About five minutes after the hijacking began, Betty Ong contacted the American Airlines Southeastern Reservations Office in Cary, North Carolina, via an AT&T airphone to report an emergency aboard the flight. This was the first of several occasions on 9/11 when flight attendants took action outside the scope of their training, which emphasized that in a hijacking, they were to communicate with the cockpit crew. The emergency call lasted approximately 25 minutes, as Ong calmly and professionally relayed information about events taking place aboard the airplane to authorities on the ground.

At 8:21, one of the American employees receiving Ong’s call in North Carolina, Nydia Gonzalez, alerted the American Airlines operations center in Fort Worth, Texas, reaching Craig Marquis, the manager on duty.

At 8:26, Ong reported that the plane was “flying erratically.”

At 8:38, Ong told Gonzalez that the plane was flying erratically again.

At 8:44, Gonzalez reported losing phone contact with Ong.” - 9/11 Commission Report [Local]

**Public Hearing, Tuesday, January 27, 2004**

MR. KEAN: We will now hear the recordings from the two phone calls. The first phone call was placed from Betty Ong aboard the Flight 11 to Ms. Gonzalez. We’ll hear the entire four and a half minutes that was recorded on that call. The second phone call was placed by Nydia Gonzalez to the American Airlines operations center to report the call from Mrs. Ong and to relay the Center information Mrs. Ong was providing.

You may hear a momentary blank on the tape. The Commission edited a very small portion in order to protect one family member from unnecessary pain. The second phone call we will hear was approximately 20 minutes in duration. Due to time constraints the Commission has selected four minutes from that particular call.

(PHONE CALLS PLAYED.)

BETTY ONG: Number 3 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.

MALE VOICE: Which flight are you on?

BETTY ONG: Flight 12.

OPERATOR: And what seat are you in? . . . Ma’am, are you there? . . .

BETTY ONG: Yes.

MALE VOICE: What seat are you in?

FEMALE VOICE: Ma’am, what seat are you in?

BETTY ONG: We’re . . . just left Boston, we’re up in the air.

FEMALE VOICE: I know, what . . .

BETTY ONG: We’re supposed to go to LA and the cockpit’s not answering their phone.

FEMALE VOICE: Okay, but what seat are you sitting in? What’s the number of your seat?

BETTY ONG: Okay. I’m in my jump seat right now.

FEMALE VOICE: Okay.

BETTY ONG: At 3R.

FEMALE VOICE: Okay.

MALE VOICE: Okay, you’re the flight attendant? I’m sorry, did you say you’re the flight attendant?

BETTY ONG: Hello?

FEMALE VOICE: Yes, hello.

MALE VOICE: What is your name?

BETTY ONG: Hi, you’re going to have to speak up, I can’t hear you.

MALE VOICE: Sure. What is your name?

BETTY ONG: Okay, my name is Betty Ong. I’m number 3 on Flight 11.

MALE VOICE: Okay.

BETTY 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.

MALE VOICE: Can you describe the person that you said - someone is what in business class?

BETTY ONG: I think there’s mace being thrown around. Somebody’s coming back from business. If you can hold on for one second, they’re coming back.

BETTY ONG: Okay. Our number 1 got stabbed. Our purser is stabbed. Nobody knows who is stabbed who, and we can’t even get up to business class right now cause nobody can breathe. Our number 1 is stabbed right now. And who else is . . .

MALE VOICE: Okay, and do we . . .

BETTY ONG: and our number 5 - our first class passengers are - galley flight attendant and our purser has been stabbed. And we can't get into the cockpit, the door won't open. Hi.

MALE VOICE: Yeah, I'm taking it down. All the information. We're also, you know, of course, recording this. At this point . . .

FEMALE VOICE: This is Operations. What flight number are we talking about?

MALE VOICE: Flight 12.

FEMALE VOICE: Flight 12? Okay. I'm getting . . .

BETTY ONG: No. We're on Flight 11 right now. This is Flight 11.

MALE VOICE: It's Flight 11, I'm sorry Nydia.

BETTY ONG: Boston to Los Angeles.

MALE VOICE: Yes.

BETTY ONG: Our number 1 has been stabbed and our 5 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.

MALE VOICE: Well, if they were shrewd they would keep the door closed and .

