

FDNY 911 Calls Transcript – Fire - Part 5 9-11-01

WORLD TRADE CENTER 911

911 FDNY TELEPHONE CALLS

September 11, 2001

AUDIO

FIRE Part 5

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RECORDER: This is a continuation of channel-by-channel search, regarding Citywide Job No. 538, which was originally recorded on September 11, 2001, on Manhattan Master Tape 433. Message 1 is a telephone alarm received on Channel 3. The message commences at 0900 hours, 2 minutes and 2 seconds.

CALLER:

DISPATCHER: 408. Where's the fire?

CALLER:

DISPATCHER: All right. We're there already. We're taking care of it.

CALLER:

DISPATCHER: All right. Take some -- Take some towels, or stuff, and stuff it underneath the door.

CALLER:

DISPATCHER: All right. They'll come up to you. Fire Department?

RECORDER: Message Number 1 concludes at 0900 hours, 2 minutes and 20 seconds. Please stand by for Message Number 2, originally recorded on Brooklyn Master Tape 505, received on Channel Number 3. The message commences at 0900 hours, 9 minutes and 56 seconds.

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DISPATCHER: Fire Dispatcher 414. What is the address?

CALLER:

DISPATCHER: 83rd Floor?

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: Okay. What -- What room are you in, ma'am?

CALLER:

DISPATCHER: [identifying information redacted]

CALLER:

DISPATCHER: Okay. All right. I'm going to let the units know. We're all in the building already. Okay? And we'll have them come to your location.

CALLER:

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DISPATCHER: Okay, ma'am.

CALLER:

DISPATCHER: That's not necessary, ma'am. Okay?

CALLER:

DISPATCHER: Oh, I'm positive. Okay?

CALLER:

OPERATOR: Hello?

CALLER:

OPERATOR: We'd do it --

DISPATCHER: Could --

OPERATOR: It's just that the line is so busy, ma'am.

DISPATCHER: Okay, ma'am?

OPERATOR: There's a lot of people that need help, too. Okay?

CALLER:

OPERATOR: I'm so sorry.

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DISPATCHER: Okay. We're on the way.

OPERATOR: We'll be there as soon as possible. Okay?

CALLER:

DISPATCHER: [identifying information redacted]

CALLER:

DISPATCHER: In Two World Trade Center, right?

CALLER:

OPERATOR: [identifying information redacted], at Two World Trade Center?

CALLER:

OPERATOR: Okay.

DISPATCHER: Okay, ma'am.

RECORDER: Message Number 2 concludes at 0900 hours, 11 minutes and 3 seconds. Please stand by for Message Number 3, a Telephone Alarm, originally recorded on Bronx Master Tape Number 413, received on Channel Number 10. The message commences at 0900 hours, 54 minutes and 0 seconds.

DISPATCHER: Fire Department, Dispatcher 827. What's your address?

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CALLER:

DISPATCHER: It's the 19th --

CALLER:

DISPATCHER: Okay, the 19th floor?

CALLER:

DISPATCHER: The North Building?

CALLER:

DISPATCHER: I'll tell them.

THE CALLER:

DISPATCHER: Bye-bye.

RECORDER: Message Number 3 concludes at 0900 hours, 54 minutes and 18 seconds.

Please stand by for Message Number 4, a telephone alarm originally recorded on Manhattan Master Tape 423, received on Channel Number 7. The message commences at 1000 hours, 17 minutes and 37 seconds.

CALLER:

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U/M: I got it.

DISPATCHER: Fire 328. What's the address?

CALLER:

DISPATCHER: Yes?

CALLER:

DISPATCHER: 97 floor?

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: Okay. All right. Thank you, sir. We have that --

CALLER:

DISPATCHER: I understand your concern, sir, and I understand your panic, but we are there in the building. We're getting there, as soon as we can.

CALLER:

DISPATCHER: Okay. I'll let them know again. All right?

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CALLER:

DISPATCHER: Try to remain calm. Stay low to the floor. Keep the door blocked from smoke. Okay?

CALLER:

DISPATCHER: I understand. Please.

