

BEGPRODNO : M-INT-00002892  
BEGBATES : 265A-NY-280350-302~3005  
DATE = 09/11/2001  
FBIDESCR : BETTY ONG  
FULLTEXT : FD-302 (Rev. 10-6-95)

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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.

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

File # 265D-NY-280350 Date dictated 09/11/2001  
by 9/11 Law Enforcement Privacy

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

265D-NY-280350

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

LARRY WANSLEY

WANSLEY: Today's date is September 11, 2001. The time is 12:28 p.m., Central Time. I'm LARRY WANSLEY, Managing Director, 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.

9/11 Personal Privacy

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.

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

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

WANSLEY: And your telephone number is?

GONZALEZ: Area code [REDACTED]

WANSLEY: 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.

WANSLEY: 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?

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

WANSLEY: Yes, if you will proceed and play it.

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.

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

WINSTON: UI keep the door closed and

ONG: Okay.

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?

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

WINSTON: Hello, what is your name?

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

WINSTON: What is your name?

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 ah 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.

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

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

WINSTON: This is Flight 11, okay.

ONG: Boston to Los Angeles.

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.

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

WINSTON: Yeah.

ONG: I'm Flight 11.

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

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

GONZALEZ: That's as far as it goes.

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

GONZALEZ: Right.

WANSLEY: Okay.

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

WANSLEY: 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.

WANSLEY: 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.

WANSLEY: Okay.

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

WANSLEY: Okay.

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

WANSLEY: 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.

WANSLEY: Uh, anything else that you recall?

GONZALEZ: Uh, basically that was it.

WANSLEY: 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

GONZALEZ: No, no.

WANSLEY: Stop.

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

WANSLEY: 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.

WANSLEY: 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.

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

GONZALEZ: With WINSTON and ah VANESSA to see if they recall.

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WANSLEY: 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.

[PDF page 9]

BEGPRODNO : M-INT-00002803  
BEGBATES : 265A-NY-280350-302-2861  
DATE" = 09/17/2001  
FBIDESCR : MARIO G SANTA CRUZ AMERICAN AIRLINES LOGAN  
FULLTEXT :

9/11 Personal Privacy

9/17/2001

On 9/16/2001 MARIO G. SANTA CRUZ, SSAN [REDACTED]

[REDACTED] DOB [REDACTED]

[REDACTED] was interviewed at his place of employment, Logan International Airport, Boston, MA. After being advised of the interviewing agent's identity and the nature of the interview, SANTA CRUZ provided the following information:

SANTA CRUZ has worked in the airline industry since 1989. He worked at Eastern Airlines from 1989 to 1991 and was laid off until 1992, at which point he attended school until 1993. He was employed with Continental Airlines from 1993 until 1999 when he began to work with American Airlines. SANTA CRUZ works as an aircraft mechanic, inspecting and repairing planes.

SANTA CRUZ worked on 9/11/2001 pushing planes out of the hanger. He also taxied two planes, an F-100 with aircraft number 2CS and a 757 with aircraft number 620, to their gates. While working on 9/10 and 9/11/2001 SANTA CRUZ did not notice anything which he considers to be suspicious or out of the ordinary.

SANTA CRUZ spoke with GREG MOORE, another aircraft mechanic, who told SANTA CRUZ that he worked on American Airlines flight number 11 on 9/11/2001 prior to its take off. MOORE mentioned that he had to replace a missing speed bug on the cockpit speed indicator. A speed bug is a plastic clip that is placed on the speed indicator and serves as a reminder to the pilots to keep within certain speed parameters. It is very common for speed bugs to fall off and they have to be replaced often.

SANTA CRUZ does not recall hearing about anyone not showing up for work on 9/11/2001. He does not recall any unauthorized persons being in secure spaces in the days prior to 9/11/2001, either alone or being escorted by other airport employees.

9/16/2001 Boston, MA

265D-NY-280350

9/17/2001

9/11 Law Enforcement Privacy

[PDF page 1]

BEGPRODNO : M-INT-00016615  
BEGBATES : 265A-NY-280350-CE~1024  
DATE = 09/12/2001  
FBIDESCR : THE FOLLOWING IS A RE-RECORDED TRANSCRIPTION OBTAINED FROM  
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/12/2001

RE: LEAD CONTROL NUMBERS: DL267 AND CE66

The following is a re-recorded transcription obtained from AMERICAN AIRLINES AA by SA [redacted] on Tuesday, September 11, 2001. The material is being re-recorded from a CD ROM onto an Analog Audio Tape for transcription purposes.

Flight Attendant FA ONG

AA Agent WINSTON SADLER

Operations OP Agent NYDIA E. GONZALEZ

9/11 Law Enforcement  
Privacy

Investigation on 09/12/2001 at Raleigh, North Carolina

File # 265D-NY-280350-CE Date dictated

by [redacted] 09/12/2001

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Continuation of FD-302 of , On  
Transcription 09/12/2001 , Page 2

FA ONG: Number 3 in the back, ah, the cockpit is not answering,  
somebody stabbed in business class and ah, I think there  
is mace that we can't breathe, I don't know, I think  
we're getting hijacked.

AA Agent: Which flight are you on?

FA ONG: Flight 12

AA Agent: And what seat are you in? Ma'am are you there?

FA ONG: Yes

AA Agent: What, what, what seat are you in? Ma'am what seat are  
you in?

FA ONG: We're in flight, we just left Boston. We're up in the  
air.

AA Agent: I know, what

FA ONG: We are suppose to go to LA and the cockpit is not  
answering their phone.

AA Agent: Okay, but what seat are you sitting in? What's the  
number of your seat?

FA ONG: Okay, I'm in my jumpseat right now.

AA Agent: Okay

FA ONG: At 3R

AA Agent: Okay, you're the flight attendant? I'm sorry, did you  
say you're the flight attendant?

FA ONG: Hello

AA Agent: Can't

FA ONG: Hello

AA Agent: What, what is your name?

FA ONG: You'll have to speak up. I can't hear you.

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Continuation of FD-302 of , On  
Transcription 09/12/2001 , Page 3

AA Agent: Sure, what is your name?

FA ONG: Okay, my name is BETTY ONG, I'm number 3 on Flight 11.

AA Agent: Okay

FA ONG: And the cockpit is not answering their phone. And there is somebody stabbed in business class and there is, we can't breathe in business class, so somebody's got mace or something

AA Agent: Can you describe the person that you said, someone is in business class.

FA ONG: Ah, ah, I'm sitting in the back, somebody is coming back from business. If you can hold on for one second.

AA Agent: Certainly.

FA ONG: In background: They want to know who's....I don't know but Karen and Bobbie got stabbed.

Lots of talking with other individuals at this point

FA ONG: Our number 1 got stabbed. A person is stabbed, nobody knows who stabbed who and we, we can't even get up to business class right now, cause nobody can breathe. Ah, our number 1 is stabbed right now.

AA Agent: Okay

FA ONG: Our number 5, our first class passengers are, our first class, our galley flight attendant and our purser has been stabbed. And we can't get into the cockpit, the door won't open. Hello?

AA Agent: Yeah, I'm taking it down, all the information, we're also ah, you know of course recording this, ah, at this point

OP Agent: This is operations, what flight number we talking about?

AA Agent: Flight 12

OP Agent: Flight 12, okay

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Continuation of FD-302 of , On  
Transcription 09/12/2001 , Page 4

FA ONG: We're on flight 11 right now. This is flight 11.

AA Agent: It is flight 11, I'm sorry NYDIA.

FA ONG: Boston to Los Angeles

AA Agent: Yes

FA ONG: Our number 1 has been stabbed and our 5 has been stabbed.  
Can anybody get up to the cockpit? Can anybody get up to  
the cockpit? We can't even get into the cockpit. We  
don't know who's up there.

AA Agent: Well if they were shrewd they would keep the door closed  
and..

FA ONG: I'm sorry?

AA Agent: Would they not maintain a sterile cockpit?

FA ONG: I think the guys are up there, they might have gone or  
jammed their way up there or something, nobody can call  
the cockpit, we can't even get inside. Is anybody still  
there?

AA Agent: Yes, we'll still here.

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

AA Agent: Okay.

OP Agent: Hi, who is calling reservations? Is this one of the  
flight attendants or who, who are you, hon?

AA Agent: She gave her name as BETTY ONG.

OP Agent: Betty

FA ONG: I'm number 3, I'm number 3 on this flight

OP Agent: You're the number 3 on the flight.

FA ONG: Yes

OP Agent: And this is flight 11, from where to where?

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Continuation of FD-302 of \_\_\_\_\_, On  
Transcription 09/12/2001 , Page 5

FA ONG: Flight 11.

OP Agent: Have you guys called anyone else?

FA ONG: No. Somebody is calling Medical and we can't get

End of tape

[PDF page 5]

BEGPRODNO : M-INT-00016613  
BEGBATES : 265A-NY-280350-302~635  
DATE = 09/13/2001  
FBIDESCR : 09/11/01, KEVIN CIAMPA INTERVIEW  
FULLTEXT :

9/13/2001

On 9/11/2001 KEVIN CIAMPA, SSAN [REDACTED] DOB [REDACTED]  
[REDACTED] home phone [REDACTED]  
[REDACTED] was interviewed in his place of business, Logan  
Airport, Boston Massachusetts. After being advised of the  
interviewing agent's identity and the nature of the interview,  
CIAMPA provided the following information:

9/11 Personal Privacy

CIAMPA is a part-time crew chief for American Airlines.  
His hours are Fridays, Saturdays and Sundays from 1300 hours to  
2130 hours. He also works other days as needed. CIAMPA's hours  
on 9/11/2001 was 1600 to 2100.

CIAMPA loads and unloads planes on the ramp and has a  
crew of men working under him.

In the past 6 months American Airlines has hired 60 or  
70 new employees. Only about 20 - 30 of these new employees  
still work with American Airlines. CIAMPA recalls that one  
American Airline employee, [REDACTED] was recently fired for  
being lazy. CIAMPA doesn't know [REDACTED] well, but knows that he  
was fired by Continental Airlines prior to coming to American  
Airlines. CIAMPA doesn't suspect [REDACTED] as being involved in the  
terrorist attack.

CIAMPA heard other American Airlines employees talking  
in the break room that FBI had confiscated two bags from a  
connecting flight from U. S. Airways which contained a Koran a  
knife, pilot logs, and a VCR tape of a Boeing cockpit. He also  
heard that this bag belonged to MOHAMMED ATTA, who had a seat  
assignment of either 8E or 8D for American Airline flight 11.

Security at Logan Airport is inconsistent. There have  
been times that the doors leading to the ramp have been rigged to  
stay open and not latch. CIAMPA believes that employees may do  
this so they don't have to constantly enter their codes to open  
the doors when they carry boxes through the doorways.

9/11/2001 Boston, MA

265D-NY-280350

9/13/2001

9/11 Law Enforcement Privacy

[PDF page 1]

BEGPRODNO : M-INT-00008897  
BEGBATES : 265A-NY-280350-302-47851  
DATE = 09/11/2001  
FBIDESCR : JANE ALLEN, VICE PRESIDENT, AA FLIGHT ACADEMY SYSTEMS  
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/12/2001

JANE ALLEN, Vice President Flight Services, American Airlines AA, AA Flight Academy, Systems Operations Center, 4601 Hwy 360, Fort Worth, Texas 76155, after being apprized of the identity of the interviewing agent, provided the following information:

On 09/11/2001, MS. ALLEN conducted a flight service system conference call. During the call MICHAEL WOODWARD, AA Flight Services Manager, Boston, told her that he received a telephone call from AA flight 11. The caller was flight attendant AMY SWEENEY. According to WOODWARD, SWEENEY's call came from either a cell telephone or an air phone on the aircraft.

The call from SWEENEY was initially received by EVY NUNEZ, manager on duty at AA Boston. NUNEZ became very distraught early in the conversation; WOODWARD took over the call from NUNEZ.

SWEENEY told WOODWARD that the flight had been hijacked and the number one flight attendant had been stabbed. The number one flight attendant was in the first class section of the aircraft. The number five flight attendant had also been stabbed in the business class section of the aircraft. According to SWEENEY, the number five attendant's injury was not life threatening. SWEENEY also relayed that one hijacker cut the throat of a passenger in business class. That passenger was believed to have died as a result of his wound.

SWEENEY believed there were three hijackers in the business class section of the aircraft. All three hijackers were of Middle Eastern decent. At least one of the hijackers spoke English very well. The hijackers occupied seats number 9B, 9E, 9G, and 10C.

SWEENEY described the atmosphere in the aircraft as calm while the hijacking was carried out. At one point, the hijackers gained access to the cockpit of the aircraft. SWEENEY further relayed to WOODWARD that after the hijackers entered the cockpit, the plane changed direction and began to descend rapidly. During

Investigation on 09/11/2001 at FORT WORTH, TEXAS  
File # 265D-NY-280350 Date dictated 09/12/2001  
b) 9/11 Law Enforcement Privacy

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[PDF page 1]

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

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the descent phase, SWEENEY attempted to contact the cockpit; she did not get a response.

WOODWARD asked SWEENEY if she could tell where they were. SWEENEY responded "I see water; I see buildings. Oh my God; Oh my God." No further communication was received from SWEENEY; the telephone call ended.

MICHAEL WOODWARD can be contacted at telephone number [REDACTED]-KELLY COX, American Airlines Base Manager, Logan Airport, may have additional details regarding communication between SWEENEY and WOODWARD. She can be contacted at telephone number [REDACTED]

JANE ALLEN is further described as follows:

Sex: Female

Race: White

Telephone number: W [REDACTED]

H [REDACTED]

C [REDACTED]

9/11 Personal Privacy

[PDF page 2]

BEGPRODNO : M-INT-00009278  
BEGBATES : 265A-NY-280350-302-448  
DATE = 09/14/2001  
FBIDESCR : THEODORE KEPLER  
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/14/2001

THEODORE KEPLER, Date of Birth [redacted] resides at the [redacted]  
[redacted] who is employed as a Pilot, First Officer, Northwest Airlink, Memphis, Tennessee. [redacted] was interviewed regarding his knowledge of suspected hijacker, WALEED ALSHERI, who was aboard American Airlines Flight 11 which hit the north tower of the World Trade Center. KEPLER provided the following information:

Earlier this morning while watching Cable News Network CNN, KEPLER heard the names of the suspected eighteen hijackers involved in Tuesday's attack on the World Trade Center and Pentagon. He recalled that he had a classmate at Embry Riddle Aeronautical University named WALEED ALSHERI who was from Saudi Arabia.

9/11 Personal Privacy

KEPLER stated that in January 1994, he enrolled as a freshman at Embry Riddle Aeronautical University, 600 South Clyde Morris Boulevard, Daytona Beach, Florida, 904/226-6000. In 1995, during KEPLER's sophomore year, he met WALEED ALSHERI; as they were both assigned to the same Airline Regulations course. During the semester, a casual relationship developed between KEPLER and ALSHERI.

KEPLER learned that ALSHERI was from Saudi Arabia and that his father was a Saudi Arabian Diplomat working in Washington D.C. KEPLER advised that the Saudi Arabian students were paid by their government and that they were guaranteed pilots positions upon graduation. KEPLER added that the Saudi Arabian students needed only 300-400 flying hours to qualify as pilots as opposed to the United States standard of 3000-4000 hours.

Between 1995 and the Spring of 1998, KEPLER estimated that he and ALSHERI had taken three or four courses together. In the Spring of 1998, ALSHERI graduated and returned to Saudi Arabia. Following ALSHERI's graduation, ALSHERI's father was relocated from Washington, D.C. to India.

Investigation on  
09/14/01

at [redacted]

File #  
265D-NY-280350-302; 265D-NY-280350-JN  
by [redacted]

9/11 Law Enforcement Privacy

Date dictated

09/14/01

Memphis Police Dept.

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

265D-NY-280350-302; 265D-NY-280350-JN

Continuation of FD-302 of THEODORE KEPLER , On 09/14/01 , Page 2

KEPLER advised that most of his interaction with ALSHERI was attending movies with other students. He stated that on approximately four occasions he attended religious or holiday celebrations at ALSHERI's apartment. KEPLER stated that ALSHERI lived in a one bedroom apartment by himself and drove a brand new Ford Thunderbird with Diplomatic license plates.

KEPLER stated that ALSHERI frequently rented the university's Piper twin-engine airplane to increase his flying hours. KEPLER added that on approximately ten occasions, he accompanied ALSHERI on trips to Key West, Marathon, Miami and Tampa.

KEPLER advised that since ALSHERI's graduation, he has had no contact with him. KEPLER stated that there were two Saudi Arabian brothers, ASSRAF ABU-ESSEY and SAISAL ABU-ESSEY, who also graduated with ALSHERI and lived in the same apartment complex. KEPLER stated that these two brothers had a very close relationship with ALSHERI.

KEPLER advised that in order to graduate from Embry Riddle a student would have to qualify on the procedures, systems and operations of a Beech 1900, a 19 passenger commuter aircraft and a Boeing 737 which has the same cockpit as a 747, 757, and 767. KEPLER added that an FAA examination is also required.

KEPLER stated that he is willing to cooperate with law enforcement and could positively identify ALSHERI if he were provided a photograph.

[PDF page 2]

BEGPRODNO : M-INT-00009891  
BEGBATES : 265A-NY-280350-302-3989  
DATE = 09/13/2001  
FBIDESCR : MICHELLE MANFRA  
FULLTEXT :

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9/13/2001

On 9/11/2001 MICHELLE MANFRA, SSAN [REDACTED] DOB [REDACTED]  
[REDACTED] home  
telephone [REDACTED] work telephone [REDACTED] was  
interviewed at her place of work at Logan International Airport,  
Boston, Massachusetts. After being advised of the interviewing  
agent's identity and the purpose of the interview, MANFRA  
provided the following information:

MANFRA works for American Airlines as a fleet service  
clerk which involves transferring baggage from American Eagle  
Airlines to American Airlines. MANFRA began work on 9/11/2001 at  
10:00 a.m. Her normal working hours are 6:00 a.m. until 2:30  
p.m., but she swapped working hours for 9/11/2001 with KEVIN  
KELLY. MANFRA has been swapping Tuesday schedules with KELLY  
since the "shift bid" in July 2001.

MANFRA did not conduct any duties which involved  
American Airlines flight number 11.

MANFRA heard rumor that American Airlines flight number  
11 was loaded by DONNY BENNETT and his crew consisting of RICHIE  
SORBELLO, TONY DURANTE and MANNY SILVA.

About two months ago American Airlines at Logan Airport  
hired about 70 new employees. Most of these new hires work in  
the evening, so MANFRA does not have much contact with them.

MANFRA is unaware of any means of entering the  
passenger or cockpit spaces of a plane other than entering as a  
paying passenger.

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[PDF page 1]

BEGPRODNO : M-INT-00010187  
BEGBATES : 265A-NY-280350-302-4269  
DATE = 09/16/2001  
FBIDESCR : INTERVIEW OF SHAWN TROTMAN  
FULLTEXT : 09/16/01

9/11 Personal Privacy

SHAWN TROTMAN, AMERICAN AIRLINES AA employee, AA  
number [REDACTED]  
social security account number [REDACTED]

[REDACTED] was interviewed at AA's Ramp Services Department. Also present during the interview was Trooper [REDACTED] of the Massachusetts State Police. TROTMAN was advised of the identities of the interviewing agent and trooper and the purpose of the interview. TROTMAN then provided the following information:

TROTMAN has been employed by AA for five months and has always worked at Logan International Airport. Prior to his employment with AA, TROTMAN worked for AMERICA WEST AIRLINES for two years.

TROTMAN is a Fueler, meaning that he refuels the AA airplanes. TROTMAN works a 5:00 am to 1:30 pm shift with Thursday and Fridays off.

