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The following chronological listing represents information recorded by either the SOCC Director or the SOCC Support (1) position. In no way does this log represent all information that occurred. It does, however, reflect most key points.

0739 11Sep01

Flight 11

FIL 11•

** CRITICAL **

FLIGHTL 11 BOS -LAX 1 11SEP 11/1238Z

01 334 BGAD PSP CAPT OGONOWSKI JA C3
 GRN OBJ 60 D T **ACARS** **PRINTER**
 PAYLOAD T/O WGT FUEL OB RR 58 GATES B32 /42B
 A 30800 P295800 P 764/ 764 FD04 7104 CHRIS RECK
 A 23700 A287000 A 76400 L003 7303 E HOFFMAN .V
 PERF SCHEDULE PLAN ACTL PL AC PLAN ACTL DISP DELAYS
 -5 BOS 0745 0745 0740* 764 764 FD04
 BOS 0756 0759- 756
 LAX 1046 179 FD04
 -4 LAX 1059 1055 175

ON-TIME ANALYSIS--

SKDBLK - TXO 16--AIR 5.48--TXI 9--AIRQ 1--TOTAL 6.14
 FLIPLN - TXO 16--AIR 5.46--TXI 9--AIRQ 1--TOTAL 6.12
 ACTUAL - TXO 19--AIR .00--TXI 0-----TOTAL .19
 END

NSG/11/11/BOSΔ11/11 76ER N334 FROM 198/10 IN 0603/11 AS OF 11SEP01/0739

STA SKD LATEST GATE S/R

DEP BOS 0745/11 OUT 0740/11 B32

ARV LAX 1059/11 ETA 1055/11 42B TCAS OPERATION

BSE ST NAME EMP SEQ ARRIVAL GTEL BOS*CA

OGONOWSKI JA 060227 01441/11 ORIG

BOS*FO MCGUINNESS TF 168649 01441/11 ORIG

BOS*01 MARTIN KA 307280 02102/11 ORIG

BOS*02 NICOSIA KA 018566 02102/11 ORIG

BOS*03 ONG BA 131804 02102/11 ORIG

BOS*04 SNYDER DB 075816 02102/11 ORIG

BOS*05 ARESTEGUI B 167762 02102/11 ORIG

BOS*06 COLLMAN J 532274 02102/11 ORIG

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BOS*07 LOW S 564256 02102/11 ORIG
BOS*08 ROGER J 592487 02102/11 ORIG R
BOS*09 SWEENEY M 129043 02102/11 ORIG
DEADHEADING
BSE ST NAME EMP SEQ ARRIVAL GTE TKT NONE
END

FIL 77A

** CRITICAL **

FLIGHTL 77 IAD -LAX 1 11SEP 11/1308Z
01 5BP LPGQ PSP CAPT BURLINGAME CF C3
GRN OBJ 55 D T **ACARS** **PRINTER**
PAYLOAD T/O WGT FUEL OB RR 43 GATES D26 /48A
A 12900 P193200 P 490/ 490 EQP5 7175 CHRIS RECK
A 13100 A193700 A 49400 L002 7302 TERI NEAL -V
PERF SCHEDULE PLAN ACTL PL AC PLAN ACTL DISP DELAYS
-1 IAD 0810 0810 0809- 490 494 EQP5
IAD 0824 0820- 490
LAX 0950 141 EQP5
-39 LAX 1036 0957 139

ON-TIME ANALYSIS--

SKDBLK - TXO 15--AIR 5.05--TXI 7--AIRQ -1--TOTAL 5.26
FLIPLN - TXO 15--AIR 5.01--TXI 7--AIRQ -1--TOTAL 5.22
ACTUAL - TXO 11--AIR .00--TXI 0-----TOTAL .11
END

NSG/77/11/IADΔ77/11 B757 N5BP FROM 144/10 IN 2027/10 AS OF 11SEP01/0808

STA SKD LATEST GATE S/R
DEP IAD 0810/11 OUT 0809/11 D26
ARV LAX 1036/11 ETA 0957/11 48A TCAS OPERATION
BSE ST NAME EMP SEQ ARRIVAL GTE L DCA*CA
BURLINGAME CF 067225 02495/11 ORIG
DCA*FO CHARLEBOIS DM 332603 02495/11 ORIG
DCA*01 MAY RA 118188 02805/11 ORIG
DCA*02 HEIDENBERGER M 029500 02805/11 ORIG
DCA*03 LEWIS JG 056424 02805/11 ORIG
DCA*04 LEWIS KE 045354 02805/11 ORIG
DEADHEADING
BSE ST NAME EMP SEQ ARRIVAL GTE TKT NONE
END

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AA KEAN COMM 002531

V*UA175Δ

11SEP DEPARTURE ARVL MEALS EQP ELPD ACCUM MILES SM
 BOS LAX E 800A P 1116A BS/BS/BS 762 6.16 6.16 2604 N
 DEP-TERMINAL C ARR-TERMINAL 7
 STAR ALLIANCE

_DECSΔ

OK.DECSJFIL 9014Δ

FLIGHTL 9014 DFW -JFK 1 11SEP 11/1422Z
 00 7673

GRN OBJ 40 D

PAYLOAD T/O WGT FUEL OB

P P FD07 7107

A A

PERF SCHEDULE PLAN ACTL PL AC PLAN ACTL DISP DELAYS

DFW 1300 FD07

JFK 1732 FD07

ON-TIME ANALYSIS--

SKDBLK - TXO 25--AIR 2.56--TXI 8--AIRQ 3--TOTAL 3.32

FLIPLN - TXO 25--AIR .03--TXI 8--AIRQ 3--TOTAL .33

ACTUAL - TXO 0--AIR .00--TXI 0-----TOTAL .00

END

0740	Departed normal – Craig Marquis advised ... received a call from no. 1 flight attendant... apparently no.2 and 5 had been stabbed ... assailants in cockpit and airplane flying erratically.
0738	Flight 11 locked out
	Bill called traffic center at BOS center. ... for info... what intentions... no communications, no transponder ... threatening comments heard by controller. Something like ... return or I'll kill you.:
0744	Bill Halleck advises that ATC says treating as a hijack – appears that it may be going to JFK
0745	Joe advises all on Morning Conference call
0748	Mr. Baker asks to call FAA command center to remove flight 11 from ASD – remove or de-identify
0749	SOC Socks message sent
0752	Had all drop off call and redial in for secure call
0754	Midia Gonzales – RES had received a call from no. 1 flight attendant
0758	Advised that confirmed that aircraft has hit world trade center
0805	Flight 77 locked out (Center manger advised 0745)
	Contacted by no.3 through RDU RES. Passenger 10b had knife and stabbed passenger next seat. No. 1 stabbed. Passengers broke into cockpit. No. 3

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	advises aircraft flying erratically
0808	Call from -11 F/A on board ... 2 w/knives broke into cockpit ... a/c crashed into WTC (rt. hand building) Flight 77 IAD ... may have been 2 nd a/c crashed into WTC (15-20 min later .. flash and fire on left hand building)
0808	Janette Riffe – Security ATC [REDACTED]
0822	Unconfirmed UAL aircraft (Peggy – unconfirmed from ATC)
0822	Mr. Baker contacts Monte Belger
0830	Coordinate with CARE for publication of number
0831	Joe Bertapelle - assigns Level 1
0833	UA175 – from ATC advises has disappeared from radar
0833	ATC advises national ground stop all airlines
0834	Update ... flight 11 abducted by passengers on board crashed into WTC, flight 77 also ... crashed into other WTC
0839	Coordinate an SOC advisory with Brad and Mr. Arpey
0842	Have taken out all out of EWR 0930-1700 per Craig Marquis
0842	Confirmed by Tommy McFall – something has hit the pentagon
0846	Mr. Carty – all flights land ASAP ... hold aircraft
0846	BOS-SEA –189 Unconfirmed – NOCOM – 0851-per Mr. Arpey no problem
0848	1-800-245-0999 – CARE number
0849	Port Authority – just evacuated LGA
0849	No codeshare on 11
0854	Building SOC secured – plan CP 4 and 5 and RES
0856	Reported – UAL EWR-LAX crew at knifepoint
0857	Plan to take out (through midnight)
0858	Advise field of all info – Joe Bertapelle
0858	Advise TWA cancel and get on Conference
0902	Contact for NTSB command number [REDACTED]
0905	UAL just called to advise unconfirmed 2 nd aircraft
0912	Go-Team – C.A.R.E.
0915	Dispatchers involved from desks
0916	Nick in ERW – unconfirmed report to evacuate airport
0916	Mark Mitchell – advises LGA employees and passengers evacuated
0916	Paul Martinez – advises that heard STL and PIT evacuated
0916	UAL 175 757 hit SE tower of WTC
0921	Mr. Arpey to advise unions
0924	9014 DFW-JFK 763
0927	UA advises believe that they have one down around Jamestown –93 ERW-SFO 757
0928	Contact Margaret Guliano [REDACTED] – Cell – [REDACTED]
0929	Joe B. – Update to field
0930	Advising message sent to Oneworld carriers
0935	Contacted Adam Potter –Alliance Programs
0936	FAA in Jeff Frost's office
0941	Joe advises TWA directly over Conference bridge

