



# REMEMBERING 9/11

## 20 YEAR ANNIVERSARY



# THE ATTACKS ON SEPTEMBER 11, 2001

*On September 11, 2001, 19 militants associated with the Islamist extremist group al Qaeda hijacked four airliners and carried out suicide attacks against targets in the United States. Two of the planes were flown into the Twin Towers of the World Trade Center in New York City, a third plane hit the Pentagon just outside Washington, D.C., and the fourth plane was crashed into a field near Shanksville Pennsylvania. Often referred to simply as 9/11, the attacks resulted in extensive death and destruction, triggering major U.S. initiatives to combat terrorism. Nearly 3,000 people were killed during the attacks, including more than 400 police officers and firefighters and 246 passengers and crew on the four planes. This was the most deadly terrorist attack in U.S. history.*

On September 11, 2001, at 8:46 a.m. on a clear Tuesday morning, an American Airlines Boeing 767 loaded with jet fuel crashed into the North Tower of the World Trade Center in New York City. The impact left a gaping, burning hole between floors 93-99 of the 110-story skyscraper, instantly killing hundreds of people and trapping hundreds more in higher floors. As the evacuation of the tower got underway, television cameras broadcasted live images of what initially appeared to be a freak accident. Then, 17 minutes after the first plane hit, a second Boeing 767—United Airlines Flight 175—appeared out of the sky, turned sharply toward the World Trade Center and sliced into floors 77-85 of the South Tower. The collision caused a



**View of lower Manhattan on the morning of September 11, 2001.**  
Photograph by David Monderer. Collection of the New-York Historical Society.

massive explosion that showered burning debris over surrounding buildings and the streets below. America was under attack. The attackers were Islamist extremist terrorists from Saudi Arabia and several other Arab nations. Reportedly financed by Saudi fugitive Osama bin Laden's al Qaeda terrorist organization, they were allegedly acting in retaliation for America's support of Israel, its involvement in the Persian Gulf War and its continued military presence in the Middle East. They chose

to attack the Pentagon and World Trade Center because they are powerful symbols of America – symbols that define the United States as an economic and military superpower. Some of the terrorists had lived in the United States for more than a year and had taken flying lessons at American commercial flight schools. Others had slipped into the country in the months before September 11 and acted as the “muscle” in the operation.

American intelligence agencies like the CIA and FBI were on the lookout for terrorist activities, but had expected bomb attacks like those of the past, or perhaps biological or chemical attacks that cause widespread terror. They were unprepared for this kind of attack. (The 9/11 Commission Report on the attacks revealed four kinds of failures: in imagination, policy, capabilities, and management.)

The 19 terrorists easily smuggled knives through security at three East Coast airports and boarded four flights bound for California, chosen because the planes were loaded with fuel for the long trans-continental journey. Soon after takeoff, the terrorists commandeered the four planes and took the controls, transforming ordinary commuter jets into guided missiles.

As millions watched the events unfolding in New York, American Airlines Flight 77 circled over downtown Washington, D.C., and slammed into the west side of the Pentagon military headquarters at 9:37 a.m. Jet fuel from the Boeing 757 caused a devastating inferno that led to the structural collapse of a portion of the giant concrete building. 125 military personnel and civilians were killed in the Pentagon, along with all 59 passengers and crew aboard the airliner. Twenty-two minutes after the terrorists struck the nerve center of the U.S. military, the horror in New York took a catastrophic turn for the worse when the South Tower of the World Trade Center collapsed in a massive cloud of dust and smoke. The structural steel of the skyscraper, built to withstand winds in excess of 120 miles per hour and a large conventional fire, could not withstand the tremendous heat generated by the burning jet fuel coupled with the structural damage caused by the plane crash. At 10:28 a.m., the North Tower collapsed. 2,753 people died in the World Trade Center and its vicinity, including a staggering 346 firefighters, 23 New York City police officers, and 37 Port Authority police officers who were struggling to complete an evacuation of the buildings and save the office workers trapped on higher floors. Thousands of others were treated for injuries, many severe.

Meanwhile, a fourth California-bound plane – United Airlines Flight 93, a Boeing 757 – was hijacked about 40 minutes after leaving Newark International Airport in New Jersey. Because the plane had been delayed in taking off, passengers on board



**The Pentagon After the Attack. Courtesy Department of Defense.**

to attack the Pentagon and World Trade Center because they are powerful symbols of America – symbols that define the United States as an economic and military superpower.

Some of the terrorists had lived in the United States for more than a year and

learned of events in New York and Washington via cell phone and airphone calls to the ground. Knowing that the aircraft was not returning to an airport as the hijackers claimed, a group of passengers and flight attendants planned an insurrection. One of the passengers, Thomas E. Burnett Jr., told his wife over the phone that, "They're talking about crashing this plane into the ground. We have to do something. Another passenger, Todd Beamer, was heard saying, "Are you guys ready? Let's roll" over an open line. Sandy Bradshaw, a flight attendant, called her husband and explained that she had slipped into a galley and was filling pitchers with boiling water. Her last words to him were "Everyone's running to first class. I've got to go. Bye."

Passengers fought the four hijackers and are thought to have attacked the cockpit. The plane then flipped over and sped toward the ground at upwards of 580 miles per hour, crashing in a rural field in western Pennsylvania at 10:03 a.m. All 40 passengers and crew were killed. Its intended target is presumed to be the U.S. Capitol.

By 7 p.m., President George W. Bush, who had



**Flight 93 Crash Near Shanksville, PA.**  
Courtesy Valencia M. McClatchy.

spent the day being shuttled around the country because of security concerns, returned to the White House. At 8:30 p.m., he delivered a televised address from the Oval Office, declaring, "Terrorist attacks can shake the foundations of our biggest buildings, but they cannot touch the foundation of America. These acts shatter steel, but they cannot dent the steel of American resolve." In a reference to the eventual U.S. military response he declared, "We will make no distinction between the terrorists who committed these acts and those who harbor them."

Operation Enduring Freedom, the American-led international effort to oust the Taliban Islamist regime in Afghanistan that supported al Qaeda and Osama bin Laden's terrorist network based there, began on October 7, 2001, less than a month after the terror attacks. Although the Taliban was initially removed from power, fighting in Afghanistan continues. Osama bin Laden was killed on May 2, 2011 in a compound in Abbottabad, Pakistan by a team of U.S. Navy SEALs. This brought some measure of justice to 9/11 victims and our country.

## Who were the hijackers?

These 19 young men, ages 20 to 33, came from a variety of backgrounds, some wealthy, some poor. Many had college educations, while others dropped out from college or left home to become soldiers on the side of Muslims in Chechnya and Afghanistan. Among them were three sets of brothers. Fifteen were from Saudi Arabia, two from the United Arab Emirates, and one each from Egypt and Lebanon.

### American Airlines Flight 11 (World Trade Center)



Satam  
al Suqami



Abdulaziz  
al Omari



Waleed  
al Shehri



Wail  
al Shehri



Mohamed  
Atta

### United Airlines Flight 175 (World Trade Center)



Marwan  
al Shehhi



Ahmed  
al Ghamdi



Mohand  
al Shehri



Hamza  
al Ghamdi



Fayez  
Banihammad

### American Airlines Flight 77 (Pentagon)



Khalid  
al Mihdhar



Majed  
Moqed



Nawaf  
al Hazmi



Salem  
al Hazmi



Hani  
Hanjour

### United Airlines Flight 93 (Pennsylvania)



Saeed  
al Ghamdi



Ahmad  
al Haznawi



Ahmed  
al Nami



Ziad  
Jarrah

## What is Terrorism?

It is difficult to come up with a definition of terrorism with which everyone will agree. The root of the word is "terror" or fear. An act of terrorism seeks to use fear to compel a group of people or a government to act in a certain way in response to violence or the threat of violence. Terrorist acts have been committed by a variety of people representing a wide range of political, religious, cultural or social viewpoints, ranging from lone individuals to large coordinated groups. Generally, a characteristic of terrorism is that the victims are often "civilians", that is people who are not in any way representative of the object of the terrorism.

# 9.11 Timeline

Courtesy National September 11 Memorial & Museum with other content added. <http://timeline.national911memorial.org/>

## 5:45am

### Hijackers pass security screening

Hijackers Mohammed Atta and Abdulaziz al Omari pass through security at Portland International Jetport in Maine. They board a shuttle flight to Boston's Logan International Airport, where they connect to Los Angeles-bound American Airlines Flight 11.

Atta will pilot Flight 11 on its lethal course into the North Tower of the World Trade Center. Four hijackers physically subdue passengers and crew so that Atta can breach the cockpit and kill or disable the two American Airlines pilots.

Over the next hour and a half, seventeen other hijackers clear security checks at Logan Airport, Newark International Airport, and Washington Dulles Airport. All presumably carry knives, box cutters or other concealed weapons on their person or in carry-on luggage. Although

eight are tagged for additional screening and a gate agent flags two as suspicious, none are prevented from boarding their intended flights.

## 6:00am

### New York City polls open

September 11, 2001 was a primary election day in New York City. Many police officers begin their day early at polling stations.

## 7:59am

### American Airlines Flight 11 takes off from Logan Airport in Boston, MA, 14 minutes behind its scheduled departure

Seventy-six passengers, 11 crewmembers and five hijackers board Flight 11. In industry terms, the Los Angeles-bound flight is "riding heavy," stocked with up to 68,400 pounds of fuel for its transcontinental run.



**"I don't know, I think we're getting hijacked."**

— Flight attendant Betty Ann Ong, American Airlines Flight 11

Al Qaeda terrorists hijack the plane at approximately 8:14 am and reroute it towards Manhattan, using the Hudson River as a navigational guide.

## 8:00am

### Conference opens at the World Trade Center

Registration opens for the Risk Waters technology conference at Windows on the World. Other special events at the Twin Towers planned for September 11 include the annual conference for the National Association of Business Economics, a dance concert in the World Trade Center's outdoor plaza, and a Peace Corps information session.

