

BEGPRODNO : M-INT-00000058
BEGBATES : 265A-NY-280350-302~22170
DATE = 09/11/2001
FBIDESC : INTERVIEW W/ TERESA GONZALEZ
INPUTBATCH : NCTA_004 (1st Batch of unredacted 302's delivered in August)
FULLTEXT : FD-302 (Rev. 10-6-95)

9/11 Personal Privacy

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/11/2001

Teresa Gonzalez, operator for AT&T Services AT&T, telephonically contacted the Federal Bureau of Investigation FBI to report an emergency phone call received by AT&T. After being advised of the identity of the interviewing agent and the nature of the interview, she provided the following information:

Mercy Lorenzo, also an operator with AT&T, received a call from a female passenger on flight 77 requesting to be transferred to telephone number [REDACTED]. The female passenger advised the plane was being hi-jacked. Hi-jackers were ordering passengers to move to the back of the plane and were armed with guns and knives. Lorenzo indicated the pilot might not yet be aware of the take over of the plane.

Additionally, the number provided was the number of the passenger's husband. He is a Sergeant and resides in Washington, D.C.

Investigation on 09/11/2001 at Los Angeles, California telephonically
265D-LA-C228332
File # 265D-NY-280350-LA Date dictated 09/11/2001
9/11 Law Enforcement Privacy

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FEDERAL BUREAU OF INVESTIGATION

9/11
Personal
Privacy

Date of transcription 09/14/2001

Allen Ferber, Security Officer, Department of Justice (DOJ) Command Center, Washington D.C., work telephone number (202) [REDACTED] was contacted at his residence through the DOJ Command Center. After being advised of the identity of the interviewing agent and the nature of the interview, Ferber provided the following information:

Earlier today at approximately 9:00am, Ted Olson or his assistant, Helen Voss, called the DOJ Command Center and requested a security officer come to Ted Olson's Office. Ferber did not receive the call, but was asked to go to Olson's office. The information he got was that Ted Olson's wife, Barbara Olson, was on a plane that was hijacked. He was told that the hijackers had knives and the passengers had been herded to the back of the plane.

He arrived at Ted Olson's office shortly after. Ted Olson had already received two (2) telephone calls from Barbara Olsen. Ferber sat and watched the television coverage of the World Trade Center (WTC) terrorist attack with Ted Olson for approximately ten (10) minutes. Ferber left the office before the coverage of the Pentagon plane crash.

After the Pentagon plane crash was reported on the news, he went back to Ted Olson's office. Olsen said to him, "the plane is down." Ferber told Olson he was very sorry and left the office.

Ferber advised that the only information he was given by the watch officer and by Ted Olson was that the hijackers had knives and that the passengers were herded to the back of the plane. This is what Barbara Olson had told Ted Olson.

Investigation on 9/11/01 at Washington, D.C. (telephonically)

File # 265A-NY-280350-302

Date dictated

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REQ. #35-13

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FEDERAL BUREAU OF INVESTIGATION

9/11
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Date of transcription 09/14/2001

Lori Lynn Keyton, Secretary, Department of Justice (DOJ), Washington, D.C., telephone number (202) [REDACTED], date of birth [REDACTED] was contacted telephonically at her residence through the DOJ Command Center at (202) 514-5000. After being advised of the identity of the interviewing agent and the nature of the interview, Keyton provided the following information:

Keyton was working in Ted Olson's Office this morning. She is regularly called there to cover the telephones. At approximately 9:00am, she received a series of approximately six (6) to eight (8) collect telephone calls. Each of the calls was an automated collect call. There was a recording advising of the collect call and requesting she hold for an operator. A short time later another recording stated that all operators were busy, please hang up and try your call later.

Keyton then received a collect call from a live operator. The operator advised that there was an emergency collect call from Barbara Olsen for Ted Olson. Keyton advised that she would accept the call. Barbara Olsen was put through and sounded hysterical. Barbara Olsen said, "Can you tell Ted..." Keyton cut her off and said, "I'll put him on the line."

