

March 15, 2004

VIA FEDERAL EXPRESS

Mr. John Raidt
National Commission on Terrorist
Attacks Upon the United States
301 7th Street SW, Room 5125
Washington, DC 20407

Re: National Commission on the Terrorist Attacks on the United States
American's Response to the February 3, 2004 Requests
C & F Ref.: DTB/CRC/28079

Dear Mr. Raidt:

American Airlines, Inc. ("American") hereby provides the National Commission on Terrorist Attacks Upon the United States (the "Commission") with American's Response to the Commission's Requests dated February 3, 2004 (the "February 3, 2004 Requests"). Enclosed with this Response are the documents referenced herein which are responsive to the February 3, 2004 Requests.

As agreed at the July 31, 2003 initial meeting, all documents submitted to the Commission by American will be considered and treated as proprietary and confidential and will not be disclosed or produced to any third parties.

I. AA FLIGHT 11 INFORMATION REQUESTS

- 11.1 **Request:** During 2001 was AA Flight 11 a daily, non-stop flight, scheduled for seven days a week to depart at 7:45 am (EDT/EST)? If not, what was the normal departure schedule for the flight?

Response: From March 2 through September 11, 2001, the scheduled departure time for AA Flight 11 was 7:45 a.m. From January 1 through March 1, 2001, the scheduled departure time for AA Flight 11 was 8:15 a.m. The flight was daily and non-stop during the entire time period referenced.

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11.2 Request:

- (a) What was the turnaround flight for AA Flight 11?
- (b) What was the regularly scheduled time for this flight to leave its departure city?
- (c) What was the regularly scheduled time for the arrival in Boston of the turnaround flight?

Response:

- (a) The turnaround flight for AA Flight 11 was AA Flight 198 from San Francisco to Boston.
- (b) The regularly scheduled departure time from San Francisco for AA Flight 198 was 9:50 p.m. (Pacific).
- (c) The regularly scheduled arrival time in Boston for AA Flight 198 was 6:24 a.m. (Eastern).

11.3 Request: What time did the flight referred to in 11.2 arrive in Boston prior to the turnaround (AA Flight 11) on 9/11/01?

Response: On 9/11/01, AA Flight 198 arrived in Boston at 6:03 a.m. (Eastern).

11.4 Request:

- (a) What was the fuel capacity for the aircraft used for AA Flight 11 on 9/11/2001?
- (b) What was the average fuel load for AA Flight 11 throughout 2001?
- (c) Please confirm that the fuel load before departure of AA Flight 11 was 76,400 pounds.
- (d) Please describe the fuel type used for AA Flight 11 on 9/11/2001 and whether it was the fuel type/grade usually used for the flight?

Response:

- (a) The fuel capacity for AA Flight 11 on 9/11 was 137,000 pounds, or approximately 20,450 gallons.
- (b) The average fuel load for AA Flight 11 during 2001 was 70,625 pounds, or 10,540 gallons.
- (c) The fuel load for AA Flight 11 departing on 9/11/01 was 76,400 pounds, or 11,400 gallons.
- (d) JET-A was the normal fuel type/grade used for this flight and it was used on 9/11/01.

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11.5 Request:

- (a) Was this same aircraft/tail number used for AA Flight 11 throughout 2001?
- (b) If not please describe the rotation of aircraft for this flight throughout 2001.

Response:

- (a) No.
- (b) Tail Number 334, which was the equipment used on Flight 11 on 9/11/01, was one of several dozen 767 aircraft used on this route during 2001.

11.6 Request:

- (a) How many people were booked and/or ticketed for AA Flight 11 on 9/11/2001?
- (b) How many people boarded the flight on 9/11/2001?
- (c) How many First Class passengers were booked and/or ticketed for the flight?
- (d) How many First Class passengers boarded the flight?
- (e) How many Business Class passengers were booked and/or ticketed for the flight?
- (f) How many Business Class passengers boarded the flight?
- (g) How many Coach passengers were booked and/or ticketed for the flight?
- (h) How many Coach passengers boarded the flight?

