



US Department  
of Transportation

**Federal Aviation  
Administration**

# Memorandum

Subject: **INFORMATION**: Full Transcript; Command Center;  
NOM Operational Position; September 11, 2001

Date: October 14, 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 NOM operational position for the time period from 09/11/01, 1241:20 UTC to 09/11/01, 1515 UTC.

## Agencies Making Transmissions

## Abbreviations

|   |          |
|---|----------|
| American Airlines                         | AAL      |
| Air Traffic Control System Command Center | ATCSCC   |
| FAA Operations Center                     | FAA      |
| Unknown                                   | UNK      |
| New York Center                           | ZNY      |
| Boston Center                             | ZBW      |
| Terry                                     | TERRY    |
| ANE-500                                   | ANE-500  |
| ACI                                       | ACI      |
| Jim Fossey                                | FOSSEY   |
| Boston CASFO                              | CASFO    |
| NTSB, Bob Pierce                          | NTSB     |
| Boston                                    | BOS      |
| Telephone Recording                       | RECORD'G |
| Chicago                                   | CHICAGO  |
| United Air Lines                          | UAL      |
| Delta Air Lines                           | DAL      |
| Department of Justice Command Center      | DOJ      |
| US Airways                                | USA      |
| Phoenix Tower                             | PHX      |
| Las Vegas TRACON                          | LAS      |
| Central Flow Brussels Belgium             | CF       |
| FBI                                       | FBI      |
| Guthry 1 Helicopter Program               | GUTHRY   |
| Watch TMU                                 | WTMU     |
| State Patrol Aviation Division            | SP       |
| Tom Sinclair                              | SINCLAIR |
| Sun Country Airlines                      | SUN      |

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

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

AAL           american bob merino

ATCSCC       hey bob tom here

AAL           hey tommy

ATCSCC       supposed to be \*(confirm) the hijacking of some sort

AAL           yeah yeah i know all managers on here we got the whole world coming  
on in

ATCSCC       o k and they're pulling their tapes to get the information what the  
controller believes he was hearing is the pilot never said anything to to  
uh to the controller

AAL           o k

ATCSCC       but he's keying the mike occasionally and there's someone else in the  
cockpit that's making threats

AAL           o k

ATCSCC       that's what the controller believes he's hearing

AAL o k yeah i think there has been some violence and stuff too i'm not i'm not sure what we can get into at this point

ATCSCC they they said he slowed down about a hundred knots and ah because the transponder's \*(awful close) they don't know if he's descending or not but it appears the (unintelligible) setting towards kennedy

AAL o k alright

ATCSCC o k

AAL thanks tommy

ATCSCC alright

FAA f a a operations center jess mateese speaking may i help you

ATCSCC (unintelligible) this is tom from the command center again

FAA yeah

ATCSCC can i be brought into that conference again on this line they're on a different line than i have earlier

FAA o k you called earlier on it

ATCSCC yeah i'm i'm on the conference actually on a different phone but if i can get it to (unintelligible) response system it would allow other people to uh get involved

FAA o k hold on a second

FAA tom tom

ATCSCC yes

FAA o k (unintelligible)

FAA o k i have tom on from the command center

ATCSCC thank you

UNK (unintelligible) three hundred twenty knots so i don't know if he's descending or slowing

UNK it's obvious he's slowing

UNK (unintelligible) together

UNK yeah

UNK hello

UNK hello

UNK \*(hey tom)

ZNY new york center's here

FAA boston center you on

ZBW yeah we're here

FAA            yeah new york center we just brought them into this conference could you give them an update on uh on what you know at this point

UNK            what we know is that uh there is a (unintelligible) uh seven minutes ago we did have uh \*(a threat) come out over the frequency and uh on the frequency one twenty seven oh two (unintelligible) out of two niner zero aircraft was (unintelligible) new york center's airspace we're pulling the tapes to try to determine if that's what actually said (unintelligible)

ZNY            o k this is new york center uh we're watching the airplane he's fifteen west of kennedy now we had uh one or two confirmations that he was still at twenty nine one at twenty nine one at thirty one didn't couldn't see him uh i also had conversation with american airlines and they've told us that they believe that uh one of their stewardesses was stabbed and that there are people in the cockpit that have control of the aircraft and that's all the information they have uh right now

UNK            o k we do have a couple of transmissions (unintelligible) level of talking in the cockpit uh the pilot or copilot whatever that's keying the mike (unintelligible) soon as we get the tape i'll let you guys know

ZNY            o k meanwhile has anybody contacted the military

UNK            yeah we have we've (unintelligible) atlantic city to try to get (unintelligible)

ZNY            o k who was that

ZNY            who was that who just said that boston

ZBW            that's boston

ZNY            o k command center you on

ATCSCC hey terry tom try otis also

TERRY we did

ATCSCC anything any luck

TERRY no we did not have any luck that's why (unintelligible) atlantic city

ATCSCC k

ANE-500 excuse me (unintelligible) acting air traffic division manager new england region is also on

