

REMEMBER

On the morning of Sept. 11, 2001, 19 terrorists boarded four domestic flights, hijacking the airliners to perpetrate the worst attack on American soil in U.S. history. A devastated country vowed to “Never Forget.” Twenty years later, we look back at the tragic events of that day, the lives lost, the heroes made and a country changed.

TIMELINE OF THE ATTACKS

 **7:59 A.M.**
American Airlines Flight 11 takes off from Boston Logan International Airport, bound for Los Angeles. Eleven crew members, 76 passengers and five hijackers are on board.

 **8:15 A.M.**
United Airlines Flight 175 takes off from Boston for L.A. Nine crew members, 51 passengers and five hijackers are on board.

8:19 A.M.
Flight attendant Betty Ann Ong alerts American Airlines ground personnel to a hijacking underway on Flight 11.

 **8:20 A.M.**
American Airlines Flight 77, en route to Los Angeles, takes off from Washington Dulles International Airport. Six crew members, 53 passengers and five hijackers are on board.

 **8:42 A.M.**
United Airlines Flight 93 takes off after a delay due to routine traffic. Seven crew members, 33 passengers and four hijackers are on board the San Francisco-bound flight.

 **8:46 A.M.**
Five hijackers crash American Airlines Flight 11 into floors 93 through 99 of 1 World Trade Center (North Tower). Dispatchers send emergency personnel to the scene.

8:50 A.M.
During a visit to an elementary school in Sarasota, Florida, President George W. Bush is alerted that a plane, which his staff at first believes to be a small craft, has struck the WTC.

8:59 A.M.
The Port Authority orders the evacuation of both towers. The order goes out over the South tower broadcast system at 9:02.

 **9:03 A.M.**
Five hijackers crash United Airlines Flight 175 into floors 77 through 85 of 2 World Trade Center (South Tower).

9:05 A.M.
Bush learns a second plane has hit the towers. Twenty-five minutes later, he leaves the school, boards Air Force One and heads for a secure location.

 **9:37 A.M.**
Five hijackers crash American Airlines Flight 77 into the Pentagon.

9:59 A.M.
After burning for 56 minutes, the South Tower collapses in 10 seconds.

 **10:03 A.M.**
Four hijackers crash Flight 93 in a field near the town of Shanksville, Pennsylvania, after passengers and crew storm the cockpit.

10:15 A.M.
The E ring, or outer ring, of the Pentagon collapses.

10:28 A.M.
After burning for 102 minutes, the North Tower collapses.

Early afternoon
First responders, search and rescue teams and volunteers converge on Ground Zero to begin rescue operations. The last successful rescue will occur midday on Sept. 12.

EYEWITNESS ACCOUNTS

Four stories from survivors and witnesses in New York, Washington D.C., and Shanksville, Pennsylvania.



A view of the World Trade Center disaster site after the attacks.



LISA PESKIN | SOUTH TOWER

Lisa Peskin of Cumberland, Maryland, was in New York City to attend several banking conferences, including one very early on the morning of Sept. 11, 2001. That meeting was on the 61st floor of the South Tower of the World Trade Center. “As we were going down the stairs it was dark, hot and crowded and there were these announcements being made but you couldn’t hear what was being said,” Peskin recalled. “I was at the 45th floor when the second plane hit our building. The building rocked violently back and forth. People became panicked. “They led us through this maze-type of exit. Once outside, I crossed the street and looked up and saw the building with this big gaping hole,” she said. “I was out of the building only seven minutes before it fell. One minute it was there and the next it was gone.”



First responders drape a flag over the side of the Pentagon.

TERRY BUTLER | SHANKSVILLE, PA.

Shanksville, Pa., resident Terry Butler was prying a radiator from a minivan in a scrapyard on the morning of Sept. 11, when United Airlines Flight 93 flew low – “too low” – over his head. “It just flipped to the right and went straight down behind the trees,” Butler said, “and it was gone.” Twenty years later, his eyes still fill with tears when he recalls the smoldering “mushroom cloud” rising from the spot where Flight 93 crashed down. “I relive it every day,” he said. Butler has a tattoo of Flight 93 below his left shoulder. First responders fill his forearms, and the name of each of the doomed plane’s “40 heroes” line his left bicep.



JONATHAN JAMES | PENTAGON

Jonathan James of Cumberland, Maryland, was working in the Pentagon the day it was struck. The night before he had been in the Navy Command Center, down the hall from his office. “The next morning, 35 of the 42 people who worked in that office — the office I had just been in the night before — were killed in the attack,” he said. James escaped the building, then drove to his uncle’s house in Washington to phone his family. He later found out the office he had been sitting in earlier that morning was destroyed. The fire that consumed that end of the Pentagon after the plane struck had reached that room. He also learned later that the nose of the plane was found a mere 100 feet from his desk inside the building.



RALPH WINBURN | NYC RESCUE

Ralph Winburn of Tahlequah, Oklahoma, served in the EMS division, which was part of the Fire Department of New York during the Sept. 11 attacks. Set up three miles from Ground Zero, Winburn remembers two ambulances driven by lieutenants who said they were taking the units to “do some work.” “We hopped on and walked into Ground Zero,” Winburn said. He saw that members of his battalion were wearing Level A HAZMAT suits. “I had a golf shirt and an N95 mask,” he said. When he arrived at the site, one of the leaders asked his battalion if they remembered their anatomy from school. Winburn raised his hand, so his job was to identify body parts and place them in bags, which he had to label. “They allowed you to stay in for 16 hours at a time for your mental health. They called names, and when my name was called, I said I wasn’t ready to go home, but I didn’t have a choice.”



Firefighters look on as President George W. Bush visits the World Trade Center disaster site in New York.

ONLINE:
Read more about these stories online in a special 9/11 presentation at cnhnews.com/911.



First responders work at the site of the crash of United Airlines Flight 93 near Shanksville, Pa., on Sept. 11, 2001

A TRAGIC — AND RISING — TOLL

Nearly 3,000 people died in the 9/11 terror attacks, but the toll continues to mount as first responders and survivors suffer from and succumb to a variety of WTC-related diseases.

 **AA Flight 11**
11 crew
76 passengers

 **AA Flight 77**
6 crew
53 passengers

 **North Tower**
1,402 people

 **NYFD**
343 firefighters

 **Pentagon**
125 people

 **UA Flight 175**
9 crew
51 passengers

 **UA Flight 93**
7 crew
33 passengers

 **South Tower**
614 people

 **NYPD**
23 officers

 **Port Authority**
37 officers

According to the World Trade Center Health Program, which provides health care to those affected by the Sept. 11, 2001, attacks, an estimated **400,000** first responders, residents, workers and others were exposed to **CAUSTIC DUST** and **TOXIC POLLUTANTS** in the dust debris cloud caused by the collapse of the buildings. Here is a look at the health effects experienced by those who survived the initial attack:

AERODIGESTIVE
(Upper airway, lungs, upper digestive tract)
36,466 first responders
10,839 other survivors

CANCER
13,330 first responders
8,870 other survivors

MENTAL HEALTH
13,116 first responders
5,873 other survivors

MUSCULOSKELETAL
(bones, joints, ligaments, tendons or muscles)
541 first responders
38 other survivors

