

UNITED FLIGHT 93



United Airlines FL 93

- Regular flight between New Jersey and San Francisco with 8:00 a.m. departure time
- On 9/11/2001:
 - 7 Crew and 37 passengers
 - 8:42 a.m. – Departed Newark
 - Made its ascent as AA FL 11 hit the WTC North Tower
 - Flight responded to routine calls for 46 minutes
 - 9:28 a.m. – Cockpit attacked



The Hijacking

9:29 a.m.	Cleveland Center hears a radio transmission of screaming or a struggle, followed by 'get out of here, get out of here'.
9:32 a.m.	A radio transmission from FL 93: "Keep remaining sitting. We have a bomb on board."
9:36 a.m.	The plane turns east 45 minutes after original departure time.
9:39 a.m.	Another radio transmission: 'Uh, is the captain. Would like you all to remain seated. There is a bomb on board and are going back to the airport, and to have our demands (unintelligible). Please remain quiet.'
9:55 a.m.	Ziad Jarrah dialed in the VOR frequency for the navigational aid at Reagan airport.

3



Passenger Revolt

- 9:30 a.m. – Passengers and crew begin placing calls to family, friends and emergency centers
 - Family and friends on the ground report the two attacks on the WTC.
 - In five calls, passengers and crew describe their intent to revolt against the hijackers.
- 9:57 a.m. – Cockpit voice recorder captures sounds of the passenger assault on the cockpit. Pilot, Jarrah, begins to roll the plane side to side.
- 9:58 a.m. – Jarrah tells another hijacker to block the cockpit door.
- 9:59 a.m. – Assault continues, Jarrah pitches nose of plane up and down

4



UA 93 Final Moments

- 10:00 a.m. – Jarrah stabilizes plane and asks, “Is that it? Shall we finish it off?”
 - Other hijacker: “No. Not yet. When they all come, we finish it off”.
 - Assault continues, a passenger, “In the cockpit. If we don’t we’ll die.”
 - Sixteen seconds later: “Roll it!”
- 10:01 a.m. – Jarrah, “Allah is the greatest. Allah is the greatest. Is this it? I mean, shall we put it down?”
- 10:02 a.m. – Assault continues.
 - Hijacker: “Pull it down, pull it down”.
 - Hijacker: “Allah is the greatest”.
- 10:03 a.m. – UA 93 crashes in a Pennsylvania field



5



Shanksville, PA
9/11/2001

Initial Response

First responders: Shanksville Volunteer Fire Company

- Supported by seven volunteer fire companies from adjacent communities
- Emergency medical services
- Two Pennsylvania State Policemen en route to Johnstown Airport

