Add to Memo 2

9 people scheduled to fly on UA 175, investigated by the FBI
RFBI 0401934

4 people had reservation and did not travel on UA 93:

Brasel IVd cleared
Dougherty IVd
~~Guerrero~~ Gutierrez IVd
Nakagawara cleared IVd

RFBI 0401935

Flight 163 cancellations
17 No shows

77 SR cancellations
0 No shows

Nawaf al hazmi } Cancelled and
Salem al hazmi } revoked

* 93 checks Check Cancellations

Records show FBI did IV some people who cancelled on the flight
But no master list with FBI

DL 5392

265A NY 280350 DL 10/02/2001

For [redacted]

FBI did a load analysis of 01/09/01 thru 9/04/01
Tuesday AM
AA 11 and AA 77 flights

Avg load
38% for 11
26% for 77

on 9/11
53% 11
38% 77

164 Reserved
65 cancelled
82 on Board
17 no shows for (11)

116 Reserved for (77)
55 cancelled
59 on Board
3 no shows

5 people were no shows for 93

Breese – Cleared 10/01/2001 FBI lead document 265A NY 280 350 BS

Cleared 3/13/02 – Nahagama ~~Cleared 10/04/2001 2/09/2002~~ ~~265A NY 280350 CG Serial~~ 3755 "Pentbom; MC182; OO: BS" 9/23/2001

NK 2988 – Dougherty – Cleared 10/02/01 265A NY 280350 NK

George Gutenz
Bonnie Gutenz } Cleared 51236 9/27/01

10 No shows for 175

Byroff Cleared 9/26/01

Caney Cleared 10/01/01

Megan Swann – } cleared LA 2497 ~~9/28/2001~~ 11/05/01
Thera Swann – }

Renee Yang – cleared 10/9/01

— Iaran Cockburn

Dunkel – cleared 302 18565 9/26/01
Kanahan cleared 11/27/01
Charles Marcer cleared 10/02/01

— McBrabney

AA 11

17 no shows

AA 77

3 no shows

FBI 04019434

DOCUMENTS RELATING

to

ALL RECORDS RELATING TO THE INVESTIGATION OF INDIVIDUALS, OTHER THAN THE HIJACKERS, WHO HAD BOOKED AND/OR BEEN TICKETED FOR AA FLIGHT NO. 11, AA FLIGHT NO. 77, UA FLIGHT NO, 175, AND UA FLIGHT NO. 93 ON SEPTEMBER 11, 2001, INCLUDING INDIVIDUALS WHO HAD CANCELED OR WERE NO SHOWS FOR THE FLIGHT. THIS REQUEST INCLUDES RECORDS RELATING TO INDIVIDUALS WHO WERE BOOKED UNDER PASSENGER NAME RECORD "NORRIS" AND "COOPER," WHOSE FLIGHTS WERE ARRANGED BY INTERVIA TRAVEL AGENCY IN KARACHI, PAKISTAN.

RESPONSIVE

TO

REQUEST #29-1

[PACKET #2]

COMMISSION COPY

9/11 COMMISSION TASK FORCE
DOCUMENT DELETION CODES

[As of August 11, 2003]

"A" - SOURCE/INFORMANT INFORMATION - **Information, the disclosure of which would tend to reveal the identity of an informant or source where confidentiality is expressed or implied.**

"B" - FBI TECHNIQUES AND/OR METHODS - **Information on sensitive FBI techniques and/or methods which would impede or impair the effectiveness of that technique and/or method.**

"C" - NON-RELEVANT FBI CASE INFORMATION - **Information neither relevant nor responsive to the Commission's requests.**

"D" - FBI PENDING CASE INFORMATION - **Information which would impede or jeopardize a pending investigation of the FBI.**

"E" - STATUTORY - **Information legally prohibited from release by statute.**

"F" - PRIVACY/SECURITY - **Information, the disclosure of which would be an unwarranted invasion of the personal privacy or jeopardize the safety of law enforcement personnel and/or their family members**

Material redacted under this code includes (1) social security numbers;
(2) date and place of birth; (3) home address and telephone numbers;
(4) personnel cell phone and pager numbers

"G" - FOREIGN GOVERNMENT INFORMATION - **The identity of a foreign government and/or foreign service to include the names of foreign law enforcement employees/officials.**

(Rev. 10-01-1999)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 09/23/2001

To: Boston **Attn:** CP
Counterterrorism **Attn:** SIOC
Honolulu
Los Angeles
Sacramento

From: Boston
CT-1
Contact: SA [redacted]

Approved By: [redacted]

Drafted By: [redacted]

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

Title: PENTTBOMB;
MC182;
OO:BS

9/11 Law Enforcement Privacy

Synopsis: To set forth leads.

Reference: Reference is made to FD-302 for captioned matter authored by SA [redacted] Chicago, investigation conducted on 09/17/2001.

Details: Boston is in receipt of a FD-302 from Chicago which provides the names and available contact information for individuals that were scheduled to travel on United Airlines (UA) flight 175, from Boston's Logan International Airport (LIA) on 09/11/2001. As part of Boston investigation of Flight 175, this EC will serve to set forth leads to contact these individuals to obtain the reason for their travel change and any other information pertinent to this investigation.

Boston has referenced this list against known victims of Flight 175, with no matches.

UA provided the following information in the aforementioned FD-302:

BARRY BYCOFF, telephone: [redacted]

9/11 Personal Privacy

BS 456

To: Boston From: Boston
Re: 265A-NY-280350-BS, 09/23/2001

[redacted]

JOHN CANEY, [redacted]

MEGAN SWAIN
THOMAS R. SWAIN, telephone [redacted]

RENEE YOUNG, telephone [redacted]

IAIN COCKBURN, telephone [redacted]
address: [redacted]

EMILY DUNKEL, telephone [redacted]
address: [redacted]

KELLY KAWAHARA, telephone [redacted]

CHARLES MARCUS, address: [redacted]

BRANDEIS MCBRATNEY, telephone [redacted]
The following notation was added by UA "MISC. [redacted]

9/11 Personal Privacy

LEAD (s):

Set Lead 1:

BOSTON

AT [redacted]

Will locate and interview: BARRY BYCOFF, telephone: [redacted]

Set Lead 2:

AT [redacted]

Will locate and interview: JOHN CANEY, telephone [redacted]

Set Lead 3:

AT [redacted]

Will locate and interview: IAIN COCKBURN, telephone [redacted]

Set Lead 4:

AT [redacted]

Will locate and interview: CHARLES MARCUS, address: [redacted]

Set Lead 5:

LOS ANGELES

AT [redacted]

Will locate and interview: MEGAN SWAIN and THOMAS R. SWAIN, telephone [redacted]

9/11 Personal Privacy

Set Lead 6:

AT [redacted]

Will locate and interview: RENEE YOUNG, telephone [redacted]

Set Lead 7:

9/11 Personal Privacy

SACRAMENTO

AT [redacted]

Will locate and interview: EMILY DUNKEL, telephone [redacted]

Set Lead 8:

[redacted]

Will locate and interview: KELLY KAWAHARA, telephone [redacted]

♦♦

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/21/2001

On September 19, 2001, United Airlines (UAL), Information Services Division (ISD), 1200 E. Algonquin Road, Elk Grove Village, IL was asked for any information for passengers who made reservations and did not travel on UAL flights 175 and 93 on September 11, 2001. UAL ISD was able to provide the information requested.

The following individuals had reservations and did not travel on UAL flight 93:

Patricia Breese of [redacted] at contact telephone numbers of [redacted] and Credit Card number [redacted]

Yu Nakagawa of [redacted] and a possible telephone contact of [redacted]

Kevin Dougherty at a telephone contact numbers of [redacted] and American Express Credit Card of [redacted]

Mr George S. and Mrs. Bonnie Gutierrez, [redacted]

The following individuals had reservations and did not travel on UAL flight 175:

Barry Bycoff of [redacted]

John Caney [redacted] at telephone contact numbers of [redacted]

Megan Swain at telephone contact numbers of [redacted] and booked thru American Airlines reservation system.

Investigation on 09-21-01 at Elk Grove Village, IL

File # 265A-NY-280350 Date dictated 09-21-01

by [redacted] 9/11 Law Enforcement Privacy

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency.

REQ #29-1 302 51718

Thomas Swain at telephone contact numbers of [redacted] and the reservations were booked thru American Airlines.

Renee Yong at telephone contact of [redacted] and the reservations were booked American Airlines.

Iain M. Cockburn of [redacted]

Ms. Emily Dunkel of [redacted] telephone contact numbers of [redacted]

Kelly Kawahara who booked reservations with [redacted] and thru the American Airlines reservation system.

Dr. Charles M. Marcus at telephone contact in New York of [redacted] and UAL Mileage Plus information of [redacted]

Ms. Brandies McBratney who has a notation in the reservations of [redacted]

(Rev. 08-28-2000)

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY **Date:** 09/25/2001

To: Counterterrorism **Attn:** ITOS/UBLU/RFU/SIOC
Boston
Honolulu
Los Angeles
New York CP
Norfolk
Sacramento
San Francisco
Tokyo Legat

From: Chicago
IP/C
Contact: SA

Approved By: 9/11 Law Enforcement Privacy

Drafted By:

Case ID #: 265A-NY-280350 (Pending)

9/11 Law Enforcement Privacy

Title: PENTTBOMB;
MAJOR CASE 182

Synopsis: To request listed United Airlines flights 93 and 175 scheduled passengers be interviewed.

Administrative: Chicago information control number is CG2953. Reference telephone call between SA , SIOC, and SA Chicago, on 9/24/2001.

Enclosure(s): One copy of an FD-302 listing scheduled passenger's names and locate information.

Details: The enclosed list of names are passengers who were scheduled to fly on United Airlines flights 93 and 175 on September 11, 2001. The passenger manifest for the actual flights revealed these passengers did not show up for the flight. It is requested that these individuals be located to determine the circumstances of missing the flights and/or any information they may have regarding those flights.

CG 3455

LEAD(s):

Set Lead 1: (Adm)

COUNTERTERRORISM

AT WASHINGTON, DC

Read and clear.

9/11 Personal Privacy

Set Lead 2:

BOSTON

AT [redacted]

Locate and interview Barry Bycoff, [redacted] to determine circumstances regarding missing United flight 175 on 9/11/2001.

Set Lead 3:

BOSTON

AT [redacted]

Locate and interview Iain Cockburn, [redacted] to determine circumstances regarding missing United flight 175 on 9/11/2001.

Locate and interview Charles Marcus, [redacted] to determine circumstances regarding missing United flight 175 on 9/11/2001.

Set Lead 4:

BOSTON

AT [redacted]

Locate and interview John Caney, [redacted]

regarding the circumstance of missing United flight 175 on 9/11/2001.

Set Lead 5:

[redacted]

Locate and interview Kelly Kawahara, [redacted], regarding the circumstances of missing United flight 175 on 9/11/2001.

Set Lead 6:

LOS ANGELES

AT [redacted]

Locate and interview Renee Young, [redacted] California, telephone [redacted] regarding the circumstances of missing United flight 175 on 9/11/2001. 9/11 Personal Privacy

Set Lead 7:

LOS ANGELES

AT [redacted]

Locate and interview Thomas Swain, [redacted] to determine the circumstances of missing United flight 175 on 9/11/2001. Also, determine if scheduled passenger Megan Swain is relative for same interview.

Set Lead 8: (Adm)

NEW YORK

AT [redacted]

Read and clear.

Set Lead 9: (Adm)

[redacted] Locate and interview Kevin Dougherty, telephone [redacted] to determine the circumstances of missing United flight 93 on 9/11/2001.

Set Lead 10:

[redacted]

Locate and interview Emily Dunkel, [redacted] to determine the circumstances of missing United flight 175 on 9/11/2001.

9/11 Personal Privacy

Set Lead 11:

[redacted]

Locate and interview Patricia Bresee, [redacted] to determine circumstances of missing United flight 93 on 9/11/2001.

Set Lead 12:

[redacted]

Locate and interview George and Bonnie Gutierrez, [redacted] to determine the circumstances of missing United flight 93 on 9/11/2001.

Set Lead 13: 9/11 Personal Privacy

[redacted]

Locate and interview Yu Nakagawa, [redacted] to determine the circumstances of missing United flight 93 on 9/11/2001.

♦♦

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/21/2001

Reference Lead Control Number NK 2998.

On September 18, 2001, Supervisory Special Agent (SSA) [redacted], UNITED STATES CUSTOMS SERVICE (USCS), Acting Special Agent in Charge (ASAIC), Newark, went to the station manager's office for UNITED AIRLINES, NEWARK INTERNATIONAL AIRPORT, Newark, New Jersey, to obtain further details on the "No Show" passengers from UNITED AIRLINES Flight Numbers 93 and 175 as identified on the list obtained by Special Agent (SA) [redacted] FEDERAL BUREAU OF INVESTIGATION (FBI) (Original Lead Number NK 2649). Full names and contact telephone numbers were obtained for 12 of the 15 "No Shows" from UNITED AIRLINES Mileage Plus Account records. Details on KEVIN DOUGHERTY were obtained from PNR printout received from the station manager, UNITED AIRLINES, Newark, New Jersey. The details for passengers BRANDIES MC BRATNEY and YU NAKAGAWA were obtained through SA [redacted] FBI, Chicago.

Flight Number 93, "No Show" Passengers from September 11, 2001:

BRESEE, PATRICIA: [redacted] telephone number [redacted] Flight was return segment of trip begun on September 7, 2001, in San Francisco, California.

DOUGHERTY, KEVIN: [redacted]

SWAIN, THOMAS and MEGAN: [redacted]

NAKAGAWA, YU: [redacted] telephone number [redacted]

Flight Number 175 "No Show" Passengers from September 11, 2001:

COCKBURN, IAIAN: [redacted]

9/11 Personal Privacy

Investigation on 9/18/2001 at Newark, NJ

File # 265A-NY-280350-302 Date dictated 9/21/2001

by SSA [redacted]

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REQ #29-1

302 15114

000000056

BYCOFF, BARRY N.:

MARCUS, CHARLES M.: Doctor,

KAWAHARA, KELLY:

DUNKEL, EMILY R.:

CANEY, JOHN J.:

YONG, RENEE T.:

GUTIERREZ, GEORGE:

GUTIERREZ, BONNIE:

MC BRATNEY, BRANDEIS: Address unknown. Telephone number was provided by SA [redacted] FBI, Chicago, who advised

9/11 Law Enforcement Privacy

(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: IMMEDIATE **Date:** 09/26/2001

To: Counterterrorism **Attn:** SIOC/UBL/RFU
Los Angeles
New York
Philadelphia
San Francisco
Tokyo

From: Newark
C-15/JTTF
Contact: SA [redacted]

Approved By: [redacted] 9/11 Law Enforcement Privacy

Drafted By: [redacted]

Case ID #: 265A-NY-280350 SUB NK (Pending)

Title: PENTTBOMB
MAJOR CASE #182;
OO:NY

Synopsis: To set lead for Field Offices and Legat to interview passengers who had reservations, but did not travel on UAL Flight 93.