## 8:14am

### United Airlines Flight 175 takes off from Logan Airport in Boston, MA, also 14 minutes behind its scheduled departure

Fifty-one passengers, nine crewmembers, and five hijackers board Los Angeles-bound Flight 175.

Al Qaeda terrorists hijack the plane at approximately 8:45 am and reroute it towards Manhattan.

## 8:19am

### American Flight 11 Crew Contact Airline

Veteran flight attendants Betty Ann Ong and Madeline "Amy" Sweeney, with a combined 26 years of experience, alert ground personnel to the hijacking of Flight 11. They stay on the line for almost the entire duration of the flight after its seizure by the terrorists, relaying key details about the attack such as the hijackers' seat numbers and report that the crew is unable to contact the cockpit.

Acting on Ong and Sweeney's information, American Airlines alerts the FBI, jumpstarting the investigation that will become the largest in the agency's history.

According to Sweeney, the crew attends to the safety of the passengers, providing medical care to those injured in the hijacking.

## 8:20am

### Flight 77 Takes Off

American Airlines Flight 77, en route to Los Angeles, departs Washington Dulles International Airport ten minutes delayed.

## 8:24am

### Hijacker Mohammed Atta on Flight 11 Mistakenly Contacts Air Traffic Control

Minutes later, he makes a second unintended transmission.

## 8:37am

### Air Traffic Control Contacts the Military

After hearing Atta's transmission, air traffic controllers contact Northeast Air Defense Sector (NEADS), a division of the military that defends North American airspace, to report the hijacking.

## 8:42am

### Flight 93 Takes Off

United Airlines Flight 93 departs Newark International Airport after a lengthy air traffic delay on the tarmac. Flight 93 was scheduled to leave Newark at 8:00 am, within minutes of the other hijacked flights.



Courtesy of U.S. Department of Justice.

## 8:46am

### Crash of Flight 11

Flying the plane at about 470 miles per hour, hijackers crash Flight 11 into floors 93-99, instantly killing the 87 passengers and crew on board and unknown hundreds within the tower.

The crash starts fires throughout the North Tower and funnels jet fuel down elevator shafts, igniting fireballs at the lobby and below-grade levels and burning anyone coming into contact with this combusting fuel.

The impact severs all three emergency stairwells, trapping 100's in and above the impact zone.

Investment firm Fred Alger Management and professional services company Marsh & McLennan have offices in the impact zone. Thirty-five Alger employees and 295 Marsh employees perish in the attack. Carr Futures' 69 employees, at work on the



**“We have some planes. Just stay quiet and you will be O.K.”**

— *Hijacker Mohamed Atta, mistakenly spoken to traffic control*

92nd floor directly below the impact zone, also perish. Trapped by debris, they are unable to evacuate.

Bond trading firm Cantor Fitzgerald, floors 101-105, suffers the single largest loss of life, 658 employees.

**“I could see the big airline coming straight towards us.”**

— *Constance Labetti, AON, South Tower, 99th Floor*

“So I stood up and I just turned my body towards the window and I could see the big airline coming straight towards us. It looked like it was coming towards us. Didn't look like the plane was in any kind of duress. It was going straight towards what I thought was our building, but in actuality Tower 1 was right in front of us. I just stood frozen. I didn't move – I couldn't move. I just stood at the window.

**I could see it coming closer and closer. I could see their “AA” [American Airlines] on its tail. I could see the cockpit. I could see inside the cockpit, the tinted windows of the cockpit, that's how close I was.**

(Sigh) I could see on the side some of the windows of-of the passengers were pulled down, and then it just bellowed into Tower 1. And, for a moment, just for that moment, I almost sighed with relief until I realized (pause) all those people that had just [been] killed in that Tower.”

<http://timeline.national911memorial.org/#Explore/2/AudioEntry/2>

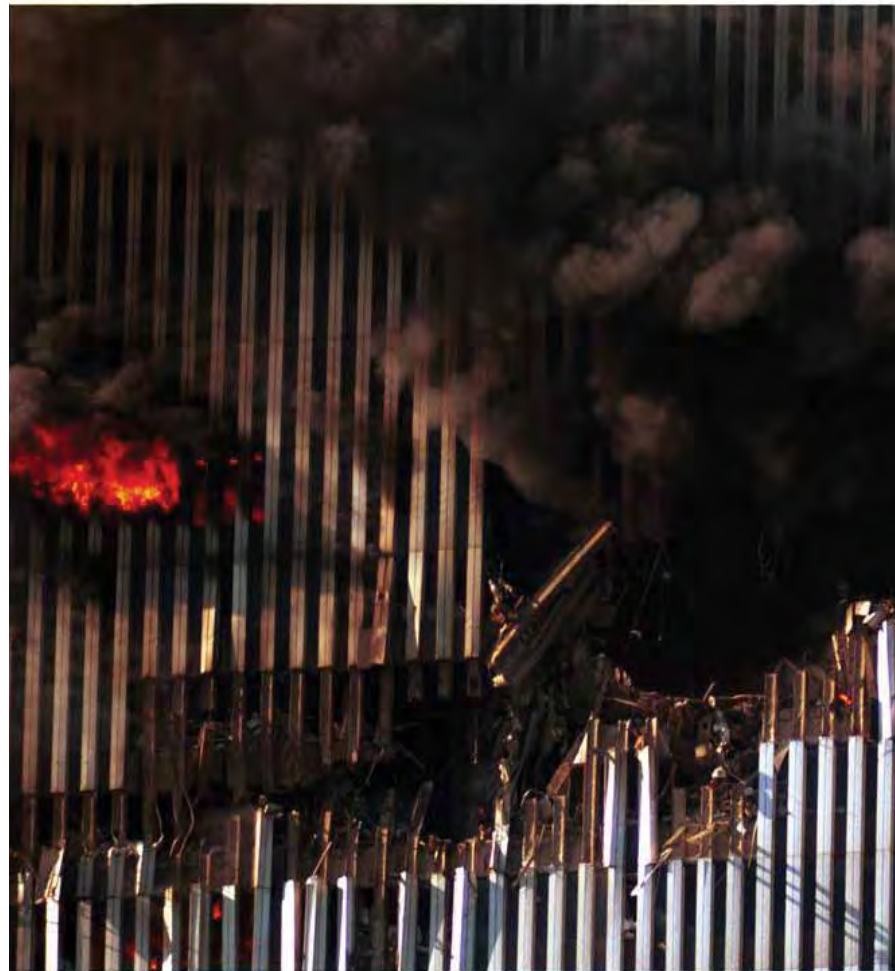
## 8:46am

### Emergency Services Mobilized

The Fire Department of New York (FDNY) and New York Police Department (NYPD) dispatch units to the World Trade Center within seconds of Flight 11's crash.

On site, Port Authority Police Department (PAPD) officers begin evacuating the North Tower. PAPD headquarters in Jersey City, New Jersey dispatches additional officers from other command posts to the World Trade Center.

In July 2001, the Port Authority of New York and New Jersey, long-time managers of the World Trade Center, agreed to lease the buildings to real estate developer Larry Silverstein. On September 11, 2001, both Port Authority and Silverstein Properties staff are in the building working on the transition. Their expert knowl-



North tower on fire. Courtesy of 9/11 Memorial Museum. Photograph by Roberto Rabanne. From The Roberto Rabanne Archive.

edge of the towers helps Port Authority fire safety, building and security staff coordinate the evacuation.

**“...People who were coming down ...very badly burned — no skin, no hair, just burned.”**

— *Bruno Dellinger, Quint Amasis, North Tower, 47th Floor*

“When I arrived at the sky lobby level there were, uh, masses of people waiting to the elevators. And for some reason I decided to go back into the stairwell. And the heat was just like, quite intense... The intensity of the warning signs, like the sound of the alarms, it was really like ah pounding you... Anyway, so we went down and people were very calm.

**There were three flows of people. The regular people like me going down. The people who**

**were coming down from the other floors and who were very badly burned — no skin, no hair, just burned. ...They were walking or carried down by people; helped by people.**

Screams were coming down from the stairwell, ‘Emergency! Emergency!’ ...And then the third flow of people was of course those security personnel and fire department people. Now those people were exhausted. In some of those eyes, and you could see that they knew something, and it was dangerous. They knew something. While there was no panic whatsoever in the stairwell, those people were concentrated, focused on doing their job. And while I was walking down, they were going up to their death. And I was walking down to live.”

<http://timeline.national911memorial.org/#/Explore/2/AudioEntry/26>



**North Tower on Fire. Courtesy of 9/11 Memorial Museum.**  
Photograph by Roberto Rabanne. From The Roberto Rabanne Archive.

## 8:50am

**President Bush is Alerted Around This Time While Visiting an Elementary School in Sarasota, Florida**

## 8:55am

**South Tower Tenants Instructed to Remain in the Building**

*"Your attention, please, ladies and gentlemen. Building 2 is secure. There is no need to evacuate Building 2. If you are in the midst of evacuation, you may use the re-entry doors and the elevators to return to your office. Repeat, Building 2 is secure."*

— Announcement made by Port Authority official via Public Address inside the South Tower

## 8:59am

**On Board Flight 175**

As hijacked Flight 175 approaches the World Trade Center, crewmembers and passengers manage to contact loved ones and authorities on the ground.

At 8:59 am, Flight 175 passenger Brian David Sweeney, 38, leaves a message for his wife Julie. He then calls his mother, Luise, to report the hijacking, telling her that the passengers are considering storming the cockpit to wrest control from the hijackers.

Brian began the flight in the first row of coach, but makes his calls from a GTE air-phone located in one of the last rows of the plane.

### Machine: BEEP. Message 1

*"Hi Jules, this is Brian. - Listen I'm on an air-plane that's been hijacked. If things don't go well, it's not looking good, I just want you to know I absolutely love you. I want you to do good, go have some good times. Same to my parents and everybody. And I just totally love you and I will see you when you get there. Bye babe. I'll try to call you." (Message courtesy of Julie Sweeney Roth.)*

<http://timeline.national911memorial.org/#/Explore/2/AudioEntry/12>

## 9:02am

**South Tower Evacuation Order**

An estimated 10,000 to 14,000 people are already evacuating the World Trade Center

## 9:03am

**Crash of Flight 175**

Hijackers, flying the plane at 590 miles per hour, crash Flight 175 into floors 77 to 85 of the World Trade Center's South Tower, instantly killing the 60 passengers and crew and unknown hundreds within the tower.

