



US Department  
of Transportation

**Federal Aviation  
Administration**

# Memorandum

Subject: **INFORMATION:** Full Transcript; Command  
Center; West Position #22B; September 11, 2001

Date: October 20, 2003

From: Manager, Air Traffic Division, ACE-500

Reply to  
Attn. of:

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

This transcription covers the Air Traffic Control System Command Center West Position #22B, which covers Albuquerque ARTCC, Los Angeles ARTCC, and Denver ARTCC, for the time period from 09/11/01, 1215 UTC to 09/11/01, 1515 UTC.

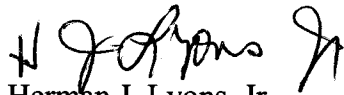
## Agencies Making Transmissions

Unknown Agency  
Los Angeles  
Air Traffic Control System Command Center  
Kansas City  
Cleveland  
Seattle  
Washington Center  
Miami  
Atlanta  
Houston Regional Operations Center  
Indianapolis  
Chicago  
Boston  
Operations Center  
CNN  
Announcement  
National Transportation Safety Board  
Los Angeles International Tower  
Oakland  
Oakland Center  
Memphis  
Denver Approach  
Denver

## Abbreviations

UNK  
LAX  
ATCSCC  
ZKC  
CLE  
SEA  
ZDC  
MIA  
ATL  
IAH  
IND  
ORD  
BOS  
OPS  
CNN  
ANNOUNCE  
NTSB  
LA TOWER  
OAK  
ZOA  
MEM  
DIA  
ZDV

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the events of September 11, 2001:



Herman J. Lyons, Jr.  
Manager, Air Traffic Division  
Central Region

UNK	you know it's really early out here and they might not be around
LAX	l a's on
ATCSCC	standby l a
ZKC	(unintelligible) kansas city
ATCSCC	standby phoenix
CLE	cleveland
ATCSCC	good morning cleveland standby
SEA	seattle
ATCSCC	seattle standby
ZDC	washington center jenks low
ATCSCC	standby please

ATCSCC  
09/11/01 EVENTS

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MIA	miami
ATL	atlanta
ATCSCC	alright standby
IAH ROC	houston roc
ATCSCC	saint louis command center i got a l a program on the street twelve west from sixteen hundred to twenty one fifty nine everybody else is in for (unintelligible) only low cigs
UNK	(unintelligible)
ATCSCC	twelve west correct
IND	indy
ATCSCC	hey indy command center chicago are you on okay indy i got a l a program out on the street twelve west sixteen hundred to twenty one fifty nine (unintelligible)
IND	alright thank you
UNK	(unintelligible)
ORD	chicago
ATCSCC	hey chicago good morning doug command center i got a twelve west l a x g d p on the street
ORD	sounds like a plan

ATCSCC      alright from sixteen to twenty one forty nine

ORD          thank you much

ATCSCC      you're welcome

ORD          bye

UNK          if you lost ah track of the aircraft over

BOS          boston has lost track and on our frequency we have confirmed it was a hijack i'll pull the tapes

UNK          and neo confirms we've lost the track as well and we were ah we got a report of an e l t in the area the track was in and indy tower reports are you serious indy tower reports that there was a fire at the world trade center and that's ah the area we lost the plane

UNK          oh wow

UNK          anybody on

ZDC          yeah washington

UNK          yeah um you on c n n news it's on the news

UNK          (unintelligible) the airplane hit the trade center

UNK          yeah

UNK           okay i guess they went no further east than new york center on this line right

UNK           now

IAH           command center houston

ATCSCC       command center is here

IAH           yeah i ah is that rick

ATCSCC       it is rick

IAH           yeah i ah (unintelligible) we supposed to be on this telcon now

ATCSCC       i'm going to keep the line open if you need to talk to me just talk to me i'm listening to it

IAH           okay thank you

OPS           ah this is jennifer in the operations center

UNK           (unintelligible)

OPS           okay it looks like the world trade center is ah either the aircraft went through it or it has been bombed --- it's on c n n right now and ah the building is in smoke

UNK           (unintelligible)

OPS           the top of the building

CNN pictures from new york are just starting to come in now we hope have more information as soon as it's available the word is a plane is crashing at one of the towers at the world trade center in new york we'll keep you posted as soon as we get more information i (unintelligible) eight fifty three we (unintelligible) traffic on the three calling steve kalich

