

September 12, 2001

Mr. Ed Ballinger – Dispatcher was operationally in control of both UAL flights #175 and #93, which were both taken over by terrorists and subsequent crashes at the World Trade Center and Pennsylvania, respectively.

**Timeline of events per Mr. Ed Ballinger:**

1301Z SOC/CMC advised E.B. that UAL 175 missing from radar.

1321Z E.B. received pirep from crew of UAL 93

1322Z JFKFO queried UAL93 if ok, requested them to send back MSG

1324Z Planning center notified via CHIALL UAL 175 involved in accident in New York (WHQPO)

1324Z E.B. advised UAL 93 beware of cockpit intrusion. Two aircraft hit NY Trade Center.  
1326Z ED Confirm LATEST MSG 1328Z - EDA/EI - MSG (He = Some) DATA  
1332Z E.B. advised by Sandy Rogers (CHIDD) – “looking for ya on 133.37”

1333Z E.B. advised UAL “High Security Alert. Secure Cockpit.”

1336Z SMFDO (Mike Barber) advised E.B. UAL 93 off track and heading for DC area. May have cockpit intruder. “Send discrete message” “ask for wx and if dispatch can help?”

1336Z E.B. advised by Chad McCurdy (CHIDD) sent to UAL 93 “Hows the wx. Can dispatch be of assistance?”

1341Z E.B. advised “High Security Alert. Secure cockpit.” “Two airliners hit NY Trade Center”

1341Z E.B. same message re-sent

1347Z SFOLM (Price David) queried UAL93. Heard of incident and asked “if all Normal?”

1350Z E.B. advised UAL93 to land at nearest airport.

1351Z E.B., again advised Ual93 to land ASAP anywhere.

1351Z E.B. sent same message again this time with bell (HEYB)

1351Z E.B. advised UAL175 to land ASAP anywhere.

1355Z E.B. advised by SMFDO UAL 93 via \*DSP call came in “crew at knifepoint”

1400Z E.B. informed by SMFDO UAL 93 descending towards DCA over Hagerstown, MD.

1410Z E.B. advised by SMFDO not to divert to DC area.

**WARNING**  
**THIS DOCUMENT CONTAINS**  
**SENSITIVE SECURITY INFORMATION**

1411Z E.B. Sent same message, repeated with HEYB

1411Z E.B. Advised crew "Do not diver to DC area. NOT AN OPTION"

**WARNING**  
**THIS DOCUMENT CONTAINS**  
**SENSITIVE SECURITY INFORMATION**

UASS12-0000007