

WORLD TRADE CENTER
911 FDNY TELEPHONE CALLS

September 11, 2001

AUDIO

EMS Part 3

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RECORDER: The following portion of tape begins at 0918 hours, 14 seconds, taken from position 10, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

OPERATOR: 1128.

CRO: What borough?

OPERATOR: Okay. We're going to -- okay. Manhattan. The booth is Nora 95 Broadway/Nassau.

CRO: 95.

OPERATOR: Now, you know what's going on--

CRO: Do you have Broadway and Nassau? Go ahead. What they have?

OPERATOR: We've got a female bleeding. She's in front of the booth. Geez.

CRO: In front of the booth?

OPERATOR: Yeah, she's in front of the booth, and she's bleeding.

CRO: Assign a CN number?

OPERATOR: The CN number is 102861.

CRO: And this is possibly you think from the Trade Center?

OPERATOR: It's debris probably coming from everywhere. This is Broadway/Nassau. That's not too far. As a matter of fact, that's across the street.

CRO: Center across the street.

OPERATOR: Now, that's not in the job. I'm just going by what I know. It says Nora 95 Broadway/Nassau. That's how we got it. We got it from our stations department. The female aided is in front of the booth.

CRO: Okay. What's the CN number? I've got it. Okay. Wait a minute.

OPERATOR: The CN number is 102861.

CRO: Okay. My job number on this one is 788, 788. You can cross-reference it in case they cross-reference it with the job number of the Trade Center. Trade Center number of the job is 727.

OPERATOR: 727?

CRO: Yeah.

OPERATOR: That's the Trade Center job.

CRO: Right.

OPERATOR: Okay.

CRO: Okay, AC?

OPERATOR: Okay.

CRO: Thanks a lot.

OPERATOR: All right. Thank you.

CRO: Bye-bye.

RECORDER: The preceding portion of tape concludes at 0919 hours, 44 seconds.

The following portion of tape begins at 1002 hours, 16 seconds, taken from position 10, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11, 2001.

CRO: 8600.

OPERATOR: 8600, 8600, this is 2146, going into Manhattan. The caller is on the line.

CRO: Caller, this is EMS. Is the patient breathing?

CALLER:

CRO: Is she conscious?

CALLER:

CRO: How old is she, more or less?

CALLER:

CRO: In her forties? What's your address there?

CALLER:

CRO: 250 Hudson?

CALLER:

CRO: Okay. Hold on. We'll verify the location. I have it as 250 Hudson near Spring Street; is that correct?

CALLER:

CRO: And what's wrong with her?

CALLER:

CRO: She's having difficulty breathing?

CALLER:

CRO: Okay. She's not asthma or anything; it's just excited; right?

CALLER:

CRO: Anxiety; right?

CALLER:

CRO: I want you to take a deep breath at the location. I want you to calm down. An ambulance will be there as soon as possible. Are you near that building?

CALLER:

CRO: How far are you?

CALLER:

CRO: Okay. You're at a safe distance right now. You are safe; correct?

CALLER:

CRO: There's no fire in the building?

CALLER:

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CRO: There's nothing -- okay. I want you to take a breather. Everyone is there. Everybody is on their way. They're there. Everybody's helping there.

CALLER:

CRO: Okay? Have her calm down. The only thing I can tell you to do is because of the accident and what's happening, you're going to have to take some first aid instructions. Make sure you don't give her anything to eat, to drink. Relax. Tell her to loosen any tight clothing. Put on something like music, anything to calm anybody down. An ambulance will be there as soon as possible.

CALLER:

CRO: 250 Hudson Street with Spring Street on the cross. Is there a floor?

CALLER:

OPERATOR: 11th floor.

CALLER:

CRO: Ma'am, what's your last name?

CALLER:

OPERATOR: RO, I need a job number, please.

CRO: My job number is 969. I need your job number too, AC.

OPERATOR: We're not entering jobs.

CRO: You're not entering jobs?

OPERATOR: No.

CRO: Let me get a call back.

OPERATOR: The call back there is (212) –[identifying information redacted]

CRO: Go ahead.

OPERATOR: [identifying information redacted] And your job number, I'm sorry?

CRO: My job number is 969.

CRO (to caller): Ma'am --

OPERATOR: 969.

CRO: -- everybody is on their way. We're all working hard to try to get this on; okay?

CALLER:

CRO: Calm down; okay?

OPERATOR: [identifying information redacted] they'll be there.

CALLER:

CRO: Bye-bye. AC --

OPERATOR: Yes.

