

**TRANSCRIPT OF THE TELEPHONE CALL BETWEEN NYDIA GONZALEZ
AND CRAIG MARQUIS
SEPTEMBER 11, 2001 APPROXIMATELY 7:20 AM CST**

CRAIG MARQUIS: [0:00]¹ American Airlines emergency line. Please state your emergency.

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. [0:30] 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?

NYDIA GONZALEZ: Gonzalez.
G-O-N-Z-A-L-E-Z.

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.
[1:00]

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

¹ Time references have been added in thirty second increments beginning at the start of the call.

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hun?

Betty?

You're the number three on the flight?

And this is Flight 11?

From where to where?

Have you guys called anyone else? [1:30]

Okay. You guys are airborne right now?

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

So just just bear with us.

CRAIG MARQUIS: Hey, Nydia.

NYDIA GONZALEZ: Yeah.

CRAIG MARQUIS: Hello?

NYDIA GONZALEZ: Yes sir, I'm here.

CRAIG MARQUIS: Okay, did Flight 11 say, are they descending?
Are they landing somewhere?

NYDIA GONZALEZ: She says they're in the air. [2:00]

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

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

CRAIG MARQUIS: Um okay, hold on one second.

NYDIA GONZALEZ: And she's still in communication with my rep.

CRAIG MARQUIS: Okay.

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

CRAIG MARQUIS: Sure we do. [2:30]

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

CRAIG MARQUIS: Well maybe they're busy.

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Let me ... let me get hold of the dispatcher and have them SELCAL² this guy.

Standby.

NYDIA GONZALEZ: Okay ...

[3:00]

NYDIA GONZALEZ:
(SIMULTANEOUS)

*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 ...

CRAIG MARQUIS
(SIMULTANEOUS)

(XXX)³ Okay. I'll take 'em both on 23 (XXX).
Matter of fact (XXX) put this line on hold.

(dialtone beep).

NYDIA GONZALEZ:

*Okay, now how are the passengers?
So this is all happening in first class, coach is not
aware of what's going on? [3:30]*

NYDIA GONZALEZ:
(SIMULTANEOUS)

Okay.

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

CRAIG MARQUIS
(SIMULTANEOUS)

Hey Peggy, Craig Marquis. How are you?
Good. Hey, I have an interesting call.

CRAIG MARQUIS:

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. [4:00] And the
cockpit cabin door is closed. Could you
SELCAL this captain and confirm that
everything is okay? And don't spread this
around ...

NYDIA GONZALEZ:
(SIMULTANEOUS)

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.

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CRAIG MARQUIS (SIMULTANEOUS) This is just between you and me right now okay?

CRAIG MARQUIS Okay. Thank you.

NYDIA GONZALEZ: *Okay, so there's... the plane is flying erratically?*

CRAIG MARQUIS: Okay, Nydia.

NYDIA GONZALEZ: *Hey hun...*

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. [4:30]

CRAIG MARQUIS: Okay, I have the dispatcher contacting the crew right now.

NYDIA GONZALEZ: Okay.

CRAIG MARQUIS: So I'll keep you informed.

NYDIA GONZALEZ: *Betty? Did we lose her?
Betty? You still there? Okay bear with us.*

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

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

CRAIG MARQUIS: I'm gonna want to move [redacted] over to Peggy's desk and her to just take over this Flight 11. [5:00]

CRAIG MARQUIS: Hey [redacted] Hey I'm gonna need for you to take over the 23 desk for me please. Yeah.

9/11
Working-level
Employee

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

NYDIA GONZALEZ: *Betty, you said the number five flight attendant has been stabbed and she's okay. [5:30]*

Okay, who else?

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

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What was that Betty? [6:00]

(Background noise.)

Okay.

(Background noise.)

Have you guys gotten any contact with anybody? [6:30]

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. [7:00] 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.

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. [7:30]

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

CRAIG MARQUIS: Okay.

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

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

Okay. But right now it's more or less stabilized? Okay.

NYDIA GONZALEZ: Would you guys call ROC (XXX). [8:00]

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

Hey, Mike Mulcahy. Come here please.

NYDIA GONZALEZ: *Okay. Okay.*

CRAIG MARQUIS: Hey Mike, I got an incident going on here. [8:30] 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 ...

NYDIA GONZALEZ: *Hey Betty, the number five and the number one are they both from first class. Okay.*

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

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. [9:00]

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.

[REDACTED] What is that?

CRAIG MARQUIS: All the information on Flight 11. Bring it to

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me here. Yeah. (XXX) [9:30]

(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?
Yeah.*

CRAIG MARQUIS: *Okay, let me tell you what's going on.
The passengers in 2A and 2B, two male
passengers, have broken into the cockpit
stabbed the number one flight attendant.*

NYDIA GONZALEZ: *Oh good.*

*The number one flight attendant is breathing and she is
conscious.*

CRAIG MARQUIS: **[10:00]** *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.*

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. [10:30] 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.*

*I'm sorry? Yeah, please. That's a good idea.
I wouldn't close the blinds though. Yeah. [11:00]*

NYDIA GONZALEZ: *Betty, how are you holding up honey?
Okay. You're gonna be fine.*

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?

