

WORLD TRADE CENTER

911 FDNY TELEPHONE CALLS

September 11, 2001

AUDIO

FIRE Part 1

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FDNY 911 Calls Transcript – Fire – Part 1 9-11-01

RECORDER: This is a continuation of the channel-by-channel search regarding citywide Job No. 1-44, which was originally recorded on September 11, 2001, on Manhattan Master Tape 423.

Message 1 will consist of a series of phone alarms received on Channel 7. The message commences at 0800 hours, 47 minutes and 37 seconds.

DISPATCHER: Fire Department, Dispatcher 461. The address of the fire?

OPERATOR: Go ahead, ma'am.

CALLER:

DISPATCHER: Okay. You're on the 9th Floor?

CALLER:

DISPATCHER: Okay. You're on the 9th Floor?

CALLER:

DISPATCHER: Okay, ma'am. Just give me the phone number you are calling me from.

CALLER:

DISPATCHER: [identifying information redacted]

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CALLER:

DISPATCHER: All right, ma'am, we are on our way. Okay? 461.

CALLER:

OPERATOR: F.D. Hello?

CALLER:

[CALL ENDS AT 08:48:19]

[CALL BEGINS AT 08:48:28]

DISPATCHER: Fire Department 408.

CALLER:

DISPATCHER: Fire 461. The address of the fire? Fire Department.

[CALL ENDS AT 08:48:36]

[CALL BEGINS AT 08:49:00]

DISPATCHER: Hello, Fire 461.

CALLER:

DISPATCHER: Okay. What's the address?

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CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: Two World Trade Center or One?

CALLER:

DISPATCHER: What floor are you on?

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: Okay. You're not in the World Trade Center, are you?

CALLER:

DISPATCHER: You're not in the World Trade Center?

CALLER:

DISPATCHER: We are on our way sir. We are on our way. 461.

OPERATOR: Thank you.

[CALL ENDS AT 08:49:28]

[CALL BEGINS AT 08:49:47]

DISPATCHER: Fire 461. The address of the fire?

CALLER:

DISPATCHER: Are you in the World Trade Center?

CALLER:

DISPATCHER: Address Two World Trade Center or One?

CALLER:

DISPATCHER: Okay. What floor are you on?

CALLER:

DISPATCHER: Okay. Just stay on the 47th Floor, okay?

CALLER:

DISPATCHER: Just stay on the floor, okay? Don't leave. What's the phone number you're calling me from?

CALLER:

DISPATCHER: Just wait for instructions.

CALLER:

DISPATCHER: Just wait 'til - for instructions, okay? 461. We're -- the Fire Department is already there.

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CALLER:

DISPATCHER: Ma'am, yeah. If you can get out, then get out, but wait for instructions. There should be somebody telling you what to do.

CALLER:

[CALL ENDS AT 08:50:32]

[CALL BEGINS AT 08:50:38]

DISPATCHER: Fire 461. The address of the fire?

CALLER:

DISPATCHER: All right, listen. All right. Hold on one second, okay? All right, go ahead. Give me the – give me the address.

CALLER:

DISPATCHER: Give me the box.

CALLER:

DISPATCHER: You want to just help him on the radio or somebody? All right. What's the address?

CALLER:

DISPATCHER: All right. Do you know what terminal?

CALLER:

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CALLER:

DISPATCHER: What's the box number? Two? I mean the Terminal 2?

CALLER:

DISPATCHER: Okay. And give me the -- what's your alarm company?

CALLER:

DISPATCHER: And what's the phone number you are calling me from?

CALLER:

DISPATCHER: [identifying information redacted]

CALLER:

DISPATCHER: Okay. Hold on one second. What kind? It's an automatic? It's a Class
E, you said?

CALLER:

DISPATCHER: Do you know the subscriber?

CALLER:

DISPATCHER: All right. We are on our way, okay? 461.

[CALL ENDS AT 08:52:17]

[CALL BEGINS AT 08:52:40]

DISPATCHER: Fire 461.

CALLER:

DISPATCHER: The address of the fire? Fire Department.

CALLER:

DISPATCHER: Yeah, Fire Department.

CALLER:

DISPATCHER: Yeah, we are already there, ma'am, okay?

CALLER:

DISPATCHER: We're there. We're there. We got it.

CALLER:

OPERATOR: Give me your number.

DISPATCHER: 461, bye-bye. We got it okay, ma'am.

CALLER:

DISPATCHER: We have it.

OPERATOR: We have it. We're there already.

CALLER:

[CALL ENDS AT 08:53:02]

[CALL BEGINS AT 08:53:02]

DISPATCHER: Fire 461. The address of the fire?

CALLER:

DISPATCHER: Yeah. Fire Department.

CALLER:

DISPATCHER: Yeah. We're already there, okay?

CALLER:

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

CALLER:

[THE CALL ENDS AT 08:53:15]

[THE CALL BEGINS AT 08:53:24]

DISPATCHER: Fire 461. The address of the fire?

