



Sherelle Carper
09/18/2001 02:29 PM

To: Ron Ruggeri
cc: Jaime Llana
Subject: Dulles Team Exemplary Performance

Ron,

During this time of crisis, the Dulles ATCT Team had many instances of exemplary performance. Within the Dulles Team there were also several star performers, whose dedication, instincts and professionalism gave our Team the winning edge.

1. Danielle O'Brien - The certified professional controller at Dulles ATCT who noticed the primary target later identified as hijacked aircraft AAL77. She immediately brought this unknown target to the attention of the supervisor and the entire work force in the the Dulles TRACON.
2. John Hendershot - The supervisor at Dulles ATCT who immediately realized the importance of the unknown target and contacted the White House and Washington National ATCT to inform them of the danger.
3. Mark Masaitis - The traffic management coordinator at Dulles ATCT, whose determination and commanding presence spearheaded the Hub wide evacuation of airspace. Dulles ATCT was able to vacate its assigned airspace, including Reagan National traffic, within forty five minutes of the nationwide ground stop.
4. Carl Graves, Robert Utle, Terrence Walsh, Joseph Mantello, Steven Martin and Thomas Howell - These certified professional controllers remained behind to evacuate Dulles airspace and continued to provide services to the military and defense forces, even with the threat of another hijacked aircraft inbound to the Washington DC area.
5. TerryLee Brown - The supervisor at Dulles ATCT who remained behind to evacuate Dulles' airspace and continued to provide services to the military and defense forces, even with the threat of another hijacked aircraft inbound to the Washington DC area.
6. The Dulles Team evacuated Dulles' airspace including Reagan National traffic, within forty five minutes of the nationwide ground stop.
7. The Dulles Team has returned to 90% of the traffic volume (prior to 9/11/01), while being impacted by two Temporary Flight Restrictions in the Washington DC area.
8. The Dulles Team has responded positively to dynamic traffic flows and routings, which change as the Temporary Flight Restrictions are modified.
9. Manassas Tower worked law enforcement operations out of their airport and handed them off to the Dulles Team throughout the crisis.
10. Charleston Tower controllers such as, Sherry Marshall, James Cox, Greg Bailey, Paul Johns, Ben Trainer, Grant Rhodes, Richard Gehringer and Barbara Bailey (secretary) worked lifeguard operations C-130 squadron stationed at the airport. These are some of the same controllers that worked the evacuation of the airspace.

I believe the Dulles Hub deserves recognition and commendation for their hard work and dedication during this crisis.

Thank you,
Sherelle T. Carper