

ALL INFORMATION CONTAINED  
HEREIN IS UNCLASSIFIED  
#1006600-20-2006 BY 60309 AUC  
TAM/MLT/CLS

9/14/01

MICHAEL WOODWARD, [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:

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.

b6  
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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  
ONG (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?"

9/13/01 Boston, MA

265D-NY-280350-302

9/13/01

[redacted] U.S. Department of State  
[redacted] Massachusetts State Police

BLB:dw

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265D-NY-280350-302

MICHAEL WOODWARD

9/13/01

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We have paged for a doctor or nurse for the flight attendants. The coach passengers don't know what's 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."

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At this point in the conversation, WOODWARD stated the phone went "staticky" for a short time and then the phone line died. [REDACTED] 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).