Add to Memo 2

9 people scheduled to fly on UA 175, investigated by the FBI
AFBI 04019784

4 people had reservation and did not travel on UA 93:

- Breese 2nd class
- Doughnut 2nd
- Gottingen 2nd
- Nahaghana 2nd

Flight 163 Cancellation
17 No Show

Flight 63 Cancellation
17 No Show

77 5th Cancellation
0 No Show

Davey al Hegi 3 Cancelled and rebooked
Solen al Hegi

23elho checked
Cancellations

Records show FBI did IV visee
But no master list with FBI
FBI did a load analysis of 01/09/01 through 9/11/01.

Tuesday AM
AA 11 vs AA 77 flights

Avg load
38% on 11
26% on 77

on 9/11
53% on 11
38% on 77

164 records
65 cancelled
82 on board

17 no show

116 records
55 cancelled
59 on board

3 no show
5 people were no Shows for 93
Breese - Cleared 10/01/2001 FBI lead
Nahagame - Cleared 10/04/2001 280 350 BS
Daugheity - Cleared 10/10/01 280 350 NK
George Gutierrez - Cleared 5/12/01
Bonnie Gutierrez - Cleared 5/12/01

10 No Shows 175
Byroff - Cleared 9/26/01
Casey - Cleared 10/10/01

Megan Swann - Cleared 10/01/01
Thrus Swann - Cleared 10/19/01
Nenee Yang - Cleared 10/20/01

Ivan Cochran
Dunkel - Cleared 9/26/01
Karleah - Cleared 11/27/01
Charles Marcus - Cleared 10/02/01

McFarlane

AA 11
17 no Shows

AA 77
3 no Shows
DOCUMENTS RELATING to ALL RECORDS RELATING TO THE INVESTIGATION OF INDIVIDUALS, OTHER THAN THE HIJACKERS, WHO HAD BOOKED AND/OR BEEN TICKETED FOR AA FLIGHT NO. 11, AA FLIGHT NO. 77, UA FLIGHT NO. 175, AND UA FLIGHT NO. 93 ON SEPTEMBER 11, 2001, INCLUDING INDIVIDUALS WHO HAD CANCELED OR WERE NO SHOWS FOR THE FLIGHT. THIS REQUEST INCLUDES RECORDS RELATING TO INDIVIDUALS WHO WERE BOOKED UNDER PASSENGER NAME RECORD "NORRIS" AND "COOPER," WHOSE FLIGHTS WERE ARRANGED BY INTERVIA TRAVEL AGENCY IN KARACHI, PAKISTAN.

RESPONSIVE TO REQUEST #29-1 [PACKET #2]

COMMISSION COPY
9/11 COMMISSION TASK FORCE
DOCUMENT DELETION CODES
[As of August 11, 2003]

"A" - SOURCE/INFORMANT INFORMATION - Information, the disclosure of which would tend to reveal the identity of an informant or source where confidentiality is expressed or implied.

"B" - FBI TECHNIQUES AND/OR METHODS - Information on sensitive FBI techniques and/or methods which would impede or impair the effectiveness of that technique and/or method.

"C" - NON-RELEVANT FBI CASE INFORMATION - Information neither relevant nor responsive to the Commission's requests.

"D" - FBI PENDING CASE INFORMATION - Information which would impede or jeopardize a pending investigation of the FBI.

"E" - STATUTORY - Information legally prohibited from release by statute.

"F" - PRIVACY/SECURITY - Information, the disclosure of which would be an unwarranted invasion of the personal privacy or jeopardize the safety of law enforcement personnel and/or their family members

Material redacted under this code includes (1) social security numbers; (2) date and place of birth; (3) home address and telephone numbers; (4) personnel cell phone and pager numbers

"G" - FOREIGN GOVERNMENT INFORMATION - The identity of a foreign government and/or foreign service to include the names of foreign law enforcement employees/officials.
FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE
Date: 09/23/2001

To: Boston
Counterterrorism
Honolulu
Los Angeles
Sacramento

Attn: CP
Attn: SIOC

From: Boston
CT-1
Contact: SA

Approved By:

Drafted By:

Case ID #: 265A-NY-280350-BS (Pending)

Title: PENTTBOMB;
MC182;
OO:BS

Synopsis: To set forth leads.


Details: Boston is in receipt of a FD-302 from Chicago which provides the names and available contact information for individuals that were scheduled to travel on United Airlines (UA) flight 175, from Boston's Logan International Airport (LIA) on 09/11/2001. As part of Boston investigation of Flight 175, this EC will serve to set forth leads to contact these individuals to obtain the reason for their travel change and any other information pertinent to this investigation.

Boston has referenced this list against known victims of Flight 175, with no matches.

UA provided the following information in the aforementioned FD-302:

BARRY BYCOFF, telephone:

9/11 Personal Privacy

BS 456

REQ. #29-1

0000000045
<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone</th>
<th>Email</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>JOHN CANEY</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MEGAN SWAIN</td>
<td></td>
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<td></td>
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<tr>
<td>THOMAS R. SWAIN</td>
<td></td>
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<tr>
<td>RENEE YOUNG</td>
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<td></td>
</tr>
<tr>
<td>IAIN COCKBURN</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>EMILY DUNKEL</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>KELLY KAWAHARA</td>
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<tr>
<td>CHARLES MARCUS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BRANDEIS McBRATNEY</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The following notation was added by UA "MISC."

9/11 Personal Privacy
LEAD (s):

Set Lead 1:

BOSTON

AT

Will locate and interview: BARRY BYCOFF, telephone:

Set Lead 2:

AT

Will locate and interview: JOHN CANEY, telephone

Set Lead 3:

AT

9/11 Personal Privacy

Will locate and interview: IAIN COCKBURN, telephone

Set Lead 4:

AT

Will locate and interview: CHARLES MARCUS, address:

Set Lead 5:

LOS ANGELES

AT

Will locate and interview: MEGAN SWAIN and THOMAS R. SWAIN, telephone
To: Boston  From: Boston  

Set Lead 6:

AT

Will locate and interview: RENEE YOUNG, telephone

Set Lead 7:

SACRAMENTO

Will locate and interview: EMILY DUNKEL, telephone

Set Lead 8:

Will locate and interview: KELLY KAWAHARA, telephone

+++
On September 19, 2001, United Airlines (UAL), Information Services Division (ISD), 1200 E. Algonquin Road, Elk Grove Village, IL was asked for any information for passengers who made reservations and did not travel on UAL flights 175 and 93 on September 11, 2001. UAL ISD was able to provide the information requested.

The following individuals had reservations and did not travel on UAL flight 93:

- Patricia Breese of [redacted] at contact [redacted] and Credit Card number [redacted]
- Yu Nakagawa of [redacted] and a possible telephone contact of [redacted]
- Kevin Dougherty at a telephone contact numbers of [redacted] and American Express Credit Card of [redacted]
- Mr George S. and Mrs. Bonnie Gutierrez,

The following individuals had reservations and did not travel on UAL flight 175:

- Barry Bycoff of [redacted] at telephone contact numbers of [redacted]
- John Caney at telephone contact numbers of [redacted] and booked thru American Airlines reservation system.

Investigation on 09-21-01 at Elk Grove Village, IL

File # 265A-NY-280350 Date dictated 09-21-01

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency and is not to be distributed outside your agency.
Thomas Swain at telephone contact numbers of American Airlines.

Renee Yong at telephone contact of and the reservations were booked American Airlines.

Iain M. Cockburn of

Ms. Emily Dunkel of telephone contact numbers of

Kelly Kawahara who booked reservations with and thru the American Airlines reservation system.

Dr. Charles M. Marcus at telephone contact in New York of and UAL Mileage Plus information of

Ms. Brandies McBratney who has a notation in the reservations of
FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY
Date: 09/25/2001

To: Counterterrorism
Boston
Honolulu
Los Angeles
New York
Norfolk
Sacramento
San Francisco
Tokyo

From: Chicago

Contact: SA

Approved By: 9/11 Law Enforcement Privacy

Drafted By: 9/11 Law Enforcement Privacy

Attn: ITOS/UBLU/RFU/SIOC

Case ID #: 265A-NY-280350 (Pending)

Title: PENTTBOMB; MAJOR CASE 182

Synopsis: To request listed United Airlines flights 93 and 175 scheduled passengers be interviewed.

Administrative: Chicago information control number is CG2953. Reference telephone call between SA SIOC, and SA Chicago, on 9/24/2001.

Enclosure(s): One copy of an FD-302 listing scheduled passenger's names and locate information.

Details: The enclosed list of names are passengers who were scheduled to fly on United Airlines flights 93 and 175 on September 11, 2001. The passenger manifest for the actual flights revealed these passengers did not show up for the flight. It is requested that these individuals be located to determine the circumstances of missing the flights and/or any information they may have regarding those flights.

REQ. #29-1

CG 3455

000000051
To: Counterterrorism  From: Chicago
Re: 265A-NY-280350, 09/25/2001

LEAD(s):

Set Lead 1: (Adm)

COUNTERTERRORISM

AT WASHINGTON, DC

9/11 Personal Privacy

Read and clear.

Set Lead 2:

BOSTON


Set Lead 3:

BOSTON

Locate and interview Iain Cockburn, to determine circumstances regarding missing United flight 175 on 9/11/2001.


Set Lead 4:

BOSTON

Locate and interview John Caney.
To: Counterterrorism
From: Chicago
Re: 265A-NY-280350, 09/25/2001

regarding the circumstance of missing United flight 175 on 9/11/2001.

Set Lead 5:

Locate and interview Kelly Kawahara, regarding the circumstances of missing United flight 175 on 9/11/2001.