TROTMAN was working on 09/11/2001. At approximately 7:15 am, TROTMAN re-fueled AA Flight #11. TROTMAN advised that he filled the plane with a total of 76,000 pounds of jet fuel, comprised of 36,000 pounds in each wing tank. TROTMAN did not fill the plane's center, or "belly," tank.

As he was re-fueling the tanks, TROTMAN observed AA Mechanic ERIC LNU conducting a walk-around of the plane. TROTMAN described ERIC as a white male with blonde hair and glasses. ERIC drives a gray pick-up truck. TROTMAN advised that he had seen ERIC prior to 09/11/2001, and has seen him since, as recently as yesterday.

TROTMAN advised that the fuel slips are transmitted by computer directly from "Loads" in Dallas. At Logan, the plane's identification number is entered into a computer, and a fuel slip is generated, indicating how much fuel is required.

TROTMAN was unaware of any employees who failed to show up for work on 09/11/2001.

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TROTMAN did not enter the cockpit. TROTMAN advised that the only time when it is necessary for a fueler to enter the cockpit is for international flights. For these flights, there are two fuel slips and the pilot is provided with one.

TROTMAN advised that the following additional AA personnel from the Fueling Department were working on 09/11/2001, as follows: Crew ChiefS DANNY KHOPKO and JOE EPPICH; and Fuelers JOHN MOORE, LOU CASSERTA phonetic and SCOTT BILO.

TROTMAN did not observe anything suspicious or unusual in the days and weeks preceding the plane crash, nor did he see any suspicious individuals at the airport or individuals in restricted areas without proper identification.

[PDF page 2]

BEGPRODNO : M-INT-00002920  
BEGBATES : 265A-NY-280350-302-3034  
DATE = 09/14/2001  
FBIDESCR : TONY DURANTE  
FULLTEXT :

09/14/01

9/11 Personal Privacy

TONY DURANTE, date of birth: [REDACTED] Social  
Security Number: [REDACTED] was

[REDACTED]  
reinterviewed via telephone on September 14, 2001 at 5:50 pm.  
DURANTE works 6:00 am to 2:30 pm as a baggage handler for  
AMERICAN AIRLINES.

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DURANTE states that he was interviewed by Massachusetts State Trooper [REDACTED] on September 11, 2001. He states that his crew unloaded flight 148 and loaded flight 11 (same airplane). He states that when he went on Flight 11 he had paperwork from DRY ICE COMPANY. DURANTE states that there was one male passenger in first class at this time sitting in the first seat on the left side of the plane. He had black hair, slight build, wearing khaki pants and a long sleeve shirt and he was possibly oriental. He states that the curtain was closed and he could not see in the coach area. DURANTE states that he entered the cockpit and the Captain and First Officer were busy doing the preliminary checks.

DURANTE states he left the plane to help finish loading Flight 11. Two small bags were brought to the plane to be loaded but the Crew Chief would not allow the bags on the plane because of AMERICAN AIRLINES policy of 5 minutes prior to departure, no loading of baggage. This policy was implemented in an attempt to improve on-time departure of flights. The two bags were sent back and this was not unusual.

DURANTE states that DON BENNETT, MANNY SILVA and RICHARD SONDELLIO made up his crew that loaded Flight 11 on September 11, 2001.

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telephonically

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BEGPRODNO : M-INT-00037521  
 BEGBATES : 265A-NY-280350-302~7431  
 DATE = 09/11/2001  
 FBIDESCR : MISURACA, SALVATORE P  
 FULLTEXT :

9-17-01

SALVATORE P. MISURACA, born [REDACTED] social  
 security account number [REDACTED]

employed by

American Airlines, Logan Airport, Boston, Massachusetts,  
 telephone [REDACTED] was interviewed at his place of  
 employment, in the presence of Trooper [REDACTED]  
 Massachusetts State Police, Middlesex County, Cambridge,  
 Massachusetts. After being advised as to the purpose of the  
 interview and the identity of the interviewing agent, he provided  
 the following:

MISURACA is a ramp service/customer service manager for  
 American Airlines AA. He was hired in March of 1970. He  
 supervises an entire AA ramp of nine to eleven crew chiefs, with  
 one hundred to one hundred fifty employees in total. His  
 supervisor is ramp supervisor HOWARD CRABTREE. MISURACA is also  
 under midnight cabin service supervisor DAVID SARTORI  
 phonetic, who usually is just coming off work when MISURACA  
 arrives.

On September 11, 2001, MISURACA started work at 4:00  
 a.m., intending to finish at 1:30 to 2:30 p.m. He had yesterday  
 and the day before off from work. The crew chiefs under him for  
 September 11, 2001, that he could remember, were:

DONNIE BENNETT chief for AA flight 11

JOHN MOULTON

DAN BOUCHARD assignment crew chief

ARTHUR ARGENZIO

DAVID DICARLO

JOE GRATIANO

JOHN GRATIANO

When MISURACA came to work on the morning of September  
 11, he drove around to check security and make sure that the  
 crews were working. He did not recall any problems.

The aircraft for AA flight 11 came in to Logan Airport  
 on September 11, 2001, at approximately 6:06 a.m., as flight 198  
 from San Francisco. This was a "turn-around flight," meaning the  
 aircraft was to be serviced and set off later on another flight.  
 Flight 11 was a non-stop to Los Angeles, departing approximately

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7:45 a.m. out of gate 32 with approximately eighty three people  
 on board. A different flight crew, from Boston, would fly the  
 plane to Los Angeles. JOHN ORANOWSKI was the pilot. DONNIE  
 BENNETT was the crew chief for preparing flight 11, and his crew  
 was: ANTHONY DURANTE, a line employee, working as a flight

service clerk, MANUAL SILVA, and RICK SORBELLO. BENNETT's crew's job is to load baggage.

BENNETT's crew worked flight 198 as the first thing that shift, unloading that flight's baggage, and loading the baggage for flight 11. The next plane the crew worked after flight 11 was flight 156 for London. A separate cabin service crew works on the passenger compartment, and checks for trash, objects, and people remaining on the plane. The makeup of a cabin service crew is kept to the same four or five guys, but crews might rotate so that one might not find the same crew servicing the same flight every day. Crews usually do not have much mixing or transfer of people. People bid by seniority for which crew they want, usually to work for a favored supervisor. On September 11 there were no new faces, and no employees were missing.

Catering does a separate sweep to clean and prepare the plane. The catering service is SKY CHEF. SKY CHEF's morning shift is their premium or senior shift. Everyone on this shift has a year or more in service. They take out the old foodstuffs, and replace it.

Baggage is handled by the baggage room, which for aircraft of flight 11's design, loads baggage onto hardbody LD8 containers. The containers are then placed on the plane. Last minute passenger's bags or oversize bags are put in the plane's baggage compartment last, without being put into an LD8 container. Mail is brought up from the mail house and freight building. Flight 11 had some mail containers, and two mail containers were not placed onboard because the plane was full.

Profile passengers, that match indicators for a hazardous person, are subject to an X-ray examination of their baggage. Once this has been done an orange dot is placed on the luggage. If the passenger does not board the plane this baggage is pulled from the flight. That did not happen to flight 11. The above baggage treatment refers to checked baggage. Carry on

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luggage is treated differently.

Flight 11 was cleaned and loaded without incident. There were no strangers, or absences of employees. Flight 11 was locked up and ready to go at 7:40 a.m. Prior to that, at 7:30 a.m., the baggage crew received a call from passenger service. Passenger service advised that a passenger was on board the plane, and that they were calling to make certain that his two bags had made it over. BENNETT said that he had the two bags, but that the plane was locked up and the bags would not be put on. The bags were given to AA bag expeditor PHILIP A. DEPASQUALE, aka ZIP. Note that passenger service usually does not call about a bag, unless the passenger has asked to ensure that his bags are put on the flight.

Later, MISURACA and others heard of the crash and called regarding the two bags. DEPASQUALE had put them on flight 181 for Los Angeles. The bags were retrieved.

Flight 11 was a 767 aircraft. These have access from

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MISURACA has never observed a crew member pass luggage to a passenger, and there is absolutely no access between the passengers and their checked baggage.

It would be difficult for a stowaway to make it on board flight 11. Particularly because it was a "turn-around" flight, going directly on another trip after landing in Boston. A stowaway on this flight would really need assistance from a plane service crew member. It would be easier, but still difficult to stowaway on a plane that sits overnight. MISURACA notes that he is more familiar with the baggage elements of plane servicing, than with the passenger compartment details.

MISURACA is also a ground security coordinator. As such, he has tested the security and found frequent failings. Security is not doing a good enough job.

[PDF page 3]

BEGPRODNO : M-INT-00034145  
BEGBATES : 265A-NY-280350-302-11476  
DATE = 09/12/2001  
FBIDESCR : KIRK, WAYNE  
FULLTEXT :

9/22/01

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WAYNE KIRK, born [REDACTED] Social Security [REDACTED]  
Administration Number [REDACTED]

[REDACTED]  
was interviewed at his residence. After being advised of the identity of the interviewing agents, KIRK provided the following information:

KIRK is a three-year employee of AMERICAN AIRLINES who was assigned as a member of the cleaning crew which worked on the airplane, before take-off, used for AMERICAN AIRLINES Flight Number 11, Boston to Los Angeles, on September 11, 2001. KIRK estimated that the cleaning crew arrived at the airplane around 6:10 a.m. The other individuals on the cleaning crew, who assisted KIRK, were SCOTT MALLETTÉ, CHRIS LA FOREST, SERGIO TUNGOR, LUIS CHAVEZ, first name unknown FNU MARTINEZ and FNU CORCORAN. MALLETTÉ, LA FOREST, TUNGOR and CHAVEZ are regular members of KIRK's cleaning crew whereas MARTINEZ and CORCORAN were added to the crew for this assignment because of the quick turn-around time required in the cleaning of this plane. KIRK did not observe any member of the crew acting in an odd or peculiar manner during this cleaning assignment. The only slight difference between this assignment and past assignments, which KIRK noticed, was that it was quieter than usual that morning. The cleaning crew and the few members of the airplane crew who were present did not speak with each other.

KIRK saw the captain enter the cockpit around 6:15 a.m. to 6:20 a.m. and then leave the cockpit around 6:50 a.m. to 7:10 a.m. to check on the progress of the cleaning crew. KIRK also saw a female flight attendant, approximately 50 years of age, place her personal belongings under the rear middle seat. KIRK noted that he saw the SkyChef crew leaving the plane as KIRK was first entering it.

KIRK did a good job cleaning the coach seats located on the left side of the plane, his assignment for this flight. LA FOREST cleaned the coach seats located on the right side of the plane. KIRK was not sure how diligently LA FOREST cleaned his seats. MALLETTÉ cleaned the middle seats in coach, TUNGOR and CHAVEZ cleaned the lavatories and galleys and MARTINEZ and CORCORAN cleaned first and business classes. TUNGOR usually

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[REDACTED]  
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cleans first and business classes but because of the presence of MARTINEZ and CORCORAN, TUNGOR did not have to handle his usual assignment. The plane was still pretty clean from its previous flight. KIRK did not know from where the plane came. This was the last plane KIRK and his crew cleaned that night. KIRK's

usual shift is 11:45 p.m. to 8:45 a.m.

After the crew had finished cleaning the plane, KIRK, CHAVEZ and MALLETTTE were the final three on the plane. MALLETTTE and KIRK were just talking and CHAVEZ made sure that the rear galley was stocked. TUNGOR may still have been present on the plane but KIRK was not sure of his presence. LA FOREST had left the plane because he was walking down the jet bridge to meet everyone to clean up the truck. KIRK, CHAVEZ, MALLETTTE and possibly TUNGOR rode the truck back to the dock. When KIRK left the plane, believed to be between 7:00 a.m. and 7:30 a.m., the flight attendant was near the rear galley and the captain was outside checking the landing gear. KIRK thought it was odd that only those two crew members had arrived at the plane. Usually the entire crew is sitting around and talking when the cleaning crew finishes.

KIRK does not know of any financial problems for any of the members of the cleaning crew. KIRK feels that all the members of the cleaning crew are honest and good people.

KIRK provided a copy of the assignment sheet for his crew for that night. The copy of the assignment sheet has been enclosed in the attached FD-340 envelope.

[PDF page 2]

BEGPRODNO : M-INT-00058946  
BEGBATES : 265A-NY-280350-302-14510  
DATE = 09/13/2001  
FBIDESCR : [REDACTED]  
FULLTEXT

9/13/01

[REDACTED] was contacted at the AMERICAN AIRLINES administrative office in LOGAN AIRPORT. After being advised of the personal and official identities of the investigating agent and the identity of Sergeant [REDACTED] MASSACHUSETTS STATE POLICE, [REDACTED] provided the following information:

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[REDACTED]

On September 11, 2001, [REDACTED] reported for work at BOSTON's LOGAN AIRPORT at 7:05 AM. At approximately 7:30 - 8:30 AM, he walked into AA MOD office and heard EVY NUNEZ, an AA employee, state that two flight attendants had been stabbed on Flight 11 at Gate 32. NUNEZ called BETH WILLIAMS and MICHAEL WOODWARD to tell them what happened. WILLIAMS and WOODWARD, who are AA flight service managers, went down to Gate 32 and discovered there was no plane. NUNEZ checked the AA computer for flight information, and then she called someone on the telephone. While NUNEZ was on the telephone, another telephone rang which [REDACTED] answered.

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[REDACTED]

On the telephone was female flight attendant on AA Flight 11 calling from the air who stated that two flight attendants were stabbed and a man in business class had been stabbed in the throat. A doctor and nurse, on board the plane, were caring for the injured man. The flight attendant stated that two people had gone in the cockpit and they said they had a bomb. The flight attendant had observed two boxes connected with red and yellow wire. The individuals who took over the plane had mace and pepper spray, and the flight attendant could detect an odor in the cabin. The flight attendant told [REDACTED] they were in the air over New York City. She also said the hijackers were sitting in seats 10B, 9C and 9G. [REDACTED] took some notes while he was talking to the flight attendant which he signed and dated and turned over to the investigating agent.

[REDACTED] turned over the telephone to MIKE WOODWARD who also spoke to the flight attendant. [REDACTED] then went to his desk

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[REDACTED]  
[PDF page 1]

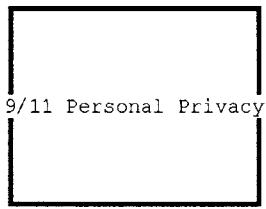
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to beep KELLY COX, his manager and the other AA managers who were not at work.

The following identifying information was obtained from [REDACTED]



[PDF page 2]

BEGPRODNO : M-INT-00067662  
BEGBATES : 265A-NY-280350-302~18944  
DATE = 09/21/2001  
FBIDESCR : FRED MURRAY  
FULLTEXT : 9/21/01

Interview with Mr. FRED MURRAY - Crew Chief, American Airlines AA.

Mr. MURRAY stated the MIKE BOUDREAU and GREG MOORE were inside Flight #11 AA in the morning of September 11, 2001. These Technicians were servicing the cockpit due to a bug that is related to the plane speed. Mr. MURRAY stated that it would take from 45 minutes to one 1 hour to fix this problem. This bug problem was reported by JOHN the airplane captain according to Mr. MURRAY. Mr MURRAY provide the name of HOWIE CONLEN crew chief cleaning crew AA.

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BEGPRODNO : M-INT-00065604  
BEGBATES : 265A-NY-280350-302-17171  
DATE = 09/17/2001  
FBIDESCR : HEBERT, PAUL  
FULLTEXT : 09/21/2001

PAUL HEBERT, born [REDACTED] social security account number [REDACTED] was interviewed at his place of employment, American Airlines, Logan International Airport, Boston, Massachusetts. HEBERT resides at [REDACTED]  
[REDACTED] American Airlines employee number [REDACTED] Massport id number [REDACTED]

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After being advised of the interviewing Agent and the nature of the interview HEBERT provided the following information:

HEBERT has been an employee of American Airlines for 15 years. He is a n aircraft mechanic. He worked on September 10 and 11 from 2:00 p.m. to 10:30 p.m. He did not have contact with American Airline Flight 11.

STEVE BIRCH mentioned to HEBERT that he saw a cleaner underneath a plane. The cleaners have no reason to underneath a plane or on the ramp. HEBERT mentioned that ERIC OBSUTH'S girlfriend works at America West and recently a Middle Eastern employee left their job.

HEBERT has direct contact with the crew of the aircraft. He is in the cockpit addressing problems that may occur.

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9/11 [REDACTED] Law Enforcement Privacy

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BEGPRODNO : M-INT-00072042  
BEGBATES : 265A-NY-280350-302-22910  
DATE = 09/11/2001  
FBIDESCR : FRANK P. PASCALE  
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/12/2001

FRANK P. PASCALE PASCALE, born [redacted] social  
security account number [redacted]  
[redacted] serving as First Vice  
President, Local 542, Flight Dispatchers, Meteorologists, and  
Operation Specialists Union, 1201 Airport Freeway, Suite 386,  
Euless, Texas 76040. [redacted] was  
interviewed at AMERICAN AIRLINES AA, Flight Academy, System  
Operation Control SOC, 4601 Highway 360, Fort Worth, Texas 76155.  
After being advised of the identity of the interviewing agent and  
the purpose of the interview, PASCALE provided the following 9/11 Personal Privacy  
information:

PASCALE has been employed as a Flight Dispatcher with AA  
for approximately fourteen years, with twenty years total  
experience in aviation. PASCALE was the union representative for  
AA Flight Dispatchers-PEGGY HOUCK HOUCK and [redacted]  
[redacted] HOUCK was the dispatcher for AA Flight 11, and  
[redacted] was the dispatcher for AA Flight 77. On September 11,  
2001, both dispatchers started their shifts at 6:00 a.m., and their  
involvement in the pre-flight planning for Flights 11 and 77 was  
unknown. PASCALE had no personal knowledge regarding their contact  
with these flights, with PASCALE serving in an employee assistance  
capacity and providing the information below as background for help  
in understanding the duties of a dispatcher. From what he  
understood, neither HOUCK nor [redacted] had any contact with the  
captain or crew of Flight 11 and Flight 77.

The flight dispatcher and the captain were jointly  
responsible for the safe, legal operation of a flight, with both  
approving the flight plan. The flight dispatcher was involved in  
pre-flight planning, consisting of the "highway in the sky," the  
aircraft's fuel load, weather updates, navigational aids, and other  
aspects of the flight plan. If the captain agreed with the flight  
plan, he or she signed off on it, with the flight dispatcher then  
releasing the flight. After the flight plan was approved by the  
flight dispatcher and the captain, neither individual could  
unilaterally deviate from the flight plan. If a problem arose  
after the joint approval, any changes had to be authorized by both

Investigation on  
09/11/2001 at  
Fort Worth, Texas

File # 265A-NY-280350-302 Date dictated  
b<sup>9/11</sup> Law Enforcement Privacy 09/12/2001

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Continuation of FD-302 of Frank P. Pascale

, On 09/11/2001 , Page 2

the flight dispatcher and the captain. These procedures were governed by regulations of the FEDERAL AVIATION ADMINISTRATION.

After the flight plan was approved, the flight dispatcher primarily reacted to any issues or problems that arose during the flight, such as inclement weather, runway closures, etc. A captain would sometimes call with questions or might want a weather update; however, if there were no problems or questions, a captain would not need to contact the dispatcher. For routine flights, the dispatcher and captain were oftentimes not in direct contact with one another. Regarding Flights 11 and 77, neither HOUCK nor [REDACTED] spoke with the respective crews prior to take-off, apparently because there were no problems or questions with the flight plans. Both HOUCK and [REDACTED] were on duty when these flights departed.

