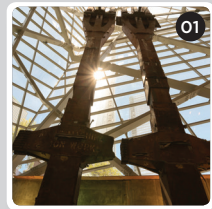


The National September 11 Memorial Museum at the World Trade Center bears solemn witness to the terrorist attacks of September 11, 2001 and February 26, 1993. The Museum honors the nearly 3,000 victims of these attacks and all those who risked their lives to save others. It further recognizes the thousands who survived and those who acted with extraordinary compassion in the aftermath. 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.



World Trade Center Tridents

MUSEUM PAVILION

Entrance Hall (L-1 LEVEL)

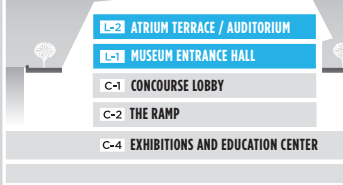
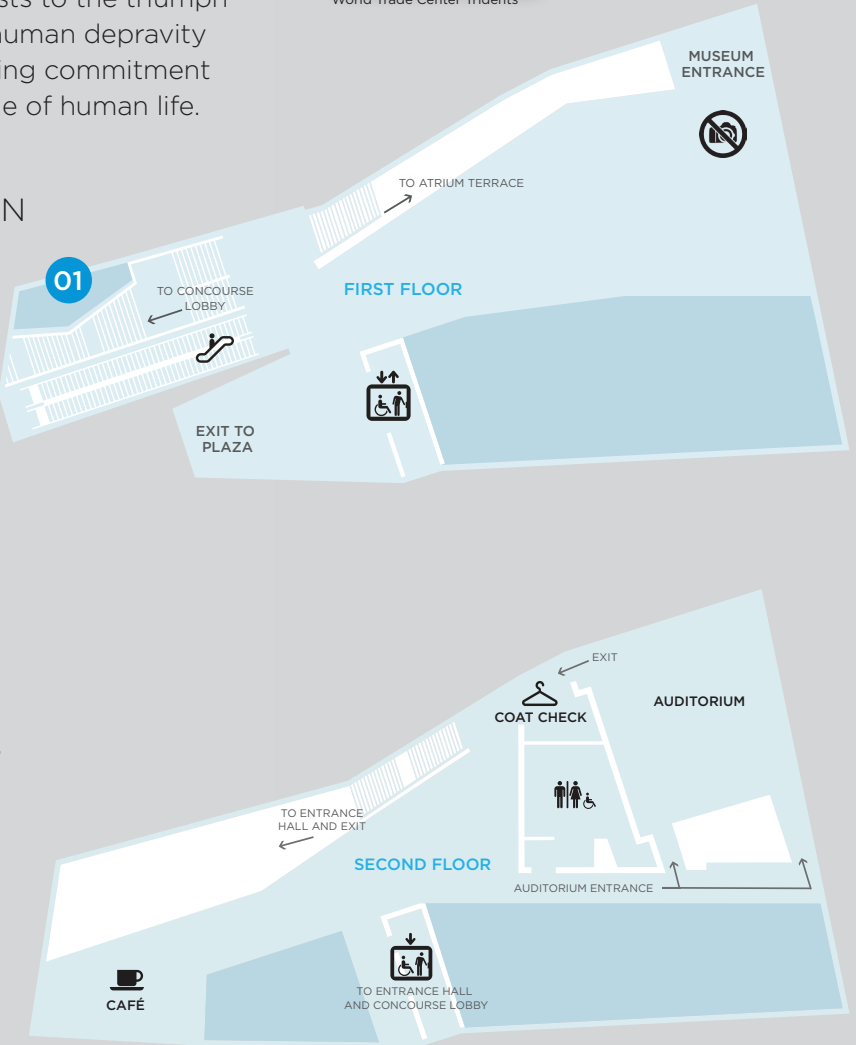
- To Atrium Terrace
- To Concourse Lobby
- Exit to Memorial Plaza

Atrium Terrace (L-2 LEVEL)

- Auditorium
- Café
- Restrooms

Auditorium

Offering free daily programs in the auditorium, the feature *Facing Crisis*, a film including original interviews with key decision-makers about 9/11 and its consequences, plays every 20 minutes. Live programming is available weekdays. Visit the Information Desk for more details.