BETTY ONG: I'm sorry?

MALE VOICE: Would they not maintain a sterile cockpit?

BETTY 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?

MALE VOICE: Yes, we're still here.

FEMALE VOICE: Okay.

BETTY ONG: I'm staying on the line as well.

MALE VOICE: Okay.

NVIDIA GONZALEZ: Hi, who is calling reservations? Is this one of the flight attendants, or who? Who are you, hun?

BETTY ONG: She gave her name as Betty Ong.

NVIDIA GONZALEZ: Yeah, I'm number 3. I'm number 3 on this flight. And we're the first . . .

NVIDIA GONZALEZ: You're number 3 on this flight?

BETTY ONG: Yes and I have . . .

NVIDIA GONZALEZ: And this is Flight 11? From where to where?

BETTY ONG: Flight 11.

NVIDIA GONZALEZ: Have you guys called anyone else?

BETTY ONG: No. Somebody's calling medical and we can't get a doc -- (Beep)” - 9/11 Commission Report [01/27/04]
Madeline "Amy" Sweeney

- 'We Have Some Planes'

"Reports from two flight attendants in the coach cabin, Betty Ong and Madeline "Amy" Sweeney, tell us most of what we know about how the hijacking happened.

Also at 8:25, and again at 8:29, Amy Sweeney got through to the American Flight Services Office in Boston but was cut off after she reported someone was hurt aboard the flight. Three minutes later, Sweeney was reconnected to the office and began relaying updates to the manager, Michael Woodward.

American also began getting identifications of the hijackers, as Ong and then Sweeney passed on some of the seat numbers of those who had gained unauthorized access to the cockpit.

Sweeney calmly reported on her line that the plane had been hijacked; a man in first class had his throat slashed; two flight attendants had been stabbed—one was seriously hurt and was on the phone with the other's wounds seemed minor; a doctor had been requested; the flight attendants were unable to contact the cockpit; and there was a bomb in the cockpit. Sweeney told Woodward that she and Ong were trying to relay as much information as they could to people on the ground.

At 8:41, Sweeney told Woodward that passengers in coach were under the impression that there was a routine medical emergency in first class.

At 8:44, Gonzalez reported losing phone contact with Ong. About this same time Sweeney reported to Woodward, "Something is wrong. We are in a rapid descent . . . we are all over the place." Woodward asked Sweeney to look out the window to see if she could determine where they were. Sweeney responded: "We are flying low. We are flying very, very low. We are flying way too low." Seconds later she said, "Oh my God we are way too low." The phone call ended. - 9/11 Commission Report [Local]

Flight attendant made calm call to report hijacking

"The Times" story attributes the account to an investigative document compiled by the FBI and taken from a phone call Madeline Amy Sweeney made to a ground manager at Logan International Airport in Boston. American Airlines officials told The Times that phone calls are not typically recorded, meaning the conversation was likely reconstructed by the FBI from interviews with Michael Woodward, the manager who took the phone call.

"This plane has been hijacked," Sweeney said, according to the FBI report, in a call that came shortly after the Flight 11 was commandeered.

Two flight attendants had already been stabbed, she said, while identifying her coworkers by their crew numbers. "A hijacker also cut the throat of a business-class passenger, and he appears to be dead," she said.

The Times reported officials at American Airlines said information about the phone call was turned over to the FBI. "The FBI has told us not to discuss anything," said airline spokesman John Hotard. - CNS (09/20/01)

Stewardess IDs Hijackers Early. Transcripts Show

"But commissioners were unaware of the crucial information given in an even more revealing phone call, made by another heroic flight attendant on the same plane, Madeline (Amy) Sweeney. They were unaware because their chief of staff, Philip Zelikow, chooses which evidence and witnesses to bring to their attention. Mr. Zelikow, as a former adviser to the pre-9/11 Bush administration, has a blatant conflict.

"How do you know it's a bomb?" asked her phone contact.

"Because the hijackers showed me a bomb," Sweeney said, describing its yellow and red wires.

Sweeney's first call from the plane was at 7:11 a.m. on Sept. 11 -- the only call in which she displayed emotional upset. Flight 11 was delayed, and she seized the few moments to call home in hopes of talking to her 5-year-old daughter, Anna, to say how sorry she was to not be there to put her on the bus to kindergarten.