CRO: You've got my job number? 969.

OPERATOR: 969, yes.

CRO: Okay.

OPERATOR: Okay.

CRO: AC?

OPERATOR: Yeah.

CRO: No number at all; right? No temporary number, nothing?

OPERATOR: No job number right now. We're not entering any jobs.

CRO: Okay. Thanks, AC.

OPERATOR: Okay. Bye-bye.

RECORDER: The preceding portion of tape concludes at 1004 hours, 24 seconds.

The following portion of tape begins at 0907 hours, 57 seconds, taken from position 12, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: EMS 8652.

OPERATOR: 8652. I'm 20 -- 8652, I'm 2035. We're going to Manhattan, World Trade.

CALLER:

CRO: Okay. What else do you have for me?

CALLER:

CRO: Okay. Yes.

CALLER:

CALLER:

CALLER:

CALLER:

CRO: Right.

CALLER:

CRO: Okay. All right, ma'am, did this just happen? Because you know this call is already in; right?

CALLER:

CRO: You just watched it a couple seconds ago? Another plane hit the building.

CALLER:

CRO: Ma'am, we have a lot of calls in. Okay? All right. Thank you for calling. All right.

CALLER:

RECORDER: The preceding portion of tape concludes at 0909 hours, 09 seconds.

The following portion of tape begins at 0909 hours, 10 seconds, taken from position 12, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: EMS, 8652.

OPERATOR: 8652, we've got another one at the World Trade. It's an additional building.

CRO: I don't know why these people keep calling.

OPERATOR: This is a new one, though.

CRO: A new one?

OPERATOR: Yeah. This is a different one, and it's confirmed.

CRO: Okay, okay. All right. Enter (inaudible).

OPERATOR: All right. One second.

CRO: Another plane now?

OPERATOR: Another plane. This is a whole new thing now.

CRO: Okay. All right. What is going on?

OPERATOR: They're saying it might be a terrorist attack.

CRO: Oh. Okay.

OPERATOR: It would have to be because what are the odds of two planes crashing into the same building; okay? That is just --

CRO: Ironic. Let me see. Now our system is down.

OPERATOR: Your system is down?

CRO: Oh, my goodness.

OPERATOR: Okay. Okay. I'm just going -- it's still One World Trade Center; right?

CRO: Yeah.

OPERATOR: I'm just going to put it in.

CRO: All right.

OPERATOR: One World Trade Center. Okay.

CRO: I need more than one slip.

OPERATOR: Okay. I can't believe this. It's got to be -- it's got to be hell.

CRO: This call from the 22nd floor, I'm just going to put that back in. Or is it a different location?

OPERATOR: He didn't give the exact location.

CRO: He didn't?

OPERATOR: He said it's on the side of the building. The plane blew up on the side of the building and it blew the building up. Do you want the ANI-ALI information?

CRO: Yeah.

OPERATOR: It's--I'll have to spell his name. Are you ready?

CRO: Oh, yeah, go ahead.

OPERATOR: The last name is [identifying information redacted] First name is [identifying information redacted] Yeah, I'm back up.

CRO: All right. Second plane crashed into building, blowing up. This is -- oh, man. Blowing up. Okay.

OPERATOR: Okay?

CRO: Okay.

OPERATOR: Thank you.

CRO: Thank you.

OPERATOR: Bye-bye.

RECORDER: The preceding portion of tape concludes at 0911 hours, 38 seconds.

The following portion of tape begins at 0913 hours, 31 seconds, taken from position 12, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: EMS 8652.

OPERATOR: 8652, this is 1339 in the borough of Manhattan.

CRO: Okay.

OPERATOR: Caller is on the line.

CRO: Caller Manhattan, hi.

CALLER:

CRO: Is the patient still breathing?

CALLER:

CRO: Still awake?

CALLER:

CRO: Okay. And how old is he?

CALLER:

CRO: 34?

CALLER:

CRO: What happened?

CALLER:

CRO: Asthma attack.

CALLER:

CRO: Okay. Are you with him right now?

CALLER:

CRO: All right. When you get to him, keep him sitting up. Loosen up his clothing around his neck and chest and his waist area. Okay. Let me just verify the address. Hold on one moment.

CALLER:

CRO (to operator): Are you still down?

OPERATOR: No, we've got it back up.

CRO: Okay. Hold on. Is it 230 East 49th Street?

OPERATOR: No.

CRO: No? Okay.

OPERATOR: Do you want me to read it to you?

CRO: I don't see it. Maybe you're down.

OPERATOR: 333 Rector Place?

