

WORLD TRADE CENTER

911 FDNY TELEPHONE CALLS

September 11, 2001

AUDIO

FIRE Part 4

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FDNY 911 Calls Transcript – Fire – Part 4 9-11-01

[CALL BEGINS AT 09:35:08]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: Okay. Okay.

CALLER:

DISPATCHER: We'll get to you as soon as we can.

CALLER:

DISPATCHER: Okay. We'll get to you as soon as we can.

CALLER:

OPERATOR: F-

[CALL ENDS AT 09:35:25]

[CALL BEGINS AT 09:35:45]

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DISPATCHER: Fire Department 408.

OPERATOR: All right, sir. Talk to the Fire Department.

CALLER:

DISPATCHER: What's the address?

CALLER:

DISPATCHER: What avenues are on the corner, sir?

CALLER:

DISPATCHER: No. What avenue is on the corner?

CALLER:

DISPATCHER: Okay. Smoke is coming out of what apartment?

CALLER:

DISPATCHER: As in George?

CALLER:

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

CALLER:

DISPATCHER: Yeah.

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CALLER:

DISPATCHER: Uh-huh. PD, what's the number there?

OPERATOR: [identifying information redacted]

DISPATCHER: All right. Fire Department is on the way.

CALLER:

[CALL ENDS AT 09:36:33]

[CALL BEGINS AT 09:36:34]

DISPATCHER: Fire Department 408. Where's the fire?

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: All right. Just sit tight till somebody comes up and gets--

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: I'm talking to you, sir.

CALLER:

DISPATCHER: Yeah. I'm talking to you.

CALLER:

DISPATCHER: Yeah. I'm talking to you, sir.

CALLER:

DISPATCHER: Yeah-- shit.

CALLER:

[Disconnect]

[CALL ENDS AT 09:37:00]

[CALL BEGINS AT 09:37:14]

BACKGROUND: This message is for –

DISPATCHER: Dispatcher.

CALLER: Dispatcher, I'm an off-duty fireman, Ladder Company 5 down in Manhattan.

DISPATCHER: Get back to your firehouse.

CALLER: Very good. Thank you.

DISPATCHER: You got it.

[CALL ENDS AT 09:37:22]

[CALL BEGINS AT 09:37:23]

BACKGROUND INSTRUCTIONS TO DISPATCHERS: They want all recalled to their respective firehouses. They are to report ASAP for further deployment. Repeating, all units are being recalled to report to their respective firehouses.

[CALL ENDS AT 09:37:35]

[CALL BEGINS AT 09:37:36]

DISPATCHER: Fire Department 408. What have you got?

CALLER:

DISPATCHER: Box number? Terminal number?

BACKGROUND: You cannot use the department phones unless there is --

DISPATCHER: What's the address?

CALLER:

DISPATCHER: What type of fire alarm is this?

CALLER:

DISPATCHER: Name of the business?

CALLER:

DISPATCHER: All right. We're on the way.

CALLER:

[CALL ENDS AT 09:38:07]

[CALL BEGINS AT 09:38:07]

DISPATCHER: Fire Department 408. Where's the fire?

CALLER:

DISPATCHER: Where in the building?

CALLER:

DISPATCHER: Yeah. I know that. We're there.

CALLER:

DISPATCHER: Yeah. Hang the phone up. We're there already.

CALLER:

[CALL ENDS AT 09:38:21]

[CALL BEGINS AT 09:38:22]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: What?

CALLER:

DISPATCHER: All right.

CALLER:

[CALL ENDS AT 09:38:33]

[CALL BEGINS AT 09:38:33]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Sir --

CALLER:

DISPATCHER: If they're being told by people in the building to go to the steps, then they should go to the steps.

CALLER:

DISPATCHER: All right then. If they think it's too hot, then they should stay where they are.

CALLER:

DISPATCHER: Yeah.

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CALLER:

DISPATCHER: We'll get to them as soon as we can.

CALLER:

DISPATCHER: Sir, I don't know.

CALLER:

DISPATCHER: I understand that, sir. I understand that. All right. We're trying to get to people as fast as we can.

CALLER:

DISPATCHER: Sir, I don't know the World Trade Center like the back of my hand. I really don't.