Dispatchers could communicate with aircraft through the following methods: radio transmissions, a text messaging system called ACARS, and a third party communication network. Among other things, the ACARS unit allowed a captain to punch in a code for various actions, with the universal code for hijacking being [REDACTED] or [REDACTED]. This hijack code was like a panic button, and the dispatcher could send a series of yes or no questions back to the cockpit to verify the hijacking and obtain additional information. If any messages were sent to the flight, the ACARS system would track the message, and details and times would be available through the flight log. Besides the communication with the dispatcher, there were multiple levels of air traffic control ATC, such as individual airport towers, regional ATC centers, and twenty-six in-route centers; as a result, the ATC communication network ranged from local to regional to national. These different levels of ATC handled the aircraft at different altitudes and locations, ensured that two or more aircraft were not flying along the same altitude and flight path, and responded to emergency situations. The third party communication for AA was administered by AERONAUTICAL RADIO, a separate company that contacted flights when no other communication system could reach the flight.

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Statute

BEGPRODNO : M-INT-00072051  
BEGBATES : 265A-NY-280350-302-22915  
DATE = 09/11/2001  
FBIDESCR : PEGGY JEAN HOUCK, DISPATCHER, AMERICAN AIRLINES  
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/12/2001

PEGGY JEAN HOUCK HOUCK, born [redacted] social security account number [redacted]

[redacted] employed as a Dispatcher, AMERICAN AIRLINES AA, 4601 Highway 360, Fort Worth, Texas 76155, was interviewed at her place of employment. After being advised of the identity of the interviewing agent and the purpose of the interview, HOUCK provided the following information:

HOUCK has worked for AA for approximately ten years, with five years of this time spent as a dispatcher. As a dispatcher, HOUCK was licensed with the FEDERAL AVIATION ADMINISTRATION. This license looked like a pilot's license and required passing a written examination, an oral examination, and a practical application. The license number corresponded to the licensee's social security number, and the license was commonly referred to as a dispatch license.

On September 11, 2001, HOUCK began her shift at 6:00 a.m., working the desk responsible for the transcontinental flights. Regarding AA Flights 11 and 77, HOUCK was not involved in the pre-flight planning, which consisted of the flight path, fuel load, and other aspects of the flight plan. Because of the early morning departures for these flights, AA Dispatcher [redacted] preplanned the flights, with [redacted] working the night shift until 6:00 a.m. It was unknown whether [redacted] communicated directly with the captain or crew of either flight; however, HOUCK doubted the occurrence of any such contact because the weather was good all across the country and because there was nothing unusual that would have prompted questions from the flight crews. The departure time for Flight 11 was 7:40 a.m. Eastern Standard time, or 6:40 a.m. local time, and the pre-planning would have started approximately two to three hours before departure. If there were questions or issues, the captain would have contacted the dispatcher about forty-five minutes to an hour prior to departure, depending upon how early the captain arrived.

HOUCK initially was the dispatcher for Flights 11, 77, and other transcontinental flights when she started her shift; however, HOUCK was isolated only to Flight 11 after indications of

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Continuation of FD-302 of Peggy Jean Houck , On 09/11/2001 , Page 2

a problem on board. At approximately 7:20 a.m. local time, another Boston flight attempted to relay a message to Flight 11, stating that air traffic control ATC was trying to reach the aircraft. The message was something to the effect of "Good morning, ATC wants you on [a certain radio frequency] and requests an acknowledgment." There was no acknowledgment to this message, and HOUCK had not had any direct contact with Flight 11 by this time. At some point, another AA dispatcher sent an ACARS message to Flight 11, with ACARS being a text messaging system. This dispatcher sent the message based upon ATC's attempts to contact Flight 11; however, there was no acknowledgment to this message either. By this time, no one had been able to reach the crew of Flight 11.

Soon after this loss of contact, HOUCK's manager, CRAIG MARQUIS MARQUIS, stated that there was a possible breach of security on Flight 11 and that two flight attendants might have been stabbed, with these flight attendants being the number 1 and number 5 flight attendants. HOUCK did not know the names of the flight attendants and access to the computer data regarding the flight was currently denied. There were nine flight attendants total on this flight, with their numbers indicated their particular assignment on board. The number 1 flight attendant would have been in first class and usually had a key to the cockpit. MARQUIS ordered HOUCK to contact her flight; however, HOUCK was still unable to get any acknowledgment to her messages. Although HOUCK was unsure, MARQUIS must have talked to one of the flight attendants by telephone. HOUCK also called ARINC, a company providing a patch service that contacted flights through an alternate communication network. ARINC was a backup form of communication for AA; however, there were some airlines that did not have the ACARS system. HOUCK could not recall the full name for the acronym, ARINC; however, she contacted the company in San Francisco, California, by dialing their 800 number. This company was able to ring a bell in the cockpit to alert the crew to pick up their radio. For AA, this service helped when flights were out of radio contact or were not responding to ACARS messages for whatever reason.

At approximately 7:30 a.m. local time, Flight 11 was isolated, with HOUCK maintaining her duties as dispatcher for this flight only. HOUCK was moved to another desk, and another dispatcher took over her duties at the transcontinental desk. By this time, MARQUIS had confirmed a breach of security, and there was still no communications acknowledgment from the crew. ARINC called HOUCK to inform her that they could not raise Flight 11 and

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asked if they should keep trying, with HOUCK responding to this question in the affirmative. By this time, HOUCK had received no messages or other communications from Flight 11 and had received nothing from the crew to indicate any trouble on board. At MARQUIS's request, HOUCK performed an analysis of the fuel capacity of the aircraft, figuring that the aircraft had an approximate range of six hours. HOUCK was later told that Flight 11 might have crashed into the World Trade Center.

After Flight 11 departed Boston, it initially proceeded according to its flight plan but turned south a little more sharply than was dictated by the flight plan. At the time, this turn seemed strange because it appeared as if the flight was heading toward New York, New York. After hearing about the stabbings on board, HOUCK had wondered whether the aircraft had been hijacked and was heading toward Cuba or South America. The aircraft never got any higher than 29,000 feet, and someone on board switched off the transponder, a device that helped ATC track the altitude and position of aircraft through a unique code. The transponder was controlled by some kind of knob or switch in the cockpit, and this action would have required someone with knowledge of aviation.

HOUCK was unsure of the exact times mentioned above, with the flight log documenting this information. HOUCK and the other AA dispatchers were currently unable to obtain the flight log information because access to the computer data for Flight 11 and Flight 77 was denied. The flight logs would have documented the times of various events, who signed onto the system, any communications, ATC clearances, and other flight data. Despite repeated attempts, HOUCK was never able to get any acknowledgment from Flight 11; as a result, with the exception of MARQUIS's telephone conversation, neither HOUCK nor anyone else was able to contact the crew on Flight 11.

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BEGPRODNO : M-INT-00072801  
BEGBATES : 265A-NY-280350-302-23635  
DATE = 09/11/2001  
FBIDESCR : INTERVIEW OF ANN MORELAND  
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/22/2001

ANN MORELAND, date of birth [REDACTED] was contacted at her residence located at [REDACTED] telephone number [REDACTED]. MORELAND had previously telephonically contacted the FBI to report she had received a suspicious message on her home telephone answering machine. After being advised of the identities of the interviewing agents, MORELAND furnished the following information:

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MORELAND is a Purser or number one flight attendant for AMERICAN AIRLINES. This is a senior flight attendant position, and as a result of special training, a Purser is required for certain aircraft flights. She has been employed with AMERICAN AIRLINES for 15 years.

On September 9, 2001, MORELAND was contacted by her employer who asked if she was willing to be reassigned to flight number 11, leaving Boston to Los Angeles, departing on September 11, 2001. The airline needed a Purser for this flight. MORELAND agreed and she was told to take a "dead head" flight from Miami to Boston to catch this flight. MORELAND explained the term "dead-head" meant she would not be required to work on this flight, but simply take it to transit to her working flight. AMERICAN AIRLINES then recontacted her and advised she was not needed for this flight and advised she could take a mini-leave until she was scheduled. They had found another Purser to work the flight.

When MORELAND returned to her residence on September 11, 2001, she discovered a suspicious message on her answering machine. MORELAND played the message to the reporting agents. The call was received consecutive to a message left by [REDACTED]. In this suspicious message, a woman with a heavy foreign accent could be heard in the background. A man was also heard in the background in an apparent discussion stating the name BIN-LADEN twice. Another male then left a message that stated the following: "If this had to do with Israel, there's gonna be a backlash against the Jews." The males had no apparent distinguishable accent. MORELAND did not recognize any of the individuals in the telephone message and did not know why anyone would leave such a message on her recorder. MORELAND was concerned the caller knew she worked

Investigation on  
09/11/2001

at [REDACTED]

File #  
266A-NY-280350  
by [REDACTED]  
9/11 Law Enforcement Privacy

Date dictated  
9/22/2001

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for AMERICAN AIRLINES. The message was left on a tapeless answering machine at MORELAND's residence. Two recordings were made of the call by the FBI.

A review of caller identification information on MORELAND's telephone noted the call was likely left on September 11, 2001 at 9:51 AM. The caller ID information did not identify the caller or phone number for this call. MORELAND advised the following is a list of the calls identified by her caller ID service:

DATE	TIME	NAME	PHONE NUMBER
1. 9/10/2001	11:30 AM	UNKNOWN	UNKNOWN
2. 9/10/2001	7:38 PM	UNKNOWN	UNKNOWN
3. 9/11/2001	8:56 AM	UNKNOWN	[REDACTED]
4. 9/11/2001	9:51 AM	UNKNOWN	UNKNOWN
5. 9/11/2001	3:42 PM	FOX TV	407-304-1156
6. 9/11/2001	3:15 PM	FOX TV	407-304-1156

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MORELAND reviewed the actual recorded messages left on her answering machine for 9/11/2001 and discussed the following information:

DATE	TIME	PARTY
1. 9/11/2001	8:56 AM	[REDACTED]
2. 9/11/2001	9:51 AM	UNKNOWN
3. 9/11/2001	1:45 PM*	[REDACTED]
4. 9/11/2001	3:42 PM	FOX TELEVISION
5. 9/11/2001	3:15 PM	FOX TELEVISION

\*(Time provided by caller in message, but call not recorded on caller ID service)

MORELAND also reported a suspicious incident that she believed occurred on Flight #75, Washington-Dulles to Los Angeles, on September 3, 2001. MORELAND, however, advised the incident could have occurred on Flight #74, Los Angeles to Washington-Dulles, on September 4, 2001. MORELAND related the following information relative to this incident:

On September 3, 2001, at 6:00 PM, MORELAND was working as the first class flight attendant on Flight 75, leaving Washington - Dulles for Los Angeles. As the passengers were boarding this flight, at least two Muslims, wearing turbans and other traditional

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Continuation of FD-302 of Ann Moreland , On 09/11/2001 , Page 3

clothing, boarded the aircraft together. MORELAND immediately took notice of these men when they entered the plane. This was as a result of her training with AMERICAN AIRLINES. She watched the men board the aircraft, pass through the first class cabin, and then enter the main tourist cabin. The aircraft boards its passengers through the first class cabin.

During the flight, one of the men came through the curtain that separated the first class cabin from the tourist cabin. Upon entering the first class cabin, the man walked to the front of the aircraft and stood in line for the first class restroom. MORELAND, at the time, was in the first class galley directly across from the bathroom and adjacent to the cockpit door. While the man waited in line, he stared at MORELAND's airline identification badge. MORELAND caught the man's eye while he looked at the badge, at which time he diverted his eyes. MORELAND was in the galley with another flight attendant she knows only as TOM. After using the restroom, the man returned to the tourist cabin. MORELAND did not know where the men were seated in the cabin. The man was of average height and weight, had dark, fuzzy, wiry hair and possibly a beard, and wore a turban and a robe believed to be white in color.

In retrospect, MORELAND believes these men were casing the plan for terrorist activity. MORELAND also recalls that this was the flight in which a female Special Agent for the FBI was on board the aircraft in seat number 19B. She described the Agent as Hispanic and 5'5" to 5'6" in height. She remembered the Agent was definitely employed by the FBI.

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BEGPRODNO : M-INT-00077132  
 BEGBATES : 265A-NY-280350-302~28828  
 DATE : 09/13/2001  
 FBIDESCR : ELIZABETH D. WILLIAMS  
 FULLTEXT :  
9/14/01

ELIZABETH D. WILLIAMS, date of birth [redacted]  
 Social Security Number [redacted] home telephone [redacted] who

is the Pease Manager, was advised of the identities of the interviewers and the purpose of the interview. WILLIAMS furnished the following information:

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WILLIAMS stated on September 11, 2001, at approximately 8 a.m., she was working in her office at LOGAN AIRPORT when MICHAEL WOODWARD, Manager of Flight Services for AMERICAN AIRLINES AA, advised her that they needed to go to Gate 32 because two flight attendants had been stabbed. Upon arrival at the gate, WILLIAMS and WOODWARD found an empty airplane. WOODWARD then got on the phone and contacted EVELYN NUNEZ, an employee of AA at LOGAN AIRPORT. While WOODWARD was on the phone, WILLIAMS searched the gate-side computer for information for the flight time of the airplane at Gate 32. WOODWARD then told WILLIAMS that NUNEZ was on the phone with a flight attendant that was in trouble. Shortly thereafter, WOODWARD relayed to WILLIAMS the fact that NUNEZ had lost contact with the flight attendant. At this time, WILLIAMS and WOODWARD realized they must have received the wrong information. Both WOODWARD and WILLIAMS speculated that the individuals they were looking for were the individuals on the flight that NUNEZ had spoken with. WILLIAMS and WOODWARD then proceeded to the location of NUNEZ. As WILLIAMS and WOODWARD entered the room, [redacted] an employee of AA, answered the phone and advised everyone that he was speaking with the same flight attendant NUNEZ had spoken with. WOODWARD then took the phone from [redacted] and began conversing with the flight attendant. The flight attendant identified herself as AMY SWEENEY True Name: MADELINE SWEENEY and explained that she was on Flight 11, which had just been hijacked. While WOODWARD was talking with SWEENEY, WILLIAMS looked up the flight information for AA Flight 11. NUNEZ then called Systems Operation Control SOC in Dallas, Texas, to advise them of the situation. After NUNEZ had a brief conversation with SOC, WILLIAMS took over the phone call and began repeating the information which WOODWARD was relaying for the flight attendant.

WILLIAMS stated while she was on the phone with SOC,

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9/13/01

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she was repeating the information WOODWARD was calling out to her. The following is the information which WILLIAMS remembers WOODWARD relaying:

Two flight attendants have been stabbed. KAREN is on

oxygen and BOBBI is hanging in there. One business class passenger, whose throat has been slashed, is presumed dead. Hijackers are Middle Eastern. They hijackers broke into the cockpit. AMY doesn't think the captain is flying the plane.

WILLIAMS stated WOODWARD asked SWEENEY, "What's wrong? What's wrong?" WILLIAMS explained that WOODWARD looked up from the phone and told everyone the phone line had died. Approximately one minute later, CRAIG KOPETZ arrived and advised everyone that Flight 11 had been hijacked and that an airplane had flown into the WORLD TRADE CENTER WTC. WILLIAMS stated the group then moved to their command center. Approximately 15 minutes later, WILLIAMS and the others realized Flight 11 was the same flight which crashed into the WTC.

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BEGPRODNO : M-INT-00016614  
BEGBATES : 265A-NY-280350-CE~1022  
DATE = 09/12/2001  
FBIDESCR : WINSTON COURTNEY SADLER  
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/13/2001

RE: LEAD CONTROL NUMBERS: DL267 AND CE66

WINSTON COURTNEY SADLER, white male, date of birth [redacted]

[redacted] was

interviewed at his place of employment, AMERICAN AIRLINES AA SOUTHEASTERN RESERVATION CENTER SERO, Cary, North Carolina. After being advised as to the identities of the interviewing agents and as to the nature of the interview, SADLER provided the following information:

SADLER stated he was currently employed with AA in their International Resolution Department. SADLER stated he was charged with being a "HELP DESK" for complaint calls coming into the SERO. SADLER stated that on September 11, 2001, at approximately 8:20 A.M., Customer Service Agent CSA VANESSA MINTER came to him stating that she had a lady on the telephone line calling from an AA flight that was being hijacked. SADLER stated that MINTER seemed to be panicked and stated she could not find her "emergency button" on her telephone. SADLER offered to take the call so MINTER transferred the call to SADLER. SADLER explained that the telephone system operated by AA allowed for him to be connected onto a line from one of the agents and the agent still remain on the line. Once this was established, SADLER immediately activated his emergency button which further allowed the Operations Center to monitor the telephone call. SADLER stated the individual on the telephone identified herself as BETTY ONG phonetic. SADLER stated that she identified herself as being aboard Flight Number 11 as one of the Flight Attendants FA's. ONG further stated that people aboard the plane had entered the cockpit and that FA's Number 1 and Number 5 had been stabbed. ONG stated she was located in the coach area of the airplane. At one point in the conversation, SADLER recalled that ONG stated that all of the FA's had moved back to the coach area. ONG also stated that she did not believe that the coach passengers were aware of the hijacking. SADLER explained that the 767 airplane utilized by Flight 11 was sectioned into three sections, a coach area, a business area, and a first-class area.

Investigation on 09/12/2001 at Cary, North Carolina

File # 265D-NY-280350-CE Date dictated

09/12/2001

by [redacted] 9/11 Law Enforcement Privacy

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ONG further stated she believed mace had been sprayed in the business class area which made it difficult to breathe. During the entire conversation, ONG seemed to be talking to someone else in the background and retrieving information including the fact that the passenger in 9B had been injured and was possibly deceased. ONG also identified passengers seated in Seats 2A, 2B, and 10B as participating in the hijacking. SADLER stated during the telephone conversation with ONG other individuals on the line from the Operations Center, namely NYDIA GONZALEZ, participated in asking questions of ONG. During these intervals, SADLER was using his computer screen to find out information concerning Flight 11. SADLER recalled at one point, he was monitoring a readout on his computer screen where ground control was attempting to notify Flight 11 that Flight 11's transponder had been turned off. Later he checked his passenger roster to find the name of the passenger in 9B who had been hurt and identified that passenger as DANIEL LEWIN.

SADLER recalled that ONG stated she was trying to call the pilots in the cockpit, but was not getting a response. ONG had stated that no announcements had been made from the cockpit. ONG stated she attempted to find if there was a doctor onboard to assist with the wounded. ONG informed that FA Number 1 was hurt worse than FA Number 5 and they had put oxygen on FA Number 1. ONG gave the impression that FA Number 5 was sitting somewhere near her. ONG would state at times that the airplane was flying erratically. SADLER recalled these statements of erratic flying occurred several times during the conversation. SADLER also recalled that for the moments in between the erratic flying, the airplane seemed to be smooth in its flight path. SADLER stated at points in the conversation, ONG would state that the airplane was descending. SADLER stated he was convinced immediately upon taking the call, that it was a legitimate telephone call from an airplane because he was used to hearing the background noise given by airplane telephones and this call had that background noise. SADLER stated when the airplane seemed to be flown erratically, that ONG would make statements such as "please pray for us....oh God....oh God."

SADLER stated that NYDIA GONZALEZ was in the Operations Center monitoring the call almost immediately when he had first taken the call. SADLER stated during the call, he had used his computer "scratch pad" to take notes of the conversation as it occurred and these notes were not saved, but had been converted to

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his handwritten statement which had previously been provided to the interviewing agent.

SADLER stated the telephone call from ONG went through phases of signal fade where communication did not appear to be established but then it would always return until the very end of the call. ONG never commented on the plane's location to SADLER's recollection. ONG never indicated with what instrument the FA's had been stabbed. SADLER stated that he was personally "stunned" by the whole event.

A copy of SADLER's handwritten statement and a typed version are both attached to this document and made a part hereto.

[PDF page 3]

BEGPRODNO : M-INT-00027282  
BEGBATES : 265A-NY-280350-302-57614  
DATE = 09/12/2001  
FBIDESCR : MICHAEL WOODWARD INTERVIEW  
FULLTEXT : 09/12/2001

MICHAEL WOODWARD, Flight Service Manager, American Airlines AA, was contacted at the American Airlines administrative office at Logan Airport, Boston, Massachusetts. After being advised of the personal and official identities of the interviewing Agent and the identity of Sergeant [REDACTED] Massachusetts State Police MSP, WOODWARD provided the following information:

WOODWARD stated he is a flight service manager for American Airlines in Boston, Massachusetts. His job duties are to manage the flight crews on American Airlines flights.