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0943	UA 93 crashed in vicinity of PIT, UA 175 suspected to have hit WTC. USAirways turbo prop into pentagon
0948	All feeder TW aircraft on the ground
0951	TW (George K) advises 5 a/c in the air 3-intl and 2-dom. 25 diversions (on and offline stations) 4 a/I ... all stations advised to secure aircraft
0953	<input type="checkbox"/> codeshare Qantas
0955	Kyle – to include on SOC advisory to secure all aircraft
	Eric gross NTSB – advised that we have no confirmation of which aircraft is
0930	Estimated time that codeshare notification went out
1000	Which aircraft are open/closed BOS – currently being evacuated, (working on getting the Hilton) JFK – 18 a/c on ground – 3 open gates – aircraft secured – cargo shut down – evacuated building LGA – evacuated building – passengers sent home. EWR – evacuated passengers and employees – 7 ac on ground IAD -
1009	Requested contact George Hazy to confirm status of passengers at LAX
	Go team – BOS destination
1015	AE only one aircraft unaccounted for flight 5073
1025	Mark Mitchell advises – news reports 8 aircraft missing
1030	With all international arrivals. going to Canadian military airports -
1036	TWA reports 2 international still flying (one given clearance to YYZ) all domestic on the ground
1051	All AA domestic aircraft are on the ground.
1051	TWE all accounted for (Chataqua, Corporate, Transtates)
1100	718-446-4800 Marriott Courtyard in NY – 50 rooms
1105	Tim Ahern confirms that NTSB has on-list for both 11 and 77. Working on confirmed passenger list
1134	SOC Advisory issued
1135	Spoke to Bob Shore – had info about a passenger on board using cell phone. Mr Arpey advises him to call local FBI and police
1147	There is only two – positions in DECS to lockout flights. EDS has been working on programming to increase the number of positions.
1201	Coordinated with Ann Bruder – will coordinate with Oneworld carriers with update
1201	CARE Command Centers .. NYC - LGA - LAX - BOS -
1237	Flight 77 list reconciled list given to: NTSB – family affairs SRO –

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AA KEAN COMM 002534

	Mr. Carty Mr. Arpey
1247	UAL - Care 800 932-8555
1259	700 lbs. cargo for go-team flight expect 110 passengers on each flight.
1309	Per Mr. Carty - reduce security at CP 4 and 5
1315	Have cancelled all AA/AE flights through 12C on 12Sep... TW and UA also
1343	Accessing recorded calls into SOC. Once found will save files
1347	Plan SOC Conference 1415-East Coast - passcode 1367 1445-W - pc 7191 1515-Intl - pc 7399
1400	Information to be covered on Conference calls - Recap of -77 and -11 - Schedule cancelled through 1200C/12 - NAS closed except military and law enforcement flights - CFCF - no startup plan at this time ... will advise - Start-up priorities - - Returning diversions - Balancing crew and equipment (3-day process)
1415	Eastern Conference - update
1445	Western Conference - update
1513	Susan Chambers advises that crew number 800- is jammed and has been changed to 800-
1515	Intl call - update
1544	Have coordinated with Corp Ins/Risk Mgmt to ensure that there are no insurance problems with the number of aircraft at the outstations
1545	Sent Oneworld Conference
1551	BDL - Tom Lewis called says that there is no confirmation, however, they may be in the plan to be used as a triage center for the WTC. If this occurs they will use Gate 7 ... fixed wing aircraft
1554	Work order - O WTC 001 1280- 022
1611	Dispatcher - Chris Reck contacted by FBI, wants to interview him
1612	Reports from Corporate Insurance - says there is no problem with multiple aircraft at out stations.
1620	Facilities Maintenance - David Oliver - cell -- home
1638	Station call
1649	Russ Cell .. use Skytel pager ... for 1 st contact
1739	Saved file to this position as Accident_1738/11sep.doc
1740	Plan 2100 - pc 1367 - Eastern cities 2130 - pc 7191 - Central cities 2200 - pc 7399 - Western U.S. and Intl cities
1743	Corporate decision has been made to eliminate flight 11 and 77 from the

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	schedule
1847	AE plans 2100 Conference – Peter Bowler will be on 2100 AA Conference and communicate plan to AE
1921	Trey Davis called from EDS to determine how to get equipment to the 4 command centers - normal cargo and screening is needed
2025	Mr. Carty called - Still do not have any further info other than plan to do airport searches. Expect another call at 2300E
2036	GooseBay, Canada – GM Mr. Pittman -87 passengers have disembarked, fed and quarantined... in RAF facility. cots and blankets -55 is next and in the process of doing the same thing. Have given him expected ETD's of flights departing.
2100	- Some problems with Conference security. Passcodes not required on call. Command Center computer locked up. Expect no further problems
2100	Eastern Conference
2130	Central Cities
2300	FEMA Robert Rojas [redacted] ext. 59 MIA Dade Fire and Rescue will call 0530 CST to coordinate FEMA extra section MIA-JFK approx. 55 passengers 56,000lbs equipment will need 767 -300 Center Mgr. advised will have aircraft avail. Jane Allen advised no problem with F/A's.
2300	SABENA sent condolences to all families, crews, and passengers involved. They extend offer of any assistance and ask we call [redacted] per Pascale Anthonissen –contingency Planning Mgr.
2310	Per LHR Operations Control - Due to revision in security procedures, no passengers or baggage will be handled as through. All passengers must claim all bags at first arrival point in UK UFN.
2355	Gulf Air Crisis Mgmt expresses sincere regrets. Re: AA/GF codeshare please call [redacted] tel. [redacted] fax. For any help requests per Tom Powell Mgr. Operations Control.
0015/ 12Sep	FAA Security directive issued via Conference call. Awaiting written directive AA will then issue to field. System to open at 1200E/12. AA flights to resume (where able) at 1200E. Next FAA Conference at 0700C
0030	Eastern Reg. Conference Call. G. Arpey and D. Garton addressed FAA directive highlights.
0100	Central Reg. Conference Call R. Falcone addressed FAA directive highlights.
0130	Western/Int'l Conference call. R. Falcone addressed FAA directive highlights
0200	JFK/LGA will probably not be ready for any flights until Thursday. At this time have cancelled 50% after 1200. Will follow-up later. DCA/IAD not scheduled to open till 1500E. AA cancelled till after 1700E DCA advised that airport authority does not believe they will be ready to handle any flights until 9/13
0230	Carolyn Hutchinson-Corp. Comm. Referred phone call from a [redacted] identifying himself as an FBI Agent with the Logan Airport FBI Command Center at the Hilton [redacted]. Larry Kelly Flight. Ops Safety advised and he referred caller to the FBI command center.
0230	Set up next Conference calls at 0600/0630/0700

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0340	P. Zimmerman advised AA ATL GM reported to him that DL would not be operating anything until 1800 9/12/01.
0345	Delta advised all their flights cancelled through 1800E/12
0450	UA Command Center advised operation cancelled through 1500CST. Will focus on returning diversions. Also report Southwest and America West cancelled through 1800CST.
0535	Mr. Rojas with FEMA has requested a flight to move FEMA personnel from MIA to DCA. The FAA has put him on hold until 0800C. He will call back then to confirm whether or not they still want to go (75 passengers and 56K of equipment ... need 7673)
0510	Bob Green CSM PHL ramp called to advise TWU ramp personnel were expressing displeasure with security measures and a good number were refusing to go near aircraft. Advised G. Arpey of report from PHL and he was proceeding with a call to Jim Little President TWU Intl.
0558	Tommy McFall called for "BMS Catastrophic" [REDACTED]
0617	Per Mr. Arpey - have requested a CARE charter from DFW-BOS @ 1100. See Karen Nelson for passenger info
0630	Plan - SOC Conference - requires passcodes (pc) Eastern - 0900C - pc 1699 Central - 0930C - pc 2588 Western/Intl - 1000C - pc 2050
0460	UAL expect to begin operations at 1500C DAL expect to begin operations at 1800E SW expect to begin operations at 1800C AW expect to begin operations at 1800C
0645	AA cancel domestic through 1500c Diversions, on the other hand, as soon as possible
0700	Spoke to Larry Pittman (Mgr. Civil Aviation) at Goosebay [REDACTED] x7448 or cell [REDACTED]
0731	Called Roy Gammon @ YVR. 7AC - searched and cleared 7AD - expect 2hrs 7AE - expect cleared approx. 1400c (sector manager advised)
0735	Received a call from Bob Glazier - FAA says must evacuate terminal so a search and sweep can be preformed. Wansley (Security) checking into this and will advise
0741	<ul style="list-style-type: none"> Expect FAA Conference @ 0800C Expect issue AA Airport advisory by 0900C (Bela)
0757	Have moved the conferences back another half hour to 0930/1000/1030
0806	Rocco has confirmed that FEMA charter is MIA-JFK not DCA
0808	Received a call from Ed Vogler (Chief in ORD) wants Security to call him (686-4342) says crews coming to him with passenger security issues
0811	Received a call from Mitch Wagner DCA - just at a meeting with airport authority. Says will open terminal for passengers to retrieve their bags at 1500. However, do not expect that they will be ready for an operation today.