CALLER:

DISPATCHER: All right? Just tell them to sit tight.

[CALL ENDS AT 09:39:24]

[CALL BEGINS AT 09:39:24]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: Just stay where you are until the firemen come and get you.

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: They're coming through the building, sir. I got almost every fireman in the city coming to help you.

CALLER:

DISPATCHER: I understand. Just sit tight. The best --We'll get to you as soon as we can.

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: Okay. Building 1 or Building 2?

CALLER:

DISPATCHER: All right. We're on the way.

[CALL ENDS AT 09:39:58]

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[CALL BEGINS AT 09:39:59]

DISPATCHER: Fire Department 408.

CALLER:

OPERATOR: Okay, 408? We are at 40 World Trade Center, Building 2. The female is on the line.

CALLER:

DISPATCHER: We know about it. We're taking care of it.

CALLER:

DISPATCHER: What floor are you on?

CALLER:

DISPATCHER: Can you get back up, back up onto the floor?

CALLER:

DISPATCHER: All right. We'll get somebody up there as soon as we can.

CALLER:

[CALL ENDS AT 09:40:29]

[CALL BEGINS AT 09:40:30]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: We'll get to her as soon as we can.

CALLER:

DISPATCHER: You got it.

[CALL ENDS AT 09:40:39]

[CALL BEGINS AT 09:40:39]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: All right.

CALLER:

DISPATCHER: (718) 999-2000. Call them.

CALLER:

DISPATCHER: Keep calling there. They'll be able to help you better than I can.

CALLER:

DISPATCHER: All right. That's great.

[CALL ENDS AT 09:41:02]

[CALL BEGINS AT 09:41:30]

DISPATCHER: Fire Department 408.

OPERATOR: Sir, you're on the line with FD..

DISPATCHER: Talk to me.

CALLER:

DISPATCHER: All right. Just sit tight.

CALLER:

DISPATCHER: Stay where you are. That's your guidance.

CALLER:

DISPATCHER: Are they telling you to break windows?

CALLER:

DISPATCHER: All right. Just tell everybody to relax. We'll get to them as soon as we
can.

CALLER:

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DISPATCHER: Right now, we got so many calls, we don't know where the fire is. We are taking care of it as best we can. Just, just get --

CALLER:

DISPATCHER: Just sit tight.

CALLER:

DISPATCHER: I understand that. That's all we can tell you. Just sit tight.

CALLER:

[CALL ENDS AT 09:42:26]

[CALL BEGINS AT 09:43:07]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: What building? One or Two?

CALLER:

DISPATCHER: All right. Just sit tight. They are on the way.

CALLER:

DISPATCHER: Just stay where you are.

CALLER:

DISPATCHER: Just stay where you are.

CALLER:

DISPATCHER: Just stay where you are.

CALLER:

DISPATCHER: They're working their way up. They'll get to you as soon as they can.

Just stay where you are.

CALLER:

DISPATCHER: I understand that. Just stay where you are.

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: They're coming. They're coming.

[CALL ENDS AT 09:43:39]

[CALL BEGINS AT 09:43:47]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Right.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: I understand. We're taking care of it.

CALLER:

DISPATCHER: You got it.

[CALL ENDS AT 09:44:08]

[CALL BEGINS AT 09:44:09]

DISPATCHER: Good afternoon. Dispatcher.

CALLER: How you doing? This is the command post in Tower Two of the World Trade Center.

DISPATCHER: Okay.

CALLER: This is Chief Devlin. I got to get a rundown of the companies. We are in a state of confusion.

DISPATCHER: All right. For 8087?

CALLER: Is that the box number?

DISPATCHER: That's at Two World Trade.

CALLER: That's where we're at, No. 2, the south tower.

DISPATCHER: All right. Okay, here we go. All right. Hang on a second. (Dispatcher to Second Dispatcher) Edna. Edna. Pick up 263. Give this guy the rundown for Number Two World Trade.

SECOND DISPATCHER: Hello?

CALLER: Yes.

[CALL ENDS AT 09:44:41]

[CALL BEGINS AT 09:44:42]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: All right. We're trying to get to her.

CALLER:

DISPATCHER: We're, we'll get to her as soon as we can.

