

BEGPRODNO : M-INT-00077120
BEGBATES : 265A-NY-280350-302-28820
DATE : 09/13/2001
FBIDESCR : MICHAEL WOODWARD
FULLTEXT :

9/14/01

MICHAEL WOODWARD, date of birth [REDACTED]

[REDACTED] Manager of Flight Services, AMERICAN AIRLINES AA, was advised of the identities of the interviewers and the purpose of the interview. WOODWARD furnished the following information:

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WOODWARD arrived at work on September 11, 2001, at approximately 6:30 a.m., at the Flight Services office at Boston LOGAN AIRPORT. He attended a meeting at approximately 6:45 a.m., in his office with a flight attendant. The meeting lasted for 15 minutes. WOODWARD prepared for the rest of his workday and at approximately 7:30 a.m., WOODWARD went to AA Flight 11 in order to check on the status of the flight and the flight attendants. WOODWARD spoke briefly with the flight attendants and looked on board Flight 11. WOODWARD did not notice anything which he considered to be unusual on board Flight 11. When the flight attendants told him they were prepared for departure, WOODWARD exited Flight 11.

At some time between 8:15 a.m. and 8:45 a.m., WOODWARD was contacted and asked to go to one of the departure gates. WOODWARD had trouble recalling which gate he went to, but he believes he went to Gate 31 or 32. Shortly, thereafter, WOODWARD realized a flight attendant on board one of the flights had called the Flight Services office to report trouble on a flight. WOODWARD then proceeded to the Flight Services office, where he took a phone call from ANY SWEENEY (True Name: MADELINE SWEENEY), a Flight Attendant on AA Flight 11. The following information was relayed to WOODWARD by SWEENEY via telephone (WOODWARD was unsure whether SWEENEY was on the on-board phones or a cellular telephone):

"The flight has been hijacked. This flight is Flight 11 from Boston to LA. The plane is a 767. I am in the back with BETTY QNG AA Flight Attendant. A man in business class has had his throat slashed and is presumably dead. #1 flight attendant has been stabbed and #5 flight attendant has been stabbed. There is a bomb in the cockpit. I can't make contact with the cockpit, can you do it? We have paged for a doctor or nurse for the flight attendants. The coach passengers don't know what's

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[REDACTED] U.S. Department of State
Massachusetts State Police BLB:dw

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happening. BOBBI is not on oxygen and KAREN is. BOBBI is on the floor behind the cockpit. The hijackers are of Middle Eastern descent. One spoke good English and one didn't. It is a rapid descent. Something is wrong. I don't think the captain is in control. I see water. I see buildings. We're very, very low.

Oh, my God."

At this point in the conversation, WOODWARD stated the phone went "staticky" for a short time and then the phone line died. CRAIG KOPETZ then entered and told WOODWARD and others that a plane had just crashed into the WORLD TRADE CENTER WTC. WOODWARD said that during the entire conversation he had with SWEENEY, her voice remained calm and even. WOODWARD also stated that due to the things she was saying, he assumed she was in the rear of the aircraft and that no hijackers were near her. WOODWARD did not hear any noise in the background during the conversation. WOODWARD also stated he took notes during this entire conversation. The notes have been previously received by the FEDERAL BUREAU OF INVESTIGATION FBI.

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BEGPRODNO : M-INT-00077132
BEGBATES : 265A-NY-280350-302-28828
DATE : 09/13/2001
FBIDESCR : ELIZABETH D. WILLIAMS
FULLTEXT :

9/14/01

ELIZABETH D. WILLIAMS, date of birth [REDACTED]

[REDACTED] work telephone number [REDACTED] who

is the Pease Manager, was advised of the identities of the interviewers and the purpose of the interview. WILLIAMS furnished the following information:

WILLIAMS stated on September 11, 2001, at approximately 8 a.m., she was working in her office at LOGAN AIRPORT when MICHAEL WOODWARD, Manager of Flight Services for AMERICAN AIRLINES AA, advised her that they needed to go to Gate 32 because two flight attendants had been stabbed. Upon arrival at the gate, WILLIAMS and WOODWARD found an empty airplane. WOODWARD then got on the phone and contacted EVELYN NUNEZ, an employee of AA at LOGAN AIRPORT. While WOODWARD was on the phone, WILLIAMS searched the gate-side computer for information for the flight time of the airplane at Gate 32. WOODWARD then told WILLIAMS that NUNEZ was on the phone with a flight attendant that was in trouble. Shortly thereafter, WOODWARD relayed to WILLIAMS the fact that NUNEZ had lost contact with the flight attendant. At this time, WILLIAMS and WOODWARD realized they must have received the wrong information. Both WOODWARD and WILLIAMS speculated that the individuals they were looking for were the individuals on the flight that NUNEZ had spoken with. WILLIAMS and WOODWARD then proceeded to the location of NUNEZ. As WILLIAMS and WOODWARD entered the room, [REDACTED] an employee of AA, answered the phone and advised everyone that he was speaking with the same flight attendant NUNEZ had spoken with. WOODWARD then took the phone from [REDACTED] and began conversing with the flight attendant. The flight attendant identified herself as AMY SWEENEY True Name: MADELINE SWEENEY and explained that she was on Flight 11, which had just been hijacked. While WOODWARD was talking with SWEENEY, WILLIAMS looked up the flight information for AA Flight 11. NUNEZ then called Systems Operation Control SOC in Dallas, Texas, to advise them of the situation. After NUNEZ had a brief conversation with SOC, WILLIAMS took over the phone call and began repeating the information which WOODWARD was relaying for the flight attendant.

