

Executive Summary
Chronology of a Multiple Hijacking Crisis
September 11, 2001

<u>TIME</u>	<u>EVENT</u>
0759	American Airlines (AALA) Flight 11, a Boeing 767, departs Boston for Los Angeles with 81 passengers and 11 crewmembers on board.
0801	United Airlines (UALA) Flight 93, a Boeing 757, departs Newark for San Francisco with 38 passengers and seven crewmembers on board.
0810	AALA Flight 77, a Boeing 757, departs Washington's Dulles airport for Los Angeles with 58 passengers and six crewmembers on board.
0814	UALA Flight 175, a Boeing 767, departs Boston for Los Angeles with 56 passengers and nine crewmembers on board.
0840	Representative of Civil Aviation Security Intelligence (ACI) summons a duty officer from Civil Aviation Security Operations (ACO).
0843	ACO duty officer responds to ACI Watch.
0845	ACI advises the ACO duty officer of information received from the Washington Operations Center (WOC). AALA Flight 11 from Boston Logan International Airport (BOS) to Los Angeles International Airport (LAX) may have an intruder in the cockpit. Flight 11 has diverted off course and is heading south towards New York City. Aircraft is losing speed and descending with the transponder off. ATC advises they have no communications with the flight, however, pilot is keying the microphone and threatening comments are overheard.
0847	FAA Principal Security Inspector (PSI) for AALA is notified of the events by AALA corporate office.
0847	AALA advises that a flight attendant may have been stabbed.
0850	ACO representatives activate the Aviation Command Center (ACC) and request the primary communication net be established.
0855	CNN is reporting an aircraft has hit the World Trade Center (WTC).
0905	CNN is reporting a second aircraft has hit the WTC.
0915	ACI Watch contacts FBI, CIA, S-60, and State Department.

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- 0915 ACI advises that New England Region (ANE) has stopped all air traffic.
- 0916 ACI receives telephone call from Transport Canada requesting information.
- 0916 NOIWON convened by CLA.
- 0920 AALA advises PSI that a flight attendant on Flight 11 made a cell phone call to her flight service manager in Boston indicating the passenger seated in 10B had stabbed the passenger in 9B.
- 0920 ATC Eastern Region (AEA) reports three aircraft missing from radar.
- 0920 United Airlines Flight 175 is missing from radar.
- 0920 AEA deploys agents to Dulles International Airport.
- 0922 ACC contacts ANE to request information regarding Flight 11. ANE deploys agents to BOS to gather information.
- 0922 ACO representative arrives at FBI Strategic Information Operation Center (SIOC).
- 0925 ACS-1 contacts ACI Watch from Puerto Rico to receive initial briefing.
- 0925 Northwest Airlines (NWAA) contacts ACI Watch for briefing.
- 0926 State Department, Department of Justice, Secret Service and National Military Command Center on net.
- 0926 ACS-1 to depart on military aircraft to Andrews Air Force Base.
- 0932 ATC AEA reports aircraft crashes into west side of Pentagon.
- 0942 Secret Service and White House confirm aircraft has crashed into Pentagon.
- 0945 FAA Building evacuated.
- 0948 Delta Air Lines (DALA) Flight 1989 reported hijacked in vicinity of Toledo, Ohio.
- 0950 Capitol and White House evacuated.
- 0956 Secret Service reports UALA Flight 93 is being hijacked.
- 1006 Passenger places 911 call from UALA Flight 93 advising three hijackers with knives are on board.

- 1010 Unconfirmed report that UALA Flight 93 crashed into ground near Johnstown, PA. Smoke reported.
- 1013 DALA Flight 1989 may not be hijacked. Returning to Cleveland.
- 1013 All international flights inbound to the U.S. are diverted to Canada.
- 1013 Secret Service reports unconfirmed explosion at Lincoln Memorial.
- 1017 Ground stop of all U.S. air carriers ordered.
- 1033 DALA Flight 1989 lands safely in Cleveland. Flaps are up. Police are responding.
- 1134 FBI has secured DALA Flight 1989 and is conducting controlled debarkation.

ACTIONS TAKEN

- **National ground stop of all U.S. air carriers ordered by ATC.**
- **Issuance of airport emergency amendment requiring implementation of specific security procedures before airports are certified for resumption of operations.**
- **Issuance of Part 108 security directives requiring implementation of specific security procedures before a U.S. air carrier is certified for resumption of service.**
- **Issuance of Part 108 security directive and Part 129 emergency amendment identifying individuals that are associated with terrorist activity.**
- **Issuance of Part 129 security directives requiring implementation of specific security procedures before a foreign air carrier is certified for resumption of service to the U.S.**
- **Issuance of Part 108 security directive requiring implementation of specific security procedures before an all cargo air carrier is certified for resumption of service.**
- **Issuance of a security alert notice to all non-Part 107 airports.**
- **ACO Operations Watch established to support FAA field security elements and industry with implementation of new security requirements.**