serenity, the hemlock grove on the edge of the impact site has provided comfort and inspiration for those who have stood beneath the cooling green canopy. The hemlock grove plays a key role in the design. The diagonal cuts on the black wall and walkways, influenced by the branch pattern of the hemlock trees, are a natural motif incorporated into modern materials. The wood of the ceremonial gate continues this motif. The four seasons change the feel and color palette of the landscape. The memorial is a piece of modern architecture, but with elements tied to the region's history and traditions. A quick glance at the walls of the visitor shelter and they seem to be built of wood. Closer inspection reveals not wood, but concrete. Old hemlock boards from barns were used to create molds to produce this effect. Here agricultural building traditions are incorporated into a modern structure. The texture and color of the Memorial Plaza wall and walkway references the coal mining heritage of the site. Quarry marks were left on the sandstone benches to further highlight this history. The black benches shaped like the wing of a plane and the shiny steel supports of the wood and metal benches reference an aeronautic motif. The intention is to give a sense of the technology of modern air travel, mixed with the traditional trades of the region. These elements together acknowledge the long traditions of Western Pennsylvania, but change to the land. Can you think of other ways the memorial is a place of the past, present and future?

HARMONIZING WITH LAND – Design Tour Stop 303

The memorial is intended to lie low on the land, not to impose upon but to harmonize with the existing landscape. The plaza is designed with a low profile – the black wall is under four feet in height and the marble panels of the Wall of Names are only eight feet tall. Trees dominate the surrounding ridges, not structures. The memorial plaza wall is a thin ribbon of stark black in a sea of wildflowers and grasses. The colors of the constructed elements are subdued – gray, white, and black. Grasses, trees, earth, and sky provide the vibrant colors- a palette that changes with the seasons. The sandstone benches are a similar stone as the underlying bedrock, which once exposed by the mining process, is now buried again. A natural motif is incorporated into the human built walls and pavers; the diagonal cuts in the black plaza wall and walkway representing the branch pattern of hemlock trees. The hemlock grove is also reflected in the wood beams of the ceremonial gate. Out in the field, a boulder both blends with the land and helps mark the general area of the impact itself. It marks in a general way, but does not dominate the impact site within the larger crash site and debris field. The field remains open and natural. These various elements work with the existing landforms, rather than overwhelming them. Sky, earth, and memorial blend together.

SEVERE AND SERENE – Design Tour Stop 304

How to represent a place both solemn and uplifting? Now a place of serenity and reflection, this land has seen upheaval and turmoil even before the violence of September 11. Its past as a surface coal mine altered this land over a nearly four decade period. The slow process of reclamation was abruptly interrupted by the crash of Flight 93, and since that day the use of the land for healing and reflection has taken on a new purpose. The memorial is designed as a helping hand in that process. The glass walls of the visitor shelter, the story panels, and the notes pinned to the Leave Your Message wall are just a few of the many opportunities for reflection. For some this will be a place of healing, for others, it will come more slowly. What do these elements mean to you? The severe black wall is envisioned as a way to mark the crash site as a place of violence, but the renewal of the fields of wildflowers and groves of trees is envisioned as way to represent emotional and physical healing. A simple sandstone boulder marks the edge of the impact site within the larger crash site, once scared by a smoking crater. As you walk along the plaza, the portion of the hemlock grove damaged and scorched by the crash becomes more evident. With the scarred trees now gone, the remaining hemlocks are green and growing. The Wall of Names and the niches along the black wall serve as places to leave tributes, personal gestures of thanks and healing. The white marble walls and granite pavers mark the final flight path. The accordion pattern of the Wall gives the feature a sense of motion and action. The moment of jet engines roaring overhead has passed and now the dome of the sky, often traced with contrails, serenely arches above. The forty marble panels are polished so one can barely discern where sky begins and marble ends. It is a place of reflection on the severity of the event and the serenity of place. How does this place speak to you?