WILLIAMS stated while she was on the phone with SOC,

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she was repeating the information WOODWARD was calling out to her. The following is the information which WILLIAMS remembers WOODWARD relaying:

Two flight attendants have been stabbed. KAREN is on

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oxygen and BOBBI is hanging in there. One business class passenger, whose throat has been slashed, is presumed dead. Hijackers are Middle Eastern. They hijackers broke into the cockpit. AMY doesn't think the captain is flying the plane.

WILLIAMS stated WOODWARD asked SWEENEY, "What's wrong? What's wrong?" WILLIAMS explained that WOODWARD looked up from the phone and told everyone the phone line had died. Approximately one minute later, [redacted] arrived and advised everyone that Flight 11 had been hijacked and that an airplane had flown into the WORLD TRADE CENTER WTC. WILLIAMS stated the group then moved to their command center. Approximately 15 minutes later, WILLIAMS and the others realized Flight 11 was the same flight which crashed into the WTC.

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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.

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 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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SA [REDACTED]

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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.

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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: 
SSAN: 
ADDRESS: 
MASSPORT ID#: 
AA ID#: 

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BEGPRODNO : M-INT-00058946
BEGBATES : 265A-NY-280350-302-14510
DATE = 09/13/2001
FBIDESCR : JAMES SAYER
FULLTEXT :

9/13/01

JAMES W. SAYER was contacted at the AMERICAN AIRLINES administrative office in LOGAN AIRPORT. After being advised of the personal and official identities of the investigating agent and the identity of Sergeant [REDACTED] MASSACHUSETTS STATE POLICE, SAYER provided the following information:

SAYER stated he is an AMERICAN AIRLINES AA flight attendant, but is currently assigned as a staffing assistant to KELLY COX, the AA base flight service manager. SAYER's job duties are assisting COX with the administering of the flight attendants for outgoing flights.

On September 11, 2001, SAYER reported for work at BOSTON's LOGAN AIRPORT at 7:05 AM. At approximately 7:30 - 8:30 AM, he walked into AA MOD office and heard EVY NUNEZ, an AA employee, state that two flight attendants had been stabbed on Flight 11 at Gate 32. NUNEZ called BETH WILLIAMS and MICHAEL WOODWARD to tell them what happened. WILLIAMS and WOODWARD, who are AA flight service managers, went down to Gate 32 and discovered there was no plane. NUNEZ checked the AA computer for flight information, and then she called someone on the telephone. While NUNEZ was on the telephone, another telephone rang which SAYER answered.

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On the telephone was female flight attendant on AA Flight 11 calling from the air who stated that two flight attendants were stabbed and a man in business class had been stabbed in the throat. A doctor and nurse, on board the plane, were caring for the injured man. The flight attendant stated that two people had gone in the cockpit and they said they had a bomb. The flight attendant had observed two boxes connected with red and yellow wire. The individuals who took over the plane had mace and pepper spray, and the flight attendant could detect an odor in the cabin. The flight attendant told SAYER they were in the air over New York City. She also said the hijackers were sitting in seats 10B, 9C and 9G. SAYER took some notes while he was talking to the flight attendant which he signed and dated and turned over to the investigating agent.

SAYER turned over the telephone to MIKE WOODWARD who also spoke to the flight attendant. SAYER then went to his desk

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JAMES W. SAYER

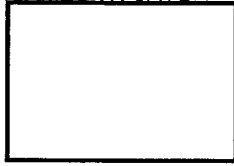
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to beep KELLY COX, his manager and the other AA managers who were not at work.

