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## Cell Phone Tour Scripts – Individual Stop Scripts Version: Spring 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.

### **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,

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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.