

Commission Sensitive

Transcript of East NTMO, Line 4530, Admin Line
Prepared by Miles Kara
Nov 4, 2003

Voices Heard

Jeff Griffith, senior ATC official at the WOC
[redacted], sitting next to Jeff
[redacted] Command Center
John White, Command Center

9/11
Working-level
Employee

Tape starts at 1302Z

Note: every counter turn is approx 3.77 seconds, times are approximate and appear to be earlier than real time, predicated on fact that side two purports to start at 1401Z

1313:06: [redacted] to [redacted] informs Command Center that NY is at ATC Zero. TMC talked to [redacted] at about 07, 1307Z. [redacted] confirms 2 a/c into world trade center. [redacted] military scrambling? [redacted] military up soon after first one but obviously didn't get to the area.

1315:20: Cincinnati calls [redacted] about "special telecom." [redacted] says they will set it up within the next hour.

1319:05: [redacted] to [redacted], I have Jeff Griffith on the line and he needs to talk to either [redacted] or John. John White takes the call and is told that Jeff needs a place/number he can "call any time and talk to you." He is given a NOM number open all the time, [redacted] Griffith responds that he has been calling it and it rings off the hook, so make sure someone answers it.

9/11 Classified
Information

1320:48: Discussion of aircraft picture in NY. Jeff is told NY is at ATC zero and asks why. John: because they don't know the security threat to their facility and are trying to work that out right now. Have gone to first tier ground stop for right now. Jeff, "hang on."

1323:03: (Background, this is FBI, [redacted]) Jeff: go ahead with New York Center. [redacted] We have a first tier ground stop for all New York arrivals, excuse me, just went to Nationwide...taking inventory, other suspect aircraft includes a third aircraft a Delta out of Boston that we are still checking on. Still haven't established 2d aircraft that hit 2d tower, either an American or United. Jeff: it's a United 175, needs departure and destination. John: Boston and will check on destination.

1324:03: John: says UAL destination was LAX.

1324:36: In background, John passes UAL 175 confirmation to [redacted]
Background: Discussion about D1989 and a voice says what about the American out of Dulles. Answer, we've lost him (in background some faint details—primary, no radar, no ELT, flight level 350, Charleston WV)

1325:36: Jeff asks about a Chicago to LA flight. Check with Chicago Center or someone, in fact what we need to do is get an awareness out to TMCs or Traffic Management Units to report any unusual circumstances direct to the Command Center of lost identification or any radio or any unusual radio transmissions.

1326:07: John: I have one of those reports for you. American 77, Dulles to LAX was at flight level 350 west of Charleston WV in Indianapolis' air space they have lost the target and are going back to look for target now, they don't have a primary or anything like that. Jeff: What time? John: We learned about it "10 minutes ago." Have found the Delta aircraft, no longer a problem.

1326:48: Nationwide discussion. Jeff: we are talking about that right now, just have [redacted] correction just make sure we get this information out to the Centers to report to you any unusual transmissions or any loss of radar identification. Just stay on the line don't hang this think up.

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1327:30: Background [possibly Slaney]: American 77 out of Dulles, you're aware of that. Another voice: Terrorists have reported that they have "other aircraft."

1328:02: [redacted] on line, sitting next to Jeff: John: We just did a nationwide ground stop. We are going out and requesting any information on other aircraft we may have. Checking specifically Chicago.

1332:33: John to [redacted] We just had another report, United 93, who was in Cleveland Center's air space somewhere around Dyers intersection, just reported that they heard screaming on the frequency and the people have a bomb on board. The aircraft departed Newark en route to San Francisco.

1336:01: White House and Situation Room mentioned in background, very faint, "on the bridge"

1336:48: John to [redacted] Another report, Continental 321 over South Bend en route Cleveland to Denver, squawked hijack three times, we have made contact with pilot and pilot has told us everything is OK. We are trying to determine why he squawked hijack.

1337:32: Background: Plane crashed into the Pentagon. Continental 321 over South Bend, Cleveland to Denver, squawked hijack three times. Pilot said everything was OK. Background United 93 is starting to descend.

1337:56: Background: Holy Cow Confirmed somebody crashed into the Pentagon.

1338:05 John to Jeff: UA93, we spoke about him before, he is reversing course over Akron, they just lost his transponder, he is heading Eastbound. Jeff: What type. John: 757, he is descending. Jeff: Heard somebody crashed into the Pentagon.

