TRANSCRIPTS OF 9/11 TELEPHONE CALLS

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Sensitive Security Information.
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AA KEAN COMM 006328
I don't know, I think we're getting hijacked.

Which flight are you on?

Flight 12.

Flight 12.

And what seat are you in? ... Ma'am are you there? ...

Yes.

What ... what seat are you in?

Ma'am what seat are you in?

We're ... we just left Boston we're up in the air.

I know, what ...

We're supposed to go to LA and the cockpit's not answering their phone.

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

Okay, I'm in my jumpseat right now.

Okay.

At 3R.

Okay, you're the flight attendant?

I'm sorry did you say you're the flight attendant?

Hello?

Yes, hello.

Yes, what is... What is your name?
Hi, you’re gonna have to speak up. I can’t hear you.

Sure. What is your name?

Okay. My name is Betty Ong. I’m number three on Flight 11.

Okay.

And the cockpit is not answering their phone. And there’s somebody stabbed in business class. And there’s ... we can’t breathe in business class. Somebody’s got mace or something.

Can you describe the person that you said — someone is what in business class?

I’m sitting in the back somebody’s coming back from business. If you can hold on for one second they’re coming back.

They wanna know whose been stabbed who. Do you know?

I don’t know, but, Karen and Bobbie got stabbed.

Okay. Our number one is, got stabbed. Our purser is stabbed.

Nobody knows who stabbed who, and we can’t even get up to business class right now cause nobody can breathe.

Our number one is stabbed right now. And who else is ...

Okay, and do we ...

and our number five. Our first class passengers are ... our first class ... galley flight attendant and our purser has been stabbed. And we can’t get into the cockpit. The door won’t open.

Okay, and do we ...

and our number five. Our first class passengers are ... our first class ... galley flight attendant and our purser has been stabbed. And we can’t get into the cockpit. The door won’t open.

Hello?

Yeah. I’m taking it down. All the information. We’re also, you know, of course, recording this. At this point ...

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

Flight 12.

Flight 12? Okay. I’m getting ...

No. We’re on Flight 11 right now. This is Flight 11.
BETTY ONG TO VANESSA MINTER, WINSTON SADLER AND NYDIA GONZALEZ (AA RALEIGH RESERVATIONS OFFICE)

WINSTON SADLER: Flight 11. I'm sorry Nydia.

BETTY ONG: Boston to Los Angeles.

WINSTON SADLER: Yes.

BETTY ONG: Our number one has been stabbed and our five has been stabbed.

WINSTON SADLER: Can anybody get up to the cockpit?

BETTY ONG: Can anybody get up to the cockpit?

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

3:00 WINSTON SADLER: Well if they were shrewd they would keep the door closed and...

BETTY ONG: I'm sorry?

WINSTON SADLER: Would they not maintain a sterile cockpit?

BETTY ONG: I think the guys are up there. They might have gone there, jammed their way up there, or something. Nobody can call the cockpit. We can't even get inside.

... (Talking in background on plane, unintelligible)

BETTY ONG: Is anybody still there?

WINSTON SADLER: Yes, we're still here.

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

WINSTON SADLER: Okay.

3:35 NYDIA GONZALEZ: Hi, who is calling reservations? Is this one of the flight attendants, or who? Who are you hun?

WINSTON SADLER: She gave her name as Betty Ong.

NYDIA GONZALEZ: Betty?

BETTY ONG: Yeah. I'm number three. I'm number three on this flight. And we're the first...

NYDIA GONZALEZ: You're the number three on the flight?

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BETTY ONG TO VANESSA MINTER, WINSTON SADLER AND NYDIA GONZALEZ (AA RALEIGH RESERVATIONS OFFICE)

BETTY ONG: Yes and I have ...

NYDIA GONZALEZ: And this is Flight 11? From where to where?

BETTY ONG: Flight 11.

NYDIA GONZALEZ: Have you guys called anyone else?

BETTY ONG: No.

Somebody's calling medical and we can't get a doc -

(Beep)
NYDIA GONZALEZ TO CRAIG MARQUIS (Part 1)

NYDIA GONZALEZ: Hey, this is Nydia at American Airlines calling. I am monitoring a call in which Flight 11 ...
The flight attendant is advising our reps that the Pilot ...
everyone’s been stabbed.

CRAIG MARQUIS: Flight 11?

NYDIA GONZALEZ: Yep. They can’t get into the cockpit is what I’m hearing.

CRAIG MARQUIS: Okay, who is this I’m talking to?

NYDIA GONZALEZ: Excuse me.

This is Nydia, American Airlines at the Raleigh Reservation Center. I’m the operations specialist on duty.

CRAIG MARQUIS: And I’m sorry. What was your name again?

NYDIA GONZALEZ: Nydia ...

CRAIG MARQUIS: Nydia. And what’s your last name?


CRAIG MARQUIS: Raleigh Reservations. Okay. Now when you ...

NYDIA GONZALEZ: I’ve got the flight attendant on the line with one of our agents.

CRAIG MARQUIS: Okay. And she’s calling how?

NYDIA GONZALEZ: Through reservations.

I can go in on the line and ask the flight attendant questions.

CRAIG MARQUIS: Okay... I’m assuming they’ve declared an emergency. Let me get ATC on here.

Standby.

NYDIA GONZALEZ: Hi. Who is calling reservations?

Is this one of the flight attendants or who? Who are you hun?

1 See Tab 3 for a transcript of the recorded portion of Betty Ong’s call to Raleigh Reservations.

** Private and Confidential – Do Not Copy or Disclose. Sensitive Security Information.
Betty?

You're the number three on the flight?

And this is Flight 11?

From where to where?

Have you guys called anyone else?

Okay. You guys are airborne right now?

Okay. Betty, I've got security on the line. Okay?

So just just bear with us.

Hey, Nydia.

Yeah.

Hello?

Yes sir, I'm here.

Okay, did Flight 11 say, are they descending?

Are they landing somewhere?

She says they're in the air.

Yeah, I see they're flying. I'm just wondering ...

And I'm talking to Betty. Apparently she's the number three flight attendant on board.

Um okay, hold on one second.

And she's still in communication with my rep.

Okay.

Don't they have a way of communicating with pilots?

Sure we do.

No, I'm saying the flight attendant herself. She's saying she can't get into the cab ... into the cockpit.

Well maybe they're busy.
Let me ... let me get hold of the dispatcher and have them SELCAL\(^2\) this guy.

Standby.

Okay ...

Hey Betty, this is Nydia.

You’re saying that the guys that are doing the stabbing they’re in the cockpit? How many people are we talking about?

Two guys? Do you have a description of ...

(XXX)\(^3\) Okay, I’ll take ’em both on 23 (XXX).

Matter of fact (XXX) put this line on hold.

(dialtone beep).

Okay, now how are the passengers?

So this is all happening in first class, coach is not aware of what’s going on?

Okay.

Betty you need to calm down honey. Okay we’ve got security on the line, we’re gonna do everything we can.

Hey Peggy, Craig Marquis. How are you?

Good. Hey, I have an interesting call.\(^4\)

Flight 11 (clears throat) Boston to LA, the number three flight attendant on board by the name of Betty Ong has contacted Raleigh Reservations and says that there’s a passenger on board that’s stabbing the flight attendants and she’s trying to get a hold of the cockpit crew and she can’t get through. And the cockpit cabin door is closed. Could you SELCAL this captain and confirm that everything is okay? And don’t spread this around ...

Betty what’s going on?

---

\(^2\) “SELCAL” stands for Selective Calling. It’s a technique that allows a ground radio operator to alert an aircrew that the operator wishes to communicate with the aircraft.

\(^3\) “XXX” designates unintelligible words or phrases.

\(^4\) See Tab 4 for a transcript of Craig Marquis’ call to Dispatcher Peggy Houck.
NYDIA GONZALEZ TO CRAIG MARQUIS (Part 1)

CRAIG MARQUIS
(SIMULTANEOUS)

This is just between you and me right now okay?

