

WORLD TRADE CENTER

911 FDNY TELEPHONE CALLS

September 11, 2001

AUDIO

FIRE Part 2

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[CALL BEGINS AT 09:06:02]

DISPATCHER: Fire. Fire Department 328.

CALLER:

DISPATCHER: Okay. It's at the World Trade Center, ma'am.

CALLER:

DISPATCHER: It's at the World Trade Center.

CALLER:

DISPATCHER: Yes, it is. Excuse me?

OPERATOR: It's an explosion, right?

DISPATCHER: Yes, plane into the building.

OPERATOR: Yes, all right. Thank you.

DISPATCHER: You're welcome.

[CALL ENDS AT 09:06:25]

[CALL BEGINS AT 09:06:26]

DISPATCHER: 328, what's the address?

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

OPERATOR: Hello, F.D.? Yes, this is PD 179, on the World Trade. Hello? I think they hung up. They're saying -- we got two calls, one from the 104th Floor and one the 64th Floor. They said they broke the windows out, but they can't breathe. There's too much smoke.

DISPATCHER: I understand. Okay, thank you.

OPERATOR: Okay.

DISPATCHER: What floor is that again?

OPERATOR: Eh?

DISPATCHER: Repeat the floors again, please.

OPERATOR: 6-4 and 1-0-4.

DISPATCHER: Thank you.

[CALL ENDS AT 09:06:52]

[CALL BEGINS AT 09:06:55]

DISPATCHER: Fire 328. What's the address.

CALLER:

DISPATCHER: All right. What's your phone number?

CALLER:

DISPATCHER: [identifying information redacted]

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

CALLER:

DISPATCHER: Okay, all right, thank you, sir. We'll log that information.

CALLER:

DISPATCHER: Thank you.

[CALL ENDS AT 09:07:17]

[CALL BEGINS AT 09:07:24]

OPERATOR: Okay. Hello.

DISPATCHER: Fire Department, 328. What's the address?

OPERATOR: There you go.

CALLER:

DISPATCHER: Okay, we know. What's your phone number? What's the number you're calling from?

CALLER:

DISPATCHER: All right. The Fire Department is there. Thank you for the information.

CALLER:

OPERATOR: Thank you, sir.

CALLER:

[CALL ENDS AT 09:07:44]

[CALL BEGINS AT 09:07:49]

DISPATCHER: Fire 328.

CALLER:

DISPATCHER: We're there.

CALLER:

DISPATCHER: We're there.

CALLER:

DISPATCHER: We've got a lot of things going on there, sir.

CALLER:

DISPATCHER: Thank you.

[CALL ENDS AT 09:08:00]

[CALL BEGINS AT 09:08:00]

DISPATCHER: Fire Department, 328.

OPERATOR: 328, this is in regards to the World Trade Center.

DISPATCHER: Right.

OPERATOR: A second plane hit. The caller is on the line.

DISPATCHER: Hello, caller?

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: Okay. What's your phone number, please?

CALLER:

DISPATCHER: [identifying information redacted] All right. Thank you, ma'am.

CALLER:

DISPATCHER: Yes, ma'am?

CALLER:

DISPATCHER: If you don't feel safe, I would advise you to, but I can't tell you what to do, ma'am, because it's not happening in your building.

CALLER:

DISPATCHER: What do you mean where can you go? It's only at the World Trade Center, okay?

CALLER:

DISPATCHER: All right.

[CALL ENDS AT 09:08:49]

[CALL BEGINS AT 09:08:49]

DISPATCHER: Fire 328. What's the address?

CALLER:

DISPATCHER: If you feel that's necessary, sir. I cannot -- I'm not there. I cannot advise you.

CALLER:

DISPATCHER: If you feel that is necessary to survive --

OPERATOR: Can I have your number?

DISPATCHER: I'm 328, but we have personnel there.

CALLER:

DISPATCHER: Okay. Have you covered the doorway? Have you stuffed the doorway with --

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

CALLER:

DISPATCHER: Did you put something in the doorway to block the smoke?

CALLER:

DISPATCHER: Okay. All right. If it gets really bad, call us back. Okay?

CALLER:

DISPATCHER: We're on the way.

CALLER:

DISPATCHER: If you feel you must. I cannot direct you on that, sir. 328, thank you.

Please do that. Thank you.

