



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

Memorandum

Subject: **INFORMATION:** Transcription of 9/11 Tapes;
Your Memo of 09/29/03

Date: OCT - 2 2003

From: Acting Manager, Air Traffic
Evaluations Branch, AAT-130

Reply to
Attn. of:

To: Manager, Air Traffic Evaluations
and Investigations Staff, AAT-20

This transcription covers the ATCSCC position for the time period from September 11, 2001, 1232 UTC, to September 11, 2001, 1515 UTC.

Agencies Making Transmissions

Abbreviations

Air Traffic Control System Command Center, National
Operations Manager, NOM position line 4525
Washington Operations Center Complex
Unknown caller
New England Region
Cleveland Air Route Traffic Control Center

ATCSCC
WOCC
UNKN
ANE
ZOB

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject 9/11 tapes:

Daniel E. Koch

1232
1515

ATCSCC
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Approx. 1232

WOCC f a a operations center, jesse mc kie speaking may i help you

ATCSCC hi jesse this is tom (unintelligible) from the watch desk command center

WOCC uhhuh

ATCSCC i've just been given notification from boston center um they were working a flight american eleven departed boston logan going to los angeles phuff

WOCC ok can i put you on hold just a second this concerning the a possible hijack

ATCSCC yes

WOCC ok i want to put you guys on a bridge and we all gonna get in with ah our security ok

ATCSCC ok

WOCC b monitor please stand by hello hey hey john is that yours is that yours are we still on

UNKN yes we got (unintelligible)

WOCC hey tom let me put you on hold

UNKN (unintelligible)

UNKN i'm going to have to get a different phone

UNKN now based on what you what was heard john about what was in the cockpit

UNKN hey tom let me put you on hold

UNKN thanks (unintelligible) yeah ok

UNKN ok i have smith (unintelligible) from aci watch

WOCC new england

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ANE yep i'm here tony (unintelligible)

WOCC western pacific hello

ZOB this is boston center someone looking for me

WOCC ok go ahead and just give us what you've got on ah the ah possible hijack.

ZOB well we don't think this is a possible its american eleven departed boston
going to l a on a frequency of one twenty six point one twenty seven
eighty two the controller heard what was happened was possible the pilot
had keyed his mike when somebody was in the cockpit saying that if
anyone moves something was going to happen we're pulling the tapes to
determine that right now was heading westbound when it happened north
of Cambridge last assigned altitude was flight level two niner zero he is
now heading southbound over the kingston area heading for the new york
center area

UNKN ok what code was he squawking

ZOB he was squawking um standby you know what they changed it to a slant
x-ray there is no code (unintelligible) we changed it to a slant x-ray
because of ah they turned the transponder off the pilot is occasionally
clicking the mike or holding the mike down while someone is talking in
the cockpit so we're try to determine what that information is

WOCC ok i'm gonna leave you in this conference right now

ZOB ok

WOCC you copy that ah smith

UNKN yeah i got it

WOCC ok

UNKN this is mary (unintelligible) this is mary (intelligible) from boston caslo
can you give the flight number again is that flight american airlines flight
what

UNKN eleven

UNKN flight eleven ok

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UNKN (unintelligible) possible hijacking (unintelligible) i guess (unintelligible) you're working new york the situation mike went into training ok thanks i'll get him hey tim you busy (unintelligible) he's coming ok

UNKN this is dallas smith at the aci watch ah i have information that suggest this is american flight eleven from boston to l a is that correct

ZOB this is boston that is correct

UNKN and uh did you indicate that the plane has diverted off of its normal route

ZOB it definitely has it is about eight miles south now and heading southbound towards new york centers area over kingston new york right now

UNKN ok so that's not the that would not be the flight path to get it to ah l a

UNKN that is correct

UNKN ok thank you

UNKN original flight was over watertown

UNKN yeah yeah terry to your best to the controllers best recollection

UNKN i'm sorry say again

UNKN to the controllers best recollection what was the comment the pilot made just before he lost

UNKN i'll have to get (unintelligible) to answer that (unintelligible) I want to find out about the comment

UNKN hey gene you you still on (unintelligible) hey terry

UNKN yeah

UNKN i (unintelligible) region pop back on be on in two minutes

UNKN i want to let you guys know this guys lost he's heading toward kennedy right now and he's lost about a hundred knots

UNKN ok

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UNKN so i don't if he's landed or not we'll get the tracon

UNKN (unintelligible) what did this uh hey tommy

UNKN yes

UNKN you still there i'm going to let john tell you what he heard as far as the
voice communications so I don't put a spin on it one sec

UNKN this guy's heading towards new york altitude unknown

UNKN hello

UNKN yes

UNKN i don't have anything verbatim but the controllers are saying that its
something that they believe the pilots are keying the mike while the
intruder is in the cockpit saying something of the effect that ah don't do
anything silly or we'll kill you return to the airport something of that
nature

UNKN ok johnny thanks

UNKN alright yep bye

UNKN tommy he's losing airspeed we're going to get ahold of the reel he's
probably descending (unintelligible)

UNKN i think he's going down

UNIN i'm going to pop off and then i'm going to be right back on

UNKN ok all right

UNKN s three

UNKN (unintelligible)

UNKN hey operations this is (unintelligible)

ZOB hey guys this is boston region are you there

UNKN hey (unintelligible) still here

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UNKN excuse me

UNKN ops center is still here

UNKN ok

UNKN is this barry

WOCC no this is jesse in washington operations

UNKN ok hey barry

WOCC i need to free this phone up so I can ah (unintelligible) operations is on the line

UNKN hey barry

UNKN yes

ZOB i'm going to drop off this is boston i'm going to drop off for a minute i'm going to call you back

UNKN ok

ZOB on a different phone only because i need this phone

UNKN ok

ZOB to make some more coordination between the areas and i'll get i'll be right back on it

UNKN ok

ZOB bye

UNKN (unintelligible) pilots haven't said anything (unintelligible) they're keying the mike occasionally someone else in the cockpit (unintelligible) yeah i think they had something violent up to i'm not sure exactly they said he slowed down about a hundred knots because the transponders off of course they don't know (unintelligible) it appears (unintelligible)

