



**Name in English:** Betty Ann Ong  
**Name in Chinese:**  
**Name in Pinyin:**  
**Birth Year:** 1956 - 2001  
**Birth Place:** San Francisco, CA

**Profession (s):** Airline Flight Attendant/Purser

**Awards:** Mayor Willie Brown of the City of San Francisco honored her heroism by declaring September 21, 2001 as Betty Ong day.

**Contribution (s):** Betty Ong was arguably the first responder and hero on September 11, 2001. When American Airlines Flight 11 was hijacked and subsequently plunged into the North Tower of the New York City World Trade Center building, Betty Ong bravely kept her cool and for 23 minutes provided chilling details of the rampage and killing on board the aircraft. Her detailed reporting included the seats used by the terrorists which revealed their identities and gave FAA and other authorities the first real inkling about the hijackers and who they represented. Before her reporting, ground authorities were grasping at straws trying to figure out what was really happening as at least four planes had been hijacked and the first two struck the Twin Towers, the third hit the Pentagon and the fourth crashed in an open field in Pennsylvania.

Her heroism was initially overlooked. However, after a review of the tape recordings of her calm and thorough reporting to ground control, the 911 Commission Chairman Mr. Thomas Kean declared that "Betty Ong is a true American hero."

**External Links:**

<http://www.bettyong.org/>

[http://www.mishalov.com/wtc\\_flight-11-transcript.html](http://www.mishalov.com/wtc_flight-11-transcript.html)

<http://womenshistory.about.com/b/a/060994.htm>