OPERATOR: I'm going to connect you to EMS. Hold on, I'm going to connect you—

[CALL ENDS AT 09:09:50]

[CALL BEGINS S AT 09:09:52]

DISPATCHER: Fire Department 328. Fire Department. Hello? Fire Department, 328.

[CALL BEGINS AT 09:10:00]

OPERATOR: FD 328? Police Operator 1901. It's another call regarding the World Trade Center.

DISPATCHER: Okay.

OPERATOR: Okay?

DISPATCHER: What floor?

OPERATOR: He saw it happen.

DISPATCHER: Okay. Did he give you the phone number?

OPERATOR: His phone number is [identifying information redacted].

DISPATCHER: [identifying information redacted]

OPERATOR: Yes.

DISPATCHER: Okay. Thank you.

OPERATOR: No problem.

[CALL ENDS AT 09:10:22]

[CALL BEGINS AT 09:10:26]

DISPATCHER: Fire, 328.

CALLER:

DISPATCHER: Okay. All right. The Fire Department is trying to cover all the floors as soon as they can, okay. Remain where they are.

CALLER:

DISPATCHER: That's 8-2?

CALLER:

DISPATCHER: 8-2 east?

CALLER:

DISPATCHER: All right. Thank you, ma'am.

CALLER:

OPERATOR: Okay.

[CALL ENDS AT 09:10:54]

[CALL BEGINS AT 09:11:03]

DISPATCHER: Okay. Fire 328.

OPERATOR: FD, this is PD 1799.

DISPATCHER: Okay.

OPERATOR: This is about the World Trade also.

DISPATCHER: Okay.

OPERATOR: She said on the Vesey side, those little stores.

DISPATCHER: The Vesey Street, side?

OPERATOR: She said the debris from the World Trade is falling on the top of those buildings, and you have another little fire starting over there.

DISPATCHER: There is a fire on the Vesey Street side. Okay. Thank you, ma'am.
Thank you, sir.

[CALL ENDS AT 09:11:25]

[CALL BEGINS AT 09:11:58]

DISPATCHER: Fire Department 328.

CALLER:

DISPATCHER: Can you put something in the doorway to block the smoke?

CALLER:

DISPATCHER: Okay. Put something by the bottom of the door. Put clothing and block the smoke. The Fire Department will be there shortly. What floor are you on, 83?

CALLER:

DISPATCHER: [identifying information redacted]

CALLER:

DISPATCHER: Okay.

CALLER:

[CALL ENDS AT 09:12:22]

[CALL BEGINS AT 09:12:46]

DISPATCHER: Fire 328. What's the address?

CALLER:

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

DISPATCHER: This is the Fire Department. What's your location?

CALLER:

DISPATCHER: Two World Trade.

CALLER:

DISPATCHER: 8-6 floor. Okay. Block the door. Put something in the doorway to block the smoke. Okay? Put some clothing in the doorway, the bottom of the door. All right?

CALLER:

DISPATCHER: Take a shirt or towel and put it to the bottom of the door to block the smoke. All right? And we are going to send the firemen there. All right?

CALLER:

DISPATCHER: Are you okay?

CALLER:

DISPATCHER: Okay. P.D.?

OPERATOR: Yeah.

DISPATCHER: Oh, EMS is already there. Are you by yourself?

CALLER:

DISPATCHER: What room are you in?

CALLER:

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

DISPATCHER: Okay. If you feel it necessary to get some air, go by the window.
Okay?

CALLER:

DISPATCHER: Yes, and if you have to break it, do that. Okay?

CALLER:

DISPATCHER: If you feel you need to do that to breathe.

CALLER:

DISPATCHER: All right. All right? Okay. Go ahead and do that. All right?

CALLER:

DISPATCHER: Pardon me?

CALLER:

DISPATCHER: Are you alone? Don't do that. Stay low. Get low to the ground and try to cover your mouth and your nose, okay, with something. If you can wet it, something wet.
Okay?

CALLER:

DISPATCHER: All right.

[CALL ENDS AT 09:14:12]

[CALL BEGINS AT 09:14:38]

DISPATCHER: Fire Department 328.

CALLER:

DISPATCHER: Are you in the World Trade Center?

CALLER:

DISPATCHER: Then remain where you are, ma'am.