7

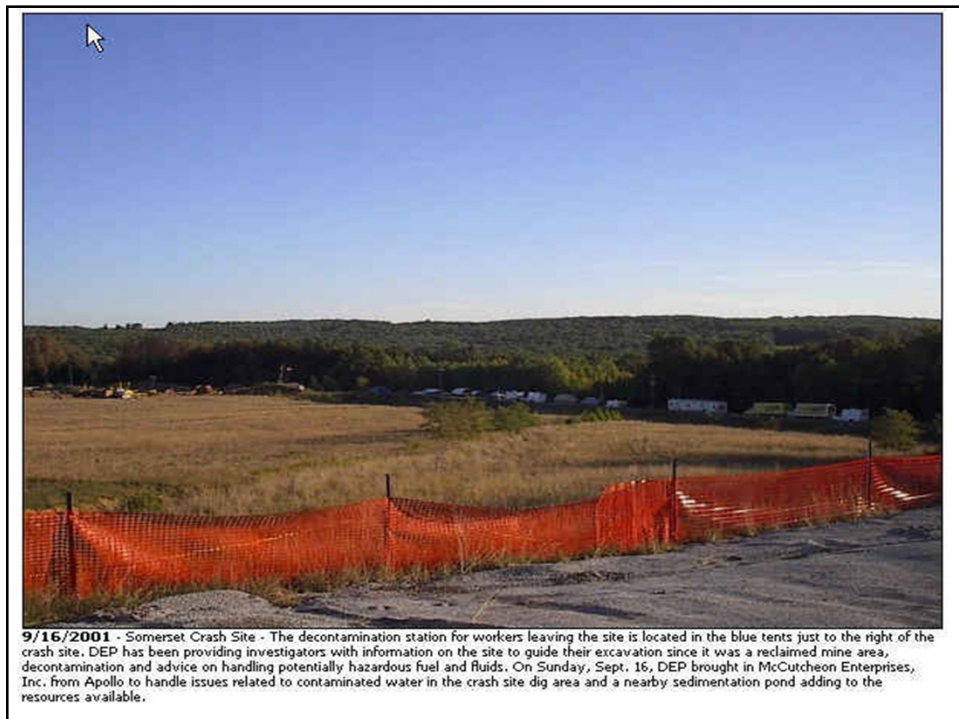


Recovery Operations

- Directed by FBI
- Bureau of Alcohol, Tobacco and Firearms
- National Transportation and Safety Board (NTSB)
- HHS D-MORT
- Pennsylvania State Police
- PA Department of Environmental Resources
- Pennsylvania Emergency Management Agency
- Somerset County Emergency Management Agency
- 74 different agencies with up to 1,118 workers

8





9/16/2001 - Somerset Crash Site - The decontamination station for workers leaving the site is located in the blue tents just to the right of the crash site. DEP has been providing investigators with information on the site to guide their excavation since it was a reclaimed mine area, decontamination and advice on handling potentially hazardous fuel and fluids. On Sunday, Sept. 16, DEP brought in McCutcheon Enterprises, Inc. from Apollo to handle issues related to contaminated water in the crash site dig area and a nearby sedimentation pond adding to the resources available.



Family Support

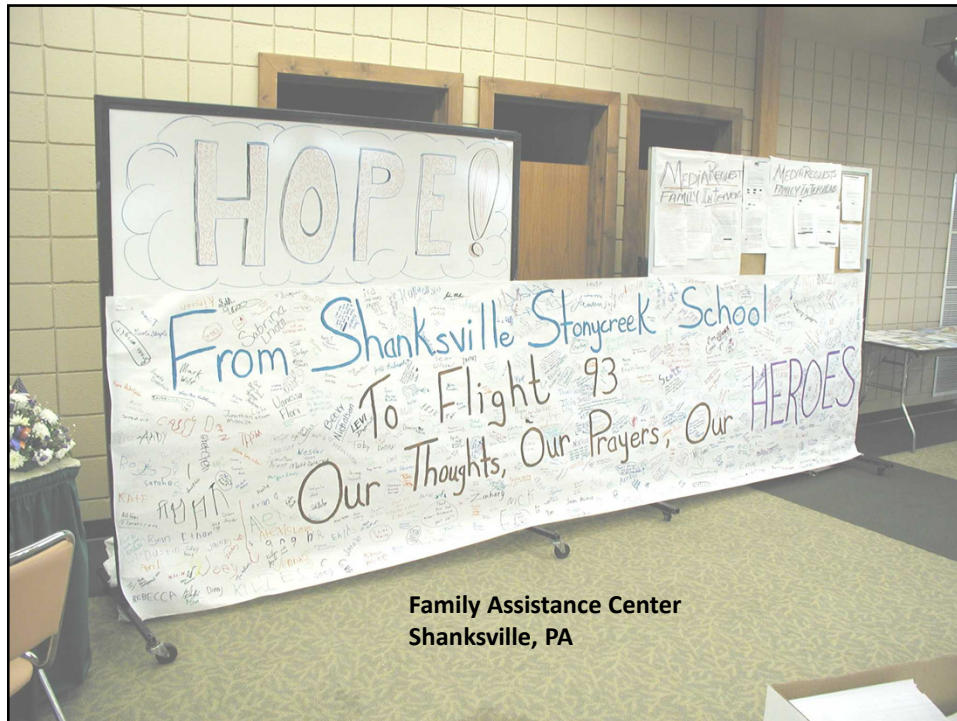
- Initial support thru United Airlines 800 #
- United Airlines, Red Cross, NTSB Family Office
- Family Assistance Center at Seven Springs
- Somerset County Prayer Vigil
 - Friday September 14 on the Courthouse stairs



