

CALLER

REMOVED

Joey Yearous- Algozin

Caller: 911: OK, and you've been looking for her for the past hour?

Caller: 911: What was she wearing whenever you put her back in bed?

Caller: 911: Have you been outside checking the area?

Caller: 911: Have you called your mother?

Caller: 911: Do you have a phone number for her?

Caller: 911: 8295?

Caller: 911: And what is her name?

Caller: 911: [identifying information redacted]

Caller: 911: Well, do you want to call her real quick and then just call me back right back so I know what's going on, OK?

Caller: 911: Alright.

Caller: 911: 911, what is your emergency?

Caller: 911: Hello?

Caller: 911: OK, what do you mean?

Caller: 911: At Safeway, sir?

Caller: 911: Was somebody shot there, sir?

Caller: 911: OK, which way did he run?

Caller: 911: Can you describe him?

Caller: 911: What color was the hoodie?

Caller: 911: OK, the injured, did you say [identifying information redacted]?

Caller: 911: OK, and there's other people that are injured?

Caller: 911: Oh my God.

Caller: 911: 911, what is your emergency?

Caller: 911: I'm sorry? Your daughter...

Caller: 911: Your daughter is missing. What is your address?

Caller: 911: How old is your daughter?

Caller: 911: How long has she been missing?

Caller: 911: I am not familiar with what happened last night, what happened last night?

Caller: 911: OK, do you know who this was?

Caller: 911: Do you know any idea why they were threatening to take his daughter?

Caller: 911: What is your name?

Caller: 911: Phone number?

Caller:

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Algozin

911: 911, what is your emergency?

Caller:

911: What's going on?

Caller:

911: Pardon?

Caller:

911: What's going on?

Caller:

911: Hello?

Caller:

911: I have the, but what's going on? Hello? Do you need ambulance or police?

Caller:

911: I know, but do you need police?

Caller:

911: I know, do you need police?

Caller:

911: OK.

Caller:

911: What, what's going on there?

Caller:

911: Oh my God, oh my God, I just lost contact...

911: 911, do you need police fire or ambulance?

Caller:

911: OK sir, let me transfer you.

Caller:

911: Sir, where are you at, at Oakdale Road, what's a cross street or an address?

Caller:

911: Is there another number?

Caller:

911: [inaudible]

Caller:

911: Is he actually laying in the roadway?

Caller:

911: Are you right by him now?

Caller:

911: And do you feel comfortable going up to him?

Caller:

911: OK, can you find out if he's awake?

Caller:

911: How old is he?

Caller:

911: OK, I can give you instructions to try to help him but you have to be right with him.

Caller:

911: Is he breathing?

911: 911, what's your emergency?

Caller:

911: OK, where is your address?

Caller:

911: 45?

Caller:

911: OK, how old?

Caller:

911: Ma'am, how old? I need you to calm down.

Caller:

911: When was the last time you saw him?

Caller:

911: Is it a male or female?

Caller:

911: A girl?

Caller:

911: OK, you saw her this morning around 6:30?

Caller:

911: When was the last time, that was the last time you saw
her was at 6:30 this morning?

Caller:

911: Were the doors open or anything?

Caller:

911: Were they locked?

Caller:

911: OK, do you live with her father?

Caller:

911: Who is her father?

Caller:

911: OK, and you've been looking for her for the past hour?

Caller:

911: What was she wearing whenever you put her back in bed?

Caller:

911: Have you been outside checking the area?

Caller:

911: Have you called your mother?

Caller:

911: Do you have a phone number for her?

Caller:

911: 8295?

Caller:

911: And what is her name?

Caller:

911: [identifying information redacted]?

Caller:

911: Well, do you want to call her real quick and then just
call me back right back so I know what's going on, OK?

Caller:

911: Alright.

Caller:

911: 911, what is your emergency?

Caller:

911: Hello?

Caller:

911: OK, what do you mean?

Caller:

911: At Safeway, sir?

Caller:

911: Was somebody shot there, sir?

Caller:

911: OK, which way did he run?

Caller:

911: Can you describe him?

Caller:

911: What color was the hoodie?

Caller:

911: OK, the injured, did you say [identifying information redacted]?

Caller:

911: OK, and there's other people that are injured?

Caller:

911: Oh my God.

911: 911, what is your emergency?

Caller:

911: I'm sorry? Your daughter...

Caller:

911: Your daughter is missing. What is your address?

Caller:

911: How old is your daughter?

Caller:

911: How long has she been missing?

Caller:

911: I am not familiar with what happened last night, what happened last night?

Caller:

911: OK, do you know who this was?

Caller:

911: Do you know any idea why they were threatening to take his daughter?

Caller:

911: What is your name?

Caller:

911: Phone number?

Caller:

911: OK, so no one has seen your daughter since 2:30 this morning?

Caller:

911: And you say she is handicapped?

Caller:

911: OK, she has one leg and it is partially amputated?

Caller:

911: So, prosthetic leg was taken with her?

Caller:

911: OK. And you don't have any idea at all...

Caller:

911: OK, OK, did you talk to your boss about it?

Caller:

911: OK, do you think that he knows?

Caller:

911: OK, and you said 21 25th Ave. Northwest?

Caller:

911: OK, 21 21st Ave.

911: OK. Hold on just a sec.

Caller:

911: OK, I see it now. I wasn't finding the call. OK.

Caller:

911: OK, we are getting the police out there, if you find out anything at all in the meantime before we get the officer out there, call me back and it would help us as far as finding your daughter.

Caller:

911: 911, what is the exact location of your emergency?

Caller:

911: OK, ma'am, your cell phone cut out, what's the address again?

Caller:

911: The emergency is at 7 Ware Street, right?

Caller:

911: What's the phone number you're calling me from?

Caller:

911: Alright, tell me exactly what happened.

Caller:

911: You think they might have been breaking in?

Caller:

911: So you're saying you think the possibility might have been there? What do you mean by barged in? You mean they kicked the door in?

Caller:

911: How did they open the door itself with the lock?

Caller:

911: And what do the suitcases have to do with anything?

Caller:

911: Do you know what apartment they broke into?

Caller:

911: [inaudible] guy or Hispanic?

Caller:

911: Are they still in the house?

Caller:

911: Were they white, black or Hispanic?

Caller:

911: OK, are you standing outside?

Caller:

911: Alright, the police are on the way, you can meet them
when they get there. What's your name?

Caller:

911: Alright, we're on the way.

Caller:

911: 911, what's your emergency?

Caller:

911: OK, do you have an address where that's at?

Caller:

911: Fifty-three sixteen Bourquin?

Caller:

911: How do you spell that street name, sir?

Caller:

911: OK, you said it was five to six Latin males?

Caller:

911: All of them had guns?

Caller:

911: OK, and the black guy, it was just the one black guy?

Caller:

911: OK, and he had his hands tied up?

Caller:

911: Behind him, or...

Caller:

911: Alright sir, did you wanna leave your name?

Caller:

911: Alright sir, we'll have someone get out there, OK?

Caller:

911: Thank you.

911: 911.

Caller:

911: What's the problem?

Caller:

911: 8117 College Park Drive, that's a house?

Caller:

911: OK, so you saw this black male on a bike with a hooded
sweatshirt and gloves on and he was on a bike?

Caller:

911: OK, hold on just a sec, hold on.

Caller:

911: 31 and 23.

Caller:

911: He's going over?

Caller:

911: OK, are you able to get a hold of her or no?

Caller:

911: OK, well then, then...

Caller:

911: OK, but I'm, I'm not sure if it's...

Caller:

911: Ma'am.

Caller:

911: OK, what's going on?

Caller:

911: What?

Caller:

911: They're on their way.

Caller:

911: OK, do you see her?

Caller:

911: Who's in the room?

Caller:

911: How, what do you mean they're dead?

Caller:

911: OK, what are you seeing? What are you seeing?

Caller:

911: They're in the bed.

Caller:

911: OK, then you need to go outside.

Caller:

911: Will someone find a canine?

Caller:

911: Are they done?

Caller:

911: 911, do you need police or paramedics?

Caller:

911: What's the address?

Caller:

911: Why do you think...

Caller:

911: OK.

Caller:

911: Hold on, OK? And what's their address where you think
this is happening?

Caller:

911: Their's is 500 PCH?

Caller:

911: Did you hear the shooting?

Caller:

911: And it's at what salon?

Caller:

911: I know, but what's, what's the unit number?

Caller:

911: OK, what is the name of the salon?

Caller:

911: And a...

Caller:

911: OK, listen.

Caller:

911: And how many shots did you hear?

Caller:

911: OK. And how many shots have you heard?

Caller:

911: Ma'am?

Caller:

911: How many shots have you heard?

Caller:

911: And who, do you know who it is?

Caller:

911: OK, and do you know? Listen, listen, listen, OK? You need to answer my questions, OK?

Caller:

911: Do you know who the shooter is?

Caller:

911: OK, is there any way I could talk to her?

Caller:

911: It's very important that I talk to her.

Caller:

911: OK, it's very important. Do you know his name?

Caller:

911: [identifying information redacted].

Caller:

911: [identifying information redacted].

Caller:

911: OK. OK, hold on one second. And you don't know his, is he a male, white, black, Hispanic, Asian?

Caller:

911: Is it a male white, black, Hispanic, Asian?

Caller:

911: How old is he do you think, about? Ma'am?

Caller:

911: How old is he?

Caller:

911: Yeah, you guys need to shut the doors and hide somewhere, OK?

Caller:

911: OK. He's 45. What color is his hair?

Caller:

911: I'm sorry, what color is his hair? Excuse me?

Caller:

911: Listen, we already have everybody on the way, but just so we can find out who he is and what he looks like, I need you to concentrate and answer my questions, OK?

Caller:

911: So we can figure out if we have the right person. What color is his hair?

Caller:

911: Blonde hair.

Caller:

911: OK. Now, do you remember what he was wearing?

Caller:

911: He possibly just drove away? Did you see what kind of car he was driving? Ma'am?

Caller:

911: Did you see what kind of car he was driving?

Caller:

911: OK. They're on their way.

Caller:

911: I just want to confirm an address of 500 Coast Highway. And this is Suite or Unit 100.

Caller:

911: OK, did you see what kind of vehicle he left in?

Caller:

911: OK, thank you very much. Bye-bye.

Caller:

911: 911, where's your emergency?

Caller:

911: What's the problem?

Caller:

911: What's the problem there?

Caller:

911: What's wrong with your friend?

Caller:

911: What's the problem with your friend?

Caller:

911: What's the problem with your friend, I need to know.

Caller:

911: Who has the gun?

Caller:

911: 241 Rockrimmon Road. They're saying someone has a gun
and trying to kill somebody.

Caller:

911: They're on their way, but I need you to give me more
information, who's doing this?

Caller:

911: Who has the guns?

Caller:

911: What's the problem there?

Caller:

911: I need you to talk to me, I need you to calm down. Why
do you need somebody there?

Caller:

911: What is the problem?

Caller:

911: Who's killing your friend?

Caller:

911: Oh, your chimpanzee is killing your friend?

Caller:

911: There is someone on the way.

Caller:

911: The monkey is beating up on somebody.

Caller:

911: OK, OK, I need you to...