Okay. Thank you.

Okay, so there's... the plane is flying erratically?

NYDIA GONZALEZ:

The flight attendant, Betty, is telling me that the guys ... there's two men ... are in the cockpit with the pilots and that the aircraft is flying erratically.

CRAIG MARQUIS:

Okay, there's... the plane is flying erratically?

NYDIA GONZALEZ:

Okay, Nydia.

Hey hun...

CRAIG MARQUIS:

Okay, I have the dispatcher contacting the crew right now.

NYDIA GONZALEZ:

Okay.

Hey Ray, call Joe Bert and (XXX) for me please.

Security is on the line and they're trying to contact the cabin, the pilots.

I'm gonna want to move over to Peggy's desk and her to just take over this Flight 11.

Hey P. Hey I'm gonna need for you to take over the 23 desk for me please. Yeah.

Go ahead and just, if you could just "CA" your work back and give a turnover. I have something going on.

Betty, you said the number five flight attendant has been stabbed and she's okay.

Okay, who else?

You don't know where the number one is...

1 See Tab 7 for a transcript of Ray Howland's call to request that Joe Bertapelle report to SOC and Tab 9 for Joe Bertapelle's return call to Ray Howland.

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NYDIA GONZALEZ TO CRAIG MARQUIS (Part I)

What was that Betty?

(Background noise.)

Okay.

(Background noise.)

Have you guys gotten any contact with anybody?

Okay I'm still on with security, okay Betty?

You're doing a great job, just just stay calm. Okay?

We are, absolutely.

CRAIG MARQUIS: Okay, we're contacting the flight crew now and we're ... we're also contacting ATC.

NYDIA GONZALEZ: Okay.

CRAIG MARQUIS: Anything else from this flight attendant?

NYDIA GONZALEZ: So far, what I've got is the number five flight attendant has been stabbed but she seems to be breathing. The number one seems to be stabbed pretty badly and she's lying down on the floor. They don't know whether she's conscious or not. The other flight attendants are in the back. And that's as far as I know.

It seems like the passengers in coach might not be aware of what's going on right now.

CRAIG MARQUIS: These two passengers were from first class?

NYDIA GONZALEZ: Okay hold on.

NYDIA GONZALEZ: Hey Betty, do you know any information as far as the gents ... the men that are in the cockpit with the pilots, were they from first class?

NYDIA GONZALEZ: They were sitting in 2A and B.

CRAIG MARQUIS: Okay.

NYDIA GONZALEZ: They are in the cockpit with the pilots.

CRAIG MARQUIS: Okay.
NYDIA GONZALEZ TO CRAIG MARQUIS (Part 1)

NYDIA GONZALEZ: Now the pilots have not gotten on and made any announcements on the PA system?

CRAIG MARQUIS: Okay. How is the plane doing, as far as is it still flying erratically?

NYDIA GONZALEZ: Okay. But right now it's more or less stabilize? Okay.

NYDIA GONZALEZ: Would you guys call ROC (XXX).

CRAIG MARQUIS: Hey Ray, get a hold of Corporate Security.

NYDIA GONZALEZ: Hey Mike Mulcahy. Come here please.

CRAIG MARQUIS: Okay. Okay.

NYDIA GONZALEZ: Hey Mike, I got an incident going on here. Flight 11(XXX) from Boston to LA (XXX). The number 3 flight attendant called and said that two male passengers onboard stabbed the number one...

CRAIG MARQUIS: Hey Betty, the number five and the number one are they both from first class. Okay.

NYDIA GONZALEZ: ...and the number 5 flight attendant. They've broken into the cockpit and the plane is being flown erratically right now.

CRAIG MARQUIS: So I have Bill getting a hold of ATC. Could you pull the (XXX)?

MIKE MULCAHY: Flight 11?

CRAIG MARQUIS: Right, the passengers were in seats 2A and 2B.

CRAIG MARQUIS: Okay, I'm back with you.

NYDIA GONZALEZ: Okay, I'm sorry who am I speaking to?

CRAIG MARQUIS: This is Craig Marquis.

NYDIA GONZALEZ: Craig, okay.

CRAIG MARQUIS: And I'm the Manager on Duty in SOC.

NYDIA GONZALEZ: Okay.

PEGGY OTT: What is that?

CRAIG MARQUIS: All the information on Flight 11. Bring it to...
NYDIA GONZALEZ TO CRAIG MARQUIS (Part 1)

NYDIA GONZALEZ: me here. Yeah. (XXX)

(XXX) I'm, that's what I'm working on right now. Okay. Thanks.

NYDIA GONZALEZ: Okay, okay. Did we find out who it was?

CRAIG MARQUIS: Yeah.

NYDIA GONZALEZ: Okay, let me tell you what's going on.

CRAIG MARQUIS: The passengers in 2A and 2B, two male passengers, have broken into the cockpit and stabbed the number one flight attendant.

NYDIA GONZALEZ: Oh, good.

NYDIA GONZALEZ: The number one flight attendant is breathing and she is conscious.

CRAIG MARQUIS: Okay, so right now, the plane is being flown erratically, but that's all we know. I don't want this spread all over this office right now.

CRAIG MARQUIS: Any information that you get, send to me okay.

CRAIG MARQUIS: Okay I'm back with you.

NYDIA GONZALEZ: Hey Betty. Hang on one second. Who is the agent that's on the line with you?

Hey Winston, it's Nydia. Ray Scott should be there with you.

Okay, sweetie we want to... we've got security working on it right now. We're gonna maintain this line open as much as we can. We don't want to spread anything around. Okay? Excellent.

NYDIA GONZALEZ: I have, I'm talking to Craig Marquis. He's the manager on duty.

NYDIA GONZALEZ: I'm sorry? Yeah, please. That's a good idea. I wouldn't close the blinds though. Yeah.

NYDIA GONZALEZ: Betty, how are you holding up honey?

NYDIA GONZALEZ: Okay. You're gonna be fine.

NYDIA GONZALEZ: Was first class full?

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Okay, do we know how the passengers up there are doing, if any of the passengers got hurt?

What've ya got?

29,000. They've lost comm with 'em. Turned off his transponder. Tracking his primary only. Was westbound. Turned southbound.

Said the controller heard on the frequency the pilot apparently adjust his mike ... lot of loud voices ... that sounded threatening ...

Yes, I'm here Betty.

One of our passengers is?

So just, you know of just one that got stabbed?

(XXX) ... something about return or I'll kill ya or something to that effect ... or threatening dialogue ... I asked for any information or updates to come to ... (XXX) Boston Center ... (XXX) Well, at least while he's in Boston Center ... So, I suppose ... if he stays southbound ... now if he turns back toward Logan ... (XXX).

Do we have a way to pull him up on the ASD ...

I got 'em over on ...

Pull him up on mine.

Okay. Hey Craig.

Yes.

They think they might have a fatality on the flight. One of our passengers, possibly on 9B, Levin or Lewin, might have been fatally stabbed.

Okay. Was this before the other flight attendants or is this something new?

This is, I mean I've been asking. I was just asking about how first class passengers...
CRAIG MARQUIS: Okay.

NYDIA GONZALEZ: ... were doing, and she mentioned that there might be one that they think might be fatally stabbed.

CRAIG MARQUIS: I'm gonna need you to man the phones okay?

NYDIA GONZALEZ: Yes, I'm here Betty.

He's the one that's in the ... he's in the cockpit.

Okay, you said Tom Sukani (Satam Al Suqami)? Okay.

Okay and he was in 10B. Okay, okay, so he's one of the persons that are in the cockpit.

And as far as weapons, all they have are just knives? Okay.

NYDIA GONZALEZ: Craig?

CRAIG MARQUIS: Yes.

