

FDNY 911 Calls Transcript – Fire – Part 6 9-11-01

WORLD TRADE CENTER

911 FDNY TELEPHONE CALLS

September 11, 2001

AUDIO

FIRE Part 6

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FDNY 911 Calls Transcript – Fire – Part 6 9-11-01

RECORDER: This is Fire Alarm Dispatcher, Carlos Sanchez of Fire Dispatch Operations. This will be a continuation of Citywide Job Number 5-38 which was originally recorded on September 11, 2001. The following will be a series of telephone alarms which were recorded on Bronx Master Tape Number 413.

RECORDER: Message number 0001-X was received on Channel Number 10, and the call commences at 0800 hours, 48 minutes and 36 seconds.

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

OPERATOR: Hello?

DISPATCHER: Yes.

OPERATOR: Yeah, Fire, this is 01690 in the (Unclear) Building. I have a caller on the line to the Trade Center, another call.

DISPATCHER: To the World Trade Center? This is the Bronx.

OPERATOR: Yeah, we're getting a lot of calls. We have a caller on the line. They can't get through to Manhattan, they're getting so many calls.

DISPATCHER: Go ahead.

OPERATOR: Go ahead, ma'am. You're still on the line? She hung up. Just -- we have it as an explosion. She just said there was a fire. That's all I know.

DISPATCHER: Okay.

OPERATOR: So we got a million calls on it.

DISPATCHER: Okay.

OPERATOR: Thank you.

DISPATCHER: Bye-bye.

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DISPATCHER: Message 0001-X concludes at 0800 hours, 49 minutes and 9 seconds.

RECORDER: Please stand by for message Number 0002-X received on Channel Number 10. The message commences at 0800 hours, 49 minutes and 32 seconds.

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

CALLER:

DISPATCHER: Yes, we have the call at the World Trade Center.

CALLER:

DISPATCHER: Okay.

OPERATOR: Thank you, ma'am. Thank you, Fire. 1690.

DISPATCHER: All right.

RECORDER: Message Number 0002-X concludes at 0900 hours, 49 minutes and 44 seconds.

Please stand by for Message Number 0003-X received on Channel Number 10. The message commences at 0800 hours, 54 minutes and 11 seconds.

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

OPERATOR: Okay, 827. I'm sorry I can't get through to Manhattan.

DISPATCHER: We have the one at the World Trade Center.

OPERATOR: Okay.

DISPATCHER: We have -- We have nothing but calls on that one.

OPERATOR: Okay.

DISPATCHER: Okay?

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RECORDER: Message Number 0003-X concludes at 0800 hours, 54 minutes and 22 seconds.

Please stand by for Message Number 0004-X received on Channel Number 10. The message commences at 0800 hours, 55 minutes and 18 seconds.

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

CALLER:

DISPATCHER: Miss, I can barely hear you.

CALLER:

DISPATCHER: Yes.

CALLER:

DISPATCHER: Uh-huh.

CALLER:

DISPATCHER: Okay, do you have the box number?

CALLER:

DISPATCHER: One second. Okay, what's your box number?

CALLER:

DISPATCHER: I could barely hear you.

CALLER:

DISPATCHER: Okay, go ahead.

CALLER:

DISPATCHER: 3-0-0?

CALLER:

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DISPATCHER: That's it, 3-0-0?

CALLER:

DISPATCHER: Okay, I don't have -- that's -- that's ah wait a minute, I'm sorry.

U/M: Okay, SB?

DISPATCHER: Yeah.

U/M: This is Marriot at the World Trade.

DISPATCHER: Where the explosion's at? Uh-huh. [long pause] One second, okay --
Okay, that's not a valid box number. Hello?

CALLER:

DISPATCHER: That's not a valid box number.

CALLER:

DISPATCHER: No.

CALLER:

DISPATCHER: What address do you have?

CALLER:

DISPATCHER: Okay. A plane just crashed into that building.

CALLER:

DISPATCHER: Yes.

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: Excuse me?

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CALLER:

DISPATCHER: Yes. They're there.

CALLER:

DISPATCHER: All right.

CALLER:

DISPATCHER: Bye-bye.

CALLER:

RECORDER: Message Number 0004-X concludes at 0800 hours, 57 minutes and 29 seconds.

Please stand by for Message Number 0005-X, received on Channel Number 9. The message commences at 0800 hours, 55 minutes and 45 seconds.

DISPATCHER: Fire 281. Where's the fire?

OPERATOR: 281?

DISPATCHER: Yeah.

OPERATOR: This is NYPD. I'm calling in regard to the plane crash at the World Trade.