CALLER:

[CALL ENDS AT 09:14:49]

[CALL BEGINS AT 09:14:54]

DISPATCHER: Okay. Evacuation information.

OPERATOR: I got this. You're at Broadway and-

[CALL ENDS AT 09:14:59]

[CALL BEGINS AT 09:15:00]

DISPATCHER: Fire Department 328. What's the address?

CALLER:

DISPATCHER: Okay. What room are you in?

CALLER:

DISPATCHER: 8-2 Floor?

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

CALLER:

DISPATCHER: Okay. East or west?

CALLER:

DISPATCHER: 8-2 west?

CALLER:

DISPATCHER: Okay. Did you put something by the door to block the smoke from coming in?

CALLER:

DISPATCHER: And you put something by the bottom of the door, some clothing or towels?

CALLER:

DISPATCHER: All right? And stay as far away from the door as possible.

CALLER:

DISPATCHER: Stay as low as you have to to get the air from the bottom. Okay?

CALLER:

DISPATCHER: All right.

CALLER:

[CALL ENDS AT 09:15:30]

[CALL BEGINS AT 09:16:25]

DISPATCHER: Fire Department, 328. What is the location?

OPERATOR: 328, Trade Center again, 88th and 89th Floor. Smoke conditions trapped.

DISPATCHER: Which building?

OPERATOR: Tower Two.

DISPATCHER: Tower 2, 88, 89.

OPERATOR: Yes.

DISPATCHER: All right. Thank you, ma'am.

OPERATOR: Thank you.

[CALL ENDS AT 09:16:39]

[CALL BEGINS AT 09:16:53]

DISPATCHER: Fire 328.

CALLER:

DISPATCHER: What building? Right.

CALLER:

DISPATCHER: Right.

CALLER:

DISPATCHER: Okay.

CALLER: --

DISPATCHER: All right. Put something by the door.

CALLER:

DISPATCHER: But there is more smoke outside, right?

CALLER:

DISPATCHER: All right. So try to stay calm, and we will be there as soon as we can.
Okay? Try to stay low to the floor. All right?

CALLER:

DISPATCHER: As this point, because there is so much smoke outside, I think it's just as
bad, so try not to do that.

CALLER: .

DISPATCHER: So try not to do that. As a last resort. Okay?

CALLER:

DISPATCHER: You cannot go out the stairwells. That's worse.

CALLER:

DISPATCHER: At this point, I cannot do that. We have numerous calls coming in, I have to re --

CALLER:

DISPATCHER: There was a plane into the building.

CALLER:

DISPATCHER: I believe so. We have -- do you have a radio there or news you can put on?

CALLER:

DISPATCHER: The news, 88 am.

CALLER:

DISPATCHER: or 1010 am. Okay?

CALLER:

DISPATCHER: You're welcome.

[CALL ENDS AT 09:18:13]

[CALL BEGINS AT 09:18:15]

DISPATCHER: Fire Department, 328. What's the address?

CALLER:

DISPATCHER: Yes. Go ahead.

CALLER:

DISPATCHER: Have you blocked the bottom of the doorway with something?

CALLER:

DISPATCHER: Please do. It's worse in the hallway, sir.

CALLER:

DISPATCHER: That's correct. Stay where you are. Stay low.

CALLER:

DISPATCHER: Okay. Try to --

CALLER:

DISPATCHER: Try to remain calm. We're giving them a list of all the floors. Okay?
They will be there as soon as they can. They're in the building. Okay?

CALLER:

DISPATCHER: Try to cover your mouth with something. Stay low to the floor and stay
away from the door, okay? Alright?

CALLER:

DISPATCHER: You're in Two World Trade. What room are you in?

CALLER:

DISPATCHER: 73 west, okay. I'll relay that information.

CALLER:

DISPATCHER: Okay. Try to contain -- retain your oxygen. All right?

CALLER:

DISPATCHER: Bye.

[CALL ENDS AT 09:19:25]

[CALL BEGINS AT 09:19:54]

DISPATCHER: Fire Department 328.

CALLER:

DISPATCHER: Yes.

CALLER:

DISPATCHER: Okay. This is an alarm company?

CALLER:

DISPATCHER: You have an alarm at One Chase Plaza?

CALLER:

DISPATCHER: Okay, it's a Class E?

CALLER:

DISPATCHER: All right. What's your call back?

