

# SEPTEMBER 11 PROJECT-INVENTORY OF DOCUMENTATION

FACILITY NAME: Boston ARTCC  
COMPLETED BY: Karen Goff, Quality Assurance Technician  
(617) 675-6607  
DATE: December 23, 2004

DOCUMENT TYPE AND NUMBER (IF APPLICABLE)	DESCRIPTOR (SUBJECT/TITLE/LOCAL/ABUSE/RECTOR/ETC.)	DATE	COPY OR ORIGINAL	AT OR AF DOCUMENT	FLIGHT IDENTIFICATION	AUTHOR(S) NAME AND TITLE	NUMBER OF PAGES	GIVEN TO #11 COMM.	REMARKS
Accident Package	Aircraft Accident Package ZBW-ARTCC-146, AAL11.	9/11/2001	ORIGINAL	AT	AAL11	N/A	311	Y	FedEx to Hq. 09/21/04 ATTN: Jeff Myers
#1 Preliminary Transcript	Preliminary Transcript, Boston ARTCC 46 Radar position dated 9/11/01.	9/11/2001	ORIGINAL	AT	AAL11		6	Y	
#2 Preliminary Partial Transcript	Preliminary Partial Transcript, Boston ARTCC TML Severe Weather position dated 9/15/01.	9/15/2001	ORIGINAL	AT	AAL11	Rusty Baird, QA Support Specialist	11	Y	
#3 Preliminary Partial Transcript	Preliminary Partial Transcript, Boston ARTCC 47 Radar position dated 9/20/01.	9/20/2001	COPY	AT	AAL11	Rusty Baird, QA Support Specialist	2	Y	
#4 Radar ViewPoint	Radar ViewPoint Plot of AAL11 dated 9/11/01.	9/11/2001	COPY	AT	AAL11	N/A	23	Y	
#5 RDP Track Report	RDP Track Report for AAL11 dated 9/11/01.	9/11/2001	COPY	AT	AAL11	N/A	2	Y	
#6 General Information (GIs) Notices	General Information (GIs) notices dated 9/11/01.	9/11/2001	COPY	AT	AAL11	N/A	2	Y	
#7 FAA Form 8020-9, Aircraft Accident Preliminary Notice	FAA Form 8020-9, Aircraft Accident Preliminary Notice.	9/11/2001	ORIGINAL	AT	AAL11	N/A	2	Y	
#8 Sign-In/Sign-out Printout	Sign-In/Sign-out Printout for 9/11/01.	9/11/2001	COPY	AT	AAL11	N/A	22	Y	
#9 Telephone Selection Detail Report	Telephone Selection Detail Report for 9/11/01.	9/11/2001	COPY	AT	AAL11	N/A	2	Y	
#10 ATCSCC position 15, Area East Log	ATCSCC position 15, Area East Log dated 9/11/01.	9/11/2001	COPY	AT	AAL11	N/A	12	Y	
#11 METAR Weather Reports	METAR Weather Reports from 9/11/01 for Newark, La Guardia, and Kennedy.	9/11/2001	COPY	AT	AAL11	N/A	6	Y	
#12 Chain Of Custody Document	Chain Of Custody document for ZBW/FBI dated 9/11/01.	9/11/2001	ORIGINAL	AT	AAL11	Robert Jones, QA Support Specialist	1	Y	
#13 Record of data released from ZBW reference AAL11 and UAL175	Record of data released from ZBW reference AAL11 and UAL175.	11-10/18/2001	ORIGINAL	AT	AAL11/UAL175	R. Baird, R. Jones, K. Goff	4	Y	
#14 Fax Transmittal, Fax Receipt Confirmation, Email Communications	Fax Transmittal (5 total), Fax Receipt Confirmation pages (3 total), and email communications (2 total), dated 9/11-15/01.	9/11/2001	ORIGINAL	AT	AAL11/UAL175	Rusty Baird, QA Support Specialist	10	Y	
#15 Quality Assurance Bulletins	Quality Assurance Bulletins, dated 9/17/01 and 9/20/01.	9/17/2001	ORIGINAL	AT	AAL11	Rusty Baird, QA Support Specialist	4	Y	
#16 Chain of Custody Document	Chain of Custody document for ZBW/FBI dated 9/17/01.	9/17/2001	ORIGINAL	AT	AAL11/UAL175	Robert Jones, QA Support Specialist	2	Y	
#17 Email	Email dated 9/17/01 entitled Action Items Remaining Open.	9/17/2001	COPY	AT	AAL11/UAL175	Tom Benson	2	Y	
#18 Fax Receipt Confirmation attached NATCA document	Fax Receipt Confirmation page dated 9/17/01 with attached NATCA document.	9/17/2001	COPY	AT	AAL11	N/A	2	Y	
#19 Email	Email dated 9/17/01 listing involved personnel.	9/17/2001	COPY	AT	AAL11/UAL175	Robert Jones, QA Support Specialist	2	Y	
#20 Fax Transmittal and Email	Fax Transmittal and email dated 9/19/01 regarding ZBW MOS partial transcript.	9/19/2001	ORIGINAL	AT	AAL11	Rusty Baird, QA Support Specialist	3	Y	
#21 Fax Transmittal	Fax Transmittal dated 9/20/01 regarding transcripts and personnel statement.	9/20/2001	ORIGINAL	AT	AAL11	Rusty Baird, QA Support Specialist	4	Y	
#22 Email	Email dated 9/21/01 regarding NTAP's and DART's.	9/21/2001	COPY	AT	AAL11/UAL175	Rusty Baird, QA Support Specialist	2	Y	
#23 Email	Email dated 9/21/01 regarding NTSB request for NTAP and DART.	9/21/2001	COPY	AT	AAL11/UAL175	Kenneth Acker	2	Y	
#24 Memorandum and FedEx Airbill	Memorandum and FedEx Airbill dated 9/26/01 regarding certified re-recordings.	9/26/2001	COPY	AT	AAL11	Rusty Baird, QA Support Specialist	2	Y	
#25 Email	Email dated 9/26/01 regarding FBI request for certified re-recordings.	9/26/2001	COPY	AT	AAL11/UAL175	Tom Benson	9	Y	
#26 Email	Email 9/26/01 regarding FBI request for certified re-recordings.	9/26/2001	COPY	AT	AAL11/UAL175	Rusty Baird, QA Support Specialist	2	Y	
#27 Route Slip and FedEx Airbill	Route Slip dated 10/2/01 and FedEx Airbill regarding certified re-recordings.	10/2/2001	COPY	AT	AAL11	Karen Goff, QA Technician	2	Y	
#28 Route Slip and FedEx Airbill	Route Slip dated 10/3/01 and FedEx Airbill regarding certified re-recordings.	10/3/2001	COPY	AT	AAL11	Karen Goff, QA Technician	2	Y	
#29 Email	Email dated 10/4/01 regarding FOIA requests.	10/4/2001	COPY	AT	AAL11/UAL175	Kenneth Acker	1	Y	
#30 Email	Email dated 10/9/01 regarding NTSB & FBI Request.	10/9/2001	COPY	AT	N/A	Bob Locke	9	Y	
#31 Email	Email dated 10/16/01 regarding preparation of accident packages.	10/16/2001	COPY	AT	N/A	Bob Locke	2	Y	

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#32 Chain of Custody Document	Chain of Custody document for ZBNFBI dated 10/18/01.	10/18/2001	ORIGINAL	AT	AAL11/UAL175	Robert Jones, QA Support Specialist	2	Y	
#33 Email	Email dated 11/20/01 regarding security of accident packages.	11/20/2001	COPY	AT	N/A	Judge Coles	1	Y	
#34 Personnel Statement Tracking Sheet	Personnel Statement Tracking Sheet dated 12/16/01.	12/16/2001	ORIGINAL	AT	AAL11	N/A	2	Y	
#35 Memorandum	Memorandum dated 1/31/02 regarding ZNY accident file.	1/31/2002	COPY	AT	UAL175	Robert Jones, QA Support Specialist	1	Y	
#36 Email	Email dated 2/11/02 requesting copies of transcripts.	2/11/2002	COPY	AT	AAL11	Bob Locke	8	Y	
#37 Email	Email dated 4/15/02 regarding retention of documents.	4/15/2002	COPY	AT	N/A	Glenn Michael	1	Y	
#38 Email	Email dated 4/30/02 regarding release of the accident package.	4/30/2002	COPY	AT	N/A	Bob Locke	2	Y	
#39 Memorandum and Route Slip	Memorandum and Route Slip dated 5/3/02 regarding security of accident packages.	5/3/2002	COPY	AT	AAL11/UAL175	Rusty Baird, QA Support Specialist	7	Y	
#40 Fax Transmittal	Fax Transmittal dated 8/28/02 regarding Quality Assurance Bulletin dated 9/20/01 and FAA Form 8020-6 dated 9/21/01.	8/28/2002	ORIGINAL	AT	AAL11/UAL175	Rusty Baird, QA Support Specialist	1	Y	
#41 Email	Email dated 11/7/02 regarding inventory of AAL11 Accident File.	11/7/2002	COPY	AT	AAL11	Terry Biggio	4	Y	
#42 Route Slip	Route Slip dated 3/10/03 regarding SAR tapes from 9/11/01.	3/10/2003	ORIGINAL	AT	N/A	Rusty Baird, QA Support Specialist	4	Y	
#43 Memorandum	Memorandum dated 7/10/03 regarding transcripts requested by the National Commission on Terrorist Activities Upon the United States.	7/10/2003	COPY	AT	AAL11/UAL175	Rusty Baird, QA Support Specialist	4	Y	
#44 Memorandum	Memorandum dated 9/4/03 regarding a certified re-recording of Boston ARTCC Sector 18 requested by the National Commission on Terrorist Activities Upon the United States.	9/4/2003	COPY	AT	N/A	Rusty Baird, QA Support Specialist	3	Y	
#46 Fax Transmittal	Fax Transmittal dated 8/8/03 regarding a list of operational personnel working on September 11, 2001 at Boston ARTCC.	8/8/2003	COPY	AT	AAL11/UAL175	Rusty Baird, QA Support Specialist	1	Y	
#48 Fax Transmittal	Fax Transmittal dated 9/25/03 regarding Quality Assurance Bulletin provided to the National Commission on Terrorist Activities Upon the United States.	9/25/2003	COPY	AT	N/A	Rusty Baird, QA Support Specialist	1	Y	
#47 Memorandum	Memorandum dated 9/25/03 regarding inventory of AAL11 Accident File.	9/25/2003	ORIGINAL	AT	AAL11	Rusty Baird, QA Support Specialist	4	Y	
#48 Memorandum	Memorandum dated 9/29/03 regarding documents released to the National Commission on Terrorist Activities Upon the United States on 9/24/03.	9/29/2003	ORIGINAL	AT	AAL11	Rusty Baird, QA Support Specialist	7	Y	
#49 Route Slip	Route Slip dated 10/8/03 regarding transcripts from Boston ARTCC 18 Radar requested by the National Commission on Terrorist Activities Upon the United States.	10/8/2003	ORIGINAL	AT	N/A	Karen Goff, QA Technician	29	Y	
#50 Document	Document dated 10/8/03 listing individuals that accessed information regarding 9/11/01.	10/8/2003	COPY	AT	N/A	N/A	1	Y	
#51 Memorandum	#51 Memorandum dated 10/8/03 regarding Headquarters request for copies of all documents pertaining to 9/11/01.	10/8/2003	COPY	AT	N/A	Rusty Baird, QA Support Specialist	6	Y	
#52 Personnel Logs	Boston ARTCC personnel logs for 9/11/01.	9/11/2001	COPY	AT	N/A	N/A	24	Y	
CD	QART, NTAP, Flight Data	9/11/2001	COPY	AT				Y	
HOST Systems Analysis and Recording Tape (SAR)	ACES Output File	11/19/2001	COPY	AT				Y	
Zip Disk	ZBW-ARTCC-146	9/11/2001	COPY	AT				Y	
Information from the Boston ARTCC Flight Data Unit for 9/11-13/01.	Information from the Boston ARTCC Flight Data Unit for 9/11-13/01.						853	Y	
Boston ARTCC Security Gate Logs for June, July, August and September 2001.	Boston ARTCC Security Gate Logs for June, July, August and September 2001.						273	Y	
#1 Preliminary Partial Transcript	Preliminary Partial Transcript, Boston ARTCC 20 Radar position dated 9/13/01.	9/13/2001	ORIGINAL	AT	UAL175	Karen Goff, QA Technician	5	Y	
#2 Radar ViewPoint	Radar ViewPoint Plot of UAL175 dated 9/11/01.	9/11/2001	ORIGINAL	AT	UAL175	N/A	23	Y	
#3 RDP Track Report for UAL175 dated 9/11/01.	RDP Track Report for UAL175 dated 9/11/01.	9/11/2001	ORIGINAL	AT	UAL175	N/A	1	Y	
#4 Flight Progress Strips	Flight Progress Strips UAL175.	9/11/2001	ORIGINAL	AT	UAL175	N/A	1	Y	
#5 Email	Email dated 11/8/02 regarding UAL175 inventory.	11/8/2002	COPY	AT	UAL175	Rusty Baird, QA Support Specialist	3	Y	
#6 Preliminary Partial Transcript	Preliminary Partial Transcript, Boston ARTCC 46 Radar position dated 9/13/01.	9/13/2001	ORIGINAL	AT	UAL175	Rusty Baird, QA Support Specialist	2	Y	
#7 Preliminary Partial Transcript	Preliminary Partial Transcript, Boston ARTCC 47 Radar position dated 9/13/01.	9/13/2001	ORIGINAL	AT	UAL175	Robert Jones, QA Support Specialist	3	Y	
#8 Preliminary Partial Transcript	Preliminary Partial Transcript, Boston ARTCC 47 Radar position dated 9/13/01.	9/14/2001	COPY	AT	UAL175	Robert Jones, QA Support Specialist	3	Y	

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#8 NADIN Message	NADIN message from ZNY dated 9/17/03.	9/17/2001	COPY	AT	UAL175	New York ARTCC	1	Y	
#10 FAA Form 8020-S-1	FAA Form 8020-S-1 dated 9/21/01 for UAL175.	9/21/2001	ORIGINAL	AT	UAL175	Boston ARTCC	1	Y	
#11 Memorandum	Normal service statement and certified index UAL175.	9/25/2001	COPY	AT	UAL175	Heather Hemdel, Manager, Boston ARTCC	3	Y	
#12 Memorandum	Memorandum dated 9/27/01 regarding voice re-recordings.	9/27/2001	ORIGINAL	AT	UAL175	Rusty Baird, QA Support Specialist	3	Y	
#13 Personnel Statement	Personnel statement (WD).	12/4/2001	ORIGINAL	AT	UAL175	William Dean, CPC	1	Y	
#14 Personnel Statement	Personnel statement (HT).	12/4/2001	ORIGINAL	AT	UAL175	John Hartling, CPC	1	Y	
#15 Personnel Statement	Personnel statement (MC).	12/5/2001	ORIGINAL	AT	UAL175	Mark O'Neil, CPC	1	Y	
#16 Personnel Statement	Personnel statement (ZP).	12/5/2001	ORIGINAL	AT	UAL175	Peter A. Zaleski, CPC	1	Y	
#17 Personnel Statement	Personnel statement (TF).	12/12/2001	ORIGINAL	AT	UAL175	Gregory Tacchini, CPC	1	Y	
#18 Personnel Statement	Personnel statement (FB).	12/12/2001	ORIGINAL	AT	UAL175	Francis Browne, CPC	1	Y	
#19 Personnel Statement	Personnel statement (TV).	12/17/2001	ORIGINAL	AT	UAL175	Alan Miller, CPC	1	Y	
#20 Personnel Statement Tracking Sheet	Personnel Statement Tracking Sheet dated 12/19/01.	12/19/2001	ORIGINAL	AT	AAL11/UAL175	N/A	2	Y	
#21 Document	Document dated 1/31/02 listing individuals that accessed information regarding 9/11/01.	1/31/2002	ORIGINAL	AT	N/A	N/A	1	Y	
#22 Memorandum	Memorandum dated 1/31/02 regarding ZNY-ARTCC-148 Accident File.	1/31/2002	ORIGINAL	AT	UAL175	Robert Jones, QA Support Specialist	1	Y	
#23 Memorandum	Memorandum dated 7/10/03 regarding transcripts requested by the National Commission on Terrorist Activities Upon the United States.	7/10/2003	ORIGINAL	AT	AAL11/UAL175	Rusty Baird, QA Support Specialist	2	Y	
Cassette Tape	ZBW-ARTCC-148 (AAL11) ZBW Sec05R	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZBW-ARTCC-148 (AAL11) ZBW Sec06R	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZBW-ARTCC-148 (AAL11) ZBW Sec09RA	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZBW-ARTCC-148 (AAL11) ZBW Sec10R	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZBW-ARTCC-148 (AAL11) ZBW Sec10RA	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZBW-ARTCC-148 (AAL11) ZBW Sec16R	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZBW-ARTCC-148 (AAL11) ZBW Sec18RA	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZBW-ARTCC-148 (AAL11) ZBW Sec20R	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZBW-ARTCC-148 (AAL11) ZBW Sec20RA	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZBW-ARTCC-148 (AAL11) ZBW Sec21R	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZBW-ARTCC-148 (AAL11) ZBW Sec22R	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZBW-ARTCC-148 (AAL11) ZBW Sec24R	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZBW-ARTCC-148 (AAL11) ZBW Sec31R	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZBW-ARTCC-148 (AAL11) ZBW Sec31RA	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZBW-ARTCC-148 (AAL11) ZBW Sec36R	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZBW-ARTCC-148 (AAL11) ZBW Sec36RA	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZBW-ARTCC-148 (AAL11) ZBW Sec38R	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZBW-ARTCC-148 (AAL11) ZBW Sec38RA	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZBW-ARTCC-148 (AAL11) ZBW Sec39R	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	

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Cassette Tape	ZBW-ARTCC-148 (AAL11) ZBW Sec39RA	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZBW-ARTCC-148 (AAL11) ZBW Sec49R	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZBW-ARTCC-148 (AAL11) ZBW Sec47R	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZBW-ARTCC-148 (AAL11) ZBW Sec47RA	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZBW-ARTCC-148 (AAL11) ZBW MOS	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZBW-ARTCC-148 (AAL11) ZBW TMU	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	9/11 Commission Request - ZBW Sec18R	9/11/2001	COPY (2)	AT	AAL11	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZNY-ARTCC-148 (UAL175) ZBW Sec20R	9/11/2001	COPY (2)	AT	UAL175	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZNY-ARTCC-148 (UAL175) ZBW Sec46R	9/11/2001	COPY (2)	AT	UAL175	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZNY-ARTCC-148 (UAL175) ZBW Sec47R	9/11/2001	COPY (2)	AT	UAL175	Karen Goff, QA Technician	N/A	Y	
Cassette Tape	ZBW Sec18RA Tape 1 of 3 1240-1405 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	ZBW Sec18RA Tape 2 of 3 1404-1535 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	ZBW Sec18RA Tape 3 of 3 1534-1600 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	ZBW Sec 31R Tape 1 of 3 1240-1358 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	ZBW Sec 31R Tape 2 of 3 1357-1525 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	ZBW Sec 31R Tape 3 of 3 1524-1600 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	OSIC Area A Tape 1 of 3 1200-1330 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	OSIC Area A Tape 2 of 3 1329-1500 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	OSIC Area A Tape 3 of 3 1459-1600 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	OSIC Area B Tape 1 of 3 1200-1330 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	OSIC Area B Tape 2 of 3 1329-1500 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	OSIC Area B Tape 3 of 3 1459-1600 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	OSIC Area C Tape 1 of 3 1200-1317 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	OSIC Area C Tape 2 of 3 1316-1442 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	OSIC Area C Tape 3 of 3 1441-1600 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	OSIC Area D Tape 1 of 3 1200-1330 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	OSIC Area D Tape 2 of 3 1329-1500 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	OSIC Area D Tape 3 of 3 1459-1600 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	OSIC Area E Tape 1 of 3 1200-1324 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request

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Cassette Tape	OSIC Area E Tape 2 of 3 1323-1449 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	OSIC Area E Tape 3 of 3 1448-1800 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	TMU AFM-11R Tape 1 of 3 1200-1330 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	TMU AFM-11R Tape 2 of 3 1329-1500 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	TMU AFM-11R Tape 3 of 3 1459-1800 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	TMU MOS Tape 1 of 4 1200-1330 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	TMU MOS Tape 2 of 4 1329-1500 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	TMU MOS Tape 3 of 4 1459-1800 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	TMU MOS Tape 4 of 4 1829-1800 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	TMU PIREP Tape 1 of 3 1200-1330 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	TMU PIREP Tape 2 of 3 1329-1500 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	TMU PIREP Tape 3 of 3 1459-1800 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	TMU DFM-12 Tape 1 of 3 1200-1330 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	TMU DFM-12 Tape 2 of 3 1329-1500 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	TMU DFM-12 Tape 3 of 3 1459-1800 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	TMU METER Tape 1 of 3 1200-1330 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	TMU METER Tape 2 of 3 1329-1500 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	TMU METER Tape 3 of 3 1459-1800 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	TMU RE-ROUTE Tape 1 of 3 1200-1330 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	TMU RE-ROUTE Tape 2 of 3 1329-1500 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	TMU RE-ROUTE Tape 3 of 3 1459-1800 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	TMU STMCIC Tape 1 of 3 1200-1324 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	TMU STMCIC Tape 2 of 3 1323-1449 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	TMU STMCIC Tape 3 of 3 1448-1800 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	TMU SVWX Tape 1 of 3 1200-1324 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	TMU SVWX Tape 2 of 3 1323-1449 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
Cassette Tape	TMU SVWX Tape 3 of 3 1448-1800 UTC	9/11/2001	COPY	AT	N/A	Karen Goff, QA Technician	N/A	Y	9/11 Commission Request
High Capacity Voice Recorder Master Reels (HCVR)	Master Reel #109	9/11/2001	ORIGINAL	AT	N/A	N/A	N/A	N	
High Capacity Voice Recorder Master Reels (HCVR)	Master Reel #201	9/11/2001	ORIGINAL	AT	N/A	N/A	N/A	N	
High Capacity Voice Recorder Master Reels (HCVR)	Master Reel #306	9/11/2001	ORIGINAL	AT	N/A	N/A	N/A	N	
High Capacity Voice Recorder Master Reels (HCVR)	Master Reel #307	9/11/2001	ORIGINAL	AT	N/A	N/A	N/A	N	

DOCUMENT TYPE AND NUMBER (IF APPLICABLE)	DESCRIPTOR (SUBJECT/TITLE/ LOCAL LABEL/SECTOR/ETC.)	DATE	COPY OR ORIGINAL	AT OR AF DOCUMENT	FLIGHT IDENTIFICATION	AUTHOR(S) NAME AND TITLE	NUMBER OF PAGES	GIVEN TO 9/11 COMM.	MSC.
High Capacity Voice Recorder Master Reels (HCVR)	Master Reel #308	9/11/2001	ORIGINAL	AT	N/A	N/A	N/A	N	
High Capacity Voice Recorder Master Reels (HCVR)	Master Reel #400	9/11/2001	ORIGINAL	AT	N/A	N/A	N/A	N	
High Capacity Voice Recorder Master Reels (HCVR)	Master Reel #508	9/11/2001	ORIGINAL	AT	N/A	N/A	N/A	N	
High Capacity Voice Recorder Master Reels (HCVR)	Master Reel #509	9/11/2001	ORIGINAL	AT	N/A	N/A	N/A	N	
HOST Systems Analysis and Recording Tape (SAR)	Tape # BW0799 0000 UTC to 0041 UTC	9/11/2001	ORIGINAL	AF	N/A	N/A	N/A	N	
HOST Systems Analysis and Recording Tape (SAR)	Tape # BW0800 0041 UTC to 0122 UTC	9/11/2001	ORIGINAL	AF	N/A	N/A	N/A	N	
HOST Systems Analysis and Recording Tape (SAR)	Tape # BW0801 0122 UTC to 0205 UTC	9/11/2001	ORIGINAL	AF	N/A	N/A	N/A	N	
HOST Systems Analysis and Recording Tape (SAR)	Tape # BW0802 0205 UTC to 0253 UTC	9/11/2001	ORIGINAL	AF	N/A	N/A	N/A	N	
HOST Systems Analysis and Recording Tape (SAR)	Tape # BW0803 0253 UTC to 0356 UTC	9/11/2001	ORIGINAL	AF	N/A	N/A	N/A	N	
HOST Systems Analysis and Recording Tape (SAR)	Tape # BW0805 0356 UTC to 0439 UTC	9/11/2001	ORIGINAL	AF	N/A	N/A	N/A	N	
HOST Systems Analysis and Recording Tape (SAR)	Tape # BW0806 0807 UTC to 1041 UTC	9/11/2001	ORIGINAL	AF	N/A	N/A	N/A	N	
HOST Environmental Report (EREP)	Tape # BW0807 0000 UTC to 0438 UTC	9/11/2001	ORIGINAL	AF	N/A	N/A	N/A	N	
HOST Systems Analysis and Recording Tape (SAR)	Tape # BW0808 0840 UTC to 0907 UTC	9/11/2001	ORIGINAL	AF	N/A	N/A	N/A	N	
HOST CORE (Used by Programmers No AT Data)	Tape # BW0809 0900 UTC to 0438 UTC	9/11/2001	ORIGINAL	AF	N/A	N/A	N/A	N	
HOST CORE (Used by Programmers No AT Data)	Tape # BW0810 2321 UTC to 0000 UTC	9/11/2001	ORIGINAL	AF	N/A	N/A	N/A	N	
HOST Aircraft Management Program (AMPP: SISO & Traffic Counts)	Tape # BW0811 0400 UTC to 0438 UTC	9/11/2001	ORIGINAL	AF	N/A	N/A	N/A	N	
HOST Radar Data Analysis Tape (ORR)	Tape # BW0812 1805 UTC to 2026 UTC	9/11/2001	ORIGINAL	AF	N/A	N/A	N/A	N	
HOST Systems Analysis and Recording Tape (SAR)	Tape # BW0813 1041 UTC to 1128 UTC	9/11/2001	ORIGINAL	AF	N/A	N/A	N/A	N	
HOST Systems Analysis and Recording Tape (SAR)	Tape # BW0814 1128 UTC to 1212 UTC	9/11/2001	ORIGINAL	AF	N/A	N/A	N/A	Y	
HOST Systems Analysis and Recording Tape (SAR)	Tape # BW0815 1212 UTC to 1255 UTC	9/11/2001	ORIGINAL	AF	N/A	N/A	N/A	Y	
HOST Systems Analysis and Recording Tape (SAR)	Tape # BW0816 1255 UTC to 1345 UTC	9/11/2001	ORIGINAL	AF	N/A	N/A	N/A	Y	
HOST Systems Analysis and Recording Tape (SAR)	Tape # BW0817 1345 UTC to 1508 UTC	9/11/2001	ORIGINAL	AF	N/A	N/A	N/A	Y	
HOST Systems Analysis and Recording Tape (SAR)	Tape # BW0818 1508 UTC to 1727 UTC	9/11/2001	ORIGINAL	AF	N/A	N/A	N/A	Y	
HOST Systems Analysis and Recording Tape (SAR)	Tape # BW0819 2020 UTC to 2321 UTC	9/11/2001	ORIGINAL	AF	N/A	N/A	N/A	N	
HOST Systems Analysis and Recording Tape (SAR)	Tape # BW0820 1727 UTC to 2020 UTC	9/11/2001	ORIGINAL	AF	N/A	N/A	N/A	Y	
HOST Environmental Report (EREP)	Tape # BW0821 2321 UTC to 0000 UTC	9/11/2001	ORIGINAL	AF	N/A	N/A	N/A	N	
HOST Systems Analysis and Recording Tape (SAR)	Tape # BW0823 2321 UTC to 0000 UTC	9/11/2001	ORIGINAL	AF	N/A	N/A	N/A	N	
HOST Systems Analysis and Recording Tape (SAR)	Tape # BW0824 0000 UTC to 0300 UTC	9/12/2001	ORIGINAL	AF	N/A	N/A	N/A	N	
HOST Systems Analysis and Recording Tape (SAR)	Tape # BW0828 0300 UTC to 0828 UTC	9/12/2001	ORIGINAL	AF	N/A	N/A	N/A	N	
HOST Systems Analysis and Recording Tape (SAR)	Tape # BW0828 0842 UTC to 0400 UTC	9/11/2001	ORIGINAL	AF	N/A	N/A	N/A	N	
Email	Email re: Word File listing all sectors at ZBW and which ones had contact with AAL & UAL175 as request by the 9/11 Commission	5/18/2004	COPY	AT	AAL11/UAL175	Karen Goff, Quality Assurance Technician	8	Y	
Email	Email re: Excel Spreadsheet listing everything Boston Center has provided the 9/11 Commission	5/27/2004	COPY	AT	N/A	Karen Goff, Quality Assurance Technician	8	N	
Memorandum (Grid)	Cover Memo for Voice Cassette Tapes requested by 9/11 Commission	3/25/2004	COPY	AT	N/A	Karen Goff, Quality Assurance Technician	8	Y	

AIR TRAFFIC MANAGER'S CERTIFICATION

*Terry Biggio*  
Terry Biggio  
Acting Air Traffic Manager, Boston ARTCC

12-27-4  
Date



U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

# Route Slip

To: Joseph McGovern  
DOT - Office of Inspector General  
55 Broadway - Room 1052  
Cambridge, MA 02142

Date: January 4, 2005

Subject: 9/11 Documentation

Action: ☒ Per Your Request      ☐ Discuss with Me      ☐ Take Appropriate Action  
☐ For Your Information      ☐ For Your Approval      ☐ Please Answer  
☐ Per Our Conversation      ☐ For your Signature      ☐ Prepare Reply for:  
☐ Note and Return      ☐ Comment

Remarks:

Mr. McGovern:

Enclosed are the documents you requested pertaining to September 11, 2001.  
If you have any questions please feel free to contact me.

  
Karen Goff  
Quality Assurance Technician

Phone: 603-879-6807

FAX: 603-879-6809

106  
completed 9/11/01

**THE FOLLOWING IS A PRELIMINARY TRANSCRIPT INVOLVING AAL11**

**1208:54 46R: FDX3258 ROGER UH, FLY HEADING 180 MAINTAIN MACH 80 OR LESS**

**1209:02 FDX3258: 180 ROGER AND UH FOR THE HEADING UH IS MACH 8 OR LESS 3258.**

**1209:10 46R: FDX3601 MAINTAIN MACH 80 OR GREATER.**

**1209:12 FDX3601: MACH 80 OR GREATER FDX 3601 HEAVY.**

**1209:17 AAL11: BOSTON CENTER GOOD MORNING AAL11 WITH YOU PASSING THROUGH 190 FOR 230.**

**2019:22 46R: AAL11 BOSTON CENTER ROGER CLIMB AND MAINTAIN FL280.**

**1209:25 AAL11 280 AAL11.**

**1209:28 46R: FDX3258 YOUR RECLEARED DIRECT TO UH BARNES.**

**1209:34 FDX3258: DIRECT TO BARNES FDX3258.**

**12:09:52 46R: DAL544 CONTACT BOSTON CENTER 125.57.**

**1209:56 DAL544: 2557 FOR BOSTON DAL544 GOOD DAY.**

**1210:04 DAL1149: BOSTON DAL1149 LEVELING AT 310.**

**1210:06 46R: DAL1149 BOSTON CENTER ROGER.**

**1210:13 46R: AAL11 CLIMB MAINTAIN FL290.**

**1210:16 AAL11: 290 AAL11.**

**1210:37 46R: FDX3258 CLEARED DIRECT BIGGO.**

**1210:41 FDX3258: DIRECT BIGGO THANK YOU FDX3258.**

**1210:47 46R: FDX3258 YOUR TRAFFIC YOU'RE GOING TO BE FOLLOWING IS 12 O CLOCK AND ABOUT UH TEN MILES ALSO SOUTHBOUND WITH COMPANY COMPANY JET.**

**1210:54 FDX3258: UH WHERE'S THAT TRAFFIC SIR.**



1210:56 46R: 12 O CLOCK AND ABOUT TEN MILES SAME DIRECTION  
ALSO AT 350 COMPANY.

1211:01 FDX3258: OK THANKS.

1211:27 46R: FDX3601 CONTACT BOSTON CENTER 125.57.

1211:34 FDX3601: 2557 FDX3601 HEAVY.

1211:58 46R: AAL11 YOUR TRAFFIC IS AT UH 2 O CLOCK 20 MILES  
SOUTHWEST BOUND MD80 310.

1212:04 AAL11: AAL11 ROGER.

1212:16 46R: FDX3258 YOU'RE CLEARED DIRECT SPARTA.

1212:19 FDX3258: DIRECT SPARTA FDX3258 HEAVY.

1213:02 46R: FDX3258 CONTACT BOSTON CENTER 125.57.

1213:07 FDX3258: 12557 THANK YOU FDX3258.

1213:08 46R: GOOD DAY

1213:29 46R: AAL11 TURN 20 DEGREES RIGHT.

1213:31 AAL11: 20 RIGHT AAL11.

1213:47 46R: AAL11 NOW CLIMB MAINTAIN FL350.

1213:57 46R: AAL11 CLIMB MAINTAIN FL350.

1214:08 46R: AAL11 BOSTON.

1214:19 46R: ER 7ML HOW DO YOU HEAR.

1214:20 N7ML: ML HAS YOU LOUD AND CLEAR.

1214:23 46R: AAL11 BOSTON.

1214:33 46R: AAL ONE ONE AH THE AMERICAN ON THE FREQUENCY  
HOW DO YOU HEAR ME.

1214:45

38R: THIS IS UH ATHENS.

46R: THIS IS BOSTON I TURNED AMERICAN 20 LEFT AND I WAS GOING TO CLIMB HIM HE WILL NOT RESPOND TO ME NOW AT ALL

38R: LOOKS LIKE HE'S TURNING RIGHT.

46R: YEA I TURNED HIM 20 RIGHT

38R: OH, OK

46R: AND HE'S ONLY GOING TO UM I THINK 29.

38R: OK.

46R: UNREADABLE

38R: SURE THAT'S FINE.

46R: EH BUT I'M NOT TALKING TO HIM.

38R: HE WON'T ANSWER YOU, HE'S NORDO ROGER THANKS.

1215:02

1215:07 46R : N7ML DESCEND AT PILOTS DISCRETION MAINTAIN FL240.

1215:11 N7ML: PDM 240 WE'LL BEGIN DOWN (UNREADABLE)7ML.

1215:13 46R: AAL11 BOSTON.

1215:22 46R: AAL11 IF YOU HEAR BOSTON CENTER IDENT.

1215:37 COA683: BOSTON COA683 IS FLIGHT LEVEL 210 CLIMB 230.

1215:41 46R: COA683 BOSTON CENTER ROGER CLIMB MAINTAIN FL310.

1215:45 COA683: CLIMB MAINTAIN FL310.

1215:49 46R: AAL11 IF YOU HEAR BOSTON CENTER IDENT PLEASE OR ACKNOWLEDGE.

1216:32 46R: AAL11 IF YOU HEAR BOSTON CENTER RE CONTACT BOSTON CENTER ON 127.82 THAT'S AAL11 12782.

1217:05 46R: AAL11 AAL ONE ONE BOSTON.

1217:19 46R: DAL1149 CONTACT BOSTON CENTER 125.57.

1217:23 DAL1149: 1149 2557 GOOD DAY.

1217:56 46R: AAL11 IF YOU HEAR BOSTON CENTER IDENT PLEASE.

1218:01 FLEX JET: BOSTON CENTER FLEX JET 420 CHECKING IN  
PASSING 18 FOR 230.

1218:04 46R: FLEX JET 420 BOSTON CENTER ROGER CLIMB MAINTAIN  
FL240.

1218:12 :FLEX420: CLIMBING TO 240 FLEX JET 420.

1218:31 46R: 7ML CONTACT BOSTON CENTER 128.2.

1218:36 N7ML: 28 POINT 2 07ML THANKS.

1218:56 46R: AAL11 BOSTON.

1220:07 46R: AAL11 AAL ONE ONE HOW DO YOU HEAR THE CENTER.

1220:29

46R: THIS IS UH BOSTON.

RADAR CONTROLLER: POINT OUT NWA157

46R: NWA157 IS POINT OUT APPROVED.

RADAR CONTROLLER; THANK YOU RT

1221:46 46R: FLEX JET 420 SAY AIR SPEED

1221:49 FLEX420: AH INCREASING AIRSPEED NOW PASSING THROUGH  
POINT AH 68.

1221:52 46R: ROGER INDICATED

1221:57 FLEX420: 290.

1221:59 46R: FLEX420 MAINTAIN AH WHAT ARE YOU GOING TO  
INCREASE TO.

1222:02 FLEX420: 320.

1222:03 46R: THANK YOU.

5 of 6

1222:06 46R: COA683 CONTACT BOSTON CENTER 125.57.  
1222:09 COA683: 2557 COA683 SEE YA.  
1222:13 DAL351 DAL351 LEAVING 15.4 FOR 230.  
1222:20 46R: DAL351 BOSTON UH CENTER ROGER CLIMB MAINTAIN  
FL350.  
1222:23 DAL351: CLIMBING NOW TO 350 DAL351.  
1222:27 46R: AAL11 BOSTON.  
1223:01 UAL175: BOSTON MORNING UAL175 OUT OF 19 FOR 230.  
1223:06 46R: UAL175 BOSTON UH CENTER ROGER.  
1224:32 46R: IS THAT AAL11 TRYING TO CALL.  
1224:38 UNKNOWN: (UNREADABLE) WE HAVE SOME PLANES JUST  
STAY QUIET AND YOU'LL BE OK WE ARE RETURNING TO THE AIRPORT.  
1224:46 46R: AND UH WHO'S TRYING TO CALL ME HERE.  
1224:53 46R: AAL11 ARE YOU TRYING TO CALL.  
1224:57 UNKNOWN: NOBODY MOVE EVERYTHING WILL BE OK IF YOU  
TRY TO MAKE ANY MOVES YOU'LL ENDANGER YOURSELF AND THE  
AIRPLANE JUST STAY QUIET.  
1226:03 46R: DAL351 BOSTON CENTER ON 125.57  
1226:08 DAL351: 2557 DAL351.  
1226:21 46R: FLEX JET 420 BOSTON CENTER 125.57.  
1226:24 FLEX420: 12557 FLEX JET 420 SO LONG.  
1227:20 46R: UAL175 CONTACT THE UM BOSTON CENTER ON 133.42.  
1227:27 UAL175: OK 3342 UAL175 SO LONG.  
1229:08  
RADAR CONTROLLER: HELLO  
46R: GO A HEAD

6 of 6

RADAR CONTROLLER: YA POINT OUT THERE NORTHWEST OF BRADLEY  
BTA4042 BE A FEW MINUTES SO I CAN GET EM DOWN

46R : POINT OUT APPROVED

RADAR CONTROLLER: W E  
1229:13

1233:59 UNKNOWN NOBODY MOVE PLEASE, WE ARE GOING BACK TO  
THE AIRPORT, DON'T TRY TO MAKE ANY STUPID MOVES



U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

# Memorandum

AAL11

Subject: **INFORMATION: PRELIMINARY Partial  
Transcript; Aircraft Accident; AAL11; New York,  
NY; September 11, 2001**

Date: **September 15, 2001**

Reply To  
Attn of:

From: **Boston ARTCC**

To: **Investigations Division, AAT-200**

This transcription covers the Boston ARTCC Boston TMU Severe Weather Position for the time period from September 11, 2001, 1227 UTC to September 11, 2001, 1250 UTC.

## Agencies Making Transmissions

Command Center East Position  
Boston ARTCC TMU Severe Weather Position  
Cleveland ARTCC TMU  
New York ARTCC TMU  
Cape Approach Control Position  
Cape Approach Supervisor Position  
New York TRACON TMU

## Abbreviations

CCEAST  
ZBWTMU  
ZOBTMU  
ZNYTMU  
CAPE1  
CAPE2  
N90

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject aircraft accident involving AAL11:

Rusty Baird  
Support Specialist, Quality Assurance  
Boston ARTCC

1227

1227:50      CCEAST      command center east tony

1227:53      ZBWTMU      hi tony uh good morning uh boston center i got a situation here  
with american one one american eleven--boston departure to  
uh uh i a x--we believe it's a uh possible hijack situation

1228:08	CCEAST	okay tell me more
1228:10	ZBWTMU	okay uh he departed boston uh we lost radio communications with him and we lost uh his transponder and they believe that they heard in the background something a threat—and right now
1228:24	CCEAST	what was that a threat you said
1228:26	ZBWTMU	a threat—and right now the uh aircraft is is just west of albany going southbound
1228:34	CCEAST	okay i see him
1228:35	ZBWTMU	and he's at
1228:36	CCEAST	nobody's talkin to him right
1228:37	ZBWTMU	nobody's talking to him right at this time correct
1228:43	CCEAST	okay anything i can do to help you right now
1228:45	ZBWTMU	and nope i mean uh just at the time we have no idea where this aircraft is going maybe a head up heads up to new york center
1228:52	CCEAST	okay uh well probably some caution might be good if we uh call up cleveland and new york and at least let them know just in case this guy starts heading there way they'll have a heads up on it
1229:00	ZBWTMU	right

1229:01 CCEAST okay lets do that

1229:21 ZNYTMU new york center

1229:23 ZBWTMU hi new york boston standby---waitin for cleveland

1229:33 ZOBTMU cleveland

1229:34 ZBWTMU hi cleveland new york boston uh i got a little situation with american one one american eleven---he is a uh seventy sixty seven departed boston going to l a x---uh we don't know where the aircraft is going he uh in uh originally going to l a x was uh going westbound we lost him off frequency and lost his transponder and now the aircraft is uh just west of albany heading due south

1230:00 ZNYTMU oh my goodness---okay---we had do we have uh the data block on him uh who's got the uh

1230:06 ZBWTMU yeah we we uh it's a primary target presently and uh its heading southwestbound

1230:11 ZNYTMU okay uh

1230:13 ZBWTMU no altitude encoding right now

1230:14 ZNYTMU i'll i'll advise the area

1230:17 ZBWTMU last altitude uh observed was uh flight level two niner zero

1230:20 ZNYTMU twenty nine southbound



1230:22 ZBWTMU heading southwestbound he's like towards uh hancock uh---  
right at right around there---he's uh southwest of albany by one  
five miles

1230:33 ZOBTMU you have no idea where he's going

1230:35 ZBWTMU no idea sir

1230:36 ZOBTMU alrighty

1230:37 CCEAST you can tag him on the uh t s d i i you should pick him up

1230:39 ZOBTMU primary only

1230:40 ZBWTMU primary only

1230:41 ZOBTMU okay

1230:42 ZBWTMU okay

1230:43 ZOBTMU that's good thank you  
1231  
1232  
1233  
1234

1234:32 CAPE1 cape tracon

1234:33 ZBWTMU yea hi uh are you uh able to able to talk to otis on this line

1234:41 CAPE1 umm i not sure but if i need if you need to get in touch with them  
i can uh

1234:45 ZBWTMU yea i got a little situation here

1234:46 CAPE1 seven line i think there on the seven line

1234:48 ZBWTMU i have a little situation with a uh american eleven

1234:50 CAPE1 what

1234:52 ZBWTMU i have a situation with american eleven

1234:54 CAPE1 you want to talk to otis tower

1234:56 ZBWTMU i want to talk to otis tra i need to scramble some uh fighters

1234:58 CAPE1 alright well hold on a second let me give you the sup—hey timmy pick up on the forty one something about a scramble i don't know

1235:10 CAPE2 cape approach

1235:11 ZBWTMU hi cape uh dan bueno calling from boston center

1235:13 CAPE2 yes

1235:14 ZBWTMU i have a situation with american eleven possible hijack

1235:17 CAPE2 american eleven

1235:18 ZBWTMU yes sir departed boston going to l a x right now he's south of albany i'd like to scramble some fighters to go tail him

1235:24 CAPE2 uh okay well we'll talk to otis here

1235:27 ZBWTMU okay and uh just put ah flight uh if he wants just depart and uh we'll flight plan in for him and uh we'll aim him towards uh hampton direct

1235:35 CAPE2 okay i'll talk to these guys over here and see what we can do

1235:37 ZBWTMU okay

1235:38 CAPE2 and right now he's on the ground at albany

1235:40 ZBWTMU uh no no no no he's uh right now

1235:42 CAPE2 he's airborne

1235:43 ZBWTMU he's eh airborne about forty south of albany primary only

1235:48 CAPE2 uh okay---i'll talk to em right now and who's this here

1235:52 ZBWTMU dan dan bueno from boston center t m u

1235:54 CAPE2 dan at t m u okay

1235:56 ZBWTMU great

1235:57 CAPE2 alright t j

1235:58 ZBWTMU thanks

1236

1237

1238

1239

1240

1240:02 CCEAST command center east tony

1240:03 ZBWTMU hi tony ah command center here I mean um boston center here  
can I get new york tracon

1240:08 CCEAST you bet

1240:12 CCEAST still nothing with the ah hijak

1240:13 ZBWTMU yes with american eleven

1240:15 CCEAST say it again

1240:16 ZBWTMU ah reference american eleven

1240:18 CCEAST have you any contact with him yet

1240:20 ZBWTMU ahh nope no contact but it is a confirmed ahh hijak though

1240:23 CCEAST i

1240:25 ZBWTMU hey tracon hi boston center ahh good morning american eleven  
ahh seven sixty seven possible hijak

1240:34 N90 ok american eleven a seven seven five and ahh

1240:36 ZBWTMU seven six

1240:38 N90 where's he landing

1240:39 ZBWTMU ahh right now we don't have any idea but ah he was to the northwest of albany and now he's ahh out by sparta loosing speed very rapidly we believe he's a primary only and ahh we believe he's in the descent that's why he's ah he's slowin down

1241:00 N90 i'm just trying to ahh and he's around the sparta area now you say

1241:03 ZBWTMU yeah he's around the sparta area right now

1241:05 N90 wow I just don't see anything ahh

1241:07 ZBWTMU yeah it's a primary target right now

1241:09 N90 yeah i'm looking pretty hard for any kinda primary target it we still should be able to see it and I don't see ahh

1241:15 CCEAST I do have something on the t s d if it gives ya an idea of which way he's headin

1241:19 N90 yeah i'm just lookin at the real raw radar here and I just don't see ahh I just don't see anything out there ill start ill let the area know to start lookin for it but

1241:28 ZBWTMU we just have any idea what altitude last altitude we had ahh was flight level two niner zero but ahh his ahh speed has diminished quite a bit

1241:36 N90 ok

1241:37 ZBWTMU so we believe he might be in a descent

1241:39 N90 ok all righty i'll i'll pass it along to the sector

1241:41 ZBWTMU alright just be careful

1241:42 N90 understand

1241:43 ZBWTMU check

1241:44 CCEAST hey boston

1241:45 ZBWTMU yes

1241:46 CCEAST you said you confirmed the hijak howd you ahh

1241:48 ZBWTMU well the ahh what has ahh happened is the pilot has kept the ah  
mike keyed while the ahh persons in the ahh the cockpit stuff  
like that

1242:00 CCEAST ok and what are you hearing

1242:02 ZBWTMU ahh the threat you know I don't really know what their hearing  
but that the sup came down and confirmed the ahh that it is the  
hijak

1242:13 CCEAST ok if you learn of anything else please give us a call so we can  
help you out as best we can does new york know about this guy  
heading ahh

1242:17 ZBWTMU new york knows cleveland knows ahh maybe washington will be next were going to scramble some fighters to tail him

1242:25 CCEAST ok coming out of otis

1242:26 ZBWTMU yes

1242:28 CCEAST ok i'll i'll take care of the coordination with washington ah center ill advise them of whats goin on

1242:33 ZBWTMU thank you

1243  
1243:08 ZBWTMU tmu

1243:09 CAPE2 yeah it's cape tracon here is dan there

1243:11 ZBWTMU that's me

1243:12 CAPE2 hey ah we just i just talked to otis here and they said they needed a ah needs authorization

1243:16 ZBWTMU were ah working with needs to see if ah they should be calling you now

1243:20 CAPE2 ok just to let you know ok we got ah call on a panta p a n t a papa alpha november tango alpha four five and four six flight of two thell be airborne soon

1243:30 ZBWTMU great thank you

1243:32 CAPE2 alright t j

1244:36 ZBWTMU cape tracon ahh t m u on the forty one

1244:40 CAPE2 cape tracons on

1244:41 ZBWTMU you said panta four six

1244:42 CAPE2 four five or four six and er four six yeah

1244:43 ZBWTMU ok got it

1244:45 CAPE2 alright t j  
1245

End of Transcript





U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

# Memorandum

ZBW-ARTCC-148  
AAL11

Subject: INFORMATION: PRELIMINARY Partial  
Transcript; Aircraft Accident; AAL11; New York,  
NY; September 11, 2001

Date: September 20, 2001

Reply To  
Attn of:

From: Boston ARTCC

To: Investigations Division, AAT-200

This transcription covers the Boston ARTCC Bosox Sector, Sector 47, Radar Position for the time period from September 11, 2001, 1200 UTC to September 11, 2001, 1214 UTC.