Response:

- (a) On 9/11, 98 people held reservations for AA Flight 11, which included 81 passengers and 17 "no-shows." The meaning of a no-show is explained in Response 11.10. American's records do not show the total number of people ticketed for AA Flight 11 on 9/11/01.
- (b) On 9/11, 81 passengers boarded AA Flight 11.
- (c) The actual number of persons holding reservations and tickets on Flight 11 fluctuated on the morning of 9/11/01, which is normal for the day of travel. American's records do not show the booking and ticketing totals, broken down by different passenger classes and at different times on 9/11/01.
- (d) On 9/11, 9 First Class passengers boarded AA Flight 11.
- (e) See (c).
- (f) On 9/11, 19 Business Class passengers boarded AA Flight 11.
- (g) See (c).
- (h) On 9/11, 53 Coach Class passengers boarded AA Flight 11.

- 11.7 Request:** What time did the ticket counter at Logan open for business on 9/11? Was this the earliest that the passengers could check in for AA Flight 11?

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Response: On 9/11, American's ticket counter opened at 4:00 a.m., which was the earliest time passengers could have checked in for AA Flight 11.

11.8 Request:

- (a) Is the time of check-in for each passenger and/or the agent checking in the passenger documented by the airline?
- (b) If so, is this noted on the ticket, or in any other documentation previously provided to the commission by American Airlines? If so, please note the document containing the information.

Response:

- (a) American's reservations and ticketing systems captures some information as to when passengers check in at the ticket counters and/or the boarding gates. However, this documentation does not provide exact times for such activities, as discussed below.
- (b) American previously has provided the Commission with documents that indicate the approximate times that passengers boarded AA Flights 11 and 77 and the approximate check-in times at the main ticket counters at the respective airports. These documents are Kean Commission Bates numbers 004658-004675 (Flight 77) and 004483-004518 (Flight 11) and are from American's Electronic Gate Reader ("EGR") records. The EGR records do not provide the exact time of individual passenger check-in, the check-in location (ticket counter vs. departure gate), or the identification of the check-in agent.

The EGR system for a particular flight is manually initiated by the gate agent usually several hours prior to boarding. The initiation of the EGR system is done at the discretion of the gate agent. At initiation, the system downloads information for the flight, such as the names of all passengers holding reservations, check in status, seat assignment (if pre-reserved), booking class, and destination city.

Following system initiation, the EGR system "polls" the Sabre passenger reservation system for any updates to this data. Prior to the start of boarding, the updates occur at approximately 15-minute intervals and provide a "snapshot" of any changes in information since the last update. For this reason, the ticket counter check-in times from the EGR system reflect only "approximate" times. During actual boarding of the flights, the "polling" process occurs more frequently, at approximately 15-second intervals. The EGR records the time that a passenger's

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boarding pass goes through the EGR and, provides an accurate record of when the passenger boards the aircraft.

11.9 Request:

- (a) How many agents were working at the check-in counter at Logan, and potentially could have checked in the passengers aboard AA Flight 11?
- (b) Please provide their names.

Response:

- (a) There were 19 agents working at American's Logan ticket counter and two gate agents working at Gate 32 on the morning of 9/11.
- (b) The names of the agents are listed below. We would appreciate the Commission's continued cooperation in first informing us before a Commission staff member directly contacts any of these American employees.

Main Ticket Counter Agents

Therese Chausse

9/11 Personal Privacy

Judi Albarao

Delila Rosales

Jose Concepcion

Cornelia Osgood

9/11 Personal Privacy

Evelyn Palavicini

Michael Stark

Andres Raxton

Jill Wojick

9/11 Personal Privacy

Richard Rodriguez

Susan Skarzinski

Angel Matos

Cindy Clarke

Ana Zani

Doreen Carborne

Gate 32 Agents

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9/11 Personal Privacy

[REDACTED]

It is our understanding that Waleed Al Shehri (Seat 2B) and Wail Al Shehri (Seat 2A) were checked in by [REDACTED] Mohamed Atta (Seat 8D) was checked in by [REDACTED] Satam Al Suqami (Seat 10B) was checked in by [REDACTED] and Abdulaziz Alomari (Seat 8G) was checked in by [REDACTED]

11.10 Request: (See question 11.6.) The document titled "AA Flight 11 11Sep01 BOS-LAX reservation/ticket review" (AAL bate stamp 003422-003426) show that 74 people who were booked on Flight 11 either cancelled, changed their flight, or were no shows. Fifteen people were no shows. Can AAL provide the average number of people who either cancelled/changed their flight or were no shows for the AA Flight 11 during 2001; and the average number of no shows for AAL Flight 11 on Tuesdays for 2001?

Response: American is not able to provide the average number of people for AA Flight 11 during 2001 who either cancelled or changed their flight. American's Revenue Management department databases for 2001 do not show historical cancellation or re-booking data at that level of detail.