1338:40: Voice asked, "who is the sup here?" These people need to know, too, as well. (Voice could be at either WOC or CC.)

1339:06: John to [] We are diverting all international aircraft inbound to US, especially from Europe. They are going to divert to Canada at this time.

1340:54: Jeff to John: John, please make sure someone is on this line at all times. Put in a National Ground Stop to all airports put everything on the ground. John, we've already done that. Jeff: Who told you to do it? John: we did it on our own. Jeff: Don't take any actions like that on your own this whole thing needs to be coordinated and that is a decision by the Administrator, put everything on the ground, and keep some one on this line all the time please.

1341:18: John to Jeff: UA93 is 29 minutes out of DC and tracking, this is the one that reversed course in Ohio.

1342:04: Jeff to [], get John. Jeff: The UA93 is 29 minutes out of where. John: He is headed toward the Washington area, flight level 350, turned around at Akron Ohio and is tracking toward Washington area at this time. Jeff: Please stay on the line.

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1342:48: Jeff to John: UA93, type aircraft? John: B757. [] They pulled Jeff away to talk about 93. John: Do we want to think about scrambling aircraft. [] God, I don't know. John: That's a decision somebody has to make probably in the next 10 minutes. [] You know, every one just left the room.

1343:36: John to [] We have another one. Delta1989, Cleveland to Boston, currently in Cleveland Center airspace in Northern Ohio and has confirmed hijack.

1344:24: [] to John: Do you know what VIVI 36 is for a call sign? Getting a request to authenticate a call sign from JFK approach. Cannot authenticate at this time.

1344:48: Background: [redacted] We have a Delta 1989 from Cleveland to Boston, confirmed hijack. John: [redacted] he was originally going Cleveland to Los Angeles and has turned around going to Boston. (Conversation continued)

1345:36: [redacted] to John: [redacted] is talking to Monte now about scrambling. Background [redacted] we're trying to make a decision now about scrambling.

1345:56: John to [redacted]: I was just advised we are scrambling in New York and Washington areas.

1346:28: Background: D1989 He was Cleveland to LAX, confirmed hijack, now going to Boston.

1347:00: John to [redacted]: Just got an update on 1989 who has advised he is not a TRIP flight and returning to Cleveland. [redacted] I'm confused as all get out. John: Trip flight is the code. [redacted]: what does that mean? John: that means he is not a hijack, he thinks.

1347:33: John we don't have a position any longer on UA93, he passed right over Pittsburgh that's about the last time we saw him... 20 miles NW of Johnstown. [redacted] On primary? John: That's a report from another aircraft.

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1348:12: [redacted] to John: Do we have any more outliers? Continental 321 do we know anything about him now? John: I have no update on Continental 321

1348:35: [redacted] to John: When did we issue the nationwide ground stop? "Seven minutes before Jeff told us to do it." Background discussion about a chronology and about guards on the door.

1349:10: Background: John to [redacted] ask them for a time [on the ground stop]. A later voice says 1325Z.

1349:36: Background: UA93 11 miles S. of Indianhead, spotted at 8K by another a/c. In background, another one into the WTC. Both items also recounted by [redacted] to John.

1350:12: John to [redacted]: UA93 was rocking his wings as he went by the VFR aircraft. They don't know quite what that means.

SIDE 2 East NTMO

Time now 1401Z

1403:10: Background: 77? Confirmed? NY? (Not clear)

1404:02: [] to John: Secret Service is saying there is a Northwest airline inbound from Pittsburgh to DC that is unaccounted for. John: We'll track it down

1404:25: John to [] American 77, Indiana State Police reported the aircraft may have gone down on boundary between Ohio and Kentucky, Cincinnati area, we are waiting for confirmation.

1406:00: Background: UA93, we know about that one. Background: Northwest aircraft out of Pittsburgh for DC.

1406:24: [] to John, They confused that, they think the Northwest now is the UA93. John: The 93 we are now receiving a transponder on he is at 8200 feet, SE bound still.

1407:18: Background: Disregard the Northwest flight, they have it confused it is United 93

1407:42: John to [] OK, we have lost radar contact with United 93, 16 S of Johnstown is where they lost United 93 turning to a 140 heading.

1408:42: [] to John: How we doing getting the stuff down? (Discussion)

1409:24: John to [] There is now on that United 93, there is a report of black smoke in the last position I gave you, speculating it is from the aircraft, who hit the ground. Speculation only.

