

WORLD TRADE CENTER
911 FDNY TELEPHONE CALLS

September 11, 2001

AUDIO

EMS Part 2

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RECORDER: The following portion of tape begins at 0913 hours, 36 seconds, taken from position 8, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: 8695, good morning.

OPERATOR: 8695, 1285. One World Trade Center. We have a 54 rescue, 82nd -- 86th floor.

CRO: Okay. I have ambulance call number 727 for that. That's for the plane crash?

OPERATOR: Yeah.

CRO: 727 still is on the scene. Is that caller for another ambulance?

OPERATOR: He said there's some people trapped on the 86th floor and they have difficulty breathing. FD is on the way.

CRO: Okay what address did they give us for this one?

OPERATOR: One World Trade Center, 86th floor.

CRO: Uh-huh. Okay. Okay. Is anybody on line, AC?

OPERATOR: No.

CRO: Oh. That's what I need, another call. What job are you giving me? Do you want to make a new job?

OPERATOR: This will be a new job, because this is a rescue.

CRO: The whole thing is a rescue.

OPERATOR: The one before was put down as an explosion.

CRO: Yeah, but it's a plane crash. Any time we get a call like that, automatic rescue.

OPERATOR: Okay.

CRO: Okay? What I wanted to say. We have to do -- ACD number again is --

OPERATOR: 1285.

CRO: 1285. One second. Trapped on the 86th floor -- floor -- and trouble breathing, of course. Okay. Trapped on 86th floor. All right. Comments listed? What comments listed? Hold on one second. One second. Okay.

CRO (to Lieutenant): Lieutenant Knight. Hold on one second. I'm going to see if the lieutenant wants me to set up an independent job. They're telling us to dupe everything to everything. To me -- I --

OPERATOR: I guess you would. I mean --

CRO: I agree, I agree.

OPERATOR: I didn't know. I changed the code.

CRO: No problem. Okay.

CRO (to Lieutenant): I know we're there. ACD wants to send me a new job to say that the people are trapped. I told him everybody is trapped anyway.

LIEUTENANT: We don't need a new job.

CRO: Okay. All right.

OPERATOR: I changed -- I changed the code.

CRO: It's sad. It's sad. It's sad. I'm excited I'm afraid. That is. That's right. Okay.
Thank you. I just wanted to make sure, AC, because --

OPERATOR: All right. No problem.

CRO: No, no, listen. We have to communicate. It would be easier, they may need additional units. And if you don't tell the supervisor -- now what I do and what you do is you document you spoke to a lieutenant. So if God forbid they need additional units and they were not sent for, you covered yourself right now.

OPERATOR: What's the name of the lieutenant?

CRO: Lieutenant -- I'm going to give you her number. Hold on one second. Please hold on. Who is...CRFC...80, lieutenant 80, 8-0.

OPERATOR: 8-0?

CRO: Uh-huh.

OPERATOR: All right.

CRO: (Inaudible) to rescue. Additional units needed on the -- ambulance needed, ambulance needed on 86th floor for someone trapped. Because, you know, they kind of did that thing fast. Sometimes new -- sometimes they're coming in not as bad as they think or people get overlooked. They could be overlooked hours later. This way you know -- because I put in miscellaneous, but I document now that she was notified.

OPERATOR: Okay.

CRO: Okay? All right. Have a good day.

OPERATOR: Thank you.

CRO: You're welcome. Bye-bye.

RECORDER: The preceding portion of tape concludes at 0917 hours, 22 seconds.

The following portion of tape begins at 0941 hours, 10 seconds, taken from position 8, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: 8695. You have to stand by. 8695.

OPERATOR: Okay. Are you ready now? 1712.

CRO: 1712, one moment.

OPERATOR: Okay.

CRO: Are you going to the World Trade Center?

CALLER:

OPERATOR: Yes, we are.

CRO: Okay, okay. I just had a call disconnect from that one. 7217. What job number do you want? 727?

OPERATOR: I put in my own separate job.

CRO: Okay. What address is for this job?

OPERATOR: One World Trade.

CRO: Why did you put it -- I'm sorry, are you TA or are you ACD?

OPERATOR: I'm ACD.

CRO: Okay, AC, please give me your number again, I'm sorry.

OPERATOR: 1712.

CRO: 17 -- I'm sorry. I'm so sorry. 1712.

OPERATOR: 12, right.

CRO: Okay. In Manhattan.

OPERATOR: Right.

CRO: Now, AC, I want to ask you one question. Why are you putting in your own job?
Is that what you were instructed to do?