Sweeney slid into a passenger seat in the next-to-last row of coach and used her Airfone in hopes of talking to her 5-year-old daughter, Anna, to say how sorry she was to not be there to put her on the bus to kindergarten.

Sweeney's first call from the plane was at 7:11 a.m. on Sept. 11 -- the only call in which she displayed emotional upset. Flight 11 was delayed, and she seized the few moments to call home in hopes of talking to her 5-year-old daughter, Anna, to say how sorry she was to not be there to put her on the bus to kindergarten.

Sweeney slid into a passenger seat in the next-to-last row of coach and used an Airfone to call American Airlines Flight Service at Boston's Logan airport. "This is Amy Sweeney," she reported. "I'm on Flight 11 -- this plane has been hijacked." She was disconnected. She called back: "Listen to me, and listen to me very carefully." Within seconds, her befuddled responder was replaced by a voice she knew.

"Amy, this is Michael Woodward." The American Airlines flight service manager had been friends with Sweeney for a decade, so he didn't have to waste any time verifying that this wasn't a hoax.

"Michael, this plane has been hijacked," Ms. Sweeney repeated. Calmly, she gave him the seat locations of three of the hijackers: 9D, 9G and 10B. She said they were all of Middle Eastern descent, and one spoke English very well.

Mr. Woodward ordered a colleague to punch up those seat locations on the computer. At least 20 minutes before the plane crashed, the airline had the names, addresses, phone numbers and credit cards of three of the five hijackers. They knew that 9G was Abdulaziz al-Omari, 10B was Satam al-Suqami, and 9D was Mohamed Atta -- the ringleader of the 9/11 terrorists.

Mr. Woodward was simultaneously passing Sweeney's information to American's headquarters in Dallas-Fort Worth. There was no tapping facility in his office... So Mr. Woodward was furiously taking notes. Amy Sweeney's account alerted the airline that something extraordinary was occurring. She told Mr. Woodward she didn't believe the pilots were flying the plane any longer. She couldn't contact the cockpit. Sweeney may have ventured forward to business class, because she relayed the alarming news to Betty Ong, who was sitting in the rear jump-seat. In professional ling. she said: "Our No. 1 has been stabbed," referring to a violent attack on the plane's purser, "also No. 5," another flight attendant. She also reported that the passenger in 9G had had his throat slit by the hijacker sitting behind him and appeared to be dead.

Betty Ong and Amy Sweeney also reported that the hijackers had used mace or pepper spray and that passengers in business class were unable to breathe. Ms. Sweeney told him her ground contact that the plane had radically changed direction; it was flying erratically and was in rapid descent. Mr. Woodward asked her to look out the window -- what did she see?

"I see water. I see buildings. We're flying low, we're flying way too low," Sweeney replied, according to the notes taken by Mr. Woodward. Sweeney then took a deep breath and gasped, "Oh, my God." - New York Observer (02/16/04) [Reprinted at: Battalia Times]

Robert Fangman

- Widow: 9/11 passengers planned to resist

"The independent commission investigating the September 11 attacks disclosed in a January staff statement that Sweeney was one of three people aboard Flight 175 who made phone calls. Fellow passenger Burton Hanson and flight attendant Robert Fangman were the others. - CNS (03/10/04)

- 'We Have Some Planes'

Also at 8:52, a male flight attendant called a United office in San Francisco, reaching Marc Policastro. The flight attendant reported that the flight had been hijacked, both pilots had been killed, a flight attendant had been stabbed, and the hijackers were probably flying the plane. The call lasted about two minutes, after which Policastro and a colleague tried unsuccessfully to contact the flight. - 9/11 Commission Report [Local]

Peter Hanson

- 'We Have Some Planes'

At 8:52, in Easton, Connecticut, a man named Lee Hanson received a phone call from his son Peter, a passenger on United 175. His son told him: "I think they've taken over the cockpit. An attendant has been stabbed—and someone else up front may have been killed. The plane is making strange moves. Call United Airlines-Tell them it's Flight 175, Boston to LA."

