

BEGPRODNO  
BEGBATES  
DATE  
FBIDESC  
FULLTEXT

: M-INT-00036632  
: 265A-NY-280350-302-6399  
= 09/11/2001  
: [REDACTED] WAS INTERVIEWED  
: 09/11/01

Reference San Francisco lead #SF97

On September 11, 2001, Federal Bureau of Investigation  
FBI Special Agents [REDACTED]  
interviewed [REDACTED]  
[REDACTED] United Airlines, located at  
the San Francisco International Airport SFO. Kime was  
interviewed at his residence: [REDACTED]  
California. After being informed of the nature of the interview  
and the identity of the interviewing Agents, Kime provided the  
following information:

[REDACTED] was working the night shift at the SAMC at SFO on  
the morning of September 11, 2001. His job entails coordination  
of communications with all flights on the ground and in the air  
for mechanical related problems. His office has the ability to  
make contact utilizing a system that United Airlines calls  
"Starfix". The "Starfix" system gives the SAMC the ability to  
converse directly with flight attendants about issues arising on  
board the aircraft. The SAMC also has the ability to contact the  
flight crew utilizing a system called "Air-Rinc". [REDACTED] said that  
this system is similar to an airborne E-mail system, where the  
SAMC can type messages to the flight crew and converse as if they  
were using an E-mail system.

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At approximately 5:30 A.M. on September 11, 2001, [REDACTED]  
was in the SAMC, when Rich Belme, a day shift coordinator in the  
SAMC, entered the room. The two men discussed issues related to  
the aircraft that were currently not in service. At this time,  
Marc Policastro, an employee who was manning the "Starfix"  
system, approached [REDACTED] and Belme and informed them that he had  
just taken a call over the "Starfix" system and that the flight  
attendant that was calling said that her plane, Flight #175, had  
been hijacked. The flight attendant also said that another  
flight attendant on-board had been stabbed and that the flight  
crew was dead. [REDACTED] advised that the "Starfix" calls were not  
recorded.

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At this time [REDACTED] contacted System Operations Control  
in Chicago, Illinois. This center, which also goes by the name

09/11/2001 [REDACTED]

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[REDACTED]

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[REDACTED]

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OPB, has many functions, one of which is similar to that of a  
dispatch center for all of the planes in service, [REDACTED] contacted  
Rich Miles at OPB and informed him of what he had been told by  
Policastro. Miles said that they knew of the hijacking, and that  
it was American Airlines Flight #11. [REDACTED] told Miles that it was  
in fact a United Airlines plane that was hijacked. Miles and

[redacted] discussed the situation. [redacted] said that United Airlines has a policy where Crisis Centers are set-up in this type of situation, and [redacted] and Miles began to follow the checklists for this type of scenario. At this time Belme told Policastro to write a statement as to exactly what happened.

At approximately 6:00 A.M., another employee, [redacted] believed that the name of the employee was [redacted] but was unclear, approached [redacted] and Belme regarding a new call received over the "Starfix" system. The new call was from a flight attendant on Flight #93. The flight attendant of Flight #93 said that three people with knives and bombs were on board and that they were taking over the plane.

[redacted] said that one of the procedures after this type of event occurs is to attempt to use the "Air Rinc" system to contact the flight crew. [redacted] said that both flights were sent messages via "Air Rinc". The message sent to the planes requested that the flight crews respond if they were able. The SAMC did not receive a response from either plane.

At this time [redacted] contacted OPB in Chicago again. This time he spoke to Bill Ray, the director of OPB. They continued to talk and followed the checklist for the crisis center.

Belme said that he did not know what to tell the flight attendants on the "Starfix" system. At this time Belme and [redacted] decided to contact United Airlines Security Personnel and a day shift employee in the SAMC contacted the FBI.

[redacted] also said that they received other calls from flights with airborne related concerns. A flight from Narita, Japan requested assistance in disabling the in-flight phone service. Kime was unclear as to why the crew wanted this done, but he believed that it was to limit the panic on the flight. The flight was diverted to Anchorage, Alaska, and it seemed as if the in-flight problems stopped after the phones were disabled.