Agencies Making Transmissions

American Airlines Inc. Flight 11  
Boston ARTCC Bosox Sector Radar Position

Abbreviations

AAL11  
47R

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject aircraft accident involving AAL11:

Rusty Bard  
Support Specialist, Quality Assurance  
Boston ARTCC

1200

1201

1202

1203

1204

1205

1205:32      AAL11

boston center good morning american eleven with you passing  
through one one thousand for one four thousand

1205:36      47R

american eleven boston center good morning climb maintain  
flight level two three zero proceed direct chester

ZBW-ARTCC-148

AAL11

Page 2 of 2

1205:41 AAL11 two three zero direct chester american eleven

1206

1207

1208

1208:47 47R american eleven contact boston center one two seven point  
eight two

1208:50 AAL11 twenty seven eighty two so long american eleven

1209

1210

1211

1213

1214

End of Transcript

ZBW-ARTCC-148  
AAL11

**AAL11**  
**Sept 11, 01**  
**1200:52-1220:48 UTC**

OBOS

PUT

OPYD

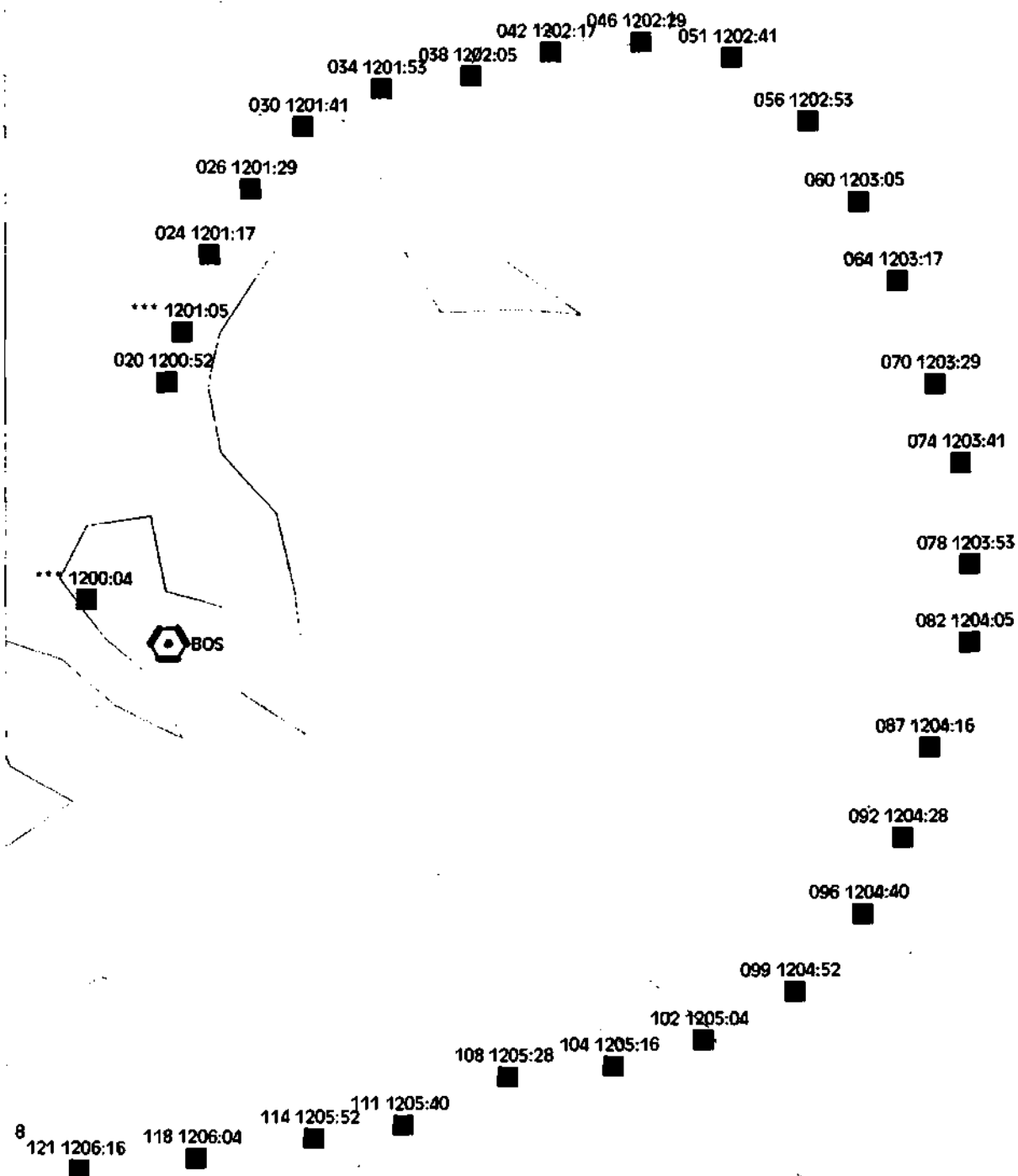
HTO

1:1,305,441 (17.90nm per inch) Radar ViewPoint(tm) by Airways Technology, Inc.

9/11/01

4

27



1:106,318 (1.46nm per inch) Radar ViewPoint(tm) by Airways Technology, Inc.

161 1208:16 157 1208:04 153 1207:52 148 1207:40 143 1207:28 139 1207:16 134 1207:04 130 1206:52 127 1206:40 125 1206:28 121 1206:16

1:100,888 (1.38nm per inch) Radar ViewPoint(tm) by Airways Technology, Inc.

200 1210:04 195 1209:52 190 1209:40 188 1209:28 185 1209:16 179 1209:04 175 1208:52 170 1208:40 165 1208:28 161 1208:16 15

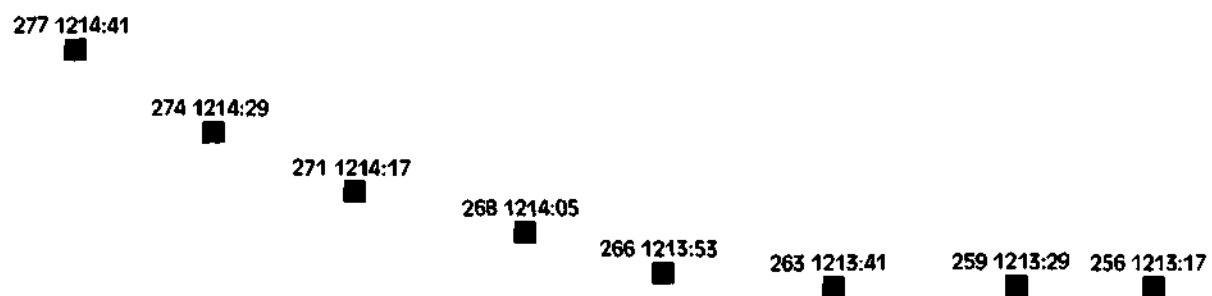
1:100,888 (1.38nm per inch) Radar ViewPoint(tm) by Airways Technology, Inc.

1211:52 ■ \*\*\* 1211:40 ■ 225 1211:28 ■ 221 1211:16 ■ 218 1211:04 ■ 214 1210:52 ■ 211 1210:40 ■ 207 1210:28 ■ 204 1210:16 ■ 200 1210:04 ■ 19

1:100,888 (1.38nm per inch) Radar ViewPoint(tm) by Airways Technology, Inc.

259 1213:29 256 1213:17 254 1213:05 251 1212:53 247 1212:41 244 1212:29 240 1212:16 237 1212:05 \*\*\* 1211:52 \*\*\* 121





1:117,175 (1.61nm per inch) Radar ViewPoint(tm) by Airways Technology, Inc.

215:41

287 1215:29

284 1215:17

281 1215:05

279 1214:53

277 1214:41

274 1214:29

271 1214:



1:100,888 (1.38nm per inch) Radar ViewPoint(tm) by Airways Technology, Inc.

89 1216:53



288 1216:41



289 1216:29



289 1216:17



289 1216:05



289 1215:53



289 1215:41



287



1:100,888 (1.38nm per inch) Radar ViewPoint(tm) by Airways Technology, Inc.

289 1217:52

289 1217:41

289 1217:29

289 1217:17

289 1217:05

289 1216:53

288 1216:41

1:100,888 (1.38nm per inch) Radar ViewPoint(tm) by Airways Technology, Inc.

289 1218:51



289 1218:40



289 1218:16



289 1218:04



289 1217:52



1:100,898 (1.38nm per inch) Radar ViewPoint(tm) by Airways Technology, Inc.

1220:01



289 1219:49



289 1219:37



289 1219:25



289 1219:14



289 1218:51



289

1:100,888 (1.38nm per inch) Radar ViewPoint(tm) by Airways Technology, Inc.

289 1220:48



289 1220:36



289 1220:24



289 1220:12



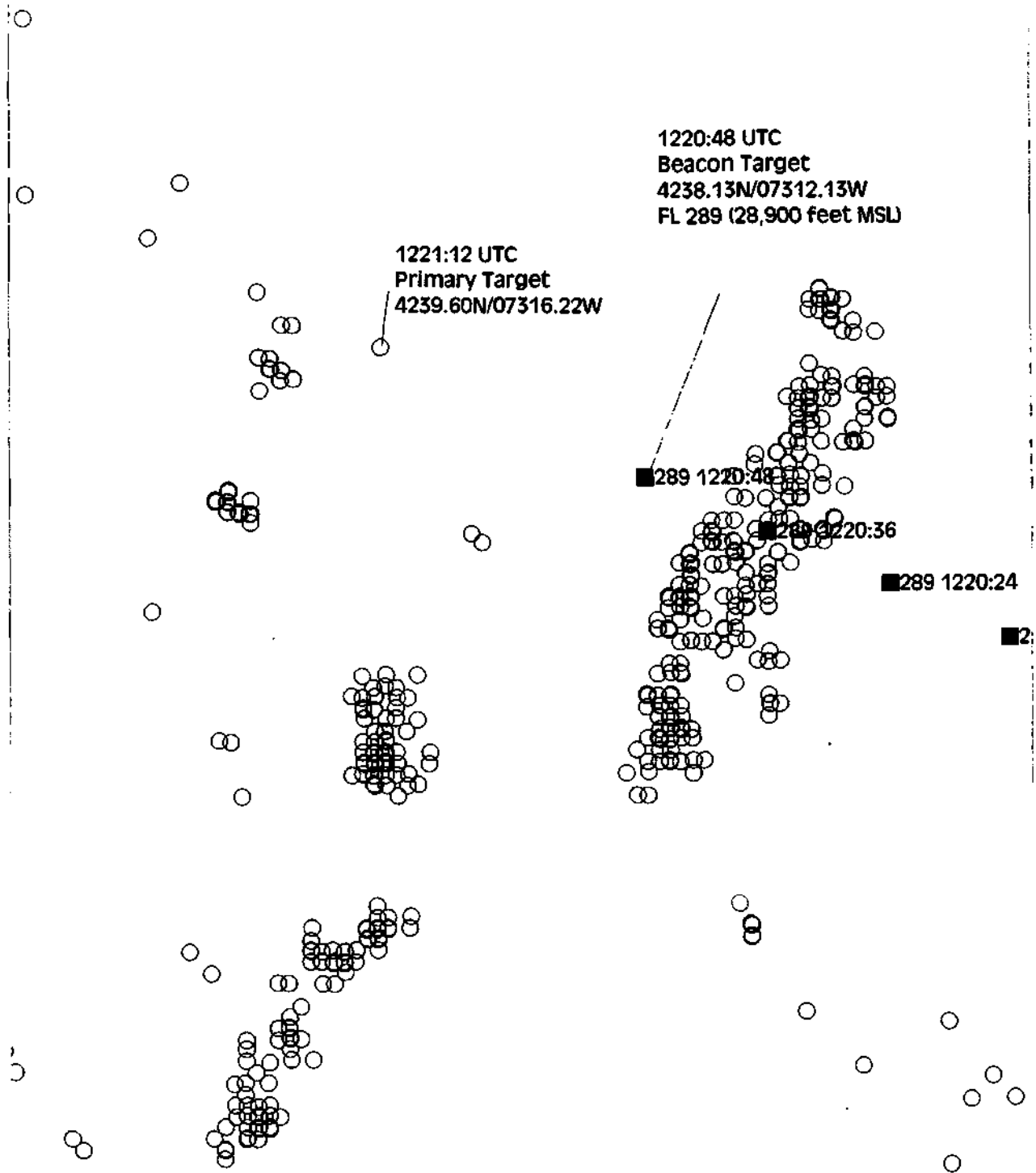
289 1220:01



289 1219:49



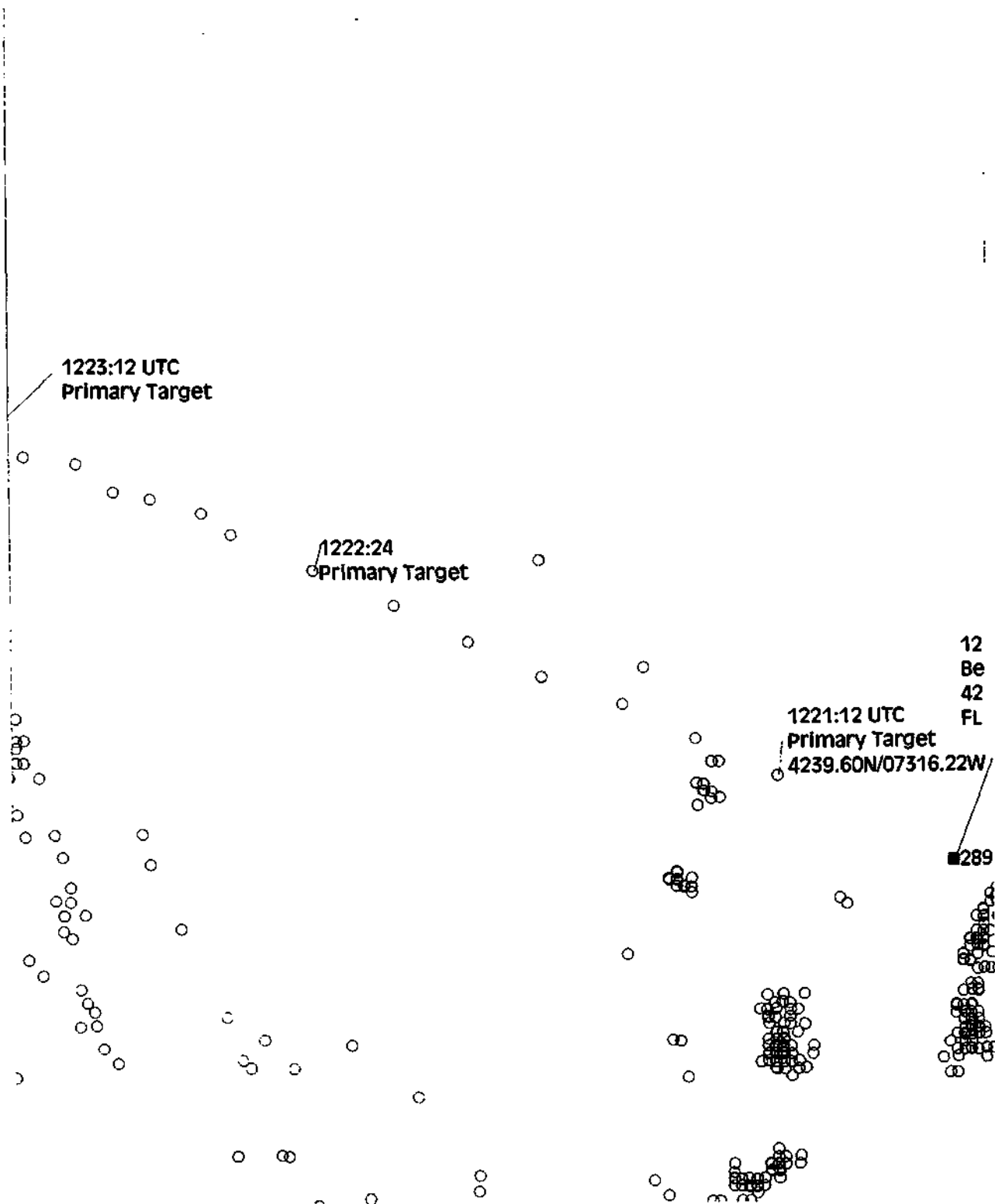
1:100,888 (1.38nm per inch) Radar ViewPoint(tm) by Airways Technology, Inc.



1:120,593 (1.65nm per inch) Radar ViewPoint(tm) by Airways Technology, Inc.



AAL11, (RF) 9/17/01  
Sept 8, 01  
Primary Targets  
1221:12 - 1234:32 UTC



1223:12 UTC  
Primary Target

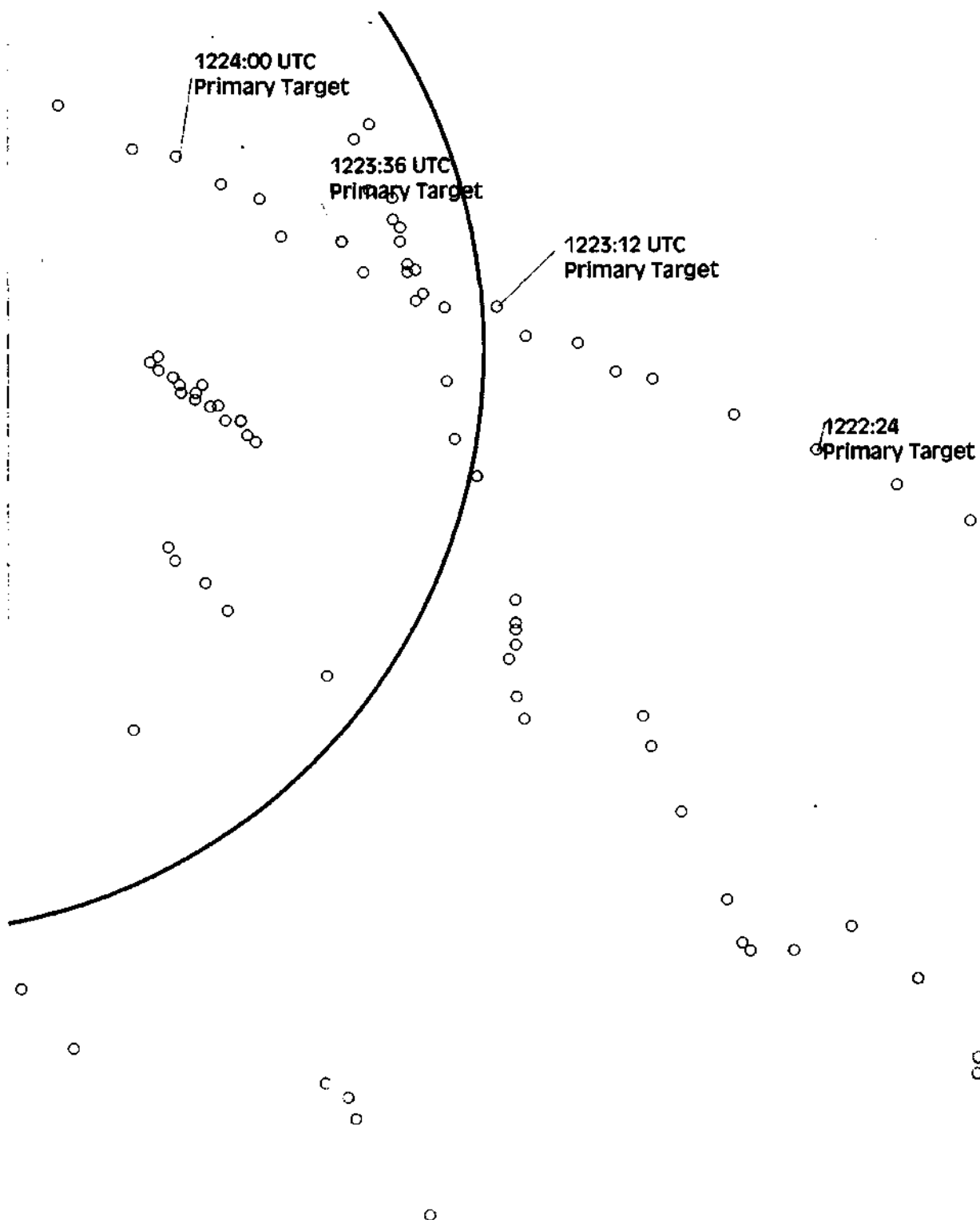
1222:24  
Primary Target

1221:12 UTC  
Primary Target  
4239.60N/07316.22W

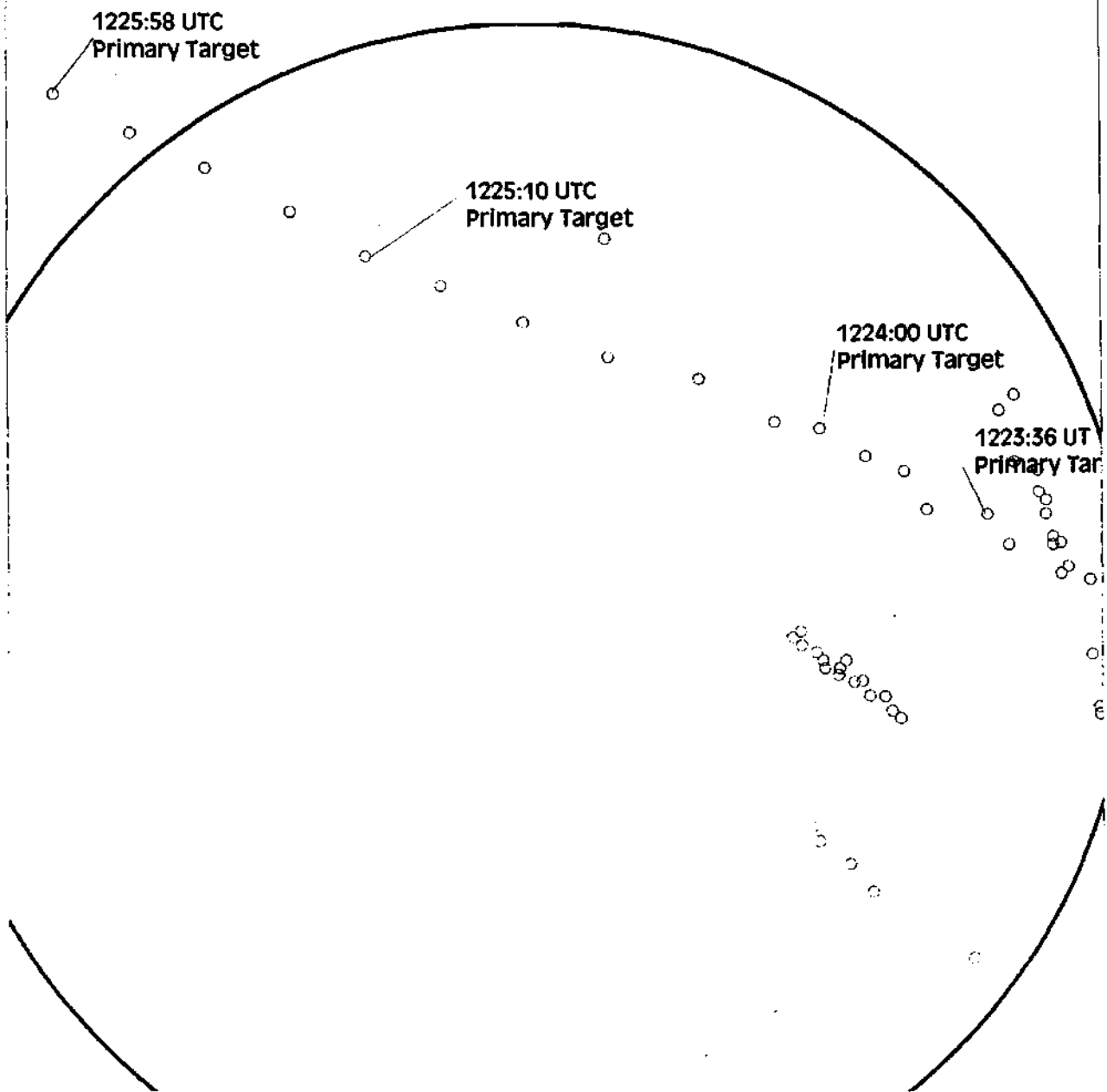
12  
Be  
42  
FL

■289

1:173,999 (2.59nm per inch) Radar ViewPoint(tm) by Airways Technology, Inc.



1:177,809 (2.44nm per inch) Radar ViewPoint(tm) by Airways Technology, Inc.



1:189,280 (2.60nm per inch) Radar ViewPoint(tm) by Airways Technology, Inc.

1226:59 UTC  
Primary Target  
4255.30N/07407.98W

1226:46 UTC  
Primary Target

1226:34 UTC  
Primary Target  
4255.58N/07404.32W

1225:58 UTC  
Primary Target

1227:58 UTC  
Primary Target

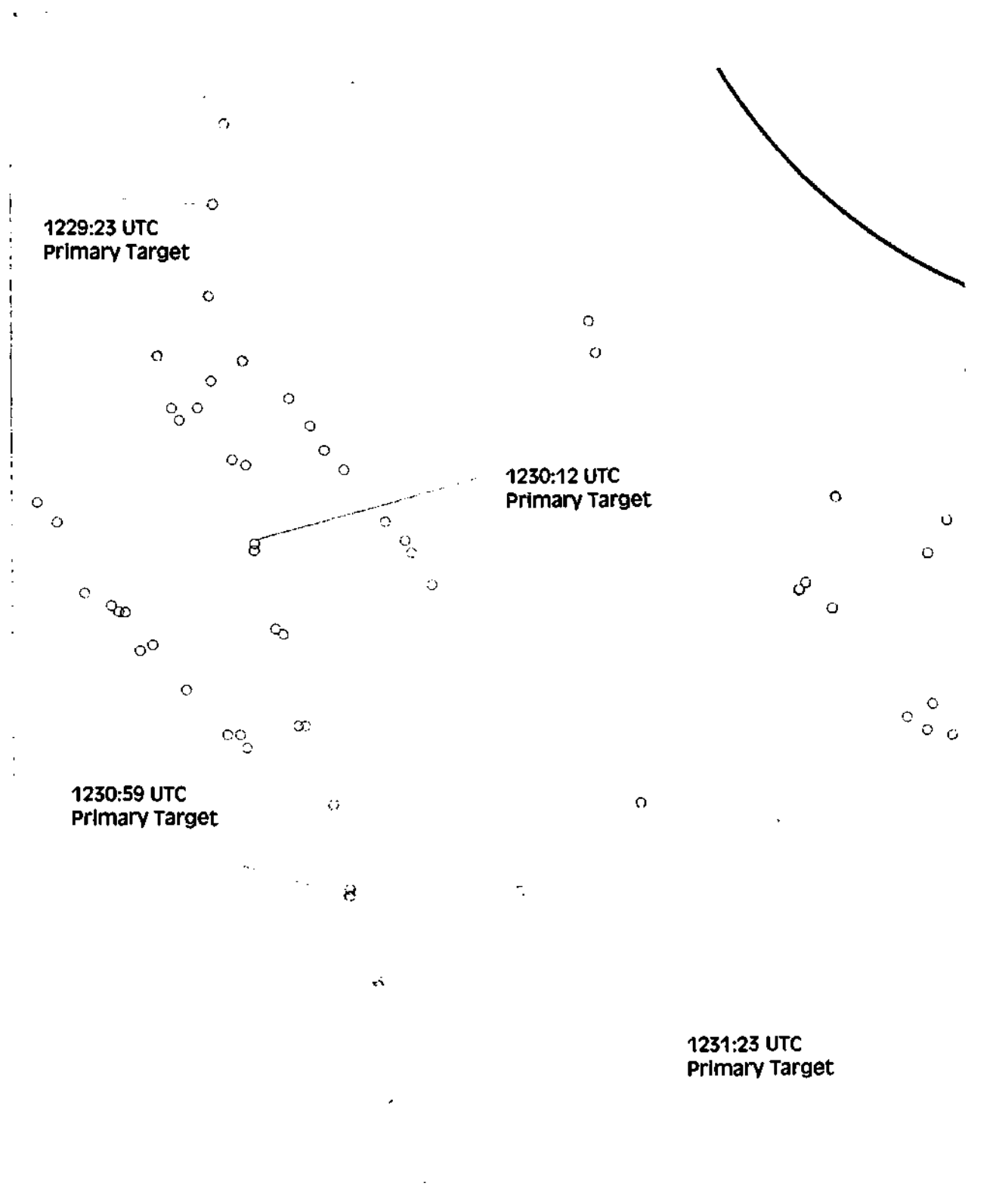
1:189,280 (2.60nm per inch) Radar ViewPoint(tm) by Airways Technology, Inc.

1227:58 UTC  
Primary Target

1228:35 UTC  
Primary Target

1229:23 UTC  
Primary Target

1:189,280 (2.60nm per inch) Radar ViewPoint(tm) by Airways Technology, Inc.



A radar plot showing target movement over time. The plot features a grid of small circles representing targets. A curved line in the upper right corner indicates a boundary or limit. A line connects two specific target positions, labeled with timestamps. Other targets are scattered across the plot area.

**1229:23 UTC  
Primary Target**

**1230:12 UTC  
Primary Target**

**1230:59 UTC  
Primary Target**

**1231:23 UTC  
Primary Target**

1:189,280 (2.60nm per inch) Radar ViewPoint(tm) by Airways Technology, Inc.

1231:51 UTC  
Primary Target  
4217.40N/07407.12W

1231:23 UTC  
Primary Target

1233:00 UTC  
Primary Target  
4207.85N/07402.83W

1233:37 UTC  
Primary Target  
4202.63N/07400.33W

1:189,280 (2.60nm per inch) Radar ViewPoint(tm) by Airways Technology, Inc.



1233:00 UTC  
Primary Target  
4207.85N/07402.83W

1233:37 UTC  
Primary Target  
4202.63N/07400.33W

1234:32 UTC  
Primary Target  
4155.55N/07356.67W

1:189,280 (2.60nm per Inch) Radar ViewPoint(tm) by Airways Technology, Inc.

FILE: AAL11 11SEP01 A1 VM/ESA V2.4.0 Host Computer System

ZBW-ARTCC-148

AAL11

ZBW ARTCC - DOW DINDX SEP 11, 2001  
RDP TRACK REPORT FOR AIRCRAFT AAL11

	ENTRY		EXIT		MEANS		DAT		AC		FP		FLIGHT PLAN	
	TIME	TIME	TIME	TIME	MEANS	MEANS	DATE	TIME	TYPE	TYPE	TYPE	TYPE	TO	FL
1	47	1205	1208	1208	START	TO-545	A/C	8762	DEPT	805	TO	LAX	TO	FL 350
0	46	1208	1213	1213	FM-547	TO-538	A/C	8762	DEPT	805	TO	LAX	TO	FL 350
	38	1213	1226	1226	FM-545	TO-509	A/C	8762	DEPT	805	TO	LAX	TO	FL 350
	09	1226	1227	1227	FM-538	TO-538	A/C	8762	DEPT	805	TO	LAX	TO	FL 350
	38	1227	1233	1233	FM-509	TO-520	A/C	8762	DEPT	805	TO	LAX	TO	FL 350
	20	1233	1259	1259	FM-538	DROP	A/C	8762	DEPT	805	TO	LAX	TO	FL 350

E2 TMU ADVSY REQUEST ELT REPORTS ON FREQ 121.5  
CMK DIAL TMU AT 02 WITH RPTS ZBWTMU101215ZWD

ZBW-ARTCC-148  
AAL11

E2 TMU ADVS..GROUND STOP ALL DEPTS VIA CMK AND SAX ....AIRBORNE  
HOLDING.....ZBWTMU111258ZXX

E2 TMU ADVS..GROUND STOP ALL DEPTS.....ZBWTMU111304ZXX

E2 TMU ADVS...GROUND STOP ALL AIRCRAFT IFR OR VFR EVERYTHING UNTIL  
UFA ....NO EXCEPTIONS....ZBWTMU111327OP

E2 TMU ADVS..ALL MILITARY AIRCRAFT....IN TRAINING... VERIFY IN  
TRAINING.... MUST RETURN TO BASE AS SOON AS POSSIBLE....  
ZBWTMU111338OP

2 TMU ADVS..ALL AIRBORNE AIRCRAFT...PLEASE ASK AIRCRAFT TO LAND AS  
SOON AS POSSIBLE....GET EVERYBODY ON THE GROUND ASAP.....SOLICIT  
IVERTS....ZBWTMU111349ZXX

6

E3 ZBW IS ATC ZERO....ZBWOM111448MJ

E3 ALL REQUEST FOR MEDICAL EMERGENCY MILITARY LAW ENFORCEMENT  
FLIGHTS IN THE CONTINENTAL US ARE TO BE MADE TO TMJ FOR COORDINATION.  
..ZBWTM111502

E3 ZBW ADVZY.....EXPECT CALLS FROM ZBW AS WE RETURN TO OPS...  
ZBWOM111538MJ

<b>US Department of Transportation Federal Aviation Administration</b>				<b>AIRCRAFT ACCIDENT/INCIDENT PRELIMINARY NOTICE</b>			
FROM (Office of origin)			TO		DATE (GMT)	TIME (GMT)	
CODE	(First words of text) <b>AIRCRAFT ACCIDENT/INCIDENT PRELIMINARY NOTICE—Part 1</b>						
<b>A</b>	1 INFORMATION FROM <b>BOSTON ARTCC</b>						
<b>B</b>	1 REGISTRATION NO. <b>AAL11</b>		2 MAKE AND MODEL <b>BOEING 762</b>		3 OPERATOR OF AIRCRAFT <b>AMERICAN AIRLINES, INC</b>		
	4 TYPE OF ACTIVITY (Air taxi, instruction, pleasure, aerial appl., business, executive, sightseeing, etc.) IF KNOWN <b>COMMERCIAL</b>						
	5 BRIEF DESCRIPTION OF CIRCUMSTANCES SURROUNDING OCCURRENCE  <b>AIRCRAFT IMPACT WITH WORLD TRADE CENTER NORTH TOWER</b>						
<b>C</b>	6 WEATHER DATA						
	7 AIRCRAFT DAMAGE    A <input checked="" type="checkbox"/> DESTROYED    B <input type="checkbox"/> SUBSTANTIAL    C <input type="checkbox"/> MINOR    D <input type="checkbox"/> FIRE    E <input type="checkbox"/> NONE						
<b>C</b>	OCCUPANTS INDICATE INJURIES: FATAL SERIOUS MINOR NONE						
	1 NAME AND ADDRESS OF PILOT/INJURY <b>JOHN OGONOWSKI / FATAL DRAUT, MA</b>			2 NAMES OF CREW/INJURY <b>THOMAS MCGWINNESS / FATAL</b>		3 NO. OF PASSENGERS/INJURIES <b>81 / FATAL</b>	
<b>D</b>	1 LOCATION OF OCCURRENCE (Nearest city, town and state; give route if overdue or missing) <b>NEW YORK, NY</b>						
<b>E</b>	1 DATE AND TIME OF OCCURRENCE IN GMT <b>9/11/2001 1246 UTC</b>						
<b>F</b>	1 INFORMATION ON COVERAGE OF OCCURRENCE BY FAA, NTSB, OTHER <b>UNKNOWN</b>						
<b>G</b>	<b>FAA AIR TRAFFIC SERVICES SUMMARY OF FLIGHT HANDLING</b>						
	1A LAST DEPARTURE POINT <b>BOSTON (BOS)</b>		1B DATE AND TIME (GMT) <b>9/11/2001 1159 UTC</b>		1C INTENDED DESTINATION <b>LOS ANGELES (LAX)</b>		
	2A LAST RADIO CONTACT/POSITION AND/OR RADAR POSITION <b>1213:31 UTC / 16 MILES SOUTHWEST OF GARDNER, MA</b>						
	3A LAST ATC CONTROL CLEARANCE <b>TWENTY DEGREE RIGHT TURN</b>						
	4 FLIGHT PLAN    A <input checked="" type="checkbox"/> IFR    B <input type="checkbox"/> VFR    C <input type="checkbox"/> NONE    D <input type="checkbox"/> UNKNOWN						
	5 PILOT BRIEFING    A <input type="checkbox"/> YES    B <input type="checkbox"/> NO    C <input checked="" type="checkbox"/> UNKNOWN						
	6A OTHER						
RECEIVED AT			DELIVERED TO		TIME		
RECEIVED VIA <input type="checkbox"/> IN PERSON <input type="checkbox"/> RADIO <input type="checkbox"/> TELEPHONE			RECEIVED BY (Signature & Title)				
NOTE: Part 2 <input type="checkbox"/> ON OTHER SIDE <input type="checkbox"/> ON SEPARATE FORM <input checked="" type="checkbox"/> NOT REQUIRED							

# AIRCRAFT ACCIDENT/INCIDENT PRELIMINARY NOTICE

FROM (Office of origin)	PREPARED BY	DATE (GMT)	TIME (GMT)
-------------------------	-------------	------------	------------

**CODE** (First words of text) **AIRCRAFT ACCIDENT/INCIDENT PRELIMINARY NOTICE—Part 2**

<b>H</b>	1 REGISTRATION NO.	2 MAKE AND MODEL	3 DATE OF ACCIDENT/INCIDENT (GMT)
----------	--------------------	------------------	-----------------------------------

<b>I</b>	STATUS OF POTENTIALLY INVOLVED AIRWAY FACILITIES (CHECK <input checked="" type="checkbox"/> MARK STATUS AS INDICATED BY MONITOR OR REPORTED BY A. F. TECHNICIAN)									
	1 FACILITY TYPE	2 LOCATION/RUNWAY IDENTIFIER	3 JUST PRIOR TO OCCURRENCE		4 AT TIME OF OCCURRENCE		5 FLIGHT INSPECTION			
			A NORMAL	B ABNORMAL OR OUT OF SERVICE	A NORMAL	B ABNORMAL OR OUT OF SERVICE	CONDUCTED		SATISFACTORY	
							A YES	B NO	C YES	D NO
6 REMARKS (Explain briefly any entry above that is check marked as abnormal, or out of service)										

<b>J</b>	STATUS REPORT RECEIVED FROM PILOTS OR OTHERS				
	List below any facilities reported by pilots or other persons as either operating normally, abnormally, or out of service just prior to, at the time of, or immediately following the time of the accident				
	1 FACILITY TYPE	2 LOCATION/RUNWAY IDENTIFIER	3 IDENTIFICATION NO. OF AIRCRAFT AND NAME OF PERSON FROM WHOM REPORT WAS RECEIVED	4 STATUS REPORT (Normal, abnormal, out of service, etc.)	5 TIME OBSERVATION (GMT)
6 REMARKS (Briefly describe the nature of any reported abnormality, reason for being out of service, etc.)					