OPERATOR: I'm not -- the reason that I did it is because a caller is stating that a person
on a separate floor was -- wanted to know a question because they're having difficulty breathing.

CRO: Okay.

OPERATOR: Instead of putting it on one job where it might or possibly could be
overlooked, I used a separate job.

CRO: Okay.

CALLER:

CRO: Uh Huh..

CALLER:

CRO: Okay. That's a question for the Fire Department firefighters.

CALLER:

CRO: Stay calm. I agree with you that you need air, but I can't tell you to break a window. Now, I can tell you if you break the window you might let more smoke or debris in.

CALLER:

CRO: Okay. And then if you break the window, will you break your foundation more. You know what I'm saying? So we can't, so I can't say --

CALLER:

CRO: Oh, yes, maybe, maybe not. I want to get someone to answer that question right now. Okay?

CALLER:

CRO: ACD, you send me a separate job if you want to, and I'll route it over to them.

OPERATOR: Okay, no problem.

CRO: But the only thing about it is that the routes are coming very, very, very slow.

OPERATOR: Right. I understand.

CRO: So I'm going to put your job -- your information on the job that exists already. Okay, I'm going to put on there 7 -- another call for 7 -- No, sir, we're not figuring out what to do. It's just --

CALLER:

CRO: We don't want to give you wrong information.

CALLER:

CRO: No, I feel so bad that we can't do more. You don't know. Oh, boy. God forbid.

CALLER:

CRO: Okay now. Another call. AC, (inaudible) One World Trade?

OPERATOR: Yes.

CRO: One World Trade.

OPERATOR: Do you need the sprint for this one?

CRO: One second, dear. I'm putting your job in, because even if you route it, it will probably take five minutes for you to get it. Trade Center.

CALLER (to second person):

CRO: They're trapped on what floor? What floor are you trapped?

OPERATOR: He said 86.

CALLER:

CRO: Okay. We're well aware of the 86th floor. It's the other floors that we didn't know about before. One World Trade Center, trapped on 86th floor. And the suite number again, please?

CALLER:

OPERATOR: [identifying information redacted]

CRO: [identifying information redacted]

OPERATOR: Yes.

CALLER:

CRO: Okay. Has trouble breathing.

CALLER:

CRO: East side.

CALLER:

CRO: And it's a smoky condition inside?

CALLER:

CRO: Smoky condition. Okay. Now you stay on the line with me here.

CALLER:

CRO: What I'm trying to tell you --

CALLER (to second person):

CRO: That's a good idea.

CALLER:

CRO: Get them soaking wet. Everybody get soaking wet towels.

CALLER (to second person):

CRO: Yes.

CALLER (to second person):

CRO: Okay. Now you can get soaking wet towels, and you can put them at the doorways and things too if it's not too late for that.

CALLER:

CRO: Soaking wet towels for everybody first. Bless you.

CALLER (to second person):

CRO: No, no. Is it -- is it -- where do you feel the heat at? On the floor or on the ceiling or where?

CALLER (to second person):

CALLER:

CRO: Heat on the doors?

CALLER:

CRO: If you don't feel heat on the floor or the doors, then that's good for you. That's good. That means no fire should be near you. So the smoky condition is the worst thing you should be concerned about now. Keep the cloth -- even if you don't have that yourself, you take a damp one for yourself and filter yourself.

CALLER:

CRO: One moment. I'm trying --

CALLER:

CRO: Hold on one second, sir.

CALLER:

CALLER:

CALLER:

CRO: Hold on one second; okay?

CALLER:

CRO: The answer is going to most likely be no, but hold on; okay? ACD, please talk to him for me.

OPERATOR: Yeah.

CRO: Thank you.

CALLER:

CALLER:

CALLER:

CALLER:

OPERATOR: Sir? What's your name and number?

CALLER:

CALLER (to second person):

CRO: [identifying information redacted].

CALLER (to second person):

CRO: Oh, okay. And your name, sir?

CALLER:

OPERATOR: Yes. She went to go find all of that out.

CALLER:

CRO: Hello, sir?

CALLER:

CRO: As per my lieutenant 80, there's no firefighters here. All the firefighters are going to the scene.

CALLER:

CRO: Most of them. I can't say all. That's not true.

CALLER:

CRO: And there's no firefighters available. And we're all going to tell you not to break the window because we can't tell you to break the window because we don't know the pressure on the 86th floor, you know.

CALLER:

CRO: An open window on the 86th floor, if it was open, was made to open. When it's not made to open, we can't tell you to open.

