



FREQUENTLY ASKED QUESTIONS

About the Memorial Guide

How are the names arranged?

Overview of the names arrangement

- As a whole, the names are arranged in a way that reflects the lives of the individuals they represent: their relationships with other victims, the companies they worked for, and where they were on 9/11.
- The names are not in alphabetical order.
- Levels of the arrangement
 - Most broadly, names appear in one of nine groupings that are marked out by raised letter headings on the Memorial
 - World Trade Center (North Pool)
 - Flight 11
 - February 26, 1993
 - World Trade Center (South Pool)
 - Flight 175
 - Pentagon
 - Flight 77
 - Flight 93
 - First Responders
 - Within those groupings are affiliations that correspond to companies or, for example, the passengers on a particular flight.
 - During the names verification process in 2009, the 9/11 Memorial invited the victims' next-of-kin to make specific requests for names to appear adjacent to their loved one's name ("adjacency requests"). Over 1,200 of these requests were made and all are reflected on the Memorial. In fact, many drive the ordering of affiliations within groupings.
 - In the first responders section only, names are arranged according to agency (e.g. FDNY) and unit (e.g. Engine 10). Both agencies and units have raised letter headings on the Memorial.

How names are located / panel addresses

- Every name can be located by the panel on which it is inscribed. A panel address is comprised of the letter N or S (N for north pool, S for south pool) followed by a number 1 through 76.

- Each pool has 76 panels and each panel is 10 feet in length.
- On average, there are between 20 and 22 names on a panel.
- On both pools, panel 1 appears in the northwest corner and the numbers continue counterclockwise through 76.
- Please refer to the Memorial Guide (names.911memorial.org) to locate an individual name or to see a diagram of the pools.

How are first responder names listed on the Memorial?

- On the plaza, the entire names arrangement appears as a continuous unbroken flow of names that extends around both Memorial pools. However, in recognition of the heroism first responders displayed, knowingly going into harm's way to help save so many people on 9/11, the first responders section of the names arrangement is unique.
- A dedicated section of the Memorial lists their names together under agency and unit headings. In addition, the units are arranged in such a way that allows the names of first responder victims who were related or shared close friendships with colleagues to be listed side by side.
 - The names of all first responders are inscribed together following a “First Responders” heading that appears in raised letters.
 - All members of a particular first responder agency are inscribed together following agency headings that appear in raised letters (for example, “New York City Fire Department” does appear on the Memorial).
 - The names of all members of a specific unit are inscribed together following unit headings that appear in raised letters (for example, “Engine 10” appears on the Memorial, and all men lost from Engine 10 appear after its marker).
 - In order to delineate the members of one agency or unit from another as clearly, names belonging to a particular unit extend to the right of the unit marker only within that row.
 - The ordering of units and names within units is driven by requests from the first responder agencies and individual adjacency requests made by victims’ next-of-kin.

Where did the photo of my loved one that appears on the Memorial Guide come from?

- The photo that appears on the Memorial Guide for each individual was either donated directly to the 9/11 Memorial Museum, was released to us with permission from our partner organizations, Voices of September 11th Living Memorial or the Tribute WTC Visitors’ Center, or was given to us as a reference image by the US Department of Justice.

This is not the photo I submitted or I already sent you or one of your partner organizations (Living Memorial or Tribute Center) a photo. Why is it not appearing on the website?

- If you recently provided a photo to us or one of our partner organizations, but it is not up on the website, most likely we are still processing the photo for incorporation into our collection. If you have questions about where we are in this process, please contact us at collections@911memorial.org or (877)-671-1636, and we'll expedite release forms so that your newly submitted photo may be included on the website.

I have not submitted a photo yet. Is there still time for me to submit a new photo?

- The Memorial Guide is a digital resource and if you would like to update or change the photo of your loved one in it, staff will work with you to do so.

For other questions about the Memorial Guide, please contact us at memorial@911memorial.org or (877)-671-1636 (toll free).