OPERATOR: 461. This is in the World Trade.

CALLER:

DISPATCHER: Hello?

CALLER:

DISPATCHER: Fire Department.

CALLER:

DISPATCHER: Okay, which one? One World or Two World?

CALLER:

DISPATCHER: Okay. You are on the 106th Floor?

CALLER:

DISPATCHER: Just give me the phone number you are calling me from, sir.

CALLER:

DISPATCHER: [identifying information redacted]

CALLER:

DISPATCHER: All right, 461. I'll have somebody come up to you, okay?

CALLER:

DISPATCHER: Yeah. We're going to get somebody up there as soon as we can. Just give a listen for what we – for what they tell you on the air, okay?

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CALLER:

DISPATCHER: Sir, if you can get out of the building, then get out of the building. If you can't, just remain there and somebody will get you.

CALLER:

DISPATCHER: All right?

CALLER:

DISPATCHER: Okay, sir. 461.

CALLER:

[THE CALL ENDS AT 08:54:32]

[THE CALL BEGINS AT 08:55:09]

DISPATCHER: Fire Department, Dispatcher 461. The address of the fire?

OPERATOR: 461, NYPD 1070.

DISPATCHER: What's up?

OPERATOR: Another call for the World Trade Center.

DISPATCHER: Okay. Do you have a floor number or anything?

OPERATOR: No, this lady was calling from the outside.

DISPATCHER: Okay. She was calling from the outside. We're there, all right?

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OPERATOR: Yeah, she's at – she's at 156 Chambers Street.

DISPATCHER: That's fine. We're there. If it's not a floor, we're there.

OPERATOR: No, she wasn't in the building.

DISPATCHER: Okay, we know about it.

OPERATOR: Right.

DISPATCHER: PD, we're there, thank you.

OPERATOR: Right.

[THE CALL ENDS AT 08:55:34]

[THE CALL BEGINS AT 08:55:46]

DISPATCHER: Fire Department 461. The address of the fire?

CALLER:

DISPATCHER: Ma'am, we are very busy. If it's not something very important, I have a fire at the World Trade Center.

CALLER:

DISPATCHER: What is it, ma'am?

CALLER:

DISPATCHER: Dial 911, ma'am. They can help you with that. I can't help you.

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CALLER:

DISPATCHER: Dial 911.

CALLER:

DISPATCHER: You're welcome.

[THE CALL ENDS AT 08:56:16]

[THE CALL BEGINS AT 08:56:25]

DISPATCHER: Fire Department, Dispatcher 461.

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: Listen, I can't take that right now. We have a major fire in the World Trade Center, okay? Just --

OPERATOR: Who is going to take this?

DISPATCHER: Go ahead. Give it to me, hurry up. Quick.

CALLER:

DISPATCHER: Okay. Roof's out for repairs. Thank you. 461.

[THE CALL ENDS AT 08:56:50]

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[THE CALL BEGINS AT 08:57:02]

DISPATCHER: Fire 461. The address of the fire?

OPERATOR: 461, 1365. It's someone trapped on 104th Floor in the World Trade Center.

DISPATCHER: Okay. 104th Floor, where?

OPERATOR: In the back room, it's 25 to 30 people.

DISPATCHER: All right.

OPERATOR: Okay?

DISPATCHER: We're on our way.

OPERATOR: All right.

DISPATCHER: Thank you.

[THE CALL ENDS AT 08:57:21]

[THE CALL BEGINS AT 08:27:29]

DISPATCHER: Fire 461. The address of the fire?

OPERATOR: 461? Okay, this is PD 1686 in Manhattan at the World Trade Center.

DISPATCHER: You got a floor?

OPERATOR: 83rd Floor. They're stuck. There's a lot of smoke.

DISPATCHER: Okay, 83rd Floor. Do you know whereabouts?

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OPERATOR: On the 83rd Floor. He didn't say where.

DISPATCHER: Okay, 83rd Floor.

OPERATOR: It has a lot of smoke.

DISPATCHER: You got it. We're on our way, PD.

OPERATOR: All right, 461. Thank you. Bye.

[THE CALL ENDS AT 08:57:48]

[THE CALL BEGINS AT 08:58:10]

DISPATCHER: Fire 461. The address of the fire?

CALLER:

DISPATCHER: Yes.

CALLER:

DISPATCHER: Yeah, we're already there, sir. Are you in the building?

CALLER:

DISPATCHER: Okay. We're already there. Do you need us at your location?

CALLER:

DISPATCHER: Okay, fine. We're already at the World Trade Center. Thank you.

CALLER:

DISPATCHER: Fire 461.

[THE CALL ENDS AT 08:58:29]

[THE CALL BEGINS AT 09:01:59]

DISPATCHER: Fire 461. Fire 461. Fire 461. The address of the fire?

OPERATOR: Okay, 461. Go ahead, ma'am.

CALLER:

DISPATCHER: Yeah. What floor are you on, ma'am?