CALLER:

[CALL ENDS AT 09:45:01]

[CALL BEGINS AT 09:45:01]

DISPATCHER: Fire Department 408.

CALLER:

OPERATOR: 408? 1375.

DISPATCHER: Let me talk to the caller, PD.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: All right. Sir, we'll get to you as soon as we can.

CALLER:

DISPATCHER: I understand that, sir. We'll get to you as soon as we can. We know you're there. We're going to take care of it.

CALLER:

DISPATCHER: Okay, no problem.

CALLER:

DISPATCHER: We know about it.

[CALL ENDS AT 09:45:31]

[CALL BEGINS AT 09:45:54]

(Dispatcher Dials Out On Phone).

DISPATCHER: Aw shit.

BRONX: Bronx 315. Hello.

DISPATCHER: Yeah, Phil. It's Jimmy. Let me talk to Fox.

BRONX: Okay, hang on a second. He's on the phone. On the radio. I'll put him on right after. Okay?

DISPATCHER: All right.

BRONX: Go ahead.

FOX: Hello?

DISPATCHER: Yeah, Mike, Jimmy. As per Joe Higgins, call your local precinct.

FOX: I got a copy. We just locked the place down.

DISPATCHER: Beautiful, thank you.

FOX: Right.

BACKGROUND: Companies and they're gonna come to the --

[CALL ENDS AT 09:46:46]

[CALL BEGINS AT 09:46:54]

(Phone ringing)

OPERATOR: (unclear)

DISPATCHER: How you doing? This is Jim Raftery. Who is the borough supervisor down there right now?

OPERATOR: Tour Supervisor Lisi.

DISPATCHER: All right. Let me talk to Patty.

OPERATOR: Hold on.

SUPERVISOR: Supervisor Lisi.

DISPATCHER: Yeah, Pat, Jimmy Raftery in Manhattan.

SUPERVISOR: Yeah. Okay.

DISPATCHER: As per Joe Higgins, call your local precinct, all right? Get some cops over there for security.

SUPERVISOR: We just got that from Fox here.

DISPATCHER: Okay, great.

SUPERVISOR: Okay.

DISPATCHER: All right.

[CALL ENDS AT 09:47:33]

[CALL BEGINS AT 09:47:34]

(Phone ringing)

[Inaudible background conversation]

DISPATCHER #2: Fire Department 320

DISPATCHER: How you doing, Bill? Is the supervisor dispatcher available?

DISPATCHER #2: He's on the line.

DISPATCHER: Okay, is Denis O'Connell there?

DISPATCHER #2: No, he's not. I got Harry here. If you wanna --

DISPATCHER: Let me talk to Harry.

DISPATCHER #2: Hold on.

SUPERVISOR: Supervisor Doyle.

DISPATCHER: Yeah, Harry. Jimmy Raftery. As per Joe Higgins, call the local precinct.

SUPERVISOR: We did already.

DISPATCHER: All right, great, thanks.

SUPERVISOR: Okay. Bye.

[CALL ENDS AT 09:48:20]

[CALL BEGINS AT 09:48:34]

(Phone ringing)

BACKGROUND: Engines only. Nice and slowly. One by one.

BROOKLYN: Brooklyn.

DISPATCHER: Yeah, how you doing, Howie? It's Jimmy. As per Joe Higgins, call your local precinct. Have cops stand by in front of the office.

BROOKLYN: Okay.

BACKGROUND: We're gonna do it again.

DISPATCHER: And just, you know, secure the place.

BACKGROUND: The house watch only. Nobody else pick up this phone. You are only adding to confusion. I want to go with the engines, one by one, go again. Engine 35. Engine 83. Engine 94. Engine 50. Engine 64. Engine 68.

[CALL ENDS AT 09:48:58]

[CALL BEGINS AT 09:49:18]

DISPATCHER: Fire Department 408.

OPERATOR: Yes. FD.

CALLER:

OPERATOR: We have someone on the 105th Floor.

DISPATCHER: Let me talk to them.

CALLER:

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DISPATCHER: We are getting up to you, sir. We're taking care of it.

CALLER:

DISPATCHER: Just stay where you are.