UNK o k command center you on

ATCSCC command center's on

UNK o k are you uh are you uh gonna uh i guess boston's getting in touch with atlantic city but do you have any direct lines to the military for uh for this incident

ATCSCC i believe the supervisor's going to the (unintelligible) unit now

UNK o k great

UNK here is some new information we uh we lost the primary target about twenty west of kennedy it looks like and there's an e l t report in that area

UNK anybody copy

UNK (unintelligible) say that again please

UNK i said we we've well let me looks like we lost the primary target about twenty west of kennedy and we had a report of an e l t in the area we're gonna uh i guess we'll uh get some coast guard activity up there

UNK and we lost the track too

ZNY hey boston this is new york uh what type aircraft was the american

ZNY (unintelligible) sixty seven

ACI this is the a c i watch sig and if you lost uh track of the aircraft over

UNK boston has lost track (unintelligible) tapes

ZNY yeah new york confirms we've lost the track as well and we were uh we've got a report of an e l t in the area that the track was in

ZNY kennedy tower reports are you serious kennedy tower reports that there was a fire at the world trade center and uh that 's the area where we lost the airplane

UNK anybody on

FOSSEY yeah fossey's here

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

UNK it's on the news the airplane hit the trade tower

UNK yeah

UNK o k i i guess there's no more no further use for new york center on this line right now or

ZNY command center new york center

ATCSCC command center's here

ZNY yeah i uh is that \*(rick)

ATCSCC it is (unintelligible)

ZNY yeah i uh any further use for us to be on this telcon now or uh

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

ZNY o k thank you

FAA uh this is jennifer in the operations center

ZBW (unintelligible) boston center's on

FAA o k looks like the world trade center is uh either the aircraft went through it or it's been bombed it's on c n n right now and uh the building is in smokes

UNK (unintelligible)

FAA on top of the building



UNK actually from new york it's just coming in yeah we hope to have more information as soon as it's available but word is a plane is has caused it one of the towers at the world trade center in new york we'll keep you posted as soon as we get more information right now at 8:53 we check traffic on the three's (unintelligible)

UNK deb thank you (unintelligible) northbound (unintelligible) split up (unintelligible)

UNK (unintelligible)

UNK (unintelligible) i was just listening to the news they said a plane just crashed at the world trade center in new york (unintelligible) towers (unintelligible)

UNK got it

UNK (unintelligible)

UNK (unintelligible)

UNK (unintelligible)

UNK seven sixty seven

UNK know i mean what hit the world trade center what hit the world trade center can't be american

UNK can't be american not enough damage

UNK (unintelligible)

UNK (unintelligible) when they lost the primary target it was descending

because its usually (unintelligible) knots down to two fifty

UNK o k

UNK vicinity of the world trade center

UNK \*(correct)

UNK uh that's a bad sign

UNK you could have

UNK i looked i looked it looks like it may have clipped the sides so it's hard to say

UNK (unintelligible) machine i mean you would see that

UNK something like that (unintelligible) real to the ground

UNK (unintelligible) \*(contact) who needs to be know like the command center

UNK too much of a coincidence i think

UNK yeah

UNK um heather in the building upstairs

UNK (unintelligible) whatever that it upstairs it i just page

UNK hello

UNK            yeah

UNK            i didn't tell her to go to the center i just paged her about the event

UNK            yeah

UNK            \*(burt) was en route

UNK            yeah yeah i'm hold on

UNK            i'm on the net pete c n n c n n's reporting that a plane (unintelligible)  
crash (unintelligible) world trade center (unintelligible) i think its  
(unintelligible) i'm i'm in the middle of a traffic jam here so  
(unintelligible) my way to the airport (unintelligible) i'm stuck  
(unintelligible) tractor trailer (unintelligible) bumper to bumper  
(unintelligible) this is serious stuff

UNK            (unintelligible)

UNK            (unintelligible) on the news now (unintelligible)

UNK            bye

UNK            (unintelligible)

UNK            (unintelligible) reported smaller plane that hit

UNK            they wouldn't know

UNK            (unintelligible)

UNK wing span looks like its big enough

UNK it came out the other side too so it had to be (unintelligible) building  
see smoke on the other side

UNK now it looks like a wing span instead of (unintelligible)

UNK couldn't get it (unintelligible) you know

UNK (unintelligible)

UNK (unintelligible)

UNK terrorism they couldn't get into the basement

UNK (unintelligible)

UNK (unintelligible)

UNK it came out the other side where is it

UNK no it didn't come out it explosion all the way through the building

CASFO this is the boston casfo just to report that the uh casfo manager and two  
supervisors are dropping off the net for a few minutes we will  
reconnect when we're over at the airport which should be in about ten  
minutes thank you