CALLER:

CRO: 333 Rector Place. Hold on one moment. 333 Rector --

CALLER:

CRO: Okay. He's in front of or inside?

CALLER:

CRO: In the lobby. Okay.

CALLER:

CRO: We'll be there shortly, sir; okay?

CALLER:

CRO: All right.

CALLER:

CRO: You should see how many people is outside here.

RECORDER: The preceding portion of tape concludes at 0914 hours, 58 seconds.

The following portion of tape begins at 0907 hours, 17 seconds, taken from position 13, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001

CALLER:

CRO: EMS 8709.

CALLER:

CRO: Okay. Hold on, sir. Hold on, miss.

CALLER:

OPERATOR: EMS, what's your number? EMS, what's your number, please?

CRO: 8709.

OPERATOR: 8709?

CRO: Yes.

OPERATOR: We have a woman --

OPERATOR (to caller) where at?

CALLER:

CRO: Okay. Just one --

OPERATOR: Warren and Broadway?

CRO: Okay. This is One World Trade Center; right?

OPERATOR: Warren and Broadway; right?

CALLER:

OPERATOR: And the other one at where?

CALLER:

OPERATOR: Barclay Street?

CALLER:

CRO: Okay. I don't know who I'm talking to.

CALLER:

CRO: 162?

CALLER:

CRO: It's Manhattan?

CALLER:

CRO: Okay.

OPERATOR: Okay, one at Warren Street and Broadway, one at Barclay. What are the cross streets?

CRO: Warren and Broadway?

OPERATOR: EMS at Barclay Street. What's your exact --

CRO: I'm getting confused here. I'm hearing too many locations.

OPERATOR: Two locations, two locations. I need one at Warren and Broadway. That's one. The other one is Barclay, but we're trying to ascertain the cross street.

CRO: Okay. Okay. Warren and Broadway in Manhattan. Okay. There's also a West Broadway, so this is regular Broadway; right?

OPERATOR: I don't know, we're just trying to ascertain. This is Barclay at this time. It's all in that area, all in the same area. We need all the person -- we need all the personnel over there. We've got two planes crashed into the World Trade Center. We're dealing with a terrorist act. So please send all your necessary personnel there, please.

CRO: Right, okay. Our dispatchers are working on that; okay? But I'm just the CRO; all right? You need numerous personnel. Are you injured yourself?

CALLER:

CRO: Oh, okay. Try to calm down; okay?

CALLER:

CRO: You need numerous EMS. You have multiple --

CALLER:

OPERATOR (to second person): She knows. I got it.

CALLER (in background):

CRO: Okay. We have people -- we have a lot of people injured with trauma.

CALLER:

CRO: Hello?

CALLER:

CRO: Hello? Hello?

CALLER:

CRO: Okay. We have trauma going on in this area; right?

CALLER:

CRO: We know there's two -- we know there was the first one.

CALLER:

CRO: All right. A second one just happened, right. So now there's a lot of people.
Okay.

CALLER:

CRO: Miss, they're working on it; okay? It's an MCI. What I'm just trying to figure out is I'm coming up with a lot of different things going on here, and I'm just trying to make sure I've got the right address.

CALLER:

CRO: Okay.

CALLER:

CRO: Right. All right. Okay.

CALLER:

CRO: Thank you.

CALLER:

CRO: Bye-bye.

RECORDER: The preceding portion of tape concludes at 0910 hours, 20 seconds. The following portion of tape begins at 0911 hours, 11 seconds, taken from position 13, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: EMS 8709.

OPERATOR: 8709?

CRO: Uh-huh.

OPERATOR: 2235. Caller on the line from Manhattan, World Trade Center.

CRO: Okay.

CALLER:

CRO: Okay. Hold on, sir. Hold on, sir.

CRO (to lieutenant): Lieutenant, I've got a guy on the 106th floor and he wants to know how to deal with a hundred people. He wants some directions. I don't know.

CALLER:

CALLER:

CRO: Okay. Hello?

CALLER:

CRO: You said you've got a hundred people where?

CALLER:

CRO: 106th floor. You guys trapped in there?

CALLER:

CRO: You can't get to the stairway. You can't get to the elevators.

CALLER:

CRO: You have a-- Is there a fire going on?

CALLER:

CRO: You see smoke.

CALLER:

CRO: But there's no fire in where you are? Then it should be all right to open the window.

CALLER:

CRO: Okay, you have a hundred--

CALLER (to others at scene):

CRO: Sir, do you have 100 people or 120 people?