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[redacted]

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A United Airlines employee working in London in a facility similar to that of SAMC, contacted the SAMC to tell them that they had received a call from a Satellite Phone SATCOM, from an unknown aircraft. The person on the phone sounded as if they were being choked. [redacted] told the United Airlines employee to write a statement as to these events.

[redacted] did not have any further information in regards to the type of weapons used or the people who were on-board the aircraft. [redacted] was instructed to contact the SA [redacted] or [redacted] if he had any further information.

The notes from this interview have been placed in a 1A envelope and have been sent to the file.

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M-INT-00001551

Production Number: M-INT-00001551  
Case/Serial no: 265A-NY-280350-302-1165  
Date: 09/12/2001  
Description: [redacted] INTERVIEW BY SA [redacted]

09/12/01

[redacted] social  
[redacted] Customer Service Representative  
CSR for United Airlines, was interviewed at his place of  
business, Logan International Airport. Sullivan resides at [redacted]  
[redacted] telephone number [redacted] Also  
present during the interview were SA [redacted] of the F.B.I.,  
and Trooper [redacted] Massachusetts State Police. After  
being advised of the identity of the interviewing agents and the  
nature of the interview, [redacted] provided the following  
information:

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[redacted] has been employed with United Airlines for  
approximately five 5 years. On 09/11/2001, [redacted] reported  
to work a double shift beginning at 5:00am. It is his practice  
to work a double shift on Tuesdays and have a friend work a  
double, covering his shift, on Wednesdays.

On 9/11/2001, [redacted] arrived at Logan Airport at  
approximately 4:45am. He attended a daily briefing for all  
employees at 5:00am and subsequently reported to the front ticket  
counters where he checked in passengers until 6:00am. [redacted]  
does not recall anyone he checked in for flights 93 or 175.

At 6:00am, [redacted] proceeded to Gate #20 to work a  
7:00am flight to San Francisco. He closed the door to the jetway  
at 6:58am and proceeded to Gate #19 to work United flight number  
175 bound for Los Angeles.

At approximately 7:30am, [redacted] was approached at the  
gate counter by a young male, early to mid 20's, with a dark  
complexion, possibly middle eastern, who spoke very poor English.  
This subject identified himself as Mr. ALGHAMDI and told [redacted]  
that his brother had already boarded the flight and accidentally  
took his boarding pass with him. [redacted] checked the computer  
and located two passengers with the last name of ALGHAMDI, one  
with a first initial of E or A and the other was H. [redacted]  
reprinted a boarding pass for ALGHAMDI for either seat 9C or 9D.  
The "gate reader", a scanner located at the boarding area, was  
not working for the past two or three days causing [redacted] to  
enter the boarded passengers by hand. [redacted] confirmed that  
the person he issued the boarding pass to was A. ALGHAMDI after

09/11/01

Boston, Massachusetts

265D-NY-280350

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[PDF page 1]

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[Redacted]

09/11/01

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reviewing a copy of the flight manifest provided to him by the interviewing agent.

[Redacted] could not recall what ALGHAMDI was wearing. He also did not recall ALGHAMDI having any carry on luggage.

[Redacted] did not recall any other middle eastern men in the boarding area. He left the gate area at approximately 7:45 in order to take his scheduled break. [Redacted], another United CSR who was working the flight with [Redacted] was giving away seats to United employees and family members when [Redacted] left the gate area.

United flight #175 had very few passengers compared to its normal load. [Redacted] estimated that less than fifty 50 people were seated in coach, and six to eight people were seated in first class, some of which were United employees and their families. In addition to [Redacted] [Redacted] were also working for United in the gate area for the boarding of flight #175.