Reference: 265A-NY-280350-302 Serial 15114

Details: The referenced EC documents passengers who had reservations, but did not travel on UAL Flight 93 from Newark, New Jersey on 09/11/2001. The following individuals had reservations but were no-shows for UAL Flight 93:

PATRICIA BREESE, [redacted]

YU NAKAGAWA of [redacted]

telephone contact [redacted]

KEVIN DOUGHERTY, [redacted]

THOMAS and MEGAN SWAIN, [redacted]

[redacted] 9/11 Personal Privacy

NK 4097

To: Counterterrorism From: Newark
Re: 265A-NY-280350 SUB NK, 09/26/2001

GEORGE and BONNIE GUTIERREZ.

Newark requests that respective field offices and Legat Tokyo interview the above listed passengers who had reservations, but did not travel on UAL Flight 93 from Newark, New Jersey on 09/11/2001. Ascertain reason for no-show. Determine any potential link to known hijackers.

LEAD(s):

Set Lead 1:

LOS ANGELES

AT LOS ANGELES, CA

Interview THOMAS and MEGAN SWAIN, [redacted] Ascertain reason for no-show. Determine any potential link to known hijackers.

Set Lead 2:

NEW YORK

AT NEW YORK, NY

Read and clear.

Set Lead 3:

PHILADELPHIA

AT PHILADELPHIA, PA

Interview KEVIN DOUGHERTY, [redacted]. Ascertain reason for no-show. Determine any potential link to known hijackers.

Set Lead 4:

SAN FRANCISCO

AT SAN FRANCISCO, CA

Interview PATRICIA BREESE, [redacted]. Ascertain reason for no-show. Determine any potential link to known hijackers.

Interview GEORGE and BONNIE GUTIERREZ, [redacted] Ascertain reason for no-show. Determine any potential link to known hijackers.

9/11 Personal Privacy

Set Lead 5:

TOKYO

AT TOKYO, JAPAN

9/11 Personal Privacy

Interview YU NAKAGAWA of [redacted] telephone contact of [redacted]. Ascertain reason for no-show. Determine any potential link to known hijackers.

♦♦

(Rev. 08-28-2000)

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY **Date:** 09/26/2001

To: Counterterrorism
New York
Boston

Chicago

Attn: ITOS/UBLU/RFU/SIOC
CP
CT-1
9/11 Law Enforcement Privacy
IP/C
9/11 Law Enforcement Privacy

From: [redacted]
FRA2
Contact: SA

Approved By: 9/11 Law Enforcement Privacy

Drafted By: 9/11 Personal Privacy

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

Title: PENTTBOMB;
MAJOR CASE 182;

Synopsis: Results of lead coverage at [redacted]

Reference: 265A-NY-280350-BS Serial 456
265A-NY-280350-CG Serial 3455

Enclosure(s): Enclosed for New York are the following:

One original FD-302, plus two copies, reflecting interview of Patricia Dunkel.

One 1A envelope containing the notes taken during the interview.

For the information of CT, Chicago and Boston a copy of Dunkel's FD-302 is enclosed.

Details: In response to referenced serials, on 9/26/2001, contact was made with Patricia Dunkel, who made the reservation for her daughter, Emily Dunkel, on United Airlines (UA) flight #175. Dunkel explained that she purchased a round trip ticket for her daughter because it was cheaper than a one way trip. She never expected her daughter to take the return UA flight #175.

To: Counterterrorism From: [redacted]
Re: 265A-NY-280350- BS, 09/26/2001

9/11 Personal Privacy

Inasmuch as no investigation remains in the [redacted] Division, Chicago lead 10 similar to Boston lead 7, respectively set in referenced serials, are considered covered at [redacted]

To: Counterterrorism From: [redacted]
Re: 265A-NY-280350- BS, 09/26/2001

LEAD(s):

Set Lead 1: (Adm)

COUNTERTERRORISM

AT WASHINGTON, DC

Read and clear.

Set Lead 2: (Adm)

NEW YORK

AT NEW YORK

Read and clear.

Set Lead 3: (Adm)

BOSTON

AT BOSTON

Read and clear.

Set Lead 4: (Adm)

CHICAGO

AT CHICAGO

Read and clear.

♦♦

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/26/2001

Patricia Dunkel, date of birth [redacted] was contacted at her residence. She was advised of the identity of the interviewing agent and that the interview was related to a 9/11/2001 reservation on United Airlines (UA) flight #175. Dunkel thereafter provided the following statements:

Dunkel stated that she made the flight reservation for her daughter Emily. Emily, date of birth [redacted]

Dunkel explained that she bought a round trip ticket because it was cheaper than a one way flight. Dunkel purchased the ticket two or three weeks prior to Emily's departure from Fresno for Massachusetts, dated Thursday 8/30/2001. Dunkel never expected her daughter to actually take the 9/11/2001 return flight #175.

However, Dunkel mentioned that upon hearing the involvement of UA flight #175 in the 9/11/2001 tragedy, she immediately called her daughter to make sure she was not on the plane.

9/11 Personal Privacy

Investigation on 9/26/2001 at [redacted]

File # 265A-NY-280350-302 Date dictated 9/26/2001

by [redacted] 9/11 Law Enforcement Privacy

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REQ #29-1

302 18515

000000065

(Rev. 10-01-1999)

FEDERAL BUREAU OF INVESTIGATION

Precedence PRIORITY **Date:** 09/27/2001

To: Counterterrorism
New York
Washington Field
Boston
Chicago

Attn: ITOS/RFU/UBL UNIT/5328
JTTF/I-44
JTTF
CT-1
IP/C

From: Honolulu
Squad #5
Contact: SA [redacted]

Approved By: 9/11 Law Enforcement Privacy

Drafted By: [redacted]

Case ID #: 265A-NY-280350-HN (Pending)

Title: PENTTBOMB; 9/11 Personal Privacy
MAJOR CASE 182

Synopsis: To set forth lead to locate and interview Kelly Kawahara.

Reference: 265A-NY-280350-BS Serial 456
265A-NY-280350-CG Serial 3455

Administrative: Reference Honolulu Rapid Start Control Number HN606, event date 09/26/01.

Details: Leads were set by Chicago and Boston to locate and interview Kelly Kawahara, telephone [redacted]. Kawahara was scheduled to fly on flight 175 on 09/11/01, but changed her travel plans. Kawahara is to be interviewed regarding the reasons for her travel change and any other information pertinent to this investigation.

Investigation revealed that the above telephone number is for [redacted] An employee at [redacted] advised that they had no record of a flight being booked by Kawahara for flight 175 on 09/11/01, however that did not preclude the possibility that she did have a reservation at one time. This employee seemed hesitant to provide further information, however she did advise that Kawahara had moved to the mainland to attend school in approximately August 2001.

HN 343

9/11 Personal Privacy

[redacted]

A lead is being set to Boston to locate and interview Kawahara. All referenced leads set to Honolulu are considered covered.

LEAD(s):

9/11 Personal Privacy

Set Lead 1:

BOSTON

AT BOSTON, MA

Locate and interview Kelly Kawahara, [redacted]

[redacted]

♦♦

(Rev. 08-28-2000)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 09/28/2001

To: Counterterrorism **Attn:** ITOS/UBL/RFU/SIOC
Boston
Chicago
Newark
New York

From: [redacted] Resident Agency
Contact: SA [redacted]

Approved By: [redacted] 9/11 Confidential Source

Drafted By: [redacted]

Case ID #: 265A-NY-280350-LA (Pending)

Title: PENTTBOMB; 9/11 Personal Privacy
MAJOR CASE 182

Synopsis: Report coverage of the following leads, all of which are related to the interview of Thomas and Megan Swain, [redacted] and set a lead for Boston.

265A-NY-280350-BS lead 456.5
265A-NY-280350-CG lead 3455.7
265A-NY-280350-NK lead 4097.1

Reference: 265A-NY-280350-BS Serial 456
265A-NY-280350-CG Serial 3455
265A-NY-289350-NK Serial 4079

Details: Pursuant to Chicago's predicate request, on 9/27/01, attempts to locate [redacted] determined they sold their residence and relocated to the [redacted] area during August, 2001.

According to neighbors, the Swains are living in temporary housing. Initial attempts to secure an address or telephone number met with negative results. Subsequent inquiries determined Mrs. Elizabeth Swain is still associated with [redacted] call to her voice mail on 9/28/01, resulted in a return voice mail message from her on the same date.

LA 2497

Mrs. Swain advised she and her husband are in temporary quarters in [redacted] waiting to move in to their home. She did not provide a current or future address, however, they may be contacted if necessary at [redacted] until Friday 10/5/01, when they plan on moving to their permanent address.

In the voice mail, Mrs. Swain advised she initially made three reservations for United flight 175 on 9/11/01, for her husband, daughter Megan and herself. She changed her reservation to Sunday, 9/9/01, to accommodate a client, wherein she flew to Palm Springs, California, to attend a meeting at a company called Chase Design.

Anticipating possible future travel back to California for business, Thomas Swain held his return part of the ticket, originally issued on 8/17/01. Megan, a college student in Boston, also held the same ticket for a return.

Mrs. Swain advised it was an oversight not to have cancelled the tickets for flight 175.

On 9/28/01, Mrs. Swain recontacted the [redacted] RA and provided her new residence address after 10/5/01, as [redacted]. Thomas Swain may also be contacted through his business address, [redacted] where he is the Vice President of Finance and CFO.

9/11 Personal Privacy

LEAD(s):

Set Lead 1: (Adm)

COUNTERTERRORISM

AT WASHINGTON, DC

Read and clear.

Set Lead 2:

BOSTON

AT BOSTON, MASSACHUSETTS

If deemed necessary, contact Thomas and Elizabeth Swain at the above noted addresses.

Set Lead 3: (Adm)

CHICAGO

AT CHICAGO

Read and clear

Set Lead 4: (Adm)

NEWARK

AT NEWARK, NEW JERSEY

Read and clear

Set Lead 5: (Adm)

NEW YORK

AT NEW YORK, NEW YORK

Read and clear.

9/11 Personal Privacy

Set Lead 6:

LOS ANGELES

AT LOS ANGELES, CALIFORNIA

Show rapid start control numbers 5367 and 5459 regarding Thomas and Megan Swain at [redacted] assigned to SA [redacted] of the [redacted] RA as covered.

♦♦

9/11 Law Enforcement Privacy

9/11 Personal Privacy

9/28/01

(Reference Lead Control Numbers SF2743)

GEORGE GUTIERREZ, [redacted] was advised of the identities of the interviewing agents and the purpose of the interview. GUTIERREZ voluntarily provided the following information:

GUTIERREZ and his wife, BONNIE GUTIERREZ, arrived in New York City on the morning of September 10, 2001, upon disembarking a Princess cruise ship. They had been on an extensive cruise to London, France, Scotland, Iceland, Ireland, Greenland, et cetera, and had returned that day. The GUTIERREZes had reservations on United Airlines (UAL) Flight 75, departing Newark International Airport at 2:45 p.m. on September 10, 2001. The GUTIERREZes arrived at the airport at 10:45 a.m. and were told that UAL Flight 75 was delayed. After waiting many hours, and because they were holding first class seats, they decided to rebook their flight for Tuesday morning, September 11, 2001, and stay overnight at a nearby Marriott. His wife handled the new flight arrangements, and as they were exiting the airport terminal his wife asked him for change to call UAL one more time to check on the status of Flight 75. When his wife called UAL, she was advised the flight was still on and would most likely depart that same evening by 7:45 p.m. She was further advised that UAL Flight 75 was currently at JFK International Airport and would arrive shortly at Newark International Airport, so the GUTIERREZes decided to wait it out for Flight 75.

At approximately 8:00-8:15 p.m., UAL Flight 75 departed Newark International Airport for San Francisco. After arriving in San Francisco, the GUTIERREZes just made a flight to [redacted]

Later that morning, while watching the horrible events

9/27/01 [redacted]

265A-NY-280350-302 9/27/01

9/11 Confidential Source

on the news, his wife pulled out their boarding passes for the rescheduled flight and discovered they were for UAL Flight 93. GEORGE GUTIERREZ is in possession of the actual boarding passes.

(Rev. 08-28-2000)

FEDERAL BUREAU OF INVESTIGATION

Precedence: IMMEDIATE **Date:** 10/02/2001

To: Counterterrorism **Attn:** ITOS/SIOC
UBLU/RFU
Inspector [redacted]
Inspector

New York SAC [redacted]
Washington Field
Boston
Chicago
St. Louis
Islamabad

From: Dallas
Command Post
Contact: SA [redacted]
Control #: DL-5392

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 265A-NY-280350-DL (Pending)

Title: PENTTBOMB
MAJOR CASE 182
OO:NY

Synopsis: For informational purposes and to set lead for Chicago Division Legat Islamabad.

Enclosure(s): Enclosed for all receiving offices is one (1) printed copy of American Airlines (AA) Flight 11 and 77 database information reflecting passenger cancellations, "no shows" and "on board" status.

Details: During the early stages of this investigation, questions arose concerning the relatively low number of persons known to be aboard American Airlines (AA) flights 11 and 77 on 09/11/2001. One of the theories proposed was the suspected hijackers and/or unknown associates purchased multiple tickets on the flights in an attempt to ensure the number of passengers aboard each flight remained tactically manageable. A second, and tactically similar theory, was the suspected hijackers specifically chose AA flights 11 and 77 on 09/11/2001 knowing the passenger load was typically low. As a result, the Dallas Division (Dallas) tasked itself to determine: (1) if the passenger count on AA flights 11 and 77 on 09/11/2001 was within normal limits; (2) the number of persons who canceled

DL 3005

reservations prior to departure (cancellations); (3) the number of persons with reservations who did not arrive for AA flights 11 and 77 (no shows); and (4) if any of the cancellations or no shows have any link to the suspected hijackers and/or associates.

Given the foregoing directives, Dallas initially contacted AA to obtain the percentage of capacity for AA flights 11 and 77 on all Tuesday mornings from 01/09/01 through 09/04/01 (passenger load). Upon receiving the data from AA, it was determined the average passenger load for AA flights 11 and 77 on Tuesdays was 38% and 26% respectively. It was further determined the average passenger load for AA flights 11 and 77 on 09/11/2001 was higher than normal at 53% and 38% respectively. Based on the foregoing information, it was not apparent the suspected hijackers booked multiple tickets as a tactical strategy.

Upon completing the passenger load analysis, Dallas constructed a database (11/77 Database) containing all available information on those persons with reservations or noted on the manifests for AA flights 11 and 77 on 09/11/2001. The above-referenced database reflects those persons actually aboard (on board) AA Flights 11 and 77, persons who made reservations and were not physically aboard the flights (no shows), and those persons who canceled reservations on said flights prior to departure (cancellations).

