

MEMORANDUM FOR THE RECORD

(R)

Event: Suzanne Clark  American Airlines Employee

Type: Interview

Date: November 18, 2003

Special Access Issues: None

Prepared by: Lisa Sullivan

Team: 7 and 8

Location: AAL Operations Center, DFW Airport, Texas

Participants (non-Commission): Desmond Barry, Counsel; Doug Cotton, Counsel; Chris Christensen, Counsel; Suzanne Clarke, AAL

Participants (Commission): Sam Brinkley, Lisa Sullivan, Bill Johnstone, Miles Kara, and John Raidt

Background

[U] Suzanne Clark has been an American Airlines Manager for Corporate Security in Dallas, Texas for seven years. On 9-11, Janet Riffe (the FAA Principal Security Inspector assigned to UAL) who was in the FAA Command Center in Washington DC reported to have received information from Suzanne regarding a gun on board flight 11. Commission staff interviewed her to verify the information.

9-11

[U] On the morning of 9-11, she was driving into work and heard on her car radio that one of the Trade Center towers was hit. She was walking into the building at a little past 8:00 a.m. central time when one of the secretaries said "Hurry, hurry - I think we have a plane that was hijacked." She went into Larry Wansley's office. From that location she monitored the news for the rest of the day. She took notes on what was reported on the networks.

[U] She was not providing any information to the SOC.

[U] She doesn't remember talking to Janet Riffe that morning. She can't remember what she said, if the conversation ever took place. "It was brief, if it happened," she said. She doesn't know if the call came in on her line or if it could have been transferred to her. She is not sure. Mainly, she was "locked in" Larry's office throughout the day.

COMMISSION SENSITIVE

[U] [redacted] was the person that Riffe would normally deal with at American because he handles regulatory compliance. He was out of the office that morning. Riffe reported to have tried to reach him initially, and was transferred to Suzanne because she handles such calls in his absence.

[U] She doesn't remember what time it was when [redacted] returned to the office that morning. Later in the afternoon he told Suzanne that Riffe called him to verify that she received the report of the gun from Suzanne. He asked Suzanne if she knew what Riffe was talking about, and she said she did not.

[U] She doesn't know how it is that Riffe arrived at the conclusion that there was a gun on board. Riffe had in her notes from the day that Suzanne Clark said "gun" along with the names and seat numbers of the hijackers. Clarke claims not to have learned the names and seat numbers of the hijackers until the next day, and she didn't recall receiving any information on the weapons or tactics used on the hijacked flights.

[U] [redacted] came in and out of Wansley's office, asking her what was going on. She learned the next day or the day after that about the flight attendant who called the service manager in Boston and shared information.

[U] She never participated in an After Action Report conducted by the airline. She gave her notes from the day to Wansley. In summation, Clark unequivocally stated that she never made a report about a gun being used on Flight 11 on 9/11 or subsequently because she never had such information.

[U] Commission staff would like to check the phone records from Riffe's phone on 9-11 to see if she called Clarke or [redacted] numbers, in addition to a copy of Clarke's notes that she turned over to Wansley.

[U] Wansley's office line: [redacted]
Clarke's line: [redacted]
Clarke did not know [redacted] number off the top of her head.

9/11 Personal Privacy

9/11 Working-level Employee