UNKN charlie we're back (unintelligible) everybody hear me this is dulles

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UNKN this is the boston caslo we hear you loud and clear

IAD ok thanks

UNKN thomas tommy you back

UNKN can you hear me ok terry

UNKN yeah i gotch you

UNKN just so you know last know altitude of at flight level two niner zero got
aircraft above and below him last know frequency one two seven point
eight two i've got to get off the speaker (unintelligible) the other phone

UNKN do me a favor are you there

UNKN yes sir

UNKN lift up (unintelligible)

UNKN did you get that terry

UNKN no your breaking up try again

UNKN (unintelligible) tom

UNKN american operations please and see if the aircraft is trying to contact them
through acars or cellnav

WOCC hey guys this is tom (unintelligible) for the rochester command center i've
had two conversations with american airlines operations bob marino
specifically and they have not had any communication with the aircrarft they
have tried

UNKN ok command center if you haven't heard yet we do know the last known
frequency was one two seven point eight two we just heard occasional
clicks on the mike and uh some transmissions going out and some other
conversations in the cockpit last known altitude flight level two niner zero

UNKN ok ihave tom on from the command center

UNKN thank you

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ATCSCC command center tom

UNKN hey craig (unintelligible) from cleveland

ATCSCC hold on a second

UNKN (unintelligible)

ZOB we're hearing stories here about a possible accident in new york

ATCSCC well apparently the american eleven that you were brief on

ZOB right

ATCSCC um its it looks um unconfirmed ah but cnn's carrying the aircraft flew into
the world trade center (unintelligible) trade center

ZOB you're kidding

ATCSCC on the news its ah the top of it the top of it just burning apart
(unintelligible)

ZOB you're kidding

ATCSCC its burning pretty bad

ZOB ok we'll let you go thanks

ATCSCC good morning command center this is ellen king

WOCC hi ellen this is sharon at washington

ATCSCC hi

WOCC do you have (unintelligible) on the aircraft into the world trade center

ATCSCC um specifically what would you like to know

WOCC i mean were we working him do we know who he was the vicinity

ATCSCC you're calling from the com center

WOCC yes

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ATCSCC don't you have the bridge up down there

WOCC no that's for the american airlines flight the hijacking

ATCSCC ok (unintelligible)

WOCC we have an airplane that crashed into the world trade center

ATCSCC ok we cannot confirm it but we think it's the same thing we're not sure

WOCC ok

ATCSCC we're not ah givin an official answer

WOCC ok

ATCSCC ok

BACKGROUND i'm talking to the command center now ellen is saying we can't
confirm it (unintelligible)

ATCSCC i have to get off the line right now unless I can answer something else for
you

WOCC do you have any other details

ATCSCC no i'm sorry we don't

WOCC ok thank you

ATCSCC alright bye

ATCSCC good morning command center ellen king

UNKN ellen hi see if you can get ah linda to pick up to talk to jacksonville

ATCSCC ok um i have linda right here

UNKN oh ok thank you are you gonna to transfer

ATCSCC yeah

UNKN alright

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UNKN you doin ok

BACKGROUND (unintelligible) I'm working out with them right now sequence of events

UNKN (unintelligible) good job

UNKN ok

BACKGROUND (unintelligible background discussions)

ATCSCC hey

UNKN linda

ATCSCC yeah that's me

UNKN how ya doin

ATCSCC ok we're doing ok i've got a room full of people standing around trying to you know say prayers and all that sort of stuff but

UNKN see anything on tv yet

ATCSCC yeah we just saw the pictures on tv of course it not confirmed that it the american flight but you know what else is it going to be so we're in the process now of calling ah facilities prior to the spo to say we're no going to talk about it cause we don't have that information we're going to keep the information on the spo very limited since nothing's really going on and keep it operationally focused and ah patheon was actually here cause ben was in the eight thirty he and ben are going kinda to come up with a new scenario cause it going to be the next thing they probably ask for

UNKN yeah you might make sure the q a folks are ready (unintelligible) tapes and stuff (unintelligible)

ATCSCC ok yeah that's a good idea ok

UNKN (unintelligible)

ATCSCC ok

UNKN (unintelligible)

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ATCSCC ok umhm

UNKN (unintelligible)

ATCSCC i don't think so not at this point

UNKN (unintelligible)

ATCSCC (unintelligible) we heard like you we had a hijack going into effect and the next thing we know that there's been a crash into the world trade center

UNKN (unintelligible) los angeles

ATCSCC right

UNKN alright

BACKGROUND (inintelligible background noise)

ATCSCC ok and then john said something about um this morning about ah apparently we've got a big meeting meeting with the administrator she'll be out here tomorrow you know you got an invitation apparently

UNKN with the administrator (unintelligible)

ATCSCC yeah

UNKN this is the (unintelligible) at eds

ATCSCC well i don't know the ceremony but you know john just indicated its going to be a big meeting and apparently the administrator's going to be here i guess we need to track some of that down as well

UNKN (unintelligible)

ATCSCC ok and it may be a ceremony

UNKN (unintelligible)

ATCSCC ok

BACKGROUND (unintelligible)

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ATCSCC yeah ok somebody's just pointing out that the picture we're seeing i shows a small they reported a small aircraft on one side of the world trade center building and maybe a larger aircraft on the other

UNKN (unintelligible)

ATCSCC well I don't know i don't know that's just what one guys just saying they're reporting at this point I don't know whether that's true or whether that's just (unintelligible) or what's going on

UNKN (unintelligible) give me a page i'll get in touch with you

ATCSCC ok alright bye

ATCSCC faa command center ellen king

UNKN ellen

ATCSCC yeah

UNKN linda available for for bob everson

ATCSCC no not unless its an emergency hold on linda bob everson wants to talk to you i said you're not available unless its an emergency

BACKGROUND (unintelligible)

ATCSCC nancy are you there still

BACKGROUND (unintelligible)

ATCSCC hey guys because of all the stuff that's going on right now were going to ask that if you're not working on the control room floor that you go to the breakroom to watch the show i'd appreciate it thank you very much

BACKGROUND(unintelligible)

UNKN air traffic

ATCSCC hi this is ellen king at the command center can you hold on just a minute

UNKN sure

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ATCSCC new york center is atc zero now