CALLER:

DISPATCHER: Okay. Listen. Where are you on the 83rd Floor? Do you have a room number?

CALLER:

DISPATCHER: [identifying information redacted] How many of you?

CALLER:

DISPATCHER: Doesn't matter. There's a bunch of you up there?

CALLER:

DISPATCHER: Give me the phone number you're at.

CALLER:

DISPATCHER: P.D., ANI-ALI number, please.

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CALLER:

DISPATCHER: All right, ma'am, I'll have somebody up to you as fast as I can, okay?
461. Just stay there, okay?

CALLER:

DISPATCHER: Okay. Ma'am, listen for orders over the PA if they need ya, okay?

CALLER:

DISPATCHER: 461, P.D.

RECORDER: Message 1 concludes at 0900 hours. 2 minutes and 49 seconds. Please stand by for Message 2, a phone alarm received on Channel 7.

The message commences at 0900 hours, 22 minutes and 51 seconds.

DISPATCHER: Fire Department 818.

CALLER:

DISPATCHER: Four floors down?

CALLER:

OPERATOR: Ten floors down from the top.

CALLER:

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DISPATCHER: Okay. PD. This is 818.

CALLER:

RECORDER: Message 2 concludes at 0900 hours, 23 minutes and 21 seconds. Please stand by for Message 3, a phone alarm received on Channel 7. The message commences at 0900 hours, 25 minutes and 23 seconds.

DISPATCHER: This is Dispatcher 818.

CALLER:

DISPATCHER: On Floor Number 73?

CALLER:

DISPATCHER: Okay, just stay where you are. All right?

CALLER:

DISPATCHER: Okay, sir.

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CALLER:

DISPATCHER: Stay as low to the ground as you possibly can.

CALLER:

DISPATCHER: Okay? Floor Number 73.

CALLER:

DISPATCHER: 73 west side. You're in building One or Two?

CALLER:

DISPATCHER: Two, okay.

CALLER:

DISPATCHER: All right, but, I mean, that's all you can tell me. I mean, you can't --

CALLER:

DISPATCHER: All right, Floor Number 73 or --

CALLER:

DISPATCHER: Okay, we got you.

RECORDER: Message 3 concludes at 0900 hours, 26 minutes and 38 seconds. Please stand by for Message 4, a phone alarm received on Channel 7.

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The message commence at 0900 hours, 27 minutes and 34 seconds.

DISPATCHER: Fire Department, Dispatcher 818.

CALLER:

DISPATCHER: What floor are you on?

CALLER:

DISPATCHER: Floor Number 88, Building 2.

CALLER:

DISPATCHER: Do you have a heavy smoke condition?

CALLER:

DISPATCHER: Any windows open up there?

CALLER:

DISPATCHER: Break the windows. Break the windows.

CALLER:

DISPATCHER: Get the windows open. Everyone stay as low to the ground as possible.

We're on the way up there. You're on Floor Number 88 in Building 2.

CALLER:

DISPATCHER: Yes.

CALLER:

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DISPATCHER: Okay. We're all around the building. We're completely around the building. We're into the building now, okay? You're on Floor Number 88?

CALLER:

DISPATCHER: What is the phone number you are calling from?

CALLER:

DISPATCHER: [identifying information redacted] Okay. PD, this is Dispatcher 818.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: What do you have up there?

CALLER:

DISPATCHER: Is there any way to open it without breaking it?

CALLER:

DISPATCHER: I don't know. Bang on it with something?

CALLER:

DISPATCHER: In the center.

CALLER:

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DISPATCHER: The fire will blow out.

CALLER:

DISPATCHER: All right?

CALLER:

RECORDER: Message 4 concludes at 0900 hours, 28 minutes and 55 seconds. Please stand by for Message 5, a phone alarm received on Channel 7.

The message commences at 0900 hours, 29 minutes and 42 seconds.

DISPATCHER: Fire Department, Dispatcher 818.

CALLER:

DISPATCHER: Yes.

CALLER:

DISPATCHER: Yes.

CALLER:

DISPATCHER: Yes?

CALLER:

DISPATCHER: Floor Number 82 on Building Number 1?

CALLER:

DISPATCHER: What's the phone number you are calling from?

CALLER:

DISPATCHER: All right. PD, this is 818.

RECORDER: Message Number 5 concludes at 0900 hours, 30 minutes and 20 seconds. Please stand by for Message Number 6, a phone alarm received on Channel 7. The message commences at 0900 hours, 31 minutes and 50 seconds.

DISPATCHER: Fire Department Dispatcher 818.

OPERATOR: Hi, it's 2110. You got it coming in from Building Number 2 on the 97th Floor. People trapped.

DISPATCHER: 90 what floor?

OPERATOR: 97, on the west wing. About six people trapped at that location.

DISPATCHER: West wing. Building Two, all right, 818.

OPERATOR: 818, thank you.