CONCOURSE LOBBY AND THE RAMP

Concourse Lobby (C-1 LEVEL)

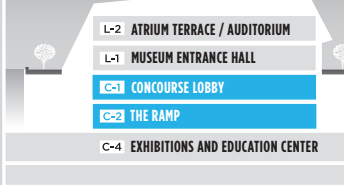
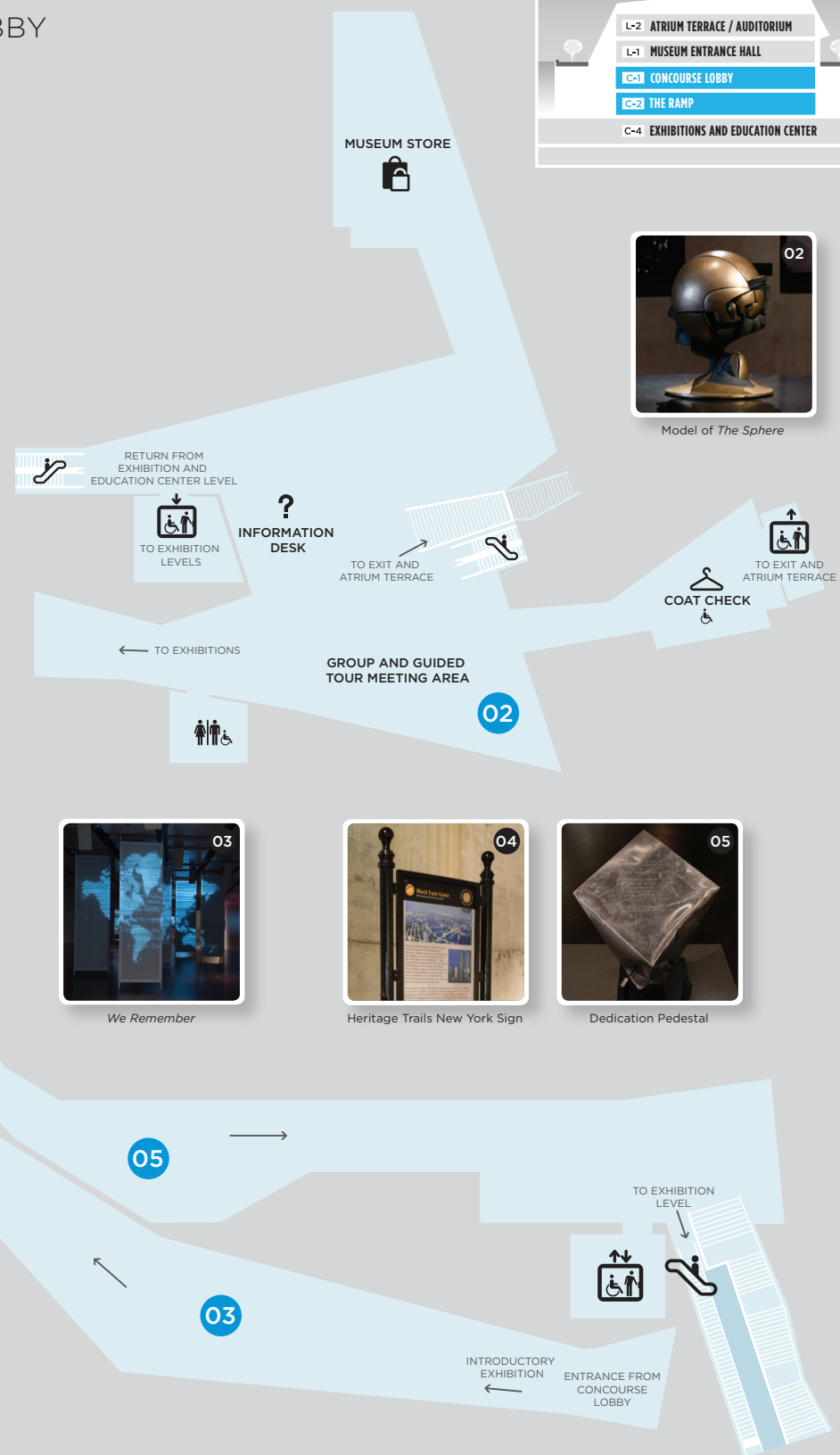
- Group Meeting Area
- Information Desk
- Coat Check
- Restrooms
- Museum Store