ATCSCC new york center is atc zero so i got stop the whole country

UNKN yes we did i stopped all departures from new york first tier period all departures

ATCSCC hi i'm sorry we're ah here at the command center

UNKN right

ATCSCC who am i speaking to

UNKN carol

ATCSCC oh hi carol i'm calling because we understand that you want us on an aat bridge or something along those lines (unintelligible)

UNKN well i don't know let me see people in the conference room and let me see what they want (unintelligible background noise)

BACKGROUND (unintelligible background conversation) stop what we got try to find out what's going on and ah and ah (unintelligible background conversation)

ATCSCC good morning command center ellen king

ANE ellen hi this is john (unintelligible) at the eastern new england region

ATCSCC hello john how are ya

ANE hi good been better we've got a crisis room going here I'm sure you do down there also

ATCSCC ok

ANE bill ellis the five hundred has suggested requested that ah you get an advisory out to all dispatcher for any international traffic coming in to new york to increase cockpit security ah

ATCSCC ok say your request again

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ANE that you put a advisory out to all dispatchers for a to advise that any traffic coming in to new york internationals especially to z b w to ah increase their cockpit security maybe a no brainer and you've already done it but we just want to make sure that you know we try to do something
(unintelligible background noise)

ATCSCC ok i have your request

ANE ok thank you

ATCSCC alright bye bye

UNKN yeah

ATCSCC command center

BACKGROUND (unintelligible background noise)

UNKN hello

ATCSCC its ellen again

UNKN hi ok i have a number for you

UNKN ok hold on just a second please they've changed the number since

UNKN ok go ahead

UNKN two oh two four nine three four one eight zero passcode is seventy one ten

UNKN ok who is that

UNKN that's down at our ops center that's the number we're using here for the command post for eastern new england is that what you are supposed to be on

UNKN i don't know they told us that they wanted us in a conference room telcon i think that they might already be on that one unfortunately it's difficult for us to stay on it

UNKN well that's what they're setting up right now have everyone call that number through our ops center

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UNKN ok

UNKN two oh two four nine three forty one eighty seventy one ten

UNKN all right ok and what we know so far is that ah its two aircraft

UNKN right we saw that on tv

UNKN ok we're not able to confirm the call signs right now but we have preliminary information that ah that the second one the united one one seventy five which is also a boston l a flight but we're not sure that we agree with those answers

UNKN ok

UNKN ok

UNKN thanks

UNKN bye

ATCSCC good morning command center ellen king

UNKN hi jim (unintelligible)

ATCSCC alright sorry he's not available right now can i help you

UNKN (unintelligible) calling

ATCSCC alright is everybody ok his family

UNKN ah yes everybody is ok

ATCSCC ok he's out on a training day right now otherwise he could come to the phone but i'll leave him a message that you called

UNKN ok

ATCSCC all right

UNKN thank you

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ATCSCC which (unintelligible)

UNKN can i leave you a phone number

ATCSCC yep go ahead

UNKN two one two seven one three two five four eight

ATCSCC all right

UNKN (unintelligible) so if he could give me a call

ATCSCC do you know anything you want to share with us

UNKN i don't know anything i mean no you see from the television that these
planes are flying right into the trade center

ATCSCC ok

UNKN ok both trade center are hit at this time they're both on fire

ATCSCC aha

UNKN that's it

ATCSCC all right

UNKN i just figured that you might know something

ATCSCC yeah we know some stuff but nothing we can confirm

UNKN ok

ATCSCC bye

ATCSCC command center ellen king

UNKN hi ellen craig (unintelligible) from cleveland i know that a new yorks atc zero

ATCSCC right

UNKN should we consider the tracon atc zero too

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ATCSCC ah stand by

BACKGROUND what are we doing as far as atc zero are we bringing it all the way down to the tracon level no new york center declared atc zero based on these events i don't know if that was really called for but they declared it and i'm (unintelligible)

ATCSCC hey craig we're trying to get a handle on it

UNKN yes

ATCSCC we're trying to get a handle on just exactly how we want to manage the new york center traffic right now come up on the spt and we might have a good answer in just a couple minutes

UNKN ok

ATCSCC thanks a lot bye

BACKGROUND (unintelligible) hello hello hello hello (unintelligible background conversations lasting for several minutes)

BACKGROUND yes i will i'll run operational half and you stay on the other half (unintelligible) i need your assistance in a right now you need to get on the justice department hot line where ever the hell that is you want to talk to them about a november (unintelligible) attorney general wants to get on a plane out of washington to new york the new york center says that the long term plan is that they're atc zero based on their facility manager and they will allow no aircraft to come in and out of the new york airspace new york center airspace long term so i want to disseminate that information also and see if we can't get something moving on that and find out how the justice department we need to talk to them and say look we're accepting no aircraft into this area i don't know where that that justice department hotline is where the hell is that

BACKGROUND i'll find that out

BACKGROUND and you want me to talk to new york about atc zero

BACKGROUND no i already talked to them and this is what they told me i'm not going to argue with them now its their facility manager ah atc zero no atc zero no aircraft long term per facility manager based on the events that

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occurred today ok based on the events that occurred

BACKGROUNDok i think that i know what you want but let me know (unintelligible)

ATCSCC thanks for what can i do for you

BACKGROUND hey what american seventy seven they lost com and radar at twelve
fifty six zulu west of charleston west virginia near henderson hmm he was
at flight level three five zero

BACKGROUNDanother lax one

BACKGROUNDdulles to lax yes sir

BACKGROUNDwe're stopped everywhere on the east coast were still stopped

BACKGROUNDi don't know who stopped in new york but we don't (unintelligible)
stopped dc metro everything (unintelligible) isay stop anything going to
and from new york (unintelligible) l a (unintelligible) all lax bound
(unintelligible) just stop everything if you could find this justice
department hotline (unintelligible) dc ground stop everything in and out
(unintelligible) boston should have been done already (unintelligible) i
wanted to make sure (unintelligible) everything past second tier i say stop
it all country wide is fine do it short term we can always start it up again

BACKGROUNDdo we know for sure what happened to united one seventy five yet
united