On September 11, 2001, WOODWARD came to work at Logan Airport at 6:45 AM. WOODWARD was one of three managers on duty in the AA office. Sometime after 8:00 AM, EVELYN NUNEZ, one of the other managers, told him that two flight attendants had been stabbed and were administered oxygen. NUNEZ stated the plane was at Gate 32 and he went with BETH WILLIAMS to see if the plane was still there. They went to the gate, realized the flight had left and came back downstairs. Upon returning to the flight service office, WOODWARD learned that the call between NUNEZ and the flight attendant had been disconnected.

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Shortly thereafter, the AA flight attendant AMY SWEENEY called on the airphone from Flight 11 and stated the flight had been hijacked. SWEENEY told WOODWARD the #1 attendant (KAREN MARTIN) and the #5 attendant (BOBBY ARUSTIGUE) has been stabbed. SWEENEY also stated that a business class passenger was stabbed and a doctor and nurse were caring for him. SWEENEY stated that three 3 hijackers gained access to the cockpit and the flight crew could not gain access or communicate with the pilots or the cockpit.

The hijackers were sitting in seats 10B, 9C, and 9G or 9D and 9G. SWEENEY described the hijackers as three Middle Eastern males. One of the males spoke good English and another spoke poor English.

As the conversation continued, SWEENEY told WOODWARD the gentleman in business class is not going to make it because his

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throat is slashed and he is bleeding severely. She said that she did not think the captain was flying the plane. SWEENEY described how they were flying low over the water, then said "OH my God" and the call was terminated.

Before the plane crashed, SWEENEY stated that AA flight attendant, BETTY ONG, was in the last row of the coach section talking to someone on the air phone.

WOODWARD took notes while he was talking to SWEENEY which he signed and dated and gave to the interviewing Agent.

The following identifying information was obtained from WOODWARD:

NAME: MICHAEL WOODWARD  
DATE OF BIRTH: [REDACTED]  
SSAN: [REDACTED]  
ADDRESS: 9/11 Personal Privacy  
MASSPORT ID#: [REDACTED]  
AA ID#: [REDACTED]

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BEGPRODNO : M-INT-00077120  
BEGBATES : 265A-NY-280350-302~28820  
DATE = 09/13/2001  
FBIDESCR : MICHAEL WOODWARD  
FULLTEXT :

9/14/01

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MICHAEL WOODWARD, date of birth [REDACTED] place of birth [REDACTED] Boston, Massachusetts, Manager of Flight Services, AMERICAN AIRLINES AA, was advised of the identities of the interviewers and the purpose of the interview. WOODWARD furnished the following information:

WOODWARD arrived at work on September 11, 2001, at approximately 6:30 a.m., at the Flight Services office at Boston LOGAN AIRPORT. He attended a meeting at approximately 6:45 a.m., in his office with a flight attendant. The meeting lasted for 15 minutes. WOODWARD prepared for the rest of his workday and at approximately 7:30 a.m., WOODWARD went to AA Flight 11 in order to check on the status of the flight and the flight attendants. WOODWARD spoke briefly with the flight attendants and looked on board Flight 11. WOODWARD did not notice anything which he considered to be unusual on board Flight 11. When the flight attendants told him they were prepared for departure, WOODWARD exited Flight 11.

At some time between 8:15 a.m. and 8:45 a.m., WOODWARD was contacted and asked to go to one of the departure gates. WOODWARD had trouble recalling which gate he went to, but he believes he went to Gate 31 or 32. Shortly, thereafter, WOODWARD realized a flight attendant on board one of the flights had called the Flight Services office to report trouble on a flight. WOODWARD then proceeded to the Flight Services office, where he took a phone call from ANY SWEENEY (True Name: MADELINE SWEENEY), a Flight Attendant on AA Flight 11. The following information was relayed to WOODWARD by SWEENEY via telephone (WOODWARD was unsure whether SWEENEY was on the on-board phones or a cellular telephone):

"The flight has been hijacked. This flight is Flight 11 from Boston to LA. The plane is a 767. I am in the back with BETTY ONG AA Flight Attendant. A man in business class has had his throat slashed and is presumably dead. #1 flight attendant has been stabbed and #5 flight attendant has been stabbed. There is a bomb in the cockpit. I can't make contact with the cockpit, can you do it? We have paged for a doctor or nurse for the flight attendants. The coach passengers don't know what's

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[REDACTED]  
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MICHAEL WOODWARD

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happening. BOBBI is not on oxygen and KAREN is. BOBBI is on the floor behind the cockpit. The hijackers are of Middle Eastern descent. One spoke good English and one didn't. It is a rapid descent. Something is wrong. I don't think the captain is in control. I see water. I see buildings. We're very, very low.

Oh, my God."

At this point in the conversation, WOODWARD stated the phone went "staticky" for a short time and then the phone line died. [REDACTED] then entered and told WOODWARD and others that a plane had just crashed into the WORLD TRADE CENTER WTC. WOODWARD said that during the entire conversation he had with SWEENEY, her voice remained calm and even. WOODWARD also stated that due to the things she was saying, he assumed she was in the rear of the aircraft and that no hijackers were near her. WOODWARD did not hear any noise in the background during the conversation. WOODWARD also stated he took notes during this entire conversation. The notes have been previously received by the FEDERAL BUREAU OF INVESTIGATION FBI.

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[PDF page 2]

BEGPRODNO : M-INT-00003461  
BEGBATES : 265A-NY-280350-302-30391  
DATE = 09/11/2001  
FBIDESCR : CRAIG MARQUIS  
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/16/2001

CRAIG MARQUIS MARQUIS, born [redacted] social  
security account number [redacted]  
[redacted] employed  
as Centre Manager, System Operation Control, AMERICAN AIRLINES  
AA, 4601 Highway 360, Fort Worth, Texas 76155, [redacted] was  
interviewed at his place of employment. After being advised of the  
identities of the interviewing agents and the purpose of the  
interview, MARQUIS provided the following information:

On September 11, 2001, at approximately 7:25 a.m. Central Standard Time, MARQUIS received a telephone call from the number 3 flight attendant on board Flight 11, identified by the crew manifest as B.A. ONG ONG, AA employee number 131804. This telephone call was initially received by NIDIA GONZALES, 919460-4187, an AA supervisor at the Raleigh Reservations Center in North Carolina. The call was transferred to central dispatch in Fort Worth, Texas, because there was a disturbance on board and the flight crew was not able to contact the cockpit. ONG wanted central dispatch to contact the cockpit. MARQUIS first confirmed that ONG was an AA flight attendant.

During this telephone call, ONG reported that there was a passenger on board who was armed with a knife. This passenger was seated in 10B and was identified as TOM ELSUQANI phonetic. When MARQUIS first heard this, he thought that the knife might have been a Swiss army knife of some sort because it was not that uncommon for passengers to have these. ONG then informed MARQUIS that the passenger in seat 9B, DAVID LEWIN, had been fatally stabbed and that the number 1 flight attendant, K.A. MARTIN MARTIN, AA employee number 307280, had been stabbed as well. MARTIN was in bad shape and was currently on oxygen. Besides these two individuals, the number 5 flight attendant, B. ARESTEGUI, AA employee number 167762, had been superficially wounded by the passenger with the knife.

In addition to these injuries, there were two men trying to gain access to the cockpit, and by this time, all passengers had been removed from first class. After the men gained access to the cockpit, ONG could hear loud arguing from the cockpit area. ONG

Investigation on  
09/11/2001 at  
Fort Worth, Texas

File # 265A-NY-280350-302 Date dictated 09/16/2001  
by [redacted] 9/11 Law Enforcement Privacy

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also mentioned that there was something in the air that made it hard to breath. This telephone conversation lasted from approximately 7:25 a.m. until approximately 7:49 a.m.

There was no doctor on board Flight 11 to help the injured; as a result, MARQUIS wanted the aircraft to land at the next available airport. Because of the medical emergencies and the violence, MARQUIS intended for medical personnel and law enforcement to meet the aircraft as soon as it landed. MARQUIS had the flight tagged as a confirmed hijacking and contacted air traffic control ATC regarding the situation. MARQUIS informed the dispatcher, PEGGY HOUCK, of what was happening with Flight 11 and instructed her to contact the crew immediately and to perform a range analysis given the amount of fuel on the aircraft. ATC reportedly heard arguing over the microphone, hearing a statement to the effect of "either turn back or we'll kill you." The pilot apparently keyed the microphone at some point during these events thereby allowing ATC to hear part of what was happening. It was thought that these transmissions were recorded by ATC, in this case Boston ATC. During the time in which the telephone conversation occurred, the aircraft flew erratically and was descending in altitude. The transponder was turned off, but ATC was handling this flight as a confirmed hijacking and was attempting to track it.

Soon after ONG hung up the telephone, MARQUIS received a call from ED DOOLEY DOOLEY, an AA Ramp Manager at John F. Kennedy International Airport in New York, New York. DOOLEY reported smoke coming from the World Trade Center and asked what was happening. Based upon his conversation with DOOLEY, MARQUIS figured the impact of Flight 11 was close to 7:49 a.m., corresponding to the end of the telephone call from ONG. DOOLEY called again at approximately 8:10 a.m. and stated that the NEW YORK PORT AUTHORITY confirmed that both towers of the World Trade Center were on fire and that an AA aircraft was involved.

Although unsure, MARQUIS thought that his telephone conversation with ONG was recorded. He would ascertain whether the conversation was recorded and would notify the FEDERAL BUREAU OF INVESTIGATION regarding this. The number 9 flight attendant, M. SWEENEY, AA employee number 129043, telephoned the AA Flight Services Department in Boston, Massachusetts.

Regarding the hijacking of Flight 77, the aircraft had crashed before AA really knew that anything was happening on board.

[PDF page 2]

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265A-NY-280350-302

Continuation of FD-302 of Craig Marquis , On 09/11/2001 , Page 3

AA was concentrating on Flight 11 and did not realize the peril on Flight 77 until it was too late.

MARQUIS provided a copy of his notes and a crew manifest for Flight 11, with notes on the manifest. See FD-340 envelope for these documents.

[PDF page 3]

BEGPRODNO : M-INT-00067529  
BEGBATES : 265A-NY-280350-302-18821  
DATE = 09/14/2001  
FBIDESCR : WOODWARD, MICHAEL  
FULLTEXT :

09/14/2001

MICHAEL WOODWARD, American Airlines AA was telephonically contacted at his place of employment at Logan Airport. After being advised of the personal and official identities of the investigating Agent, WOODWARD provided the following information. WOODWARD stated that on September 11, 2001, when he talked to AA flight attendant AMY SWEENEY on board Flight 11 at approximately 8:30 a.m., he received the call at the MOD office at Logan Airport. The acronym MOD stands for Manager on Duty and is a resource office where the flight attendants can call with scheduling or administrative problems between 5:00 a.m. and 9:00 p.m. All of the flight attendants are given the MOD office numbers where WOODWARD works as a manager. WOODWARD stated there are two telephone lines coming into the MOD office which are [REDACTED] and AMY SWEENEY could have called on either line.

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09/14/2001 Boston, Massachusetts telephonically

265D-NY-280350

09/14/2001

9/11 Law Enforcement Privacy

[PDF page 1]

BEGPRODNO : M-INT-00067658  
BEGBATES : 265A-NY-280350-302~18941  
DATE = 09/25/2001  
FBIDESCR : MARIA JACKSON  
FULLTEXT : 9/25/01

MARIA JACKSON, DOB [REDACTED]  
Massachusetts, telephone number [REDACTED] was recontacted  
concerning the events of September 11, 2001. JACKSON was shown a  
photo spread of subjects and provided the following information:

JACKSON stated that she was working gate 32 with LISET FROMETA. She was at the gate from first call all the way through boarding. JACKSON did not recognize anyone from the photo spread.

JACKSON took the tickets for American Airlines Flight 11 from American Airlines Flight Attendant KAREN MARTIN and brought them to ticket lift and deposited them in the safe.

9/22/01            Boston, Massachusetts

265A-NY-280350-302

9/25/01

9/11 Law Enforcement Privacy

[PDF page 1]

BEGPRODNO : M-INT-00070950  
BEGBATES : 265A-NY-280350-302~21991  
DATE = 09/20/2001  
FBIDESCR : LARRY WANSLEY, AMERICAN AIRLINES DIRECTOR OF SECURITY  
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/21/2001

Pursuant to a Federal Bureau of Investigation, Dallas Division request, AMERICAN AIRLINES AA Director of Security, Larry Wansley, advised that AA is not aware of anyone at AA releasing a transcript of a telephone call involving AA flight attendant Sweeney. On 09/20/01, SA [redacted] relayed this information to SIOC via telephone.

9/11 Law Enforcement Privacy

Investigation on  
09/20/01 at  
Dallas, Texas

File # 265D-NY-280350  
by [redacted]

Date dictated  
09/21/01

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[PDF page 1]

BEGPRODNO : M-INT-00072387  
BEGBATES : 265A-NY-280350-302~23227  
DATE = 09/22/2001  
FBIDESCR : INTERVIEW OF KEITH ALAN BRADKOWSKI, ICF SF2213  
FULLTEXT : 09/22/01

Lead Control Number: SF2213  
KEITH ALAN BRADKOWSKI born [REDACTED] Social  
Security Account Number SSAN [REDACTED]

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California. After being advised of the identity of the interviewing agent and the nature of the interview, BRADKOWSKI provided the following information:

BRADKOWSKI was the domestic partner of JEFFREY COLLIN, Flight Attendant, American Airlines Flight 11 which departed from Boston, Massachusetts, on September 11, 2001. BRADKOWSKI had been domestic partners with COLLIN since August 25, 1990. BRADKOWSKI and COLLIN were issued a Certificate of Declaration of Domestic Partnership on November 1, 2000, from the State of California, File Number 5290. BRADKOWSKI will be traveling to Boston, Massachusetts, and Chicago, Illinois, to visit COLLIN's family and friends for approximately two weeks beginning September 23, 2001.

BRADKOWSKI provided the following information on JEFFREY COLLIN:

Full name:	JEFFREY DWAYNE COLLIN
DOB:	09/28/1959
POB:	Yorkville, Illinois
SSAN:	332-56-6336
Driver's License:	B4091442, California
Ethnicity:	Caucasian
Hair:	Blond
Eyes:	Blue
Height:	5 feet 10 inches
Weight:	Approximately 175 pounds

COLLIN also rented an apartment in the Boston area at 38 Beal Street, Apartment 1, Winthrop, Massachusetts, telephone 617539-1030. COLLIN rented an apartment in the Boston area because he worked the flight shifts between Boston and San Francisco International Airport on a regular basis. COLLIN took

09/22/2001 Novato, California

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[PDF page 1]

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KEITH ALAN BRADKOWSKI 09/22/2001 2

the Boston to Los Angeles shift for American Airlines Flight 11 on September 11, 2001, so that he can fulfill the required working hours and take a couple of extra days off.

COLLIN telephonically contacted BRADKOWSKI at approximately 2:00 AM on September 11, 2001. COLLIN told BRADKOWSKI that he woke up suddenly and could not go back to

sleep. COLLMAN said he just wanted to call BRADKOWSKI to tell him that he loved him and that he looked forward to seeing BRADKOWSKI later that week. COLLMAN and BRADKOWSKI made arrangements to meet at the San Jose Airport.

COLLMAN's formal title of occupation was Flight Attendant, American Airlines, mailing address P.O. Box 619616 DFW Airport, Texas. COLLMAN carried a black carry-on bag by Travelpro and a standard issued black flight crew bag, which "looks like a large lunch box." BRADKOWSKI advised that COLLMAN wore a silver Movado watch with a black face, a Cartier wedding band on his right ring finger, and carried a black Gucci wallet. COLLMAN did not have any identifiable marks. However, COLLMAN had surgery done on his left shoulder, and had an orchidectomy on his left testicle because he had testicular hydrocele. COLLMAN did not own a vehicle. COLLMAN took public transportation to commute to work.

BRADKOWSKI provided COLLMAN's biological father's information just in case the Federal Bureau of Investigation FBI decided to conduct a DNA comparison for the victims of the World Trade Center terrorist attack on September 11, 2001:

[redacted] telephone [redacted] BRADKOWSKI stated that he would like to be informed of the progress of the investigation.

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[PDF page 2]

BEGPRODNO : M-INT-00063698  
BEGBATES : 265A-NY-280350-302-9787  
DATE = 09/12/2001  
FBIDESCR : EVELYN NUNEZ  
FULLTEXT : 09/12/01

EVELYN NUNEZ was contacted at the American Airlines administrative office at Logan Airport, Boston, Massachusetts. After being advised of the personal and official identities of the investigating Agent and the identities of Sergeant [REDACTED] [REDACTED] Massachusetts State Police MSP, NUNEZ provided the following information:

NUNEZ is a passenger service agent for American Airlines and was previously an American Airlines AA flight attendant. At 4:45 AM on 9/11/01, NUNEZ reported for work at AA's M.O.D. office. After performing her regular early morning job duties such as preparing the paperwork for early flights, passenger loads, and duty free charts, NUNEZ did a walk-through of the American Airlines offices. NUNEZ also took a call from a flight attendant who called in sick for AA Flight #11 from Boston to Los Angeles. As a result, the stand-by flight attendant named Jean flew instead.

After 8:30 AM on September 11, 2001, NUNEZ received a telephone call from a AA flight attendant who did not give her name and stated that Flight 12 at Gate 32 had two flight attendants stabbed. In addition, there was a passenger in row 9 who had their throat cut by a passenger in seat 10B. NUNEZ also learned the hijackers said they had a bomb. The flight attendant was talking fast and then got disconnected. NUNEZ immediately called flight operations for AA to determine the status of Flight 12. NUNEZ learned that it was Flight 11 that had just left and she ran a computer check to determine the identity of the passenger in seat 10B on Flight 11. NUNEZ determined it was SATAM AL SUQAMI, who purchased an E-Ticket in Fort Lauderdale on August 28, 2001. NUNEZ provided the investigating Agent with the printout on AL SUQAMI.

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Following the first call from the flight attendant, another call came through which was answered by Jim Sayer, another AA Manager.

09/11/01                      Boston, MA  
265D-NY-280350                09/11/01  
[REDACTED]

[PDF page 1]

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Evelyn Nunez                 09/11/01                 2

The following identifying information was obtained from NUNEZ:

NAME:                        EVELYN NUNEZ  
DATE OF BIRTH: [REDACTED]  
SSAN: [REDACTED]

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ADDRESS:

AA#:

MASSPORT#:

9/11 Personal Privacy

[PDF page 2]

BEGPRODNO : M-INT-00057595  
BEGBATES : 265A-NY-280350-302-12952  
DATE = 09/20/2001  
FBIDESCR : SWEENEY, MICHAEL G  
FULLTEXT : FD-302 (Rev. 10-6-95)

9/11 First Responder/Family Privacy

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/21/2001

MICHAEL G. SWEENEY, DOB [REDACTED]

[REDACTED] was advised of the identity of the interviewing agent and the nature and the purpose of the interview. Present for the interview were PATRICIA SWEENEY and ROBERT SWEENEY, brother and sister, and PATRICK HALEY, a friend and co-worker.

MADELINE "AMY" SWEENEY DOB 12/14/65, was employed as a flight attendant FA with American Airline for 14 years. She has been stationed in Dallas and New York. She has been based at Logan International Airport in Boston for 12 years.

On September 11, 2001 AMY awoke at approximately 4:30am, she left her residence at [REDACTED] at approximately 5:30am. She drove herself to an employees parking lot in Chelsea, MA. This usually takes one hour. A shuttle bus takes airline employees to Logan from the lot.