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9/11 Law Enforcement Sensitive

9/11 Law Enforcement Sensitive

Precedence: IMMEDIATE

Date: 10/09/2001

To: BOSTON

Attn: [Redacted]

From: BOSTON

Approved By: [Redacted]

Drafted By: [Redacted]

Case ID #: 265A-NY-280350-BS (PENDING)

Title: PENTTBOMB  
OO:NY

9/11 Law Enforcement Privacy

Synopsis: ICF #: BS677

Details:

INFORMATION CONTROL FORM

Control Number: BS677

Priority: IMMEDIATE Classification: UNCLASSIFIED

Method of Contact: In Person

Source: US CUSTOMS

Affiliation:

Phone Number: [Redacted]

Information Received Date: 09/11/2001 Time: 8:10 PM

Prepared By: [Redacted]

Component/Agency: I&I/USC

Event: [Redacted Box]  
9/11 Law Enforcement Sensitive

Event Date: 09/11/2001 Time: 8:10 PM

References:

Categories: INFORMATION SUSPECT  
TIME LINE INFORMATION

-----  
Case ID : 315N-NY-280350-BS

Serial : 10368

Event Reviewed By:  9/11 Law Enforcement Privacy

Lead Required?: YES

LEADS (s):

Set Lead 1:

BOSTON

AT BOSTON, MA

Lead Control Number: BS677

9/11 Law Enforcement Sensitive

Set Lead 2:

BOSTON

AT BOSTON, MA

Lead Control Number: BS677-A

9/11 Law Enforcement Sensitive



Precedence: ROUTINE

Date: 10/05/2001

To: BOSTON

Attn: [Redacted]

From: BOSTON

Approved By: [Redacted]

Drafted By: [Redacted]

Case ID #: 265A-NY-280350-BS (PENDING)

Title: PENTTBOMB  
OO:NY

9/11 Law Enforcement Privacy

Synopsis: ICF #: BS988

Details:

INFORMATION CONTROL FORM

Control Number: BS988

Priority: ROUTINE Classification: UNCLASSIFIED

Method of Contact: Written

Source: [Redacted]

Affiliation: FBI

Phone Number: [Redacted]

Information Received Date: 09/12/2001 Time: 1:00 PM

Prepared By: [Redacted]

Component/Agency: I&I/FBI

Event: [Redacted]  
9/11 Law Enforcement Sensitive

Event Date: 09/12/2001 Time: 1:00 PM

References:

Categories: TIME LINE INFORMATION

Event Reviewed By: [Redacted]

Lead Required?: YES

LEADS (s):

Set Lead 1:

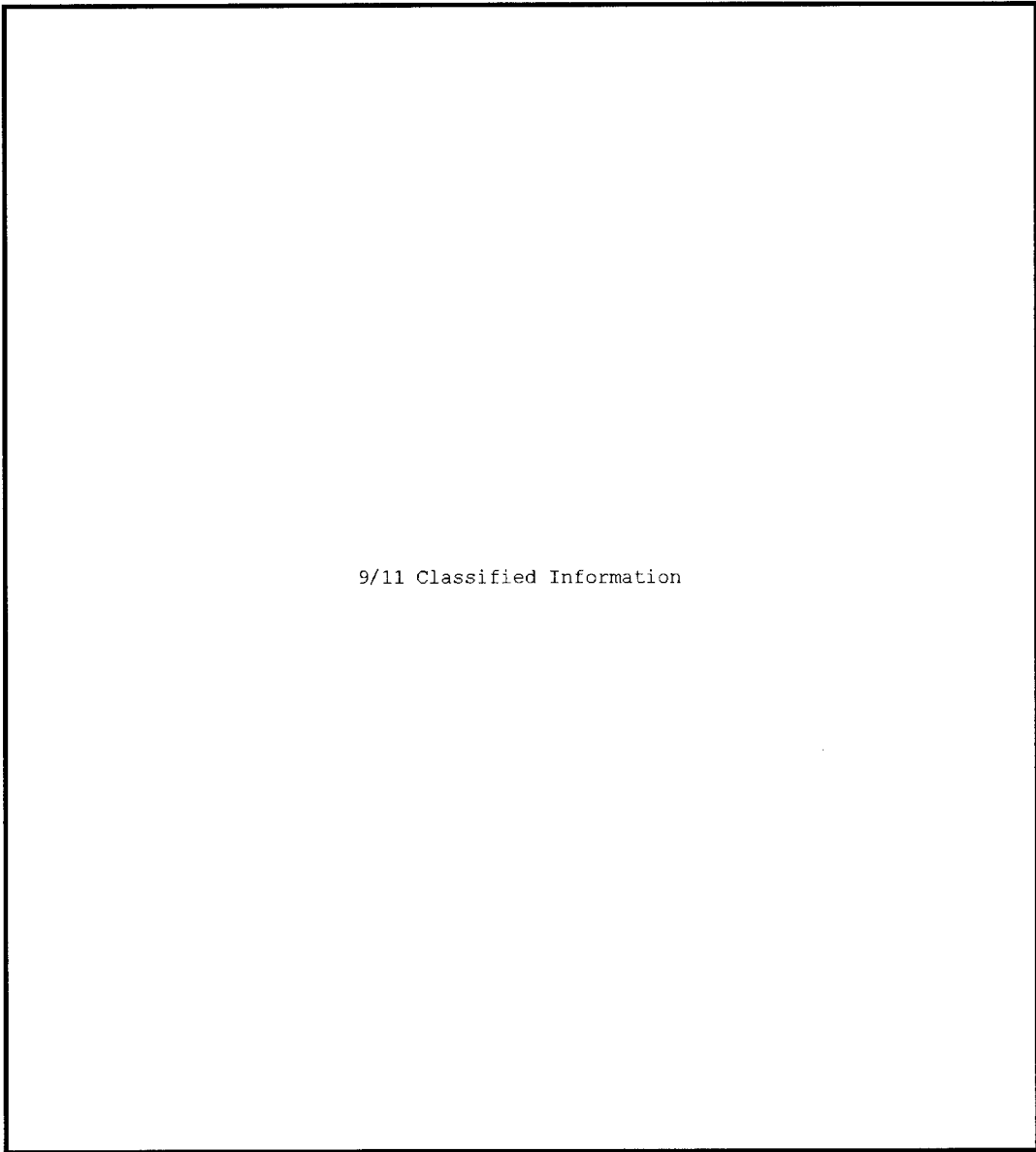
BOSTON

AT BOSTON, MA

Lead Control Number: BS988

9/11 Law Enforcement Sensitive

~~SECRET~~



9/11 Classified Information

~~SECRET~~

9/11 Classified Information

~~SECRET~~

~~SECRET~~

BEGPRODNO  
BEGBATES  
DATE  
FBIDESCR  
INPUTBATCH  
FULLTEXT

: M-INT-00001690  
: 265A-NY-280350-302-1419  
= 09/15/2001  
: MIKE A CASTRO 9/12/01  
: NCTA\_004 (1st Batch of unredacted 302's delivered in August)  
: 09/15/2001

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MIKE A. CASTRO, born [REDACTED]

[REDACTED] was interviewed at his residence by a representative of the Federal Bureau of Investigation and [REDACTED] of the Massachusetts State Police. Subsequent to being advised as to the official identities of the interviewers, together with the purpose for which the interview was being requested, CASTRO provided the following information:

CASTRO is employed at United Airlines, Terminal C, Logan International Airport, Boston, Massachusetts. In that regard, CASTRO performs a variety of customer related services, the specifics of which are determined by assignment each morning upon reporting for duty.

CASTRO recalled that on September 11, 2001, he reported for work at approximately 7:20 a.m. There he attended a customary assignment briefing where he learned that he would be assisting at the ticket check-in counters located at Gates 19, 20, and 21, as well as to assist in servicing first-class passengers at the Red Carpet Lounge.