BACKGROUND no none of this is confirmed we believe it was american eleven
united one seventy five and now a third flight american seventy seven

BACKGROUNDdo we have confirmed

BACKGROUND no

BACKGROUND no communication with the other aircraft

BACKGROUND we've confirmed no communication their no on their routes and we're
not able to track them (unintelligible) stick to your routes stick to your
routes let the phone ring (unintelligible background conversation)

BACKGROUND we're putting out a ground stop nation wide for all aircraft destined los
angeles airports (unintelligible)

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BACKGROUND write down everything you can and the time it happened ok

BACKGROUND i would agree l a x is the problem here

BACKGROUND you're tracking a primary target (numerous background conversations at once for several minutes)

BACKGROUND i need a cta person i know that you might not be cic qualified but you are a trusted agent tell a never mind i think we lost (unintelligible)

ATCSCC faa washington operations center be advised calls may be monitored please stand by

WOCC faa operations center jesse mckee speaking

ATCSCC this is ellen at the command center um i need a telephone number to get in contact with the justice department because they're telling us they need to respond to the emergencies we have in progress between the washington area and the new york metropolitan area of course everything your doing is an emergency this morning

WOCC you got it ah i don't have a line to the justice department right now hold on a second and let me see if i can find a phone number for you

ATCSCC if you can find a phone number i can dial it direct

WOCC two oh two five one four five thousand

ATCSCC thank you very much bye

PHONE busy signal several times

JUSTICE COMMAND CENTER justice command center can i help you

ATCSCC hello this is ellen king at the air traffic control system command center
hello this is ellen king at the air traffic control system command center

JUSTICE COMMAND CENTER yes

ATCSCC we're calling because ah we heard some request from the justice department to transport aircraft from the washington metropolitan area to the new york metropolitan area

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JUSTICE COMMAND CENTER stand by one i will put ellen ferber on the line hold on
stand by one maam

ATCSCC thank you

BACKGROUND(unintelligible background noise)

ATCSCC air traffic control system command center (unintelligible)

JUSTICE COMMAND CENTER the person you will be talking to is alan

ATCSCC hello this is ellen king at the air traffic control system command center to
whom am i speaking

JUSTICE COMMAND CENTER this is alan ferber i'm in the justice high command

ATCSCC ok i'm calling because we got some previous request from the justice
department that aircraft need to go from the washington metropolitan area
to the new york meto can i talk to somebody about that (unintelligible)

BACKGROUND numerous unintelligible background conversations going on for several
minutes

ATCSCC dialing a number and no answer hung up

ATCSCC good morning command center ellen king

UNKN ellen

ATCSCC yeah

UNKN i have mark ward on the phone

ATCSCC who mark ward

UNKN yeah and he needs know ah is he supposed to stop all aircraft or just ifr
and i'll transfer him to you and um jack needs linda or john to
page him and let him know if all airlines are cancelled because if he he
wanted to go to baltimore trying to get over there to baltimore but he can
go to boston or do whatever he needs ok

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ATCSCC we're not letting anybody fly right now ok and i'll tell linda
to page jack

UNKN ok and then i have lots more hang up and i'm going to forward mark to you

ATCSCC all right

UNKN hold on

ATCSCC thank you

UNKN linda

ATCSCC mark

BACKGROUND (unintelligible background noise and conversations) hey mike

ATCSCC (unintelligible) keeps paging me mark wants to fly somewhere

BACKGROUND (unintelligible conversations)

ATCSCC mark are you on

BACKGROUND (unintelligible conversations)

UNKN give them the call signs (unintelligible)

UNKN (unintelligible) i've got maybe one more i've got a nordo northwest ten
nineteen houston to minneapolis he's in fort worth center at this point
nordo (unintelligible)

ATCSCC mark

BACKGROUND(unintelligible conversations)

ATCSCC (unintelligible) ellen king

UNKN ellen how you doin

ATCSCC i'm great how are you

UNKN it must be hectic there

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ATCSCC its very hectic

UNKN (untelligible)

ATCSCC we're working on it

UNKN anything i can do

ATCSCC ah i don't think so i appreciate you're calling (unintelligible)

UNKN i'm at home

ATCSCC ok good thanks bye

ATCSCC good morning command center ellen king

UNKN ellen jack is on the line and he hung up i guess he's ticked off i don't know

ATCSCC i can't get through to jeff and when you try to transfer mark in here i couldn't get that too

UNKN he talks a lot

BACKGROUND i'm working with jeff

ATCSCC ok umh john is talking to jeff

UNKN now ok thank you

ATCSCC and i'm going to call mark direct

UNKN i talked to him and we carla was up here and we said ohooooo all flights

ATCSCC all flights ok we told them

UNKN that's ok then you don't need to call him

ATCSCC ok

UNKN thanks

ATCSCC bye

ATCSCC
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UNKN bye

PHONE DIALING hung up

PHONE DIALING nothing

BACKGROUNDwe've increased security around here to

BACKGROUNDyeah

PHONE DIALING nothing

ATCSCC yeah

UNKN ellen this is andy hold on

ATCSCC all right

BACKGROUND ok ok i can't dial out on this phone

BACKGROUNDreally yeah let's where is he no what time is it (unintelligible) then you should do that (unintelligible) church with my paster (unintelligible) right right

ATCSCC hello

UNKN hello

ATCSCC this is ellen king to whom am i speaking

UNKN ellen this is andy (unintelligible)

ATCSCC hi andy what can i do for you

UNKN (unintelligible)

ATCSCC you called the fbi and what happened

UNKN told them that they should have all international departures stopped

ATCSCC ok are you down on the floor and i can't see you from there

UNKN no i'm at home i see on cnn that all (unintelligible) (background noise)

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ATCSCC you call the fbi and told them to stop all international departures to the u s

UNKN no out of (intelligible) but i see on cnn that they say you already did that

ATCSCC we did that all right thanks bye

UNKN bye

ATCSCC good morning command center ellen king

UNKN good morning this is chief warrant officer (unintelligible) u s marines

ATCSCC uhhu i'm sorry

UNKN marines corp

ATCSCC uhhu

UNKN and ah comcat west i'm trying to confirm whether you shut down all flights nationally