NYDIA GONZALEZ: Apparently one of the passengers that's in the cockpit the name that they got was Tom Al Zukani (Satam Al Suqami) and he was in 10B not 9A and B as they previously stated.

NYDIA GONZALEZ: Now as far as the passenger that was, um, hurt.

CRAIG MARQUIS: Uh huh ...

NYDIA GONZALEZ: Betty.

Was that 9 ... 10? Okay, I thought you said 10.

CRAIG MARQUIS: Here's the lockout procedures.

NYDIA GONZALEZ: Okay, Daniel Lewin.

CRAIG MARQUIS: Okay and the passenger that got hurt was 9B, David Lewin.

Who's assisting them?

Who's assisting them up there?

Okay.

So the number one flight attendant— the one that was stabbed— she's on oxygen right now? Okay.
So they’ve got the number one on oxygen. Okay.

And the number five, that was a superficial wound, you were saying? Okay.

CRAIG MARQUIS: Who’s helping them, is there a doctor on board?

NYDIA GONZALEZ: Is there a doctor on board Betty that’s assisting you guys? You don’t have any doctors on board. Okay.

So you’ve gotten all the first class passengers out of first class?

CRAIG MARQUIS: Have they taken everyone out of first class?

NYDIA GONZALEZ: Yeah, she’s just saying that they have. They’re in coach.

NYDIA GONZALEZ: What’s going on honey?

Okay, the aircraft is erratic again. Flying very erratically. She did say that all the first class passengers have been moved back to coach, so first class the cabin is empty.

CRAIG MARQUIS: Okay, give me a direct line for you if you would Nydia in case we get disconnected.

NYDIA GONZALEZ: The line we’re on is at 460-4187.

CRAIG MARQUIS: 4187 and that’s an ICS?

NYDIA GONZALEZ: We think so.

CRAIG MARQUIS: Nydia, is that an ICS?

NYDIA GONZALEZ: Yes, it is.

CRAIG MARQUIS: Thank you.

NYDIA GONZALEZ: So, so far we think that Tom Al Sukami (Satam Al Suqami) in 10B.

CRAIG MARQUIS: 10B is in the cockpit with the pilots.

NYDIA GONZALEZ: Okay, and who else?

NYDIA GONZALEZ: Betty, we don’t have an idea as to who the other person might be in the cockpit with the pilots.

You did mention there was ... you did mention there was two guys in the cockpit with the pilots correct?

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Okay. Do we know who the second passenger might be?

Where's this thing going?

LA

Boston to LA.

I'm gonna call (XXX) code share.
We're gonna lock out the flight.

Ray is doing that right now. (XXX).


Okay, just take it easy.

Seems like the aircraft is descending quite a bit right now.

Okay, I have it on the radar here.

Okay, they have you guys on the radar okay. They're monitoring it.

Is he descending?

We don't know.
The transponder is off so we have no active read on him.

Okay.

No Betty. No announcements have been made over the loudspeakers from either the, okay, they don't know ...

The flight attendant on board seems to think its descending.

Betty you're gonna be okay.
Is it still descending?

Can you contact the cockpit?

Relax, you'll be okay.

No. She's still in the back. With two guys in the cockpit. The plane is being flown erratically.
NYDIA GONZALEZ:  

Has it stabilized yet?

Has the plane stabilized?

What's going on Betty? Talk to me.

CRAIG MARQUIS:  

Is that locked out?

NYDIA GONZALEZ:  

Have they made contact with the pilots yet Craig?

CRAIG MARQUIS:  

No, they have not. ATC can't get through either.

NYDIA GONZALEZ:  

So they haven't made any announcements. Not even to the passengers. No one.

CRAIG MARQUIS:  

Where's Halleck?

(UNKNOWN):  

Who?

CRAIG MARQUIS:  

Bill Halleck. (XXX)

NYDIA GONZALEZ:  

I mean as far as far as the ... Okay. But as far as ...

Two guys that are in the cockpit with the pilot.

CRAIG MARQUIS:  

Yeah it definitely is. Tell ATC to handle this as an emergency.

19:00

19:11

19:34

19:40

19:47

20:00

20:19

NYDIA GONZALEZ:  

They're ... they're trying to make contact with them. Not yet, as far as I know.

NYDIA GONZALEZ:  

What's going on on your end Craig?

CRAIG MARQUIS:  

We contacted air traffic control, they are gonna handle this as a confirmed hijacking. So they're moving all the traffic out of this aircraft's way.

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NYDIA GONZALEZ: Okay.

CRAIG MARQUIS: He turned his transponder off, so we don't have a definitive altitude for him. We're just going by ... They seem to think that they have him on a primary radar. They seem to think that he is descending.
08:41
0:02
CRAIG MARQUIS: Any other indication who the second person is?

NYDIA GONZALEZ: Hey Betty? Have you been able to try to find out who the other person the other passenger might be up in first class in the cockpit?

CRAIG MARQUIS: We know, we've got 10B, Tom Al Zukami (Salam Al Suqami).

NYDIA GONZALEZ: Hey Peggy? Come on up here please.

CRAIG MARQUIS: Okay, okay, they think they sprayed mace or something in the air? Yeah.

NYDIA GONZALEZ: Yeah you better send a SOCKS.

CRAIG MARQUIS: (XXX) 334 ... it's Boston to LA, confirmed hijacking. On Flight 11, I'm sorry. It's 334. Peggy, currently you're you have a transponder turned off. There is someone in the cockpit because the pilot is clicking his mike and the ATC is a picking up ah ... arguing going on in the cockpit.

NYDIA GONZALEZ: Do we know who are the people in the cockpit? Okay.

CRAIG MARQUIS: (To Peggy Houck:) The number three flight attendant I have on the phone. She called Raleigh Reservations (XXX) He turned off his transponder. They have him on primary radar and they see him descending.

NYDIA GONZALEZ: Based on the passenger list that we have for first class. She said the passengers are now in coach (XXX).

CRAIG MARQUIS: Descending yeah. Could you run me a model? He is currently 66,000 pounds of gas back from the time I got the call. Just give me some sort of endurance for 25,000 feet if you would.

NYDIA GONZALEZ: Okay, Nydia?

CRAIG MARQUIS: Okay, I have the dispatcher currently taking the current fuel on board.

NYDIA GONZALEZ: Uh, huh.

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NYDIA GONZALEZ TO CRAIG MARQUIS (Part 2)

CRAIG MARQUIS: And we're gonna run some profiles...
NYDIA GONZALEZ: Okay.
CRAIG MARQUIS: To see exactly what his endurance is.
NYDIA GONZALEZ: Okay.
CRAIG MARQUIS: Did she...
NYDIA GONZALEZ: She doesn't have any idea who the other passenger might be in first. Apparently they might have spread something so it's ... they're having a hard time breathing or getting in that area.

1:53

What's going on Betty?

Betty talk to me.

Betty are you there?

Betty?

Winston, do you think we lost her?

Okay, so we'll like ... we'll stay open.

NYDIA GONZALEZ: We, I think we might have lost her.
CRAIG MARQUIS: Okay.

2:00

(To Ray Howland) Who does? Okay, cause I lost this one. Yeah.

2:27

I think we lost her Craig.
CRAIG MARQUIS: Okay. I think I have another one through Boston Flight Service.
NYDIA GONZALEZ: Okay.
CRAIG MARQUIS: If in fact she calls back ...
NYDIA GONZALEZ: Uh huh.
CRAIG MARQUIS: You call me back, Nydia.
NYDIA GONZALEZ: Okay.
CRAIG MARQUIS: I don't want this spread all over.

1 See Tab 12 for a transcript of Ray Howland's telephone conversation with Nancy Wyatt (BOS Flight Services).

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AA KEAN COMM 006347
NYDIA GONZALEZ: Right. I've already made that indication to our people here.

CRAIG MARQUIS: Okay. Try ... try to make sure that it's followed through on, okay?