There was a second telephone call a few to five (5) minutes later. This time Barbara Olsen was on the line when she answered. She called direct. It was not a collect call. Barbara Olsen said, "It's Barbara." Keyton said, "he's on the phone with the command center, I'll put you through."

Keyton advised that there is no caller identification feature on the phone she was using. Keyton didn't know if Barbara Olson was calling from the phone on the plane or from her cell phone.

Investigation on 9/11/01 at Washington, D. C. (telephonically)

File # 265D-NY-280350-302

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/11/2001

Y Theodore Olson, Solicitor General, United States of America, was interviewed at his residence, [REDACTED]. After being advised of the identity of the interviewing agents and the nature of the interview, Olson furnished the following information.

Barbara Olson, Theodore's wife, was a passenger on American Flight # 77, departing Dulles Airport at approximately 8:10am or 8:30am this morning, bound for LAX Airport in Los Angeles, California.

At approximately 9:00am this morning, he did not look at his watch, one of the women in his office advised him of the terrorist attack at the World Trade Center (WTC) in New York. He went to his back office and turned on the television. At that time, they were rerunning film of the second plane hitting the WTC.

At this time one of the women in his office told him that Barbara was on the phone. Helen Voss is his regular secretary. She did not relay the call from his wife. It was someone else in the office. At the time he was thanking God that her flight could not have had enough time to get to New York. He picked up the call from his wife and spoke for about one (1) minute. Barbara told him that her plane had been hijacked. She said they had knives and box cutters. He asked if they knew she was on the phone and she replied that they didn't. Barbara told him that they put the passengers in the back of the plane. She had been sitting in first class. Olson's call was then cut off.

After the first call, Olson used his direct line to the Attorney General, but was unable to reach him, so he called the DOJ Command Center and requested someone come to his office. He told them that his wife's plane had been hijacked and gave them the flight number. He wanted to pass this information to someone who could possibly do something.

Shortly after, the same person buzzed him again and said Barbara was on the phone again. Barbara was put through to him. Barbara said the pilot had announced that the plane had been hijacked. She asked Olson what she should tell the captain to do. Olson asked

Investigation on 9/11/01 at Falls Church, Virginia

File # 265D-NY-280350-302

Date dictated

by

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202 30777

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Continuation of FD-302 of Theodore Olson, On 9/11/01, Page 2

her for her location. She said they were over homes and asked someone else in the plane who said they were traveling North East. Olsen told his wife that two planes had been hijacked and hit the WTC. Barbara did not seem panicked. This call was then cut off. She didn't manifest anything about a crash. Olson then went back to the television and learned of the crash at the Pentagon.

Barbara did not say anything to describe the hijackers, but did refer to them as "they". She told him "they" had knives and box cutters. She did not make any statements about the hijackers stabbing or slashing the passengers.

Barbara Olson's cell phone number is (202) 365-5889. Olson doesn't know if the calls were made from her cell phone or the telephone on the plane. She always has her cell phone with her.

REQ. #35-13

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BEGPRODNO
BEGBATES
DATE
FBIDESCR
FULLTEXT

: M-INT-00063821
: 265A-NY-280350-IN-2669
= 09/14/2001
: SA [REDACTED] SA [REDACTED] INTERVIEW OF THEODORE OLSON
: 265D-NY-280350-IN
JAR:jar
1.

AT WASHINGTON, D.C.

The following investigation was conducted by Special Agents
SA's [REDACTED] and [REDACTED] at the U.S. Department
of Justice, Office of the Solicitor General, 950 Pennsylvania
Avenue, N.W., Washington, District of Columbia D.C. 20530-0001
on 09/14/2001.

Theodore Bevy Olson, Solicitor General of the United
States, 950 Pennsylvania Avenue, N.W., Washington, District of
Columbia D.C. 20530-0001, Telephone number: 202/514-2201,
white male, Social Security Account Number SSAN: [REDACTED]
was interviewed regarding the crash of American Airlines Flight
number 77. The crash claimed the life of his wife, Barbara Kay
Olson.