AMY called MICHAEL from her cellular telephone at approximately 7:15am, SPRINT PCS 978 985-3304, Account # 0051176951-5 in the name of MADELINE A. SWEENEY. This call was made from the airplane. MICHAEL considered this highly unusual.

[REDACTED]  
MICHAEL stated that the call was made before the plane had taken off. He stated that AMY was acting normally and was not alarmed. He stated that he did not overhear any unusual noises or conversations. Their conversation lasted a few minutes. MICHAEL stated that AMY's flight, AA 11, was scheduled to depart at 7:45am. The flight did not depart until 7:59am.

MICHAEL SWEENEY is an Environmental Police Officer EPO with the rank of Sergeant. He is assigned to the Attorney General's Office as part of a task force. MICHAEL has been employed as an EPO for approximately 20 years. MICHAEL proceeded to a meeting at the Westboro, MA headquarters for 9:00am. He heard about a plane crash into the World Trade Center WTC on the radio. While at the meeting location he and co-workers listened to the

Investigation on  
09/20/2001

at [REDACTED]

File #  
265D-NY-280350  
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09/21/2001

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[PDF page 1]

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Continuation of FD-302 of Michael Sweeney , On 09/20/2001 , Page 2

radio for more details. He heard the news of the second crash. At approximately 9:45am, the meeting started. MICHAEL did not feel right, so he left the meeting and called AMY's cell phone and left a message asking AMY to call when she had a chance.

Sometime after 10:00am MICHAEL received a page listing an out of state number. He called the number and spoke with a classmate of AMY's from Flight Attendant school. The classmate stated that he had hoped AMY was not on the doomed flight. He gave MICHAEL an 800 number AA had established for family members.

MICHAEL made several attempts to contact the 800 number with negative results. MICHAEL contacted a lieutenant at the Environmental Police, GAIL LARSON, in an attempt to gain information from Logan. He was able to speak with JACK KELLY at Logan. KELLY confirmed with MICHAEL that the doomed flight was AA 11.

A short time later the classmate called back and advised MICHAEL that AMY's flight and crew were involved.

The 800 number was accessed and AA unofficially confirmed that AMY's flight had crashed into the WTC.

MICHAEL then received a call from AMY's parents advising that she was on the flight.

MICHAEL MOORE, an EPO drove MICHAEL to his parents house in Boxboro, MA. They arrived at 11:00am.

AA contacted MICHAEL at approximately 4:00pm and officially confirmed the crash of the plane.

MICHAEL contacted LARSON and advised her to contact the FBI, so that he may report his telephone conversation with AMY. At some point MICHAEL spoke with SSA [REDACTED] and informed him of the cellular telephone call, the phone number and billing information.

AA contacted MICHAEL to advise of the FBI briefing to family members at the airport Hilton. MICHAEL advised that he could not make the briefing. AA advised that it would be a waste of time and not to worry.

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Continuation of FD-302 of Michael Sweeney , On 09/20/2001 , Page 3

MICHAEL's brother ROBERT was in Ireland when this event occurred. He was flown back home by AA. This took several days. AA also set up accommodations for family members a hotel in Boxboro.

On September 13, 2001 in the early evening, MICHAEL received a telephone call from AA stating that AMY had made an additional telephone call to the airline and that she had relayed crucial information and remained extremely calm.

MICHAEL contacted an individual who paged ASAC. [REDACTED] [REDACTED] called MICHAEL after midnight on 09/14/2001. [REDACTED] was able to provide MICHAEL with additional details.

On 09/14/2001 AMY's brother BILLY drove to Boxboro from Manchester, NH and met with MICHAEL. They spoke with a representative from AA. The representative gave them details of the telephone conversation AMY had with the ground control. AA also advised that FA BETTY ONG had called reservations from the flight and spoke for approximately 20 minutes. ONG may have been sitting next to AMY.

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On Saturday 09/15/2001 a memorial service was held for AMY. MICHAEL WOODWARD was introduced by KELLY COX of AA to MICHAEL as the person who had spoken with AMY on the phone. WOODWARD was extremely distraught and could only provide MICHAEL with brief details of the conversation.

On Tuesday 09/18/2001 AA care givers discussed benefits with MICHAEL.

On 09/19/2001 MICHAEL watched nightline on ABC. This program told the story of AMY's telephone call as reported by the LA Times. The story had quotes of the call. MICHAEL assued that this information was leaked by the FBI. MICHAEL spoke with ASAC [REDACTED] via telephone at approximately 1:00am on 09/20/2001. [REDACTED] assured MICHAEL that he would investigate a potential leak. MICHAEL also referenced the possibility of a transcript of the phone conversation.

MICHAEL left a message with COX at AA requesting a call from WOODWARD.

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Continuation of FD-302 of Michael Sweeney , On 09/20/2001 , Page 4

At approximately 11:00am COX and WOODWARD spoke with MICHAEL. WOODWARD denied speaking with the media. WOODWARD gave exact details of the telephone conversation.

MICHAEL stated through his knowledge of AA flight

protocol, from AMY, it was ironic that the only two FA's that were stabbed and overpowered were numbers 1 and 5. These FA's were the only individuals to carry cockpit keys on their person. All other FA's place these keys in their flight bags.

[REDACTED]  
9/11 First Responder/Family Privacy

[REDACTED] MICHAEL also requested that the FBI confirm with the media his wife's telephone conversation with WOODWARD.

[PDF page 4]

9/11 Personal Privacy

BEGPRODNO : M-INT-00009302  
BEGBATES : 265A-NY-280350-302~470  
DATE = 09/13/2001  
FBIDESCR : 09/12/01, HALLE CAMERON INTERVIEW  
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/13/2001

On September 12, 2001, HALLE CAMERON, date of birth [REDACTED]

[REDACTED] was interviewed at her residence by SA [REDACTED], FBI and SA [REDACTED], NCIS. CAMERON has been employed as a Flight Attendant for American Airlines for ten years. CAMERON was scheduled to work on Flight # 11 on September 11, 2001. On September 10, 2001, CAMERON played in a golf tournament and had dinner with friends. Upon returning to her home, she did not feel well. She called the scheduling line for American Airlines to call in sick. CAMERON noted that the sign in process is automated. She entered her employee number and password to report that would not be flying on Flight 11.

The next morning, she received a call at 6:52am from American Airlines inquiring as to her whereabouts. They advised that they had not received her notification. She again advised that she was unable to come in to work.

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Investigation on 9/12/2001 at Kittery, Maine

File # 265D-NY-280350  
by [REDACTED]

Date dictated 9/13/2001

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[PDF page 1]

BEGPRODNO : M-INT-00016592  
BEGBATES : 265A-NY-280350-CE~1013  
DATE = 09/12/2001  
FBIDESCR : RAY CORNELL SCOTT  
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

9/11 Personal Privacy  
Date of transcription 09/12/2001

RE: LEAD CONTROL NUMBERS: DL267 AND CE66

RAY CORNELL SCOTT, date of birth [redacted]

[redacted] telephone number [redacted] was interviewed at his place of employment, AMERICAN AIRLINES AA SOUTHEASTERN RESERVATIONS OFFICE, 500 Gregson Drive, Cary, North Carolina, telephone number [redacted]. SCOTT was advised of the official identity of the interviewing agent and the nature of the interview. He then provided the following information:

On September 11, 2001, SCOTT was the manager on duty at the Information Center when he received a report of an emergency telephone call which was being handled by a representative in the International Department.

SCOTT was informed the call concerned a hijacking and went to the station of VANESSA MINTER whom he replaced on the telephone call. When SCOTT began listening to the call, Operations Specialist NYDIA GONZALEZ was already on the line. GONZALEZ was handling the dialogue with the individual who placed the call and SCOTT simply listened.

SCOTT learned that the individual who placed the call was a Flight Attendant named BETTY. BETTY further identified herself as being Flight Attendant Number 3 on AA Flight 11. Flight Attendant Number 3 was the AA designation for the attendant who serviced the coach section of the plane and was typically stationed in the rear of the aircraft. BETTY (LAST NAME UNKNOWN)(LNU) was questioned as to whether there were any injuries. BETTY stated the individual who was seated in 9B, further described as a Mr. LEWIN, appeared to be dead. Flight Attendant Number 1 was stabbed and in serious condition. Flight Attendant Number 1 had been placed on oxygen. Flight Attendant Number 5 had also been stabbed, but was not described as being in serious condition. SCOTT explained that Flight Attendant Number 1 is the Head Flight Attendant and typically services the First Class area of the plane. Flight Attendant Number 5 could be responsible for working anywhere on the cabin.

Investigation on  
09/12/2001 at  
Cary, North Carolina

File # 265D-NY-280350-CF Date dictated  
by 9/11 Law Enforcement Privacy 09/12/2001

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Continuation of FD-302 of RAY CORNELL SCOTT , On 09/12/2001 , Page 2

SCOTT listened as BETTY relayed that a passenger who was seated in 10B was currently in the cockpit. This passenger's name was provided and phonetically reported as SAMIR AL ASAQUAMI.

BETTY informed the First Class passengers had been moved to the coach section but did not specify if this was done by the flight crew or the hijackers. It appeared to SCOTT that BETTY LNU was getting her information from another individual and relaying it to the Reservations Office.

BETTY began explaining that the plane was rapidly descending and that they were going down fast. Thereafter, the phone call was disconnected. SCOTT looked at the clock which indicated the time was approximately 8:43 A.M.

Throughout the conversation, Flight Attendant BETTY LNU provided no indication of where the aircraft was headed or the purpose of the hijacking attempt.

SCOTT estimated he listened to approximately ten minutes of a conversation which was reported to be in excess of twenty 20 minutes in length.

SCOTT overheard no reference to the total number of flight attendants, the total number of hijackers, or how soon the event occurred after takeoff.

SCOTT had no indication as to what was used to stab the flight attendants.

[PDF page 2]

BEGPRODNO : M-INT-00016601  
BEGBATES : 265A-NY-280350-CE~1016  
DATE = 09/12/2001  
FBIDESCR : TROY WREGGELSWORTH  
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/13/2001

RE: LEAD CONTROL NUMBERS DL267 AND CE 66

TROY WREGGELSWORTH, date of birth [redacted]

home address [redacted] telephone number [redacted] was interviewed at his place of employment, AMERICAN AIRLINES AA SOUTHEASTERN RESERVATION CENTER SERO, 500 Gregson Drive, Cary, North Carolina, telephone number [redacted] where he is employed as the Systems Analyst. After being advised as to the identity of the interviewing agent and as to the nature of the interview, WREGGELSWORTH provided the following information:

WREGGELSWORTH provided to the interviewing agent three CD ROM recordings of a telephone call received at the SERO on September 11, 2001, at approximately 8:20 A.M., from a Flight Attendant FA aboard Flight 11. The CD ROM recordings made by WREGGELSWORTH were distinct. The first CD ROM recording of the telephone call was in the WAV format as an exact duplicate of the WAV format as it exists on the computer of AA at the SERO as produced by WREGGELSWORTH himself. The second CD ROM contained a copy of the WAV format recording and an exact duplicate of the original recording in its original recorded format which is a ROCKWELL INDUSTRIES proprietary software format. The third CD ROM is an exact duplicate of the second CD ROM. The first two CD ROMS were placed into evidence with the third CD ROM being placed in a 1A envelope as a work copy for investigative purposes.

Investigation on 09/12/2001 at Cary, North Carolina

File # 265D-NY-280350-CE Date dictated 09/12/2001  
by 9/11 Law Enforcement Privacy

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[PDF page 1]

BEGPRODNO : M-INT-00016604  
BEGBATES : 265A-NY-280350-CE~1017  
DATE = 09/11/2001  
FBIDESCR : TROY WREGGELSWORTH  
FULLTEXT : FD-302 (Rev. 10-6-95)

9/11 Personal Privacy

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/13/2001

RE: LEAD CONTROL NUMBERS: DL267 AND CE66

TROY WREGGELSWORTH, date of birth [redacted]  
white male, home address [redacted] was [redacted]  
interviewed at his place of employment, AMERICAN AIRLINES AA  
SOUTHEASTERN RESERVATION CENTER, 500 Gregson Drive, Cary, North  
Carolina 27511, telephone number [redacted] where he is  
employed as the Systems Analyst for the facility. WREGGELSWORTH,  
after being advised as to the identity of the interviewing agent,  
provided the following information:

WREGGELSWORTH stated the telephonic system utilized by  
the AA SOUTHEASTERN RESERVATION CENTER otherwise known as SERO,  
was an "ACD" switch that is produced by ROCKWELL INDUSTRIES and  
is known by the generic name of "ROCKWELL SPECTRUM".  
WREGGELSWORTH stated that ROCKWELL kept a full-time  
representative on premises who WREGGELSWORTH identified as LARRY  
YARBROUGH.

WREGGELSWORTH explained that airline reservations for  
the entire United States on behalf of AA is handled through one  
of seven 7 locations. Those locations are as follows:

Hartford designated as ERO  
Cincinnati designated as CRO  
Dallas designated as DTRO  
Fort Worth designed as SRO  
Tucson designated as SWRO  
Las Vegas designated as LVRO  
Raleigh designated as SERO

Investigation on 09/11/2001 at Cary, North Carolina  
File # 265D-NY-280350-CE Date dictated 09/12/2001  
by 9/11 Law Enforcement Privacy

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Continuation of FD-302 of TROY WIEGGELSWORTH , On 09/11/2001 , Page 2

WREGGELSWORTH stated he was aware that a flight attendant FA on AA Flight 11 out of Boston placed a telephone call to the Reservations Center at SERO on instant date. WREGGELSWORTH stated that all incoming calls come into the telephone circuit and are routed to the appropriate Customer Service Agent CSA. WREGGELSWORTH stated the system did employ a recording ability and that agents merely have to push an emergency button which would record telephone calls for approximately four minutes in total. WREGGELSWORTH stated after 4 minutes, the system automatically shut off the recording. WREGGELSWORTH stated in instant matter, the telephone call from the FA on AA Flight 11 had lasted much longer than four minutes and that only the first four minutes of the telephone call had been captured by the system. WREGGELSWORTH informed that the telephone system would not erase the call in its main circuitry. WREGGELSWORTH and YARBROUGH made an off-line duplicate of the telephone call to ensure that the file was backed up. This file in its original format is in a ROCKWELL proprietary software format and can only be listened to through that format in its original state. WREGGELSWORTH copied the original ROCKWELL recording, converting it to a WAV format. WREGGELSWORTH stated he did this conversion to a WAV format so that he could e-mail a copy of the recording to his corporate security in Dallas, Texas. WREGGELSWORTH identified the individual in corporate security that he e-mailed the WAV copy to as LARRY WANSLEY, the Managing Director of Corporate Security. YARBROUGH routed original ACD call in the ROCKWELL format to a stand-alone computer connected to the phone system so it would be safe from any computer crashes. It is encoded in the exact ROCKWELL format that it was received.

[PDF page 2]

BEGPRODNO : M-INT-00016607  
BEGBATES : 265A-NY-280350-CE~1018  
DATE = 09/12/2001  
FBIDESCR : NYDIA E. GONZALEZ  
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

9/11 Personal Privacy

Date of transcription 09/12/2001

RE: LEAD CONTROL NUMBERS: DL267; CE66; AND CE233

NYDIA E. GONZALEZ, Hispanic female, born [redacted]

[redacted]  
home  
home

[redacted] was interviewed at her place of employment, American Airlines AA Southeastern Reservation Center SERO, 500 Greason Drive, Cary, North Carolina 27511, telephone number [redacted]. After being advised of the identity of the interviewing Agent and the nature of the interview, GONZALEZ provided the following information:

GONZALEZ is a Reservation Operations Specialist for the AA, employee number [redacted]. She has been working for AA for approximately 20 years. The SERO is one of several AA's air travel reservation call centers. Their main reservation center is located in Dallas, Texas. GONZALEZ is a supervisor in charge of monitoring calls and coordinating any emergency calls with their main office as necessary.

On September 11, 2001, on or about 8:20 AM, GONZALEZ was at her desk when she received an emergency signal light on her telephone console. (The emergency signal can be initiated by any AA reservation agent by pressing a button at their desk, whenever they receive a call deemed to be emergency in nature.) The emergency signal light was initiated by WINSTON SADLER, one of the reservation agent on duty, who received a call from a woman identified as BETTY ONG. GONZALEZ monitored the telephone conversation between SADLER and ONG. ONG identified herself as the "number 3" flight attendant FA on the AA flight number 11, from Boston to Los Angeles. ONG said that she was sitting on the "jump seat 3R" at the rear of the aircraft, and she advised that somebody got stabbed in business class, onboard the airplane. At that point, GONZALEZ contacted CRAIG MARKEE, the manager on duty at the AA Security Operations Control SOC located in Dallas, Texas. GONZALES was coordinating the call with MARKEE while she monitored the conversation between SADLER and ONG. ONG reported that the number 1 and number 5 FA's got stabbed, and that nobody can get into the cockpit. GONZALES deduced later in the

Investigation on  
09/12/2001 at  
Cary, North Carolina

File # 265D-NY-280350-CE Date dictated  
b9/11 Law Enforcement Privacy 09/12/2001

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Continuation of FD-302 of Nydia E. Gonzalez , On 09/12/2001 , Page 2

conversation that the lead FA, number 1, had been seriously stabbed and might be unconscious. The number 1 FA was on oxygen at some point. The number 5 FA was also stabbed, but the injury was not serious. GONZALEZ said that ONG was at the rear of the airplane and did not see the knife weapon. GONZALEZ was relaying the information back to MARKEE as ONG described the situation on the airplane.

GONZALEZ advised that when SADLER pressed the emergency button, the telephone conversation was being recorded automatically on a Rockwell telephone recording device. The recording device is capable of recording only up to 4 minutes. The duration of telephone contact with ONG lasted approximately 23 to 25 minutes. She said that the recorded portion of the conversation was provided to the FBI. The unrecorded portion of the conversation is as follow:

ONG advised that there appeared to be two passengers locked in the cockpit, one of which was assigned to seat 10B, business class, under the name of AL SUGAMI phonetic. ONG was getting this information from other flight attendants. She did not see the two passengers, and could not provide any physical descriptions of them.

GONZALEZ asked ONG about the condition of all passengers and whether the flight crew made any announcements. ONG said that no announcements were made, and that the passengers in coach class suspect something was going on, but were not aware of the situation. ONG said that the First Class passengers were moved to Coach, and that the Business Class cabin was sprayed with possibly mace. ONG said that it was difficult to breathe, and it was difficult to see what was going on in the Business and First Class. ONG told GONZALEZ that she was informed by other FA's that a passenger by the name of DANIEL LEWIN may have been fatally wounded. GONZALEZ said that LEWIN may have been on sit 9B, but that information is not confirmed.

ONG kept GONZALEZ apprised of the flying condition of the airplane, and that from time to time the airplane was taking rapid descents and flying sideways, erratically. Throughout the call, GONZALEZ did not hear much commotion on the background. There were moments in the conversations where ONG asked for their prayers. GONZALEZ tried to keep the line open and kept ONG talking. At one point, ONG started to cry and said "Oh God Oh God, what is going on!" and the call ended. GONZALEZ later saw what

[PDF page 2]

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Continuation of FD-302 of Nydia E. Gonzalez , On 09/12/2001 , Page 3

happened on the television news coverage of the destruction of the World Trade Center.

