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As a Flight Attendant, I can imagine the sense of horror and fright of the crews in the four aircraft and what they must have felt on September 11th, 2001. True to their training, though, there is no doubt in my mind that they used all their skills to calm the passengers and make them feel safe. The inevitable, of course, was out of their hands.

Although I didn't personally know these people, their faces are familiar from encountering them on my trips as a Flight Attendant for American Airlines. No words can adequately express the profound depth of sorrow I have every day for these heroes, but I send these few lines to convey my love to their families and friends as a means of comfort for the pain that will be everlasting.

Sincerely,

Patty Young
Trustee

American Airlines Flight Attendant, DFW, for 36 years