During that morning, CASTRO assisted at the United Airlines ticket counter located at Gate 19 on only one occasion. His responsibilities in that regard began at approximately 7:15 a.m. and lasted for approximately fifteen minutes. During that brief period of time, CASTRO observed two tanned-complected males waiting in line to be serviced by counter personnel preparing for Flight 175. CASTRO stated that the two tanned-skinned males both carried ticket packets in their hands while they waited in line. CASTRO observed that once the two males reached the head of the line, they turned and went to a far end seating area where they sat and conversed amongst themselves. CASTRO found this activity strange but initially attributed it to their being apparently nervous about flying. CASTRO observed, however, that the two returned to the line only to get out of line once again as they approached the head of the line. CASTRO stated that, during the brief period in which he assisted at Gate 19, he observed the two repeat this procedure on three separate occasions.

09/15/2001 Boston, Massachusetts

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09/15/2001

[REDACTED]  
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MIKE A. CASTRO

09/12/2001

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During the time that CASTRO was stationed at the Gate 19 ticket counter, he never observed either one of the two actually reach the counter and, therefore, was never in a position to speak with either individual. CASTRO did, however,

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Privacy

overhear the two speaking with each other while standing in line. CASTRO observed that the two spoke in a foreign language, however, was unable to detect the language in which they spoke.

CASTRO described the first tanned skinned male as being approximately thirty years of age, approximately 5 feet 9 inches in height, and having a thin build. CASTRO recalled that he had dark, medium length hair, parted down the middle, and wore neither facial hair nor glasses. CASTRO recalled that he was wearing a dark blue, long-sleeve dress shirt, khaki pants, and carried one black, briefcase-size, canvas bag with shoulder strap. CASTRO has a less precise recollection of the second male, recalling that he also was approximately thirty years of age and may have been 5 feet 7 inches in height, medium build, wearing dark, short hair. CASTRO recalled that this individual wore a rust-colored checkered shirt and black pants. CASTRO also recalled this individual wearing neither facial hair nor glasses and carried a black canvas bag, similar in description to the one carried by the first individual.

CASTRO recalled that both individuals appeared nervous while standing in line and often looked down at the ground as if they were attempting to avoid eye contact with the gate service personnel. CASTRO did not observe on any occasion either individual interact with anyone other than with one another. CASTRO has no knowledge as to whether either individual actually interacted with anyone at the counter or even as to whether either boarded the aircraft, in that he only serviced Gate 19 for approximately fifteen minutes. Once he was reassigned to the other duties, CASTRO had no further observation of either individual.

CASTRO was shown a photo spread, subsequent to which he identified the shorter of the two described males as being one and the same as the individual reflected by photograph No. 1 appearing on the first page of the photo spread. CASTRO could not unequivocally identify the other male, stating only that he

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MIKE A. CASTRO

09/12/2001

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resembles photograph No. 2, as well as No. 5, on the first page of the photo spread.

[PDF page 3]



Raidt

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- James R. Thompson
  
- Philip D. Zelikow  
EXECUTIVE DIRECTOR

Date: 5/21/04

TO: TEAM 7

FROM: Dianna Campagna

The attached correspondence from Judge Dennis Jacobs is being forwarded to you for information and consideration. A copy has also been sent to Team(s)                      for their information. If you have any questions, please call me on 331-4082. Thank you.

UNITED STATES COURT OF APPEALS  
SECOND CIRCUIT

CHAMBERS OF  
DENNIS G. JACOBS  
CIRCUIT JUDGE  
UNITED STATES COURTHOUSE  
FOLEY SQUARE  
NEW YORK, NEW YORK 10007

UNOFFICIAL

May 22, 1998

Mr. Stanley Rivers  
Director of Airway Facilities  
Federal Aviation Administration  
800 Independence Avenue, S.W.  
Washington, D.C. 20591

Re: Newark International Airport Security

Dear Mr. Rivers:

I want to bring to your attention a security problem that I observed recently travelling through Newark International Airport.