The impact severs two of three emergency stairwells and most of the elevator cables, trapping many inside elevator cars, and cutting off escape routes.

Despite being choked with rubble, Stairwell A remains passable. However, only eighteen people at or above the impact zone are known to have evacuated using this stairway.

## "We felt and heard a loud noise."

— Constance Labetti, AON, South Tower, 99<sup>th</sup> Floor

"I think I got to the 72nd floor, 75th floor, when we heard – we felt and heard – a loud noise. And people in the stairs start to fall down the stairs.

**And what it felt like was that some – that Tower 1 – this is what I thought – Tower 1 had collapsed onto our building. It felt like somebody took the building shook it and put it back down in its place.**

I was holding onto the banisters really tight so I didn't fall but a lot of people on the staircase were tumbling down. What evidently happened was our building had just been hit."

<http://timeline.national911memorial.org/#/Explore/2/AudioEntry/13>

## "Am I gonna have to jump?"

— Florence Jones, Thomson Baseline, South Tower



Courtesy of U.S. Department of Justice.

## "I just want you to know I absolutely love you."

— Message from Brian David Sweeney, passenger on Flight 175, to his wife, Julie

"I literally thought for a moment, 'cause he tried to open the door, and all you could feel was the heat of the fire.

**I was like, oh gosh, am I gonna have to jump, because I wasn't gonna wait for the firemen. Was I gonna have to do what I just saw people doing.**

And I remember him running back across the floor and grabbing my jacket saying, 'Let's go, let's go.'"

<http://timeline.national911memorial.org/#/Explore/2/AudioEntry/270>

## 9:05am

**President Bush is alerted that a second plane has crashed into the South Tower of the World Trade Center**

The President now knows that the country is under attack, but information is scarce.

## 9:10am

**Increasing Response**

The NYPD calls a second Level 4 Mobilization, bringing its total deployment close to 2,000 men and women.

Minutes later, the FDNY issues a second fifth alarm. Other companies and off-duty personnel, not directly called, respond to the attacks.

In total, more than 200 fire units, approximately 2,200 police officers, and numerous others from city and federal agencies responded to the disaster scene at the World Trade Center.

When their vehicle becomes stuck in traffic, Firefighter Gary R. Box, 37, and others from the FDNY's elite Squad 1 run through the Brooklyn Battery Tunnel to the World Trade Center. His picture on page 8 was taken shortly after the crash of Flight 175.

Squad 1 loses 11 members on 9/11, including Firefighter Box.

On the morning of 9/11, Port Authority Officer James Francis Lynch, 47, is on medical leave, resting at his home in New Jersey. Nevertheless, he responds to the attack on the World Trade Center, using his PAPD credentials to clear police cordons and head through the Holland Tunnel.

Once Officer Lynch arrives at the towers, he immediately sets to work. As a WTC Emergency Services officer who supervised rescue equipment within the complex, he knows that his experience and knowledge of the towers will be invaluable to the evacuation efforts. He is last seen getting air packs out of a storeroom, then ascending the stairs carrying a load of breathing masks and air tanks. Officer Lynch perishes in the collapse of the South Tower.

**“Couldn’t imagine these firefighters going up there into God knows what.”**

— Constance Labetti, AON, South Tower, 99th Floor

“Then the firefighters started to come up and they would holler, ‘Move to the right! Move to the right!’ I think it was probably about the 40th floor when the firefighters started to come up.

**And I remember thinking they’re – they’re gonna climb all the way up to 80? I mean how- how are they gonna do that? A few people clapped, a few people wished them blessings.**

– God blessings and a few people patted them on the shoulders. People shouted out to go to the 65th floor where there’s a handicap person or to – giving them information. And they just were stone faced, just looked straight ahead; they really didn’t show much emotion. Couldn’t imagine these firefighters going up there into God knows what.”

<http://timeline.national911memorial.org/#/Explore/2/AudioEntry/28>

## 9:12am

### On Board Flight 77

Flight attendant Renee May calls her mother, Nancy, and tells her Flight 77 has been hijacked. She says hijackers took control, herding passengers and crew to the back of coach class. Renee asks Nancy to contact American Airlines headquarters. Minutes later, passenger Barbara Olson calls her husband, U.S. Solicitor General Ted Olson, to report the hijacking. He informs her of the attacks on the World Trade Center.

## 9:15am

### Evacuation of the World Trade Center

As first responders arrive and deploy into the stricken buildings, tenants continue to evacuate the North and South Towers. Hijacked Flight 11 severed all three North Tower emergency stairwells, making evacuation impossible for those alive on or above the impact floors. One stairwell in the South Tower remains passable, although it is chocked with debris. Eighteen use it to evacuate from above the impact zone.

## 9:32am

### Flight 93 hijackers accidentally transmit a message intended for the passengers

*“Ladies and Gentlemen: Here the Captain, please sit down, keep remaining sitting. We have a bomb onboard. So, sit.”*

— One of the hijackers of Flight 93

## 9:36am

### Vice President Cheney Evacuated From White House Office

Secret Service agents evacuate U.S. Vice President Dick Cheney and his aides from his office in the White House to the Presidential Emergency Operations Center, a Cold War-era bunker beneath the White House.



**South Tower Impact. Courtesy of 9/11 Memorial Museum. Photograph by Roberto Rabanne. From The Roberto Rabanne Archive.**



**Courtesy of the U.S. Department of Justice. The wrong date was due to “mechanical error.”**

## 9:37am

### Crash of Flight 77

Hijackers crash Flight 77 into the Pentagon's western facade, killing the 59 passengers and crew on board the plane and 125 military and civilian personnel inside the building. A hundred and six are severely injured in the ensuing fire.

Loaded with 36,200 lbs of jet fuel, Flight 77 ignites an inferno inside the Pentagon.

The Pentagon's on-site firehouse responds immediately to the crash of Flight 77. Firefighters from nearby National Airport (with a foam truck designed to fight jet fuel fires) and Virginia's Arlington County Fire Department arrive within minutes. Many civilian employees and military personnel evacuate the building shortly after the impact, while others felt compelled to rush into the burning building to rescue trapped and injured colleagues.

A Pentagon security camera captures the crash of Flight 77 into the building's western facade. At the time of impact, the hijacked plane flew at 530 miles per hour.



Firefighter Gary Box. Courtesy of 9/11 Memorial Museum. Photograph by Erik Troelsen.

### “I was blown through the air...”

— John Yates, Army civilian security manager, Pentagon

“Everything I touched burned my hands... **I just started crawling on my hands and knees...**

**I realized how badly I was hurt,** because as I was walking I looked down at my hands and I remember seeing just strings of skin... A doctor [was] saying, ‘He goes first...’”

### “The only noise was the crackling of flames and it was just sheer devastation.”

— Louise Rogers, civilian accountant, Pentagon

## 9:42am

### National Ground Stop

The Federal Aviation Authority (FAA) grounds all flights over, or bound for, the continental United States. The U.S. Department of Transportation allowed national airspace to open and flights to resume two days later on September 13, 2001 at 11:00am EST.

## 9:45am

### White House and U.S. Capitol Evacuated

Throughout the morning, officials evacuate high-profile buildings, government offices, landmarks, and public spaces in response to rumors of escalating attacks.

## 9:57am

### Fight for Flight 93



Courtesy of Flight 93 National Memorial.

### “Are you guys ready? Let’s roll.”

— Todd Beamer, his last audible words, as heard by Lisa Jefferson, as Flight 93 passengers fought to take back the plane.

Flight 93's passengers are believed to have collectively voted to mount a counterattack against the hijackers.

Thirteen of Flight 93's 40 passengers and crew manage to alert loved ones and authorities to the plane's hijacking. At least six learn about the attacks on the World Trade Center or the Pentagon.

## 9:59am

### South Tower of World Trade Center Collapses

After burning for 56 minutes, the South Tower collapses in 10 seconds, killing hundreds of workers and first responders in the building and surrounding area.

As the South Tower collapses dust and debris engulfs the streets near the World Trade Center. Many flee, seeking shelter in surrounding buildings.

When the World Trade Center towers collapse, huge pieces of the steel facade fall to the earth, causing enormous damage to nearby buildings and significant loss of life.



Flight 93 Crater. Courtesy of Flight 93 National Memorial.



Courtesy of U.S. Department of Justice.

### “We’re going to rush the hijackers.”

— Jeremy Glick, last words to his wife from an airplane on Flight 93

“We entered the stairway B, which was the core stairway in the [North Tower] building, which we were using as our attack stairs. ...



The building [started] shaking, really noticeably shaking, and I thought maybe, you know, the elevator was coming down the shafts, maybe they cut loose. I didn't know what was going on,

but I was holding on, and I was a little concerned about this. And then it stopped, and that was the South Tower going down, I found out later.” -FDNY Lt. Mickey Kross, Engine 16

<http://timeline.national911memorial.org/#Explore/2/AudioEntry/59>

## 10:03am

### Crash of Flight 93

Hijackers roll Flight 93 side-to-side, rapidly diving and climbing, in an attempt to knock passengers and crew off balance as they attempt to storm the cockpit.

Eyewitnesses on the ground report the aircraft's erratic flight, ending with the sound of a crash.

To prevent passengers from retaking the airplane, hijackers deliberately crash Flight 93 in a field in Somerset County, Pennsylvania, killing all 40 passengers and crew.

The crash site is approximately 20 minutes flying time from Washington, DC.

## 10:15am

### Pentagon E Ring Collapses

The damaged section of the Pentagon's outermost offices, known as the E Ring, collapses. No rescue workers are injured.