CALLER:

CRO: 100 people.

CALLER:

CRO: Okay. Okay.

CALLER:

CRO: This is 911, hon, 911. This is emergency, this is Fire Department.

CALLER:

CRO: Okay. If there's no fire that you can see --

CALLER:

CRO: Okay. Is anybody coughing in there or anything?

CALLER:

CRO: Okay. You should be able to open a window as long as there's no fire going on, because if you have a fire going on and you open a window, you would be feeding the fire.

CALLER:

CRO: As far as we know, the fire is-- we don't -- we haven't had any reports of any fires. But it's just that there are --

CALLER:

CRO: You don't -- You don't understand? You don't know what's going on, what happened? Is that what you're telling me, sir? You don't know what has happened; right?

CALLER:

CRO: Okay.

CALLER:

CRO: Okay. A plane hit the building, and there has been another plane that hit the building. I don't know if it's the same building.

CALLER:

CRO: Okay. Right at this point open the window. If you see a window to open, open the window.

CALLER:

CRO: You know, I'm not there. I can only go by what you're telling me. You only should open a window if -- if there's more smoke outside than there is inside, if you open the window, it's going to bring all the smoke outside in. If there's a fire going on anywhere and you open the window, it's going to make the fire ignite more.

CALLER:

CRO: Yeah, I can hear you. I can hear you.

OPERATOR: RO, I'm disconnecting; okay?

CALLER:

CRO: We are the Fire Department. We have numerous -- we have numerous people all over. I mean, the Fire Department --

CALLER:

CRO: The Fire Department, EMS, is crawling all over the place. They're trying, they're trying to help everybody as much as they can. Okay? Can you hold on for a minute, sir? I just want to talk to the person in charge of the dispatchers. Hold on.

CRO (to lieutenant): Lieutenant, lieutenant --

CALLER (to second person):

CRO: Hello, are you still there, sir? Hello?

CALLER:

CRO: You're the ATB?

CALLER:

CRO: Who am I speaking to?

CALLER:

CRO: Okay. Well, I can't make any calls out from this line. It's just -- oh, God, this is really terrible. Okay. Okay. I got the information. I'm going to try to see what I can do.

CALLER:

CRO: Okay. 120? Okay. That's what I asked him. He said 100. Okay. He had 120 people on the 106th floor. Is that the -- is that One World Trade?

CALLER:

CRO: Is that the first building, because I don't know -- I know there was a second hit. Okay. You know what, can you hold on so I can keep this line open with you? I'm going to try to see if they're working on it; okay?

CALLER:

CRO: Hold on. (Pause.)

CRO: Okay. Okay. He told me I could put a job in; okay? So I'm going to -- I'm just going to dupe the job over to the dispatcher so they can get it; okay?

CALLER:

CRO: And we'll send somebody. They're crawling with all of us down there; okay?

CALLER:

CRO: As long as we let them know and that they wanted some instructions. If they get back in contact with you, just have them call back 911. We'll try to see what we can do; okay?

CALLER:

CRO: Okay. Thank you.

RECORDER: The preceding portion of tape concludes at 0915 hours, 58 seconds.

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The following portion of tape begins at 0919 hours, 23 seconds, taken from position 13, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: EMS 8709.

OPERATOR: 8709, I'm 1387. I have a location in Manhattan, caller on the line.

CRO: Hello, caller?

CALLER:

CRO: Okay. You're at the World Trade Center?

CALLER:

CRO: Hold on, hold on. Two females. How old?

CALLER:

CRO: It's one or two?

CALLER:

CRO: Okay. So one -- one with -- wait. One female with chest pains.

CALLER:

CRO: Okay. And you have another female. How old?

CALLER:

CRO: Okay. Okay. What is your location?

CALLER:

CRO: Okay. Okay. Okay, AC?

OPERATOR: Yeah.

CRO: Did you route a job?

OPERATOR: Yeah.

CRO: What did you send it as?

OPERATOR: Chest pains.

CRO: No, the job, where the location is.

OPERATOR: Broome Street and Broadway.

CRO: Broadway. Did you send it? Because I don't have the job.

OPERATOR: 8709?

CRO: Yes.

OPERATOR: Yeah, I routed it.

CRO: Oh, God. Hold on a second. Hold on a second.

CRO (relaying): Relay? Did you get a job for Broome Street, relay?

CRO (to operator): You know what, let me just put it in manually, and then -- okay. You said Broome?