Set Lead 6:

LOS ANGELES
AT

Locate and interview Renee Young, California, telephone regarding the circumstances of missing United flight 175 on 9/11/2001. 9/11 Personal Privacy

Set Lead 7:

LOS ANGELES
AT

Locate and interview Thomas Swain, to determine the circumstances of missing United flight 175 on 9/11/2001. Also, determine if scheduled passenger Megan Swain is relative for same interview.

Set Lead 8: (Adm)

NEW YORK
AT
To: Counterterrorism From: Chicago
Re: 265A-NY-280350, 09/25/2001

Read and clear.

Set Lead 9: (Adm)

Set Lead 10:

Set Lead 11:

Set Lead 12:

REQ. #29-1 000000054
To: Counterterrorism  From: Chicago
Re: 265A-NY-200350, 09/25/2001

Locate and interview George and Bonnie Gutierrez, to determine the circumstances of missing United flight 93 on 9/11/2001.

Set Lead 13:

Locate and interview Yu Nakagawa, to determine the circumstances of missing United flight 93 on 9/11/2001.

++
On September 18, 2001, Supervisory Special Agent (SSA) [redacted], UNITED STATES CUSTOMS SERVICE (USCS), Acting Special Agent in Charge (ASAIC), Newark, went to the station manager's office for UNITED AIRLINES, Newark International Airport, Newark, New Jersey, to obtain further details on the "No Show" passengers from UNITED AIRLINES Flight Numbers 93 and 175 as identified on the list obtained by Special Agent (SA) [redacted] FEDERAL BUREAU OF INVESTIGATION (FBI) (Original Lead Number NK 2649). Full names and contact telephone numbers were obtained for 12 of the 15 "No Shows" from UNITED AIRLINES Mileage Plus Account records. Details on KEVIN DOUGHERTY were obtained from PNR printout received from the station manager, UNITED AIRLINES, Newark, New Jersey. The details for passengers BRANDIES MC BRATNEY and YU NAKAGAWA were obtained through SA [redacted] FBI, Chicago.

Flight Number 93, "No Show" Passengers from September 11, 2001:

BRESEE, PATRICIA: [redacted] Flight was return segment of trip begun on September 7, 2001, in San Francisco, California.

DOUGHERTY, KEVIN:

SWAIN, THOMAS and MEGAN:

NAKAGAWA, YU:

Flight Number 175 "No Show" Passengers from September 11, 2001:

COCKBURN, IAIN:

9/11 Personal Privacy
Continuation of FD-302 of STATION MANAGER on 9/18/2001, Page 2

BYCOFF, BARRY N.:  

MARCUS, CHARLES M.: Doctor,  

KAWAHARA, KELLY:  

DUNKEL, EMILY R.:  

CANEY, JOHN J.:  

YONG, RENEE T.:  

GUTIERREZ, GEORGE:  

GUTIERREZ, BONNIE:  

MC BRATNEY, BRANDEIS: Address unknown. Telephone number was provided by SA FBI, Chicago, who advised  

9/11 Law Enforcement Privacy
Precedence: IMMEDIATE
Date: 09/26/2001

To: Counterterrorism
Los Angeles
New York
Philadelphia
San Francisco
Tokyo

From: Newark
C-15/JTTF
Contact: SA

Attn: SIOC/UBL/RFU

Case ID #: 265A-NY-280350 SUB NK (Pending)

Title: PENTTBOMB
MAJOR CASE #182;
OO:NY

Synopsis: To set lead for Field Offices and Legat to interview passengers who had reservations, but did not travel on UAL Flight 93.

Reference: 265A-NY-280350-302 Serial 15114

Details: The referenced EC documents passengers who had reservations, but did not travel on UAL Flight 93 from Newark, New Jersey on 09/11/2001. The following individuals had reservations but were no-shows for UAL Flight 93:

PATRICIA BREESE,

YU NAKAGAWA of telephone contact

KEVIN DOUGHERTY,

THOMAS and MEGAN SWAIN,

9/11 Personal Privacy

REJ. #29-1

NJK 4097 000000058
To: Counterterrorism  
From: Newark  
Re: 265A-NY-280350 SUB NK, 09/26/2001  

GEORGE and BONNIE GUTIERREZ.  

Newark requests that respective field offices and Legat Tokyo interview the above listed passengers who had reservations, but did not travel on UAL Flight 93 from Newark, New Jersey on 09/11/2001. Ascertain reason for no-show. Determine any potential link to known hijackers.
To: Counterterrorism  From: Newark
Re: 265A-NY-280350 SUB NK, 09/26/2001

LEAD(s):

Set Lead 1:

LOS ANGELES

AT LOS ANGELES, CA

Interview THOMAS and MEGAN SWAIN, Ascertain reason for no-show.
Determine any potential link to known hijackers.

Set Lead 2:

NEW YORK

AT NEW YORK, NY

Read and clear.

Set Lead 3:

PHILADELPHIA

AT PHILADELPHIA, PA

Interview KEVIN DOUGHERTY, Ascertain reason for no-show.
Determine any potential link to known hijackers.

Set Lead 4:

SAN FRANCISCO

AT SAN FRANCISCO, CA

Interview PATRICIA BREESE, Ascertain reason for no-show. Determine any
potential link to known hijackers.

Interview GEORGE and BONNIE GUTIERREZ, Ascertain
reason for no-show. Determine any potential link to known hijackers.

REQ. #29-1
To: Counterterrorism  From: Newark  
Re: 265A-NY-280350 SUB NK, 09/26/2001

Set Lead 5:

TOKYO

AT TOKYO, JAPAN

9/11 Personal Privacy

Interview YU NAKAGAWA of

telephone contact of Ascertain reason for no-show. 
Determine any potential link to known hijackers.

**

REQ. #29-1
FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY

Date: 09/26/2001

To: Counterterrorism
   New York
   Boston
   Chicago

Atttn: ITOS/UBLU/RFU/SIOC
       CP
       CT-1
       9/11 Law Enforcement Privacy
       JP/C
       9/11 Law Enforcement Privacy

From: [Signature]

Contact: SA

Approved By: 9/11 Law Enforcement Privacy

Drafted By: 9/11 Personal Privacy

Case ID #: 265A-NY-280350- BS (Pending)
           265A-NY-280350-CG (Pending)

Title: PENTTBOMB;
       MAJOR CASE 182;

Synopsis: Results of lead coverage at

Reference: 265A-NY-280350-BS Serial 456
           265A-NY-280350-CG Serial 3455

Enclosure(s): Enclosed for New York are the following:

One original FD-302, plus two copies, reflecting
interview of Patricia Dunkel.

One 1A envelope containing the notes taken during the
interview.

For the information of CT, Chicago and Boston a copy
of Dunkel's FD-302 is enclosed.

Details: In response to referenced serials, on 9/26/2001,
contact was made with Patricia Dunkel, who made the reservation
for her daughter, Emily Dunkel, on United Airlines (UA) flight
#175. Dunkel explained that she purchased a round trip ticket
for her daughter because it was cheaper than a one way trip. She
never expected her daughter to take the return UA flight #175.
Inasmuch as no investigation remains in the Division, Chicago lead 10 similar to Boston lead 7, respectively set in referenced serials, are considered covered at
To: Counterterrorism
From: [Redacted]
Re: 265A-NY-280350- BS, 09/26/2001

LEAD(s):

Set Lead 1: (Adm)

COUNTERTERRORISM
AT WASHINGTON, DC
Read and clear.

Set Lead 2: (Adm)

NEW YORK
AT NEW YORK
Read and clear.

Set Lead 3: (Adm)

BOSTON
AT BOSTON
Read and clear.

Set Lead 4: (Adm)

CHICAGO
AT CHICAGO
Read and clear.

+++
Patricia Dunkel, date of birth was contacted at her residence. She was advised of the identity of the interviewing agent and that the interview was related to a 9/11/2001 reservation on United Airlines (UA) flight #175. Dunkel thereafter provided the following statements:

Dunkel stated that she made the flight reservation for her daughter Emily. Emily, date of birth

Dunkel explained that she bought a round trip ticket because it was cheaper than a one way flight. Dunkel purchased the ticket two or three weeks prior to Emily's departure from Fresno for Massachusetts, dated Thursday 8/30/2001. Dunkel never expected her daughter to actually take the 9/11/2001 return flight #175.

However, Dunkel mentioned that upon hearing the involvement of UA flight #175 in the 9/11/2001 tragedy, she immediately called her daughter to make sure she was not on the plane.

9/11 Personal Privacy
To: Counterterrorism New York Washington Field Boston Chicago

Attn: ITOS/RFU/UBL UNIT/5328 JTTF/I-44 JTTF CT-1 IP/C

Precedence PRIORITY

Date: 09/27/2001

From: Honolulu Squad #5

Contact: SA

Approved By: 9/11 Law Enforcement Privacy

Drafted By: 9/11 Personal Privacy

Case ID #: 265A-NY-280350-HN (Pending)

Title: PENTTBOMB; MAJOR CASE 182

Synopsis: To set forth lead to locate and interview Kelly Kawahara.


Administrative: Reference Honolulu Rapid Start Control Number HN606, event date 09/26/01.

Details: Leads were set by Chicago and Boston to locate and interview Kelly Kawahara, telephone Kawahara was scheduled to fly on flight 175 on 09/11/01, but changed her travel plans. Kawahara is to be interviewed regarding the reasons for her travel change and any other information pertinent to this investigation.