DISPATCHER: What about it?

OPERATOR: I tried the -- No, I was trying to notify the Manhattan District, but there's no answer.

DISPATCHER: Well we're over there. We know that.

OPERATOR: Okay, but I have to know.

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RECORDER: Message Number 0005-X concludes at 0800 hours, 56 minutes and 5 seconds.

Please stand by for Message Number 0006-X, received on Channel Number 10. The message commences at 0900 hours, 0 minutes and 23 seconds.

DISPATCHER: Fire Department Dispatcher 822. What's the address?

OPERATOR: 822?

DISPATCHER: 827, 827.

CALLER:

OPERATOR: Go ahead, sir.

CALLER:

DISPATCHER: On the 103rd floor?

CALLER:

DISPATCHER: Okay. I'm number 827.

OPERATOR: 1176.

DISPATCHER: 827.

OPERATOR: All right.

RECORDER: Message Number 0006-X concludes at 0900 hours, 0 minutes and 49 seconds.

Please stand by for Message Number 0007-X, received on Channel Number 10. The message commences at 0900 hours, 2 minutes and 56 seconds.

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

OPERATOR: Okay, it's at -- given building as One World Trade Center.

DISPATCHER: Yes. There's -- Yes, I'm looking at it on TV right now.

OPERATOR: Yeah. Listen, we got people on the 104th floor, trapped. We've got numerous people up at that location.

DISPATCHER: Okay.

OPERATOR: Okay? At One World Trade Center.

DISPATCHER: All right.

OPERATOR: All right.

RECORDER: Message Number 0007-X concludes at 0900 hours, 3 minutes and 14 seconds.

Please stand by for Message Number 0008-X, received on Channel Number 10. The message commences at 0900 hours, 4 minutes and 40 seconds.

CALLER:

DISPATCHER: Fire Department Dispatcher 827.

CALLER:

DISPATCHER: I know.

CALLER:

DISPATCHER: Yes, we know. We know. The Fire Department's there.

CALLER:

DISPATCHER: Yes.

CALLER:

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DISPATCHER: 827.

CALLER:

OPERATOR: AC, what's your number again?

DISPATCHER: 8-- 827.

OPERATOR: 827?

DISPATCHER: Yes.

OPERATOR: Thank you

CALLER:.

RECORDER: Message Number 0008-X concludes at 0900 hours, 4 minutes and 59 seconds.

Please stand by for Message Number 0009-X, received on Channel Number 10. The message commences at 0900 hours, 5 minutes and 0 seconds.

DISPATCHER: Fire Department Dispatcher 827.

CALLER:

DISPATCHER: Yes, I think I know. The World Trade Center, right?

CALLER: .

DISPATCHER: Yes, I know. I know.

CALLER:

DISPATCHER: A plane, I know. A plane just crashed.

CALLER:

DISPATCHER: I know.

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CALLER:

DISPATCHER: I know. Yes, we know, we know. We know.

CALLER:

RECORDER: Message Number 0009-X concludes at 0900 hours, 5 minutes and 15 seconds.

Please stand by for Message Number 0010-X, received on Channel Number 10. The message commences at 0900 hours, 6 minutes and 51 seconds.

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

OPERATOR: 827. This is at the World Trade Center, sir. I have a woman that's hanging from the building from the northwest side of the One World Trade Center.

DISPATCHER: Do you know who this is? You called the Bronx.

OPERATOR: Yeah, I'm just saying, we can't get through to Manhattan at this -- at the moment.

DISPATCHER: She's hanging from where?

OPERATOR: From the -- She's hanging from the top of the One -- One World Trade Center on the no-- northwest side of the World Trade Center building.

DISPATCHER: Oh yeah? I'm 827.

OPERATOR: Okay.

RECORDER: Message Number 0010-X concludes at 0900 hours, 7 minutes and 20 seconds.

Please stand by for Message Number 0011-X received on Channel Number 9. The message commences at 0900 hours, 7 minutes and 18 seconds.

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

CALLER:

DISPATCHER: Right.

CALLER:

DISPATCHER: On the 103 floor?

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: Well how's the stairwell there?

CALLER:

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

CALLER:

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

CALLER:

DISPATCHER: On the 103 floor?

CALLER:

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

CALLER:

DISPATCHER: The south-- Which tower?

CALLER:

DISPATCHER: Tower One, southwest corner in an office.

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CALLER:

DISPATCHER: Okay. All right, I'm gonna get people up here now, okay?

CALLER:

DISPATCHER: Right. What phone number you calling from?

CALLER:

DISPATCHER: Okay, we'll get people up to you.

