

QFR's for UA FLIGHT #93

93.1 (a) During 2001 was UA Flight #93 a daily, non-stop flight, scheduled for seven days a week to depart at the same time?

RESPONSE: *UA Flight #93 was a daily, non-stop flight scheduled for seven days per week in September, 2001, and during certain time periods of that year. There were some periods during 2001 when it was scheduled to operate 5 - 6 days per week. The 8:00 am EST. EWR-SFO flight was not always designated as Flight #93. It was first operated as Flight #93 on September 5, 2001. However, the flight number was changed to 93 for booking purposes in July 2001.*

(b) If not, what was the normal daily/departure schedule for the flight?

RESPONSE: *Typically 8:00am, EST.*

93.2 (a) Please identify the turnaround flights for UA #93?

RESPONSE: *Flight 78 SFO-EWR.*

(b) What was the regularly scheduled time for this flight to leave its departure city?

RESPONSE: *11:00pm EST. on 9/10/01. (See Aircraft Routing (VIZDIZ) # UASSII-00000462; Monthly Plane Log Verification # UASSII-00000032; UASSI100000357.)*

(c) What was the regularly scheduled time for the arrival at Newark of the turnaround flight?

RESPONSE: *7:01am EST. at EWR. (See Aircraft Routing (VIZDIZ) # UASSII-00000462; Monthly Plane Log Verification # UASSII-00000032.)*

93.3 (a) What time did the flight referred to in 93.2 arrive at Newark prior to the turnaround (UA #93) on 9/11/01?

RESPONSE: *7:01am EST. (See Aircraft Routing (VIZDIZ) # UASSII-00000462; Monthly Plane Log Verification # UASSII-00000032.)*

93.4 (a) What was fuel capacity for the aircraft used for UA #93 on 9/11/2001.

RESPONSE: *75,549 lbs.*

(b) What was the average fuel load for UA #93 throughout 2001?

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UASSI1-00032997

RESPONSE: *Average fuel load is not meaningful because fuel load on UA #93 on different days in 2001 was variable depending upon many factors, including specifically gross weight and winds aloft.*

(c) Please indicate the fuel loaded before departure of UA #93 on 9/11/2001.

RESPONSE: *48,700 lbs at take-off (See Flight Plan Forecast # UASSII-00000002-UASSII-00000005; UASSII-00000874.)*

(d) Please describe the fuel type used for UA #93 on 9/11/2001 and whether it was the fuel type/grade usually used for the flight?

RESPONSE: *Jet-A; and yes.*

93.5 (a) Was this same aircraft/tail number used for UA #93 flight throughout 2001?

RESPONSE: *No.*

(b) If not please describe the rotation of aircraft for this flight throughout 2001.

RESPONSE: *There was no systematic routing that this aircraft necessarily followed. (See past aircraft flights for 9/9/01 and 9/10/01 # UASSII-00000071; Monthly Plane Log Verification #UASSII-00000032; Aircraft Routing (VIZDIZ) # UASSII-00000462.)*

93.6 (a) How many people were booked and/or ticketed for UA #93 on 9/11/2001?

RESPONSE: *40. (See # UASSII-00000549; # UASSII-00028256-28359; # UASSII-00029101-103; # UASSII-00000062.)*

(b) How many people boarded the flight on 9/11/2001?

RESPONSE: *37. (See # UASSII-00000549).*

(c) How many First Class passengers were booked and/or ticketed for the flight?

RESPONSE: *10 and 3 no shows. (See #UASSII-00000549; #UASSII-00028256-28359; #UASSII-00029101-103.)*

(d) How many First Class passengers boarded the flight?

RESPONSE: *10 (See Flight 93 Manifest # UASSII-00000549.)*

(e) How many Business Class passengers were booked and/or ticketed for the flight?

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UASSII-00032998

RESPONSE: *There was no business class on Flight 93.*

(f) How many Business Class passengers boarded the flight?

RESPONSE: *There was no business class on Flight 93.*

(g) How many Coach passengers were booked and/or ticketed for the flight?

RESPONSE: *27. (See # UASSII-00000549; # UASSII-00028256-28359; # UASSII-00029101-103; # UASSII-00000062.)*

(h) How many Coach passengers boarded the flight?