CALLER:

DISPATCHER: Okay. I'll see to it.

CALLER:

[CALL ENDS AT 09:20:28]

[CALL BEGINS AT 09:22:08]

DISPATCHER: Fire 328. Fire Department 328.

CALLER:

OPERATOR: Go ahead caller. Okay, you are having a hard time hearing him. This is at
Two World Trade Center.

CALLER:

DISPATCHER: What floor?

OPERATOR: 105.

DISPATCHER: 105, east or west?

OPERATOR: What?

CALLER:

DISPATCHER: East or west? You have people in the stairwells?

CALLER:

DISPATCHER: Are there people in the stairwells, sir?

CALLER:

DISPATCHER: Okay. You are 105 east? I can't hear him.

OPERATOR: Okay. He says that you have to open up the roof.

DISPATCHER: The stairwells?

OPERATOR: Yeah.

DISPATCHER: Okay.

OPERATOR: He's in Room 105. I mean Floor 105.

[CALL ENDS AT 09:23:12]

RECORDER: Message 1 concludes at 0900 hours, 23 minutes and 12 seconds. Please stand by for Message 2, a series of phone alarms received on Channel 2. The messages commence at 0900 hours, 26 minutes, and 27 seconds.

DISPATCHER: 328. What's the location?

CALLER:

DISPATCHER: Building 2 or 1?

OPERATOR: What building?

CALLER:

DISPATCHER: Building 1 or Building 2?

CALLER:

DISPATCHER: Okay. Okay. Okay. Thank you, sir. We'll notify the Fire Department.
They're in the building now.

CALLER:

DISPATCHER: Okay. Yes.

CALLER:

DISPATCHER: Is the door blocked with the --

CALLER:

DISPATCHER: Put something at the bottom of the doorway, the opening where the
smoke is coming in. Block it with some clothes.

CALLER:

DISPATCHER: There you go.

CALLER:

DISPATCHER: There you go. There you go.

CALLER:

DISPATCHER: Yeah. All right. Stay low.

CALLER:

[CALL ENDS AT 09:27:24]

[CALL BEGINS AT 09:27:38]

DISPATCHER: Fire 328.

OPERATOR: 328, we're going back to the location of the World Trade Center in Tower 2 at 105th Floor.

DISPATCHER: All right.

OPERATOR: About a hundred people trapped, smoke filling up the room.

DISPATCHER: Did they say east or west?

OPERATOR: No.

DISPATCHER: Okay. All right. Thank you.

[CALL ENDS AT 09:27:54]

[CALL BEGINS AT 09:27:55]

DISPATCHER: Fire Department 328.

CALLER:

DISPATCHER: Building 1?

CALLER:

DISPATCHER: Okay. We've got a lot of people trapped in the building, different floors. Have you put something by the bottom of the door to block the smoke?

CALLER:

DISPATCHER: Okay. Try not to panic. We are going to be there as soon as we can. Stay low. The smoke rises. Okay?

CALLER:

DISPATCHER: We are in the building now covering all the floors, okay? All right.

CALLER:

RECORDER: Message 2 concludes at 0900 hours, 28 minutes and 29 seconds. Please stand by for Message 3, a phone alarm received on Channel 2. The message commences at 0900 hours, 34 minutes and 34 seconds.

DISPATCHER: Fire Department 328. What is the address?

CALLER:

DISPATCHER: What floor are you on?

CALLER:

DISPATCHER: 88? Okay. I can only tell you to try to remain calm. To remain low to the ground. The smoke rises. Keep your mouth covered, if you can. All right?

CALLER:

DISPATCHER: I understand. I understand your panic and your fear. We are in the building, and we are doing the best we can to get to all the building.

CALLER:

DISPATCHER: No, I cannot. I cannot update you on that. I can only ask you to remain calm and stay where you are. Okay?

CALLER:

DISPATCHER: I understand that. It is for hundreds of other people also, sir. We are doing the very best we can. Okay? We are in the building. We are getting to you as soon as we can.

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

CALLER:

DISPATCHER: Remain calm. Stop using all your oxygen up in the room. Okay?

CALLER:

DISPATCHER: All right.

RECORDER: Message No. 3 concludes at 0900 hours, 35 minutes and 30 seconds. Please stand by for Message 4, a phone alarm received on Channel 2. The message commences at 0900 hours, 37 minutes and 54 seconds.