Olson resides at [REDACTED] Virginia
22066, Telephone number: [REDACTED]. He provided the following
information regarding his wife:

Name: Barbara Kay Olson
Maiden Name: Bracher
Date of Birth: 12/27/1955
Age: 45
SSAN: 451-88-2077
Race: White
Sex: Female
Place of Birth: Houston, Texas

Olson confirmed that he had previously been interviewed
related the telephone call he received from his wife during the
flight. The interviewing agents did not interview Olson related
to that matter. SA [REDACTED] obtained information related to the
identification process. SA [REDACTED] provided information on the
Federal Bureau of Investigation FBI Victim/Witness Assistance
Program.

Olson stated that Barbara's car had been recovered from the
Dulles International Airport parking lot.

At the conclusion of the interview, Olson provided
information on a potential lead. This matter was handled by SA
Reising.

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FEDERAL BUREAU OF INVESTIGATION

9/11
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Date of transcription 09/14/2001

Helen Voss, Special Assistant to the Solicitor General, United States of America, Department of Justice, Washington, D.C., work telephone number (202) [REDACTED] Date of Birth [REDACTED] was contacted telephonically at her residence through the DOJ Command Center at (202) 514-5000. After being advised of the identity of the interviewing agent and the nature of the interview, Voss furnished the following information:

Earlier this morning Barbara Olson called the office two (2) times to speak with her husband Ted Olson. Lori Keyton was the secretary that took both of these calls. Voss believes that both calls were collect calls.

Lori Keyton called to Voss to relay to Ted Olson that Barbara Olson was on the phone. Keyton said that Barbara is on the line and she's in a panic. Ted Olson was watching the television coverage of the terrorist attack at the World Trade Center (WTC). Ted Olson took the call and Voss heard him say, "hijacked!"

Ted Olson called the DOJ Command Center and asked for a security officer to come to his office. He thought the security officer would be able to talk to Barbara Olson if she called back. He relayed that his wife was on a hijacked plane. Ted Olson then came out of his office and said, "they have knives and they're making them go to the back of the plane."

Barbara Olsen then called back a second time and spoke with Ted Olsen.

Ted Olson and Voss went back to watch the television coverage and saw the crash at the Pentagon. Ted Olson said, "that's Barbara's plane."

The security officer from the DOJ Command Center arrived after the second phone call.

Investigation on 9/11/01 at Washington, D.C. (telephonically)

File # 265D-NY-280350-302

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REQ. #35-13

202 20633

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FEDERAL BUREAU OF INVESTIGATION

Precedence: IMMEDIATE

Date: 09/11/2001

To: Las Vegas
Counterterrorism
New York
Washington Field

ITOS/SIOG

From: Dallas
International Terrorism
Contact: SA [REDACTED]

Approved By: [REDACTED]

Drafted By: [REDACTED]

9/11 Law
Enforcement
Privacy

Case ID #: 265D-NY-280350 (Pending)
265D-WF-222811 (Pending)
265D-HQ-1348101 (Pending)

Title: TWIN TOWERS BOMBING
PENTBOM
MULTI-STATE BOMBING

Synopsis: Information concerning American Airlines Flight 77 and the World Trade Towers.

Details: The Dallas Division has received information from JANE ALLEN, Vice President for Flight Services, American Airlines, concerning a flight attendant who was on board American Airlines Flight 77 just before it crashed into the World Trade Towers. ALLEN advised that she received a telephone call earlier today from RON MAY, who is the father of a flight attendant on board this flight. MAY apparently told ALLEN that he received a call from his daughter, RENEE MAY, about 6:05 a.m., pacific time, 9/11/01. RENEE MAY told her father that she was in the First Class section of the flight and that six people had hijacked the airplane. RENEE MAY told her father that the hijackers were moving the crew and passengers to the rear of the airplane and attempting to gain access to the cockpit. At that point of the call, the telephone line went dead.

RON MAY can be contacted at telephone number [REDACTED] in the Las Vegas Division. He may have additional information concerning this airplane crash.