At 9:00, Lee Hanson received a second call from his son Peter: "It's getting bad, Dad. A stewardess was stabbed. They seem to have knives and Mace—They said they have a bomb—It's getting very bad on the plane—Passengers are throwing up and getting sick. The plane is making jerky movements—I don't think the pilot is flying the plane—I think we are going down—I don't think they are going to Chicago or someplace and fly into a building. Don't worry, Dad—If it happens, it'll be very fast—My God, my God."

Experts, U.S. suspect Osama bin Laden, accused architect of world's worst terrorist attacks

"Separately, a businessman, his wife and young child aboard a United flight that left Boston and crashed into the World Trade Center twice called his father in Connecticut as his plane was being hijacked, a law enforcement official told The Associated Press. The official, speaking on condition of anonymity, said the victim's father told the FBI his son had made two calls, and both times the phone cut off. In the first call, the businessman said his son made two calls,

Continue reading the article from the New York Observer (02/16/04) [Reprinted at: Battalia Times]

- Last words

"On Flight 175 out of Boston, Peter Hanson, sitting with his wife, Sue, and 2-year-old daughter Christine, dialed his father. "Something's wrong with the plane," he reported to have said.
Brian David Sweeney  
- "We Have Some Planes"

At 8:59, Flight 175 passenger Brian David Sweeney tried to call his wife, Julie. He left a message on their home answering machine that the plane had been hijacked. He then called his mother, Renee May, who moved them to the rear of the plane. She asked him if his message was recorded. He told her it was, and she said she would try to contact him later. He then said, "I'm calling collect because I want to talk to you." Julie said, "I'll call you back." His message was, "I can't just sit back."  

- Widow: 9/11 passengers planned to resist

About three-and-a-half minutes before the doomed United Airlines Flight 175 struck the trade center's south tower, Brian David Sweeney, a 38-year-old former U.S. Navy pilot from Barnstable, Massachusetts, made two phone calls. Sweeney left a message for his wife, Julie, on his home answering machine, then he called his mom. "He assumed he was calling from the back of the plane, because he said, "They might come back here. I might have to go. We are going to try to do something about this," Julie recalled. The message Brian Sweeney left his wife on their answering machine was a farewell, she said.

"If things don't go well, and it's not looking good, I want you to know I absolutely love you," Julie Sweeney recalled saying. Julie Sweeney said she thinks the main reason Brian made the calls was to "let us know where he was, what was happening, and to give us his final love and wishes for our lives, because he knew he was on a doomed flight," she said.

The Sweeneys described the two phone calls to FBI agents who visited them the day of the attacks on the World Trade Center and the Pentagon.

Sweeney, who flew an F-14 in the Persian Gulf War and was a U.S. Navy flight instructor for the Navy in Miramar, California, was working for a Defense Department contractor, Brandeis Associates.

"Reports from Flight 175 included one passenger predicting the hijackers intended to fly an aircraft into a building," the commission staff statement said. "Another said the passengers were considering storming the cockpit."

The statement did not indicate who made the calls. There is no mention of such calls in Congress' report of its investigation into the attacks. - CNN (03/10/04)

Renee May  
- "We Have Some Planes"

At 9:12, Renee May called her mother, Nancy May, in Las Vegas. She said her flight was being hijacked by six individuals who had moved them to the rear of the plane. She asked her mother to alert American Airlines. Nancy May and her husband promptly did so. - 9/11 Commission Report [Link]

- Flight attendant made call on cellular phone in Las Vegas

Renee May, a flight attendant who a source said made a call on a cell phone from the hijacked American Airlines plane that crashed into the Pentagon, left behind a mother in Las Vegas. The mother, according to the source, received a phone call Tuesday afternoon from her daughter after 6 a.m. Renee May asked her mother to call American Airlines to let them know Flight 77 had been hijacked. Her mother called the airline, the source said.

"She told her mother they were all told to move to the back of the plane," said the source, who declined to share other personal details about the phone call. - Las Vegas Review-Journal (09/13/01)

Barbara Olson  
- "We Have Some Planes"

Unlike the earlier flights, the Flight 77 hijackers were reported by a passenger to have box cutters.

At some point between 9:16 and 9:26, Barbara Olson called her husband, Ted Olson, the solicitor general of the United States. She reported that the flight had been hijacked, and the hijackers had knives and box cutters. She further indicated that the hijackers were not aware of her phone call, and that they had put all the passengers in the back of the plane. About a minute into the conversation, the call was cut off. Solicitor General Olson tried unsuccessfully to reach Attorney General John Ashcroft.