Information obtained from AA reservation records indicated 164 reservations made for AA flight 11 departing Boston, MA on 09/11/2001. Of the 164 reservations made, 65 persons canceled their reservations prior to departure, 82 persons were on board the aircraft, and 17 persons were no shows. Similarly, 116 persons made reservations for AA flight 77 departing Dulles, Washington, D.C. on 09/11/2001. Of the 116 reservations made, 55 persons canceled prior to departure, 59 persons were on board the aircraft, and 3 persons were no shows.

Further review of the above-referenced records revealed K. Cooper, S. Cooper, A. Cooper, P. Cooper, E. Noris, O. Noris and W. Noris all reserved seats on AA flight 11 through travel agency [redacted] Standing alone, the fact seven (7) persons all made travel reservations through the same travel agency is not unusual. In the instant case, however, the following travel inconsistencies necessarily require the need for further inquiry:

(1) All seven (7) person's reservations were made under the same AA Personal Name Record (PNR);

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(2) All seven (7) persons have a link to a relevant country in that the travel agency is located in Pakistan;

(3) All seven (7) persons failed to show up for AA flight 11 on 09/11/2001;

(4) In violation of standard AA policy, no first names were given for any of the seven (7) persons making the reservations;

(5) Against the standard AA practice, no information relating to credit cards, addresses, or telephone numbers is contained in the PNR for any of the seven (7) individuals;

(6) The tickets reserved show no return flight (i.e., one way travel);

(7) No previous travel history exists on AA for any of the seven (7) individuals; and

(8) Of the seven (7) persons making reservations, three (3) hold the last name of Noris and four (4) hold the last name of Cooper. None of the said names being normally associated with Pakistan.

Dallas' review of AA flight 77 records did not reveal similar results. Additionally, Dallas is unaware if the Chicago and has performed a similar analysis of United Airlines flights 93 and 175.

LEAD(s):

Set Lead 1:

COUNTERTERRORISM

AT WASHINGTON, DC

Read and Clear.

Set Lead 2:

NEW YORK

AT NEW YORK, NEW YORK

Read and Clear

Set Lead 3:

WASHINGTON FIELD

AT WASHINGTON, D.C.

Read and Clear.

Set Lead 4:

BOSTON

AT BOSTON, MASSACHUSETTS

Read and Clear.

Set Lead 5:

CHICAGO

AT CHICAGO, ILLINOIS

If not previously performed, consider the merit of analyzing passenger reservation information for cancellations and "no shows" on United Airlines flights 93 and 175 for possible similarities as set forth above.

Set Lead 6:

ST. LOUIS

AT ST. LOUIS, MISSOURI

If not previously performed, consider the merit of analyzing passenger reservation information for cancellations and "no shows" on relevant Trans World Airlines flights for possible similarities as set forth above.

Set Lead 7:

ISLAMABAD

AT KARACHI, PAKISTAN

Conduct logical investigation to obtain additional identifying information on K. Cooper, S. Cooper, A. Cooper, P. Cooper, E. Noris, O. Noris and W. Noris. Referenced individuals are believed to have made reservations through [redacted] on American Airlines flight 11, departing Boston, MA on 09/11/2001. None of the seven (7) referenced individuals showed up for the flight. Assess the possibility the referenced travel agency or employees/officials thereof may have been involved in, or have had knowledge of, the criminal conspiracy occurring on 09/11/2001 and/or other future acts.

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AA Group - On List and Cancellations for Flight ...

FLT	Date	Board Pt	Dest	Time Left	Time Arrived	Airline
11	9/11/2001	BOS	LAX	7:45 AM	10:59 AM	AA

Name	Seat	Notes	Confirmed	PNR	Lead #
BENOIT, MARILYN		FF AA BX97788 CANCELLED RESERVATION - 1:26PM, 9/10/01		BRQMFJ	FA-4
MELLO, CHRISTOPHER		SEAT 29G; FF AA 81K6M40 CANCELLED RESERVATION - 9:06AM, 9/10/01		JRURWS	FA-4
KINNEE, CAROLE		CANCELLED RESERVATION - 11:43PM, 9/9/01		EHQZPD	FA-4
KINNEE, ROBERT J		FF AA WH01950 CANCELLED RESERVATION - 7:07AM, 8/23/01		EYJXFP	FA-4
LANGTON, CHRISTOPHER		FF AA 226137 CANCELLED RESERVATOIN - 4:13PM, 8/17/01		JESJQP	FA-4
COLE, ANDREW		FF AA 644JH70		BUFGBM	FA-4
HALPERN, MICHAEL		FF AA X250116 CANCELLED RESERVATION - 12:08PM, 9/4/01		JZGJPK	FA-4
CARLINO, ANDREW R		FF AA 161L7Y6 CANCELLED RESERVATION - 2:42PM, 9/7/01		GQYBUR	FA-4
KOZLOSKI, CHRIS		(SEAT 25H) FF AA 1PV1638 CANCELLED RESERVATION - 5:06PM, 8/30/01		JATNZF	FA-4
BRIGHAM, KRISTOPHER		FF AA 77PY560 CANCELLED RESERVATION - 3:20PM, 9/7/01		ENSCJJ	FA-4
FREDERICK, SARAJANE		FF AA 8BC2422 CANCELLED RESERVATION - 10:50AM, 8/10/01		DIKMAE	FA-4
ANDERS, DAVID		FF AA 24Y93K6 CANCELLED RESERVATION - 7:05AM, 9/8/01		BOVBKN	FA-4
CUCCINELLO, THELMA		(SEAT 29J) REBOOKED IN HCYLWQ; 8:41AM, 8/23/01		HSCQFP	FA-4
CURTIS, MARK		FF AA XM15608 CANCELLED RESERVATION - 3:00PM, 9/4/01		EABCTF	FA-4
ANGELL, LYNN		FF AA KJ66928 CANCELLED RESERVATION - 7:30PM, 8/27/01		CUFNSG	FA-4
BENDFELDT, JOHN		FF AA 4087914 CANCELLED RESERVATION - 2:32PM, 9/10/01		EBBHWW	FA-4
MACFARLANE, SETH		(SEAT 3B) CANCELLED RESERVATION - 6:34AM, 9/11/01		CIQBNO	FA-4
SHARMA, DHRUV		SEAT 10H; MR; FF AA VTK2666 CANCELLED RESERVATION - 11:59AM, 8/31/01		SECRJO	FA-4

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REQ. #29-1

AA Group - On List and Cancellations for Flight 11

FLT	Date	Board Pt	Dest	Time Left	Time Arrived	Airline
11	9/11/2001	BOS	LAX	7:45 AM	10:59 AM	AA

Name	Seat	Notes	Confirmed	PNR	Lead #
KLINE, PAUL		CANCELLED RESERVATION - 5:36AM, 8/30/01		IRSCGV	FA-4
KLINE, PAUL		FF AA UL89646 CANCELLED RESERVATION - 12:29PM, 9/4/01		DRJGZN	FA-4
CASTRO, JAMES		CANCELLED RESERVATION - 11:45AM, 7/20/01		BMBSMH	FA-4
PAVLOFF, KIA		CANCELLED RESERVATION - 1:57PM, 8/18/01		IPHNAW	FA-4
KINNEE, SCOTT		CANCELLED RESERVATION - 11:43PM, 9/9/01		EHQZPD	FA-4
MARCUS, CHARLES		FF AA WJ26780 CANCELLED RESERVATION - 5:01PM, 8/9/01		FEEKXJ	FA-4
OROURKE, DAN		FF AA 523U5P8 CANCELLED RESERVATION - 11:58AM, 9/5/01		GKLDFY	FA-4
MOLBA, BIGAN		CANCELLED RESERVATION - 2:39AM, 7/6/01		FDWPBW	FA-4
BAIA, EDWARD		CANCELLED RESERVATION - 7:03AM, 8/21/01		BQUSWZ	FA-4
HARDING, CHRIS		(SEAT 31H) FF AA JKL8380 CANCELLED RESERVATION - 3:29PM, 9/5/01		CGYTDL	FA-4
HUGHES, RICHARD W		(SEAT 31C) CANCELLED RESERVATION ON 9/6/01		JAFMDN	FA-4
HUMBER, NICHOLAS		FF AA 0969154 DUPLICATE PNR; SEE COGJEU		IJUEGY	FA-4
KLINE, PAUL		CANCELLED RESERVATION - 5:36AM, 8/30/01		IRSCGV	FA-4
MCGREGOR, MICHAEL		CANCELLED RESERVATION - 3:35PM, 8/10/01		IOQTYA	FA-4
RIKER, ANN		FF AA NRH2882 CANCELLED RESERVATION - 1:38PM, 4/3/01		TQNFZD	FA-4
BOOKER, CAROL		CANCELLED RESERVATION - 6:35AM, 7/31/01		GTNFSG	FA-4
KOBLANHUBERSON, PIERRE		AA FF 74N2U44 CANCELLED RES DUE TO PRICE QUOTE EXPIRATION; 9:45AM, 8/10/01		EMMBFK	FA-4
WRIGHT, SARAH		CANCELLED RES; INEXPER WEB USER; 12:54PM, 5/10/01		XOOGQC	FA-4

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REQ. #29-1

AA Group - On List and Cancellations for Flight [illegible]

FLT	Date	Board Pt	Dest	Time Left	Time Arrived	Airline
11	9/11/2001	BOS	LAX	7:45 AM	10:59 AM	AA

Name	Seat	Notes	Confirmed	PNR	Lead #
TREMBLEY, STEVEN		PSPT 9740587/CH/ DOB 4/19/74; AA FF 30P0W32 CANCELLED RESERVATION; 5:30PM, 7/18/01		CXGMVK	FA-4
SMITH, MARTHA		FF AA 60YL666 CANCELLED RESERVATION - 7:13AM, 1/9/01		WVXMCJ	FA-4
CASWELL, CAROLYN		AA 09B64M0 CANCELLED RES; PSGR NOT ADVISED OF SKED CHANGE & ARRIVED BOS TOO LATE TO CHK IN FOR AA 11; 6:33AM, 9/11/01		JMNOTI	FA-4
CUNNINGHAM, BRAD		PURCHASED TICKET, 16:57PM, 8/17/01 CANCELLED RESERVATION - 9:29AM, 9/5/01		CNUWHP	FA-4
KAMNARK, VUT		CANCELLED RESERVATION - 2:26AM, 6/27/01		UDHMSE	FA-4
LEUNG, CHUNG MING		CANCELLED RESERVATION; 8:09PM, 9/5/01		FQXNGX	FA-4
WONG, TZE ON ANDY		CANCELLED RESERVATION; 8:09PM, 9/5/01		FQXNGX	FA-4
VALLANTE, JODI		CANCELLED RESERVATION; 2:11PM, 9/6/01		HLHWCC	FA-4
WERNER, THOMAS		CANCELLED RESERVATION; 2:44PM, 9/6/01		DEIYKI	FA-4
RIKER, HARLAND		FF AA EE26452 CANCELLED RESERVATION - 1:38PM, 4/3/01		TQNFZD	FA-4
HAMRE, BLAKE		SEAT 10J CANCELLED RESERVATION - 11:59AM, 8/31/01		SECRJO	FA-4
W, S		CHEAP SEATS TRAVEL CANCELLED RESERVATION DUE TO NO SHOW PREVIOUS SEGMENT; 9:56AM, 9/10/01		HNVXHV	FA-4
SEIJO, EDWARD		CANCELLED RESERVATION - 11:04AM, 7/12/01		EUKOCY	FA-4
MONTOYA, ANTONIO		CANCELLED RESERVATION - 3:19PM, 9/10/01		DHXKWT	FA-4
CASWELL, CAROLYN		FF AA 09B64MO CANCELLED RESERVATION - 6:33AM, 9/11/01		JMNOTI	FA-4
BRUCK, L		CANCELLED, 8/28/01		CBSQGI	FA-4
BURLINGHAM, ROBERT		(SEAT 22B) FF AA WV23554 CANCELLED RESERVATION - 8:45AM, 8/17/01		HJOHUD	FA-4
WONG, GORDON		FF QF 2057144 CANCELLED RESERVATION - 11:03PM, 4/25/01		UAXOMP	FA-4

000000082

REQ. #29-1

FLT	Date	Board Pt	Dest	Time Left	Time Arrived	Airline
11	9/11/2001	BOS	LAX	7:45 AM	10:59 AM	AA

Name	Seat	Notes	Confirmed	PNR	Lead #
ROSS, RICHARD				HWKRTX	FA-4
		CANCELLED RESERVATION - 9:00AM, 8/31/01			
HAEGG, LARS		PSPT 0004243-27; ISSUED KRISTIANSAND		JSRTPC	FA-4
		CANCELLED RESERVATION, 12.30PM, 8/31/01			
RYAN, JOSEPH		FF AA 58CF532		ILOBVG	FA-4
		CANCELLED RESERVATION - 3:37AM, 8/8/01			
ANGELL, DAVID		FF AA KK01116		CUFNSG	FA-4
		CANCELLED RESERVATION - 7:30PM, 8/27/01			
DOMINGUEZ, ALBERTO				BZWBKC	FA-4
		CANCELLED RESERVATION - 7:46AM, 9/11/01			
GIPSON, JAMES				JOFMMW	FA-4
		CANCELLED RESERVATION - 3:45PM, 9/10/01			
DUFFIELD, TOM				CXNZWW	FA-4
		CANCELLED RESERVATION - 10:55PM, 9/10/01			
HENDERSON, SARAH				UEDTRJ	FA-4
		CANCELLED RESERVATION - 00:12AM, 5/2/01			
LEUTHEUSER, EDWARD		PSPT 153482249, US		UCSOPJ	FA-4
		CANCELLED RESERVATION - 2:52PM, 6/1/01			
LEUTHEUSER, SUE		PSPT 159575562, US		UCSOPJ	FA-4
		CANCELLED RESERVATION - 2:52PM, 6/1/01			
SUAREZ, XAVIER				JJSMEY	FA-4
		CANCELLED RESERVATION - 5:27PM, 9/10/01; "ARC NUMBER DOES NOT QUALIFY FOR THIS FARE"			
ALSHEHRI, WAIL	02A	ON FLT	YES	HKGTVB	FA-4
		TICKET PURCHASED 17:57PM, 8/26/01, DIVIDED QCG1DBU 1757 26AUG01 IHTTLK			
ALSHEHRI, WALEED	02B	ON FLT	YES	IHTTLK	FA-4
		TICKET PURCHASED, 17:57PM, 8/26/01, DVIDED QCG1DBU 1757/26AUG01 HKGTVB			
MORABITO, LAURA	02D	ON FLT		CCPBJZ	FA-2
		ONEWORLD AIRLINE EMPLOYEE ON COMPANY BUSINESS			
RETIK, DAVID	02H	ON FLT		EPPSDT	FA-2
ROSS, RICHARD	02J	ON FLT		DNOSNC	FA-2
NEWELL, RENEE	03A	ON FLT - AA EMPLOYEE		JQAAPX	FA-2
		AA EMPLOYEE			
BOUCHARD, CAROL	03B	ON FLT - AA EMPLOYEE		JQCROO	FA-2

9/11 Personal Privacy

000000083

REQ. #29-1

AA Group - On List and Cancellations for Flight [illegible]