RECEIVED AT	DELIVERED TO	DATE (GMT)	TIME (GMT)
-------------	--------------	------------	------------

RECEIVED VIA <input type="checkbox"/> IN PERSON <input type="checkbox"/> RADIO <input type="checkbox"/> TELEPHONE	RECEIVED BY (Signature & Title)
--	---------------------------------

NOTE: PART 1    ☐ ON OTHER SIDE    ☐ ON SEPARATE FORM

\*\*\*\*\*  
HDSZEW ZBWDA 11/14/01 18:15:34 UTC WAS THE ORIGIN  
DEST: PR1202 FILE: 208 NAME: S1500911 AREA-ALL DIST: GAS  
REDS: 490 PRINT DATE: 11/14/01 18:15:34  
\*\*\*\*\*

009	DX	00:25	00:59	00:34	00:48
009	XL	00:59	01:15	00:16	00:59
009	SP	01:15	01:26	00:11	004:13
009	EY	01:26	01:43	00:17	002:22
009	DD	01:43	01:56	00:13	000:43
009	SP	01:56	03:39	01:43	005:56
009	BK	03:39	04:00	00:21	000:21
009	ET	04:00	11:11	01:42	001:42
009	WE	11:11	11:16	00:05	000:05
009	RC	11:16	12:16	01:00	001:11
009	FN	12:16	13:22	01:06	003:06
009	CH	13:22	14:13	00:51	002:13
009	WE	14:13	14:33	00:20	001:33
009	GG	14:33	15:39	01:06	002:00
009	CC	15:39	18:23	02:42	005:47
009	BL	18:23	18:35	00:12	000:12
009	KH	18:35	19:21	00:46	000:46
009	XL	19:21	19:26	00:05	000:05
009	BL	19:26	20:23	00:57	001:09
009	MN	20:23	21:04	00:41	000:41
009	BL	21:04	21:30	00:26	001:35
009	IB	21:30	22:03	00:33	000:33
009	DD	22:03	22:33	00:30	000:30
009	BL	22:33	22:44	00:11	001:46
009	EY	22:44	23:34	00:50	002:05
009	KH	23:34	23:44	00:10	000:56
009	SP	23:44	00:25	00:41	004:02
009	KH	00:11	00:44	00:33	001:29
009	KC	00:44	01:22	00:38	001:13
009	KH	01:22	01:40	00:18	001:47
009	NJ	01:40	01:43	00:03	000:03
009	DX	01:43	03:11	01:28	002:16
009	PN	03:11	04:00	00:49	004:14
009	WX	04:00	04:01	00:01	000:01
009	DX	04:01	04:15	00:14	000:14
009	WX	04:15	04:35	00:20	000:21
009	HV	04:35	09:23	01:49	001:49
009	PN	09:23	11:23	02:00	002:00
009	HJ	11:23	12:18	00:55	001:52
009	CC	12:18	13:24	01:06	002:59
009	MK	13:24	14:14	00:50	001:30
009	PN	14:14	14:33	00:19	003:25
009	CC	14:33	15:39	01:06	004:05
009	GG	15:39	17:17	01:38	003:38
009	LN/H	17:17	18:24	01:35	004:35
009	SP	18:24	19:12	01:55	001:55
009	EY	19:12	20:27	01:15	001:15
009	SP	20:27	21:29	01:02	002:57
009	JR	21:29	22:02	00:23	000:23
009	SP	22:02	22:26	00:24	003:21
009	KC	22:26	23:01	00:35	000:35
009	BL	23:01	23:23	00:32	002:18
009	XL	23:23	00:11	00:38	000:43
009	PH	00:11	12:05	00:32	001:03
009	ET	12:05	13:17	01:12	002:54

\*



D10	LN	05	13:17	14:29	01:12	002:17
R10	OC	02	09:38	11:31	01:53	001:53
R10	LN	05	11:31	12:36	01:05	001:05
R10	RY	04	13:36	13:31	00:55	002:43
R10	ZR	03	13:31	14:29	00:58	002:06
R10	LN	05	15:39	16:22	00:43	003:00
R10	TC	09	16:22	16:48	00:26	000:26
D22	DN	05	10:42	11:02	00:20	000:20
D22	PH	05	11:02	11:33	00:31	000:31
D22	OC	04	13:46	14:29	00:43	001:50
R22	HJ	04	09:30	10:27	00:57	000:57
R22	CH	05	10:27	10:54	00:27	000:27
R22	ZR	03	10:54	11:11	00:17	000:17
R22	RP	01	11:11	12:09	00:58	001:38
R22	WE	05	12:09	13:17	01:08	001:13
R22	RC	06	13:17	14:06	00:49	002:00
R22	ET	03	14:06	14:29	00:23	003:17
D23	RY	04	10:47	12:35	01:48	001:48
D23	PH	05	12:35	13:35	01:00	002:03
D23	SS	05	13:35	13:41	00:06	000:06
R23	RP	01	09:54	10:34	00:40	000:40
R23	OC	04	10:34	11:41	01:07	001:07
R23	CH	05	11:41	12:36	00:55	001:22
R23	MK	06	12:36	12:49	00:13	000:40
R23	RP	01	12:49	13:41	00:52	002:30
R23	SS	05	13:41	14:29	00:48	000:54
D24	EZ	05	13:54	14:13	00:19	002:18
R24	EZ	05	09:29	10:23	00:54	000:54
R24	RC	06	10:23	10:34	00:11	000:11
R24	MK	06	10:34	11:01	00:27	000:27
R24	EZ	05	11:01	12:05	01:05	001:59
R24	ZR	03	12:05	12:57	00:51	001:09
R24	HJ	04	12:57	14:13	01:16	003:08
R24	EZ	05	14:13	14:29	00:16	002:34
D36	AH	15	09:58	10:39	00:38	000:38
D36	ZJ	16	10:39	10:53	00:17	000:17
D36	CF	16	10:53	11:35	00:42	000:42
D36	ZJ	15	11:35	12:19	00:44	001:01
D36	JO	14	12:19	13:02	00:43	002:30
D36	RT	16	13:02	13:39	00:37	001:35
D36	EN	16	13:39	14:28	00:49	002:25
D36	VW	11	16:59	19:54	00:55	001:11
D36	AG	17	00:00	00:32	00:32	002:32
R36	WE	17	00:32	00:40	00:08	005:22
R36	FZ	11	00:40	00:53	00:13	001:03
R36	NO	11	00:53	01:19	00:26	003:24
R36	TJ	11	01:19	01:49	00:30	001:52
R36	PH	11	01:49	02:07	00:18	001:09
R36	FZ	11	02:07	02:25	00:18	001:25
R36	NO	15	02:25	02:27	00:02	002:58
R36	FZ	11	02:27	02:46	00:19	001:45
R36	NO	15	07:34	10:12	00:38	000:38
R36	BO	15	10:12	10:37	00:25	000:25
R36	PU	16	10:37	11:00	00:23	000:23
R36	EN	16	11:00	11:44	00:44	000:44

Date: Monday, September 17, 2001  
Time: 8:32:27 AM

Selection Detail Report

FAA

DATE	TIME	DURATION HH:MM:SS	Extension	DIALED NUMBER	LOCATION	CALL TYPE	Trunk	ACCO
09/11/01	08:28	0:01:30	6779	673-9352	MILFORD	LOCAL	19126	
09/11/01	08:29	0:00:00	6752	7812740357	LEXINGT MA	INCOM	19101	
09/11/01	08:29	0:00:36	6317	1-800-468-4647		SPCL	19127	
09/11/01	08:29	0:01:48	6729	6035295813	WEARE	INCOM	19101	
09/11/01	08:29	0:02:12	6605	7812740357	LEXINGT MA	INCOM	19102	
09/11/01	08:29	0:02:42	6812	1-781-238-7420	BURLING MA	OS-OL	12523	
09/11/01	08:30	0:00:06	6454	7702107758	JONESBO GA	INCOM	19104	
09/11/01	08:30	0:13:42	6655	781-238-7011	BURLING MA	OS-OL	12522	
09/11/01	08:31	0:00:54	6656	631-468-1402		IS-IL	12521	
09/11/01	08:31	0:00:48	6677	6034293027	MERRIMACK	INCOM	19101	
09/11/01	08:31	0:01:12	6475	504-587-9700	NEWORLE LA	OS-OL	12518	
09/11/01	08:32	0:00:36	6812	1-781-238-7921	BURLING MA	OS-OL	12523	
09/11/01	08:32	0:00:48	6317	1-800-468-4647		SPCL	19129	
09/11/01	08:32	0:01:18	6909	673-5455	MILFORD	LOCAL	19130	
09/11/01	08:32	0:03:12	6666			INCOM	19104	
09/11/01	08:33	0:00:36	6395			INCOM	19101	
09/11/01	08:33	0:00:06	6905			INCOM	12501	
09/11/01	08:33	0:00:54	6377	617-355-7114	BROOKLI MA	OS-OL	12521	
09/11/01	08:33	0:00:48	6749			INCOM	19102	
09/11/01	08:33	0:04:30	6860	888-0243	NASHUA	LOCAL	19131	
09/11/01	08:33	0:00:00	6965	5089818813	WORCEST MA	INCOM	19101	
09/11/01	08:34	0:00:06	6379	5089818813	WORCEST MA	INCOM	19101	
09/11/01	08:34	0:00:06	6409	6094856627	PLEASAN NJ	INCOM	19102	
09/11/01	08:34	2:42:42	6920	1-800-578-6939		SPCL	19132	
09/11/01	08:35	0:00:06	6722			INCOM	19101	
09/11/01	08:36	0:00:48	6656	440-774-0425	OBERLIN OH	OS-OL	12523	
09/11/01	08:36	0:00:12	6655	9252944131 Sfo ARINC	LIVERMO CA	INCOM	19101	
09/11/01	08:38	0:00:18	6811			INCOM	12501	
09/11/01	08:39	0:11:36	6868	4059549983	OKLA CI OK	INCOM	12501	
09/11/01	08:39	0:22:06	6876	484-3470	NASHUA	LOCAL	19134	
09/11/01	08:40	0:00:18	6655			INCOM	19101	
09/11/01	08:41	0:00:24	6808	6314681019		INCOM	12502	
09/11/01	08:41	0:00:24	6632			INCOM	19101	
09/11/01	08:41	0:00:24	6728			INCOM	19103	
09/11/01	08:41	2:00:36	6898	484-4638	NASHUA	LOCAL	19135	
09/11/01	08:42	0:01:00	6494			INCOM	19104	
09/11/01	08:42	0:00:06	6728			INCOM	19101	

09/11/01	08:43	0:00:12	6517	2028631917	WASHING DC	INCOM	19102
09/11/01	08:43	0:02:24	6656	6038880969	NASHUA	INCOM	19102
09/11/01	08:44	0:00:06	6675	2028631917	WASHING DC	INCOM	19103
09/11/01	08:44	0:00:48	6789			INCOM	19101
09/11/01	08:44	0:00:54	6813	893-4640	SALEM	LOCAL	19136
09/11/01	08:44	0:01:36	6933			INCOM	12502
09/11/01	08:44	0:09:18	6722	5188846642	BALLSTN NY	INCOM	19104
09/11/01	08:44	0:48:48	6658	781-238-7011	BURLING MA	OS-OL	12523
09/11/01	08:45	0:01:12	6919			INCOM	19101
09/11/01	08:46	0:00:42	6826	703-771-3491	LEESBUR VA	OS-OL	12522
09/11/01	08:46	0:01:06	6841			INCOM	12502
09/11/01	08:47	0:00:36	6655	631-468-5959		IS-IL	12522
09/11/01	08:47	0:06:06	6665	888-4122	NASHUA	LOCAL	19144
09/11/01	08:48	0:00:36	6682	6038970136	NASHUA	INCOM	19102
09/11/01	08:49	0:00:54	6729			INCOM	19101

R36	PU	16	11:44	12:25	00:41	001:04
R36	RU	16	12:25	13:14	00:47	001:33
R36	RU	15	13:14	13:47	00:35	000:42
R36	JX	15	13:49	13:52	00:03	000:55
R36	JO	14	13:52	14:15	00:23	002:53
R36	AH	15	14:15	14:28	00:13	001:33
R36	EN	15	15:36	17:10	00:34	003:59
R36	AS	17	17:10	18:00	00:50	000:50
R36	NO	11	18:00	18:58	00:58	000:58
R36	DH	11	18:58	19:09	00:11	000:11
R36	GR	11	19:09	19:23	00:14	000:14
R36	WW	17	19:23	19:41	00:18	000:18
R36	AS	17	19:41	19:54	00:13	001:37
R36	VW	11	19:54	20:20	00:26	001:37
R36	WW	17	20:20	20:25	00:06	000:24
R36	TJ	11	20:26	21:01	00:35	000:59
R36	NO	11	21:01	21:30	00:29	001:27
R36	DH	11	21:30	21:31	00:01	000:19
R36	VW	11	21:30	21:30	00:00	001:27
R36	NO	11	21:31	21:31	00:00	001:27
R36	VW	11	21:31	21:31	00:00	001:37
R36	TJ	11	21:31	21:59	00:28	002:05
R36	FZ	11	21:59	22:15	00:17	001:16
R36	GR	11	22:16	22:24	00:08	000:45
R36	VW	11	22:24	23:39	00:15	001:02
R36	VW	11	22:39	23:04	00:25	002:30
R36	WW	17	23:04	23:13	00:09	000:50
R36	NO	11	23:13	23:43	00:35	002:34
R36	DH	11	23:43	00:00	00:12	000:51
R36	RT	16	00:00	10:45	00:12	000:12
R37	KI	15	10:45	10:58	00:12	000:12
R37	KI	15	10:58	11:03	00:05	000:22
R37	XH	14	11:03	11:41	00:38	001:28
R37	KI	15	11:41	12:25	00:44	001:06
R37	OF	15	12:25	13:07	00:42	001:24
R37	RU	15	13:07	13:14	00:07	000:07
R37	KI	15	13:14	13:47	00:31	001:37
R37	KI	15	13:47	13:52	00:05	000:17
R37	XH	14	13:52	14:14	00:22	002:34
D38	SO	14	14:14	14:51	01:15	001:15
D38	ZJ	15	14:51	15:11	00:23	001:47
D38	RL	14	15:11	14:15	00:24	001:48
D38	RS	19	14:15	18:24	04:09	006:51
D38	WB	17	18:24	19:17	00:53	000:53
D38	WB	17	21:48	00:32	02:44	005:14
R38	NO	11	00:10	00:24	00:24	002:58
R38	GR	11	00:24	00:57	00:23	001:28
R38	WW	17	00:57	01:03	00:06	000:56
R38	WB	17	01:03	01:20	00:17	005:39
R38	JF	19	01:20	01:39	00:19	000:24
R38	GR	11	01:39	02:27	00:48	002:15
R38	ID	15	02:27	03:26	00:59	001:36
R38	AH	15	03:26	04:00	00:34	002:07
R38	FY	14	04:00	04:35	00:35	000:35
R38	LP	14	07:27	09:32	01:55	001:55

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BOS EOS

FILE: S1500911 AREA-ALL A1 VM/ESA V2.4.0 Host Computer System

R38	IO	15	09:32	09:45	00:13	00:13
R38	JO	14	09:45	11:32	01:47	001:47
R38	JW	12	11:32	11:53	00:25	000:25
R38	NO	15	11:53	12:49	00:51	002:18
R38	AH	15	12:49	13:31	00:42	001:20
R38	NO	15	13:31	14:09	00:39	002:56
R38	LY	16	14:09	14:21	00:12	000:47
R38	RU	16	14:21	15:35	01:14	001:54
R38	RT	17	15:35	15:43	00:08	001:44
R38	RT	16	15:43	16:49	01:06	002:50
R38	CF	16	16:49	17:34	00:45	003:10
R38	EW	16	17:34	18:09	00:35	004:24
R38	VW	11	18:09	18:25	00:15	000:15
R38	AG	17	18:25	18:59	00:24	001:24
R38	YY	16	18:59	19:17	00:18	000:18
R38	WB	17	19:17	19:41	00:24	001:17
R38	DH	11	19:41	19:48	00:07	000:18
R38	YY	16	19:48	20:22	00:34	003:52
R38	FZ	11	20:22	20:50	00:28	000:28
R38	WW	17	20:50	21:07	00:17	003:41
R38	YY	16	21:07	21:39	00:22	001:14
R38	FZ	11	21:39	21:58	00:09	003:37
R38	GR	11	21:58	22:11	00:33	000:47
R38	NO	11	22:11	23:03	00:52	001:39
R38	DH	11	22:43	23:03	00:20	000:20
R38	AG	17	23:03	23:25	00:23	002:00
R38	FZ	11	23:25	23:35	00:10	000:55
R38	TJ	11	23:35	23:42	00:06	001:22
R38	GR	11	23:42	23:45	00:03	001:05
R38	YY	16	23:45	23:53	00:08	001:22
R38	VW	11	23:53	00:10	00:17	002:47
R38	RS	11	00:00	11:01	01:01	001:01
D39	RS	19	11:01	13:05	01:23	002:24
D39	ZU	15	13:05	13:28	00:23	001:24
D39	RS	19	14:11	14:14	00:03	002:42
D39	JX	15	09:28	10:28	00:52	000:52
R39	RL	14	10:28	10:48	00:20	000:20
R39	LY	16	10:48	11:23	00:35	000:35
R39	RL	14	11:23	11:47	00:24	000:44
R39	RT	16	11:47	12:33	00:45	000:58
R39	JW	12	12:33	13:23	00:50	001:16
R39	PU	16	13:23	14:09	00:46	001:50
R39	JW	12	14:09	14:14	00:05	001:21
A52	GI	19	04:00	04:35	00:35	000:35
A52	JL	12	09:43	13:17	03:24	012:33
A52	PO	15	13:17	12:56	00:39	000:39
A52	RS	16	13:17	13:56	00:39	007:30
A52	PO	15	13:56	14:11	05:44	018:17
A52	PO	16	14:11	14:11	00:15	002:37
A52	PO	15	14:11	04:00	08:20	008:59
A52	TJ	15	19:40	20:02	00:22	002:14
A52	JF	11	20:02	20:36	00:28	000:52
A52	TJ	15	20:02	20:36	00:24	000:24
A52	JF	11	20:36	20:36	00:05	000:05

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A52	WB	17	20:30	20:35	00:05	00:44
A52	JF	11	20:35	21:20	04:45	00:37
A52	WB	17	20:35	21:40	01:13	00:30
D52	LY	14	11:57	12:34	00:37	00:24
D52	RL	14	12:34	13:04	00:30	00:14
D52	LY	14	13:04	13:34	00:32	00:56
D52	EN	14	13:34	13:39	00:03	00:36
D52	RT	14	13:41	13:42	00:01	00:26
D52	CF	14	13:42	14:28	00:46	00:10
R52	XH	14	07:33	10:23	00:50	00:50
R52	ID	15	10:23	10:47	00:24	00:37
R52	NO	15	10:47	11:36	00:49	00:27
R52	ID	15	11:36	12:21	00:45	00:21
R52	XH	14	12:21	13:05	00:44	00:12
R52	RL	14	13:05	13:15	00:10	00:24
R52	ID	15	13:15	14:07	00:22	00:13
R52	ZU	15	14:07	14:22	00:16	00:03
R52	JW	12	14:22	14:27	00:04	00:25
R52	JX	15	14:27	14:28	00:01	00:54
R52	CF	15	15:02	15:17	00:15	00:25
D51	YR	14	13:01	14:11	01:10	00:29
R31	RB	25	10:18	10:58	00:40	00:14
R31	ZP	25	10:58	11:12	00:14	00:12
R31	YR	25	11:12	11:24	00:12	00:12
R31	SJ	24	11:24	11:45	00:21	00:28
R31	GH	24	11:45	12:44	00:59	00:06
R31	SR	25	12:44	12:22	00:38	00:10
R31	GH	25	13:22	13:53	00:36	00:42
R31	RB	25	13:53	14:25	00:27	00:25
R31	BE	27	17:52	18:27	00:44	00:18
D32	SV	26	18:27	18:37	00:18	00:18
R32	AO	24	02:27	04:00	01:33	00:08
R32	AO	24	04:00	04:04	00:04	00:04
R32	SJ	24	07:40	10:30	00:50	00:50
R32	OL	24	10:30	10:59	00:29	00:29
R32	TF	24	10:59	11:35	00:36	00:22
R32	OL	24	11:35	12:17	00:42	00:11
R32	GF	24	12:17	13:00	00:43	00:43
R32	LM	23	13:00	13:24	00:24	00:24
R32	VI	25	13:24	14:02	00:39	00:21
R32	SR	25	14:02	15:28	02:25	00:35
R32	BT	25	15:28	18:27	02:09	00:09
R32	BE	27	18:27	19:18	00:41	00:25
R32	BN	27	19:18	19:29	00:11	00:04
R32	YM	27	19:29	20:12	00:43	00:43
R32	OU	22	20:12	21:21	01:09	00:09
R32	OP	27	21:21	21:22	00:01	00:05
R32	YM	27	21:22	22:08	00:46	00:29
R32	OU	22	22:08	23:12	01:04	00:12
R32	OP	27	23:12	23:49	00:37	00:42
R32	OV	27	23:49	01:42	01:53	00:23
R34	LT	24	10:17	10:35	00:18	00:19
R34	VI	25	10:35	11:09	00:34	00:34
R34	VI	25	11:09	11:49	00:40	00:39
R34	SO	25	11:49	12:50	01:01	00:01

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R34	VI	25	12:50	13:03	00:13	001:52
R34	R8	25	13:03	13:29	00:26	001:58
R34	SJ	24	13:29	14:28	00:59	002:48
R34	DL	24	14:28	15:38	01:10	002:50
D46	TV	25	12:27	12:29	00:02	001:07
R46	TV	25	10:07	10:34	00:27	000:27
R46	TV	25	10:34	11:09	00:35	000:35
R46	GB	25	11:09	11:47	00:38	001:05
R46	TV	25	11:47	12:29	00:42	000:56
R46	ZP	26	13:16	13:29	00:13	000:32
R46	MO	26	02:59	04:00	01:01	002:30
D47	YR	25	04:00	04:35	00:35	000:35
D47	DL	25	10:01	11:00	00:59	000:59
D47	VI	25	11:00	11:07	00:07	000:07
D47	GH	25	11:07	11:24	00:17	000:17
D47	SJ	24	11:29	11:36	00:07	000:19
D47	YR	25	11:36	12:28	00:52	001:32
D47	RB	25	11:36	12:28	00:09	000:09
D47	HO	24	12:37	12:37	00:21	001:49
D47	SJ	24	13:47	13:53	00:06	001:23
D47	UC	25	18:25	19:18	00:53	000:52
D47	BN	27	20:13	20:33	00:24	000:24
D47	YH	22	20:37	23:33	01:56	001:56
D47	GA	27	22:38	23:49	01:11	002:40
D47	YM	27	23:59	02:59	03:00	005:33
D47	GA	27	01:03	01:38	00:35	000:39
R47	OR	21	01:38	01:42	00:04	002:25
R47	OU	22	01:42	02:19	00:37	005:10
R47	YH	21	02:19	02:59	00:40	001:24
R47	OR	21	02:59	04:00	01:01	002:33
R47	XU	24	04:00	04:04	00:04	000:04
R47	XU	24	04:04	04:35	00:31	000:35
R47	AG	24	07:37	08:04	00:27	000:27
R47	ON	24	08:04	09:32	01:28	001:32
R47	XU	24	09:32	10:18	00:46	000:46
R47	TF	24	10:18	11:35	01:17	001:17
R47	UC	25	11:35	12:07	00:32	000:32
R47	ER	25	12:07	12:55	00:48	002:10
R47	TF	24	12:55	13:34	00:03	000:37
R47	LT	24	13:05	13:58	00:03	001:40
R47	GP	26	13:34	13:53	00:19	001:02
R47	GP	25	13:53	14:27	00:01	001:24
R47	UC	25	13:54	14:27	00:32	001:25
R47	GB	26	14:27	15:40	01:13	003:38
R47	RB	25	15:40	16:31	00:51	002:15
R47	UC	25	16:31	16:33	00:02	000:39
R47	LT	24	16:33	17:44	01:11	001:25
R47	LH	23	17:44	18:18	00:34	003:05
R47	VI	25	18:18	19:41	01:23	001:23
R47	AN	27	19:41	19:45	00:04	000:04
R47	CP	27	19:45	20:04	00:19	000:19
R47	OR	21	20:04	21:23	01:19	002:44
R47	BE	27	21:23	21:58	00:35	000:59
R47	YH	22	21:58	22:33	00:35	003:19
R47	BE	27	22:33	23:10	00:37	002:33

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R47	VM	22	23:10	23:52	00:42	00:41
R47	CU	22	23:52	01:03	01:11	00:24
D02	FM	31	10:37	11:52	01:15	00:15
D02	DB	33	13:17	14:06	00:49	00:14
D02	SA	36	14:06	18:51	04:45	00:01
R02	XO	35	10:31	11:09	00:38	00:38
R02	SU	35	11:09	11:21	00:12	00:42
R02	SA	36	11:21	11:50	00:29	00:39
R02	XO	35	11:50	12:05	00:15	00:53
R02	DB	33	12:05	12:21	00:16	00:57
R02	BA	36	12:21	13:24	01:03	00:10
R02	DO	32	13:24	18:51	05:27	00:24
D15	SB	33	14:03	14:39	00:26	00:01
R15	AU	35	12:47	13:40	00:53	00:03
R15	SU	35	13:40	14:29	00:49	00:58
D15	SU	35	03:11	04:00	00:49	00:52
D15	BI	31	07:35	09:27	02:22	00:57
D15	SU	35	09:57	10:38	00:30	00:30
D15	MD	32	10:27	11:18	00:11	00:11
D15	MD	32	10:38	11:18	00:40	00:40
D15	BA	36	11:18	11:25	00:07	00:07
D15	MD	32	11:25	12:02	00:37	00:48
D15	DO	35	12:02	13:32	01:51	00:10
D15	DO	35	14:31	18:22	03:51	00:21
D15	TF	32	18:22	19:00	00:38	00:38
D15	PM	31	19:00	19:50	00:50	00:50
D15	SK	35	19:50	21:23	01:35	00:38
D15	PM	31	21:23	21:53	00:25	00:23
D15	DA	31	21:53	02:19	04:35	00:49
R15	DA	31	01:15	02:19	01:04	00:49
R15	PM	31	02:19	02:37	00:18	00:07
R15	DB	33	02:37	03:28	00:51	00:37
R15	FJ	35	03:28	04:00	00:32	00:10
R15	BI	31	04:00	04:35	00:32	00:35
R15	FJ	35	07:34	10:12	00:25	00:35
R15	SS	33	10:12	10:35	00:32	00:23
R15	DB	35	10:35	11:19	00:41	00:41
R15	JY	35	11:19	12:00	00:44	00:44
R15	DB	32	12:00	12:17	00:51	00:57
R15	PC	36	12:17	13:08	00:51	00:51
R15	MY	33	13:08	13:51	00:43	00:42
R15	BA	36	13:51	14:35	00:42	00:52
R15	XO	35	14:35	15:35	01:02	00:42
R15	AJ	35	15:35	18:22	02:42	00:50
R15	HB	31	18:22	19:12	00:50	00:50
R15	DA	32	19:12	20:08	00:56	00:56
R15	TP	31	20:08	21:27	01:19	00:57
R15	PM	31	21:27	21:52	00:26	00:26
R15	PM	31	21:52	21:54	00:01	00:24
R15	HH	37	22:00	22:14	00:16	00:16
R15	TP	32	22:14	22:38	00:22	00:19
R15	SK	35	22:38	23:34	00:58	00:35
R15	DA	31	23:34	23:59	00:23	00:45
R15	VV	37	23:59	00:43	00:44	00:35
D18	PM	39	03:11	04:00	00:49	00:49

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D18	LO	37	10:32	12:01	01:29	001:29
D18	PH	31	12:02	12:14	00:12	001:37
D18	SU	35	12:14	12:46	00:32	001:14
D18	XD	35	12:46	13:20	00:34	001:27
D18	LO	37	14:36	15:45	01:10	003:21
D18	MD	32	15:46	19:15	03:29	004:17
D18	LO	39	19:15	03:11	07:56	011:17
R18	TP	32	00:00	00:20	00:20	002:39
R18	HH	37	00:20	00:43	00:23	000:39
R18	VV	37	00:43	01:14	00:31	003:06
R18	SK	35	01:14	01:59	00:41	003:17
R18	DZ	31	01:55	04:00	02:05	002:05
R18	EO	37	04:00	04:35	00:35	000:35
R18	ED	37	07:34	10:01	02:27	003:02
R18	MV	33	10:01	10:31	00:30	000:30
R18	SA	36	10:31	10:41	00:10	000:10
R18	DD	35	10:41	11:20	00:39	000:39
R18	SB	33	11:20	11:32	00:12	000:35
R18	MV	33	11:32	12:01	00:29	000:39
R18	LO	37	12:01	12:43	00:42	002:11
R18	SA	36	12:43	13:20	00:37	001:16
R18	XD	35	13:20	13:33	00:13	001:40
R18	DD	35	13:33	13:53	00:20	002:30
R18	PE	36	13:53	15:35	01:42	002:33
R18	XC	34	15:35	15:37	00:02	002:44
R18	XC	35	15:37	17:55	02:18	005:02
R18	VV	37	17:55	19:20	01:25	001:25
R18	BP	31	19:20	19:53	00:33	000:33
R18	TN	31	19:53	20:03	00:10	000:10
R18	PH	31	20:03	20:11	00:08	000:58
R18	VV	37	20:11	20:37	00:26	001:51
R18	TN	31	20:37	00:00	03:23	003:33
D05	GP	45	03:39	04:00	00:21	004:35
D05	PV	44	04:00	04:35	00:35	000:35
R05	ZA	46	00:14	00:19	00:05	000:05
R05	NY	41	00:19	01:01	00:42	000:42
R05	ZA	46	01:01	01:41	00:40	000:45
R05	KL	45	01:41	03:25	01:44	003:24
R05	GP	45	03:25	03:39	00:14	003:04
R05	KL	45	03:39	04:00	00:21	003:45
R05	JZ	44	04:00	04:35	00:35	000:35
R05	KY	44	07:22	09:25	02:03	002:03
R05	BR	44	09:25	10:30	01:04	001:04
R05	FX	45	10:30	10:38	00:08	000:08
R05	HK	46	10:38	11:10	00:32	000:32
R05	BR	44	11:10	11:53	00:43	001:52
R05	DE	45	11:53	12:22	00:24	001:25
R05	KT	46	12:22	12:57	00:35	001:07
R05	FX	46	12:57	13:38	00:41	001:19
R05	KT	46	13:38	13:58	00:20	001:27
R05	DE	45	13:58	15:03	02:05	004:05
R05	ZX	49	15:03	16:49	00:46	001:10
R05	DE	45	16:49	17:06	00:17	004:22
R05	KR	47	17:06	18:17	01:11	001:11
R05	MG	47	18:17	18:55	00:38	000:38

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R05	KR	47	18:55	19:32	00:37	00:48
R05	EK	41	19:32	20:08	00:36	00:36
R05	MG	47	20:08	20:30	00:22	00:00
R05	OD	41	20:30	21:13	00:43	00:43
R05	EK	41	21:13	21:50	00:37	00:13
R05	OD	41	21:50	22:44	00:34	00:37
R05	KR	47	22:44	23:36	00:52	00:40
R05	OD	41	23:36	00:14	00:38	00:15
D06	BR	44	12:19	12:54	00:35	00:27
D06	CT	45	12:54	13:13	00:19	00:43
R06	ST	45	10:22	11:29	01:01	00:01
R06	KL	45	11:29	11:38	00:09	00:01
R06	SP	45	11:38	12:04	00:26	00:02
R06	HT	45	12:04	13:54	01:50	00:42
R19	HK	45	11:14	11:45	00:31	00:33
R19	HK	45	11:45	12:04	00:19	00:31
R19	HQ	45	12:04	12:47	00:43	00:43
R19	KL	45	12:47	13:10	00:23	00:15
R19	FB	43	13:10	13:55	00:45	00:27
D20	ST	45	11:00	11:29	00:29	00:52
D20	WD	45	12:08	13:13	01:05	00:05
D20	OT	45	13:13	14:29	01:16	00:59
R20	GP	45	09:29	11:21	01:52	00:52
R20	FX	45	11:21	11:51	00:30	00:38
R20	FB	43	11:51	12:33	00:42	00:42
R20	HT	45	12:33	13:03	00:30	00:03
R20	DE	45	13:03	13:38	00:35	00:00
R20	HT	45	13:38	13:59	00:21	00:34
R20	HC	45	13:59	14:05	00:07	00:57
R20	KL	45	14:05	14:21	00:15	00:40
R20	SP	45	14:21	14:29	00:08	00:50
R21	ST	45	10:07	10:30	00:23	00:23
R21	HT	45	10:30	10:32	00:02	00:02
R21	KL	45	10:32	11:08	00:36	00:36
R21	KT	45	11:08	11:40	00:32	00:32
R21	CT	45	11:40	12:04	00:34	00:34
R21	ST	45	12:04	12:44	00:40	00:40
R21	HK	45	12:44	13:11	00:27	00:18
R21	ST	45	13:11	13:48	00:37	00:18
R21	HD	45	13:48	13:55	00:07	00:50
R21	ZX	49	15:28	16:02	00:24	00:24

DATE: TUESDAY, SEPTEMBER 11, 2001  
SHIFT: DAY NTMS: II NTMO: MA

POSITION: 15

AREA: EAST

WX: BOS 110524Z 110606 27010KT P6SM SCT025 OVC035  
TEMPO 0608 BKN025  
FM0800 29010KT P6SM SCT040 BKN250  
FM1300 30008KT P6SM SCT250  
FM1600 33011G20KT P6SM SCT050  
FM2200 34010KT P6SM FEW050  
BECMG 0002 SKC  
DTW 110530Z 110606 27006KT P6SM SKC  
FM1400 30007KT P6SM FEW050  
BECMG 1618 VRB03KT  
FM0400 18005KT P6SM SKC  
PIT 110525Z 110606 29003KT P6SM SKC  
TEMPO 0912 4SM BR  
FM1500 33008KT P6SM SCT040  
FM0000 VRB03KT P6SM SKC

CENTERS:

CENTER	STAFFING	OUTAGES THAT MAY CAUSE DELAYS
ZBW	NORMAL	NONE
ZOB	NORMAL	NONE

TERMINALS:

ARPT/GDP CODE	TIME	OUTAGES	ARRVL RWYS	DPTR RWYS
BOS B	1000	NONE	4R/L 68	4L/R/9 VAPS 55
PIT P	1000	NONE	32/28R 80	28R/L VAPS
DTW D	1000	NONE	22L/21L 72	22L/21R/L VAPS
CLE H	1000	NONE	6L/R 40	6L/R VAPS

ATCSCC EAST AREA LOG

1000 | | T. SMITH (II) ON, BRIEFED.  
1014 | | ZOB/ZID...20 MIT, DTW, 1045-1130, VOL. VIA CETUS.  
1100 | | FACILITY CHECK INS: ZBW/ZOB BOTH EXPECTING GOOD SHIFTS.  
1131 | | ZBW/ZNY...DISCUSSED SWF DEPARTURES WITH LHY OTS. THE FLIGHT PLANS  
| | FOR MDW110/CAA689 ARE SHOWING XXX AND NOT ASSIGNED ROUTE.  
1200 | | ZOB/ZAU...DYNAMIC MIT APPLIED TO 3 DTW ARRIVALS. 20 MIT.  
1204 | | ZOB/ZAU...REQUESTING RELIEF ON THE OXI MIT FOR 4 AIRCRAFT THAT  
| | ARE BUNCHED UP IN SOUTHWEST ZOB. ZAU APPROVED 20 MIT.  
1228 | | ZBW...ADVISES THEY HAVE LOST RADIO CONTACT WITH AAL11, BOS-LAX.  
| | THE FLIGHTS TRANSPONDER IS NOT BEING RECIEVED AT THIS TIME. ZBW  
| | STATES THE CONTROLLERS BELIEVE THEY HEARD SOME SORT OF THREAT  
| | COMING FROM THE COCKPIT AND ARE CONCERNED THAT IT COULD BE A  
| | POTENTIAL HIJACK SITUATION. THE AIRCRAFT IS CURRENTLY ON THE TSD  
| | APPROXIMATELY 37 MILES SW OF ALB TRACKING SOUTHWESTBOUND. ZBW IS  
| | TRACKING THE PRIMARY TARGET AND ARE PULLING THE TAPES TO REVIEW  
| | TRANSMISSIONS. ZOB/ZNY (ADJACENT CENTERS) ADVISED. NTMO/NOM  
| | ADVISED. NTMO CONTACTED AAL WHO SAID THEY ARE ALSO TRYING TO  
| | CONTACT THE FLIGHT.  
1240 | | ZBW/N90...ADVISED OF AAL11. THE AIRCRAFT APPEARS TO BE SLOWING

| | DOWN AND IS HEADING IN THE DIRECTION OF NYC. ZBW STATES THAT THE  
 | | PILOT IS KEEPING THE MIKE KEYED AND THE HIJACK HAS BEEN  
 | | CONFIRMED. THE SPECIFIC THREAT WAS NOT RELAYED. FIGHTERS FROM FMH  
 | | (OTIS) ARE BEING SCRAMBLED.  
 1244 | | DCC/ZDC...ADVISED OF AAL11. IF FLIGHT CONTINUES SOUTH IT WILL  
 | | ENTER ZDC'S AIRSPACE.  
 1251 | | ZBW ADVISES THEY HAVE LOST THE TRACK ON AAL11, B767. AN ELT IS  
 | | BEING RECIEVED.  
 1252 | | AIRCRAFT OBSERVED CRASHED INTO SIDE OF WORLD TRADE CENTER IN NEW  
 | | YORK. IT IS BELIEVED TO BE AAL11.  
 1255 | | ZDC/ZOB ADVISED OF AAL11.  
 1303 | | 2ND A/C HITS WORLD TRADE CENTER. THIS ONE HITS THE OTHER TOWER.  
 1304 | | ZBW...ALL DEPARTURES ARE STOPPED.  
 1305 | | DCC...GROUND STOP ON ZNY1 DEPARTURES AND ALL ARRIVALS INTO NY.  
 1314 | | ZBW...ADVISES THAT THE SECOND AIRCRAFT THAT CRASHED INTO THE  
 | | WORLD TRADE CENTER WAS ALSO A BOS-LAX FLIGHT, UAL175, B767. ZBW  
 | | DAL1989 IS ANOTHER BOS-LAX FLIGHT, STATUS BEING CHECKED.  
 1324 | | BOS GROUND STOP DUE TO SECURITY CONCERNS, UPDATE 1430. ADVSY 029.  
 1327 | | DEPARTURES STOPPED NATIONWIDE.  
 1340 | | ZOB ADVISES THAT UAL93 HAS STARTED TO DESCEND. THERE HAS NOT BEEN  
 | | ANY CONTACT WITH THE FLIGHT FOR SOME TIME. UAL93, EWR-SFO, B757.  
 1342 | | AIRCRAFT CRASHES INTO PENTAGON. TYPE/CALLSIGN UNKNOWN.  
 1345 | | ZOB ADVISES THAT THEY THINK THEY HAVE LOCATED THE PRIMARY FOR  
 | | UAL93, THEY BELIEVE IT IS HEADING FOR WASHINGTON, 29 MINUTES OUT.  
 | | UAL93, B757, EWR-SFO. ON TSD THE FLIGHT SHOWS 50 SOUTH OF CLE.  
 1350 | | ZOB ADVISES. PIT ATCO. REASON UNKNOWN.  
 1352 | | ZOB ADVISES DAL1989 IS DESCENDING, LOCATION 20 SOUTH OF EWC.  
 1354 | | ZOB STATES THERE IS "MILITARY ACTIVITY"?  
 1355 | | ZOB GIVES ESTIMATED LOCATION OF UAL 93 AS OVER JST SE BOUND.  
 1357 | | DAL ADVISES THAT DAL1989 IS NOT A TRIP FLIGHT.  
 1403 | | DAL1989 TALKING TO CLE, NOT BEING TREATED AS HIJACK.  
 1405 | | ADVISED THERE IS A NWA AIRCRAFT, PIT-DC MISSING.  
 1405 | | ZOB...UAL HAS TURNED ON TRANSPONDER (SAME CODE) INDICATING 8,200'.  
 1406 | | ZOB ADVISES CLE WILL TREAT DAL1989 AS A TRIP AIRCRAFT.  
 1406 | | ZOB...UAL93 POSITION IS 16 SOUTH OF JST, 140 HEADING. WHEN IT  
 | | LOST RADAR.  
 1407 | | ZOB ADVISES THERE IS A REPORT OF BLACK SMOKE IN VICINITY OF LAST  
 | | REPORTED POSITION OF UAL93.  
 1407 | | ADVISED BY J.WHITE THAT NWA, PIT-DC, AIRCRAFT IS FOUND.  
 1408 | | ZOB...LAST KNOWN POSITION OF UAL93 IS 3951N-07846W.  
 1408 | | DCC NOTE: AIRCRAFT BEING TRACKED. 3295/2355  
 1411 | | DCC NOTE: A1 DEPARTING SRQ. CHANGED DESTINATION/ROUTE.  
 1412 | | ZOB...CONFIRMATION BY A VFR AIRCRAFT OF DOWNED AIRCRAFT IN THE  
 | | AREA SUSPECTED TO BE UAL93.  
 1417 | | ZOB/PIT...NOW ACCEPTING AIRCRAFT. NO LONGER ATCO.  
 1418 | | DAL1989, ON THE GROUND IN CLE, TAXIING TO REMOTE AREA.  
 1420 | | ZOB/PIT...PIT ADVISES THEY CAN ACCEPT UP TO 6 MORE AIRCRAFT.  
 1422 | | ZOB...NTMO ADVISES THAT PIT WILL BE CONSIDERED AN ALTERNATE,  
 | | POSSIBLY FORCING USE OF RUNWAYS FOR PARKING.  
 1423 | | ZOB...CHECKING ON MEP411, MKE-DCA. ZDC CANNOT LOCATE AIRCRAFT.  
 1425 | | PIT ADVISES THAT WITH RWY'S USED , 50 A/C ARE POSSIBLE.  
 1426 | | DCC NOTE: TSD TRAFFIC COUNTS: ALL-2151, SHOWN (US/CANADA) 1205.  
 1430 | | MEP411 CONFIRMED DIVERTED TO CMH. CONFIRMED W/MEP OPS-ZID.  
 1430 | | ZOB...FACILITY IS USING ONLY SKELETON CREW. NON ESSENTIAL  
 | | PERSONNEL HAVE BEEN SENT HOME. ESSENTIALS ARE IN PARKING LOT.  
 1431 | | ALL WASHINGTON METRO TERMINALS CLOSED IN/OUT.  
 1435 | | ADVISED ZBW EVACUATING.  
 1435 | | ZOB ADVISES THAT CLE/DTW ARE AVAILABLE FOR DIVERTS.  
 1435 | | ATCO AT ZBW.  
 1439 | | ZOB...N4 (ATTORNEY GENERAL) REFUSING TO LAND IN ZOB, REQUESTING

| TO CONTINUE TO ADW. J. WHITE APPROVED CONTINUING ONTO ADW.  
 | ADVISED THERE MAY NOT BE ANY ATC SERVICES.  
 1440 | DCC NOTE: UAL93 SUSPECTED OF HITTING CAMP DAVID. UNCONFMED.  
 1444 | ZOB ADVISED THAT N4 WILL NOT BE ALLOWED INTO ZDC AIRSPACE.  
 1446 | ZOB...ZID LOST RADIO/RADAR  
 1447 | N4 APPROVED FOR PHL LANDING, CHECKING ON RIC.  
 1448 | N4 APPROVED TO RIC.  
 1450 | ZOB...ZID ADVISES THE LAST KNOWN POSITION FOR AAL77 WAS YRK080/10  
 | AT 1256Z.  
 1451 | AAL DOES NOT KNOW WHEREABOUTS OF AAL77.  
 1455 | DCC NOTE: TSD TRAFFIC COUNTS: ALL-1416, SHOWN (US/CANADA) 893.  
 1456 | PHL ADVISES THEY LOST USA633. PHL-LAS.. ON TSD, FL310 NEAR NY.  
 1456 | ZOB...ADVISES THAT N4 REQUESTED A FIGHTER ESCORT AS THEY LEFT  
 | FREQ. ZID ADVISED.  
 1500 | ZOB REDUCING STAFFING EVEN MORE AS STATE POLICE REPORT A SMALL  
 | AIRCRAFT CIRCLING ZOB. FACILITY ESSENTIALLY EVACUATED.  
 1503 | ZOB NOW ON NATIONAL TELCON AT SPO POSITION. ZOB ATC0.  
 1504 | N4 ADVISES ZID THEY HAVE CONFIRMED WITH B. PEACOCK TO LAND AT  
 | DCA. FOR NOW, CONTINUE TO RIC.  
 1511 | N4 APPROVED FOR LANDING IN WASHINGTON.  
 1515 | JEFF BROOKS, ROC ANG, REQUESTING TO ALLOW OH58'S TO DEPART FORT  
 | DRUM (GTB) TO NYC. NTMO ADVISES. FLIGHTS ARE NOT GOING TO RECEIVE  
 | ATC SERVICE, BUT WILL NOT BE DENIED TO DEPART.  
 1523 | N4 GIVEN ZDC FREQUENCY/CODE.  
 1525 | BOS TOWER...MASSPORT REQUESTING DCC TO CONFIRM THAT IT WAS UAL175  
 | THAT CRASHED. DCC ADVISES THE CONFIRMATION WOULD HAVE TO COME  
 | FROM UAL.  
 1528 | IAD CONFIRMS THAT AAL77 DEPARTED FOR LAX AT 0820L/1220Z.  
 1546 | FTW ADVISES THERE IS A VFR A/C 20 SE  
 1550 | D. MAHER (DM) ON.  
 1556 | CLE ADVISES THAT DAL1989 IS ON THE WEST SIDE OF THE FIELD. FBI IS  
 | ON SCENE. NO ONE HAS GOTTEN OFF AIRCRAFT. ONLY AIRCRAFT IN  
 | AIRSPACE IS AN F16 CIRCLING ABOVE.  
 1607 | BDL ADVISED OF NOMAD FLIGHTS FROM BDL-TEB., NOMAD261/097/077/ 2ND  
 | FLIGHT IS NOMAD216/004/120.  
 1610 | 2 FLIGHTS SAID TO BE IN DISTRESS. ACA065/COA57...COA57 RETURNING  
 | TO LFPG.  
 1620 | SCATANA NOT APPROVED AT THIS TIME.  
 1622 | DCC ABOUT TO ADVISE MILITARY THEY HAVE AIRSPACE.  
 1624 | NOMAD FLIGHTS APPROVED TO DEPART. BDL-TEB.  
 1626 | SCATANA ABOUT TO BE DECLARED.  
 1628 | ZBW...ADVISES THEY RECIEVED A FAX SHOWING SCATANA LEVEL D.  
 1629 | ZAN...UAL REFUSING TO LAND AT WHITEHORSE CANADA. INSISTING TO  
 | LAND AT ZNC OR FAI.  
 1638 | ZOB...REQUEST FOR TRP6 (GOV OF PA) ERI DEPT APPVD.  
 1644 | SCT ADVISES OF A POSSIBLE HIJACK BTWN SAN-SFO. ZOA/ZLA NO AWARE.  
 1657 | FLIGHT REQUEST: JEFF BROOKS, NY ANG, REQUESTING APPROVAL FOR  
 | BLACKHEART758, TAIL #16758, ROC-ALB, OH58 HELO, P1800. INFO  
 | FORWARDED.  
 1658 | UAL FLIGHTS IN ZAN ARE NOT ALLOWED TO LAND AT ANC OR FAI.  
 1659 | NAVCANADA IS ADVISING THAT US FLIGHTS ARE NOT ALLOWED TO LAND AT  
 | THE MAJOR CANADIAN TERMINALS. THE SECONDARY AIRPORTS ARE APPRVD.  
 1706 | FLIGHT REQUEST: BDL-TEB, NOMAD04, 2/UH1, P1800, BEACON CODE  
 | 3453. INFORMATION FORWARDED TO MAKESHIFT UNIT HANDLING REQ.  
 1711 | FLIGHT REQUEST: BDL-DXR-34TH ST. HELIPAD. N76UT, SK76, P-NOW,  
 | INFORMATION FORWARDED TO MAKESHIFT UNIT HANDLING REQ. THIS IS  
 | THE FIRST OF THE BDL HELICOPTER REQUESTS MADE.  
 1746 | ATCSCC ADVZY 039 DCC 09/11/01 ADVISORY  
 | ALL MILITARY FLIGHTS REQUESTING TO DEPART ARE REQ TO FORWARD  
 | THEIR REQUESTS THROUGH MILITARY CHANNELS.

111740-112359  
01/09/11 17:46 FSA.//wkstn15 703-708-5115  
1749 | | ZMA/ZNY...DISCUSSED STATUS OF LDA31, B763, EDDM-MIA. ZNY ADVISES  
| | THAT THEY ARE NOT WORKING THE FLIGHT AND HAVE NO INFORMATION ON  
| | IT. THE TSD SHOWS THE FLIGHT NORTH OF BDA.  
1752 | | BOS...REQUESTING APPROVAL FOR 2 FLIGHTS. SP (STATE POLICE) 04,  
| | HELO, CODE 4661 AND SP9, PA32, CODE 4677. THIS FLIGHT IS  
| | AIRBORNE. BOS SAYS THAT OWD TOWER RELEASED THE FLIGHT.  
1759 | | COL. ADAMS, PILOT IN SJU THAT HAD TO DIVERT IS REQUESTING INFO ON  
| | HOW TO GET APPROVAL ON FERRY FLIGHT TO LFI IN A C12, GIVEN INFO.  
1817 | | TELCON..STILL NOT IN SCATANA YET. MILITARY IS APPROVING ALL FLT.S.  
1821 | | TELCON: FROM NORAD-LOCAL LAW ENFORCEMENT, MEDEVACS AS WELL AS  
| | MILITARY, DO NOT REQUIRE NORAD APPROVAL.  
1830 | | ATCSCC ADVISORY 041 ADVISES OF THE AUTHORIZATION OF MEDICAL  
| | EMERGENCY, MILITARY, AND LAW ENFORCEMENT FLIGHTS.  
1844 | | TORONTO CENTER ADVISES THEY WILL ACCEPT FLIGHTS INTO CANADIAN  
| | AIRPORTS. YYZ/YUL, ETC.  
1854 | | CLARIFICATION: THE COAST GUARD IS CONSIDERED THE MILITARY AT THIS  
| | TIME.  
1900 | | ZJX...ASKING ABOUT SOME LOCAL LAW ENFORCEMENT HELO FLIGHTS, I  
| | REFERRED THEM TO ATCSCC ADVISORY 041 FOR GUIDANCE.  
1915 | | TELCON...ZLA ADVISES THERE IS A BOMB IN THE PARKING LOT OF LAX.  
1942 | | AAL9015, DFW-BOS, B757, IS APPROVED FOR FLIGHT.  
1945 | | ZBW...FLINT311, DEA AIRCRAFT, OWD-FRG, CODE3560. APPROVED.  
1953 | | ZOB FACILITY CHECK...INQUIRED AS THE AVAIL. OF FAA FACILITIES  
| | AND EQUIPMENT. ZOB STATES THEY HAVE ALL FACILITIES AND NAVAIDS UP  
| | AND USABLE. ZOB STAFFING IS NOT AN ISSUE.  
1955 | | ZBW FACILITY CHECK: NORMAL OPERATIONS, NO DIFFULTIES.  
2005 | | MASSPORT CALL...NO FIRM DECISION ABOUT STATUS OF BOS. ESTIMATES  
| | FOR REOPENING TERMINAL IS NOON TOMORROW.  
2008 | | IAD ADVISES THAT MWAA IS SAYING THE AIRPORT IS CLOSED AT THIS  
| | TIME. ALL APROVALS WILL HAVE TO COME THROUGH MWAA.  
\*\*\*\*\*SHIFT SUMMARY\*\*\*\*\*  
| | 1228 - AAL11 HIJACKED, BOS-LAX.  
| | 1252 - AAL11 CRASHES INTO WORLD TRADE CENTER IN NEW YORK.  
| | 1303 - 2ND AIRCRAFT CRASHES INTO WORLD TRADE CENTER.  
| | 1327 - ALL TRAFFIC STOPPED IN COUNTRY.  
| | 1342 - AIRCRAFT CRASHES INTO PENTAGON IN WASH DC. AAL77/UNCONFIRM  
| | 1340-1407 UAL93, EWR-SFO, B757, HIJACKED, CRASHES IN PA.  
| | 1418 - DAL1418, BOS-LAX, ON GROUND IN CLE, IN BOMB ALERT AREA.  
| | 1830 - ATCSCC ADVSY 041 AUTHORIZES LIFEGUARD/MILITARY/LAW FLT.S.  
\*\*\*\*\*  
2030 | | POSITION COMBINED AT POS 14, II OFF.

