

MEMORANDUM FOR THE RECORD

(R)

Event: Patty Carson, an AAL employee who was in phone contact with family members who reported receiving a call from their daughter who was a flight attendant aboard AAL flight 77.

Type: Interview

Date: November 19, 2003

Team: 7

Special Access Issues: None

Prepared by: Lisa Sullivan and John Raidt

Participants (non-Commission): Patty Carson, AAL employee; Desmond Barry, AAL counsel

Participants: John Raidt, Bill Johnstone, Lisa Sullivan and Sam Brinkley

Location: By phone. Carson was called at her workstation; Commission staff, with Mr. Barry present, placed the call to Carson from offices in the American Airlines operations facility in Ft. Worth, Texas.

**Background note**

Commission staff interviewed Ms. Carson because on 9-11 she was in contact with family members who had received a phone call from a flight attendant aboard AAL flight 77.

**Interview summary**

On 9/11/2001 Carson was at her workstation in flight services at Reagan National Airport (normally she was stationed at Dulles).

She is unsure exactly what time he received the phone call in question, but it was sometime after the plane had hit the WTC. She couldn't be sure whether it was after the first or the second strike. She had just returned from the crew lounge where she saw the strike and her phone was ringing.

When she answered it was Mrs. Ronald (Nancy) May, the mother of Renee May, a flight attendant aboard AAL 77. Mrs. May said that Renee had just called from aboard AAL 77 and instructed her parents to contact Carson. Carson told Mrs. May that she wasn't sure if one of the planes that had hit the world trade center was an American Airlines aircraft.

COMMISSION SENSITIVE

Mrs. Carson replied, "No, no - we are talking about flight 77 in the air." Mrs. May said that Renee had told her mother, "We are being hijacked and held hostage." Carson said that when she took the call she was unaware there was any problem with flight 77.

Mrs. May told Carson that Renee had reported that she was in the back of the plane and that they didn't know anything about the state of the pilots at that time. Carson took down their number and told them she would call them as soon as she knew anything.

At that point Carson was asked to leave the building because it was being evacuated. She went to the front of the terminal and heard some explosions from the direction of the Pentagon, although she can't be exactly sure if the explosions she heard were from the Pentagon strike or not.

Carson stated that said she told Tony Knisley, one of the managers at DCA, about the call from Mrs. May as they were being evacuated from the building. Subsequently she learned that another one of her friends from Dulles was also on AAL flight 77.

The FBI called Carson later that night. She told the FBI that the Mays called to relay information they received from their daughter to someone so that maybe something could be done to help.

She indicated that she received only the one call from the Mays. While she had promised the Mays that she would call them back, she didn't learn everything about what had happened until listening to the radio on her way home that night. She didn't feel like she could call them back with what little information she had before the end of the day.

Carson isn't sure how the FBI found her because she didn't report the phone call to them, but said she wasn't surprised that they contacted her because the FBI was at Dulles that day.

She believes the conversation with Mrs. May took place shortly before flight 77 crashed into the Pentagon. After that, her phones were ringing "off the hook" from other attendants trying to find out information about friends and colleagues.