Investigation revealed that the above telephone number is for An employee at advised that they had no record of a flight being booked by Kawahara for flight 175 on 09/11/01, however that did not preclude the possibility that she did have a reservation at one time. This employee seemed hesitant to provide further information, however she did advise that Kawahara had moved to the mainland to attend school in approximately August 2001.
To: Counterterrorism  
From: Honolulu  

9/11 Personal Privacy

A lead is being set to Boston to locate and interview Kawahara. All referenced leads set to Honolulu are considered covered.
To: Counterterrorism  
From: Honolulu  

LEAD(s):

Set Lead 1:

BOSTON

AT BOSTON, MA

Locate and interview Kelly Kawahara,

++

9/11 Personal Privacy

REQ. #29-1
Precedence: ROUTINE

Date: 09/28/2001

To: Counterterrorism
   Boston
   Chicago
   Newark
   New York

Attn: ITOS/UBL/RFU/SIOC

From: [Redacted]

Contact: SA

Approved By: 9/11 Confidential Source

Drafted By: [Redacted]

Case ID #: 265A-NY-280350-LA (Pending)

Title: PENTTBOMB; MAJOR CASE 182

9/11 Personal Privacy

Synopsis: Report coverage of the following leads, all of which are related to the interview of Thomas and Megan Swain, and set a lead for Boston.

265A-NY-280350-BS lead 456.5
265A-NY-280350-CG lead 3455.7
265A-NY-280350-NK lead 4079.1

Reference: 265A-NY-280350-BS Serial 456
265A-NY-280350-CG Serial 3455
265A-NY-289350-NK Serial 4079

Details: Pursuant to Chicago's predicate request, on 9/27/01, attempts to locate they sold their residence and relocated to the area during August, 2001.

According to neighbors, the Swains are living in temporary housing. Initial attempts to secure an address or telephone number met with negative results. Subsequent inquiries determined Mrs. Elizabeth Swain is still associated with call to her voice mail on 9/28/01, resulted in a return voice mail message from her on the same date.

LA 2497

REQ. #29-1 000000069
Mrs. Swain advised she and her husband are in temporary quarters in _______ waiting to move in to their home. She did not provide a current or future address, however, they may be contacted if necessary at ______ until Friday 10/5/01, when they plan on moving to their permanent address.

In the voice mail, Mrs. Swain advised she initially made three reservations for United flight 175 on 9/11/01, for her husband, daughter Megan and herself. She changed her reservation to Sunday, 9/9/01, to accommodate a client, wherein she flew to Palm Springs, California, to attend a meeting at a company called Chase Design.

Anticipating possible future travel back to California for business, Thomas Swain held his return part of the ticket, originally issued on 8/17/01. Megan, a college student in Boston, also held the same ticket for a return.

Mrs. Swain advised it was an oversight not to have cancelled the tickets for flight 175.

On 9/28/01, Mrs. Swain recontacted the RA and provided her new residence address after 10/5/01, as ______. Thomas Swain may also be contacted through his business address, ______, where he is the Vice President of Finance and CFO.
To: Counterterrorism  From: Los Angeles

LEAD(s):

Set Lead 1: (Adm)

COUNTERTERRORISM

AT WASHINGTON, DC

Read and clear.

Set Lead 2:

BOSTON

AT BOSTON, MASSACHUSETTS

If deemed necessary, contact Thomas and Elizabeth Swain at the above noted addresses.

Set Lead 3: (Adm)

CHICAGO

AT CHICAGO

Read and clear.

Set Lead 4: (Adm)

NEWARK

AT NEWARK, NEW JERSEY

Read and clear.

Set Lead 5: (Adm)

NEW YORK

AT NEW YORK, NEW YORK

Read and clear.
To: Counterterrorism  From: Los Angeles

Set Lead 6:

9/11 Personal Privacy

Los Angeles

At Los Angeles, California

Show rapid start control numbers 5367 and 5459 regarding Thomas and Megan Swain at assigned to SA of the RA as covered.

9/11 Law Enforcement Privacy
GEORGE GUTIERREZ was advised of the identities of the interviewing agents and the purpose of the interview. GUTIERREZ voluntarily provided the following information:

GUTIERREZ and his wife, BONNIE GUTIERREZ, arrived in New York City on the morning of September 10, 2001, upon disembarking a Princess cruise ship. They had been on an extensive cruise to London, France, Scotland, Iceland, Ireland, Greenland, et cetera, and had returned that day. The GUTIERREZes had reservations on United Airlines (UAL) Flight 75, departing Newark International Airport at 2:45 p.m. on September 10, 2001. The GUTIERREZes arrived at the airport at 10:45 a.m. and were told that UAL Flight 75 was delayed. After waiting many hours, and because they were holding first class seats, they decided to rebook their flight for Tuesday morning, September 11, 2001, and stay overnight at a nearby Marriott. His wife handled the new flight arrangements, and as they were exiting the airport terminal his wife asked him for change to call UAL one more time to check on the status of Flight 75. When his wife called UAL, she was advised the flight was still on and would most likely depart that same evening by 7:45 p.m. She was further advised that UAL Flight 75 was currently at JFK International Airport and would arrive shortly at Newark International Airport, so the GUTIERREZes decided to wait it out for Flight 75.

At approximately 8:00-8:15 p.m., UAL Flight 75 departed Newark International Airport for San Francisco. After arriving in San Francisco, the GUTIERREZes just made a flight to

Later that morning, while watching the horrible events...
on the news, his wife pulled out their boarding passes for the rescheduled flight and discovered they were for UAL Flight 93. GEORGE GUTIERREZ is in possession of the actual boarding passes.
Precedence: IMMEDIATE

To: Counterterrorism
New York
Washington Field
Boston
Chicago
St. Louis
Islamabad

From: Dallas
Command Post:
Contact: SA

Approved By: 

Drafted By: 

Case ID #: 265A-NY-280350-DL (Pending)

Title: PENTTBOMB
MAJOR CASE 182
OO:NY

Synopsis: For informational purposes and to set lead for Chicago Division Legat Islamabad.

Enclosure(s): Enclosed for all receiving offices is one (1) printed copy of American Airlines (AA) Flight 11 and 77 database information reflecting passenger cancellations, "no shows" and "on board" status.

Details: During the early stages of this investigation, questions arose concerning the relatively low number of persons known to be aboard American Airlines (AA) flights 11 and 77 on 09/11/2001. One of the theories proposed was the suspected hijackers and/or unknown associates purchased multiple tickets on the flights in an attempt to ensure the number of passengers aboard each flight remained tactically manageable. A second, and tactically similar theory, was the suspected hijackers specifically chose AA flights 11 and 77 on 09/11/2001 knowing the passenger load was typically low. As a result, the Dallas Division (Dallas) tasked itself to determine: (1) if the passenger count on AA flights 11 and 77 on 09/11/2001 was within normal limits; (2) the number of persons who canceled
To: Counterterrorism From: Dallas
Re: 265A-NY-280350-DL, 10/02/2001

reservations prior to departure (cancellations); (3) the number of persons with reservations who did not arrive for AA flights 11 and 77 (no shows); and (4) if any of the cancellations or no shows have any link to the suspected hijackers and/or associates.

Given the foregoing directives, Dallas initially contacted AA to obtain the percentage of capacity for AA flights 11 and 77 on all Tuesday mornings from 01/09/01 through 09/04/01 (passenger load). Upon receiving the data from AA, it was determined the average passenger load for AA flights 11 and 77 on Tuesdays was 38% and 26% respectively. It was further determined the average passenger load for AA flights 11 and 77 on 09/11/2001 was higher than normal at 53% and 38% respectively. Based on the foregoing information, it was not apparent the suspected hijackers booked multiple tickets as a tactical strategy.

Upon completing the passenger load analysis, Dallas constructed a database (11/77 Database) containing all available information on those persons with reservations or noted on the manifests for AA flights 11 and 77 on 09/11/2001. The above-referenced database reflects those persons actually aboard (on board) AA Flights 11 and 77, persons who made reservations and were not physically aboard the flights (no shows), and those persons who canceled reservations on said flights prior to departure (cancellations).

Information obtained from AA reservation records indicated 164 reservations made for AA flight 11 departing Boston, MA on 09/11/2001. Of the 164 reservations made, 65 persons canceled their reservations prior to departure, 82 persons were on board the aircraft, and 17 persons were no shows. Similarly, 116 persons made reservations for AA flight 77 departing Dulles, Washington, D.C. on 09/11/2001. Of the 116 reservations made, 55 persons canceled prior to departure, 59 persons were on board the aircraft, and 3 persons were no shows.

Further review of the above-referenced records revealed K. Cooper, S. Cooper, A. Cooper, P. Cooper, E. Noris, O. Noris and W. Noris all reserved seats on AA flight 11 through travel agency Standing alone, the fact seven (7) persons all made travel reservations through the same travel agency is not unusual. In the instant case, however, the following travel inconsistencies necessarily require the need for further inquiry:

(1) All seven (7) person's reservations were made under the same AA Personal Name Record (PNR);
To: Counterterrorism
From: Dallas
Re: 265A-NY-280350-DL, 10/02/2001

(2) All seven (7) persons have a link to a relevant country in that the travel agency is located in Pakistan;

(3) All seven (7) persons failed to show up for AA flight 11 on 09/11/2001;

(4) In violation of standard AA policy, no first names were given for any of the seven (7) persons making the reservations;

(5) Against the standard AA practice, no information relating to credit cards, addresses, or telephone numbers is contained in the PNR for any of the seven (7) individuals;

(6) The tickets reserved show no return flight (i.e., one way travel);

(7) No previous travel history exists on AA for any of the seven (7) individuals; and

(8) Of the seven (7) persons making reservations, three (3) hold the last name of Noris and four (4) hold the last name of Cooper. None of the said names being normally associated with Pakistan.

Dallas' review of AA flight 77 records did not reveal similar results. Additionally, Dallas is unaware if the Chicago and has performed a similar analysis of United Airlines flights 93 and 175.
To: Counterterrorism  From: Dallas
Re: 265A-NY-280350-DL, 10/02/2001

LEAD(s):

Set Lead 1:

COUNTERTERRORISM

AT WASHINGTON, D.C.

Read and Clear.

Set Lead 2:

NEW YORK

AT NEW YORK, NEW YORK

Read and Clear

Set Lead 3:

WASHINGTON FIELD

AT WASHINGTON, D.C.

Read and Clear.