Information Desk Services

- Access Program and Services
- Audio Tours
- Museum Membership
- Public Programming Information

The Ramp (C-2 LEVEL)

The introductory exhibition begins with a soundscape of voices of people remembering their experience of 9/11. The ramp leads to the original foundation level of the Twin Towers, where the exhibitions and Education Center are located.



EXHIBITIONS AND EDUCATION CENTER (SOUTH)

(C-4 LEVEL)

Memorial Hall

Memorial Hall occupies the space between the footprints of the North and South Towers of the World Trade Center. The aluminum-clad structures overhead and the box column remnants beneath them mark the former locations of the Twin Towers.

Trying to Remember the Color of the Sky on That September Morning

This artwork, created by Spencer Finch, is composed of 2,983 squares to commemorate the individuals killed in the attacks of September 11, 2001 and February 26, 1993. Each square is a unique shade of blue.

In Memoriam

A quiet, contemplative space, *In Memoriam* invites you to honor and to learn more about each of the 2,983 people killed in the September 11, 2001 and February 26, 1993 attacks.

Tribute Walk

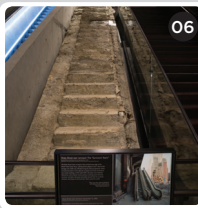
Tribute Walk presents a variety of artistic expressions created in response to 9/11.

South Tower Gallery

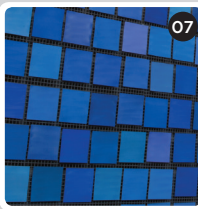
The South Tower Gallery presents a rotating series of images from featured photographers and the immersive media experience *Rebirth at Ground Zero*, which uses time-lapse footage and recorded interviews to present an inspiring first-hand perspective of the transformation and renewal of the World Trade Center site. Run time: 10 mins.

South Tower Excavation

Alongside an exhibition about the original construction of the World Trade Center, an excavation reveals the box column remnants anchored to bedrock.



Survivors' Stairs



Trying to Remember the Color of the Sky on That September Morning



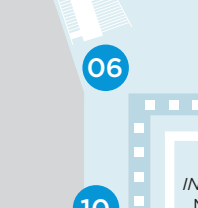
Virgil Quote



In Memoriam



Maasai Flag



Survivors' Stairs



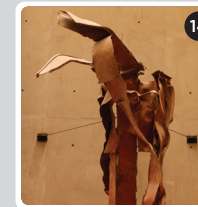
Trying to Remember the Color of the Sky on That September Morning



Virgil Quote



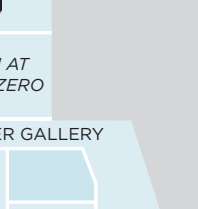
In Memoriam



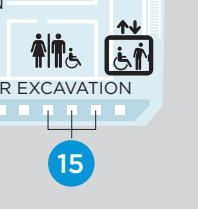
Maasai Flag



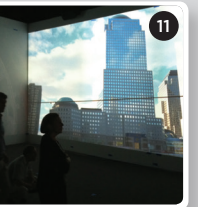
Survivors' Stairs



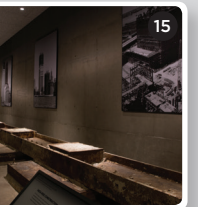
Trying to Remember the Color of the Sky on That September Morning



Virgil Quote



In Memoriam



Maasai Flag

EXHIBITIONS (NORTH)

(C-4 LEVEL)

Center Passage

Center Passage demonstrates the scale of the 9/11 attacks through monumental artifacts, evoking the magnitude of the World Trade Center buildings and their destruction.