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0818	Craig Marquis – says receiving info from crews that some are willing to fly.. but not through the NY area
0827	All Canadian airports report no SABRE – info provided to Dispatchers
0830	Further info from FAA – DFW only requiring screen of passengers. Not requiring employees to evacuate – Bob Glazier currently in Conference, will call when available.
0834	Received a call from Passur (Jim Cole) [REDACTED] has flight track data on – 77
0847	Received a call from MCI – GM ... Terminal A has been evacuated for search – airside and ticket counter ... GM on cell phone, number in RF file
0850	Received a call from Pierre in YUL. Says just got out of a meeting with airport authority. Expect security directive no earlier than 1100-1130 Local. Expect that at least will require x-ray of all bags. Further info – expect that YUL and YMX have approx. 7million liters of fuel available ... and gates also
0900	Spoke to John Mulford at DFW – FAA and security conducting a security sweep of airport. Moving passengers from one terminal to the other ... at this time sweep is proceeding smoothly
0928	Per Ralph Richardi – only cargo that is still on the diverted aircraft ... if the cargo has been removed it must stay off
0950	Received a call from Tom DeValle – BOS – there is a 300' limit that is being imposed by the FAA. With that directive it is expected that it will require towing 2000+ cars. There seems to be no relief on this issue. Towing all the cars means that BOS will not be open today. Once the towing begins a better estimate will be available. It is likely that BOS may not be open tomorrow either
0957	Command Center left TV monitor stopped working due to exceeding 2,000 hours. TNA was able to get override code to allow display
1005	Received call from MIA ... airport completely operational ... all areas inspected. Expect to possibly run out of real estate
1127	Received info from FAA – on the 1000 ATC Conference no decision was made to open NAS. Expect that a decision will come on the 1200 Conference. The decision will most likely be made by the DOD
1133	Received a call from Linda Jackson that RES has just sent out a message that all airports are closed until further notice. This is not the current info – expect a fax and a retraction to be sent
1133	LHR Ops called – requesting information about the possibility of increased security
1220	Per Bill Halleck NAS is now expect to open at 1700L/2200z
1220	AA to cancel all flights through 1200C/13Sep Only flights to operate today will be flights that diverted or air interrupted.
1238	Just received info that Midway Airlines has shut the doors (out of business) LGA has one Midway aircraft... and has moved the aircraft to Gate F
1308	Received info from RDU that airport will be closed through today.
1338	Plan – SOC Conference – requires passcodes (pc)

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AA KEAN COMM 002538

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	Eastern – 1430C – pc 1688 Central – 1500C – pc 1773 Western/Intl – 1530C – pc 3393 OPEN ISSUE : ALL BAGS DEPARTING CANADA NEED TO BE XRAYED (CARRY ON AND CHECKED)—IS THIS A NAV CANADA OR U.S. CUSTOMS ADDITIONAL REQUIREMENT? CHRIS BIDWELL IS AA POINT OF CONTACT ON THIS ISSUE.
1448	Received a call from Load Control – diverted flights into PTY came in with light passenger loads (i.e., 56) and station is now showing full. Load Control is unable to contact anyone at the station.
1451	Peggy Sterling would like Joe B. to call her [REDACTED] about number of aircraft it (DFW) can anticipate and can handle
1645	Last Conference call completed. Further calls anticipated. Not yet schedule.
1700	Some reports of airports authorizing flights, but only from one "certified" airport to another. This concept is unknown to those in the SOC Command Center.
1700	DCA, Mitchell, reports the airport authority will not allow any flights tomorrow. The AA ticket counter may open.
1712	SD 108-01-03A issued.
1720	Brent Blackwell at [REDACTED] if required.
1745	Advised Russ Chew to travel by car. No flights departing at DCA tomorrow.
1745	Conference with Ahern that cargo from Canadian stations (e.g. YYZ, YVR etc) and BDA can remain on the aircraft.
1750	Mike Brooks communicating the cargo issue with Canadian airports.
1750	Mr. Baker called. Based on his conference calls, anticipate no schedule operations until mid-day tomorrow. DCA closed UFN.
1820	Per Burgin, Europe westbound/13 th and prior to 17Z/13 th all other areas cancel. Some minor exceptions
1840	TWA POC is Shift Director. FYI, Barry Baum cell phone is [REDACTED]
1845	SD 107 applies to airport. SD 108 applies to airline security. SOC Advisory 01-019 (regarding SD108 issued to field). When we resume scheduled flights it will have to be from one certified (107) airport to another (and destination alternate). ATCSCC issuing advisories with airport list. ATCSCC advised that the certified airport list applies to scheduled revenue flights. Diversion going back to original origin and continuing to original destination can go as long as airport is open (also applied to ferries)
1845	-9001 MIA JFK cancel at approx. 1700.
1915	Halifax Emergency Ops Center. [REDACTED]
1915	Chew cell phone [REDACTED]
1940	Attempting one flight, -9021 YYZ DFW. Kudwa to travel.
1950	Janet Riffe, PSI, [REDACTED] pager.
1955	Art C., SFO GM, reported airport authority will meet with airport personnel tomorrow on SD 107 – airport certification.
2050	-9021 confirmed YYZ DFW STL confirmed certified – security.
2050	URL [REDACTED] for approved airports (security).

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AA KEAN COMM 002539

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2058	Conference calls to discuss security directive. East 2100-2130, code 3801. Central 2145-2215, code 1100. Western 2230-2300, code 1688. With Mike Brooks.
2105	MDW and DCA – no flights tomorrow 9/13. Revised startup plan to delay startup till 1500c for limited schedule service for the purpose of diversion recovery and positioning of aircraft and crews for full operation on Friday. Coordinated with AE and TWA.
2130	-9021 YYZ. Jeff Ward reports issues with flight. Transport Canada (TC) has issued additional security regulations. Inspection of handbags, checked bags, passengers to go to the ramp to match bags. TC says AA does not have approval to move the aircraft.
2135	Following numbers from B. Baker are for problems getting aircraft off the ground as a last resort, Andy Vaserns, NAV CANADA, [REDACTED] FAA Comm Center [REDACTED]
2150	Next conference, tomorrow morning, 0730E (pc 1699), 0830C (pc2588), 0930C (pc 2050)
2205	If unable to get an airplane airborne in the US call Lee Longmeyer at 202-[REDACTED] FAA Comm Center.
2205	If unable to get an airplane airborne in Canada call Andy Sasernes at 613-[REDACTED]
2230	AA security checking passenger list on diverted flights to ok any profiled passengers (if on list). Also diverted flights can only operate to original destination and only with passengers who were on board diverted flights
2355	Advised Jeff Rane to discontinue taking reservations on flights of the 13 th due reduced schedules. Also advised Amy DeVille in CARE to book family members on flights of the 14 th and avoid the 13 th .
Sep. 13 th	
0030	Transport Canada baggage policy Command center numbers [REDACTED] Per Bob Fernet Any bags or freight that stayed on aircraft (not in passenger possession) or was screened and in controlled area or carry on bags that remained on aircraft (not in passenger control) are being considered quarantined and will not require additional security check. If bags are off aircraft, will still need to conduct a physical positive bag match. If bag is on aircraft but passenger no shows, need to pull bag except if physically unable to remove bag or if causes a major discrepancy T.C. will approve on a case by case basis – call the above number
0200	Currently planning no scheduled operations before 1500C. We are planning flights back from Canada, BDA, GCM and PTY before 1500C
0405	FAA HDQ Parker Bellaire called to request that we pass the word asking that as much complete information be contained on PNR's as possible (not so much AA doing this but other carriers) i.e.: First name should be full name and not initials, middle name complete when available instead of initial and dates are not being