DATE: TUESDAY, SEPTEMBER 11, 2001  
 SHIFT: DAY NTMS: 11 NTMO: MA  
 EVE NTMS: @ NTMO: @  
 POSITION: 15  
 AREA: EAST  
 WX: BOS 110524Z 110606 27010KT P6SM SCT025 OVC035  
 TEMPO 0608 BKN025  
 FM0800 29010KT P6SM SCT040 BKN250  
 FM1300 30008KT P6SM SCT250  
 FM1600 33011G20KT P6SM SCT050  
 FM2200 34010KT P6SM FEW050  
 BECMG 0002 SKC  
 DTW 110530Z 110606 27006KT P6SM SKC  
 FM1400 30007KT P6SM FEW050  
 BECMG 1618 VRB03KT  
 FM0400 18005KT P6SM SKC  
 PIT 110525Z 110606 29003KT P6SM SKC  
 TEMPO 0912 4SM BR  
 FM1500 33008KT P6SM SCT040  
 FM0000 VRB03KT P6SM SKC

## CENTERS:

CENTER	STAFFING	OUTAGES THAT MAY CAUSE DELAYS
ZBW	NORMAL	NONE
ZOB	NORMAL	NONE

## TERMINALS:

ARPT/GDP CODE	TIME	OUTAGES	ARRVL AAR	RNWYS	DPTR APCH	RNWYS ADR
BOS B	1000	NONE	4R/L	68	4L/R/9	VAPS 55
PIT P	1000	NONE	32/28R	80	28R/L	VAPS
DTW D	1000	NONE	22L/21L	72	22L/21R/L	VAPS
CLE H	1000	NONE	6L/R	40	6L/R	VAPS

## ATCSCC EAST AREA LOG

1000 | | T. SMITH (II) ON, BRIEFED.  
 1014 | | ZOB/ZID...20 MIT, DTW, 1045-1130, VOL. VIA CETUS.  
 1100 | | FACILITY CHECK INS: ZBW/ZOB BOTH EXPECTING GOOD SHIFTS.  
 1131 | | ZBW/ZNY...DISCUSSED SWF DEPARTURES WITH LHY OTS. THE FLIGHT PLANS  
 | | FOR MDW110/CAA689 ARE SHOWING KXX AND NOT ASSIGNED ROUTE.  
 1200 | | ZOB/ZAU...DYNAMIC MIT APPLIED TO 3 DTW ARRIVALS. 20 MIT.  
 1204 | | ZOB/ZAU...REQUESTING RELIEF ON THE OXI MIT FOR 4 AIRCRAFT THAT  
 | | ARE BUNCHED UP IN SOUTHWEST ZOB. ZAU APPROVED 20 MIT.  
 1228 | | ZBW...ADVISES THEY HAVE LOST RADIO CONTACT WITH AAL11, BOS-LAX.  
 | | THE FLIGHTS TRANSPONDER IS NOT BEING RECIEVED AT THIS TIME. ZBW  
 | | STATES THE CONTROLLERS BELIEVE THEY HEARD SOME SORT OF THREAT  
 | | COMING FROM THE COCKPIT AND ARE CONCERNED THAT IT COULD BE A  
 | | POTENTIAL HIJACK SITUATION. THE AIRCRAFT IS CURRENTLY ON THE TSD  
 | | APPROXIMATELY 37 MILES SW OF ALB TRACKING SOUTHWESTBOUND. ZBW IS  
 | | TRACKING THE PRIMARY TARGET AND ARE PULLING THE TAPES TO REVIEW  
 | | TRANSMISSIONS. ZOB/ZNY (ADJACENT CENTERS) ADVISED. NTMO/NOM  
 | | ADVISED. NTMO CONTACTED AAL WHO SAID THEY ARE ALSO TRYING TO  
 | | CONTACT THE FLIGHT.  
 1240 | | ZBW/N90...ADVISED OF AAL11. THE AIRCRAFT APPEARS TO BE SLOWING

DOWN AND IS HEADING IN THE DIRECTION OF NYC. ZBW STATES THAT THE PILOT IS KEEPING THE MIKE KEYED AND THE HIJACK HAS BEEN CONFIRMED. THE SPECIFIC THREAT WAS NOT RELAYED. FIGHTERS FROM FMH (OTIS) ARE BEING SCRAMBLED.

1244 DCC/ZDC...ADVISED OF AAL11. IF FLIGHT CONTINUES SOUTH IT WILL ENTER ZDC'S AIRSPACE.

1251 ZBW ADVISES THEY HAVE LOST THE TRACK ON AAL11, B767. AN ELT IS BEING RECIEVED.

1252 AIRCRAFT OBSERVED CRASHED INTO SIDE OF WORLD TRADE CENTER IN NEW YORK. IT IS BELIEVED TO BE AAL11.

1255 ZDC/ZOB ADVISED OF AAL11.

1303 2ND A/C HITS WORLD TRADE CENTER. THIS ONE HITS THE OTHER TOWER.

1304 ZBW...ALL DEPARTURES ARE STOPPED.

1305 DCC...GROUND STOP ON ZNY1 DEPARTURES AND ALL ARRIVALS INTO NY.

1314 ZBW...ADVISES THAT THE SECOND AIRCRAFT THAT CRASHED INTO THE WORLD TRADE CENTER WAS ALSO A BOS-LAX FLIGHT, UAL175, B767. ZBW DAL1989 IS ANOTHER BOS-LAX FLIGHT, STATUS BEING CHECKED.

1324 BOS GROUND STOP DUE TO SECURITY CONCERNS, UPDATE 1430. ADVSY 029.

1327 DEPARTURES STOPPED NATIONWIDE.

1340 ZOB ADVISES THAT UAL93 HAS STARTED TO DESCEND. THERE HAS NOT BEEN ANY CONTACT WITH THE FLIGHT FOR SOME TIME. UAL93, EWR-SFO, B757.

1342 AIRCRAFT CRASHES INTO PENTAGON. TYPE/CALLSIGN UNKNOWN.

1345 ZOB ADVISES THAT THEY THINK THEY HAVE LOCATED THE PRIMARY FOR UAL93, THEY BELIEVE IT IS HEADING FOR WASHINGTON, 29 MINUTES OUT. UAL93, B757, EWR-SFO. ON TSD THE FLIGHT SHOWS 50 SOUTH OF CLE.

1350 ZOB ADVISES. PIT ATCO. REASON UNKNOWN.

1352 ZOB ADVISES DAL1989 IS DESCENDING, LOCATION 20 SOUTH OF EWC.

1354 ZOB STATES THERE IS "MILITARY ACTIVITY"?

1355 ZOB GIVES ESTIMATED LOCATION OF UAL 93 AS OVER JST SE BOUND.

1357 DAL ADVISES THAT DAL1989 IS NOT A TRIP FLIGHT.

1403 DAL1989 TALKING TO CLE, NOT BEING TREATED AS HIJACK.

1405 ADVISED THERE IS A NWA AIRCRAFT, PIT-DC MISSING.

1405 ZOB...UAL HAS TURNED ON TRANSPODER (SAME CODE) INDICATING 8,200'.

1406 ZOB ADVISES CLE WILL TREAT DAL1989 AS A TRIP AIRCRAFT.

1406 ZOB...UAL93 POSITION IS 16 SOUTH OF JST, 140 HEADING. WHEN IT LOST RADAR.

1407 ZOB ADVISES THERE IS A REPORT OF BLACK SMOKE IN VICINITY OF LAST REPORTED POSITION OF UAL93.

1407 ADVISED BY J.WHITE THAT NWA, PIT-DC, AIRCRAFT IS FOUND.

1408 ZOB...LAST KNOWN POSITION OF UAL93 IS 3951N-07846W.

1408 DCC NOTE: AIRCRAFT BEING TRACKED. 3295/2355

1411 DCC NOTE: A1 DEPARTING SRQ. CHANGED DESTINATION/ROUTE.

1412 ZOB...CONFIRMATION BY A VFR AIRCRAFT OF DOWNED AIRCRAFT IN THE AREA SUSPECTED TO BE UAL93.

1417 ZOB/PIT...NOW ACCEPTING AIRCRAFT. NO LONGER ATCO.

1418 DAL1989, ON THE GROUND IN CLE, TAXIING TO REMOTE AREA.

1420 ZOB/PIT...PIT ADVISES THEY CAN ACCEPT UP TO 6 MORE AIRCRAFT.

1422 ZOB...NTMO ADVISES THAT PIT WILL BE CONSIDERED AN ALTERNATE, POSSIBLY FORCING USE OF RUNWAYS FOR PARKING.

1423 ZOB...CHECKING ON MEP411, MKE-DCA. ZDC CANNOT LOCATE AIRCRAFT.

1425 PIT ADVISES THAT WITH RWY'S USED , 50 A/C ARE POSSIBLE.

1426 DCC NOTE: TSD TRAFFIC COUNTS: ALL-2151, SHOWN (US/CANADA) 1205.

1430 MEP411 CONFIRMED DIVERTED TO CMH. CONFIRMED W/MEP OPS-ZID.

1430 ZOB...FACILITY IS USING ONLY SKELETON CREW. NON ESSENTIAL PERSONNEL HAVE BEEN SENT HOME. ESSENTIALS ARE IN PARKING LOT.

1431 ALL WASHINGTON METRO TERMINALS CLOSED IN/OUT.

1435 ADVISED ZBW EVACUATING.

1435 ZOB ADVISES THAT CLE/DTW ARE AVAILABLE FOR DIVERTS.

1435 ATCO AT ZBW.

1439 ZOB...N4 (ATTORNEY GENERAL) REFUSING TO LAND IN ZOB, REQUESTING



| TO CONTINUE TO ADW. J. WHITE APPROVED CONTINUING ONTO ADW.  
 | ADVISED THERE MAY NOT BE ANY ATC SERVICES.  
 1440 | DCC NOTE: UAL93 SUSPECTED OF HITTING CAMP DAVID. UNCONFMED.  
 1444 | ZOB ADVISED THAT N4 WILL NOT BE ALLOWED INTO ZDC AIRSPACE.  
 1446 | ZOB...ZID LOST RADIO/RADAR  
 1447 | N4 APPROVED FOR PHL LANDING, CHECKING ON RIC.  
 1448 | N4 APPROVED TO RIC.  
 1450 | ZOB...ZID ADVISES THE LAST KNOWN POSITION FOR AAL77 WAS YRK080/10  
 | AT 1256Z.  
 1451 | AAL DOES NOT KNOW WHEREABOUTS OF AAL77.  
 1455 | DCC NOTE: TSD TRAFFIC COUNTS: ALL-1416, SHOWN (US/CANADA) 893.  
 1456 | PHL ADVISES THEY LOST USA633. PHL-LAS.. ON TSD, FL310 NEAR NY.  
 1456 | ZOB...ADVISES THAT N4 REQUESTED A FIGHTER ESCORT AS THEY LEFT  
 | FREQ. ZID ADVISED.  
 1500 | ZOB REDUCING STAFFING EVEN MORE AS STATE POLICE REPORT A SMALL  
 | AIRCRAFT CIRCLING ZOB. FACILITY ESSENTIALLY EVACUATED.  
 1503 | ZOB NOW ON NATIONAL TELCON AT SPO POSITION. ZOB ATCO.  
 1504 | N4 ADVISES ZID THEY HAVE CONFIRMED WITH B. PEACOCK TO LAND AT  
 | DCA. FOR NOW, CONTINUE TO RIC.  
 1511 | N4 APPROVED FOR LANDING IN WASHINGTON.  
 1515 | JEFF BROOKS, ROC ANG, REQUESTING TO ALLOW OH58'S TO DEPART FORT  
 | DRUM (GTB) TO NYC. NTMO ADVISES. FLIGHTS ARE NOT GOING TO RECEIVE  
 | ATC SERVICE, BUT WILL NOT BE DENIED TO DEPART.  
 1523 | N4 GIVEN ZDC FREQUENCY/CODE.  
 1525 | BOS TOWER...MASSPORT REQUESTING DCC TO CONFIRM THAT IT WAS UAL175  
 | THAT CRASHED. DCC ADVISES THE CONFIRMATION WOULD HAVE TO COME  
 | FROM UAL.  
 1528 | IAD CONFIRMS THAT AAL77 DEPARTED FOR LAX AT 0820L/1220Z.  
 1546 | FTW ADVISES THERE IS A VFR A/C 20 SE  
 1550 | D. MAHER (DM) ON.  
 1556 | CLE ADVISES THAT DAL1989 IS ON THE WEST SIDE OF THE FIELD. FBI IS  
 | ON SCENE. NO ONE HAS GOTTEN OFF AIRCRAFT. ONLY AIRCRAFT IN  
 | AIRSPACE IS AN F16 CIRCLING ABOVE.  
 1607 | BDL ADVISED OF NOMAD FLIGHTS FROM BDL-TEB., NOMAD261/097/077/ 2ND  
 | FLIGHT IS NOMAD216/004/120.  
 1610 | 2 FLIGHTS SAID TO BE IN DISTRESS. ACA065/COA57...COA57 RETURNING  
 | TO LFPG.  
 1620 | SCATANA NOT APPROVED AT THIS TIME.  
 1622 | DCC ABOUT TO ADVISE MILITARY THEY HAVE AIRSPACE.  
 1624 | NOMAD FLIGHTS APPROVED TO DEPART. BDL-TEB.  
 1626 | SCATANA ABOUT TO BE DECLARED.  
 1628 | ZBW...ADVISES THEY RECIEVED A FAX SHOWING SCATANA LEVEL D.  
 1629 | ZAN...UAL REFUSING TO LAND AT WHITEHORSE CANADA. INSISTING TO  
 | LAND AT ZNC OR FAI.  
 1638 | ZOB...REQUEST FOR TRP6 (GOV OF PA) ERI DEPT APPVD.  
 1644 | SCT ADVISES OF A POSSIBLE HIJACK BTWN SAN-SFO. ZOA/ZLA NO AWARE.  
 1657 | FLIGHT REQUEST: JEFF BROOKS, NY ANG, REQUESTING APPROVAL FOR  
 | BLACKHEART758, TAIL #16758, ROC-ALB, OH58 HELO, P1800. INFO  
 | FORWARDED.  
 1658 | UAL FLIGHTS IN ZAN ARE NOT ALLOWED TO LAND AT ANC OR FAI.  
 1659 | NAVCANADA IS ADVISING THAT US FLIGHTS ARE NOT ALLOWED TO LAND AT  
 | THE MAJOR CANADIAN TERMINALS. THE SECONDARY AIRPORTS ARE APPRVD.  
 1706 | FLIGHT REQUEST: BDL-TEB, NOMAD04, 2/UH1, P1800, BEACON CODE  
 | 3453. INFORMATION FORWARDED TO MAKESHIFT UNIT HANDLING REQ.  
 1711 | FLIGHT REQUEST: BDL-DXR-34TH ST. HELIPAD. N76UT, SK76, P-NOW,  
 | INFORMANTION FORWARDED TO MAKESHIFT UNIT HANDLING REQ. THIS IS  
 | THE FIRST OF THE BDL HELICOPTER REQUESTS MADE.  
 1746 | ATCSCC ADVZY 039 DCC 09/11/01 ADVISORY  
 | ALL MILITARY FLIGHTS REQUESTING TO DEPART ARE REQ TO FORWARD  
 | THEIR REQUESTS THROUGH MILITARY CHANNELS.

111740-112359  
 01/09/11 17:46 FSA//wkstn15 703-708-5115  
 1749 | ZMA/ZNY...DISCUSSED STATUS OF LDA31, B763, EDDM-MIA. ZNY ADVISES  
 | THAT THEY ARE NOT WORKING THE FLIGHT AND HAVE NO INFORMATION ON  
 | IT. THE TSD SHOWS THE FLIGHT NORTH OF BDA.  
 1752 | BOS...REQUESTING APPROVAL FOR 2 FLIGHTS. SP (STATE POLICE) 04,  
 | HELO, CODE 4661 AND SP9, PA32, CODE 4677. THIS FLIGHT IS  
 | AIRBORNE. BOS SAYS THAT OWD TOWER RELEASED THE FLIGHT.  
 1759 | COL. ADAMS, PILOT IN SJU THAT HAD TO DIVERT IS REQUESTING INFO ON  
 | HOW TO GET APPROVAL ON FERRY FLIGHT TO LFI IN A C12, GIVEN INFO.  
 1817 | TELCON...STILL NOT IN SCATANA YET. MILITARY IS APPROVING ALL FLTS.  
 1821 | TELCON: FROM NORAD-LOCAL LAW ENFORCEMENT, MEDEVACS AS WELL AS  
 | MILITARY, DO NOT REQUIRE NORAD APPROVAL.  
 1830 | ATCSCC ADVISORY 041 ADVISES OF THE AUTHORIZATION OF MEDICAL  
 | EMERGENCY, MILITARY, AND LAW ENFORCEMENT FLIGHTS.  
 1844 | TORONTO CENTER ADVISES THEY WILL ACCEPT FLIGHTS INTO CANADIAN  
 | AIRPORTS. YYZ/YUL, ETC.  
 1854 | CLARIFICATION: THE COAST GUARD IS CONSIDERED THE MILITARY AT THIS  
 | TIME.  
 1900 | ZJX...ASKING ABOUT SOME LOCAL LAW ENFORCEMENT HELO FLIGHTS, I  
 | REFERRED THEM TO ATCSCC ADVISORY 041 FOR GUIDANCE.  
 1915 | TELCON...ZLA ADVISES THERE IS A BOMB IN THE PARKING LOT OF LAX.  
 1942 | AAL9015, DFW-BOS, B757, IS APPROVED FOR FLIGHT.  
 1945 | ZBW...FLINT311, DEA AIRCRAFT, OWD-FRG, CODE3560. APPROVED.  
 1953 | ZOB FACILITY CHECK...INQUIRED AS THE AVAIL. OF FAA FACILITIES  
 | AND EQUIPMENT. ZOB STATES THEY HAVE ALL FACILITIES AND NAVAIDS UP  
 | AND USABLE. ZOB STAFFING IS NOT AN ISSUE.  
 1955 | ZBW FACILITY CHECK: NORMAL OPERATIONS, NO DIFFULTIES.  
 2005 | MASSPORT CALL...NO FIRM DECISION ABOUT STATUS OF BOS. ESTIMATES  
 | FOR REOPENING TERMINAL IS NOON TOMORROW.  
 2008 | IAD ADVISES THAT MWAA IS SAYING THE AIRPORT IS CLOSED AT THIS  
 | TIME. ALL APROVALS WILL HAVE TO COME THROUGH MWAA.  
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 | 1830 - ATCSCC ADVSY 041 AUTHORIZES LIFEGUARD/MILITARY/LAW FLTS.  
 \*\*\*\*\*  
 2030 | POSITION COMBINED AT POS 14, II OFF.

EAST AREA DAILY SUMMARY: TUESDAY, 9/11/01

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NATIONAL TRAFFIC MANAGEMENT PROGRAMS:

Airport name; Start/Stop time; Reason and Description

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NONE

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OTHER TRAFFIC MANAGEMENT PROGRAMS:

Local or Internal Programs; Excessive In-Trail Restrictions, etc.

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NONE

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GROUND STOPS AND OTHER DELAYS:

Center, Airport, Times, Facility Implementing, Reasons

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EWR 1209-1330 DEPARTURE DELAYS +15, MULTI-TAXI.

PHL 1242-1330 DEPARTURE DELAYS +15, ZNY SECTOR VOLUME.

CLT 1245-1255 DEPARTURE DELAYS +15, TERMINAL VOLUME.

ZNY \*\*\*\*-1305 GROUND STOP TRAFFIC TO AND THROUGH ZNY, EMERGENCY.

ZBW \*\*\*\*-1325 GROUND STOP TRAFFIC TO AND THROUGH ZBW, EMERGENCY.

ALL \*\*\*\*-1330 GROUND STOP ALL DEPARTURES IN THE NAS UNTIL 1500Z,  
NATIONAL EMERGENCY.

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OTHER SIGNIFICANT EVENTS:

Accidents/Incidents, Equipment Outages, etc.

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1045 POSITION OPEN, M. ARTIST (MA) ON.

1115 SPO TELCON MONITORED, EAST EXPECTING VFR AT MAJOR TERMINALS,  
NO SIGNIFICANT TMI'S EXPECTED.

1200 MA OFF, POSITION COMBINED AT 26, WEST NTMO.

1250 POSITION DECOMBINED FROM WEST POS 26, MA ON.

1250 ADVISED OF POSSIBLE HIJACK ZNY AIRSPACE.

1305 GROUND STOP ZNY1 IN ZNY, EMERGENCY.

1325 ADDED ZBW TO GROUND STOP.

1330 GROUND STOPPED ALL NAS DEPARTURES.

2300 COMBINED AT POSITION 44, MA OFF.

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GROUND DELAY PROGRAM CRITIQUES: N/A

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SPECIAL TRAFFIC MANAGEMENT AND TACTICAL CUSTOMER ADVOCATE POSITION LOG  
DATE: TUESDAY, SEPTEMBER 11, 2001

1400 || POSITION OPEN. J. HART (JC) ON, BRIEFED..JC  
1417 || ATCSCC ADVZY 034 DCC 09/11/01 USER HOTLINE ACTIVATION  
|| ATCSCC HAS ACTIVATED THE USER HOTLINE AS A MEANS OF RAPID  
|| INFORMATION FLOW.  
|| THE USER HOTLINE PHONE NUMBER IS THE NORMAL TELCON ATCSCC TELCON  
|| PHONE NUMBER, PIN 9186#. BE SURE TO ENTER THE POUND SIGN AFTER  
|| THE PIN.  
|| 111416-112359  
1825 || NUMEROUS ISSUES WORKED AND DATA COLLECTED VIA THE USER HOTLINE.  
|| MOST OF THE INFORMATION PASSED TO THE PROCEDURES BRANCH WHO WILL  
|| ACCOMPLISH A TIMELINE OF EVENTS. DUE TO THE NATURE OF THE  
|| SITUATION AND HOW THE ISSUES WERE UNFOLDING, NO USER COMMENTS WERE  
|| SOLICITED..JC  
1830 || B. CAMERON (BC) ON, BRIEFED.  
1901 || PASS FROM NOM, DAL AIRLINES HAS SEVERAL FLIGHTS IN GANDER, HALIFAX  
|| AND ST JOHNS WITH PASSENGERS NOT BEING ALLOWED TO DEPART AIRCRAFT,  
|| WHO IS NOT LETTING PASSENGERS OFF. DAL VERIFYS CORRECT STATEMENT,  
|| CANADIAN GOVERNMENT. NWA AND USA ALSO REPORT SAME PROBLEM.  
1930 || TIME APX. PASS FROM DAN, NO DETERMINATION HAS BEEN MADE ON NAS  
|| OPERATION, ATP100 IS IN THE PROCESS DEVELOPING A PLAN THIS COULD  
|| TAKE SOME TIME SINCE AGENCIES OUTSIDE THE FAA WILL NEED TO HAVE  
|| INPUT, ATA WILL BE PART OF THIS PLANNING EFFORT. ADDITIONAL  
|| INFORMATION WILL BE PASSED WHEN WE HAVE IT, CALLS TO FAA ON THIS  
|| SUBJECT FROM USERS ARE DEPLETING RESOURCES AVAILABLE TO WORK ON  
|| THIS EFFORT.  
2014 || ATCSCC ADVZY 042 DCC 09/11/01 VOLCANIC ASH RETRANSMISSION  
|| FVXX21 KWBC 112005 WSI DDS:112007  
|| VOLCANIC ASH ADVISORY  
|| ISSUED: 2001SEP11/2000Z VAAC: WASHINGTON  
|| VOLCANO: TUNGURAHUA 1502-08  
|| LOCATION: 0128S 7826W AREA: ECUADOR  
|| SUMMIT ELEVATION: 16480 FT (5023 M)  
|| ADVISORY NUMBER: 2001/228  
2035 || PASS FROM J. WHITE - USER TELCON. ATP100 (ERIC) WILL HOLD TELCON  
|| ON RECOVERY PLANNING FOR TOMMOROW USERS NEED TO THINK OF DIVERSION  
|| RECOVERY OR HOW THEY PLAN TO RESCHEDULE TRAFFIC. ADDITIONAL INFO  
|| WILL FOLLOW WHEN WE HAVE IT.  
2130 || ATCSCC ADVZY 043 DCC 09/11/01 REQUESTS TO USE THE NATIONAL  
|| AIRSPACE SYSTEM  
|| THIS ADVZY REPLACES ADVZY 041.  
|| ATCSCC ADVISES THAT SERVICING FAA ARTCC'S ARE AUTHORIZED  
|| TO RELEASE MEDICAL EMERGENCY, MILITARY, LAW ENFORCEMENT  
|| AND EMERGENCY EVACUATION FLIGHTS INTO THE NATIONAL AIRSPACE  
|| SYSTEM.  
|| 112130-121359  
|| 01/09/11 21:30 FSA./nfs/wkstn33 703-708-5139  
2318 || ATCSCC ADVZY 044 09/11/01 USER HOTLINE/CONFERENCE ACTIVATION  
|| ATCSCC WILL ACTIVATE THE USER HOTLINE/CONFERENCE AS A MEANS  
|| OF COLLECTING AIRLINE SPECIFIC INFORMATION.  
|| THE USER HOTLINE/CONFERENCE PHONE NUMBER IS, 1-800-882-7610 PIN  
|| 7539#.  
|| BE SURE TO ENTER THE POUND SIGN AFTER THE PIN. THIS CONFERENCE  
|| WILL BE CONDUCTED AT 0000Z.  
|| AIRLINE REPRESENTATIVES SHOULD HAVE THE FOLLOWING INFORMATION  
|| AVAILABLE AND BE PREPARED TO DISCUSS THE FOLLOWING ISSUES:  
|| 1. HOW MANY DIVERTED FLIGHTS THEIR COMPANIES HAVE?

1 2. LOCATIONS OF THEIR DIVERTED FLIGHTS?  
 1 3. PRIORITY OF RECOVERY?  
 1 4. MINIMUM NUMBER AND IDENTITY OF AIRPORTS CONSIDERED BY USERS  
 1 NECESSARY TO RESUME OPERATIONS?  
 1 5. PRIORITY OF AIRPORT OPENINGS?  
 1 USERS SHOULD CONSIDER THE FOLLOWING:  
 1 SECURITY PLANS CALL FOR ALL AIRPORTS TO UNDERGO A SECURITY CHECK.  
 1 SECURITY ISSUES MAY VARY AT DIFFERENT AIRPORTS AND NOT ALL  
 1 AIRPORTS WILL BE AVAILABLE WHEN NAS OPERATIONS RESUME.  
 1 AIRPORTS BEING USED INCONJUNCTION WITH EMERGENCY RECOVERY WILL  
 1 HAVE REDUCED AAR'S.  
 1 112314-120059  
 2330 1 01/09/11 23:18 FSB.//wkstn03 703-708-5139  
 1 ATCSCC ADVZY 045 09/11/01 USER HOTLINE/CONFERENCE ACTIVATION  
 1 PHONE NUMBER CORRECTION  
 1 ATCSCC WILL ACTIVATE THE USER HOTLINE/CONFERENCE AS A MEANS  
 1 OF COLLECTING AIRLINE SPECIFIC INFORMATION.  
 1 THE USER HOTLINE/CONFERENCE PHONE NUMBER IS, 1-800-882-3610 PIN  
 1 7539#. 800-882-3610 7539#  
 1 BE SURE TO ENTER THE POUND SIGN AFTER THE PIN. THIS CONFERENCE  
 1 WILL BE CONDUCTED AT 0000Z.  
 1 AIRLINE REPRESENTATIVES SHOULD HAVE THE FOLLOWING INFORMATION  
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 1 HAVE REDUCED AAR'S.  
 1 112314-120059  
 1 01/09/11 23:18 FSB.//wkstn03 703-708-5139  
 1 01/09/11 23:30 FSB.//wkstn03 703-708-5139  
 0008 1 USER TELECOM TO DISCUSS WHAT PRIORITIES THEY HAVE WITH REGARD TO  
 1 FLIGHTS AND AIRPORTS. USERS ASKED TO PROVIDE VIA AIRINC OR FAX  
 1 LIST OF AIRCRAFT DIVERTED OR THAT THEY WISH TO ASSIGN PRIORITY  
 1 TOO AS PART OF RECOVERY PLANNING. IN ADDITION USERS ASKED TO  
 1 IDENTIFY WHAT CITIES THEY SEE AS PRIORITY FOR RESUMPTION OF  
 1 OPERATIONS.  
 0103 1 ATCSCC ADVZY 001 09/11/01 0000Z USER HOTLINE/CONFERENCE  
 1 FOLLOW-UP  
 1 AS A FOLLOW-UP TO THE 0000Z USER HOTLINE/CONFERENCE,  
 1 USERS ARE REQUESTED TO FORWARD THE FOLLOWING  
 1 INFORMATION TO THE ATCSCC WITHIN TWO HOURS.  
 1 1. NUMBER OF DIVERTED FLIGHTS.  
 1 2. ORIGIN AND DESIRED DESTINATION OF DIVERTED FLIGHTS.  
 1 3. NUMBER OF DIVERTED FLIGHTS IN CANADA.  
 1 AGAIN, FORWARD THIS INFORMATION TO THE ATCSCC WITHIN  
 1 TWO HOURS VIA ARINC [ADDRESS ACYZZYA] AND VIA  
 1 FAX 703-904-4459.  
 1 112314-120059  
 1 01/09/12 01:03 FSB.//wkstn03 703-708-5139  
 0123 1 ATCSCC ADVZY 002 DCC 09/12/01 VOLCANIC ASH RETRANSMISSION  
 1 FVXX21 KWBC 120007 WSI IDS:120011  
 1 VOLCANIC ASH ADVISORY

| | ISSUED: 2001SEP12/0005Z VAAC: WASHINGTON  
| | VOLCANO: TUNGURAHUA 1502-08  
| | LOCATION: 0128S 7826W AREA: ECUADOR  
| | SUMMIT ELEVATION: 16480 FT (5023 M)  
| | ADVISORY NUMBER: 2001/229  
| | 120123-120559  
| | 01/09/12 01:23 FSB.//wkstn03 703-708-5139  
0359 | | COB

AAL11

A photograph of a computer terminal screen displaying a flight information system. The screen is divided into several sections. At the top, there's a header area with "LGA DATA #1" and "MSM". Below this, the main display area shows flight data for "NEW YORK LA GUARDIA ADPT". The data is organized into columns, likely representing flight number, origin, destination, status, and other details. At the bottom of the screen, there's a status bar with various indicators and a footer area containing the text "REVIEW OBSERVATION", "LATE PREV", and "EXIT BACK NEXT". The overall appearance is that of a vintage computer terminal from the late 20th century.

Program Plus Terminal		NEW YORK LA GUARDIA ABPT	
LGA DATA #1		MSM	
<p>09/11/01 21:52:41 METAR KJFK 11-05-2 3800-41 135% FENB23 13/17 30001 004  R02 0 5133 00200 1021 11-02 1000 232 51015 1421  09/11/01 21:52:50 METAR KJFK 11-05-2 3800-41 135% CLR 017 5 13805 R04 R02  SLP100 10205015 1121  09/11/01 02:53:59 METAR KJFK 11-05-2 3800-41 135% CLR 017 5 13805 R04 R02  SLP100 10205015 1121  09/11/01 03:54:54 METAR KJFK 11-05-2 3800-41 135% CLR 017 5 13805 R04 R02  SLP100 10205015 1121  23/11/01 24:52:45 METAR KJFK 11-05-2 3800-41 135% FENB23 13/17 30001 004  R02 SLP100 10205015 1121  09/11/01 25:10:40 FZ LOGGED OFF AT 165446Z FROM D1041  09/11/01 25:16:40 FAS LOGGED ON AT 165740Z FROM D1041  09/11/01 25:50:50 METAR KJFK 11-05-2 3800-41 135% FENB23 13/17 30001 004  R02 SLP100 10205015 1121</p>			
REVIEW OBSERVATION			
DATE PREV			
EXIT E124 NEXT			

Alt	Time	Lat	Long	Alt	Time	Lat	Long	Alt	Time	Lat	Long
1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000





MSM

JFK DATA #1

MSM

## KENNEDY INTERNATIONAL APT

09/11/01 20:53:53 METAR KJFK 10551Z 3200KT 100M FEW035 22/ 7 03063 444  
 R02 SLP134 02051 100000 22 10239 22000 22006 10501  
 09/11/01 01:52:51 METAR KJFK 11051Z 3300KT 100M CLR 10/17 03047 044 002  
 SLP162 10104012 10501  
 09/11/01 02:52:51 METAR KJFK 11051Z 3300KT 100M CLR 10/17 03087 044 002  
 SLP194 101332127 10501  
 09/11/01 03:52:51 METAR KJFK 10951Z 3200KT 100M CLR 04/10 03008 044 002  
 SLP194 101670152 5400 10501  
 09/11/01 04:52:51 METAR KJFK 10951Z 3200KT 100M FEW035 10/14 03029 044  
 002 SLP198 101700144 10501  
 09/11/01 05:52:51 METAR KJFK 11051Z 3520KT 100M FEW035 02/250 10/14  
 03017 044 R02 SLP195 101720144 10501  
 09/11/01 25:05:01 METAR KJFK 11101Z 3000KT 100M FEW050 10/14 03011 044  
 R02 SLP197 10029 101841 44 10000 22172 21012 404 10501

REVIEW OBSERVATION

DATE PREV

EXIT BACK NEXT

# KENNEDY INTERNATIONAL ARPT

09/11/01 09:52:46 METR KJFK 113512 313 247 38P FEW250 1 4 30013 944  
 A02 01P023 742110139 (136)  
 09/11/01 09:57:00 JXZ URGED 071 35 033000F 944 01041  
 09/11/01 09:57:30 001 URGED 001 35 033000F 944 01041  
 09/11/01 09:58:22 METR KJFK 113512 313 247 38P FEW250 1 4 30013 944  
 94414 944 502 01P023 742110139 (136)  
 09/11/01 09:58:55 METR KJFK 113512 313 247 38P FEW250 1 4 30013 944  
 A0012 944 502 01P023 742110139 (136)  
 9-52 01024 01022 50000 1041  
 09/11/01 10:52:58 METR KJFK 113512 313 247 38P FEW250 1 4 30013 944  
 A0012 944 502 01P023 742110139 (136)  
 9-52 01024 01022 50000 1041

REVIEW OBSERVATION

DATE PREV

EXIT BACK NEXT

ZBW-ARTCC-148  
AAL11CHAIN OF CUSTODY

This form serves as chain of custody for the following facility's specified data/information

FACILITY: BOSTON ARTCCDATA/INFORMATION: 1 CERT REREC SEC 46 1209-1233 Z1 CERT REREC VAL175  
1227-1242 Z1 CERT REREC SEC 46 1233-1238 ZSAB TAPES BW0B06, BW0B13, BW0B14, BW0B15, BW0B16PURPOSE/REMARKS: FBI INVESTIGATIONBEDFORD, NH FIELD OFFICEFrom: Robert Jones Title: ZBW-5053Signature: [Signature] Date: 9/11/01 9/11/01To: John Mulvaney Title: SA, FBISignature: John Mulvaney Date: 9/11/01

Witness: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

From: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

To: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

alibi

3AR TAPES (COPIES) BW0806, BW0814 BW0816  
BW0813 BW0815 TO FBI

Transcript AAL11 SECAG To ANE-505  
VTAP DATA (Printed) aal11.txt aalpri2.txt  
SATORI AAL11 SECAG 1212-1227 TO AAT-200

9/12/01

ZBW 7230-4 From 9/11/01 TO AWE-505.4

AA FORM 8020-3 From 9/11/01 TO ANE-505.4

3ATORI UALITS SEC 20 1227-1242 TO AAT-200

ATORI Amer 11 SEC 46 1233-1245 TO AAT-200

9/13/01

Transcript WAL175 Sec A7, SEC46, SEC 20 TO AAT-200, ANE-505.4

SATORI American II Sec 46 1226-1241 TO AAT-200.

9/14/01

9/15/01  
 11 way files ZBW TMU SEVERE WX POSITION TO AAT-200 & ANE-505  
 1 way file time line TO AAT-200 & ANE-505  
 Flight Progress Strips AAL11 SECAT LUAL15 SECAT TO AAT-200 & ANE-505  
 Traffic Count SECTOR 46 C 1220 UTC (4 ACFT) TO ANE-505  
 Traffic Count SECTOR 20 C 1230 UTC (4 ACFT) TO ANE-505  
 Transcripts ZBW TMU SEVERE WX POSITION TO ANE-505 & AAT-200  
 Personnel Statements Bueno/Biggio TO ANE-505

Radar Viewpoint Plot AAL11 1200:52-1220:48 to FBI J. Mulvaney  
Radar Viewpoint Plot UAL175 1214:52-1246:34 to FBI J. Mulvaney  
(1) Cert Rec ZBW TMU Srv WX 1220-1255 UTC to FBI J. Mulvaney  
Excel Spreadsheet of employees involved with UAL175/AAL11 Cemail to Jimmy Mills - AAT-15  
& Tom Benson - ANE-1

Personnel Statement Shihani TO AHE-505

anscript ZBW MOS Position | 3 wavefiles | 1 wavefile timeline <sup>fax email</sup> ftp | TO ANE-5c

PERSONNEL Statement Scoggins TO ANE-505  
PERSONNEL Statement Scoggins Page 2, Signed & Dated TO AAT-200 CHRIS SOW  
ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED DATE 11/10/2010 BY 60322 AAL/AA/T AAT-200 D.602

Record of Data Release From ZBW AAL11 & UAL175

9/21/01

NTAP aal11.txt, aalpri1.txt, aalpri2.txt, aalpri3.txt FTP TO AAT-200  
DART aal11d.dat ual175d.dat FTP TO AAT-200  
HTAP ual175a.txt, ual175.txt FTP TO AAT-200  
ZBWNTAPDART.DOC explaining DART's & HTAP's TO AAT-200

9/26/01

Cert Rerec ZBW 46R, 47R, SVWC, MOS Regarding AAL11 TO AAT-200

9/27/01

Cert Rerec ZBW 47R, 46R, 20R UAL175 TO AAT-200 #367  
FEDEX

10/02/01

Cert Rerec ZBW 46R, 47R, 47RA, SVWC, MOS re: AAL11 to AAT200  
FedEx

10/03/01

Cert Rerec ZBW 09R, 09RA, 10R, 10RA, 20R, 20RA, 31R, 31RA  
30R, 30RA AAL11 TO AAT-200



10/18/01

Transcript 46R 9/11/01 - 1204-1242Z To FBI - Kenneth Mann

Voice Recording via DAT - 9/11/01 Sec 46, Ch 27 1220-1226 UTC

Voice Recording via DAT - 9/11/01 ~~Sec 46, Ch 27~~ Sec 37, Ch 07 - 1223:50-1226:00

Voice Recording via DAT - 9/11/01 Sec 46, Ch 27 - 1230:30-1234:30

\*\* JOB STATUS REPORT \*\*

AS OF SEP 11 2001 15:06

PAGE. 01

ZBW-ARTCC-148  
AAL11

BOSTON ARTCC

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	STATUS
001	9/11	15:05	7812387595	EC--S	00' 26"	001	OK

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CHAIN OF CUSTODY LETTER WITH FBI TO ANE-505

\*\* JOB STATUS REPORT \*\*

AS OF SEP 12 2001 13:01

PAGE. 01

BOSTON ARTCC

JOB #419

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	STATUS
001	9/12	13:00	ANE 530	EC--S	01' 02"	002	OK

---

ZBW 7230-4 9/11/01

FAA 8020-3 9/11/01 TO ANE-505

\*\* JOB STATUS REPORT \*\*

AS OF SEP 13 2001 16:38

PAGE. 01

BOSTON ARTCC

JOB #440

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	STATUS
001	9/13	16:35	781 238 7585	EC--S	02' 34"	011	OK

---

LAL175 Transcripts to AHE-500

**Date:** 9/15/01 3:40 PM  
**Sender:** Clifford R Baird  
**To:** Tom Benson  
**Priority:** Normal  
Receipt requested  
**Subject:** ZBW Wave Files

---

Tom, wave files regarding coordination with Command Center and Cape  
Approach regarding AAL11.

Rusty Baird



zbwwavfiles.doc



wavtmu1.wav



wavtmu2.wav



wavtmu3.wav



wavtmu4.wav



wavtmu5.wav



wavtmu6.wav



wavtmu7.wav



wavtmu8.wav



wavtmu9.wav



wavtmu10.wav



wavtmu11.wav

**Date:** 9/15/01 7:52 PM  
**Sender:** Clifford R Baird  
**To:** Dan Diggins; Tom Benson  
**Priority:** Normal  
Receipt requested

**Subject:** Partial Transcripts ZBW TMU

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Attached are partial transcripts concerning TMU communication at ZBW.  
These were faxed to Dan. Thanks.

Rusty Baird



tmu.doc

# Quality Assurance Bulletin

## BOSTON CENTER BULLETIN

DATE: September 17, 2001

SUBJECT: AAL11

INFORMATION: The following information is provided regarding Aircraft Accident AAL11 on September 11, 2001.

1209:17 UTC	AAL11 reports on ZBW Sector 46 frequency leaving FL190 for FL230.
1209:22 UTC	AAL11 instructed to climb to FL280. AAL11 acknowledges clearance.
1210:13 UTC	AAL11 instructed to climb to FL290. AAL11 acknowledges clearance.
1211:58 UTC	AAL11 issued a traffic advisory for a MD80 at FL310. AAL11 acknowledges the advisory.
1213:29 UTC	AAL11 instructed to turn 20 degrees right. AAL11 acknowledges the clearance.
1213:47 UTC	AAL11 instructed to climb to FL350. AAL11 does not reply to the clearance.
1213:57 UTC	AAL11 instructed to climb to FL350. AAL11 does not reply to the clearance.
1214:08 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1214:23 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1214:33 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1214:45 UTC	Sector 46 advises Sector 38 AAL11 was turned 20 degrees right, is NORDDO and is possibly climbing to FL290 only.
1215:13 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1215:22 UTC	Sector 46 instructs AAL11 to identify if the aircraft can hear ZBW. AAL11 does not reply. No identify is received from the aircraft.
1216:32 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1217:05 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1217:56 UTC	Sector 46 instructs AAL11 to identify if the aircraft can hear ZBW. AAL11 does not reply. No identify is received from the aircraft.
1218:56 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1220:07 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1220:48 UTC	Last radar hit on AAL11 squawking discrete beacon code. All further radar data is primary only.
1222:27 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1224:38 UTC	Transmission on frequency from hijacker.
1224:46 UTC	Sector 46 requests if someone is calling ZBW.
1224:53 UTC	Sector 46 request if AAL11 is trying to call ZBW.
1224:57 UTC	Transmission on frequency from hijacker.
1227:50 UTC	ZBW STMC contacts Central Flow East Position regarding AAL11 and advises of a possible hijack situation.
1229:01 UTC	ZBW STMC with Central Flow East Position conferences with ZNY and ZOB TMU regarding AAL11.
1230:13 UTC	Time stamp on phone records indicates OMIC contacts ROC regarding AAL11.
1233:59 UTC	Transmission on frequency from hijacker.
1234:32 UTC	ZBW STMC contacts CAPE Approach and requests coordination with OTIS AFB regarding a military aircraft scramble regarding AAL11.
1240:02 UTC	ZBW STMC contacts Central Flow East Position and requests a conference with N90 regarding AAL11.

As you can tell, the time line indicates ZBW was very responsive to the hijack situation. It doesn't appear Sector 46 had a full understanding of the situation until 1224:57 UTC. To complete CPC to OS coordination regarding AAL11 and have the STMC contacting Central Flow approximately three minutes later is outstanding. Sector 46, Area C OS, STMC and OMIC did excellent and timely work. I'm sure many others at ZBW did also. I hope the time line helps

answer any questions you might have regarding this situation. This information was provided to your office only. If you have any further questions, please contact the Quality Assurance Office.

  
Rusty Baird  
Support Specialist  
Quality Assurance

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Dist: ZBW-2/1



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# ***Quality Assurance Bulletin***

**BOSTON CENTER BULLETIN**

**DATE: September 20, 2001**

**SUBJECT: AAL11**

**INFORMATION:** The following information is provided regarding Aircraft Accident AAL11 on September 11, 2001.

1209:17 UTC	AAL11 reports on ZBW Sector 46 frequency leaving FL190 for FL230.
1209:22 UTC	AAL11 instructed to climb to FL280. AAL11 acknowledges clearance.
1210:13 UTC	AAL11 instructed to climb to FL290. AAL11 acknowledges clearance.
1211:58 UTC	AAL11 issued a traffic advisory for a MD80 at FL310. AAL11 acknowledges the advisory.
1213:29 UTC	AAL11 instructed to turn 20 degrees right. AAL11 acknowledges the clearance.
1213:47 UTC	AAL11 instructed to climb to FL350. AAL11 does not reply to the clearance.
1213:57 UTC	AAL11 instructed to climb to FL350. AAL11 does not reply to the clearance.
1214:08 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1214:23 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1214:33 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1214:45 UTC	Sector 46 advises Sector 38 AAL11 was turned 20 degrees right, is NORDDO and is possibly climbing to FL290 only.
1215:13 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1215:22 UTC	Sector 46 instructs AAL11 to identify if the aircraft can hear ZBW. AAL11 does not reply. No identify is received from the aircraft.
1216:32 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1217:05 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1217:56 UTC	Sector 46 instructs AAL11 to identify if the aircraft can hear ZBW. AAL11 does not reply. No identify is received from the aircraft.
1218:56 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1219:00 UTC	Area B OS attempts to contact AAL11 through SFO ARINC.
1220:07 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1220:48 UTC	Last radar hit on AAL11 squawking discrete beacon code. All further radar data is primary only. Sector 46 advises the Area C OS that AAL is NORDDO and no transponder. Area C OS coordinates updated information concerning AAL11 with Area B.
1222:27 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1224:38 UTC	Transmission on frequency from hijacker.
1224:46 UTC	Sector 46 requests if someone is calling ZBW.
1224:53 UTC	Sector 46 request if AAL11 is trying to call ZBW.
1224:57 UTC	Transmission on frequency from hijacker. Area C OS advises the OMIC and Area B that AAL11 is possibly being hijacked.
1227:50 UTC	ZBW STMC contacts Central Flow East Position regarding AAL11 and advises of a possible hijack situation.
1229:01 UTC	ZBW STMC with Central Flow East Position conferences with ZNY and ZOB TMU regarding AAL11.
1230:13 UTC	Time stamp on phone records indicates OMIC contacts ROC regarding AAL11.
1233:59 UTC	Transmission on frequency from hijacker.
1234:32 UTC	ZBW STMC contacts CAPE Approach and requests coordination with OTIS AFB regarding a military aircraft scramble regarding AAL11.
1237:54 UTC	ZBW MOS contacts NEADS requesting a military aircraft scramble regarding AAL11.
1240:02 UTC	ZBW STMC contacts Central Flow East Position and requests a conference with N90 regarding AAL11.