Caller:

911: Where are you, outside?

Caller:

911: What is going on? What is the monkey doing? Tell me
what the monkey is doing.

Caller:

911: He ripped her face off?

Caller:

911: OK, I need you to calm down, a little bit. They're on
their way. Can you put yourself away? I want...

Caller:

911: They're on their way, ma'am.

Caller:

911: Ma'am, ma'am, I need you to calm down. They're already
on their way.

Caller:

911: I know, where, how?

Caller:

911: Is your monkey still with your friend, or is your
friend still on the floor?

Caller:

911: I need you to, ma'am, are you there with your friend?

Caller:

911: Ma'am, I need you to calm down, so you can help your friend, OK?

Caller:

911: Are you there with your friend? I need you to help me with your friend, OK? Are you there with your friend?

Caller:

911: Are you there with your friend?

Caller:

911: Are they, you there with your friend? I need you to help your friend. Can you go help your friend?

Caller:

911: Is he still there with your friend?

Caller:

911: OK, so then back of there. Don't get any closer, OK? They're already on their way.

Caller:

911: If the monkey moves away from your friend, let me know, OK? So we can try to help your friend.

Caller:

911: Why are you saying that she's dead?

Caller:

911: He ripped what apart, her face?

Caller:

911: He ripped her apart.

Caller:

911: No, no, no, just breathe, OK. I'm going to stay with you on the phone until they get there.

Caller:

911: They're on their way. Ma'am, I need you to calm down now, OK? I don't want you to say anything, OK? Do me a favor, breathe.

Caller:

911: Just breathe, just breathe. I'm going to stay with you on the phone, OK?

Caller:

911: They're already on their way, just breathe.

Caller:

911: I know, OK. I need you to calm down a little bit. I know it's hard, but I want you to breathe.

Caller:

911: They're on their way. I have a lot of officers already going on the way and I have a medic going, OK?

Caller:

911: Just, they're on their way, OK? They're going as fast as they can.

Caller:

911: I need you to breathe for me, OK?

Caller:

911: Yes.

Caller:

911: They're on their way. I have a lot of units going your way as fast as they could get there, OK?

Caller:

911: Where is the monkey now? Is he still with your friend?

Caller:

911: Where is the monkey now?

Caller:

911: He's outside?

Caller:

911: Is your friend also outside?

Caller:

911: OK, I have the police, the fire department, and the medics on the way, OK?

Caller:

911: Where are they outside? On your driveway?

Caller:

911: I'm listening to you. I'm listening to you.

Caller:

911: Is the monkey still there with your friend?

Caller:

911: OK, is the monkey still there with your friend?

Caller:

911: OK.

Caller:

911: They're coming, they're coming your way. I even have an engine going your way and a medic going your way.

Caller:

911: They're going as fast as they can, OK?

Caller:

911: Is this your monkey, or whose monkey is it?

Caller:

911: It's your monkey?

Caller:

911: How, how, do you know how big, heavy...

Caller:

911: 400?

Caller:

911: 200 pounds.

Caller:

911: And he's a chimp, correct?

Caller:

911: They're going your way. They're going as fast as they can your way, OK?

Caller:

911: Is the monkey still by your friend, or can you get close to your friend?

Caller:

911: He's eating her?

Caller:

911: OK, I need you to calm down for me. I know it's hard, OK? I know it's hard, but they're going as fast as they can your way, OK?

Caller:

911: I know, I know. It's OK. They're going your way, OK? They're going out as fast as they can. They'll be there momentarily.

Caller:

911: I need you to do me favor, OK? Don't get close at all to the monkey. I know he's yours, but don't. I don't want you to get close to him, OK? Stay as far as you can from him.

Caller:

911: They're coming, they're all coming. I have almost everybody going your way.

Caller:

911: Do you know how old the person, your friend is? How old is your friend?

Caller:

911: How old, how old is she though?

Caller:

911: How old is she?

Caller:

911: She's 50?

Caller:

911: OK, what's your name? I need your name.

Caller:

911: I need you to calm down for me, OK? I know it's hard,

but I need you to calm down.

Caller:

911: I know, I know. What's your name?

Caller:

911: What's your name?

Caller:

911: [identifying information redacted]? OK, [identifying information redacted]. [identifying information redacted], I know it's hard, OK, but I need you to breathe for me, OK? The last thing I want is for you to faint.

Caller:

911: Just breathe.

Caller:

911: They're, [identifying information redacted], they're on their way, OK?

Caller:

911: [identifying information redacted], just breathe for me, OK?

Caller:

911: OK, [identifying information redacted].

Caller:

911: They will. [identifying information redacted], we have the fire department close by, OK. So as soon as the police get there the fire department is going to move in, OK.

Caller:

911: The fire department can't move in yet, but as soon as the police officers...

Caller:

911: OK.

Caller:

911: They will. I already, we already [inaudible] put it here on the note, so all the officers going your way know. So...

Caller:

911: Do me a favor, there is a police officer out there already...

Caller:

911: Nope, do me a favor, stay in your car, stay in your car. I don't want you to leave your car. Stay in your car, OK?

Caller:

911: You're going to see the police officer start approaching. Stay in your car, whatever you do stay in your car, OK?

Caller:

911: Just breathe.

Caller:

911: They, they will. Just do me a favor and don't leave the car. Stay in your car, OK?

Caller:

911: Just breathe, [identifying information redacted].

Caller:

911: [identifying information redacted], stay in your car.

Caller:

911: [identifying information redacted], I need you to stay in your car. [identifying information redacted], are you still there with me?

Caller:

911: No, [identifying information redacted], I need you to stay in the car with...

Caller:

911: [identifying information redacted], I need you to talk to me, OK.

Caller:

911: [identifying information redacted], just whatever you do stay at your car.

Caller:

911: No, no, no, don't worry. We're, we're talking to them,
[identifying information redacted]. So..

Caller:

911: We did tell them, OK?

Caller:

911: [identifying information redacted], just stay.

Caller:

911: Just stay in your car. Just do me a favor, lock your
doors on your car and stay there with me.

Caller:

911: [identifying information redacted], just do what I'm
telling you to. Stay in the car. The police officers
will handle it.

Caller:

911: [identifying information redacted], just stay in your
car. Do me a favor, lock your doors in your car and
stay there with me.

Caller:

911: [identifying information redacted], just do what I'm
telling you to. Stay in the car, the police officers
will handle it.

Caller:

911: [identifying information redacted], I already told
them, just stay with me on the phone, stay in the car,
OK?

Caller:

911: Whatever you do, do not get out of your car.

Caller:

911: I already told them that you stabbed him. I told them
that already. I need you to stay in your car until I
tell you to leave, OK?

Caller:

911: OK, still stay in your car. Don't leave the car until I
tell you to, OK?

Caller:

911: [identifying information redacted], can you hear me?

Caller:

911: [identifying information redacted], I know that they shot the monkey, I heard gunshots.

Caller:

911: OK, don't worry, they already shot him, we'll continue until he's down, but I need you to stay in that car until I tell you to.

Caller:

911: OK, I need you to breath for me, OK?

Caller:

911: Stay in the car, I'll let you know when to get out of the car to talk to the officers, OK?

Caller:

911: They did, [identifying information redacted]. They're shooting at him already, OK?

Caller:

911: I know, they won't continue until he's dead, OK? I just need you to stay on the phone with me and breathe.

Caller:

911: That's fine, just stay in your car, OK? The officers will do what they have to do.

Caller:

911: It's OK. They're there, don't worry, I just need you to stay in that car and stay on the phone with me, OK? They'll take care of him. I just want you to stay on the phone with me.

Caller:

911: Breathe, [identifying information redacted], I need you to breathe.

911: 911, what's your emergency?

Caller:

911: Hello?

Caller:

911: Hello?

Caller:

911: Yeah, what's going on man? This is 911.

Caller:

911: Sir, what's going on?

Caller:

911: Hello?

Caller:

911: What street are you on?

Caller:

911: Sir, what street are you on?

Caller:

911: Alright, what's your name?

Caller:

911: [identifying information redacted], what's going on?

Caller:

911: OK, [identifying information redacted]?

Caller:

911: Second and Lea don't cross. Where are you at?

Caller:

911: OK, do you know what the address is?

Caller:

911: OK.

Caller:

911: OK, I tell you what. Let's do this. [identifying information redacted], tell me what's going on. I've got it. Where you at?

Caller:

911: [identifying information redacted]?

Caller:

911: Tell me what's going on?

Caller:

911: OK, alright, bear with me. I am going to help you out here. Where exactly are you at Second and Lea? [identifying information redacted]?

Caller:

911: OK boss, talk to me so I can try to help you here. Give me some info. Where are you?

Caller:

911: Is the person breathing?

Caller:

911: OK.

Caller:

911: OK, alright, I got help on the way. Now, tell me what is going on?

Caller:

911: That's up to you. I'll leave it up to you.

Caller:

911: OK, alright, now do you know who this is? I mean, tell me, tell me how you found this?

Caller:

911: OK, what apartment is it?

Caller:

911: You don't have to go back in there if you don't want to, but I mean, you know.

Caller:

911: Is there a name to those apartments?

Caller:

911: Is there a name to those apartments?

Caller:

911: And you're not sure what the address is?

Caller:

911: OK, alright, [identifying information redacted]. I have some help coming to you. Now, tell me what happened?

Caller:

911: OK, but I mean how did you...

Caller:

911: OK.

Caller:

911: OK. Is it male or female?

Caller:

911: Two people?

Caller:

911: And they both appear to be deceased?

Caller:

911: OK, male, female, both?

Caller:

911: Yes?

Caller:

911: OK, hold on. You said they are male or female or both, what? What are their genders?

Caller:

911: OK.

Caller:

911: Do you see the officer yet?

Caller:

911: OK, now, you got a call from who?

Caller:

911: And you said the guy you got the call from is what?

Caller:

911: And you don't know his last name?

Caller:

911: And he's the roommate?

Caller:

911: And he's the roommate of one of the deceased?

Officer: Who are you and what are you doing here?

Caller:

Officer: Who called you?

Caller:

Officer: Now, do me a favor.

Caller:

911: You can talk to the officer, bye-bye.

911: 911.

Caller:

911: Hello, can I help you?

Caller:

911: OK, what's the address?

Caller:

911: 641 7th Avenue South?

Caller:

911: And what house did he go up to? Is it right next door?

Caller:

911: Is that north or south of you?

Caller:

911: So, it's the first house on the corner?

Caller:

911: And, do you know which corner is that? Is that, like,
the northwest corner, or...

Caller:

911: OK, and, what kind of gun did he have?

Caller:

911: OK, and, so, it looked like a handgun?

Caller:

911: OK, you said he got out of a car?

Caller:

911: OK.

Caller:

911: And, is it still parked out front?

Caller:

911: OK.

Caller:

911: OK, alright, um, I'm gonna put you on hold.

Caller:

911: And, I'll start the squads down there. But, hold on.

911: 911.

Caller:

911: Why is he on the floor?

Caller:

911: Is he white, black, Indian or Mexican?

Caller:

911: Ma'am.

Caller:

911: Ma'am.

Caller:

911: Is the kid white, black, Indian or Mexican?

