

FDNY 911 Calls Transcript – Fire – Part 8 9-11-01

WORLD TRADE CENTER

911 FDNY TELEPHONE CALLS

September 11, 2001

AUDIO

FIRE Part 8

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RECORDER: This is Investigator Gilbert, New York City Fire Department, Bureau of Investigations and Trials, making a cassette tape from Queens Master Tape 2494, originally recorded on September 11, 2001, the County of Queens, City of New York, State of New York, in conjunction with Citywide Job Number 05-38. Stand by for a series of messages. Please stand by for Message Number 1, phone alarm received on Channel 7. Message commences at 09:12:34.

DISPATCHER: Dispatcher 835. What's the address of the fire?

CALLER:

DISPATCHER: Okay, you're on the 106th floor, northwest corner --

CALLER:

DISPATCHER: -- of the World Trade Center?

CALLER:

DISPATCHER: Hold on, sir.

CALLER:

DISPATCHER: Sir, we're trying to get somebody --

CALLER:

DISPATCHER: We're trying to get somebody to you.

CALLER:

DISPATCHER: Hello. I'm still here. We're trying to get somebody up there to you.

CALLER:

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DISPATCHER: I said, we're trying to get someone upstairs to you, 106th floor, northwest corner, World Trade Center. Okay, now, is there a room number that you're in? Hello? Sir? Hello? Hello?

CALLER:

DISPATCHER: I think he's gone. Hello? Sir? Accounting Department. Is there a telephone number on there? Under ANI-ALI.

OPERATOR: Yes. I have -- What do I have on this ALI-ANI? I have call back [identifying information redacted].

DISPATCHER: Uh-huh.

OPERATOR: [identifying information redacted]

DISPATCHER: Uh-huh.

OPERATOR: [identifying information redacted]

DISPATCHER: [identifying information redacted]

OPERATOR: And that's the Windows of the World, One World Trade Center, 106th floor, and it says it's the northeast corner. That's what this ALI-ANI is saying to me.

DISPATCHER: He said he was the northwest corner.

OPERATOR: Right now he's saying that he's on the northwest corner, 106th floor.

DISPATCHER: Okay, [identifying information redacted]?

OPERATOR: [identifying information redacted].

DISPATCHER: Okay. Thank you. I'm gonna -- 835, 835.

OPERATOR: 1742.

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RECORDER: Message Number 1 concludes at 09:14:52. Please stand by for Message Number 2, phone alarm received on Channel 7. Message commences 09:17:48.

DISPATCHER: Fire Dispatcher 835. What's the address of the fire?

CALLER:

DISPATCHER: You're on the --

CALLER:

DISPATCHER: Okay, you're on the 88th floor.

CALLER:

DISPATCHER: Building Two, second building that got hit. Hold on. There's people trapped on the 88th floor of Building Two, the second building that got hit.

U/M: Did you put the message forward?

DISPATCHER: Yeah.

U/M: Okay, but I'm putting it through. Hold on please.

DISPATCHER: He wants to know what to do. Hold on. He wants to know what to do.
Sir?

CALLER:

DISPATCHER: Okay, I need you to stay in the office. Don't go into the hallway.

CALLER:

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DISPATCHER: They're -- They're coming upstairs. They are coming. They're trying to get upstairs to you. What's your telephone -- What's the telephone number there where you are?

CALLER:

DISPATCHER: [identifying information redacted]?

CALLER:

DISPATCHER: [identifying information redacted]

OPERATOR: And let me give you the ANI-ALI number. [identifying information redacted]

CALLER:

OPERATOR: [identifying information redacted]

CALLER:

DISPATCHER: Go ahead, PD? Go ahead.

OPERATOR: [identifying information redacted]

DISPATCHER: [identifying information redacted]?

OPERATOR: [identifying information redacted]

DISPATCHER: [identifying information redacted]

OPERATOR: [identifying information redacted] and my ANI-ALI is showing floor 89.

CALLER:

OPERATOR: You're on the 88th floor?

DISPATCHER: Okay, you're on the 88th floor of Building Two?

CALLER:

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DISPATCHER: Let me get this over to the Manhattan Dispatcher, sir. I'll call you right back. [identifying information redacted]?

CALLER:

DISPATCHER: Okay, I'll call you right back.

OPERATOR: Okay, sir, I'm gonna disconnect now.

DISPATCHER: Okay, 835.

CALLER:

OPERATOR: Okay.

RECORDER: Message Number 2 concludes at 09:19:16. Please stand by for Message Number 3, a phone alarm received on Channel 7. The message commences at 09:22:26.

DISPATCHER: Fire Department Dispatcher 835. What's the address of the fire?

OPERATOR: 835, PD 1742. This is on the World Trade Center. I gave this to another FD, but there's additional information.

DISPATCHER: Okay, did I just speak to you?

OPERATOR: No, I spoke to 865.

DISPATCHER: Okay. No, 835. It's the one there was people trapped on the 88th floor?

OPERATOR: No, these people are trapped on 106th floor.

DISPATCHER: 106th floor, the Accounting Department?

OPERATOR: Yeah, it sounded like he said the Accounting Department, and he said that it was the northwest corner.

DISPATCHER: Right, right, okay, you spoke to me.

OPERATOR: And they're facing New Jersey.

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DISPATCHER: The way -- okay, you spoke to me before.

OPERATOR: Oh, I talked to you?

DISPATCHER: Yeah, 835.

OPERATOR: I got so many numbers up here.

DISPATCHER: I know.

OPERATOR: Okay? So I just wanted to give the additional information that he's in the Accounting Department, sound like he said, on the 106th floor, northwest corner of the building, and the fire is below, but there's a bad smoke condition.