FLT	Date	Board Pt	Dest	Time Left	Time Arrived	Airline
11	9/11/2001	BOS	LAX	7:45 AM	10:59 AM	AA

Name	Seat	Notes	Confirmed	PNR	Lead #
FLYZIK, CAROL	03H	ON FLT - FF AA 185VN56		HGJVVJ	FA-2
PUOPOLO, SONIA	03J	ON FLT - FF AA Y497324		FFFLVC	FA-4
HACKEL-FARLEY, PAGE	07A	ON FLT		HZIJBM	FA-2
ANGELL, DAVID	08A	ON FLT - FF AA KK01116		BJ7MWS	FA-2
ANGELL, LYNN	08B	ON FLT		BJ7MWS	FA-2
ATTA, MOHAMED	08D	ON FLT - FF AA 6H26L04	YES	JNEHJU	DL4973
ALOMARI, ABDULAZIZ	08G	ON FLT	YES	JNEHJU	DL4973
GLAZER, EDMUND	09A	ON FLT - FF AA LCT5434		IXZHAD	FA-2
LEWIN, DANIEL	09B	ON FLT - FF AA 57POL26		DQOVCD	FA-2
GAY, PETER A	09H	ON FLT - FF AA 337P4J0		EATFRT	FA-2
HAYES, ROBERT	09J	ON FLT		JANHLT	FA-2
HENNESSY, EDWARD	10A	ON FLT - FF AA 926FX48		IQTQAS	FA-4
AL SUQAMI, SATAM	10B	ON FLT - PURCHASED TKT ON 8/28/01, 2:23PM	YES	ICIOBH	FA-2
WAHLSTROM, MARY	10H	ON FLT		CTQARN	FA-4
CURRIVAN, PATRI	10J	ON FLT NO PNR - FLIGHT MANIFEST ONLY		999999	FA-2
CURRYGREEN, ANDREW	11A	ON FLT - FF AA 700WM22		BDFGLB	FA-2
MELLO, CHRISTOPHER	11B	ON FLT		HMUXKV	FA-2
BEUG, CAROLYN	11D	ON FLT - FF AA 6658YE6		CTQARN	FA-4

000000084

REQ. #29-1

FLT	Date	Board Pt	Dest	Time Left	Time Arrived	Airline
11	9/11/2001	BOS	LAX	7:45 AM	10:59 AM	AA

Name	Seat	Notes	Confirmed	PNR	Lead #
ROSENZWEIG, PHILIP	11G	ON FLT - FF AA FJB4536		BQBVMY	FA-2
MLADENIK, JEFF P	11H	ON FLT - FF AA F599388		EQNBWZ	FA-4
DOMINGUEZ ALBERTO	11J	ON FLT - AIRLINE EMPLOYEE;MAY NOT BE AA EMP; PSPT L5476913/AU/31JAN35/M-DOMINGUEZ, ALBERTO		EJCIST	FA-2
PERKINS, BERINTHIA	19A	ON FLT - FF 58MW380		CNSOPA	FA-2
KEATING, BARBARA	19B	ON FLT - FF AA 6900XAO		HBLYTW	FA-2
HASHEM, PETER	20A	ON FLT NO PNR - FLIGHT MANIFEST ONLY		999999	FA-2
KOVALCIN, DAVID	20B	ON FLT - FF AA 74U51K8		GFDUXL	FA-2
COOMBS, JEFFERY	20H	ON FLT - FF AA JYY4476		EOROYK	FA-2
FYFE, KARLETON	20J	ON FLT - FF AA 3486DK2		?UJKDD	FA-2
HUMBER, NICHOLAS	22A	ON FLT - FF AA 0969154		COGJEU	FA-2
SACHS, JESSICA L	22B	ON FLT		IBTJJS	FA-2
KAPLAN, ROBIN	22H	ON FLT - FF AA 4A78Y18		?GALHL	FA-2
FILIPOV, A	22J	ON FLT - FF AA UDD9906		GGFAWO	FA-2
LASDEN, N JANIS	23A	ON FLT		SMXKAG	FA-2
DITULLIO, DONALD	23B	ON FLT		SMXKAG	FA-2
MONTOYA, ANTONIO	23J	ON FLT		JBVSTW	FA-2
WILLIAMS, CANDACE	24A	ON FLT		EKRAUY	FA-2
NAIMAN, MILDRED	24B	ON FLT		ODYLPG	FA-2

000000085

REQ. #29-1

SA Group - On List and Cancellations for Flight

FLT	Date	Board Pt	Dest	Time Left	Time Arrived	Airline
11	9/11/2001	BOS	LAX	7:45 AM	10:59 AM	AA

Name	Seat	Notes	Confirmed	PNR	Lead #
WENCKUS, JOHN	24H	ON FLT - FF AA 4254890		VOJTON	FA-2
HOFER, JOHN	24J	ON FLT NAME ON THIS PNR, JOHN WENCKUS, SEAT 24H, FLT 11, PNR VOJTON		RTYCEJ	FA-2
STONE, DOUGLAS	25B	ON FLT		JZKZCL	FA-2
BARBUTO, CHRISTINE	25C	ON FLT		GXSPYX	FA-2
FRIEDMAN, PAUL	25H	ON FLT - FF AA H657182		ENRBHY	FA-2
DALE, BRIAN	25J	ON FLT		CBTTTX	FA-2
SMITH, HEATHER	26B	ON FLT		IGIKBT	FA-2
BOOMS, KELLY A	26G	ON FLT - FF AA 9P6M658		BRCMUD	FA-2
MONTOYA, CARLOS	26H	ON FLT		DEWTIG	FA-2
LAROCQUE, JUDY	26J	ON FLT		BGRQXR	FA-2
DIMEGLIO, DAVID	27A	ON FLT		HIYWUJ	FA-2
NORTON, JACQUELINE	27B	ON FLT - FF #5D9V710		FXHDUM	FA-2
NORTON, ROBERT	27C	ON FLT		FXHDUM	FA-2
HOLLAND, CORA	27H	ON FLT		ECTPTX	FA-2
CUCCINELLO, THELMA	27J	ON FLT		HCYLWQ	FA-2
NEIRA, LAURIE	28B	ON FLT - AA EMPLOYEE 69984 AA EMPLOYEE		IKTUHS	FA-2
ARONSON, MYRA	28C	ON FLT - FF AA 73A89N6		CFCIFX	FA-2
GEORGE, LINDA M	28J	ON FLT		DMCWIA	FA-2

000000086

REQ. #29-1

FLT	Date	Board Pt	Dest	Time Left	Time Arrived	Airline
11	9/11/2001	BOS	LAX	7:45 AM	10:59 AM	AA

Name	Seat	Notes	Confirmed	PNR	Lead #
ZARBA, CHRISTOPHER	29A	ON FLT		HUJ?WD	FA-2
ADYAMA, SEIMA	29C	ON FLT		JWPGJJ	FA-2
PECORELLI, THOMAS	29J	ON FLT		?GQQR	FA-2
TRENTINI, JAMES	30A	ON FLT - FF AA 41VU598		?UDGYH	FA-2
TRENTINI, MARY B	30B	ON FLT		CVY?QK	FA-2
JENKINS, JOHN C	30J	ON FLT		IRMAFG	FA-2
ISKANDAR, WALID	31A	ON FLT NO PNR - FLIGHT MANIFEST ONLY		999999	FA-2
ORTH, JANE	31B	ON FLT - PSPT AA HK/10363584/US/02MAR52/F-ORTH JANE		IMMYJC	FA-2
JONES, CHARLES E	31G	ON FLT - FF AA PC04342		CAIOW?	FA-2
LEE, DANNY	31J	ON FLT - FF AA 6J34764		EQEAXF	FA-2
OLNEY, CHRIS	32A	CANCELLED RESERVATION - 1:52PM, 9/10/01		HKZGWM	FA-4
FENN, LISA	32H	ON FLT		CPCNVY	FA-2
MACKEY, SUSAN A	32J	ON FLT		CHURYU	FA-2
CASEY, NEILI	33H	ON FLT		DPAB?Q	FA-2
CREAMER, TARA	33J	ON FLT		JWLWIN	FA-2
ALLISON, ANNA S	34C	ON FLT - FF AA 2T7K334		DCRHGC	FA-2
SUAREZ, XAVIER	34J	ON FLT		JJMRAB	FA-2
THEODORIDIS, MICHAEL	35C	ON FLT NAME RAHMA SALIB ON THIS PNR, SEAT 28B		EBPGDR	FA-2

000000087

REQ. #29-1

AA Group - On List and Cancellations for Flight

FLT	Date	Board Pt	Dest	Time Left	Time Arrived	Airline
11	9/11/2001	BOS	LAX	7:45 AM	10:59 AM	AA

Name	Seat	Notes	Confirmed	PNR	Lead #
SALIE, RAHMA	35G	ON FLT - MS; FF 6UX2062 PNR NOTES "PASSENGER WOULD LIKE THE BULKHEAD"		HMGTLA	FA-2
VAMSIKRISHNA, PENDYALA	36J	ON FLT		CGGXNN	FA-2
WALDIE, KENNETH E	37G	ON FLT		EPMBJC	FA-2
COOPER, P	NS	MS NO SHOW 9/11/01, 7:46AM; "KHI 241670		DUMSJF	FA-4
ADAMS, DAVID	NS	NO SHOW - 7:46AM, 9/11/01		GYBHAA	FA-4
NORIS, E	NS	MS NO SHOW 9/11/01, 7:46AM; "KHI 241670		DUMSJF	FA-4
COOPER, K	NS	MR NO SHOW 9/11/01, 7:46AM; "KHI 241670		DUMSJF	FA-4
PERKINS, R SHEPHERD	NS	NO SHOW 9/11/01 7:46AM		ITDTEW	FA-4
HERBST, JACOB	NS	NO SHOW; 7:46AM, 9/11/01		JOOJVO	FA-4
NORIS, O	NS	MS NO SHOW 9/11/01, 7:46AM; "KHI 241670		DUMSJF	FA-4
NORIS, W	NS	MS NO SHOW 9/11/01, 7:46AM; "KHI 241670		DUMSJF	FA-4
COOPER, A	NS	MS NO SHOW 9/11/01, 7:46AM; "KHI 241670		DUMSJF	FA-4
COOPER, S	NS	MRS NO SHOW 9/11/01, 7:46AM; "KHI 241670		DUMSJF	FA-4
ELDRIDGE, LINDSEY	NS	NO SHOW - 7:46AM, 9/11/01		IXLSIK	FA-4
VANDERNOOT, JOSH	NS	NO SHOW NO SHOW; 7:46AM, 9/11/01		IIBEHD	FA-4
COLE, ANDREW	NS	FF AA 644JH70 NO SHOW - 7:46AM, 9/11/01		GQTQRT	FA-4
VONGSA, DARAVANH	NS	NO SHOWED FLIGHT NO SHOW; 7:46AM, 9/11/01		IXYSSH	FA-4
ZARKIN, HERBERT J	NS	NO SHOWED FLIGHT NO SHOW; 7:46AM, 9/11/01; ALWAYS REQUESTS SEAT 2D ON 767		BEPDVY	FA-4

9/11 Personal Privacy

000000088

REQ. #29-1

AA Group - On List and Cancellations for Flight 11

FLT	Date	Board Pt	Dest	Time Left	Time Arrived	Airline
11	9/11/2001	BOS	LAX	7:45 AM	10:59 AM	AA

Name	Seat	Notes	Confirmed	PNR	Lead #
FICERY, KORIN	NS	FF AA 6207XM2 NO SHOW - 7:46AM, 9/11/01		HVARPM	FA-4
CARIAGA-MCMAHON, MERRICK	NS	FF AA 9A42W58 NO SHOW - 7:46AM, 9/11/01		BIZMGY	FA-4

Summary for Flight 11 = (164 detail records)

000000089

REQ. #29-1

AA Group Walk List and Cancellations for Flight [illegible]

FLT	Date	Board Pt	Dest	Time Left	Time Arrived	Airline
77	9/11/2001	IAD	LAX	8:10 AM	10:36 AM	AA

Name	Seat	Notes	Confirmed	PNR	Lead #
DELANEY, PAUL		CANCELLED RES - 5:08PM, 9/6/01 CANCELLED TO FLT 75 6P DEP 9/11; FLT 75 CANCELLED DUE TO NATL EMER; REBOOKED FOR 9/13/01		BUMULU	FA-1
LIU, NIN		CANCELLED RESERVATION - 8:21PM, 8/23/01		JQBXNX	FA-1
HAVENNER, THOMAS		(SEAT 14D) CANCELLED RESERVATION - 7:10A, 9/11/01 SEE REC 3/THIS PNR CANC AA 135 9/11/01 IADLAX 11:15A-1:40P; SEE REC 4/THIS PNR REBOOKED AA 77 9/12/01 IADLAX 8:10A-10:36A		JIUETK	FA-1
KHAN, NORMA C		CANCELLED RESERVATION - 11:29AM, 6/19/01		RKAEFL	FA-1
HURWITZ, MARK		(SEAT 18C) CANCELLED RESERVATION - 2:52PM, 8/27/01		WHPSSU	FA-1
JOHNSON, CLIFFORD		(SEAT 21D) - FF AA 0211CU2 CANCELLED RESERVATION - 4:24PM, 9/10/01		CSMPKJ	FA-1
KHAN, NORMA C		CANCELLED RESERVATION - 4:10PM, 6/6/01		XCKEVF	FA-1
GRAY, IAN		CANCELLED RESERVATION - 9:43AM, 8/1/01		IMDYCR	FA-1
WHITTINGTON, LESLIE		CANCELLED RESERVATION - 3:16PM, 7/16/01		BJKWMN	FA-1
FALKENBERG, ZOE		CANCELLED RESERVATION - 3:16PM, 7/16/01		BJKWMN	FA-1
FALKENBERG, DANA		CANCELLED RESERVATION - 3:16PM, 7/16/01		BJKWMN	FA-1
FALKENBERG, CHARLES		CANCELLED RESERVATION - 3:16PM, 7/16/01		BJKWMN	FA-1
EBRAHIMIAN, LEILA		CANCELLED RESERVATION - 6:02A, 7/17/01		DXWWDK	FA-1
HURWITZ, JOSETTE		(SEAT 18D) CANCELLED RESERVATION - 2:52PM, 8/27/01		WHPSSU	FA-1
BENJAMIN, DAVID		FF AA 88NM322 CANCELLED RESERVATION - 1:04PM, 9/6/01		BYCRGK	FA-1
KIM, BYUNG SOO		MR CANCELLED RESERVATION - 12:04AM, 8/10/01		DCHZTF	FA-1
HUPART, SAM		(SEAT 21D) CANCELLED RESERVATION - 4:23PM, 8/28/01 SEE AA 135 9/10/01 IADLAX 11:15A-1.40P; REC 1 OF THIS PNR		GTLBDW	FA-1
KLEMOW, MARVIN		CANCELLED RESERVATION - 1:56PM, 8/28/01		GBNSRO	FA-1