UNK (unintelligible)

UNK (unintelligible) too bad we couldn't (unintelligible)

NTSB        this is bob pierce with the n t s b

UNK         hello hello

UNK         i got on

UNK         (unintelligible) if you want to (unintelligible)

UNK         (unintelligible)

UNK         (unintelligible) is that

UNK         (unintelligible)

UNK         (unintelligible)

UNK         (unintelligible) track

UNK         (unintelligible) turns out (unintelligible)

UNK         (unintelligible) keep the same kennedy deal (unintelligible)

UNK         there's too much coincidence the whole

UNK         \*(this is) (unintelligible) has reportedly had been hit by a  
(unintelligible) there is a gaping hole

FAA         (unintelligible) operations tracy

ATCSCC  
09/11/01 EVENTS

Page 14 of 51

UNK           skyscraper

UNK           boston center

NTSB          hello this is uh bob kolt at n t s b

NTSB          hello hello

BOS           bob boston's here

NTSB          o hi bob griffin n t s b

BOS           yes sir

NTSB          uh we're just trying to a get time of departure uh time of crash

BOS           o k uh (unintelligible) time of departure hold on one second

BOS           (unintelligible) we're doing an n tap now just to try to pull the data

NTSB          o k

NTSB          and we're sure this is the flight that hit the that obviously hit the world  
trade center at the same (unintelligible)

UNK           (unintelligible)

NTSB          o k now did the pilot report the hijack

BOS           yes that's yes (unintelligible) departed (unintelligible)

NTSB i'm sorry what

BOS (unintelligible) departed boston at twelve hundred

NTSB at twelve hundred zulu

BOS yes

NTSB and when did he report the hijack

BOS you know i don't know the time in front of me we got a tape downstairs that confirms it like fifteen twenty minutes o k fifteen twenty minutes after departure we do have uh the uh the voice recording that's been pulled so we'd be able to get that some point and time

NTSB o k and uh time of crash we have a few minutes ago

BOS yeah

NTSB o k do we have number of people on board

BOS no we didn't you know what what we have (unintelligible) turned him to an altitude (unintelligible) the next transmissions we heard were uh conversations in the cockpit

NTSB o k i'm just gonna uh hold the line but i'm gonna go talk to my boss

UNK (unintelligible)

UNK yes (unintelligible) over

UNK            hey rick check with (unintelligible) does anyone down there has done any coordination to scramble uh fighter flight airplanes

UNK            i don't think so

UNK            (unintelligible)

UNK            why why would they do be needed (unintelligible)

UNK            no we have several situations go going here it's escalating big big time we need uh to get the military involved with us

UNK            why what's going on pete

UNK            just get me somebody who has the authority to get military in the air now

UNK            alright i'll go tell (unintelligible)

UNK            o k

UNK            new york (unintelligible)

UNK            yeah

UNK            hey i was just gonna

UNK            (unintelligible) you still here

UNK            i don't know what your what they had



UNK           yes i am \*(jack)

UNK           (unintelligible) we're gonna to the telcon planning telcon

UNK           now what's forget about that what i'm trying to do and i've already got  
my answer we have military scrambled that's all i wanted to know uh  
call back on the other line bye bye

UNK           bye

ZNY           new york center (unintelligible) pete mulligan

UNK           yeah pete (unintelligible) i uh just got uh a call report from  
(unintelligible) that (unintelligible) that you had uh some request to  
make

ZNY           nah it's o k i've got it taken care of over here i got the my military guy  
we got some uh some interceptors in the air

UNK           alright do do you still have information on case of \*(where's american  
flying)

ZNY           we're we're involved in something else we have other aircraft that may  
have a similar situation going on here that's what we're trying uh

UNK           alright keep me informed of that uh

ZNY           you bet

UNK           as quickly as you can

ZNY           sure thing

UNK got an call signs

ZNY i gotta get off no bye bye

UNK alright

RECORD'G the person at extension one zero one zero is on the phone hi you've reached the new york center traffic management office charlie bailey is unavail

ZNY new york center watch desk (unintelligible)

ATCSCC uh (unintelligible) this is (unintelligible) i'm at the uh command center uh you have any further update on why you're a t c zero

ZNY yeah because of the two uh terrorist activities that went on

ATCSCC o k so because of those two aircraft you notice (unintelligible) identity of the second aircraft or (unintelligible) aircraft

ZNY well we don't have any confirmations on that that would probably have to come from on ground people we

ATCSCC (unintelligible) do we have any clues

ZNY we suspect american eleven and united one seventy five is the best we can ascertain

ATCSCC where did you hear that one seventy five uh where is he to and from do you know

ZNY uh no

ATCSCC o k

ZNY kind of chaotic he was coming off from the uh metro area i believe going to l a

ATCSCC (unintelligible) l a so it was the american flight was boston l a

ZNY right

ATCSCC alright and uh you have military involvement (unintelligible)

