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MEMORANDUM FOR THE RECORD

Event: Jeffery Philips, Area 7 ATC

Type of event: Interview

Date: Thursday, September 25, 2003

Special Access Issues: none

Prepared by: Cate Taylor

Team Number: 8

Location: Indianapolis Air Traffic Control Center

Participants - Non-Commission: Jeffery Philips, Area 7 ATC; Eileen

Participants - Commission: John Farmer, Dana Hyde, Cate Taylor

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Background
Philips started with the FAA in June of 1986 and came to Indi in October of 1986. In May of 1989, Philips was a fully trained controller and has been in three areas. He currently works in Area 7.

Procedures for a hijacking prior to 9/11 were to verify the hijack squawk code, notify the supervisor and handle requests from the cockpit. Training for hijack situations was done in the simulator and Philips followed set procedures.

Philips knew that NORAD tracked flights and were in charge of air defense and scrambles. He had not heard of SCATANA before 9/11 and is not sure of what they do now.

Philips is not aware of any manuals or documents to look at in a crisis but he would know what to do. He has dealt with both NORDO and no transponder together but these aircraft were approved for this situation.

9/11 Experience
Philips was at a radar position in area 7 when coworkers came back from break and informed him about the WTC. He was then told by his supervisor to begin looking for AA77. Philips then began to clear the predicted path of AA77. He thought AA77 had an electrical failure; even though this is not common in a 757, it could have happened.

When Philips heard about the Pentagon crash, he still thought AA77 was airborne but he quickly drew the parallel and thought it was a hijack situation.

Philips had heard something about a SW turn just before it lost communication but his focus was on other flights.

Changes since 9/11
Situational awareness on the job has increased since 9/11 for both controllers and pilots in a crisis situation. Controllers are more cautious when an aircraft deviates from its path.

Philips is aware of the gap in radar coverage as a mosaic radar expert. He thinks that all controllers should know about this problem. Philips thinks that the FAA is a much more efficient system that Europe because we are a larger regulatory body. Europe has more structure but Philips believes this is why their equipment is inferior to the US.

Recommendations
Philips thinks it would be more efficient to make information available on the controllers screen and not stuck in binders.

Jovial is the language that software for the FAA is written in and is very difficult for hackers to break. With this system, it takes 30 months to do a software change. To make technology more efficient, Philips suggests that software be written in C++.

Philips believes that the hijackers of AA77 knew where to avoid being detected by radar due to rough terrain, weather, and a busy time of day for air traffic.