Shortly after the first call, Barbara Olson reached her husband again. She reported that the pilot had announced that the flight had been hijacked, and she asked her husband what she should tell the captain to do. Ted Olson asked for her location and she replied that the aircraft was then flying over houses. Another passenger told her they were traveling northeast. The Solicitor General then informed his wife of the two previous hijackings and crashes. She did not display signs of panic and did not indicate any awareness of an impending crash. At that point, the second call was cut off. - 9/11 Commission Report [Link]

- Wife of Solicitor General alerted him of hijacking from plane

"Barbara Olson, a conservative commentator and attorney, alerted her husband, Solicitor General Ted Olson, that the plane she was on was being hijacked Tuesday morning, Ted Olson told CNN. A short time later the plane crashed into the Pentagon. Barbara Olson is presumed to have died in the crash. Her husband said she called him twice on a cell phone from American Airlines Flight 77, which was en route from Washington Dulles International Airport to Las Vegas. Ted Olson told CNN that his wife said all passengers and flight personnel, including the pilots, were herded to the back of the plane. The only weapons she mentioned were knives and cardboard cutters. She felt nobody was in charge and asked her husband to tell the pilot what to do. Ted Olson notified the Justice Department command center immediately.

He told CNN that his wife had originally been booked on a flight Monday, but delayed her departure because Tuesday was his birthday and she wanted to be with him in the morning. Barbara Olson was a former federal prosecutor and served as Chief Investigative Counsel to the House Committee on Government Reform and Oversight during its probe into the Clinton Administration's "Travelgate" scandal. - CNN (09/12/01)

- "I Can't Just Sit Back"

"Then the phone rang. It was Barbara calling collect. "My first reaction was, "Thank God, you're OK," he recalled. "What HAPPENED NEXT-how Barbara Olson, the feisty conservative author and TV pundit, informed her husband that her plane too was being hijacked—has become one of the multitude of harrowing stories that surround the events of Sept. 11. As Olson related to NEWSWEEK, Barbara was calm and collected as she told him how hijackers had used box cutters and knives to take control of the plane and had herded the passengers and crew to the back. "Ted, what can I do?" she asked him. "How can I help?" Then, inexplicably, she got cut off. Olson frantically called Attorney General John Ashcroft's private line—and got no answer. Olson then called the Justice Department command center: "I want you to know there's another plane that's been hijacked," he told them. "My wife is on it. She called back—and gave still more information: how the plane was circling around and then appeared to be heading in a northeasterly direction. Finally, the line went dead moments before American Airlines Flight 77 crashed into the Pentagon." - MSNBC (12/20/01)

Todd Beamer  
- Calls indicate Flight 93 passengers went down fighting

"Todd Beamer apparently was one of those male passengers who voted to attack. He used an air-phone to call a GTE supervisor who patched him through to the FBI. Beamer told the FBI that one hijacker positioned in the rear of the plane claimed to have a bomb strapped to his body and that he -- Beamer -- and others were going to jump him. He had the GTE supervisor promise to call his wife, Lisa, who was due with their third child in January. After Beamer put the phone down, the supervisor overheard him say, 'Let's roll.'" - CNN (09/19/01)

- "That's Todd," his wife, Lisa, said yesterday of the "Let's roll" command, which he made over the plane's in-flight telephones. A GTE supervisor talked with him for about 13 minutes before the plane crashed.
"You believe me, don't you?"

"I want to let you know that I love you. I'm on a flight from Newark to San Francisco and there are three guys who have taken over the plane and they say they have a bomb," he said.

It sounded strange for her son to introduce himself by his full name.

"Mom? This is Mark Bingham," She knew he was flustered.

"Alice, talk to Mark," Kathy said, handing her the phone. "He's been hijacked."

Bingham tells Kathy that one passenger is dead. He doesn't know about the pilots.

At around the same time, Todd Beamer is telling the operator that the men plan to "jump" the hijacker in the back, claiming to have a bomb. "We're going to do something," Beamer tells operator Lisa Jefferson. "I know I'm not going to get out of this." He asks Jefferson to recite the Lord's Prayer with him. The last words Jefferson hears are "Are you ready guys? Let's roll."