NYDIA GONZALEZ: Okay.

CRAIG MARQUIS: And I'll be back in touch with you.

NYDIA GONZALEZ: Okay. I'm gonna stay on the line with my agent just in case we get the line back and I'll call you back (XXX).

CRAIG MARQUIS: Okay.

Thank you.

(End Of Call)
Good morning. Dispatch 23, this is Peggy.

Hey Peggy, Craig Marquis.

Yes, Craig Marquis.

How are you?

I'm fine. How are you?

Good. Hey, I have an interesting call. Flight 11...

Mmhmm.

... from Boston to LA.

Mmhmm.

The number three flight attendant on board, by the name of Betty Ong, has contacted Raleigh Reservations and says that there's a passenger on board that's stabbing this flight attendant...

What?

... and she's trying to get hold of the cockpit crew and she can't get through and the cockpit cabin door is closed.

Could you SELCAL1 this captain?

Yeah.

And confirm that everything's okay.

Yeah.

And don't spread this around. This is between you and me right now. Okay?

Okay.

Thank you.

A huh.

---

1 "SELCAL" stands for Selective Calling. It's a technique that allows a ground radio operator to alert an aircrew that the operator wishes to communicate with the aircraft.

** Private and Confidential – Do Not Copy or Disclose. Sensitive Security Information.
(Phone dialing)

RECORDING: This telephone line is being recorded for quality assurance and training purposes.

0:23
SFARINC: San Francisco ARINC.

PEGGY HOUCK: Good morning. I'm calling from American Airlines dispatch in Dallas...

SFARINC: Mm hm.

PEGGY HOUCK: ... and I need to get a hold of one of my flights please.

SFARINC: Ah ha. Lost him, huh?

PEGGY HOUCK: Well, I'm not sure. I hope not!

SFARINC: Okay, who is this?

PEGGY HOUCK: It's American Flight 11. He just took off out of Boston and he should just be around ... let me see what this waypoint is.

SFARINC: Hancock.

PEGGY HOUCK: And he's headed towards where?

SFARINC: What's his destination?

PEGGY HOUCK: Ah, he's going to Los Angeles.

SFARINC: Los Angeles.

PEGGY HOUCK: And his SELCAL?

SFARINC: Bravo Golf Alpha Delta Delta.

PEGGY HOUCK: Okay.

---

1 "SELCAL" stands for Selective Calling. It's a technique that allows a ground radio operator to alert an aircrew that the operator wishes to communicate with the aircraft.

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AA KEAN COMM 006350
PEGGY HOUCK TO SAN FRANCISCO ARINC

Is he ACARs equipped?

Yes he is, but, he's not responding to my ACARs.

Okay. I'll try that then SELCAL him and (XXX)\(^2\) the center.
And what sector are you your desk?

PEGGY HOUCK: I'm on ... it's

SFARINC: I mean what dispatch are you? 15? 20?

PEGGY HOUCK: Oh, you just want to know that. 23.

SFARINC: 23, yeah.

PEGGY HOUCK: Oh, okay you ... (XXX)

SFARINC: That way we just put AAA ... um ... AAL 23 in then.

PEGGY HOUCK: Oh really, (XXX) ... that's good. I wondered how you guys did that.

Aren't you guys clever.

SFARINC: Okay. I'll go look for American 11 and we'll call you right back.

PEGGY HOUCK: Thank you very much sir.

SFARINC: Okay.

PEGGY HOUCK: Bye, bye.

SFARINC: Bye.

\(^2\) "XXX" designates unintelligible words or phrases.

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AA KEAN COMM 006351
American Dispatch Desk 23. Go ahead.

Yeah, this is San Francisco ARINC.

Yeah.

You called here looking for American 11.

Yeah.

Okay. He's not answering SELCAL. We called the Boston Center. They had the flight, but they could ... they said they had no tap to relay a message to a flight.

Oh really. Yeah. Hang on just a minute.

We've got another dispatcher working on this flight too. Just one second.

Okay.

(dialing)/(ringing)

Are you still there?

Yeah.

Okay. Hang on she's going back to her desk.

So you SELCAL'd and (XXX).

(Ring)

Fort Worth Dispatch.

Hey Peggy, it's I got San Francisco ARINC on the line here. Reference 11.

Oh, do they have him?

No.

No. No they don't. Okay.

No. I ... we SELCAL'd them and sent ACARs and we called the Boston center.

Yeah.

** Private and Confidential – Do Not Copy or Disclose. Sensitive Security Information. 
| SFARINC: | And they have the flight. |
| PEGGY HOUCK: | Yeah. |
| SFARINC: | But, then I asked them if they could relay a message and they say they couldn't at this time. |
| PEGGY HOUCK: | Yeah. Okay. Well thank you San Francisco ARINC. I appreciate your help. |
| SFARINC: | Want us to keep on trying or ... |
| PEGGY HOUCK: | Yeah. If we can. Yeah, if we can keep on trying that would be good. |
| SFARINC: | Okay. I'll advise the operators to keep on trying. |
RAY HOWLAND TO SOC RE JOE BERTAPELLE

(Phone dialing and ringing)

RAY HOWLAND: Alright, just a second.

System control.

RAY HOWLAND: Hey, it’s Ray. Could you ask Joe Bert to come downstairs right away?

Okay.

RAY HOWLAND: Thanks, bye.

Bye.

** Private and Confidential   Do Not Copy or Disclose. Sensitive Security Information. **
RAY HOWLAND: SOC, Ray Howland.

Hello.

Hey, I understand you're looking for Bert. He's trying to get on the morning call here in a couple minutes. Is it something he needs to interrupt that or XXX?

Yeah, yeah it is. He needs to get down here right away.

Okay.

Thanks.

Alright, bye.

Bye.

9/11 Working-level Employee

** Private and Confidential – Do Not Copy or Disclose. Sensitive Security Information. AA KEAN COMM 006355
JOSEPH BERTAPELLE TO RAY HOWLAND

RAY HOWLAND: SOC, Ray Howland.
JOE BERTAPELLE: What's happening?
RAY HOWLAND: We got a situation with one of the flights. We need you to come downstairs.
JOE BERTAPELLE: You need me physically down there?
RAY HOWLAND: Yeah.
JOE BERTAPELLE: Okay.
RAY HOWLAND: Yeah. It's a ... like somebody being stabbed on board one of the airplanes in flight right now.
JOE BERTAPELLE: Jesus Christ.
RAY HOWLAND: Yeah.
JOE BERTAPELLE: Goodbye.
RAY HOWLAND: Bye.

** Private and Confidential – Do Not Copy or Disclose. Sensitive Security Information.
... call from the cockpit. I'm sorry from the flight.

FEMALE:

Okay, I'm sorry. Who was this again?

RAY HOWLAND:

in Boston.

RAY HOWLAND:

Hi this is Ray.

FEMALE VOICE:

Yeah, he's the sector manager. He's gonna take over this call.

RAY HOWLAND:

How are ya?

RAY HOWLAND:

I'm alright, how you doing?

RAY HOWLAND:

Good. Give me one second.

RAY HOWLAND:

What's that?

RAY HOWLAND:

Ya know I put down the wrong number. Okay, let me call you right back.

I'm sorry. I just wanted to give the right flight number to ... I got a call from flight service.

They said flight twelve ... they said it might have been hijacked. They got a flight ... they got a call from a flight attendant.

RAY HOWLAND:

Flight Service got a call?

Yeah. From the plane. And I'm actually on the other line with them now I just wanted to make sure I got the right trip number.

RAY HOWLAND:

No. It's not twelve it's eleven.

It's eleven. Okay.

RAY HOWLAND:

Yup. We don't want this getting out.

Okay.

RAY HOWLAND:

Alright. This is... we're aware of the situation. We're dealing with it right now.

Okay.