1410:00: Unknown: How about American 77 reported by the Indianapolis State Police? To [] Did you hear anything about American 77 update? Still on the border between Kentucky and Ohio, possibly.

1411:26: [] to John: Do we have anything on Delta 1989? John: Returning to Cleveland, no longer a hijack.

1411:48: John to [] Last reported position of UA93, coordinates: 3951N 07846W, last known of United 93.

1414:00: John to []: Down to 2100 tracks in United States, if you care about that. Doug: Most of those out west.

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- 1414:28: [] to John Secret Service is reporting an unconfirmed explosion at Lincoln Memorial, but we don't know if that is an airplane or a bomb.
- 1414:54: John to [] Confirmed of downed aircraft at the last reported position of United 93
- 1415:30: Background: Do we have NMCC---NMCC and military conversation, very faint.
- 1416:00: Background: Air Force One, very faint.
- 1417:36: Jeff to John: I'm back. NMCC was confirming and so was the White House that we issued a ground stop. John: AF1 I understand has departed requesting a fighter escort, that's what I'm hearing on the hot speakers here.
- 1418:42: Background: AF1 changed destination and wants escort.
- 1419:25: Background: Confirmed a/c down, repeated coordinates, United 93. (continuing discussion)
- 1420:05: John: Is that a real crash on American 77?
- 1420:24: Unknown: We believe that aircraft crashed 15 m. S of Johnstown, but we have not confirmed that.
- 1420:36: John to Jeff: The previously mentioned Delta aircraft is on the ground in Cleveland.
- 1421:30: Background call out to [] Pittsburgh is 6 aircraft from being filled up.
- 1422:24: Jeff to John: Secret Service trying to confirm that 2 F-16s intercepted a 767 inbound to DC from JFK. John: Can't confirm that.
- 1423:10: Background: [] do we have any reports that 2 F-16s intercepted a 767 for JFK to DC, Secret Service is reporting that. Background reference to Administrator's Group upstairs. There was a report that 2 F-16s intercepted a Boeing 757, departed JFK and turned toward DC. Secret Service reported it, just reported it. Whole lot of hysteria going on here.
- 1424:30: Background: AF1 departed Sarasota and was going to go to Andrews and requested a different destination and wants fighter escort, but won't tell anyone where he is going.
- 1424:48: Background: I thought AA77 we lost contact between Kentucky and Ohio, but apparently we didn't. 77 to the west?? (not clear)

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- 1425:12: Background: Discussion re COG for FAA—go to the other place?
- 1425:16: Jeff to John: United 175 what's the status. John: Let me see. Jeff: John, we're not working anything else we're okay as far as suspects, except for 175.
- 1425:54: John to [] The manager of O'Hare TRACON apparently has order the Tower and TRACON evacuated. We need someone down there saying cease and desist, we got aircraft going to Chicago. [] For crying out loud.
- 1426:12: John: UA175 is not being tracked at this time, I don't have an update.
- 1426:36: [] to John: [] is on his way down to tell [] to the controllers, the managers to stay, Chicago.
- 1426:54: John to [] We have either ATC Zero status or evacuations at N90 ZNY, Dulles Tower, and National Tower...checking status of Balimore.
- 1427:12: John to ??: Can you get me the status of UA175. To [] United is assumed to be 2d aircraft that crashed into the WTC. [] 2d or 3d?
John: 2d
- 1428:03: Background: I think we need to go to Monte thru Jane and find out what they want to release. (Discussion continues)
- 1429:10: Background: Is that another aircraft? Both towers down. They think the top of the tower collapsed, I hope.
- 1429:24: Background Have we found that American. That was American 77. How do we get tracking over Missouri
- 1429:42: Jeff: Man o man o man. John to Jeff: Did you verify the Lincoln Memorial? Jeff: No.
- 1430:18: Background: Tell [] that Monte ordered Chicago people back to facilities
- 1431:30: [] to John: Canavan, ACS 1, is trying to get into DC, we're telling him either to go to Martinsburg or Richmond. John: I don't think they will open up the airports for him. Richmond might be good. [] DoJ is trying to get in. I told them no for National they will have to go somewhere else. John: Right now National is an uncontrolled airport I suppose they can go in if they want to. [] I Don't care if it is the President coming back we are going to keep them from going into airports right now.