CALLER:

CRO: Broome Street. And what's the --

CALLER:

CRO: Okay. Okay. Broome Street, Broome Street and Broadway. I'm looking at different -- they tell me the different ATOMs. Oh, God.

AC, what ATOM do you have? Is that 001 D or something, because I'm getting something-- it's not West Broadway; right?

OPERATOR: No, again, just Broadway, Broadway and Broome Street.

CRO: So I guess any of these ATOMs, 15 and D, 5 E and 5 F is all the same area or you don't --

OPERATOR: No, I'm not getting that.

CRO: No, what happens is when I put in just Broome Street and Broadway, it comes up with different ATOMs for the police sectors. You just sent me the job?

OPERATOR: Yeah. I've been, but it's -- you got it now?

CRO: Yeah. Wait a minute. It's not -- it's not picking it up, though. Hold on a second. I just lost it. Oh, okay, I've got it. Okay.

CALLER:

CRO: One second, ma'am. We have numerous EMS all over the location over there; okay? So don't worry.

CALLER:

CRO: One second. I'm going to give you the information in one second. Just give me a minute here. It's not taking this. Okay, one minute.

CALLER:

CRO: One second, one second. I have the job. It's just that the computer is doing all kinds of crazy things. We have so many crazy things going on here.

CALLER:

CALLER (to person at scene):

CALLER:

CRO: Difficulty breathing; right?

CALLER:

CRO: Difficulty breathing.

CALLER:

CRO: And what location is this? AC, you still online?

OPERATOR: Yes.

CALLER:

CRO: Okay. What's your number again?

OPERATOR: 1387.

CALLER:

CRO: Okay. It's also Manhattan, same place. Broome, Broadway and Broome Street.

Same one. Okay. Same one; right?

CALLER:

CRO: Okay. I'm listening.

CALLER:

CRO: Okay, no, do not lay her down. She's having chest pains?

CALLER:

CRO: Okay. Let her sit up. Let her sit up.

CALLER (to second person):

CALLER (to person at scene):

CRO: I can't hear you.

CALLER:

CRO: She's on medication?

CALLER:

CRO: She's on nitro?

CALLER:

CALLER (to PT):

CRO: Okay. Miss, whatever medication it is that she can't get to, try to do it for her. That's the only thing I can tell you to do from here.

CALLER:

CRO: Okay? And everybody who's having chest pains and difficulty breathing, tell them to sit up and lean forward. Loosen anything around their neck and around their chest area; okay? Just try to keep them calm and monitor their breathing until there's some help arriving. We have numerous -- we have numerous ambulances. I don't even know if we can handle all of this.

CALLER:

CRO: Just try to do the best that you can. If they have medication, let them take it.

CALLER:

CRO: Okay. Hello? Okay. AC?

OPERATOR: Yes.

CRO: The last job you gave, I didn't get it. Is it the same location?

OPERATOR: Yeah, it's all the same locations.

CRO: Okay. Broadway and Broome.

OPERATOR: Yeah. They're all the same.

CALLER:

OPERATOR: Yes, sir.

CALLER:

CALLER:

CRO: Hello, I'm here.

CALLER:

CRO: Officer? I don't know who --

CALLER:

CRO: This is EMS, 911.

CALLER (to second person):

CALLER:

CRO: Yes, okay. We already know about that. We have-- we know everything that's going on over there. We have numerous ambulances going in that area; okay?

CALLER:

CRO: You know something, are you all right?

CALLER:

CRO: You're all right. Do me a favor. Do you see a lot of ambulances in the area?

CALLER:

CRO: Okay. Tell somebody -- tell one of the EMT people that she needs some oxygen, that she's having difficulty breathing, because what's going on is I'm sending the jobs over there but we have numerous ambulances in the area; okay? Being that you can go get help for this person, I'm going to ask you to do that; okay? But make sure the person is sitting up, leaning forward; okay?

CALLER:

CRO: Okay. Thank you. We'll be there.

CALLER:

CRO: Thank you.

CALLER:

CRO: Thank you, AC.

OPERATOR: Okay.

RECORDER: The preceding portion of tape concludes at 0927 hours, 08 seconds.

The following portion of tape begins at 0917 hours, 35 seconds, taken from position 14, dictaphone prologue originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: EMS, 8685.

OPERATOR: 8685, operator 1115, going to the World Trade Center on 105th floor. Go ahead, ma'am -- go ahead, sir?

CALLER:

CRO: Yes.

CALLER:

CRO: All right. Listen, listen. 105th floor?

CALLER:

CRO: Tower Two? Tower Two, north side?

CALLER:

CRO: No one can get out of the building? Okay.