RESPONSE: *27. (See # UASSII-00000549; and ACI Check-In History re: passenger Britton, extra seat # UASSII0000062.)*

93.7 (a) Which cabin areas were covered by which flight attendants aboard UA #93 on 9/11/2001?

RESPONSE: *Although flight attendant positions are subject to last minute adjustments in pre-flight briefing, based on the flight attendant's roster position and "best guess" of where the crewmembers would have been working by the Supervisors at the EWR domicile, it is believed that: D. Welsh and W. Green would have worked in the First Class cabin; L. Bay, C. Lyles and S. Bradshaw would have worked in the Coach cabin. (See Flight Layout # UASSII-00031946-31947; Provided with Fifth Index Document Production.)*

93.8 (a) What time did the ticket counter at Newark open for business on 9-11? Was this the earliest that the passengers could check in for UA #93?

RESPONSE: *UAL Employees came on duty at 4:45am EST. First customer could check-in around 5:00am EST. in EWR.*

93.9 (a) Is the time of check-in for each passenger and/or the agent checking in the passenger documented by the airline?

RESPONSE: *Yes.*

(b) If so is this noted on the ticket, or in any other documentation previously provided to the commission by United?

RESPONSE: *Yes.*

(c) If so, please note the document containing the information.

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RESPONSE: See ACI check-in history records, # UASSI1-0000053-64.

93.10 (a) How many agents were working at the check-in counter at Newark, and potentially could have checked in the passengers aboard UA #93?

RESPONSE: 12; See # UASSI1-00000875-879.

(b) Please provide a list of their names.

RESPONSE: See # UASSI1-00000875-879.

93.11 (a) From what runway did UA #93 depart on 9/11/2001?

RESPONSE: Runway 4L. (See Flt. 93 ATIS (Airport Terminal Information Service) on the ACARS, # UASSI1-00000387.)

93.12 (a) Please provide the number of individuals who were booked on UA #93 but either cancelled, changed their flight, or were no shows.

RESPONSE: 33 cancellations and/or changed flights and 3 no shows. (See # UASSI1-00000549; # UASSI1-00028256-28359; # UASSI1-00029101-103.)

(b) Please provide the average number of people who either cancelled/changed their flight or were no shows for the UA #93 during 2001;

RESPONSE: The information required to determine the average number of individuals who either cancelled or changed their flight is no longer available, as it is only maintained on United's system for a finite period. We believe this information may have been provided to the FBI in the days following the September 11, 2001 attacks. United can provide the no show rate for each month in 2001. (See Average No Show Rate Document; To be provided with the Sixth Index documents.)

(c) Please provide the average number of no shows for UA #93 on Tuesdays for 2001.

RESPONSE: United can provide the no show rate for each month in 2001. (See Average No Show Rate Document; To be provided with the Sixth Index documents.)

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UASSI1-00033000

ADDITIONAL QFR AND SUPPORTING DOCUMENT REQUEST (2/3/04)

1. It would appear that both Flights 175 (especially) and 93 were less crowded than normal. Should this have been a tip-off to UA that something was amiss? What were UA's standard procedures and safety/security protocols to identify and address anomalous load factors and/or cancellation activity? Were those procedures followed on 9/11? If such exists, would you provide documentation sufficient to describe UA's process and protocol for identifying and addressing anomalous load factors and/or cancellation activity?

RESPONSE: *At that time of year, load factors on Tuesdays were typically lower. The load factor history for flights during such time period, on these routes did not indicate any anomalies on 9/11/01. (See Explanation of Load Factor Chart comparing week of September 11 in the years 1999, 2000, and 2001; To be provided on the Sixth Index of documents.)*

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UASSI1-00033001

United Air Lines, Inc.'s Seventh Index to the National Commission on Terrorist Attacks Upon the United States