Foundation Hall

Foundation Hall contains remnants from the original World Trade Center construction including the slurry wall and the celebrated Last Column. On the large wall at the far end of this hall, *Timescape* tracks news stories connected to 9/11 from 2001 to the present.

September 11, 2001

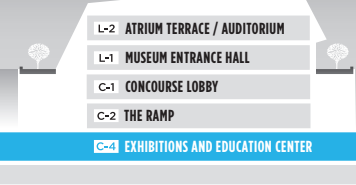
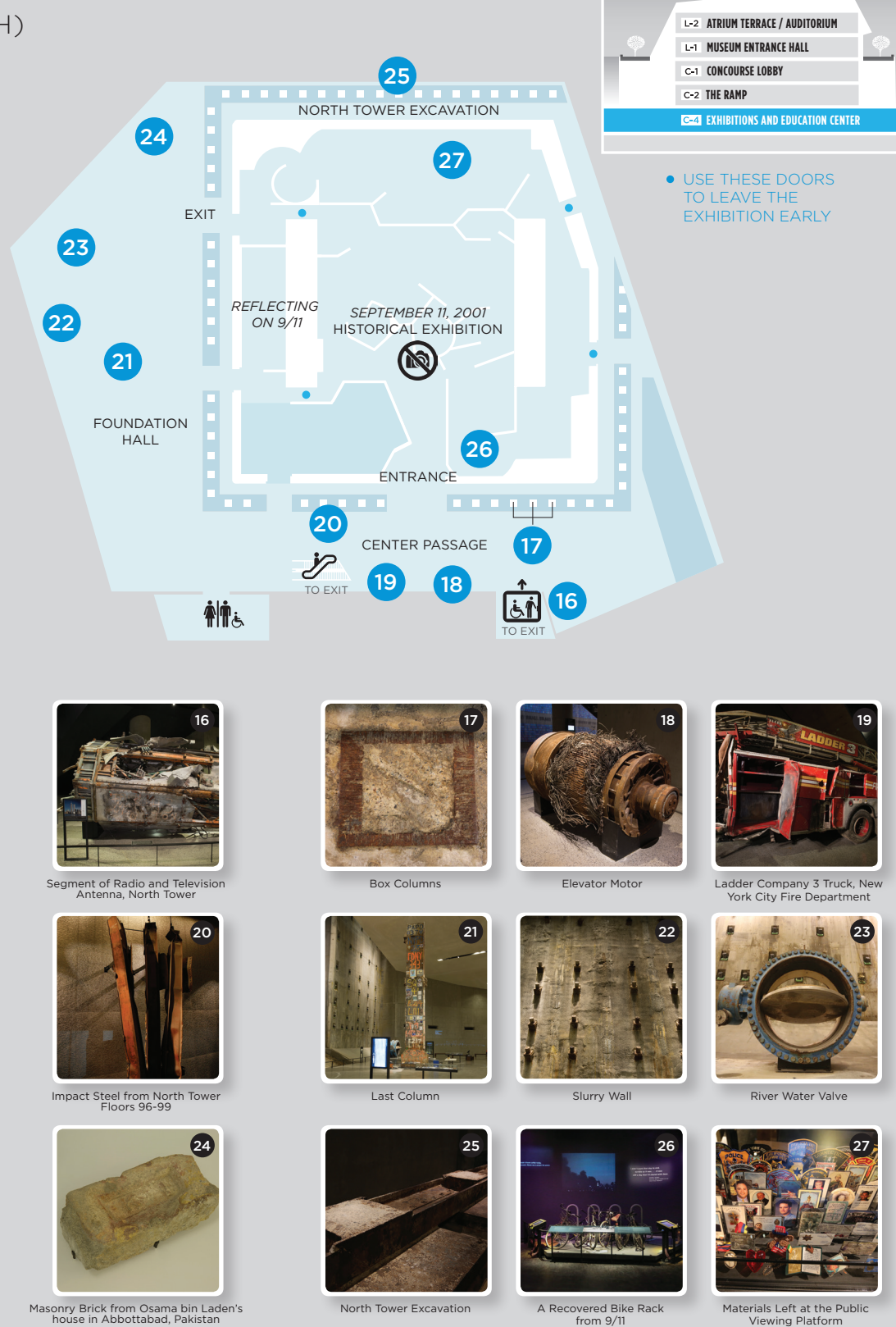
The main historical exhibition is presented in three parts. Part 1 presents the events of September 11, 2001, showing how the normalcy of a beautiful day was overtaken by shock and increasing horror as America came under attack. Part 2 chronicles the events leading up to 9/11, including the 1993 World Trade Center bombing. Part 3 covers the immediate aftermath of 9/11 through to the present moment.

