



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 I 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

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