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American
Airlines

MEMORANDUM FOR THE RECORD

Event: Nydia Gonzalez

Type: Interview (by telephone)

Date: November 19, 2003

Special Access Issues: None

Prepared by: Lisa Sullivan and Bill Johnstone

Team Number: 7 and 8

Location: Commission staff and other American Airlines (AA) personnel in SOCC;
American Airlines Headquarters; For Worth, TX; Ms. Gonzalez in North Carolina.

Participants (non-Commission): Nydia Gonzalez; Desmond Barry, Condon & Forsyth
LLP; Christopher Christensen, Condon & Forsyth, LLP; Douglas Cotton, AA Senior
Attorney

Participants (Commission): Sam Brinkley, Bill Johnstone, Miles Kara, John Raidt, Lisa
Sullivan

Background

[U] On 9/11, Nydia Gonzalez was a Supervisor at the AA Southeastern Reservations
Center in Raleigh, NC.

[U] Prior to and during the interview, both Ms. Gonzalez and the Commission staff had
access to transcripts prepared by American Airlines of the 9/11 phone calls between Ms.
Gonzalez and AA Flight #11 Flight Attendant Betty Ong (approximately 4 ½ minutes),
and between Ms. Gonzalez and Craig Marquis, AA SOC Manager (approximately 20
minutes). Commission staff also has access to the audio recordings of the two calls, as
well as the statements Ms. Gonzalez' previously made to the AA and the FBI.

9/11 Phone Calls

[U] On the morning of September 11, 2001, Ms. Gonzalez received a page that an
emergency call had come in to the Raleigh reservations center. She moved to monitor a
call between Winston Sadler (of the Raleigh center) and a flight attendant on American
Airlines Flight #11. She did not know how long the call had been going on before she
got on the phone with the flight attendant, which was at 8:20 a.m. in the morning (Eastern
Time).

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[U] Immediately, Gonzalez could tell it was a real emergency. She tried to determine who was talking to whom. She got on the call and simultaneously phoned Craig Marquis at AA Headquarters to relay the information to him.

[U] Ms. Gonzalez subsequently learned that Vanessa Minter (Raleigh center) had initially answered the Ong call but she was "shaken" by it and immediately transferred it to Winston Sadler, who is the resolution agent. Sadler hit the emergency button and that triggered the recording of the call and the alarm to notify Gonzalez. Then she was paged following the alarm. Ray Scott was the supervisor on duty at the call center and he joined Minter at her desk, where they both continued to monitor the call. Sadler and Gonzalez were nearby, but were each in a separate area of the Raleigh office while they monitored the Ong call. Only Gonzalez was on the simultaneous call with Marquis.

[U] While the call between the Raleigh office and Ms. Ong lasted for perhaps 23 minutes, only the first 4 four and a half minutes were recorded because the recently installed recording system in the Raleigh office had such a time limit on its tapes. (Ms. Gonzales learned of this limit only after 9/11.) The system it replaced did not have such a time limited taping capacity.

[U] As soon as Gonzalez realized the severity of the situation on AA Flight #11, she called the SOC Manager (Marquis) and told him that a flight attendant had reported that two men were in the cockpit (though she had not seen them because she was in the back of the plane; all her information was from other flight attendants) and two flight attendants had been stabbed. She recalled that knives and mace were mentioned, but not box cutters, guns, or bombs.

[U] Ms. Gonzalez indicated that she lost contact with Ms. Ong at between 8:42 and 8:44 a.m. (Eastern Time).

[~~SSI~~] Ms. Gonzalez was read an 800 number that FBI records indicate was called from Flight #11, and she said that the number very well could have been the direct number that flight attendants know to call for reservations. She speculated that that number may have been the only one the flight attendants knew to call when the cockpit was unreachable. Ms. Gonzalez reported that the general reservation number routes incoming calls to the first available phone station, which certainly could have been the Raleigh office with respect to the Ong call.

[U] In closing, Ms. Gonzalez wanted to cite the "totally amazing" teamwork shown by the Flight #11 flight attendants who were able to use their training as best they could under the most extreme conditions to supply the information.