Several times throughout the morning, speculation and misinformation about additional hijacked planes cause the cessation of rescue operations and evacuation of emergency workers.

While the rescue effort continues, many Department of Defense (DoD) employees return to work in the unaffected half of the Pentagon. The National Military Command Center (NMCC), located on the far side of the Pentagon, coordinates the US military response to the 9/11 attacks. NMCC officers initiate a conference call with federal and military responders that continues throughout the day.



Courtesy of 9/11 Memorial Museum. Gift of John F. O'Sullivan Jr.

# 10:28am

## North Tower of World Trade Center Collapses

The North Tower collapses after burning for 102 minutes, killing 100's of people in the building and the surrounding area.

Of the 16,000 to 19,000 people in the North and South Towers of the World Trade Center on 9/11, the vast majority are evacuated safely. By the end of the day, all seven buildings at the World Trade Center were destroyed.

“Well it was probably a half hour later that I heard the same rumblings coming down. And that was from the North Tower. I said, ‘Oh jeez here we go again.’ I said ‘you know, what’s the chance of me surviving the second collapse? I don’t know, not too good.’ I wanted to run like hell myself down the stairwell that I was sending all those people down. But unfortunately I said, ‘I can’t run that fast. This thing is gonna to beat me out.’ So what I did was I made it down about three or four stairs and there was a little bit of a landing that was there and I just basically positioned myself there with a couple of the other guys.

**I said ‘Guys grab the wall. You know we’re going to do that same thing we did for the first collapse and I’m sure that we’re going to make it. You know, we’re gonna be fine.’ So we grabbed the wall again but this time it seemed like the collapse lasted forever.**

The whole ground was shaking. Nothing was on fire by me, but still the blinding smoke, but I was at the base of the smoke, I couldn’t run anywhere. The smoke was all around me and all the debris and the cloud – the cloud of dust. It wasn’t really so much smoke but it was the dust cloud that was coming down. It was choking – it really was. I was like oh my God; it was the closest to dying that I ever thought about. There were the loud noises that kept coming down from all the I-beams that were falling down all around us. And (pause) you know, eventually, what seemed – and it was only a few seconds – it



Courtesy Department of Defense.



Courtesy of 9/11 Memorial Museum. Gift of John F. O’Sullivan Jr.

seemed like a few hours, it finally ended and the smoke had cleared. It was a little bit better because we weren't buried this time like we were for the first collapse, but still it was an awful ride." - Officer David Brink, NYPD ESU (Survived both towers collapsing)

<http://timeline.national911memorial.org/#/Explore/2/AudioEntry/51>

## 11:02am

### Evacuation of Lower Manhattan

New York City Mayor Rudolph Giuliani calls for the evacuation of all residents, workers and tourists from lower Manhattan.

All of lower Manhattan south of 14th Street from the Hudson River to the East River is officially closed to all but emergency personnel, creating an area known as the "frozen zone."

Throng of people crowd onto streets, highways, and bridges to evacuate lower Manhattan. Many walk north or across bridges to Brooklyn.

Thousands leave the island of Manhattan by boat in one of the largest water evacuations since World War II.



Courtesy of 9/11 Memorial Museum. Photograph by Roberto Rabanne. From The Roberto Rabanne Archive

## 11:45am

### The President arrives at Barksdale Air Force Base

President Bush orders Air Force One to land at Barksdale Air Force Base in Louisiana, where he makes his first televised remarks about the unfolding events. "The resolve of our great nation is being tested," he says. "But make no mistake, we will show the world that we will pass this test. God bless." Although the President wants to return to Washington, DC, those protecting him deem this unsafe. Air Force One heads towards Offutt Air Force Base in Nebraska, home of the U.S. Strategic Command, where Bush uses their underground secure communications network to confer with the White House, the Pentagon, the CIA, and the FBI. Although his staff will prepare for him to address the nation from the bunker, the President ultimately will insist on returning to the nation's capital.

## 12:16pm

### American Airspace Cleared

The last commercial flight above the continental United States lands. In total, air traffic controllers guide over 4,000 commercial and private planes to airports throughout the United States and in Canada. Local authorities and residents create ad-hoc plans to provide food and shelter to stranded travelers.



Courtesy of 9/11 Memorial Museum. Gift of Chuck Tantillo.

"I heard this very, very loud noise above me. It was just a tremendous roar. It was above. It sounded like it was coming towards, towards you. And then the wind, very, very fierce wind. It started lifting me up off the ground and so that's when I crouched down, the next thing - I just crouched down. I got to the corner of the staircase by the railing and I just got as small as I could possibly get, cause I'm not a big guy to begin with so and I literally - (sigh) - I guess the best way to describe it, I tried to crawl into my fire helmet,

that's what I wanted to do just to protect myself. I wasn't sure what was going on, I thought the building might be coming down and I figured, uh, ok this could be it. And I was a little angry you know it was like 'Damn it, why me? Why you know it's beautiful - I'm going to die in the World Trade Center on a beautiful summer morning.' I just like, it's like a little denial and disbelief sets in and... then I started getting hit with stuff, you know, it was just debris was hitting me. It went dark and then the next thing was just total silence. Nothing. No wind. No noise. No

light. Nothing. And then I started hearing noises, I started hearing like moaning and guys were starting to communicate, yell out. These were the guys I was trapped with. They're calling out, 'Who's there?,' 'You guys all right?,' blah, blah, blah, and this kind of thing. And I realized I wasn't alone, 'cause when you're alone in a situation like that, that's like existential isolation, it like - (laughs) I mean - and then you find out you're with other people it makes you feel a lot better, even though you know you're in a very bad situation at least there's other people.



**Collapse of 7 World Trade Center / Courtesy of 9/11 Memorial Museum. Photograph by Roberto Rabanne. From The Roberto Rabanne Archive.**

But then the strangest thing happened, this beam of sunlight came right in on us, like about 8 inches long, but it was clearly sunlight. It was all dirty and full of debris and it looked like pepper was floating around in it, sort of. But it was sunlight, I'm like amazed now (laughs) a 110 story building above us and I'm looking up at the sun." - FDNY Lt. Mickey Kross, Engine 16

<http://timeline.national911memorial.org/#/Explore/2/AudioEntry/59>

## 12:30pm

### **Fourteen Survive the North Tower Collapse in Stairwell B**

Miraculously, a section of the North Tower's stairwell B survives the building's violent collapse, shielding 13 first responders and a civilian evacuee who are all still attempting to evacuate down the stairs. Within two hours of the tower's collapse, the first responders emerge from the debris. They direct rescuers to the civilian.

## 1:00pm and Through the Day

### **Response at the World Trade Center Site**

Throughout the afternoon, volunteers, first responders, and construction workers arrive at the site to search for survivors.

Firefighters, police officers, paramedics and other emergency service workers stream to the site to join in the firefight and rescue efforts. Operations continue around the clock.

## 3:00pm

### **FDNY Rescue Civilian Pasquale Buzzelli is Rescued From Rubble of Stairwell B at WTC site**

Ultimately, only 18 people deeply embedded in the debris pulled themselves out or were rescued, including 14 who were together in the shaft of a North Tower stairwell. The last survivor was found only 26 hours after the towers collapsed.

## 5:20pm

### **Collapse of 7 World Trade Center**

Because lower Manhattan's waterlines have been compromised, the FDNY cannot get water to fight the flames.

Adjacent to the North Tower, 7 World Trade Center had suffered significant damage in the collapse. Fires caused by the collapse of 1 WTC lead to structural instability, and ultimately, total collapse.

There are no casualties because the 47-story tower had been evacuated that morning. However, the fall of the building sends first responders racing away from the collapsing structure to save their own lives.

## 8:00pm

### **Rescue Workers Locate**

### **Trapped PAPD Officers**

Rescuers locate PAPD Sgt. John McLoughlin and Officer William Jimeno in the debris of the World Trade Center. They free Officer Jimeno after three hours of dangerous tunneling work. Sgt. McLoughlin's rescue takes another eight hours.

Rescue operations continue throughout the night. Thousands of construction workers, first responders, and self-dispatched volunteers converge at Ground Zero to search for survivors, improvising bucket brigades to remove debris.

Workers will extricate the eighteenth survivor, Genelle Guzman, from the remains of Stairwell B on the afternoon of September 12. She will be the last person rescued alive.

## 8:30pm

### **President George W. Bush Addresses the Nation**

Back in the White House, President Bush addresses a shocked nation, praising the strength of the nation in the face of the overwhelming events. "Terrorist attacks can ... shattered steel, but they cannot dent the steel of American resolve," he says. "Today, our nation saw evil — the very worst of human nature — and we responded with the best of America. With the daring of our rescue workers, with the caring for strangers and neighbors who came to give blood and help in any way they could."

The full transcript and video of the speech is at:  
<http://georgewbush-whitehouse.archives.gov/news/releases/2001/09/20010911-16.html>

President Bush visits and speaks with rescue and recovery personnel at Ground Zero on September 14, 2001. A National Day of Prayer and Remembrance is observed.

### **Rescue, Recovery and Rebuilding**

Federal, state, and local officials initiated rescue and/or recovery operations at all

three attack sites, supported by thousands of first responders, ironworkers, engineers and members of the building trades. The attacks resulted in nearly 3,000 fatalities — the largest loss of life from a hostile attack by a foreign entity on American soil. The Fire Department of New York lost 346 members of its force, the New York Police Department lost 23, and the Port Authority Police Department lost 37, the largest loss of emergency responders in a single event in U.S. history.

At the three attack sites, days and weeks — and in New York City, months — were spent extinguishing fires, searching for survivors and, ultimately, searching for remains of the victims. It took nine months to remove approximately 1.8 million tons of debris from the World Trade Center site.

In the aftermath of 9/11, donations of money and supplies poured in and thousands of people volunteered their help and support. Memorials, services and vigils were held in New York City, Washington, D.C., Pennsylvania, and all over the world.

A federal fund compensated victims' families and severely injured survivors. Families of victims advocated for the formation of the 9/11 Commission, which investigated the attacks and issued a report with analysis and recommendations.