RECORDER: Message 6 concludes at 0900 hours, 32 minutes and 10 seconds. Please stand by for Message 7, a telephone alarm received on Channel 7. The message commences at 0900 hours, 33 minutes and 51 seconds.

DISPATCHER: 818.

CALLER:

DISPATCHER: Yes.

CALLER:

DISPATCHER: How many people are on the floor with you?

CALLER:

DISPATCHER: Sir, just, sir, stay as low to the ground as you possibly can, okay?

CALLER:

DISPATCHER: Sir. We're in the building. We're on the way up there, okay?

CALLER:

DISPATCHER: 73 west side. We got you.

CALLER:

DISPATCHER: What office are you in?

CALLER:

DISPATCHER: What office are you in?

CALLER:

DISPATCHER: Okay. 818. Sir, we're on the way up.

RECORDER: Message 7 concludes at 0900 hours, 35 minutes and 12 seconds. Please stand by for Message 8, a phone alarm received on Channel 7.

The message commences at 0900 hours, 36 minutes and 42 seconds.

DISPATCHER: Fire 818.

OPERATOR: 818?

DISPATCHER: Yes.

OPERATOR: 1375.

DISPATCHER: Yeah.

OPERATOR: We have a caller. He's not on the line. States there's a male hanging out the World Trade Center, the window by the antenna tower.

DISPATCHER: Male hanging from the window at the antenna tower?

OPERATOR: Right.

DISPATCHER: Which building?

OPERATOR: Two World Trade Center.

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DISPATCHER: Two?

OPERATOR: Yes.

DISPATCHER: Okay, 818.

RECORDER: Message 8 concludes at 0900 hours, 37 minutes and 7 seconds. Please stand by for message 9, a phone alarm received on Channel 7. The message commences at 0900 hours, 39 minutes and 7 seconds.

DISPATCHER: Fire Department 818.

CALLER:

DISPATCHER: You're on Floor 105?

CALLER:

DISPATCHER: Okay, Floor 105. How many people up there with you?

CALLER:

DISPATCHER: Okay. Everyone just, all right, try to remain calm. Stay as low to the ground as possible, okay? Are there any windows open over there?

CALLER:

DISPATCHER: Break the windows. Everybody stay as low to the ground as possible.

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CALLER:

DISPATCHER: I understand that, sir. We're trying – we're

CALLER:

DISPATCHER: We are on the way up there, okay? PD, this is 818.

RECORDER: Message 9 concludes at 0900 hours, 39 minutes and 50 seconds. Please stand by for Message 10, a phone alarm received on Channel 7.

The message commences at 0900 hours, 41 minutes and 36 seconds.

DISPATCHER: Fire 818.

CALLER:

DISPATCHER: Floor Number 100?

CALLER:

DISPATCHER: Two World Trade. We're on the way up there. PD, this is 818.

RECORDER: Message 10 concludes at 0900 hours, 41 minutes and 50 seconds. Please stand by for Message 11, a phone alarm received on Channel 7.

The message commences at 0900 hours, 42 minutes and 14 seconds.

DISPATCHER: 818.

CALLER:

DISPATCHER: 104th Floor, north side of the World Trade?

CALLER:

DISPATCHER: We are on the way up there, okay?

CALLER:

DISPATCHER: We're on the way up there. PD, this is --

CALLER:

DISPATCHER: What building is he in?

CALLER:

DISPATCHER: Okay. All right. We have the 104th Floor. We're on the way up there.
PD, this is 818.

RECORDER: Message 11 concludes at 0900 hours, 42 minutes and 44 seconds. Please
stand by for Message 12, a phone alarm received on Channel 7.

The message commences at 0900 hours, 45 minutes and 10 seconds.

DISPATCHER: Fire 818. Fire 818.

OPERATOR: Okay, 818. This is 1690. He's on a cell phone. He says he's at the 105th
Floor at One World Trade Center, and he says it's a fire. I don't know if you can hear him. He's
breaking up.

CALLER:

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DISPATCHER: 105th Floor at number-- sir, hello?

CALLER:

DISPATCHER: You are on Floor 105?

CALLER:

DISPATCHER: In number One World Trade Center?

CALLER:

DISPATCHER: Hello?

CALLER:

DISPATCHER: Sir, we're on the way up there. Stay where you are, okay?

OPERATOR: You want his cell phone number? I have it.

DISPATCHER: No, no. PD, hold on. Sir, stay where you are, okay?

CALLER:

DISPATCHER: Sir, just stay where you are. We're on the way up there. Okay?

CALLER:

DISPATCHER: We know that. Stay where you are. PD, this is 818.

RECORDER: Message 12 concludes at 0900 hours and 46 minutes. Please stand by for Message 13, a phone alarm received on Channel 7.

The message commences at 0900 hours, 47 minutes and 18 seconds.

DISPATCHER: Fire 818.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: Right.

CALLER:

DISPATCHER: Uh-huh.

CALLER:

DISPATCHER: We know that, sir.

CALLER:

DISPATCHER: Right now we're doing everything humanly possible.