CALLER:

DISPATCHER: Just stay where you are. Don't do nothing. Just stay where you are.

CALLER:

DISPATCHER: I don't know. They're coming.

CALLER:

DISPATCHER: They're coming, sir.

CALLER:

DISPATCHER: I understand. They're coming.

CALLER:

DISPATCHER: I don't know, sir. They're coming. They're coming.

CALLER:

DISPATCHER: I understand that, sir. We're coming.

CALLER:

DISPATCHER: Yeah. Hang up, sir. We're on the way.

CALLER:

DISPATCHER: Yeah. Sir, hang up. I told you, we're on the way. That's all I can tell you.

CALLER:

DISPATCHER: I understand that. Hang up the phone. Just - We're on – we're on the way.

CALLER:

DISPATCHER: We will get to you. I can't stay on the line, sir. We'll get to you as soon as we can.

CALLER:

DISPATCHER: I swear to you.

CALLER

DISPATCHER: I swear to you, we'll get somebody up to you.

BACKGROUND: Nobody talk to me but 35 Engine. 35 Engine. 6 Engine, yes or no? Yes. Okay, let's go with the truck. You have even (unclear) in there.

[CALL ENDS AT 09:50:23]

[CALL BEGINS AT 09:50:48]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Okay. Just stay where you are.

CALLER:

DISPATCHER: Someone's coming. We'll get to you as soon as we can.

CALLER:

DISPATCHER: Just stay where you are.

CALLER:

DISPATCHER: I understand. Just stay where you are.

CALLER:

DISPATCHER: They're doing what they can. They're doing what they can.

CALLER:

DISPATCHER: Just sit tight. That's all I can tell you. Just sit tight. All boroughs have been notified.

OPERATOR: Is that the 97th floor?

[CALL ENDS AT 09:51:23]

[CALL BEGINS AT 09:51:40]

(Dialing out)

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DISPATCHER: Ok, Joe. Ok, I got Bronx. Yeah, Jimmy Raf in Manhattan. As per the citywide tour commander, go over the voice alarm and radio. Total recall of all off-duty members and officers, and they are to report to their assigned firehouses. Thanks.

[CALL ENDS AT 09:52:05]

[CALL BEGINS AT 09:52:09]

(Dialing out)

QUEENS: Queens Dispatcher 358.

DISPATCHER: Hi, Jeannie. It's Jimmy. Who is the boss there?

QUEENS: Bobby.

DISPATCHER: Let me talk to him. I'm on the phone with him now.

[Inaudible background conversation]

SUPERVISOR: Supervisor Roberts.

DISPATCHER: Bobby, Jimmy Raf in Manhattan.

SUPERVISOR: Right.

DISPATCHER: As per the citywide tour commander, go over the voice alarm and the radio. Immediate and total recall of all off-duty members and officers. They are to report to their assigned firehouses.

SUPERVISOR: You already did that.

DISPATCHER: You did do it already?

SUPERVISOR: That went out awhile ago.

DISPATCHER: Okay, great.

SUPERVISOR: Okay?

DISPATCHER: All right.

SUPERVISOR: Bye.

[CALL ENDS AT 09:53:15]

(Dialing out)

(Busy signal)

[Inaudible background conversation]

(Dialing out)

BACKGROUND: 35 Engine. And then we're gonna saddle up everybody. I'm looking at 68 Engine. I'm looking at 35 Engine.

MESSAGE: The number you have reached –

(Dialing out)

BACKGROUND: And 83. You're all there. Okay. Everybody bunker up. I'm gonna tell you where to go. You're all going together. Hang out. Two World Trade Center.

(Dialing out)

(Busy signal)

(Dialing out)

(Busy signal)

BACKGROUND: Try to get the information. I'll tell them.

[CALL BEGINS AT 09:55:14]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: He's got to sit tight. We'll get to him as soon as we can.

CALLER:

[CALL ENDS AT 09:55:31]

[CALL BEGINS AT 09:55:31]

DISPATCHER: Fire Department 408.

CALLER:

OPERATOR: 408, this is 1597.

DISPATCHER: Let me talk to the caller, PD.

OPERATOR: 1597.

DISPATCHER: Let me talk to the caller. Where is he?