9/11 First
Responder/Family
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REQ. #35-13

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To: Las Vegas From: Dallas
Re: 265D-NY-280350, 09/11/2001

LEAD(s) :

Set Lead 1:

LAS VEGAS

AT LAS VEGAS

Contact and interview RON MAY, telephone number [REDACTED] concerning the telephone contact he had with his daughter, RENEE MAY, who was on board American Airlines Flight 77. Report information, positive or negative, to the Counterterrorism Unit - ITOS/SIOC, New York Division, Washington Field Division, and the Dallas Division.

9/11 First
Responder/Family
Privacy

Set Lead 2:

COUNTERTERRORISM

AT WASHINGTON, DC

Read and clear.

Set Lead 3:

NEW YORK

AT NEW YORK

Read and clear.

Set Lead 4:

WASHINGTON FIELD

AT WASHINGTON FIELD

Read and clear.

♦♦

FEDERAL BUREAU OF INVESTIGATION

Precedence: IMMEDIATE

Date: 09/18/2001

To: DALLAS

Attn:

From: DALLAS

Approved By:

Drafted By:

Case ID #: 265D-NY-280350-DL (PENDING)

Title: TWIN TOWER BOMBING

Synopsis: ICF #: DL99

Details:

INFORMATION CONTROL FORM

Control Number: DL99

Priority: IMMEDIATE **Classification:** UNCLASSIFIED

Method of Contact: Telephone/Radio

Source:

Affiliation: FBI

Phone Number:

Information Received Date: 09/11/2001 **Time:** 3:25 PM

Prepared By:

Component/Agency: I&I/FBI

Event: INFORMATION PROVIDED BY JANE ALLEN, VP FOR FLIGHT SERVICES OF AMERICAN AIRLINES, THAT RON MAY AND HIS WIFE RECEIVED A CALL FROM THEIR DAUGHTER, RENEE MAY, AROUND 6:05 PACIFIC TIME. RENEE MAY WAS A FLIGHT ATTENDANT IN FIRST CLASS ON AMERICAN AIRLINES FLIGHT 77. RENEE TOLD HER PARENTS THAT THE PLANE WAS BEING HIJACKED BY 6 PEOPLE. RENEE SAID THEY WERE MOVING ALL OF THE CUSTOMERS AND FLIGHT

9/11 Law
Enforcement
Privacy

ATTENDANIS TO THE BACK OF THE PLANE AND ATTEMPTING TO GAIN
ACCESS TO THE COCKPIT AND AT THAT POINT THE LINE WENT DEAD.
THE PHONE NUMBER FOR RON MAY IS [REDACTED] THIS IS
COVERED BY THE LAS VEGAS OFFICE

Event Date: 09/11/2001 Time: 6:05 AM

References:

Categories: AMERICAN AIRLINES INFORMATION
TIME LINE INFORMATION VICTIM

Event Reviewed By: KC

Lead Required?: YES

9/11 First
Responder/Family
Privacy

LEAD (s):

Set Lead 1:

DALLAS

AT DALLAS, TX

Lead Control Number: DL99

Assigned To [REDACTED] on 09/11/2001 at 7:30 PM

PREPARE EC REQUESTING INTERVIEW OF RON MAY FATHER OF AA FLT
77 FLIGHT ATTENDANT RENEE MAY.

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9/11 Law
Enforcement
Privacy

REQ. #35-13

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 10/16/2001

To: WFO

Attn:

From: WFO

Approved By:

Drafted By:

Case ID #: 265A-NY-280350-WF (PENDING)

Title: PENTTBOMB

9/11 Law
Enforcement
Privacy

Synopsis: ICF #: WF1899

Details:

INFORMATION CONTROL FORM

Control Number: WF1899

Priority: ROUTINE **Classification:** UNCLASSIFIED

Method of Contact: Telephone/Radio

Source: OLSON, TED

Affiliation: BARBARA OLSON WIFE VICTIM FL #77

Phone Number:

Information Received Date: 09/13/2001 **Time:** 10:30 AM

Prepared By:

Component/Agency: I&I/FBI

Event: TED OLSON SOLICITOR GENERAL US OF A WAS
INTERVIEWED ON 09/11/01. HIS WIFE BARBARA OLSON WAS A
PASSENGER ON FLIGHT #77 . ON 09/13/01 OLSON ADVISED HE HAD
NEW MESSAGES ON HIS VOICE MAIL AT HIS OLD LAW FIRM-HIS OLD
SECRETARY WOULD PROVIDE ACCESS TO THESE CALLS TO THE FBI.