CALLER:

CRO: All right. (to lieutenant) Lieutenant?

CALLER:

CRO: Hold one second.

CALLER (to people at scene):

CRO: How many people?

CALLER:

CALLER:

CRO: Oh, wow.

CRO (to lieutenant): Lieutenant, lieutenant. 60 people.

CALLER:

CRO: All right. Hold one second, sir. Try to stay calm; okay? I know --

CALLER:

CRO: No, do not do that.

CALLER (to people at scene):

CRO: No. All right. Everybody -- listen --

CALLER (to people at scene):

CRO: Everybody -- listen to me. Is there any towels in the area?

CALLER:

CRO: Is there any towels in the area?

CALLER:

CRO: Okay. Listen. Everybody wet the towels. Listen. Lie on the floor. Everybody wet the towels; put it over your head. Lie on the floor; okay?

CALLER:

CRO: You're going to have to do that. Stay with me; okay? Hold one second. Hold one second, sir.

CALLER (to people at scene):

CRO: Oh, my God.

OPERATOR: Okay, okay.

CALLER (to people at scene):

CALLER:

CRO: Oh, my God. You can't breathe at all?

CALLER:

CRO: Okay. Listen, when you -- listen, please do not break the window. When you break the window --

CALLER:

CRO: Don't break the window because there's so much smoke outside. If you break a window, you guys won't be able to breathe; okay? Okay? So if there are any other doorways that you can open where you don't see the smoke.

CALLER:

CRO: Okay.

CALLER:

CRO: Okay.

CALLER:

CRO: Okay. Listen, calm yourself down. We've got everybody outside; okay?

CALLER:

CRO: Listen. We've got the firemen out there. They're outing the fire. We're gonna--

CALLER:

CRO: We are. We're trying to get up there, sir. Like you said, the stairs are collapsed; okay? Everybody wet the towels and lie on the floor; okay? Put the wet towels over your head and lie down; okay? I know it's hard to breathe. I know it is.

CALLER:

CRO: Yes.

CALLER:

CRO: I understand, sir. I understand. I understand. There was two -- okay, one second, sir.

CRO (to operator): AC?

OPERATOR: Uh-huh.

CRO: Did you route? Did you route the job?

OPERATOR: I've been routing it. I've been routing it.

CRO: Okay.

ANNOUNCEMENT (on PA in background): We aware of it down here. The condition seems to have subsided.

CALLER:

CRO: Okay, listen. Just calm down. If you guys panic --

CALLER:

CRO: Okay, listen, listen, listen to me, listen to me; okay? Listen, don't -- try not to panic. You can save your air supply by doing that; okay?

CALLER:

CRO: All right. Try not to panic. I understand what -- do you have a towel, sir? Do you have a towel? Do you have a towel?

CALLER:

CRO: Okay. Calm yourself down.

CALLER:

CRO: I know it's not. I know it's not.

OPERATOR: They said the stairwell collapsed and everything.

CRO: The stairwell collapsed.

CALLER:

CRO: Okay, okay. Okay. All right. Give me a minute; okay? Hold on one second, sir.

CALLER:

CRO: Okay, hold on. Don't hang up. Don't hang up.

CALLER:

CALLER (to people at scene):

CRO: That's your phone number.

CALLER (to people at scene):

CALLER:

CALLER:

CRO: Yeah, we did.

CALLER:

CRO: Hello? Hello, sir?

CALLER:

CRO: We have all that in our system. Everybody is downstairs already. It's just a matter of getting up there and getting you out.

CALLER:

CRO: The fire is underneath you?

CALLER:

CRO: Okay, listen. Listen to me. Listen to me. Listen, the fire -- if the fire is underneath you, somebody needs to look and see if the fire is on top of you also.

CALLER:

CRO: Find another staircase and see if you can make it upstairs.

CALLER:

CRO: Okay.

OPERATOR: He hung up.

CRO: Oh, God. All right.

OPERATOR: 104th floor.

CRO: Ain't this terrible? Oh, my God.

OPERATOR: Okay, I've got everything, RO.

CRO: All right.

OPERATOR: Thank you. Bye-bye.

RECORDER: The preceding portion of tape concludes at 0922 hours, 28 seconds.

FDNY 911 Calls – EMS – Part 3 9-11-01

The following portion of tape begins at 0942 hours, 58 seconds, taken from position 14, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11, 2001.

CRO: EMS 8685.

OPERATOR: Okay, 8685. This is 1082. I have two occupants in building number two, World Trade Center, [identifying information redacted]. Caller is on the line.