American's Revenue Management database indicates that on 9/11/01, AA Flight 11 had 17 no-shows. American believes that this variation from the 15 no-shows identified in the referenced documents above reflects the different times when that data was captured.

American's identification of a "no-show" includes anyone with an active reservation who does not board the aircraft. However, no-shows do not include people who "misconnect," meaning that they fail to board their connecting flight. American is able to provide the following historical no-show data for AA Flight 11 in 2001:

Number of no-shows for AA Flight 11 on 9/11/01: 17
Average number of no-shows for AA Flight 11 during 2001: 7.2
Average number of no-shows for AA Flight 11 on Tuesdays during 2001: 9.0

During 2001, American operated AA Flight 11 221 times and had 17 or more no-shows on 13 of those flights.

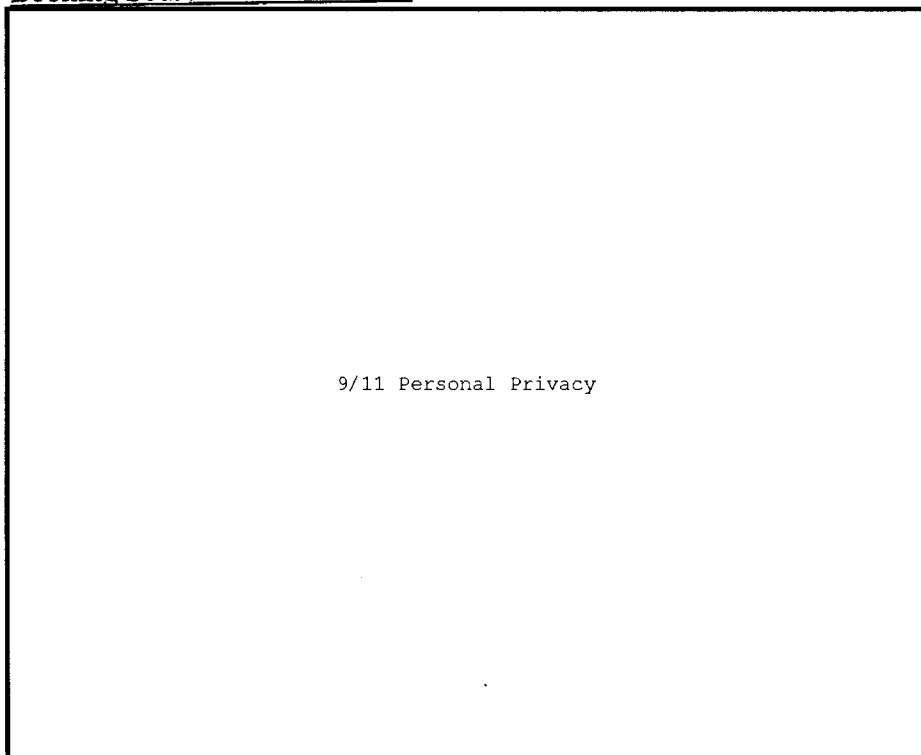
11.11 Request: AA document 003425 notes two bookings for seats on AA Flight 11 made at 4:00 a.m. through a travel agency in Pakistan. Does AA have any additional

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information on the booking, including whether the tickets were paid for and whether seat selections were made for the booking?

Response: For this booking, the passengers were not ticketed and no seating assignments were made. Below is additional information on the source of the reservation.

Booking Source of Reservation:



11.12 **Request:** Please indicate what procedures must be observed including documentation to permit an individual to ride "jump seat" in the cockpit. If already provided to the commission, please identify the documents that indicate jump seat status for AA Flight 11. If the documentation has not already been provided to the commission, please do so.

Response: The procedures which permitted an individual to ride "jump seat" in the cockpit as of September 11, 2001 were set forth in the American Airlines Flight Manual Part 1. The Flight Manual Part I section entitled "Jumpseat Occupancy" is attached

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hereto as Exhibit "A." According to American's records, no documentation for a jump seat passenger was filed for Flight 11.

II. AA FLIGHT 77 INFORMATION REQUESTS

77.1 Request: During 2001 was AA Flight 77 a daily, non-stop flight, scheduled for seven days a week to depart at 8:10 a.m. (EDT/EST)? If not, what was the normal daily/departure schedule for the flight?

Response: From January 1 through September 11, 2001, the scheduled departure time for AA Flight 77 was 8:10 a.m. The flight was daily and non-stop during the entire time period referenced.