OPERATOR: He's on the line.

DISPATCHER: Let me talk to him. Where is the fire, sir?

CALLER:

DISPATCHER: All right. Sit tight. We'll get to you as soon as we can.

CALLER:

DISPATCHER: Sir, that's all we can do. We are --

CALLER:

DISPATCHER: We're getting there. We're getting there.

CALLER:

DISPATCHER: I understand that, sir. We're on the way.

[CALL ENDS AT 09:55:59]

[CALL BEGINS AT 09:56:01]

DISPATCHER: Fire Department 408.

(Dialing out)

BACKGROUND: All of 68.

STATEN ISLAND: Staten Island 380. Can I help you?

DISPATCHER: How you doing? It's Jimmy. Let me speak to Pat, please.

STATEN ISLAND: Hold on.

BACKGROUND: If you see any change on your (unclear). We're gonna put you all 10-8 and then we're gonna assign you to 2033. When ya's all get going on the road and you're moving, I want each wanna ya's on the radio and tell us (unclear) --

SUPERVISOR: Supervisor Lisi.

DISPATCHER: Yeah, Pat, Jimmy again. Over the radio and voice alarm.

SUPERVISOR: Right.

DISPATCHER: All off-duty members and officers, total recall of all off-duty members and officers to respond into their respective firehouses.

SUPERVISOR: Yeah, I just got back from operations.

DISPATCHER: Okay, great. Thanks.

SUPERVISOR: Bye-bye.

[CALL ENDS AT 09:56:45]

[CALL BEGINS AT 09:57:19]

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DISPATCHER: Fire 328.

CALLER:

DISPATCHER: Yes.

CALLER:

DISPATCHER: It's a bad time is right. Give me the address I'll just write it down. All right?

CALLER:

DISPATCHER: What you got?

CALLER:

DISPATCHER: Uh-hmm.

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: It's crazy.

CALLER:

DISPATCHER: Thanks.

OPERATOR: All right.

[CALL ENDS AT 09:57:52]

[CALL BEGINS AT 09:57:59]

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

CALLER:

DISPATCHER: 97th Floor?

CALLER:

DISPATCHER: Ok, what, Building 2?

CALLER:

DISPATCHER: Okay. Did you put something by the door?

CALLER:

DISPATCHER: Okay, stay low. Try to cover your mouth.

CALLER:

DISPATCHER: I understand, ma'am. We're doing the very best that we can. 97th Floor, Building 2. I'll notify them. Okay?

CALLER:

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DISPATCHER: Try to keep your mouth covered. Stay low to the floor, okay?

CALLER:

DISPATCHER: All right, bye-bye.

[CALL ENDS AT 09:58:31]

[CALL BEGINS AT 09:58:56]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: Okay. Just sit tight.

CALLER:

DISPATCHER: I understand that, sir. Just sit tight. We'll get to you as soon as we can.

CALLER:

DISPATCHER: They're getting to you, sir. They're getting to you.

[CALL ENDS AT 09:59:17]

[CALL BEGINS AT 10:00:57]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Yeah. What's going on?

CALLER:

DISPATCHER: I don't know right now. All right? Just sit tight where you are.

CALLER:

DISPATCHER: Best I can tell you.

CALLER:

DISPATCHER: If we start calling for mutual aid, we'll start calling for mutual aid.

CALLER:

DISPATCHER: You know what? Let me give you this phone number. You got to call headquarters, because I'm just the Manhattan dispatcher. 718-999-2000.

CALLER:

DISPATCHER: All right. Take care.

CALLER:

[CALL ENDS AT 10:01:28]

[CALL BEGINS AT 10:01:29]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Yes.

CALLER:

DISPATCHER: All right. You got a box number for this?

CALLER:

DISPATCHER: Terminal number?

CALLER:

DISPATCHER: All right. What was the number? The address?

CALLER:

DISPATCHER: What type of fire alarm is this?

CALLER:

DISPATCHER: All right. We'll take care of it.

[CALL ENDS AT 10:02:15]

[CALL BEGINS AT 10:02:15]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: All right. Where -- what's the box number?

CALLER:

[Inaudible background conversation]

DISPATCHER: Do you have the information?