CALLER:

DISPATCHER: All right? We have all the floors.

CALLER:

DISPATCHER: Right. We --

CALLER:

DISPATCHER: We understand that.

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: Uh-huh.

CALLER:

DISPATCHER: Okay. We understand that, sir.

CALLER:

DISPATCHER: We have helicopters there, I believe.

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CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: All right.

RECORDER: Message 13 concludes at 0900 hours, 48 minutes and 41 seconds. Please stand by for Message 14, a phone alarm received on Channel 7.

The message commences at 0900 hours, 53 minutes and 11 seconds.

DISPATCHER: Fire 818.

CALLER:

DISPATCHER: Sir, we're on the way up there.

CALLER:

DISPATCHER: Okay, sir.

CALLER:

DISPATCHER: All right, sir. I need you to stay where you are, okay?

CALLER:

DISPATCHER: Okay, sir. Just stay where you are. We're on the way up there.

CALLER:

DISPATCHER: PD, 818.

OPERATOR: Okay, 1779. Thank you. Bye bye.

RECORDER: Message 14 concludes at 0900 hours, 54 minutes and 2 seconds. Please stand by for Message 15, a phone alarm received on Channel 7.

The message commences at 0900 hours, 54 minutes and 43 seconds.

DISPATCHER: 818.

OPERATOR: 818, this is PD 1712.

DISPATCHER: Yeah.

OPERATOR: The caller is not on the line, but this is in regard to the World Trade Center.

DISPATCHER: Yeah. Just give me the building and the floor.

OPERATOR: The caller stated One World Trade Center on the 86th Floor, Suite
[identifying information redacted]

DISPATCHER: Yeah.

OPERATOR: There was someone there with difficulty breathing.

DISPATCHER: Okay, thank you. 818.

RECORDER: Message 15 concludes at 0900 hours, 55 minutes and 10 seconds. Please
stand by for Message 16, a phone alarm received on Channel 7.

The message commences at 0900 hours, 56 minutes and 15 seconds.

DISPATCHER: 818.

CALLER:

DISPATCHER: You're on the 105 Floor?

CALLER:

DISPATCHER: Sir, we got you. Just stay where you are, all right?

CALLER:

DISPATCHER: We're on the way up there. Stay where you are, okay?

CALLER:

DISPATCHER: Sir, I understand that. Stay where you are. PD, this is 818.

OPERATOR: 818?

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DISPATCHER: Yeah.

OPERATOR: Okay.

RECORDER: Message 16 concludes at 0900 hours, 56 minutes and 35 seconds. Please stand by for Message 17, phone alarm received on Channel 7.

The message commences at 0900 hours, 57 minutes and 31 seconds.

DISPATCHER: Fire 818.

CALLER:

DISPATCHER: 92nd Floor, One World Trade Center.

CALLER:

DISPATCHER: Okay, sir. Stay where you are, okay? We have you.

CALLER:

DISPATCHER: Sir, stay where you are. We have you on the 92nd Floor, southwest corner. Stay where you are. PD?

OPERATOR:

DISPATCHER: Yeah.

CALLER:

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DISPATCHER: Sir, we - we have firemen in the building. They're making their way up now.

CALLER:

DISPATCHER: All right. No, we don't.

CALLER:

DISPATCHER: Yeah, give me your cell number.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: Go ahead.

CALLER:

DISPATCHER: Yeah.

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: Right.

CALLER:

DISPATCHER: Right.

CALLER:

DISPATCHER: Right.

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: Okay. We have you, sir, for the 92nd Floor, One World Trade Center.
Stay where you are, okay?

CALLER:

DISPATCHER: Sir, we - we're in the building, sir.

CALLER:

DISPATCHER: Sir, we're in the building, okay? Hello?

OPERATOR: Yes, yes, F.D.

DISPATCHER: Yeah. All right. This is 818.

OPERATOR: Okay, thank you, Fire.

RECORDER: Message 17 concludes at 0900 hours, 59 minutes and 25 seconds. Please stand by for Message 18, a phone alarm received on Channel 7.

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The message commences at 1000 hours, 5 minutes and 22 seconds.

DISPATCHER: 818.

OPERATOR: 818, (unclear). Go ahead, sir.

CALLER:

DISPATCHER: Office in the Hilton across the street?

CALLER:

DISPATCHER: And who is he?

CALLER:

DISPATCHER: He's a Lieutenant.

CALLER:

DISPATCHER: What floor is he on?

CALLER:

DISPATCHER: Do you have the cell phone number?

CALLER:

DISPATCHER: Okay. 8--

CALLER:

DISPATCHER: All right, we'll get someone over there. 818.

RECORDER: Message Number 18 concludes at 1000 hours, 6 minutes and 17 seconds. We are going to continue the channel-by-channel search with another series of phone alarms received on Channel 2. Message Number 1 will commence at 0800 hours, 51 minutes and 28 seconds.

DISPATCHER: Fire 328. What's the address?