CALLER:

DISPATCHER: Stop talking, and let the air -- You're losing your oxygen. So try to be quiet and remain calm. Okay?

CALLER:

DISPATCHER: Please.

RECORDER: Message Number 4 concludes at 1000 hours, 18 minutes and 22 seconds. Please stand by for Message Number 5, a telephone alarm, received on Channel 3. The message commences at 0900 hours, 21 minutes and 10 seconds.

DISPATCHER: Fire Department 408.

OPERATOR: Sir, go ahead.

CALLER:

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DISPATCHER: Okay. What floor?

CALLER:

DISPATCHER: What floor?

CALLER:

DISPATCHER: So that's down -- That's down, near the ground?

CALLER:

DISPATCHER: All right. Don't worry about it. We'll take care of it.

CALLER:

RECORDER: Message Number 5 concludes at 0900 hours, 21 minutes and 32 seconds. Please stand by for Message Number 6, a telephone alarm, originally recorded on Bronx Master Tape 413, received on Channel 9. The message commences at 0900 hours, 7 minutes and 18 seconds.

DISPATCHER: Oh, man! Fire Department 281. Where's the fire?

CALLER:

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DISPATCHER: Right.

CALLER:

DISPATCHER: On the 103 Floor? Okay.

CALLER:

DISPATCHER: Well, how's the stairwell there?

CALLER:

DISPATCHER: You can't even get to the stairwell?

CALLER:

DISPATCHER: Is there any -- How many people are on that floor?

CALLER:

DISPATCHER: On the 103 floor?

CALLER:

DISPATCHER: Can you give me a location, on your floor?

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CALLER:

DISPATCHER: Southwest? Which tower?

CALLER:

DISPATCHER: Tower 1, southwest corner, in an office.

CALLER:

DISPATCHER: Okay. All right. I'm going to get people up to you now. Okay?

CALLER:

DISPATCHER: All right. What phone number are you calling from?

CALLER:

DISPATCHER: Okay. We'll get people up to you.

CALLER:

RECORDER: Message Number 6 concludes at 0900 hours, 8 minutes and 12 seconds. Please stand by for Message Number 7, a telephone alarm, originally recorded on Brooklyn Master Tape 505, received on Channel Number 4. The message commences at 0900 hours, 3 minutes and 3 seconds.

DISPATCHER: Brooklyn Fire Dispatcher 449. What's the address of the fire?

CALLER:

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DISPATCHER: Excuse me?

CALLER:

DISPATCHER: You're on the 104th floor?

CALLER:

DISPATCHER: One World Trade.

CALLER:

DISPATCHER: Stay with me, one moment. All right?

CALLER:

DISPATCHER: Stay with me! Sir!

CALLER:

DISPATCHER: Whew! [identifying information redacted]

CALLER:

DISPATCHER: [identifying information redacted] You're in the One -- you're in 104?

CALLER:

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DISPATCHER: What do you -- What do I do?

U/M: Just take the information!

DISPATCHER: All right. You're in One World-- World --

CALLER:

DISPATCHER: And is there any emergency people there, or?

CALLER:

DISPATCHER: The situation is in Two World Trade. Right?

CALLER:

DISPATCHER: All right. And how many other people are with you right now?

CALLER:

DISPATCHER: Two hundred?

CALLER:

DISPATCHER: A few hundred?

CALLER:

DISPATCHER: Okay.

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CALLER:

DISPATCHER: I can understand.

CALLER:

U/F: Those people are --

DISPATCHER: All right. So, you're on the 104th floor?

CALLER:

DISPATCHER: What office are you in?

CALLER:

DISPATCHER: Fitzgerald?

CALLER:

DISPATCHER: Excuse me?

CALLER:

DISPATCHER: They're breaking windows, and everything.

U/M: What?

DISPATCHER: They got a guy on the 104th floor. All right. You're on the 104th floor?

CALLER:

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DISPATCHER: We are on the scene. What room are you in? Sir!

CALLER:

DISPATCHER: Sir!

CALLER:

DISPATCHER: What room are you in?