Event Date: 09/13/2001 **Time:** 10:30 AM

REQ. #35-13

WF 3089

000000761

References:

Categories:

Event Reviewed By: ☐

9/11 Law
Enforcement
Privacy

Lead Required?: YES

REQ. #35-13

000000762

LEAD (s):

Set Lead 1:

WFO

AT WASHINGTON, DC

9/11 Law
Enforcement
Privacy

Lead Control Number: WF1899

Assigned To " " on 09/13/2001 at 2:15 AM

CONTACT JILL STERNER, OFFICE ADMINISTRATOR, GIBSON DUNN &
CRUTCHER FOR ACCESS TO MAIL OF OLSON

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REQ. #35-13

000000763

BEGPRODNO
BEGBATES
DATE
FBIDESC
FULLTEXT

: M-INT-00008857
: 265A-NY-280350-302-39665
= 09/11/2001
: MAY, RON
:

09/11/2001

On September 11, 2001, at approximately 1930 hours
Special Agent's SA's [redacted]
were assigned a lead to contact and interview RON MAY, AT 702
[redacted] The purpose of this interview was to speak with MAY
reference a telephone call with his daughter RENEE MAY while she
was on board American Airlines Flight 77.

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Personal
Privacy

Mr. May informed SA [redacted] that he was not interested
in speaking at this time, however would speak with SA's [redacted]
and [redacted] on September 12, 2001. SA [redacted] will contact May
and meet reference information related to the phone call between
May and his daughter.

9/11 Law
Enforcement
Privacy

09/11/2001 Las Vegas, Nevada (telephonically)

265D-NY-280350

09/11/2001

SA [redacted]
SA [redacted]

[PDF page 1]

BEGPRDNO
BEGBATES
DATE
FBIDESC
FULLTEXT

: M-INT-00008874
: 265A-NY-280350-302-39718
= 09/12/2001
: RONALD AND NANCY MAY

09/12/2001

Ronald and Nancy May, home address [REDACTED]
Las Vegas, Nevada, home telephone [REDACTED] were contacted at
their home on September 12, 2001, at approximately 11:15 am, by
Special Agent SA [REDACTED], SA [REDACTED] and
FBI Chaplain [REDACTED]. After being provided with the
identities of the interviewing agents and Chaplain [REDACTED], Mr.
and Mrs. May provided the following information:

On September 11, 2001, at approximately 6:13 am, Nancy May
received a telephone call from her daughter, Renee May, a
flight attendant with American Airlines. Renee May advised her
mother that she was on American Airlines Flight #77 and that they
were being hijacked. She indicated there were six hijackers
and that the hijackers had moved them (unknown if she meant all
the passengers or only the flight crew) to the back of the plane.
Renee May asked her mother to call American Airlines to make sure
they knew of the hijacking and provided the following three phone
numbers for her mother to call:

[REDACTED]
During the phone conversation, Nancy May heard a male voice in
the background who seemed to be assisting Renee with providing
the correct telephone numbers for American Airlines. Nancy May
did not know whether her daughter was utilizing an in-flight
telephone or her own personal cellular telephone 410/935-4315.
The connection with her daughter was then lost.

Following this conversation, Nancy and Ron May
immediately contacted Patty Carson at American Airlines to relay
the information provided by their daughter. After confirming the
flight number and providing Renee May's employee number to Patty
Carson, Ron May was advised that American Airlines would check
into the information they had provided and would call them back.