Reflecting on 9/11

This ongoing media installation tracks personal reflections about 9/11 by government officials, historians, 9/11 survivors, family members of victims, journalists, and our visitors.

Recording Booths

Add your voice to the Museum exhibitions. Record where you were on 9/11, a remembrance of a victim, or a response to a question posed in *Reflecting on 9/11*.



9/11 MEMORIAL MUSEUM STORE

Visit the Museum Store, located on the Concourse Lobby level, to bring home meaningful keepsakes, educational books, and DVDs. All net proceeds are dedicated to sustaining the 9/11 Memorial and Museum.

BECOME A MUSEUM MEMBER

Join today and help preserve the history of September 11, 2001 and February 26, 1993, honoring the memories of those killed and educating generations to come. More information is available at the Information Desk, Museum Store, and at 911memorial.org.

PAVILION CAFÉ

Visit the Pavilion Café, located on the Atrium Terrace level.

Photo Credits: Cover, 1, 10, 17, 23, 25-27: Photos by Amy Dreher; 2-9, 14-16, 18-22, 24: Photo by Jin Lee; 11: Photo by Jackson Benedict; 12: Gift in memory of the courageous firefighters from Engine 54/Ladder4/ Battalion 9 killed at the World Trade Center on September 11, 2001. Photo by Bruce White; 13: Gift of Wilson Kimeli Naiyomah and the Maasai people of Kenya. **Design:** WeilCo.

9/11
MEMORIAL
MUSEUM

180 Greenwich Street, New York, NY 10006
911memorial.org

VISITOR INFORMATION

DECORUM

The 9/11 Memorial Museum is a place of solemn reflection dedicated to preserving the history of 9/11 and honoring those who were killed in the attacks of September 11, 2001, and February 26, 1993. Given the unique nature of the site, proper decorum, personal behavior, and conduct is required from all visitors at all times in order to provide the entire visiting public with respect and an equal opportunity to have an enriching and meaningful experience. Visitors are not permitted to engage in expressive activity that has the effect, intent or propensity to draw a crowd. Visitors are not permitted to sit on floors anywhere inside in the Museum. For the 9/11 Memorial's complete rules and regulations go to 911memorial.org/visitor-rules-and-regulations.

ARTIFACTS

Touching any artifact or exhibition item inside the Museum is prohibited, unless expressly authorized by Museum staff or as posted.

GUIDED TOURS

Interpretative information and/or guided tours within the Museum provided by any person, organization, or entity other than Museum staff or a Museum-sponsored entity is not permitted.

AUDIO TOURS

The 9/11 Museum Audio Guide, produced by Acoustiguide, is available via handheld devices at the Information Desk and downloadable as an app for iOS and Android smartphones.

Visitors using handheld devices or smartphones must use personal headphones. Headphones are available for purchase at the Information Desk.

CELL PHONES

Speaking on cell phones is prohibited in the Museum's exhibition spaces. Visitors using smartphones with an audio component must use personal headphones or keep the device silent while in the exhibition spaces.

COAT & BAGGAGE CHECK

Coat checks are located on the Atrium Terrace and Concourse Lobby levels. Visitors are required to store large bags, backpacks, large umbrellas, and any other objects deemed to be too large or a danger to the exhibits/artifacts.

PHOTOGRAPHY

Flash photography is not permitted anywhere inside the Museum. Photography is not permitted in the security screening area, the auditorium, *Rebirth at Ground Zero*, *September 11, 2001*, and *In Memoriam*. Photography is permitted in all other spaces.

