

MEMORANDUM FOR THE RECORD

Event: Deena Burnett, 9/11 family member

Type: Conference Call

Date: April 26, 2004

Prepared by: John Raidt

9/11 Personal Privacy

Special Access Issues: None

Team: 7

Participants (non-Commission):

Participants (Commission): John Raidt and Lisa Sullivan

Location: GSA conference room

John Raidt and Lisa Sullivan called Deena Burnett [redacted] at 11 AM from the GSA conference room of the 9-11 Commission office.

She lost her husband Tom Burnett on UAL flight 93. He was a first class passenger on the flight. She confirmed she spoke to her husband four separate times from the plane.

- Burnett's exact words to Deena were, "I think one of them has a gun."
- He also said, "One of the passengers has been knifed."
- He did not say how many hijackers were on the plane.
- Deena thought the hijackers took over the cockpit and sent the passengers to the back of the plane concurrently. The pilots were taken by surprise. They were holding a woman (possibly a flight attendant) at knife point.

Call #1: Deena believes he called her from first class. She thinks he was crouching in his seat as the hijackers were trying to get into the cockpit. She believes this because there were many sounds she could hear in the immediate background, as he narrated to her what was going on. She also thinks this was the one call he placed to her from his cell phone, because she recognized the number on the caller ID.

Call #2: She believes he told her the hijackers had entered the cockpit. He was further back in the plane for the call, and the other two calls that followed.

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Call #3: This call was also placed from further back in the plane. He was looking out the window describing to her where they were located. She thought he was moving around the cabin.

Call #4: She did not give any specific information relayed during this call.

The call Burnett made from the cell phone did not show up on the cell phone bill, neither did the one he placed to his secretary before take-off.

Burnett spoke with his friend Charles from England before take-off. He mentioned the flight was delayed but did not give a reason.

She turned the notes she took on her conversations with Tom into a typed transcript and gave it to the FBI and Burnett's parents. She threw away the handwritten notes.

She thought "in the cockpit" and "I'm injured" were her husband's words recorded on the CVR. She said it was not hard to recognize his voice. Other family members were also confident they heard the voices of their loved ones on the recorder.