000000090

REQ. #29-1

FLT	Date	Board Pt	Dest	Time Left	Time Arrived	Airline
77	9/11/2001	8.10A	10.36A	8:10 AM	10:36 AM	AA

Name	Seat	Notes	Confirmed	PNR	Lead #
HORTON, BETH		(SEAT 22C) CANCELLED RESERVATION - 3:05AM, 8/11/01		DOCNAQ	FA-1
KIM, SUNG SOO		MRS CANCELLED RESERVATION - 12:04AM, 8/10/01		DCHZTF	FA-1
ZHANG, NAIXING		CANCELLED RESERVATION - 7:56PM, 9/5/01		INEIST	FA-1
YU, SHAOYANG		CANCELLED RESERVATION - 7:56PM, 9/5/01		INEIST	FA-1
WANG, XIANQING		CANCELLED RESERVATION - 7:56PM, 9/5/01		INEIST	FA-1
WANG, SHINONG		CANCELLED RESERVATION - 7:56PM, 9/5/01		INEIST	FA-1
SUN, XINGZHEN		CANCELLED RESERVATION - 7:56PM, 9/5/01		INEIST	FA-1
LIU, WENSHENG		CANCELLED RESERVATION - 7:56PM, 9/5/01		INEIST	FA-1
LI, JIAYIN		CANCELLED RESERVATION - 7:56PM, 9/5/01		INEIST	FA-1
LI, BINGGANG		CANCELLED RESERVATION - 7:56PM, 9/5/01		INEIST	FA-1
MANGAHAS, EMMANUEL		(SEAT 14C) - FF 3KT0004 CANCELLED RESERVATION - 5:23PM, 8/30/01		VVMBSA	FA-1
NO NAME		SEAT 24A NO NAMES LISTED - NATL GEOGRAPHIC GROUP - INDICATES CANCELLED RESERVATION		JZGOCW	FA-1
MAHMOUD, CINDY		FF 6BC3046 CANCELLED RESERVATION - 5:39AM, 9/11/01		HMSLMO	FA-1
ROLLINS, BERT		CANCELLED RESERVATION - 5:14PM, 7/17/01		WYJUGF	FA-1
ROBICHAUD, DAVID		CANCELLED RESERVATION - 3:16PM, 8/29/01		FCVQFJ	FA-1
PET, SOPPER		CANCELLED RESERVATION - 7:55AM, 9/11/01		FSGCLB	FA-1
SANDOVAL, MARGARITA		CANCELLED RESERVATION - 3:23PM, 9/5/01		IQTRKV	FA-1
MARANDEL, JEAN		CANCELLED RESERVATION - 4:17PM, 8/27/01		FMJDLW	FA-1

000000091

REQ. #29-1

AA Group - On List and Cancellations for Flight [illegible]

FLT	Date	Board Pt	Dest	Time Left	Time Arrived	Airline
77	9/11/2001	IAD	LAX	8:10 AM	10:36 AM	AA

Name	Seat	Notes	Confirmed	PNR	Lead #
MIKULES, CAROL		(SEAT 5B) - FF R9H7600 CANCELLED RESERVATION - 12:54PM, 9/10/01		IGERZT	FA-1
YANG, SHUYIN		CANCELLED RESERVATION - 5:03PM, 9/11/01		BLMKFF	FA-1
YANG, YUGUANG		CANCELLED RESERVATION - 5:03PM, 9/11/01		BLMKFF	FA-1
TURKEWITZ, NEIL		(SEAT 13C) - FF K5B8680 CANCELLED RESERVATION - 11:30AM, 9/5/01		DHDEJA	FA-1
NO NAME		SEAT 24B NO NAMES LISTED - NATL GEOGRAPHIC GROUP - INDICATES CANCELLED RESERVATION		JZGOCW	FA-1
NO NAME		SEAT 24C NO NAMES LISTED - NATL GEOGRAPHIC GROUP - INDICATES CANCELLED RESERVATION		JZGOCW	FA-1
MATTHEWS, MARK		(SEAT 13C) - FF 51D75C8 CANCELLED RESERVATION - 10:47AM, 8/20/01		QNHHWX	FA-1
NO NAME		SEAT 24D NO NAMES LISTED - NATL GEOGRAPHIC GROUP - INDICATES CANCELLED RESERVATION		JZGOCW	FA-1
NO NAME		SEAT 25C NO NAMES LISTED - NATL GEOGRAPHIC GROUP - INDICATES CANCELLED RESERVATION		JZGOCW	FA-1
NO NAME		SEAT 24F NO NAMES LISTED - NATL GEOGRAPHIC GROUP - INDICATES CANCELLED RESERVATION		JZGOCW	FA-1
KARP, DAVID		CANCELLED RESERVATION - 2:58PM, 4/25/01		TSLSPE	FA-1
BALDINO, GINA MARIE		CANCELLED RESERVATION - 2:58PM, 4/25/01		TSLSPE	FA-1
NO NAME		SEAT 25A NO NAMES LISTED - NATL GEOGRAPHIC GROUP - INDICATES CANCELLED RESERVATION		JZGOCW	FA-1
NO NAME		SEAT 24E NO NAMES LISTED - NATL GEOGRAPHIC GROUP - INDICATES CANCELLED RESERVATION		JZGOCW	FA-1
NO NAME		SEAT 25B NO NAMES LISTED - NATL GEOGRAPHIC GROUP - INDICATES CANCELLED RESERVATION		JZGOCW	FA-1
ALHAZMI, NAWAF		CANCELLED RESERVATION 10:38PM 8/27/01 CC DECLINED; REBOOKED ON GMSVFH	YES	EYHSOD	FA-1
NO NAME		SEAT 25D NO NAMES LISTED - NATL GEOGRAPHIC GROUP - INDICATES CANCELLED RESERVATION		JZGOCW	FA-1
ALHAZMI, SALEM		CANCELLED RESERVATION 10:38PM 8/27/01 CC DECLINED; REBOOKED ON GMSVFH	YES	EYHSOD	FA-1

000000092

REQ. #29-1

FLT	Date	Board Pt	Dest	Time Left	Time Arrived	Airline
77	9/11/2001	IAD	LAX	8:10 AM	10:50 AM	AA

Name	Seat	Notes	Confirmed	PNR	Lead #
MARGARD, TINA		CANCELLED RESERVATION - 10:14PM, 6/4/01		WNRIDI	FA-1
HANJOUR, HANI	01B	ON FLT	YES	FQSEUK	FA-1
BOOTH, MJ	01E	ON FLT		GTEYWI	FA-3
PLOGER, ZANDRA	02A	ON FLT		RRKKTS	FA-3
PLOGER, ROBERT	02B	ON FLT		RRKKTS	FA-3
JACOBY, STEVEN D	02E	ON FLT - FF YM76258 UPGRADED SEAT FM 20C TO 2E		GWBDPG	FA-3
GABRIEL, RICHARD	03B	ON FLT		JMACZM	FA-3
OLSON, BARBARA	03E	ON FLT - FF HPB8400		GRZXUO	FA-3
SPEISMAN, ROBERT	04B	ON FLT - FF AA LW48208		CLCHJX	FA-3
CALLEY, SUZANNE M	04E	ON FLT		BIZCVB	FA-1
HALL, STANLEY	05A	ON FLT - FF AA 8941208		EZGYGA	FA-3
DILLARD, EDDIE	05B	ON FLT - AA EMPLOYEE 023205		DODWZB	FA-3
ALHAZMI, NAWAF	05E	ON FLT	YES	GMSVFH	DL4973
ALHAZMI, SALEM	05F	ON FLT	YES	FTMWRB	DL4973
NEWTON, CHRISTOPHER	06E	ON FLT - FF F3E3500		CIXEDR	FA-1
GRAY, IAN	06F	ON FLT - FF AA JJD3866		IHBSAQ	FA-3
DROZ, CHARLES	09C	ON FLT - FF AA AH48920		BNASFB	FA-3
YAMNICKY, JOHN	09D	ON FLT - FF AA T2V2350		DQDCWZ	FA-3

000000093

REQ. #29-1

AA Group On List and Cancellations for Flight [illegible]

FLT	Date	Board Pt	Dest	Time Left	Time Arrived	Airline
77	9/11/2001	IAD	LAX	8:10 AM	10:36 AM	AA

Name	Seat	Notes	Confirmed	PNR	Lead #
CASWELL, WILLIAM	10A	ON FLT - FF AA U154066		BWRH?X	FA-3
MOQED, MAJED	12A	ON FLT	YES	BYW?XS	FA-3
ALMIHDHAR, KHALID	12B	ON FLT - FF AA 1H01L56	YES	BYW?XS	FA-3
TEAGUE, SANDRA	12F	ON FLT - FF AA 6UD0404; PSPT 082953493/US/19JUN70/TEAGUE, SANDRA		UWJ??H	FA-3
ORNEDO, RUBEN	13A	ON FLT		BXFUTT	FA-3
REUBEN, TODD	13C	ON FLT - FF AA 1K2M694		JVPFDY	FA-3
RAINES, LISA	13D	ON FLT - FF TW 74025965		HUKDHW	FA-3
LEE, DONG C	13F	ON FLT		DGYYRU	FA-3
PENNINGER, ROBERT	14C	ON FLT - FF AA 1876218		HDIDKO	FA-3
BETRU, YEMENLH	15A	ON FLT - FF AA 3477534		BQ?U??	FA-3
KINCAID, KAREN	15D	ON FLT		CKHXDK	FA-3
AMBROSE, PAUL	17D	ON FLT		ESXCKH	FA-3
SIMMONS, DIANE	18A	ON FLT - FF AA J188748		EDFBUI	FA-3
SIMMONS, GEORGE	18C	ON FLT - FF AA G988532		EDFBUI	FA-3
KELLER, CHANDLER R	18F	ON FLT - FF AA 328?9J6		GIHVSX	FA-3
LANGSTEUERLE, NORMA	19D	ON FLT - PSPT AA HK/150501708/US/01MAY47/FSTEUERLE/NORMA/LANG		ETCWRI	FA-3
SOPPER, MARIRAE	20D	ON FLT		HSTCRF	FA-3

000000094

REQ. #29-1

AA Group - On List and Cancellations for Flights T...

FLT	Date	Board Pt	Dest	Time Left	Time Arrived	Airline
77	9/11/2001	IAD	LAX	8:10 AM	10:36 AM	AA

Name	Seat	Notes	Confirmed	PNR	Lead #
BROWN, BERNARD	20E	ON FLT		DVGLGW	FA-1
TAYLOR, HILDA	20F	ON FLT		DVGLGW	FA-1
KHAN, NORMA C.	21A	ON FLT		RQJQAR	FA-3
KENNEDY, YMS	21C	ON FLT		QJIQNS	FA-3
YANCEY, VICKEY	21D	ON FLT		HXJQTW	FA-3
JACK, BRYAN	21F	ON FLT		DBAEIS	FA-3
SAMMARTINO, JOHN	22C	ON FLT - FF AA KXX5438		DRUNXT	FA-3
FLAGG, BUDD	22D	ON FLT - AA EMPLOYEE		IJYZBK	FA-3
FLAGG, DEE	22E	ON FLT - AA EMPLOYEE		IJYZBK	FA-3
EDWARDS, BARBARA	22F	ON FLT - AA EMPLOYEE		IJYZBK	FA-3
FALKENBERG, CHARLES	23A	ON FLT - PSPT AA HK/Q15815536/US/12JUL56		GMAMUI	FA-3
FALKENBERG, ZOE	23B	ON FLT - MISS; PSPT AA HK/Q15814648/US/08NOV92		GMAMUI	FA-3
FALKENBERG, DANA	23C	ON FLT - MISS; PSPT AA HK/300958478/US/21JUL98		GMAMUI	FA-3
WHITTINGTON, LESLIE	23D	ON FLT - MS; PSPT AA HK/Q15814649/US/03NOV55		GMAMUI	FA-3
YANG, SHUYIN	23E	ON FLT - PSPT AA HK/148942633/CN/23JAN39/F		COWPJL	FA-3
ZHENG, YUGUANG	23F	ON FLT - PSPT AA HK/148942634/CN/06JAN36/M		COWPJL	FA-3
TAYLOR, LEONARD	24C	ON FLT		GSJQAV	FA-3
MENCHACA, DORA M	24F	ON FLT - FF AA K1H7784		IERCET	FA-3

000000095

REQ. #29-1

(Rev. 08-28-2000)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 10/02/2001

To: Counterterrorism **Attn:** UBLU/RFU
New York
Newark C-15/JTTF, [redacted]

Norfolk

From: [redacted]
Contact: SA [redacted]

Approved By: [redacted]

Drafted By: [redacted]

9/11 Law Enforcement Privacy

Case ID #: 265A-NY-280350-NK (Pending)

Title: PENTTBOMB;
MAJOR CASE 182

Synopsis: Interview of Kevin Dougherty.

Administrative: Rapid Start NK 2998

Enclosure(s): Enclosed for Newark are an original and one copy of an FD-302 of interview of Kevin Dougherty and a 1-A Envelope containing interview notes.

Details: Kevin Dougherty did not travel on United Airlines Flight 93 on 09/11/2001, because his truck broke down and was disabled on the New Jersey Turnpike exit ramp. By the time Dougherty had his truck towed, and arrived at the United Airlines counter, it was 8:05 a.m., five minutes after Flight 93 had left. Dougherty had no links to any of the hijackers.

NK 17533

LEAD(s):

Set Lead 1: (Adm)

COUNTERTERRORISM

AT WASHINGTON, DC

Read and clear.

Set Lead 2: (Adm)

NEW YORK

AT NEW YORK, NY

Read and clear.

Set Lead 3: (Adm)

NEWARK

AT NEWARK, NEW JERSEY

Read and clear.

Set Lead 4: (Adm)

NORFOLK

AT NORFOLK, VA

Read and clear.

♦♦

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 10/02/2001

KEVIN DOUGHERTY, owner of [redacted] home telephone [redacted] Social Security [redacted] was advised as to the official identity of the interviewing agent and to the nature of the interview being why he was a no-show on United Airlines Flight Number 93 from Newark to San Francisco, on September 11, 2001.

DOUGHERTY advised that initially, he had booked a flight to San Francisco from Philadelphia, with a layover in Chicago. DOUGHERTY's ultimate destination was Lake Tahoe, where he maintains a house. DOUGHERTY is a serious skier. DOUGHERTY's wife had driven with her father to Lake Tahoe a week earlier. DOUGHERTY, via the Internet, changed the flight from Philadelphia to Newark Flight Number 93, because it was $150 cheaper.

On September 11, 2001, DOUGHERTY had driven up the New Jersey Turnpike, and while exiting the ramp at Exit 14, his truck became disabled because a nut had been lodged in the drive shaft, causing the drive shaft to snap. The NEW JERSEY STATE POLICE (NJSP) Barracks is located near the exit, and the NJSP assisted DOUGHERTY with his disabled truck. A tow truck came and removed the truck. The long-term parking lot for the Newark Airport was located nearby, and DOUGHERTY went there and caught a shuttle bus to the airport. DOUGHERTY arrived at United Airlines Terminal at 8:05 a.m., five minutes after the plane had left. DOUGHERTY then booked the next flight to San Francisco, leaving around 11:00 a.m. the same day. That flight was canceled because of the attack at the World Trade Center. DOUGHERTY then rented a car and returned home.