MONUMENTAL AND INTIMATE – Design Tour Stop 305

Scale is a key element of both the story of Flight 93 and the memorial. The story of Flight 93 and September 11 is a story on a world scale; it is a story of nations and peoples, but also the story of small communities, families, and individuals. The grand vistas of the memorial, which is nearly 2,200 acres in size, are intended to express this sense of scale. To arrive here at the memorial plaza, you have journeyed through much of those acres by following the winding

Approach Road. From the ridge crest high above the plaza, the future site of the Visitor Center Complex, sweeping views of the Memorial Plaza, field, and crash site will open before visitors, an expression of the sweeping events of that day. Traveling down the Ring Road, the experience begins to transition to a more intimate space – the Memorial Plaza at the crash site. You now stand right on edge of the crash site, but also at a respectful distance. The black walls mark the edge of the crash site – the final resting place of the passengers and crew. The sloping wall both draws you towards and protects this final resting place. A walk along the memorial plaza provides changing views of the crash site. The field is now individual blades of grass and the clearly defined branches of the hemlock trees stand out. Along the wall, three niches provide places to leave personal tributes and the Leave Your Message wall in the Visitor Shelter provides an opportunity to share your thoughts. Finally, standing before the Wall of Names, you arrive at the space designed to bring the experience of this memorial landscape to a more intimate scale. A close inspection of the wall will lead to the discovery of subtle details etched lightly below the names; exploring and touching the wall is encouraged. Forty names on forty panels remind us that this is the personal story of individual people with families, lives and dreams, all of which were affected by the events of that September day. What are your memories of that day? What is your personal story?

COMBINED DETERMINATION – Design Tour Stop 306

Please remember out of courtesy for your fellow visitors and being so close to the crash site to not use the speaker function on your phone while listening to the tour. Thank You.

The story of Flight 93 is both the story of individuals and the story of a group of people. The passengers and crew were each, like all of us, individuals. They had their own lives, their own personalities, and their own place in this world. They were a diverse group in so many ways; nationality, age, race, lifestyle. They were mostly strangers and may not have ever learned each other's names, but the realization they were part of a larger attack led to a vote and collective decision to take action. Forty memorial groves now line the Ring Road, each grove part of the larger memorial element, but each grove distinctive. Forty individual panels of the Wall of Names, separated by thin slivers of air and light, acknowledge that these were individual people. On each is inscribed the name of a passenger or crew member; the names of mothers, fathers, sons, daughters, wives, husbands, sisters, and brothers. But if one steps back, the forty individual panels become one wall, reminding us of their combined determination. This idea is also seen in the ceremonial gateway. The wood of the gate is cut in forty facets. Each facet is distinctive and individual. Again, together they create a greater whole, a reminder of their combined action. In what ways can we honor them through actions of our own?

FUTURE PLANS – Design Tour Stop 307

This memorial landscape is not yet finished; the experience is not yet complete. In the coming years the drive from the entrance off US Route 30 to the Memorial Plaza at the crash site will change. Near the entrance, the Tower of Voices will rise above the trees, serving as a welcoming beacon. Contained within this tower will be forty wind chimes, which will allow the voices of the passengers to symbolically echo on the winds. Open fields of the reclaimed coal mine will be transformed into woodlands and wildlife habitats. At the edge of the Ring Road the wilder lands of the northern reaches will change over to a more formal landscape as one arrives at the site of the Visitor Center Complex.

The Visitor Center Complex will be a place of learning and insight. Upon arrival a set of high portal walls will block the view beyond the crest of the ridge, pierced only by a black granite walkway which marks the flight path of Flight 93. Once through the portal walls, a grand circular sloping field will come into view. Standing on the flight path, one will be able to look below where the expanse of the Memorial Plaza and the crash site will be revealed for the first time.

The visitor center will be located between the portal walls and a learning center will be next to the Flight Path Walkway. Here there will be opportunities to learn about the story of Flight 93, the passengers and crew, and the larger context of September 11 through exhibits and scheduled programs. Selections from the memorial's museum collection will provide tangible connections. A large window will grace the wall facing the sloping field and provide a view of the crash site during all four seasons.

Once complete, Flight 93 National Memorial is intended to be an entire memorial landscape that will provide a series of experiences; healing, insight, inspiration, and reflection.