ATCSCC we've shut down all domestic arrivals and departures to the united states mainland and all traffic departing european departure points

UNKN so all domestic and european arrivals is that right

ATCSCC anything that can land and depart in the united states the domestic united states

UNKN ok how about en route stuff

ATCSCC um we're accommodating as able

UNKN ok i have um i'm sitting here on the on as at ah n a s miramar

ATCSCC yeah

UNKN we have an a t a aircraft on the ground here i don't know what he's going to depart here but i don't know where he is going will you be able to handle him in the system

ATCSCC um not right away

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UNKN ok is there a number i can call later to confirm whether he can get released or not

ATCSCC this number will be fine otherwise um let me see at miramar you'll be talking to the southern california tracon if you communicated with those folks then ah they will have this up to date information also

UNKN do you have a good number for them

ATCSCC ah i don't have a good number for them i'm sorry

UNKN we'll find it thanks for your help appreciate it

ATCSCC could you spell you last name again

UNKN williams w i l l i a m s

ATCSCC ok thanks

UNKN chief warrant officer four

ATCSCC all right great

UNKN thank you

ATCSCC thank you bye

PHONE DIALING no answer nothing hung up

PHONE DIALING no answer nothing hung up

PHONE DIALING no one is available to take your call right now if you leave a message we'll return your call thank you bye

ATCSCC good morning its me its five after ten i don't know if you've heard everything that's going on but um i'm ok that's why i called to tell you bye and i love you

PHONE DIALING public affairs may i help you

ATCSCC hi this is ellen king at the air traffic control system command center i'm calling because um linda schussler got a page she's asking me says a t a

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says headquarter operations center wants to know if we've ever had a national ground stop before

PUBLIC AFFAIRS gesh i have no idea

ATCSCC well I know the answer

PUBLIC AFFAIRS its an ongoing telcon all day on this people are calling in on two oh two four nine three four one eight zero the passcode is three eight eight three then there's another telcon going on just with public affairs now are you with public affairs

ATCSCC no but we're talking to public affairs we're the command center out in herndon we like know everything that's going on

PUBLIC AFFAIRS well we're supposed to be calling all the regions and their supposed to be telling everybody what to do and all the regions and we can't even get through to the people because they're all on the phones right now

ATCSCC right exactly

PUBLIC AFFAIRS and its supposed to be at ten o'clock and they were supposed to be calling in on that too

ATCSCC the regions are supposed to be calling in on the public affairs telcon

PUBLIC AFFAIRS right to tell them what to do and everyone's on the phone and we can't get um to tell them what to do but otherwise this other one is on-going three eight eight three

ATCSCC all right the public affairs number incase we can tell some facilities to tell their region do you want to tell me that number

PUBLIC AFFAIRS tell them to call in on four nine three four one eight oh and its going to be at ten o'clock which is almost all over its four oh one oh

ATCSCC four oh one on

PUBLIC AFFAIRS we're trying to call them all to let them know we've got private numbers for their cell phone but they all must be on cell phones

ATCSCC yeah everybody is kinda up in the air

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PUBLIC AFFAIRS yeah so we're having a hard time

ATCSCC what ever we can do we'll try to help

PUBLIC AFFAIRS thanks a lot

ATCSCC ok bye

PUBLIC AFFAIRS bye

PHONE DIALING air traffic

ATCSCC hi this is ellen who's this

UNKN this is carol

ATCSCC oh hi carol linda gave me a page a t a said headquarters operations center wants to know if we have ever had a national ground stop before and then it said call you

UNKN ok let me find somebody who will know that hold on

BACKGROUND (unintelligible background noise for some time)

PHONE hangs up

ATCSCC good morning command center ellen king

UNKN (unintelligible)

ATCSCC i can hardly hear you talk louder recall i can't hear you (unintelligible) bye

ATCSCC good morning command center ellen king

UNKN is (unintelligible) in

ATCSCC no he's not

UNKN he's not in today

ATCSCC i'm sorry

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UNKN he's not in right now

ATCSCC he's not in right now correct

UNKN okay

ATCSCC bye bye

ATCSCC (attempt to make call, recording indicated dialed a non working number)

UNKN good morning air traffic control system command center

ATCSCC hi hello good morning this is ellen king

UNKN hi ellen i am kelly christian's mom

ATCSCC you are

UNKN yes i am and because all of these things that might be causing my daughter's
 tramas

ATCSCC yes

UNKN uhm i wanted just to call and if they are worried tell them i am safe

ATCSCC alright

UNKN i appreciate that i guess you're all shutting down out there huh

ATCSCC well we want but we will be taking care of all these things that are going on
 here but we're shutting down as much as we can

UNKN okay

ATCSCC okay thanks for calling bye mary

UNKN bye bye

ATCSCC command center stand by please thanks for waiting what can i do for you

UNKN jim (untelligible) please

ATCSCC uhm he's not here

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UNKN he's not there

ATCSCC well i he is but he's busy i'm sorry i didn't see him

UNKN i'm sorry i have his son on the line

ATCSCC you have what

UNKN i have his son here

ATCSCC uh huh

UNKN who is very worried and if there is some way he can talk to his dad it would be great

ATCSCC okay is his son there right now

UNKN yes he is right next to me

ATCSCC okay (untelligible) calls on hold cause i just called my daughter too hold on just a second and i will walk over to him excuse me and i know that his son is worried but if we can keep it to a minimum give him a big hug for his dad

UNKN i will do that

ATCSCC okay and i will let him talk to him in just a second hold on

UNKN andrew

UNKN yes

UNKN hi pal

UNKN hi

UNKN i'm fine how are you doing

UNKN okay

UNKN did you call me from school

UNKN huh

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UNKN yes

UNKN okay i'm okay pal are you feeling alright

UNKN i just wanted to see what was going on

UNKN well i 'll explain it all to you when i get home this afternoon pally

UNKN okay

UNKN but i 'm going to be fine okay thank you the best thing you can do is go to
class and try to learn you're safe and i'm safe okay

UNKN okay

UNKN okay i love you to thanks for calling bye buddy

ATCSCC good morning command center ellen king

UNKN hi ellen mary ellen

ATCSCC hi mary ellen how are you

UNKN (untelligible) (groan)

