

## Opening Remarks by Capt. Jay Heppner

9/11 Memorial Service

Wednesday, September 11, 2013

Good morning. It is said that the passing of time heals all wounds. But the terrorist attacks which took place 12 years ago took away friends, fellow employees and family members. That day forever left a scar on our nation's psyche that has changed our way of life in countless ways. It is impossible to forget the events of 9/11. The images of that day are permanent fixtures in our memories; reminders of the pain and loss that was experienced by all of us.

Each year, we make the pilgrimage here to the ALPA International 9/11 Memorial not only to mourn the loss of our brothers on that dark day, but to renew our promise to sustain their memories.

Time does not heal all wounds. As Rose Kennedy once said, "The wounds remain. In time, the mind, protecting its sanity, covers them with scar tissue and the pain lessens. But it is never gone."

That determination can be seen in efforts to preserve the memories of our fallen brother aviators. The establishment and growth of foundations, scholarships, memorials and other charitable endeavors in their names assure that the lives of these fellow pilots will never be forgotten. Perhaps the best way to honor their legacies is to ensure that the tragedy we all experienced 12 years ago will never again happen. As an association, as a labor union, as pilots and as ALPA staff who work beside us each day, we owe it to ourselves, our loved ones, and all who lost their lives on that day to remain vigilant and dedicated, and to continue advocating for the safest and most secure skies we can provide to our passengers and fellow crewmembers.

While remembering all who lost their lives on September 11, 2001, let us honor the memories of the following crewmembers and employees from United Flight 93, United Flight 175, American Flight 11 and American Flight 77.

### **United Flight 93:**

Captain Jason Dahl

First Officer LeRoy Homer, Jr.

Flight Attendant Lorraine Bay

Flight Attendant Sandra Bradshaw  
Flight Attendant Wanda Green  
Flight Attendant CeeCee Lyles  
Flight Attendant Deborah Welsh

**United Flight 175:**

Captain Victor Saracini  
First Officer Michael Horrocks  
Flight Attendant Robert Fangman  
Flight Attendant Amy Jarret  
Flight Attendant Amy King  
Flight Attendant Kathryn Laborie  
Flight Attendant Alfred Marchand  
Flight Attendant Michael Tarrou  
Flight Attendant Alicia Titus  
Customer Service Representative Marianne MacFarlane  
Customer Service Representative Jesus Sanchez

**American Flight 11:**

Captain John Ogonowski  
First Officer Thomas McGuinness  
Flight Attendant Barbara Arestegui  
Flight Attendant Jeffrey Collman  
Flight Attendant Sara Low  
Flight Attendant Karen Martin  
Flight Attendant Kathleen Nicosia  
Flight Attendant Betty Ong  
Flight Attendant Jean Roger  
Flight Attendant Dianne Snyder  
Flight Attendant Madeline Sweeney

**American Flight 77:**

Captain Charles Burlingame  
First Officer David Charlebois  
Flight Attendant Michele Heidenberger  
Flight Attendant Jennifer Lewis  
Flight Attendant Kenneth Lewis  
Flight Attendant Renee May

Thank you. We will never forget.