

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.

9/11 Law Enforcement  
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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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