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AA KEAN COMM 002540

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	included in many cases. Advised Mike McKanna.
0320	First diversion -9021 YYZ-DFW arrived at 0317C/13 th
0400	Russ Chew called from TYS now enroute to MEM to get on -9533 at 1200C. Stan Henderson and Kim Poppke (AA employees) will also travel -9533. Dispatcher and Load Planner advised
0430	Flight status... Have 70 extra sections set up (departures beginning this morning) consisting of mostly diverted flights and some positioning flights. AA scheduled flights not operating until after 1500C and those will be primarily terminators to position aircraft for Friday morning.
0530	Need to confirm that Security is checking list of profile passengers on continuation flights.
0734	Morning Conference
0935	Spoke with Customer Service and Mark Dupont. 9000 series flights EXCEPT FOR INTERNATIONAL Will initialize 9000 series flights to allow passengers at the airport to get on the aircraft. This is based on a conversation that R Falcone had with Tim Ahern about these extra sections. The NAS is open now
0945	Received a call from Transport Canada - Mack Armstrong [redacted] ATA. Wants to know when each Canadian Departure lifts-off
1004	CARE has requested another flight for CTMs. ORD-1500 BOS (30-40 passengers) Have given this request to Reid Rosser (AE) and Ray Howland
1043	BOS airport – another sweep of airport should take about 1 hr. GM cell [redacted]
1109	Received call from Tom Lewis in BDL – The station will be unable to comply with security for selectee passengers. Tom suggests operating flight from SJU inbound but canceling outbound on 14 th
1130	SOC Advisories issued throughout the day up to 01 025
1145	Coordinated with Andy Vasernes – Nav Canada [redacted] SIT Room – [redacted] Issue from 12 th requiring departing flights to coordinate with Nav Canada and Transport Canada prior to departure had been cancelled by NOTAM
1200	Multiple issues today on passenger allowed on 9000 series flights. SOC advisory issued
1307	ORF – Called – term evacuated with bomb threat (unattended car)
1314	Received info that B*emp number is still active for crew on 11 and 77
1332	Bernie DeSenta – about 1hr from getting an OK for Canadian flights to operate into ORD and about 2hrs for US flights.
	2:00 PM / Thursday / September 13, 2001
1430	Received a call from John in RDU ... airport certified by FAA ready to go
1430	Received a call from Bernie DeSenta ... requesting quick action on ORD plan ... now getting UAL passengers in AA terminal... becoming a mess
1446	Bernie DeSenta -Not before 1700 and probably later for domestic operations into ORD. It's a decision by the Mayor and he is not ready to make the decision

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1448	Per John Molitor – have opened LAX airport to public access about 10min ago. Have passengers arriving not
1510	Per Gerard Arpey – will authorize 1 more night's stay for diverted passengers.
	Per Central Command Center. Flights destined for ORD may not at this time depart. There is one flight in the air currently and it may have to divert (possibly MKE or another open airport). If we would like to change the arrival of a flight planned for ORD to another open station we can arrange this with CFCF and request approval.
1610	Kelly in LAX reports that flights to EWR and JFK shut down due to unknown security threat. Kelly at [REDACTED]
1612	Teletype – in JFK 4 passenger, fake pilot certificate, knives etc. Security issue. Larry Wansley discussing with FBI.
1615	Diane Greg, SRO, called about a PNR FFYAPW. She had a concern. PNR pulled and Mulcahy presented to Larry Wansley.
1615	Cuban flight cancel for tomorrow per the customer.
1645	-9018, -9029, -9030, -9036 -9028, -9027 and -9017 all approved for ORD operation.
1650	Tom Rau, FAA, agrees to approve route check extension of 30 days. Wants a letter addressed to Talmadge.
1700	Wansley says FBI confirms NYC security msg fake.
1705	White House being evacuated reported by CNN.
1710	Paul Behm's group to be on 30-minute call out. Has provided number to Center Manager.
1720	CFCF [REDACTED] says NYC security threat has JFK, LGA, EWR and TEB ground stopped until 0400.
1750	-32 LAX JFK cancel due to security issue.
1820	-9019/13 YHZ cancel due to security issue in JFK.
1830	FLL airport evacuated because of bomb threat.
1830	Jeff Fagan, DFW airport director, is on AAL -387/14 YUL DFW. VIP Flight.
1840	CNN reports Pentagon considering calling up reserve units.
1850	Paul Sutko, FAA, called to authorize -9026 BDA MIA. Departed at 2246Z.
1900	FLL, Tom, Southwest jet with wires coming from a box. See 1830 entry. Aircraft being towed from the gate. Terminal expected to re-open in approx. 30-minutes.
1920	BOS will not be open until 1400E/14 th . No flights in or out until then. From Marquis.
2020	-1266 MIA PHL, FBI pulling 3 passengers off the flight.
2025	Conference East 2045, passcode 6232. Central 2115, pass 7191. West 2145, pass 7399. Items covered on the call were A) a 50% cancel package for the system. B) CARE needs a secure AMS address sent to SOCHQ so we can give it to CARE for family transfer and security issues. Debrief suggestions from the field were 1) C/P wanting better understanding of security procedures and ack of procedures had been done. T. Ahern and AA Flight dept working on this during the night.
2028	-16 SFO JFK N367 A/I SFO account security threat.
2350	-9030 YYR-ORB--ORD airport authority asking flight not to land. FAA and

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	RCMP had arranged and approved this flight prior to t/o.
Sep. 14 th	
0000	Schedule reduction completed Original schedule wire effective. 9/14 reduced operation by 20% About 50% of that schedule has been cancelled for the 14 th Total cancellations 1053
0130	-9030 approved into ORD. Landed 0130C
0200	Next planned conferences 0730 – Eastern (pc 1699) 0815 – Central (pc 2588) 0900 – Western/Int'l (pc2397)
0500	Made additional cancellations 1288 total cancelled segments Now operating approx. 35% of "new" schedule (about 750 flights)
0515	Per Bob Kudwa, OAL pilots ok for jump seat on AA. Follow normal procedures
0530	Created J8 nbr. 7310 for crews clarifying aircraft search procedures
0551	Coordinated with A. Landry about currency for pilots. He say that it should be minimal
0552	If question arises regarding international cities being approved for ops to the U.S., T. Ahern advises that once they complete the requirements of SD 8, they have the green light. No further sign off or approval required
0615	Just received a brief from Larry Kelly (Safety). A new Security Directive has been issued 108C. The company is drafting a copy to be issued as an SOC Advisory which will modify the security requirements for the first calendar day ... which will be tomorrow
0652	Received a call from Pierre in YUL. Pierre says have received a heightened security directive from the Canadian Government (will fax to 8282 and 8222). One thing that is needed prior to operation is an Authority to Operate ... Steve Wolford to coordinate this and report when completed
0658	Plan to issue an Office Memo to the Dispatchers mirroring the message sent to the flight crews (J8*7310) and to advise current load control procedures <div style="border: 1px solid black; padding: 10px; margin: 10px 0; text-align: center;">9/11 Closed by Statute</div> <p>TIM AHERN, VICE PRESIDENT, SAFETY, SECURITY AND ENVIRONMENTAL Load Control – Once passenger final is received the LP will contact the Airport Services Command Center to reconcile the passenger manifest. Once done the CC will advise the LP to release the Radio Close-out (passenger verification number)</p>

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0730	<p>Conference</p> <ul style="list-style-type: none"> • Schedule • Flights scheduled • Security Directives 01-019 <ul style="list-style-type: none"> • Policy modified (Mike Brooks) special ack of cabin search ... developed new procedures (01-133). Form required. • Airports <ul style="list-style-type: none"> • JFK – nothing new (psbl Bush arrival) • LGA – currently closed – Port Authority briefing in progress, Heightened security, • EWR – currently closed – port authority meeting in progress, employees coming in • BOS – airport closed – 0930 MassPort meeting schedule. – expect further updates – employees distraught, Heightened security • PHL – issues with L/C procedures. Amtrak accepts AA tickets? • DCA – no changes – airport closed - Heightened security, EPA on-site • BWI – up and running, Heightened security, EPA on-site • BDL - 2 departures gone --- late for LC procedures, Heightened security • RDU – Late due LC procedures • MCO – Tropical storm Gabrielle • TPA – late departure due F/A (refusal) • ATL – open, 1 departure gone– F/A refused on one departure, • RIC – Open and ready • PBI – Open and well – 1 departure. some problem w/ LC – no delay
0803	<p>Contacted – Robert (ATC) will coordinate with CF2 to get AFW on the approved list. – may be an issue for FAR 107 .. passenger airports. Robert will advise. (update – 0830 ok w/ crewmembers only)</p>
0830	<p>Conference</p> <ul style="list-style-type: none"> • Dave Stewart – See 01-019 and 01-019 ... currently operating under “B” .. expect to be operating under “C” later this morning • Airports <ul style="list-style-type: none"> • SAT – Ok and lots of people in terminal- checkpoints moving quickly ... issues with crews .. F/A checking manifest • AUS – same as SAT • STL – up and running ... some problem processing codeshare passengers ... working with TWA • CLE – ditto --- yield mgmt issues • MSP – same as others – one security breech closed checkpoint for a time • Continental – not taking OA jumpseats (DFW and CLE reports) • YYZ – caterers presently having aircraft sealed, station personnel
0900	<p>Conference</p> <ul style="list-style-type: none"> • All So America and Latin America in full compliance • SFO – very heavy at ticket counter • RNO – reports Capt. called from hotel demanding all bags on his flight be