ZNY there were yes there were military the aircraft up i don't know how many and where they are but they were up

ATCSCC you know (unintelligible) military base (unintelligible) one seven eight is

ZNY no i don't

ATCSCC o k do you have anything else to tell me uh that i haven't asked you

ZNY uh no not at the moment to be honest \*(ben)

ATCSCC o k i'll uh i'll be back with you thanks (unintelligible)

ZNY o k

ATCSCC bye bye

UNK (unintelligible)

ATCSCC good morning command center would you stand by please

AAL k

ATCSCC thanks

AAL that's alright

ATCSCC \*(alrighty) what can i do for ya

AAL yes this is bill (unintelligible) at american

ATCSCC hi bill

AAL i'm try hi i'm trying to determine the status of the new york area as far as uh traffic operating uh

ATCSCC o k we currently have a uh an all ground stop into the new york center airspace (unintelligible) a t c zero for obviously you know what

AAL o k right

ATCSCC getting ready to talk about it on the uh next (unintelligible) which is starting right now as we speak

AAL they just cancelled it

ATCSCC o k

AAL the spo so i guess they'll have more on the uh ten fifteen or if you have

uh a spo that you can have before that

ATCSCC o k we we might convene a special telcon so you might want to stand by for an advisory there uh are you able to confirm anything within your airline to us

AAL no uh unfortunately uh

ATCSCC how how bout can you tell me if we know for sure it was american eleven that went into the trade center

AAL we think that's who it was

ATCSCC o k

AAL and we're missing another flight also

ATCSCC uh what sign are you missing

AAL seventy seven

ATCSCC and and when's the last time you knew for sure something about him

AAL uh he was in uh wait a minute well there's a i don't know how he got up there (unintelligible) seventy seven is up there also

ATCSCC o k \*(there)

AAL he's out of dulles

ATCSCC alright o k and

AAL           dulles l a and they both uh apparently been hijacked and eleven we're pretty sure is in the in there and uh and uh seventy seven we were talking to them uh according to indianapolis center about forty five minutes ago

ATCSCC       uh huh

AAL           and uh in indy center

ATCSCC       uh huh

AAL           and i don't know how he got to uh to uh back to the trade center i have no idea if that happened

ATCSCC       o k it may not have we have another call sign of course we don't know for sure any of these call signs right now but but if we find out its your aircraft we'll certainly give you a call

AAL           o k

ATCSCC       alright

AAL           so you you have uh you have two airplanes in the trade center

ATCSCC       yes

AAL           and uh you don't know who either one of them are for sure

ATCSCC       yeah that's true

AAL           o k

ATCSCC if i did i would share it with you

AAL o k thanks

ATCSCC alright bye bill

ATCSCC good morning command center could you stand by just a minute please

UNK sure

CHICAGO chicago

UNK hey chicago is uh uh\*(s t m c) available

CHICAGO yeah just a second we're doing the uh east coast briefing what's this about

UNK o k yeah you be working a november four right now

CHICAGO o k what'd ya need

UNK (unintelligible)

CHICAGO going to where

UNK going to milwaukee

CHICAGO \*(do you want to divert it to washington)

UNK no no no we got a call tell him the attorney general is on board have

him call the department of justice command center

CHICAGO o k will do

UNK thank you very much

ATCSCC thanks for waiting what can i do for you

UAL this is tom kearney with united

ATCSC hi tom

UAL uhm we we would like to know we're a we're a targeting a one seventy five on the a s d t s d

ATCSCC uh huh

UAL um could you ring up new york center to find out if if they actually have that target

ATCSCC hold on a minute please

UAL thank you

ATCSCC hey tom

ATCSCC good morning command center ellen king

UNK that thing in new york

ATCSCC i'm sorry



UNK hello

ATCSCC go ahead

DAL hi this is randy at delta

ATCSCC uh huh

DAL just wondering uh some of the flights are being held from going into new york's airspace is this going to be uh a lengthy thing is this something we should put them down is what i'm asking

ATCSCC right now what we have done is we have stopped all the traffic into the new york metropolitan area because of the emergency situation we have at the world trade area and we are also uh stop putting out a ground stop nationwide for all aircraft destined to the los angeles airport we're getting ready to convene a uh a hotline and that'll give you more information as it becomes available to us and could could you watch for advisory and that'll be out shortly

DAL thank you

ATCSCC thank you bye

ATCSCC good morning command center ellen king

ATCSCC good morning command center ellen king

UAL ellen

ATCSCC yes

UAL            yeah this is uh jensen jurbble in uh in united

ATCSCC        uh huh

UAL            uh we've got our uh war room going over here and uh with what's going on at the trade center uh i guess their asking if we can have some kind of an open telcon going for the major airlines so we all have a handle on what the heck's going on here you know what i mean