77.2 Request:

- (a) Please confirm that AA Flight 144 was the turnaround flight for AA Flight 77?
- (b) What was the regularly scheduled time for this flight to leave its departure city?
- (c) What was the regularly scheduled time for the arrival at Dulles of the turnaround flight?

Response:

- (a) AA Flight 77 was an originating aircraft. The aircraft would arrive at Dulles the previous day as AA Flight 144 from Los Angeles.
- (b) The regularly scheduled departure time from Los Angeles for AA Flight 144 was 12:45 p.m. (Pacific).
- (c) The regularly scheduled arrival time at Dulles for AA Flight 144 was 8:35 p.m. (Eastern).

77.3 Request: What time did the flight referred to in 77.2 arrive at Dulles prior to the turnaround (AA Flight 77) on 9/11/01?

Response: On 9/10/01, AA Flight 144 arrived at Dulles at 8:27 p.m. Eastern.

77.4 Request:

- (a) What was fuel capacity for the aircraft used for AA Flight 77 on 9/11/2001?
- (b) What was the average fuel load for AA Flight 77 throughout 2001?
- (c) Please indicate the fuel load before departure of AA Flight 77 on 9/11.

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- (d) Please describe the fuel type used for AA Flight 77 on 9/11/2001 and whether it was the fuel type/grade usually used for the flight.

Response:

- (a) The fuel capacity for AA Flight 77 on 9/11 was 75,400 pounds, or approximately 11,250 gallons.
(b) The average fuel load for AA Flight 77 during 2001 was 59,400 pounds, or 8,865 gallons.
(c) The fuel load for AA Flight 77 departing on 9/11/01 was 49,400 pounds, or 7,375 gallons.
(d) JET-A was the normal fuel type/grade used for this flight and it was used on 9/11/01.

77.5 Request:

- (a) Was this same aircraft/tail number used for AAL Flight 77 flight throughout 2001?
(b) If not please describe the rotation of aircraft for this flight throughout 2001.

Response:

- (a) No.
(b) Tail Number 5BP, which was the equipment used on Flight 11 on 9/11/01, was one of several dozen 757 aircraft used on this route during 2001.

77.6 Request:

- (a) How many people were booked and/or ticketed for AA Flight 77 on 9/11/2001?
(b) How many people boarded the flight on 9/11/2001?
(c) How many First Class passengers were booked and/or ticketed for the flight?
(d) How many First Class passengers boarded the flight?
(e) How many Business Class passengers were booked and/or ticketed for the flight?
(f) How many Business Class passengers boarded the flight?
(g) How many Coach passengers were booked and/or ticketed for the flight?
(h) How many Coach passengers boarded the flight?

Response:

- (a) On 9/11, 61 people held reservations for AA Flight 77, which included 58 passengers and 3 "no-shows." The meaning of a no-show is explained in Response 11.10. American's records do not show the total number of people ticketed for AA Flight 77 on 9/11/01.
(b) On 9/11, 58 passengers boarded AA Flight 77.

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- (c) The actual number of persons holding reservations and tickets on Flight 11 on 9/11/01 fluctuated, as is normal on the morning on the day of travel. American's records do not show the booking and ticketing information totals, broken down by different passengers classes, at different times, 9/11/01.
- (d) On 9/11, 15 Premium Level (First Class) passengers boarded AA Flight 77.
- (e) See (c).
- (f) On 9/11, Business Class was not offered for AA Flight 77.
- (g) See (c).
- (h) On 9/11, 43 Coach Class passengers boarded AA Flight 77.

77.7 Request: What time did the ticket counter at Dulles open for business on 9-11? Was this the earliest that the passengers could check in for AA Flight 77?

Response: On 9/11, American's ticket counter opened at 4:45 a.m., which was the earliest time passengers could have checked in for AA Flight 77.

77.8 Request:

- (a) Is the time of check-in for each passenger and/or the agent checking in the passenger documented by the airline?
- (b) If so is this noted on the ticket, or in any other documentation previously provided to the commission by American? If so, please note the document containing the information.

Response:

- (a) Please see American's Response to Request 11.8(a).
- (b) Please see American's Response to Request 11.8(b).

77.9 Request:

- (a) How many agents were working at the check-in counter at Dulles, and potentially could have checked in the passengers aboard AA Flight 77?
- (b) Please provide their names.