On March 29, 1998, my wife and I went through security at 7:30 a.m. at Machine No. 6, serving the entrance to Gates 100 to 120. To my close observation, the operator of the machine was not looking at the x-ray monitor. Instead, she was engaged in a loud, jovial, social conversation with [redacted] who evidently was supervising the security at this spot. That atmosphere, and disregard of the machine and passengers, continued for the several minutes that I lingered in the area. I went back to watch, and the operator of Machine No. 6 continued her evident inattention to the baggage passing through the machine. Another passenger who passed said to his companion, "Well, if I can get through, who can't get through?"--a remark I took to mean that anyone could evade detection of things that the security system was designed to detect.

9/11 Personal Privacy





U.S. Department  
of Transportation  
Federal Aviation  
Administration

Associate Administrator  
for Civil Aviation Security

800 Independence Ave., SW  
Washington, DC 20591

JUN 17 1998

The Honorable Dennis G. Jacobs  
Circuit Judge  
United States Court House  
Foley Square  
New York, New York 10007

Dear Mr. Jacobs:

This is in response to your May 22 letter regarding pre-board passenger screening at the Newark International Airport, Newark, New Jersey.

Title 14, Code of Federal Regulations, Part 108, requires airlines to implement security procedures to ensure passengers and their carry-on items are screened prior to entering a sterile area. Those requirements mandate that pre-board screeners operating an x-ray device do not participate in any other activity. The Checkpoint Security Supervisor is responsible for ensuring compliance with this requirement.

The situation you described in your correspondence appears to conflict with Federal Aviation Administration (FAA) requirements; therefore, I have forwarded your letter to the Eastern Region Civil Aviation Security Division for investigation and to ensure future compliance with Federal security requirements. The information and detail contained in your letter will allow the Civil Aviation Security Field Office to conduct a thorough investigation.

The FAA's highest priority is the safety and security of the flying public. Thank you for your concern for civil aviation security.

Sincerely,

*for* Cathal L. Flynn  
Associate Administrator for  
Civil Aviation Security



Thomas H. Kean  
CHAIR

May 21, 2004

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VICE CHAIR

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Philip D. Zelikow  
EXECUTIVE DIRECTOR

The Honorable Dennis Jacobs  
Judge, United States Court of Appeals  
for the Second Circuit  
United States Courthouse  
Foley Square  
New York, NY 10007

Dear Judge Jacobs:

Thank you for your letter of May 7, 2004 to the National Commission on Terrorist Attacks Upon the United States. We greatly appreciate your interest and willingness to provide information to the Commission. Your correspondence has been forwarded to the Commission staff members responsible for the study of commercial aviation and transportation security. I'm sure they will find your personal experience helpful during the course of their work.

You and many fellow citizens have been forthcoming with information and are helping the Commission to carry out the task the nation has set for it.

We thank you for your dedication, and please feel free to contact us with any additional information you feel would be helpful.

Sincerely,

A handwritten signature in black ink, appearing to read "TH H Kean".

Thomas H. Kean  
Chair

301 7<sup>th</sup> Street SW, Room 5125  
Washington, DC 20407  
T 202.331.4060 F 202.296.5545  
www.9-11commission.gov

26 Federal Plaza  
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T 212.264.1505 F 212.264.1595

UNITED STATES COURT OF APPEALS  
SECOND CIRCUIT

GP 0409258

CHAMBERS OF  
DENNIS JACOBS  
CIRCUIT JUDGE  
UNITED STATES COURTHOUSE  
FOLEY SQUARE  
NEW YORK, NEW YORK 10007

May 7, 2004

Unofficial

The Honorable Thomas H. Kean, Chair  
National Commission on Terrorist  
Attacks Upon the U.S.  
301 7<sup>th</sup> Street, S.W.  
Room 5125  
Washington, D.C. 20407

Dear Mr. Kean:

I am forwarding the enclosed correspondence from mid-1998 with the hope that it may in some way assist your inquiries. It is possible that the Commission has found this exchange or similar exchanges in the documents you have reviewed. Then again, perhaps not.

Very truly yours,



Dennis Jacobs