DOUGHERTY was unable to book another flight until Friday when he left for Lake Tahoe. DOUGHERTY had no links to any of the hijackers.

DOUGHERTY had resided at his home in [redacted] for the past five years and has maintained a home in Lake Tahoe for the past three years.

Investigation on 09/28/2001 at [redacted]

File # 265A-NY-280350-302 Date dictated 09/28/2001

by SA 9/11 Confidential Source

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302 115862

9/11 Law Enforcement Privacy

(Rev. 08-28-2000)

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY **Date:** 10/04/2001

To: Chicago
Counterterrorism

Attn: SA
Radical Fundamentalist Unit,
UBL,
IOB, IOS

Investigative Services
New York

From: Tokyo
Contact:

Approved By:

Drafted By:

Case ID #: 265A-NY-280350-CG (Pending)
265A-NY-280350-TO (Pending)

Title: PENTTBOMB;
MAJOR CASE 182

9/11 Personal Privacy

Synopsis: Cover lead.

Reference: 265A-NY-280350-CG Serial 3455

Details: Referenced communication set the following lead for Legat Tokyo: *Locate and interview* , *telephone* *to determine the circumstances of missing United flight 93 on 09/11/2001.*

Investigation by showed Yu Nakagawa is not in Japan and likely is in the United States. The contact information for Nakagawa in the United States is: G

.

The address in the lead set for Legat Tokyo and noted above is the address for the travel agent which sold the airline ticket in question to Nakagawa. The name of the travel company is . contacted a representative of the travel agent, G

CG 4226

To: Chicago From: Tokyo
Re: 265A-NY-280350-CG, 10/04/2001

[redacted] advised Nakagawa wanted to go the U.S. to study at Drew University. Nakagawa asked for a one-way airline ticket from Japan to the U.S. Kuroda advised Nakagawa that a round-trip ticket from Japan to the U.S. and back would be less expensive than a one way ticket from Japan to the U.S. So, even though he intended to use only the Japan-U.S. portion of the round trip ticket, Nakagawa bought the round trip ticket.

The U.S.-Japan portion of the round-trip ticket was: UA093 from Newark to San Francisco and UA809 from San Francisco to Osaka, Japan. Kuroda advised Nakagawa to cancel the U.S.-Japan portion of the ticket. However, Kuroda supposes Nakagawa didn't cancel that portion of the ticket and that is why Nakagawa had a reservation for UA093 although he didn't board that flight.

[redacted] did not find any link between Nakagawa and the highjackers. G

LEAD(s):

Set Lead 1:

ALL RECEIVING OFFICES

Read and clear.

♦♦277ecs02.ec

(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 10/07/2001

To: BOSTON **Attn:** [redacted]

From: BOSTON

Approved By: [redacted]

Drafted By: [redacted]

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

9/11 Law Enforcement Privacy

Title: PENTTBOMB
OO:NY

Synopsis: ICF #: BS2310

Details:

INFORMATION CONTROL FORM

Control Number: BS2310

Priority: ROUTINE Classification: UNCLASSIFIED

Method of Contact: In Person

Source: WIFE AAM VICTIM CARLOS MONTOYA

Affiliation:

Phone Number: [redacted]

Information Received Date: 09/12/2001 Time: 11:00 AM

Prepared By: [redacted]

Component/Agency: I&I/FBI

Event: RELATED THAT HUSBAND TOOK TAXI TO AIRPORT PROBABLY ARRIVING AT 6:45 AM HAD A NOKIA CELL PHONE WITH HIM 617-794-5631. TRIP WAS SCHEDULED BUSINESS TRIP.

Event Date: 09/12/2001 Time: 11:00 AM

References: 9/11 First Responder/Family Privacy

BS 10975

Categories: INFORMATION
VICTIM

TIME LINE INFORMATION

Event Reviewed By: [ ]

Lead Required?: YES

9/11 Law Enforcement Privacy

LEAD (s):

Set Lead 1:

BOSTON

AT BOSTON, MA

Lead Control Number: BS2310
Assigned To [redacted] on 09/14/2001 at 11:41 PM

INTERVIEW STACEY MONTOYA REGARDING HUSBAND CARLOS

◆◆ 9/11 Law Enforcement Privacy

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/21/2001

STACEY MONTOYA, Date of Birth (DOB) [redacted] was advised of the identity of the interviewing agent and the purpose of the interview. Also present was Massachusetts State Trooper RICHARD MAHONEY. MONTOYA provided the following information:

MONTOYA advised that her husband, CARLOS MONTOYA was a passenger on UNITED AIRLINES Flight 175. MONTOYA stated that CARLOS was traveling from Boston to Los Angeles on business, with his final destination being Mexico City, Mexico. MONTOYA thought that this business trip was planned approximately two weeks prior to his actual departure. MONTOYA added that CARLOS is employed as a Relationship Manager with THOMPSON FINANCIAL, Boston, MA.

MONTOYA advised that CARLOS took a taxi to the LOGAN AIRPORT, leaving their residence at approximately 6:15 a.m. MONTOYA thought that her husband would have probably arrived at the airport at 6:45 a.m. on September 11, 2001. MONTOYA stated that CARLOS was carrying a folded garment bag which had a gold lock on the outside. MONTOYA added that CARLOS also had his leather bound computer case.

MONTOYA described her husband CARLOS as a dark skinned male, approximately 5'9", 180 to 185 lbs. He had dark hair, which he wore short, and was balding in the front. MONTOYA advised that CARLOS had some pockmarks on his face and almond shaped green colored eyes. MONTOYA stated that CARLOS was born in Columbia and his dentist was located in Columbia.

MONTOYA stated that CARLOS was wearing a platinum wedding ring with a gold edge on either side of the actual wedding ring. The ring was inscribed with the date June 9, 2001. MONTOYA added that her husband would have been wearing his silver Rolex watch, which was inscribed with the words "Contodomiamor." MONTOYA added that this phrase means "with all my love" in Spanish. MONTOYA stated that her husband could have wearing his silver SKAGEN watch instead of the Rolex. MONTOYA added that her husband was also wearing a gold chain with a cross on it and would have had his

Investigation on 9/12/01 at Logan Airport, Boston, MA

File # 265D-NY-280350 Date dictated 9/16/01

by 9/11 Law Enforcement Privacy

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REQ. #29-1

NOKIA cell phone with him. The number to this cell phone is (617) 794-5631.

MONTOYA advised her husband was traveling alone and she did not have any contact with him after he left their residence on September 11th.

(Rev. 10-01-1999)

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY **Date:** 10/09/2001

To: Counterterrorism **Attn:** ITOS/UBLU/RFU/SIOC
Newark CP
New York CP

From: Chicago
NRA/1
Contact: SA [redacted]

Approved By: [redacted] 9/11 Law Enforcement Privacy

Drafted By: [redacted]

Case ID #: 265A-NY-280350-CG (Pending)

Title: "PENTTBOMB"

Synopsis: Lead covered.

Administrative: Chicago Information Control Number is CG 1355.

Enclosure(s): 1. Enclosed for New York is the original and one copy of an FD-302 reflecting receipt of a one page document regarding no-shows for United Airlines flights 93 and 175 on September 11 2001. (One copy for other receiving offices).

2. Enclosed for all receiving offices is one copy of a document reflecting no shows for UAL flights 93 and 175 on September 11, 2001.

Details: Enclosed no show list was faxed to SIOC, as requested, on September 16, 2001.

CG-4970

LEAD(s):

Set Lead 1:

ALL RECEIVING OFFICES

Read and Clear.

♦♦

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 10/09/2001

Information Services, UNITED AIRLINES (UAL), Corporate Headquarters, 1200 E. Algonquin Road, Elk Grove Village, Illinois, provided the following records which are attached hereto:

1. A one page document reflecting no shows for UAL flight 93 and 175 on September 11, 2001.

Investigation on 09/16/2001 at Elk Grove Village, Illinois

File # 265A-NY-280350-302 ser 5648 9 Date dictated 09/16/2001

by 9/11 Law Enforcement Privacy

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency.

REQ #29-1

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/18/2001

Information Services, UNITED AIRLINES (UAL), Corporate Headquarters, 1200 East Algonquin Road, Elk Grove Village, Illinois, provided the following information:

The below mentioned names were scheduled to travel on either flight 93 on September 11, 2001 on flight 175 on September 11, 2001, but did not show-up for the flight.

FLIGHT	NAME	PHONE NO.	ADDRESS
93	Bresee, Patricia		
93	Nakagawa, Yu MISC. Business:		
93	Dougherty, Kevin		
93	Gutierrez, George		
93	Gutierrez, Bonnie Credit card # BA		
175	Bycoff, Barry		

Investigation on 09\17\2001 at Elk Grove Village, Illinois

File # 265D-NY-280350-302 Date dictated 09\18\2001

by 9/11 Law Enforcement Privacy

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency.

REQ #29-1

00000110

175	Caney, John	
175	Swain, Megan	
175	Swain, Thomas R	
175	Young, Renee	
175	Cockburn, Iain	
175	Dunkel, Emily	
175	Kawahara, Kelly	
175	Marcus, Charles	
175	McBratney, Brandeis MISC.	

9/11 Personal Privacy

(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY **Date:** 10/09/2001

To: NORFOLK

From: NORFOLK

Approved By: [redacted] 9/11 Law Enforcement Privacy

Drafted By: [redacted]

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

Title: PENTTBOMB

Synopsis: Lead Control #: NF1162

Details:

INFORMATION CONTROL FORM - DISPOSITION

Lead Control Number: NF1162

Disposition: EC FROM CHICAGO SET FORTH LEAD (#3455) FOR NORFOLK DIVISION TO LOCATE AND INTERVIEW KEVIN DOUGHERTY, TELEPHONE NUMBER [redacted] TO DETERMINE THE CIRCUMSTANCES OF HIM MISSING UNITED FLIGHT #93 ON 09/11/2001.

ON 09/27/2001, ATTEMPTS TO LOCATE DOUGHERTY THROUGH AFOREMENTIONED TELEPHONE NUMBER WERE NEGATIVE. IT WAS DETERMINED THAT THIS TELEPHONE NUMBER IS AN AIRLINE RESERVATION CENTER, MCCORD CONSUMER DIRECT, 11824 FISHING POINT DRIVE, NEWPORT NEWS, VIRGINIA.

ON 09/27/2001, DONNA FOGGIN, DIRECTOR OF SALES SUPPORT, MCCORD CONSUMER DIRECT, ADVISED THAT HER AIRLINE FLIGHT INFORMATION CONCERNING THE AFOREMENTIONED FLIGHT HAS BEEN DELETED FROM HER COMPUTER SYSTEM; HOWEVER, SHE WAS ABLE TO LOCATE DOUGHERTY'S BILLING RECORDS WHICH REFLECTED THAT HE PAID FOR THE FLIGHT WITH HIS AMERICAN EXPRESS CARD, SHOWING AN ADDRESS OF [redacted] SHE FURTHER ADVISED THAT HER COMPANY MAKES APPROXIMATELY 2,000 AIRLINE RESERVATIONS DAILY, FROM ALL OVER THE UNITED STATES, AND SHE ASSUMES THE RESERVATION WAS NOT MADE LOCALLY. FOGGIN FURTHER ADVISED THAT SHE REMEMBERS REVIEWING THE LIST OF RESERVATIONS MADE BY HER COMPANY FOR THE

9/11 Personal Privacy

AFOREMENTIONED FLIGHT, AND REMEMBERS SEEING THE NAME OF KEVIN DOUGHERTY. SHE FURTHER STATED THAT, TO THE BEST OF HER RECOLLECTION, A REVIEW OF HER COMPUTER AT THAT TIME SHOWED THAT DOUGHERTY CHECKED IN AT 1:00 PM AND DID NOT CANCEL.

FOGGIN FURTHER STATED THAT HER COMPANY IS OWNED BY MCCORD TRAVEL MANAGEMENT, 350 NORTH LASALLE STREET, SUITE 700, CHICAGO, ILLINOIS 60610, TELEPHONE NUMBER (312) 705-2358. SHE COULD NOT EXPLAIN WHY THE TICKETING INFORMATION IS NO LONGER IN HER COMPUTER SYSTEM; HOWEVER, AS PREVIOUSLY STATED, SHE RECALLED REVIEWING FLIGHT INFORMATION ON 9/11/2001, AND REMEMBERED DOUGHERTY'S NAME.

Lead Reviewed By:

Lead Completed Date: 10/09/2001

◆◆

9/11 Law Enforcement Privacy

(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY **Date:** 10/09/2001

To: CHICAGO
COUNTERTERRORISM **Attn:** UBLU/RFU
NORFOLK **Attn:** [redacted]
PHILADELPHIA **Attn:**

From: NORFOLK

Approved By: [redacted]

Drafted By:

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

Title: PENTTBOMB 9/11 Law Enforcement Privacy

Synopsis: ICF #: NF1162

Details:

INFORMATION CONTROL FORM

Control Number: NF1162

Priority: PRIORITY Classification: UNCLASSIFIED

Method of Contact: Observation

Source: CHICAGO 9/11 Personal Privacy

Affiliation: FBI

Phone Number: [redacted]

Information Received Date: 09/26/2001 Time: 5:20 PM

Prepared By: [redacted]

Component/Agency: I&I/FBI

Event: KEVIN DOUGHERTY WAS A NO SHOW FOR UNITED FLIGHT 93 ON 9/11/01. SEE CG SERIAL 3455.

Event Date: Time:

References:

NF 2227

Categories: 9/11 Law Enforcement Privacy

Event Reviewed By: [redacted]

Lead Required?: YES

Disposition Re Norfolk Lead: EC FROM CHICAGO SET FORTH LEAD (#3455) FOR NORFOLK DIVISION TO LOCATE AND INTERVIEW KEVIN DOUGHERTY, TELEPHONE NUMBER [redacted] TO DETERMINE THE CIRCUMSTANCES OF HIM MISSING UNITED FLIGHT #93 ON 09/11/2001.

ON 09/27/2001, ATTEMPTS TO LOCATE DOUGHERTY THROUGH AFOREMENTIONED TELEPHONE NUMBER WERE NEGATIVE. IT WAS DETERMINED THAT THIS TELEPHONE NUMBER IS AN AIRLINE RESERVATION CENTER, MCCORD CONSUMER DIRECT, 11824 FISHING POINT DRIVE, NEWPORT NEWS, VIRGINIA.