RAY HOWLAND:

So, let us deal with it. We don't want anything getting out right now.

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Nothing said. Okay.
Ray Howland: Okay.
That's fine.
Ray Howland: Thanks.
Okay.
Ray Howland: Bye.
Bye.

9/11 Working-level Employee

0:52
(BOS) TO RAY HOWLAND

Call the MOD back again.

RAY HOWLAND: This is Ray.

RAY HOWLAND: Hey, Ray. This is in Boston. How ya doin?

RAY HOWLAND: Okay.

RAY HOWLAND: I just a call from a Flight Service manager...

RAY HOWLAND: Yeah?

RAY HOWLAND: ... who had a flight attendant on the phone and they’re unable to get in touch with the cockpit.

RAY HOWLAND: Right.

RAY HOWLAND: Flight 11.

RAY HOWLAND: Right.

RAY HOWLAND: And they have two flight attendants who are stabbed and one is on O2.

RAY HOWLAND: Okay. Yeah, we’re aware of it cause they called Raleigh Res. and we’re ... we’re working on the situation right now.

RAY HOWLAND: Okay.

RAY HOWLAND: You’re just notifying us. Is that ...

RAY HOWLAND: I just found ... I just found out about it.

RAY HOWLAND: Okay. I appreciate the call.

RAY HOWLAND: Okay.

RAY HOWLAND: Thank you.

RAY HOWLAND: Bye, bye.

RAY HOWLAND: Bye.

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NANCY WYATT (BOS FLIGHT SERVICE) TO RAY HOWLAND

RAY HOWLAND: SOC, Ray Howland.
RAY HOWLAND: Yes.
NANCY WYATT: Okay. We've got the flight attendants on the line here.
RAY HOWLAND: You do have them on the line?
NANCY WYATT: On the plane, yeah.
RAY HOWLAND: Can you conference them in with us?
NANCY WYATT: I have no idea how to do that. If you can help me out. Hold the ... he's getting some information here.

RAY HOWLAND: Boston Flight.
NANCY WYATT: I am gonna read his notes for you. It looks like he's Middle Eastern. Speaks no English. He was in 10B. Ten, Baker.
RAY HOWLAND: Right.
NANCY WYATT: 9 D and G speaks no... speaks no English.
RAY HOWLAND: The plane is in a rapid decent ...
NANCY WYATT: Is the cockpit still ...
RAY HOWLAND: Hold on ...

1:00

NANCY WYATT: Yeah. Okay. The flight attendants are concerned. They don't know what's going on in the cockpit. Are you in contact with them?
RAY HOWLAND: No we're not. That's ... we're trying to get in contact with the cockpit.
NANCY WYATT: Okay.
RAY HOWLAND: We don't really want to tell her that.
RAY HOWLAND: Okay, they're ... we're not sure ... okay, it looks like there is severe bleeding.

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AA KEAN COMM 006360
NANCY WYATT (BOS FLIGHT SERVICE) TO RAY HOWLAND

That he's keeping them ... keeping her on the line. There is severe bleeding. There is a slashed throat.

Michael is that severe ... is that slashed throat a flight attendant?

MICHAEL WOODWARD: No, a passenger. Karen Martin's been stabbed. The first on your list. And this is a business class passenger whose throat ...

NANCY WYATT: Okay two flight attendants have been stabbed.

RAY HOWLAND: Which two? Do you know?

NANCY WYATT: Pardon?

RAY HOWLAND: Which two?

NANCY WYATT: Can I have an NS. Let me get an NS here.

RAY HOWLAND: I've got the NS.

NANCY WYATT: Okay. Barbara Oresteugui and Karen Martin who have been stabbed.

RAY HOWLAND: The number one and the number five.

NANCY WYATT: Yeah, I don't have an NS up here.

RAY HOWLAND: I got it. I got it.

NANCY WYATT: Okay.

RAY HOWLAND: Now, a passenger is also injured?

NANCY WYATT: There is a passenger also injured there still.

We've got the -- Betty Ong -- the purser on the line. It looks like he's got things written here. That the two flight attendants are okay.

RAY HOWLAND: Hey Peggy, have you gotten in touch with the flight yet?

NANCY WYATT: Is she staying? Tell her to stay on the line.

RAY HOWLAND: Yeah, I would like for her to stay on the line. And if there is

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any way to — if you have to hang up with me -- to do it, I would like to have her conferenced in or transferred to us.

NANCY FYATT: Okay. Does anybody know ... Hold on a second. Does anybody know how to conference them into SOC on this phone?

RAY HOWLAND: Okay. We've got somebody that thinks they'll figure it out. You're all right.

3:00

NANCY FYATT: Yes.

RAY HOWLAND: Okay.

NANCY FYATT: Ray, do we know where that plane is going to right now? Is it headed back here?

RAY HOWLAND: We don't know.

NANCY FYATT: Okay.

RAY HOWLAND: Actually, it looks like it's going to JFK.

NANCY FYATT: Looks like it's going to Kennedy.

RAY HOWLAND: We ... I mean, we don't really want to give a whole lot of information to that flight. Okay?

NANCY FYATT: Okay, we're not. We're not giving them that information to that flight.

3:24

RAY HOWLAND: The flight attendant is on the phone with Boston Flight Service.

UNKNOWN FEMALE VOICE FROM SOC: Oh, we're talking to the flight attendant through Raleigh Res.

RAY HOWLAND: Oh, okay.

RAY HOWLAND: Okay. Evidently, we do have the flight attendant on the phone with us.

NANCY FYATT: Okay. They do have the flight attendant on the line with them.

RAY HOWLAND: Oh wait a minute you have the purser? On the phone?

NANCY FYATT: Is that Betty Ong?

RAY HOWLAND: Okay.

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NANCY WYATT (BOS FLIGHT SERVICE) TO RAY HOWLAND

MICHAEL WOODWARD: No I'm talking to Amy Sweeney.
RAY HOWLAND: Which one do you have?
NANCY WYATT: You're talking to Betty Ong, who is the purser.
We've got ...
UNKNOWN BOS EMPLOYEE:
NANCY WYATT: Oh I'm sorry. I haven't seen the (XXX) ... Karen Martin is the purser.
RAY HOWLAND: Betty Ong is a purser. She is the one you're probably speaking to.
NANCY WYATT: Right.
NANCY WYATT: Okay.
RAY HOWLAND: Who do you have on the phone?
NANCY WYATT: We have... we have Amy on the phone?
MICHAEL WOODWARD: What's that?
RAY HOWLAND: Boston Flight Service has another one of the flight attendants on the phone too. Boston Flight Service.
NANCY WYATT: Amy?
NANCY WYATT: Okay.
RAY HOWLAND: You lost it?
Yeah. Okay, we lost the other one so I really need to get on the phone with her.
NANCY WYATT: Okay. Something's wrong. Amy's ... Amy Sweeney is on the phone.
RAY HOWLAND: Amy Sweeney.
NANCY WYATT: Yeah, she's the number nine. And he's having trouble talking to her right now.
MICHAEL WOODWARD: Amy?

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NANCY WYATT (BOS FLIGHT SERVICE) TO RAY HOWLAND

Amy?

RAY HOWLAND: These are the two that are injured.

(____): One and five?

RAY HOWLAND: One and five.

4:47

NANCY WYATT: She started screaming and saying something’s wrong and now he’s having trouble.

RAY HOWLAND: Okay.

4:53

NANCY WYATT: Now he thinks he might be disconnected. Okay, we just lost connection.

RAY HOWLAND: Lost the connection?

5:00

MICHAEL WOODWARD: She started screaming that there’s something wrong with the airplane.

NANCY WYATT: Yeah.

MICHAEL WOODWARD: Something’s wrong with the airplane?

NANCY WYATT: Yeah, in other words she said something’s wrong. They’re not flying the airplane. They’re not flying the airplane.

MICHAEL WOODWARD: They’re not in the cockpit?