1253:39 UTC	CAPE APPROACH contacts Sector 18 and advises PANTA45 (military scramble aircraft) has departed and is out of 5,000 feet. Sector 18 approves PANTA45 climbing to FL290.
1253:59 UTC	Sector 18 advises CAPE APPROACH PANTA45 is radar contact.
1255:11 UTC	PANTA45 reports on Sector 18 frequency climbing to FL290.
1303:55 UTC	ZBW TMU advises internal facilities to ground stop all traffic.
1311:02 UTC	ZBW CPC's advise all aircraft to increase cockpit security
1327:00 UTC	ZBW TMU advises internal facilities to ground stop all IFR and VFR traffic.
1342:20 UTC	ZBW CPC's advise all military aircraft in training to RTB.
1349:00 UTC	ZBW TMU advises internal facilities and ZBW control positions that all airborne aircraft must land as soon as possible.

Rusty Baird  
Support Specialist  
Quality Assurance

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Dist: ZBW-2/1

13<sup>45</sup><sup>55</sup> - ATCSCC advises to shortcut airborne rights.

### CHAIN OF CUSTODY

This form serves as chain of custody for the following facility's specified data/information

**FACILITY:** BOSTON ARTCC

**DATA/INFORMATION:** BADAB VIEWPOINT PLOT AAL11

1200:52

1220:4E

BADAB VIEWPOINT PLOT WAL175 1214:52-1226:30

1 CERT REBEC ZBW TMU SEVERE WX 1220-1255 UTC

**PURPOSE/REMARKS:** FBI INVESTIGATION

Bedford, NH FIELD OFFICE (603) 472-2224

**From:** Robert Jones

**Title:** Support Specialist

**Signature:** [Signature]

**Date:** 9/17/01

**To:** John Mulvaney

**Title:** SA, FBI

**Signature:** [Signature]

**Date:** 9/17/01

**Witness:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**From:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**To:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Witness:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Date:** 9/17/01 3:07 PM  
**Sender:** Robert K Jones  
**To:** Tom Benson  
**Priority:** Normal  
**Subject:** Information Release to FBI

---

Mr. Benson:

For your information:

Boston Center provided the following information to FBI Agent John Mulvaney on September 17, 2001:

- Radar Viewpoint Plot of AAL11 (1200:52-1220:48)
- Radar Viewpoint Plot of UAL175 (1214:52-1246:34)
- (1) Certified Re-recording - ZBW TMU Severe Weather (1220-1255)

Please contact me if you have any questions.

Regards,

Bob Jones, ZBW-505.3  
(603) 879-6376

ZBW-ARTCC-148  
AAL11

Date: 9/17/01 9:58 AM  
Sender: Tom Benson  
To: Bettina Peronti; Allan Turmelle; Joseph Davies; Tracie Henry; Heather E Hemdal; Kenneth F Acker; Clifford R Baird  
Priority: Urgent  
Subject: Fwd: Action items remaining open

The requests for information from HQ will be sporadic and probably with short timeframes. I believe we are in good shape and just have follow-up re-recordings and transcripts to go. There are two issues we're dealing with here and I want to try and help doing things more than once if we can. HQ is in a push for the Congressional hearings and in the continuation of the investigation, both accident and criminal, so please bear with them and us.

We also have the accident packages. ZBW is compiling AAL11, ZNY - UAL175.

The first two events listed below are all that effect ANE. If you believe otherwise, please let me know. Please let me know what information you will be preparing and forwarding to Headquarters, then send directly to them. Please check the cassettes and disks to ensure we don't send blank or inoperable ones. I only mention that because it has been done in the past and due to the urgency, we will not be reviewing them here initially. If you're capable of posting directly to the FTP site, proceed accordingly.

I want to commend all of you for the job you've done so far, you've been great. If there's anything we can do here to help, please let me know.

Tom

Forward Header

Subject: Action items remaining open  
Author: Douglas Gould  
Date: 9/17/2001 8:27 AM

Good Morning all,

I have to thank all of you for the incredible dedication and work that you've all done this past week. I apologize that some items had to be duplicated, but we've had a lot of data coming in.... Unfortunately several more IOU's are still awaiting completion. Below you will find a list of items needed ASAP. Please review and forward either electronically, fax or overnight.

**AEA** The IAD wave files are up on ANE's site in a folder labeled IAD and DCA.

**AAL11:**

**Transcript**

I have LCE, ID, SL, ZBW TMU and K90/HST.

All other facilities that spoke with AAL11 and communication ref. Hijack/accident that is on a recorded line, including with the Military/NEOD/NORAD or any other agency.

**Voice re-recording**

Certified Cassettes of all communications with AAL11 and coordination of said aircraft

Wave recording of all pertinent transmission to or from AAL11

**Flight Progress strip from all facilities**

**Employee Statements**

**UAL175**

**Transcript**

I have BOS GC, LCW, ID, SL, ZBW 47R, 20R, ZNY R42 AND HUNTRESS.

All other facilities that spoke with UAL175 and communication ref. Hijack/accident that is on a

recorded line, including with the Military/NEOD/NORAD or any other agency.

**Voice re-recording**

Certified Cassettes of all communications with UAL175 and coordination of said aircraft

Wave recording of all pertinent transmission to or from UAL175

**Flight Progress strip from all facilities**

**Employee Statements**

AAL77

**Transcript**

I have outbound IAD GC, LCW, ND, NH, ZDC R05 R03, ZID HNN R, HNN RA, DAC R, DAC RA.  
(need inbound from IAD and DCA)

All other facilities that spoke with AAL75 and communication ref. Hijack/accident that is on a recorded line, including with the Military/NEOD/NORAD or any other agency.

**Voice re-recording**

Certified Cassettes of all communications with AAL75 and coordination of said aircraft

Wave recording of all pertinent transmission to or from AAL75

**Flight Progress strip from all facilities**

**Employee Statements**

UAL93

**Transcript**

I have EWR GC2, GC, LC and ZOB R49 AND R67.

All other facilities that spoke with UAL93 and communication ref. Hijack/accident that is on a recorded line, including with the Military/NEOD/NORAD or any other agency.

**Voice re-recording**

Certified Cassettes of all communications with UAL93 and coordination of said aircraft

Wave recording of all pertinent transmission to or from UAL93

**Flight Progress strip from all facilities**

**Employee Statements**

Please forward partial pertinent transcripts and wave files NLT COB Wednesday 9/19th (deadline with FBI). Statements should be gathered and forwarded as the employee's return to work. All management shall do them today, no excuse. We understand, several facilities may not have logged all actions, so it is critical that this information is captured in statements with approximate times on each notification (very critical). It may be easier to complete a timeline with action/notification taken with time and by whom and have all sign to validate these actions.

Again I thank you all and apologize for being so demanding.. As you know this AM the Administrator will be standing in front of Congress explaining our actions vs. inaction's... Everyone did an exceptional job. Keep your heads up and ensure you all take care of yourselves and families.

To Better Times

Doug

BOSTON ARTCC

JOB #462

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	STATUS
001	9/17	09:40	781 2387593	EC--S	00' 29"	001	OK

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QA FILE.  
DONT KNOW IF  
YOU GUYS HAD A  
COPY OF THIS FOR THE  
FILES.

*[Signature]*

ZBW-ARTCC-148  
AAL11

**Date:** 9/17/01 2:51 PM  
**Sender:** Robert K Jones  
**To:** Jimmy C Mills  
**cc:** Tom Benson  
**Priority:** Urgent  
Receipt requested  
**Subject:** ZBW Personnel

---

Mr. Mills:

Attached is a Microsoft Excel File containing names of Boston Center personnel who handled data in reference to UAL175 and AAL11.

Please contact me if you require more information.

Regards,

Bob Jones, ZBW-505.3  
(603) 879-6376



Sept 11 Accident  
Personnel.xls



Employee Name	Operating Initials	Title	Operational Position	Time on Postion (UTC)	AAL11	UAL175
Biggio, Terry	OE	OM	OMIC	1030-1814	X	X
Bueno, Daniel	BD	STMCIC	STMCIC	0930-1800	X	X
Zalewski, Peter	ZP	CPC	Sector 46 R	1147-1229	X	X
Poncet, Glen	PN	CPC	Sector 09 RA	1216-1322	X	
McGlauffin, David	CC	CPC	Sector 09 R	1218-1324	X	
Oliver, Shirley	SO	OS	Sector 38 RA	1136-1251	X	
Martins, Brazilino	NO	CPC	Sector 38 RA	1158-1249	X	
Miller, Alan	TV	CPC	Sector 46 RA	1227-1229	X	X
Beringer, Richard	RB	CPC	Sector 47 RA	1136-1228	X	X
Oniel, Mark	MO	CPC	Sector 47 RA	1228-1237		X
Taccini, Gregory	TF	CPC	Sector 47 RA	1207-1255	X	X
Dean, William	WD	TMC	Sector 20 RA	1208-1313	X	X
Hartling, John	HT	CPC	Sector 20 R	1233-1303	X	X
Schmalz, Stephen	ST	CPC	Sector 20 RA	????-1207	X	
Schiappani, John	SH	OS	Area C OSIC	1216-1359	X	X

# Fax Transmittal

<b>To:</b> Tom Benson	<b>From:</b> Rusty Baird
<b>Fax:</b> 781-238-7598	<b>Date:</b> September 19, 2001
<b>Pages:</b> 9 (Including This One)	<b>Phone:</b> 603 879 6672
<b>Re:</b> Partial Transcript	

**•Comments:**

ZBW MOS. Please call if you need further assistance. Thank you.

**Date:** 9/19/01 2:02 PM  
**Sender:** Clifford R Baird  
**To:** Tom Benson; Heather E Hemdal; Glenn W Michael  
**Priority:** Normal  
Receipt requested  
**Subject:** MOS Transcripts

---

Attached is the MOS transcript. Thanks.

Rusty Baird



UTC times of wave files for ZBW MOS Position.  
The missing gaps of time are dead space on the  
rerecording.

zbwmos1 1237:50  
1238:15

zbwmos2 1239:00  
1242:15

zbwmos3 1252:00  
1253:05

wave files forwarded to ANE-505  
9/19/01

# Fax Transmittal

<b>To:</b> Tom Benson	<b>From:</b> Rusty Baird
<b>Fax:</b> 781-238-7598	<b>Date:</b> September 20, 2001
<b>Pages:</b> 16 (Including This One)	<b>Phone:</b> 603 879 6672
<b>Re:</b> Transcripts AAL11	

**•Comments:**

Tom, copies faxed to Doug Gould. Please call if you need further assistance.  
Thank you.

# Fax Transmittal

**To:** Doug Gould

**From:** Rusty Baird

**Fax:** 202-267-7389

**Date:** September 20, 2001

**Pages:** 16 (Including This One)

**Phone:** 603 879 6672

**Re:** Transcripts AAL11

**•Comments:**

Please call if you need further assistance. Thank you.

Full Transcript AAL 11 SECTOR 46  
Partial Transcript AAL 11 SECTOR 47

# Fax Transmittal

**To:** Tom Benson

**From:** Rusty Baird

**Fax:** 781-238-7598

**Date:** September 20, 2001

**Pages:** 3 (Including This One)

**Phone:** 603 879 6672

**Re:** Personnel Statement

**•Comments:**

Please call if you need further assistance. Thank you.

*Colin Scoggins Statement*

# Fax Transmittal

<b>To:</b> Chris Soucy	<b>From:</b> Rusty Baird
<b>Fax:</b> 202-267-7389	<b>Date:</b> September 20, 2001
<b>Pages:</b> 2 (Including This One)	<b>Phone:</b> 603 879 6672
<b>Re:</b> Personnel Statement	

**•Comments:**

Page 2 of Personnel Statement with signature and date. Please call if you need further assistance. Thank you.

*Colin Scoggins Statement Page 2*



ZBW-ARTCC-148  
AAL11

**Date:** 9/21/01 2:24 PM  
**Sender:** Clifford R Baird  
**To:** Dan Diggins; Tom Benson  
**Priority:** Normal  
Receipt requested

**Subject:** NTAP & DART Data AAL11 - UAL175

---

Dan, the requested NTAP's and DART's were forwarded via FTP. There is a word document zdwntapdart.doc that explains the files. Thanks.

Rusty Baird

Information regarding NTAP and DART data provided to AAT-200 concerning AAL and UAL175 on September 11, 2001.

#### AAL11

aal11.txt      1<sup>st</sup> radar target at 422398N,0705938W at 1200:52 UTC on code 1443  
last radar target at 423813N,0731213W at 1220:48 UTC on code 1443

aalpri1.txt    last radar target at 423813N,0731213W at 1220:48 UTC on code 1443  
1<sup>st</sup> primary target at 423960N,0731622W at 1221:12 UTC  
last primary target at 415555N,0735667W at 1234:32 UTC

aalpri2.txt    1<sup>st</sup> primary target at 420785N,0740283W at 1233:00 UTC  
last primary target at 414435N,0735287W at 1236:05 UTC

aalpri3.txt    1<sup>st</sup> primary target at 415207N,0735523W at 1235:00 UTC  
last primary target at 404400N,0735910W at 1246:14 UTC

aal11d.dat     DART data from 1155:00 UTC to 1250:00 UTC

#### UAL175

ual175.txt     1<sup>st</sup> radar target at 422195N,0705722W at 1214:52 UTC on code 1470  
last radar target at 410132N,0743895W at 1246:34 UTC on code 1470

ual175a.txt    last radar target at 410132N,0743895W at 1246:34 UTC on code 1470  
1<sup>st</sup> radar target at 410068N,0744042W at 1246:43 UTC on code 3020  
last radar target at 405830N,0744628W at 1247:25 UTC on code 3020  
1<sup>st</sup> radar target at 405765N,0744790W at 1247:37 UTC on code 3321  
last radar target at 404145N,0740232W at 1302:50 UTC on code 3321

ual175d.dat    DART data from 1210:00 UTC to 1305:00 UTC

Date: 9/21/01 7:38 AM  
Sender: Kenneth F Acker  
To: Clifford R Baird; Robert K Jones  
Priority: Normal  
Subject: Fwd[2]:NTSB Request 01-096  
FYI

Forward Header

Subject: Fwd:NTSB Request 01-096  
Author: Tom Benson  
Date: 9/21/01 6:41 AM

Please review and see if there's anything you haven't *already* provided to someone else. I believe this request has a typo in that UAL77 should be UAL175.

Thanks

Tom

Forward Header

Subject: NTSB Request 01-096  
Author: Robin Holmes  
Date: 9/20/2001 3:08 PM

**NTSB Request #01-096**

**Date of Request 09/20/01**

**SUBJECT: Information in support of the FBI's investigation of the hijackings that involved United Airlines flight's 77 and 93, and American Airlines flight's 11 and 77.**

A/C Identification: UAL 77 and 93, and AAL 11 and 77 Date: September 11, 2001  
Action Region(s): AEA, ANE, AGL,  
HQ Primary Contact: Doug Gould, 267-7010  
Backup: Chris Soucy, 267-9127  
or: Dan Diggin, 267-9124

NTSB specialists assess existing inventory of data and product in possession of AAT-200 for necessary items. The NTSB is requesting the following:

1. NTAP extractions from FAA enroute facilities, ZBW, ZNY, ZOB and *completed 9/21/01* ZDC covering flights of all four airplanes. (Excluding NTAPs already provided.)
2. CDR extractions from FAA terminal facilities underlying entire route of each flight. Times covering each flight, use filters TG and TD (or TA/TU) RAPTOR style extraction acceptable. Please use separate files for TG and track data.
3. FAA enroute tracking information (i.e. DART extractions) for each airplane from ZBW, ZNY, ZDC, ZOB and ZID as *completed 9/21/01* appropriate.

4. Eyewitness reports by controllers or records of reports to ATC facilities by pilots, etc.

5. ATC voice recordings all contracts with airplanes. Starting with initial clearance delivery contact, through last frequency with established communication. Recording of last frequency through impact time. Check Airways Facilities at Cleveland, New York and Boston ARTCC's for possible maintenance recordings at transceiver sites of last established frequency. Include communications about hijacked airplanes between controllers and other flight crews. (i.e. witness or chase) *completed 10/3/01*

6. ATC recordings of all landline communications about airplanes - both intra and inter-facility, and notifications to Command Center, Military, etc. Include communication about witness or chase aircraft.

7. Personnel statements, record of events from ATC facility personnel doing any notification of military, SAR, etc. on unrecorded lines.

8. Any transcripts, logs, sequence of events, telecon, etc. records from above facilities and associated regions and HQ.

Please forward your responses to Robin Holmes, AAT-200, before October 9, 2001.

thanks



U.S. Department  
of Transportation  
Federal Aviation  
Administration

# Memorandum

Subject: **INFORMATION:** AAT-200 Request, Aircraft  
Accident, AAL11

Date: September 26, 2001

From: Quality Assurance Support Specialist,  
ZBW-505.4

Reply to  
Attn. of:

To: Manager, Investigations Division, AAT-200  
ATTN: Doug Gould

Per your request, attached are the following certified voice rerecordings concerning AAL11 on September 11, 2001.

Boston ARTCC Sector 47 Radar Position.

Boston ARTCC Sector 46 Radar Position.

Boston ARTCC Traffic Management Unit Severe Weather Position.

Boston ARTCC Traffic Management Unit Military Operations Specialist Position.

If we can be of further assistance, please contact the Quality Assurance Office at (603) 879-6672.

  
Rusty Baird

Attachments

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Dept./Floor/Suite/Room

City NASHUA State NH ZIP 03062**2 Your Internal Billing Reference Information**  
(Optional) (First 24 characters will appear on invoice)**3 To** (please print and press hard)Recipient's Name DOUG GOULD, AAT-200 Phone (202) 267-9119Company FAA HEADQUARTERS

RM

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ZBW-ARTCC-148  
AAL11

**Date:** 9/26/01 1:36 PM  
**Sender:** Tom Benson  
**To:** Clifford R Baird  
**Priority:** Urgent  
**Subject:** Fwd: IOU's for FBI  
Rusty,

---

I thought we did these, but apparently we didn't. Can you send these direct to Doug.

Thanks,

Tom

---

Forward Header  
**Subject:** IOU's for FBI  
**Author:** Douglas Gould  
**Date:** 9/26/2001 12:51 PM

Certified Voice cassettes from the following facilities ASAP...

UAL93  
EWR LC, ZNY R42? (Whom ever worked aircraft between R39 and ZID)

AAL11  
ZBW R47, R48  
UAL175  
ZBW R47, R46, R20, R42

See attached below for our master inventory list..

  
NTSB Request  
Inventory.doc

**NTSB Request List for September 11, 2001,  
AAL11**

**AAL11, B767, BOS to LAX**

**Radar Data**

Facility	Time Period	File Name	Type Extraction	Rec'd AAT-200	To NTSB
BOS		Cdr_out.txt	CDR	9/11	9/21
ZBW	Varied	Varied	SAR/SATORI	9/11	9/21
N90		AalEWR.txt	CDR	9/11	9/21

**Voice Communication**

Facility	Time Period	Position	Type Voice	Transcript	Rec'd AAT-200	To NTSB
BOS	1139:07-1150:17	CD	Tape	Full	9/21	9/21
BOS	1140:40-1200:49	GC	Tape	Full	9/21	9/21
BOS	1145:27-1202:24	LCW	Tape	Full	9/21	9/21
BOS	1152:37-1217:48	LCE	Tape	Full	9/21	9/21
BOS	1155:32-1210:49	Initial Dept	Tape	Full	9/21	9/21
BOS	1157:42-1210:00	Lincoln Dept	Tape	Full	9/21	9/21
ZBW	1205:32-1208:50	Sector 47R		Partial (D)	9/20	9/21
ZBW	1204:51-1233:59	Sector 46R		Full	9/20	9/21
ZBW	1227:50-1244:45	Severe WX		Partial (D)	9/15	9/21
ZBW	1237:54-1253:06	Military Ops		Partial	9/19	9/21
N90	1240:23-1243:06	Departure Director		Partial	9/18	9/21
N-90	1235-1315	TMU-DD	Tape			9/26

**Miscellaneous**

Facility	Item	Position		Rec'd AAT-200	To NTSB
HQ	General File Folder				9/21
	AGL-500 Bfng. Sheet			9/16	9/21
	Chronology of Events				9/21
	Flight Strips			9/15	9/21
	AEA Chronology of Events			9/12	9/21
	Facilities Daily Logs (Summ)				9/21
	ZBW Chronology of Events				9/21
	ZBW Transcript			9/13	9/21
	ISP/AIFSS Form 7230-4			9/12	9/21



**NTSB Request List for September 11, 2001,  
AAL11**

**AAL11, B767, BOS to LAX**

**Miscellaneous (Continued)**

Facility	Item	Position	Rec'd AAT-200	To NTSB
HQ	ZDC Form 7230-4		9/12	9/21
	EWR Form 7230-4		9/12	9/21
	N-90 Form 7230-4		9/12	9/21
	PIT Form 7230-4		9/12	9/21
	IAD Form 7230-4		9/12	9/21
	DCA Form 7230-4		9/12	9/21
	ZBW Form 7230-4		9/12	9/21
	A90 Form 7230-4		9/12	9/21
	ZOB Form 7230-4		9/12	9/21
	ATSCC Logs Pos 14, 22, 23		9/14	9/21
	Alert Bulletin 4 Flights			9/21
	Briefing Item AAL11, UAL175		9/11	9/21
	AEA Ops Center Prelim Aircraft Accident Rpt.		9/11	9/21
	OAG Flight Details		9/11	9/21
	Personnel Statements BOS, ZBW, N-90		9/14-20	9/21
	ZBW/ZNY Tracks and Timeline			9/21

**UAL175, B767, BOS to LAX**[illegible]

<b>Facility</b>	<b>Time Period</b>	<b>Position</b>	<b>Type Voice</b>	<b>Transcript</b>	<b>Rec'd AAT-200</b>	<b>To NTSB</b>
BOS	1152:40-1202	CD	Tape	Full	9/21	9/21
BOS	1152:51-1212:30	GC1	Tape	Full	9/21	9/21
BOS	1202-1214:44	LCW	Tape	Full	9/21	9/21
BOS	1202:11-1220:33	LCE	Tape	Full	9/21	9/21
BOS	1209:11-1228:58	Initial Dept	Tape	Full	9/17	9/21
BOS	1211:49-1224:53	Lincoln Dept	Tape	Full	9/17	9/21
ZBW	1219:24-1230:56	Sector 47R		Partial (D)	9/13	9/21
ZBW	1222:33-1227:28	Sector 46R		Partial (D)	9/13	9/21
ZBW	1231:04-1239:44	Sector 20R		Partial (D)	9/13	9/21
ZNY	1237:20-1307:58	Sector 42R		Full (D)	9/19	9/21
N90	1257:44-1301:08	Liberty So. Dept.		Partial	9/18	9/21
ZOB	1403:40-1426:34	Huntress Military		Draft	9/18	9/21
ZNY	1255-1308	RA42	Tape			9/26
ZNY	1249-1316	RA55	Tape			9/26
ZNY	1249-1316	R55	Tape			9/26
ZNY	1230-1331	OMIC 5959	Tape			9/26
ZNY	1331-1340	OMIC 5959	Tape			9/26
ZNY	1245-1314	TMU/DC 1087	Tape			9/26
ZNY	1305-1334	TMU-DSP	Tape			9/26
ZNY	1230-1330	TMU-STM	Tape			9/26
ZNY	1255-1315	TMU-STM/CIC	Tape			9/26
ZNY	1224-1324	TMU-AD	Tape			9/26
ZNY	1230-1331	TMC/STMC	Tape			9/26

**NTSB Request List for September 11, 2001,  
UAL175**

**UAL175, B767, BOS to LAX**

**Miscellaneous**

<b>Facility</b>	<b>Item</b>	<b>Rec'd AAT-200</b>	<b>To NTSB</b>
HQ	General File Folder		9/21
	AGL-500 Bfng. Sheet	9/16	9/21
	Timeline		9/21
	Flight Strips (BOS)	9/15	9/21
	Chronology of Events	9/12	9/21
	ZDC Form 7230-4	9/12	9/21
	EWR Form 7230-4	9/12	9/21
	N-90 Form 7230-4	9/12	9/21
	PIT Form 7230-4	9/12	9/21
	IAD Form 7230-4	9/12	9/21
	DCA Form 7230-4	9/12	9/21
	ZBW Form 7230-4	9/12	9/21
	A90 Form 7230-4	9/12	9/21
	ZOB Form 7230-4	9/12	9/21
	ZNY Form 7230-4	9/12	9/21
	ZID Form 7230-4	9/12	9/21
	AEA-6 Form 7230-4	9/14	9/21
	AGL-6 Form 7230-4	9/14	9/21
	BOS Form 7230-4	9/14	9/21
	ADA-30 Ops Center Activity Rpt.	9/14	9/21
	Facilities Daily Logs (Summ)		9/21
	Briefing Item AAL11, UAL175	9/11	9/21
	OAG Flight Details	9/11	9/21
	AEA Ops Center Prelim Aircraft Accident Rpt.	9/11	9/21
	Chronology of Events		9/21
	Personnel Statements BOS, ZBW, N-90	9/14-20	9/21
	ZBW/ZNY Tracks and Timeline		9/21

**NTSB Request List for September 11, 2001,  
UAL93**

**UAL93, B757, EWR to SFO**

**Radar Data**

Facility	Time Period	File Name	Type Extraction	To NTSB
N90		cdr_out.txt	CDR	9/21
ZNY	Varied	Varied	SAR/SATORI	9/21
ZOB	Varied	Varied	SAR/SATORI	9/21
PIT		PIT UAL93.txt	CDR	9/21
ZOB		ual93	NTAP	9/18
ZOB		ual93a	NTAP	9/18
ZOB		ual93b	NTAP	9/18
ZOB		ual93c	NTAP	9/18
ZOB		ual93x	NTAP	9/18
ZDC		ual93-zdc4	NTAP	9/18
ZDC		ual93-zdc5	NTAP	9/18
ZDC		ual93-zdc6	NTAP	9/18
ZDC		ual93-zdc7	NTAP	9/18
ZDC		ual93-zdc8	NTAP	9/18
ZOB		ual93-file 1	NTAP	9/26
ZOB		ual93-file 10	NTAP	9/26
ZOB		ual93-file 2	NTAP	9/26
ZOB		ual93-file 3	NTAP	9/26
ZOB		ual93-file 4	NTAP	9/26
ZOB		ual93-file 5	NTAP	9/26
ZOB		ual93-file 6	NTAP	9/26
ZOB		ual93-file 8	NTAP	9/26
ZOB		ual93-file 9	NTAP	9/26

**Voice Communication**

Facility	Time Period	Position	Type Voice	Transcript	Rec'd AAT-200	To NTSB
EWR	1145-1210	GC2	Tape	Partial	9/13	9/21
EWR	1204-1226	GC		Partial	9/13	9/21
EWR	1235-1247	LC		Partial	9/13	9/21
N90	1238-1256	Newark Dept Liberty West	Tape	Full Partial	9/20	9/21
ZNY	1245-1258	R39	Tape			9/26
ZNY						
ZOB	1301-1331	Franklin-R	Tape	Partial	9/20	9/21
ZOB	1318-1331	Franklin-R		Partial		9/26
ZOB	1314-1348	Lorain-R	Tape	Partial	9/20	9/21
ZOB	1333-1344	Lorain-R	Tape		9/20	9/21
ZOB	1344-1400	Lorain-R	Tape		9/20	9/21
ZOB	1344-1418	Imperial-R	Tape	Partial	9/20	9/21
ZOB	1355-1416	Imperial-D	Tape	Partial	9/20	9/21
ZOB	1358-1410	Indianhead-R	Tape	Partial	9/20	9/21
ZOB	1409-1421	Indianhead-R	Tape		9/20	9/21
ZOB	1338-1401	Allegheny-R	Tape	Partial	9/20	9/21
ZOB	1359:44-1401	Allegheny-D		Partial	9/20	9/21
ZOB	1348-1409	Westmoreland-R	Tape	Partial	9/20	9/21
ZOB	1401-1440	Military Ops	Tape	Partial	9/20	9/21
PIT	1339-1351	Arrival North		Partial	9/20	9/21
ZOB	1403:40-1426:34	Huntress Military		Partial (D)	9/20	9/21
BWI	1356-1407	Balt. Lo.	Tape			9/26

**NTSB Request List for September 11, 2001,  
UAL93**

**UAL93, B757, EWR to SFO**

**Miscellaneous**

<b>Facility</b>	<b>Item</b>	<b>Position</b>	<b>Rec'd AAT-200</b>	<b>To NTSB</b>
HQ	General File Folder			9/21
	ACARS Data			9/21
	AGL-500 Bfng. Sheet		9/16	9/21
	Chronologies of Events		9/12	9/21
	Timeline(s)			9/21
	PIT Synopsis		9/14	9/21
	Flight Strip (ZOB)		9/16	9/21
	Flight Strip (EWR)		9/13	9/21
	ADA-30 Ops Center Activity Rpt.		9/14	9/21
	AEA-6 Form 7230-4		9/14	9/21
	AGL-6 Form 7230-4		9/14	9/21
	ANE ROC Log		9/14	9/21
	OAG Flight Details		9/11	9/21
	ZOB Aircraft Accident Prelim Notic.		9/12	9/21
	ZOB Sector Staffing		9/12	9/21
	ZOB Chain of Custody Ltr.		9/12	9/21
	ZOB SATORI List			9/21
	AEA Ops Center Prelim Aircraft Accident Rpt.		9/11	9/21
	Req. List from Fac.			9/21
	ZOB Misc. Questions			9/21

**NTSB Request List for September 11, 2001,  
AAL77**

**AAL77, B757, IAD to LAX**

**Radar Data**

Facility	Time Period	File Name	Type Extraction	Rec'd AAT-200	To NTSB
IAD		IADAAL.txt	CDR	9/11	9/21
ZDC	Varied	Varied	SAR/SATORI	9/11	9/21
ZID	Varied	Varied	SAR/SATORI	9/11	9/21
ZID		aal77a	NTAP	9/17	9/18
ZID		aal77a1	NTAP	9/17	9/18
ZID		aal77a2	NTAP	9/17	9/18
ZID		aal77a3	NTAP	9/17	9/18
ZID		aal77b	NTAP	9/17	9/18
ZID		aal77c	NTAP	9/17	9/18
IAD		cdr911.txt	CDR	9/11	9/21
DCA		DCA 9.11(2).txt	CDR	9/11	9/21
DCA		DCA 9-11.txt	CDR	9/11	9/21

**Voice Communication**

Facility	Time Period	Position	Type Voice	Transcript	Rec'd AAT-200	To NTSB
IAD	1207-1218	GCW	Tape	Full	9/20	9/21
IAD	1211-1226	LCW	Tape	Partial	9/13	9/21
IAD	1209-1211	ATIS	Tape	None	9/20	9/21
IAD	1215-1230	North Departure	Tape	Partial	9/13	9/21
IAD	1215-1230	North High	Tape	Partial	9/13	9/21
ZDC	1220-1236	D05	Tape	None	9/20	9/21
ZDC	1220-1236	R05	Tape	Partial	9/20 (D)	9/21
ZDC	1226-1246	R03	Tape	Partial	9/20 (D)	9/21
ZID	1234-1320	Henderson Radar	Tape	Partial (D)	9/15	9/26
ZID	1234-1320	Henderson RA	Tape	Partial (D)	9/15	9/26
IAD	1327-1346	Final West	Tape	None	9/20	9/21
IAD	1328-1347	North Departure	Tape	None	9/20	9/21
IAD	1328-1340	Area Supervisor	Tape	None	9/20	9/21
IAD	1329-1348	AD/DD	Tape	None	9/20	9/21
DCA	1329-1348	RS, TS, DEP, FI	Tape			9/26
DCA	1332-1348	LC	Tape	Partial		9/26
DCA	1325-1348	F2, TYSON, KRANT	Tape	Partial		9/26
DCA	1332-1344	FI	Tape	Partial		9/26
DCA	1334-1348	Tower Supervisor		Partial		9/26
DCA	1334-1345	Tower Departure Overhead		Partial		9/26
DCA	1329-1344	Tower TRACON Supervisor		Partial		9/26

**NTSB Request List for September 11, 2001,  
AAL77**

**AAL77, B757, IAD to LAX**

**Miscellaneous**

Facility	Item	Position	Rec'd AAT-200	To NTSB
HQ	General File Folder			9/21
	AGL-500 Bfng. Sheet		9/16	9/21
	Chronologies of Events		9/12	9/21
	Timeline(s)		9/16	9/21
	Tour of DCA		9/14	9/21
	Flight Strip (ZID)		9/17	9/21
	ADA-30 Ops Center Activity Rpt.		9/14	9/21
	ZDC Form 7230-4		9/12	9/21
	EWR Form 7230-4		9/12	9/21
	N-90 Form 7230-4		9/12	9/21
	PIT Form 7230-4		9/12	9/21
	IAD Form 7230-4		9/12	9/21
	DCA Form 7230-4		9/12	9/21
	ZBW Form 7230-4		9/12	9/21
	A90 Form 7230-4		9/12	9/21
	ZOB Form 7230-4		9/12	9/21
	ZNY Form 7230-4		9/12	9/21
	ZID Form 7230-4		9/12	9/21
	AEA-6 Form 7230-4		9/14	9/21
	AGL-6 Form 7230-4		9/14	9/21
	BOS Form 7230-4		9/14	9/21
	OAG Flight Details		9/11	9/21
	AEA Ops Center Prelim Aircraft Accident Rpt.		9/11	9/21
	Alert Bulletin			9/21
	ANE ROC Log		9/14	9/21
	Timeline DCA (TYSON)		9/16	9/26
	Flight Strip (IAD)		9/25	9/26

ZBW-ARTCC-148  
AAL11

Date: 9/26/01 10:27 AM  
Sender: Clifford R Baird  
To: Tom Benson  
Priority: Normal  
Receipt requested  
Subject: Fwd[2]:Re[2]:9/11/01 Voice Tapes

Tom, these rerecordings have been forwarded to AAT-200 as requested.

Rusty Baird

Forward Header  
Subject: Fwd:Re[2]:9/11/01 Voice Tapes  
Author: Tom Benson  
Date: 9/24/01 1:06 PM

FYI, sorry guys, I thought they were done with us.

Forward Header  
Subject: Re[2]:9/11/01 Voice Tapes  
Author: Douglas Gould  
Date: 9/24/2001 12:17 PM

Hi Tom,

We are still awaiting the following voice tapes:  
ZBW AAL11 R47 & R46 and when they can find the time we would like Severe wx & military ops

Thanks  
Doug

Reply Separator  
Subject: Re:9/11/01 Voice Tapes  
Author: Tom Benson  
Date: 09/24/2001 8:23 AM

Doug,

In addition to what you've listed below, please send me any outstanding items you need from ANE from whoever wants it. In our correspondence last week you indicated you have received everything you needed from ANE and we want to make sure the field gets the right info..

Thanks,

Tom

Reply Separator  
Subject: 9/11/01 Voice Tapes  
Author: Douglas Gould  
Date: 9/24/2001 7:54 AM

Good morning,

The FBI is still waiting for a complete set of certified voice tapes on cassettes on each leg on all four flights.. If a Controller spoke to one of these aircraft's, then you must forward a cassette. Please forward certified copies ASAP. They were due last Wednesday the 20th with the transcripts.....

26'

128



Any questions or problems, please call me.



U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

# Route Slip

To: Doug Gould, AAT-200

Date: October 2, 2001

Subject: Certified Voice Re-Recordings AAL11

Action: ☒ Per Your Request    ☐ Discuss with Me    ☐ Take Appropriate Action  
☐ For Your Information    ☐ For Your Approval    ☐ Please Answer  
☐ Per Our Conversation    ☐ For your Signature    ☐ Prepare Reply for:  
☐ Note and Return    ☐ Comment

Remarks:

Doug -

Enclosed are the following Certified Voice Re-Recordings for AAL11:

ZBW Boston Sector 46R  
ZBW Bosox Sector 47R  
ZBW Bosox Sector 47RA  
ZBW Severe Weather Coordinator Position (SVWC)  
ZBW Military Operations Specialist Position (MOS)

If you have any questions please feel free to contact myself, Rusty Baird (603-879-6672) or Robert Jones (603-879-6376).

  
Karen L. Goff  
Quality Assurance Technician

Phone: 603-879-6807

FAX: 603-879-6809

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Number

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SPH33  
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879-6672

Sender's Name RUSTY BAIRDPhone (603) 888-XXXXCompany FAA BOSTON CENTERAddress 35 NORTHEASTERN BLVD

Dept./Floor/Suite/Room

City NASHUAState NHZIP 03062**2 Your Internal Billing Reference Information**  
(Optional) (First 24 characters will appear on invoice)**3 To** (please print and press hard)Recipient's Name DOUG GOULD, AAT-200 Phone (202) 267-9119Company FAA HEADQUARTERS

RM

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(Up to 3 business days)

(Call for delivery schedule. See back for detailed descriptions of freight services.)

**5 Packaging**☐ FedEx  
Letter☒ FedEx  
Pak☐ FedEx  
Box☐ FedEx  
Tube☐ Other  
Pkg.**6 Special Handling**Does this shipment contain dangerous goods? ☒ No

(One box must be checked)

☐ Yes Shipper's  
Declaration☐ Yes Shipper's  
Declaration and receipt☐ Dry Ice

Dry Ice, 5 UN 1845

☐ Cargo Aircraft Only

\*Dangerous Goods cannot be shipped in FedEx packages.

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Section 1 will be billed)☐ Recipient  
(Enter FedEx Account No. or Credit Card No. below)☐ Third Party☐ Credit Card☐ Cash/  
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Account No.Credit  
Card No.Exp.  
Date

Total Packages

Total Weight

Total Declared Value\*

Total Charges

\$ .00 \$

\*When declaring a value higher than \$100 per shipment, you pay an additional charge. See SERVICE CONDITIONS, DECLARED VALUE, AND LIMIT OF LIABILITY section for further information.

**8 Release Signature** Sign to authorize delivery without obtaining signature

Your signature authorizes Federal Express to deliver this shipment without obtaining a signature and agree to indemnify and hold harmless Federal Express from any resulting claims.

321

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005112888 5



U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

# Route Slip

To: Doug Gould, AAT-200

Date: October 3, 2001

Subject: NTSB Request #01-096

Action: ☒ Per Your Request      ☐ Discuss with Me      ☐ Take Appropriate Action  
☐ For Your Information      ☐ For Your Approval      ☐ Please Answer  
☐ Per Our Conversation      ☐ For your Signature      ☐ Prepare Reply for:  
☐ Note and Return      ☐ Comment

Remarks:

Doug -

Enclosed are the following Certified Voice Re-Recordings for AAL11:

ZBW Utica Sector 09R  
ZBW Utica Sector 09RA  
ZBW Cape Sector 18R  
ZBW Cape Sector 18RA  
ZBW Kingston Sector 20R  
ZBW Kingston Sector 20RA  
ZBW Hampton Sector 31R  
ZBW Hampton Sector 31RA  
ZBW Athens Sector 38R  
ZBW Athens Sector 38RA

If you have any questions please feel free to contact myself, Rusty Baird (603-879-6672) or Robert Jones (603-879-6376).

  
Karen L. Goff  
Quality Assurance Technician

Phone: 603-879-6807

FAX: 603-879-6809

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(Optional) (First 24 characters will appear on invoice)**3 To** (please print and press hard)Recipient's Name DOUG GOULD, AAT-200 Phone (202) 267-9119Company FAA HEADQUARTERSAddress 800 INDEPENDENCE AVENUE, SW, BLDG. 10A, 428(To "HOLD" at FedEx location,  
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**Questions?**

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FedEx Letter Rate not available. Minimum charge: One pound rate.

**4b Express Freight Service** Packages over 150 lbs.Delivery commitments may  
be later in some areas.☐ FedEx Overnight Freight (Next business day)☐ FedEx 2Day Freight (Second business day)☐ FedEx Express Saver Freight (Up to 3 business days)

(Call for delivery schedule. See back for detailed descriptions of freight services.)

**5 Packaging**☐ FedEx Letter (Declared value limit \$500)☐ FedEx Pak☒ FedEx Box☐ FedEx Tube☐ Other Pkg.**6 Special Handling**

(How best must be checked)

Does this shipment contain dangerous goods? ☒ No ☐ Yes

Shipment's Declaration and Labeling

☐ Dry Ice (Dry Ice, 5, UN 1845)☐ Cargo Aircraft Only

\*Dangerous Goods cannot be shipped in FedEx packaging

**7 Payment**

Bill to:

☒ Sender (Account No. in Section 1 will be billed)☐ Recipient☐ Third Party☐ Credit Card☐ Cash/Check

(Enter FedEx Account No. or Credit Card No. below)

FedEx

Account No.

Credit

Card No.

Exp.

Date

Total Packages

Total Weight

Total Declared Value

Total Charges

\$ 00 \$

\*When declaring a value higher than \$500 per shipment, you pay an additional charge. See SERVICE CONDITIONS, DECLARED VALUE, AND LIMIT OF LIABILITY section for further information.

**8 Release Signature** Sign to authorize delivery without obtaining signature.

Your signature authorizes Federal Express to deliver this shipment without obtaining a signature and agrees to indemnify and hold harmless Federal Express from any resulting claims.

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RETAIN THIS COPY FOR YOUR RECORDS

Date: 10/4/01 9:30 AM  
Sender: Kenneth F Acker  
To: Robert K Jones; Clifford R Baird; Karen L Goff  
Priority: Normal  
Subject: Fwd[2]: FOIA Related to the Events of September 11, 2001  
FYI

---

Forward Header  
Subject: Fwd: FOIA Related to the Events of September 11, 2001  
Author: Heather E Hemdal  
Date: 10/4/01 9:13 AM

Forward Header  
Subject: FOIA Related to the Events of September 11, 2001  
Author: Bob Locke  
Date: 10/2/2001 7:14 AM

FAA has received numerous requests for information regarding the events of September 11. In addition to ATC related data, requests are being made for copies of "all documents related to the events." Any documentation or material in your possession not directly related to the events of September 11 should be discarded.

FAA Order 8020.11B par. 387 states, "FAA personnel are to gather and preserve documents that are responsive to the request. If an investigation is ongoing when the FOIA is received, FAA personnel shall preserve the responsive records until such time as the request is processed."

Currently, FAA is not releasing information that could interfere with investigation efforts. Please continue to inventory and safeguard relevant information.

ZBW-ARTCC-148  
AAL11

**Date:** 10/9/01 9:04 AM

**Sender:** Bob Locke

**To:** Tom Benson; Bertrand R Ouellette; Bill Tobin; Heather E Hemdal; Glenn W Michael; Joseph Davies; Bettina Peronti; Clifford R Baird; Tracie Henry; Allan Turnelle

**Priority:** Normal

**Subject:** Fwd[2]:AAT-200 Inventory/NTSB & FBI Request

FYI, AAT-200 is maintaining the attached inventory of data regarding the events of September 11. As of today (October 9), ANE has complied with all requests.

Forward Header

**Subject:** Fwd:AAT-200 Inventory/NTSB & FBI Request

**Author:** Tom Benson

**Date:** 10/5/01 7:41 AM

Bob,

Could you please follow-up on the inventory.

Thanks - Tom

Forward Header

**Subject:** AAT-200 Inventory/NTSB & FBI Request

**Author:** Douglas Gould

**Date:** 10/3/2001 1:55 PM

Please review and provide those items that are blank. If you have any questions, please call.