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	hand searched.
0910	Received a call from Tom Koser UAL – [REDACTED] requesting info on AA's NY operation (UAL plans PVD and Manchester with smaller equipment)
0930	Received a call from Jeff O'Connor that an e-mail was sent to Larry Kelly of all international airports in compliance with 108-05
1000	Rcvd call from Mike Wentz, AE regional mgr. BOS area. He has an employee in YHZ who will coordinate ground transportation for stranded. Passengers 45/11, 109/11 which diverted to YHZ. Reviewed idea with Ralph Richardi, and agreed to the operation. Advised Mike Wentz, go ahead. Advised JFKOD/ BOSKK office of plans. Requested Wentz coordinate with BOSKK/JFKOD....Wentz then advised unable to arrange passenger ground transportation...a big problem was a 10hr delay crossing CDN/USA border. I advised JFKOD Lenoard/BOSKK office Maria, ground transportation idea cancelled. (John Hardy)
1000	Received via fax security directive SD 108-01-03D ... supersedes 108-01-02C. Given to Larry Wansley and Sanford Sennis (asked to make sure that Tim Ahern has received this message)
1107	Based on a question from the FBI it has been confirmed by Jim Crites that the implosion of the Hyatt West has been postponed.
1124	Airport status desk – [REDACTED] http://CONTROL.AA.COM/STATUS.CFM web site to show airports that are currently authorized airports
1227	Received a call from Jeff Platt – BUF he received a call from Southwest airline Flight -1010 BUF/LAS ... passenger was arrested – on the list of slectees. Update - Albert Salem was one of Southwest's list but not on FBI list
1258	ROC NY called to advise. NW airlines called to say ITS ground services (handle ROC, DAY, SDF .. at least) has filed chapter 11. Joe advised Customer service
1300	Received a call from Eli Vasquez that -2181 MIA-CUN does not have authority to operate. Have advised the dispatcher to stop the flight.
1338	Just got off the phone with Eli Vasquez [REDACTED] or currently at ICS [REDACTED] [REDACTED] we do not have authorization to operate into or out of Mexico until we receive authorization from the DGAC. This will not be a simple receive and go ... it must first be translated. We are canceling flights to CUN, BJX and reviewing MTY at this time
1348	Brad Buck called Eli Vasquez about the CUN charter for tomorrow.
1442	Received info that TPA tower has been evacuated --- bomb threat -- currently – 726 JAX/TPA diverting
1446	SOC Advisory 01-035 issued reference SD 108-01-03D
1457	Per Jeff O'Connor ... Cargo is 'OK' for ops into Mexico. Checking on what Cargo entails (mail?)
1459	Received info from ATC Desk that SJO and GUA still have not received approval for operation.
1505	Just received a call from SFO –1510 is returning to the gate due to a passenger issue. Prior to push some passengers had an issue with a particular passenger on the aircraft. The passenger was okayed by crew (??) for travel and the flight departed the gate. After push other passengers on the aircraft decided they

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	wanted off. The aircraft has returned to the gate. I contacted the dispatcher and he told me that he just received notice that there was a ground stop has been issued for SFO due to a security issue. ... Don't know if the two are related. .. Tim Ahern and Security advised
1519	FAA waiver for crew duty time limitations and MEL time limitations approved and published.
1930	Ahern called Belger about airports not clearing the airport list in a timely manor. (NRT, TPE, KIX)
1958	Asian flights approved and new list on the desk.
2200	Turnover time. Latest FAA SD 108-01-03D Related SOC Advisory – 01-035 and 01-042 [REDACTED] clarification)
2300	Received a message from ATA that if we have problems with getting stations approved ... contact [REDACTED]
Sep 15th	
0015	Mike Nozaki – HNL advised that OGG has airport bomb threat at terminal. Being evacuated - people to parking lot
0040	-911 MIA-SCL passenger on board stated that he had a bomb. Flight A/I back to MIA
0300	OGG re-opened. Found what was believed to be an explosive device in CTX machine. It was removed and destroyed. Don't know what it was. -97 arrived ok
0310	-911 passenger and bag removed and arrested, aircraft searched and flight re-departed
0320	Flight status for 15 th 1006 cancellations Operating about 50% (1050 departures)
0350	Need to contact Dan Thompson if we want to remove security at command center door
0600	September 15, 2001 / 0600C
0610	Next Conference, 0800 Eastern PC 3801, Central 0900 PC 1100, Western/Intl 10:00 PC 1688.
0610	AFW FCF ok, maintenance has authorization.
0610	Part 129 Foreign air carriers. Permitted to op in US upon affirming to their FAA PSI that they have implemented additional security provisions.
0825	MTY, PVR, SJD all ok per Art Torno in MIA.
0915	YYT closed due to small aircraft accident.
0920	-1402 SFO delayed by FBI, small catering knife found in cabin.
1015	Per Chris Bidwell, AA Corp Security, the approved airport lists are for departure only, e.g. ok to use PIO as altn for LIM even though it is not on the list.
1020	-1182 SFO-DFW N870, passenger making comments aboard the flight. DPS and AA Chief not meeting the flight.

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1025	Unaccompanied minor limited to non-stop flights, in the Jetwire.
1050	Tom Lewis, BDL, is doing a positive ID check at EGR. This ensures a passenger did not give their boarding pass to someone else.
1105	SOC conference room being converted to crew security hotline. 6 phone and CRTs.
1200	It is reported that Continental Airlines just laid off 12, 000 employees. NBC reported.
1225	Ground stop for AA @IAD and AA/TWA @BWI acct security procedure and FAA.
1240	Working on plan for cancellation for 16 th schedule.(199 Flights currently).
1335	P.Sterling wants to develop plan to seal aircraft on overnight so DFW acct number of aircraft O/G overnight.
1340	R.Evertett gets union approval for reserve waiver for RAPS for Domestic reserves and Intl reserves.
1454	ATA emergency operations cell (EOC) [REDACTED]
1520	NWA reporting 20% workforce reduction
1603	Duty waiver procedure needs some follow up documentation, After waiver and RH have been approved, will need a hard copy of the HFS for FAA look back ability.
1658	DCA SD108-01-08 issued for ability to fry aircraft out with operational crew only, we are canceling 48hrs into future, now through Monday 17 th ,planning ferry's to opt tomorrow, stopped bookings through 9/20/01.
1704	Tomorrows operational cancels will be Thin hi-freq. markets 7 days out, Thin transcons 7 days out Canceling open sequences that c/schedule is unable to cover, looking for a 65% operation (approx. 1300 departures/ 500 cancels) for the next 7 days. A/Eagle planning 80% operation tomorrow and TWA planning almost 100%. Today operated 1057 departures (51%) of operation
1756	Per G. Arpey, M Gunn Cell [REDACTED]
1940	FYI FAA 107 airport Q to Janet Riffe [REDACTED] pin 7415447. AFW is not a 107 airport so no sec is req. on Frys/FCF to and from.
2022	SD 108-01-03E issued, Airport services working on an advisory.
2030	Called Johnny Pool FAA (cell [REDACTED]) and DCA is still closed, our 48hr-advanced canceling plan is still good. FAA advised psbl mo. Till airport opens.
2130	Nation wide Hospitality advises DFW area has rooms available (1500-2000)
2130	KP issued one world advisory for update of the system.
2150	SOC advisory 47, 48 and 49 issued
2150	SOC advisory 050 stopping other airline jump seat rides.

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2226	Plan Conference schedule to review SOC Advisory regarding SD 108-01-03E <ul style="list-style-type: none"> • 0730 Eastern – pc 1773 • 0830 Central – pc 3393 • 0930 Western/Int'l – pc 1688 <i>(see RF 1 FB, 2 FB and 3 FB for messages)</i>
2227	Remaining diversions YYT-St. Johns 9032/15 YYT-ETD 0200 JFK-0330 – <i>Landed @ 0500/15</i> 9023/16 YYT-SKD 0430 MIA-0806 YQX – Gander 9025/12 YQX-ETD 0630 MIA-0944 – <i>ETA MIA 0910E/16</i>
2228	AA flew approx. 1,003 flights on 9/15 48.28%
2229	TWALLC 9/15 - Normal (100%) schedule is 608 flights. Actual 565 = 92.93% 9/16 – <u>Plan</u> Normal (100%) schedule is 625 flights. Plan 604 = 96.64%
2315	Requested duty time waiver for 773/15 DFW/SAN
2330	Care command center closed till 0500/16. Overnight contact is Ann Bruder – cell home
0055	Advised Load Control (manifest reconciliation 7-8542) to ensure that – 154, the turn off of –27 is a critical time departure due curfew at NRT. The time posted, 2210, is as late as it can be.
0245	Sunday 9/16 AA schedule – planned cancels 571 (72.51% operating factor) ... DFW cancels approx. 116
0600	September 16, 2001
0700	Conference Eastern 0730 PC 1733, Central 0830 PC 3393, Western 0930 PC 1688
0725	SFO bomb threat, terminal being evac.
0730	F4 5670, AA, AE and TW only in AA C/P Jumpseat.
0740	Eastern stations reporting load closeout taking approx. 15-minutes.
0750	MIA – smoke in satellite E due to air conditioning eqpt problem.
0805	SFO follow-up. Passenger Colorado, profile, CTX and ETD machines used. ETD showed positive, bomb squad cleared bag. Flight to depart soon.
0915	DCA –9504 through –9509/12 ferry from DCA.
0915	SJU- if we CANCEL due to lack of crews AA will pay for hotels. Per Ann Dudley.
0920	AA dispatch reports TUL does not have the new A300 MEL.
0947	AA Eagle reports 85% operating factor
1000	DCA cancelled up to the terminators 9/23. Rev requests extractions MIA/BWI/IAD.
1100	UAL reports they op 350 departures yesterday. Will attempt 500 departures