ATCSCC        uh i don't know if we're going to be able to restrict it only to the major airlines but we are in the process right now of attempting to develop a hotline to give everybody the information that we have we're going to pop that out in advisory in just a couple of minutes

UAL            in a couple of minutes

ATCSCC        yeah and i was also talking to somebody else about united one seventy five from your company a minute ago but i got disconnected

UAL            yes o k (unintelligible)

ATCSCC        they asked can you relay a message i don't know who i was talking to

UAL            uh what is your question about one seventy five go ahead

ATCSCC        um i don't think i have a question i was responding to a question and the question was is anybody talking to united one seventy five and the answer is not as far as we can tell

UAL            as far as i can tell its not either i called new york center and uh thirteen oh eight (unintelligible) they were not talking to them

ATCSCC        yes

UAL boston center tracked the uh one seventy five which was supposed to be going to los angeles

ATCSCC uh huh

UAL uh into new york center airspace uh and the timing was about right for the second airplane striking the trade center i think uh all indications are that was us

ATCSCC o k very good

UAL nobody's talking to him

ATCSCC alright

UAL he's nordo

ATCSCC he's nordo

UAL yes

ATCSCC we can only hope to (unintelligible) o k

UAL o k as soon as you get that uh out what are we going to be dialing into it

ATCSCC yes

UAL o k thank you

ATCSCC o k bye

DOJ justice command center

DOJ hello justice command center

ATCSCC good morning command center ellen king

USA ellen good morning ted at u s airways traffic management

ATCSCC (unintelligible) ted

USA hi uh there was some talk there was gonna we were gonna activate the  
t c a hotline for the morning

ATCSCC uh huh

USA uh do you know if that's in the planning stages

ATCSCC well i think yeah it is in the planning stage right now what we're trying  
to do right now is just to get all our facilities together and see what it is  
we need to regroup to

USA o k

ATCSCC make sure everything is secure in the system as well as we can predict  
at this point and then as soon as we can figure out what that is we're  
gonna go ahead and open up the user hotline we're trying to put out an  
advisory to that effect right about now

USA o k and just for your info uh we're going ahead with the advisory on  
(unintelligible) we're beginning to take the entire airline down for the  
day \*(at least) until twenty two hundred

ATCSCC o k

USA uh whatever's uh airborne in the caribbean it's gonna it's gonna to keep on going whatever's airborne out of europe is gonna keep on going to uh destination at least for now uh we've got one or two that are ready to launch out of london do you know if that is uh european traffic's going to be allowed to come

ATCSCC well we since we're still trying to decide what's going on um we don't know i'm sorry we just don't know what time we're gonna land traffic again

USA understand o k

ATCSCC so your european and caribbean traffic that's airborne you're gonna let continue to fly is that destination or departures

USA well uh the the stuff that's in the air now certainly gonna you know we're gonna try to get them to destination

ATCSCC that makes sense

USA yeah i mean they gotta go somewhere uh everything that uh will be allowed to take off out of europe and the caribbean will you know will will take off presumably uh i don't know what their gonna do with everything going to philadelphia uh

ATCSCC o k

USA but uh

ATCSCC o k

USA and we got the one london guy who's just about to leave i think their gonna let him go

ATCSCC o k we just had reports of some problems in the washington area now too so

USA o k

ATCSCC it's getting worse

USA alright i'll let you go thanks ellen

ATCSCC alright bye

UNK (unintelligible) i'd like to (unintelligible) command center \*(for a few more lines)

UNK (unintelligible) listen carefully

UNK (unintelligible) have been updated

UNK hello

UNK hello

UNK stand by (unintelligible) waiting for a few more people to come on

FAA operations center

UNK hello

UNK hello

UNK hello

UNK stand by stand by waiting for a few more

UNK hello

UNK hold on the line please

UNK hello

UNK i'm waiting for some recorded messages

UNK thank you bye

UNK who is this

ATCSCC can anybody hear me

UNK yes yes

UNK yeah we can hear you

ATCSCC this is (unintelligible) at the command center with the uh situation escalating such as it has (unintelligible) security conditions around uh in about new york \*(our concern) we are asking the user airlines now (unintelligible) if you have your airborne aircraft if possible to go to shorter destinations and we'd like to get all the airlines on the ground where we can

UNK o k

UNK severe weather is that nationwide

UNK that is nationwide

UNK o k

RECORD'G aircraft press four for (unintelligible) press five for dispatch press six for the

ATCSCC good morning command center ellen king

PHX hi this is ops manager of phoenix tower uh we've told by albuquerque center t m u that uh all airplanes airplanes in nas system are ground stopping including v f r's we want to verify that

ATCSCC stand by please

ATCSCC all traffic is stopped everywhere

PHX all including v f r's

ATCSCC yes sir

PHX o k you're name initials

ATCSCC uh mike yankee

PHX thank you (unintelligible)