Set Lead 4:

BOSTON

AT BOSTON, MASSACHUSETTS

Read and Clear.

Set Lead 5:

CHICAGO

AT CHICAGO, ILLINOIS

If not previously performed, consider the merit of analyzing passenger reservation information for cancellations and "no shows" on United Airlines flights 93 and 175 for possible similarities as set forth above.
To: Counterterrorism From: Dallas
Re: 265A-NY-280350-DL, 10/02/2001

Set Lead 6:

ST. LOUIS

AT ST. LOUIS, MISSOURI

If not previously performed, consider the merit of analyzing passenger reservation information for cancellations and "no shows" on relevant Trans World Airlines flights for possible similarities as set forth above.

Set Lead 7:

ISLAMABAD

AT KARACHI, PAKISTAN

Conduct logical investigation to obtain additional identifying information on K. Cooper, S. Cooper, A. Cooper, P. Cooper, E. Noris, O. Noris and W. Noris. Referenced individuals are believed to have made reservations through American Airlines flight 11, departing Boston, MA on 09/11/2001. None of the seven (7) referenced individuals showed up for the flight. Assess the possibility the referenced travel agency or employees/officials thereof may have been involved in, or have had knowledge of, the criminal conspiracy occurring on 09/11/2001 and/or other future acts.

9/11 Personal Privacy
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Tuesday, October 02, 2001 1:35 PM

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- JACOBY, STEVEN D
- GABRIEL, RICHARD
- OLSON, BARBARA
- SPEISMAN, ROBERT
- CALLEY, SUZANNE M
- HALL, STANLEY
- DILLARD, EDDIE
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- GRAY, JAN
- DROZ, CHARLES
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<td>MISS; PSPT AA HK/30095476/US/21JUL38</td>
<td>GMAMUI</td>
<td>FA-3</td>
</tr>
<tr>
<td>WHITTINGTON, LESLIE</td>
<td>23D</td>
<td>ON FLT</td>
<td>MS; PSPT AA HK/15814649/US/03NOV92</td>
<td>GMAMUI</td>
<td>FA-3</td>
</tr>
<tr>
<td>YANG, SHUYIN</td>
<td>23E</td>
<td>ON FLT</td>
<td>PSPT AA HK/14894253/CHN/21JAN99</td>
<td>COWPJL</td>
<td>FA-3</td>
</tr>
<tr>
<td>ZHENG, YUGUANG</td>
<td>23F</td>
<td>ON FLT</td>
<td>PSPT AA HK/14894253/CHN/06JAN99</td>
<td>COWPJL</td>
<td>FA-3</td>
</tr>
<tr>
<td>TAYLOR, LEONARD</td>
<td>24C</td>
<td>ON FLT</td>
<td></td>
<td>GSJQAV</td>
<td>FA-3</td>
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<tr>
<td>MENCHACA, DORA M</td>
<td>24F</td>
<td>ON FLT</td>
<td>FF AA K11177B</td>
<td>IERCE</td>
<td>FA-3</td>
</tr>
</tbody>
</table>

Tuesday, October 02, 2001 1:35 PM
Precedence: ROUTINE Date: 10/02/2001

To: Counterterrorism
    New York
    Newark
    Norfolk

Attn: UBLJ/RFU
C-15/JTTF,

From: Contact: SA

Approved By:

Drafted By:

Case ID #: 265A-NY-280350-NK (Pending)

Title: PENTTBOMB;
       MAJOR CASE 182

Synopsis: Interview of Kevin Dougherty.

Administrative: Rapid Start NK 2998

Enclosure(s): Enclosed for Newark are an original and one copy
of an FD-302 of interview of Kevin Dougherty and a 1-A Envelope
containing interview notes.

Details: Kevin Dougherty did not travel on United Airlines
Flight 93 on 09/11/2001, because his truck broke down and was
disabled on the New Jersey Turnpike exit ramp. By the time
Dougherty had his truck towed, and arrived at the United Airlines
counter, it was 8:05 a.m., five minutes after Flight 93 had left.
Dougherty had no links to any of the hijackers.
To: Newark  From: Philadelphia
Re: 265A-NY-280350-PH, 10/02/2001

LEAD(s):

Set Lead 1: (Adm)
  COUNTERTERRORISM
  AT WASHINGTON, DC
  Read and clear.

Set Lead 2: (Adm)
  NEW YORK
  AT NEW YORK, NY
  Read and clear.

Set Lead 3: (Adm)
  NEWARK
  AT NEWARK, NEW JERSEY
  Read and clear.

Set Lead 4: (Adm)
  NORFOLK
  AT NORFOLK, VA
  Read and clear.

+++

REQ. #29-1

000000097
KEVIN DOUGHERTY, owner of Howard Home, was advised as to the official identity of the interviewing agent and to the nature of the interview being why he was a no-show on United Airlines Flight Number 93 from Newark to San Francisco, on September 11, 2001.

DOUGHERTY advised that initially, he had booked a flight to San Francisco from Philadelphia, with a layover in Chicago. DOUGHERTY's ultimate destination was Lake Tahoe, where he maintains a house. DOUGHERTY is a serious skier. DOUGHERTY'S wife had driven with her father to Lake Tahoe a week earlier. DOUGHERTY, via the Internet, changed the flight from Philadelphia to Newark Flight Number 93, because it was $150 cheaper.

On September 11, 2001, DOUGHERTY had driven up the New Jersey Turnpike, and while exiting the ramp at Exit 14, his truck became disabled because a nut had been lodged in the drive shaft, causing the drive shaft to snap. The NEW JERSEY STATE POLICE (NJSP) Barracks is located near the exit, and the NJSP assisted DOUGHERTY with his disabled truck. A tow truck came and removed the truck. The long-term parking lot for the Newark Airport was located nearby, and DOUGHERTY went there and caught a shuttle bus to the airport. DOUGHERTY arrived at United Airlines Terminal at 8:05 a.m., five minutes after the plane had left. DOUGHERTY then booked the next flight to San Francisco, leaving around 11:00 a.m. the same day. That flight was canceled because of the attack at the World Trade Center. DOUGHERTY then rented a car and returned home.

DOUGHERTY was unable to book another flight until Friday when he left for Lake Tahoe. DOUGHERTY had no links to any of the hijackers.

DOUGHERTY had resided at his home in Fort Lauderdale for the past five years and has maintained a home in Lake Tahoe for the past three years.
To: Chicago Counterterrorism
Investigative Services
New York

From: Tokyo

Synopsis: Cover lead.

Reference: 265A-NY-280350-CG Serial 3455

Details: Referenced communication set the following lead for Legat Tokyo: Locate and interview [redacted] to determine the circumstances of missing United flight 93 on 09/11/2001.

Investigation by [redacted] showed Yu Nakagawa is not in Japan and likely is in the United States. The contact information for Nakagawa in the United States is:

The address in the lead set for Legat Tokyo and noted above is the address for the travel agent which sold the airline ticket in question to Nakagawa. The name of the travel company is [redacted] contacted a representative of the travel agent, [redacted]
To: Chicago
From: Tokyo
Re: 265A-NY-280350-CG, 10/04/2001

advised Nakagawa wanted to go the U.S. to study at Drew University. Nakagawa asked for a one-way airline ticket from Japan to the U.S. Kuroda advised Nakagawa that a round-trip ticket from Japan to the U.S. and back would be less expensive than a one way ticket from Japan to the U.S. So, even though he intended to use only the Japan-U.S. portion of the round trip ticket, Nakagawa bought the round trip ticket.

The U.S.-Japan portion of the round-trip ticket was: UA093 from Newark to San Francisco and UA809 from San Francisco to Osaka, Japan. Kuroda advised Nakagawa to cancel the U.S.-Japan portion of the ticket. However, Kuroda supposes Nakagawa didn't cancel that portion of the ticket and that is why Nakagawa had a reservation for UA093 although he didn't board that flight.

[Redacted] did not find any link between Nakagawa and the highjackers.
To: Chicago From: Tokyo
Re: 265A-NY-280350-CG, 10/04/2001

LEAD(s):
Set Lead 1:

ALL RECEIVING OFFICES
Read and clear.

♦♦277ecs02.ec
FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE  Date: 10/07/2001
To: BOSTON
Attn: ______
From: BOSTON
Approved By: ______
Drafted By: ______
Case ID #: 265A-NY-280350-BS (PENDING)
Title: PENTTBOMB
  O0: NY
Synopsis: ICF #: BS2310
Details:

INFORMATION CONTROL FORM

Control Number: BS2310
Priority: ROUTINE  Classification: UNCLASSIFIED
Method of Contact: In Person
Source: WIFE AAM VICTIM CARLOS MONTOYA
Affiliation: ______
Phone Number: ______
Information Received Date: 09/12/2001  Time: 11:00 AM
Prepared By: ______
Component/Agency: I&I/FBI
Event: RELATED THAT HUSBAND TOOK TAXI TO AIRPORT PROBABLY
       ARRIVING AT 6:45 AM HAD A NOKIA CELL PHONE WITH HIM
       617-794-5631. TRIP WAS SCHEDULED BUSINESS TRIP.
       Event Date: 09/12/2001  Time: 11:00 AM
References: 9/11 First Responder/Family Privacy

REQ. #29-1
Categories: INFORMATION
    VICTIM

Event Reviewed By: □

Lead Required?: YES

9/11 Law Enforcement Privacy
LEAD (s):

Set Lead 1:

BOSTON

AT BOSTON, MA

Lead Control Number: BS2310
Assigned To [Redacted] on 09/14/2001 at 11:41 PM

INTERVIEW STACEY MONTOYA REGARDING HUSBAND CARLOS

9/11 Law Enforcement Privacy
STACEY MONTOYA, Date of Birth (DOB)

MONTOYA was advised of the identity of the interviewing agent and the purpose of the interview. Also present was Massachusetts State Trooper RICHARD MAHONEY. MONTOYA provided the following information:

MONTOYA advised that her husband, CARLOS MONTOYA was a passenger on UNITED AIRLINES Flight 175. MONTOYA stated that CARLOS was traveling from Boston to Los Angeles on business, with his final destination being Mexico City, Mexico. MONTOYA thought that this business trip was planned approximately two weeks prior to his actual departure. MONTOYA added that CARLOS is employed as a Relationship Manager with THOMPSON FINANCIAL, Boston, MA.