CALLER:

RECORDER: Message Number 0011-X concludes at 0900 hours, 8 minutes and 14 seconds.

Please stand by for message number 0012-X, which was received on Channel Number 10. The message commences at 0900 hours, 9 minutes and 50 seconds.

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

OPERATOR: 827? I'm PD 2035. We have a plane crash at World Trade.

DISPATCHER: At World Trade Center?

OPERATOR: Right

DISPATCHER: Yeah.

OPERATOR: I still have to notify you.

DISPATCHER: 827.

OPERATOR: Uh-huh.

RECORDER: Message Number 0012-X concludes at 0900 hours, 10 minutes and 4 seconds.

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Please stand by for message number 0013-X, received on Channel Number 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:

DISPATCHER: Uh-huh.

CALLER:

DISPATCHER: Uh-huh.

CALLER:

DISPATCHER: You stay where you're at.

CALLER:

DISPATCHER: Stay where you're at.

CALLER:

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

CALLER:

DISPATCHER: Yes.

CALLER:

DISPATCHER: I'm gonna let -- I'm gonna let them know where you're at though.

CALLER:

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

CALLER:

DISPATCHER: Just stay where you're at. I'm gonna send somebody over to get you.

CALLER:

DISPATCHER: Okay?

CALLER:

DISPATCHER: Bye-bye.

RECORDER: Message Number 0013-X concludes at 0900 hours, 28 minutes and 17 seconds.

Please stand by for message number 0014-X, received on Channel Number 10. The message commences at 0900 hours, 36 minutes and 17 seconds.

DISPATCHER: Fire Department Dispatcher 827.

CALLER:

DISPATCHER: What floor?

CALLER:

DISPATCHER: You're on 105?

CALLER:

DISPATCHER: Where you -- Where are you at in the building?

CALLER:

DISPATCHER: Yeah, where you at in the building?

CALLER:

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DISPATCHER: You're on the -- Which building are you in there?

CALLER:

DISPATCHER: What building are you at?

CALLER:

OPERATOR: He's in the Two World Trade Center.

DISPATCHER: He's in Two?

CALLER:

DISPATCHER: Yeah, 1 or 2?

CALLER:

DISPATCHER: Building Two, the 105th floor. How many people up there with you?

CALLER:

DISPATCHER: About 50?

CALLER:

DISPATCHER: All right. Do you know what corner of the building you're in?

CALLER:

DISPATCHER: The north?

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: All right, the north corner, on the 105th floor, right?

CALLER:

DISPATCHER: In Building Number Two?

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CALLER:

DISPATCHER: Okay, we'll get somebody up there for you.

CALLER:

DISPATCHER: 105th floor.

CALLER:

DISPATCHER: Yeah?

CALLER:

DISPATCHER: They'll be there soon, all right?

CALLER:

DISPATCHER: Listen, I can't, man. I got other people I gotta talk to also. All right?

OPERATOR: What you're number there?

DISPATCHER: 8-- 827.

OPERATOR: Thank you.

DISPATCHER: Listen, okay? Just stay where you're at. All right?

CALLER:

DISPATCHER: All right? They'll be up there.

CALLER:

DISPATCHER: Okay.

RECORDER: Message Number 0014-X concludes at 0900 hours, 37 minutes and 40 seconds.

Please stand by for message number 0015-X, received on Channel Number 10. The message commences at 0900 hours, 55 minutes and 4 seconds.

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DISPATCHER: Fire Department, Dispatcher 827.

CALLER:

DISPATCHER: Yes?

CALLER:

DISPATCHER: Uh-huh.

CALLER:

DISPATCHER: I wouldn't suggest you bust the window, ma'am.

CALLER:

DISPATCHER: I wouldn't. Okay, exactly where are you at? You're in Building Two, the 97th floor, what corner?

CALLER:

DISPATCHER: Southwest corner? How many people up there with you?

CALLER:

DISPATCHER: 6? Okay, ma'am, somebody'll come and get you.

CALLER:

DISPATCHER: Okay?

CALLER:

DISPATCHER: Yes, I'm gonna do it as fast as I can.

CALLER:

DISPATCHER: You're getting instructions?

CALLER:

DISPATCHER: Uh-huh?

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CALLER:

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DISPATCHER: Okay.

CALLER:

DISPATCHER: Okay, I'll get somebody over there to you now.

CALLER:

DISPATCHER: Okay.

CALLER:

RECORDER: Message Number 0015-X concludes at 0900 hours, 56 minutes and 1 second. This reproduction is now concluded. Fire Alarm Dispatcher Carlos Sanchez of Fire Dispatch Operations.