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	today and thereafter 80% of their operation.
1400	NAS and FPO are added to the approved airport list
1700	-9023 is off, last Canadian diversion now enroute.
1830	Can diabetic passengers bring needles on flights? Asked Dr. Mckenas. Approved per medical and note in misc. file.
2200	No Conference planned during night. PC 6232 if necessary
Sep. 17 th	
0500	Afghanistan issued NOTAM closing their airspace
0530	Quiet night – only a couple calls
0700	BOS/LGA busy, main problems ticket counter congestion and CTX machine lines.
0710	Plan to do major airport call this PM.
0739	Plan to continue normal compliment of food for AM's and PM's through Fri. per R. Richardi
0758	BOS terminal has been evacuated due to a breach in security. All aircraft off the gate are being ground-interrupted
0758	SFO CTX machine is down (in-vision) and vendor has been contacted; however, everything goes to voice mail. Have asked security in the command center to try and make some contacts.
0708	Received a call from Carlos (County manager in Boliva). Says that he got a call from the DEA and that one of their agents was receiving mixed messages about documents required for traveling on AA as an armed passenger. Have turned this over to Security
0821	Received a call from Peggy @ 4211 <ul style="list-style-type: none"> • SOC 01-051 #2 question about 24 hours --- this has been revised • Flight. Service – All uniformed D/H board first – to facilitate in collection of cockpit keys ... SOC Advisory? • Photo ID's ... are we checking them – Ann Dudley says not been issued yet • Security check on airlines that we handle – are we doing checks for them or only on request (must comply w/ 129 circular ... Airlines should have forwarded this to carriers that handle them) <p>New advisory will be issued ... clarifying above issues</p>
0827	CTX RTS in SFO
0926	Ralph Richardi – has decided to keep museum closed thur the week
0926	Received a call from AFW Maintenance (Brian) While doing a check on N339 a box knife fell from seat cushion (36C). Area secured, photographed ... security in SOC Command Center advised.
0955	Lessons learned – announced to SOC Command Center to start informal log to be addressed upon closure of the SOCC
1044	Coordinated a revised list, with Tim Ahern, of people to page for a security event (i.e., 528 AUS-BOS. <ul style="list-style-type: none"> • Wansley, Ahern, Griffith, Chew, Richardi, Arpey?, Kudwa, Parfitt, Tucker, Jane Allen ... add Center Managers)

1049	Per Center Manager set up extrasection -9054/9055 MIA-CCS-MIA to accommodate approx. 800 passengers in the terminal
1112	-226 SAN-BOS B757 .. Passenger found a box cutter type knife in the overhead. Currently deplaning to re-inspected
1157	Plan two conferences 1 st with Hub/Focus cities – 2 nd with remaining. 1300 – Hub / Focus – pc 1699 1500 – remainder - pc 2588 Note: hub and focus cities include – DFW, ORD, MIA, LAX, SJC, LGA, JFK, BOS, SJU, AUS, STL
1208	Diplomatic pouches are considered cargo and will not be permitted to travel – SOC Advisory has been amended
1330	RF 80 OKC --- R80 retirement plan RF 80 OKC R80 AIRCRAFT MVMNT TO OKC ----- -9515/17 SJC-OKC 0900 R22 -9523/17 SJC-OKC 1200 R23 -9526/18 SJC-OKC 0900 R36 ----- -9519/17 LAX-OKC 1000 R71 -9520/17 LAX-OKC 1200 R33 -9521/17 LAX-OKC 0900 R34 -9528/18 LAX-OKC 0930 R32 -9529/18 LAX-OKC 1000 R54 -9530/18 LAX-OKC 1030 R55 ----- SJC OPEN R80 FLIGHTS CVRD W/CNCLNS -1503/18 SJC-SAN AND -2090/18 SAN-DFW -2030/18 SJC-DEN AND -1318/18 DEN-DFW LAX OPEN R80 FLIGHTS CVRD W/ UNASSIGND S80 ARVG LAX SEPT 18-20.... PP
1530	DCA – moved all employees to BWI and IAD ... no aircraft on the field
1532	RDU requests that we review the cancellation of -1065 RDU-DFW
1540	Plan to implement a procedure, later today, to double check passenger ID at EGR.
1548	SLC – clearing the pull list ... Mike Brooks will investigate to reconsider as to whether or not this needs to continue
1549	SEA – Computer glitch – SEA/DFW canceled -488 and computer booked all passengers on -324... programmers working on issue
1551	SAN – question about hand wanders required to be GSC... Mike Brooks to check this out.
1608	Per Jane Allen the code "EM" is being discontinued and if a F/A calls in unable to fly she/he will be required to call in sick – Officially, this will be effective once an e-mail is sent to all F/A's
1751	Use pass-code 1688 if night call is necessary, no conference calls s/up.
1758	Chris Bidwell requesting to be on station calls. His phone # [REDACTED]
2000	Rcvd call fm BOS operations of indefinite. threat from Lt. Glynn at 617-568-7552.
2100	Per Kevin Knecht Cargo, all live animals that were shipped from unknown shippers and were stranded since the 11 th are now OK to travel. Future live animal shipments are ok fm known shippers only. Check with COC if you have

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	questions.
	Sep. 18 th
0001	Joan Williams (Corp. Ins. 967-1482) has 5 Care checks that need to go to IAD on flight 1802/18 DFW-IAD @ 0802. She will call DFW RMOD Steve Gerber at about 0700C. He will have a shift manager meet her in front of the terminal and take checks to the crew who will hand to Maggie Martin at IAD
0710	Revision to J8*7328 is forthcoming (needs to ref. Only US, SJU, STT and STX). This has been given to Flight
0730	Received a call from the field re. SOC Advisory 032 and 051. There is a question about mixed messages. The advisories say <div style="border: 1px solid black; padding: 5px; margin: 5px 0;">9/11 Closed by Statute</div> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;">Given to Security for review and psbl revision of SOC Advisory</div>
0911	Advised by center manager that Atlantic Airlines - Charter?? (code RC) (aircraft - leta-41) crashed on takeoff killing crew and 8 passengers. AA928 GUA/MIA holding at gate .. airport closed. Note: coordinated with Susan Chambers .. this is not a codeshare airline
0927	Gary Villani reports after Southwest airlines Conference that Wackenhut – Security at SAT may get out of the airline business
0930	Report of AAL1555/18 ORD-LAX squawking 7600 (nocom) ATC is apparently in communication with the aircraft (ATC concerning employee # of Capt.)
0945	Received info from Center Manager that aircraft is on approach to ORD. ATC has confirmed crew name and employee number. Fighter escort
0951	Flight 1555/18 ORD-LAX returned to ORD – non event
1009	Received a call from Capt. on 1481/18 YUL/ORD – apparently found a box knife in seat on aircraft – Security involved and determined that this was a non-issue
1135	Flight 645-18 JFK-KIN received a hijack message – no confirmation ... research
1138	All ok on –645/18 == Note: <div style="border: 1px solid black; padding: 2px; display: inline-block;">9/11 Closed by Statute</div>
1215	Flight will survey all the fleets and send out a J8 (re- hijack) to all crews
1220	Received a request from FAA ATC Command Center to fax copy of hijack message received from –645. Received ok from Tim Ahern and faxed copy to <div style="border: 1px solid black; width: 100px; height: 1.2em; display: inline-block;"></div>
1300	Received a call from Laura Tollar <div style="border: 1px solid black; width: 60px; height: 1.2em; display: inline-block;"></div> – RES – expect to have therapeutic animals (dogs) here at SOC on 9/19.
1508	Security – plan to remove police and security from Command Center . Will replace one security guard with police. Larry Wansley wants the police presence at the academy
1720	FAA in SOC CC is now going to 08-1630c
1738	Office Memo N4108-R2 issued for FCF flights.
2030	SD 108-01-03E issued. Airport services working on it.
2225	D. Burgin advised Tom Horton going to IAD on the 19 th Eagle -9105 DFW 0500 IAD 0915 (EM135 from Eagle's hangar)
Sep.	