FOOD & BEVERAGE

Food and beverages are not permitted in the exhibition spaces. We welcome you to visit the Pavilion Café on the Atrium Terrace level.

LOST & FOUND

Lost & Found is located in the Entrance Hall on the L-1 level of the Museum Pavilion.

ACCESSIBILITY



The Museum welcomes all visitors. The facility is wheelchair accessible. Manual wheelchairs are available, free of charge, on a first-come, first-served basis at the coat check on the Concourse Lobby level. Induction loops are installed throughout the Museum including in the exhibitions, auditorium, and classrooms. Open captioning or written transcripts are available for all exhibition media installations that feature audio. ASL interpretation is available, free of charge, for guided tours and public programs by request with two weeks advance notice. The 9/11 Museum Audio Guide is VoiceOver compatible on all iOS devices and includes a descriptive tour for visitors who are blind or partially sighted. Large print materials are available upon request at the Information Desk. Service dogs are welcome. For additional information about programs and services for visitors with disabilities, please visit the Information Desk.

RE-ENTRY

Re-entry to the Museum is not permitted once a visitor has exited.

FEEDBACK

The 9/11 Memorial Museum welcomes your feedback. Comment cards are available at the Information Desk. An online feedback form is also available at 911memorial.org/feedback.

AMENITIES KEY

- Café
- Information Desk
- Coat Check
- Museum Store
- Elevator
- Restrooms
- Escalator

Whether you have limited time or are interested in a specific topic, these thematic, self-guided pathways will help enhance your visit to the Museum outside of the historical exhibition.

102 MINUTES: EVENTS OF THE DAY

The following artifacts, exhibits, and installations highlight the 102 minutes between the impact of hijacked Flight 11 into the North Tower at 8:46 a.m. and the collapse of the North Tower at 10:28 a.m. Between those events, hijacked Flight 175 struck the South Tower at 9:03 a.m., the Pentagon was struck by hijacked Flight 77 at 9:37 a.m., the South Tower collapsed at 9:59 a.m., and hijacked Flight 93 crashed in Somerset County, Pennsylvania at 10:03 a.m. The artifacts also speak to the role and sacrifices of the first responders on 9/11.

- We Remember* | The Ramp (map image 03)
- Survivors' Stairs* | Memorial Hall (map image 06)
- Segment of Radio and Television Antenna, North Tower* | Center Passage (map image 16)
- Elevator Motor* | Center Passage (map image 18)
- Ladder Company 3 Truck, New York City Fire Department* | Center Passage (map image 19)
- Section of Steel Facade, North Tower, Floors 96–99* | Center Passage (map image 20)
- Section of Steel Facade, North Tower, Floors 93–96* | South Tower Excavation (map image 14)
- In Memoriam* | Memorial Exhibition (map image 09)