Data Inventory.doc

30

435

**NTSB Request List for September 11, 2001,  
AAL11**

**AAL11, B767, BOS to LAX**

**Radar Data**

Facility	Time Period	File Name	Type Extraction	Rec'd AAT-200	To NTSB
BOS		Cdr_out.txt	CDR	9/11	9/21
ZBW	Varied	Varied	SAR/SATORI	9/11	9/21
N90		AalEWR.txt	CDR	9/11	9/21
N90	1200-1330	N90ERIT	ERIT	9/27	9/27

**Voice Communication**

Facility	Time Period	Position	Type Voice	Transcript	Rec'd AAT-200	To NTSB
BOS	1139:07-1150:17	CD	Tape	Full	9/21	9/21
BOS	1140:40-1200:49	GC	Tape	Full	9/21	9/21
BOS	1145:27-1202:24	LCW	Tape	Full	9/21	9/21
BOS	1152:37-1217:48	LCE	Tape	Full	9/21	9/21
BOS	1155:32-1210:49	Initial Dept	Tape	Full	9/21	9/21
BOS	1157:42-1210:00	Lincoln Dept	Tape	Full	9/21	9/21
ZBW	1205:32-1208:50	Sector 47R	Tape	Partial (D)	9/20	9/21
ZBW	1200-1214	Sector 47RA	Tape		10/2	
ZBW	1204:51-1233:59	Sector 46R	Tape	Full	9/20	9/21
ZBW	1227:50-1244:45	Severe WX	Tape	Partial (D)	9/15	9/21
ZBW	1237:54-1253:06	Military Ops	Tape	Partial	9/19	9/21
N90	1240:23-1243:06	Departure Director		Partial	9/18	9/21
N-90	1235-1315	TMU-DD	Tape		9/28	9/26

**Miscellaneous**

Facility	Item	Position		Rec'd AAT-200	To NTSB
HQ	General File Folder				9/21
	AGL-500 Bfmg. Sheet			9/16	9/21
	Chronology of Events				9/21
	Flight Strips			9/15	9/21
	AEA Chronology of Events			9/12	9/21
	Facilities Daily Logs (Summ)				9/21
	ZBW Chronology of Events				9/21
	ZBW Transcript			9/13	9/21
	ISP/AIFSS Form 7230-4			9/12	9/21



**NTSB Request List for September 11, 2001,  
AAL11**

**AAL11, B767, BOS to LAX**

**Miscellaneous (Continued)**

Facility	Item	Position		Rec'd AAT-200	To NTSB
HQ	ZDC Form 7230-4			9/12	9/21
	EWR Form 7230-4			9/12	9/21
	N-90 Form 7230-4			9/12	9/21
	PIT Form 7230-4			9/12	9/21
	IAD Form 7230-4			9/12	9/21
	DCA Form 7230-4			9/12	9/21
	ZBW Form 7230-4			9/12	9/21
	A90 Form 7230-4			9/12	9/21
	ZOB Form 7230-4			9/12	9/21
	ATSCC Logs Pos 14, 22, 25			9/14	9/21
	Alert Bulletin 4 Flights				9/21
	Briefing Item AAL11, UAL175			9/11	9/21
	AEA Ops Center Prelim Aircraft Accident Rpt.			9/11	9/21
	OAG Flight Details			9/11	9/21
	Personnel Statements BOS, ZBW, N-90			9/14-20	9/21
	ZBW/ZNY Tracks and Timeline				9/21

**NTSB Request List for September 11, 2001,  
UAL175**

**UAL175, B767, BOS to LAX**

**Radar Data**

Facility	Time Period	File Name	Type Extraction	Rec'd AAT-200	To NTSB
ZBW	Varied	Varied	SAR/SATORI	9/11	9/21
ZNY	Varied	Varied	SAR/SATORI	9/11	9/21
N90		total_data.txt	CDR	9/15	9/21 & 27
N90		ual175p.txt	CDR	9/11	9/21 & 27
BOS		N612UA UA0175 09-11-01.txt	CDR	9/16	9/27
BOS		UA75.txt	CDR	9/11	9/27
BOS		Ua7a.txt	CDR	9/15	9/27
BOS		ual175.txt	CDR	9/21	9/27
BOS		ual175a.txt	CDR	9/21	9/27
BOS		ual175d.dat	CDR	9/21	9/27
BOS		ual175p.txt	CDR	9/12	9/27
BOS		Ual7.txt	CDR	9/11	9/27
BOS		UAL75.txt	CDR	9/11	9/27
BOS		ul75	CDR	9/15	9/27

**Voice Communication**

Facility	Time Period	Position	Type Voice	Transcript	Rec'd AAT-200	To NTSB
BOS	1152:40-1202	CD	Tape	Full	9/21	9/21
BOS	1152:51-1212:30	GC1	Tape	Full	9/21	9/21
BOS	1202-1214:44	LCW	Tape	Full	9/21	9/21
BOS	1202:11-1220:33	LCE	Tape	Full	9/21	9/21
BOS	1209:11-1228:58	Initial Dept	Tape	Full	9/17	9/21
BOS	1211:49-1224:53	Lincoln Dept	Tape	Full	9/17	9/21
ZBW	1219:24-1230:56	Sector 47R	Tape	Partial (D)	9/13	9/21
ZBW	1222:33-1227:28	Sector 46R	Tape	Partial (D)	9/13	9/21
ZBW	1231:04-1239:44	Sector 20R	Tape	Partial (D)	9/13	9/21
ZNY	1237:20-1307:58	Sector 42R	Tape	Full (D)	9/19	9/21
N90	1257:44-1301:08	Liberty So. Dept.		Partial	9/18	9/21
ZOB	1403:40-1426:34	Huntress Military		Draft	9/18	9/21
ZNY	1255-1308	RA42	Tape		9/28	9/26
ZNY	1249-1316	RA55	Tape		9/28	9/26
ZNY	1249-1316	R55	Tape		9/28	9/26
ZNY	1230-1331	OMIC 5959	Tape		9/18	9/26
ZNY	1331-1340	OMIC 5959	Tape		9/28	9/26
ZNY	1245-1314	TMU/DC 1087	Tape		9/28	9/26
ZNY	1305-1334	TMU-DSP	Tape		9/28	9/26
ZNY	1230-1330	TMU-STM	Tape		9/18	9/26
ZNY	1255-1315	TMU-STM/CIC	Tape		9/28	9/26
ZNY	1224-1324	TMU-AD	Tape		9/28	9/26
ZNY	1230-1331	TMC/STMC	Tape		9/28	9/26

**NTSB Request List for September 11, 2001,  
UAL175**

**UAL175, B767, BOS to LAX**

**Miscellaneous**

<b>Facility</b>	<b>Item</b>		<b>Rec'd AAT-200</b>	<b>To NTSB</b>
HQ	General File Folder			9/21
	AGL-500 Bfing. Sheet		9/16	9/21
	Timeline			9/21
	Flight Strips (BOS)		9/15	9/21
	Chronology of Events		9/12	9/21
	ZDC Form 7230-4		9/12	9/21
	EWR Form 7230-4		9/12	9/21
	N-90 Form 7230-4		9/12	9/21
	PIT Form 7230-4		9/12	9/21
	IAD Form 7230-4		9/12	9/21
	DCA Form 7230-4		9/12	9/21
	ZBW Form 7230-4		9/12	9/21
	A90 Form 7230-4		9/12	9/21
	ZOB Form 7230-4		9/12	9/21
	ZNY Form 7230-4		9/12	9/21
	ZID Form 7230-4		9/12	9/21
	AEA-6 Form 7230-4		9/14	9/21
	AGL-6 Form 7230-4		9/14	9/21
	BOS Form 7230-4		9/14	9/21
	ADA-30 Ops Center Activity Rpt.		9/14	9/21
	Facilities Daily Logs (Summ)			9/21
	Briefing Item AAL11, UAL175		9/11	9/21
	OAG Flight Details		9/11	9/21
	AEA Ops Center Prelim Aircraft Accident Rpt.		9/11	9/21
	Chronology of Events			9/21
	Personnel Statements BOS, ZBW, N-90		9/14-20	9/21
	ZBW/ZNY Tracks and Timeline			9/21

**NTSB Request List for September 11, 2001,  
UAL93**

**UAL93, B757, EWR to SFO**

**Radar Data**

Facility	Time Period	File Name	Type Extraction	To NTSB
N90		cdr_out.txt	CDR	9/21
ZNY	Varied	Varied	SAR/SATORI	9/21
ZOB	Varied	Varied	SAR/SATORI	9/21
PIT		PIT UAL93.txt	CDR	9/21
ZOB		ual93	NTAP	9/18
ZOB		ual93a	NTAP	9/18
ZOB		ual93b	NTAP	9/18
ZOB		ual93c	NTAP	9/18
ZOB		ual93x	NTAP	9/18
ZDC		ual93-zdc4	NTAP	9/18
ZDC		ual93-zdc5	NTAP	9/18
ZDC		ual93-zdc6	NTAP	9/18
ZDC		ual93-zdc7	NTAP	9/18
ZDC		ual93-zdc8	NTAP	9/18
ZOB		ual93-file 1	NTAP	9/26
ZOB		ual93-file 10	NTAP	9/26
ZOB		ual93-file 2	NTAP	9/26
ZOB		ual93-file 3	NTAP	9/26
ZOB		ual93-file 4	NTAP	9/26
ZOB		ual93-file 5	NTAP	9/26
ZOB		ual93-file 6	NTAP	9/26
ZOB		ual93-file 7	NTAP	9/27
ZOB		ual93-file 8	NTAP	9/26
ZOB		ual93-file 9	NTAP	9/26

**Voice Communication**

Facility	Time Period	Position	Type Voice	Transcript	Rec'd AAT-200	To NTSB
EWR	1145-1210	GC2	Tape	Partial	9/13	9/21
EWR	1204-1226	GC	Tape	Partial	9/13 & 26	9/27
EWR	1235-1247	LC	Tape	Partial	9/13 & 26	9/27
N90	1238-1256	Newark Dept Liberty West	Tape	Full Partial	9/20	9/21
ZNY	1245-1258	R39	Tape		9/27	9/27
ZNY	1250-1328	R73	Tape		9/27	9/27
ZNY	1308-1328	RA73	Tape		9/27	9/27
ZOB	1301-1331	Franklin-R	Tape	Partial	9/20	9/21
ZOB	1318-1331	Franklin-R		Partial		9/26
ZOB	1314-1348	Lorain-R	Tape	Partial	9/20	9/21
ZOB	1333-1344	Lorain-R	Tape		9/20	9/21
ZOB	1344-1400	Lorain-R	Tape		9/20	9/21
ZOB	1344-1418	Imperial-R	Tape	Partial	9/20	9/21
ZOB	1355-1416	Imperial-D	Tape	Partial	9/20	9/21
ZOB	1358-1410	Indianhead-R	Tape	Partial	9/20	9/21
ZOB	1409-1421	Indianhead-R	Tape		9/20	9/21
ZOB	1338-1401	Allegheny-R	Tape	Partial	9/20	9/21
ZOB	1359:44-1401	Allegheny-D	Tape	Partial	9/20	9/21
ZOB	1348-1409	Westmoreland-R	Tape	Partial	9/20	9/21
ZOB	1401-1440	Military Ops	Tape	Partial	9/20	9/21
PIT	1339-1351	Arrival North	Tape	Partial	9/20	9/21
ZOB	1403:40-1426:34	Huntress Military		Partial (D)	9/20	9/21
BWI	1356-1407	Balt. Lo.	Tape		9/28	9/26

**NTSB Request List for September 11, 2001,  
UAL93**

**UAL93, B757, EWR to SFO**

**Miscellaneous**

<b>Facility</b>	<b>Item</b>	<b>Position</b>	<b>Rec'd AAT-200</b>	<b>To NTSB</b>
HQ	General File Folder			9/21
	ACARS Data			9/21
	AGL-500 Bfng. Sheet		9/16	9/21
	Chronologies of Events		9/12	9/21
	Timeline(s)			9/21
	PIT Synopsis		9/14	9/21
	Flight Strip (ZOB)		9/16	9/21
	Flight Strip (EWR)		9/13	9/21
	ADA-30 Ops Center Activity Rpt.		9/14	9/21
	AEA-6 Form 7230-4		9/14	9/21
	AGL-6 Form 7230-4		9/14	9/21
	ANE ROC Log		9/14	9/21
	OAG Flight Details		9/11	9/21
	ZOB Aircraft Accident Prelim Notic.		9/12	9/21
	ZOB Sector Staffing		9/12	9/21
	ZOB Chain of Custody Ltr.		9/12	9/21
	ZOB SATORI List			9/21
	AEA Ops Center Prelim Aircraft Accident Rpt.		9/11	9/21
	Req. List from Fac.			9/21
	ZOB Misc. Questions			9/21

**NTSB Request List for September 11, 2001,  
AAL77**

**AAL77, B757, IAD to LAX**

**Radar Data**

Facility	Time Period	File Name	Type Extraction	Rec'd AAT-200	To NTSB
IAD		IADAAL.txt	CDR	9/11	9/21 & 27
ZDC	Varied	Varied	SAR/SATORI	9/11	9/21
ZID	Varied	Varied	SAR/SATORI	9/11	9/21
ZID		aal77a	NTAP	9/17	9/18
ZID		aal77a1	NTAP	9/17	9/18
ZID		aal77a2	NTAP	9/17	9/18
ZID		aal77a3	NTAP	9/17	9/18
ZID		aal77b	NTAP	9/17	9/18
ZID		aal77c	NTAP	9/17	9/18
IAD		cdr911.txt	CDR	9/11	9/21
DCA		DCA 9.11(2).txt	CDR	9/11	9/21 & 27
DCA		DCA 9-11.txt	CDR	9/11	9/21

**Voice Communication**

Facility	Time Period	Position	Type Voice	Transcript	Rec'd AAT-200	To NTSB
IAD	1207-1218	GCW	Tape	Full	9/20	9/21
IAD	1211-1226	LCW	Tape	Partial	9/13	9/21
IAD	1209-1211	ATIS	Tape	None	9/20	9/21
IAD	1215-1230	North Departure	Tape	Partial	9/13	9/21
IAD	1215-1230	North High	Tape	Partial	9/13	9/21
ZDC	1220-1236	D05	Tape	None	9/20	9/21
ZDC	1220-1236	R05	Tape	Partial	9/20 (D)	9/21
ZDC	1226-1246	R03	Tape	Partial	9/20 (D)	9/21
ZID	1234-1320	Henderson Radar	Tape	Partial (D)	9/15	9/26
ZID	1234-1320	Henderson RA	Tape	Partial (D)	9/15	9/26
IAD	1327-1346	Final West	Tape	None	9/20	9/21
IAD	1328-1347	North Departure	Tape	None	9/20	9/21
IAD	1328-1340	Area Supervisor	Tape	None	9/20	9/21
IAD	1329-1348	AD/DD	Tape	None	9/20	9/21
DCA	1329-1348	RS, TS, DEP, FI	Tape		9/28	9/26
DCA	1332-1348	LC	Tape	Partial	9/28	9/26
DCA	1325-1348	F2, TYSON, KRANT	Tape	Partial	9/28	9/26
DCA	1332-1344	FI	Tape	Partial	9/28	9/26
DCA	1334-1348	Tower Supervisor		Partial		9/26
DCA	1334-1345	Departure Overhead		Partial		9/26
DCA	1329-1344	TRACON Supervisor		Partial		9/26

**NTSB Request List for September 11, 2001,  
AAL77**

**AAL77, B757, IAD to LAX**

**Miscellaneous**

Facility	Item	Position	Rec'd AAT-200	To NTSB
HQ	General File Folder			9/21
	AGL-500 Bfng. Sheet		9/16	9/21
	Chronologies of Events		9/12	9/21
	Timeline(s)		9/16	9/21
	Tour of DCA		9/14	9/21
	Flight Strip (ZID)		9/17	9/21
	ADA-30 Ops Center Activity Rpt.		9/14	9/21
	ZDC Form 7230-4		9/12	9/21
	EWR Form 7230-4		9/12	9/21
	N-90 Form 7230-4		9/12	9/21
	PIT Form 7230-4		9/12	9/21
	IAD Form 7230-4		9/12	9/21
	DCA Form 7230-4		9/12	9/21
	ZBW Form 7230-4		9/12	9/21
	A90 Form 7230-4		9/12	9/21
	ZOB Form 7230-4		9/12	9/21
	ZNY Form 7230-4		9/12	9/21
	ZID Form 7230-4		9/12	9/21
	AEA-6 Form 7230-4		9/14	9/21
	AGL-6 Form 7230-4		9/14	9/21
	BOS Form 7230-4		9/14	9/21
	OAG Flight Details		9/11	9/21
	AEA Ops Center Prelim Aircraft Accident Rpt.		9/11	9/21
	Alert Bulletin			9/21
	ANE ROC Log		9/14	9/21
	Timeline DCA (TYSON)		9/16	9/26
	Flight Strip (IAD)		9/25	9/26

Date: 10/16/01 2:12 PM  
Sender: Bob Locke  
To: Clifford R Baird  
Priority: Normal  
Subject: Fwd[2]:AIR TRAFFIC ACCIDENT PACKAGES: SEPTEMBER 11, 2001

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Forward Header

Subject: Fwd:AIR TRAFFIC ACCIDENT PACKAGES: SEPTEMBER 11, 2001  
Author: Douglas Gould  
Date: 10/16/01 1:33 PM

FYI:

Forward Header

Subject: AIR TRAFFIC ACCIDENT PACKAGES: SEPTEMBER 11, 2001  
Author: Jeffery Myers  
Date: 10/16/2001 12:37 PM

Ron Ruggeri;

Although some of the questions were addressed on the Quality Assurance telephone conference earlier today, we believe some of your questions still may need to be addressed on a one-on-one basis. In general, ALL Air Traffic facilities will retain, prepare, and distribute the Air Traffic Accident Files (and Packages) as in accordance with FAA Order 8020.11B. Specific questions can be forwarded to our office as necessary, however, if we stay with the order everything will work out.

Regarding your questions:

1. If FAA Order 802.11B is followed, the Air Traffic Aircraft Accident Files (and Packages) will be consistent. Yes, Personnel Statements will be collected from every person that should provide a Personnel Statement.
2. The names will be included as they have been with every other major air carrier accident. If you receive resistance, then contact your local or appropriate FSDO; if "push back" is persistent, call our office (i.e., Douglas Gould) and we will contact AAI-100.
3. Personnel Statements as outlined in FAA Order 8020.11B will be collected and provided as necessary. As the Washington ARTCC is the data collection facility, thus, it will be up to the Washington ARTCC (with AEA-505's assistance) to determine what should be provided by the Indianapolis ARTCC.

NOTE - If someone should ask our office, we would in all likelihood state that a Normal Service Statement from the Indianapolis ARTCC is not appropriate and pertinent documents should be provided to the Washington ARTCC for inclusion into the Air Traffic Aircraft Accident Package. Also, in general and if asked, our office would probably state that under the circumstances, Normal Service Statements are not appropriate from any Air Traffic facility.

4. Good question. We believe a hold has been placed on all original voice recordings, if so, then splicing the tape is not appropriate.

If you have any questions regarding FAA Order 8020.11B, please call me. Specific questions regarding the four air carriers should be directed to Mr. Gould.

Jeffery A. Myers  
(202) 267-8025

Reply Separator

Subject: Fwd[2]:Accident packages  
Author: Ron Ruggeri  
Date: 10/16/2001 9:08 AM

Some input pls.



Forward Header

Subject: Fwd:Accident packages  
Author: Maria A Siewert  
Date: 10/16/2001 8:54 AM

Morning Ron....ZDC has some ?s concerning the Sept. 11 Accident Packages being prepared by ZDC-ZNY-ZBW-ZOB. I suggested that he send them in a ccmil msg so we could forward them to HQS for their guidance....Here they are,

Forward Header

Subject: Accident packages  
Author: Glen R Trautner  
Date: 10/15/2001 10:37 AM

Per our conversation on 10/12/01, concerning the continuity of the accident packages surrounding the events of 09/11/01, I present the following questions:

1. Are all of the packages going to be consistent, I.E. It was brought to my attention that ZBW's package will not contain personnel statements due to some NATCA concern. This would affect the Certified Index. Please call the New England region and see if this is true and if so, does that affect everyone?
2. Is every facility going to track down the names and addresses of the fatalities, injuries, and property damage. This number could be large and require a period of time to gather. I know we received word last week from HQ through AEA-505, that said the 8020-6 should contain this info, but will we have access to it?
3. Will INDY provide normal service statements? Personally, I don't see how that could be possible. If not, what info will they be required to send. Has this been addressed yet?
4. Will the facilities be authorized to splice the original voice tapes as per the order? If not, some direction should come out, in writing so we can keep in the file.

These are some of the questions that come up, if I think of anything else, I'll let you know.

Glen

### CHAIN OF CUSTODY

This form serves as chain of custody for the following facility's specified data/information

FACILITY: Boston ARTCC

DATA/INFORMATION: Transcript - Sec 46R - 9/11/01 - 1204-1240 UTC

Voice Recordings - 9/11/01, Sec 46, Chan 27 - 1220-1226 UTC ;

9/11/01, Sec 32, Chan 07 - 1223:50-1226:00 ; 9/11/01, Sec 46, Chan 27, -1230:30-1234:30

PURPOSE/REMARKS: FBI Investigation

From: Robert Jones, ZBW-505.3 Title: Support Specialist, QA

Signature: [Signature] Date: 10/18/01

To: Kenneth Marr Title: Electronics Engineer, FBI

Signature: [Signature] Date: 10/18/01

Witness: Karen Goff Title: QA Technician

Signature: [Signature] Date: 10/18/01

From: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

To: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Date:** 10/18/01 11:17 AM  
**Sender:** Robert K Jones  
**To:** Tom Benson  
**cc:** Clifford R Baird  
**Priority:** Normal  
Receipt requested  
**Subject:** Information Release to FBI

---

Mr. Benson:

For your information:

Boston Center provided the following information to FBI Electronics Engineer Kenneth Marr on October 18, 2001:

- Sector 46R Transcript - 9/11/01 - 1220-1240 UTC
- The following DAT Voice Recordings:
  - Sector 46, Chan 27 - 1220-1226 UTC
  - Sector 32, Chan 07 - 1223:50-1226 UTC
  - Sector 46, Chan 07 - 1230:30-1234:30 UTC

Please contact me if you have any questions.

Regards,

Bob Jones, ZBW-505.3  
(603) 879-6376



**FEDERAL BUREAU OF  
INVESTIGATION**

---

**Kenneth Marr**  
Electronics Engineer  
Audio/Video Media Analysis Unit

Building 27958A  
Quantico, VA 22135

Telephone: (703) 632-6238  
Fax: (703) 632-6202

ZBW-ARTCC-148  
AAL11

Date: 11/20/01 1:07 PM  
Sender: Judge R Coles  
To: Clifford R Baird  
Priority: Normal  
Subject: Fwd[2]: September 11, 2001 Data

---

Forward Header

Subject: Fwd: September 11, 2001 Data  
Author: Ellen King  
Date: 11/16/2001 1:55 PM

Hello, All,  
Please see the message below.  
Ellen

Forward Header

Subject: September 11, 2001 Data  
Author: Douglas Gould  
Date: 11/16/01 8:26 AM

Good Morning All,

Please forward to all Air Traffic Managers and Staff:

Please ensure all data being retained from 9/11/01 is secured and all access is restricted and documented. There is to be absolutely no release of this data to ANYONE or AGENCY (this includes FBI, FSDO, NTSB, FAA Security) without direct approval from AAT-20. Additionally, this data is not to be reviewed, copied or handled by anyone without direct supervision (2nd level management or higher). We expect all ATM's to have documented all individuals whom had access to and have received copies of any/all data (including reviewing SATOR/Playback tools).

At the present time, several keys pieces of information have been leaked to the press, and the FBI has requested that we tighten up the security of this data, in order to prevent future leaks and hinder this very critical and sensitive investigation.

I also request that either the Division or the individual ATM's, distribute a mandatory briefing item, requesting all personnel to limit conversations of known or speculated information regarding these events, until after the FBI completes its investigations and the danger toward its investigators has been eliminated.

If you have any questions, or receive a request for any data please don't hesitate to contact me.

Doug Gould  
WP 202-267-7010  
PGR 888-761-9924

**-CONFIDENTIAL-  
FOR OFFICIAL USE ONLY**

AAL11	UAL175	Employee Name	Interview Status	Operating Initials	Title	Operational Position	Time on Position (UTC)
X	X	Biggio, Terry	Complete	OE	OM	OMIC	1030-1358
X	X	Bueno, Daniel	Complete	BD	STMCIC	STMCIC	0930-1800
X	X	Zalewski, Peter	Complete	ZP	CPC	Sector 46 R	1147-1229*
X		Poncel, Glen	Complete	PN	CPC	Sector 09 RA	1216-1322
X		McGlauffin, David	Complete	CC	CPC	Sector 09 R	1218-1324
X		Kula, Shirley	Complete	SO	OS	Sector 38 RA	1136-1251
X		Martins, Brazilino	Complete	NO	CPC	Sector 38 RA	1158-1249
X	X	Miller, Alan	Complete	TV	CPC	Sector 46 RA	1227-1229* (1248)
X		Beringer, Richard	Complete	RB	CPC	Sector 47 RA	1136-1228* (1210)
X	X	Oniel, Mark	Complete	MO	CPC	Sector 47 RA	(1210) 1228*-1237
X		Roebuck, Stephen	Complete	SR	CPC	Sector 47 R	1135-1207
X	X	Taccini, Gregory	Complete	TF	CPC	Sector 47 R	1207-1255
X?	X	Brown, Frank	Complete	FB	CPC	Sector 20 R	1151-1233
X	X	Dean, William	Complete	WD	TMC	Sector 20 RA	1208-1313
X	X	Hartling, John	Complete	HT	CPC	Sector 20 R	1233-1303
X	X	Schippant, John	Complete	SH	OS	Area C OSIC	1216-1359
X		White, Henry	Complete	WE	CPC	Sector 22 R	1208-1317
X		Roberts, Thomas	Complete	RT	CPC	Sector 39 R	1147-1233
X		Smith, Myron	Complete	RS	OS	Sector 39 RA	1142-1305
X		Smith, William	Complete	PU	CPC	Sector 36 R	1144-1225
X		Johnson, Scott	Complete	JO	CPC	Sector 36 RA	1219-1302
X		Schmalz, Steven	Complete	ST	CPC	Sector 21 R	1204-1244
X		Royer, Michael	Complete	RY	CPC	Sector 10 R	1236-1331
X		Larson, Donald	Complete	LN	CPC	Sector 10 R	1131-1236
X		Moran, Maria	Complete	ET	CPC	Sector 10 RA	1205-1317
X		Waggoner, Karen	Complete	KT	CPC	Sector 05 R	1222-1257
X		Cooper, Joseph	Complete	OP	TMC	TMU DSP2	1204-1315
X		Wishart, Dennis	N/A	DW	TMC	General Duties	
		de Lacy, Ed	N/A	MJ	OM	OMIC	1359-1814
X		Miller, Toby	N/A	TO	TMC	General Duties	
X		Dillon, Mike	N/A	ZX	TMC	General Duties	
X		Pasquale, Peter	N/A	PQ	OS	Area B OSIC	0943-1317
X		McEwen, Ronald	N/A	QU	OS	Area E OSIC	1000-1819
X		Mills, Steven	N/A	RV	TMC	TMU DSP1	1145-1630
X		Jones, Robert	N/A	RF	QAS	General Duties	
X		Scoggins, Colin	Complete	CS	AFS/MOS	General Duties	

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FOR OFFICIAL USE ONLY**

**Function Provided During Event**

Coordinated overall event, provided notifications. Coordinated with FAA ATCSCC and military for restrictions and scramble.  
Coordinated overall event, provided notifications. Coordinated with FAA ATCSCC and military for restrictions and scramble.  
Radar controller working AAL11 when hijack conversations were heard/Transferred UAL 175 to ZBW Sector 47  
Observed point-out of AAL11 pass through airspace  
Observed point-out of AAL11 pass through airspace  
Observed point-out of AAL11 pass through airspace  
Observed point-out of AAL11 pass through airspace  
Radar Associate controller when hijack conversations were heard  
Radar Associate controller during transit of AAL11.  
Received aircraft from Sector 46 to sterilize frequency so AAL11 communications could be heard more clearly from Sector 46. Radar Associate controller during transit of UAL175.  
Radar controller during transit of AAL11/UAL175  
Received aircraft from Sector 46 to sterilize frequency so AAL11 communications could be heard more clearly from Sector 46. Radar controller during transit of UAL175.  
  
Associate controller when AAL11 transits airspace as primary target.  
Radar controller when AAL11 transits airspace as primary target, requests aircraft to confirm sighting and altitude of AAL11.  
Supervising Area C operations when AAL11 identified as a hijack. Notified OMIC of hijack, advised QAS of time of communications to aid in timely voice tape review.

Notified military of hijack in progress and request scramble. Coordinated with surrounding ATC facilities for ground-stop.  
Coordinated with surrounding ATC facilities for ground-stop.  
Provided relief to OMIC Biggio, coordinated resumption of NAS.  
Coordinated with surrounding ATC facilities for ground-stop.  
Coordinated with surrounding ATC facilities for ground-stop.  
Supervising Area B CPCs when AAL11 identified as a hijack.  
Supervising Area E CPCs when AAL11 identified as a hijack.  
Coordinated with surrounding ATC facilities for ground-stop.  
Reviewed voice recordings while hijacking in progress to determine conversation of hijacker, and reported hijacker statement of more than one aircraft to OMIC.  
Coordinated with military regarding intercept operations for AAL11.

ZBW-ARTCC-148  
AAL11

Subject: **INFORMATION:** ZNY-ARTCC-148 Accident File

Date: January 31, 2002

From: Support Specialist, Quality Assurance, ZBW-505.3

Reply to  
Attn. of:

To: ZNY-ARTCC-148 Accident File

The originals of ZBW Forms 7230-1, Personnel Logs; FAA Form 7230-4; FAA Form 7230-10 and Automated Equivalent for September 11, 2001, that are required in support of ZNY-ARTCC-148 Accident Package, are contained within ZBW-ARTCC-148 Accident Package.

Robert K. Jones

File:  
WP: ZNY-ARTCC-148 Memo to File.doc  
ZBW-505.3:R.Jones:RKJ:6376:01/31/2002

READING FILE COPY

35

151

ZBW-ARTCC-148  
AAL11

**Date:** 2/11/02 10:08 AM  
**Sender:** Bob Locke  
**To:** Clifford R Baird; Terry Biggio  
**cc:** Deborah L. James; Bertrand R Ouellette  
**Priority:** Normal  
**Subject:** Request Electronic Copy of Transcripts AAL11  
Rusty,

---

Could you please send an electronic copy of the transcripts from the AAL11 package to headquarters? Send to Doug Gould, cc: Deborah L. James.

Thanks,  
Bob



**Date:** 2/12/2002 10:25 AM

**Sender:** Karen L Goff

**To:** Douglas Gould

**cc:** Deborah L James

Terry Biggio

Clifford R Baird

**Priority:** Urgent

Receipt requested

**Subject:** AAL11 Transcript Request - Part 1

---

Author: Karen L Goff at ANEZBW

Date: 2/12/2002 10:25:46 AM

Priority: Urgent

Receipt Requested

To: Douglas Gould at AWAATS3A

cc: Deborah L James at ANE500

cc: Terry Biggio

cc: Clifford R Baird

Subject: AAL11 Transcript Request - Part 1

---

Doug -

Per your request attached are the AAL11 Transcript Files. There will be a Part 1 and a Part 2 message because cc:Mail would only let me attach up to 19 files on one message. These are the first 15. The last 6 are attached to the Part 2 message. If you have any questions please feel free to contact me at (603) 879-6807.

Karen Goff

Quality Assurance Technician

Boston ARTCC



sec47R.doc



sec46R.doc



sec38R.doc



sec38RA.doc



sec47RA.doc



sec39R.doc



sec36R.doc



sec10RA.doc



sec09R.doc



sec22R.doc



sec39RA.doc



tmu final.doc



sec20RA.doc



sec24R.doc



sec10R.doc

**Date:** 2/12/2002 10:25 AM

**Sender:** Karen L Goff

**To:** Douglas Gould

**cc:** Deborah L James

Terry Biggio

Clifford R Baird

**Priority:** Urgent

Receipt requested

**Subject:** AAL11 Transcript Request - Part 2

---

Author: Karen L Goff at ANEZBW

Date: 2/12/2002 10:25:55 AM

Priority: Urgent

Receipt Requested

To: Douglas Gould at AWAATS3A

cc: Deborah L James at ANE500

cc: Terry Biggio

cc: Clifford R Baird

Subject: AAL11 Transcript Request - Part 2

---

Here are the rest of the files.....



sec36RA.doc



sec21R.doc



sec05R.doc



sec09RA.doc



sec20R.doc



mos final.doc

---

Printed by KGoff - ZBW-505.2

---

**Date:** 2/12/2002 10:44 AM  
**Sender:** Douglas Gould  
**To:** Karen L Goff  
**Priority:** Normal  
**Subject:** Receipt of 2/12/2002 10:25 AM message

---

**Author:** Douglas Gould at awaats3a  
**Date:** 2/12/2002 10:44:00 AM  
**Priority:** Normal  
**To:** Karen L Goff at ANEZBW  
**Subject:** Receipt of 2/12/2002 10:25 AM message

---

Your message

**To:** Douglas Gould  
**Subject:** AAL11 Transcript Request - Part 1

**Sent:** 2/12/2002 10:25:00 AM

was read on 2/12/2002 10:44:00 AM

---

Printed by KGoff - ZBW-505.2

---

**Date:** 2/12/2002 10:43 AM  
**Sender:** Douglas Gould  
**To:** Karen L Goff  
**Priority:** Normal  
**Subject:** Receipt of 2/12/2002 10:25 AM message

---

Author: Douglas Gould at awaats3a  
Date: 2/12/2002 10:43:53 AM  
Priority: Normal  
To: Karen L Goff at ANEZBW  
Subject: Receipt of 2/12/2002 10:25 AM message

---

Your message

**To:** Douglas Gould  
**Subject:** AAL11 Transcript Request - Part 2

**Sent:** 2/12/2002 10:25:00 AM

was read on 2/12/2002 10:43:53 AM

# ccmail

1	sec 05r.doc ✓	(14)	2nd message
2	09r ✓	(9)	
3	09ra ✓	(19)	2nd message
4	10r ✓	(15)	
5	10ra ✓	(8)	
6	20r ✓	(20)	2nd message
7	20ra ✓	(13)	
8	21r ✓	(17)	2nd message
9	22r ✓	(10)	
10	24r ✓	(14)	
11	36r ✓	(7)	
12	36ra ✓	(16)	2nd message
13	38r ✓	(3)	
14	38ra ✓	(4)	
15	39r ✓	(6)	
16	39ra ✓	(11)	
17	46r ✓	(2)	
18	47r ✓	(0)	
19	47ra ✓	(5)	
20	tmu svnc ✓	(12)	
21	mos ✓	(21)	2nd message

ZBW-ARTCC-148  
AAL11

Date: 4/15/02 3:32 PM  
Sender: Glenn W Michael  
To: #QA  
Priority: Normal  
Subject: Fwd[2]:9-11 data

---

Forward Header

Subject: Fwd:9-11 data  
Author: Walter Knof  
Date: 4/15/2002 2:10 PM

Forward Header

Subject: 9-11 data  
Author: Douglas Gould  
Date: 4/15/2002 7:55 AM

Please continue to hold all data from 9-11-01. This data is still being reviewed by the FBI and other agencies. AAT-20 will be requesting portions from several facilities as needed.

Thank you

Douglas Gould  
Office of Air Traffic Investigations, AAT-200  
WP: (202) 267-7010  
PGR: (888) 761-9924  
Cell: (202) 366-8328

ZBW-ARTCC-148  
AAL11

Date: 4/30/02 1:53 PM  
Sender: Bob Locke  
To: Walter Knof; Clifford R Baird; Terry Biggio; Bertrand R Ouellette; Alecia E Cox; Bob Locke  
Priority: Normal  
Subject: Re:Fwd: AIR TRAFFIC AIRCRAFT ACCIDENT PACKAGES OF SEPTEMBER 1  
Rusty,

AAL11 package is released. Please read the email below for restrictions. Specifically:

No copies of the accident package are to be made without the expressed consent of AAT-200.

Place a cover sheet on each package restricting distribution and access.

Forward two complete copies to the FAA Investigator-In-Charge (Lyle Streeter, AAI-101). Please contact Mr. Streeter for mailing instructions due to the current mail restrictions at headquarters.

The remaining package shall be secured and access denied. No one is to be allowed to "review" and/or otherwise permitted access to any part of the files without the expressed consent of Mr. Wayne Pierce.

Thanks,  
Bob

Reply Separator

Subject: Fwd: AIR TRAFFIC AIRCRAFT ACCIDENT PACKAGES OF SEPTEMBER 11  
Author: Walter Knof  
Date: 4/30/02 1:26 PM

Forward Header

Subject: AIR TRAFFIC AIRCRAFT ACCIDENT PACKAGES OF SEPTEMBER 11  
Author: Jeffery Myers  
Date: 4/25/2002 5:00 PM

Importance: High  
-----

Walter Knof, Ron Ruggeri, Kevin Christy;

With the release of the Air Traffic Aircraft Accident Package regarding American Airlines 11 and the anticipated release of the remaining three packages within the next few days, we wish to remind you that no copies of the Air Traffic Aircraft Accident Packages are to be made without the expressed consent of this office. The Federal Bureau of Investigation has informed us that due to the unique nature of the circumstances surrounding the four aircraft, distribution outside that specifically identified in Federal Aviation Administration (FAA) Order 8020.11B, Aircraft Accident and Incident Notification, Investigation and Reporting, is not permitted (i.e., forward only to the FAA Investigator-In-Charge [Lyle Streeter, AAI-101], and the National Transportation Safety Board). Please inform all involved Air Traffic facilities and personnel that each of the four packages shall have a cover sheet over restricting distribution and access.

Also, litigation has been initiated. We would like to take this opportunity to assure you that our office will work closely with the region(s), facility(ies), and involved Air Traffic employee(s) to minimize the impact and disruption the litigation process sometimes causes. Please let us know if any problems arise. Together we will work to eliminate or reduce as many of these problems as possible. A. Wayne Pierce, Air Traffic Investigations Division, AAT-200, ((202) 267-3215) has been assigned as the Air Traffic Safety Investigator to assist in the litigation process regarding the four aircraft. After the release of each Air Traffic Aircraft Accident Package Mr. Pierce will be your focal point regarding the four aircraft.

Occasionally, attorneys and/or investigators not associated with this office have presented themselves to the region, facility, and/or Air Traffic employees attempting to gain insight into the facts surrounding the aircraft accident. Thus, we ask that initiatives be taken to make sure inappropriate contacts be avoided. In other words, do not entertain or give out information regarding the aircraft accident. To successfully accomplish this we remind you that all coordination, requests for information, and/or other contacts will be conducted through Mr. Pierce. This process has been established to reduce the duplication of efforts, avoid confusion, and to maintain the operational safety, priority, integrity, and security of Air Traffic Control.

Litigation is pending and the discovery process may be long and in-depth. Therefore, we request that all files be secured and access be denied. No one is to be allowed to "review" and/or otherwise permitted access to any part of these files without expressed consent of Mr. Pierce. Any opportunity to review the files, documentation, information, notes, recordings, rerecordings, and/or data, etc., may present itself in the presence of an attorney from the Office of the Chief Counsel, Litigation Division (AGC-400) and/or U.S. Department of Justice attorney. This is a legal and strategy issue; it also serves as a benefit for the witnesses.

Please share this information with all involved facilities within your region.

We fully understand and appreciate the problems this may present the region, facility, and individuals, however, it is unavoidable. Should you have any questions, please contact me at (202) 267-8025.

Thank you;

Jeffery A. Myers  
AAT-200





U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

# Route Slip

To: Lyle Streeter, AAI-101

Date: May 3, 2002

Subject: Aircraft Accident, AAL11

Action: ☐ Per Your Request ☐ Discuss with Me ☒ Take Appropriate Action  
☐ For Your Information ☐ For Your Approval ☐ Please Answer  
☐ Per Our Conversation ☐ For your Signature ☐ Prepare Reply for:  
☐ Note and Return ☐ Comment

Remarks:

Attached are two copies of Aircraft Accident Package, AAL11, ZBW-ARTCC-148. By direction of the Federal Bureau of Investigation, distribution and access to Aircraft Accident Package, AAL11, ZBW-ARTCC-148 is restricted to the Accident Investigation Division, AAI-100 and the National Transportation Safety Board. A memorandum stating such has been placed inside each copy of Aircraft Accident Package, AAL11, ZBW-ARTCC-148.

If you have any questions, please contact the Boston ARTCC Quality Assurance Office.

*Rusty Baird*

Rusty Baird ZBW-505.4  
Boston ARTCC Quality Assurance  
Phone: (603) 879-6672

FAX: (603) 879-6809

Attachments



U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

# Memorandum

Subject: **INFORMATION:** Aircraft Accident Package, AAL11,  
ZBW-ARTCC-148

Date: May 3, 2002

From: Quality Assurance Specialist, Boston ARTCC

Reply to  
Attn. of:

To: Aircraft Accident Package, AAL11, ZBW-ARTCC-148

By direction of the Federal Bureau of Investigation, distribution and access to Aircraft Accident Package, AAL11, ZBW-ARTCC-148 is restricted. Distribution and access to Aircraft Accident Package, AAL11, ZBW-ARTCC-148 is limited to the Accident Investigation Division, AAI-100 and the National Transportation Safety Board.

  
Rusty Baird



U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

# Memorandum

Subject: **INFORMATION:** Aircraft Accident Package, AAL11,  
ZBW-ARTCC-148

Date: May 3, 2002

From: Quality Assurance Specialist, Boston ARTCC

Reply to  
Attn. of:

To: Aircraft Accident Package, AAL11, ZBW-ARTCC-148

By direction of the Federal Bureau of Investigation, distribution and access to Aircraft Accident Package, AAL11, ZBW-ARTCC-148 is restricted. Distribution and access to Aircraft Accident Package, AAL11, ZBW-ARTCC-148 is limited to the Accident Investigation Division, AAI-100 and the National Transportation Safety Board.

  
Rusty Baird

Date: 4/30/02 3:12 PM  
Sender: Glenn W Michael  
To: #QA  
Priority: Normal  
Subject: Fwd[2]:AIR TRAFFIC AIRCRAFT ACCIDENT PACKAGES OF SEPTEMBER 1

---

Forward Header

Subject: Fwd:AIR TRAFFIC AIRCRAFT ACCIDENT PACKAGES OF SEPTEMBER 11  
Author: Walter Knof  
Date: 4/30/2002 1:26 PM

Forward Header

Subject: AIR TRAFFIC AIRCRAFT ACCIDENT PACKAGES OF SEPTEMBER 11  
Author: Jeffery Myers  
Date: 4/25/2002 5:00 PM

Importance: High  
-----

Walter Knof, Ron Ruggeri, Kevin Christy;

With the release of the Air Traffic Aircraft Accident Package regarding American Airlines 11 and the anticipated release of the remaining three packages within the next few days, we wish to remind you that no copies of the Air Traffic Aircraft Accident Packages are to be made without the expressed consent of this office. The Federal Bureau of Investigation has informed us that due to the unique nature of the circumstances surrounding the four aircraft, distribution outside that specifically identified in Federal Aviation Administration (FAA) Order 8020.11B, Aircraft Accident and Incident Notification, Investigation and Reporting, is not permitted (i.e., forward only to the FAA Investigator-In-Charge [Lyle Streeter, AAI-101], and the National Transportation Safety Board). Please inform all involved Air Traffic facilities and personnel that each of the four packages shall have a cover sheet over restricting distribution and access.

Also, litigation has been initiated. We would like to take this opportunity to assure you that our office will work closely with the region(s), facility(ies), and involved Air Traffic employee(s) to minimize the impact and disruption the litigation process sometimes causes. Please let us know if any problems arise. Together we will work to eliminate or reduce as many of these problems as possible. A. Wayne Pierce, Air Traffic Investigations Division, AAT-200, ([202] 267-3215) has been assigned as the Air Traffic Safety Investigator to assist in the litigation process regarding the four aircraft. After the release of each Air Traffic Aircraft Accident Package Mr. Pierce will be your focal point regarding the four aircraft.

Occasionally, attorneys and/or investigators not associated with this office have presented themselves to the region, facility, and/or Air Traffic employees attempting to gain insight into the facts surrounding the aircraft accident. Thus, we ask that initiatives be taken to make sure inappropriate contacts be avoided. In other words, do not

entertain or give out information regarding the aircraft accident. To successfully accomplish this we remind you that all coordination, requests for information, and/or other contacts will be conducted through Mr. Pierce. This process has been established to reduce the duplication of efforts, avoid confusion, and to maintain the operational safety, priority, integrity, and security of Air Traffic Control.

Litigation is pending and the discovery process may be long and in-depth. Therefore, we request that all files be secured and access be denied. No one is to be allowed to "review" and/or otherwise permitted access to any part of these files without expressed consent of Mr. Pierce. Any opportunity to review the files, documentation, information, notes, recordings, rerecordings, and/or data, etc., may present itself in the presence of an attorney from the Office of the Chief Counsel, Litigation Division (AGC-400) and/or U.S. Department of Justice attorney. This is a legal and strategy issue; it also serves as a benefit for the witnesses.

Please share this information with all involved facilities within your region.

We fully understand and appreciate the problems this may present the region, facility, and individuals, however, it is unavoidable. Should you have any questions, please contact me at (202) 267-8025.

Thank you;

Jeffery A. Myers  
AAT-200

Date: 4/30/02 1:53 PM

Sender: Bob Locke

To: Walter Knof; Clifford R Baird; Terry Biggio; Bertrand R Ouellette; Alecia E Cox; Bob Locke

Priority: Normal

Subject: Re:Fwd:AIR TRAFFIC AIRCRAFT ACCIDENT PACKAGES OF SEPTEMBER 1

---

Rusty,

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Thanks,  
Bob

---

Reply Separator

Subject: Fwd:AIR TRAFFIC AIRCRAFT ACCIDENT PACKAGES OF SEPTEMBER 11

Author: Walter Knof

Date: 4/30/02 1:26 PM

---

Forward Header

Subject: AIR TRAFFIC AIRCRAFT ACCIDENT PACKAGES OF SEPTEMBER 11

Author: Jeffery Myers

Date: 4/25/2002 5:00 PM

Importance: High

-----

Walter Knof, Ron Ruggeri, Kevin Christy;

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Please share this information with all involved facilities within your region.

We fully understand and appreciate the problems this may present the region, facility, and individuals, however, it is unavoidable. Should you have any questions, please contact me at (202) 267-8025.

Thank you;

Jeffery A. Myers  
AAT-200

# Fax Transmittal

**To:** Lynn McCloud

**From:** Rusty Baird

**Fax:** 202-267-5047

**Date:** August 28, 2002

**Pages:** 4 (Including This One)

**Phone:** 603 879 6672

**Re:** AAL11 - UAL175

**•Comments:**

Information concerning AAL11 and UAL175 on September 11, 2001. Thank you.

Data forwarded PA Bulletin 9/20/2001 AAL11  
8020-6-1 9/21/2001 UAL175

40'



 Terry Bigglo

11/07/02 03:01 PM

To: Wayne Pierce/AWA/FAA@FAA  
cc: Glenn W Michael/ANE/FAA@FAA, Clifford R Baird/ANE/FAA@FAA,  
Bob Locke/ANE/FAA@FAA  
Subject: 9/11/01 Inventory- AAL11

Wayne,

Attached is a soft copy of the inventory we have for AAL11. As you can see it is extensive. We are currently working on the inventory for UAL175. Rusty will send the soft copy out tomorrow. If you need a signed Memorandum just let me know.

Terry



AAL11 Accident Package Inventory P



U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

# Memorandum

Subject: **INFORMATION:** AAL11 ACCIDENT FILE

Date:

From: Air Traffic Manager, Boston ARTCC

Reply to  
Attn. of:

To: Manager, Investigations Division, AAT-200  
ATTN: Wayne Pierce

Per headquarters request of November 5, 2002, the following is a list of the materials held by Boston ARTCC regarding AAL11, Aircraft Accident, on September 11, 2001.

1. Aircraft Accident Package, ZBW-ARTCC-148, AAL11.
2. Facility Master Tapes 109, 201, 306, 307, 308, 400, 508, and 509: Certified Re-Recordings for sector/positions 05R, 09R, 09RA, 10R, 10RA, 18R, 18RA, 20R, 20RA, 21R, 22R, 24R, 31R, 31RA, 36R, 36RA, 38R, 38RA, 39R, 39RA, 46R, 47R, 47RA, MOS, TMU.
3. Radar ViewPoint Plot (23 pages) of AAL11, dated September 11, 2001.
4. RDP Track Report for AAL11, dated September 11, 2001.
5. General Information (GI's) notices from September 11, 2001.
6. FAA Form 8020-9, Aircraft Accident Preliminary Notice.
7. Sign-In/Sign-out Printout, for September 11, 2001.
8. Telephone Selection Detail Report for September 11, 2001, covering telephone calls from 08:28am to 08:49am.
9. Air Traffic Control System Command Center "Workstation 15 - East Log", dated September 11, 2001 (12 pages).
10. METAR Weather Reports on September 11, 2001 for Newark, La Guardia, and Kennedy.
11. ZBW/FBI Chain Of Custody Document, dated September 11, 2001, regarding SAR tapes and certified re-recordings.
12. Record of data released from ZBW reference AAL11 and UAL175.
13. Misc. Fax Transmittal Cover Sheets (5 total), Fax Receipt Confirmation pages (3 total), and cc-mail communications (2 total), dated September 11-15, 2001.
14. Quality Assurance Bulletins, dated September 17, 2001 and September 20, 2001.