13



Family Assistance Center
Shanksville, PA



Memorial Services

- Planned by Red Cross, United and NTSB
- Bus caravan from Seven Springs to crash site
- Families viewed site, placed mementoes and asked questions
- Memorial service at Indian Lake Country Club
- Two memorials- September 17 and 19
- Personal mementoes placed in a vault





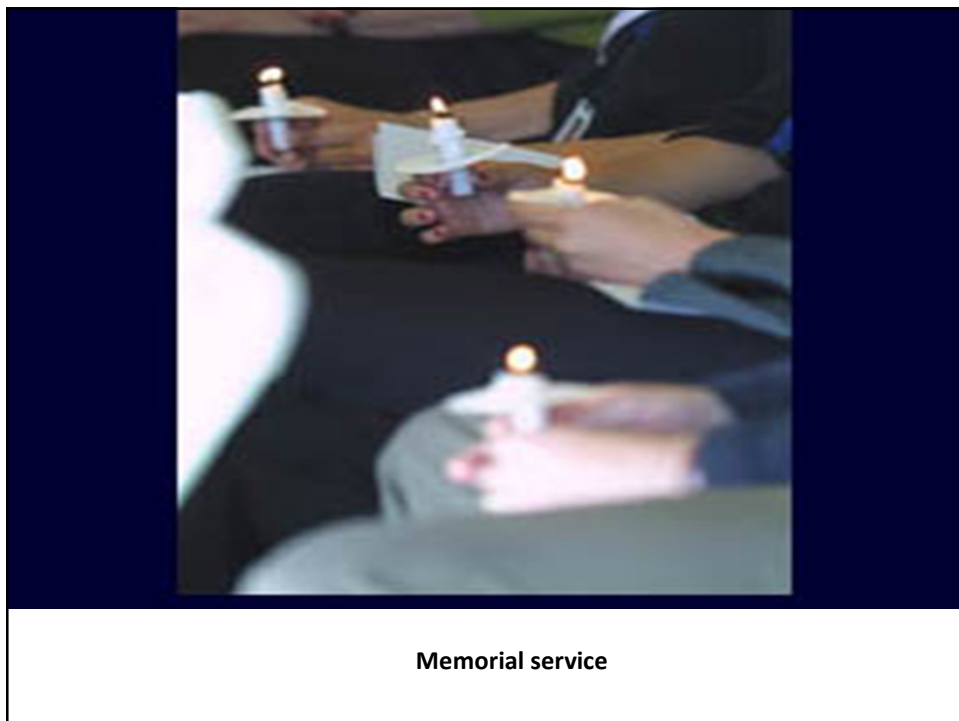
9/17 crash site visit



Crash site visit



Family tributes



Memorial service

Family Mental Health Needs

- FL 93 was a part of the catastrophic events of 9/11 but did not share the same characteristics as New York and Virginia
 - No traumatic sights or smells
 - Community infrastructure intact and functioning normally
- Focus of intervention was personal loss
- Needs assessment was based on the family unit
- Compassionate support- United, Red Cross
- Technical assistance- DMORT, FBI OVA
- Shanksville Community social support- Vigil, signs and banners, tributes at crash site



Flight 93 – Recovery Timeline

- September 11: Emergency response, perimeter secured, FBI Command Center established at mining building and first evidence discovered
- September 12: Family Assistance Center established at Seven Springs
- September 13: D-MORT arrives; flight recorder recovered
- September 14: Cockpit recorder recovered; Somerset Memorial Service
 - September 17: First memorial service – 247 attend
 - September 20: Second memorial service – 90 attend
- September 21: Family Assistance Center closed
- September 22: Remains of four victims identified, memorial service for recovery workers at crash site
- September 25: Federal agencies depart; site turned over to local control

