



U.S. Department
of Transportation
**Federal Aviation
Administration**

Fax Message

AMR CMO
14800 Trinity Blvd, Suite 100
Fort Worth, Texas 76155

To: Wayne Williams
Phone: (b) (6)
Fax: (

From: Randy Loveless
Phone: (b) (6)
Fax:

Date: November 6, 2003

Pages: 4

Wayne,

Page 1 is to show you that this is part of a daily watch log we maintained at our desk in the AA SOC Crisis Management Room. We had to use Scott Griffith's AA email to send these logs electronically to Tom Glover at the AMR CMO. I reviewed all of our records from the 9/11 event and page 10 is the only recorded reference of any interaction with the agencies listed in the Administrators information request. Bob Talmadge, FOI, was on duty and made the entry. The entry "Bob Talmadge in" establishes that Bob had assumed the watch on the bottom of page 9. As stated in the log, the verbal request was turned over to the FBI office established in SOC. There are no records of any data provided by this office.

Randy

Scott Griffith - Sitrep

From: Scott Griffith
To: i: thomas.w.glover
Date: 9/17/01 12:56PM
Subject: Sitrep

Brief synopsis of events from SOC:

Operations first learned about the initial event, AALA 11, B767, aircraft 5BP BOS to LAX, from Jim Kaiser. Jim called about 0830 and told me that it looked like AALA 11 was being hijacked. He said a flight attendant had called on a flight phone and said that two flight attendants had been stabbed and that there was someone in the cockpit.

Shortly afterward Jim called back and said it looked like the aircraft had crashed. He indicated he thought it had hit the World Trade Center. The information was unconfirmed.

Immediately notified Tom Glover. Called Randy Loveless and told him to get my primary staff including Tom Rau together for a warning order. Immediately called ASW 200's cell phone and left a message with information available at the time. Also called Johnny Pool's cell phone and left a message.

Scott Griffith called to confirm Jim Kaiser's notification.

Discussed Notification to RO and provided Randy Loveless with the disc file on Accident report format for the Division Mgt Team.

Briefed Tom Rau on need to go to SOC and activities to perform there. Tom arranged for G cars. Departed CMO for SOC Situation Room (Command Center).

Met George Tucker, System Chief Pilot, and continued to SOC. Tight security was already in place.

Received initial brief on situation from Scott Griffith.

At 0930 the SOC put out the first sitrep. This is the first time we realized that AALA had two aircraft unaccounted for and presumed down.

Moved to private office to work in. SOC SitRoom was packed and LAN personnel were hurrying to setup all of the necessary communications equipment and computer workstations. Provided telephone numbers to CMO and RO Com Center.

Communication from Captain Bob Kudwa. All Vice Presidents of Operations from the top 10 carriers were meeting and now stuck in Toronto. Captain Kudwa wanted to know how to obtain approval to ferry an MD-80 from Toronto to DFW to bring essential personnel from all the airlines represented to DFW. I explained that ATC was in control of the airspace. Shortly afterward we learned that the Military had assumed responsibility for US Airspace.

Ann Bruder provided Bob Talmadge and Tom Rau a System Status briefing regarding all flights as follows: all flights cancelled on ground and planned diversions of those flights currently airborne to nearest suitable enroute airport. International flights inbound from European stations currently located East of Longitude 30W are to divert back to origination stations. Flights located West of 30W are being directed to divert to suitable Canadian airports.

Approached by Gerard Arpey, asking procedure to request authorization to conduct 3 flights (survivor Assistance flights). Explained about the same scenario to Mr. Arpey. I did suggest that since the military was in control of the airspace, the military might be able to assist in essential transportation.

Reid Rosser Dir. SOC SIMA advises that all Eagle aircraft are reported on ground and that ramp checks are under way to confirm physical location of all equipment.

Smith - Sitrep

Page 9

Whitley on 1600-2400.

1700- Before leaving B. Talmadge approved the following crew duty time extensions:
AA1266/15 SUJ/MIA Capt Mashack/ dispatcher Rondeau : Estimated 00+30 over
AA937/15 MIA-CCS Capt. McDonel/ dispatcher Rondeau: Estimated 00+30 over
AA672/15 STT-MIA Capt. Byers/ dispatcher Rondeau : Estimated 00+10 over

1800- AA had request for us to help find a phone number for an FAA person, Mr. Hamari in St. John, Newfoundland. Obtained possible numbers to call from Mike Watkins at Region. AA went to FBI office as a possible quicker route to find Mr. Hamari's phone number.

