

DOCUMENTS RELATING

ANY REPORT INCLUDING BUT NOT LIMITED TO
FD-302S, ELECTRONIC COMMUNICATIONS AND
INSERTS RELATING TO ANY COMMUNICATION BY
ANY PASSENGER ON BOARD ANY OF THE FOUR
FLIGHTS HIJACKED ON 9/11/2001 FOLLOWING THE
HIJACKING OF SUCH FLIGHTS INCLUDING VOICE
OR MESSAGE AND CALLS TO THE SOVEREIGN
COUNTY PA EMERGENCY
OPERATOR SERVICE

RESPONSIVE

TO

REQUESTS #83-13

TANK CIRC COPY

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/12/2001

DL-336
Case #265D-NY-280350

This is a taped telephone conversation between Flight Attendant BETTY ONG of AMERICAN AIRLINES and the AMERICAN AIRLINES SOUTHEAST RESERVATION CENTER, WINSTON and VANESSA. She was on Flight 11 of AMERICAN AIRLINES. Today's date is September 11, 2001.

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ALL INFORMATION CONTAINED
HEREIN IS UNCLASSIFIED
DATE 03-20-2008 BY 60309 AUC
TAM/MLT/CLS

Investigation on 09/11/2001 at Terry, North Carolina (telephonically)

File # 265D-NY-280350

Date dictated 09/11/2001

by SA [redacted] /sld

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Continuation of FD-302 of BETTY ONG, On 09/11/2001, Page 2

[Redacted]

Today's date is September 11, 2001. The time is 12:28 p.m., Central Time. I'm [Redacted] Corporate Security, American Airlines, Dallas Headquarters, telephone number, [Redacted] I'm on the line with NYDIA GONZALEZ who will relay a conversation and statement as to what transpired this morning. NYDIA would you please state your name and spell it, etc.

NYDIA GONZALEZ (GONZALEZ):

My name is NYDIA GONZALEZ, N-Y-D-I-A, GONZALEZ, G-O-N-Z-A-L-E-Z. I'm calling number 072048.

[Redacted]

And NYDIA, you are at the RALEIGH RESERVATION CENTER. Is that correct?

GONZALEZ:

I'm at the SOUTHEAST RESERVATION CENTER in Terry, North Carolina.

[Redacted]

And your telephone number is?

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GONZALEZ:

Area code (919) 460-4187.

[Redacted]

Okay, and uh, would you relate the incident as it occurred this morning?

GONZALEZ:

I'm the Operations Specialist on duty at the time and I would say at approximately 8:20, one of our employees received a phone call from, from a flight attendant on one of our flights. She answered the call through our International Resolution Desk who in turn hit the emergency button and at that time I started listening on a call. The flight attendant's name was BETTY ONG and she was relaying to us what was happening on the aircraft. Letting us know about uh two gentlemen who had gotten into the cockpit and how two of the flight attendants had been stabbed.

[Redacted]

Okay NYDIA, uh it is my understanding that that conversation is recorded. Is that correct?

GONZALEZ:

I have it recorded and do you want it?

[Redacted]

Yes, if you will proceed and play it.

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Continuation of FD-302 of BETTY ONG, On 09/11/2001, Page 3

GONZALEZ: I'm gonna try to play it now, I don't

FLIGHT ATTENDANT

(BETTY ONG): (UI) This is ah ONG. We can't breathe (UI). He's got mace or something.

WINSTON: Can you describe the person that you said went into the flight deck or (UI)?

ONG: I'm, I'm sitting in the back coming back from business. Can you hold on for one second, he's coming back?

Unintelligible noise in background.

ONG: On, on number one. He stood upstairs (UI). Ah, nobody knows what he's going to do. (UI) Ah, I'm (UI) is his (UI) right now. (UI) Ah, we can't get to the cockpit, the door won't open. Hello?

WINSTON: Can you (UI) information relative to ah, you know, force, force that. Uhm, at this point? What operation, what flight are we talking about, Flight 12?

ONG: Right now? Okay. We're on Flight 11 right now. Flight 11.

WINSTON: Flight 11, okay.

ONG: (UI) we are working on

WINSTON: Yeah.

ONG: One of the flight attendants (UI) has been stabbed.

VANESSA: Can anybody get up to the cockpit? Can anybody get up to the cockpit?

ONG: We can't even get a manager to the cockpit. We don't know what's going on up there.

WINSTON: (UI) keep the door closed and

ONG: Okay.