MONTOYA advised that CARLOS took a taxi to the LOGAN AIRPORT, leaving their residence at approximately 6:15 a.m. MONTOYA thought that her husband would have probably arrived at the airport at 6:45 a.m. on September 11, 2001. MONTOYA stated that CARLOS was carrying a folded garment bag which had a gold lock on the outside. MONTOYA added that CARLOS also had his leather bound computer case.

MONTOYA described her husband CARLOS as a dark skinned male, approximately 5'9", 180 to 185 lbs. He had dark hair, which he wore short, and was balding in the front. MONTOYA advised that CARLOS had some pockmarks on his face and almond shaped green colored eyes. MONTOYA stated that CARLOS was born in Columbia and his dentist was located in Columbia.

MONTOYA stated that CARLOS was wearing a platinum wedding ring with a gold edge on either side of the actual wedding ring. The ring was inscribed with the date June 9, 2001. MONTOYA added that her husband would have been wearing his silver Rolex watch, which was inscribed with the words "Contodomiamor." MONTOYA added that this phrase means "with all my love" in Spanish. MONTOYA stated that her husband could have wearing his silver SKAGEN watch instead of the Rolex. MONTOYA added that her husband was also wearing a gold chain with a cross on it and would have had his...
Continuation of FD-302 of STACEY MONTOYA, On 9/12/01, Page 2

NOKIA cell phone with him. The number to this cell phone is (617) 794-5631.

MONTOYA advised her husband was traveling alone and she did not have any contact with him after he left their residence on September 11th.
FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY Date: 10/09/2001

To: Counterterrorism Attn: ITOS/UBLU/RFU/SIOC
Newark
New York

From: Chicago
NRA/1
Contact: SA

Approved By: 9/11 Law Enforcement Privacy

Drafted By: 9/11 Law Enforcement Privacy

Case ID #: 265A-NY-280350-CG (Pending)

Title: "PENTTBOMB"

Synopsis: Lead covered.

Administrative: Chicago Information Control Number is CG 1355.

Enclosure(s): 1. Enclosed for New York is the original and one copy of an FD-302 reflecting receipt of a one-page document regarding no-shows for United Airlines flights 93 and 175 on September 11, 2001. (One copy for other receiving offices).

2. Enclosed for all receiving offices is one copy of a document reflecting no shows for UAL flights 93 and 175 on September 11, 2001.

Details: Enclosed no show list was faxed to SIOC, as requested, on September 16, 2001.
To: Counterterrorism  From: Chicago
Re: 265A-NY-280350-CG, 10/09/2001

LEAD(s):
Set Lead 1:

ALL RECEIVING OFFICES
Read and Clear.

**
FEDERAL BUREAU OF INVESTIGATION

Date of transcription 10/09/2001

Information Services, UNITED AIRLINES (UAL), Corporate Headquarters, 1200 E. Algonquin Road, Elk Grove Village, Illinois, provided the following records which are attached hereto:

1. A one page document reflecting no shows for UAL flight 93 and 175 on September 11, 2001.

Investigation on 09/16/2001 at Elk Grove Village, Illinois

File # 265A-NY-280350-302 sec 54439 Date dictated 09/16/2001

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned pursuant to 18 U.S.C. It and its contents are not to be distributed outside your agency.
Information Services, UNITED AIRLINES (UAL), Corporate Headquarters, 1200 East Algonquin Road, Elk Grove Village, Illinois, provided the following information:

The below mentioned names were scheduled to travel on either flight 93 on September 11, 2001 on flight 175 on September 11, 2001, but did not show-up for the flight.

<table>
<thead>
<tr>
<th>FLIGHT</th>
<th>NAME</th>
<th>PHONE NO.</th>
<th>ADDRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>93</td>
<td>Bresee, Patricia</td>
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<td></td>
</tr>
<tr>
<td>93</td>
<td>Nakagawa, Yu</td>
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<tr>
<td></td>
<td>MISC. Business</td>
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<td></td>
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<tr>
<td>93</td>
<td>Dougherty, Kevin</td>
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<td>93</td>
<td>Gutierrez, George</td>
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<tr>
<td>93</td>
<td>Gutierrez, Bonnie</td>
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</tr>
<tr>
<td>175</td>
<td>Bycoff, Barry</td>
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Investigation on 09/17/2001 at Elk Grove Village, Illinois

File # 265D-NY-280350-302 Date dictated 09/18/2001
<table>
<thead>
<tr>
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<tr>
<td>175</td>
<td>Caney, John</td>
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<td>Swain, Thomas R</td>
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<td>Young, Renee</td>
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<tr>
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<td>Cockburn, Iain</td>
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<tr>
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<td>Dunkel, Emily</td>
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<td>175</td>
<td>Kawahara, Kelly</td>
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<tr>
<td>175</td>
<td>Marcus, Charles</td>
</tr>
<tr>
<td>175</td>
<td>McBratney, Brandeis</td>
</tr>
</tbody>
</table>

9/11 Personal Privacy
FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY

To: NORFOLK

From: NORFOLK

Approved By:

Drafted By:

Date: 10/09/2001

Case ID #: 265A-NY-280350-NF (PENDING)

Title: PENTTBOMB

Synopsis: Lead Control #: NF1162

Details:

INFORMATION CONTROL FORM - DISPOSITION

Lead Control Number: NF1162

Disposition: EC FROM CHICAGO SET FORTH LEAD (#3455) FOR NORFOLK DIVISION TO LOCATE AND INTERVIEW KEVIN DOUGHERTY, TELEPHONE NUMBER [REDACTED] TO DETERMINE THE CIRCUMSTANCES OF HIM MISSING UNITED FLIGHT #93 ON 09/11/2001.

ON 09/27/2001, ATTEMPTS TO LOCATE DOUGHERTY THROUGH AFOREMENTIONED TELEPHONE NUMBER WERE NEGATIVE. IT WAS DETERMINED THAT THIS TELEPHONE NUMBER IS AN AIRLINE RESERVATION CENTER, MCCORD CONSUMER DIRECT, 11824 FISHING POINT DRIVE, NEWPORT NEWS, VIRGINIA.

ON 09/27/2001, DONNA FOGGIN, DIRECTOR OF SALES SUPPORT, MCCORD CONSUMER DIRECT, ADVISED THAT HER AIRLINE FLIGHT INFORMATION CONCERNING THE AFOREMENTIONED FLIGHT HAS BEEN DELETED FROM HER COMPUTER SYSTEM; HOWEVER, SHE WAS ABLE TO LOCATE DOUGHERTY'S BILLING RECORDS WHICH REFLECTED THAT HE PAID FOR THE FLIGHT WITH HIS AMERICAN EXPRESS CARD, SHOWING AN ADDRESS OF [REDACTED]. SHE FURTHER ADVISED THAT HER COMPANY MAKES APPROXIMATELY 2,000 AIRLINE RESERVATIONS DAILY, FROM ALL OVER THE UNITED STATES, AND SHE ASSUMES THE RESERVATION WAS NOT MADE LOCALLY. FOGGIN FURTHER ADVISED THAT SHE REMEMBERS REVIEWING THE LIST OF RESERVATIONS MADE BY HER COMPANY FOR THE 09/11 PERSONAL PRIVACY

REQ. #29-1
AFOREMENTIONED FLIGHT, AND REMEMBERS SEEING THE NAME OF KEVIN DOUGHERTY. SHE FURTHER STATED THAT, TO THE BEST OF HER RECOLLECTION, A REVIEW OF HER COMPUTER AT THAT TIME SHOWED THAT DOUGHERTY CHECKED IN AT 1:00 PM AND DID NOT CANCEL.

FOGGIN FURTHER STATED THAT HER COMPANY IS OWNED BY MCCORD TRAVEL MANAGEMENT, 350 NORTH LASALLE STREET, SUITE 700, CHICAGO, ILLINOIS 60610, TELEPHONE NUMBER (312) 705-2358. SHE COULD NOT EXPLAIN WHY THE TICKETING INFORMATION IS NO LONGER IN HER COMPUTER SYSTEM; HOWEVER, AS PREVIOUSLY STATED, SHE RECALLED REVIEWING FLIGHT INFORMATION ON 9/11/2001, AND REMEMBERED DOUGHERTY'S NAME.

Lead Reviewed By: □

Lead Completed Date: 10/09/2001

9/11 Law Enforcement Privacy
FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY

To: CHICAGO
COUNTERTERRORISM
NORFOLK
PHILADELPHIA

Attn: UBLU/RFU

Attn:

Attn:

From: NORFOLK

Approved By: 

Drafted By: 

Date: 10/09/2001

Case ID #: 265A-NY-280350-NF (PENDING)

Title: PENTTBOMB 9/11 Law Enforcement Privacy

Synopsis: ICF #: NF1162

Details:

INFORMATION CONTROL FORM

Control Number: NF1162

Priority: PRIORITY Classification: UNCLASSIFIED

Method of Contact: Observation

Source: CHICAGO 9/11 Personal Privacy

Affiliation: FBI

Phone Number: 

Information Received Date: 09/26/2001 Time: 5:20 PM

Prepared By: 

Component/Agency: I&I/FBI

Event: KEVIN DOUGHERTY WAS A NO SHOW FOR UNITED FLIGHT 93 ON 9/11/01. SEE CG SERIAL 3455.