15. ZBW/FBI Chain of Custody Document, dated September 17, 2001 regarding Radar ViewPoint Plot and certified re-recording.
16. Cc-mail communication, dated September 17, 2001 entitled Action Items Remaining Open.
17. Fax Receipt Confirmation page, dated September 17, 2001, with attached NATCA document.
18. Cc-mail communication, dated September 17, 2001 listing involved personnel.
19. Misc. Fax Transmittal Cover Sheet and cc-mail communication, dated September 19, 2001 regarding ZBW MOS partial transcript.
20. Misc. Fax Transmittal Cover Sheets, dated September 20, 2001 regarding transcripts and personnel statement.
21. Cc-mail from Rusty Baird, dated September 21, 2001 regarding NTAP's and DART's.
22. Cc-mail from Ken Acker, dated September 21, 2001 regarding NTSB request for NTAP and DART.
23. Memorandum, dated September 26, 2001 regarding certified re-recordings.
24. Cc-mail from Tom Benson, dated September 26, 2001 regarding FBI request for certified re-recordings.
25. Cc-mail from Rusty Baird, dated September 26, 2001 regarding FBI request for certified re-recordings.
26. Route Slip, dated October 2, 2001 regarding certified re-recordings.
27. Route Slip, dated October 3, 2001 regarding certified re-recordings.
28. Cc-mail communication from Ken Acker, dated October 4, 2001 regarding FOIA requests.
29. Cc-mail communication from Bob Locke, dated October 9, 2001 regarding NTSB & FBI Request.
30. Cc-mail communication from Bob Locke, dated October 16, 2001 regarding preparation of accident packages.
31. ZBW/FBI Chain of Custody Document, dated October 18, 2001.
32. Cc-mail communication, dated November 20, 2001 regarding security of accident packages.
33. Personnel Statement Tracking Sheet, dated December 18, 2001.
34. Information Access Sheet, dated January 31, 2002.
35. Memorandum, dated January 31, 2002 regarding ZNY accident file.
36. Cc-mail communications, dated February 11-12, 2002 requesting copies of transcripts.
37. Cc-mail communication, dated April 15, 2002 regarding retention of documents.
38. Cc-mail communication, dated April 30, 2002 regarding release of the accident package.
39. Memorandum and Route Slip to Lyle Streeter, AAI-101, dated May 3, 2002 regarding security of accident packages.
40. Fax Transmittal Cover Letter, dated August 28, 2002, used to transmit Quality Assurance Bulletin, dated September 20, 2001.

41. SAR Tapes from September 11, 2001 at 0000UTC through September 11, 2001 at 0439UTC and from September 11, 2001 at 0640UTC through September 12, 2001 at 0309UTC.
42. One (1) Maxell DOS Formatted Disc containing DART and NTAP data.

If we can be of further assistance, please contact the Quality Assurance Office at (603) 879-6672.

Glenn W. Michael



U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

# Route Slip

To: Steve Reynolds, AOS-300

Date: March 10, 2003

Subject: September 11, 2001

Action: ☒ Per Your Request      ☐ Discuss with Me      ☐ Take Appropriate Action  
☐ For Your Information      ☐ For Your Approval      ☐ Please Answer  
☐ Per Our Conversation      ☐ For your Signature      ☐ Prepare Reply for:  
☐ Note and Return      ☐ Comment

Remarks:

Attached are the following materials concerning September 11, 2001.

Copy of SAR tapes BW0806, BW0813, BW0814, BW0815 and BW0816  
for September 11, 2001.

Rusty Baird, ZBW-505.4  
Phone: (603) 879-6672

FAX: (603) 879-6809

Attachments

Wayne Pierce

03/06/03 12:45 PM

To: Terry Biggio/ANE/FAA@FAA, Maureen Cragen/ANE/FAA@FAA

cc: Clifford R Baird/ANE/FAA@FAA

Subject:

Please have a copy of the following SAR tapes sent to Steve Reynolds, Acting Manager AOS-300 at the Tech Center right away via FEDEX. Include his phone number (609-485-6550) on the waybill. He also said to include a copy of the 'recover' or 'restore' tape for 9-11-01.

<u>Number</u>	<u>Sys</u>	<u>Time</u>	<u>ID-</u>	
M-BSD-20000004	BW0806	0907-1041	9	
M-BSD-20000005	BW0813	1041-1128	10	
M-BSD-20000006	BW0814	1128-1212	11	
M-BSD-20000007	BW0815	1212-1255	12	
M-BSD-20000008	BW0816	1255-1345	13	

Also prepare a printout of the DSR recorded data for the sectors that worked AAL11 and UAL175.

Thank you,

A. Wayne Pierce, AAT-200

FedEx  
Tracking  
Number

8349 7496 1117

FORM 3500 Please print and print hard

Date 3/11/2003 Sender's FedEx Account Number 1509-0216-9

Order's Name Rusty Baird Phone (603) 879-6638

Company FAA BOSTON CENTER

Address 35 NORTHEASTERN BLVD # C5

City/State/Zip

City NASHUA State NH ZIP 03062

For Internal Billing Reference  
#21 characters will appear on invoice

Recipient's Name Steve Reynolds Phone (609) 485 6550

Company FAA Manager AOS-310

Address William J. Hughes Technical Center

Address Atlantic City International Airport

Address Atlantic City State NJ ZIP 08405

Try online shipping at fedex.com

By using this Airbill you agree to the service conditions on the back of this Airbill  
and in our current Service Guide, including terms that limit our liability.Questions? Visit our Web site at fedex.com  
or call 1.800.Go.FedEx® 800.463.3339

0214932458

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## 4a Express Package Service

Packages up to 70 lb.

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☒ FedEx Priority Overnight  
Next business day☐ FedEx Standard Overnight  
Next business day☐ FedEx First Overnight  
Outlast next business morning  
delivery to select locations☐ FedEx 2Day  
Second business day☐ FedEx Express Saver  
Third business day

## 4b Express Freight Service

Packages over 70 lb.

Delivery commitment only to later in some areas.

☐ FedEx 1Day Freight®  
Next business day☐ FedEx 2Day Freight  
Second business day☐ FedEx 3Day Freight  
Third business day

\* Call for Confirmation

\* Declared value limit \$500

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☐ FedEx Envelope®☐ FedEx Pak®  
Includes FedEx Standard Pak, FedEx  
Large Pak and FedEx Ready Pak☒ Other

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☐ SATURDAY Delivery  
Available ONLY for  
FedEx Priority Overnight and  
FedEx 2Day to ZIP codes☐ HOLD Weekday  
at FedEx Location  
NOT Available for  
FedEx Priority Overnight☐ HOLD Saturday  
at FedEx Location  
Available ONLY for  
FedEx Priority Overnight and  
FedEx 2Day to select locations

Keep this shipment outside dangerous goods?

One box must be checked:

☐ No☐ YesIf per attached  
Shipper's Declaration☐ Yes  
Shipper's Declaration  
not required☐ Dry Ice  
Dry Ice 9, UN 1845☐ Cargo Aircraft Only

Dangerous Goods (including Dry Ice) cannot be shipped via FedEx packaging.

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Enter FedEx Acct. No. or Credit Card No. below:

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1 will be billed)☒ Recipient☐ Third Party☐ Credit Card☐ Cash/CheckFedEx Acct. No.  
Credit Card No.

1825-7104-0

Ex-  
Rate

Total Packages

Total Weight

Total Declared Value\*

1

4

\$

.00

\*Your liability is limited to \$100 unless you declare a higher value. See back for details.

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Sign to authorize delivery without obtaining signature.

By signing you authorize us to deliver this shipment without obtaining a signature  
and agree to indemnify and hold us harmless from any resulting claims.

447

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U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

# Memorandum

**Subject:** **INFORMATION:** AAT-200 Request, Aircraft  
Accidents, AAL11 - UAL175

**Date:** July 10, 2003

**From:** Quality Assurance Support Specialist,  
ZBW-505.4

**Reply to  
Attn. of:**

**To:** Manager, Investigations Division, AAT-200  
ATTN: Jeffery Myers

Per the request by the National Commission on Terrorist Attacks Upon the United States, attached are the following certified copies of transcripts concerning Aircraft Accidents AAL11 and UAL175 on September 11, 2001. Please note the transcripts concerning UAL175 were not included in the Aircraft Accident Package, ZNY-ARTCC-148 completed by New York ARTCC. The Investigations Division, AAT-200, originally requested these transcripts.

UAL175 transcripts in chronological summary of flight:

- Boston ARTCC Sector 47 Radar Position
- Boston ARTCC Sector 46 Radar Position
- Boston ARTCC Sector 20 Radar Position

AAL11 transcripts in chronological summary of flight:

- Boston ARTCC Sector 47 Radar Position
- Boston ARTCC Sector 46 Radar Position
- Boston ARTCC Sector 38 Radar Position
- Boston ARTCC Sector 38 Radar Associate Position
- Boston ARTCC Sector 47 Radar Associate Position
- Boston ARTCC Sector 39 Radar Position
- Boston ARTCC Sector 36 Radar Position
- Boston ARTCC Sector 10 Radar Associate Position
- Boston ARTCC Sector 09 Radar Position
- Boston ARTCC Sector 22 Radar Position
- Boston ARTCC Sector 39 Radar Associate Position
- Boston ARTCC Sector TMU Severe Weather Position
- Boston ARTCC Sector 20 Radar Associate Position





Bertrand R Ouellette

07/10/03 06:43 AM

To: Edmund M DeLacy/ANE/FAA@FAA  
cc: Clifford R Baird/ANE/FAA@FAA  
Subject: SEPTEMBER 11 TRANSCRIPTS

Call me when you receive this.

Bertrand Ouellette

ANE 505.4

781-238-7584

— Forwarded by Bertrand R Ouellette/ANE/FAA on 07/10/2003 06:41 AM —

Jeffery Myers

07/10/2003 05:41 AM

To: Bob Whitworth/AEA/FAA@FAA, Bertrand R Ouellette/ANE/FAA@FAA,  
Dorothy Davis/AGL/FAA@FAA  
cc: Jeffery Myers/AWA/FAA@FAA, Anthony Ferrante/AWA/FAA@FAA,  
Tony Mello/AWA/FAA@FAA, Thomas R Davidson/ANE/FAA@FAA,  
Nancy Shelton/AGL/FAA@FAA, Rick Ducharme/AEA/FAA@FAA,  
Cindy Coram/AGL/FAA@FAA  
Subject: SEPTEMBER 11 TRANSCRIPTS



The National Commission on Terrorist Attacks Upon the United States has requested first generation certified copies of *ALL* transcripts that were created by Air Traffic as the result of the events surrounding September 11, 2001. This includes transcripts of communications between all agencies, offices, facilities, positions, ground-to-air, air-to-air, and air-to-ground, etc. Do not have any new transcripts prepared as a result of this request. Our office has been directed to produce these items immediately. Therefore, it is requested this documentation be forwarded to this office, to my attention (see address below), so as to be received **NLT COB, Friday, July 11** (tomorrow). There can be no extension to this request.

Use Federal Express account billing number 182 571 040 for the shipping. The use of this account number is a one time event and we have to account for the use of the account, therefore, have a copy of the shipping bill forwarded to me via facsimile (see number provided below) then ensure the account number is no longer available for future use.

# FedEx USA Airbill

FedEx Tracking Number

8349 7496 1161

## 1 From Please print and press hard

Date 7/10/2003

Sender's FedEx Account Number

\*\*\*\*\*

Sender's Name Boston ARTCC - Rusty Baird

Phone (603) 879-6638

Company FAA BOSTON CENTER

Address 35 NORTHEASTERN BLVD # C5

City NASHUA

State NH ZIP 03062

## 2 Your Internal Billing Reference

First 34 characters will appear on invoice.

## 3 To

Recipient's Name Jeffery A. Myers

Phone (202) 267 8025

Company Air Traffic Investigations Division

Address Federal Aviation Administration

To "HOLD" or FedEx location, print FedEx address.

We cannot deliver to P.O. boxes or P.O. ZIP codes.

Address 800 Independence Avenue, SW

City Washington

State DC ZIP 20591

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0214932458



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Next business morning

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Next business afternoon

Packages up to 150 lbs.

Delivery commitment may be later in some areas.  
☐ FedEx First Overnight  
Earliest next business morning  
delivery to select locations

☐ FedEx 2Day  
Second business day

☐ FedEx Express Saver  
Third business day

FedEx Envelope rate not available. Minimum charge: five-pound rate.

## 4b Express Freight Service

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Delivery commitment may be later in some areas.

☐ FedEx 1Day Freight®  
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☐ FedEx 2Day Freight  
Second business day

☐ FedEx 3Day Freight  
Third business day

\* Call for Confirmation.

## 5 Packaging

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☐ FedEx Pak®  
Includes FedEx Small Pak, FedEx Large Pak, and FedEx Sturdy Pak

\* Declared value less \$500

☒ Other

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Indicate FedEx address in Section 3.

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FedEx Priority Overnight and  
FedEx 2Day to select ZIP codes

☐ HOLD Warehouse  
at FedEx Location  
NOT Available for  
FedEx First Overnight

☐ HOLD Saturday  
at FedEx Location  
Available ONLY for  
FedEx Priority Overnight and  
FedEx 2Day to select ZIP codes

Does this shipment contain dangerous goods?

One box must be checked.

☐ No ☐ Yes  
Agent attached  
Shipper's Declaration

☐ Yes  
Shipper's Declaration  
not required

☐ Dry Ice  
Dry Ice, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100

Dangerous Goods (including Dry Ice) cannot be shipped in FedEx packaging.

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Acct. No. in Section 1 will be billed.

☒ Recipient

☐ Third Party

☐ Credit Card

☐ Cash/Check

FedEx Acct. No.  
Credit Card No.

182 571 040

Ex. Date

Total Packages

Total Weight

Total Declared Value

\$ .00

Your liability is limited to \$100 unless you declare a higher value. See back for details.

FedEx Use Only

## 8 Release Signature

Sign to authorize delivery without obtaining signature

By signing you authorize us to deliver this shipment without obtaining a signature and agree to indemnify and hold us harmless from any resulting claims.

447

SRS • Rev. Date 10/01 • Page 1/17/01 • © 1994-2001 FedEx • PRINTED IN U.S.A.

# Fax Transmittal

**To:** Jeff Myers

**From:** Rusty Baird

**Fax:** 202-267-9151

**Date:** July 11, 2003

**Pages:** 2 (Including This One)

**Phone:** 603 879 6672

**Re:**

**•Comments:**

Jeff, copy of FedEx shipping bill for transcripts concerning 9/11/2001. Thank you.



U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

# Memorandum

Subject: **INFORMATION:** September 11, 2001

Date: September 4, 2003

From: Quality Assurance Support Specialist,  
ZBW-505.4

Reply to  
Attn. of:

To: Manager, Investigations Division, AAT-200  
ATTN: Jeffery Myers

Per the request by the National Commission on Terrorist Attacks Upon the United States, attached is a certified re-recording concerning communications between Boston ARTCC Sector 18 and military aircraft that were scrambled as a result of the events on September 11, 2001.

If we can be of further assistance, please contact the Quality Assurance Office at (603) 879-6672.

  
Rusty Baird

Attachments

# **FedEx** USA Airbill Express

FedEx  
Tracking  
Number

8349 7496 1183

## **1 From** Please print and print hard.

Date **9/4/2003**

Sender's FedEx  
Account Number

1509-0216-9

Sender's Name **Boston ARTCC - Rusty Baird**

Phone **(603) 879-6638**

Company **FAA BOSTON CENTER**

Address **35 NORTHEASTERN BLVD # C5**

Dept./Floor/Room

City **NASHUA**

State **NH**

ZIP **03062**

## **2 Your Internal Billing Reference**

## **3 To**

Recipient's Name **Jeffery A. Myers**

Phone **(202) 267 8025**

Company **Federal Aviation Administration**

**National Headquarters**

Address **Air Traffic Service - Investigations Division**

To "HOLD" at FedEx location, print FedEx address.

We cannot deliver to P.O. boxes or P.D. ZIP codes.

Address **800 Independence Avenue, SW**

Dept./Floor/Room

City **Washington**

State **DC**

ZIP **20591**

Try online shipping at [fedex.com](http://fedex.com)

By using this Airbill you agree to the service conditions on the back of this Airbill and in our current Service Guide, including terms that limit our liability.

Questions? Visit our Web site at [fedex.com](http://fedex.com)  
or call 1.800.Go.FedEx® 800.463.3339.

0214932458

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Next business morning

☒ FedEx Standard Overnight  
Next business afternoon

☐ FedEx First Overnight  
Earliest next business morning  
delivery to select locations

☐ FedEx 2Day  
Second business day

☐ FedEx Express Saver  
Third business day

## **4b Express Freight Service**

Packages over 150 lbs.  
Delivery commitment may be later in some areas.

☐ FedEx 1Day Freight®  
Next business day

☐ FedEx 2Day Freight  
Second business day

☐ FedEx 3Day Freight  
Third business day

\* Call for Confirmation.

\* Declared value limit \$500

## **5 Packaging**

☐ FedEx Envelope®

☐ FedEx Pak®

☒ Other

## **6 Special Handling**

Include FedEx address in Section 1.

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FedEx 2Day to select ZIP codes

☐ HOLD Wednesday  
at FedEx Location  
NOT Available for  
FedEx First Overnight

☐ HOLD Saturday  
at FedEx Location  
Available ONLY for  
FedEx Priority Overnight and  
FedEx 2Day to select locations

Does this shipment contain dangerous goods?

One box must be checked.

☐ No

☐ Yes  
As per attached  
Shipper's Declaration

☐ Yes  
Shipper's Declaration  
not required

☐ Dry Ice  
Dry Ice, 9 UN 1845

Dangerous Goods (including Dry Ice) cannot be shipped in FedEx packages.

☐ Cargo Aircraft Only

## **7 Payment \$/W In:**

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☒ Sender  
Acct. No. in Section  
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☐ Recipient

☐ Third Party

☐ Credit Card

☐ Cash/Check

FedEx Acct. No.  
Credit Card No.

Exp.  
Date

Total Packages

Total Weight

Total Declared Value\*

\$ **00**

\*Our liability is limited to \$100 unless you declare a higher value. See back for details.

FedEx Use Only

## **8 Release Signature**

Sign to authorize delivery without obtaining signature.

By signing you authorize us to deliver this shipment without obtaining a signature and agree to indemnify and hold us harmless from any resulting claims.

035 - Rev. Date 10/01 - 7/01 / 12/01 / 01/04 - 03/01 / 04/01 - PRINTED IN U.S.A.

447

Alecia E Cox

08/29/03 11:41 AM

To: Jeff Myers/AWP/FAA@FAA

cc: Clifford R Baird/ANE/FAA@FAA, Pete Wyman/ANE/FAA@FAA

Subject: Request from AAT-200 for ATC tapes on September 11, 2001

Good morning Jeff,

Per our telephone conversation this morning you have requested the following documents be Federal Expressed to you NLT September 8, 2003.

Certified copy of Air Traffic Control communications of military aircraft at Otis from 8:45 to 9:30 on September 11, 2001.

This certified copy is being made for the National Commission on Terrorist Attacks Upon the United States.

Boston ARTCC covers that airspace and I am also checking with the Military Rep here in the Region to check to see if Otis kept anything on that day.

I just want to make sure this is all you need, so please reply back.

Take Care

Alecia E. Cox

Management and Program Analyst

Quality Assurance Staff, ANE-505.2

(781) 238-7582

Sec 18 1245 - 1330

# Fax Transmittal

**To:** Bert Ouellette **From:** Rusty Baird

**Fax:** 781-238-7598 **Date:** September 9, 2003

**Pages:** 3 (Including This One) **Phone:** 603 879 6672

**Re:**

**•Comments:**

Requested data concerning AAL11 & UAL175 on September 11, 2001. Thank you.

AAL11 data is on 8020-6 & 8020-6-1.

UAL175 data is as follows:

Sector 47 Radar Associate - Mark O'Neil

Sector 47 Radar - Gregory Taccini

Sector 46 Radar Associate - Alan Miller

Sector 46 Radar - Peter Zalewski

Sector 20 Radar Associate - William Dean

Sector 20 Radar - Francis Browne

Sector 20 Radar - John Hartling

All of the individuals listed for UAL175 also worked AAL11 with the exception of Francis Browne.

# Fax Transmittal

**To:** Jeff Meyers

**From:** Rusty Baird

**Fax:** 202-267-9151

**Date:** September 25, 2003

**Pages:** 5 (Including This One)

**Phone:** 603 879 6672

**Re:**

**•Comments:**

Requested Quality Assurance Bulletins provided to representatives of the National Commission on Terrorist Attacks Upon the United States concerning September 11, 2001. Thank you.

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U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

# Memorandum

Subject: **INFORMATION:** AAL11 Accident File

Date: September 25, 2003

From: Support Specialist, Quality Assurance, Boston  
ARTCC

Reply to  
Attn. of:

To: Manager, Investigations Division, AAT-200

Per headquarters request of September 25, 2003, the following is a list of the materials contained in the Accident File held by Boston ARTCC regarding Aircraft Accident, AAL11, on September 11, 2001.

1. Radar ViewPoint Plot (23 pages) of AAL11, dated September 11, 2001.
2. RDP Track Report for AAL11, dated September 11, 2001.
3. General Information (GI's) notices from September 11, 2001.
4. FAA Form 8020-9, Aircraft Accident Preliminary Notice.
5. Sign-In/Sign-out Printout, for September 11, 2001.
6. Telephone Selection Detail Report for September 11, 2001, covering telephone calls from 08:28am to 08:49am.
7. Air Traffic Control System Command Center "Workstation 15 – East Log", dated September 11, 2001 (12 pages).
8. METAR Weather Reports on September 11, 2001 for Newark, La Guardia, and Kennedy.
9. ZBW/FBI Chain Of Custody Document, dated September 11, 2001, regarding SAR tapes and certified re-recordings.
10. Record of data released from ZBW reference AAL11 and UAL175.
11. Misc. Fax Transmittal Cover Sheets (5 total), Fax Receipt Confirmation pages (3 total), and cc-mail communications (2 total), dated September 11-15, 2001.
12. Quality Assurance Bulletins, dated September 17, 2001 and September 20, 2001.
13. ZBW/FBI Chain of Custody Document, dated September 17, 2001 regarding Radar ViewPoint Plot and certified re-recording.
14. Cc-mail communication, dated September 17, 2001 entitled Action Items Remaining Open.

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15. Fax Receipt Confirmation page, dated September 17, 2001, with attached NATCA document.
16. Cc-mail communication, dated September 17, 2001 listing involved personnel.
17. Misc. Fax Transmittal Cover Sheet and cc-mail communication, dated September 19, 2001 regarding ZBW MOS partial transcript.
18. Misc. Fax Transmittal Cover Sheets, dated September 20, 2001 regarding transcripts and personnel statement.
19. Cc-mail from Rusty Baird, dated September 21, 2001 regarding NTAP's and DART's.
20. Cc-mail from Ken Acker, dated September 21, 2001 regarding NTSB request for NTAP and DART.
21. Memorandum, dated September 26, 2001 regarding certified re-recordings.
22. Cc-mail from Tom Benson, dated September 26, 2001 regarding FBI request for certified re-recordings.
23. Cc-mail from Rusty Baird, dated September 26, 2001 regarding FBI request for certified re-recordings.
24. Route Slip, dated October 2, 2001 regarding certified re-recordings.
25. Route Slip, dated October 3, 2001 regarding certified re-recordings.
26. Cc-mail communication from Ken Acker, dated October 4, 2001 regarding FOIA requests.
27. Cc-mail communication from Bob Locke, dated October 9, 2001 regarding NTSB & FBI Request.
28. Cc-mail communication from Bob Locke, dated October 16, 2001 regarding preparation of accident packages.
29. ZBW/FBI Chain of Custody Document, dated October 18, 2001.
30. Cc-mail communication, dated November 20, 2001 regarding security of accident packages.
31. Personnel Statement Tracking Sheet, dated December 18, 2001.
32. Information Access Sheet, dated January 31, 2002.
33. Memorandum, dated January 31, 2002 regarding ZNY accident file.
34. Cc-mail communications, dated February 11-12, 2002 requesting copies of transcripts.
35. Cc-mail communication, dated April 15, 2002 regarding retention of documents.
36. Cc-mail communication, dated April 30, 2002 regarding release of the accident package.
37. Memorandum and Route Slip to Lyle Streeter, AAI-101, dated May 3, 2002 regarding security of accident packages.
38. Fax Transmittal Cover Letter, dated August 28, 2002, used to transmit Quality Assurance Bulletin, dated September 20, 2001.
39. Cc-mail communication and Memorandum, dated November 7, 2002 regarding list of materials held for AAL11.
40. Cc-mail communication and Route Slip, dated March 10, 2003 concerning SAR tapes from September 11, 2001.

41. Cc-mail communication and Memorandum, dated July 10, 2003 concerning transcripts requested by the National Commission on Terrorist Activities Upon the United States.
42. Cc-mail communication and Memorandum, dated September 4, 2003 concerning a certified re-recording of Boston ARTCC Sector 18.
43. Fax Transmittal, dated September 9, 2003 concerning a list of operational personnel working on September 11, 2001.

If we can be of further assistance, please contact the Quality Assurance Office at (603) 879-6672.

  
Rusty Baird

**Clifford R Baird**  
09/25/03 03:05 PM

To: Anthony Ferrante/AWA/FAA@FAA, Glenn W Michael/ANE/FAA@FAA  
cc:  
Subject: Inventory Of AAL11 Accident

Attached is a memorandum concerning information contained in the AAL11 Accident File.

Rusty Baird



AAL11 Accident File Inventory Pa



U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

# Memorandum

Subject: **INFORMATION**: Aircraft Accident, AAL11

Date: September 29, 2003

From: Quality Assurance Support Specialist,  
ZBW-505.4

Reply to  
Attn. of:

To: Manager, Investigations Division, AAT-200  
ATTN: Jeffery Myers

Per the request by the National Commission on Terrorist Attacks Upon the United States, the following documents were released on September 24, 2003 at Boston ARTCC.

Quality Assurance Bulletins dated September 17, 2001 and September 20, 2001 concerning ZBW timeline for Aircraft Accident, AAL11.

Copy of Boston ARTCC High Altitude Sectors and Frequencies in use on September 11, 2001.

Copy of Boston ARTCC Low Altitude Sectors and Frequencies in use on September 11, 2001.

Map of plotted flight path of AAL11 on September 11, 2001.

If we can be of further assistance, please contact the Quality Assurance Office at (603) 879-6672.

  
Rusty Baird

Attachments

# **BOSTON CENTER LOW ALTITUDE SECTORS AND FREQUENCIES**

SUPPLY 15  
120.35/244.4  
121.35/244.4  
124.75/238.05

MPV 52  
135.77/282.2  
120.35/380.3

ART 08  
135.25/377.1

CON 37  
134.7/361.4

PARSO 16  
126.2/322.4

ACK 17  
133.40/268.3

ALB 22  
121.38/257.85

GDM 36  
123.75/336.2

HNK 23  
133.25/279.6

CANAN 21  
132.65/376.1

CTR 07  
127.65/257.92

BOSQX 47  
133.42/307.9

CAPE 18  
128.70/290.3

SWF 05  
134.3/256.9

PWL 06  
128.1/361.7

PVD 34  
124.65/269.2

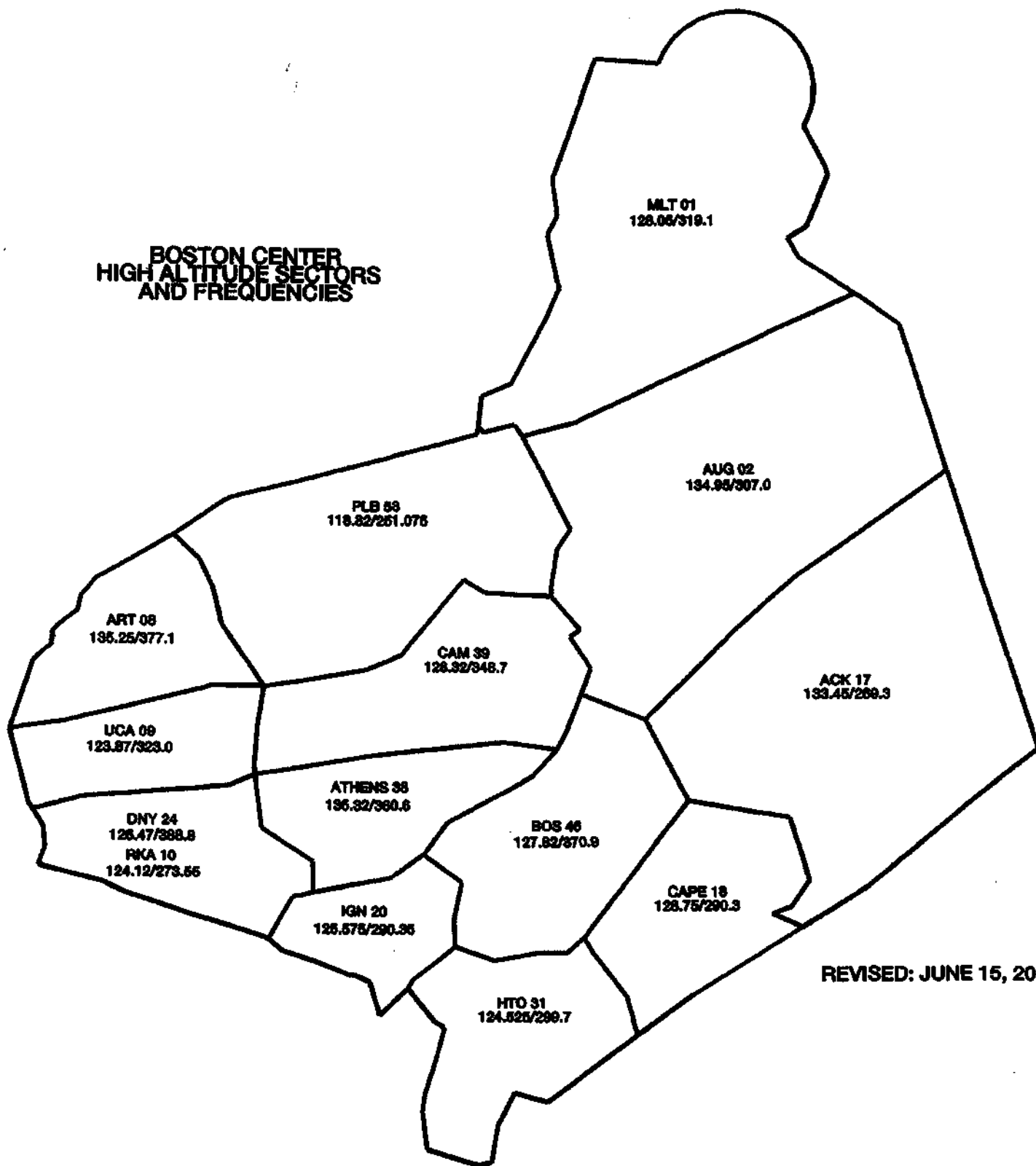
DXR 19  
134.0/317.7

ERICK 33  
132.3/346.3

SARDI 32  
135.9/233.1

REVISED: JUNE 15, 2002

**BOSTON CENTER  
HIGH ALTITUDE SECTORS  
AND FREQUENCIES**



**REVISED: JUNE 15, 2001**

# Quality Assurance Bulletin

## BOSTON CENTER BULLETIN

DATE: September 17, 2001

SUBJECT: AAL11

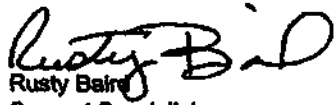
INFORMATION: The following information is provided regarding Aircraft Accident AAL11 on September 11, 2001.

1209:17 UTC	AAL11 reports on ZBW Sector 46 frequency leaving FL190 for FL230.
1209:22 UTC	AAL11 instructed to climb to FL280. AAL11 acknowledges clearance.
1210:13 UTC	AAL11 instructed to climb to FL290. AAL11 acknowledges clearance.
1211:58 UTC	AAL11 issued a traffic advisory for a MD80 at FL310. AAL11 acknowledges the advisory.
1213:29 UTC	AAL11 instructed to turn 20 degrees right. AAL11 acknowledges the clearance.
1213:47 UTC	AAL11 instructed to climb to FL350. AAL11 does not reply to the clearance.
1213:57 UTC	AAL11 instructed to climb to FL350. AAL11 does not reply to the clearance.
1214:08 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1214:23 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1214:33 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1214:45 UTC	Sector 46 advises Sector 38 AAL11 was turned 20 degrees right, is NORDDO and is possibly climbing to FL290 only.
1215:13 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1215:22 UTC	Sector 46 instructs AAL11 to identify if the aircraft can hear ZBW. AAL11 does not reply. No identify is received from the aircraft.
1216:32 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1217:05 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1217:56 UTC	Sector 46 instructs AAL11 to identify if the aircraft can hear ZBW. AAL11 does not reply. No identify is received from the aircraft.
1218:56 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1220:07 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1220:48 UTC	Last radar hit on AAL11 squawking discrete beacon code. All further radar data is primary only.
1222:27 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1224:38 UTC	Transmission on frequency from hijacker.
1224:46 UTC	Sector 46 requests if someone is calling ZBW.
1224:53 UTC	Sector 46 request if AAL11 is trying to call ZBW.
1224:57 UTC	Transmission on frequency from hijacker.
1227:50 UTC	ZBW STMC contacts Central Flow East Position regarding AAL11 and advises of a possible hijack situation.
1229:01 UTC	ZBW STMC with Central Flow East Position conferences with ZNY and ZOB TMU regarding AAL11.
1230:13 UTC	Time stamp on phone records indicates OMIC contacts ROC regarding AAL11.
1233:59 UTC	Transmission on frequency from hijacker.
1234:32 UTC	ZBW STMC contacts CAPE Approach and requests coordination with OTIS AFB regarding a military aircraft scramble regarding AAL11.
1240:02 UTC	ZBW STMC contacts Central Flow East Position and requests a conference with N90 regarding AAL11.

As you can tell, the time line indicates ZBW was very responsive to the hijack situation. It doesn't appear Sector 46 had a full understanding of the situation until 1224:57 UTC. To complete CPC to OS coordination regarding AAL11 and have the STMC contacting Central Flow approximately three minutes later is outstanding. Sector 46, Area C OS, STMC and OMIC did excellent and timely work. I'm sure many others at ZBW did also. I hope the time line helps



answer any questions you might have regarding this situation. This information was provided to your office only. If you have any further questions, please contact the Quality Assurance Office.



Rusty Baird  
Support Specialist  
Quality Assurance

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Dist: ZBW-2/1

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# Quality Assurance Bulletin

**BOSTON CENTER BULLETIN**

**DATE: September 20, 2001**

**SUBJECT: AAL11**

**INFORMATION:** The following information is provided regarding Aircraft Accident AAL11 on September 11, 2001.

1209:17 UTC	AAL11 reports on ZBW Sector 46 frequency leaving FL190 for FL230.
1209:22 UTC	AAL11 instructed to climb to FL280. AAL11 acknowledges clearance.
1210:13 UTC	AAL11 instructed to climb to FL290. AAL11 acknowledges clearance.
1211:58 UTC	AAL11 issued a traffic advisory for a MD80 at FL310. AAL11 acknowledges the advisory.
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1213:47 UTC	AAL11 instructed to climb to FL350. AAL11 does not reply to the clearance.
1213:57 UTC	AAL11 instructed to climb to FL350. AAL11 does not reply to the clearance.
1214:08 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1214:23 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1214:33 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1214:45 UTC	Sector 46 advises Sector 38 AAL11 was turned 20 degrees right, is NORDO and is possibly climbing to FL290 only.
1215:13 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1215:22 UTC	Sector 46 instructs AAL11 to ident if the aircraft can hear ZBW. AAL11 does not reply. No ident is received from the aircraft.
1216:32 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1217:05 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1217:56 UTC	Sector 46 instructs AAL11 to ident if the aircraft can hear ZBW. AAL11 does not reply. No ident is received from the aircraft.
1218:56 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1219:00 UTC	Area B OS attempts to contact AAL11 through SFO ARINC.
1220:07 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1220:48 UTC	Last radar hit on AAL11 squawking discrete beacon code. All further radar data is primary only. Sector 46 advises the Area C OS that AAL is NORDO and no transponder. Area C OS coordinates updated information concerning AAL11 with Area B.
1222:27 UTC	Sector 46 attempts contact with AAL11. AAL11 does not reply.
1224:38 UTC	Transmission on frequency from hijacker.
1224:46 UTC	Sector 46 requests if someone is calling ZBW.
1224:53 UTC	Sector 46 request if AAL11 is trying to call ZBW.
1224:57 UTC	Transmission on frequency from hijacker. Area C OS advises the OMIC and Area B that AAL11 is possibly being hijacked.
1227:50 UTC	ZBW STMC contacts Central Flow East Position regarding AAL11 and advises of a possible hijack situation.
1229:01 UTC	ZBW STMC with Central Flow East Position conferences with ZNY and ZOB TMU regarding AAL11.
1230:13 UTC	Time stamp on phone records indicates OMIC contacts ROC regarding AAL11.
1233:59 UTC	Transmission on frequency from hijacker.
1234:32 UTC	ZBW STMC contacts CAPE Approach and requests coordination with OTIS AFB regarding a military aircraft scramble regarding AAL11.
1237:54 UTC	ZBW MOS contacts NEADS requesting a military aircraft scramble regarding AAL11.
1240:02 UTC	ZBW STMC contacts Central Flow East Position and requests a conference with N90 regarding AAL11.

1253:39 UTC

CAPE APPROACH contacts Sector 18 and advises PANTA45 (military scramble aircraft) has departed and is out of 5,000 feet. Sector 18 approves PANTA45 climbing to FL290.

1253:59 UTC

Sector 18 advises CAPE APPROACH PANTA45 is radar contact.

1255:11 UTC

PANTA45 reports on Sector 18 frequency climbing to FL290.

1303:55 UTC

ZBW TMU advises internal facilities to ground stop all traffic.

1311:02 UTC

ZBW CPC's advise all aircraft to increase cockpit security

1327:00 UTC

ZBW TMU advises internal facilities to ground stop all IFR and VFR traffic.

1342:20 UTC

ZBW CPC's advise all military aircraft in training to RTB.

1349:00 UTC

ZBW TMU advises internal facilities and ZBW control positions that all airborne aircraft must land as soon as possible.

Rusty Baird  
Support Specialist  
Quality Assurance

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Dist: ZBW-2/1

13<sup>45</sup><sup>55</sup> - ATCSCC advises to shortcut airborne flights.



U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

# Route Slip

To: **Jeff Myers**  
**Air Traffic Investigations Division,**  
**AAT-200**

Date: **October 8, 2003**

Subject: **Transcript Request from the National Commission on Terrorist Attacks  
Upon the United States**

Action: ☒ **Per Your Request**      ☐ **Discuss with Me**      ☐ **Take Appropriate Action**  
☐ **For Your Information**      ☐ **For Your Approval**      ☐ **Please Answer**  
☐ **Per Our Conversation**      ☐ **For your Signature**      ☐ **Prepare Reply for:**  
☐ **Note and Return**      ☐ **Comment**

Remarks:

Enclosed is the transcript pertaining to Boston ARTCC Cape Sector, Sector 18,  
Radar Position, for the time period on September 11, 2001, requested by the  
National Commission on Terrorist Attacks Upon the United States.

  
**Karen L. Goff**  
**Quality Assurance Technician**  
**ZBW-505.2**

Phone (603) 879-6807

FAX (603) 879-6809

Enclosure

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# FedEx. USA Airbill

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 Sender's Name Karen Goff Phone (603) 879-6638  
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 City NASHUA State NH ZIP 03062

## 2 Your Internal Billing Reference

3 To Recipient's Name Jeff Myers Phone 202-267-8025  
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 Address 800 Independence Ave SW  
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U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

# Memorandum

**Subject:** INFORMATION: Full Transcript Request for the  
National Commission on Terrorist Attacks Upon  
the United States

**Date:** October 7, 2003

**Reply To  
Attn of:**

**From:** Boston ARTCC

**To:** National Commission on Terrorist Attacks Upon  
the United States

This transcription covers the Boston ARTCC Cape Sector, Sector 18, Radar Position, for the time period from September 11, 2001, 1254 UTC to September 11, 2001, 1330 UTC.

## Agencies Making Transmissions

Boston ARTCC Cape/Nantucket Sector Radar Position  
Coast Guard Flight 2121  
Unknown  
American Air Lines Flight 1971  
Southwest Airlines Flight 510  
Fleet Area Control and Surveillance Facility Virginia Capes  
Northeast Air Defense Sector  
Providence Terminal Radar Approach Control  
AMR American Eagle Flight 969  
Boston ARTCC Erick Sector Radar Position  
United States Military Flight MAINE85  
Cape Terminal Radar Approach Control  
United States Military Flight PANTA45  
AMR American Eagle Flight 940  
US Air Flight 2847  
N91ML  
Air France Flight 022  
United States Military Flight JEEP1  
Moncton Centre Digby Sector  
American Air Lines Flight 115  
US Air Flight 1168  
New York ARTCC Kennedy Sector  
N309G  
United States Military Flight MADDOG1  
N981AR  
Boston ARTCC Boston Sector Radar Associate Position  
Moncton Centre St. John High Sector

## Abbreviations

18R  
C2121  
UNK  
AAL1971  
SWA510  
GKILLER  
HUNTRESS  
PVD  
EGF969  
33R  
MAINE85  
K90  
PANTA45  
EGF940  
USA2847  
N91ML  
AFR022  
JEEP1  
DIGBY  
AAL115  
USA1168  
ZNY56  
N309G  
MADDOG1  
N981AR  
46RA  
ZQM YSJ

Colgan Air Flight 5941  
New York ARTCC Manta Sector  
Moncton Centre Yarmouth Sector  
Airtours International Flight 025 (Kestrel)  
Bangladesh Biman Flight 011

CJC5941  
ZNY66  
ZQM YQI  
AIH025  
BBC011

I hereby certify that the following is a true transcription of the recorded conversations pertaining to Boston ARTCC Cape Sector, Sector 18, Radar Position, for the time period on September 11, 2001, requested by the National Commission on Terrorist Attacks Upon the United States:



Karen L. Goff  
Quality Assurance Technician  
Boston ARTCC

1245:00	18R	change to my frequency one three three point four five
1245:09	C2121	one three three point four five two one two one
1245:13	18R	southwest five ten climb maintain flight level one niner zero
1245:16	18R	*(southwest five ten) up to flight level one nine zero
1245:20	C2121	boston center coast guard two one two one checkin in one three three point four five
1245:23	18R	coast guard two one two one roger
1246		
1246:08	UNK	(unintelligible)
1246:17	18R	american nineteen seventy one contact new york center one three two point one five

1246:22	AAL1971	*(okay) boston american nineteen seventy one three two one five
1246:32	18R	southwest five ten climb maintain level two zero zero
1246:35	SWA510	*(southwest) five ten flight level two zero zero
1247		
1247:38	18R	southwest five ten climb maintain flight level two four zero
1247:42	GKILLER	hampton giant killer fifty nine line
1247:44	SWA510	*(southwest) five ten flight level two four zero
1247:59	UNK	say again initials
1248		
1248:29	HUNTRESS	boston cape sector huntress mode three request
1248:32	PVD	erick providence we're out of ten with that november three eight alpha *(echo)
1248:46	GKILLER	sardi giant killer fifty nine line activating one o five
1249		
1249:01	18R	southwest five ten climb maintain flight level two four zero contact boston center one two four point five two
1249:07	SWA510	southwest five ten flight level two four zero good day
1249:08	GKILLER	cape giant killer fifty nine line
1249:16	18R	eagle flight nine sixty nine boston
1249:18	EGF969	this is nine sixty nine go ahead



1249:22	33R	erick
1249:23	18R	uh cape point out climbing eagle nine sixty nine (unintelligible)
1249:25	EGF969	boston eagle flight nine sixty nine go ahead
1249:27	33R	approved
1249:28	18R	eagle flight nine sixty nine boston center one three uh one two four point five two
1249:32	EGF969	one two four point five two eagle flight nine sixty nine
1250		
1251		
1251:13	GKILLER	cape giant killer fifty nine line *(activate)
1252		
1252:04	MAINE85	radio *(maine eight five) (unintelligible)
1252:29	MAINE85	maine eight five *(fifty) five clear
1253		
1253:01	MAINE85	maine eight uh five is seventy miles northeast of boston
1253:14	MAINE85	maine eight five radio check on two four three decimal zero
1253:23	MAINE85	five clear (unintelligible)
1253:29	MAINE85	(unintelligible)
1253:38	K90	(unintelligible) cape twenty one line
1253:46	HUNTRESS	cape sector huntress on the eighty nine line reference for active air

1253:51	18R	cape go ahead
1253:53	HUNTRESS	uh yes sir re reference of an active air the heading that we gave him on i guess is a bad heading now actually he's now south of j f k
1253:59	18R	you gave a heading to who
1254:00	HUNTRESS	uh that target we're going against—the hijack
1254:04	18R	yes
1254:05	HUNTRESS	c can you uh direct the uh panta flight towards that now
1254:08	18R	uh if i'm talkin to him i don't know where that target i don't even see the target at all but (unintelligible)
1254:12	HUNTRESS	yeah i uh guess we just talked to uh scroggins there at the t m u and he said he's south of j f k now
1254:17	18R	okay
1254:18	HUNTRESS	we we want to get him headed in that direction (unintelligible)
1254:19	18R	i'll do that
1254:21	HUNTRESS	alright thanks
1254:25	UNK	*(boston)
1254:26	PANTA45	boston center panta four five with you out of thirteen five for two nine o

1254:39	PANTA45	boston center panta four five
1254:53	PANTA45	boston center panta four five
1254:57	18R	panta four five go ahead
1254:59	PANTA45	*(panta) with ya out of seventeen for two nine o
1255:01	18R	panta four five roger fly heading of two six zero
1255:04	PANTA45	*(two) six zero on the heading panta *(four)
1255:06	18R	maintain block two niner zero
1255:09	UNK	(unintelligible)
1255:11	PANTA45	six zero on the heading climbing to flight level two nine zero panta four five
1255:14	18R	uh panta four five boston
1255:19	18R	panta four five boston
1255:21	PANTA45	go ahead panta
1255:22	18R	okay i understand you're goin out to look for american eleven is that correct
1255:26	PANTA45	affirmative
1255:27	18R	okay i just got information that the aircraft has been uh crashed into the world trade center so i'm not quite sure

what your intentions are if you're still going to head that way  
or you may want to talk to uh your operations

1255:38	PANTA45	*(okay) we're going to go over and talk to huntress right now
1255:43	PANTA45	okay with you
1255:57	PANTA45	(unintelligible) panta four five (unintelligible)
1256		
1256:22	UNK	nantucket thirty two
1256:39	EGF940	center eagle uh nine forty is with you out of eleven for one four thousand
1256:42	18R	eagle flight nine forty roger climb maintain sixteen one six thousand
1256:46	EGF940	one six thousand eagle nine forty and uh any chance of getting higher along this route
1256:52	18R	alright what altitude are you requesting
1256:54	EGF940	(unintelligible) uh say two eight o
1256:58	18R	uh roger climb maintain level two eight zero eagle nine eagle flight nine forty
1257:02	EGF940	two eight o eagle nine forty
1257:22	USA2847	boston u s air twenty eight forty seven out of eight for one four thousand
1257:26	18R	u s air twenty eight forty seven uh roger (unintelligible)