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Continuation of FD-302 of BETTY ONG , On 09/11/2001 , Page 4

WINSTON: (UI) Did you seen the girl who got stabbed?

ONG: I think the guys are up there. They might have gone, they are on their way up there or, or something. Nobody can call the cockpit to see if we can get inside. Hey, is anybody still there?

WINSTON: Yes, I'm still here.

ONG: Okay, I'm staying on the line as well.

WINSTON: Okay.

VANESSA: (UI), who is calling reservations? Is it a flight attendant, or who? (UI)

WINSTON: We need for (UI) call.

ONG: I'm number three. I'm number three on this flight: (UI) on this flight and (UI) Flight 11 (UI). Have you guys called anyone else? You know, ah somebody's calling medical and we can't get them.

UNIDENTIFIED MALE
(UM): (UI) Is anybody there? Is anybody there?

WINSTON: What, what seat are you in? What seat are you in?

ONG: We've just left Boston and we're up in the air. We're suppose to go to LA and (UI).

WINSTON: But what seat? What's the number of your seat?

ONG: Okay. I'm in the jump seat right now. 3R

WINSTON: Okay, are you the flight attendant? I'm sorry, did you say you're the flight attendant?

ONG: Hello?

WINSTON: Hello, what is your name?

ONG: Uhm, you'll have to speak up. I can't hear you.

WINSTON: What is your name?

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Continuation of FD-302 of BETTY ONG, On 09/11/2001, Page 5

ONG: Okay, my name is BETTY ONG. I'm number three on Flight 11.

WINSTON: Okay.

ONG: The cockpit is not answering their calls and there's somebody back in business class and there, we can't breathe in business class. Somebody's got mace or something.

WINSTON: Can you describe the person that you said, someone is flying business class?

ONG: I'm, I'm sitting in the back, he's coming back from business. If you can hold on for one second, he's coming back.

Unintelligible in background.

ONG: Our, our number one who (UI) stabbed. Or, something stabbed. Ah, nobody knows who stabbed who and we can't even get up to business class because nobody can breathe. Our number one in (UI) stabbed right now. In number five. The first class passenger that, ah first at class galley flight attendant and our passenger is stabbed. We can't get to the cockpit, the door won't open. Hello?

WINSTON: Yeah, we're getting all the information. We're also, you know, of course, recording this. Uhm, at this point?

VANESSA: This is operations. What flight number are we talking about?

WINSTON: Flight 12.

VANESSA: Flight 12, okay.

ONG: Okay, we are Flight 11 right now. This is Flight 11.

WINSTON: This is Flight 11, okay.

ONG: Boston to Los Angeles.

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Continuation of FD-302 of BETTY ONG , On 09/11/2001 , Page 6

WINSTON: Yeah.

ONG: And the one that has been stabbed and our flight attendant has been stabbed.

VANESSA: Can anybody get up to the cockpit? Can anybody get up to the cockpit?

ONG: We can't even get into the cockpit. We don't know who's up there.

WINSTON: (UI) keep the door closed and

ONG: I'm sorry?

WINSTON: Can they not see the girls get upset?

ONG: I think the guys are up there. They might have gone or they are on their way up there or, or something. Somebody can call the cockpit. We can't even get inside. Is anybody still there?

WINSTON: Yes, we're still here.

ONG: Okay, I'll stay on the line as well.

WINSTON: Okay.

VANESSA: (UI) who is calling reservations? Is it a flight attendant or who?

WINSTON: I believe her name is BETTY ONG.

VANESSA: BETTY.

ONG: I'm number three, I'm number three on this flight. (UI) on this flight.

WINSTON: Yeah.

ONG: I'm Flight 11.

VANESSA: From where to where? Have you guys called anyone else?

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Continuation of FD-302 of BETTY ONG, On 09/11/2001, Page 7

ONG: No, we're just calling medical and we can't get
Recording concluded.

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GONZALEZ: That's as far as it goes.

[Redacted]

Okay. The conversation lasted another five or ten minutes but that's all the recording we have?

GONZALEZ: Right.

[Redacted]

Okay.

GONZALEZ: Communications is checking into it to find out why cause the emergency button was on the whole time.

[Redacted]

Okay, okay, as you recall, what was the ah, the balance of the conversation? Can you?

GONZALEZ: We were trying to determine uh, at that point I was on the phone with CRAIG, to determine whether there had been an fatalities or what if they had any description of, or if there had been any PA announcements made from the ah, from the pilots. If they had gotten any word from anyone like that.