April 5, 2004

<u>CONTAINS SSI</u>	<u>DATE</u>	<u>AUTHOR</u>	<u>RECIPIENT</u>	<u>DESCRIPTION</u>	<u>REQUEST NUMBER</u> <u>FROM 2/3/04</u> <u>E-MAIL</u>	<u>BATES NUMBER</u>
YES	03/1999	Ed Soliday		Presentation to UA Board of Directors	8	UASSII-00032909-32917
YES	10/25/1999	Ed Soliday		Presentation to UA Board of Directors	8	UASSII-00032918-32929
YES	02/03/1999	United		UAL Station Security Audit for Dulles	18	UASSII-00032930
YES	04/16/1999	United		UAL Station Security Audit for Dulles	18	UASSII-00032931
YES	04/14/1998	United	Rich Davis	UAL Station Security Audit for Dulles	18	UASSII-00032932
YES	07/14/2000	United	Rich Davis - (all United)	UAL Station Security Audit for Dulles	18	UASSII-00032933-32934

April 5, 2004

<u>BATES</u> <u>NUMBER</u>	<u>REQUEST</u> <u>NUMBER</u> <u>FROM 2/3/04</u> <u>E-MAIL</u>	<u>DESCRIPTION</u>	<u>RECIPIENT</u>	<u>AUTHOR</u>	<u>DATE</u>	<u>CONTAINS</u> <u>SSI</u>
UASSII-00032935-32939	26	Clarification on timing of "lockout" of VA Flights 175 and 93 and attached documentation of "lockouts"				YES
UASSII-00032940	18	UAl station Security Audit for Dulles	[Redacted]	United	06/11/1999	YES
UASSII-00032941-32944	18	UAl Hub Audit of Dulles	[Redacted]	(all United)	07/31/2000	YES
UASSII-00032945-32958	18	UAl Station Security Audit for Dulles		[Redacted] (all United)	11/13/2000	YES
UASSII-00032959-32967	18	UAl Station Security Audit for Dulles		[Redacted] United	11/03/2000	YES
UASSII-00032968-00032975	18	UAl Station Security Audit for Dulles		[Redacted] United	11/18/2001	YES

April 5, 2004

<u>CONTAINS SSI</u>	<u>DATE</u>	<u>AUTHOR</u>	<u>RECIPIENT</u>	<u>DESCRIPTION</u>	<u>REQUEST NUMBER</u> <u>FROM 2/3/04</u> <u>E-MAIL</u>	<u>BATES NUMBER</u>
YES	07/27/2001	[Redacted] United		VAL Station Security Audit for Dulles	18	UASSII-00032976-00032985
YES	07/26/1999	[Redacted] United		Checkpoint Audit Outline for Station Security Audit of Dulles	18	UASSII-00032986-32988
YES	05/15/1999	[Redacted] United		Checkpoint Audit Outline for Station Security Audit of Dulles	18	UASSII-00032989-32991
NO				United Airlines Organizational Chart as of 9/11/01	21	UASSII-00032992

FLIGHT 93 / 175

BACKUP

(Jump seat
check in times)

John Raidt

From: Loretta Redmond [LREDMOND@[redacted]]
Sent: Friday, January 23, 2004 6:39 PM
To: JohnRaidt@[redacted] John Raidt; William Johnstone
Cc: john.midgett@[redacted] snystrom@[redacted] Feagley, Michael R.; Jeffrey Ellis
Subject: United Documents and Information

Boeing Key: Boeing Key was not changed.

Jump seat:
 No one other than flight crew.
 Flight 175 See UASSI1-00000881-882;
 Flight 93 See UASSI1-00000549-550.

15. *"an explanation of the reasons UA93 took 40 minutes from rolling back the gate to wheels up on 91101;"*

9/11 Personal Privacy

Flight #93 on 9/11/01 took a :01 minute LA (Local Tower ATC) delay on the gate. When a flight leaves the gate and then takes an extended taxi-out, no reason is given. However, we believe that with this :01 minute LA delay, that either the NY airspace or the ramp area at EWR was congested. This time of day at EWR is extremely busy with a typical flight taking :29 minutes to taxi-out. Due to the local air traffic on 9/11, flight #93 took :41 minutes to taxi-out and was off the field at 8:42 eastern time.

24. *Please verify the check-in and boarding time information for the Flight 93 and Flight 175 hijackers. (We believe we have received this information for some, but not all, of the hijackers, but even in some of those cases, some of the information seems to be in conflict.)*

Flight 175 UASSI1-00000883, 884, 885, 886.
 Flight 93 UASSI1-00000055, 63, 15, 31.

We are working on the other requests. Let me know if any questions.

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