CALLER:

CRO: We can't tell you what to do because God forbid -- I mean, I'm sorry, we're not in your situation.

CALLER:

CRO: You told them the right thing.

CALLER:

CRO: The procedures are to tell them to stay low.

CALLER:

CRO: Don't open the door.

CALLER:

CRO: Don't go in the hallways and don't open -- they don't say don't open the windows sometimes, depends on the circumstances because you can't see. If there's heavy smoke, you don't know if smoke is around you.

CALLER:

CRO: If you open the door, you might bring in more smoke.

CALLER:

CRO: Then you can't get out.

CALLER:

CRO: Then that's the bad part. I don't know what to tell you. I'm so sorry I don't know what to tell you to do.

CALLER:

CRO: What about the vents, are the vents covered for the air-conditioning? Are the...

CALLER (to second person):

CRO: Would it bring in more smoke? Because, see then -- and there's another thing too we have to be concerned, do you know if that's the vent that brings it in or the vent that brings it out.

CALLER:

CRO: We don't know. Both of them might be bringing it in at this time. But the doors are supposed to be covered with wet things. If you've created a spot where all of y'all can stay, there might be somewhere where you can make sure it stays kind of clear.

CALLER:

CRO: I can't -- I can't visualize for you, but you know what I'm saying? Think of a way that you can create a spot where it stays moist, everybody has something together. You know what I'm saying.

CALLER:

CRO: Try to find something like that. Don't hang up the phone.

CALLER:

CRO: Oh, yeah, the 86th floor was the first report. You're the first ones that we're going to. But you know they've got to approach this situation differently. God forbid -- I mean, it's sad, there are other people too in other buildings.

CALLER:

CRO: So stay calm-

CALLER:

CRO: -- where you're at. And you're doing a fine job. What's your name, sir?

CALLER:

CRO: All right [identifying information redacted], I've documented it. And as soon as I get from the fire -- from the firemen themselves, if they tell you, I will relay the message to you; okay?

CALLER:

CRO: [identifying information redacted] do you have -- what's your last name?

CALLER:

CRO: [identifying information redacted]

CALLER:

CRO: [identifying information redacted]

CALLER:

CRO: [identifying information redacted] Do you have a phone number to your home that you would like for us to call anybody?

CALLER:

CRO: One moment, sir. Everything -- even our computers are messing up.

CALLER:

CRO: [identifying information redacted]

CALLER:

CRO: [identifying information redacted]

CALLER:

CRO: [identifying information redacted]

CALLER:

CRO: Okay. Now, and the last name is [identifying information redacted]?

CALLER:

CRO: [identifying information redacted]

CALLER:

CRO: [identifying information redacted]

CALLER:

CRO: All right.

CALLER:

CRO: You're on the 86th floor.

CALLER:

CRO: Well, what floor you on?

CALLER:

CRO: Okay. So you know you sound like you're so clear, like you're right there with them.

CALLER:

CRO: Okay. Good.

CALLER:

CRO: Okay.

CALLER:

CRO: That's good. Now, I'll put down caller not with the patient. What's the -- your cell phone is [identifying information redacted]

CALLER:

CRO: Tell them to stay calm, stay close to the floor. And as soon as we get a firefighter available or the chief to talk to -- they're going to tell them the same things. They have a speaker going over through the buildings telling them to stay low, not to open the door, not to go to the windows.

CALLER:

CRO: Okay?

CALLER:

CRO: Thank you, [identifying information redacted]

CALLER:

CRO: Bye bye. [identifying information redacted]. Yes, ma'am?

OPERATOR: I have the call back to his office....

CRO: What's that number?

OPERATOR: ...they're at. The World Trade one is [identifying information redacted]

CRO: [identifying information redacted]

OPERATOR: [identifying information redacted]

CRO: [identifying information redacted]

OPERATOR: [identifying information redacted]

CRO: [identifying information redacted]

OPERATOR: And the number to 300 Park is [identifying information redacted]

CRO: Okay, wait. This is Two World Trade Center.

OPERATOR: Right, that one I just gave you is to where they're supposed to be. And his is [identifying information redacted].

CRO: Okay. One second. [identifying information redacted]?

OPERATOR: Yes.

CRO: [identifying information redacted] That's my number, boy.

Okay, [identifying information redacted]

OPERATOR: -- [identifying information redacted].

CRO: Let me get that number off to the screen (inaudible). And [identifying information redacted]?

OPERATOR: That's the one to 300 --

CRO: -- Park.

OPERATOR: -- Park, right. The first one I gave you was to where they're supposed to be, the patient.

CRO: Park Avenue. I believe he was there.