The following identifying information was obtained from SAYER:

JAMES W. SAYER



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BEGPRODNO : M-INT-00067529
BEGBATES : 265A-NY-280350-302-18821
DATE : 09/14/2001
FBIDESCRIPTION : WOODWARD, MICHAEL
FULLTEXT :

09/14/2001

MICHAEL WOODWARD, American Airlines AA was telephonically contacted at his place of employment at Logan Airport. After being advised of the personal and official identities of the Investigating Agent, WOODWARD provided the following information. WOODWARD stated that on September 11, 2001, when he talked to AA flight attendant AMY SWEENEY on board Flight 11 at approximately 8:30 a.m., he received the call at the MOD office at Logan Airport. The acronym MOD stands for Manager on Duty and is a resource office where the flight attendants can call with scheduling or administrative problems between 5:00 a.m. and 9:00 p.m. All of the flight attendants are given the MOD office numbers where WOODWARD works as a manager. WOODWARD stated there are two telephone lines coming into the MOD office which are 617-634-5352 and 617-634-5351, and AMY SWEENEY could have called on either line.

09/14/2001 Boston, Massachusetts telephonically

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BEGPRODNO : M-INT-00008897
BEGBATÉS : 265A-NY-280350-302-47851
DATE = 09/11/2001
FBIDESCR : JANE ALLEN, VICE PRESIDENT, AA FLIGHT ACADEMY SYSTEMS
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/12/2001

JANE ALLEN, Vice President Flight Services, American Airlines AA, AA Flight Academy, Systems Operations Center, 4601 Hwy 360, Fort Worth, Texas 76155, after being apprized of the identity of the interviewing agent, provided the following information:

On 09/11/2001, MS. ALLEN conducted a flight service system conference call. During the call MICHAEL WOODWARD, AA Flight Services Manager, Boston, told her that he received a telephone call from AA flight 11. The caller was flight attendant AMY SWEENEY. According to WOODWARD, SWEENEY's call came from either a cell telephone or an air phone on the aircraft.

The call from SWEENEY was initially received by EVY NUNEZ, manager on duty at AA Boston. NUNEZ became very distraught early in the conversation; WOODWARD took over the call from NUNEZ.

SWEENEY told WOODWARD that the flight had been hijacked and the number one flight attendant had been stabbed. The number one flight attendant was in the first class section of the aircraft. The number five flight attendant had also been stabbed in the business class section of the aircraft. According to SWEENEY, the number five attendant's injury was not life threatening. SWEENEY also relayed that one hijacker cut the throat of a passenger in business class. That passenger was believed to have died as a result of his wound.

SWEENEY believed there were three hijackers in the business class section of the aircraft. All three hijackers were of Middle Eastern decent. At least one of the hijackers spoke English very well. The hijackers occupied seats number 9B, 9E, 9G, and 10C.

SWEENEY described the atmosphere in the aircraft as calm while the hijacking was carried out. At one point, the hijackers gained access to the cockpit of the aircraft. SWEENEY further relayed to WOODWARD that after the hijackers entered the cockpit, the plane changed direction and began to descend rapidly. During

Investigation on 09/11/2001 at FORT WORTH, TEXAS
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the descent phase, SWEENEY attempted to contact the cockpit; she did not get a response.

WOODWARD asked SWEENEY if she could tell where they were. SWEENEY responded "I see water; I see buildings. Oh my God; Oh my God." No further communication was received from SWEENEY; the telephone call ended.

MICHAEL WOODWARD can be contacted at telephone number [REDACTED] KELLY COX, American Airlines Base Manager, Logan Airport, may have additional details regarding communication between SWEENEY and WOODWARD. She can be contacted at telephone number 617 968-5438.

JANE ALLEN is further described as follows:

Sex: Female
Race: [REDACTED]
Telephone number: [REDACTED]

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BEGPRODNO : M-INT-00057595
BEGBATES : 265A-NY-280350-302~12952
DATE : 09/20/2001
FBIDESCR : SWEENEY, MICHAEL G
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/21/2001

MICHAEL G. SWEENEY, DOB [REDACTED]
Acton, MA, telephone number [REDACTED] was advised of the
identity of the interviewing agent and the nature and the purpose
of the interview. Present for the interview were PATRICIA SWEENEY
and ROBERT SWEENEY, brother and sister, and PATRICK HALEY, a friend
and co-worker.

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MADLINE "AMY" SWEENEY DOB 12/14/65, was employed as a
flight attendant FA with American Airline for 14 years. She has
been stationed in Dallas and New York. She has been based at Logan
International Airport in Boston for 12 years.

On September 11, 2001 AMY awoke at approximately 4:30am,
she left her residence at [REDACTED] Acton, MA at
approximately 5:30am. She drove herself to an employees parking
lot in Chelsea, MA. This usually takes one hour. A shuttle bus
takes airline employees to Logan from the lot.

