

Volunteer Services Agreement

National Park Service – Flight 93 National Memorial

ORAL HISTORY PROJECT

The National Park Service has entered into a partnership with the Pennsylvania Court Reporters Association. This partnership supports Flight 93 National Memorial's efforts to complete transcriptions for the Oral History Project which is the long-term preservation of both the individual and collective story of United Airlines Flight 93 and the events surrounding September 11, 2001, for future generations.

Flight 93 National Memorial is the repository for the oral history collection which numbers more than 800 audio interviews, including the stories of family, friends and colleagues of the passengers and crew of Flight 93, as well as accounts of eyewitnesses, first responders, crash site investigators and support agencies, landowners, airline and traffic control personnel, members of the media, government officials, and those involved in memorializing Flight 93. This collection is an invaluable resource for researchers, educators, and scholars, preserving remembrances of the passengers and crew recorded by those who knew them best, as well as the accounts of those who had a direct experience with Flight 93.

Description of service to be performed:

- Individuals from the Pennsylvania Court Reporters Association (PCRA) who wish to volunteer for this project will be recruited through their professional organization.
- This project will require the skills of court reporters who commonly translate voice to text through stenographic and computer means.
- Audio cassette tapes will be mailed by Flight 93 National Memorial to the court reporter and the oral interviews will be transcribed at the individual's home on their own equipment.
- The court reporter will return the cassette tapes in a postage-paid envelope.
- The transcription will be sent to the designated person at the PCRA who will modify the standard court reporters format into the required format for the Flight 93 Oral History Project.

CONFIDENTIALITY AGREEMENT:

- The oral history interviews to be transcribed contain sensitive and emotional information. Some of these interviews are with people who had a direct connection to a passenger or crew member on Flight 93, or may have been involved in the investigation and recovery at the crash site.
- By agreeing to transcribe the sensitive nature of these interviews, the volunteer must keep this information confidential. Some of the interviews will not have signed legal releases until after the interviewee has had an opportunity to view the transcript.
- **The audio recording and written transcript must not be distributed to anyone beyond this project.**

Recording your volunteer hours:

- The Flight 93 National Memorial receives credit for every hour of volunteer assistance at the memorial. Higher volunteer hours help the memorial when applying for special funding for the park volunteer program.
- Log the amount of time you spend transcribing on the Volunteer Hours Log provided, using 15 minute increments. For example, you begin transcribing at 2 pm and finish at 4:05 pm. You complete your log report at 4:10 pm and log your shift from 2:00 pm to 4:15 pm with a total of 2 ¼ hours.
- Submit your hours every time you complete an oral history transcript. Time sheets can be emailed to Adam Shaffer, Volunteer Coordinator, at adam_shaffer@nps.gov or the form can be returned with the audio cassettes in the envelope provided.