CALLER:

DISPATCHER: What's the address?

CALLER:

DISPATCHER: This is ADT?

CALLER:

DISPATCHER: All right. That's a Class E?

CALLER:

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

CALLER:

DISPATCHER: We're on the way.

CALLER:

[CALL ENDS AT 10:03:24]

[CALL BEGINS AT 10:03:24]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Just tell her to sit – just tell her to stay where she is.

CALLER:

DISPATCHER: Stay where she is.

CALLER:

DISPATCHER: Yeah.

[CALL ENDS AT 10:03:34]

[CALL BEGINS AT 10:03:34]

DISPATCHER: Fire Department 408.

OPERATOR: 408?

DISPATCHER #2: Dispatcher (unclear).

DISPATCHER: I got this one.

OPERATOR: 408?

DISPATCHER: Yeah.

OPERATOR: I had a call from a man caller that Building One collapsed.

DISPATCHER: Yeah. We got it.

OPERATOR: Okay.

DISPATCHER: All right.

[CALL ENDS AT 10:03:47]

[CALL BEGINS AT 10:03:48]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: We'll get to him.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: Just tell them to stay where they are.

CALLER:

DISPATCHER: Yeah.

CALLER:

[CALL ENDS AT 10:04:03]

[CALL BEGINS AT 10:04:03]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Right.

CALLER:

DISPATCHER: Just tell them to stay where they are. Put some – put some towels over the vents.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: We'll – we'll do the best we can.

CALLER:

[CALL ENDS AT 10:04:19]

[CALL BEGINS AT 10:04:19]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: 111 Nassau?

CALLER:

DISPATCHER: All right. What streets are on the corners there?

CALLER:

DISPATCHER: Okay. What type of building is that?

CALLER:

DISPATCHER: Apartment building?

CALLER:

DISPATCHER: Commercial?

CALLER:

DISPATCHER: What's the phone number there?

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: All right. We're on the way.

CALLER:

[CALL ENDS AT 10:04:50]

[CALL BEGINS AT 10:04:50]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Yeah, it is.

CALLER:

DISPATCHER: All right?

CALLER:

[CALL ENDS AT 10:04:58]

[CALL BEGINS AT 10:04:59]

DISPATCHER: Fire Department 408.

OPERATOR: 408. Fire alarm, Holiday Inn at 15 Gold Street, Class J.

DISPATCHER: All right. No problem.

OPERATOR: Thank you.

[CALL ENDS AT 10:05:06]

[CALL BEGINS AT 10:05:07]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: What's – what's the address?

CALLER:

DISPATCHER: Okay. We have a just -- we had a major explosion at the World Trade Center.

CALLER:

DISPATCHER: All right. Just ease off on the alarms, okay?

CALLER:

[CALL ENDS AT 10:05:25]

[CALL BEGINS AT 10:05:25]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: What's the address?

CALLER:

DISPATCHER: Okay.

[CALL ENDS AT 10:05:34]

[CALL BEGINS AT 10:05:35]

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DISPATCHER: Fire Department 408.

OPERATOR: This is Operator 12 from New York Merchants. I have a Class 3 automatic assign.

DISPATCHER: Where are we?

CALLER:

DISPATCHER: It's the World Trade Center.

CALLER:

[CALL END AT 10:05:44]

[CALL BEGINS AT 10:05:45]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: What's the address?

CALLER:

DISPATCHER: Okay. It's the World Trade Center.

CALLER:

DISPATCHER: Yeah. It's in the area.

CALLER:

[CALL ENDS AT 10:06:00]

[CALL BEGINS AT 10:06:01]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Just stay where you are.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: Just stay -- where you are right now is the safest place.

CALLER:

[CALL ENDS AT 10:06:15]

[CALL BEGINS AT 10:06:15]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: All right. Just, just -- it's in the area.

CALLER:

[CALL ENDS AT 10:06:25]

[CALL BEGINS AT 10:06:25]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Uh-hmm.

CALLER:

DISPATCHER: Okay. That's in the area.

CALLER:

[CALL ENDS AT 10:06:35]

[CALL BEGINS AT 10:06:35]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Okay. What's the address?

CALLER:

DISPATCHER: Okay.