CNN deb thank you we (unintelligible) out there northbound raintree (unintelligible)

OPS (unintelligible) a plane just crashed into the world trade center (unintelligible) towers (unintelligible) got it

UNK (unintelligible) ninty

OPS (unintelligible)

OPS yeah a seven sixty seven

OPS no i mean the one that hit the world trade center

OPS yeah it can't be american not enough damage

UNK well they lost the primary target and was descending because his airspeed went from five hundred knots down to two fifty in the vicinity of the world trade center

UNK (unintelligible) hey does craig (unintelligible)

UNK you can look you can look at the picture yeah

UNK i looked i looked at (unintelligible) looks like it may have twisted (unintelligible) it's hard to say

UNK (unintelligible) seen it

UNK looks like there may debris all over the ground

UNK (unintelligible) needs to know the command center keeps calling

UNK no there's too much of a coincidence i think

UNK heather in the building upstairs

UNK command center whatever that is (unintelligible) investigations i didn't tell her to go the center i just paged her about the event i heard was en route

UNK yeah yeah hold on --- i'm on the (unintelligible)

UNK c n n c n n's reporting that the planes (unintelligible) crashed (unintelligible) tower (unintelligible) i'm i'm in the middle of a traffic jam here so (unintelligible) tractor trailer rolled over (unintelligible) the traffic is bumper to bumper right now this is serious stuff

UNK they're coming out with news of that now (unintelligible) reported a smaller plane that hit

UNK they wouldn't know it took (unintelligible) wingspan looks like it's big enough (unintelligible)

UNK it came out the other side too so it had to be (unintelligible) hit the building at (unintelligible) now it looks like a big mess

UNK i'll get a drink

UNK they couldn't get it you know terrorism you couldn't get in the

basement

UNK it came out the other side where is it

UNK no i mean it didn't come out it just exploded when it went through the building

ANNOUNCE this is the (unintelligible) just to report that the capital manager and two supervisors are dropping off the net for a few minutes we will reconnect (unintelligible) over the airport which should be about ten minutes thank you

UNK okay (unintelligible) too bad we (unintelligible)

NTSB this bob pierce with the n t s b

UNK hello

UNK i got (unintelligible)

UNK i can't hear you might have to (unintelligible) speak up (unintelligible)

UNK yeah

UNK (unintelligible)

UNK (unintelligible) track right here (unintelligible) this maybe kennedy v o r there's too much of a coincidence the whole

ATCSCC command center go ahead

LA TOWER hey how you doing jack at l a tower



ATCSCC good jack

LA TOWER hey who flew into the middle of the world trade center in new york

ATCSCC who who did what

LA TOWER who flew into the middle of the world trade center in new york

ATCSCC we we don't have enough information right now man it sounds like it could be well you know to be honest with you i don't want to espouse erroneous information sounds like it's sounds like it's a possible hijack but it uh (unintelligible) a major so what i've heard so far it's a seven six i'm trying to stay out of the commotion down there

LA TOWER okay do we have ah do we have any flow control that will be going into that area

ATCSCC oh i'm i'm sure something like that is probably going to come out but right now there just i guess trying to gather gather the information but ah i will give you a heads up ah as soon as we find something out on that

LA TOWER okay thanks a lot

ATCSCC okay

LA TOWER alright (unintelligible)

ATCSCC command center go ahead

UNK hey they want us to ground stop everything to new york center just the new york metro airports

ATCSCC umm umm i think it's metro area airports right now uh to be honest with you i think we had a second aircraft go into the trade center unbelievable something's going on i'd say ground stop if it's not going to hurt you for now until i can get back to you ground stop anything going to new york center

UNK that's ah i don't know the space (unintelligible) off boston philly (unintelligible) airtime

ATCSCC um let me see if i can find out hang on a second (unintelligible) --- (unintelligible) everything

UNK everything (unintelligible)

ATCSCC and let me know

UNK (unintelligible) boston and the new york metro airports (unintelligible)

ATCSCC d c as well i think you're going to get a phone call on that for the d c area as well but ah you're going to have to let me know if this going to affect you until

UNK (unintelligible) hurt us much we don't have but one or two an hour right now

ATCSCC okay because it's going it's going to tie up gates i'm sure at a lot of airports so