Caller:

911: Is he white, black, Indian or Mexican?

Caller:

911: What color shirt or jacket is he wearing?

Caller:

911: Black shirt? What kind of pants?

Caller:

911: And he has a knife?

Caller:

911: Where'd he put it?

Caller:

911: And he pushed down his father, is that correct?

Caller:

911: He pushed his father down?

Caller:

911: OK, does he need an ambulance?

Caller:

911: OK, where is the stepson right now?

Caller:

911: Does he live there at the house?

Caller:

911: OK, what's he upset about?

Caller:

911: Has he calmed down any?

Caller:

911: OK.

Caller:

911: Alright, we'll have an officer come by there, OK?

Caller:

911: 911, what's your emergency?

Caller:

911: Is it a car accident, sir?

Caller:

911: Sir, is it a car accident? Hello? Sir? Hello?

Caller:

911: Is it a car accident, sir?

Caller:

911: Now are they trapped inside of the vehicle?

Caller:

911: OK, stay on the line for medical. Don't hang up, OK?
And it's in front of your house, correct?

Caller:

911: OK, sir, medical is on the line sir, OK?

EMS: Fire-rescue. What's the address?

Caller:

EMS: What happened? What's wrong?

Caller:

EMS: There was an auto accident?

Caller:

EMS: OK, is he outside or inside his car?

Caller:

EMS: Sir, your phone broke up. I heard inside. You there?
Your phone broke up there. Can you repeat your phone
number for me?

Caller:

EMS: Is he unconscious?

Caller:

EMS: OK, are you able to tell if he's breathing?

Caller:

EMS: OK, we do have help on the way. What color is his car, too?

Caller:

EMS: Is anyone able to open the door?

Caller:

911: Is he trapped inside of the vehicle or is he outside on the ground?

Caller:

EMS: Your phone's breaking up. Can you hear me though, sir?

Caller:

EMS: While we have paramedics on the way, I'm just gonna stay on the phone with you. If you find out further just let me know. I'm going to stay on the phone, OK?

Caller:

EMS: I'm here.

Caller:

EMS: OK, we got paramedics on the way, but I'm going to stay on the phone in case you find out further...

Caller:

911: Sir, is he on the ground or is he in the car?

Caller:

EMS: Hello, you there still?

Caller:

EMS: OK, alright, your phone's real staticky, but we're still here.

Caller:

EMS: As soon as I know I'll let you know how far away they are, too.

Caller:

EMS: Are you with him right now?

Caller:

EMS: OK, tell me how he's breathing if you're able.

Caller:

EMS: You said he is breathing?

911: Hello, sir, are you there?

911: Hello?

EMS: I heard a click.

911: Yeah, I'm hearing that, too. Hello?

EMS: Oh, his phone must have gone out of range. Looked like he was on a house phone so when he went to the exit he probably lost his connection. We do have help on the way, we should be there in just a couple of minutes.

911: OK, we're going, too.

EMS: OK, appreciate that. Thank you.

911: You're welcome.

911: 911, do you have an emergency? 911, what's the location of the emergency?

Caller:

911: OK, where are you?

Caller:

911: Ma'am...

Caller:

911: Ma'am, Ma'am, Ma'am, I need first and foremost you have to calm down, OK? If I'm going to help you, you got-ta work with me. Alright, slow down, listen to me. Are you in your vehicle?

Caller:

911: Listen to my question. Answer one at a time, don't say anything more. Are you in your vehicle?

Caller:

911: You are in your vehicle?

Caller:

911: Yes, and your vehicle is where?

Caller:

911: So your car is in, OK, and, OK. What kind of vehicle are you in?

Caller:

911: Behind one of the houses. Started moving and it's flowing now.

Caller:

911: Stay on the phone with me. Just stay on one second with me, OK? I'm going to get further if I can but just stay on the line. What is your name?

Caller:

911: [identifying information redacted]?

Caller:

911: S as in Sam or F as in Foxtrot?

Caller:

911: What? I'm sorry?

Caller:

911: S as in soap. OK, I've got that.

Caller:

911: OK, I've got it. What's your last name?

Caller:

911: OK, ma'am, what's the cell number you are calling me from?

Caller:

911: OK, and the house is behind Alford Elementary?

Caller:

911: Near a yellow house?

Caller:

911: OK, alright and your car is wedged in some trees?

Caller:

911: Alright, ma'am just stay as calm as possible.

Caller:

911: Listen to me. You're not gonna drown. Roll down your windows and if you are able to, get out of your vehicle.

Caller:

911: Ma'am, if you can break it, break it. Do whatever you can to get out of your vehicle.

Caller:

911: OK, it doesn't matter about your car. What matters is your life. We're going to save your life.

Caller:

911: Listen, is there any building or anything that you can climb on top of?

Caller:

911: Alright.

Caller:

911: Ma'am, I'm right here. Ma'am, you gotta calm down. Work with me.

Caller:

911: It's taking you down? Just stay on the phone with me. I'm right here. I'm gonna stay with you.

Caller:

911: OK, listen you are not going to drown. We're gonna be there for you. Just stay with me, OK? OK, OK, try to grab onto something up above. If you see a tree, if you see anything you can...

Caller:

911: [identifying information redacted], [identifying information redacted], [identifying information redacted], [identifying information redacted], stay on the phone with me, OK?

Caller:

911: Listen to me. I understand. I hear you. OK, I'm going to be right here. I'm gonna stay right here with you, OK?

Caller:

911: You just stay on the phone with me.

Caller:

911: OK, listen to me, is the car still wedged in between the trees?

Caller:

911: Listen to me though, is it still stuck between the trees or are you moving again?

Caller:

911: OK, [identifying information redacted] I'm right here with you, OK?

Caller:

911: OK, I'm right here.

Caller:

911: OK.

Caller:

911: OK, listen to me. Just try to work with me and stay as calm as you can, OK?

Caller:

911: We're gonna be right here and we're gonna be a team and I'm gonna try to get you help as soon as I can, OK?

Caller:

911: OK, try not to cry. Listen to me. We're gonna try to think of something positive right now and we're gonna try to look outside and be as calm as you can so that we can try to figure out options for us, OK?

Caller:

911: Alright, tell me what is around you.

Caller:

911: Trees and all water.

Caller:

911: OK, I'm right here. We're gonna get you, OK? It's gonna be alright. Just stay right with me.

Caller:

911: I know, I know. We're, we're, we've got the police department coming to you [identifying information redacted], OK?

Caller:

911: OK.

Caller:

911: Ma'am, don't cry for me, OK?

Caller:

911: We've gotta look alert, we've gotta look around you. Look around you to see whatever we can that's gonna come up on you that we can try to grab onto if something comes up. Just stay calm and stay alert. I'm gonna be right here with you, OK? Just look around, I need for you to constantly be aware of your surroundings because if we can grab ahold of whatever we can grab a hold of, OK? We're going to be a team remember?

Caller:

911: You see a light?

Caller:

911: It's OK, honey listen to me. Stay with me.

Caller:

911: OK, listen it's OK [identifying information redacted],
you gotta stay strong with me, OK?

Caller:

911: Stay strong. Look around for me because you're my eyes.
I don't know what's there remember?

Caller:

911: It does matter what you see because it's gonna help us
to help you, OK?

Caller:

911: Listen, [identifying information redacted]. [identi-
fying information redacted], work with me baby. Work
with me. Calm down. Look around you right now. Always
keep aware of your surroundings, OK?

Caller:

911: I want you to look around you and see if there are any
big trees that you are going to float to that you can
grab onto.

Caller:

911: OK, baby, I know. I know you're still in your car and
that's OK. But that's what I'm asking you. I'm asking
you to just look around you. Look around you and make
sure you see whatever is around you so I can get peo-
ple to help you.

Caller:

911: So you just stay right here with me.

Caller:

911: I'm right here with you [identifying information re-
dacted], OK?

Caller:

911: OK, you're good. I'm right here with you

Caller:

911: You just gotta be aware of your surroundings.

Caller:

911: I know you're not out of your car. Listen to me [identifying information redacted], OK?

Caller:

911: OK, you gotta look outside your windows. I know you're in your car but there are windows. Look out your windows. Look and see what you see.

Caller:

911: Ma'am, I know you're in the back of your van. Are there not windows in the back of your van?

Caller:

911: OK, look out the windows of the back of your van and tell me what's out there.

Caller:

911: OK, you see trees. That's good, that's good. You can see the trees. Do you have any...

Caller:

911: You think you've floated behind the school?

Caller:

911: OK, listen.

Caller:

911: OK, you hear something? Do you think...

Caller:

911: It's not taking you down.

Caller:

911: OK, I hear you, your vehicle's moving. I'm clear, OK?

Caller:

911: Listen to me. You gotta work with me, OK?

Caller:

911: Just stay calm. You let me know. You look out your window and you tell me what you see.

Caller:

911: Just trees? You just see trees? Do you still see the school?

Caller:

911: Listen to me, ma'am. We're coming to you, but you gotta work with me. What do you see now?

Caller:

911: [identifying information redacted], [identifying information redacted], listen to me. Ma'am? You are my eyes. I'm your voice, OK? You've got to work with me and you've got to calm down.

Caller:

911: [identifying information redacted], listen, you are not drowning. I'm right here with you. I'm right here. What do you see out your window?

Caller:

911: I don't want you to. What do you see? [identifying information redacted], what do you see?

Caller:

911: Your windows are foggy?

Caller:

911: OK, listen.

Caller:

911: OK, listen to me.

Caller:

911: OK, you've gotta stop crying and work with me. You've gotta stay strong. This is what we can do. I've got, I can only help you as much as you help me, OK?

Caller:

911: Alright, wipe the windows. Do what you can to try to look out that window and tell me what you see.

Caller:

911: Just a lot of water and the trees, but just a minute ago, you saw the elementary school. You don't see it anymore?

Caller:

911: OK.

Caller:

911: So you're not wedged between the trees anymore? Your truck is floating?

Caller:

911: The van is floating now?

Caller:

911: OK.

Caller:

911: It's moving again. OK, you just try to tell me what you see, OK?

Caller:

911: OK, I'm right here with you. I'm right here with you, OK?

Caller:

911: I know, there's water all over. I know, but we've gotta try to figure out what we can do to get you out of your van if there's nothing further that, if there's some kind of windows I'm gonna need you to roll. I'm gonna need you to go up to the front of the vehicle to do something.

Caller:

911: [identifying information redacted], listen. I know that you're floating. But if we get you to hold on to a tree or if we can get to you hold onto something to prevent your vehicle from..

Caller:

911: [identifying information redacted], listen to me, OK?

Caller:

911: You're stuck inside your car. Do you have any kind of sharp object?

Caller:

911: [identifying information redacted], the more you scream and cry the less I can help you, OK?

Caller:

911: Listen to me, OK?

Caller:

911: [identifying information redacted], it's very important. I know you're scared, baby. I know you're scared, but you've got to be my eyes. I am your ears. I am your link to help. You've gotta work with me. You've gotta wipe away the tears and...

Caller:

911: I know, water is up to your neck now. I know it is. I know it is, baby. I know it's up to your neck, but work with me, OK? Work with me.