ATCSCC good morning command center ellen king

LAS good morning this is uh las vegas tracon t m u uh anything uh besides the ground stop of all aircraft

ATCSCC no that's everything

LAS o k alright thank you very much

ATCSCC you're welcome

ATCSCC good morning command center ellen king

CF yes good morning this is central flow brussels belgium calling you

ATCSCC hello how are you

CF i'm well we're well we feel sorry for everything that's happening with you guys right now

ATCSCC thank you

CF but um we need some verification

ATCSCC hold on a minute please

ATCSCC thanks go ahead please i'm sorry

CF o k no problem we need verification uh i've just had a call from the (unintelligible) from uhm somebody apparently in new york (unintelligible) wolf gang lurch stating that uh you're requiring all flights from europe to north america to be stopped is this correct can

you verify it or is this somebody else being silly

ATCSCC i don't think it's somebody being being silly but would you stand by  
and i'll verify how far we're going with that

CF alright

ATCSCC one moment one moment please

UNK (unintelligible)

ATCSCC thanks for waiting we have stopped all of the traffic that's going to  
depart or arrive the u s in the world that's pretty clear huh

CF oh well (unintelligible) now that is just uh america as opposed to  
canada as well

ATCSCC uh yes that's correct only united states destinations

CF o k now does that include tell me does that include \*(costa rica)

ATCSCC uh no

CF o k so it's just mainland america

ATCSCC yes mainland america

CF o k and uh um that is what until further notice because we've got the  
airlines calling us i'm sure

ATCSCC yes til further notice until we figure out what's going on and uh we're  
we're going to be i don't know are you access are you able to access

our advisories

CF           uh no we used to be able to but they've been stopped i mean most of the information we're getting is coming off of c n n

ATCSCC     uh

CF           now we're monitoring that when we heard something happened in washington as well

ATCSCC     yes that's true (unintelligible) two crashes in the \*(pentagon)

CF           oh with airplanes as well

ATCSCC     yes anything else i can help you with

CF           uh yes uhm can you give us uhm the the uh the name of the guy who's the authority for this or something because you know some (unintelligible) question central flow

ATCSCC     yes that would be fine yes

CF           and uh if people from the airlines need to call you what's the number for them to call you on from europe

ATCSCC     uhm well we only have the local number and that's area code seven zero three

CF           yeah

ATCSCC     seven zero eight

CD            yeah

ATCSCC      five one three four

CF            o k that's the number i've called you on

ATCSCC      yes

CF            and uh with is that like a supervisor's desk or

ATCSCC      yeah that would be the operations managers desk

CF            o k (unintelligible) o k now do you want us to send out uh uh any notification uh for the airlines in europe because i don't who (unintelligible) get advisories of course most of the flow has gone westbound already (unintelligible) so they are already on their way to you uh do you want us to send anything out under the (unintelligible) for \*(saint louis flights)

ATCSCC      uh if you would like to uh send something out just updating the users

CF            yes

ATCSCC      uh that might be to your advantage

CF            o k what about

ATCSCC      uh but unfortunately will not be able to call back and forth to you too often

CF            yeah

ATCSCC so you might have to check in with us to get updates on that

CF understood that's understood o k so we'll put that phone number we'll make it the authority of the ops manager and you're officially central command center aren't you not

ATCSCC air traffic control system command center

CF air traffic control system command center uh o k (unintelligible) o k we'll get that out and uh and uh our thoughts go to all you guys (unintelligible)

ATCSCC thank you thank you

CF alright then

ATCSCC alright good day then

CF bye bye

ATCSCC bye

UNK i'm going to put mine on mute

ATCSCC good morning command center ellen king

FBI yes hi maam uh (unintelligible) waynes with the f b i how are you

ATCSCC i'm great how are you

FBI very good is there a uh a a t c systems control manager \*(on hand standing by)

ATCSCC i'm as good as it gets i think right now we're all kind of working together

FBI o k uh

ATCSCC and you say you're from the f b i

FBI yes maam i'm a special agent and i'm just tr possibly getting as much information as i can about uh the american airlines uh airliner over indianapolis westbound

ATCSCC uhm hold an second i think we have the f b i on our other national telcon

FBI o k

ATCSCC one moment

ATCSCC you still there

FBI yes maam

ATCSCC uhm we have an f b i person on the telcon that we have right now and so because of the uh nature of the uh of the situation that's as far as we're disseminating it information we do have an f b i rep on this telcon right now

FBI you do

ATCSCC yes we do

FBI is it from h q do you have any idea

ATCSCC uh i don't know

FBI o k alright thank you

ATCSCC you're welcome bye

FBI bye bye

ATCSCC good morning command center ellen king hello

ATCSCC good morning command center ellen king

UAL hey ellen sandy rogers at united i need a supervisor to talk about united ninety three