[Redacted]

I see, and, and you didn't, you didn't have anymore follow-up uh as to those questions?

GONZALEZ: No, no she just repeated the same, she uh gave us the condition of the number one flight attendant at one point. She became conscious, they were giving her oxygen, and ah then she told us that one of their passengers, DANIEL LORD, I think the name was, uh, they believed him to be fatally stabbed.

[Redacted]

Okay.

GONZALEZ: He was one of our passengers in first class.

[Redacted]

Okay.

GONZALEZ: And then she started telling us about how erratically the flight was going, descending really fast and sideways.

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Continuation of FD-302 of BETTY ONG . On 09/11/2001 . Page 8

[Redacted]

Okay, and she was at the rear of the plane on the jump seat. Is that right?

GONZALEZ:

And she told us how the first class passengers had been brought back to coach.

[Redacted]

Uh, anything else that you recall?

GONZALEZ:

Uh, basically that was it.

[Redacted]

Okay, so uh, at, at the end of that conversation did she say anything about uhm, where we're going in or did it just

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GONZALEZ:

No, no.

[Redacted]

Stop.

GONZALEZ:

no, at that point she was just saying, "Oh, my God; the flight, it's going down, it's going down."

[Redacted]

Okay, those were her last comments?

GONZALEZ:

Basically, "We're, we're going down." Yeah, and she did ask for us to pray for her.

[Redacted]

Okay. Did, ah, I assume that she was on a cell phone is that right?

GONZALEZ:

Uh, I, I don't know. We didn't determine that.

[Redacted]

Okay, I, I wanted to clarify that if you had that information.

GONZALEZ:

With WINSTON and ah VANESSA to see if they recall.

[Redacted]

Okay. Well, NYDIA. I think that uh, that'll conclude what we need to do at this particular point if you can, if you can fax those two statements to me.

GONZALEZ:

I will.

END OF TAPE.

DOCUMENTS RELATING

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INSERTS, RELATING TO ANY COMMUNICATION BY
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FLIGHTS HIJACKED ON 9/11/2001 FOLLOWING THE
HIJACKING OF SUCH FLIGHT (INCLUDING VOICE
MAIL MESSAGES AND CALLS TO THE SOMERSET
COUNTY, PA EMERGENCY
(911 OPERATOR SERVICE))

RESPONSIVE

TO

REQUEST #35-13

(PACKET #41)

TASK FORCE COPY

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9/11/01

Reference Lead Control Number SF162

[redacted] social security account
number [redacted]
[redacted] was interviewed at his
place of employment, United Airlines(UAL), San Francisco
International Airport, telephone number 650/634-5400. After being
advised of the identity of the interviewing agents and the nature of
the interview, he provided the following information:

On 9/11/01 at approximately 6:40 am, [redacted] an UAL System
Aircraft Maintenance Controller, took control of a phone call by an
unidentified female flight attendant of UAL flight 93 initially
received by [redacted] was on the phone with the
attendant for only a couple of minutes. The female flight attendant
said that two male hijackers who had knives were onboard, one of
which was in the first class section of the plane, and the other was
possibly in the cockpit. The first class section was secured, no
passengers were able to leave or gain entrance to the first class
seating area.

[redacted] provided a hand written statement to the
interviewing agents, the statement reads as follows:

"I was called over to the STARFIX Desk at approximately
0640 PST. STARFIX informed me a flight attendant was on the line from
Flight 93 and it was being hi-jacked. I took over the call and the
flight attendant reported two men with knives are onboard. One man in
the flight station and one man at first class. One man attacked a
flight attendant but no passengers or crew were hurt. I asked the
condition of the aircraft, she said a few small dives but OK. Then I
lost contact."

At approximately 7:23 am, [redacted] received information from
[redacted] of Airphone, Oakbrook, Illinois, telephone number
800/323-7641, that a passenger from UAL Flight 93 had called
Airphone. At 7:30 am, [redacted] informed [redacted] that the passenger relayed

9/11/01

San Francisco, California

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9/11/01

SA [redacted] /dwc, SA [redacted]

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[REDACTED]

9/11/01

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information that there were three males who have bombs, knives^{b6} and
at present no injuries. At this time UAL Flight 93 was flying^{b7C} over
Pennsylvania and the hijackers had taken over the aircraft. [REDACTED] had
no further identifiable information to provide on weapons or
explosives used.