Flight 93: Forty lives, one destiny

"Todd Beamer was near the rear of the plane, trying to use his company's Airfone account. For some reason, he couldn't get authorization for the call. Finally, he was routed to a Verizon customer service center in Oakland, Calif. He told the operator his airliner had been hijacked. He was patched through immediately to Lisa Jefferson, a Verizon supervisor."

"It was 9:45 a.m."

Somewhere outside Cleveland, United Flight 93 had made a sharp turn and began flying east, toward Washington, D.C. Beamer was sitting next to a flight attendant. He could see three hijackers, armed with knives. One insisted he had a bomb. Twenty-seven of the passengers had been herded to the rear of the plane, where the hijacker with the bomb was guarding them, he said. Two hijackers were in the cockpit. A fourth was in first class.

Beamer was sent to Jefferson to promise to call his wife, Lisa Bingham, a former University of California rugby player. He did not know the whereabouts of the pilot, copilot and the remaining passenger. He said a flight attendant had told him the pilot and copilot had been forced from the cockpit and may have been wounded.

The Final Moments of United Flight 93

"From the back of the plane, Todd Beamer tries to use his credit card on an Airfone installed in one of the seatbacks, but cannot get authorization. His call is automatically routed to the Verizon customer service center in Oakland. Although operators are used to crank calls from seatback phones, it is clear to the operator that Beamer's report of a hijacking is genuine. His call is immediately sent to a Verizon supervisor Lisa Jefferson who alerts the FBI. When Beamer gets on the line at 9:45 a.m., she immediately begins interviewing Beamer., "What is your flight number? What is the situation? Where are the crew members?"

Beamer tells Jefferson that one passenger is dead. He doesn't know about the pilots. One hijacker is in the rear of the plane, claiming to have a bomb strapped to his body.

Beamer tells Jefferson that his wife is on the plane. He asks Jefferson to tell her goodbye. Jefferson tells Beamer that she is flying on another flight and will reach her destination before Beamer.

Beamer asks Jefferson to promise to call his wife, and their two sons, David, 4, and Drew, 2.

Beamer then asks Jefferson to call her husband, Todd Beamer."
"She told him about the jets that had already knifed a guy. Call the authorities." Then the phone went dead.

"He said, 'They've already knifed a guy; they're saying they have a bomb. Please call the authorities,' " said Deena Burnett. "I was trying to console her," Fiumano said. "I said 'Don't worry, they're only going to take you for a ride. You'll be all right.'"

Fiumano heard a lot of yelling and screaming, and the line went dead. He tried calling back but the call didn't get through. "I've got to go. Bye," he told her.

"Every person's running to first class," Sandy Bradshaw told her husband. "I've got to go. Bye." - Pittsburgh Post-Gazette (10/28/01)

Marion Britton

"Marion Britton, 53, Brooklyn, assistant regional director of the U.S. Census Bureau called longtime friend Fred Fiumano, from whom she had borrowed a cellular phone. She said the plane had been hijacked, they had slit the throats of two people and the plane had made a U-turn. Fiumano told her that the World Trade Center towers were in flames. She said, 'I know, and we're going to go down.' Fiumano said they were only going to take them for a ride, but she responded, 'No. They're going to kill us.' Fiumano heard a lot of yelling and screaming, and the line went dead. He tried calling back but the call didn't get through.

"What else but sheer terror could the passengers have been feeling? Marion Britton, a 53-year-old manager for the Census Bureau, called an old friend, Fred Fiumano, in a panic. 'I just told her to be safe and come home soon,' Phil Bradshaw said. "They were only going to take them for a ride, but she said, 'No. They're going to kill us.'"

Fiumano heard a lot of yelling and screaming, and the line went dead. He tried calling back but the call didn't get through. "I've got to go. Bye," she told her husband.

"I've got to go. Bye," - Pittsburgh Post-Gazette (10/28/01)

Thomas Burnett

"She called longtime friend Fred Fiumano, from whom she had borrowed a cellular phone. She said the plane had been hijacked, they had slit the throats of two people and the plane had made a U-turn. Fiumano told her that the World Trade Center towers were in flames. She said, 'I know, and we're going to go down.' Fiumano said they were only going to take them for a ride, but she responded, 'No. They're going to kill us.' Fiumano heard a lot of yelling and screaming, and the line went dead. He tried calling back but the call didn't get through.