AMY called MICHAEL from her cellular telephone at
approximately 7:15am, [REDACTED]

MICHAEL stated that the call was made before the plane had taken
off. He stated that AMY was acting normally and was not alarmed.
He stated that he did not overhear any unusual noises or
conversations. Their conversation lasted a few minutes. MICHAEL
stated that AMY's flight, AA 11, was scheduled to depart at 7:45am.
The flight did not depart until 7:59am.

MICHAEL SWEENEY is an Environmental Police Officer EPO
with the rank of Sergeant. He is assigned to the Attorney
General's Office as part of a task force. MICHAEL has been
employed as an EPO for approximately 20 years. MICHAEL proceeded
to a meeting at the Westboro, MA headquarters for 9:00am. He heard
about a plane crash into the World Trade Center WTC on the radio.
While at the meeting location he and co-workers listened to the

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Investigation on 09/20/2001 at Acton, MA

File # 265D-NY-280350 Date dictated 09/21/2001
by SA [REDACTED]

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Continuation of FD-302 of Michael Sweeney , On 09/20/2001 , Page 2

radio for more details. He heard the news of the second crash. At approximately 9:45am, the meeting started. MICHAEL did not feel right, so he left the meeting and called AMY's cell phone and left a message asking AMY to call when she had a chance.

Sometime after 10:00am MICHAEL received a page listing an out of state number. He called the number and spoke with a classmate of AMY's from Flight Attendant school. The classmate stated that he had hoped AMY was not on the doomed flight. He gave MICHAEL an 800 number AA had established for family members.

MICHAEL made several attempts to contact the 800 number with negative results. MICHAEL contacted a lieutenant at the Environmental Police, [redacted] in an attempt to gain information from Logan. He was able to speak with JACK KELLY at Logan. KELLY confirmed with MICHAEL that the doomed flight was AA 11.

A sort time later the classmate called back and advised MICHAEL that AMY's flight and crew were involved.

The 800 number was accessed and AA unofficially confirmed that AMY's flight had crashed into the WTC.

MICHAEL then received a call from AMY's parents advising that she was on the flight.

[redacted] an EPO drove MICHAEL to his parents house in Boxboro, MA. They arrived at 11:00am.

AA contacted MICHAEL at approximately 4:00pm and officially confirmed the crash of the plane.

MICHAEL contacted [redacted] and advised her to contact the FBI, so that he may report his telephone conversation with AMY. At some point MICHAEL spoke with SSA [redacted] and informed him of the cellular telephone call, the phone number and billing information.

AA contacted MICHAEL to advise of the FBI briefing to family members at the airport Hilton. MICHAEL advised that he could not make the briefing. AA advised that it would be a waste of time and not to worry.

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MICHAEL's brother ROBERT was in Ireland when this event occurred. He was flown back home by AA. This took several days. AA also set up accommodations for family members a hotel in Boxboro.

On September 13, 2001 in the early evening, MICHAEL received a telephone call from AA stating that AMY had made an additional telephone call to the airline and that she had relayed crucial information and remained extremely calm.

MICHAEL contacted an individual who paged ASAC [redacted] ASAC [redacted] called MICHAEL after midnight on 09/14/2001. ASAC [redacted] was able to provide MICHAEL with additional details.

On 09/14/2001 AMY's brother BILLY drove to Boxboro from Manchester, NH and met with MICHAEL. They spoke with a representative from AA. The representative gave them details of the telephone conversation AMY had with the ground control. AA also advised that FA BETTY ONG had called reservations from the flight and spoke for approximately 20 minutes. ONG may have been sitting next to AMY.

On Saturday 09/15/2001 a memorial service was held for AMY. MICHAEL WOODWARD was introduced by KELLY COX of AA to MICHAEL as the person who had spoken with AMY on the phone.

[redacted]

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On 09/19/2001 MICHAEL watched nightline on ABC. This program told the story of AMY's telephone call as reported by the LA Times. The story had quotes of the call. MICHAEL assued that this information was leaked by the FBI. MICHAEL spoke with ASAC [redacted] via telephone at approximately 1:00am on 09/20/2001. [redacted] assured MICHAEL that he would investigate a potential leak. MICHAEL also referenced the possibility of a transcript of the phone conversation.

MICHAEL left a message with COX at AA requesting a call from WOODWARD.

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At approximately 11:00am COX and WOODWARD spoke with MICHAEL. WOODWARD denied speaking with the media. WOODWARD gave exact details of the telephone conversation.

MICHAEL stated through his knowledge of AA flight

protocol, from AMY, it was ironic that the only two FA's that were stabbed and overpowered were numbers 1 and 5. These FA's were the only individuals to carry cockpit keys on their person. All other FA's place these keys in their flight bags.

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