DISPATCHER: Okay. I put -- I put the message to Manhattan Dispatcher, additional information. I got another call from someone trapped on the 88th floor.

OPERATOR: Okay. Mine's is 106th -- about 100 people.

DISPATCHER: You said there's about 100 people?

OPERATOR: Right.

DISPATCHER: Accounting Department. About 100 or so people trapped on 106th floor, although fire is -- it's below them you said?

OPERATOR: Yeah, he said it's below them, but where they are that the condition is getting worse.

DISPATCHER: Below them. It is getting worse. Accounting Department. Side facing Jersey, right?

OPERATOR: Facing Jersey, uh-huh. Facing the Jersey side, he said.

DISPATCHER: Side.

OPERATOR: And that was One World Trade Center.

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DISPATCHER: Okay. If I get the message in Queens, I just send them into Manhattan.

We got -- we got units from Queens in Manhattan.

OPERATOR: In Manhattan? All right.

DISPATCHER: Okay. Which number was the number that was -- he gave us?
[identifying information redacted]?

OPERATOR: Yeah.

DISPATCHER: But you saw a different number on the ANI-ALI right?

OPERATOR: No, the number -- he didn't give a number. The number that I gave you
which is [identifying information redacted]--

DISPATCHER: Okay.

OPERATOR: -- was the ANI-ALI number.

DISPATCHER: What was your number again? I'm sorry.

OPERATOR: I'm 1742.

DISPATCHER: 1742?

OPERATOR: Right.

DISPATCHER: I'm 835. Thank you.

OPERATOR: Okay. You're welcome, bye.

RECORDER: Message Number 3 concludes at 09:25:33. Please stand by for Message
Number 4, a phone alarm, received on Channel 9. The message commences at 09:42:35.

DISPATCHER: Queens 358. This is -- this is Queens Fire Department.

U/M: Okay, ma'am, this is Nassau County Fire Department.

DISPATCHER: Go ahead, Nassau.

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U/M: All right. This is what I got -- I got this from Nassau County Police. I'm sure you guys know about this. On the 104th floor of the One World Trade Center, on the northwest corner.

DISPATCHER: 104th floor. Northwest corner. Of which building?

U/M: Of the -- of the One World Trade Center

DISPATCHER: One World Trade, go ahead.

U/M: Fifty people, trapped in the northwest corner.

DISPATCHER: Fifty people.

U/M: The floor is on fire.

DISPATCHER: The flooring is on fire.

U/M: Right.

DISPATCHER: You got it. 358.

U/M: Thank you.

RECORDER: Message Number 4 concludes at 09:43:12. Please stand by for Message Number 5, a phone alarm, received on Channel 8. The message commences at 10:20:01.

DISPATCHER: Queens Fire 317.

U/M: 317. Nassau Fire Number 30?

DISPATCHER: Yes.

U/M: Nassau 911 got another report of 45 employees stuck on the 97th floor.

DISPATCHER: On the 97th floor?

U/M: Right.

DISPATCHER: Of the Two World Trade Center?

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U/M: They said the World Trade Center. That's all I got.

DISPATCHER: Okay.

U/M: Okay?

DISPATCHER: All right. Thank you.

U/M: Bye-Bye.

RECORDER: Message Number 5 concludes at 10:20:33 hours. Please stand by for Message Number 6, a phone alarm, received on Channel 7. The message commences at 10:26:50.

DISPATCHER: Fire Department Dispatcher 835. What's the address of the fire?

U/M: Yeah, it's Nassau Operator 41.

DISPATCHER: Hi.

U/M: I just got a call from Nassau County Police. The number 108 Greenwich Street.

DISPATCHER: 108 Greenwich?

U/M: Right. People stuck on the 6th floor of the building.

DISPATCHER: Hold on. (To someone in the background) People are stuck at 108 Greenwich Street. It's in Manhattan, right? I got Nassau on this line, also.

U/M(in the background): Tell him it's not necessary for them to report that they were (unclear) first (unclear).

DISPATCHER: Hold on. You're on the phone with Nassau also. Hold on. I got -- Hello?

U/M: Yeah.

DISPATCHER: Hold on, I got Nassau also (unclear).

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U/W: Hi. Who am I speaki --

RECORDER: Message Number 6 concludes at 10:27:44. Please stand by for Message Number 8, a continuation of message number 7, received on Channel 9. The message commences at 10:27:44.

DISPATCHER: Hi. Who am I speaking to?

FIRE OPERATOR: This is Nassau County Fire Operator.

DISPATCHER: Okay we're on the line with one of your operations.

FIRE OPERATOR: Okay.

DISPATCHER: Looking – we're looking for equipment.

FIRE OPERATOR: Okay.

DISPATCHER: And there's one of our supervisors is handling, and I guess its one of your supervisors.

FIRE OPERATOR: Okay. I just got a called from the police next door that they had a call from 108 Greenwich Street.

DISPATCHER: Okay. 108 Greenwich. Go ahead.

FIRE OPERATOR: Right. People stuck in a building on the 6th floor.

DISPATCHER: Greenwich Street. 6th floor?

FIRE OPERATOR: Right. And that was all the information they were able to get.

DISPATCHER: Okay. No call back or anything?

FIRE OPERATOR: No, no call back.

DISPATCHER: Okay. 358 here.

FIRE OPERATOR: Okay. Thanks.

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DISPATCHER: Bye-bye.

RECORDER: Message Number 7 concludes at 10:28:22. This reproduction is now concluded by investigator Steven Gilbert, New York City Fire Department, Investigations and Trials.