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Fiumano heard a lot of yelling and screaming, and the line went dead. He tried calling back but the call didn't get through. "I've got to go. Bye," she told her husband.

"I've got to go. Bye," - Pittsburgh Post-Gazette (10/28/01)
"We're going down," he said. "We're going down." -

The plane had been hijacked turned an explosion white smoke. He had locked himself in the bathroom.

He talked fast. His name was Edward Felt. F-E-L-T. He was on United Airlines Flight 93. To San Francisco.

He sat down. The man on the line was crying, trying hard to hold himself together. He'd be dead in six minutes.

Edward Felt was identified in May after his family listened to the cockpit and 911 tapes during a meeting of the families and the FBI in Princeton, N.J. Gordon Felt said he recognized his

...he called 911 on his cell phone from a locked bathroom. 9:58 a.m.

Minutes before the 10 a.m. crash, an emergency dispatcher in Pennsylvania received a cell phone call from a man who said he was a passenger locked in a bathroom aboard United Flight 93. The man repeatedly said the call was not a hoax, and dispatch supervisor Glenn Cramer in neighboring Westmoreland County.

"We're being hijacked, we are being hijacked!" Cramer quoted the man as saying, from a transcript of the call.

The man told dispatchers the plane was going down. 

"We are being hijacked, we are being hijacked!" Minutes later the jetliner crashed with 45 people aboard, the last of four closely timed terror attacks across the country.

Deena Burnett dialed 911.

"No. I'm on United Flight 93 from Newark to San Francisco. The plane has been hijacked. We are in the air. They've already knifed a guy. There is a bomb on board. Call the FBI."

Deena Burnett dialed 911. Around 9:30, Deena Burnett's phone rang again. It was Tom.

"He didn't sound frightened, but he was speaking faster than he normally would," she said. He told her the hijackers were in the cockpit.

"I told him a lot of planes had been hijacked, that they don't know how many," she said.

You've got to be kidding," he replied.

No," she said.

There they commercial planes, airliners, he asked her. She didn't know.

"OK," he said. "I've got to go." He hung up.

Deena looked at the television. The Pentagon suddenly appeared, a hole torn into its side by an oncoming airplane. She wondered if it was her husband's flight. Deena Burnett started crying. While Beamer was on the phone with Lisa Jefferson, Deena Burnett's phone rang again.

Tom was still alive.

"They're taking airplanes and hitting landmarks all up and down the East Coast," she told him.

"OK," he replied. "We're going to do something. I'll call you back.

Sometimes shortly before 10 a.m., Tom Burnett called home one last time.

A group of us is going to do something," he told Deena.

"I told him, 'No, Tom, just sit down and don't draw attention to yourself. ' she said.

"Deena," he told her, "If they're going to crash the plane into the ground, we have to do something. We can't wait for the authorities. We have to do something now."

"Pray, just pray, Deena. We're going to do something," Tom Burnett told his wife. - Pittsburg Post-Gazette (10/28/01)

"I heard some sort of explosion and saw white smoke coming from the plane and we lost contact with him," Cramer said. - 9/11 Commission Report [Link]

She heard some sort of explosion and saw white smoke coming from the plane and we lost contact with him," Cramer said. - 9/11 Commission Report [Link]
Lauren Grandcolas

Lauren Grandcolas was traveling from her grandmother’s funeral, but she had reason to be happy - after years of trying, she was pregnant with her first child and was about to write a book. And both Lauren Grandcolas and Linda Gronlund were trained emergency medical technicians.

Linda Gronlund

There were two couples: Donald and Jean Peterson, and Linda Gronlund and Joseph DeLuca. "Joseph DeLuca called his dad. His girlfriend, Linda Gronlund, called her sister, and how much she loved her." - telling her the combination to her safe-deposit box.

Jeremy Glick

"I heard her say, 'There's a little problem on the plane, I'm totally fine, just a little problem, I want you to know how much I love you, know that," says Jack Grandcolas. "Stopping herself in a voice so composed, he says she might have been calling from a supermarket."