Event Date: 

Time:

References:

REQ. #29-1

NF 2227

000000114
Disposition Re Norfolk Lead: EC FROM CHICAGO SET FORTH LEAD (#3455) FOR NORFOLK DIVISION TO LOCATE AND INTERVIEW KEVIN DOUGHERTY, TELEPHONE NUMBER TO DETERMINE THE CIRCUMSTANCES OF HIM MISSING UNITED FLIGHT #93 ON 09/11/2001.

ON 09/27/2001, ATTEMPTS TO LOCATE DOUGHERTY THROUGH AFOREMENTIONED TELEPHONE NUMBER WERE NEGATIVE. IT WAS DETERMINED THAT THIS TELEPHONE NUMBER IS AN AIRLINE RESERVATION CENTER, MCCORD CONSUMER DIRECT, 11824 FISHING POINT DRIVE, NEWPORT NEWS, VIRGINIA.

ON 09/27/2001, DONNA FOGGIN, DIRECTOR OF SALES SUPPORT, MCCORD CONSUMER DIRECT, ADVISED THAT HER AIRLINE FLIGHT INFORMATION CONCERNING THE AFOREMENTIONED FLIGHT HAS BEEN DELETED FROM HER COMPUTER SYSTEM; HOWEVER, SHE WAS ABLE TO LOCATE DOUGHERTY'S BILLING RECORDS WHICH REFLECTED THAT HE PAID FOR THE FLIGHT WITH HIS AMERICAN EXPRESS CARD, SHOWING AN ADDRESS OF SHE FURTHER ADVISED THAT HER COMPANY MAKES APPROXIMATELY 2,000 AIRLINE RESERVATIONS DAILY, FROM ALL OVER THE UNITED STATES, AND SHE ASSUMES THE RESERVATION WAS NOT MADE LOCALLY. FOGGIN FURTHER ADVISED THAT SHE REMEMBERS REVIEWING THE LIST OF RESERVATIONS MADE BY HER COMPANY FOR THE AFOREMENTIONED FLIGHT, AND REMEMBERS SEEING THE NAME OF KEVIN DOUGHERTY. SHE FURTHER STATED THAT, TO THE BEST OF HER RECOLLECTION, A REVIEW OF HER COMPUTER AT THAT TIME SHOWED THAT DOUGHERTY CHECKED IN AT 1:00 PM AND DID NOT CANCEL.

FOGGIN FURTHER STATED THAT HER COMPANY IS OWNED BY MCCORD TRAVEL MANAGEMENT, 350 NORTH LASALLE STREET, SUITE 700, CHICAGO, ILLINOIS 60610, TELEPHONE NUMBER (312) 705-2358. SHE COULD NOT EXPLAIN WHY THE TICKETING INFORMATION IS NO LONGER IN HER COMPUTER SYSTEM; HOWEVER, AS PREVIOUSLY STATED, SHE RECALLED REVIEWING FLIGHT INFORMATION ON 9/11/2001, AND REMEMBERED DOUGHERTY'S NAME.
LEAD(s):

9/11 Law Enforcement Privacy

Set Lead 1:

NORFOLK

AT NORFOLK, VA

Lead Control Number: NF1162

Assigned To [redacted] on 09/26/2001 at 9:03 PM

INTERVIEW KEVIN DOUGHERTY AT NEWPORT NEWS, VA AND DETERMINE CIRCUMSTANCES FOR MISSING UNITED FLIGHT 93. RESPOND TO CHICAGO.

REFERENCE CG LEAD 3455.9

Set Lead 2:

PHILADELPHIA

AT PHILADELPHIA, PA

Lead Control Number: NF1162-A

Assigned To "PHILADELPHIA" on 10/09/2001 at 2:25 PM

LOCATE AND INTERVIEW KEVIN DOUGHERTY AND DETERMINE CIRCUMSTANCES FOR MISSING UNITED FLIGHT #93 ON 9/11/2001.

9/11 Personal Privacy
FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE Date: 10/10/2001

To: BOSTON Attn:

From: BOSTON

Approved By: Drafted By:

Case ID #: 265A-NY-280350-BS (PENDING)

Title: PENTTBOMB

Synopsis: ICF #: BS7548

Details:

INFORMATION CONTROL FORM

Control Number: BS7548

Priority: ROUTINE Classification: UNCLASSIFIED

Method of Contact: Telephone/Radio

Source: UNITED AIRLINES

Affiliation: CHICAGO-FBI

Phone Number:

Information Received Date: 09/26/2001 Time: 10:35 AM

Prepared By:

Component/Agency: I&I/FBI

Event: UNITED PROVIDED NAME OF INDIVIDUALS THAT WERE TO FLY ON UA FLIGHT #175 ON 9/11/01, THIS LEAD IS TO PROVIDE INFO AND INTERVIEW THESE INDIVIDUALS. HONOLULU WILL INTERVIEW KELLY KAWAHARA, SEE EC FOR INFO. LOS ANGELES WILL INTERVIEW MEGAN SWAIN, THOMAS R. SWAIN AND RENEE YOUNG, SEE ATTACHED EC FOR INFO. SACRAMENTO WILL INTERVIEW EMILY DUNKEL, SEE EC FOR INFO.
Event Date: 09/26/2001  Time: 10:35 AM
References:
Categories: INFORMATION    TIME LINE INFORMATION
Event Reviewed By: □
Lead Required?: YES

9/11 Law Enforcement Privacy
LEAD(s):

Set Lead 1:
BOSTON
AT BOSTON, MA
Lead Control Number: BS7548-A
Assigned To [redacted] on 09/26/2001 at 4:09 PM
BOSTON AT WALTHAM, MA: WILL LOCATE AND INTERVIEW: BARRY BYCOFF, TELEPHONE NUMBER [redacted]

Set Lead 2:
BOSTON
AT BOSTON, MA
Lead Control Number: BS7548-A
Assigned To [redacted] on 09/26/2001 at 4:10 PM
BOSTON AT CAMBRIDGE, MA: WILL LOCATE AND INTERVIEW: IAIN COCKBURN, TELEPHONE NUMBER [redacted]

Set Lead 3:
BOSTON
AT BOSTON, MA
Lead Control Number: BS7548-B
Assigned To [redacted] on 09/26/2001 at 4:11 PM
BOSTON AT CAMBRIDGE, MA: WILL LOCATE AND INTERVIEW: CHARLES MARCUS, ADDRESS [redacted]

Set Lead 4:
BOSTON
AT BOSTON, MA
Lead Control Number: BS7548-C
Assigned To [redacted] on 09/26/2001 at 4:13 PM

REQ. #29-1 000000119

9/11 Law Enforcement Privacy

9/11 Personal Privacy
BOSTON AT WILL LOCATE AND INTERVIEW: JOHN CANEY. TELEPHONE.

9/11 Personal Privacy
FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE Date: 10/10/2001
To: BOSTON
From: BOSTON
Approved By
Drafted By:
Case ID #: 265A-NY-280350-BS (PENDING)
Title: PENTTBOMB
OO: NY
9/11 Law Enforcement Privacy
Synopsis: ICF #: BS7399

Details:

INFORMATION CONTROL FORM

Control Number: BS7399
Priority: ROUTINE Classification: UNCLASSIFIED
Method of Contact: Written
Source: UNITED AIRLINES
Affiliation: BY CHICAGO FBI/NORTH RA
Phone Number:
Information Received Date: 09/22/2001 Time: 12:00 PM
Prepared By:
Component/Agency: I&I/FBI

Event: UNITED PROVIDED LIST OF INDIVIDUALS THAT WERE SCHEDULED FOR UA175 ON 9/11/01.

Event Date: 09/11/2001 Time: 7:58 AM

References:
Categories: TIME LINE INFORMATION
Event Reviewed By: 

Lead Required?: YES
LEAD (s):

Set Lead 1:

BOSTON

AT BOSTON, MA

Lead Control Number: BS7399

Assigned To on 09/25/2001 at 10:21 PM

INTERVIEW:

1. BARRY BYCOFF, TELEPHONE

2. JOHN CANEY, TELEPHONE

3. IAIN COCKBURN, TELEPHONE

4. CHARLES MARCUS, ADDRESS

***

9/11 Personal Privacy
On September 26, 2001, writer along with IMMIGRATION & NATURALIZATION SERVICE (INS) Special Agent (SA) interviewed BARRY BYCOFF, President of, at his place of business at approximately 11:15 AM in regards to his not boarding UNITED AIRLINES flight #175 on September 11, 2001 as previously scheduled.

BYCOFF stated that his driver picked him up at his residence in at approximately 6:45 AM on September 11, 2001. BYCOFF stated that they encountered a number of events en route to the airport that delayed their arrival, including a truck breakdown in Weymouth, a six car accident on the Expressway at East Milton Square, and a work crew on the access road to the Ted Williams Tunnel. BYCOFF stated that while en route to the airport he was in contact with the CFO of his company, who was also traveling on the same flight. BYCOFF stated that he talked to his CFO, who had already boarded the flight, at approximately 7:40 AM and explained to him his situation. The two agreed to meet in Los Angeles if BYCOFF missed the flight and travel together from there to the CBFS Financial Conference they were both scheduled to attend. BYCOFF stated that he arrived at the airport at approximately 7:50 AM and tried to hurry through the check-in and boarding procedures to make his flight. BYCOFF arrived at the gate at 7:58 AM to find the flight already closed. BYCOFF went to the boarding counter in an attempt to board the plane, but it was explained to him that once the doors were closed, they stayed closed. At this time, BYCOFF noticed a missed call on his cellular telephone from his CFO at 7:56 AM. BYCOFF stated he went to the Red Carpet Room to voice his complaint, but was still not allowed to board the flight. BYCOFF was rescheduled on UNITED AIRLINES flight #883 to Orange County, California via Chicago, Illinois, scheduled to depart at 9:30 AM. BYCOFF boarded the flight at approximately 9:00 AM and was removed with the rest of the passengers due to the terrorist attacks at approximately 9:20 AM. BYCOFF was still in possession
of his boarding pass for flight #883 at the time of the interview.