ATCSCC uh i can talk about any united

UAL ellen ellen ninety three it's over hagerstown now and you're not aware of it it's heading toward washington d c and we are under a threat uh uh of a uh hijacking on board and this flight is out of our control now heading toward washington d c

ATCSCC oh god (unintelligible) thank you \*(is that all)

UAL o k you want to pass it on to the east supervisor uh we're advising the military also

ATCSCC o k

UAL uh i don't know what we can do other than that

ATCSCC o k do you know if he's talking to a t c right now

UAL i got (unintelligible) ellen king hang on with me ellen ellen

ATCSCC yeah

UAL you got a military watch desk there make sure you let them know o k

ATCSCC we'll let them now and what type aircraft is it

UAL uh ninety three is a seven fifty seven

ATCSCC seven five where'd he depart

UAL newark to san francisco got in cleveland airspace and he's coming back to washington that's all we know

ATCSCC thank you o k we'll do it

UAL i got a tail number for ya

ATCSCC go ahead

UAL the airplane

ATCSCC uh huh

UAL let me get (unintelligible) four ninety one stand by a second uh n number of the airplane n five nine one u a he's over haggerstown maryland



ATCSCC o k

UAL alright

ATCSCC we got it thanks

UAL bye

ATCSCC bye

ATCSCC good morning command center ellen king can you stand by just a minute please --- hello are you there

ATCSCC good morning command center ellen king

GUTHRY hey good morning this is david convoy calling from the guthry one helicopter program

ATCSCC can you please hold on a minute

GUTHRY yes i will

ATCSCC k go ahead

GUTHRY yes good morning this is david convoy calling from (unintelligible) pennsylvania with the guthry one e m s helicopter program

ATCSCC uh huh

GUTHRY we were just referred to you by williamsport flight service

ATCSCC uh huh

GUTHRY we have a uh request for flight and we're finding out that there's supposed to be no flying

ATCSCC no flying in the u s right now

GUTHRY is that apply to e m s aircraft as well

ATCSCC um it's not the uh (unintelligible) emergency aircraft and the emergency aircraft are based on the local facilities ability to deal securely with the request

GUTHRY o k uh should we squawk any sort of a special squawk code or anything like that today

ATCSCC uh the airlines uh rather the facilities will tell you what you need to do

GUTHRY o k cause i just called williamsport and they're clueless as to what to do

ATCSCC o k uh i would uh is that who you depart with when you initially depart

GUTHRY actually we we flight follow in house with an f m radio system here at the hospital at \*(robert packard and sayer)

ATCSCC uh huh

GUTHRY and we do most of our communication unless we go into an air traffic environment but most of our flight following is done via f m

ATCSCC uh huh

GUTHRY and as well as all of our contracts here in the northeast united states with keystone helicopters

ATCSCC o k well currently air traffic isn't authorizing flights i think they are making uh some some exceptions

GUTHRY o k

ATCSCC uh but they're very few at this point

GUTHRY o k so what probably what we would do is just call our the closest uh i guess approach control and tell them who we are and they would recognize our call sign

ATCSCC yes very good yes o k

GUTHRY alright that's what we'll do

ATCSCC alright

GUTHRY thank you i appreciate it

ATCSCC you're welcome bye

UNK (unintelligible) center \*(regans)

ATCSCC david \*(this is) ellen at the command center how you guys doing there

UNK uh well we're uh breathing hard but uh the sweats not too real bad yet

ATCSCC o k i have an aircraft you can launch

UNK           alright who is it

ATCSCC       it's century four zero it's a military aircraft

UNK           he's he's launched

ATCSCC       perfect

UNK           well anyway he's in the air but he needs ta he can't get a hold of norad

ATCSCC       can't get a hold of norad

UNK           uh no

ATCSCC       you mean you want a frequency for him

UNK           well i i don't know uh we he should have every available asset to him  
to get a hold of em but the last we did when we talked to him he still  
couldn't get a hold of norad so if you talk to norad and have  
information you can pass it through me we can \*(possible) we can do  
something on the frequency i guess you know like another frequency

ATCSCC       o k we have a military (unintelligible) open here so i'll tell them that  
they can't get through to norad and what should they do now

UNK           yeah

ATCSCC       and then we'll call you back

UNK           that works

ATCSCC o k bye

UNK alright bye

ATCSCC bye bye

ATCSCC good morning air traffic control system command center this is ellen

CF yes hello this is central flow in brussels again

ATCSCC good morning how are you

CF hi uh well fine i'm (unintelligible) uh \*(its up to) (unintelligible) situation as far as we're concerned now we have as much as we can ground stopped everything which is uh coming to you and also quite a lot of the airplanes which are already on route we understand are turning (unintelligible) back to europe now so that should elevate the situation we hope a bit uhm also sent out a message on your behalf which i will to read you or if you can (unintelligible) an address i will send you a copy of it