Caller:

911: [identifying information redacted], I know, but what did I ask you to do? Please, please calm down, OK? Because you are my eyes. Look out that window.

Caller:

911: [identifying information redacted], yes you can. Don't tell me you cannot. Yes you can.

Caller:

911: Baby, I know it's up to your neck but unless you work with me, you can do it. There's nothing you can't do right now. I am right here with you. I am willing your way to do that. Do you understand me?

Caller:

911: Come up to the front of your vehicle if you have to, to look out the window.

Caller:

911: I know you're in the back of your car [identifying information redacted]. I know you are.

Caller:

911: Listen baby, I know. We've got to try to find something. Whether you can kick your windows, whatever you can do. You can get your keys. You can knock out that window, OK?

Caller:

911: We can do something, get something for me...

Caller:

911: Work with me. Get through the water. Get to what you can get to baby. We're going to do this, OK?

Caller:

911: OK, alright, listen, I know, I know, that's why we're gonna bust out that window. No baby, listen.

Caller:

911: I know, listen, listen, bust it out. Get me the keys. Listen, you can baby, you can. Stop screaming. You can do this. They are right there, but you gotta work with me, OK?

Caller:

911: OK, listen to me. They're not far. [identifying information redacted], I can get them to you but you gotta work with me and you gotta stop telling me you can't. Get me the keys.

Caller:

911: You've gotta get something to get outta your car. [identifying information redacted], listen to me. Listen to me, stop screaming.

Caller:

911: I know, but listen...

Caller:

911: Stop screaming and let me help you.

Caller:

911: [identifying information redacted], listen! Listen to me. Baby, listen, don't hang up the phone. [identifying information redacted], don't hang up the phone.

911: 911.

Caller:

911: Hello.

Caller:

911: Hello.

Caller:

911: Hello. Hello.

Caller:

911: Hello. What the fuck's going on? Hello.

Caller:

911: Hello.

Caller:

911: Hello.

Caller:

911: Hello.

Caller:

911: Hello.

Caller:

911: What's the address?

Caller:

911: What's the address that you're at? Hello.

Caller:

911: Hello.

Caller:

911: What is the address that you're at? Hello, ma'am.

Caller:

911: What's your name ma'am? Hello.

Caller:

911: What's your name?

Caller:

911: Your name's [identifying information redacted]?

Caller:

911: I'm thinking too that he doesn't know.

Caller:

911: Are you on I-75?

Caller:

911: Where are you at? Can you tell us if you're on I-75?

Caller:

911: Are you blindfolded? If you are press the button.

Caller:

911: [identifying information redacted], do you know this
guy?

Caller:

911: [identifying information redacted], do you know this
guy? She might have the phone laid down and not hear a
thing I'm saying too. He keeps saying about the phone
and she...

Caller:

911: [identifying information redacted].

Caller:

911: How long have you been gone from your house?

Caller:

911: How long?

Caller:

911: Do you know how long you've been gone from your house?
What's your last name?

Caller:

911: [identifying information redacted]?

Caller:

911: Do you know what street?

Caller:

911: You're name's [identifying information redacted]?

Caller:

911: Can you tell at all what street you're on?

Caller:

911: Do you know this guy that's with you?

Caller:

911: You don't know him from anywhere?

Caller:

911: What's your address? What's your home address, do you know?

Caller:

911: Can you see or do you have a blindfold on?

911: Metro Police. Hello, Metro Police.

Caller:

911: Where did this all start at?

Caller:

911: And you say this happened at McCormick's. Do you know that cross street?

Caller:

911: No problem and I'm trying to locate the problem.

Caller:

911: So, were you having dinner with this person?

Caller:

911: OK, so where are you standing now?

Caller:

911: OK, and what is your name and phone number?

Caller:

911: And about how long ago did this occur?

Caller:

911: OK, I'm not able to find this call so...

Caller:

911: No problem, so the last that you saw him he was still at McCormick's?

Caller:

911: OK, which parking garage was that?

Caller:

911: OK, and you say this was [identifying information redacted] that assaulted you and not somebody he was with?

Caller:

911: I know the name, but I don't know what he looks like. Is he white, black, Hispanic, Asian?

Caller:

911: About how old?

Caller:

911: Right, that's OK. Slim, medium, heavy build?

Caller:

911: What color hair?

Caller:

911: What color clothes was he wearing?

Caller:

911: What color? Light, dark?

Caller:

911: Had he been drinking?

Caller:

911: Alright, he didn't seem like he was under the influence of anything other than alcohol, correct?

Caller:

911: No weapons that you saw?

Caller:

911: OK, did you need any medical attention, [identifying information redacted]?

Caller:

911: So you'll be waiting by the front door?

Caller:

911: No problem, I'm going to have my officers look for you right there in front of Gordon Biersch, so just so they know who they are looking for do you look white, Hispanic, black or Asian?

Caller:

911: And what color clothes are you wearing?

Caller:

911: Like I said, I didn't find anything so I've got a call set up so I'm just looking for the old one it's just going to take me a few minutes to find the one from

previously, but I do have it set up. Just stay there
at the Gordon Biersch. They'll be looking for you
right at the front.

Caller:

911: 911, police, fire and medical.

CHP: Hi, CHP, are you guys en route to a medical at the San Francisco Zoo?

911: Yes we are.

CHP: OK, have the party on the line, saying the restaurant called and he's freaking out the ambulance is not there.

911: OK, the ambulance, OK, well, go ahead and give me his phone number.

CHP: Someone was attacked by a tiger?

911: Yeah the zoo's on lockdown. We can't get the ambulance in until we know it's safe.

CHP: OK, he says his brother or somebody is, really bad.

911: OK, go ahead.

CHP: Hold on a second. Sir, go ahead with the ambulance.

911: Hi, this is 911, we have, hello?

Caller:

911: OK, this is 911, we have the paramedics staging, and we don't have emergency units there right now, but we cannot get to you until we know that we can get there safely, we don't want the paramedics to get hurt while we're...

Caller:

911: Either.

Caller:

911: OK, so that's why I'm letting you know that we are there. OK? What is your name? I know, the ambulance is out there. [identifying information redacted,] I'm letting you know that I just want you, [identifying information redacted], I'm going to go ahead and stay on the line with you, alright?

Caller:

911: OK, you hear the sirens?

Caller:

911: The cops are already on the way.

Caller:

911: Alright.

Caller:

911: OK. I understand that, alright, but, where, you're inside the cafe, correct?

Caller:

911: OK, did you, I heard sirens in the background.

Caller:

911: Calm down, I'm going to stay on the line with you, alright?

Caller:

911: The police have to secure the scene, and the paramedics are going to do their job. So stay on the line with me. Let me know when they are with you, alright.

Caller:

911: OK, what's that yelling in the background?

Caller:

911: OK, just, if you want, you can put him on the phone. I'll tell him to get a towel for you...

Caller:

911: OK.

Caller:

911: OK, do you have a dry, clean cloth or towel?

Caller:

911: OK, I'm just going to stay on the line with you until the paramedics are with you, alright?

Caller:

911: They are on scene right now, but they have to stage until they are given permission to go inside.

Caller:

911: I understand that, but at the same time, we have to

make sure the paramedics don't get chewed out, because, if the paramedics get hurt, then nobody is going to help you.

Caller:

911: OK, I understand that, alright.

Caller:

911: OK, the ambulance is staging. I need you to understand. That if the ambulance people, paramedics..

Caller:

911: OK, calm down, alright?

Caller:

911: I'll stay on the line with you. If the paramedics get hurt they cannot help your brother, so you need to calm down and..

Caller:

911: You are going to be the best help for your brother right now, so you need to calm down and help him until we can get there, sir, alright? So, I'm going to stay on the line with you, [identifying information redacted].

Caller:

911: OK, stay calm. You have to stay calm for your brother, alright?

Caller:

911: OK, [identifying information redacted]. Stay calm, I'm here with you, alright? I'm just, I'm going to stay on the line with you until the paramedics are with you.

Caller:

911: 911, what is your emergency?

Caller:

911: Slow down, sir. Tell me what happened. Has anyone harmed you?

Caller:

911: Sir, are you at 126 County Road 432?

Caller:

911: Is your life in danger right now?

Caller:

911: We're sending a unit out there right now. Will you hold the line?

Caller:

911: What's your name?

Caller:

911: Tell me again what he did, sir. Is he there right now?

Caller:

911: What did he do?

Caller:

911: Sir, has he physically threatened you?

Caller:

911: Yes, but an egg...

Caller:

911: Sir, what happened?

Caller:

911: Sir, please hold the line. You don't have to talk. Just hold on.

Caller:

911: Hello, ma'am, hold on, what's wrong?

Caller:

911: Where, where?

Caller:

911: We're on our way there. Just be careful in case he's
still there.

Caller:

Firefighter: How many people are down?

Caller:

Firefighter: I need you to calm down.

Caller:

Firefighter: Do you have any idea if anybody there was hit?

Caller:

911: OK, tell me exactly what happened.

Caller:

911: Are you with him now?

Caller:

911: How old is he?

Caller:

911: Is he awake?

Caller:

911: Is he breathing?

Caller:

911: That's OK, we can still help him. OK, did you see what happened?

Caller:

911: Ma'am, ma'am, listen, we're going to help him until they get there. Can you hear me?

Caller:

911: Alright, I want you to get him on the floor.

Caller:

911: Now, OK, let's do it very quickly. I want you to lay him flat on his back on the floor. Do not put any pillows behind his head. Let me know when this is done.

Caller:

911: OK, well, ma'am, we can still help him, OK? How come you can't get him on the floor.

Caller:

911: Sir?

Caller:

911: OK, we can start CPR by getting him on the floor.

Caller:

911: How come?

Caller:

911: Sir, we can still try and do CPR.

Caller:

911: Sir, that doesn't matter. OK, is he stiff where you
can't move him?

Caller:

911: Rigid?

Caller:

911: Alright. Well, they're on their way.

Caller:

911: Alright, sir? Just put away any family pets, OK?

Caller:

911: Thank you.

Caller:

911: 911.

Caller:

911: OK, what is your name?

Caller:

911: OK, we have a call in place. Officers are on their way already.

Caller:

911: OK?

Caller:

911: Who else is there?

Caller:

911: OK.

Caller:

911: Uh, they're on their way, OK? How old are you [identifying information redacted]?

Caller:

911: OK, anything else that you know of, do you know what she's wearing?

Caller:

911: Do you know what color?

Caller:

911: I, can you ask what she was wearing?

Caller:

911: OK, stay with me on the phone and go ask him.

Caller:

911: You're driving?

Caller:

911: OK.

Caller:

911: While you're going back to your house, does she have any uh, medical conditions?

Caller:

911: OK, and did you guys hear anything?

Caller:

911: No? The screen is off the window?

Caller:

911: OK.

Caller:

911: OK.

Caller:

911: What's your...

Caller:

911: What's your sister's name?

Caller:

911: [identifying information redacted] you said?

Caller:

911: OK.

Caller:

911: OK, who's the one that didn't find her, you or your dad?

Caller:

911: OK.

Caller:

911: And what, what's on 'em?

Caller:

911: OK.

Caller:

911: Anything else that she remembers she was wearing?