2339- R. Whitley approved the following crew duty time extension:
AA591/15 PHL-DFW Capt. Durant/ dispatcher Perez

2315- R. Whitley approved the following crew duty time extension:
AA773/15 DFW-SAN Capt. Thompson/ dispatcher Pierce.

2317 approx.- AA1716 accidently squaked 7500. Called region with info then found out it was ~~accidently~~ activated while scrolling through tranxponder codes to a new assigned code.

Briefed Johnny Pool on morning's activities and proposed schedule.

Gerard Arpey mentioned that AALA would be forwarding a change to Part 1 to more accurately reflect the procedures that AALA captains could enact based upon the situation. The concern is that the common strategy identified and in place by security no longer works with hijackers who are terrorists and are resigned to death anyway.

Russ Chew mentioned that AALA still had a lot of people scared to fly-mostly FAs. Passenger loads are below 50% on most flights not carrying diverted passengers. Russ thinks it will take at least a week for the system to stabilize. The new schedule threshold will be approximately 80-88% of the previous schedule.

No bookings out of Washington National (Reagan) for another week,

John Cowan signs in.

No variances requested on flight and duty time.

Question arose as to changes to Part 1 on updating content on sections that contain standard procedures for cockpit crews and the common strategy for hijacking. Called POI and discussed. Instructed to mention to Captain Tucker that although the Part 1 is by and large an accepted manual, the portion dealing with Chapter 19 actually is an approved procedure excerpt from AALA's Approved Security Program under FAR 108. Advised AALA to contact PSI Janet Riffe about any changes to content since 108.7 and 108.19 deal with approvals to required programs.

Briefed Talmadge on events.

John Cowan out

Bob Talmadge in:

Briefed Johnny Pool on events of day and information concerning the proposed Part 1 change for Hijacking. Also notified JDP of call that Captain Kudwa received from Nick Sabatini Re: AALA not allowing FAA Inspectors on their jumpseats. Kudwa informed Sabatini that AALA was not excluding FAA

Inspectors and that, in fact, AALA needed FAA Inspectors to do IOE and Check Airmen Observations which were progressively falling behind.

Received a call from Tom Taaffe, who identified himself as Special FBI Agent # (b) (c) 7-5a. Tom requested passenger manifests and cargo loading for AALA Flights 19 (JFK-LAX) and 40 (LAX-JFK) and AALA 40 (LAX-JFK) for yesterday. Turned over the request to Steve Somner, the FBI agent at the SOC. Steve will provide info. Notified Patty Randel at SW Reg Command Center.

Had a question from Russ Chew, Manager SOC about minimum crew on the A 300. They wanted to know if they could block or remove a seat and go with "one less" Flight Attendant. POI called CSI. Alison varified answer. In order to operate the aircraft in revenue service with fewer flight attendants, you have to do another mini evac. Passed information along to Russ Chew.
NFAN.

Completed Legality Depiction for AALA 1266, 672, 937, 773, and 591 for 09/15/01. 1266 was over by 01+57. 672 was over by 00+18. 937 did not go over. 773 did not go over. 591 went over by 00+10. No deviations requested for 9/16/01.

SOC advised that for 09/16/01, 614 flights cancelled. 1600+ operated. (Appx 70+ %)

Called Randy Loveless with schedule change to 1600-0000 for 09/17.

AALA notified with requests for Federal Air Marshals on selected flights for 09/17/01. Arrangements completed and provisions for crew notification accomplished.

Learned that AALA suspended planned random drug testing on Tuesday because they were unable to get to the locations to do the random selectees. AALA will contact Dianne Woods for guidance. AALA questions whether or not drug testing equipment will be allowed inside sterile areas to accomplish the planned testing. AALA intends to contact UALA for ideas on how to reestablish program when systems become normalized.

Jim Kaiser gets word that the Arkansas Gazette is going to run an article on security information at AALA. The information may damaging AALA's security program because it is purported to identify specific procedures that are closely held in order to combat terrorism. The information was supposedly provided to the newspaper by an AALA flight attendant. A member of APA's staff is also reported to be providing a statement on the subject for the paper.

Received a call on my cell phone. (b) (c) Tried to return call. No answer.

Briefed Ed Garrard on status,

Ed Garrard assumes duty.

Info: AAL Flight Safety is conducting an informal, internal survey of opinions and ideas of possible additional security measures AAL could take, in addition to the mandated FAA Security Directives, to enhance AAL flight safety and security.

ASW D. Russell requested clarification on eligibility of inspector to en route back from Frankfurt. Initial communication confusion about paperwork was clarified and rectified between Frankfurt and Dispatch. Expect that inspector will be on the flight. Russell notified.

Briefed Thomas Rau on status.

Thomas Rau on duty.

Frank Allen on duty.