Advanced DNA technology continues to be used to identify the remains of victims. However, human remains have still not been identified for approximately 40% of the WTC victims.

Public and private sectors partnered to support lower Manhattan's recovery, growth and revitalization, and worked to balance the need to remember and honor the victims with the need for a strong and vibrant community.



**Courtesy of The White House.**

# National September 11 Memorial & Museum

## Aftermath of 9/11

The attacks of 9/11 left the World Trade Center (WTC) site devastated, with ruins towering roughly 17 stories and debris spread well beyond the 16-acre site. Thousands of volunteers flocked to ground zero to help with the rescue, recovery and clean-up efforts, and on May 30, 2002, the last piece of WTC steel was ceremonially removed.

Memorials sprung up immediately after the tragedy and acted as impromptu outlets for grief, support, healing, and remembrance. These memorials appeared around the world in myriad forms in the days and weeks following the attacks.

Within the first two years following the attacks, plans integrating a museum, memorial, and commercial buildings were proposed and advanced. The first commercial building to re-open, the new 7 WTC, was completed in 2006.



9/11 Memorial and Museum. Credit: Jin Lee

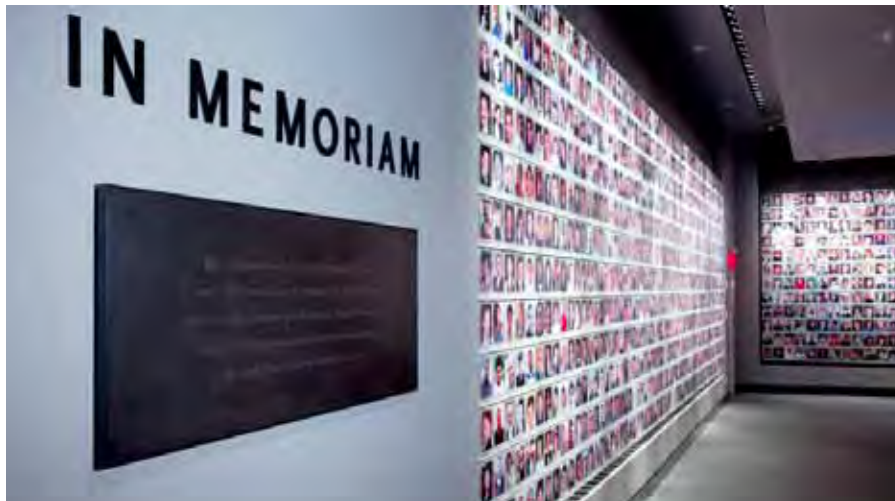
## The Memorial & Museum

The Memorial and Museum are both located on the western side of the former World Trade Center complex where the Twin Towers once stood. The Memorial was designed by architect Michael Arad and landscape architect Peter Walker. Their proposal emerged from a design competition that received 5,201 submissions from 63 countries.

The National September 11 Memorial opened on September 11, 2011, the 10th anniversary of the attacks, and the Museum opened on May 14, 2014. As of October 2015, the Memorial has seen more than 22 million visitors, while the Museum had had more than four million visitors since opening.

## 9/11 Memorial

The Memorial remembers and honors the nearly 3,000 people who died in the attacks of September 11, 2001—in New York, at the Pentagon, and in Pennsylvania—as well as the victims of the February 26, 1993 bombing at the World Trade



In Memoriam Entryway. Credit: Jin Lee

Center. Its mission is to:

- Remember and honor the thousands of innocent men, women, and children murdered by terrorists in these attacks.
- Respect this place made sacred through tragic loss.
- Recognize the endurance of those who survived, the courage of those who

risked their lives to save others, and the compassion of all who supported us in our darkest hours.

May the lives remembered, the deeds recognized, and the spirit reawakened be eternal beacons, which reaffirm respect for life, strengthen our resolve to preserve freedom, and inspire an end to hatred, ignorance and intolerance.

Joe Daniels, President of the National September 11 Memorial & Museum, adds: "Collectively, the Memorial & Museum reminds us of the powerful and binding connection we share with one another. A connection that eclipses politics, race, economic class, and geography."

Each element of the Memorial design exists in service of these goals. A plaza of over 400 trees surrounds two enormous reflecting pools with waterfalls set within the footprints where the Twin Towers once stood. The waterfalls—the largest manmade waterfalls in North

America—cascade into reflecting pools, finally disappearing into voids built into the center of each pool.

The names of the 2,983 victims of the September 11, 2001 and February 26, 1993 attacks are etched in bronze around the edges of the pools.

The tree-filled plaza is lined with cobblestones, creating a space for reflection separate from the sights and sounds of the surrounding city. The trees were selected from within a 500-mile radius of the WTC site, including nurseries located in New York, Pennsylvania, and near Washington, D.C., to symbolize areas attacked on 9/11.

Now, instead of looking up at the towers, visitors look down in reflection. It is a different kind of looking, inviting us to appreciate the power of what isn't there, the power of remembering what is absent.

## National September 11 Memorial Museum

The Memorial Museum, like the Memorial, aims to honor the victims of these attacks and all those who risked their lives to save others. It further recognizes the thousands who survived and all who demonstrated extraordinary compassion in the aftermath.

In doing so, it seeks to educate for a better future. Demonstrating the consequences of terrorism on individual lives and its impact on communities at the local, national, and international levels, the Museum attests to the triumph of human dignity over human depravity and affirms an unwavering commitment to the fundamental value of human life.



9/11 Museum. Credit: Jin Lee

This work is complex, as Alice Greenwald, the Museum's director, has noted: "At its core, the Memorial Museum must carefully balance the act of commemoration - which has its own requirements of sensibility and reverence - with the imperatives of education, historical documentation, and fidelity to the emotionally resonant artifacts on display."

Visitors enter the Memorial Museum through a Pavilion where two steel "tridents"—remnants of the North Tower's façade—stand in the building's atrium. The main exhibition space is located seven stories down at the bedrock foundations of the World Trade Center.

The Museum offers displays of artifacts from the WTC and 9/11 attacks, interactive exhibitions, contemplative areas, and programs that will convey individual and collective stories relating the experiences of survivors, responders, area residents, and eyewitnesses. A memorial exhibition honors the individual victims of the attacks, featuring artifacts, photographs, and oral remembrances recalling the people killed on 9/11.

In addition, educational programs, such as field trips, lecture series, and film screenings, offer deeper explorations into the events of 9/11, its historical context, the ongoing repercussions of the attacks, and the 9/11 Museum's collections. Visit [www.911memorial.org/teach-learn](http://www.911memorial.org/teach-learn) to view current resources for schools and families.

### Around the Memorial

On the rest of the WTC site and next to the Memorial and Museum are commercial buildings, a transportation hub, and a Performing Arts Center. Two of these buildings have already been completed and one is under construction. One WTC, the building directly north of the North Pool, has 105 stories and stands taller at 1,776 feet than the original Twin Towers. This building was completed in November 2014 and now includes the new One World Observatory. Four WTC is also complete and occupancy has begun. The other buildings will be developed in the coming years.

**Visiting the Memorial and Museum**  
When visiting the Memorial and Museum, construction will still be continuing around the WTC site. Millions of visitors pass through the Memorial and Museum and plans are in place to ensure that the visitor experience is safe and meaningful. The Memorial plaza is free, with open access from all sides, while the Museum is a ticketed experience. Learn more at: [www.911memorial.org/visit](http://www.911memorial.org/visit).

# The National 9/11 Pentagon Memorial

## Pentagon Memorial

The 184 souls lost in the terrorist attack at the Pentagon on September 11, 2001, when hijacked American Airlines Flight 77 crashed into the Pentagon, were mothers, fathers, husbands, wives, children, brothers, sisters, coworkers, flight crew, friends, patriots.



The Pentagon Memorial captures that moment in time at 9:37 a.m. when 184 lives became intertwined for eternity. Each victim's age and location at the time of the attack have been permanently inscribed into the Memorial by the unique placement and direction of each of the 184 Memorial Units.

Elegant and simple, the Pentagon Memorial serves as a timeline of the victims' ages, spanning from the youngest victim, three-year-old Dana Falkenberg, who was on board American Airlines Flight 77, to the oldest, John D. Yamnicky, 71, a Navy veteran, also aboard Flight 77 that morning.

## The Pentagon Memorial Gateway

The 184 Memorial Units within the Pentagon Memorial are located on the age line according to the year the victim was born. The age lines, denoted by stainless steel

strips that cross the Memorial, begin at the zero line, which spans from the Gateway to the entrance of the Memorial. Etched into the granite zero line is the date and time of the attack: "SEPTEMBER 11, 2001 9:37 A.M." Visitors to the Memorial may look up a victim's name and birth year on the locator stone within the Pentagon Memorial Gateway. On age lines with multiple victims, the

on Flight 77, the visitor sees the victim's name and the direction of the plane's approach in the same view.

Victims from the same family are linked by a plaque at the end of the pool of water, which lists their family members who also died in the attack, forever binding the family together.

## The Pentagon Memorial Landscape

Within the Pentagon Memorial, 85 Crape Myrtle trees are clustered around the Memorial Units, but are not dedicated to any one victim. These trees will grow up to 30 feet to provide a canopy of shade over the Memorial for years to come.

The Memorial's stabilized gravel surface is bordered on the western edge by an Age Wall. The Age Wall grows one inch per year in height above the perimeter bench relative to the age lines. As visitors move through the Memorial, the wall gets higher, growing from three inches (the age of Dana Falkenberg) to 71 inches (the age of John D. Yamnicky). The Age Wall draws the eye to the Memorial for drivers passing by on Washington Boulevard and the adjacent Arlington County Bike Path, while ensuring solitude for visitors. Ornamental grasses mark the boundaries of the Memorial.