NOTE:

BYCOFF stated that when he was attempting to clear security for flight #175 he was detained briefly by a security person who wanted to check his bag. BYCOFF stated that he had nothing unusual or metallic in his bag and was surprised that it was being searched. BYCOFF stated that he was a frequent traveler and was used to having to turn on his laptop computer and otherwise comply with security procedures, but that this time his bag contained only papers. BYCOFF stated that he explained to the security person that he was in a hurry to catch his flight and that the security person then gave him a strange look. BYCOFF described this look as an "I'm doing you a favor look". BYCOFF stated that he found the look very strange at the time it occurred and not just in hindsight after learning of the terrorist activities later. BYCOFF stated that the security person waved a wand by the handles of his briefcase and allowed him to proceed. BYCOFF described the security person as female, heavyset, with a very dark complexion.
On October 1, 2001, writer spoke telephonically with JOHN CANEY, regarding his not boarding UNITED AIRLINES flight #175 as previously scheduled.

At approximately 10:50 AM on October 1, 2001, writer telephoned the residence of CANEY and spoke to a woman who identified herself as CANEY's wife, DEBORAH. A message was left with DEBORAH CANEY for CANEY TO return a call to writer. CANEY telephoned writer at approximately 11:25 AM. CANEY stated that he and his wife were scheduled to travel on UA #175 on September 11, 2001, but had to reschedule their trip for business reasons. CANEY stated that late in the week prior to the week of the 11th he rescheduled his trip from the original travel dates of September 11, 2001 to September 17, 2001 to September 13, 2001 to September 19, 2001. CANEY stated that he made the changes because the clients he was to meet in Los Angeles, California (CA) could not meet him until later that week.

CANEY stated that he worked for a same address. CANEY stated that his company sells studio lighting equipment in the photography field and that he usually works out of his home when he not traveling on business. CANEY provided a list of clients he was scheduled to meet in Los Angeles with points of contact:

CANEY stated that he was also scheduled to travel to

10/01/01 Boston, MA (telephonically)

265A-NY-280350-302 10/01/01

9/11 Law Enforcement Privacy

REQ. #29-1
San Francisco, CA towards the end of his trip and that his wife was traveling with him for social reasons. CANEY stated that he never completed his trip, that a refund for his trip was issued on 9/17/01, and that his company didn’t want its employees traveling for a couple of weeks. CANEY stated that he would be happy to comply with any future inquiries regarding this matter.
On October 2, 2001, at approximately 10:50 AM, writer along with IMMIGRATION AND NATURALIZATION SERVICE (INS) Special Agent (SA) interviewed IAIN COCKBURN, an Economist regarding his not boarding UNITED AIRLINES flight #175 on September 11, 2001 as previously scheduled.

COCKBURN stated that he was scheduled to travel to Los Angeles, California (CA) on September 11, 2001 to testify on behalf of WASTON PHARMACEUTICALS in a lawsuit involving breach of contract. COCKBURN stated that he was to testify as an economist in regards to the economic impact felt by WATSON as the plaintiff in the case. COCKBURN stated that WATSON and their law firm, MITCHELL, SILVERBERG, AND KNUPP, are both based in the Los Angeles area. COCKBURN stated that he was in Baltimore, Maryland (MD) visiting his girlfriend on September 9, 2001 when he remotely checked his e-mail and retrieved a message sent to him late Friday, September 8, 2001. COCKBURN stated that he e-mail stated that the trial he was scheduled to testify in had been settled and that his presence would not be required in Los Angeles. COCKBURN stated that he had been scheduled to travel on September 11, 2001 from Boston to Los Angeles, on September 14, 2001 from Los Angeles to Baltimore, and from September 16, 2001 from Baltimore to Boston. COCKBURN stated that he received a refund for his canceled trip to Los Angeles at the Baltimore airport on September 9, 2001 while he was returning home to Boston.
On October 2, 2001, at approximately 10:35 AM, writer along with IMMIGRATION AND NATURALIZATION SERVICE (INS) Special Agent (SA) interviewed CHARLES MARCUS, regarding his not boarding UNITED AIRLINES (UA) flight #175 on September 11, 2001 as previously scheduled.

Prior to interviewing MARCUS on October 2, 2001, writer spoke telephonically with MARCUS on October 1, 2001. At that time, writer stated he was not aware that he was scheduled to be on the flight in question. MARCUS further stated that he had traveled around that time frame and would be able to provide the details at the interview.

During the interview on the 2nd of October, MARCUS stated that he never intended to take UA on September 11, 2001, but was booked on it to save cost. MARCUS stated that he traveled from Boston to Copenhagen, Denmark on September 1, 2001 on a business trip and from Copenhagen to Los Angeles, California (CA) via Seattle, Washington (WA) on September 4, 2001. MARCUS stated that he then needed to travel from Los Angeles back to Boston on September 7, 2001. MARCUS stated that his travel agent booked him on a round trip flight from Los Angeles to Boston, leaving Los Angeles on September 7, 2001 and scheduled to return from Boston on September 11, 2001, to save him the extra cost of booking a one way ticket. MARCUS stated that the one way fare from Los Angeles to Boston on September 7, 2001 was approximately $1,000.00 but that a round trip ticket returning to Los Angeles was only approximately $300.00. He stated that this process, known as "inside-out" ticketing in the airline industry, was frowned upon by the airlines, but was still a common way to save on the cost of one way airfares. MARCUS stated that he never intended to travel to Los Angeles on September 11, 2001 and never intended to seek a refund of the unused portion of his ticket because he had already saved money on the round trip fare. MARCUS further stated that he was unaware that the flight he had
booked to Los Angeles was one of the ones that had been hijacked on September 11, 2001 until writer had mentioned it to him the day before.
FEDERAL BUREAU OF INVESTIGATION

Precedence: IMMEDIATE

Date: 10/12/2001

To: NEWARK

Attn:

From: NEWARK

Approved By:

Drafted By:

Case ID #: 265D-NY-280350-NK (PENDING)

Title: MAJOR CASE 182

PENTTBOMB

9/11 Law Enforcement Privacy

Synopsis: ICF #: NK5379

Details:

INFORMATION CONTROL FORM

Control Number: NK5379

Priority: IMMEDIATE Classification: UNCLASSIFIED

Method of Contact: Telephone/Radio

Source:

Affiliation: FBI

Phone Number:

Information Received Date: 09/21/2001 Time: 11:00 AM

Prepared By:

Component/Agency: I&I/FBI

Event: TELCALL FROM ALLISON TO NAWROCKI, REQUEST TO INTERVIEW ALL NO SHOW PASSENGERS ON FLIGHT 93 AT NEWARK AIRPORT. DETERMINE REASON FOR NO SHOW.

Event Date: 09/21/2001 Time: 11:00 AM

References:

REQ. #29-1

NK 6234

000000131
Categories: ESSENTIAL ELEMENT INFORMATION

Event Reviewed By: □

Lead Required?: YES

9/11 Law Enforcement Privacy
LEAD (s):

Set Lead 1:

NEWARK

AT NEWARK, NJ

Lead Control Number: NK5379
Assigned To [redacted] on 09/21/2001 at 5:20 PM

INTERVIEW NO SHOWS OF NEWARK TO SAN FRANCISCO FLIGHT 93. ASCERTAIN REASON FOR NO SHOW. DETERMINE ANY LINK TO KNOWN HIJACKERS. ASSIGN TO LEAD POOL. REPORT INFO/RESULTS TO SA SCOTT NAWROCKI. NO SHOWS ARE: GEORGE AND BONNIE GONZALEZ, PATRICIA BRESEE, AND YU NAGAKAWA. COORDINATE RESPONSE WITH SA [redacted] AND [redacted]

**
Event: THE PASSENGER MANIFEST FOR FLIGHT 93 ON 09/11/2001, REVEALED THAT SEVERAL INDIVIDUALS DID NOT SHOW UP FOR THE FLIGHT. IT IS REQUESTED THAT THOSE INDIVIDUALS BE LOCATED TO DETERMINE THE CIRCUMSTANCES FOR MISSING THE
Event Date: 09/11/2001  Time: 8:00 AM

References:

Categories: INFORMATION

Event Reviewed By: [ ]

Lead Required?: YES

9/11 Law Enforcement Privacy

REQ. #29-1 000000135
LEAD (s):  

Set Lead 1:  

SAN FRANCISCO  

AT SAN FRANCISCO, CA  

Lead Control Number: SF2743  
Assigned To "18B-1" on 09/26/2001 at 4:14 PM  

LOCATE & INTERVIEW GEORGE & BONNIE GUTIERREZ, TO DETERMINE THE CIRCUMSTANCES OF MISSING UNITED FLIGHT 93 ON 09/11/2001.  

9/11 Personal Privacy  

REQ. #29-1  

000000136
Precedence: ROUTINE

To: Counterterrorism
   Boston
   Chicago
   New York

From: Boston

Approved By: 

Drafted By: 

Attn: ITOS/UBLU/RFU/SIOC
       CT-1
       IP/C
       CP

Case ID #: 265A-NY-280350 (Pending)

Title: PENTTBOM;
       MAJOR CASE 182
       00: NY

Synopsis: Lead covered at Boston.

Reference: 265A-NY-280350-CG Serial 3455
           265A-NY-280350-BS Serial 456

Details: Leads set in the above serials requested that the Boston Division conduct interviews of three individuals scheduled for United Airline flights 93 and 175 on 9/11/2001 but who did not show up for the flight. Those individuals were located and interviewed, and results documented as follows:

   Barry Bycoff, 265A-NY-280350-302, Serial 46231
   Iain Cockburn, 265A-NY-280350-302, Serial 46224
   Charles Marcus, 265A-NY-280350-302, Serial 46222

Investigation completed and leads covered.