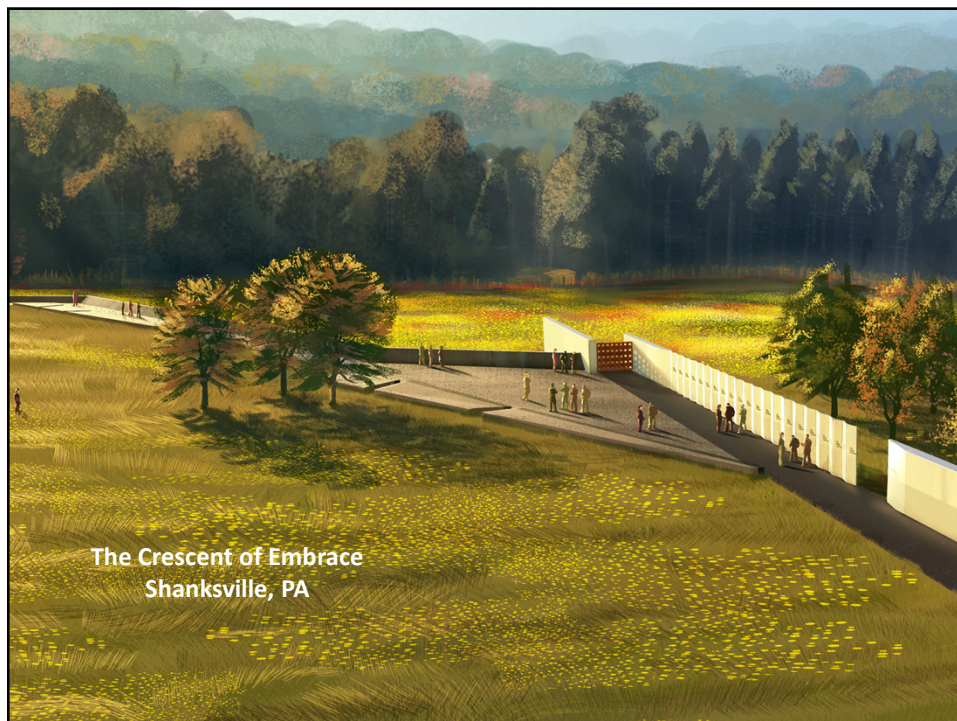


Post 9-11 FL 93 Events

- September 24, 2001
 - Families invited to the White House to meet with President and Mrs. Bush
- April 18, 2002
 - FBI play cockpit recording for families of FL 93
- September 24, 2002
 - President Bush signs the Flight 93 National Memorial Bill
- September 7, 2005
 - The Memorial design is chosen – Crescent of Embrace
- November 8, 2009
 - Ground is broken for construction



23



The Crescent of Embrace
Shanksville, PA

Factors Distinguishing FL 93

- Isolation from other events and media
- No ground casualties, injuries or damage
- Rapid recovery of evidence
- Small scope of operations
- Existing relationships and familiarity with agency roles
- Command structure- external control with local agencies in supporting roles

25



Lessons from Adversity

- Preparedness exercises contribute to smooth emergency responses
- Federal agencies are less knowledgeable about state and local agencies than state and local agencies are knowledgeable about federal agencies
- In non metropolitan mass casualty disasters reliance on external agencies is high
- Trust and respect between agencies creates a cohesive and efficient recovery operation

26



Lessons from Adversity

- In the face of death send messages of love to your family and friends
- Unarmed ordinary people can possess extraordinary courage
- Sacrifice for others gives meaning to loss and tempers grieving
- Embrace the families of the brave and the place where they died
- Honor their bravery by preserving their story



27

God Bless
the Heroes of Flight 93
and their Families



28