The Pentagon Memorial design was developed by Julie Beckman and Keith Kaseman. Their vision for the Memorial was selected from more than 1,100 submissions by a panel of architects, family members, and public figures in the Washington, D.C. area, including two former Secretaries of Defense. The Pentagon Memorial is the first national memorial dedicated to the horrific events that unfolded on September 11, 2001 — events that claimed 184 lives at the Pentagon, and thousands more around the United States. The Pentagon Memorial is also dedicated to future generations that they might reflect upon and renew their faith in shared American values.

Learn more at <http://pentagonmemorial.org>



# Flight 93 National Memorial

## Flight 93 National Memorial

In the hours and days following the crash of Flight 93, the final chapter in the horrible events of 9/11, a story of incredible bravery and heroism emerged. Flight 93 was the only one of the hijacked planes that failed to reach its intended target. Flight 93 was just 20 minutes from Washington, DC, and had the passengers and crewmembers not taken decisive action, it is likely that the plane would have been used to crash into the U.S. Capitol or the White House causing unimaginable destruction.

The “ordinary” people on board Flight 93 were anything but. They were men and women, mothers, fathers, and children. They were executives, technicians, students, and retirees. They were young and old, black and white, Americans and foreign-born visitors. Yet despite these apparent differences, they all possessed

## The Memorial

When completed, the Flight 93 National Memorial will be the only unit of the national park system chronicling the events and personalities of September 11, 2001. Creating a place that not only remembers the 40 heroes of Flight 93 but also inspires ordinary citizens to act in their own heroic ways is what the Flight 93 National Memorial is all about. The components of the Memorial are:

The **Sacred Ground** is the heart of the Flight 93 National Memorial because it was here that the plane with all 40 passengers and crewmembers aboard crashed on September 11, 2001. A memorial plaza will offer a viewing position of the meadow and hemlock grove, which absorbed much of the devastating impact. The plaza will terminate in a “wall of names” – white marble panels inscribed with each of the names of the forty passengers and crew,

back to 10:03 a.m. on September 11, 2001 when Flight 93 careened in this direction toward a stand of hemlock trees. Passing through the wall and across a plaza, visitors will be standing at an overlook with a sweeping view of the Field of Honor. At the end of the walkway will be a sloped glass plaque inscribed with the memorial’s mission statement.

*A common field one day. A field of honor forever. May all who visit this place remember the collective acts of courage and sacrifice of the passengers and crew, revere this hallowed ground as the final resting place of those heroes, and reflect on the power of individuals who choose to make a difference.*

— Preamble to the Flight 93 National Memorial Mission Statement  
Mission statement at: [www.nps.gov/flni/parkmgmt/missionstatement.htm](http://www.nps.gov/flni/parkmgmt/missionstatement.htm)

The **Visitor Center** will be located just inside the Entry Portal, between the large concrete walls designating the final flight path of Flight 93. The Visitor Center will be one of the educational and interpretive hubs of the Memorial, where visitors can learn both about the Flight 93 story as well as about the layout of the Memorial park. A portion of the Visitor Center will be devoted to exhibits.



Entry Portal – Courtesy: Paul Murdoch Architects and Alexander Novak-Zemplinski

undeniable qualities of the human spirit – courage, bravery, selflessness – that enabled them to join together in an extraordinary way and achieve the first victory in the war on terrorism.

The passengers and crew of Flight 93 will be permanently honored at the Flight 93 National Memorial, set at the site where their final struggle ended in a rural field near Shanksville, Pennsylvania. The Flight 93 National Memorial was created by an act passed by Congress and signed by President George W. Bush on September 24, 2002.

*“This peaceful place was not chosen by the terrorists — they had other targets for their violence and hate. This spot was chosen by the passengers of Flight 93, who spared our country from even greater horrors.”*  
— Former First Lady Laura Bush

parallel to a black concrete walkway denoting the plane’s final flight path. A series of benches and trees will create a chapel-like setting for peaceful contemplation.

The **Field of Honor** is the largest and most prominent of the Memorial’s unique design features. Measuring a half-mile in diameter and adjacent to the memorial plaza, the bowl-shaped Field links the entire Memorial through sightlines and pathways.

The **Entry Portal** is the opening to the Flight 93 National Memorial. The portal will be marked by two parallel concrete walls that trace the final trajectory of Flight 93 as it descended toward the crash site.

Visitors approaching the Entry Portal will pass through its twin walls along a symbolic black walkway called the **Flight Path**. Immediately visitors will be brought

Creating a living memorial within the Memorial is the objective of planting **40 Memorial Groves** along the perimeter of one-half of the Field of Honor. Each grove will contain 40 trees, such as sugar or red maples, for a total of 1,600 trees that radiate toward the center of the Field. An allée of trees, a walking path, and a road for vehicles will frame the Memorial Groves.

A large area just below the entry portal **overlooks** the western edge of the impact site of Flight 93 and provides a key vantage point to view the entire Memorial site.

The **Tower of Voices** will dramatically mark the main entrance to the Flight 93 National Memorial from Route 30. Reaching 93 feet into the air, the Tower will feature 40 wind chimes for each of the passengers and crewmembers and serve as an audible reminder of their selfless act of courage in the final moments of Flight 93.



Tower of Voices – Courtesy: Paul Murdoch Architects and Alexander Novak-Zemplinski

The **Learning Center** will be located a short distance away. The Learning Center will be able to host temporary or traveling exhibitions about September 11, and its spaces can be easily adapted for small or large groups to host lectures, films, or other programs. Engaging **exhibitions** will be an important part of the visitor experience. The drama and tragedy of Flight 93 will be chronicled using the latest audio and video technology, primary source materials, photographs, and oral history testimony from those who were there, including family members, first responders, volunteers, and local residents. Learn more at: [www.nps.gov/flni](http://www.nps.gov/flni) [www.honorflight93.org](http://www.honorflight93.org)

## 9/11 Facts

- Each of the planes that crashed into the World Trade Center had a jet fuel capacity of nearly 24,000 gallons.
- All civilian air traffic was banned from landing on U.S. soil for two days.
- Among the fatalities were 346 New York City Fire Department firefighters, 23 New York City Police Department officers, and 37 Port Authority Police Department officers.
- Cantor Fitzgerald L.P., an investment bank on the 101st-105th floors of One World Trade Center, lost more employees than any other firm: 658.
- Approximately 16,000 people were below the impact zones in the World Trade Center at the time of the attacks, most of whom evacuated before the towers collapsed.
- 7 WTC, 6 WTC, 5 WTC, 4 WTC the WTC Marriott Hotel (3 WTC) and St. Nicholas Greek Orthodox Church were also destroyed in the attacks.
- Mohamed Atta's luggage, which did not make it onto American Airlines Flight 11, contained a will and 757/767 flight manuals.
- Unlike many stereotypes of hijackers or terrorists, most of the attackers were educated and came from well-to-do backgrounds.
- The New York Stock Exchange, the American Stock Exchange and NASDAQ did not open on September 11 and remained closed until September 17.
- 2,880 victim's compensation awards were issued to the families of those killed.

## Understanding 9/11

### Foundations of Islam

Islam (a word that literally means "surrender to the will of God") arose in Arabia with what Muslims believe are a series of revelations to the Prophet Mohammed from the one and only God, the God of Abraham and of Jesus.

These revelations, conveyed by the angel Gabriel, are recorded in the Qur'an (sometimes titled Koran). Muslims believe that these revelations, given to the greatest and last of a chain of prophets stretching from Abraham through Jesus, complete God's message to humanity. The Hadith, which recount Mohammed's sayings and deeds as recorded by his contemporaries, are another fundamental source. A third key element is the Sharia, the code of law derived from the Qur'an and the Hadith.

Islam is divided into two main branches, Sunni and Shia. Soon after the Prophet's death, the question arose of choosing a new leader, or Caliph, for the Muslim community, or Ummah. Initially, his successors could be drawn from the Prophet's contemporaries, but with time, this was no longer possible.

Those who became the Shia held that any leader must be a direct descendant of the Prophet; those who became the Sunni argued that lineal descent was not required if the candidate met other standards of faith and knowledge.

After bloody struggles, the Sunni became (and remain) the majority sect. (The Shia are dominant in Iran.) The Caliphate – the institutionalized leadership of the Ummah – thus was a Sunni institution that continued until 1924, first under Arab and eventually under Ottoman Turkish control.

Many Muslims look back at the century after the revelations to the Prophet Mohammed as a golden age.

### Rise of Islamist Extremism

The ensuing centuries after the golden age of Islam saw the rise in power of European nations and then the United States of America, with Western culture and values becoming dominant on the world stage. The dominance of Western powers and ideals led to feelings of resentment among Muslims, many of whom felt oppressed, many of whom lived in poverty, many of whom embraced values at odds with those of a Western culture that they felt had become increasingly materialistic.

Islam is both a faith and a code of conduct for all aspects of life. For many Muslims, a good government would be one

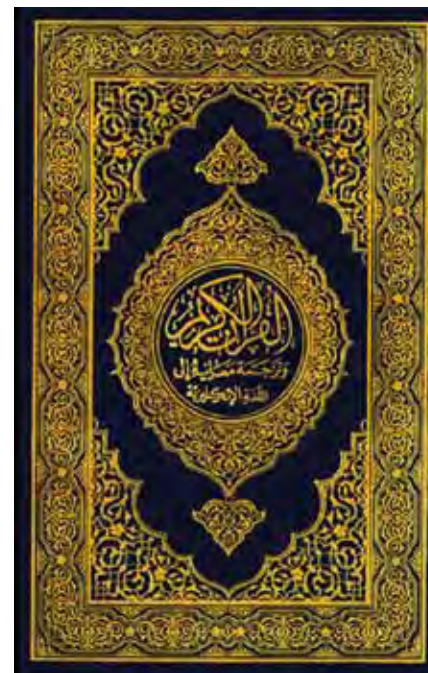
guided by the moral principles of their faith. This does not necessarily translate into a desire for clerical rule and the abolition of a secular state. It does mean that some Muslims tend to be uncomfortable with distinctions between religion and state, though Muslim rulers throughout history have readily separated the two. To extremists, such divisions, as well as the existence of parliaments and legislation, only prove these rulers to be false Muslims usurping God's authority over all aspects of life. Periodically, the Islamic world has seen surges of what is often labeled "fundamentalism."

rupt rulers and the clerics who failed to criticize them. He urged Muslims to read the Qur'an and the Hadith for themselves, not to depend solely on learned interpreters like himself but to hold one another to account for the quality of their observance.