**

REQ. #29-1

CG 5188
000000137
Precedence: PRIORITY                      Date: 10/28/2001

To: Counterterrorism                      Attn: ITOS/UBLU/RFU/SIOC
    Chicago
    Philadelphia

From: Norfolk
      Squad 6
      Contact: SA

Approved By:                                 Drafted By:

Case ID #: 265A-NY-280350-CG (Pending)
    265A-NY-280350-NF (Pending)

Title:  PENTTBOMB                          MAJOR CASE 182

Synopsis: To provide information to Philadelphia Division.

Reference: 265A-NY-280350-CG Serial 3455


Details: Referenced EC from Chicago set forth lead for Norfolk Division to locate and interview Kevin Dougherty, telephone number (757) 873-3555, to determine the circumstances of him missing United Flight #93 on 09/11/2001.

On 09/27/2001, attempts to locate Dougherty through aforementioned telephone number were negative. It was determined that this telephone number is an airline reservation center, McCord Consumer Direct, 11824 Fishing Point Drive, Newport News, Virginia.

On 09/27/2001, Donna Foggin, Director of Sales Support, McCord Consumer Direct, advised that her airline flight information concerning the aforementioned flight has been deleted from her computer system; however, she was able to locate Dougherty's billing records which reflected that he paid for the flight with his American Express Card, showing an address of 19/11 Personal Privacy

REQ. #29-1                                    000000138
Foggin further advised that her company makes approximately 2,000 airline reservations daily, from all over the United States, and she assumes the reservation was not made locally. Foggin further advised that she remembers reviewing the list of reservations made by her company for the aforementioned flight, and remembers seeing the name of Kevin Dougherty. She further stated that, to the best of her recollection, a review of her computer at that time showed that Dougherty checked in at 1:00 p.m. and did not cancel.

Foggin further stated that her company is owned by McCord Travel Management, 350 North LaSalle Street, Suite 700, Chicago, Illinois 60610, telephone number (312) 705-2358. She could not explain why the ticketing information is no longer in her computer system; however, as previously stated, she recalled reviewing flight information on 9/11/2001, and remembered Dougherty's name.

Norfolk considers lead covered.
To: Counterterrorism  From: Norfolk  
Re: 265A-NY-280350-CG , 10/28/2001

LEAD(s):

Set Lead 1: (Adm)

COUNTERTERRORISM

AT WASHINGTON, DC

Read and clear.

Set Lead 2: (Adm)

CHICAGO

AT CHICAGO, IL

Read and clear.

Set Lead 3:

PHILADELPHIA

9/11 Personal Privacy


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FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY

To: LOS ANGELES

From: LOS ANGELES

Approved By: 

Drafted By: 

Case ID #: 2650-NY-280350-LA

Title: TWIN TOWERS BOMBING

Synopsis: ICF #: LAS367

Details:

INFORMATION CONTROL FORM

Control Number: LA5367

Priority: PRIORITY Classification: UNCLASSIFIED

Method of Contact: Written

Source: FBI-CHICAGO

Affiliation: 

Phone Number: 

Information Received Date: 09/27/2001 Time: 8:30 AM

Prepared By: 

Component/Agency: I&I/FBI

Event: ELECTRONIC COMMUNICATION CHICAGO TO LOS ANGELES DATED 9/25/01 - INTERVIEW NO SHOW FOR FLIGHT 93/175 IDENTIFIED AS THOMAS SWAIN, WHO MISSED FLIGHT 175. LEAD ASSIGNED TO 

Event Date: 09/27/2001 Time: 12:00 PM

References: 

9/11 Personal Privacy

REQ. #29-1

LA 3931

000000141
Categories: 9/11 Law Enforcement Privacy
Event Reviewed By:  
Lead Required?: YES

REQ. #29-1
000000142
LEAD (s):

Set Lead 1:

LOS ANGELES
AT LOS ANGELES, CA

Lead Control Number: LA5367
Assigned To [ ] on 09/27/2001 at 12:08 PM

CONDUCT INTERVIEW
ASSIGNED TO [ ]

**

9/11 Personal Privacy
FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE Date: 11/01/2001

To: LOS ANGELES Attn: 

From: LOS ANGELES

Approved By: Drafted By:

Case ID #: 265D-NY-280350-LA

Title: TWIN TOWERS BOMBING

Synopsis: ICF #: LA5459

Details:

INFORMATION CONTROL FORM

Control Number: LA5459

Priority: ROUTINE Classification: UNCLASSIFIED

Method of Contact: Written

Source: FEDERAL BUREAU OF INVESTIGATION (FBI), BOSTON

Affiliation:

Phone Number:

Information Received Date: 09/27/2001 Time: 5:50 PM

Prepared By: 

Component/Agency: I&I/FBI

Event: PROVIDE INFORMATION ON INDIVIDUALS WHO CHANGED THEIR TRAVEL PLANS.

Event Date: 09/23/2001 Time:

References:

Categories: INFORMATION

REQ. #29-1
Event Reviewed By:  

Lead Required?: YES

9/11 Law Enforcement Privacy
LEAD (s): 9/11 Law Enforcement Privacy

Set Lead 1:

LOS ANGELES

AT LOS ANGELES, CA

Lead Control Number: LA5459
Assigned To [ ] on 09/27/2001 at 6:15 PM

LOCATE AND INTERVIEW: MEGAN SWAIN AND THOMAS R. SWAIN,
TELEPHONE NUMBER [ ] ADDRESS [ RENEE YOUNG ]

**

9/11 Personal Privacy

REQ. #29-1

000000146
FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

To: Counterterrorism
   Chicago
   New York

From: Boston
   Lowell RA
   Contact: SA

Approved By: 9/11 Law Enforcement Privacy

Drafted By:

Case ID #: 265A-NY-280350-BS (Pending)

Title: PENTTBOMB;
   MAJOR CASE #182;
   AOT - IT

Synopsis: Report coverage of interview of Elizabeth Swain, Rapid Start Lead, BS
   7548.

Administrative: Re Los Angeles EC to Boston, dated 9/28/01 and
   265A-NY-280350-Chicago lead, 3455.

Details: Chicago Division requested that Thomas and Elizabeth
   Swain, be interviewed re their reservations to fly on United Airlines Flight 175 on 9/11/01. On 9/27/01, Los
   Angeles Division ascertained that Thomas and Elizabeth Swain moved from California to Massachusetts. Los Angeles Division advised that the Swains would be moving to their new address, after 10/5/01.

On 10/25/01, Elizabeth Swain was interviewed and advised that she made three (3) reservations for United Airlines Flight 175, on 9/11/01, in early August 2001. The reservations were made for herself, her husband, Thomas and daughter, Meghan. She advised that all three had flown from Los Angeles to Massachusetts on 8/17th or 8/18/01 and were going to return on 9/11/01 to Los Angeles. She stated that because of a request by a client, she flew earlier back to California arriving 9/9/01. She advised that her husband did not have to travel back to Los Angeles because his boss was travelling to Boston to meet with him. She advised that her daughter did not travel, on 9/11/01, because she had enrolled in

9/11 Personal Privacy

REQ. #29-1

CG 5560

000000147
To: Counterterrorism
From: Boston
Re: 265A-NY-280350-BS, 11/05/2001

and could not leave. She advised that she and her husband each
thought that the other would cancel the reservations on Flight
175.

In view of the above, leads set out in referenced EC
and Chicago lead, 3455, are considered covered.

**
ELIZABETH SWAIN, Date of Birth:

was advised of the official identity of the interviewing agent and the nature of the interview.

SWAIN stated that she works for

stated that in regards to her job, she does a lot of travelling. She stated that sometime in early August 2001, she made reservations with UNITED AIRLINES for a round-trip ticket from Los Angeles, California to Boston, Massachusetts, back to Los Angeles, California. The flight from Los Angeles to Boston was for August 17th or 18th, 2001 and the return flight to Los Angeles, from Boston, was for September 11, 2001. She stated that the return flight from Boston to Los Angeles was UNITED AIRLINES Flight 175. She stated that also booked on the same flight was her daughter, MEGHAN, and her husband, THOMAS.

SWAIN stated that her husband's employer, recently transferred him to Massachusetts from Los Angeles. She stated that while in Los Angeles, they were residing in California. She stated that shortly after arriving in Massachusetts, on the August 17th or 18th, 2001 flight, she made another trip back to Los Angeles and then returned to Boston, Massachusetts. She stated that this trip was also on UNITED AIRLINES.

SWAIN stated that because of her job, she travels about twenty-five (25) times a year. She stated that her husband has been living in Massachusetts for approximately one (1) year and that she has taken UNITED AIRLINES Flight 176, Los Angeles to Boston, and the return flight, 175, Boston to Los Angeles, all the time. She stated that she likes to travel on Tuesday is because
it's easier to upgrade to first class with her frequent flyer miles and the flight is not very crowded.

SWAIN stated that in regards to the reservations for the return flight back to Los Angeles from Boston, on September 11, 2001, UNITED AIRLINES Flight 175, she was contacted by a client of hers, who requested that she come to California earlier than September 11, 2001. She stated that she decided to meet with her early and she left Massachusetts for California on a UNITED AIRLINES Flight, Sunday, September 9, 2001, at 12:45 P.M. She stated that her husband, THOMAS, did not have to travel to Los Angeles because his boss was travelling to Boston. She stated that her daughter could not return to Los Angeles on Flight 175, because she was enrolled in classes at and could not leave. She stated that she thought her husband's secretary had cancelled his reservation on UNITED AIRLINES Flight 175. She stated that each of them thought that the other had cancelled their reservations on this flight. She stated that she flew back to Massachusetts on a UNITED AIRLINES flight on September 19th or 20, 2001.

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