OPERATOR: No, no. I guess they have --

CRO: People --

OPERATOR: -- people that work over there.

CRO: That is so bad, you know. That's so sad, AC. You know --

OPERATOR: It is.

CRO: On the 83rd --

OPERATOR: I can't imagine.

CRO: Oh, God. You be trapped, something like that -- we've got the 83rd -- on the second World Trade Center on the 83rd floor five people were trapped, went unconscious. I don't know what they're doing. And it's an awful thing, it's an awful, awful, awful thing to call somebody and tell them you're going to die. That's an awful thing. I hope -- I hope they're all alive because they sound like they went -- they passed out because they were breathing hard, like snoring, like they're unconscious.

OPERATOR: Right.

CRO: That's an awful, awful thing. And nobody probably really knows about them, because it's the second World Trade Center and all the calls were being -- I mean, they know now, but, you know, at first.

OPERATOR: Right.

CRO: It's a sad thing. 300 Park Avenue, can you give me that number again?

OPERATOR: Sure.

CRO: [identifying information redacted]--

OPERATOR: [identifying information redacted]--

CRO: [identifying information redacted]-- .

OPERATOR: [identifying information redacted]--. Okay. I had already put it in, but I didn't put the address next to the number. So I don't know what to do. He hung up already; right? I wanted to tell him to keep the line open with the girls, keep them calm. I don't know. I wonder what's taking them so long to get to the 86th floor? The World Trade Center was called to rectify the situation the last time, remember that? The last time they had no fire situation. You know, they--

OPERATOR: I guess you never think it's going to happen again. Lord knows.

CRO: Yeah, because they're buildings, big buildings, and they don't think. They don't think. How could you have a big building and no way to get out of it? That's ridiculous. Anyway, if you had like a chute like you just slide down, that way the people don't have to walk down and more people can get out; just slide down the chute and you're out the door. That's what they should have. But you can't tell the rich people around here. Have a good day.

OPERATOR: All right. You too now.

CRO: Bye-bye.

OPERATOR: Bye.

RECORDER: This portion of tape concludes at 0953 hours, 46 seconds.

The following portion of tape begins at 0903 hours, 17 seconds, taken from position 10, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: 8600.

OPERATOR: 8600, this is 1339. This is another call regarding One World Trade Center in Manhattan.

CRO: Job 727.

OPERATOR: Okay.

CRO: Okay what's the condition? Is the patient breathing?

OPERATOR: Unknown. He was calling from another building. He's far away. He's at Park Avenue.

CRO: Okay. My job number is 727 -- it's the same one.

OPERATOR: 727?

CRO: Right

OPERATOR: Job 727.

CRO: Okay.

OPERATOR: Okay, bye-bye.

CRO: 1339.

OPERATOR: Thank you. Bye-bye.

RECORDER: The preceding portion of tape concludes at 0903 hours, 47 seconds.

FDNY 911 Calls Transcript – EMS- Part 2 9-11-01

The following portion of tape begins at 0912 hours, 06 seconds, taken from position 10, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: 8600, 8600.

OPERATOR: 8600, 1375. Manhattan caller, World Trade Center, 100th floor.

CRO: Okay. World Trade Center, ma'am, are you in the World Trade Center? Ma'am, are you in the World Trade Center?

CALLER:

CRO: What's the matter? Are you having difficulty breathing? Are you on the 100th floor? What room number?

AC, do you have a room number to this?

OPERATOR: No, it's a cell caller. I have no room, nothing.

CRO: Talk to me, ma'am. Take control of yourself. Ma'am, how old are you? Ma'am, hello? AC?

OPERATOR: Yes.

CRO: Oh, God.

OPERATOR: What I got from her is 100th floor, One World Trade Center.

CRO: 100. She was able to speak?

OPERATOR: Just barely. That's all I got. I don't know what company, what room. No telephone number, nothing.

CRO: We all know that she was on the 100th floor. She didn't tell you nothing else, AC; right?

OPERATOR: That's it.

CRO: So we know we have a patient on the 100th floor who's unable to speak and is obviously having difficulty breathing, maybe due to smoke inhalation or something?

OPERATOR: I don't know.

CRO: Okay. What floor is that the plane crashed on? I don't remember. Smoke condition. 100th floor, female caller, unable to ID exact location, needs help. Okay, AC. That's all I can do.

OPERATOR: Okay, ma'am.

CRO: Take care. Bye-bye.

RECORDER: The preceding portion of tape concludes at 0914 hours, 00 seconds.

This tape will continue on tape 2, side A.