The Islamist extremist version of history blames the decline from Islam's golden age on the rulers and people who turned away from the true path of their religion, thereby leaving Islam vulnerable to encroaching foreign powers eager to steal their land, wealth, and even their souls.



Ayman al-Zawahiri & Osama bin Laden. Credit: AP.



The Qur'an

Denouncing waywardness among the faithful, some clerics have appealed for a return to observance of the literal teachings of the Qur'an and Hadith. One scholar from the fourteenth century from whom Osama bin Laden quoted, Ibn Taimiyyah, condemned both cor-

### A Declaration of War by al Qaeda

In February 1998, the 40-year-old Saudi exile Osama bin Laden and a fugitive Egyptian physician, Ayman al-Zawahiri, arranged from their Afghan headquarters of al Qaeda for an Arabic newspaper in London to publish what they termed a fatwa issued in the name of a "World Islamic Front." A fatwa is normally an interpretation of Islamic law by a respected Islamic authority. Neither bin Laden, Zawahiri, nor the three others who signed this statement were scholars of Islamic law. Claiming that America had declared war against God and his messenger, they called for the murder of any American, anywhere on earth, as the "individual duty for every Muslim who can do it in any country in which it is possible to do it."

Three months later, when interviewed in Afghanistan by ABC-TV, bin Laden enlarged on these themes. He claimed it was more important for Muslims to kill Americans than to kill other infidels. "It is far better for anyone to kill a single American soldier than to squander his efforts on other activities," he said. Asked whether he approved of terrorism and of attacks on civilians, he replied: "We believe that the worst thieves in the



world today and the worst terrorists are the Americans. Nothing could stop you except perhaps retaliation in kind. We do not have to differentiate between military or civilian. As far as we are concerned, they are all targets.”

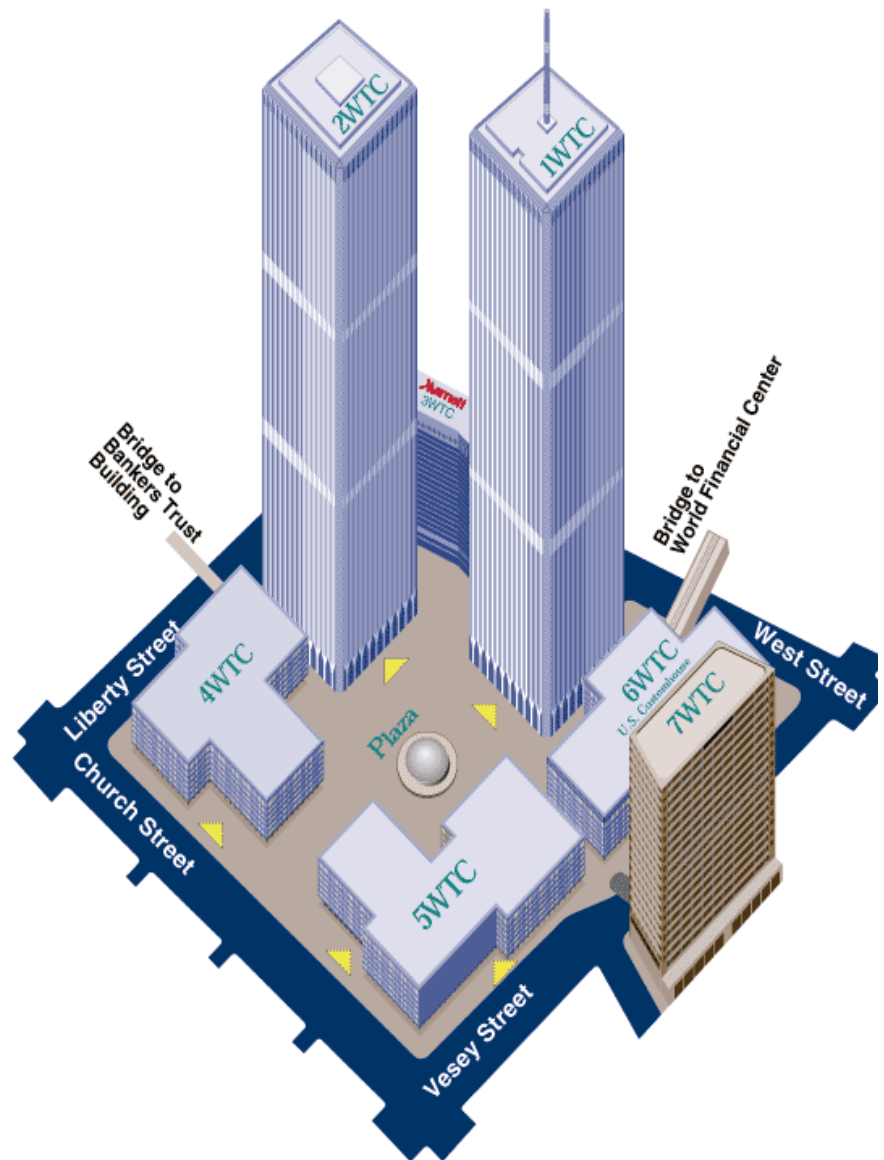
How did bin Laden – with his call for the indiscriminate killing of Americans – win thousands of followers and some degree of approval from millions more? The history, culture, and body of beliefs from which bin Laden has shaped and spread his message are largely unknown to many Americans. Seizing on symbols of Islam’s past greatness, he promised to restore pride to people who consider themselves the victims of successive foreign masters. He used cultural and religious allusions to the holy Qur’an and some of its interpreters. He appealed to people disoriented by enormous change as they confront modernity and globalization. His rhetoric selectively drew from multiple sources and centers on recurrent themes – Islam, history, and

as an imagined alternative to today’s uncertainty. For others, he offered simplistic conspiracies to explain their world.

Bin Laden also relied heavily on the Egyptian writer Sayyid Qutb, a member of the Muslim Brotherhood executed in 1966 on charges of attempting to overthrow the government. Qutb mixed Islamic scholarship with a very superficial acquaintance with Western history and thought. Sent by the Egyptian government to study in the United States in the late 1940s, Qutb returned with an enormous loathing of Western society and history. He dismissed Western achievements as entirely material, arguing that Western society possesses “nothing that will satisfy its own conscience and justify its existence.”

Many Americans have wondered, “Why do ‘they’ hate us?” Some also ask, “What can we do to stop these attacks?”

Bin Laden and al Qaeda have given



## THE WORLD TRADE CENTER (WTC) Facts and Figures

- 7 buildings in the complex
- 110 stories in each twin tower
- 1,368 feet high – the North Tower (1 WTC)
- 1,362 feet high – the South Tower (2 WTC)
- 3 WTC: Marriott Hotel – 22 Floors
- 4 WTC: 9 Floors
- 5 WTC: 9 Floors
- 6 WTC: US Customs House – 8 Floors
- 7 WTC: 47 Floors
- 12,000,000 square feet of rentable space in the World Trade Center
- 1 acre of rentable space on each floor of the Twin Towers
- 7 underground levels – included services, shopping, and a subway station
- 200,000 tons of steel used in the construction of the Twin Towers
- 425,000 cubic yards of concrete used in the construction of the WTC complex
- 43,600 windows in the Twin Towers
- 99 elevators in each tower
- 70 feet of foundation excavated so the Twin Towers could rest on solid bedrock
- 3,500 people worked at the site during peak construction
- 250,000 tons – the weight of each of the Twin Towers



U.S.S. Cole after October 2000 attack. Courtesy Department of Defense.

the region’s political and economic malaise. He also stressed several grievances against the United States throughout some segments of the Muslim world. He inveighed against the presence of U.S. troops in Saudi Arabia, the home of Islam’s holiest sites. He spoke of the suffering of the Iraqi people as a result of sanctions imposed after the Gulf War, and he protested U.S. support of Israel.

### Bin Laden’s Worldview

Despite his claims to universal leadership, bin Laden offered an extreme view of Islamic history designed to appeal mainly to Arabs and Sunnis. He drew on fundamentalists who blame the eventual destruction of the Caliphate on leaders who abandoned the pure path of religious devotion. He repeatedly called on his followers to embrace martyrdom since “the walls of oppression and humiliation cannot be demolished except in a rain of bullets.” For those yearning for a lost sense of order in an older, more tranquil world, he offered his “Caliphate”

answers to both these questions. To the first, they say that America had attacked Islam; America is responsible for all conflicts involving Muslims. Thus Americans are blamed when Israelis fight with Palestinians, when Russians fight with Chechens, when Indians fight with Kashmiri Muslims, and when the Philippine government fights ethnic Muslims in its southern islands. America is also held responsible for the governments of Muslim countries, derided by al Qaeda as “your agents.” Bin Laden stated flatly, “Our fight against these governments is not separate from our fight against you.” These charges found a ready audience among millions of Arabs and Muslims angry at the United States because of issues ranging from Iraq to Palestine to America’s support for their countries’ repressive rulers.

Bin Laden’s grievance with the United States may have started in reaction to specific U.S. policies but it quickly became far deeper. To the second question,

what America could do, al Qaeda's answer was that America should abandon the Middle East, convert to Islam, and end the immorality and godlessness of its society and culture: "It is saddening to tell you that you are the worst civilization witnessed by the history of mankind." If the United States did not comply, it would be at war with the Islamic nation, a nation that al Qaeda's leaders said "desires death more than you desire life."