DISPATCHER: Fire Department 328.

OPERATOR: PD 2110. We got in Building No. 2 on the 103rd Floor.

DISPATCHER: 103?

OPERATOR: Right. I got two males stuck in the office there.

DISPATCHER: Okay.

OPERATOR: What's your number, again?

DISPATCHER: 328.

OPERATOR: Thank you.

RECORDER: Message 4 concludes at 0900 hours, 38 minutes and 10 seconds. Please stand by for Message 5, another series of phone alarms received on Channel 2. The message commences at 0900 hours, 38 minutes and 54 seconds.

DISPATCHER: Fire Department 328.

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: Sir, I can't do that right now. You're on the 88th Floor. I'll notify where you are. You are in Building 2, right?

CALLER:

DISPATCHER: Okay. Thank you.

[CALL ENDS AT 09:39:21]

[CALL BEGINS AT 09:39:22]

DISPATCHER: Fire 328.

OPERATOR: They're on the line, sir.

CALLER:

DISPATCHER: Fire Department 328.

CALLER:

DISPATCHER: What building?

CALLER:

DISPATCHER: Building 2, 93?

CALLER:

DISPATCHER: Okay. Tell him to put something cold and wet by the door to block the smoke.

CALLER:

DISPATCHER: Tell them to stay low. Yeah. If they can remain as far away from the door as possible. Okay?

CALLER:

DISPATCHER: Just stay low and do not try to talk too much, get the air in their lungs, keep their mouths covered and quiet, okay?

CALLER:

DISPATCHER: But we will notify the Fire Department that they're there. The room they're in, I'll notify them. Okay? They are checking all the floors now, all right?

CALLER:

DISPATCHER: Is there a wing, east or west?

CALLER:

DISPATCHER: No, I can't. Call back. All right?

CALLER:

RECORDER: Message No. 5 concludes at 0900 hours, 40 minutes and 25 seconds. Please stand by for Message No. 6, a phone alarm received on Channel 2. The message commences at 0900 hours, 41 minutes and 54 seconds.

DISPATCHER: Dispatcher 313. What's the address?

CALLER:

DISPATCHER: Yes, okay. Sir, what's the problem?

CALLER:

DISPATCHER: What's the address of the building? Which one?

CALLER:

DISPATCHER: Trapped on 106th Floor?

CALLER:

DISPATCHER: Smoke. You got a phone number?

CALLER:

DISPATCHER: All right. Give me your phone number.

CALLER:

DISPATCHER: Okay. All right. We are going to check it out.

CALLER:

DISPATCHER: You got the cell phone number?

CALLER:

DISPATCHER: All right. Thank you.

CALLER:

RECORDER: Message 6 concludes at 0900 hours, 42 minutes and 40 seconds. Please stand by for Message 7, a phone call received on Channel 2. The message commences at 0900 hours, 43 minutes, and 44 seconds.

DISPATCHER: Dispatcher 313.

OPERATOR: Hi. This is Queens 358.

DISPATCHER: Right.

OPERATOR: From Nassau we have at the One World Trade a report of 50 people trapped on the 104th Floor in the northwest corner. The floor is burning out from underneath them.

DISPATCHER: Okay. One World Trade Center, 50 people trapped on the 104 northwest corner.

OPERATOR: Northwest corner of the 104th Floor, and the floor is burning out from under them.

DISPATCHER: Okay.

OPERATOR: Sheila, right?

DISPATCHER: Right.

OPERATOR: Hi, it's me. Okay, Sheila. Bye-bye.

DISPATCHER: Thank you.

RECORDER: Message 7 concludes at 0900 hours, 44 minutes and 22 seconds. Please stand by for Message 8, another series of phone alarms received on Channel 2. The message commences at 0900 hours, 46 minutes and 14 seconds.

DISPATCHER: 313, may I help you? Hello?

OPERATOR: 313, 1935. I got a man who is in the building. Go ahead, sir.

DISPATCHER: Hello, sir?

CALLER:

OPERATOR: A gentleman on the line at Two World Trade Center on the 88th Floor.

DISPATCHER: Let him speak. Hello, sir?

CALLER:

DISPATCHER: Right. What building are you in?

CALLER:

DISPATCHER: You are on the 80th Floor?