NANCY WYATT: No they’re in coach.

MICHAEL WOODWARD: Okay, they’re in the back of the plane.

NANCY WYATT: They’re in the back of the airplane?

RAY HOWLAND: Yeah. They’re in the back of the airplane. They’re not ...

NANCY WYATT: Oh, the hijackers are in the cockpit. Holy!

RAY HOWLAND: Oh no.

NANCY WYATT: Okay. They’re in the cockpit.

RAY HOWLAND: Hey, Craig. Craig, they’re saying the hijackers, they are in the cockpit.

NANCY WYATT: Listen. Let’s just see when the next flight to Kennedy.
NANCY WYATT (BOS FLIGHT SERVICE) TO RAY HOWLAND

is, just in case they’re going to Kennedy, so we can be ready.

RAY HOWLAND: I’m gonna put you on hold for just a second. Okay?
NANCY WYATT: Alright. I’ll ... I won’t hang up.
RAY HOWLAND: Thanks.
NANCY WYATT: Okay, I’m back.
RAY HOWLAND: Do you page ... -Or should we do that from here?
NANCY WYATT: We’ll do that. We’re taking care of that.
RAY HOWLAND: And we’ll page you got [] and [ ]. Okay, you guys have to ...
NANCY WYATT: Evelyn, don’t mention this to anyone. Me, you, Beth just the five of us. Okay?
RAY HOWLAND: Yup. Absolutely.
NANCY WYATT: Ray ... has the flight department been advised?
RAY HOWLAND: Yep.
NANCY WYATT: Okay.
RAY HOWLAND: That Captain is married to one of our flight attendants.
NANCY WYATT: I understand.
RAY HOWLAND: Just an FYI.
NANCY WYATT: Let’s see. What else should we should we be doing here?
RAY HOWLAND: We’ve got the Command Center activated so we’re taking care of that.
NANCY WYATT: If you’ve lost contact with the flight we do have some displays that show where the flight is so you know. We’re taking care of that.
RAY HOWLAND: But, you have lost contact now?
NANCY WYATT: Yes.
RAY HOWLAND: Alright.

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NANCY WYATT: We looked ... does it look like that aircraft is going to Kennedy?

RAY HOWLAND: It's hard to say. ATC hasn't talked to them. It doesn't look like, but, he is in the Kennedy area. So ...

NANCY WYATT: You'll have to take messages to keep lines open.

RAY HOWLAND: I'll tell you what, unless ... If you've lost them I'm gonna drop off cause there's some other stuff we need to get going here.

NANCY WYATT: Okay.

RAY HOWLAND: If you hear anything more from them give me a call back and we'll we'll advise you if we know what happens.

NANCY WYATT: Okay. And what do you want us to do as far as just keeping our mouths shut and not ...

RAY HOWLAND: That's basically it.

NANCY WYATT: And you'll call us. Can you call us? What's that emergency line is it 51?

8:00

RAY HOWLAND: It's your emergency line?

Okay. transponder is off so that's not gonna be ...

8:05

Okay. Craig Marquis.

Craig. This is Boston Flight Service.

NANCY WYATT: 5361 is our emergency line and we'll ...

RAY HOWLAND: Can you go right now please.

5361.

NANCY WYATT: Yeah.

5361.

RAY HOWLAND: Okay, thanks.

8:16
NANCY WYATT: And my name is Nancy Wyatt.
RAY HOWLAND: Nancy. Alright thank you.
NANCY WYATT: Okay, bye.
I (LGA) TO RAY HOWLAND

RAY HOWLAND: SOC, Ray Howland.

Yeah, Ray. This is at La Guardia ramp control.

RAY HOWLAND: Yeah.

Are you our domestic man today?

RAY HOWLAND: Yes I am.

RAY HOWLAND: Ray, just to give you a heads up ...

I'm not sure what's going on, but, the World Trade Center building -- as we looked out the window and we can kind of see them in the distance -- and we noticed the right World Trade Center had had a ... it has a big plume of smoke and the news reports that we're getting now is that it was struck by an aircraft.

RAY HOWLAND: Holy shit.

They have a guy ... we don't have anything missing in action. I mean its clear as a bell but they're ...

_Honey did he say ... he's saying he saw ..._

Well they're ... you know how the news is Ray. But, they're reporting -- an eyewitness -- that an airplane struck it. It's the tower on the right as we look at it.

RAY HOWLAND: Okay. Hang on just a second. Okay?

Sure. Sure.

(News reports in the background: ... We are looking at the World Trade Center as we speak. I mean this is what appears to be something falling off of the building they're looking at ...)

_Honey that eyewitness said he saw a plane hit it right? Did he say what kind?_

(News reports in the background: XXX...lets re-iterate --what would appear to be ...only an eyewitness and only what we're showing you on our live sky cam at this moment but, there does appear to be a plane of some sort that has crashed into the World Trade Center.)
RAY HOWLAND: Hey.

RAY HOWLAND: Yeah, Ray.

RAY HOWLAND: Have you heard anything else?

RAY HOWLAND: They have an eyewitness that says he saw a plane strike it at about the eightieth or hundredth floor.

RAY HOWLAND: Do you have any idea how ... what ... how big an airplane?

RAY HOWLAND: Nothing at all. This actually happened like 5 minutes ago Ray and I'm calling ya. I'll keep you in the loop. We're actually watching the news Ray. I hate to say that's how we're getting the information.

RAY HOWLAND: Yeah.

RAY HOWLAND: And you know how that goes. But, we'll watch the news and the big plume of smoke.

RAY HOWLAND: Right.

RAY HOWLAND: It's probably not going to affect us. I mean they're taking off on four and landing on thirty-one.

RAY HOWLAND: Yeah, and we got a visual approach that kind of goes by there.

RAY HOWLAND: Okay. I have a couple of other calls going here.

RAY HOWLAND: I think ... thanks. I think I have a feeling I know what's happened.

RAY HOWLAND: Okay. Okay, Ray. If we get anything more definitive we'll call you or vice-a-versa. Okay.

RAY HOWLAND: We just wanted to give you a heads up.

RAY HOWLAND: Okay, appreciate it.

RAY HOWLAND: Take care Ray.

RAY HOWLAND: Bye now.

RAY HOWLAND: Bye, bye.
FEMALE: Pretty good
RAY HOWLAND: This is Ray. Can I help you?
RAY HOWLAND: Yeah. Hey Ray, this in MOC. How are ya?
RAY HOWLAND: Hey,
RAY HOWLAND: Hey, you know anything ... you guys heard about this airplane in Manhattan?
RAY HOWLAND: Yeah.
RAY HOWLAND: Okay.
RAY HOWLAND: Is it ours?
RAY HOWLAND: Well, that's what I was calling you to ...
RAY HOWLAND: Yeah, we don't know. I just ... I was just on the phone with LaGuardia about it too.
RAY HOWLAND: Okay.
RAY HOWLAND: Alright, thanks.
RAY HOWLAND: Thanks.

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RAY HOWLAND: This is Ray.


RAY HOWLAND: Yeah, [Redacted].

RAY HOWLAND: We were just watching the news and I don't know if you saw that...

RAY HOWLAND: Yeah, that ah...

RAY HOWLAND: Empire State Building.


RAY HOWLAND: World Trade. Oh, okay.

RAY HOWLAND: Yeah. We don't know if it's ours or not.

RAY HOWLAND: Okay.

RAY HOWLAND: Okay.

RAY HOWLAND: We're gonna go over to the Flight Service Manager's office at 7360 and...

RAY HOWLAND: Okay.

RAY HOWLAND: ... and what... I got the manager of Passenger Service and all of Flight Service. I talked to the Flight Department and she got... Captain Bronson is being notified now.

RAY HOWLAND: Anything else that you need us to do?

RAY HOWLAND: No, no not yet.

RAY HOWLAND: Okay.

