

## 8:19 A.M.: Flight 11 Crew Members Contact Ground Personnel *"I don't know. I think we're getting hijacked."*

Flight attendant Betty Ann Ong contacts American Airlines ground personnel from Flight 11 to report the hijacking.

**Betty Ann Ong:** Number three in the back. The cockpit's not answering. Somebody's stabbed in business class. And I think there's mace—that we can't breathe. I don't know. I think we're getting hijacked.

**Reservations Operator Winston Sadler:** Which flight are you on?

**Ong:** Flight 12.

**Sadler:** And what seat are you in? Ma'am, are you there?

**Ong:** Yes.

**Sadler:** What seat are you in?

**Reservations Agent Vanessa Minter:** Ma'am, what seat are you in?

**Ong:** We just left Boston. We're up in the air.

**Sadler:** I know. What—

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

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

**Ong:** Okay, I'm in my jump seat right now.

**Sadler:** Okay.

**Ong:** At 3R.

**Sadler:** Okay, you're the flight attendant? I'm sorry, did you say you're the flight attendant?

**Ong:** Hello?

**Minter:** Yes, hello.

**Sadler:** What is your name?

**Ong:** Hi. You're going to have to speak up, I can't hear you.

**Sadler:** Sure. What is your name?

**Ong:** Okay, my name is Betty Ong. I'm number three on Flight 11.

**Sadler:** Okay.

**Ong:** 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.

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

**Ong:** I'm sitting in the back. Somebody is coming back from business. If you can hold on for one second.

**Sadler:** Sure.

**Ong:** They're coming back. They want to know who stabbed who? Do you know?

**Unidentified flight attendant:** I don't know, but Karen and [Amy?] got stabbed.

**Ong:** Okay, our number one is, got stabbed. Our purser's stabbed. Nobody knows who stabbed who, and we can't even get up to business class right now because nobody can breathe. Our number one is stabbed right now. And who else is—

**Sadler:** Okay, and do we—

**Ong:** And our number five. Our first class passengers are—first class, galley flight attendant, and our purser has been stabbed. And we can't get the cockpit, the door won't open. Hello?

**Sadler:** Yeah, I'm taking it down, all the information. We're also, of course, recording this. At this point—

**Supervisor Nydia Gonzalez:** This is Operations, what flight number are we talking about?

**Sadler:** Flight 12.

**Gonzalez:** Flight 12, okay—

**Ong:** No, we're on Flight 11 right now. This is Flight 11.

**Sadler:** It's Flight 11. I'm sorry, Nydia.

**Ong:** Boston to Los Angeles.

**Sadler:** Yes.

**Ong:** Our number one has been stabbed, and our five has been stabbed. Can anybody get up to the cockpit? Can anybody get up to the cockpit? Okay. We can't even get into the cockpit. We don't know who's up there.

**Sadler:** Well, if they were shrewd they would keep the door closed and—

**Ong:** I'm sorry?

**Sadler:** Would they not main—cockpit?

**Ong:** I think the guys are up there. They might have gone there—jammed the way up there or something. Nobody can call the cockpit, we can't even get inside. Is anybody still there?

**Sadler:** Yes, we're still here.

**Ong:** Okay, I'm staying on the line as well.

**Sadler:** Okay.

**Gonzalez:** Hi, who is calling Reservations? Is this one of the flight attendants? Or, who are you, hon?

**Sadler:** She gave her name as Betty Ong.

**Gonzalez:** Betty—

**Ong:** Yeah, I'm number three. I'm number three on this flight, and we are the first—

**Gonzalez:** You are number three on the flight?

**Ong:** Yes, and I have—

**Gonzalez:** And this is Flight 11? From where to where?

**Ong:** Flight 11.

**Gonzalez:** Have you guys called anyone else?

**Ong:** No. Somebody's calling medical, and we can't get a doc—

— TRANSCRIPT ENDS —