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19th	
0030	Airport Services requested conferences at 0930 (East), 1030 (central) and 1130 (West) to discuss FAA 9/11 Closed by Statute
1354	<p>Turnover from Joe</p> <ul style="list-style-type: none"> • 3 conferences held this morning (0930, 1030, 1130c) • Discuss SD 108-01-03f -- new SOC Advisory still in work. • ScheduleWire 01-26 issued -- effective 9/23-30 deleting 235 flights (no DCA flying) • New base is approximately 2,000 flights per day <p>Turnover from Rocco</p> <ul style="list-style-type: none"> • Jumpseat issue -- 9/11 Closed by Statute • SJO -- security removed batteries from Capt. (-2166/19 SJO/DFW) flashlight. Capt. departed without batteries • Bruce Edwards /Mgr. bag room LGA -- Post Office is now open ...says please send mail (advised COC 7-7380 @ 1414) • Ken Pyatt -- MIA ... 3 CTX machines in operation, however; belts keep breaking .. wants to limit bag weight to 70lbs on the CTXs. Coordinated with Phil in Customer Services • Ken Pyatt -- MIA ... passengers are leaving bags at CTX due to back log.. when bag checks positive and they can't contact passenger and end up leaving bag off aircraft. Want to have permission to hold passport of passengers ... Issue given to Corp Security • Question from Corp Comm on --894 BOS/BDA ... <i>resolved no issue</i> • Terese Dirocco -- Mgr. helping in BWI ... contacted SOC with info on passengers (name [redacted] arriving on Swissair flight to connect with AE5067 (flight canceled). 3 bags left in BWI. Bags were checked and found to have literature that interested the FBI. Later the FBI in BWI called for [redacted] (FBI assigned to SOC)
1445	<p>SOC01 051 & 051 1 have been replaced by 062 & 062 1 (reference SD 108-01-03f)</p> <p>SOC01 063 - aircraft searches issued</p>
1500	<p>SD 108-01-03f --- highlights</p> <ul style="list-style-type: none"> • • • • • • • • <p>9/11 Closed by Statute</p>

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AA KEAN COMM 002552

1622	Captain on 2059 (MIA-LYNCH GR 062015) reports (through Dispatch) that HI message sent to all pilots today ref. Lost Comm – contradicts FM1 Sec 19, 3.1, 2.
1654	<p>e-mail message sent to all Dispatchers and Managers reference HI6 message sent to all pilots ... change to FM Part I</p> <div>9/11 Closed by Statute</div>
1703	<p>Received SD 108-01-03g - highlights</p> <ul style="list-style-type: none">•• <div>9/11 Closed by Statute</div>
1720	Susan Chambers received a call from FBI ... reportedly an OA flight attendant call the FBI to report that an AA (male) FA said that he just got out of a meeting with management that reported that an AA female FA is (or was) a girlfriend of a deceased hijacker. Susan has reported this to Patti Klecka MD Special Projects (1732/19). The approx. time of the conversation was prior to a 1645p departure to PHX.
1753	SOC Advisory 062 updated at 1709/19Sep
1845	<div>9/11 Closed by Statute</div>

		<div style="border: 1px solid black; padding: 20px; text-align: center;">9/11 Closed by Statute</div>	
1921	Received a call from Mike N. in HNL – FBI and FAA in his office looking at the following PNRs: [REDACTED] This was turned over to Corp. Security		
1953	<p style="text-align: center;">- Not associated with 11 and 77 Event – <u>DECS issue</u></p> Received information from Sector Manager that flights are disappearing from DECS in an apparent sequential order (began at 1941c). Center Manager advises NOC working on issue. Apparently, real-time was running a script for TWA that cleared the index. SABRE plans a Conference at [REDACTED]		
2011	<p style="text-align: center;">- Not associated with 11 and 77 Event – <u>DECS issue</u></p> Stan Jensen [REDACTED].. spoke to Stan at 2109. Advises that we need to call ARINC to put traffic on hold. Bob Craffon [REDACTED]		
2138	<p style="text-align: center;">- Not associated with 11 and 77 Event – <u>DECS issue</u></p> Info from the Conference is that it was a TW weather script that was run and had an incorrect pointer. It pointed to AA rather than TW. When the script started it removed the index for AA and AE flights. The impact is that no flights have taken off since this started. The estimated up time is 2200C. Another Conference is scheduled at 2215C (same phone number and pc).		
2145	<p style="text-align: center;">- - Not associated with 11 and 77 Event – <u>DECS issue</u></p> System restored at 2145C after 20 records were reinitialized and system was IPL'ed Preliminary numbers suggest that AA cancelled 5 or 6 flights and AE 2 flights due to the computer outage. The number (and length) of delays has not yet been determined		
2300	LAX called to advise of 2 security events, both handled, but wanted to advise SOC. 1. F152/20 Prior to departure, passenger [REDACTED] was randomly moving into different seats on the aircraft. When asked why he was moving, he replied that he wanted to see how the cabin looked from different angles. The F/As were disturbed by this response and asked security to verify that he was OK to travel. No flags were raised. Passenger was asked to remain in one seat and did so without protest. Flight departed without further incident.		
2315	LAX also reported that flight 223 inbound had passenger [REDACTED] on board. Passenger [REDACTED] was acting up on board during the flight and after a time, was restrained by a Federal Air Marshal on board who handcuffed him and		

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	requested LAPD meet the flight and remove Mr [] This was accomplished without further incident.
20 Sep	
0240	Federal Air Marshals booked 10 segments for travel on Sept 21.
0500	Today's operation.... 599 scheduled segments cancelled 1663 scheduled departures planned (74% of previously reduced schedule) 11 extra flying operations
0515	Latest security directive/advisory (issued Sep. 19 th) FAA SD 108-01-3G SOC Advisory 01-062
1145	Safety received a call from Janet Riffe (AA PSD) saying a field agent called to say that he thought we (AA) had a hijack situation out of MKE. The center manager was called (Craig Marquis). He said that we had a diversion due to weather. Janet Riffe was advised and is checking out previous info (Craig Marquis reports that a UAL had squaked 7500 and diverted due holds into ORD)
1145	Projected Load Factors (per Dick Ruckle) <ul style="list-style-type: none"> • Actual – 9/19 International 70.7% • Thursday, 9/20 – 52.9% domestic (excludes HNL) - domestic – no international numbers available • Friday, 9/21 – 53.5% domestic – no international numbers available • 9/22 – 63.4% domestic – no international numbers available • 9/23 – 58.6% domestic – no international numbers available
1329	- <i>Not associated with 11 and 77 Event – <u>DECS issue</u></i> Follow-up - Some of the flight records for tomorrow do not appear. Stan Jensen working on a fix. If the fix works it will not require manual updates. Expect a call this afternoon. Note: without records MOCA unable to assign aircraft
1343	Received a call from Dispatcher FD10 – requesting info about diversions to FTW. --- OK for divert only person allowed off the aircraft is the Captain.
1444	- <i>Not associated with 11 and 77 Event – <u>DECS issue</u></i> Advised by Stan Jensen that all FI records have been corrected
1803	-934/20 MIA-BOS N5EE MIA CA MC NALLY RA 052054 BOS FO MAURER RR 548454 Crew inadvertently, squaked 7500, when questioned said "our 7500-squak was a misocmm between me and rich we are totally cool here". Later a question was asked of the Captain that he would have to know to answer. --- Answered correctly. Later we were advised that the SWAT team would observe the aircraft on arrival and that the aircraft would be taken to a hot area. Center Manager estimates that the airport will be closed for approximately 45 minutes (actual approx. 20 min) <u>More information</u> — Apparently, the Captain had to leave the cockpit to use the bathroom. The F/O suggested that they set up a "distress" word upon return.

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	<i>The Captain apparently heard "password" and upon return to the cockpit the FO asked the question and the Captains answer was interpreted as distress by the FO and he squaked 7500. To make matters worse when they switched from 7500 they dialed in [] They got a military escort into BOS.</i>
SEPT 21	
	Today's operation.... 594 scheduled segments cancelled 2262 scheduled departures planned (74% of previously reduced schedule) 18 extra flying operations Latest security directive/advisory (issued Sep. 19 th) FAA SD 108-01-03G SOC Advisory 01-062
0830	Rcvd cal from LAX operations Pamela who advised FBI [] wanted to add two names to the security checklist. Passed on to Linda Navaro by phone/fax
10:15	Bob Fritz, Loads []
10:25	GM for LAS, Melinda Batino (at []), called to say a bomb scare has just been called in and this has closed off our zero level (baggage). SOC Center Manger, Pete Zimmerman advised and Joe Bertapelle.
10:35	Corp Comm (Jeff O'Connor []) is asking for flight segments from the 6 th of September for flights 11 and 77, tail #'s 334 (11), and 5BP (77). Unavailable in DECS and TDEC. Called Jim Vedda to ask if he might be able to help with this request. Waiting on his call back. Jim called, he is checking the commercial system, wcb.
10:45	MIA Corp Security called to say that FBI is reporting flight 478 SJU/MCO as having a "prank" call made about a hijacking. FBI regards it as a prank call. Joe Bert. says he will not take any action on the flight unless FBI calls back with a change to this info.
11:00	Faxed Security directive of 108-01-03G and F-4 #5681 to John Plowman at 817- [] per Craig Parfitt.
1416	SD 108-01-03H issued. Distributed to Russ, Ralph, Safety, Security, Airport services, RES and Flight. Now CANCELLED.
1400	Catering in Command Center and C.A.R.E. covering tonight (Friday) through Monday morning has been coordinated with Janet Dickinson (see phone list). She will coordinate with Nelson Tull-Cafeteria. Note: Sabre Group will be catering on Sunday for lunch (per Susan Chambers - RES). JANET ADVISED.

