



City Center Schedule of Events

7:00 am	Registration Opens
8:25 am	Opening Ceremony
8:46 am	Moment of Silence <i>North Tower Hit by Flight 11</i>
8:47 am	Climb Begins

The bells will continue to toll at marked times throughout the event and hold a moment of silence for the strike of each tower, the pentagon, the crash of flight 93 and collapse of both towers, as time permits.

FREQUENTLY ASKED QUESTIONS

Where is the event held?

The Tower Climb will take place in two stairwells inside the:

Bank of America Tower
301 Commerce Street
Fort Worth, TX 76102

How will this event operate to replicate the 110 floors the first responders climbed in 2001?

Participants will climb to the 27th floor in this tower 4 times, totaling 108 floors climbed during this event.

Elevators will be available for participants to quickly go down and start again at the base to complete the challenge. Also, volunteers will be at the stairway entrance to mark the lanyard to help keep track of the number of times each participant climbs the stairs.

What time does the event start?

The opening ceremonies begin promptly at **8:25 am** so please ensure to allow enough time to park and check in prior to that time. We recommend arriving at least 30 minutes early.

Does anything else come with my registration?

All participants will receive a swag bag with a commemorative coin, t-shirt, and an event lanyard with the name and image of one of the fallen first responders on September 11, 2001, that you will be climbing in honor of during this event.

Can I register on the day of the event?

Sorry, but we cannot accommodate day-of registrations at this time.

My shirt is too (big/small), can I make an exchange?

We will have very limited shirt sizes available onsite to exchange. Please talk with the individuals at the check in table to inquire about exchanging shirts, if needed.

There was a mistake with my badge and/or t-shirt. How can I get this fixed?

Please email us at info@citycenterfw.com should you have received an incorrect item. We will do our best to fix the incorrect item for you, after the event is completed.

Where do I park?

The City Center Parking Garage 2 is the best space to park for the event. It is located at:
401 Calhoun Street
Fort Worth, TX 76102

Please Note: there will be lane closures surrounding the Bank of America tower for this event. An alternate address to access this parking garage is 401 Jones Street (one way street going north). Parking in this garage is free on the weekends.



Where do I go after I've parked onsite?

Participants may check in beginning at 7:00 am on the north side (2nd Street) of the Bank of America tower. You will receive your participant lanyard at check in.

Event swag bags (which include the event t-shirts, coin, etc.) will be available for pickup after the event is completed at the same check in tables. Swag bags will be available afterward to minimize the items the participant has to keep up with. If the participant would like their swag bag when they check in, that will be available upon request.

How do we know when the event starts and where to begin?

The opening ceremony begins at 8:25 am on the street level at the north side of the Bank of America tower. Once it's time to begin the climb, City Center Security will lead the participants to the stairways.

We will have two stairways open for this event. One on the NORTH side of the tower, and one on the SOUTH side of the tower. When you check in, you'll receive a color-coded lanyard that will indicate if you're climbing in the North or South stairway. There will be volunteers to assist you in finding the correct entrance to each stairway, as well as color codes above each stairway entrance. The climb will begin immediately after the opening ceremony.

I'm much (faster/slower) than the others. What should I do?

First, please remember that this is a memorial event and personal challenge, and not a fitness competition. Please be respectful to everyone around you and be aware of your surroundings as you progress. The general rule is that slower climbers stay to the right, and faster climbers stay to the left. ***Please be respectful of each one and give them plenty of space during their climb.***

For fast climbers, please be sure to stay to the left, and be patient if you find that you're behind someone slower than yourself. You'll get a chance to pass at the top of each staircase. For slower climbers, stay to the right, and feel free to step out of the aisle and into the stands to let others pass if you wish; or if you want to pass another slow climber, please ensure the way is clear before moving to the left side, making your pass, and then move back to the right.

What should I do if I need a break or need help?

Anyone who needs a break is welcome to take a seat or lie down in designated break areas. There will be 4 stopping/break points throughout the climb. At each stopping point there will be space to rest, get water, use the restroom and/or ask for further assistance.

Rest Stops are available at these floors:

Street Level

Level 6

Level 15

Level 22

Level 27

If you need help, please find one of our volunteers, wearing bright aqua colored t-shirts, or one of the City Center Security Officers, wearing their City Center uniforms. There will be volunteers and City Center Security at each stopping point in the towers.

Can children attend the event?

Children are welcome to watch with their guardians as there will be a designated area for spectators on both the north and south side of the building.

I'd like to watch the event as a non-participant, or I'm participating in the event and bringing someone along to watch. Can I reserve a spot for them?

All non-participants must be supporting a registered individual. There will be a designated seating area where non-participants may sit and watch the event take place.

What should I bring with me to participate in the event?

Comfortable clothing, running shoes/sneakers, or first responders are welcome to wear their full gear usually worn when responding to an emergency. We will provide water during the event, but

please hydrate the day before!

How long does the climb typically take to complete?

Being this is our first time hosting a tower climb, we are basing this estimation on similar climbs across the nation. Also, times will range based on fitness level. We estimate it could take anywhere from 30 minutes up to potentially an hour or more.

Can I wear my kit, such as body armor or other personal protective equipment?

Absolutely. We love to have participants wearing their full tactical or bunker gear during the event. It serves as a visual reminder of what our fallen Heroes went through that day, and of what our first responders and current Heroes are willing to do for us now.

What's the refund policy?

No refund requests will be granted at this time, as all entries are considered a donation that will be passed along to the [National Fallen Firefighters Foundation](#).

Will there be restrooms available onsite?

Restrooms will be available for first responders at each stopping point from the street level to level 27. Spectators may use a restroom trailer located on Calhoun Street.

What precautions are you taking to protect against COVID-19?

We are monitoring the situation and working with our local elected officials to ensure the safest situation for everyone and will implement any required minimum distances and protocols required at the time of the event. The opening ceremony take place outside of the building and bleachers will be available outside for spectators too, but participants will be inside the stairwells where social distancing may be practiced.

Have more questions? Email us at info@citycenterfw.com or call 817-255-5703 to speak with event staff.