On a separate matter, GONZALEZ told the writer about another call on or about 9:30AM, September 11, 2001 by a woman named [REDACTED] telephone number [REDACTED], from Eugene, Oregon. This call was received by AA Reservation Agent TYLER BURT, who also pressed the emergency button to notified GONZALEZ. [REDACTED] reported that her father, [REDACTED] last name not reported, flew on AA flight number 2076 from Dallas, Texas DFW to Portland, Oregon PDX on Sunday, September 9, 2001. Upon returning to his home in Eugene, Oregon, he opened his suitcase and found that all of his belonging, with the exception of his toiletries, were missing inside the suitcase. Instead, he found several plastic bags, fuses, and 3 memos written in Arabic. [REDACTED] reported that in the memos, she could only read the English words "Millbroke, CT" and "Winsted, CT", and that the memos were dated in July. [REDACTED] said that her father was certain that the suitcase was his, and that his toiletries were in there. GONZALEZ did not have any additional information regarding the details of the contents of the suitcase or the description of fuses found. On September 11, 2001, she contacted AA Security Managing Director, LARRY WANSLEY, and reported the incident right after the call.

[PDF page 3]

BEGPRODNO : M-INT-00016612  
BEGBATES : 265A-NY-280350-CE~1021  
DATE = 09/11/2001  
FBIDESCR : KIP HAMILTON  
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

9/11 Personal Privacy

Date of transcription 09/13/2001

RE: LEAD CONTROL NUMBERS DL267 AND CE66

KIP HAMILTON, white female, date of birth [redacted]  
[redacted] was interviewed at her place of employment, AMERICAN  
AIRLINES AA SOUTHEASTERN RESERVATION CENTER SERO, 500 Gregson  
Drive, Cary, North Carolina, telephone number [redacted] where  
she is currently employed as the Managing Director of  
Reservations. After being advised as to the identity of the  
interviewing agent and as to the nature of the interview,  
HAMILTON provided the following information:

HAMILTON stated she had been in contact with Corporate  
Security in Dallas, Texas, on instant date. HAMILTON identified  
Managing Security Director LARRY WANSLEY as her contact.  
HAMILTON stated at approximately 8:20 that morning, a call had  
come in from Flight 11 leaving Boston from a flight attendant  
FA on board and had been routed in some fashion to Customer  
Service Agent CSA VANESSA MINTER. At some point during the  
conversation, the record button had been hit and four minutes of  
the conversation was recorded. HAMILTON advised the total  
conversation lasted approximately 28 minutes. HAMILTON advised  
during the conversation, passengers seated in seats 2A and 2B and  
10B were listed by the FA as individuals who had participated in  
the takeover of Flight 11. HAMILTON stated that at some point  
during the telephone call, MINTER transferred the call to another  
agent, WINSTON SADLER. HAMILTON identified the individuals  
designated by the FA as participating as follows:

Passenger 2A was identified as WAIL ALSHEHRI  
Passenger 2B was identified as WALEE ALSHEHRI  
Passenger 10B was identified as SATAM AL SUQAMI

HAMILTON stated that a FA onboard a moving aircraft  
could be in contact with the reservations office by either using  
any telephone to dial [redacted] or by using the flight  
telephone aboard the airline and dialing [redacted]  
HAMILTON explained that the "0" numbers were used by FAs  
habitually to place customers in contact with reservation agents  
so that they could change their flight plans or make connections.

Investigation on  
09/11/2001 at  
Cary, North Carolina

File #

265D-NY-280350-CE

Date dictated

09/12/2001

by

9/11 Law Enforcement Privacy

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Continuation of FD-302 of KIP HAMILTON , On 09/11/2001 , Page 2

HAMILTON stated that if an airline utilized the "\*" system on their flight phones located in the airplane, then all calls were routed to the Cary, North Carolina, facility. HAMILTON stated if the 1-800 number was utilized, then the call could go to one of seven 7 facilities in the United States depending on the call volume being experienced at the time. HAMILTON stated that the Cary, North Carolina, facility would be just one of those seven 7 facilities. HAMILTON advised the flight phone used in AA airplanes was operated by AT&T Digital.

HAMILTON reported that a customer had called earlier that day on September 11, 2001, concerning her father's toiletries being replaced by switches and mechanisms. HAMILTON explained that Customer [REDACTED] telephone number [REDACTED] [REDACTED] complained that her father, [REDACTED] had flown on Flight 2076 on September 9, 2001, from Dallas-Fort Worth to Portland, Oregon. During that flight, a small plastic bag full of fuses and a five page fax written in Arabic was somehow placed into BLAKE WOOLBRIGHT's luggage.

9/11 Personal Privacy

HAMILTON stated that each AA employee who had spoken to FA BETTY ONG had been asked to write a brief statement of the facts they had obtained from the telephone call. These original statements and the original typed statements of two were given to the interviewing agent. In total, HAMILTON provided the following original documentation to the interviewing agent which were placed into evidence:

1. A handwritten statement by WINSTON SADLER.
2. A typed statement by RAY C. SCOTT.
3. A handwritten statement by [REDACTED]
4. A typed statement by NYDIA E. GONZALEZ.
5. A signed typed statement by RAY C. SCOTT.
6. A handwritten multiple page statement by VANESSA MINTER.
7. A typed version of MINTER's statement.
8. A typed version of SADLER's statement.

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Continuation of FD-302 of KIP HAMILTON , On 09/11/2001 , Page 3

9. A printout on passenger MOHAMED ATTA, seated in Seat 8D who had purchased a one-way ticket on Flight 11.
10. A passenger printout on SATAM AL SUQAMI, who was seated in Seat 10B on Flight 11.
11. A printout of upgrades and occupancy of the flight 11.
12. A passenger list for Flight 11 printed on Tuesday, September 11, 2001, at 9:07.
13. A computer printout of a passenger list dated September 11, 2001, for Flight 11.

[PDF page 3]

BEGPRODNO : M-INT-00016621  
BEGBATES : 265A-NY-280350-CE~1026  
DATE = 09/12/2001  
FBIDESCR : ON SEPTEMBER 12, 2001, LARRY DAVID YARBROUGH, WHITE  
FULLTEXT : FD-302 (Rev. 10-6-95)

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9/11 Personal Privacy

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/13/2001

RE: LEAD CONTROL NUMBERS: DL267 AND CE66

On September 12, 2001, LARRY DAVID YARBROUGH, white male, date of birth [redacted] Field Service Consultant, ROCKWELL ELECTRONIC COMMERCE REC, telephone number [redacted] [redacted] provided SA [redacted] with Agent Activity Reports for WINSTON SADLER, Agent ID Number [redacted] and VANESSA MINTER, Agent ID Number [redacted]. These records reflect an incoming call received by AMERICAN AIRLINES AA Southeastern Reservation Office SERO at approximately 8:20 A.M., on September 11, 2001. This call received was from Flight Attendant FA BETTY ONG, Flight 11, referencing her plane in the process of being hijacked on September 11, 2001.

A copy of these Agent Activity Reports is attached and made a part hereto. The original of these Agent Activity Reports will be placed in the 1A Section of this file.

9/11 Law Enforcement Privacy

Investigation on  
09/12/2001 at  
Cary, North Carolina

File # 265D-NY-280350-CE Date dictated  
by [redacted] 09/13/2001

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[PDF page 1]

BEGPRODNO : M-INT-00036003  
BEGBATES : 265A-NY-280350-302~5832  
DATE = 09/12/2001  
FBIDESCR : ALLISON, V BLAKE III  
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/13/2001

V. BLAKE ALLISON, III was interviewed at the Logan Airport Hilton Hotel. Also present for the interview was Trooper [REDACTED] Massachusetts State Police. MR. ALLISON was advised of the identity of the interviewing Agent, Trooper [REDACTED] and the purpose of the interview. He provided the following information.

9/11 Law Enforcement Privacy

MR. ALLISON is the husband of ANNA S.W. ALLISON, who was a passenger on American Airlines Flight 11 on September 11, 2001. He advised that MS. ALLISON had a date of birth of 09/30/52. He advised that she was 5'4" tall with reddish brown hair, brown eyes, freckles and was approximately 150 pounds. He advised that she did not have any distinguishing marks. He advised that on September 11, 2001, he drove his wife to the airport and parked in Terminal parking lot C because Terminal B's parking lot was full. They walked to Terminal B and checked in at approximately 6:45 a.m. They went to the end of the upper deck of Terminal B and sat together while his wife had a cigarette. He left the airport at approximately 7:00 a.m. He advised that at 7:45 a.m. she called him on her cell phone from the American Airlines Flight. He advised that she called to wish him well about a business related event at the Boston Harbor Hotel. He advised that she spoke briefly because a flight attendant told her to conclude the call. He advised that this was before the airplane took off. He believes that she was seated in Row 31 in the middle section by herself.

He advised that she carried a single blue bag made of dark blue canvas. He described it as an expandable bag with pouches. He advised that she had a lime green identification tag and an American Airlines Admiral Club tag on her bag. He advised that she also brought a laptop computer and a handbag on the flight.

He advised that his wife owns her own company and does quality assurance and risk management for clients. Her main client is Toyota. He advised that she travels approximately two times a month on this flight American Airlines 11. He estimates that she has traveled on this flight since April of this year. He was not aware of any unusual activity from his trip to the airport, from his

Investigation on  
09/12/01 at  
Boston, Massachusetts  
File # 265D-NY-280350  
by [REDACTED]

Date dictated  
09/12/01

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Continuation of FD-302 of V. BLAKE ALLISON, III , On 09/12/01 , Page 2

wife's telephone call from the airplane, or from her frequent flights utilizing American Airlines Flight 11.

He advised that she was dressed in a black hip length double breasted green shell and a blue suit with a close fitting skirt. He advised that she was wearing a red short sleeve blouse with white polka dots and wore black loafers with tassles and nylons. He advised that she wore jewelry including an engagement ring which is a zircon surrounded by small diamonds. He advised that one diamond is missing from the setting. She also wore a wedding band. She also wore a replica of his watch which is a Seiko with a brown leather strap and a half moon face.

He advised that she was not traveling with anyone.

He advised that her dentist is DR. JAMES HIRSHBERG of HIRSHBERG DENTAL at Post Office Square, Boston, Massachusetts. He advised that his wife had a few silver fillings and a crown. He advised, if needed, she had recently made mold of her teeth for whitening purposes which she has at home.

MR. ALLISON provided his current address as [REDACTED]

[PDF page 2]

9/11 First Responder/Family Privacy

M-INT-00024155  
265A-NY-280350-302~39886  
09/13/2001  
TERRY BIGGIO  
FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/13/2001

TERRY BIGGIO, Operations Manager, FEDERAL AVIATION  
ADMINISTRATION FAA, Nashua, New Hampshire, telephone number  
[redacted] was advised of the identities of the interviewing  
Agents and the purpose of the investigation. He thereafter  
provided the following information:

With respect to AMERICAN AIRLINES Flight 11, Boston to  
Los Angeles, the airplane departed Boston Logan Airport at 8:00  
a.m. It was a Boeing 767. BIGGIO advised that they were in the  
process of pulling recorded conversations which air traffic  
controllers overhead. These conversations involved a male with a  
Middle Eastern accent saying words to the effect, "We have more  
planes. Everybody do not move." The airplane was north of  
Cambridge, Massachusetts, when these conversations were overheard.

Shortly after, the airplane's transponder was turned off.  
This prohibited the pilot from squawking [redacted] which is an  
emergency code. Radar showed the plane turning southbound which  
was not the correct direction.

9/11 Closed by Statute

The Nashua facility received a telephone call from  
Kennedy Airport. They said the plane had disappeared from their  
radar. Shortly after, the emergency locator transmitter or ELT  
began to sound off.

With respect to UNITED AIRLINES Flight 175, BIGGIO  
advised that this was a Boeing 767 which took off at 8:15 a.m.  
from Boston. The destination was Los Angeles. Shortly after take-  
off, the facility in Nashua handed over communications to the New  
York center.

BIGGIO advised that the FAA had grounded all flights.  
Airports throughout the country were allowing planes to land, but  
were grounding all future take-offs.

Investigation on  
09/11/2001 at  
Nashua, NH

File #

265A-NY-280350

Date dictated

09/13/2001

by

[redacted]  
9/11 Law Enforcement Privacy

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Continuation of FD-302 of TERRY BIGGIO , On 09/11/2001 , Page 2

BIGGIO advised that the Nashua facility's air space included Maine, Boston, Kennedy Airport, Cape Cod, Poughkeepsie, New York, Binghamton, and Syracuse, New York.

BIGGIO advised there were two airplanes unaccounted for which is very unusual.

[PDF page 2]

BEGPRODNO : M-INT-00019167  
BEGBATES : 265A-NY-280350-302~37123  
DATE = 09/11/2001  
FBIDESCR : MARSHA L SMITH  
FULLTEXT : 09/14/01

MARSHA L. SMITH, date of birth [REDACTED] cellular telephone [REDACTED]  
number [REDACTED] home telephone number [REDACTED] Social  
Security Account Number: [REDACTED] AMERICAN AIRLINES badge  
number [REDACTED] was advised of the identities of the interviewer  
(Trooper [REDACTED], Massachusetts State Police and SA [REDACTED]  
[REDACTED] Federal Bureau of Investigation) and the purpose of  
the interview. SMITH then provided the following information:

9/11 Personal Privacy

SMITH stated that she is a 25 year veteran with U.S. AIR, she retired from U.S. AIR, and came back and worked for AMERICAN AIRLINES on May 17, 2001. On September 11, 2001, she was assigned as the standby stewardess for Flight 11 Boston to Los Angeles. She was called to monitor the gate while loading and if the population in coach class was over 70 people then she would be added to the flight crew.

When she arrived at the gate most of the people were already on the plane. The total population for the coach class of the plane only reached 53 and therefore she did not board the plane. When she got to the gate she noticed two men in business attire exit the ADMIRAL'S CLUB, then board the plane. Both were in their mid forties. Both white males. There was an older woman late fifties, t-shirt, blue jeans and flip flops talking to two teenagers saying goodbye and then boarded the plane. There were also two non-revenue women standing by the boarding platform but she did not see them board. SMITH also stated she saw two catering personnel who pulled a cart from behind the podium and go down the jetport possibly bringing additional food to the airplane. SMITH stated she did not observe anything suspicious.

9/11 Law Enforcement Privacy

09/11/01 Boston, MA  
265A-NY-280350-302

09/12/01

[REDACTED]  
[PDF page 1]

*Flight attendant AND  
American AND call*

BEGPRODNO : M-INT-00021975  
BEGBATES : 265A-NY-280350-KC~714  
DATE = 09/15/2001  
FBIDESCR : LINDA EMLEY KC670  
INPUTBATCH : NCTA\_004 (1st Batch of unredacted 302's delivered in August)  
FULLTEXT : 09/15/2001

Control Number: KC 670

Linda Emley, date of birth [REDACTED]

[REDACTED] and is employed at Worldspan, 7300 NW Tiffany Springs Parkway, Kansas City, Missouri 64153, work telephone number [REDACTED] was contacted at her home. Emley was contacted regarding American Airlines AAflight 11 and Interavia Pakistan, Ltd.. After being advised of the purpose of the interview and the identity of the interviewing agent, Emley provided the following information:

Emley is employed at Worldspan, a company which operates an airline reservation web site utilized by travel agencies. Companies can book airline reservations over the Internet once they have established an account with Worldspan. As part of her employment Emley was reviewing booking records and discovered that, on September 11, 2001, a company had booked a number of seats on American Airlines Flight 11.

9/11 Personal Privacy

Interavia Pakistan, Ltd, IPL Karachi, Pakistan, had booked 7 seats on AA flight 11, bound from Boston to Los Angeles. The reservation had been made at 9:03 GMT. The reservations were made in a block of 4 and a block of 3 in the following names:

[REDACTED]

At the same time reservations for the listed subjects were also made on Trans World Airlines TWA flight 342, bound from Los Angeles to St. Louis. Both sets of reservations were made for flights on September 11, 2001. AA flight 11 was scheduled to depart at 7:45 a.m. eastern standard time and arrive in Los Angeles at 10:59 a.m. pacific standard time. TWA flight 342 was scheduled to depart at 7:55 a.m. pacific standard time and arrive at 1:24 p.m. central standard time.

09/15/2001      Kansas City, Missouri      telephonically

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09/15/2001

9/11 Law Enforcement Privacy

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265D-NY-280350

Linda Emley

09/15/2001      2

In reviewing the record Emley realized that it was impossible for the passengers to use both reservations and became suspicious. Emley compared the reservations to a list of passengers who died on AA flight 11 which had been posted on the CNN web site. Emley was unable to locate the passengers listed

on the reservations on the CNN list.

Emley advised since the reservations are made via the Internet that they could be made from any computer with an Internet connection. All that would be needed is IPL's user ID and password. In addition Worldspan records indicated that no tickets were issued by IPL for the reservations and they were not paid for in advance. Records did indicate that AA had confirmed both reservations, AA record locator DUMSJF.

Emley also advised the names on the reservations could be changed by any AA ticket agent. This is not the normal practice but does happen from time to time. In addition any individual with access to the AA ticketing system and knowledge of its use could change the reservations prior to the passengers arrival at the ticket counter. Worldspan does not receive information from the airlines which would indicate if a passenger took a particular flight or if changes to the reservation are made through the airline.

In researching the reservation history of IPL Emley discovered that they have been a customer for approximately one year. Records indicate that IPL always makes same day reservations. Emley discovered that most flight reservations made by IPL are within 12 hours or less of the flight. In addition IPL normally makes reservations once daily and only logs on to the site for about thirty minutes. Emley provided information regarding the flights booked by IPL for September 15, 2001. Most of the flights booked had circuitous or conflicting times and/or routes. None of the flights booked for September 15, 2001 originated in North America.

[PDF page 2]

BEGPRODNO : M-INT-00001624  
BEGBATES : 265A-NY-280350-302~1306  
DATE = 09/14/2001  
FBIDESCR : 9/11/01 WHILE AT THE OFFICES OF THE MASSACHUSETTS STATE POLI  
INPUTBATCH : NCTA\_004 (1st Batch of unredacted 302's delivered in August)  
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/14/2001

On 09/11/2001, while at the offices of the Massachusetts State Police MSP, Logan Airport, Boston, MA, a search was conducted of: 1 a black Travelpro pull-along suitcase/bag bearing baggage tag number US138529, and 2 a green Travel Gear suitcase/bag bearing baggage tag number US138530. The search was conducted pursuant to a federal search warrant issued by the United States District Court for the District of Massachusetts.

The following persons were involved in the search: [REDACTED] Privacy from the Federal Bureau of Investigation FBI, Evidence Response Team ERT, Boston Division; Special Agents SAs [REDACTED]

[REDACTED]  
Massachusetts State Police: Lieutenant [REDACTED]

and 2 from the

The following times are approximate:

The search warrant was received by the search team at 2:40 p.m., and the warrant was executed at 3:00 p.m. The search was completed at 10:48 p.m.

The initial Team Leader was SA [REDACTED] who departed at approximately 5:05 p.m. in order to respond to another search location. SA [REDACTED] joined the search at 5:45 p.m. and took over as the Team Leader. SA [REDACTED] joined the search at 5:50 p.m., and acted as Assistant Team Leader. In addition to initials by evidence recovery personnel, SA [REDACTED] initiated the packaging of all items as Team Leader and Custodian.

A total of 25 items were seized in regard to the black Travelpro suitcase/bag, including the suitcase/bag itself. A total of 14 items were seized from the green Travel Gear suitcase/bag, including the suitcase/bag itself. A copy of the Receipt for Property Seized is attached.

Photographs were taken and sketches were prepared during the search. The number placards in the photographs are for photograph review only.

Investigation on 09/11/01 at Boston, Massachusetts

File # 265D-NY-280350 Date dictated 09/14/01  
FBI SAs [REDACTED]  
by [REDACTED]

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Continuation of FD-302 of Search at Logan Airport , On 09/11/01 , Page 2

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

9/11 Law Enforcement Privacy

265D-NY-280350

Continuation of FD-302 of Search at Logan Airport , On 09/11/01 , Page 3

Items 3, 10, 11, and 17 from the black Travelpro suitcase/bag were transported to the Boston office of the Federal Bureau of Investigation prior to completion of the search. Item 3 was transported by FBI Photographer JOHN GREEN. Items 10, 11, and 17 were transported by SA [redacted].

