



Flight 93 Volunteer Newsletter

January 2008

Cold Weather Updates

Supplies at the Memorial

Volunteers will be happy to know that by the time we ring in 2008, color brochures will once again be available at the Memorial.

In addition to the brochures a new box of tissues and additional golf pencils were left in the lockbox. A new emergency contact sheet has been posted with all of the updated necessary phone numbers.

Please continue to notify our office regarding low supplies. This helps us to re-order if the product is not at our office and get it to the box in a timely fashion.

Junior Ranger Booklets

The NPS office will be printing the first series of Junior Ranger booklets for Flight 93 National Memorial this month. The implementation of this program should make sharing the Flight 93 story with families and younger visitors easier. They will be stored near the brochures, once they are available. In addition to the

booklets, this program will *eventually* be offered on our park website. We will notify you when that happens.

Available Training

For those who missed the training with Wally Miller this past month, you can still catch what you missed. A copy of Wally's talk with the Ambassadors is now available on DVD in the NPS library and can be checked out with the many other videos, DVDs, and books in the collection. Remember—this counts towards your volunteer hours with the NPS too!

Missing Handbook

This is an all call in search of the blue Ambassador handbook that is missing from the lockbox inside the shelter at the Memorial. It was noticed missing over the holiday weekend. If you know where it is, please let Adam know at the Park office.

Schedule at the Memorial

Any Ambassadors that are willing to help this month by staffing an extra shift, it would be greatly appreciated. Many volunteers have left for the winter and most of you are aware of the Ambassadors who have been recently hospitalized. Ginger and our new intern, Jacob Miller will be available towards the end of the month to help meet the staffing needs. I will try to fill in where I can. Please call me if you can work any of these additional shifts.

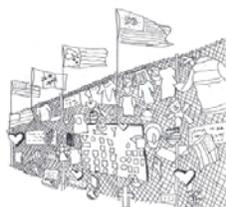
The Ambassadors-Six Years Later

In recognition of the Ambassadors celebrating six years of service at the Memorial on January 26, 2008, I took time to prepare some information about who the Ambassadors are today and what you all have helped to accomplish this past year.

Currently, there are 47 NPS volunteers serving as Ambassador at the Memorial. 60% of Ambassadors are women and 40% are men. 51% of the Ambassadors are represented in the workforce: 32% working full-time.

Before the end of January, two new Ambassadors will join the ranks of this dedicated group in the mission of greeting "visitors to the site" and providing "accurate information about Flight 93" and serve as a "point of contact, extending a listening ear for those who want to express their feelings or tell their story associated with September 11, 2001," and to serve as a caretaker on behalf of the Park Service.

The Ambassador Advisory Team (AAT) formed this past year, serving its purpose to provide valuable comments and suggestions to the NPS office regarding the ongoing work of the Ambassadors at the Memorial. The AAT has assisted the Park Service in condensing Ambassador training materials and implementing the new Ambassador handbooks that were issued this past spring. After reconvening this year, the AAT has provided a list of recommended trainings for 2008. *(cont. on page 2.)*



Junior Ranger Journal
for Older Children

Flight 93 National Memorial

The Junior Ranger Journal for Older Children (pictured above) will be one of two booklets offered to children visiting the Flight 93 National Memorial. A parents guide will also be available.

January Calendar:

- Jan. 1 New Years Day-Park Office is closed
- Jan. 18-20 Fire & Ice Festival (Somerset)
- Jan. 21 Martin Luther King Jr. Day-Park Office is closed
- Jan. 26 Ambassadors 6th Anniversary
- Jan. 28 Ambassador Training

Save the Date

- Feb. 2 *Flight 93 Memorial Task Force & Commission Meeting-Somerset Co. Courthouse*

Upcoming Training

The next training for this year will be held on Monday, January, 28th at 6:30 p.m. for anyone who can attend. The location of this training has not been selected, but will be announced to everyone via e-mail or phone. During this session we will unveil the new version of the presentation notebook and the talking points that will accompany the book. *Please bring your photo notebook to this training.* This training is only open to our volunteers. We hope you will make every effort to attend.

NPS Photography:
NPS
Kathie Shaffer

Contributors:
AAT
Family of Nicole Miller



Photo: Kathie Shaffer

Tributes left on top of the Federal Air Marshal's stone at the Memorial.

January Passenger & Crew Focus

These are biographies that have been provided by Flight 93 family members. This month we will continue with a feature on Nicole Carol Miller.



Nicole Carol Miller was born March 4, 1980, in San Jose, California. She lived all her life in San Jose, attending Allen Elementary School, Bret Harte Middle School, and Pioneer High School, where she graduated in 1998. At Pioneer High School, Nicole was a good student. She was on the championship varsity swimming/diving team in her freshman and sophomore years. She played softball all four years of high school, winning a softball college scholarship in her senior year. After high school, Nicole continued to be an athlete who loved to work out, hike, play softball, ride horses, and jog.

On the Dean's List at West Valley College in Saratoga, California while working her way through college, Nicole was finishing up her last eight units. She planned to transfer to California State University, Chico or California State University, San Jose in January 2002, where she was expecting to complete her Bachelor of Arts degree.

Nicole had a wonderful outlook on life. Her brilliant smile lit up entire rooms and her loving personality made

everyone, including strangers, feel right at home. It would be natural for her to give her life for another's and that she did, bravely and heroically, along with the crew and passengers of United Airlines Flight 93 on September 11, 2001.

Nicole is survived by her father, David J. Miller; stepmother, Catherine M. Miller; mother, Cathy M. Stefani; stepfather, Wayne S. Stefani Sr.; and her siblings, Tiffney M. Miller, David S. Miller, Danielle L. Miller, Wayne S. Stefani Jr., Joshua R. D. Tenorio, and Anthony D. Tenorio.

Ambassadors Six Years Later

(continued from page 1)

For the first time in the short lifespan of the volunteer program at Flight 93, the title of Master Volunteer Ranger Corps was given to an Ambassador, Donna Glessner for outstanding volunteer performance.

As the Ambassador program looks toward the seventh year of service in fulfilling its mission, there is much to look forward to. 2008 promises to be a very busy and exciting time as land acquisition continues and the NPS begins to establish more presence at the Memorial. The photo notebook will be enhanced for large group presentations at the site this summer. Ambassadors will have the opportunity to visit the Tribute Center in New York City and meet the docents (guides) there. I hope you all continue to dedicate yourself to the Flight 93 mission, just as you have for the past six years.