Caller:

911: Hello ma'am, are you the mom?

Caller:

911: OK, what is your name?

Caller:

911: OK, anything else you remember she was wearing and her hair?

Caller:

911: OK, and that was a Old Navy, uh, shirt with a flag and navy shorts?

Caller:

911: OK, officers are already on their way, ma'am, we're just getting more information from you, OK?

Caller:

911: So who, who noticed her gone, your husband?

Caller:

911: OK, alright, just take a deep breath, OK? I know it's hard.

Caller:

911: Does your daughter have any medical conditions?

Caller:

911: I'm sorry, she has what?

Caller:

911: OK.

Caller:

911: OK, and you...

Caller:

911: ...didn't hear anything...

Caller:

911: ...at all?

Caller:

911: OK.

Caller:

911: Just stay with me on the phone, they're almost there, I have some officers on the way, OK?

Caller:

911: OK, now you looked everywhere, under the beds, the closets, everything?

Caller:

911: OK.

Caller:

911: They're almost there ma'am, OK?

Caller:

911: Where, where is your husband and your kids?

Caller:

911: OK.

Caller:

911: Take a deep breath, OK, I do understand how hard that is. I just need you to calm down a little bit, OK?

Caller:

911: No, that's OK. And...

Caller:

911: How tall is she?

Caller:

911: OK.

Caller:

911: And the hair color you said brown?

Caller:

911: In braids?

Caller:

911: Four ponytails.

Caller:

911: Four braided ponytails?

Caller:

911: Two braids? OK.

Caller:

911: OK, does uh, any uh, marks, scars?

Caller:

911: OK.

Caller:

911: Yes, I'll let you go.

Caller:

911: Bye.

911: Hello?

Caller:

911: And what's the problem?

Caller:

911: How old are you?

Caller:

911: Do you know when?

Caller:

911: OK, so you're aching, dizzy?

Caller:

911: Not now?

Caller:

911: OK, which post office do you work at?

Caller:

911: OK, you weren't the one that handled the envelope, it
was somebody else?

Caller:

911: OK, and do you know what they did with the envelope?

Caller:

911: That's your supervisor?

Caller:

911: And did you tell your doctor that this is what
happened?

Caller:

911: Did you tell the doctor?

Caller:

911: I'm going to get the call into the ambulance. And you
said that you haven't had the vomiting.

Caller:

911: And you were exposed to it how long ago?

Caller:

911: Okie dokie. OK, hold on for a moment.

Caller:

911: Yes. You're gonna need your, did the doctor give you
any kind of medication or anything?

Caller:

911: Yeah, you can bring your medical card with you, hold on
a second. I have an ambulance dispatched so it should
be there shortly.

Caller:

911: OK, if there's anything, if your condition starts to
worsen, have your wife give us a call back, OK?

Caller:

911: Alright then.

Caller:

911: 911, what is the location of your emergency?

Caller:

911: OK, where is this?

Caller:

911: Can you spell the street?

Caller:

911: What is it? Spell the street?

Caller:

911: OK, and what's going on there?

Caller:

911: OK. How old is she?

Caller:

911: 44. I'm going to ask you some questions, OK?

Caller:

911: Someone else is already sending the paramedic. Is she
awake?

Caller:

911: OK, is she breathing?

Caller:

911: Is she completely alert?

Caller:

911: OK, is she breathing normal would you say?

Caller:

911: She's been vomiting?

Caller:

911: OK, and why do you say she can barely talk? Is it be-
cause of the vomiting or...

Caller:

911: OK, where is she in the house?

Caller:

911: In the bathroom, OK. Alright, I'm sending the paramedics up you just stay on the line and I'll tell you what to do next.

Caller:

911: Please remind her to do what her doctor has instructed her to for these situations as far as diabetes are concerned.

Caller:

911: And just let her rest in a comfortable position and wait for help to arrive.

Caller:

911: Watch her very closely. If she becomes less awake and vomits I want you to quickly turn her on her side.

Caller:

911: OK, I know she's vomiting now so if she continues and becomes unconscious or something.

Caller:

911: Well, I mean the shaking, there's nothing for the shaking that we can do right now. I don't know what her doctor has told her when she is having a diabetic episode what to do.

Caller:

911: Has she ever been over the instructions with you? What...

Caller:

911: OK, but is she still awake?

Caller:

911: OK, good. The shaking is part of what's going on with her and the paramedics will be able to help her with that. My concern is her breathing and to make sure she is awake. If she stops breathing you need to let me know.

Caller:

911: OK, can you unlock the front door?

Caller:

911: OK, listen. Put away any family pets, gather up her medications and have someone meet the paramedics. If she gets worse in any way before we get there I want you to call me back for further instructions.

Caller:

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

Caller:

911: And your name?

Caller:

911: OK.

Caller:

911: OK, they're on their way. 1420 Clipperton Avenue, right?

Caller:

911: OK, they're on their way

Caller:

911: 911, where is your emergency?

Caller:

911: OK, ma'am, where is it?

Caller:

911: Spotswood Furnace Road.

Caller:

911: OK, there should be a deputy there, OK?

Caller:

911: OK, is this your house?

Caller:

911: OK, so you're upstairs as well?

Caller:

911: OK, listen, tell me which bedroom are you in. There's a second female trapped upstairs.

Caller:

911: You're in the back bedroom upstairs?

Caller:

911: Can you get on the floor?

Caller:

911: Is there anything, can you put a blanket or something in front of your doorjamb to keep the smoke from coming in?

Caller:

911: OK, you blocked the doorjamb?

Caller:

911: OK, try to take a blanket off your bed, or a towel, and push it in front of the doorjamb.

Caller:

911: What's your name?

Caller:

911: OK, were you able to get the blanket in front of the door, [identifying information redacted]?

Caller:

911: OK, good.

Caller:

911: That's OK, that's OK.

Caller:

911: Now can you, do you have a window in that room that can open?

Caller:

911: Huh?

Caller:

911: OK.

Caller:

911: Just stay on the phone with me, [identifying information redacted], OK?

Caller:

911: OK, don't try to talk, OK? I'm just going to stay on the phone with you, alright? Do you have a towel or something? I want you to put it in front of your face. Take anything, a shirt, a towel, whatever you can find.

Caller:

911: No you're not. OK, listen, I'm on the phone with you, OK? And I need you to try and calm down. We're going to try to conserve your breaths, OK? Did you get something to put in front of your face?

Caller:

911: Where on the floor in the room are you? Are you under the bed or near a closet, where?

Caller:

911: OK, can you get over closer by the window.

Caller:

911: OK, alright.

Caller:

911: OK, [identifying information redacted], I need you to try to think for me. If I'm facing the back of your house, OK, and I'm looking up for your bedroom window, are you to the left, right.

Caller:

911: As you come in the house, you're up the steps to the left.

Caller:

911: OK.

Caller:

911: [identifying information redacted], [identifying information redacted], slow your breathing down now, OK? Listen, we're going to breathe nice and slow, OK? Nice and slow. You have something in front of your mouth?

Caller:

911: OK.

Caller:

911: Nice and slow, [identifying information redacted]. [identifying information redacted]. This is important. We need to try to conserve your oxygen, OK? Try to close your mouth because you're taking in a lot of smoke, OK? Try to breathe through your nose, nice and slow, nice and slow. I know there's an urge to cough, just try to slow it down, OK? How old are you?

Caller:

911: OK.

Caller:

911: OK.

Caller:

911: No, try to stay calm, try to stay calm.

Caller:

911: OK, do you...

Caller:

911: [identifying information redacted], they're getting a ladder up there to try and get you out, OK.

Caller:

911: This is what I need you to hold onto. Listen to me.
[identifying information redacted].

Caller:

911: [identifying information redacted], I want you to hold onto that thought. Do you understand me? They're there. They're at your house.

Caller:

911: They're at the house and they're coming for you, OK? There's a lot of fire equipment there. They're trying to get you out.

Caller:

911: I need you to calm down. [identifying information redacted], [identifying information redacted], take slow breaths.

Caller:

911: Take slow breaths, OK? Take slow breaths. Is there anything in the room that you could throw to break that window?

Caller:

911: Think about it, think about it. Is there anything you can break that window with?

Caller:

911: [identifying information redacted], is there anything you can break the window with? If you see something, anything, I want you to throw it through the window, OK? Take your time, think about it, OK?

Caller:

911: OK, [identifying information redacted], [identifying information redacted], I'm right here. Is there anything that you can throw at that window? Anything? So that we can try to get you some air.

Caller:

911: [identifying information redacted]?

Caller:

911: Is there anything in that room that you can throw at the window?

Caller:

911: I want you to think about it and I want you to reach for it if you can. Can you reach for it, [identifying information redacted]?

Caller:

911: [identifying information redacted]? [identifying information redacted]?

Caller:

911: [identifying information redacted]? [identifying information redacted]?

911: I'm losing her, I don't have any, any...

911: [identifying information redacted]?

Caller:

911: [identifying information redacted]?

Caller:

911: OK.

911: Is there a power truck rolling to this? No power truck locked up? They're aware there's a female upstairs bedroom, right?

911: [identifying information redacted], I'm right here with you, OK?

Caller:

911: [identifying information redacted], I'm right here.

Caller:

911: [identifying information redacted]? [identifying information redacted], I can hear them in the house. Can you hear them in the house? [identifying information redacted]? [identifying information redacted], they're in the house. Can you hear them in the house with you?

Caller:

911: [identifying information redacted], just hold onto my voice, OK? They're in the house. They know where you are, OK?

Caller:

911: [identifying information redacted]? I'm still right here, OK?

Caller:

911: [identifying information redacted], I'm still here with you, OK?

Caller:

911: I'm right here, OK?

Caller:

911: I'm right here, [identifying information redacted], OK? And they're in the house to get you, OK?

Caller:

911: [identifying information redacted], I'm still here with you on this line, OK? And, I can hear you breathing. You're doing a good job.

Caller:

911: First floor, I still have the second floor open line. Yes, [identifying information redacted] is still on the second floor upstairs bedroom to the left. Yeah, it's not into it yet.

911: [identifying information redacted], I'm still here, OK?

Caller:

Firefighter: I did a search...

Caller:

Firefighter: ...upstairs. I need EMS to the front door.

911: [identifying information redacted]?

Command: EMS report to the front door. EMS front door please.

911: [identifying information redacted], I'm right here, OK. They know that you're there.

Firefighter: Division 1 to Command. The victim is out. I need Rescue to the front door.

Command: Command copies. I've got Rescue coming to you. Are we going to need a second EMS unit as well?

911: Yes.

Command: Affirmative.

Dispatch: Dispatch Direct.

Firefighter: Wagon 1 to Command, we're approaching the scene, where would you like us?

Command: Wagon 1 when you arrive, stage your apparatus out of the way. Send your manpower to command post.

911: [identifying information redacted], I'm still here, OK.

Firefighter: Wagon 1 Direct. Wagon 1 is on the scene, Dispatch.

911: The firefighters got your roommate out downstairs, OK, and now they're going to come back for you, OK? You stay with me and keep your breathing just like it is. Nice and slow, OK?

Caller:

911: Good.

Command: Division 1 also, I have two personnel...

911: Good.