Upon completion of the search, SA [redacted] transported the remaining items seized to the Boston, Massachusetts, office of the Federal Bureau of Investigation.

[PDF page 3]

## **WALEED ISKANDAR**

Factors which indicated that Iskandar was not a 9/11 conspirator:

1. Iskandar's family was interviewed and provided information regarding Iskandar's education, employment, reason for travel on 9/11/2001 and family ties to the U.S.
2. Iskandar is a naturalized U.S. citizen.
3. No telephonic records have been found which link Iskandar with any of the 9/11 hijackers.
4. No financial records have been found which link Iskandar with any of the 9/11 hijackers.
5. Iskandar cannot be associated with the hijackers through common addresses, bank accounts, P.O. boxes, hotels, or vehicles.
6. Iskandar has extensive family ties to the United States.
7. Iskandar is Christian, not Muslim.
8. Iskandar did not make flight records with any of the 9/11 hijackers. Iskandar was seated in the Coach section, away from the cockpit and the other hijackers.
9. Iskandar has future airline reservations for September 17, 2001. None of the 9/11 hijackers had future airline travel booked.

09/11/01

9/11 Personal Privacy

On September 11, 2001, the undersigned agents conducted the following database checks pursuant to lead BS-90:

Choicepoint: Social Security Number used by Iskandar, Walid, further defined by Choicepoint as Waleed J. Iskandar, a.k.a. Walid J. Iskandar. Social Security number assigned 1984 in California as 545-81-9891.

Two other people using this social security number are [REDACTED]

Addresses: Addresses identified with respect to Waleed J. Iskandar are 486 Beacon Street, #9, Boston, MA 02115; [REDACTED] 2222 Maroneal Street, Unit 1618, Houston, TX 77030; and 5454 Newcastle Drive, Apartment 1940, Houston, TX 77081.

Addresses for Walid J. Iskandar are [REDACTED] and 2222 Maroneal Street, Houston, TX, 77030.

Other individual's addresses: [REDACTED]

Date of Birth: Date of birth for Waleed J. Iskandar is 08/25/1967.

Driver's license number for Waleed J. Iskandar is 18657213, issued in Texas.

Telephone Number: For Waleed J. Isdandar is 299-2221.

Possible Relatives and their Current Addresses:

91324

91324

Property Owners for the above addresses are:

9/11 First Responder/Family Privacy

486 Beacon Street, #9, Boston, MA 02115-1025

Owner: No owners identified

Condominium

2222 Maroneal Street, Houston, TX 77030-3242

Owner: Metropolitan Tower Realty, Two Lincoln Centre

County: Harris

Apartment

Mailing Address for Metropolitan: 5420 Lyndon B.  
Johnson FWY #1310, Dallas, TX 75240-6222

5454 Newcastle Drive, Houston, TX 77081-2245

Owner: Pin Oak Green

County: Harris

Apartment

Mailing Address: 2701 Revere Street, #120, Houston, TX  
77098-1328

Corporate Records Which Matched the name Waleed J.  
Iskandar:

Name: Cedars Development Investments, Inc.

Address: 36 Mary Catherine Lane, Sudbury, MA  
01776

Company ID: 000462960

Incorporated: 04/26/1994

Registered Agent, President and Treasurer: Waleed  
Iskandar, 36 Mary Catherine Lane, Sudbury, MA 01776

MASS RMV: A search of MA RMV indicates an expired driver's  
license for Waleed J. Iskandar. D.O.B. 08/25/67,  
Matching SS#, and DL #, with an address of 25 First  
Street, Second Floor, Cambridge, MA, 02140. Several  
moving violations were issued.

NCIC: No identifiable record.

CJIS: " "

CA CRIMINAL: " "

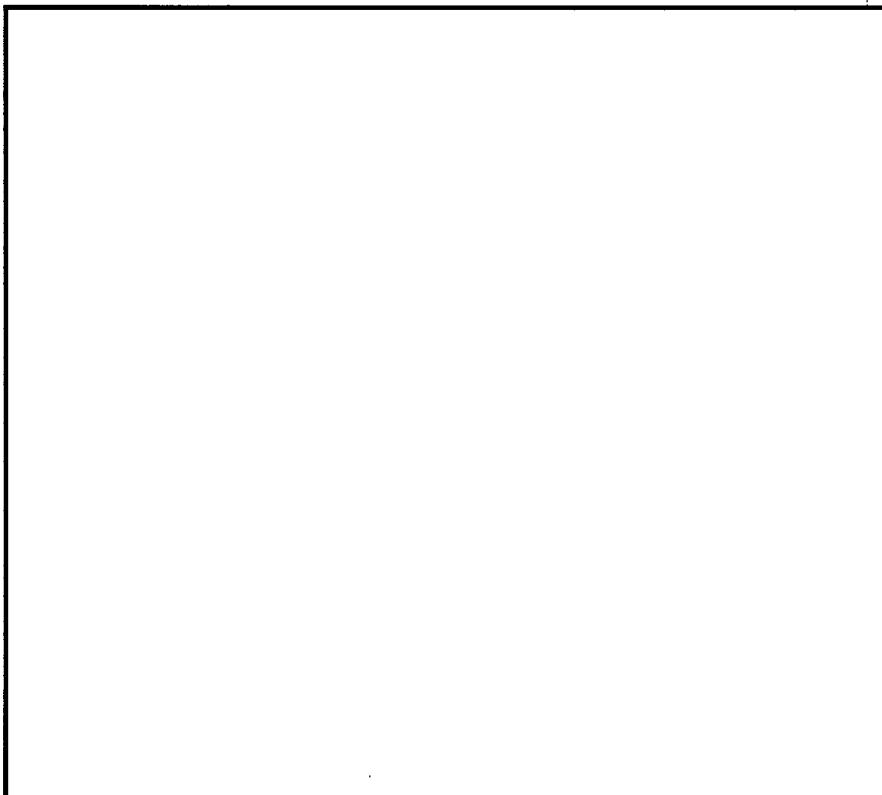
MA Criminal History Systems Board: One dismissed disturbing the  
peace entry. This entry lists a place of birth of Lebanon, and a  
different address of 100 Wilshire BLVD, Santa Monica, CA.

ACS: Searches in ACS regarding name, SS#, street address and  
telephone number were negative. One hit was developed

of 2348 Maroneal Street, Houston, TX (FD-302 dated 04/04/97, appears unrelated, not uploaded).

LANDINGS.COM (FAA DATABASE ON PILOT LICENSES) :

9/11 Personal Privacy



Integrated Safety Information System (FAA): Negative for Subject

LEXIS: A search for Waleed Iskandar showed that he was the President, Treasurer, and Registered Agent for Cedars Development Investments, Inc., located in Sudbury, MA.

A boat was also found registered to Waleed Iskandar moored in Shrewsbury, MA. Registration Number 3747AT, a 1990 Correct-Craft - Pleasure Boat.

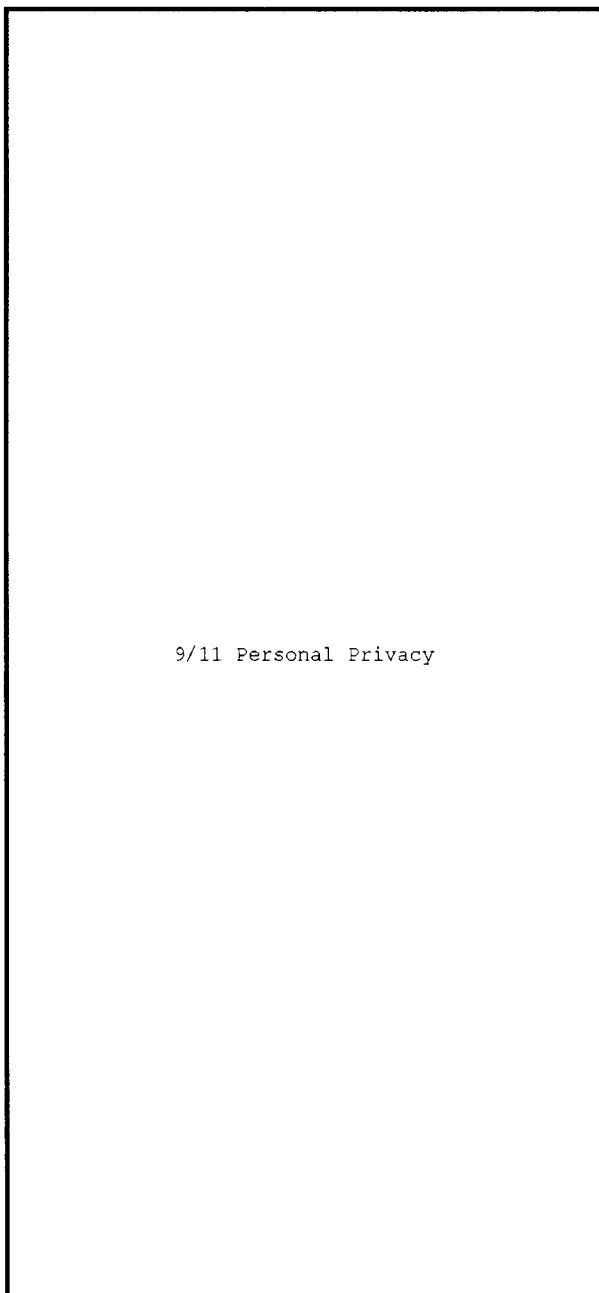
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Page

1

09/26/2001

The following copies of Texas Driver's License photos were received by SSA [REDACTED] from SA [REDACTED] on 9/12/01. The names were similar or identical to passengers on AMERICAN AIRLINES, Flight #11. The photos were placed in a 1-A envelope.



9/11 Personal Privacy

Case ID : 315N-NY-280350-302

Serial : 20913

09/12/2001

SANY JOSEPH ISKANDAR, NICOLETTE MARIA CAVALEROS, and JAMIE SNODGRASS HIGGINS, appeared at the Logan International Airport, Hilton Hotel, Boston, Massachusetts where they were advised of the identity of the interviewing Agent, and Trooper [REDACTED] Massachusetts State Police, who participated in the interview, and the purpose of the interview. The following information was provided.

SANY JOSEPH ISKANDAR advised that he is the brother of WALEED JOSEPH ISKANDAR, a passenger on American Airlines Flight 11 which flew out of Boston on 09/11/2001. SANY JOSEPH ISKANDAR advised his current address is [REDACTED]

NICOLETTE MARIA CAVALEROS advised that she is the fiancee of WALEED JOSEPH ISKANDAR and provided her and WALEED JOSEPH ISKANDAR'S address as [REDACTED] She provided the telephone number of SANY ISKANDAR as a point of contact.

JAMIE SNODGRASS HIGGINS described herself as a friend and former co-worker of WALEED JOSEPH ISKANDAR. She provided her current address as [REDACTED] and her work telephone number as [REDACTED]

NICOLETTE MARIA CAVALEROS advised that she and WALEED JOSEPH ISKANDAR were staying at the Royal Sonesta Hotel in Cambridge, Massachusetts on 09/11/2001. She advised that she and her fianc, went by her office to drop her off. WALEED JOSEPH ISKANDAR returned to the Royal Sonesta Hotel where he took a cab to the airport at approximately 6:30 a.m. MS. CAVALEROS believed it was likely a checkered cab which he took.

She advised that his luggage was a large black bag with a pull handle. She advised it was large enough to need to be checked onto the airplane. She was aware that he packed clothing as well as a snorkel and goggles. She also was aware that he had a green backpack which held his palm pilot and various papers. She advised that he works for the Monitor Company in Cambridge, Massachusetts at Two Canal Park. She advised that WALEED'S plans were to take American Airlines Flight 11 to Los Angeles to visit his parents. He was then going to travel to Las Vegas for a bachelor party and then had plans to travel to Hawaii with his fiancee the following Monday.

MS. CAVALEROS advised that WALEED ISKANDAR was travelling by himself. She advised that she did not have any contact with him after he dropped her off at her office. She described him as 5'10", with green brown eyes, dark hair, 78 kilos and an average build. She said he had no identifying marks except for a red mole on his back. She advised that he has gold fillings and that his current dentist is DR. GRANT PATTISON in London. She advised that

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Case ID : 315N-NY-280350-302

Serial : 822

9/11 Personal Privacy

he was wearing black sandals, blue jeans and a slate grey short sleeve shirt. He had on a blue Swatch watch, a black belt; and she was unaware of him wearing any other jewelry. She believed that he would have asked for a window seat and noted that he had booked his airline ticket using his American Airline miles.

After concluding the interview, the three individuals noted above left the interview room. They shortly returned and asked the interviewing Agent if because of WALEED'S name did the FBI consider him a suspect. The interviewing Agent advised that he was not aware of this. SANY JOSEPH ISKANDAR advised that his brother was born in Lebanon and went to high school in Kuwait. He attended college at Stanford University and Harvard University. He advised that he is a Catholic and a U.S. citizen and that he would not be involved in any terrorist activities. He added that the plans were for their parents to pick his brother up at the airport when he arrived in California.

JAMIE SNODGRASS HIGGINS advised that she worked at the Monitor Company in Cambridge for twelve years and that she would be able to provide many contacts at the Monitor company who can speak on behalf of WALEED JOSEPH ISKANDAR. She advised that he is a Business Strategy Consultant.

SANY JOSEPH ISKANDAR provided his brother's date of birth as August 25, 1967. SANY JOSEPH ISKANDAR advised that he would be willing to speak with the FBI if any further information is needed regarding his brother.

09/20/2001

Reference: Lead control numbers SF-1323 and SF-1383

[REDACTED] ARTHUR JOSEPH CONSIDINE, date of birth: [REDACTED]  
[REDACTED] American Airlines (AA) Station Manager, San Francisco International Airport (SFO), San Francisco, California was contacted by Federal Bureau of Investigation (FBI) San Francisco Agents regarding a name on an FBI/Federal Aviation Administration (FAA) Watch List: WALID ISKANDAR, also known as WALEED ISKANDAR. After being advised of the names and official identities of the interviewing Agents, CONSIDINE furnished the following information regarding ISKANDAR:

FBI Dallas, Texas found SABER travel for one WALID ISKANDAR from Los Angeles, California to San Francisco onboard AA Flight number 1912 at 6:45 a.m., on September 17, 2001. ISKANDAR was scheduled to continue his travel aboard AA Flight 39, San Francisco to Honolulu, Hawaii at 9:00 a.m.

AA records show ISKANDAR was aboard AA Flight 11, Boston, Massachusetts to Los Angeles, California on September 11, 2001. AA believes ISKANDAR was aboard AA Flight 11 and perished.

In searching ISKANDAR's method of payment, CONSIDINE learned that ISKANDAR obtained a "free" frequent flyer's mileage ticket for his Boston to Los Angeles flight (Flight 11) on September 11. ISKANDAR held AA's frequent flyer mileage (Advantage Program) account number BTW 3350.

ISKANDAR's passenger history record showed ISKANDAR made a reservation for an AA Flight 39, San Francisco to Honolulu. The flight was scheduled to depart at 9:00 a.m. on September 17, 2001 from SFO, gate 63.

Further researching of ISKANDAR's frequent flyer record showed ISKANDAR used his mileage account to obtain a second "free" airline ticket for one NICOLETTE CAVALEROS. AA showed CAVALEROS was scheduled to fly Boston to Los Angeles on September 12, 2001. All flights in the United States were grounded on that day.

A reservation for ISKANDAR showed ISKANDAR was originally booked in a seat next to CAVALEROS.

AA found additional flight reservations and information for CAVALEROS but was unable to print it out. AA was unable to locate a current reservation on CAVALEROS.

CONSIDINE then telephonically contacted GEORGE BARTLEVICZ, AA Security, Dallas. BARTLEVICZ accessed their

Frequent Flyer Mileage (Advantage Program) electronic records regarding CAVALEROS. CAVALEROS was shown to be a traveling companion of WALID ISKANDAR.

BARTLEVICZ furnished the following information on CAVALEROS:

On September 17, 2001, CAVALEROS was a "No show" for an AA Flight 39, San Francisco to Honolulu, Hawaii.

On September 12, 2001, they booked CAVALEROS to travel Boston to Los Angeles but the FAA grounded all flights.

BARTLEVICZ could not locate a current booking of CAVALEROS traveling onboard any AA flight.

A review of CAVALEROS' travel history showed the following information:

On December 21, 2000, CAVALEROS traveled from Boston to Los Angeles, returning to Boston on December 28, 2000.

On May 17, 2000, CAVALEROS used American Express credit card number: [REDACTED] to purchase an airline ticket between Boston and London - Heathrow. CAVALEROS returned to Boston via London - Gatwick.

CAVALEROS, whose date of birth is [REDACTED], is shown to possess South African passport number [REDACTED]

Additional information gleaned from the Advantage Program record shows travel agent CATHY IVANQUE, NAVIGANT TRAVEL, telephone number 617/252-2900, booked flights for CAVALEROS. AA believes NAVIGANT may be an "in-house" travel agency for MONITOR. MONITOR may be associated with ISKANDAR, 2 Canel Asici Park, Cambridge, Massachusetts 02114. The record shows CAVALEROS has purchased a "Military/Government" ticket. BARTLEVICZ could not determine why they listed this airline booking in that manner.

On another booking record, CAVALEROS furnished an emergency contact name and number, [REDACTED] telephone number [REDACTED] (no further information).

NAVIGANT listed CAVALEROS as a "VIP" consultant for THE MONITOR (GROUP).

BARTLEVICZ furnished the following information and contact numbers found on ISKANDAR's Advantage profile:

Name: WALID ISKANDAR  
C/O: SANY ISKANDAR  
Address: [REDACTED]  
Add'l Address: [REDACTED]  
Business: 617/252-2361  
Home: [REDACTED]

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Facsimile: 207/589-3662  
E-mail address: waleed@iskandar.com

9/11 Personal Privacy

09/17/2001

Rudy Castillo, Central Reservations Control Manager, National Airlines, telephone [REDACTED] sent via facsimile the information regarding a reservation booked under the name Waleed Iskandar, which appears on the security directive list. The facsimile contained the following information:

At 3:54 a.m. Pacific Daylight Time on September 2, 2001, a reservation for a Waleed Iskandar was booked through the National Airlines website. The reservation was for round-trip flights from Los Angeles, California to Las Vegas, Nevada. The first leg of the trip was for National Airlines flight 306 on Saturday, September 15, 2001. The return leg of the trip was for National Airlines flight 14 on Sunday, September 16, 2001. The reservation was booked from computer IP address 213.253.40.9.

The credit card used to book the reservation was Visa 4323740343185701, with an expiration date of June, 2003. The billing address for the reservation was [REDACTED]

[REDACTED] and the telephone number was [REDACTED]. The e-mail address listed on the reservation was [REDACTED] waleed@iskandar.com

In addition to the reservation, a frequent flyer account was established under the name Waleed Iskandar. The date of birth listed for Iskandar was August 25, 1967. The address listed for Iskandar was [REDACTED], and the telephone number was [REDACTED]

Castillo advised all the information for Iskandar associated with the reservation and the frequent flyer program was listed with National Airlines through the website.

9/11 First  
Responder/Family  
Privacy

265D-NY-280350-LA  
CMK:cmk

The following investigation was conducted at the  
Federal Bureau of Investigation (FBI) Los Angeles International  
Airport Resident Agency (LAXRA) by Special Agents [redacted]

[redacted]

On September 17, 2001, LAXRA received Los Angeles control lead #2631 to interview WALEED ISKANDAR, aka WALID ISKANDAR. ISKANDAR was scheduled to fly American Airlines Flight #1912 departing LAX at 6:47 a.m on 09/17/01 to San Francisco. ISKANDAR'S name was an identical match on Security Directive List #16.

Contact was made with Margaret Jeter, American Airlines Corporate Security, Los Angeles Airport, who advised that ISKANDAR was a victim of Flight #11 out of Boston on September 11, 2001. The ticket issued to ISKANDAR was from a frequent flyer miles account. The name Sany Iskandar was also referenced on WALEED ISKANDAR'S frequent flyer account.