RAY HOWLAND: Thanks. Thanks.

RAY HOWLAND: Okay.
RAY HOWLAND: SOC, Ray Howland. I was on with Ray, it's possible I think I got cut off.

RAY HOWLAND: Okay.

RAY HOWLAND: I'm trying to find out what's going on with 11 -- Flight 11. I'm the representative for Boston Flight Service.

RAY HOWLAND: Yeah, I understand. We're not real sure at this point. Can you tell me what you know? We understand...

RAY HOWLAND: Yeah, actually there's a conference going on right now. What number is that?

RAY HOWLAND: 7500. Okay. I'll call back on that line.

RAY HOWLAND: Hang on just a second. Okay?

RAY HOWLAND: Okay.

RAY HOWLAND: Yeah?

RAY HOWLAND: Yeah. Basically, what we know is we got a call from one of the flight attendants on board the flight while it was in the air saying that a couple of flight attendants had been stabbed.

Evidently, we had them on the line a lot longer. They said that there were hijackers in the cockpit. One passenger had a slashed throat reportedly too. The two flight attendants that had been stabbed seemed to be okay. But, we had not been able to contact the cockpit and we lost contact with the flight attendants.

God, okay.

RAY HOWLAND: Yup.

RAY HOWLAND: This was the flight that left at 8:30 out of Boston?

RAY HOWLAND: 7:40, yeah.
7:40 this morning?
Ray Howland: Yeah. It’s Flight 11.

And did you block out the crew lists?
Ray Howland: Not yet. I’m getting ready to do that right now.

Can you just tell me — cause I’m right outside the airport in my car — is it a Boston crew?
Ray Howland: Yes it is.

Can you tell me the names?
Ray Howland: Yes, it is a Boston crew.

Do you mind?
Ray Howland: No. I’m just gonna read you down the last names. Okay.

Okay.
Ray Howland: Martin.

Is it a cockpit too?
Ray Howland: Yeah.

Boston cockpit?
Ray Howland: Boston cockpit as well.

Okay.
Ray Howland: Martin.

Is it B, Betty Martin?
Ray Howland: No K.A.

Okay K. Martin.

Okay.
Ray Howland: Nicosia.

Okay.

9/11 Working-level Employee

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RAY HOWLAND: Ong.

RAY HOWLAND: Alright.

RAY HOWLAND: Snyder.

RAY HOWLAND: Okay.

RAY HOWLAND: I'm gonna put you on hold for just a second please.

SURE. Go head.
IPO RAY ROWLAND

RAY HOWLAND:

SOC, Ray Howland.

Hello?

Ray, hi. I'm sorry, this is Ray. How are you?

I'm, okay.

I've heard that we had ... that an airplane crashed in the World Trade Center in New York.

Have you ...

We've heard reports of the same thing.

Is it ours?

We don't know.

Okay.

We don't know.

Alright. Well, I'm on my pager. Once you guys find out.

Okay.

Alright.

Thank you.

Thanks. Bye.

9/11 Working-level Employee

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(Dialtone and dialing)
BILL HALLECK: (Aside:) Yeah, well as far as I'm concerned it's an attack on the United States.

SOC BACKGROUND: It is, absolutely.

BILL HALLECK: So.

SOC BACKGROUND: (XXX)

(Dialtone and dialing)
SOC BACKGROUND: Well, I'm going back upstairs, if you can let me know how we get (XXX). Okay?

(Dialing)
BILL HALLECK: What type airplane, 757?

SOC BACKGROUND: (XXX)

BILL HALLECK: Okay.

_____(LAST NAME UNKNOWN):

BILL HALLECK: Command Center, _____.

Hi, Bill Halleck American Airlines in SOC.

Hi, Bill.

Yeah, hey ... we're ... we're gonna have to send a go team up to New York.

Okay.

And we need to get an exception, were ... We want to take a 757 and all of our people, and put it on there, and fly it up there.

Okay. You got a call sign, yet?

Not yet, but I just want to know what we need to do.

And what airport are you coming out of?

It'll be out of DFW. And ...

Okay. Hold on.

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AA KEAN COMM 006376
(UNKNOWN MALE VOICE): Wanna go into LaGuardia or Kennedy?

BILL HALLECK: Well, they haven't said yet. My guess is probably Kennedy but ...

(UNKNOWN MALE VOICE): Well hang on one second (XXX).

BILL HALLECK: We'll go ... We'll probably go anywhere we can get.

Hey Bill, yes, let me have pick you up.

I'm wondering if you can get closer, if you can get close enough and go by a bus or something.

BILL HALLECK: Well no the ... all of the players on the Go team are here, at our Command Center.

Right, but I'm saying if we could get you close to New York and then you go from there by vehicle.

Hold on.

BILL HALLECK: Where you talking...

Okay.

Let me get let me have the TCA pick us up.

BILL HALLECK: Okay.

But that might be something you ...

BILL HALLECK: Okay.

... consider if, you know, if they can't give you an airport in New York.

BILL HALLECK: Okay.

Okay, hold on.

BILL HALLECK: Alright.

(UNKNOWN MALE VOICE): What airport, Kennedy?

BILL HALLECK: It doesn't matter either ... either one. We were also saying that if we can't get an airport in

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New York can we go to like Philly and... get a bus and drive up there.

I can just put a lot of gas on go that way and the I can figure out where we...

Okay, Bill?

Yeah.

Hello?

Okay. He's on a call, and I was trying to help you as much as I can before... until he gets, becomes available. How close can you get to New York, you think, and still do what you want to do?

Yeah, they wanna actually bring a couple of flights up there...

Well, what airport?

Well we wanna... we wanna go, well, wait a minute... we wanna go from Dallas to either LaGuardia or Kennedy, either one.

Okay.

And apparently we have another flight out of Toronto that we want to bring down to Dallas. And the people that are on the Go team are all here in Dallas. And so, I would guess that if we can't get into New York for some reason or all, or other, or the Port Authority won't let anybody in there, that maybe Philadelphia is probably the closest airport. Right?

Yeah, Philly is close but then...

How many, how many hours drive is it from Philly up there? About four hours? Two hours?

Well we might can get you closer than that, I'm not sure but I just wanted to know what, if you were flexible like that because I know they're not taking any airlines in New York.

Well, yeah we'd prefer to fly all the way in, obviously. But I mean if we can't we gotta get, we gotta get a Go team up there right away.

Okay, what's your close... So pick our airport what, where can you get to?

Well, if we can't get into New York, and that's where we want to go and prefer to go, we'll, we'll go to any airport that's...
within an hour or two drive.

How long a runway? You talking about a big jet, then you gonna need a major airport.

BILL HALLECK: 757 or a 767. One of those two airplanes. We haven't picked one yet.
Okay. Can you just hold on here? Don't hang up.

BILL HALLECK: I won't.

BILL HALLECK: It might be a few minutes.

BILL HALLECK: Alright.

BILL HALLECK: Cause it's gotta be coordinated.

BILL HALLECK: Okay.

BILL HALLECK: And I'm ... what I'm gonna say is you wanna get as close as you can to New York out of DFW with a 757 or a 767.

BILL HALLECK: Right. Try to tell them I wanna get to New York first. And if we can't then ...

BILL HALLECK: First choice is New York. Second choice is closest you can.

BILL HALLECK: Right.

BILL HALLECK: Okay.

BILL HALLECK: Hey American, who's this?

BILL HALLECK: Bill Halleck.

BILL HALLECK: Yeah Bill, this is ... I'm working TCA at the ...

BILL HALLECK: Okay. I just checked and that is not gonna happen right now.

BILL HALLECK: We were thinking about leaving in a couple hours and getting up there later in the afternoon.

BILL HALLECK: Okay. Well right now I can't even entertain the idea.

BILL HALLECK: Okay. So where can you get me?

BILL HALLECK: Ah ...