VISITOR INFORMATION

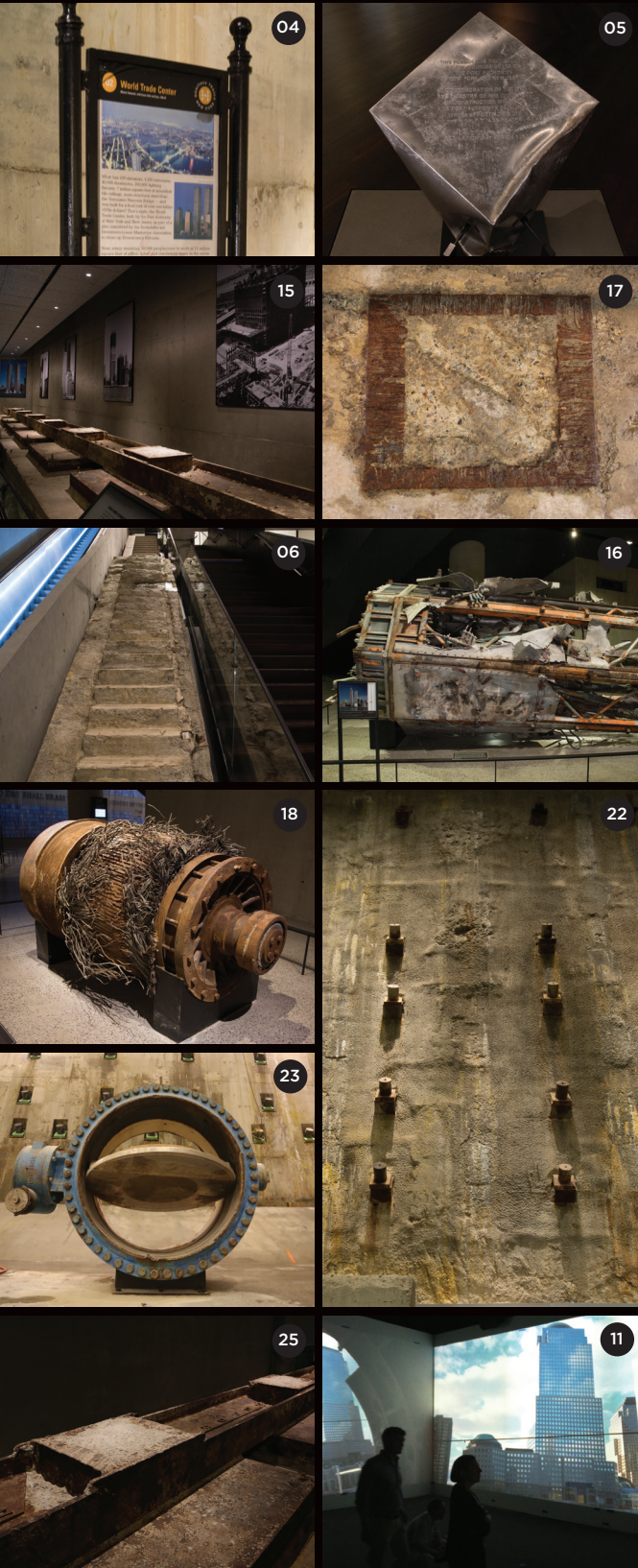


102 MINUTES SUGGESTED PATHWAYS

ARCHAEOLOGY AND ARCHITECTURE OF THE WORLD TRADE CENTER

The following artifacts, exhibits, and installations highlight the history, design, and rebuilding of the World Trade Center.

- World Trade Center Tridents* | Concourse Lobby (map image 01)
- Model of The Sphere* | Concourse Lobby (map image 02)
- Heritage Trails New York Sign* | The Ramp (map image 04)
- Dedication Pedestal* | The Ramp (map image 05)
- South Tower Excavation* (map image 15)
- Box Column Remnants* | North and South Tower Footprints (map image 17)
- Survivors' Stairs* | Memorial Hall (map image 06)
- Segment of Radio and Television Antenna, North Tower* | Center Passage (map image 16)
- Elevator Motor* | Center Passage (map image 18)
- Slurry Wall* | Foundation Hall (map image 22)
- River Water Valve* | Foundation Hall (map image 23)
- North Tower Excavation* (map image 25)
- Rebirth at Ground Zero* | South Tower Gallery (map image 11)



ARCHAEOLOGY AND ARCHITECTURE OF THE WORLD TRADE CENTER SUGGESTED PATHWAYS

RESPONSES

The following artifacts, exhibits, and installations highlight individual, collective, and governmental responses in the aftermath of 9/11, including the rescue, recovery, and clean-up efforts and redevelopment at the World Trade Center site, expressions of tribute and memorialization, and the search for justice.

- Last Column* | Foundation Hall (map image 21)
- Masonry Brick from Osama bin Laden's house in Abbottabad, Pakistan* | Foundation Hall (map image 24)
- Trying to Remember the Color of the Sky on That September Morning* | Memorial Hall (map image 07)
- Virgil Quote* | Memorial Hall (map image 08)
- Tribute Walk* (map image 10)
- Lady Liberty* | Education Center (map image 12)
- Painting to Commemorate a Gift of Cows by the Maasai to the United States* | Education Center (map image 13)
- Rebirth at Ground Zero* | South Tower Gallery (map image 11)



FIRST RESPONDERS & RESPONSES SUGGESTED PATHWAYS