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1432:06: John to [redacted]: AF1 is filing a random route by the way, we don't know where they decided to go but they still do not have fighter escort. [redacted]: They still do not? Holy Cow. Is the NMCC aware of this? Background: Any one in touch with NMCC?

1432:42: [redacted] to John: Secret Service is reporting one unknown 8 miles out flying in bound. Tiger Watch.

1433:15: John to [redacted]: Legal has a NOTAM to ground stop the VFRs, which we haven't done yet. You guys need to issue that from downtown.

1433:45: [redacted] to John: Do we know who is talking to the F-16s trying to hook up with AF1? John: I'll try to find out.

1434:18: [redacted] to John: Trying to tell Secret Service (on other line) about 93—they are a little bit behind, still getting reports.

1434:36: John: Boston Center is now ATC Zero, Region has received a threat, going down to skeleton staffing.

1434:45: [redacted]: Go ahead, ground stop the VFRs—background order given to [redacted]

1435:10 [redacted] to John: Secret Service is saying the aircraft they are talking is coming up the Potomac right now.

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1435:26: [redacted] to John: We're not talking to any aircraft in that area [Potomac]. John: Not that we are aware of.

1435:36: John: Secretary of State, N4, in Cleveland airspace wants to land at Andrews, shall we approve that. Doug: Ah Christ, hang on a second. Background to [redacted] to get permission. Let him come.

1436:06: [redacted] OK Secret Service is saying they believe United 93 hit Camp David. That is what Secret Service is reporting. Background: Good thing George wasn't there.

1436:40: [redacted] At 10:28 am (on the tape) Secret Service confirming that UA93 did go into Camp David.

1437:00: Background: Confirmed it hit Camp David.

1437:30: [redacted] to John: Extended Philadelphia availability discussion.

1438:18: Background: We think American 77 went into the ground on the state line between Ohio and Kentucky

- 1438:30: Background: Is Continental 321 out of Chicago squared away?
- 1438:48: Background: Camp David. Someone call Indy Center and see if they have an update. [AA77 reference??]
- 1439:12: Background: OK we have pretty much effected a SCATANA here.
- 1440:36: Background: We had a report earlier that the Indiana State Police...
- 1440:48: [] to John: We need to get helicopters out of the air space
- 1441:36: Background N4 discussion [AG]. Administrator says we'll let N4 and Adjutant General land at Andrews as long as we tell him there are no controllers.
- 1441:54: Jeff: I need a POC in each center east of Mississippi. I'll give you the name of a person--Capt Meyers, CINCLANTFLEET wants a military FAA liaison POC in each center that he can talk to.
- 1442:30: Jeff: Have we activated the services cell? Yes.
- 1443:30: Background: Status report re AA11 et al (faint)
- 1443:48: [] to John: Jeff wants make sure for Boston Center we keep controllers there. John: We have gone down to one per area.
- 1444:03: Background: Hey Ben [Slaney], I don't know how you are going to do this but we need to shut down helicopters in Wash area, how do we do that? Background status discussion, AA77 we think went into the ground near Ohio State-Kentucky border?
- 1444:30: [] to John: American Airlines is saying that the last contact they had, they think American 77 was the second aircraft into the world trade center and he wasn't the one that went down on the Ohio Kentucky state line they think the last time they talked to him in New York. We need to validate that somehow.
- 1444:48: [] to John: So Secret Service is more screwed up than we are? You there?
- 1445:15: [] to John: Secret Service now is reversing their call they think the United did go in south of Johnstown and not at Camp David. John: We can't reverse our calls on these things. [] So they are worse than we are.

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1446:54: [] to John: UA182 Secret Service is saying is missing, find out for me, Boston to Seattle. John: Did we pass the LA information, I'm getting pages? []: Don't worry about the pages I gave it to Jane and Monte. John: Thank God

1447:24: Recap []-John. American 77, Ohio/Ky state line. American 11, 1st into WTC. United 175, 2d into WTC, we think. United 93 went down 16 South of Johnstown [no mention of Pentagon]. That's all we have, American is saying that they think American 77 was the second one into the World Trade Center. Continental 321 on ground at Peoria, FBI approaching the air craft at this time.

1448:18: Background: Secret Service is reporting it differently.

1448:48: [] to John: Getting a ping on CIA needing to—not secure, can't talk about it—may need to get a plane out. I just got my head handed to me.

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