ATCSCC yeh me too what can i do for you

UNKN okay ugh we have a national ground stop in is that correct

ATCSCC yes

UNKN okay

ATCSCC for arrivals and departures

UNKN arrivals and departures

ATCSCC uh huh

UNKN and i have all phone calls are coming into here for (unintelligible)

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ATCSCC okay can you hold on for a second i'm sorry (background conversation) what can i do for you (unintelligible) the only aircraft we are allowing to fly in the system right now is in response to the (unintelligible) national emergency we have and ugh that would be for law enforcement aircraft and emergency aircraft i'm sorry law enforcement aircraft and military aircraft only okay it's law enforcement for this emergency so it's ugh if it doesn't (unintelligible) this operation we are not accommodating any other aircraft at this time no i'm not saying that exactly hold on just a minute please alright i'm trying to go back and forth between you and somebody else

UNKN i was listening too law enforcement and military aircraft we have a national emergency in effect what about life line aircraft

ATCSCC what about what kind

UNKN life line ugh life

ATCSCC well you know like medivacs well we haven't addressed that but i'm sure that we are not going to go out as an faa and say that if you're gonna die you can't fly

UNKN okay so medivacs now what phone number out there do people who need to fly do they need to call

ATCSCC ugh seven oh three seven oh eight five one three four

UNKN five one three four

ATCSCC yeah

UNKN okie doke

ATCSCC i wouldn't choose them airborne as a medivac as my first flight that's what i'm saying because of the security issues it's probably not the most timely thing

UNKN yeah (unintelligible) and ugh if they have an accident they need to know whether they can get airborne or not

ATCSCC yeah i have georgia state patrol on the other phone and that's why i'm trying to go back and forth

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UNKN okay thank you

ATCSCC okay bye

ATCSCC good morning command center ellen king can you hold on just a minute please thank you (background conversation) sir sir the status that we are giving is law enforcement it has to be up to your discretion and it will be something you have to work out between the facilities but we are saying law enforcement on a mission uh military aircraft (unintelligible) yeah yeah we are working on that right now ellen king k i n g your welcome bye (unintelligible)

ATCSCC go ahead

UNKN hey ellen this is (unintelligible)

ATCSCC hi

UNKN i'm stuck in boston so i'm going to take a rental car back to d c

ATCSCC are you working tonight

UNKN naugh i'm on vacation all week but if they need me to come in this week i'll be back i'm leaving here in thirty minutes from boston because everything is shut down and ugh

ATCSCC yeah

UNKN i should get there by tonight and i'll call and see if they need me to come to work (unintelligible) on vacation all week and they may need an extra body

ATCSCC alright i know this is gonna sound like a funny question but are you or were you going on a fam trip or just regular flight out

UNKN regular i was flew on vacation to cape cod no fam trip

ATCSCC okay

UNKN alright

ATCSCC (unintelligible) bye

ATCSCC
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UNKN bye

ATCSCC good morning command center ellen king

UNKN hello

ATCSCC hello

UNKN is this linda

ATCSCC this is ellen

UNKN ellen this is uh melissa bailey with aopa

ATCSCC uh huh melissa bailey

UNKN bailey with a b

ATCSCC okay

UNKN uh i'm vice president of air traffic services we wanted to put some information
out to our members on the shutdown

ATCSCC uh huh

UNKN what can you tell me is it is it we haven't seen any notams or anything or any
information come out yet (unintelligible)

ATCSCC okay i can tell you that all aircraft to and from uh continental us destinations
or departure points are ground stopped currently we don't know when we are
going to release them again and uh the only aircraft we are releasing at this
point are law enforcement aircraft and military aircraft

UNKN okay if (unintelligible) a call

ATCSCC hold on please hold on (background conversation) okay i was going to call
you (unintelligible) thank you very much see ya feedback many people are
calling saying can you send some advisories out and let us know
(unintelligible)

UNKN alright no i can't do that i don't know what is going on everything is stopped
okay we'll do that

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UNKN i just got this report (unintelligible) northeast of camp david

ATCSCC where'd you get that

UNKN (unintelligible) called cleveland center cleveland center called me and said this is the lat long (unintelligible) northeast of camp david (unintelligible) pennsylvania western pennsylvania

ATCSCC okay alright linda did you just hear that another one down uh reported by a military it's airliner they don't know exactly (unintelligible) northeast of camp david and there's the lat long

UNKN okay let me take that down

ATCSCC okay i did not write that down anywhere bring it back please

UNKN (background conversation) (unintelligible) can i take some of your notes i'm going to have (unintelligible) and somebody else start typing some of the sequence of of events (unintelligible) i'm going to try to catch up with them and see what I (unintelligible)

PHONE DIALING attempt to make phone call and unintelligible conversation

UNKN that's the problem (unintelligible) is missing (unintelligible) nobody knows where it is

UNKN hey jesse could you (ringing) (unintelligible) (ringing) (mailbox voice recording)

ATCSCC hey (unintelligible) this is ellen king at work it is ten thirty-nine on tuesday we are in a emergency situation and we need you to come in this afternoon as soon as you get this message thank you goodbye

ATCSCC good good morning command center this is ellen king can you hold on just a minute please thank you (background conversation unintelligible ringing lines)

UNKN thank you for calling the (unintelligible) how may i direct your call

UNKN extension seven twenty-two please

UNKN one moment

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UNKN thank you

UNKN keyes

ATCSCC king

UNKN hi

ATCSCC hi how are you

UNKN well i guess i kinda stuck up here in new hampshire

ATCSCC unless you drive back with (unintelligible) chambers

UNKN is he up in new hampshire

ATCSCC he is in the boston area somewhere

UNKN well uh what do we know ellen about opening up the system anything yet

ATCSCC uhm i don't think we have a firm date let me just double check with linda
(background conversation)

UNKN i'm trying to decide whether i should drive or (unintelligible)

ATCSCC trying to decide whether to drive or fly back wait and fly back we just lost
another one mere moments ago all the women that love you in your life say
get in the car and drive back

UNKN okay

ATCSCC alright that would be linda and me right know i'm sure marie would say that if
you had a chance to talk to her