## Terrorist and al Qaeda Attacks on the United States

### 1993, World Trade Center Bombing

On Friday, February 26, 1993, at 12:18 pm, a small cell of terrorists, with links to a local radical mosque and broader Islamist terror networks, detonated approximately 1,200 pounds of explosives in a rental van in the underground parking garage at the World Trade Center (WTC), below the Vista

## 9/11 NATIONAL DAY OF SERVICE AND REMEMBRANCE

MyGoodDeed, which represents the interests of many 9/11 organizations, was the first group to formally call for September 11 to be designated as a federally-recognized National Day of Service and Remembrance. Progress was made early when, in 2002, President George W. Bush declared September 11 "Patriot Day" to honor both the victims and heroes of the September 11 attacks, and highlighted the spirit of service by launching USA Freedom Corps. In 2004, Congress unanimously passed H. Con. Res. 473, expressing the sense of Congress that September 11 should be a national day of service and compassion. In 2008 President Bush amended the Patriot Day proclamation to specifically include "volunteering" as an appropriate form of remembrance. In 2009, Congress, in a bi-partisan, bi-cameral action, passed the Edward M. Kennedy Serve America Act, which for the first time authorized the President of the United States to formally designate 9/11 as a National Day of Service and Remembrance. On September 11, 2009 President Obama amended the Patriot Day proclamation to officially and permanently make 9/11 a National Day of Service and Remembrance, as requested by Congress and the 9/11 community. Learn more at: [www.911dayofservice.org](http://www.911dayofservice.org)

# 9/11 MEMORIAL



## LADY LIBERTY HISTORY:

"Lady Liberty" is a remarkable and inspiring example of collective, creative response to 9/11. Shortly after September 11, 2001, a fiberglass replica of the Statue of Liberty was placed outside of a New York City firehouse that lost 15 men at the World Trade Center. Quickly and spontaneously, the statue became adorned with tribute items – mass cards, condolence notes, badges, handmade tribute art, and many other items. Covered head to toe, the statue exemplifies a form of artistic response to tragedy that contributes to healing while building a sense of community.

[www.national911memorial.org/artisticresponse](http://www.national911memorial.org/artisticresponse)

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Gift in memory of the courageous firefighters from Engine 54/Ladder 4/Battalion 9 killed at the World Trade Center on September 11, 2001.



Hotel (3 WTC). The terrorists fled the area after setting the bomb to explode. The explosion created a five-story crater in the sub-grade levels of the towers and undermined the floor of the adjoining hotel.

The terrorist attack on the WTC killed six people: four members of the Port Authority's World Trade Department, a Windows on the World employee; and a visitor to the complex. Over a thousand people were injured, including 88 firefighters, 35 police officers, and one EMS worker.

### 1998 Bombings of the U.S.

#### Embassies in Kenya and Tanzania

On the morning of August 7 bomb-laden trucks drove into the U.S. Embassies – about 10:30 a.m. in Nairobi, Kenya and 10:39 a.m. in Dar es Salaam, Tanzania.

The attack on the U.S. Embassy in Nairobi destroyed the Embassy and killed 12 Americans and 201 others, almost all Kenyans. Over 4,000 people were injured. The attack on the U.S. Embassy in Dar es Salaam killed 11 more people, none of them Americans.

Interviewed later about the deaths of the Africans, bin Laden answered “when it becomes apparent that it would be impossible to repel these Americans without assaulting them, even if this involved the killing of Muslims, this is permissible under Islam.” Asked if he had indeed mas-termined these bombings, bin Laden said that the World Islamic Front for jihad against “Jews and Crusaders” had issued a “crystal clear” fatwa. If the instigation for jihad against the Jews and the Americans to liberate the holy places “is considered a crime,” he said, “let history be a witness that I am a criminal.”

### 2000, U.S.S. Cole

On Thursday, October 12, 2000, while refueling at a port in Aden, Yemen, the U.S. Navy destroyer Cole was attacked by two suicide bombers navigating a small motorboat full of explosives. The explosion occurred around 11:18 a.m. local time, killing 17 crewmembers and wounding 39 others.

Witnesses later said the boat, which sidled up along the ship's port side, came so close prior to the explosion that sailors aboard the USS Cole exchanged greetings with the two suicide bombers, who stood at attention just before the explosives detonated. The explosion occurred as crewmembers had begun lining up for lunch in the galley, and blew a hole 40 feet wide in the side of the ship. The blast was likely caused, CIA officials believe, by a “shape charge,” explosives molded into the hull of the boat.

The tragic events of September 11, 2001 changed the U.S., and the world, forever. For those who were old enough to watch those events unfold, that day and the aftermath of the attacks has left an indelible mark. For those too young to remember, the legacy of 9/11 shapes their lives as a central event in history.

Many schools will want to commemorate the 10th Anniversary of September 11, 2001 and find ways to honor and remember those who lost their lives. HISTORY offers this guide to provide suggestions for 9/11 activities and commemorations.

#### ALL SCHOOL ACTIVITIES:

1. Organize an all-school assembly with simple readings or announcements about why we should remember 9/11 and those who lost their lives. Since September 11th falls on a Sunday, schools may want to organize these assemblies on Friday, September 9th or Monday, September 12th.
2. Many communities were affected by 9/11 and lost family and friends in this tragedy. If any children at your school lost family members or friends, dedicate a memorial or plant a tree to honor those who were lost.
3. Many brave Americans – from firefighters to police to everyday citizens— courageously helped others on 9/11 and in the aftermath of the attacks. Schools may want to establish a “Community Spirit Award” to honor those in your community who have contributed to making your school a better place. These awards can be offered in honor of the outpouring of sacrifice and generosity after 9/11 that so many Americans remember.
4. Collect small contributions for the National September 11 Memorial & Museum, the Flight 93 National Memorial, the National 9/11 Pentagon Memorial, or another 9/11 Memorial of your choice.
5. Another way to honor the memory of 9/11 is for students to donate time through service projects. Visit <http://911day.org> to get started, or organize a service project at your school or nearby.

#### CLASSROOM ACTIVITIES:

1. In classroom time, have students review a timeline of what occurred on September 11, 2001. Review on a map

# How-To Guide for Schools: Commemorating September 11, 2001

- where and when the 9/11 attacks took place. Advanced high school and college students can also review the 9/11 Commission Report.
2. Have students take time for a free-writing exercise about what they have learned about 9/11/2001 from others. Have students share these writings, if they feel comfortable, in a larger class or group.
3. Creative projects can be an effective way for students to work through their emotions about difficult topics such as 9/11. Working in small groups, have students design a mural or poster about 9/11 and what it means to them. Students may also want to design their own 9/11 memorial.
4. Have students locate newspaper articles published in the days after 9/11 online or at the library and create a 9/11 scrapbook or notebook. The New York State Archives 9/11 Memory & History site has great tips for preserving related items: [www.nyshrab.org/memory/index.shtml](http://www.nyshrab.org/memory/index.shtml)
5. Middle school and high school students can play a role in preserving the history of 9/11 by interviewing community members about their memories of what happened that day. You may want to link with a local history museum or historic society to organize a 9/11 oral history project.

## 9/11 ORGANIZATIONS AND WEBSITES

**HISTORY:** [www.history.com/topics/9-11-attacks](http://www.history.com/topics/9-11-attacks)

**Videos, Interactives, & Photos:** [www.history.com/topics/9-11-attacks/interactives](http://www.history.com/topics/9-11-attacks/interactives)

**National September 11 Memorial & Museum:**

[www.national911memorial.org](http://www.national911memorial.org) & <http://makehistory.national911memorial.org>

**9/11 Commission:** [www.9-11commission.gov](http://www.9-11commission.gov)

**9/11 National Day of Service and Remembrance:** <http://911day.org>

**9/11 Timeline:** <http://timeline.national911memorial.org>

**Center for History and New Media:** <http://911digitalarchive.org>

**Flight 93 National Memorial:**

[www.nps.gov/flni/index.htm](http://www.nps.gov/flni/index.htm) & [www.honorflight93.org](http://www.honorflight93.org)

**National 9/11 Pentagon Memorial:**

<http://pentagonmemorial.org> & <http://pentagon.spacelist.org>

**Smithsonian Institution:** <http://americanhistory.si.edu/september11>

**Story Corps:** <http://storycorps.org/listen/stories/category/september-11>

**Television Archive:** [www.archive.org/details/sept\\_11\\_tv\\_archive](http://www.archive.org/details/sept_11_tv_archive)

**Tribute WTC Visitor Center:** [www.tributewtc.org/index.php](http://www.tributewtc.org/index.php)

**Voices of September 11th:** <http://voicesofseptember11.org>

# 9/11 MEMORIAL



## PLAN YOUR VISIT RESERVE YOUR VISITOR PASS AT [911memorial.org](http://911memorial.org)

For education tools and resources, visit  
[911memorial.org/teach-learn](http://911memorial.org/teach-learn)

Photo of 9/11 Memorial and Museum – Credit: Jin Lee

The informational text in this publication aligns to the following Florida Standards.

**Language Arts:** LAFS.712.L.1.1; LAFS.712.L.3.4; LAFS.712.RH.1.1; LAFS.712.RH.1.2; LAFS.712.RH.1.3; LAFS.712.RH.2.5; LAFS.712.RH.2.6; LAFS.712.RH.3.7; LAFS.712.RH.3.8; LAFS.712.RH.3.8 LAFS.712.RH.3.9; LAFS.712.RI.1.1 LAFS.712.RI.1.2; LAFS.712.RI.1.3; LAFS.712.RI.2.5; LAFS.712.RI.2.6

**Social Studies:** SS.7.C.2.2; SS.7.C.2.11; SS.7.C.3.1; SS.7.C.4.3; SS.7.G.2.2; SS.8.A.1.1; SS.8.A.1.3; SS.8.A.1.4; SS.8.A.1.6; SS.912.A.1.2; SS.912.A.1.3; SS.912.A.1.4; SS.912.A.1.6; SS.912.A.3.10; SS.912.A.7.11; SS.912.A.7.13; SS.912.A.7.15; SS.912.H.1.5; SS.912.H.1.6; SS.912.W.1.1; SS.912.W.3.2; SS.912.W.9.4

**B.E.S.T.:** ELA.710.R.2.1; ELA.710.R.2.2; ELA.710.V.1.3; ELA.710.R.3.1; ELA.710.R.3.4