CALLER:

DISPATCHER: Okay. You don't know -- you are on the 80th Floor, and people are having difficulty breathing there.

CALLER:

DISPATCHER: Give me your phone number up there. Give me your phone number, sir.

CALLER:

DISPATCHER: P.D., could you help him out with the phone number?

CALLER:

DISPATCHER: What is it?

OPERATOR: The one I have is [identifying information redacted]--

CALLER:

OPERATOR: [identifying information redacted]

DISPATCHER: [identifying information redacted] --

CALLER:

DISPATCHER: [identifying information redacted] . All right. We are going to relay this to the Fire Department. Okay? All right, sir? We are going to relay this to them, all right? At this time. Okay? Thank you.

OPERATOR: Sir? Do you want to leave the line open? I'll stay on the line with you. You don't have to talk. Okay?

CALLER:

OPERATOR: A lot of calls, sir. I can't even tell you exactly, and I just want to make sure. You said you were on the 8-8 or the 8-0 Floor?

CALLER:

OPERATOR: 8-8.

DISPATCHER: Okay. Hold on.

CALLER:

DISPATCHER: Yes.

CALLER:

DISPATCHER: Okay. I'm going to put all that down for the Fire Department and let them know that. I'm telling them now. All right?

CALLER:

[CALL ENDS AT 09:48:41]

[CALL BEGINS AT 09:48:44]

DISPATCHER: Dispatcher 313. May I help you? Hello?

OPERATOR: Okay, F.D.?

DISPATCHER: Yes.

OPERATOR: Okay. We have a caller on the line. He's at Two World Trade Center.

DISPATCHER: Okay. Let me speak with him. Hello, sir?

CALLER:

DISPATCHER: You're on the 100th Floor?

CALLER:

DISPATCHER: You are on the 100th floor, northwest conference room?

CALLER:

DISPATCHER: Okay. Give me the phone number you are calling from there.

CALLER:

DISPATCHER: [identifying information redacted]

CALLER:

DISPATCHER: All right. We are going to relay the information to them. Okay?

CALLER:

DISPATCHER: Okay. 100th Floor, northwest conference room.

CALLER:

DISPATCHER: Yes, sir, Two World Trade. Okay, we'll be there. We're there. We'll have them come upstairs.

CALLER:

DISPATCHER: Thank you, sir.

OPERATOR: Your number, F.D.?

DISPATCHER: 313, P.D.

OPERATOR: Thank you.

RECORDER: Message 8 concludes at 0900 hours, 49 minutes and 39 seconds. Please stand by for Message 9, a phone alarm received on Channel 2. The message commences at 0900 hours, 52 minutes, and 43 seconds.

DISPATCHER: Dispatcher 313. May I help you?

CALLER:

DISPATCHER: One World Trade?

CALLER:

DISPATCHER: On the 83rd Floor?

CALLER:

DISPATCHER: Right, right.

CALLER:

DISPATCHER: Well, we haven't --

CALLER:

DISPATCHER: Listen, I know. I can't tell you anything at this time. We're aware of the fact that the fire is spreading to, because we got people on the 100th Floor and the 104th Floor also trapped, so we're going to relay this information to the Fire Department. All I can tell you at this point is just stay there at this time, and we'll have the EMS assist you.

CALLER:

DISPATCHER: Hold on a second. Just give me your phone number there.

CALLER:

DISPATCHER: Give me your phone number there. Okay.

CALLER:

DISPATCHER: Right. Uh-huh. Okay. Hold on a second, all right? Hold on a second.

CALLER:

DISPATCHER: Hold on a second.

CALLER:

OPERATOR: Ma'am, hold on. Hello?

CALLER:

DISPATCHER: Hold on a second.

CALLER:

DISPATCHER: Hello, listen --

CALLER:

DISPATCHER: That I cannot. We have a lot of smoke in the area, in the building there. Just stay where you are. They are going to get to you. Okay? I'm going to have EMS pick up the asthmatic. Just stay where you are, because they are trying to get to people throughout the building, okay?

CALLER:

DISPATCHER: I have no idea. We got two buildings.

CALLER:

DISPATCHER: Just stay where you are. They will get to you, okay?

CALLER:

DISPATCHER: Okay, listen. Don't worry about the fire alarm. That alarm is going to continue to ring, because due to the whole building filling with smoke, it's going to continue to ring. The Fire Department is there. They are trying to get up to the floors as quick as possible.

