

MFR 04021489

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MEMORANDUM FOR THE RECORD

Event: Bill Orr, Quality Assurance Manager of Indianapolis Air Traffic Control Center

Type of event: Interview

Date: Thursday, September 25, 2003

Special Access Issues: none

Prepared by: Cate Taylor

Team Number: 8

Location: Indianapolis Air Traffic Control Center

Participants - Non-Commission: Bill Orr, Quality Assurance Manager; Eileen

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

The purpose of this interview is to understand measures taken by the Indianapolis ARTCC after 9/11. Bill Orr is the Quality Assurance Manager of the Indianapolis Air Traffic Control Center and has provided the commission staff present with a brief account of his day on 9/11 and steps taken following 9/11 to file an accident package and any other after action reports.

Background:

In his 22 year career with the FAA, Orr has been an Air Traffic Controller in the Los Angeles Center and Boston Center, FAA Academy Instructor, Facilities Manager, and Quality Assurance Trainer. He has been at the Indianapolis Center for just over 10 years as an Air Traffic Controller, Local Union Vice President, First Line Supervisor, and a Training Manager. For the past four years, Orr has held the position of Quality Assurance Manager.

Orr's Experience on 9/11:

On the morning of September 11, 2001, Bill Orr was paged to come down to the controller floor and he went directly to the e-desk. Here he learned that the Indianapolis Center had lost contact with AA77. Orr remembers hearing reports of a crash in Ashland, KY and concern for the Sears Tower in Chicago, IL. Most of Orr's time that morning was spent gathering data so he is unsure of exact times when thing occurred. He recalls that Sally Weed, John Thomas, and Katherine were on the Telecom. During the course of the morning, Orr was never in contact with the FAA.

Orr does not recall an instruction from the Air Traffic Managers to the Controllers to keep their primary radar's on. Also, he doesn't think that the primary radar's were kept on by the ATC's. Orr recalls that it was obvious to him that AA77 was the plane that crashed into the Pentagon.

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Orr is unaware of any Facility Accident Notification Record generated but thinks John Thomas or Sally Weed would fill this form out and it would be available at the watch desk.

After Action:

Package

As Quality Assurance Manager on 9/11, Orr managed the investigation and was responsible in providing the FAA HQ in Washington with the Accident Package. An accident package was created within one week of 9/11. In this package were personnel statements from Indi staff involved with AA77. Since there were leaks of information from other Air Traffic Control Centers, access to the contents of the Accident package were limited to Bill Orr, Arnie Miller, the package specialist and a few others. Bob Matt, a retired employee of the Indi Center, assisted in putting together the packet and Dave Boone was needed to sign off on certain documents. Renee ?? (secretary) also had access to this information in order to respond to document requests. Orr has kept a log of who accessed the package. After the package was prepared, the Indi center did no further assessment. The only follow up of the events of 9/11 was a PowerPoint presentation prepared and delivered by Dave Boone to the staff of the Indi center.

Tapes

It is standard operating procedure to gather all recorded tapes shortly after an event such as 9/11. Orr did this for all recorded lines including the phones at the management desk and all Voice Switching Communication System (VSCS) lines. However, the phone lines at the e-desk and the Domestic Events Network (DEN) are not recorded on the Indianapolis Center end. The FBI contacted Orr on the afternoon of September 11 and requested that the Indi tapes be played over the phone. Orr sent a digital voice file of these tapes to the FBI per their additional request.

Quality Assurance Alert

A Quality Assurance alert was issued by Orr shortly after 9/11, stating that the rules would change for response to NORDO and loss of transponder based on a report that Orr was filing. Analysis for this report focused on the blank spot in the radar, sort boxes, primary and secondary radar, and the satori, a computer generated recreation of the scope and primary targets. Orr reports that AA77 reappears in Area 3 and lower sectors in this area should have seen AA77 based on the satori report. Thus, Orr included in the Quality Assurance Alert that ATC's are required to maximize the histories in the event of NORDO and loss of transponder.