CRO: In building number two?

OPERATOR: Yeah.

CALLER:

CRO: Okay.

OPERATOR: You're number is 86 what?

CRO: 8685.

OPERATOR: 85.

CRO: Okay. At the World Trade Center. What's going on, sir? Hello?

CALLER:

CRO: Yes.

CALLER:

CRO: Okay.

CALLER:

CRO: I'm checking. Is it -- is that the fire? Is that the water running?

CALLER:

CRO: Did you open the two windows?

CALLER:

CRO: Yes, there's smoke. All right. Listen, is there any towels in the area?

CALLER:

CRO: Towels, towels. Is there any towels there, sir?

CALLER:

CRO: Okay. Somebody try to -- anything, your jacket, wet them, soak them with water. Anything that you have handy, okay, soak them with water and lie on the floor. Put the towels over your head. Lie on the floor; okay?

CALLER:

CRO: Okay. We're outside. You see that we're outside; right?

CALLER:

CRO: We're outside at your location.

CALLER:

CRO: You're in a room by yourself?

CALLER:

CRO: Okay. Did you try to go out the door to see if you can get upstairs or downstairs to see if the fire's there?

CALLER:

CRO: There's people all over the stairway?

CALLER:

CRO: Try to calm yourself down. You need something. Get a jacket, anything.

CALLER:

CRO: Lift up your shirt. Okay?

CALLER:

CRO: All right. That's what I'm saying, get a towel.

CALLER:

CRO: Sir? Sir? Get a towel. Wet it.

CALLER:

CRO: Okay. Put it over your head.

CALLER:

CRO: Okay. Try to call me back.

CRO (to lieutenant): What's the job number again, lieutenant? The job number for the World Trade Center, I don't see it up here. What's the job number for the World Trade Center?

The job for the World Trade Center. Still 727; okay. I guess I'm getting all of them today; right?
Uh-oh. I hear the thing burning. I hear it burning, fire. Yeah. Hello? Yes, sir? Did you wet something and put it over your head?

CALLER:

CRO: All right. Do you see any fire at this time?

CALLER:

CRO: Huh? Sir?

CALLER:

CRO: Okay, I want you to go on the floor. Kneel on the floor.

CALLER:

CRO: On the floor. Cover your head with a cloth; okay? You have to do that. Is anybody else there?

CALLER:

CRO: Okay. What you need -- is he conscious?

CALLER:

CRO: Is he conscious?

CALLER:

CRO: Is he awake?

CALLER:

CRO: You guys need to get out of that room because there's too much smoke and go in the hallway with the rest of the people.

CALLER:

CRO: Okay. That's where you need to be if there's too much smoke in that area.

CALLER:

CRO: Is there as much?

CALLER:

CRO: Okay. You don't need to be in there by yourself. Get with people; okay? Don't stay isolated in one place; okay?

CALLER:

CRO: All right, then. Go out there with the rest of the people.

CALLER:

CRO: All right. Make sure you take the towels and wet the cloth; okay?

CALLER:

CRO: Very important. All right.

CALLER:

CRO: All right, then.

OPERATOR: That's it, RO.

CRO: All right. Do you want to hear the fire? Do you want to hear the fire? (Pause.)

RECORDER: The preceding portion of tape concludes at 0948 hours, 30 seconds.

The following portion of tape begins at 0858 hours, 22 seconds, taken from position 16, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: 8662.

OPERATOR: 86 --

CRO: 62.

OPERATOR: -- 62. This is 1395. Caller is on the line, and we're in the borough of Manhattan.

CRO: Hello, caller. Is the person breathing?

CALLER:

CRO: Hold on one second. A male or a female? A male or a female?

CALLER:

CRO: How old is he; you don't know?

CALLER:

CRO: He jumped out which window, which floor; do you know?

CALLER:

CRO: 80th floor. And where do you see him now? Which floor? What floor is he now?

CALLER:

CRO: Platform of five?

CALLER:

CRO: What -- I understand. What floor is he on the Five World Trade Center? What floor is he on?

CALLER:

CRO: He's on --

CALLER:

CRO: About three floors.

CALLER:

CRO: Okay. Hold on one second. Don't hang up.

CALLER:

CRO: About three floors up on --

CALLER:

CRO: Hold on. On the corner --

CALLER:

CRO: Vesey. Vesey and West Side.

CALLER:

OPERATOR: I have this in already.

CRO: Oh, really?

