



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.

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?



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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?



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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.



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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?



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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?



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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 lead 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?



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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.