OPERATOR: 328, Operator 1115. Go ahead, sir.

CALLER:

DISPATCHER: Fire Department. What's the address?

OPERATOR:

DISPATCHER: Yeah. What's the floor?

CALLER:

DISPATCHER: Okay. There appears to be a fire on the roof?

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: We're on the way.

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: What is the phone number you are calling from, sir? We got numerous calls coming in. I got to answer more calls.

CALLER:

DISPATCHER: Can you speed it up? What's your phone number?

CALLER:

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

CALLER:

OPERATOR: What's your number, Operator?

DISPATCHER: 328.

OPERATOR: Operator, 328. Ok, thank you.

[THE CALL ENDS AT 08:52:17]

[THE CALL BEGINS AT 08:52:17]

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

OPERATOR: 328, 1339 PD, World Trade Center Number One.

DISPATCHER: Okay, what's going on?

OPERATOR: Okay, she said a passenger airplane hit the World Trade Center above the 8-5 Floor, 85th Floor.

DISPATCHER: An airplane hit the building?

OPERATOR: Right:

DISPATCHER: Oh.

OPERATOR: It hit the Trade Center.

DISPATCHER: Oh, okay.

OPERATOR: You didn't get that?

DISPATCHER: You know what? I'm just getting it all now, okay.

OPERATOR: Oh, okay.

DISPATCHER: Get a lot of calls.

OPERATOR: We got a lot of calls.

DISPATCHER: Any call back on that?

OPERATOR: [identifying information redacted]

DISPATCHER: All right. I'm 328.

OPERATOR: Okay.

[THE CALL ENDS AT 08:52:56]

[THE CALL BEGINS AT 08:53:04]

DISPATCHER: Fire 328. What's the address?

CALLER:

DISPATCHER: Okay. What's going on?

CALLER:

DISPATCHER: What do you see, sir?

CALLER:

DISPATCHER: Okay. What is --

CALLER:

DISPATCHER: What's your phone number? Stay there and we will send somebody up.

What's your phone number?

CALLER:

DISPATCHER: What's your phone number there?

CALLER:

OPERATOR: [identifying information redacted]

DISPATCHER: [identifying information redacted]

CALLER:

OPERATOR: [identifying information redacted]

DISPATCHER: Okay, the Fire Department will be there in the building. They'll be there shortly, okay? Stay where you are.

[THE CALL ENDS AT 08:53:36]

[THE CALL BEGINS AT 08:53:41]

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

CALLER:

DISPATCHER: What floor are you on?

CALLER:

DISPATCHER: Okay. We're on the way. We're there, sir, okay? Stay where you are.

CALLER:

[THE CALL ENDS AT 08:53:59]

[THE CALL BEGINS AT 08:54:31]

OPERATOR: Can you hear me?

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DISPATCHER: Fire 328. What's the address?

OPERATOR: Okay, they just hung up. Caller says there's a fire in the World Trade.

DISPATCHER: What floor? What floor?

CALLER: Okay, he didn't say. I think he said on the top of the World Trade Center.

DISPATCHER: Okay, we're there. Thank you.

OPERATOR: Thank you.

[THE CALL ENDS AT 08:54:50]

[THE CALL BEGINS AT 08:54:51]

DISPATCHER: Fire 328.

CALLER:

OPERATOR: FD 348?

DISPATCHER: 328. What's the address, One World Trade?

CALLER:

DISPATCHER: You're on the 105th Floor?

CALLER:

DISPATCHER: Okay. We are in the building. Remain where you are, okay?

CALLER:

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DISPATCHER: Exactly. Don't go in the hall. Remain there. We'll be there shortly, okay? Remain there. We will be there shortly, okay?

CALLER:

DISPATCHER: 105th Floor.

[THE CALL ENDS AT 08:55:10]

[THE CALL BEGINS AT 08:55:17]

DISPATCHER: Fire 328.

OPERATOR: Fire 328, this is 1594. The caller said they were trapped on the 105th Floor of the World Trade Center.

DISPATCHER: Okay.

OPERATOR: He hung up. He didn't say what building or whatever.

DISPATCHER: That's okay. We know what it is.

OPERATOR: All right. Thanks.

[THE CALL ENDS AT 08:55:33]

[THE CALL BEGINS AT 08:55:33]

DISPATCHER: 328. What's the address?

OPERATOR: Sir? That's the Fire Department.

CALLER:

DISPATCHER: What floor are you on? Hello?

CALLER:

DISPATCHER: One World Trade, the 104th Floor?

CALLER:

DISPATCHER: Okay, thank you. Remain where you are, if you can. All right?

CALLER:

[THE CALL ENDS AT 08:55:50]

[THE CALL BEGINS AT 08:55:56]

DISPATCHER: Fire 328. What's the address?

CALLER:

DISPATCHER: We're there, thanks.

[THE CALL ENDS AT 08:56:04]

[THE CALL BEGINS AT 08:56:05]

DISPATCHER: Fire 328. What's the address?