OPERATOR: There's a job number -- no --

CRO: No, there's another job for the World Trade Center. I'll put it --

OPERATOR: The World Trade --

CRO: I'll put this in as a new job because this is a jumper down so --

OPERATOR: This is what I have, a jumper.

CRO: Oh, yeah?

CRO (to caller): Is he alive or dead? He looks dead?

CALLER:

CRO: Oh, okay.

CALLER:

CRO: Okay. Hold on. Okay. You're not there anyway. You're just looking out the window.

CALLER:

CRO: I understand.

OPERATOR: RO number?

CRO: 8662. What is the jumper down number, what do you have?

OPERATOR: It's not in. Just one moment.

CRO: Okay. We're going to put it in as -- not One World Trade Center. Put it --

CRO (to caller): It's on Vesey and West Side Highway; right?

CALLER:

CRO: Okay. So do you know which building he's on? He's landed on five?

CALLER:

CRO: He's landed on Five World Trade Center on the third floor on the platform?

CALLER:

CRO: So I'm going to put it in as five. Okay.

CALLER:

OPERATOR: Did you get it?

CRO: Hold on. No, not yet. Five World Trade Center. Let's see. One -- hold on a second. [inaudible]. I think the computer is slow or something.

OPERATOR: I know. Okay.

CRO: I put the job in already.

CALLER:

CRO: Did you have a phone number you're calling from?

CALLER:

CRO: Is that a (212) number?

CALLER:

OPERATOR: RO number?

CRO: Okay.

CALLER:

CRO: Okay. Bye-bye.

OPERATOR: Your number, RO?

CRO: 8662 is my number.

CRO (to caller): Yeah, you can hang up. The ambulance will be there. I've got it.

CALLER:

CRO: Got it?

CALLER:

OPERATOR: Yeah.

CALLER:

OPERATOR: Okay. Yes, it's fine.

CRO: Okay, we've got it.

CALLER:

CRO: AC, are you going to route it?

OPERATOR: I did. I routed it.

CRO: Okay. I'll get it later. Thanks, bye-bye.

OPERATOR: All right.

RECORDER: The preceding portion of tape concludes at 0902 hours, 32 seconds.

The following portion of tape begins at 0903 hours, 34 seconds, taken from position 16, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: EMS 8662.

OPERATOR: 8662, 1908 in the borough of Manhattan.

CRO: Hello, caller. Is the person breathing? Hello? Hello?

OPERATOR: He just put me on hold.

CRO: Oh, he put you on hold? What did he tell you?

CALLER:

CRO: Hello. Is the person breathing?

CALLER:

CRO: A male or female?

CALLER:

CRO: Is she conscious?

CALLER:

CRO: How old is she?

CALLER:

CRO: What happened to her? What happened?

CALLER:

CRO: What happened to her?

CALLER:

CRO: Yeah, yeah. Where is she? Also there?

CALLER:

CRO: What floor is she on?

CALLER:

CRO: 25th floor?

CALLER:

CRO: Okay. And what is her problem?

CALLER:

CRO: What is her problem? What is she complaining of?

CALLER:

CRO: Chest pain and difficulty breathing. Do you know if she has heart problems or asthma?

CALLER:

CRO: Hold on one second. Make sure she's sitting in a comfortable position. Try to keep her calm. Okay. Are you next to her now?

CALLER:

CRO: Okay. Try to keep her calm. We are going to send the ambulance -- the ambulances are there already.

CALLER:

CRO: There's a lot of ambulances there, but they have to get to her.

CALLER:

CRO: Okay? So I will send the ambulance up there. So hold on one second. I need to -- you give me more information on this. The one world -- is this one?

CALLER:

CRO: It's not One World Trade Center?

CALLER:

CRO: Okay. It's 45 Broadway?

CALLER:

CRO: Okay. Hold on one second. There are a lot of people there.

CALLER:

CRO: I know. Let's see, it is -- what is that, Broadway -- is that near Exchange Place?

CALLER:

CRO: What's your phone number there? (212) --

CALLER:

CRO: [identifying information redacted]

CALLER:

CRO: Yeah, I know. Okay, let's see. You don't know her medical history?

CALLER:

CRO: We'll send the ambulance. Hello? Hello?

(Music playing.)

CALLER:

CRO: Yes.

CALLER:

CRO: We'll send the ambulance over to 45th Broadway, 25th floor.

CALLER:

CRO: The ambulance will be there soon.

CALLER:

CRO: Bye-bye.

CALLER:

RECORDER: The preceding portion of tape concludes at 0905 hours, 50 seconds.

This tape will continue on side B.