CALLER:

DISPATCHER: I understand that.

CALLER:

DISPATCHER: Are you near a bathroom where you can put like towels down or something?

CALLER:

DISPATCHER: Well, I advise you to do that. I advise you not to open the door at this time.

CALLER:

DISPATCHER: Are you listening to me? I know you are in the building. I sympathize with that. Just give me the information. I'm relaying the information directly to the Fire Department over the radio. You hear them talking? This is exactly where they are calling from.

CALLER:

DISPATCHER: Yes, this is what -- this is the information I took for you. They are being notified that you are on the 83rd Floor with 13 people trapped. They have difficult-- one is asthmatic. I'm going to relay that to them. One World Trade Center, okay?

CALLER:

DISPATCHER: [inaudible] It's too hard to tell you what to do. I could tell you to stay there at this moment. I would not tell to you go out into the hallways. You probably can't see. Just like you say, the room is getting filled with smoke. It's best to stay there, because I'm going to relay this information to the Fire Department on the radio.

CALLER:

DISPATCHER: Don't worry about it.

CALLER:

DISPATCHER: No, no, no. They are going to come up to you.

CALLER:

DISPATCHER: They are going to come up to you. You are going to hear the noise. They are going to come up to you. They have to check every floor, every floor in that building.

CALLER:

DISPATCHER: I cannot tell you that. I'm not there, so I cannot tell you.

CALLER:

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

DISPATCHER: This is the Fire Department, miss. This is -- hold on, P.D. You want to hold on with her?

CALLER:

DISPATCHER: Okay. She is going to hold on with you, all right?

CALLER:

RECORDER: Message 9 concludes at 0900 hours, 58 minutes and 15 seconds. Please stand by for Message 10, a phone alarm received on Channel 2. The messages commences at 1000 hours, 17 minutes and 41 seconds.

DISPATCHER: Dispatcher 313. May I help you?

OPERATOR: This is police operator 2215

DISPATCHER: Uh-huh.

OPERATOR: At 130 Liberty Street.

DISPATCHER: 130 Liberty, okay.

OPERATOR: Inside the -- I'll spell it because I can't say it. D-E-U-T-S-C-H-E.

DISPATCHER: D-E-U—

OPERATOR: T-S-C-H-E.

DISPATCHER: Okay. Bank?

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

OPERATOR: Yes, on the 22nd Floor. You have people trapped there. They said it's right across the street from the World Trade.

DISPATCHER: And it has filled with smoke?

OPERATOR: It's full of smoke, and he said the floor has fell out of the building where he is.

DISPATCHER: Underneath him? The floor?

OPERATOR: Underneath him, yes.

DISPATCHER: Okay. What's the phone number there? He's calling from.

OPERATOR: He's calling from a cell phone. I don't know, and he disconnected.

DISPATCHER: Okay. Your number again?

OPERATOR: 2215.

DISPATCHER: 2215?

OPERATOR: Yes.

DISPATCHER: And this here bank is on the 22nd Floor. The floor fell underneath?

OPERATOR: Yes.

DISPATCHER: Okay. Thank you. 313 is mine.

OPERATOR: Okay I got it. Thank you.

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

RECORDER: Message 10 concludes at 1000 hours, 18 minutes and 49 seconds. Please stand by for Message 11, a phone call received on Channel 2. The message commences at 1000 hours, 21 minutes and 11 seconds.

DISPATCHER: Dispatcher 380.

OPERATOR: 380. This is Queens 317. Just got a call from Nassau P.D.. 45 employees are trapped on the 97th Floor.

DISPATCHER: 97th Floor?

OPERATOR: Yes.

DISPATCHER: What building?

OPERATOR: He just said World Trade Center. He didn't have no address.

DISPATCHER: All right. Do me a favor. Next time these guys call, see if they are in the One or Two Tower.

OPERATOR: Yes. I asked for an address. He said he didn't know.

DISPATCHER: Okay. 97th Floor?

OPERATOR: Right.

DISPATCHER: Thanks, hon.

OPERATOR: All right. Bye-bye

RECORDER: Message 11 concludes at 1000 hours, 21 minutes and 37 seconds. This will conclude the recordings for Channel 7 and Channel No. 2.