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1450	Todd with C.A.R.E. called from PHX to advise that Immigration and Naturalization Service is passing out the Prevent Departure List, #8, and wanted to know if we had this number. Conference Corp. Security and was advised that this list is newer and requested he fax it to us. Advised Airport. Services Command group on the 1 st floor of the new list number.
1515	Flight Explorer data – total 5,820 active flights AAL – 240, UAL – 256, 91 – EGF, 251 – DAL, 164 – COA, 162 – USA, 144 – NWA
1609	Available pc's for the weekend 1939, 3322, 4110, 6323, 4211 and 4901
1735	Received information that a FW Policeman providing security for the SOC reported that he has lost his ID that allows access to the SOC. Rich Quezada working on determining ID badge number in order to get it deactivated
1754	Received a call from David Stewart that SD "h" is now current and to issue SOC Advisory 01-066. (per David the SD does not address passenger id checks)
	The FAA has issued 108-01-03H to clarify a few points:
	<div style="border: 1px solid black; height: 300px; width: 100%; position: relative;"> <div style="position: absolute; top: 50%; left: 50%; transform: translate(-50%, -50%);"> <p>9/11 Closed by Statute</p> </div> </div>
1832	

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1857	Campus Security – have compiled a list of all recently issued access cards. If it becomes necessary to deactivate a card in the future call [REDACTED]
1854	Advised by Center Manager that maintenance records are still open on aircraft(s) 334 and BBP. Contacted FOS Control for lock-out
1920	The entry to send an SOC Advisory to the field is: T/AMRAAAA-AAAXAEAA-DFWRAAA.HDOOCAA/N*SOC01 066*UN
2000	Spoke with Tim Ahern this evening --- expect that SD "I" will be issued Saturday morning and will address the passenger check-in issue. NOTE: do not issue this as an SOC Advisory without first coordinating with Ralph Richardi
2043	Till – Flight Services [REDACTED] home
2051	Have asked customer service to remove SOC 01-050 (recip J/S) and have it refer to 066 ...
0600	September 22, 2001 at 0600
0720	-889/22 LAX GDL N258. Center Manager rec call at approx. 0240C, declared threat indefinite. FBI agent in LAX ATC tower got word to crew and A/I took place. F/A replaced. Airplane being search.
0845	-801 MIA DFW Capt Waine called to inquire to air marshals on his flight. Confirmed with air marshal HDQ that marshals will not be on flight. Mix up on itinerary.
1245	Reduced food in Command Center. Will provision for 25.
1250	JFK ATC tower being evacuated Moving to temp tower.
1330	-1214/22 ORD YYZ NB485. Indefinite security threat. Note on catering sheet that reads "African bomber number 20." Caterer arrested by FBI. Frank Tucci, AA security in ORD, has copy of the note. Chris Bidwell notified.
1342	CM reports we are still in the temp ATC tower in JFK.
1405	-1311 YYZ ORD N485 being delayed after gate departure. AA CM reports delay is directed by Nav Canada. Chris Bidwell contacting FAA.
1505	-1311 Spoke to Inspector Killam at the RCMP National Operations Center (NOC), [REDACTED] The chain of events as described by him: Bill in FAA air traffic called Ann Hunt of FAA (who is TDY at FBI) who called the NOC and said AAL 1311 has a bomb threat. Based on sketchy info NOC orders a full search. I explained that -1214 in ORD has an indefinite threat against N513 in ORD before the plane ever left for YYZ, but AA changed eqpt to N485. It is AA position that unless a new threat was received we should cancel the search and depart since A) threat in ORD is indefinite and B) AA changed equipment before departing for YYZ. Inspector in NOC concurred.
1600	September 22, 2001 at 1600 E. Wilson on duty
1830	Marvin, CSM @LGA, called re flight 685/22 LGA FLL., final passengers review indicated a Passengers by the name of [REDACTED] was on the FBI name list. PA Police called passengers interviewed and allowed to continue on flight. Passengers full name [REDACTED]
0205	September 23, 2001 E Wilson Off Duty. No calls received by SOC Representative since before 2300. Minimal telephone traffic for any Command Center personnel after 2300.
September 23, 2001	
0659	Received a call from Capt. (cell phone) on 1547 BOS/MCO. Load Control had reconciled all the passengers on the flight. In the mean time, and while the load

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	closeout was being sent to the ACARS, the Capt. Requested 4 passengers to be removed from the flight. The Capt. wanted to know how he could get a load closeout with SECOC while the removal was in progress. Evidently, the station did not call loads. This has apparently happened a number of times. I have coordinated with Customer Service to send a message to all agents to ensure contact with the load agent.
0758	<p>Text of HI6 message to all pilots ... plan to send this and SYSHOT message to all dispatchers via e-mail.</p> <p>HI6 MESSAGE TO ALL PILOTS SUBJECT: REMOVAL OF PASSENGERS WE HAVE RECEIVED REPORTS OF CAPTAINS REFUSING TO ACCEPT CERTAIN PASSENGERS ON FLIGHTS BECAUSE OF THE PASSENGERS' ETHNIC OR RELIGIOUS BACKGROUNDS. ALL PASSENGERS ARE SUBJECTED TO A RIGOROUS SCREENING PROCESS. THE SECOK ON YOUR CLOSEOUT INDICATES ALL PASSENGERS HAVE CLEARED THIS PROCESS. IF YOU HAVE ANY QUESTIONS REGARDING A PARTICULAR PASSENGER'S ACCEPTANCE, PLEASE CONTACT THE CCRO AT ICS 967-7299. WE CANNOT DENY BOARDING TO A PASSENGER SIMPLY BECAUSE WE DO NOT LIKE THE WAY THEY ARE DRESSED OR THE SPELLING OF THEIR NAME. THIS IS DISCRIMINATION, ILLEGAL, AND ABSOLUTELY UNAMERICAN. LETS NOT FORGET HOW OUR COUNTRY STARTED. WE APPRECIATE YOUR COOPERATION. BOB KUDWA</p> <div style="border: 1px solid black; height: 100px; width: 500px; margin: 10px auto; text-align: center;">9/11 Closed by Statute</div>
0905	Flight Explorer total 3,586 flights AAL-214, EGF-89, UAL-190, DAL-221, COA-118, NWA-156, USA-136, SWA-161
1112	Received a question from the Dispatchers reference Cabin-to-Cabin, Cabin-to-Cockpit, Cockpit-to-Cabin interphone ... I had a conversation with Bob Kudwa about this and it was decided that we should not allow this placard to be issued. At this time there are 2 aircraft flying and they will be allowed to continue flying until maintenance tonight. TUL EMOD (McCray) has been contacted and will lock out these MELs (inhibit issuance of MEL). Flight will issue a J8 to alert the crews and dispatchers
1113	HR/ER on call Marianne Coplin -- Home- <div style="border: 1px solid black; width: 350px; height: 20px; display: inline-block;"></div>
1115	<div style="border: 1px solid black; width: 500px; height: 40px; display: inline-block; text-align: center;">9/11 Closed by Statute</div>

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	9/11 Closed by Statute	
1200	Food service (lunch) today provided by Sabre. Sherry Williams, Sales Director, Airlines Sales and Marketing. [REDACTED] sherry.lee.williams@[REDACTED]	
1500	SD 108-01-09B issued	
-	9/11 Closed by Statute	
1630	September 23/24, 2001 at 1630 - D. Naused on duty with JNH.	
1900	Cleaned the desktops (we've been manning), phones, keyboards and track balls.	
2130	Bill Blake with the Air Marshal's called to check 4 flights to see if they operate daily. He said he'll call back to let us know if they need to book them for a complete month.	
2130	John Hotard took a call from News station about the possibility of a report that 2 passengers in Austin were arrested from an AA flight. He told them to call the local FBI office. Ray Howland checked with all groups in the Command Center and they confirmed that this is what John Hotard had said. Ray said he is telling the Press the same thing (call FBI). He's not waking anyone up.	
2200	JNH off duty	
0210	September 24, 2001 D. Naused off duty. No calls received by SOC Representative since before 2300. Minimal telephone traffic for any Command Center personnel after 2300.	
September 24, 2001		
0823	9/11 Closed by Statute	
0840	Plan a closing Conference today at 1000	
1430	9/11 Closed by Statute	

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AA KEAN COMM 002560

	CONCERN ARE APPRECIATED. THE SOC COMMAND CENTER TEAM THANKS ALL OF YOU FOR YOUR SUPPORT. STAY SAFE RGDS, MIKE MULCAHY - SOC MANAGER
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