ATCSCC uhm i need you to read it to me but can you hold on just a second

CF yes i will

ATCSCC thank you

UNK (unintelligible) \*(code red)

CF (unintelligible) a couple of buildings (unintelligible)

CF uh no its (unintelligible) maybe another day from (unintelligible) i'll

ring london and tell them

ATCSCC i'm so sorry to make you wait o k go ahead

CF not a problem here we go due to the emergency situation that has developed in the u s a this day all aircraft with destination u s a are ground stopped with immediate effect until further notice flight for destination canada south and central america and the caribbean are unaffected the \*(proper) authority for this closure is the operations manager a t c system command center washington who \*(full) communication should be direct at the following telephone number which is seven oh three seven oh eight five one three four and we've sent that uh f m d brussels on behalf of the command center in washington

ATCSCC o k very good

CF k so now if you want (unintelligible) page if you want a copy of that (unintelligible) or copy or you can give me a fax number even i can get (unintelligible) across

ATCSCC o k i have a fax number

CF go ahead please

ATCSCC area code seven zero three thank you very much nine zero four

CF nine zero four

TCSCC four four five nine

CF k

ATCSCC and if you have any problem with that fax number you can use uh

everything the same except the last two digits of six one

CF o k let me read that back that's seven oh three nine oh four four four  
five nine or sixty one

ATCSCC yes that's correct

CF get a copy in just two mintues

ATCSCC thank you so much

CF you're welcome

ATCSCC alright

CF bye bye now

ATCSCC bye

ATCSCC good morning command center ellen king hello

ATCSCC good morning command center stand by please

UNK k

UNK (unintelligible)

WTMU watch t m u

UNK watch we just checking make sure you alright (unintelligible)

UNK i'm sorry (unintelligible)

SP yeah this is (unintelligible) georgia state patrol aviation division and uh trying to get some clearance on uh the restrictions that we have over (unintelligible) airborne law enforcement goes as far as flight

ATCSCC the uh only aircraft that we are allowing to fly in the system right now is in response to the uh national emergency that we have

SP right

ATCSCC and uh that would be for law enforcement aircraft and emergency aircraft i'm sorry law enforcement aircraft and military aircraft only

SP o k so i so we we can uh are they are you all going to put out something cause all the airports uh are saying no take offs you know and and we're on an airfield i uh law enforcement operation is

ATCSCC o k it's law enforcement for this emergency so uh if it's just for normal operations we're not accomodating them in the air traffic system right now

SP o k so uh the emergencies that we have we we can't respond to is that what we're what you're saying

ATCSCC no i'm not saying that exactly hold on just a minute

SP o k tell him i'm on the phone with the f a a yeah tell him i'll be right with him

UNK (unintelligible) no

SP o k



UNK (unintelligible)

SP yeah i'm gonna tell you hold on a minute

SP they just put something out (unintelligible) for law enforcement and medical emergencies right now (unintelligible) f a a command center now

SP (unintelligible) said only to support the uh emer uh let's see law enforcement (unintelligible) and military to support the national emergency (unintelligible)

ATCSCC sir

SP yes sir maam

ATCSCC the guidance that we're giving is law enforcement and it'd have to be up to your discretion and it would be uh something that you'd have to work out between the facility but we're saying law enforcement on a mission uh military aircraft (unintelligible) supply

SP but law enforcement that's on a mission can be able to fly

ATCSCC yes

SP alright o k uh are anything going to be put out to the uh different uh air traffic controllers throughout the nation on this

ATCSCC yeah we're working on that right now

SP o k and what is your name

ATCSCC ellen king

SP ellen king thank you

ATCSCC (unintelligible) you're welcome bye

ATCSCC good morning command center ellen king

SINCLAIR ellen king tom sinclair

ATCSCC hey i was gonna call you

SINCLAIR yeah i was just checking in

ATCSCC i need you to come to work tonight

SINCLAIR i figured you did

ATCSCC o k

SINCLAIR uh you know i don't know if you've got the word but they did announce  
uh about ten minutes ago a flight out of pittsburgh has been hijacked  
has anybody considered a nationwide ground stop for everything

ATCSCC we already have that in place nobody is taking off or landing as much  
as we can help

SINCLAIR o k

ATCSCC o k what time you can you come in

SINCLAIR when do you need me

ATCSCC uh two oclock

SINCLAIR i'll be there

ATCSCC thank you very much

SINCLAIR k

ATCSCC see ya

ATCSCC good morning command center ellen king

SUN uh sun country airlines calling i've been trying for two hours to get a hold of somebody there uh

ATCSCC yes so have half of the people in the country

SUN i know uh can i uh uh just be put on uh the rotation uh of the whole situation for your conference call that's coming up here in a little bit

End of Transcript

\* This portion of the re-recording is not entirely clear, but this represents the best interpretation possible under the circumstances.