ON 09/27/2001, DONNA FOGGIN, DIRECTOR OF SALES SUPPORT, MCCORD CONSUMER DIRECT, ADVISED THAT HER AIRLINE FLIGHT INFORMATION CONCERNING THE AFOREMENTIONED FLIGHT HAS BEEN DELETED FROM HER COMPUTER SYSTEM; HOWEVER, SHE WAS ABLE TO LOCATE DOUGHERTY'S BILLING RECORDS WHICH REFLECTED THAT HE PAID FOR THE FLIGHT WITH HIS AMERICAN EXPRESS CARD, SHOWING AN ADDRESS OF [redacted] SHE FURTHER ADVISED THAT HER COMPANY MAKES APPROXIMATELY 2,000 AIRLINE RESERVATIONS DAILY, FROM ALL OVER THE UNITED STATES, AND SHE ASSUMES THE RESERVATION WAS NOT MADE LOCALLY. FOGGIN FURTHER ADVISED THAT SHE REMEMBERS REVIEWING THE LIST OF RESERVATIONS MADE BY HER COMPANY FOR THE AFOREMENTIONED FLIGHT, AND REMEMBERS SEEING THE NAME OF KEVIN DOUGHERTY. SHE FURTHER STATED THAT, TO THE BEST OF HER RECOLLECTION, A REVIEW OF HER COMPUTER AT THAT TIME SHOWED THAT DOUGHERTY CHECKED IN AT 1:00 PM AND DID NOT CANCEL.

FOGGIN FURTHER STATED THAT HER COMPANY IS OWNED BY MCCORD TRAVEL MANAGEMENT, 350 NORTH LASALLE STREET, SUITE 700, CHICAGO, ILLINOIS 60610, TELEPHONE NUMBER (312) 705-2358. SHE COULD NOT EXPLAIN WHY THE TICKETING INFORMATION IS NO LONGER IN HER COMPUTER SYSTEM; HOWEVER, AS PREVIOUSLY STATED, SHE RECALLED REVIEWING FLIGHT INFORMATION ON 9/11/2001, AND REMEMBERED DOUGHERTY'S NAME.

9/11 Personal Privacy

LEAD (s):

9/11 Law Enforcement Privacy

Set Lead 1:

NORFOLK

AT NORFOLK, VA

Lead Control Number: NF1162
Assigned To [redacted] on 09/26/2001 at 9:03 PM

INTERVIEW KEVIN DOUGHERTY AT NEWPORT NEWS, VA AND DETERMINE CIRCUMSTANCES FO MISSING UNITED FLIGHT 93. RESPOND TO CHICAGO.

[redacted] REFERENCE CG LEAD 3455.9

Set Lead 2:

PHILADELPHIA

AT PHILADELPHIA, PA

Lead Control Number: NF1162-A
Assigned To "PHILADELPHIA" on 10/09/2001 at 2:25 PM

LOCATE AND INTERVIEW KEVIN DOUGHERTY AND DETERMINE CIRCUMSTANCES FOR MISSING UNITED FLIGHT #93 ON 9/11/2001.

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9/11 Personal Privacy

(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 10/10/2001

To: BOSTON **Attn:** [redacted]

From: BOSTON

Approved By: [redacted]

Drafted By:

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

Title: PENTTBOMB
OO:NY 9/11 Law Enforcement Privacy

Synopsis: ICF #: BS7548

Details:

INFORMATION CONTROL FORM

Control Number: BS7548

Priority: ROUTINE Classification: UNCLASSIFIED

Method of Contact: Telephone/Radio

Source: UNITED AIRLINES

Affiliation: CHICAGO-FBI

Phone Number:

Information Received Date: 09/26/2001 Time: 10:35 AM

Prepared By: [redacted]

Component/Agency: I&I/FBI

Event: UNITED PROVIDED NAME OF INDIVIDUALS THAT WERE TO FLY ON UA FLIGHT #175 ON 9/11/01, THIS LEAD IS TO PROVIDE INFO AND INTERVIEW THESE INDIVIDUALS. HONOLULU WILL INTERVIEW KELLY KAWAHARA, SEE EC FOR INFO. LOS ANGELES WILL INTERVIEW MEGAN SWAIN, THOMAS R. SWAIN AND RENEE YOUNG, SEE ATTACHED EC FOR INFO. SACRAMENTO WILL INTERVIEW EMILY DUNKEL, SEE EC FOR INFO.

BS 11758

Event Date: 09/26/2001 Time: 10:35 AM

References:

Categories: INFORMATION TIME LINE INFORMATION

Event Reviewed By:

Lead Required?: YES

9/11 Law Enforcement Privacy

LEAD (s):

Set Lead 1:

BOSTON

AT BOSTON, MA

Lead Control Number: BS7548
Assigned To [redacted] on 09/26/2001 at 4:09 PM

BOSTON AT WALTHAM, MA: WILL LOCATE AND INTERVIEW: BARRY BYCOFF, TELEPHONE NUMBER [redacted]

Set Lead 2:

BOSTON

AT BOSTON, MA

Lead Control Number: BS7548-A
Assigned To [redacted] on 09/26/2001 at 4:10 PM

BOSTON AT CAMBRIDGE, MA: WILL LOCATE AND INTERVIEW: IAIN COCKBURN, TELEPHONE NUMBER [redacted]
ADDRESS: [redacted]

Set Lead 3:

BOSTON

AT BOSTON, MA

Lead Control Number: BS7548-B
Assigned To [redacted] on 09/26/2001 at 4:11 PM

BOSTON AT CAMBRIDGE, MA: WILL LOCATE AND INTERVIEW: CHARLES MARCUS, ADDRESS: [redacted]

Set Lead 4:

BOSTON

AT BOSTON, MA

Lead Control Number: BS7548-C
Assigned To [redacted] on 09/26/2001 at 4:13 PM

9/11 Personal Privacy

BOSTON AT [redacted] WILL LOCATE AND INTERVIEW: JOHN CANEY, TELEPHONE [redacted]

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9/11 Personal Privacy

(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 10/10/2001

To: BOSTON **Attn:** [redacted]

From: BOSTON

Approved By: [redacted]

Drafted By:

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

Title: PENTTBOMB
OO:NY
9/11 Law Enforcement Privacy

Synopsis: ICF #: BS7399

Details:

INFORMATION CONTROL FORM

Control Number: BS7399

Priority: ROUTINE Classification: UNCLASSIFIED

Method of Contact: Written

Source: UNITED AIRLINES

Affiliation: BY CHICAGO FBI/NORTH RA

Phone Number:

Information Received Date: 09/22/2001 Time: 12:00 PM

Prepared By: [redacted]

Component/Agency: I&I/FBI

Event: UNITED PROVIDED LIST OF INDIVIDUALS THAT WERE SCHEDULED FOR UA175 ON 9/11/01.

Event Date: 09/11/2001 Time: 7:58 AM

References:

Categories: TIME LINE INFORMATION

9/11 Law Enforcement Privacy

Event Reviewed By:

Lead Required?: YES

9/11 Law Enforcement Privacy

LEAD (s):

Set Lead 1:

BOSTON

AT BOSTON, MA

Lead Control Number: BS7399
Assigned To [redacted] on 09/25/2001 at 10:21 PM

INTERVIEW:

1. BARRY BYCOFF, TELEPHONE [redacted]

2. JOHN CANEY, TELEPHONE [redacted]
ADDRESS [redacted]

3. IAIN COCKBURN, TELEPHONE [redacted]
ADDRESS [redacted]

4. CHARLES MARCUS, ADDRESS [redacted]

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9/11 Personal Privacy

10/03/01

On September 26, 2001, writer along with IMMIGRATION & NATURALIZATION SERVICE (INS) Special Agent (SA) [redacted] interviewed BARRY BYCOFF, President of [redacted], at his place of business at approximately 11:15 AM in regards to his not boarding UNITED AIRLINES flight #175 on September 11, 2001 as previously scheduled.

BYCOFF stated that his driver picked him up at his residence in [redacted] at approximately 6:45 AM on September 11, 2001. BYCOFF stated that they encountered a number of events en route to the airport that delayed their arrival, including a truck breakdown in Weymouth, a six car accident on the Expressway at East Milton Square, and a work crew on the access road to the Ted Williams Tunnel. BYCOFF stated that while en route to the airport he was in contact with the CFO of his company, who was also traveling on the same flight. BYCOFF stated that he talked to his CFO, who had already boarded the flight, at approximately 7:40 AM and explained to him his situation. The two agreed to meet in Los Angeles if BYCOFF missed the flight and travel together from there to the CFBS Financial Conference they were both scheduled to attend. BYCOFF stated that he arrived at the airport at approximately 7:50 AM and tried to hurry through the check-in and boarding procedures to make his flight. BYCOFF arrived at the gate at 7:58 AM to find the flight already closed. BYCOFF went to the boarding counter in an attempt to board the plane, but it was explained to him that once the doors were closed, they stayed closed. At this time, BYCOFF noticed a missed call on his cellular telephone from his CFO at 7:56 AM. BYCOFF stated he went to the Red Carpet Room to voice his complaint, but was still not allowed to board the flight. BYCOFF was rescheduled on UNITED AIRLINES flight #883 to Orange County, California via Chicago, Illinois, scheduled to depart at 9:30 AM. BYCOFF boarded the flight at approximately 9:00 AM and was removed with the rest of the passengers due to the terrorist attacks at approximately 9:20 AM. BYCOFF was still in possession

of his boarding pass for flight #883 at the time of the interview.

NOTE:

BYCOFF stated that when he was attempting to clear security for flight #175 he was detained briefly by a security person who wanted to check his bag. BYCOFF stated that he had nothing unusual or metallic in his bag and was surprised that it was being searched. BYCOFF stated that he was a frequent traveler and was used to having to turn on his laptop computer and otherwise comply with security procedures, but that this time his bag contained only papers. BYCOFF stated that he explained to the security person that he was in a hurry to catch his flight and that the security person then gave him a strange look. BYCOFF described this look as an "I'm doing you a favor look". BYCOFF stated that he found the look very strange at the time it occurred and not just in hindsight after learning of the terrorist activities later. BYCOFF stated that the security person waved a wand by the handles of his briefcase and allowed him to proceed. BYCOFF described the security person as female, heavyset, with a very dark complexion.

10/03/01

On October 1, 2001, writer spoke telephonically with JOHN CANEY, regarding his not boarding UNITED AIRLINES flight #175 as previously scheduled.

At approximately 10:50 AM on October 1, 2001, writer telephoned the residence of CANEY and spoke to a woman who identified herself as CANEY's wife, DEBORAH. A message was left with DEBORAH CANEY for CANEY TO return a call to writer. CANEY telephoned writer at approximately 11:25 AM. CANEY stated that he and his wife were scheduled to travel on UA #175 on September 11, 2001, but had to reschedule their trip for business reasons. CANEY stated that late in the week prior to the week of the 11th he rescheduled his trip from the original travel dates of September 11, 2001 to September 17, 2001 to September 13, 2001 to September 19, 2001. CANEY stated that he made the changes because the clients he was to meet in Los Angeles, California (CA) could not meet him until later that week.

CANEY stated that he worked for [redacted] a [redacted], same address. CANEY stated that his company sells studio lighting equipment in the photography field and that he usually works out of his home when he not traveling on business. CANEY provided a list of clients he was scheduled to meet in Los Angeles with points of contact:

[redacted]

CANEY stated that he was also scheduled to travel to

10/01/01 Boston, MA (telephonically)

265A-NY-280350-302 10/01/01

9/11 Law Enforcement Privacy

San Francisco, CA towards the end of his trip and that his wife was traveling with him for social reasons. CANEY stated that he never completed his trip, that a refund for his trip was issued on 9/17/01, and that his company didn't want its employees traveling for a couple of weeks. CANEY stated that he would be happy to comply with any future inquiries regarding this matter.

10/03/01

On October 2, 2001, at approximately 10:50 AM, writer along with IMMIGRATION AND NATURALIZATION SERVICE (INS) Special Agent (SA) [redacted] interviewed IAIN COCKBURN, an Economist at the [redacted] regarding his not boarding UNITED AIRLINES flight #175 on September 11, 2001 as previously scheduled.

COCKBURN stated that he was scheduled to travel to Los Angeles, California (CA) on September 11, 2001 to testify on behalf of WASTON PHARMACEUTICALS in a lawsuit involving breach of contract. COCKBURN stated that he was to testify as an economist in regards to the economic impact felt by WATSON as the plaintiff in the case. COCKBURN stated that WATSON and their law firm, MITCHELL, SILVERBERG, AND KNUPP, are both based in the Los Angeles area. COCKBURN stated that he was in Baltimore, Maryland (MD) visiting his girlfriend on September 9, 2001 when he remotely checked his e-mail and retrieved a message sent to him late Friday, September 8, 2001. COCKBURN stated that he e-mail stated that the trial he was scheduled to testify in had been settled and that his presence would not be required in Los Angeles. COCKBURN stated that he had been scheduled to travel on September 11, 2001 from Boston to Los Angeles, on September 14, 2001 from Los Angeles to Baltimore, and from September 16, 2001 from Baltimore to Boston. COCKBURN stated that he received a refund for his canceled trip to Los Angeles at the Baltimore airport on September 9, 2001 while he was returning home to Boston.

10/02/01 Cambridge, MA

265A-NY-280350-302 10/02/01
INS SA
INS SA [redacted]

302 46224

9/11 Law Enforcement Privacy

9/11 Personal Privacy

10/03/01

On October 2, 2001, at approximately 10:35 AM, writer along with IMMIGRATION AND NATURALIZATION SERVICE (INS) Special Agent (SA) [redacted] interviewed CHARLES MARCUS, [redacted] regarding his not boarding UNITED AIRLINES (UA) flight #175 on September 11, 2001 as previously scheduled.

Prior to interviewing MARCUS on October 2, 2001, writer spoke telephonically with MARCUS on October 1, 2001. At that time, writer stated he was not aware that he was scheduled to be on the flight in question. MARCUS further stated that he had traveled around that time frame and would be able to provide the details at the interview.

During the interview on the 2nd of October, MARCUS stated that he never intended to take UA on September 11, 2001, but was booked on it to save cost. MARCUS stated that he traveled from Boston to Copenhagen, Denmark on September 1, 2001 on a business trip and from Copenhagen to Los Angeles, California (CA) via Seattle, Washington (WA) on September 4, 2001. MARCUS stated that he then needed to travel from Los Angeles back to Boston on September 7, 2001. MARCUS stated that his travel agent booked him on a round trip flight from Los Angeles to Boston, leaving Los Angeles on September 7, 2001 and scheduled to return from Boston on September 11, 2001, to save him the extra cost of booking a one way ticket. MARCUS stated that the one way fare from Los Angeles to Boston on September 7, 2001 was approximately $1,000.00 but that a round trip ticket returning to Los Angeles was only approximately $300.00. He stated that this process, known as "inside-out" ticketing in the airline industry, was frowned upon by the airlines, but was still a common way to save on the cost of one way airfares. MARCUS stated that he never intended to travel to Los Angeles on September 11, 2001 and never intended to seek a refund of the unused portion of his ticket because he had already saved money on the round trip fare. MARCUS further stated that he was unaware that the flight he had

10/02/01 [redacted]

265A-NY-280350-302 10/02/01
INS SA [redacted]
INS SA

302 46222

booked to Los Angeles was one of the ones that had been hijacked on September 11, 2001 until writer had mentioned it to him the day before.