[CALL ENDS AT 10:06:42]

[CALL BEGINS AT 10:06:43]

DISPATCHER: Fire Department 408. Where's the fire?

DISPATCHER #2: Fire Department (unclear).

DISPATCHER: I got it. I got it. Yeah, Fire Department.

CALLER:

DISPATCHER: Uh-huh.

CALLER:

DISPATCHER: Okay. Just stay where you are. We'll get to you as soon as we can.

CALLER:

[CALL ENDS AT 10:06:55]

[CALL BEGINS AT 10:06:56]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: What's the – what's the address?

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER Yeah. We'll take care of it.

CALLER:

[CALL ENDS AT 10:07:09]

[CALL BEGINS AT 10:07:09]

DISPATCHER: Fire Department 408.

OPERATOR: 408? This is PD 1133.

DISPATCHER: Yeah.

OPERATOR: We have a caller at 300 Rector Place.

DISPATCHER: Yeah.

OPERATOR: And she said (unclear)--

DISPATCHER: Okay. Tell her to sit tight. It's from the fire.

OPERATOR: Okay then.

[CALL ENDS AT 10:07:20]

[CALL BEGINS AT 10:07:21]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Right.

CALLER:

DISPATCHER: Just stay where you are.

CALLER:

DISPATCHER: Yeah.

CALLER:

[CALL ENDS AT 10:07:31]

[CALL BEGINS AT 10:07:32]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: What's the address?

CALLER:

DISPATCHER: All right. That's in the area of the World Trade Center.

CALLER:

DISPATCHER: Yeah.

CALLER:

[CALL ENDS AT 10:07:43]

[CALL BEGINS AT 10:07:44]

DISPATCHER: Fire Department.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: We're there already.

CALLER:

DISPATCHER: Yeah, it's from -- we had a major explosion at the World Trade Center.

It's like right across the street.

CALLER:

DISPATCHER: 408.

[CALL ENDS AT 10:08:01]

[CALL BEGINS AT 10:08:01]

DISPATCHER: Fire Department 408. Where's the fire?

CALLER:

DISPATCHER: What's your address?

CALLER:

DISPATCHER: All right. What streets are on the corners there?

CALLER:

DISPATCHER: All right. You're right by the Trade Center?

CALLER:

DISPATCHER: Okay. Just sit tight.

CALLER:

DISPATCHER: All right.

CALLER:

[CALL ENDS AT 10:08:25]

[CALL BEGINS AT 10:08:27]

DISPATCHER: Fire Department 408.

OPERATOR: 408, hi there, this is (unclear) Operator 41. I have a commercial assigned fire alarm in Manhattan.

DISPATCHER: What's the box number?

CALLER:

DISPATCHER: What's the address?

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: No. It's just that we got this thing at the World Trade Center. It's right there.

CALLER:

DISPATCHER: All right.

CALLER:

DISPATCHER: Okay. Where is it?

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: All right. That's the World Trade Center.

CALLER:

DISPATCHER: All right.

[CALL ENDS AT 10:09:08]

[CALL BEGINS AT 10:09:08]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: What? Yeah.

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: Just tell them to sit tight.

OPERATOR: They're in – there in another building. They are at 65 Broadway.

DISPATCHER: Okay. Just tell them to sit tight.

CALLER:

DISPATCHER: No.

[CALL ENDS AT 10:09:28]

[CALL BEGINS AT 10:09:37]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: What's the box number?

CALLER:

DISPATCHER: What's the address?

CALLER:

DISPATCHER: Okay. It's right by the World Trade Center.

CALLER:

DISPATCHER: All right.

[CALL ENDS AT 10:09:51]

[CALL BEGINS AT 10:09:53]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Yes. This is the Fire Department.

CALLER:

DISPATCHER: What building is she trapped in?

CALLER:

DISPATCHER: Tell her to sit tight. We will be there as soon as we can.

CALLER:

DISPATCHER: Yeah, call her and tell her just to sit tight.

CALLER:

DISPATCHER: No, that's all right. Just tell her to stay where she is.

CALLER:

[CALL ENDS AT 10:10:25]

[CALL BEGINS AT 10:10:25]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: 11 West 4-2?

