

MFR 04017221

MEMORANDUM FOR THE RECORD

(R)

Event: Marc Policastro, UAL "Star-Fix" operator, San Francisco, CA

Type: Interview (conference call)

Prepared by: Lisa Sullivan

Special Access Issues: None

Teams: 7 and 8

Date: November 21, 2003

Participants (non-Commission): John Midgett, UAL Attorney; Jeff Ellis, UAL Attorney; Mike Feagley, UAL Attorney; and Marc Policastro

Participants (Commission): Sam Brinkley, John Raidt, Miles Kara, Lisa Sullivan and Bill Johnstone

Location: UAL SOC Chicago, IL

Flight 175

[U] On September 10-11, 2001 Marc Policastro was working the night shift from 9:00 p.m. to 6:00 a.m. (Pacific Time). It was a normal shift in terms of the number and nature of the calls received. He was getting ready to leave at about 5:55 a.m. when he received a call. Per standard practice, he immediately asked for the flight number. The man on the phone told him it was UAL 175. He assumed it was a flight attendant because Star-Fix calls are always made by the attendants.

[U] Policastro did not immediately recall the name but when the list of male flight attendants from Flight 175 was read to him he thought it was probably Robert Fangman, because the other two names (Alfred and Victor) did not sound familiar to him.

[U] The caller told him the plane had been hijacked, both pilots had been murdered and a flight attendant had been stabbed. Furthermore, he believed that the hijackers were flying the plane. Policastro was reluctant to believe him because the caller was calm and there was no background noise. There was no mention of guns or bombs or any type of weapon (such as box-cutters). After about two minutes, the caller said he had to go but did not indicate why. The call then terminated.

[U] When he hung up the phone, Policastro's supervisor [redacted] had come on shift. Supervisor Rich Belme was also there. They weren't able to get on the call to talk to the person from the plane directly before the call ended. Policastro walked to their desk and

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told them about it. At that point, [redacted] was in the process of taking over from Belme as acting-supervisor.

[U] The "57 maintenance controller" (may have been [redacted]) sent an ACARS message to UAL 175 telling it to "reply right away" to the message but received no reply. At that time, [redacted] called United Headquarters in Chicago and told them about the call received from the plane. The people at the SAMC office first learned of AAL 11 hitting Tower 1 around this time because one of the guys at SAMC turned the TV on in the office.

[U] Belme told Policastro to sit down in the office and immediately write a statement about the phone call. He did that, and then resumed watching the breaking news on the TV. Then someone said another phone call from a hijacked plane had been received by [redacted]. Policastro thinks he received this information just after the second Tower was hit. Policastro did not know of any calls from UAL 175 other than the one he received.

[U] The United lawyers present indicated that Sat Com calls are recorded, and that the Star-Fix calls were not recorded on 9-11 but now they are.

9/11 Working-level Employee