1257:44	N91ML	center november nine one mike lima flight level two nine zero
1257:50	18R	(unintelligible) roger air france zero two two boston
1258:00	AFR022	uh boston center air france uh zero two two heavy good morning level three nine zero
1258:05	18R	air france zero two two boston center roger
1258:31	18R	panta four five boston
1258:45	18R	panta four five boston
1258:51	18R	eagle flight nine forty fly heading now of uh two one zero
1258:56	EGF940	two one zero eagle nine forty
1258:56	PANTA45	(unintelligible) four five boston calling
1259:00	18R	panta four five boston
1259:08	UNK	(unintelligible) check
1259:11	JEEP1	boston jeep checking in at level one zero thousand
1259:15	18R	jeep one roger climb maintain uh block two one zero two three zero
1259:19	JEEP1	jeep for the block
1259:34	DIGBY	nantucket digby thirty two handoff for kanni

1259:57	18R	u s twenty eight forty seven boston
1259:58	DIGBY	nantucket digby on thirty two handoff
1300		
1300:01	USA2847	go ahead
1300:02	18R	u s twenty eight forty seven climb maintain level two six zero
1300:05	USA2847	two six zero u s air twenty eight forty seven
1300:10	18R	eagle flight nine forty direct sandy point now
1300:13	EGF940	sandy point eagle nine forty
1300:15	DIGBY	nantucket digby can i keep em coming
1300:28	DIGBY	okay nantucket i'm spinnin american
1300:38	UNK	callin (unintelligible)
1300:42	PANTA45	boston center panta four five
1300:45	18R	alright panta four five go ahead
1300:49	PANTA45	(unintelligible)
1300:52	18R	okay you're breaking up panta four five uh uh go ahead uh try again please
1301		
1301:01	AAL115	boston american one one five level *(two) (unintelligible)

1301:03	USA1168	*(boston u s) air eleven sixty eight is out of one one eleven thousand for one four fourteen thousand
1301:07	18R	u s air eleven sixty eight uh climb maintain flight level two eight zero
1301:11	USA1168	two eight o u s eleven sixty eight thank you
1301:14	18R	panta four five you're breaking up uh try it again
1301:17	PANTA45	(unintelligible) proceeding our present heading of two five zero for about a hundred miles and uh huntress wants us to hold uh just south of long island to see if we can get anymore *(assistance)
1301:26	18R	okay that's fine uh you are heading into the warning area so um um if you want—if you can't contact me you can go to um giant killer on three three eight point one let them know or come up on boston centers frequency of uh two five nine point one two five nine point one actually go two five nine point one first and then at the same time you can contact three three eight point one huntress and uh giant killer let their intentions *(please) cause you're going through their airspace
1301:44	ZNY56	hampton kennedy thirty nine
1301:56	PANTA45	okay i'll do all that thanks
1301:58	18R	u s air twenty eight forty seven direct to sandy point
1302		
1302:01	USA2847	direct sandy point twenty eight forty seven
1302:10	UNK	(unintelligible)

1302:12	AAL115	boston center american one one five level two eight o
1302:15	18R	american one fifteen boston center roger
1302:21	C2121	boston center coast guard two one two one
1302:22	18R	coast guard two one two one boston go ahead
1302:26	C2121	roger sir we're going to begin our descent at this time eh we will be calling in approximately one point uh three zero
1302:31	18R	coast guard two one two one that's approved and your clear this frequency
1302:34	C2121	roger coast guard two one two one
1302:51	18R	jeep one flight contact uh giant killer three three eight point one
1302:57	JEEP1	jeep copies push seven good day
1303 1303:29	N309G	boston good morning hawker three o nine golf with ya one nine o
1303:33	18R	hawker three nine golf roger verify clearance of one five thousand
1303:37	N309G	uh no but we will do that we're out of one nine o for one five thousand three o nine golf
1303:42	18R	roger
1303:47	UNK	(unintelligible) level ten



1304		
1304:50	18R	u s air eleven sixty eight direct sandy point
1304:53	USA1168	direct to sandy point u s air eleven sixty eight thanks
1304:56	18R	maddog one boston
1304:58	MADDOG1	maddog is level at ten thousand (unintelligible)
1304:59	18R	okay climb maintain block two one zero through two three zero squawk code five five two four please
1305:10	18R	maddog one squawk code five five fifty five twenty four maintain two one zero through flight level two three zero
1305:17	MADDOG1	(unintelligible) twenty four (unintelligible) two three o squawk (unintelligible)
1305:21	18R	okay your radio is breaking up your transponder is not working squawk fifty five twenty four maintain two one zero to two three zero maddog one
1305:35	18R	and are you a flight of two maddog one or a single ship
1305:39	MADDOG1	maddog is a flight of two with dragon flight of two flight of four total
1305:43	18R	okay i have your ident thank you
1305:50	18R	five uh three zero nine golf descend maintain eleven one one thousand now
1305:56	N309G	down to eleven zero nine golf

1306		
1306:23	N981AR	nine eight one alpha romeo is with you out of nineteen for one five thousand
1306:30	18R	uh okay i'm sorry who was that
1306:32	N981AR	nine eight one alpha romeo sir
1306:35	18R	nine eight one alpha romeo roger
1306:43	18R	eagle flight nine forty contact boston center one two four point five two
1306:48	EGF940	twenty four fifty two eagle nine—forty
1306:53	N91ML	uh center citation nine one mike lima could you provide a uh flight watch frequency in this area
1306:59	18R	who was that
1307		
1307:01	N91ML	uh citation nine one mike lima
1307:05	18R	uh let me uh check if i have one available standby please
1307:10	18R	maddog one contact giant killer three three eight point one
1307:14	MADDOG1	(unintelligible) push seven
1307:40	MAINE85	boston center maine eight five
1307:43	18R	air france three uh zero two two uh boston

1307:48	AFR022	air france zero two two go ahead
1307:50	18R	okay you stand by one american eleven fif american one fifteen this is the information is for you when your both ready to listen on this j f k arrivals
1307:59	AFR022	(unintelligible) air france one two two
1308:01	MAINE85	maine eight five
1308:03	18R	air france zero two two can you stand by american one fifteen boston how do you read
1308:06	AAL115	american one fifteen go ahead
1308:08	18R	okay there's some incidents going happening in new york city uh right now with the uh aircraft uh was uh crashed uh two aircraft crashed into the world trade center so therefore they are not accepting inbound into uh j f k at this time so both air france twenty two and american one fifteen you're gonna have to uh make uh other uh i guess plans right now because uh you're not going to be able to get into j f k at the this time
1308:32	AAL115	okay american one fifteen copy will get with dispatch and see what they want is to do
1308:36	18R	air france zero two two did you copy that
1308:39	AFR022	*(can you say again) air france zero two two
1308:42	18R	air france zero two two they are not accepting arrivals into the j f k airport due to a uh incident in new york city so you're going to have to make some other uh plans at this time or uh another place to uh---to go i guess

1308:59	18R	u s air twenty eight forty seven boston center one two four point five two
1309:04	USA2847	twenty four fifty two *(u s air twenty eight forty seven)
1309:06	AFR022	(unintelligible) air france zero two two how long is the delay
1309:08	18R	two aircraft have crashed into the world trade center it it can be probably a significant period of time due to damage or whatever is happening in the new york *(city) at this time it's a a major uh incident at this time so it could be a long time may not be even today
1309:27	AFR022	okay thank you air france zero two two
1309:30	UNK	center you think that will affect teterboro also
1309:32	18R	uh i don't know let me get back to you on that uh i'll get right back to you
1309:36	UNK	alright good luck
1309:37	MAINE85	center maine eight five
1309:39	18R	maine eight five go ahead
1309:41	MAINE85	yes sir checking in with you three one zero we'd like descent of two four zero at this time
1309:45	18R	okay can't do it due to traffic stand by
1309:48	MAINE 85	maine eight five thanks

1309:50	18R	maine eight five uh if you want the descent turn uh twenty degrees left
1309:54	MAINE85	twenty degrees left now maine eight five
1310		
1310:06	18R	three zero nine golf contact cape approach on one three three point uh seven five
1310:11	N309G	okay thirty three seventy five take it easy
1310:13	18R	u s air twenty eight forty seven boston center one two four point five two
1310:19	18R	u s air eleven sixty eight contact boston one two four point five two
1310:27	18R	okay i guess the word is that uh anything that's away from new york city that probably include newark teterboro laguardia i'm not quite sure about this but i'm saying i guess i'm told that uh you should go someplace other than kennedy---okay i'm sorry right now the word is you can't get into kennedy i'm checking on teterboro american one fifteen stand by for that
1311		
1311:06	USA1168	(unintelligible) u s air eleven sixty eight we copied twenty four fifty two good day sir
1311:18	18R	okay the aircraft that are on this frequency uh there's not many right now but there has been two hijacks today and uh i'm told to have uh increased security at your airlines uh their not accepting any arrivals into j f k security on your cockpits today i and uh you you can't into j f k right now i'm checking teterboro but uh if a there is an alternate other than that you may want to go there
1311:42	MAINE85	boston maine eight five has the u s in sight off the right side

1311:45 18R maine eight five say again

1311:47 MAINE85 we have the traffic in sight

1311:49 18R yeah maine eight five descend and maintain flight level two  
niner zero

1311:51 MAINE85 that's three one to two nine zero maine eight five

1311:59 N981AR and uh i know your busy sir but do you have lower for alpha  
romeo

1312:03 18R yep i'm sorry uh eight one alpha romeo descend and  
maintain one one thousand

1312:09 N981AR down to one one thousand thank you sir

1312:14 18R u s air eleven sixty eight boston

1312:19 18R not that i'm busy it's just kind of a shock cause \*(of the) city  
in shock actually

1312:34 18R maine eight five descend and maintain flight level two four  
zero and contact giant killer now on one three five point two  
two

1312:43 MAINE85 (unintelligible) two five seven point two two

1312:46 18R \*(no) it's uh one three five point two two and descend and  
maintain flight level two four zero maine eight five

1312:52 MAINE85 three five decimal two two down to two four zero thanks for  
your help

1312:52	GKILLER	hampton (unintelligible) hampton giant killer on line (unintelligible)
1312:55	18R	good day uh nine eight one alpha romeo contact uh cape approach on one one eight point two
1313:03	N981AR	eighteen two sir have a try to have a good one
1313:06	18R	thank you air france twenty two do you have a uh alternate in uh plans at this time
1313:11	AFR022	okay we'll try uh newark if possible
1313:14	GKILLER	hampton giant killer fifty nine line (unintelligible)
1313:15	18R	uh alright i'll have to check on that one
1313:25	AAL115	uh boston american two o one
1313:31	18R	okay amer air france twenty two newark is a definite unable you cannot go to newark it will have to be something other than that pre preferably any place away from the kennedy area probably not laguardia not newark not j f k and i don't think teterboro would probably be included in that i think you's have to somewhere away from new york city at this time
1313:49	AFR022	okay i'll call my company i can call you back in uh five minutes
1313:54	18R	uh yep no problem uh just maintain that heading air france twenty two and let me know as soon as you can please of your intentions
1314:04	AFR022	say we maintain this heading and i'll call you back

1314:07	18R	and american one fifteen boston i haven't gotten a n no or answer yet on teterboro um right now if you want just maintain your heading i have a no on newark and uh i'll get right back to you on teterboro
1314:18	GKILLER	cape giant killer fifty nine line reference maine eight five
1314:20	AFR022	boston uh (unintelligible) city
1314:22	18R	okay i was talking to the other aircraft american one fifteen boston how do you read
1314:26	AAL115	uh we're loud and clear we'd like to divert to uh boston please
1314:29	18R	okay american one fifteen you are now cleared to the boston airport via uh fly heading of uh three one five when able direct scupp direct boston american one fifteen and descend uh pilots discretion to cross scupp at one one thousand boston altimeter three zero zero six
1314:46	AAL115	okay thirty o six its uh three fifteen heading scupp uh to uh boston is that uh at sierra charlie uniform papa papa
1314:54	18R	yeah sierra charlie uniform papa papa direct scupp direct boston cross scupp at one one thousand american one fifteen
1315:03	18R	alright direct scupp we'll cross at one one thousand we're descending now american one fifteen
1315:26	GKILLER	hampton giant killer fifty nine line
1315:48	UNK	providence



1316		
1316:50	46RA	forty six
1316:51	18R	this is uh nantucket the air france twenty two hasn't decided where he's gonna go yet he'll let you know in about four or five minutes (unintelligible) his present heading right now
1316:59	46RA	alright
1317:00	18R	i told him that he can't go to teterboro newark and j f k so
1317:02	46RA	okay
1317:05	18R	american one fifteen contact boston center one two eight point two
1317:09	AAL115	twenty eight two american one fifteen
1317:11	18R	air france twenty two boston
1317:13	AFR022	*(okay) go ahead
1317:14	18R	yeah contact boston now on one two seven point eight two and advise the controller please of your alternate right now (unintelligible) and go to one two seven point eight two air france zero two two
1317:21	GKILLER	hampton giant killer fifty nine line reference panta four five
1317:27	AFR022	a one two seven eight two you maintain this heading bye bye
1317:36 1318	ZQM YSJ	augusta saint john on the five eight (unintelligible)

1319		
1319:13	18R	uh cape nantucket
1319:14	UNK	colgan fifty nine forty one is your control for turns
1319:17	18R	alright thank you
1319:17	UNK	(unintelligible)
1319:46	CJC5941	morning boston colgan fifty nine forty one checking in with ya level one five thousand
1319:51	18R	*(colgan fifty) nine four one roger
1319:55	GKILLER	cape giant killer fifty nine line
1319:58	18R	cape go
1319:59	GKILLER	uh yeah you gonna have jeep one and maddog one and maine all coming back
1320:03	18R	all coming back
1320:04	GKILLER	yeah
1320:05	18R	alright at the same time here
1320:06	GKILLER	uh we'll we'll we'll sequence them all nice for ya but just to give you a heads up
1320:09	18R	(unintelligible) alright thanks

1320:11	GKILLER	(unintelligible)
1320:31	GKILLER	cape giant killer fifty nine
1321		
1322		
1322:29	18R	giant killer cape fifty nine line
1322:32	GKILLER	killer
1322:33	18R	yeah the maine eight five we just got uh word that his new receivers if you want to pass this along to him—okay
1322:41	GKILLER	okay
1322:42	18R	there are firk that's f i r k i believe firk three one and three two
1322:46	GKILLER	okay say again
1322:48	18R	two (unintelligible) it's firk f i r k three one and three two that are that is his new receivers
1322:54	GKILLER	okay thanks bye (unintelligible)
1323		
1323:16	18R	yarmouth nantucket thirty two
1323:17	ZQM YQI	yarmouth
1323:19	18R	nine one mike lima for you at flight level two niner zero southwest of tusky
1323:22	ZQM YQI	identified and east of kanni by thirty uh kestrel zero two five and three nine zero

1323:26	18R	radar contact thanks x o
1323:28	ZQM YQI	(unintelligible)
1323:28	18R	yep
1323:29	GKILLER	cape giant killer fifty nine line
1323:30	18R	cape go
1323:31	GKILLER	yeah currently three three miles south of sandy point on a five five two one is jeep one he's uh level two zero zero or descending from two zero zero to one five thousand
1323:41	18R	okay jeep one is he a single ship or he's a flight of two
1323:44	GKILLER	he's a flight of two
1323:45	18R	jeep one is radar contact thanks x o
1323:47	GKILLER	thank you
1323:48	AIH025	*(boston center) kestrel zero two five eh good morning level three nine zero inbound to nantucket
1323:55	18R	kestrel zero two five boston (unintelligible) roger
1323:57	GKILLER	cape fifty nine line (unintelligible)
1324		
1324:02	18R	november nine one mike lima contact moncton center one three five point two have a good day

1324:08	N91ML	(unintelligible) twenty five point two mike lima good day
1324:11	18R	okay that was one three five point two thirty five two
1324:14	N91ML	thirty five two mike lima good day sir thank you
1324:17	18R	you're welcome bye
1324:49	18R	giant killer cape on the fifty nine
1324:51	GKILLER	killer
1324:52	18R	ja jeep flight one my control to one one thousand
1324:55	GKILLER	your control
1324:56	18R	x o
1324:57	GKILLER	(unintelligible)
1324:58	18R	jeep one flight boston
1325 1325:38	UNK	(unintelligible)
1325:42	JEEP1	boston center jeep flight of two with you one five thousand direct otis
1325:45	18R	jeep one flight boston center roger descend and maintain one one thousand the otis altimeter is three zero zero three
1325:47	GKILLER	cape giant killer fifty nine line

1325:52	JEEP1	three zero zero three down to one thousand jeep
1325:55	18R	roger that's one one thousand eleven thousand jeep one
1325:58	JEEP1	one one thousand thank you
1326		
1326:15	18R	colgan fifty nine forty one you can expect lower here shortly
1326:18	CJC5941	colgan fifty nine forty one
1326:37	18R	colgan fifty nine forty one descend and maintain uh one four thousand
1326:40	CJC5941	one four thousand colgan fifty nine forty one
1327		
1327:18	18R	colgan fifty nine forty one descend and maintain uh one two thousand
1327:23	CJC5941	down to one two thousand colgan fifty nine forty one
1327:26	ZNY66	hampton manta thirty nine
1327:36	18R	did you call nantucket
1327:39	ZQM YQI	negative
1327:40	18R	okay i see the bangladesh zero one one out there if this is yarmouth
1327:44	ZQM YQI	that is and he's at three five zero
1327:46	18R	did you no notify him of what's going on at kennedy

1327:49	ZQM YQI	no i haven't
1327:50	18R	okay alright did you guys get notified as to what's going on at kennedy
1327:52	ZQM YQI	we were just watching it on c n n (unintelligible)
1327:54	18R	i thought you would be okay
1327:55	ZQM YQI	yeah unbelievable
1327:56	18R	i know it is bye
1328 1328:08	18R	jeep one flight contact uh cape approach on---two four two eighty four point six jeep one
1328:19	JEEP1	two eighty four six thank you sir have a good day
1328:21	18R	roger we'll try
1328:22	BBC011	(unintelligible) bangladesh zero one one good morning flight level three five zero
1328:25	18R	bangladesh zero one one boston center roger good morning i do not know if you've received word about uh j f k or not have you
1328:35	BBC011	not yet bangladesh zero one one
1328:37	18R	okay bangladesh zero one one there have been acts of terrorism as we would believe uh in the uh new york city and their not accepting any aircraft into uh kennedy or the surrounding airports around kennedy at this time and for the foreseeable future it looks unlikely that they will be uh

suggest you decide on an alternate destination um besides j  
f k

1328:59 BBC011 we copy will call you back bangladesh zero one one

1329:02 18R roger

1329:28 18R (unintelligible) colgan fifty nine forty one descend and  
maintain one one thousand contact cape approach on one  
three three point seven five good day

1329:34 CJC5941 three three seven five and down to one one thousand \*(fifty  
nine) forty one

1329:36 BBC011 uh boston bangladesh zero one one

1329:40 18R bangladesh zero one one go ahead

1329:42 BBC011 (unintelligible) we got the news and uh uh can you suggest  
uh alternate around

1329:47 18R uh i can suggest uh bu boston if you'd like to try that i'm sure  
that would be fine uh the other one around here would be  
bangor uh but that's a little further to the north but boston  
would probably be your best bet

1329:59 BBC011 okay boston uh  
1330

End of Transcript

\*This portion of the re-recording is not entirely clear, but this represents the best  
interpretation possible under the circumstances.



# **-CONFIDENTIAL-**

## **Individuals whom had access to information regarding September 11, 2001:**

1. Robert Jones, ZBW-505
2. Clifford Baird, ZBW-505
3. Kenneth Acker, ZBW-505
4. Karen Goff, ZBW-505
5. Lucius Free, ZBW-17
6. Gary Lavimoniere, ZBW-17
7. Michael Baney, ANE-540
8. Bert Ouellette, ANE-505
9. Mark Olsen, ANE-505
10. Thomas Benson, ANE-505
11. Kevin Bianchi, Area C NATCA
12. Ron Geoffroy, NATCA President ZBW
13. Mike Blake, New England NATCA
14. Heather Hemdal
15. Glenn Michael
16. Kenneth Marr, FBI, see custody forms
17. John Mulvaney, FBI, see custody forms
18. Jimmy Mills, AAT-150
19. Sandra Bogosian, ANE-540
20. Doug Gould, AAT-200
21. Dan Diggins, AAT-200
22. Mary Kate Strawbridge, AAT-200
23. Chris Soucy, AAT-200
24. Tom Morin, NATCA Rep for Peter Zalewski
25. Stephen Roebuck, Interview
26. Richard Berlinger, Interview
27. Peter Zalewski, Interview
28. Brazellino Martins, Interview
29. Shirley Kula, Interview
30. David McGlauffin, Interview
31. Glen Poncet, Interview
32. Maria Moran, Interview
33. Michael Royer, Interview
34. Thomas Roberts, Interview
35. William Smith, Interview
36. Scott Johnson, Interview
37. Jonathan Schlippani, Interview
38. Donald Larson, Interview
39. Gregory Taccini, Interview
40. Mark O'Neill, Interview
41. Myron Smith, Interview
42. Henry White, Interview
43. Steven Schmalz, Interview
44. Karen Waggoner, Interview
45. Alan Miller, Interview
46. William Dean, Interview
47. John Hartling, Interview
48. Terry Biggio, Interview/Acting ZBW-505
49. Daniel Bueno, Interview
50. Joseph Cooper, Interview
51. Colin Scoggins, Interview
52. Jennifer Donahue, ROC (delivered package to ANE-505)
53. Robert Everhart, NATCA Rep
54. Jeffery Tripp, NATCA Rep
55. Debbie James, ANE-505
56. Bob Locke, ANE-505
57. Bob Cole, ZBW-505
58. Wayne Pierce, AAT-200
59. Jeff Aulbach, NATCA Rep, National Commission on Terrorist Activities  
Upon the United States Interviews
60. Ed deLacy, ZBW-505
61. Geoffrey S. Brown, Research Assistant for National Commission on  
Terrorist Activities Upon the United States
62. Miles L. Kara, Professional Staff Member, National Commission on  
Terrorist Activities Upon the United States
63. John Azzarello, Legal Counsel FAA
64. Chris Poreda, Legal Counsel FAA
65. Amy Corbett, ANE Administrator
66. Carol Cidlevicz, ZBW
67. Jeff Myers, AAT-200
68. Tony Ferrante, AAT-200
69. Larry Doty, ZBW-505



U.S. Department  
of Transportation  
Federal Aviation  
Administration

# Memorandum

Subject: **INFORMATION:** Boston ARTCC September 11,  
2001 Documents

Date: October 8, 2003

From: Quality Assurance Specialist, ZBW-505.4

Reply to  
Attn. of:

To: Shirley Miller, ADA-2

Per headquarters request of October 8, 2003, attached are copies of all documents held in the Boston ARTCC Quality Assurance Office pertaining to the events of September 11, 2001. I would like to highlight some of the contents in Wallet 2. Included in Wallet 2 are printed copies of NTAP data on 8.5 x 11 sheets of paper. This may or may not meet your needs. Since there are a number of options and printing formats available regarding NTAP data, please let us know if another format is desired. The SAR tape data is on file and we will gladly create additional printouts specifically for the 9/11 Commission. Included in Wallet 8 is a map with American 11 and United 175 created by our Cartographers Office specifically for the 9/11 Commission which offers a clear representation of routes of flight. If maps similar to this one are needed please do not hesitate to ask.

The following is an inventory of the attachments provided.

## **Wallet Number 1:**

Aircraft Accident Package ZBW-ARTCC-148, AAL11.

## **Wallet Number 2:**

- #1 Preliminary Transcript, Boston ARTCC 46 Radar position dated 9/11/01.
- #2 Preliminary Partial Transcript, Boston ARTCC TMU Severe Weather position dated 9/15/01.
- #3 Preliminary Partial Transcript, Boston ARTCC 47 Radar position dated 9/20/01.
- #4 Radar ViewPoint Plot of AAL11 dated 9/11/01.
- #5 RDP Track Report for AAL11 dated 9/11/01.
- #6 General Information (GI's) notices dated 9/11/01.
- #7 FAA Form 8020-8, Aircraft Accident Preliminary Notice.
- #8 Sign-In/Sign-out Printout for 9/11/01.
- #9 Telephone Selection Detail Report for 9/11/01.
- #10 ATCSCC position 15, Area East Log dated 9/11/01.
- #11 METAR Weather Reports from 9/11/01 for Newark, La Guardia, and Kennedy.
- #12 Chain Of Custody document for ZBW/FBI dated 9/11/01.
- #13 Record of data released from ZBW reference AAL11 and UAL175.

- #14 Fax Transmittal (5 total), Fax Receipt Confirmation pages (3 total), and email communications (2 total), dated 9/11-15/01.
- #15 Quality Assurance Bulletins, dated 9/17/01 and 9/20/01.
- #16 Chain of Custody document for ZBW/FBI dated 9/17/01.
- #17 Email dated 9/17/01 entitled Action Items Remaining Open.
- #18 Fax Receipt Confirmation page dated 9/17/01 with attached NATCA document.
- #19 Email dated 9/17/01 listing involved personnel.
- #20 Fax Transmittal and email dated 9/19/01 regarding ZBW MOS partial transcript.
- #21 Fax Transmittal dated 9/20/01 regarding transcripts and personnel statement.
- #22 Email dated 9/21/01 regarding NTAP's and DART's.
- #23 Email dated 9/21/01 regarding NTSB request for NTAP and DART.
- #24 Memorandum and FedEx Airbill dated 9/26/01 regarding certified re-recordings.
- #25 Email dated 9/26/01 regarding FBI request for certified re-recordings.
- #26 Email 9/26/01 regarding FBI request for certified re-recordings.
- #27 Route Slip dated 10/2/01 and FedEx Airbill regarding certified re-recordings.
- #28 Route Slip dated 10/3/01 and FedEx Airbill regarding certified re-recordings.
- #29 Email dated 10/4/01 regarding FOIA requests.
- #30 Email dated 10/9/01 regarding NTSB & FBI Request.
- #31 Email dated 10/16/01 regarding preparation of accident packages.
- #32 Chain of Custody document for ZBW/FBI dated 10/18/01.
- #33 Email dated 11/20/01 regarding security of accident packages.
- #34 Personnel Statement Tracking Sheet dated 12/18/01.
- #35 Memorandum dated 1/31/02 regarding ZNY accident file.
- #36 Email dated 2/11/02 requesting copies of transcripts.
- #37 Email dated 4/15/02 regarding retention of documents.
- #38 Email dated 4/30/02 regarding release of the accident package.
- #39 Memorandum and Route Slip dated 5/3/02 regarding security of accident packages.
- #40 Fax Transmittal dated 8/28/02 regarding Quality Assurance Bulletin dated 9/20/01 and FAA Form 8020-6 dated 9/21/01.
- #41 Email dated 11/7/02 regarding inventory of AAL11 Accident File.
- #42 Route Slip dated 3/10/03 regarding SAR tapes from 9/11/01.
- #43 Memorandum dated 7/10/03 regarding transcripts requested by the National Commission on Terrorist Activities Upon the United States.
- #44 Memorandum dated 9/4/03 regarding a certified re-recording of Boston ARTCC Sector 18 requested by the National Commission on Terrorist Activities Upon the United States.
- #45 Fax Transmittal dated 9/9/03 regarding a list of operational personnel working on September 11, 2001 at Boston ARTCC.
- #46 Fax Transmittal dated 9/25/03 regarding Quality Assurance Bulletins provided to the National Commission on Terrorist Activities Upon the United States.
- #47 Memorandum dated 9/25/03 regarding inventory of AAL11 Accident File.
- #48 Memorandum dated 9/29/03 regarding documents released to the National Commission on Terrorist Activities Upon the United States on 9/24/03.
- #49 Route Slip dated 10/8/03 regarding transcripts from Boston ARTCC 18 Radar requested by the National Commission on Terrorist Activities Upon the United States.
- #50 Document dated 10/8/03 listing individuals that accessed information regarding 9/11/01.
- #51 Memorandum dated 10/8/03 regarding Headquarters request for copies of all documents pertaining to 9/11/01.
- #52 Boston ARTCC personnel logs for 9/11/01.

CD containing DART/NTAP information from 9/11/01 and information from the Boston ARTCC Flight Data Unit for 9/11-23/01.

**Wallet Number 3:**

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Certified Re-Recordings from September 11, 2001

ZBW-ARTCC-148 (AAL11)	05R
ZBW-ARTCC-148 (AAL11)	09R
ZBW-ARTCC-148 (AAL11)	09RA
ZBW-ARTCC-148 (AAL11)	10R
ZBW-ARTCC-148 (AAL11)	10RA
ZBW-ARTCC-148 (AAL11)	18R
ZBW-ARTCC-148 (AAL11)	18RA
ZBW-ARTCC-148 (AAL11)	20R
ZBW-ARTCC-148 (AAL11)	20RA
ZBW-ARTCC-148 (AAL11)	21R
ZBW-ARTCC-148 (AAL11)	22R
ZBW-ARTCC-148 (AAL11)	24R
ZBW-ARTCC-148 (AAL11)	31R
ZBW-ARTCC-148 (AAL11)	31RA
ZBW-ARTCC-148 (AAL11)	36R
ZBW-ARTCC-148 (AAL11)	36RA
ZBW-ARTCC-148 (AAL11)	38R
ZBW-ARTCC-148 (AAL11)	38RA
ZBW-ARTCC-148 (AAL11)	39R
ZBW-ARTCC-148 (AAL11)	39RA
ZBW-ARTCC-148 (AAL11)	46R
ZBW-ARTCC-148 (AAL11)	47R
ZBW-ARTCC-148 (AAL11)	47RA
ZBW-ARTCC-148 (AAL11)	MOS
ZBW-ARTCC-148 (AAL11)	TMU
9/11 Commission Request	18R
ZNY-ARTCC-148 (UAL175)	20R
ZNY-ARTCC-148 (UAL175)	46R
ZNY-ARTCC-148 (UAL175)	47R

**Wallet Number 4:**

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Information from the Boston ARTCC Flight Data Unit for 9/11-13/01.

CD containing information from the Boston ARTCC Flight Data Unit for 9/11-23/01.

**Wallet Number 5:**

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Boston ARTCC Security Gate Logs for June, July, August and September 2001.

**Wallet Number 6:**

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#1 Preliminary Partial Transcript, Boston ARTCC 20 Radar position dated 9/13/01.

#2 Radar ViewPoint Plot of UAL175 dated 9/11/01.

#3 RDP Track Report for UAL175 dated 9/11/01.

#4 Flight Progress Strips UAL175.

#5 Email dated 11/8/02 regarding UAL175 inventory.

#6 Preliminary Partial Transcript, Boston ARTCC 46 Radar position dated 9/13/01.

- #7 Preliminary Partial Transcript, Boston ARTCC 47 Radar position dated 9/13/01.
- #8 Preliminary Partial Transcript, Boston ARTCC 47 Radar position dated 9/13/01.
- #9 NADIN message from ZNY dated 9/17/03.
- #10 FAA Form 8020-6-1 dated 9/21/01 for UAL175.
- #11 Normal service statement and certified index UAL175.
- #12 Memorandum dated 9/27/01 regarding voice re-recordings.
- #13 Personnel statement (WD).
- #14 Personnel statement (HT).
- #15 Personnel statement (MO).
- #16 Personnel statement (ZP).
- #17 Personnel statement (TF).
- #18 Personnel statement (FB).
- #19 Personnel statement (TV).
- #20 Personnel Statement Tracking Sheet dated 12/18/01.
- #21 Document dated 1/31/02 listing individuals that accessed information regarding 9/11/01.
- #22 Memorandum dated 1/31/02 regarding ZNY-ARTCC-148 Accident File.
- #23 Memorandum dated 7/10/03 regarding transcripts requested by the National Commission on Terrorist Activities Upon the United States.

**Wallet Number 7:**

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SAR Tapes covering the time period 1200 to 1800 UTC on 9/11/01.  
SAR Tape containing ACES OUTPUT FILE.

**Wallet Number 8:**

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Notes and e-mails from Terry Biggio.  
Notes from Ed deLacy.  
Map depicting AAL11 route of flight.  
Miscellaneous GENOTS.

If we can be of further assistance, please contact the Quality Assurance Office at (603) 879-6672.

  
Rusty Baird

447

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[illegible]



PERSONNEL LOG			1 REGION		2 FACILITY ID		3 AREA IDENTIFICATION				4 DATE	
			A	N	E	Z	B	W	MIS		MONTH	DAY
5 NAME	6 ROOM	7 INITIALS	8 TIME ON	9 TIME OFF	10 HOURS ON DUTY	11 HOURS ON LEAVE	12 HOURS ASSIGNED NON POSITION DUTIES	13 POSITION ASSIGNMENT	14 REMARKS			
GOSSELIN, STEVEN W.	02		0845	1020	1.0		1.0		Cred.			
MCDONALD, TRENT P.	RX	R/T	0845	1020	1.0		1.0		Cred.			
I CERTIFY THIS LOG TO BE ACCURATE AND CORRECT												

**T U E S**

★ U.S. GOVERNMENT PRINTING OFFICE



Tues

★ U.S. GOVERNMENT PRINTING OFFICE: 1990-762-5



[illegible]

## OPERATIONS MANAGER PERSONNEL LOG

Tuesday September 11, 2001

NAME	OP INIT	ASSIGN SHIFT START-STOP	TIME ON SHIFT	TIME OFF SHIFT	TIME ON DUTY Hours 1/10	HOURS NON POSITION DUTIES Hours 1/10	OPERATING INITIALS UPON LEAVING	HOURS ON LEAVE	OFFICIAL APPROVING LEAVE (OP, INIT.)	POSITION ASSIGNMENT	REMARKS
<i>Terry L. Biggio</i> Biggio, Terry L.	OE	7-3	0630	1730	11.0		CE				CE 1
<i>Gary L. Bishop</i> Bishop, Gary L.	OO	<del>7-3</del>	13 <sup>50</sup>	06 <sup>00</sup>	18.3		OO				Shift Change Code 1
<i>Edmund M. de Lacy</i> de Lacy, Edmund M.	MJ		0945	1845	9.0						conf

Time not Worked codes: 01 - Annual, 02 - Sick, 04 - Comp, 05 - Military, 07 - Court, 08 - Blood, 09 - Excused, 12 - LWOP, 14 - AWOL, 21 - Credit, 22 - Time Off Award

Time outside shift code: 1 - Comp, OT - OT, 9 - Credit

ZBW FORM 7230-1

Original on file with ZSW QA Accident Package ZSW-ARCC-149

Original on file with ZBW-ARTC 148 Acc. no. - 6

PERSONNEL LOG			1 REGION	2 FACILITY ID	3 AREA IDENTIFICATION	4 MONTH	5 DATE
			A N E	Z B W	TRAFFIC MANAGEMENT		
6 NAME	7 CODE	8 INITIALS	9 TIME ON	10 TIME OFF	11 HOURS ON DUTY	12 HOURS ASSIGNED NON POSITION DUTIES	13 POSITION ASSIGNMENT
					Hours 1/10	Hours 1/10	
ABDUL-RANKEEM, QALYIM I.	F				1.0	1.0	
BRADY, BRIAN	BB		0530	1330	8.0	1.0	6 -
CONRAD, STANLEY	F				1.0	1.0	
DICKINSON, ROBERT E.	F				1.0	1.0	
GRANT, JOHN	CQ		0530	1330	8.0	1.0	6 -
HARRIS, DARLENE M.	F				1.0	1.0	
LAVENTURE, STEPHEN L.	LA		2200	0600	18.0	1.0	
MORRIS, MARION	MR	MR	1600	2300	1.0	1.0	
COOPER, JOSEPH	OP		0659	1457	8.0	1.0	Code 59
DEAN, WILLIAM H.	WD		0632	1432	8.0	1.0	Code 59
DILLON, THOMAS	ZK	2 N	0630	1430	18.0	1.0	
HESTROM, JARL D.	JD	5 N	1430	2230	8.0	1.0	
GIBSON, DAVID	GC				1.0	1.0	Code 59
KERIAZES, PAUL H.	KP				1.0	1.0	Code 59
KULAS, KENNETH A.	KK	1 K	1230	2359	11.5	1.0	
LEE, STEVEN	LL	L L	0700	1500	8.0	1.0	
MILLER, TONY	TO	Y	0530	1330	1.0	1.0	
MILLER, STEVE	RV	R V	0530	1330	8.0	1.0	
O'CONNELL, ROBERT	RO				1.0	1.0	RDC
O'DONNELL, AL	ON	ON	0615	1830	2.0	5.0	RDC
O'DONNELL, MIKE	XZ				1.0	1.0	RDC
O'REILLY, MARY	MA				1.0	1.0	RDC
POWELL, EDWARD C.	ED	E, D	1430	2230	8.0	1.0	
STEWART, WILLIAM H.	PS	P, S	1230	2030	8.0	1.0	
TRIPP, JEFF L.	JT				1.0	1.0	RDC
WHITE, JACK	JK				1.0	1.0	OJT I
WHITE, JOHN	VE				1.0	1.0	D
WISNART, DENNIS	DW	D N	0530	1330	8.0	1.0	
ZAMISKI, NANCY J.	NZ				1.0	1.0	RDC

## TRAFFIC MANAGEMENT SUPERVISOR PERSONNEL LOG

Tuesday September 11, 2001

Original  
on file  
with  
ZBW-ARCC-  
148 Accident  
Package

NAME	OP INT	ASSIGN SHIFT START-STOP	TIME ON SHIFT	TIME OFF SHIFT	TIME ON DUTY Hours UTO	HOURS NON POSITION DUTIES Hours UTO	OPERATING INITIALS UPON LEAVING	HOURS ON LEAVE	OFFICIAL APPROVING LEAVE (OP. INIT.)	POSITION ASSIGNMENT	REMARKS
Bulano, Daniel D.	BD	06-14	0600	1530	9.5		DB				1.5 Code 9
Conroy, John J.	CJ										
Kiczek, Richard A.	TK		1330	2330	10.0		TK				2.0 Code 9/10
Rodriguez, James	RQ	7-15	0645	1445	9.0		RQ				1 Code 9/CC
Roth, William L.	KW										
Bull, Eileen E.	TE	10-0	0515	1830	10.25		TE				Code 9 1.25

Time not Worked codes: 01 - Annual, 02 - Sick, 04 - Comp, 05 - Military, 07 - Court, 08 - Blood, 09 - Excused, 12 - LWOP, 14 - AWOL, 21 - Credit, 22 - Time Off Award

Time outside shift code: 1 - Comp, OT - OT, 9 - Credit

ZBW FORM 7230-1

244

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Dr. G. A. L.

30

file with

ZBW-ARTU-

51

Acc. dgt File

[illegible]

TUESDAY 09/11/01

1-0324 444 7230-1  
764 F74 7230-1

## AREA A SUPERVISORS PERSONNEL LOG

Tuesday September 11, 2001

NAME	OP INIT	ASSIGN SHIFT START-STOP	TIME ON SHIFT	TIME OFF SHIFT	TIME ON DUTY Hours 1/10	HOURS NON POSITION DUTIES Hours 1/10	OPERATING INITIALS UPON LEAVING	HOURS ON LEAVE	OFFICIAL APPROVING LEAVE (OP. INIT.)	POSITION ASSIGNMENT	REMARKS
Moberger, George A.	MM	7-3			8		mm/08				ANSWER DETAIL
Brooks, Joseph M.	BK	MID	2230	0630	8		BK				
Campbell, Robert	BC		0600	1200	6		OB	2			CODE 09
LaBourne, Layne	GN	3-11	1457	2.231	7.6		GN	0.4 A	OE	O/S	
Yelden, Robert C.	RR		0750	1550	8		RR				
Creedon, Timothy A.	TC		1215	2015	8		TC				

Time not Worked codes: 01 - Annual, 02 - Sick, 04 - Comp, 05 - Military, 07 - Court, 08 - Blood, 09 - Excused, 12 - LWOP, 14 - AWOL, 21 - Credit, 22 - Time Off Award

Time outside shift code: 1 - Comp, OT - OT, 8 - Credit

ZBW FORM 7230-1

246

2000

1-616 2739-1

TUESDAY 09/11/01

## AREA B SUPERVISORS PERSONNEL LOG

Tuesday September 11, 2001

NAME	OP INT	ASSIGN SHIFT START-STOP	TIME ON SHIFT	TIME OFF SHIFT	TIME ON DUTY Hours 1/10	HOURS NON POSITION DUTIES Hours 1/10	OPERATING INITIALS UPON LEAVING	HOURS ON LEAVE	OFFICIAL APPROVING LEAVE (OP. INT.)	POSITION ASSIGNMENT	REMARKS
<i>John R. Foster</i> Foster, John R.	JF	15-23	1230	2300	10.5		<i>JF</i>				CODE 9 2.5 90min
<i>Shirley L. Kule</i> Kule, Shirley L.	SO	7-15	0635	1235	6		<i>OK</i>	2			CODE 09
<i>Paul R. Pasquale</i> Pasquale, Paul R.	PQ	10-18	0530	<del>1430</del> 1330	<del>9</del> 8		<i>PQ</i> <del>OK</del>				Code 9 00
<i>Myron K. Smith</i> Smith, Myron K.	RS	7-15	0550	1450	9.0		<i>RS</i>				1.0 CODE 9 00
<i>Gregory P. Bull</i> Bull, Gregory P.	GI	14-22									CODE 09
<i>HERGET</i>	HR	7-1530 Roe	0645	1445	6		<i>OK</i>	2			
Original on file w/ ZBW ARTCC-148 Accident Package											

Time not Works

Time outside sh

LWOP, 14 - AWOL, 21 - Credit, 22 - Time Off Award



### Area C Sign In Log

[illegible]

Original on file w/ #148 Accident Package

Tuesday, September 11, 2001

270

## AREA C SUPERVISORS PERSONNEL LOG

Tuesday September 11, 2001

NAME	OP INT	ASSIGN SHIFT START-STOP	TIME ON SHIFT	TIME OFF SHIFT	TIME ON DUTY Hours 1/10	HOURS NON-POSITION DUTIES Hours 1/10	OPERATING INITIALS UPON LEAVING	HOURS ON LEAVE	OFFICIAL APPROVING LEAVE (OP. INT.)	POSITION ASSIGNMENT	REMARKS
Winch, Richard C.	RI										
Procopio, Frank R.	FP	PDC									
Schmidt, Richard J.	SD	15-23	1417	2230	8.2		SD				Code 8 OUTLINE CMD
Nielsen, Kenneth J.	NK				8.0						
Schmitt, Jonathan M.	SH		0635	1435	8.0		OS				
Lund, Robert C.	KO		1000 1400 (14)	1600	6.0		A	2.0			CNIC 21 2

Time not Worked codes: 01 - Annual, 02 - Sick, 04 - Comp, 05 - Military, 07 -

Time outside shift code: 1 - Comp, 07 - OT, 9 - Credit

ZBW FORM 7230-1

Original on file w/ #148 Accident Package

## 4

**Tuesday, September 11, 2007**

## AREA D SUPERVISORS PERSONNEL LOG

Tuesday September 11, 2001

NAME	OP INIT	ASSIGN SHIFT START-STOP	TIME ON SHIFT	TIME OFF SHIFT	TIME ON DUTY <small>Hours 1/10</small>	HOURS NON POSITION DUTIES <small>Hours 1/10</small>	OPERATING INITIALS UPON LEAVING	HOURS ON LEAVE	OFFICIAL APPROVING LEAVE (OP. INIT.)	POSITION ASSIGNMENT	REMARKS
<i>J Oberlander</i> Oberlander, Jean M.	ER	3-11 1430	1430	2230	8.0		(20)				
Lavigne, Charles E.	LE	5:00									
Singeltary, Patricia S.	PW	7-3						8A			
<i>Francis M. Bugak</i> Bugak, Francis M.	BG		0900	1700	8.						
<i>David E. Emmes</i> Emmes, David E.	LO	6-14	0600	1600	10.		LO				Z CODE 9 1400-1600
<i>Randall F. Jr. Wood</i> Wood, Randall F. Jr.	RO		0630	1430	8.0						

Time not Worked codes: 01 - Annual, 02 - Sick, 04 - Comp, 05 - Military, 07 - Court, 08 - Blood, 09 - Excused, 12 - LWOP, 14 - AWOL, 21 - Credit, 22 - Time Off Award

Time outside shift code: 1 - Comp, OT - OT, 9 - Credit

[illegible]

1-636-4603 FAX

TUESDAY 09/11/01

AREA E SUPERVISORS PERSONNEL LOG

Tuesday September 11, 2001

NAME	OP INT	ASSIGN SHIFT START-STOP	TIME ON SHIFT	TIME OFF SHIFT	TIME ON DUTY Hours 1/10	HOURS NON POSITION DUTIES Hours 1/10	OPERATING INITIALS UPON LEAVING	HOURS ON LEAVE	OFFICIAL APPROVING LEAVE (OP. INT.)	POSITION ASSIGNMENT	REMARKS
<i>LD</i> Doty, Lawrence C.	LD	<i>1100</i>	<i>1400</i> <del>22</del>	<i>2230</i>	<i>8.5</i>		<i>LD</i>				<i>5 CODE 98</i> <i>SUP D-TIRLS</i>
Malool, James G. Jr.	JM	<i>RDO</i>									
<i>RE McEwen</i> McEwen, Ronald E.	QU	<i>RDO</i>	<i>0600</i>	<i>1430</i>	<i>8.5</i>		<i>QU</i>				<i>5 CODE 9</i> <i>BEOT MANDIL</i>
Giglio, John F.	GG							<i>PS</i>			<i>(Ann.)</i> <i>7-15</i>
Mitchell, Richard A.	MT	<i>7-3</i>						<i>8A</i>			
Heinz, Joseph C.	HE										

Time not Worked codes: 01 - Annual, 02 - Sick, 04 - Comp, 05 - Military, 07 - Court, 08 - Blood, 09 - Excused, 12 - LWOP, 14 - AWOL, 21 - Credit, 22 - Time Off Award

Time outside shift code: 1 - Comp, OT - OT, 9 - Credit



U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

800 Independence Ave, S.W.  
Washington, D.C. 20591

September 10, 2004

Rick Beitel  
Special Agent-in-Charge for  
Headquarters Operations, JI-3  
Office of the Inspector General  
U.S. Department of Transportation  
Nassif Bldg., Room 7324  
400 7<sup>th</sup> Street, S.W.  
Washington, D.C. 20590

Re: Investigation into FAA Notification to U.S. Military of Hijacking on  
September 11, 2001

Dear Mr. Beitel:

Per the request from your office, and with the understandings memorialized in the August 20, 2004, letter from Andrew B. Steinberg (FAA Chief Counsel) to Todd Zinser (Deputy Inspector General), I am enclosing copies of the notes taken by the following FAA attorneys during the interviews of agency employees by 911 Commission Staffers:

David M. Wiegand, AGC-410  
R. Brooke Lewis, AGC-410  
Mary M. McCarthy, AEA-7  
Christopher Poreda, ANE-7  
John Donnelly, ANE-7

We have advised all Regional Counsel to search their files and forward all such materials to our office. To the extent other notes may be found, we will forward them to your office upon receipt. Should you have any questions regarding the above, or if I can be of additional assistance, please advise.

Sincerely,

David M. Wiegand  
Mgr. General & Administrative  
Litigation Branch, AGC-410