Later, in the early afternoon, American Airlines
contacted Ron and Nancy May and informed them that their
daughter's flight had been the plane that was crashed into the
Pentagon and provided them with American Airlines telephone
numbers that they could call periodically to get updated
information. At that time, the Mays were also asked for

09/12/2001 Las Vegas, Nevada

265D-NY-280350-LV

SA [REDACTED]
SA [REDACTED]
52764.01

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Ronald & Nancy May

09/12/2001 2

permission to release their telephone number to the FBI so that
an Agent would speak with them. Ron May gave permission and was
subsequently called and telephonically interviewed by Special
Agent [REDACTED] of the FBI Washington Field Office, telephone

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265A-NY-280350

Continuation of FD-302 of Nancy May and Ronald May, On 06/05/2002, Page 2

RENEE would often speak on the telephone with her parents. RENEE spoke with her mother NANCY on Sunday, 09/09/2001, and with her father RONALD on Monday, 09/10/2001. On both occasions RENEE sounded "happy". On the morning of 09/11/2001, NANCY woke up at 6AM to get ready for work. After letting their dog out in the yard, the telephone rang. It was RENEE calling from the airplane. RENEE told her mother that she was on Flight 77 from Dulles to Los Angeles, and that they had been taken over by six hijackers. RENEE stated that they were all put in the back of the plane. RENEE then asked her mother to call American Airlines, and provided the telephone numbers. NANCY heard a male voice in the background, which she believed to be another member of the flight crew, giving another telephone number for American Airlines. RENEE provided a total of three telephone numbers for American Airlines. RENEE then stated "I love you, Mom" before the telephone call was cut off. During the telephone call, NANCY had taken notes and written down the telephone numbers that RENEE had provided.

After the call was terminated, NANCY yelled for her husband who was upstairs. NANCY called the first telephone number for American Airlines, at which no one answered. NANCY then called another telephone number for American Airlines and spoke with PATTY CARSON. NANCY repeated to CARSON what RENEE had stated during their conversation. RONALD took the telephone from NANCY and spoke to CARSON, who stated that RENEE must have been on the airplane that hit the World Trade Center. RONALD advised her that since RENEE had just called, she could not have been on that airplane.

NANCY advised that the telephone call from RENEE lasted one minute or less. RENEE did not provide any description of the hijackers.

Following the telephone call, RONALD and NANCY watched television and learned that the airplane that had been crashed into the Pentagon was Flight 77. American Airlines telephoned later in the day to inform RONALD and NANCY that there had been no survivors of the crash.

9/11 First Responder/Family Privacy

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Continuation of FD-302 of Nancy May and Ronald May, On 06/05/2002, Page 3

Rockville, Maryland. RONALD and NANCY advised that RENEE also had made a telephone call to [REDACTED] at his office, on the morning of 09/11/2001, but did not speak to him. RENEE had planned to stay with a high school friend named CHERYL after her arrival in Los Angeles on 09/11/2001. CHERYL had not received a telephone call from RENEE on 09/11/2001, and did not know of RENEE's death until later on 09/11/2001.

Memorial services were held in RENEE's honor in Baltimore on 09/24/2001, at the church of her baptism in Buffalo, and in San Diego. The remains of RENEE were cremated and her ashes were put in two urns. One of the urns was buried in a cemetery in Rockville, Maryland, and the ashes of the other urn were dispersed over the ocean in San Diego on 12/23/2001.

9/11 First
Responder/Family
Privacy

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 06/28/2002

[redacted] home telephone number [redacted] work telephone number [redacted] was interviewed telephonically. After being advised of the identity of the interviewing agent and the nature of the interview, [redacted] provided the following information.

[redacted] was engaged to RENEE MAY, a flight attendant on American Airlines Flight 77 who was killed after the plane was hijacked and crashed into the Pentagon on 09/11/2001. MAY had attempted to contact [redacted] on the morning of 09/11/2001, but did not talk to him. [redacted] advised that the caller identification (ID) of his business telephone [redacted] had indicated that MAY had called. The telephone does not have an answering machine nor a voicemail system, and no one had answered the call from MAY.

[redacted] could not provide further details, to include the time of the telephone call.

9/11 First
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Investigation on 06/10/2001 at Alexandria, Virginia

File # 265A-NY-280350

Date dictated

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