OPERATOR: 328?

DISPATCHER: Yeah.

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OPERATOR: Hi, this is 1751. Okay, a female complainant just called and stated something hit the World Trade Center, a huge explosion.

DISPATCHER: Okay, we're there.

OPERATOR: Thank you.

[THE CALL ENDS AT 08:56:18]

[THE CALL BEGINS AT 08:56:30]

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

OPERATOR: Yeah, 328. This is Cashin, Port Authority. You're aware of the Trade Center incident?

DISPATCHER: Yeah, we're on the scene there.

OPERATOR: Right.

DISPATCHER: Okay.

OPERATOR: Thank you.

DISPATCHER: Thank you.

[THE CALL ENDS AT 08:56:44]

[THE CALL BEGINS AT 08:56:47]

DISPATCHER: Fire 328.

CALLER:

DISPATCHER: Fire Department. What's your address?

CALLER:

DISPATCHER: Two World Financial?

CALLER:

DISPATCHER: We're there, ma'am.

CALLER:

DISPATCHER: Okay?

CALLER:

DISPATCHER: All right.

[THE CALL ENDS AT 08:57:10]

[THE CALL BEGINS AT 08:57:11]

DISPATCHER: Fire 328. What's the address?

CALLER:

DISPATCHER: What floor are you on?

CALLER:

DISPATCHER: Put something by the door to block the smoke. Try to remain where you are, okay? Hello?

OPERATOR: Did you hear her, sir?

DISPATCHER: Hello?

OPERATOR: She said put something by the door to block the smoke from coming in and stay where you are.

DISPATCHER: He left the phone. All right, PD. Do you have a number? What's the number you got there?

OPERATOR: The number? Oh, his call back. [identifying information redacted]

DISPATCHER: All right, thank you.

OPERATOR: [identifying information redacted]

DISPATCHER: Okay. Bye.

OPERATOR: Thank you, (unclear).

[THE CALL ENDS AT 08:57:57]

[THE CALL BEGINS AT 08:58:09]

OPERATOR: I don't know what's going on. All I know is that it crashed into there, and they called in with explosion.

DISPATCHER: At the World Trade Center, right?

OPERATOR: Yes.

DISPATCHER: Okay, we're there.

CALLER:

DISPATCHER: Unconfirmed at this time, but we're there. Okay.

CALLER:

OPERATOR: F.D., what's your number?

DISPATCHER: 328.

OPERATOR: Thank you.

[THE CALL ENDS AT 08:58:28]

[THE CALL BEGINS AT 08:58:29]

DISPATCHER: Fire 461.

CALLER:

OPERATOR: Okay. Fire Department, your number?

DISPATCHER: 328. What's the address?

OPERATOR: Okay, I'm 1430. This is at the World Trade Center. People are trapped. I have a caller on the line.

SUPERVISOR: This line is open.

DISPATCHER: What floor are you on?

OPERATOR: They're not answering.

DISPATCHER: What floor, ma'am?

OPERATOR: They're not answering.

DISPATCHER: Okay. Who is that?

OPERATOR: Tell FD what floor.

SUPERVISOR: Okay, New York, this is the supervisor for Hudson County 911. We have the open line. They are not responding.

DISPATCHER: You have a call, but no one answering you, okay? All right. We can't do any better than that. Okay, if they call back, we'll get the information.

SUPERVISOR: Okay, I'm gonna --

OPERATOR: Do you know the phone number they were calling from, ma'am?

DISPATCHER: Call back, okay?

CALLER:

DISPATCHER: All right, that's good enough. Thank you. Thanks very much, ma'am.

OPERATOR: 1430.

DISPATCHER: 328.

OPERATOR: [identifying information redacted]

DISPATCHER: [identifying information redacted]

OPERATOR: Okay. Let me put you in with the ambulance--

[THE CALL ENDS AT 08:59:26]

[THE CALL BEGINS AT 08:59:37]

DISPATCHER: Fire Department 328. Fire Department 328.

OPERATOR: This is Verizon Operator 2764. We have a hundred people trapped on the 105th Floor of the One World Trade Center.

DISPATCHER: Okay.

OPERATOR: Fire above. They want to know if they should evacuate.

DISPATCHER: I believe they should remain where they are. If they can put something to block the smoke from coming in under the door, because we are in the building, and the hallways are filled with smoke. They should not go in the hallway.

OPERATOR: Okay.

DISPATCHER: All right?

OPERATOR: They've already started breaking the windows. They are panicking on that floor.

DISPATCHER: I understand, ma'am. We're doing the best that we can. Okay?

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OPERATOR: All right.

DISPATCHER: Thank you.

[THE CALL ENDS AT 09:00:16]

[THE CALL BEGINS AT 09:00:21]

DISPATCHER: Fire Department 328. What is the address? Fire Department. Hello?
Fire Department 328.

OPERATOR: 328, this is PD 1724 calling in regards to the World Trade.