CALLER:

DISPATCHER: Where?

CALLER:

CALLER:

CALLER:

CALLER:

CALLER:

DISPATCHER: The what corner?

CALLER:

DISPATCHER: East corner?

CALLER:

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DISPATCHER: On the 104th floor of One World Trade?

CALLER:

DISPATCHER: All right. I'll relay it.

CALLER:

DISPATCHER: I'll relay the information.

CALLER:

DISPATCHER: East corner of the 104th.

CALLER:

DISPATCHER: All right?

CALLER:

DISPATCHER: All right. Sir?

CALLER:

DISPATCHER: I'll send some -- I'll try to get somebody up there.

CALLER:

DISPATCHER: I'll try to get somebody up there.

CALLER:

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DISPATCHER: One. You're at One World Trade. Right?

CALLER:

DISPATCHER: I understand that. The Fire Department is there, sir.

CALLER:

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

RECORDER: Message Number 7 concludes at 0900 hours, 5 minutes and 53 seconds. Please stand by for Message Number 8, a telephone alarm, received on Channel 4. The message commences at 0900 hours, 14 minutes and 0 seconds.

DISPATCHER: Fire Department, Dispatcher 449. The address of the fire? Hello?

OPERATOR: Call –

CALLER:

DISPATCHER: Hello? Fire Department.

CALLER:

DISPATCHER: 88th floor, what building?

CALLER:

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DISPATCHER: Building 2?

CALLER:

DISPATCHER: On the 88th floor, any particular office room? I'm --

CALLER:

DISPATCHER: Northwest corner? And you're at Two World Trade. Right?

CALLER:

DISPATCHER: You seen any firemen, as of yet? They're there, but, they --

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: No, definitely do not head higher. But, it's the northwest corner.

CALLER:

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DISPATCHER: You're calling from your cell phone. Right?

CALLER:

DISPATCHER: From an office phone?

OPERATOR: Okay. The ANI-ALI number is, [identifying information redacted]? They don't really know the number to where they're at?

DISPATCHER: Oh, no problem. So, it's Two World Trade, 88th floor, the northwest corner?

OPERATOR: Right.

DISPATCHER: Okay –

OPERATOR: My ANI-ALI is coming up. The floor is 89.

DISPATCHER: All right. Stay with me for a minute.

CALLER:

DISPATCHER: All right. Sir, are you on the 89th, or 88th?

CALLER:

DISPATCHER: All right. So, where are you calling from now, though, the 89th, or the 88th?

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CALLER:

DISPATCHER: The 88th? All right. Hold on?

OPERATOR: Okay.

DISPATCHER: What? No, I'm sorry. All right. We're in the building. And we're going to go convey the information to the emergency guys.

CALLER:

DISPATCHER: All right.

U/M: Hey, where did everybody go?

RECORDER: Message Number 8 concludes at 0900 hours, 15 minutes and 39 seconds. Please stand by for Message Number 9, a telephone alarm, originally recorded on Bronx Master Tape 413, received on Channel 10. The message commences at 0900 hours, 27 minutes and 29 seconds.

DISPATCHER: Fire Department, Dispatcher 827. What's the address of the fire?

CALLER:

DISPATCHER: Uh-huh.

CALLER:

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DISPATCHER: Uh-huh.

CALLER:

DISPATCHER: Uh-huh.

CALLER:

DISPATCHER: Just stay where you're at.

CALLER:

DISPATCHER: Stay where you're at.

CALLER:

DISPATCHER: I don't know how long it's going to be, but, I suggest that you don't wander around that building.

CALLER:

DISPATCHER: Yes.

CALLER:

DISPATCHER: I'm going to let them know where you're at though.

CALLER:

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DISPATCHER: Number Two World, you're on the 88th floor on the northwest corner.
Right?

CALLER:

DISPATCHER: You have to just stay where you're at. I'm going to send somebody
over to get you.

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: Bye-bye.

RECORDER: Message Number 9 concludes at 0900 hours, 28 minutes and 17 seconds.
This reproduction is now concluded.