Command: ...from Tanker 1 at the command post that are available. You have six personnel from Wagon 7 that are standing by as RIT.

911: There's nobody with her.

Dispatch: Dispatch to Command, we're still on 911 with [identifying information redacted]. She's still in the bedroom.

Command: Command copies. Command to Division 1, do you copy?

Firefighter: Affirmative.

Dispatch: Gurgling respirations.

Command: Command copies Dispatch.

911: [identifying information redacted]?

Command: Is she still able to talk?

911: Negative.

Dispatch: Negative. We can still hear her.

Command: Direct.

911: I'm still here, OK?

Caller:

Command: Command to Engine 10's crew.

911: They got the people downstairs out and they're coming back upstairs for you, OK?

Firefighter: Engine 10 entering.

911: You're doing good with the breathing, OK?

Command: You still have a victim on the second floor. She's in a bedroom to the left. Second floor bedroom to the left. She still is by 911.

Caller:

911: Can you hear them? I can hear them in the house. Can you hear them?

Firefighter: Check by the window. She's right here, good.

Command: Understood.

Caller:

911: Can you hear them [identifying information redacted]? They're there for you.

Caller:

Firefighter: [identifying information redacted]!

911: They're calling you.

Firefighter: [identifying information redacted]!

911: [identifying information redacted]? They're there for you. Say something.

911: Tell them that she should be near the door. Near the door. I can hear the firefighters calling her.

Command: Engine 10 you copy? She's by the door.

Firefighter: [identifying information redacted], are you here?

Firefighter: I have the first patient, start ALS, and another unit please.

911: They were just right there at that door. I could hear them. Now they got farther away.

911: [identifying information redacted]? [identifying information redacted]? [identifying information redacted]?

911: I think they might be with her, I can't tell. I think they might have her, but I can't tell. I can hear banging.

Firefighter: Second floor, no results. We're going to the first floor again.

911: Negative. They were right there, I could hear them.

Command: Direct. She's reported to be in a bedroom by the door. If that helps at all.

911: Tell them I said..

911: We can hear the firemen, Stafford County.

911: She's on the floor.

911: [identifying information redacted]? If you can bang anything, just knock so they know exactly where you are. They're right there, but they can't see you.

Firefighter: [identifying information redacted]!

911: [identifying information redacted]? [identifying information redacted]?

Firefighter: 51 to Command. Get us some fans to the doors.

Command: Understood. I have Wagon 1's crew coming up bringing fans to the doors.

Firefighter: [identifying information redacted]!

Command: Repeat your last? I copy Chief.

911: [identifying information redacted]?

Firefighter: We got her, we're coming out. We're coming out.

911: OK, they're with her.

Command: OK, have 61 report directly to the front of the structure. We've got another victim coming out. We're going to need them right away please.

Firefighter: Medic 10-1 come right up to the front of the structure.

Firefighter: You got her?

Firefighter: They ain't going to be able to make over that supply line. They'll probably stop right at the supply line 10-1.

Firefighter: You can pull it. Get the medic. Call Detective right now.

Firefighter: Go! Go! Go!

Command: Command to 5, correction, EMS 51.

911: Orange County Fire Rescue.

Caller:

911: What's the address?

Caller:

911: What's the address?

Caller:

911: OK, can you ask somebody there for the address? Because that is what I need.

Caller:

911: OK, caller you said you're on a bus though?

Caller:

911: Are you at the Rosen Plaza though?

Caller:

911: Are you at the Rosen Plaza?

Caller:

911: So you're just sitting in front of it on a bus?

Caller:

911: But outside the Rosen Plaza?

Caller:

911: OK, can, is he breathing or is he not breathing?

Caller:

911: I have help on the way already. So you're sitting on the bus, correct?

Caller:

911: OK sir, I need you to try and calm down. Are you with him right now?

Caller:

911: Sir?

Caller:

911: I need you to talk to me. OK. Can you hear me? Can you hear me?

Caller:

911: OK, are you with him right now?

Caller:

911: Are you with the person right now?

Caller:

911: OK, so he's inside the bus?

Caller:

911: OK, how old is he?

Caller:

911: OK, is he awake?

Caller:

911: OK.

Caller:

911: OK, is he awake? Do you know?

Caller:

911: OK, but is he breathing?

Caller:

911: OK.

Caller:

911: He just threw up?

Caller:

911: OK, well like I said I do already have help on the way.
I want you to, was he like shaking or anything like that prior to this?

Caller:

911: OK, he was shaking or he wasn't shaking?

Caller:

911: OK, can you get back on the bus and I want you to see

if he's breathing cause that's very important.

Caller:

911: Is he breathing?

Caller:

911: Hi, I need to know what's going on.

Caller:

911: He's not breathing?

Caller:

911: OK, I know. Are you with him right now?

Caller:

911: OK, I want you to lay him on the floor. Is he on the floor?

Caller:

911: OK, is there anything under him?

Caller:

911: OK, is there an AED available?

Caller:

911: OK, like I told them already we do already have help on the way. You're in the back of the hotel on a bus correct?

Caller:

911: OK, and you're right by him now?

Caller:

911: OK, I want you to lay him flat on his back and remove anything from under his head, OK?

Caller:

911: Let me, let me know when he's flat on his back.

Caller:

911: I understand, you're doing good.

Caller:

911: OK, that's fine just pick it back up.

Caller:

911: Are you talking to me or are you talking to somebody else?

Caller:

911: Hi, is he putting him on his back?

Caller:

911: Is he flat on his back?

Caller:

911: OK.

Caller:

911: He is, OK, then I want you to kneel next to him and I want you to look in his mouth for food or vomit.

Caller:

911: There is vomit in his mouth?

Caller:

911: OK, then I want you to turn his head to the side and I want you to clean out his mouth and his nose. Can you hear me? Sir, can you hear me?

Caller:

911: Hello? Sir?

911: Emergency, 911.

Caller:

911: OK, is that a residence or business?

Caller:

911: OK, what's the problem?

Caller:

911: Is she, is she breathing?

Caller:

911: OK, alright, I'll get them going right away.

Caller:

911: Alright, thanks. Bye-bye.

911: 911. What's your emergency?

Caller:

911: What's the addr...

Caller:

911: Do you know who he is?

Caller:

911: How old is he?

Caller:

911: OK, is she injured, ma'am?

Caller:

911: OK.

Caller:

911: I'm going to send one. What I need you to do is calm down.

Caller:

911: I understand, you know, you are very, I know you are upset and she's scared.

Caller:

911: You being calm is going to be the best thing for her, OK?

Caller:

911: Listen to me, do not...

Caller:

911: The police are already on the way. Do not bathe her. Do not change her clothes.

Caller:

911: Where do you think he is? Inside the house?

Caller:

911: Was she injured?

Caller:

911: OK, there is someone on the way.

Caller:

911: You saw him right?

Caller:

911: Did you know what he was wearing?

Caller:

911: What room are you in now?

Caller:

911: Lock the door. Do you know his name, ma'am?

Caller:

911: Did he break in the house?

Caller:

911: I understand.

Caller:

911: I understand.

Caller:

911: I know you will, ma'am, but just to, just to remind
you, you be very, very gentle with her.

Caller:

911: And, and...

Caller:

911: What did she want?

Caller:

911: Trying to look down our listing to see if his name is
in that area.

Caller:

911: Ma'am, you have a cordless phone?

Caller:

911: OK, is your door opened?

Caller:

911: Front door should be unlocked. OK. The police are com-
ing in.

911: 911 Operator, where is your emergency?

Caller:

911: What?

Caller:

911: You're ready to kill some cops? Where are you?

Caller:

911: OK, so what's going on there?

Caller:

911: Oh, OK.

Caller:

911: 911, where's the emergency?

Caller:

911: What do you mean you just killed someone?

Caller:

911: Where are you?

Caller:

911: OK, what, what road are you on?

Caller:

911: You're on Route 46?

Caller:

911: Do you know the name of the hotel, sir?

Caller:

911: OK, well, do you know, are there any other businesses around by you?

Caller:

911: Exit Realty Gold?

Caller:

911: OK, what did you kill them with?

Caller:

911: OK, I, I understand, sir, but I'm trying to figure out what type of weapons you have so we know exactly what's going on out there. I'm not mocking you, I'm being truthful with you. I need to know what type of weapons you have.

Caller:

911: You have a gun. OK.

911: How many people did you hurt?

Caller:

911: OK, can you at least tell me what city you're in so I can send the police out there?

Caller:

911: You're in Mountain Lakes?

Caller:

911: OK, so, you're in Mountain Lakes, New Jersey. And you killed someone. Can you, OK, and you're behind a hotel, you said?

Caller:

911: And you're in the parking lot?

Caller:

911: OK, are standing by a car or are you inside a car?

Caller:

911: You're inside a vehicle. What kind of car is it?

Caller:

911: It's a Honda Civic?

Caller:

911: Where, OK, where, where is the person killed at?
They're killed inside the Exit Realty Gold?

Caller:

911: How many people did you kill? Just one person?

Caller:

911: Just one person? OK. Again, you're in Mountain Lakes, Route 46 in the parking lot by Exit Realty Gold. And you, did you know the person that you killed?

Caller:

911: Sir, the cops are on the way.

Caller:

911: OK, that's not a problem, sir. I'd advise you not to, uh, reload and do that, but, what's your name?

Caller:

911: What kind of gun do you have?

Caller:

911: It's a long-range gun? So you have a rifle?

Caller:

911: You only have a long-range rifle on you, right?

Caller:

911: You have handguns and a long-range rifle?

Caller:

911: OK, what color's your Honda Civic?

Caller:

911: Well, I'd appreciate it if you'd stay on the line with me. Because it's, you know. I'd rather you not kill yourself or kill anybody else, I need to know. It's a little bit more important to me that you stay alive.

Caller:

911: You don't have to go anywhere; you can stay on the phone with me, sir. We can de-escalate this and make things better, OK?

Caller:

911: You're looking to escalate this?

Caller:

911: Well, I don't think that's a good idea.

Caller:

911: He just hung up on me.

911: State Police.

Caller:

911: Yeah, can I help you?

Caller:

911: Yes, where are you, sir?

Caller:

911: Yup, I understand that

Caller:

911: Yeah, are you armed, sir? Do you have a weapon with you?

Caller:

911: How many guns do you have with you?

Caller:

911: Yup, OK, sir.

Caller:

911: Yeah, we're gonna have to have you surrender yourself somehow here, not make the situation any worse, you know what I mean?

Caller:

911: No they're not. We're just gonna have to get you to relax.

Caller:

911: To have you, you know, turn yourself over.

Caller:

911: This is a horrible situation, I understand that.

Caller:

911: You're gonna help me get you out of the building, OK?

Caller:

911: Where in the building are you, [identifying information redacted]?

Caller:

911: Yeah, just, you know, where are you located, are you up in the offices?

Caller:

911: Yeah, now, um, what time did you get there today?

Caller:

911: Yeah, this morning?

Caller:

911: What type of weapon do you have?

Caller:

911: A Ruger? SR9?

Caller:

911: Is it a rifle?

Caller:

911: Now, uh, you're gonna make the troopers and the people come in and catch you? You're not gonna surrender yourself?