CALLER:

DISPATCHER: Off of Sixth Avenue?

CALLER:

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

CALLER:

DISPATCHER: All right. We're on our way.

CALLER:

[CALL ENDS AT 10:10:52]

[CALL BEGINS AT 10:10:53]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Just stay where you are. All right. Just call the Red Cross, okay?

CALLER:

[CALL ENDS AT 10:11:03]

[CALL BEGINS AT 10:11:21]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: All right. Hang on just one second. Okay. All right, just –

CALLER:

DISPATCHER: Okay -- hang on just one second.

BACKGROUND: Attention all Manhattan units, all Manhattan units.

DISPATCHER: All right. What's the box number?

BACKGROUND: If you have enough manpower in your quarter --

DISPATCHER: What is it?

CALLER:

DISPATCHER: [identifying information redacted]. Baby, you're gonna have to speak
up.

CALLER:

DISPATCHER: [identifying information redacted]. Terminal number?

CALLER:

DISPATCHER: All right.

CALLER:

DISPATCHER: What's the address?

CALLER:

FDNY 911 Calls Transcript – Fire – Part 4 9-11-01

BACKGROUND: If you have four or five firefighters and an officer, you wanna man those man-pumpers and report to the World Trade Center. This is by order of the citywide --

DISPATCHER: All right. We're on the way.

CALLER:

[CALL ENDS AT 10:12:36]

[CALL BEGINS AT 10:13:03]

DISPATCHER: Fire Department 408.

CALLER:

[CALL ENDS AT 10:13:08]

[CALL BEGINS AT 10:13:44]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: All right. What's the box number?

CALLER:

DISPATCHER: What's the address?

CALLER:

DISPATCHER: All right. It's right by the World Trade Center.

CALLER:

DISPATCHER: Just give me addresses.

CALLER:

DISPATCHER: All right. That's right down there.

CALLER:

DISPATCHER: Okay. That's right there too.

CALLER:

DISPATCHER: All right.

CALLER:

DISPATCHER: Okay.

CALLER:

[CALL ENDS AT 10:14:34]

[CALL BEGINS AT 10:14:34]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: What's the address?

CALLER:

DISPATCHER: Okay. We'll take care of it.

[CALL ENDS AT 10:14:45]

[Inaudible background conversation]

[CALL BEGINS AT 10:15:50]

DISPATCHER: Manhattan Fire. Fire Department 408.

CALLER:

DISPATCHER: Just stay with your local. Stay with your local Fire Department or EMS
and just stay there.

CALLER:

DISPATCHER: Nah. Just sit tight then.

CALLER:

DISPATCHER: We'll take care of it.

[CALL ENDS AT 10:16:06]

[CALL BEGINS AT 10:16:25]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Just stay where you are.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: All right.

CALLER:

[CALL ENDS AT 10:16:46]

[CALL BEGINS AT 10:17:00]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: What's the address?

CALLER:

DISPATCHER: It's right by there.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: Okay.

CALLER:

[CALL ENDS AT 10:17:15]

[CALL BEGINS AT 10:17:15]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Right.

CALLER:

DISPATCHER: Uh-hmm.

CALLER:

DISPATCHER: Okay, where?

CALLER:

DISPATCHER: Bell area, the --

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: Okay. No problem.

OPERATOR: Is that the bell area of the Marriott or, or --

RECORDER: Message 1 concludes at 1000 hours, 17 minutes and 50 seconds. Please stand by for Message 2, a phone alarm received on Channel 3. The message commences at 1000 hours, 23 minutes and 11 seconds.

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: On the desk-- on the desk. Yeah.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: Can you get out of the basement?

CALLER:

DISPATCHER: Get out of the basement. Get out on the street.

OPERATOR: They said they are trapped, FD. I called EMS already.

CALLER:

DISPATCHER: All right.

CALLER:

DISPATCHER: All right. We'll get – we'll get you some help over there. You are off of Liberty Street, right?

CALLER:

DISPATCHER: All right. Don't worry about it. We'll get to you as soon as we can.

CALLER:

RECORDER: Message 2 concludes at 1000 hours, 24 minutes and two seconds.

Please go to the next tape for continuation of the channel by channel search of all the phone alarms.