UNK (unintelligible) problems only one or two per area

ATCSCC okay

UNK            okay

ATCSCC        alright thanks good bye

ATCSCC        command center dave oakland are you with me

OAK            yeah dave

ATCSCC        stop l a x ground stop indefinite

OAK            to los angeles

ATCSCC        los angeles correct

OAK            okay

ATCSCC        (unintelligible) go ahead

OAK            okay i'll call you right back i'm going to get this in

ATCSCC        okay

LAX            l a

ATCSCC        l a heads up (unintelligible) been able to contact everybody you now  
have a ground stop for your airport nationwide

LAX            to l a x

ATCSCC        correct don't let anyone off the ground going to l a x

LAX           okay

ATCSCC       and i'll ah i'm going to try to make a conference with everyone else  
(unintelligible) and i'll call you back

LAX           okay very good i'll take care of the internals alright

ATCSCC       okay

ATCSCC       command center dave

LAX           hey dave i just need a reason for the ground stop please

ATCSCC       unknown unknown

LAX           unknown okay thank you

ATCSCC       bye

LAX           l a

ATCSCC       hey dave command center stop the nation nothing moves

LAX           everything on the ground

ATCSCC       everything on the ground but uh let me let me get a confirmation but i  
just heard uh that we're stopping everything just a sec

LAX           okay

LAX confirmed yet

ATCSCC yeah it's confirmed (unintelligible) go ahead

LAX okay

ZOA oakland center

ATCSCC oakland dave command center did you get the new stop everything moving

ZOA sure did we got everything stopped

ATCSCC okay thank you

ZOA mmm mmm bye

ATCSCC (unintelligible) missouri

ZOA alright got it

ATCSCC good bye

ATCSCC command center dave

UNK we just got an ominous message that said ground stop everywhere

ATCSCC correct

UNK is that true

ATCSCC correct nothing moves

UNK why is that can i get an explanation so i can tell my users or do they all

ATCSCC (unintelligible) i know i know ah were going to show unknown for now we got ah two aircraft that went into the world trade center so

UNK i understand that

ATCSCC (unintelligible) any questions just say unknown and we'll we'll work this out ah (unintelligible) give out the information when we have accurate information

UNK okay how long do think this is going to last

ATCSCC couldn't tell you be honest with you ah got so many people going some many directions right now i haven't been able to ask the question

UNK okay thank you

ATCSCC you're welcome

UNK i'll take it back to business

ATCSCC hey sorry i couldn't answer any other questions

ATCSCC command center dave

UNK hey dave kevin is that apply to v f rs also

ATCSCC (unintelligible) anything moving

UNK anything moving

ATCSCC entire nas shut it down

ATCSCC go ahead dave dave go ahead

ATCSCC command center command center is on

MEM yeah this don at memphis reference that northwest ten nineteen

ATCSCC ah

MEM the one that declared an emergency because of the national emergency

ATCSCC i don't know anything about him but go ahead

MEM we've questioned the pilot further and the reason for it was he said his procedures require him to declare any emergency anytime his destination is changed by somebody other than him

ATCSCC okay

MEM (unintelligible) he's forced to land some place else he's cancelled the emergency

ATCSCC okay alright thanks a lot

MEM v b

ATCSCC s e

ATCSCC command center

DIA yeah this is ah denver approach i've ah verifying some information as i've passed along to my satellite towers around the denver area that the ah ground stop includes v f r aircraft

ATCSCC yes that's correct

DIA thank you

ATCSCC command center nick

ZOA hey nick kevin at oakland we got ah have we doing anything to talk to tokyo we're having airplanes coming out of tokyo going to honolulu and guam and all those other places

ATCSCC i i don't know i'll i'll bring it up to the boss kevin i'll find out for you and call you back

ZOA thank you

ATCSCC okay good bye

ATCSCC command center

ZDV hey this is katherine at denver we got a little situation here we got the u s forrest service that got ah fifteen firefighters up by ah um south of rifle colorado and they need to go pick them up with a helicopter the helicopter is out of colbran colorado

ATCSCC do they have subsistence or ah they have survival gear



ZDV i have no idea

ATCSCC uh we need to find that out them give me a call back when you can

ZDV alright

ATCSCC if they can leave them there if they can leave them there leave them there my name is dave

ZDV okay dave i'll call you back

ATCSCC thanks

ZDV thanks

ATCSCC bye

End of Transcript