Caller:

911: Yeah, we wouldn't want to do it like that, [identifying information redacted]. You know, it's already been a bad enough scene here this morning, we want you to relax.

Caller:

911: Yeah, we don't want any more, any more, uh, you know, people to lose their life here.

Caller:

911: OK.

Caller:

911: How much ammunition you have with you?

Caller:

911: What was that?

Caller:

911: [identifying information redacted]. I really want you

to help me stop this situation. OK?

Caller:

911: If you work with me we'll get this to stop, OK? [identifying information redacted]? [identifying information redacted]? [identifying information redacted]? [identifying information redacted]?
OK.

911: 911, where's your emergency?

Caller:

911: OK, sir. Stay with me, OK? Stay with me. You said at the [identifying information redacted] House this happened?

Caller:

911: OK, on Prince Avenue?

Caller:

911: OK, so someone got shot or someone started shooting off a gun at the [identifying information redacted] House. Is that right? Sir, I need you to stay with me, listen, OK?

Caller:

911: Listen, listen, OK, stay with me. What does this guy look like?

Caller:

911: OK, you didn't see him, you just heard the shots?

Caller:

911: OK.

Caller:

911: He shot three people?

Caller:

911: OK, where's this guy now?

Caller:

911: I need a description. White guy? Black guy?

Caller:

911: OK, listen, listen to me. Tell them if they're calling 911, they've got to hang up and just tell you what's going on firstly. And I need a description of the guy right now. White male, black male, Hispanic male, quickly.

Caller:

911: OK, about how tall?

Caller:

911: I need to know what this guy was wearing, what it looked like, what direction.

Caller:

911: Which way did he, which way did he go?

Caller:

911: OK.

Caller:

911: Are you talking to an officer?

Caller:

911: Go on and talk to him. Thank you.

911: Paramedic 33, what is the address of your emergency?

Caller:

911: OK sir, what's your address?

Caller:

911: Carolwood?

Caller:

911: OK sir, what's the phone number you are calling from?

Caller:

911: OK, OK, how old is he?

Caller:

911: OK. He's not conscious, he's not breathing?

Caller:

911: And he's not conscious either?

Caller:

911: OK. Alright, is he on the floor, where's he at right now?

Caller:

911: OK, let's get him on the floor.

Caller:

911: OK, let's get him down to the floor. I'm gonna help you with CPR right now, OK?

Caller:

911: Yes, we're already on our way there. We're on our way. I'm gonna do as far as I can to help you over the phone. We're already on our way. Did anybody see him?

Caller:

911: Oh, you have a doctor there?

Caller:

911: Oh, OK. Well we're on our way there. If your guy is doing CPR and you're instructed by a doctor, he has a

higher authority than me. And he's there on the scene.

Caller:

911: Did anybody witness what happened?

Caller:

911: OK, so did the doctor see what happened?

Caller:

911: We are on our way. We are on our way. I'm just passing these questions on to my paramedics who are on their way there, sir.

Caller:

911: OK, OK, we are on our way. We are less than a mile away and we will be there shortly.

Caller:

911: OK sir, call us back if you need any help. Thank you.

911: 911 emergency.

Caller:

911: Hi, what's going on?

Caller:

911: OK, someone fell in the bathroom. What room is she in?

Caller:

911: That's room 4-3-4?

Caller:

911: OK, and that's not east, west or anything else? It's
room 434?

Caller:

911: And you don't know if she's conscious or breathing at
all?

Caller:

911: She was not breathing?

Caller:

911: OK, but she is breathing now?

Caller:

911: OK, we'll send police and fire over there now with a
person not breathing. Did it sound like the person was
still not breathing?

Caller:

911: OK, we'll get them there for not breathing. Is there
any way you can get in the room so I can try to do
CPR?

Caller:

911: Can you get me into the room so I can try to give CPR
instructions?

Caller:

911: She kept hanging up on you?

Caller:

911: OK, we're good. We're getting over there, OK?

Caller:

911: Thank you. Bye-bye.

911: Do you need police, fire, or medic?

Caller:

911: Where do you need police?

Caller:

911: Is that a house or an apartment?

Caller:

911: What's the name of the business?

Caller:

911: Why do you think it's getting robbed?

Caller:

911: What's your girlfriend's name?

Caller:

911: OK, I'll go ahead and enter a call and have an officer go and check it out. What's your name sir?

Caller:

911: And what's your phone number?

Caller:

911: OK, I'll go ahead and enter a call and have an officer check it out and we'll give you a call back when we find out what.

911: 911, what's your emergency?

Caller:

911: Someone what?

Caller:

911: Your phone keeps cutting out. Where you at?

Caller:

911: Where at in Schiller Park?

Caller:

911: At the pond?

Caller:

911: So someone beat up your nephew and stole something?

Caller:

911: They stole what?

Caller:

911: Who are they, do you know?

Caller:

911: What do they look like? What do they look like?

Caller:

911: Are they male, female?

Caller:

911: How many?

Caller:

911: Do you know recall what clothing they're wearing?

Caller:

911: What is your name?

Caller:

911: [identifying information redacted]. Do you know your
phone number?

Caller:

911: Where are you walking to?

Caller:

911: You're really hard to hear. Stay on the phone with me,
OK?

Caller:

911: I know. I know. It's just hard to hear. Does your nephew need any medical attention?

Caller:

911: Hey, can you start me a squad for 0838?

Caller:

911: It's a 41. Schiller Park. 8838.

Caller:

911: What kind of a van are you guys in?

Caller:

911: OK, what kind of van are you in?

Caller:

911: Ma'am?

Caller:

911: Huh?

Caller:

911: A purple van?

Caller:

911: OK, where are you driving to? Can you drive somewhere to a safe place?

Caller:

911: Don't go back and get them. Can you lock your van doors?

Caller:

911: Just lock your van doors, OK?

Caller:

911: The officers are on their way.

Caller:

911: Do you know if they have any guns, knives, anything like that?

Caller:

911: Do they have any other weapons on them?

Caller:

911: OK, stay on the phone with me.

Caller:

911: Is your nephew with you?

Caller:

911: I know. Is your nephew with you?

Caller:

911: OK, the officer's on the way. Just stay on the phone with me, OK? Stay on the phone.

Caller:

911: Stay on the phone. They'll be pulling up in just a second. Where's your van parked in Schiller?

Caller:

911: Right next to the pond?

Caller:

911: [identifying information redacted], are you still there? OK, stay on the phone with me cause they're going to be pulling up and I want to make sure they find you.

Caller:

911: The officers are there?

Caller:

911: OK, I'm going to get off the phone with you, OK?

Dispatcher: I've got a female trapped in a vehicle. It's been swept off the road.

Caller:

911: Where at?

Dispatcher: South Norwalk by the Armory.

Dispatcher: Can you get anybody out there?

911: South Norwalk by where?

Dispatcher: By the Armory.

911: Armory. Uh, yep. I'll have them head out.

Caller:

Dispatcher: OK.

Caller:

Dispatcher: Stay on the line with her and I'll get the fire department.

Caller:

911: I got the fire department going, ambulance.

Caller:

911: Ma'am?

Caller:

911: What side of the road? Are you right by the Armory?

Caller:

911: OK, stay on the line. Fire department's going to be on the way.

Caller:

911: Attention Norwalk firefighters. Attention Norwalk firefighters. I have a female in a vehicle trapped in the water by the Armory on South Norwalk Road, by the Armory on South Norwalk Road and..

Caller:

911: She has water in her vehicle. Stand by for more info.

911: Norwalk to Norwalk units I have a female trapped in a

vehicle.

Caller:

911: Water's coming into the vehicle out by the Armory on South Norwalk Road.

911: Are you on South Norwalk or are you on 61?

Caller:

911: OK, so you're down by strawberry farm?

Caller:

911: OK, what kind of car do you have?

Caller:

911: OK, are you moving down with the water or just kind of sitting still?

Caller:

911: OK, just kind of sit still. Stay there while you're not moving. You don't want to do anything that's going to make it worse, OK?

Caller:

911: OK, as long as it's not up over your head, we're OK, OK? They're on the way.

Caller:

911: I just need you to stay calm. They're on their way out there right now.

Caller:

911: Are they able to get to you or are they going to need like a boat to get to you?

Caller:

911: OK, but you're on South Norwalk, right?

Caller:

911: OK, they're on the way.

Caller:

911: I'll stay on the phone with you, while we can here.

Caller:

911: You should be, uh, they should be able to get to you

before that.

Caller:

911: Do you know, do you know how to swim?

Caller:

911: OK, in case, in case we get to that point...

Caller:

911: OK, get your seat belt off.

Caller:

911: OK.

Caller:

911: It's OK, it's OK. Calm down.

Caller:

911: OK, stay on the line.

Caller:

911: The fire department's calling. Hang on one minute. The fire department's calling me.

Caller:

911: OK, ma'am? Where are you at now?

Caller:

911: Are you floating down the river?

Caller:

911: OK, how high's the water now?

Caller:

911: How high is the water now?

Caller:

911: OK, calm down, calm down, listen to me. Listen. I need, listen. Calm down, I need you to calm down, OK? If it's at your waist, you're still able to breathe, OK? Calm down.

Caller:

911: Ma'am, listen. Listen I'm here, OK? I need you to calm down for me. If the water's at your waist, you're OK. I understand it's scary, OK? They're on the way.

911: 911, where is your emergency?

Caller:

911: Is that a business, residence or an apartment?

Caller:

911: OK, what's the phone number that you're calling me from?

Caller:

911: OK, and you have a domestic disturbance? OK, tell me exactly what happened.

Caller:

911: OK, are you guys separated right now?

Caller:

911: Are there other people there? Does he still have the knife?

Caller:

911: Who are the other people who are there?

Caller:

911: OK, where is he with the knife?

Caller:

911: OK, and is someone in the room with him?

Caller:

911: Who is he with?

Caller:

911: OK, I understand, I'm sending officers to help you. I just need some information. Does he have any other weapons?

Caller:

911: OK, which room is he in? When the officers enter the

house, which room will he be in?

Caller:

911: And which room are you in?

Caller:

911: OK, what's your name?

Caller:

911: And what's your husband's name?

Caller:

911: Hi, it's CHP with a transfer for you. He's found a dead body on Killen Trail on the Ortega Highway.

Caller:

911: Hi, what's going on?

Caller:

911: I understand that, we have to know what street.

Caller:

911: What street are you on?

Caller:

911: OK, and what is your name?

Caller:

911: What is your phone number?

Caller:

911: OK.

Caller:

911: [identifying information redacted], what is your address?

Caller:

911: OK.

Caller:

911: [identifying information redacted], [identifying information redacted] we need you to calm down a little. [identifying information redacted], I understand but you need to calm down a little. Where is the body at on Killen?

Caller:

911: [identifying information redacted], you're breaking up. I can't hear you. [identifying information redacted].

Caller:

Voicemail:

Caller:

911: Hi [identifying information redacted].

Caller:

911: That's OK. How soon will it be until you get to your house?

Caller:

911: Yes.

Caller:

911: Calm down.

Caller:

911: You have a 3-year-old son with you? [identifying information redacted], hey, hey was it an adult? Was it an adult's body?