UNKN i don't think she loves me as much as you guys but that's okay

ATCSCC okay i met marie your wife

UNKN i know

ATCSCC okay i'm sorry to hear that

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UNKN oh well so you don't have any sense when they might open the system

ATCSCC no we don't and if we're gonna keep losing them we're not gonna go out there

UNKN how are you guys holding up down there

ATCSCC okay we are doing okay we are sending people out to the most secure place that we have (unintelligible) we lost chicago center for awhile people were beginning to evacuate

UNKN (unintelligible)

ATCSCC oh yeah

UNKN they got a guy circling over there (unintelligible) local guy

ATCSCC yeah

UNKN (unintelligible) the one we lost in pennsylvania do we know who that was

ATCSCC i think it was united ninety three the last one we lost we think but we can't say anything for sure

UNKN he didn't hit anything in particular huh

ATCSCC on the ground northeast of camp david is what we heard

UNKN okay have they made any announcements and when they want everybody to report to facilities or something like that

ATCSCC i'm not aware that they have hold on just a second let me check with linda (background conversation) are we making any calls we the faa to tell everybody to report to work

UNKN report to work

ATCSCC jack's asking or check in with work or anything

UNKN uh no do you think we need to personnel i would think they would know (unintelligible)

ATCSCC all we are at is assumptions right now we think we think no

ATCSCC
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UNKN i just want to know if they have made any announcements or anything like that

ATCSCC we haven't heard any

UNKN okay i've been trying to get through to griffin through the pager system the mobile phones don't seem to work and if you don't have a hard line you don't get too much uh so i think what we will do is uh i've got carmine and patty with me and i think we'll get in the car and start driving back

ATCSCC (unintelligible) he's on the phone with jeff griffin constantly do you want us to tell jeff griffin something for you

UNKN well see if he's got a plan for me if he would prefer me hang up here in boston or go to the center i'll do that otherwise I'm going to head back

ATCSCC (background conversation) he's going to drive jeff griffin he wants to know if he wants him to do something in particular

UNKN (unintelligible)

ATCSCC john says he's not on the line with him anymore and you'll just have to make your own decision that was the short version

UNKN okay

ATCSCC alright

UNKN well uh i'm going to get in the car with carmine and patty and we're going to head south

ATCSCC okay have a good flight

UNKN no we're driving

ATCSCC have a good drive

UNKN and uh with luck we'll get in this evening some time it's about six and half hours ride or thereabouts

ATCSCC okay do we have your cell phone number and make it easy on me

ATCSCC
9/11

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UNKN i'll give it to you right now, it be's two oh two three six six

ATCSCC uh-huh

UNKN eight three seven two

ATCSCC alright

UNKN and i would appreciate if you would keep me informed from time to time if there's anything exciting or you can page me

ATCSCC very well then

UNKN that's working thanks ellen see you later

ATCSCC alright bye

UNKN bye

ATCSCC good morning command center ellen king can you hold on please

UNKN sure

ATCSCC (background conversation unintelligible) sounds like a good idea in order to accomplish this we're going to need c d c authority to call us and basically tell me what you just told me alright ellen king k-i-n-g alright bye hello

UNKN hi this faa office do you have a stu line i can call you on

ATCSCC uh you cant reach me uh we don't have uh

UNKN the reason were calling is were trying to track a the presidents aircraft because we know he's flying under a different name but i i don't want to say that over an open line

ATCSCC yeah i understand that uh i i can i can have the have you call the carf people on the stu and uh hold on just a second (background conversation) they want you to tell me a stu number so that they can talk to you about that call sign

UNKN uh let me go back and get a number cause i know we've got so many of them tied up right now (unintelligible) good number

ATCSCC
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ATCSCC okay were tying up this call waiting for that we have to double check the
 number that were gonna give you

UNKN i understand

ATCSCC it'll be just a second do we have the uh legal information about the defcom
 level weve just been elevated to defcom two and now we need to break out the
 books but we don't have one by us

UNKN uh i can find out i don't think we have anything (unintelligible)

ATCSCC yeah we know

UNKN (unintelligible)

ATCSCC d s n is seven two five three three three one

UNKN three three three one

ATCSCC yeah

UNKN seven oh three right

ATCSCC its three one two seven two five three three three one

UNKN that's d s n

ATCSCC it's a dsN number though you know

UNKN ooh (unintelligible)

ATCSCC okay

UNKN thanks

ATCSCC alright bye

ATCSCC dial tone voice message

ATCSCC (unintelligible)

UNKN hello

ATCSCC
9/11

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ATCSCC hello stan hi this is ellen king how are you

UNKN ah i knew you would be calling

ATCSCC we need you to go the emergency site

UNKN okay ill be out there it will probably take me about an hour and a half
(unintelligible) i'm going

ATCSCC thank you so much

UNKN alrighty

ATCSCC bye

UNKN bye bye

ATCSCC (background noise) dial tone

UNKN hello

ATCSCC hello this is ellen king how are you

UNKN i'm fine

ATCSCC im great i'm callin for a johns probably sleeping

UNKN right i just came from (unintelligible) john is sleeping
do you need to speak to him

ATCSCC oh actually we need him to work the midnight shift again tonight cause we
took everybody else away brought em in for the rest of the day

UNKN so you want him to work the midnight shift

ATCSCC yes please

UNKN eleven to seven

ATCSCC yes

UNKN great ill tell him

ATCSCC
9/11

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ATCSCC thank you very much

UNKN youre welcome

ATCSCC bye bye

UNKN (unintelligible)

ATCSCC good morning command center ellen king

UNKN hi i'm (unintelligible) calling and i just want to let my husband (unintelligible)
my daughters in new york (unintelligible)

ATCSCC do you want to talk to your husband for ten seconds

UNKN (unintelligible)

ATCSCC alright hold on a second alright

UNKN yes

UNKN she's okay

UNKN she's okay

UNKN she's out of new york and she's just beside herself

UNKN well she needs to just find a place that's safe and get there and stay there

UNKN okay there's not to panic there's no freaking no freaking out going on now
everything that's gonna be done has been done

UNKN okay well should i expect you home tonight

UNKN i wouldn't no i can't even get around the beltway the beltway is totally
jammed and you can't get everything is tied down tight