DISPATCHER: Is there someone on the line?

OPERATOR: No, they hung up.

DISPATCHER: Was he calling –

OPERATOR: No, he was calling from the pier. He seen a single engine plane hit the
building.

DISPATCHER: Okay.

OPERATOR: That's all he said.

DISPATCHER: Okay.

OPERATOR: And he got disconnected.

DISPATCHER: No problem.

[THE CALL ENDS AT 9:00:52]

[THE CALL BEGINS AT 09:00:53]

DISPATCHER: Fire Department 328.

OPERATOR: Hello, caller's on the line.

DISPATCHER: Hello, caller? Hello, caller?

OPERATOR: He said on the 106th Floor. There is a lot of smoke. He needs to know what to do.

DISPATCHER: Tell him to remain where he is. We will send someone up, okay?

OPERATOR: Okay.

DISPATCHER: All right. Thank you.

[THE CALL ENDS AT 09:01:14]

[THE CALL BEGINS AT 09:01:21]

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

CALLER:

DISPATCHER: All right. Please put a towel by the door to block the smoke and stay where you are. We're sending people upstairs. The Fire Department is coming upstairs, all right?

CALLER:

DISPATCHER: I don't know what to tell you about that, sir.

CALLER:

DISPATCHER: Excuse me?

CALLER:

DISPATCHER: Hold on a second, okay? (Call transferred).

[THE CALL ENDS AT 09:01:48]

DISPATCHER: Fire 408. Where's the fire? [408 picks up call on 328 line at 09:02:02]

[THE CALL BEGINS AT 09:02:05]

DISPATCHER: Fire 328.

CALLER:

DISPATCHER: Fire Department 328.

CALLER:

DISPATCHER: Okay. We have Fire Department personnel heading upstairs to rescue persons - people in the building. Okay?

CALLER:

DISPATCHER: Okay.

CALLER:

DISPATCHER: There are no firefighters here. We are civilians.

CALLER:

DISPATCHER: You do what you think is best. No, cannot do that. We are getting millions - millions of calls, sir. All I can say to do is stay near window, stay low, put a towel by the door.

CALLER:

DISPATCHER: Okay. If you feel that your life is in danger, do what you must do, okay?

CALLER:

DISPATCHER: I can't give you any more advice than that.

CALLER:

DISPATCHER: Just remain calm, okay? We will be there shortly. We are in the building.

CALLER:

DISPATCHER: I'm trying my best, too. We've got a lot of calls coming in.

CALLER:

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DISPATCHER: I'm trying to get that, too, all right? As soon as I can, I'll get back to you.

CALLER:

[THE CALL ENDS AT 09:03:11]

[THE CALL BEGINS AT 09:03:11]

DISPATCHER: Fire Department 328.

OPERATOR: Hello. Hello. Hello, ma'am?

DISPATCHER: Fire Department.

OPERATOR: Stay on the line. Fire Department is on the line.

DISPATCHER: What floor are you on?

CALLER:

DISPATCHER: Sixth Avenue and Spring Street?

CALLER:

DISPATCHER: What's going on there?

CALLER:

DISPATCHER: Oh, yeah. We're there, ma'am.

CALLER:

DISPATCHER: We're there. Thank you. Bye.

CALLER:

[THE CALL ENDS AT 09:03:32]

[THE CALL BEGINS AT 09:03:33]

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

OPERATOR: It's the World Trade Center. Sir, you got the Fire Department on the line.

CALLER:

DISPATCHER: Fire Department. Hello? What is the location?

CALLER:

DISPATCHER: Okay. The Fire Department is there. Okay?

CALLER:

DISPATCHER: We're on the scene.

CALLER:

OPERATOR: Thank you, sir.

[THE CALL ENDS AT 09:04:05]

[THE CALL BEGINS AT 09:04:21]

DISPATCHER: Fire Department 328.

CALLER:

DISPATCHER: Fire Department. What is the address?

CALLER:

DISPATCHER: One World Trade Center. Where are you?

CALLER:

DISPATCHER: 89?

CALLER:

DISPATCHER: 89th Floor? All right. Remain in the location you are. Put something by the door to block the smoke, and we'll be there shortly. Okay?

CALLER:

DISPATCHER: Can you block the door, the bottom of the door with the smoke. Can you put something there? Some kind of clothing or something or a towel?

CALLER:

DISPATCHER: Okay. Try that. All right? Bye.

CALLER:

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[THE CALL ENDS AT 09:04:50]

[THE CALL BEGINS AT 09:04:57]

CALLER:

DISPATCHER: Fire Department 328.

CALLER:

DISPATCHER: Uh-huh. And you saw a plane go into the building?

CALLER:

DISPATCHER: Okay. What's the phone number that you are calling from?

CALLER:

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

[THE CALL ENDS AT 09:05:22]

RECORDER: This concludes Side Number 1. Please turn tape over to Side No. 2 for continuation of the channel-by-channel search regarding citywide Job No. 1-44.