BILL HALLECK: Can you get me to Philadelphia?

BILL HALLECK: Well ...

BILL HALLECK: Someplace close.

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Well, yeah ... I will check and see if there any place close that I can get to ya. Its not gonna be New York. And right now nothing is gonna move.

BILL HALLECK: Okay, and also we'd like for you to look at the possibility of getting us out of Toronto down here. If you can do that. If you can't, okay, but, we need to get up to New York as soon as possible with our Go team.

Okay.

BILL HALLECK: And they'll all just be American Airlines employees. They're all down here in Dallas, and the flight will be from Dallas to New York or as close to New York as you can get us. To where we can catch a train or a bus or something and get in there.

Okay, and like I say, right now ... I will keep that in mind. I will keep your request handy, but right now nothing is gonna move.

BILL HALLECK: Okay. When can I expect to hear something from you?

You cannot. ... I mean you know, as I get information I will now we, I have the hotline up so I suggest you sit somebody on the hotline, but, right now I have ... I can’t even give an estimate.

BILL HALLECK: You can’t give any estimate?

No.

BILL HALLECK: Okay. Alright.

Okay.

BILL HALLECK: Bye.

Alright, Bye bye.
(Dialing and ringing)

Boston (XXX).

BILL HALLECK: Yes, Bill Halleck, American Airlines, in Dallas at headquarters.

(MALE VOICE 1): Yes.

BILL HALLECK: Calling about our Flight 11.

(MALE VOICE 1): Okay, I think you need to talk to somebody... Hold on one, would ya?

BILL HALLECK: Okay.

(MALE VOICE 2): Yes sir.

BILL HALLECK: Yeah, this is Bill Halleck, American Airlines, in the Systems Operation Command Center in Dallas.

(MALE VOICE 2): Yes sir.

BILL HALLECK: Yeah, we're trying to find out the status to what you know about our Flight 11.

(MALE VOICE 2): What we know is minimally. I mean, last altitude reported was below two-niner-zero.

BILL HALLECK: Okay.

(MALE VOICE 2): He was heading West. But right now he's pointed southwest of Albany.

BILL HALLECK: Okay.

(MALE VOICE 2): Pointed due South.

BILL HALLECK: Okay.

(MALE VOICE 2): What we — appears to have happened — we lost frequency with him.

BILL HALLECK: Okay.

(MALE VOICE 2): Then we lost transponder. And then, the SUPE down in the area said they heard on the frequency — not the Supe didn't hear — but the controller heard on the frequency a threat in the background, but, that's unconfirmed and we're trying to pull the tape at this time.

BILL HALLECK: Okay, and is anybody talking to him at this time, and do you have any idea of his intentions?

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(MALE VOICE 2): American Airlines.
Is anybody talking to 'em?
Nobody?
BILL HALLECK: What the hell happened?

(MALE VOICE 2): Okay ... Right now nobody is talking to 'em presently.

BILL HALLECK: Okay. And he's heading southbound, and you said that the controller at one time heard a background noise in the cockpit.

(MALE VOICE 2): Yes.

BILL HALLECK: Like a ...

(MALE VOICE 2): Like a threat. Yes sir.

BILL HALLECK: Okay. And as far as you know...

(MALE VOICE 2): Hold on, let me get the Super here, hold on.

BILL HALLECK: Okay.

(MALE VOICE 2): Yeah ... I don't have the supervisor here. He said that in the background they believe that the, the con- the pilot must have had the ... frequency keyed.

BILL HALLECK: Mmhmm.

(MALE VOICE 2): ... and he heard in the background like, yeah return to an airport, or the threat happened, or I'll kill you, or something to that effect.

BILL HALLECK: Okay. Is he squawking any codes?

(MALE VOICE 2): No, no, no transponder, no altitude encoding, no idea.

BILL HALLECK: Okay. I'm tracking him on ASD.

(MALE VOICE 2): Yeah so, I mean, we're tracking him with primary only right now.

BILL HALLECK: With primary only?

(MALE VOICE 2): Yeah.

BILL HALLECK: Okay, okay and that's all you have at this time?

(MALE VOICE 2): That is all we have.

BILL HALLECK: Okay. If I need additional information. You want me to go through the Command Center?

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AA KEAN COMM 006384
BILL HALLECK TO 
(FAA COMMAND CENTER HEAD OF CENTRAL TRAFFIC FLOW)

(Dial tone and dialing)

BILL HALLECK: This is a fruitless call here.

(Phone ringing)

BILL HALLECK: Would you go up to the desk and see if you can find my notepad up there somewhere? I think I took it up there and gave it to 'em.

SOC BACKGROUND: Were you able to get a hold of anybody in central, I'm trying to get a hold of somebody up there, find out what the status is of the New York area.

BILL HALLECK: (XXX) They just shut it down.

SOC BACKGROUND: (XXX) It's all ... ... airports in New York are ...

Kennedy Command Center would you stand by please?

BILL HALLECK: Yeah.

SOC BACKGROUND: Thanks.

(BILL HALLECK: (XXX))

BILL HALLECK: That's alright.

1:33 Alrighty, what can I do for ya?

BILL HALLECK: Yeah. This is Bill Halleck at American.

Hi, Bill.

BILL HALLECK: I'm trying-

Hi, I'm trying to determine the status of the New York area as far as ... traffic operating.

1:44 Okay. We currently have an all ground stop into the New York Center Airspace. They've declared an ATC04. Obviously you know why.

BILL HALLECK: Okay, right.

They're getting ready to talk about it on the next SPO, which starting right now as we speak.
(MALE VOICE 2): No, you can call here.
BILL HALLECK: Okay.

(MALE VOICE 2): Or whatever is easier. This would be more direct.
BILL HALLECK: Okay. Alright. I'll call through the Traffic Management Unit cause I have a direct line through that. Traffic Management Unit. Okay. Thank you very much.

(MALE VOICE 2): No problem, bye.
BILL HALLECK: Yeah.
BILL HALLECK TO
(FAA COMMAND CENTER HEAD OF CENTRAL TRAFFIC FLOW)

BILL HALLECK:
2:00

They just cancelled it.
Okay.

2:16

The SPO, so, I guess they’ll have more in the 10:15, or if you have an SPO that you can have before that ...
Okay. We might convene a special Telcon so you might want to stand by for an advisory there. Are you able to confirm anything within your airline to us?

2:24

No, unfortunately ...

How about, can you tell me if we know for sure it was American 11 that went into the Trade Center?

2:22

We think that’s who it was.
Okay.

And we’re missing another flight also.

What flight are you missing?

77.

And when was the last time you knew for sure something for about him?

He was in ... Wait a minute, hang on.

2:35

(Announcement in background at SOC): ...Dulles to L.A. and Boston to L.A. seems to have been hijacked and may have been run into the World Trade Center.

Well there’s-

2:48

I don’t know how he got up there but they think 77 is up there also.
Okay ...

BILL HALLECK:

He’s out of Dulles.

1, okay and .....

3:00

Dulles, LA and they both apparently have been hijacked and 11 we’re pretty sure is in there and 77 — we were talking to them according to Indianapolis center about forty-five minutes.
BILL HALLECK TO [ ]

(FAA COMMAND CENTER HEAD OF CENTRAL TRAFFIC FLOW)

ago, and in Indie center -- and I don't know how he got to-
back to the Trade Center. I have no idea, if that happened.

Okay. It may not have. We have another call sign. Of course
we don't now for sure any of these call signs right now, but, if
we find out it's your aircraft we'll certainly give you a call.

Bill Halleck: Okay. So you have ... You have two airplanes in the Trade
Center.

Yes.

Bill Halleck: And you don't know who either one of them are for sure.

Yeah that's true.
If I did I would share it with you.

Bill Halleck: Okay, thanks [ ]

All right, bye Bill.

Bill Halleck: Bye.

9/11 Working-level Employee

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