UNKN (unintelligible) call me (unintelligible)

UNKN i will but i'm glad she's okay i'm glad you found out i tried to call you but my
lines are jammed up here

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UNKN yeah and i have been trying to call you ever since i (unintelligible)

UNKN hurry up

UNKN okay fine

UNKN alright

ATCSCC good morning command center ellen king hello

ATCSCC good morning command center ellen king

UNKN ellen hi this is john byrd here is linda around

ATCSCC she is but she's kinda busy hold on a minute please

(background conversation) linda's wondering if you found the defcon level okay are you there (unintelligible) the uh people that will be handling that we are authorizing to let people do that are contacting us here at the command center and uh the organization that's requesting the support will contact us directly alright huh five one three four yeah four four is in the back so we're not hearing it ring as well as we need to three three is okay but i would not recommend four four right now yes alright okay we appreciate your help thank you bye (unintelligible)

ATCSCC good morning command center ellen king

UNKN good morning this is (unintelligible) division i'm stranded in washington (unintelligible) back to my our division (unintelligible)

ATCSCC this guy is a knucklehead can you please can you hold thank you sorry to make you wait go ahead

UNKN is this ellen

ATCSCC yeah

UNKN ellen uh bart batonovich the aea one is making a request from the regional administrator to implement scatana in the new england region

ATCSCC alright go ahead

ATCSCC
9/11

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UNKN and uh i'm just passing that back on to you via the five hundred a e a five hundred (unintelligible) talked to you

ATCSCC okay

UNKN hey ellen

ATCSCC yeah

UNKN this is patricia (unintelligible) acting five hundred up in new england

ATCSCC uh huh

UNKN bart bartonvich our regional administrator has ask me to forward a request that perhaps we implement scatana for the new england region airspace making it an air defense zone and we've got people you know we want to just make clean out the airspace make sure it's safe so we know what we've got up what we've got down

ATCSCC okay you want to activate it or do you want someone else to activate it

UNKN well i believe it have to come out of the command center to actually activate it

ATCSCC no we don't actually activate security levels it comes out of headquarters

UNKN okay do you want me to call the people or call headquarters i don't have a number to get through to (unintelligible) jeff griffin's office

ATCSCC here call bill peacock's phone number

UNKN yeah

ATCSCC two oh two two six seven three six six six

UNKN okay

ATCSCC cheryl montgomery is her secretary she's answering the phone

UNKN and he's the one who can approve that is that what you just told me

ATCSCC yeah i i would do that right now

ATCSCC
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UNKN alright thank you

ATCSCC hello command center ellen king can you hold a minute

UNKN sure

ATCSCC thanks go ahead

UNKN this is doj command center and i need to speak

ATCSCC okay is it in the defense of the emergency right now

UNKN yes it is the director of the f b i

ATCSCC (unintelligible) is on another telecon right now and because of as you might imagine security that's in effect right now we need the fbi on our telecon to go ahead and contact us and tell us your flight number and all the (unintelligible) (background conversation)

UNKN hello i'm going to drop you off line (unintelligible)

ATCSCC good morning command center ellen king

UNKN (unintelligible)

ATCSCC military aircraft that are reported emergency are not grounded we are releasing all military aircraft that are involved in the situation okay bye

(background conversation) oh man i need to make a pit stop you probably didn't need to know that well authorization from the fbi for people to sign (unintelligible) and they're telling us who they want to fly and then this person from the fbi in denver is getting turned around everywhere how can they get contact with this person (unintelligible) okay so i should bring the numbers down to you are you still there hello

ATCSCC good morning command center hold on please

BACKGROUND (background conversation)

ATCSCC thanks for waiting what can i do for you

UNKN (unintelligible)

ATCSCC
9/11

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ATCSCC hold on a second i can't hear you hello i can hear you better now

UNKN can i speak to tyrell

ATCSCC tyrell is not working today no he's not he's on vacation

UNKN he is

ATCSCC yes he is

ATCSCC good morning command center ellen king can you hold on just a minute please

UNKN sure can

ATCSCC thanks

(background conversation) okay (unintelligible) shows me that he landed at pittsburg at fourteen twenty-one (unintelligible) that guy is still holding you want to get a number for him and we will call him back as soon as we know something we don't have anything else to do but wait on these fellows i'm through i'm just waiting for an answer (unintelligible) you're gonna call northwest i appreciate it thank you bye thanks for waiting they are (unintelligible) detroit and they are going to call you back (unintelligible)

ATCSCC thanks for waiting what can i do for you

UNKN this is (unintelligible) approach control maryland state troopers have a lifeguard mission they would like to run out of saint mary's airport going to calvert county can we let that aircraft go

ATCSCC i'm sorry say again say the type mission

UNKN it's a lifeguard medivac mission

ATCSCC it's a medical emergency

UNKN yes

ATCSCC right now we're not we're only releasing the ah military aircraft and ah the law enforcement aircraft

ATCSCC
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UNKN it is a law enforcement aircraft

ATCSCC okay if it's a law enforcement aircraft then they'll release him

UNKN okay thank you

ATCSCC you're welcome

UNKN bye

ATCSCC bye

ATCSCC good morning command center ellen king i'm sorry i can't hear you can you speak up

UNKN (unintelligible)

ATCSCC he's pretty busy right now hold on just a second is this his wife

UNKN no this is his son

ATCSCC i'm sorry it's so loud in here i can't hear it's your son

UNKN command center east central

UNKN hey are you okay

UNKN hey i'm fine yeah we're just scrambling

UNKN where are you

UNKN i'm here at the command post

UNKN are you going up to leesburg

UNKN uh no we've just stopped the flights the entire country til we get things under control i'm okay

UNKN okay

UNKN alright are you in school

ATCSCC

9/11

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UNKN	huh
UNKN	you in school
UNKN	(unintelligible)
UNKN	everything okay there
UNKN	(unintelligible) crying at the school
UNKN	you guys pretty upset there yeah
UNKN	okay
UNKN	we're fine here
UNKN	okay
UNKN	thanks for calling
UNKN	bye
UNKN	bye i love you
UNKN	love you too