Response:

- (a) There were 10 agents and two trainees working at American's Dulles ticket counter and three gate agents working at Gate D26 on the morning of 9/11.

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- (b) The names of the agents are listed below. We would appreciate the Commission's continued cooperation in first informing us before a Commission staff member directly contacts any of these American employees.

Main Terminal Ticket Agents

Brenda Brown
Diane Leeds
Scott Bell
Fabiola Castillo
Francisco Ayala
Vaughn Allex
Monica Sorrells
Grace Pieruccioni

John Evans

Trainees

Inga Hill
Sharon Payne

Gate D26 Agents

9/11 Personal Privacy

It is our understanding that Majed Moqed (Seat 12A) and Khalid Almihdhar (Seat 12B) were checked in by and that Nawaf Alhazmi (Seat 5E) and Salem Alhazmi (Seat 5F) were checked in by Vaughn Allex. We have not been able to determine if Hani Hanjour (Seat 1B) checked in at the main ticket counter.

77.10 **Request:** From what runway did AA Flight 77 depart on 9/11/2001?

Response: On 9/11/01, Flight 77 departed from Runway 30 at Dulles International Airport.

77.11 **Request:** Can AAL provide the average number of people who either cancelled/changed their flight or were no shows for AA Flight 77 during 2001; and the average number of no shows for AA Flight 77 on Tuesdays for 2001?

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Response: Please see American's Response to Request 11.10. Regarding no-shows, American is able to provide the following historical data for AA Flight 77 in 2001:

Number of no-shows for AA Flight 77 on 9/11/01: 3
Average number of no-shows for AA Flight 77 during 2001: 10.9
Average number of no-shows for AA Flight 77 on Tuesdays during 2001: 9.1

During 2001, American operated AA Flight 77 251 times and had more than 3 no-shows on 225 of those flights.

77.12 Request: (Please see item 11.12). Please identify documents provided to the commission that indicate jump seat status for AA Flight 77. If the documentation has not already been provided to the Commission, please do so.

Response: Please see American's Response to Request 11.12. According to American's records, no jump seat passenger documentation was filed for Flight 77.

III. ADDITIONAL QFR AND SUPPORTING DOCUMENT REQUEST

1. **Request:** Please describe the roles and actions of the airlines with respect to aviation security rulemaking, policy development and implementation by the FAA. Please provide documents, including comments to the Air Transport Association and/or Department of Transportation in response to proposed federal aviation security rules, including the following proposed FAA rules:
 - a. Criminal record checks for all airport employees (NPRM by FAA published on 2/13/92 in response to recommendation of President's Commission on Aviation Security and Terrorism; NPRM by FAA published on 3/19/97 in response to recommendation of White House Commission on Aviation Safety and Security)
 - b. Passenger/baggage matching (FAA issued final amendment to ACSSP effective 12/8/90 in response to recommendation of President's Commission on Aviation Security and Terrorism)
 - c. Identification and pre-boarding security procedures for airline passengers (FAA issued initial proposed agreement to ACSSP on 3/28/97 in response to recommendation of White House Commission on Aviation Safety and Security)

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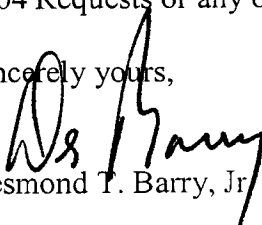
- d. Revision of federal regulations for airport and air carrier security (published in the *Federal Register* of 8/1/97)
- e. Certification of screening companies and improvement of screener performance (Advance NPRM issued by FAA on 3/17/97 in response to recommendation of White House Commission on Aviation Safety and Security)
- f. FAA rulemaking on Aircraft Operation Security which began with the issuance of Notice 92-12 to revise Part 108 on August 1, 1997 and culminated with the issuance of the final rule in the *Federal Register* of July 17, 2001 (Docket No. FAA-2001-8725).

Response: American is still investigating this Request.

CONCLUSION

We continue our efforts to fully cooperate with the Commission in its investigation of the events of September 11, 2001. Please feel free to contact me with any questions about the February 3, 2004 Requests or any other issues pertaining to your investigation.

Sincerely yours,


Desmond T. Barry, Jr

Enclosures

cc: Daniel Marcus, Esq. (w/o encl.)
General Counsel
National Commission on Terrorist
Attacks Upon the United States

Steven M. Dunne, Esq. (w/o encl.)
Deputy General Counsel
National Commission on Terrorist
Attacks Upon the United States