9/11 Law Enforcement Privacy

09/19/2001

On 09/18/2001 Special Agent [REDACTED] conducted inquiries

as set out in the case lead 1298, NY control number NY 2435, to gain additional information on American Airlines flight 11, Boston to Los Angeles passenger WALID J. ISKANDAR, also known as WALEED J. ISKANDAR, who was killed when this flight was hijacked and flown into the World Trade Center. The following information was obtained from Choicepoint and internet search (ITN.CO.UK news article).

WALID ISKANDAR, was 34 years old, Lebanese of Palestinian Christian origin, en route to Los Angeles to visit his parents. WALID ISKANDAR studied industrial engineering at Stanford University and had an MBA from Harvard. WALID ISKANDAR was working in London for a financial firm and had flown to Boston on a business trip with his fiancee. WALID ISKANDAR decided to go to Los Angeles on day before his fiancee to visit his parents. WALID ISKANDAR's Father JOSEPH ISKANDAR was about to leave for Los Angeles airport to pick up his son when he saw on the news that two planes had flown into the Twin Towers.

Date of Birth: 08/25/1967

Gender: Male

Drivers License: Texas, 18657213

Father: JOSEPH ISKANDAR telephone: 818 349 6856

Social Security Number: 545-81-9891

additional names with this SSN:

[REDACTED]

9/11 Personal Privacy

Address information:

486 Beacon Street, #9, Boston, Massachusetts 02115  
2222 Maroneal Street, Unit 1618, Houston, Texas 77030

06/01

12/00

05/00

06/98

5454 Newcastle Drive, Apt 1940, Houston, Texas 77081

ADMINISTRATIVE:

Case ID : 315N-NY-280350-302

Serial : 79613

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LEAD#:

CONTROL#:

1298  
NY 2435

09/21/2001

Joseph B. Iskandar, [REDACTED]

[REDACTED] was contacted about his son, Waleed Iskandar, who was a passenger on American Airlines Flight 11 on September 11, 2001. Iskandar was asked if he would be willing to talk with the FBI. He advised that his other son, Sany Iskandar who lives in Boston, with telephone [REDACTED] had already been already interviewed by the FBI concerning Waleed. He declined to be interviewed at this time.

Iskandar was advised of the Victim/Witness Program and given a telephone number to call if he needed further assistance.

The following descriptive data for Waleed Iskandar was obtained through records checks:

Name: Waleed Iskandar (deceased)  
Aka: Waleed J. Iskandar  
Waleed Joseph Iskandar  
DOB: 08/25/1967  
SOC: 545-81-9891  
INS #: A027575840 (naturalized 1993,  
file is in Boston)  
Driver Lic: Texas, #18657213

9/11 First  
Responder/Family  
Privacy

Addresses: 486 Beacon Street, #9  
Boston, MA 02115 (6/01)  
  
2222 Maroneal Street, # 1618,  
Houston, TX 77030 (6/99)  
  
5454 Newcastle Drive  
Houston, TX 77081 (5/98)

[REDACTED] (7/96)

Father: Joseph B. Iskandar, DOB: [REDACTED]  
Mother: Samia J. Iskandar, DOB: [REDACTED]  
Sister: May Marconet, DOB: [REDACTED]

Precedence: PRIORITY

Date: 09/20/2001

To: Counterterrorism

Attn: UBL Unit

SSA [REDACTED]

Domestic Terrorism/  
Counterterrorism Planning  
Section

Boston  
Houston  
New York

Squad VC-1, SA [REDACTED]

From: Los Angeles  
Squad WCC-6  
Contact: SA [REDACTED]

Approved By: [REDACTED]

9/11 Law Enforcement Privacy

Drafted By: [REDACTED]

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

Title: PENTTBOMB;  
MAJOR CASE 182;  
OO: NY

Synopsis: Background information on Waleed Iskandar (deceased) who was a passenger on American Flight 11 and originally on the "Watch List".

9/11 Law Enforcement  
Sensitive

Reference: 265A-NY-280350-HO Serial 704  
265A-NY-280350-302 Serial 2506

Details: Referenced EC set a lead to Los Angeles and Boston to conduct investigation to locate and interview Waleed Iskandar, who had been on the LEO/FAA "Watch List" as #76.

Although Iskandar is deceased, this EC provides detailed information on his background because an indices check revealed a reference to file [REDACTED] in the name of [REDACTED]

[REDACTED] All other indices checks and criminal history checks for Iskandar and his family in Los Angeles described in this EC were negative.

On 9/19/01, SSA [REDACTED] telephonically advised that Iskandar was no longer on the "Watch List" because he was deceased and there was no known connection between him and the hijackers. Iskandar had been a passenger on American Flight 11 on 9/11/01 which crashed into the World Trade Center. He was originally put on the "Watch List" due to the similarity of his name to the hijackers.

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Case ID : 315N-NY-280350-LA

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Serial : 1036

On 9/17/01, Los Angeles had contacted American Airlines Corporate Security at LAX concerning a reservation that Iskandar had to fly on 9/17/01 on American Flight 1912 to San Francisco and then on to Honolulu. Iskandar had obtained his ticket from a frequent flyer account which also had the name of Sany Iskandar on the account. Apparently, Iskandar had planned to continue his trip several days after arriving in Los Angeles on Flight 11 on 9/11/01.

On 9/19/01, a check of LEXIS/NEXIS revealed two recent newspaper articles which mentioned Waleed Iskandar. On 9/16/01, the Ventura County Star in the editorial section published a letter by Jamil Effarah of Simi Valley, CA under the headline: "Effarah: Arab-Americans Condemn the Spate of Terror." The letter read in part: "In Tuesday's attack, I personally have lost the son of my dearest friend, Joseph Iskandar of Northridge. Waleed Iskandar, 34, was a passenger on American Airlines Flight 11, the first of two hijacked airliners that slammed into the World Trade Center. Waleed, who resided in London where he worked for the Monitor consulting firm, had been in the Boston area for three days visiting his brother and was on his way to Los Angeles to meet his parents."

On 9/19/01, the Los Angeles Times published an article under the headline: "After the Attack; The Victims" by Scott Martelle and Christine Hanley. The article had short stories about five different victims, to include Waleed Iskandar. The part on Iskandar read, "A London resident and business strategy consultant, Waleed Iskandar died aboard American Airlines Flight 11 en route to visit his parents in Los Angeles. Iskandar, 34, was born in Beirut and came to the United States in 1984 to attend Stanford University, where he graduated in 1989 with degrees in industrial engineering and computer science. Iskandar joined Monitor Group, a consulting firm in Boston in 1990, where he worked while he earned an MBA at Harvard Business School....As the firm's London-based chief of digital strategy for Europe, Iskandar's work took him around the world. His most recent trip was to Greece, although that was a vacation to plan his July wedding...Iskandar was fluent in English, French, and Arabic...He is survived by his parents, Joseph and Samia, of Los Angeles; his fiancee, Nicolette Cavaleros, of London; his sister, May Marconet, of Los Angeles; his brother, Sany of Sudbury, MA; and six nieces and nephews." The article also mentioned Partha Bose as a partner at Monitor Group who worked with Iskandar.

Records checks revealed that Iskandar's parents, Joseph B. Iskandar, DOB: [REDACTED] and Samia J. Iskandar, DOB: [REDACTED]

[REDACTED] telephone [REDACTED] Another person associated with the [REDACTED]  
[REDACTED] address is [REDACTED]  
who now resides at [REDACTED]  
CA. Iskandar's sister, May Marconet, DOB: [REDACTED] resides at [REDACTED]

On 9/20/01, Joseph B. Iskandar (father), was telephonically contacted to arrange for a family victim

interview. He advised that Sany Iskandar, his son, who lives in Boston, telephone [redacted] was already interviewed by the FBI concerning Waleed Iskandar. He declined to be interviewed at this time.

On 9/20/01, the Los Angeles Victim/Witness Coordinator confirmed with Boston that Sany Iskandar had been present at a briefing given to the families of the victims of American Flight 11.

The following descriptive data for Waleed Iskandar was obtained through records checks:

Name: Waleed Iskandar (deceased)  
Aka: Waleed J. Iskandar  
Waleed Joseph Iskandar  
DOB: 08/25/1967  
SOC: 545-81-9891  
INS #: A027575840 (naturalized 1993, file is in Boston)  
Driver Lic: Texas, #18657213  
  
Addresses: 486 Beacon Street, #9  
Boston, MA 02115 (6/01)  
  
2222 Maroneal Street, # 1618,  
Houston, TX 77030 (6/99)  
  
5454 Newcastle Drive  
Houston, TX 77081 (5/98)

[redacted] (7/96)

Los Angeles will conduct no further investigation in this matter and the lead is considered covered. Any further investigation is left to the discretion of the receiving offices.

LEAD(s) :

Set Lead 1:

COUNTERTERRORISM

AT WASHINGTON, DC

[redacted]  
9/11 Law Enforcement Sensitive

If positive, determine whether additional investigation is warranted to determine if he was involved in activities which could be relevant to PENTTBOMB. If negative, clear.

Set Lead 2: (Adm)

BOSTON

AT BOSTON MASSACHUSETTS

Read and Clear.

Set Lead 3: (Adm)

HOUSTON

AT HOUSTON, TEXAS

Read and Clear.

Set Lead 4: (Adm)

NEW YORK

AT NEW YORK, NEW YORK

Read and clear.

9/14/01

FARAH SALIE, white female, date of birth: [REDACTED]

[REDACTED], was interviewed at the HILTON HOTEL, LOGAN INTERNATIONAL AIRPORT (LOGAN AIRPORT), East Boston, Massachusetts, in the room designated as YALE 201. Also in attendance during this interview was JENNIFER N. HOLMES, white female, date of birth: [REDACTED] SSAN: [REDACTED]

apartment

residence telephone

MONA ALAWDEEN, white female, date of birth: [REDACTED]

residence

STEVE A. GILMAN, white male, date

residence

[REDACTED]; and Sergeant [REDACTED]

Massachusetts State Police. After being advised of the identity of the interviewing parties and the nature of the interview, SALIE furnished the following information:

SALIE is the sister of RAHMA SALIE. ALAWDEEN is RAHMA SALIE'S cousin. HOLMES indicated that she is a friend of the SALIE family. MICHAEL THEODORIDIS is RAHMA SALIE'S husband.

Both RAHMA SALIE and THEODORIDIS were passengers aboard AMERICAN AIRLINES (AA) flight number 11 which departed from LOGAN AIRPORT, on the morning of September 11, 2001. RAHMA SALIE and THEODORIDIS were flying to Los Angeles, California, in order to attend the wedding of one of RAHMA SALIE'S high school friends. The wedding is scheduled for Saturday, September 15, 2001. Upon arriving in Los Angeles, THEODORIDIS was to travel to San Francisco, California, for several days, on business, then return to Los Angeles. RAHMA SALIE and THEODORIDIS were going to stay with a friend in Los Angeles. This trip was planned several months in advance. RAHMA SALIE and THEODORIDIS made their travel arrangements on their own.

FARAH SALIE is uncertain as to how RAHMA SALIE and THEODORIDIS arrived at LOGAN AIRPORT on the morning of September 11, 2001. RAHMA SALIE and THEODORIDIS may have taken a taxi cab. FARAH SALIE has not yet checked to determine if their (RAHMA SALIE, THEODORIDIS) vehicle is parked outside their apartment. FARAH SALIE will check on her way home this evening. RAHMA SALIE and THEODORIDIS had dinner with friends the night before (September 10, 2001), during which they stated they did not need assistance to get to the airport.

Neither FARAH SALIE, ALAWDEEN or HOLMES saw or spoke with RAHMA SALIE or THEODORIDIS on the morning of September 11, 2001, prior to their trip. FARAH SALIE cannot identify the clothing worn by or the suitcases used by RAHMA SALIE or THEODORIDIS. At approximately 6:50 am, on September 11, 2001,

RAHMA SALIE telephonically contacted her aunt in Queens, New York, RUBY Last Name Unknown (LNU). Speaking with RUBY LNU, FARAH SALIE learned that RAHMA SALIE and RUBY LNU talked about family matters.

RAHMA SALIE normally utilized a black carry-on suitcase, the type of travel suitcase used by flight attendants. THEODORIDIS normally carried a laptop computer in a carrying case. THEODORIDIS may have also been utilizing a garment bag. FARAH SALIE provided the following physical description of RAHMA SALIE and THEODORIDIS:

RAHMA SALIE

Sex:	Female;
Race:	White;
Height:	Approximately 5'1";
Weight:	Approximately 120 pounds;
Hair:	Dark, short;
Scars, Marks, Tattoos:	Scar on both sides of nose from chicken pox;
Miscellaneous:	Has broken both arms 3 times due to participation in gymnastics.

MICHAEL THEODORIDIS

Sex:	Male;
Race:	White;
Height:	Approximately 5'9";
Weight:	Approximately 170 pounds;
Scars/Marks/Tattoos:	Tattoo of a fish on the inner part of his left ankle.

FARAH SALIE indicated that RAHMA SALIE was approximately 6 months pregnant. RAHMA SALIE wore a wedding ring described as an 18 carat gold band with a diamond and possibly two ruby stones on each side of the diamond. RAHMA SALIE may have removed her wedding ring due to swelling from her pregnancy. THEODORIDIS wore a plain gold wedding band and possibly a Swatch watch, silver in color.

RAHMA SALIE has visited an unrecalled dentist located on Needham Street, Newton, Massachusetts.

Precedence: Immediate

Date: 09/14/2001

To: Dallas

Attn: Command Post  
[redacted]

From: Boston

Command Post

Contact: SA [redacted]

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 265D-NY-280350

9/11 Law Enforcement Privacy

Title: TWIN TOWERS BOMBING;  
MAJOR CASE 182;  
AOT

Synopsis: Provide information in response to lead set forth by DL.

Reference: Dallas EC dated 9/13/01.

Details: Referenced lead requesting BS conduct logical investigation at 190 W. Canton Street, Apt. 3, Boston, MA, relating to Rahma Salie.

Per Boston investigation Rahma S. Salie was passenger on American Airlines (AA) Flight 11 traveling in Row 35 with Michael Theodoridis. Salie is a long time Boston resident whose father was interviewed by Massachusetts State Police during contacts with families of victims. Salie and Theodoridis co-habitate at Unit #3, 190 W. Canton Street, Boston, telephone (617) 262-7639. Salie is believed to be of Sri Lankan descent. The address is in an affluent area and sales record indicate it was purchased February 2000 for over \$500,000. BS indices are negative for Salie and Theodoridis. Salie believed to be innocent victim/not target. SIOC removing Salie's name from security directive list.

Investigation complete at Boston.

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09/17/2001

Mr. THOMAS F. DELEEUW, 190 West Canton Street, [REDACTED]  
[REDACTED] Boston, MA 02116-5920; date of birth: [REDACTED]  
Massachusetts driver's license: [REDACTED] was advised of the  
identity of the interviewing agent and nature and purpose of the  
interview. Also present was Detective [REDACTED] Boston  
Police Department, Drug Control Division. DELEEUW provided the  
following information:

Ms. RAHMA SALIE and her husband Mr. MICHAEL THEODORIDIS had moved into the 3rd floor apartment about a year ago. SALIE was in the process of selling the apartment as she is pregnant. The apartment was placed on the market for sale through R.M. BRADLEY and the selling agent was Ms. SANDY D'ISADORO, (617) 947-5523. DELEEUW advised that both SALIE and THEODORIDIS were passengers on Flight 11. DELEEUW showed the interviewing agents page A35 of the Boston Globe, September 14, 2001 edition, which listed their seating assignments. DELEEUW stated other than SALIE and THEODORIDIS having "weird" hours, which he explained as them coming home about 4:00 a.m. to 5:00 a.m., there was nothing out of the ordinary.

DELEEUW stated that SALIE's parents currently lived in Newton, MA but was unsure of the address. DELEEUW stated that SALIE's family's business was on the Internet at <http://www.lankagems.com>.

SA [REDACTED] reviewed the mail accumulated in front of Apartment #3 of SALIE and THEODORIDIS. The following items were noted which may or may not be important:

1. THEODORIDIS has received correspondence from the DISABLED AMERICAN VETS.

2. An envelope was addressed to AMERICAN CORPLEXX COMPANY (or current resident).

3. An envelope was addressed to MICHAEL THEODORIDIS, CEO, COO, CINONI, 190 W. Canton Street.

Items #2 and #3 could indicate that THEODORIDIS was operating one or two businesses.

Precedence: ROUTINE

Date: 09/18/2001

To: SIOC  
New York

Attn: [REDACTED]

From: Boston  
CT-1  
Contact: [REDACTED]

Approved By: [REDACTED]

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Drafted By: [REDACTED]

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

Title: TWIN TOWERS  
MAJOR CASE #182  
"Project Lookout"

Synopsis: Status of RAHMA SALIE and the watch list.

Details: RAHMA SALIE is listed on the Security Directive "Watch List" as a suspect. RAHMA SALIE, aka SALLIE, born 1973, of 190 W. Canton St, Apt 3, S. Boston, MA, telephone 617-262-7639, and MICHAEL THEORDORIDIS, aka THEODORIAD, born 1969, same address and telephone, were passengers on American Airlines (AA) flight 11. They are believed to be deceased. They were reportedly married or engaged to be married. Choicepoint shows RAHMA's and MICHAEL's above address to be a \$500K condominium.

Surviving relatives include YSUFF MOHAMED SALIE, aka YOUSEF (father), DOB [REDACTED] Newton, MA, telephone [REDACTED]. There is reportedly a surviving sister, HALEENA SALIE living in the U.S., and brother AKRAM SALIE living in Sri Lanka.

YSUFF SALIE was interviewed. He is a Muslim, a citizen of Sri Lanka, and a permanent resident alien in the U.S. His wife, and mother of RAHMA, was of Japanese and Sri Lankan ancestry. Formerly a gem wholesaler, he is now involved in "credit repair" for individuals with poor credit histories. Son-in-law THEODORIDIS was a Greek citizen, or an American of Greek heritage.

Choice point was run on MICHAEL, RAHMA, and YSUFF. All have address histories showing residences only in Massachusetts, going back at least five years. Their names and telephone numbers were searched in ACS and Telephone Applications with negative results for terrorism matters. [REDACTED]

Case ID : 315N-NY-280350-BS

Serial : 333

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positive matches to above YSUFF. Mohammed and Yosuf are common Arabic names. Choice point identified possible relatives and associates of all parties. Their names and telephone numbers were run in ACS and Telephone Applications, with negative results. The address histories of YSUFF, MICHAEL, and RAHMA were checked against the address histories of subjects in captioned investigation, with negative results.

SA [redacted] discussed above results with SA's on the Boston Terrorism Squad for possible connections between the SALIE's and captioned investigation. No indications of terrorist activity on the part of the SALIE family was found.

Judging from current information, RAHMA SALIE and other family members do not appear to have participated in terrorist activity.

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The following investigation was performed by SA [redacted]  
[redacted] in Boston, Massachusetts on 09-18-02:

YSUFF MOHAMED SALIE, aka YOUSEF, born [redacted]  
[redacted] was interviewed at Logan Airport, Boston, Massachusetts. After being advised as to the identity of the interviewer and the purpose of the interview, he provided the following:

YSUFF is a Muslim, a citizen of Sri Lanka, and a permanent resident alien in the U.S. His wife, and mother of RAHMA SALIE, was of Japanese and Sri Lankan ancestry. Formerly a gem wholesaler, he is now involved in "credit repair" for individuals with poor credit histories. Son-in-law MICHAEL THEODORIDIS was a Greek citizen, or an American of Greek heritage.

RAHMA SALIE, aka SALLIE, and MICHAEL THEORDORIDIS, aka THEODORIAD, born 1969, were passengers on American Airlines (AA) flight 11. They are believed to be deceased.

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