CRAIG MARQUIS: What've ya got? [11:30]

BILL HALLECK: 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 ...

NYDIA GONZALEZ: *Yes, I'm here Betty.*

One of our passengers is?

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

BILL HALLECK: (XXX) ... something about return or I'll kill ya or something to that effect ... or threatening dialogue ... [12:00] 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).

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

BILL HALLECK: I got 'em over on ...

CRAIG MARQUIS: Pull him up on mine.[12:30]

NYDIA GONZALEZ: Okay. Hey Craig.

CRAIG MARQUIS: Yes.

NYDIA GONZALEZ: 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.

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

NYDIA GONZALEZ: This is, I mean I've been asking. I was just asking about how first class passengers...

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CRAIG MARQUIS: Okay. [13:00]

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. [13:30]

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

Okay, you said Tom Sukani (Satam Al Suqami)? Okay. [14:00]

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. [14:30]

CRAIG MARQUIS: Uh huh ...

NYDIA GONZALEZ: Betty.

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

CRAIG MARQUIS: Here's the lockout procedures. [15:00]

NYDIA GONZALEZ: Okay, Daniel Lewin.

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

Who's assisting them?

Who's assisting them up there?

Okay. [15:30]

So the number one flight attendant-- the one that was stabbed-- she's on oxygen right now? Okay.

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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. Oka .*
[16:00]

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. [16:30] 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

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. [17:00]

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

NYDIA GONZALEZ: 10B is in the cockpit with the pilots.

CRAIG MARQUIS: 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

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was two guys in the cockpit with the pilots correct? Okay. Do we know who the second passenger might be? [17:30]

MIKE MULCAHY: Where's this thing going?

CRAIG MARQUIS: LA

MIKE MULCAHY: Boston to LA.
I'm gonna call (XXX) code share.
We're gonna lock out the flight.

CRAIG MARQUIS: Ray is doing that right now. (XXX).

NYDIA GONZALEZ: *What's going on Betty? Relax, honey. Betty. Betty.*
Okay, just take it easy. [18:00]
Seems like the aircraft is descending quite a bit right now.

CRAIG MARQUIS: Okay, I have it on the radar here.

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

CRAIG MARQUIS: Is he descending?

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

CRAIG MARQUIS: Okay.

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

CRAIG MARQUIS: The flight attendant on board seems to think its descending.

NYDIA GONZALEZ: *Betty you're gonna be okay. [18:30]*
Is it still descending?

(): Can you contact the cockpit?

NYDIA GONZALEZ: *You still there? Okay? Relax hun.*
Relax, you'll be okay.

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

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NYDIA GONZALEZ: *Has it stabilized yet?*
Has the plane stabilized?
What's going on Betty? Talk to me.

CRAIG MARQUIS: Is that locked out? [19:00]

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 ...*
[19:30]
Two guys that are in the cockpit with the pilot.

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

(UNKNOWN): ... they have in there it's been hijacked.

CRAIG MARQUIS: It is. Okay.

(UNKNOWN): They don't know what his altitude is ... they think he's descending.

They think he's headed toward Kennedy... they're moving everybody out of the way...

CRAIG MARQUIS: The flight attendant [20:00] ... I'm talking to the flight attendant in the back of the plane and she says the plane is descending.

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. [20:30] 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.

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? [21:00]*

We know, we've got 10B, Tom Al Zukami (Satam Al Suqami).

CRAIG MARQUIS: Hey Peggy? Come on up here please.

NYDIA GONZALEZ: *Okay. Okay, they think they sprayed mace or something in the air? Yeah.*

CRAIG MARQUIS: Yeah you better send a SOCKS.

(XXX) 334 ... it's Boston to LA, confirmed hijacking. On Flight 11, I'm sorry. [21:30] 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. [22:00]

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.

CRAIG MARQUIS: Yeah.

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Okay, Nydia?

NYDIA GONZALEZ: Yes dear, I'm here.

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

NYDIA GONZALEZ: Uh, huh.

CRAIG MARQUIS: And we're gonna run some profiles...

NYDIA GONZALEZ: Okay.

CRAIG MARQUIS: To see exactly what his endurance is. [22:30]

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.

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. [23:00]

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

CRAIG MARQUIS: Okay.

(To Ray Howland) Who does? Okay, cause I lost this one. Yeah. [23:30] [24:00]

NYDIA GONZALEZ: I think we lost her Craig.

CRAIG MARQUIS: Okay. I think I have another one through Boston Flight Service.

NYDIA GONZALEZ: Okay.

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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.

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. **[24:30]**

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)