(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: IMMEDIATE **Date:** 10/12/2001

To: NEWARK **Attn:** [redacted]

From: NEWARK

Approved By: [redacted]

Drafted By:

Case ID #: 265D-NY-280350-NK (PENDING)

Title: MAJOR CASE 182
PENTTBOMB

9/11 Law Enforcement Privacy

Synopsis: ICF #: NK5379

Details:

INFORMATION CONTROL FORM

Control Number: NK5379

Priority: IMMEDIATE Classification: UNCLASSIFIED

Method of Contact: Telephone/Radio

Source: [redacted]

Affiliation: FBI

Phone Number:

Information Received Date: 09/21/2001 Time: 11:00 AM

Prepared By: [redacted]

Component/Agency: I&I/FBI

Event: TELCALL FROM ALLISON TO NAWROCKI, REQUEST TO INTERVIEW ALL NO SHOW PASSENGERS ON FLIGHT 93 AT NEWARK AIRPORT. DETERMINE REASON FOR NO SHOW.

Event Date: 09/21/2001 Time: 11:00 AM

References:

Categories: ESSENTIAL ELEMENT INFORMATION

FLIGHT 93 TIME LINE INFORMATION

Event Reviewed By: [ ]

Lead Required?: YES

9/11 Law Enforcement Privacy

LEAD (s):

Set Lead 1:

NEWARK

AT NEWARK, NJ

Lead Control Number: NK5379
Assigned To "[redacted]" on 09/21/2001 at 5:20 PM

INTERVIEW NO SHOWS OF NEWARK TO SAN FRANCISCO FLIGHT 93. ASCERTAIN REASON FOR NO SHOW. DETERMINE ANY LINK TO KNOWN HIJACKERS. ASSIGN TO LEAD POOL. REPORT INFO/RESULTS TO SA SCOTT NAWROCKI. NO SHOWS ARE: GEORGE AND BONNIE GONZALEZ, PATRICIA BREESE, AND YU NAGAKAWA. COORDINATE RESPONSE WITH SA [redacted] AND [redacted]

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(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY **Date:** 10/25/2001

To: SAN FRANCISCO **Attn:** 18B [redacted]

From: SAN FRANCISCO

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 265D-NY-280350-SF

Title: 265A-NY-280350-SF

TWIN TOWERS BOMBING;
PENTBOMB;
MULTI-STATE BOMBINGS;
AOT - IT 9/11 Law Enforcement Privacy

Synopsis: ICF #: SF2743

Details:

INFORMATION CONTROL FORM

Control Number: SF2743

Priority: PRIORITY Classification: UNCLASSIFIED

Method of Contact: Written

Source: [redacted]

Affiliation: CHICAGO FBI

Phone Number: [redacted]

Information Received Date: 09/26/2001 Time: 12:00 PM

Prepared By: [redacted]

Component/Agency: I&I/FBI

Event: THE PASSENGER MANIFEST FOR FLIGHT 93 ON 09/11/2001, REVEALED THAT SEVERAL INDIVIDUALS DID NOT SHOW UP FOR THE FLIGHT. IT IS REQUESTED THAT THOSE INDIVIDUALS BE LOCATED TO DETERMINE THE CIRCUMSTANCES FOR MISSING THE

FLIGHT.

Event Date: 09/11/2001 Time: 8:00 AM

References:

Categories: INFORMATION

Event Reviewed By:

Lead Required?: YES

9/11 Law Enforcement Privacy

LEAD (s):

9/11 Law Enforcement Privacy

Set Lead 1:

SAN FRANCISCO

AT SAN FRANCISCO, CA

Lead Control Number: SF2743
Assigned To "18B-[redacted] on 09/26/2001 at 4:14 PM

LOCATE & INTERVIEW GEORGE & BONNIE GUTIERREZ, [redacted], TO DETERMINE THE CIRCUMSTANCES OF MISSING UNITED FLIGHT 93 ON 09/11/2001.

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9/11 Personal Privacy

(Rev. 08-28-2000)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 10/26/2001

To: Counterterrorism
Boston
Chicago
New York

Attn: ITOS/UBLU/RFU/SIOC
CT-1
IP/C
CP

From: Boston

Approved By:

Drafted By:

Case ID #: 265A-NY-280350 (Pending)

Title: PENTTBOM;
MAJOR CASE 182
OO: NY

Synopsis: Lead covered at Boston.

Reference: 265A-NY-280350-CG Serial 3455
265A-NY-280350-BS Serial 456

Details: Leads set in the above serials requested that the Boston Division conduct interviews of three individuals scheduled for United Airline flights 93 and 175 on 9/11/2001 but who did not show up for the flight. Those individuals were located and interviewed, and results documented as follows:

Barry Bycoff, 265A-NY-280350-302, Serial 46231
Iain Cockburn, 265A-NY-280350-302, Serial 46224
John Caney, 265A-NY-280350-302, Serial 46219.
Charles Marcus, 265A-NY-280350-302, Serial 46222

Investigation completed and leads covered.

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(Rev. 08-28-2000)

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY **Date:** 10/28/2001

To: Counterterrorism **Attn:** ITOS/UBLU/RFU/SIOC
Chicago
Philadelphia

From: Norfolk
Squad 6
Contact: SA

Approved By:

Drafted By:

Case ID #: 265A-NY-280350-CG (Pending)
265A-NY-280350-NF (Pending)

Title: PENTTBOMB
MAJOR CASE 182

Synopsis: To provide information to Philadelphia Division.

Reference: 265A-NY-280350-CG Serial 3455

Administrative: EC from Chicago to Counterterrorism, dated 09/25/2001, Serial 3455, Lead Number Nine, captioned as above.

Details: Referenced EC from Chicago set forth lead for Norfolk Division to locate and interview Kevin Dougherty, telephone number (757) 873-3555, to determine the circumstances of him missing United Flight #93 on 09/11/2001.

On 09/27/2001, attempts to locate Dougherty through aforementioned telephone number were negative. It was determined that this telephone number is an airline reservation center, McCord Consumer Direct, 11824 Fishing Point Drive, Newport News, Virginia.

On 09/27/2001, Donna Foggin, Director of Sales Support, McCord Consumer Direct, advised that her airline flight information concerning the aforementioned flight has been deleted from her computer system; however, she was able to locate Dougherty's billing records which reflected that he paid for the flight with his American Express Card, showing an address of 9/11 Personal Privacy

CG 5187

Foggin further advised that her company makes approximately 2,000 airline reservations daily, from all over the United States, and she assumes the reservation was not made locally. Foggin further advised that she remembers reviewing the list of reservations made by her company for the aforementioned flight, and remembers seeing the name of Kevin Dougherty. She further stated that, to the best of her recollection, a review of her computer at that time showed that Dougherty checked in at 1:00 p.m. and did not cancel.

Foggin further stated that her company is owned by McCord Travel Management, 350 North LaSalle Street, Suite 700, Chicago, Illinois 60610, telephone number (312) 705-2358. She could not explain why the ticketing information is no longer in her computer system; however, as previously stated, she recalled reviewing flight information on 9/11/2001, and remembered Dougherty's name.

Norfolk considers lead covered.

LEAD(s):

Set Lead 1: (Adm)

COUNTERTERRORISM

AT WASHINGTON, DC

Read and clear.

Set Lead 2: (Adm)

CHICAGO

AT CHICAGO, IL

Read and clear.

Set Lead 3:

PHILADELPHIA

9/11 Personal Privacy

Locate and interview Kevin Dougherty and determine circumstances for missing United Flight #93 on 09/11/2001.

♦♦

(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY **Date:** 10/29/2001

To: LOS ANGELES **Attn:** [redacted]

From: LOS ANGELES

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 265D-NY-280350-LA

Title: TWIN TOWERS BOMBING

Synopsis: ICF #: LA5367

Details:

INFORMATION CONTROL FORM

Control Number: LA5367

Priority: PRIORITY Classification: UNCLASSIFIED

Method of Contact: Written

Source: FBI-CHICAGO

Affiliation:

Phone Number: [redacted]

Information Received Date: 09/27/2001 Time: 8:30 AM

Prepared By: [redacted]

Component/Agency: I&I/FBI

Event: ELECTRONIC COMMUNICATION CHICAGO TO LOS ANGELES DATED 9/25/01 - INTERVIEW NO SHOW FOR FLIGHT 93/175 IDENTIFIED AS THOMAS SWAIN, [redacted] WHO MISSED FLIGHT 175. LEAD ASSIGNED TO [redacted]

Event Date: 09/27/2001 Time: 12:00 PM

References:

LA 3931

Categories: 9/11 Law Enforcement Privacy

Event Reviewed By: [redacted]

Lead Required?: YES

9/11 Law Enforcement Privacy

LEAD (s):

Set Lead 1:

LOS ANGELES

AT LOS ANGELES, CA

Lead Control Number: LA5367
Assigned To " [redacted] on 09/27/2001 at 12:08 PM

CONDUCT INTERVIEW

ASSIGNED TO [redacted]

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9/11 Personal Privacy

(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 11/01/2001

To: LOS ANGELES **Attn:** [redacted]

From: LOS ANGELES

Approved By: [redacted]

Drafted By:

Case ID #: 265D-NY-280350-LA

Title: TWIN TOWERS BOMBING
9/11 Law Enforcement Privacy

Synopsis: ICF #: LA5459

Details:

INFORMATION CONTROL FORM

Control Number: LA5459

Priority: ROUTINE Classification: UNCLASSIFIED

Method of Contact: Written

Source: FEDERAL BUREAU OF INVESTIGATION (FBI), BOSTON

Affiliation:

Phone Number:

Information Received Date: 09/27/2001 Time: 5:50 PM

Prepared By: [redacted]

Component/Agency: I&I/FBI

Event: PROVIDE INFORMATION ON INDIVIDUALS WHO CHANGED THEIR TRAVEL PLANS.

Event Date: 09/23/2001 Time:

References:

Categories: INFORMATION

Event Reviewed By: [redacted]

Lead Required?: YES

9/11 Law Enforcement Privacy

LEAD (s): 9/11 Law Enforcement Privacy

Set Lead 1:

LOS ANGELES

AT LOS ANGELES, CA

Lead Control Number: LA5459
Assigned To [redacted] on 09/27/2001 at 6:15 PM

LOCATE AND INTERVIEW: MEGAN SWAIN AND THOMAS R. SWAIN, TELEPHONE NUMBER [redacted] ADDRESS [redacted] RENEE YOUNG, [redacted]

◆◆ 9/11 Personal Privacy

(Rev. 08-28-2000)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 11/05/2001

To: Counterterrorism **Attn:** UBLU/RFU
Chicago
New York

From: Boston
Lowell RA
Contact: SA [redacted]

Approved By: [redacted] 9/11 Law Enforcement Privacy

Drafted By: [redacted]

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

Title: PENTTBOMB;
MAJOR CASE #182;
AOT - IT

Synopsis: Report coverage of interview of Elizabeth Swain, [redacted] - Rapid Start Lead, BS 7548.

Administrative: Re Los Angeles EC to Boston, dated 9/28/01 and 265A-NY-280350-Chicago lead, 3455.

Details: Chicago Division requested that Thomas and Elizabeth Swain, [redacted] be interviewed re their reservations to fly on United Airlines Flight 175 on 9/11/01. On 9/27/01, Los Angeles Division ascertained that Thomas and Elizabeth Swain moved from [redacted] during August 2001, to Massachusetts. Los Angeles Division advised that the Swains would be moving to their new address, [redacted] after 10/5/01.

On 10/25/01, Elizabeth Swain was interviewed and advised that she made three (3) reservations for United Airlines Flight 175, on 9/11/01, in early August 2001. The reservations were made for herself, her husband, Thomas and daughter, Meghan. She advised that all three had flown from Los Angeles to Massachusetts on 8/17th or 8/18/01 and were going to return on 9/11/01 to Los Angeles. She stated that because of a request by a client, she flew earlier back to California arriving 9/9/01. She advised that her husband did not have to travel back to Los Angeles because his boss was travelling to Boston to meet with him. She advised that her daughter did not travel, on 9/11/01, because she had enrolled in [redacted]

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and could not leave. She advised that she and her husband each thought that the other would cancel the reservations on Flight 175.

In view of the above, leads set out in referenced EC and Chicago lead, 3455, are considered covered.

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FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 11/05/2001

ELIZABETH SWAIN, Date of Birth: [redacted] was advised of the official identity of the interviewing agent and the nature of the interview.

SWAIN stated that she works for [redacted] She stated that in regards to her job, she does a lot of travelling. She stated that sometime in early August 2001, she made reservations with UNITED AIRLINES for a round-trip ticket from Los Angeles, California to Boston, Massachusetts, back to Los Angeles, California. The flight from Los Angeles to Boston was for August 17th or 18, 2001 and the return flight to Los Angeles, from Boston, was for September 11, 2001. She stated that the return flight from Boston to Los Angeles was UNITED AIRLINES Flight 175. She stated that also booked on the same flight was her daughter, MEGHAN, Date of Birth: [redacted] and her husband, THOMAS, Date of Birth: [redacted] She stated that when she travels, she always flies UNITED AIRLINES.

SWAIN stated that her husband's employer, [redacted] recently transferred him to Massachusetts from Los Angeles. She stated that while in Los Angeles, they were residing in [redacted] California. She stated that shortly after arriving in Massachusetts, on the August 17th or 18, 2001 flight, she made another trip back to Los Angeles and then returned to Boston, Massachusetts. She stated that this trip was also on UNITED AIRLINES.

SWAIN stated that because of her job, she travels about twenty-five (25) times a year. She stated that her husband has been living in Massachusetts for approximately one (1) year and that she has taken UNITED AIRLINES Flight 176, Los Angeles to Boston, and the return flight, 175, Boston to Los Angeles, all the time. She stated that she likes to travel on Tuesday is because

Investigation on 10/25/2001 at [redacted]

File # 265A-NY-280350-302 Date dictated 10/31/2001

by SA 9/11 Law Enforcement Privacy

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REQ #29-1

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it's easier to upgrade to first class with her frequent flyer miles and the flight is not very crowded.

SWAIN stated that in regards to the reservations for the return flight back to Los Angeles from Boston, on September 11, 2001, UNITED AIRLINES Flight 175, she was contacted by a client of hers, [redacted] who requested that she come to California earlier than September 11, 2001. She stated that she decided to meet with [redacted] early and she left Massachusetts for California on a UNITED AIRLINES Flight, Sunday, September 9, 2001, at 12:45 P.M.. She stated that her husband, THOMAS, did not have to travel to Los Angeles because his boss was travelling to Boston. She stated that her daughter could not return to Los Angeles, on Flight 175, because she was enrolled in classes at [redacted] and could not leave. She stated that she thought her husband's secretary had cancelled his reservation on UNITED AIRLINES Flight 175. She stated that each of them thought that the other had cancelled their reservations on this flight. She stated that she flew back to Massachusetts on a UNITED AIRLINES flight on September 19th or 20, 2001.

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