"Glick, a sales manager for a technology firm who celebrated his 31st birthday on Sept. 3, told his wife she hoped she would have a good life and would take care of their 3-month-old baby girl -- before the phone call faded out amid what Hurwitt described as "random noises and screams." - Pittsburg Post-Gazette (09/13/01)"
"Linda Gronlund had once dislocated her leg, and had set her own kneecap in the driveway while waiting for the ambulance to arrive," says Longman.

Joseph DeLuca called his Dad; his girlfriend, Linda Gronlund, called her sister, Elsa Strong.

Elsa Strong says, "She said, 'Hi, Elsa, this is Lin. I just wanted to tell you how much I love you.' And she said, 'Please tell Mom and Dad how much I love them.' And then she got real calm and said, 'Now my will is in my safe and my safe is in my closet, and this is the combination.' And she just told me the combination of her safe, and then she just said, 'I don't know if I'm ever going to get to have a chance to tell you again in person how much I love you, but I'm really going to miss you.' And she said goodbye." - MSNBC (09/03/02) [Reprinted at: billstclair.com]

CeeCee Lyles

- Partial Lists Of Terror Victims

"Cee Cee Ross-Lyle, a flight attendant for United Airlines, pictured at left with her two children, Jerome and Jevon, perished when United Airlines Flight 93 crashed outside Pittsburgh Tuesday. Ross-Lyle of Fort Myers, Fla., called her husband, Fort Myers police officer Lorne Lyles, on a cell phone from the plane shortly before it went down." - CBS (09/25/01)

- Flight 93: Forty lives, one destiny

"CeeCee Lyles, 33, of Fort Myers, Fla., had perhaps the most unusual resume among the flight crew. She'd been a police officer and detective for six years in Fort Pierce, Fla. In late 2000, she left that job to pursue her lifetime dream: to be a flight attendant."

"In Fort Myers, Fla., Lorne Lyles didn't hear the phone ringing. He'd worked the night shift and had lain down to sleep at 7:30. At 9:47 a.m., the answering machine picked up a call from his wife, CeeCee, stranded in the back of the airplane. When the tape was played back hours later, CeeCee Lyles could be heard praying for her family, for herself, for the souls of the men who had hijacked her plane."

"I hope I'll see your face again," she said.

From the back of Flight 93, CeeCee Lyles finally reached her husband, Lorne. "Babe, my plane's been hijacked," she said. "Mush! Stop joking," he said. "No babe, I wouldn't joke like that. I love you. Tell the boys I love them." The pair prayed. In the background, Lorne Lyles could hear what he now believes was the sound of men planning a counterattack. "They're getting ready to force their way into the cockpit," she told him.

CeeCee Lyles let out a scream. "They're doing it! They're doing it! They're doing it!" she said. Lorne Lyles heard a scream. Then his wife said something he couldn't understand. Then the line went dead." - Pittsburgh Post-Gazette (10/28/01)

Honor Elizabeth Wainio

- The Final Moments of United Flight 93

"NEWSWEEK has learned, may come from yet another phone call made by a passenger. Elizabeth Wainio, 27, was speaking to her stepmother in Maryland. Another passenger, she explains, had loaned her a cell phone and told her to call her family. 'I have to go,' Wainio says, cutting the call short. 'They're about to storm the cockpit' referring to her fellow passengers." - MSNBC (09/22/01)

- Flight 93: Forty lives, one destiny

"Then she passed the Airfone to the woman seated next to her. "Now you call your people," Grandcolas told her. Honor Elizabeth Wainio, 27, took the phone from Grandcolas and dialed her stepmother, Esther Heymann, in Baltimore. "Mom, we're being hijacked. I just called to say good bye," she said. "Elizabeth, we don't know how this is going to turn out. I've got my arms around you," Heymann said. "Wainio told her stepmother she could feel them. 'Let's look out at that beautiful blue sky. Let's be here in the moment,' Heymann told her. 'Let's do some deep breathing together.' They passed a few quiet moments. 'It hurts me that it's going to be so much harder for you all than it is for me,' Wainio said.

Honor Wainio was still on the line with her stepmother. "I need to go," she said. "They're getting ready to break into the cockpit. I love you. Goodbye." - Pittsburgh Post-Gazette (10/28/01)