Caller:

911: Now how far off of Killen?

Caller:

911: [identifying information redacted], do this. As soon as you get home, I want you to dial 911 and ask for Mary, OK?

Caller:

911: That's OK, that's OK. I want you to dial 911 as soon as you get home and ask for Mary, OK?

Caller:

911: Yes.

Caller:

911: Bye.

CHP: Can I speak with her please, this is CHP, I got a call for her.

911: She's out to lunch. Can I take the call?

CHP: He said he was talking to Mary about a dead body or something and his phone keeps dying. [identifying information redacted], there's the sheriff's office again.

911: This is Teresa with Riverside sheriff's department.

Caller:

911: OK, where exactly are you at right now?

Caller:

911: He'll be by at the front gate.

Caller:

911: He's on the way right now.

Caller:

911: There is a deputy on his way. He's on the way from El-
sinore, so just hang tight, OK?

Caller:

911: 911, what's your emergency?

Caller:

911: Hello? Hello?

Caller:

911: I didn't hear what you said. Your cell phone's cutting out. What do you need?

Caller:

911: Where are you?

Caller:

911: Where, where in Boulder? Give me an address?

Caller:

911: 1080 14th Street?

Caller:

911: What's going on?

Caller:

911: Is he breathing?

Caller:

911: And this is at 1080 14th, correct?

Caller:

911: How old do you think he is?

Caller:

911: How do you know he was drinking?

Caller:

911: OK, so he's passed out inside the house?

Caller:

911: Is there an apartment number?

Caller:

911: OK, is he on the floor, or...

Caller:

911: Is he blue or cold?

Caller:

911: But you can't tell if he's breathing or not?

Caller:

911: You don't think what? It doesn't look like what?

Caller:

911: At all? Or not very much?

Caller:

911: Do you see his chest rising?

Caller:

911: OK, can you turn him over on his back, if you don't suspect any injuries? Can you turn him over on his back?

Caller:

911: And then let me know, if you have to put your ear kind of down by his mouth or something to, or your face, see if you can kind of feel if there's any breath coming out.

Caller:

911: How big?

Caller:

911: OK.

Caller:

911: OK, well, I don't want you to injure yourself, but if you can, or if you can find any way if he's breathing for me, cause if you want to, I can help you through doing CPR. But we have to make sure that he's not breathing first. Can you hold on one second for me?

Caller:

911: Don't hang up, OK?

Caller:

911: You still there?

Caller:

911: OK, so what, is he still on his stomach?

Caller:

911: That's OK. Can you determine at all if he's got any kind of breathing going on or..

Caller:

911: Does he have anything coming out of his mouth, like vomit or..

Caller:

911: Old vomit?

Caller:

911: Do you know if he has any history of medical problems or anything?

Caller:

911: OK, so in the house, is it just you and him?

Caller:

911: OK, so where's the other guy right now?

Caller:

911: Can he tell if he's breathing?

Caller:

911: What's your name?

Caller:

911: He can't tell either? OK. Is there anything, is he just lying, like, flat on his stomach, like on the carpet, or, [identifying information redacted]?

Caller:

911: Is he just lying flat on the carpet, or are there any pillows or anything around him?

Caller:

911: OK, yeah, that's good. If you can't turn him over, which it sounds like you can't, just at this point, just don't put anything around him so if he can breathe, we just leave that space around him open. And I do have some help on the way, OK?

Caller:

911: Let me just stay on the line with you until they get there so we can make sure that they find your house, OK? So there's no apartment at 1080 14th St.?

Caller:

911: OK, is the front door unlocked?

Caller:

911: OK, excellent. Tell me if you see him do anything, like, you know, seizure or vomit some more or if you notice any injuries, if you notice...

Caller:

911: I'm sorry?

Caller:

911: Yeah, that's fine.

Caller:

911: Do you mean you're patting him on the back just, like, kind of reassuring him or like..

Caller:

911: OK.

Caller:

911: Yeah. Do you have any idea how much he drank?

Caller:

911: OK, and there's no, like, no pill bottles or anything else around?

Caller:

911: OK, [identifying information redacted], can you just confirm...

Caller:

911: Did he respond at all to that?

Caller:

911: No?

Caller:

911: Can you see his eyes?

Caller:

911: OK, The paramedics are there?

Caller:

911: An officer? OK, then I'll go ahead and let you go. The paramedics will be there shortly, alright?

Caller:

911: Thanks, [identifying information redacted].

Caller:

911: Alright, bye.

911: Warren County 911.

Caller:

911: I'm sorry

Caller:

911: Sir, you're...

Caller:

911: You called the 911 center from Warren County, do you need help?

Caller:

911: Are you OK?

Caller:

911: I don't know, where are you calling from?

Caller:

911: I understand that, what's your address? Where are you calling from?

Caller:

911: I'm trying to help you. Where are you calling from?

Caller:

911: New Jersey is a big state sir, can you narrow that down please?

Caller:

911: I'm sorry?

Caller:

911: No, I don't, uh, the phone cut out, can you try to say that again?

Caller:

911: You want what, sir?

Caller:

911: Where are you calling from?

Caller:

911: Where are you calling from?

Caller:

911: I understand that and, again, New Jersey is a big state. Where are you calling from within New Jersey?

Caller:

911: Hello.

Caller:

911: Sir.

Caller:

911: I, keep cutting out, where are you calling from?

Caller:

911: OK, and where are you living? What are you, what's your address?

Caller:

911: 643 what?

Caller:

911: By Domino's Pizza?

Caller:

911: In Hackettstown?

Caller:

911: OK, what's the street name.

Caller:

911: Hello?

Caller:

911: What's the street name that you're calling from?

Caller:

911: Are you at your house right now?

Caller:

911: Sir, are you still there?

Caller:

911: Well I'm having trouble hearing you. What are you doing?

Caller:

911: Sir, I don't know if you can hear me, but I am really having trouble hearing you. You're cutting out.

Caller:

911: Can you move back inside?

Caller:

911: I don't know your name because the phone keeps cutting out and I can't get that information. I don't know it because every time you say your name it...

Caller:

911: [identifying information redacted], why are you calling today?

Caller:

911: Why are you calling today? How can I help you?

Caller:

911: I can help you, I just have to know what you're calling for.

Caller:

911: Why are you calling? Hello?

Caller:

911: OK, why? What's going on?

Caller:

911: OK, what's...

Caller:

911: I need to know the address that you're calling me from [identifying information redacted], you told me 643.

Caller:

911: Cause what?

Caller:

911: I don't understand what that means.

Caller:

911: I don't understand what you just said. What did that mean?

Caller:

911: OK, where are you from?

Caller:

911: Oh, Sweden. OK.

Caller:

911: OK, where are you calling from though [identifying information redacted]. You told me 643. Where? What street?

Caller:

911: I'm sorry?

Caller:

911: [identifying information redacted], are you on your cellphone?

Caller:

911: Yeah, are you on your cell phone right now?

Caller:

911: Alright, that sounds like a very good phone. Where are you calling from?

Caller:

911: Where are you calling from?

Caller:

911: Sounds like you're walking.

Caller:

911: Yeah, I can kind of hear you. You got a lot of wind going past your phone. If you could just stop running and talk.

Caller:

911: Can you stop and stand in one position for me?

Caller:

911: Where are you calling from, [identifying information

redacted]?

Caller:

911: OK, again, I understand that you're calling from New Jersey, but where in New Jersey are you? You told me Hackettstown. Are you in Hackettstown or no?

Caller:

911: You're by the Hackettstown High School?

Caller:

911: [identifying information redacted], what's your last name?

Caller:

911: Your last name is [identifying information redacted]?

Caller:

911: How do you spell that?

Caller:

911: Alright, and are you by the Hackettstown High school right now?

Caller:

911: Are you in front? Are you in back or on the side?

Caller:

911: You're at the back?

Caller:

911: OK, what kind of clothing are you wearing?

Caller:

911: What color is the jacket?

Caller:

911: Where are you right now? It doesn't sound like you're outside anymore.

Caller:

911: [identifying information redacted], where are you? Where are you going?

Caller:

911: Where? In the front of the back?

Caller:

911: Are you at the front or the back of the High School?

Caller:

911: Yeah what?

Caller:

911: I'm sorry.

Caller:

911: Alright [identifying information redacted], where are you?

Caller:

911: [identifying information redacted], where are you? You tell me you're at the High School, but then you told me Dom, uh, Domino's. Where are you?

Caller:

911: You're watching the kids play?

Caller:

911: Alright, can you stand in one spot and not run all over the place please?

Caller:

911: What if I was watching you sit? I want to have somebody come over and help you out. That's what we're gonna do.

Caller:

911: You're scared? Why are you scared?

Caller:

911: [identifying information redacted], where are you? You keep moving around but...

Caller:

911: What's up?

Caller:

911: [identifying information redacted], do you have an AK-47? Is that what you're telling me?

Caller:

911: And you're at the school?

Caller:

911: [identifying information redacted]?

Caller:

911: [identifying information redacted], do you have this gun on you right now?

Caller:

911: [identifying information redacted].

Caller:

911: [identifying information redacted].

Caller:

911: Do you have this gun on you right now?

Caller:

911: [identifying information redacted], are you still there? The phone keeps cutting out.

Caller:

911: [identifying information redacted], do you, I can't understand what you're saying. The phone keeps cutting out. Do you have this gun on you right now?

Caller:

911: OK, your, your phone keeps cutting out. Do you have the gun on you right now? You said an AK-47, right?

Caller:

911: OK.

Caller:

911: Do you have that gun on you right now?

Caller:

911: What kind of car you have? A Honda?

Caller:

911: [identifying information redacted], where are you right now at the school?

Caller:

911: Why, why you at the school though? What's going on?

Caller:

911: I'm 27 years old, how old are you?

Caller:

911: 19?

Caller:

911: Where did you drop out of?

Caller:

911: Alright, you said you're on drugs. What kind of drugs are you on?

Caller:

911: No, I don't want to stab you, I want to help you buddy.

Caller:

911: Why would I want to hurt you? Why would I want to hurt? You called for help, didn't you?

Caller:

911: Well, I can have somebody come over and talk to you, if you want.

Caller:

911: You need, you need to talk to who? It cut out.

Caller:

911: Alright, your phone's cutting out. Where are you right now?

Caller:

911: What are you on the news for? What are you on the news for?

Caller:

911: OK, why do you want to do this?

Caller:

911: Alright, [identifying information redacted], you still at the High School or not? [identifying information redacted]? Hello?

Caller:

911: [identifying information redacted], are you there?

Caller:

911: OK, you still at the High School?

Caller:

911: [identifying information redacted].

Caller:

911: Are you still at the High School?

Caller:

911: Alright, where at the High School are you?

Caller:

911: You told me you're at the back, but are you still at
the back of the school?

Caller:

911: You're hiding? Where are you hiding?

Caller:

911: In the woods?

Caller:

911: Why are you hiding in the woods?

Caller:

911: We're not gonna catch you. If you come on out, we can
talk to you. This way we can find out what's going on.
If you need help, we can get you help.

Caller:

911: Well...

Caller:

911: [identifying information redacted], how about we do
this, if you lay down the gun...

Caller:

911: ...and you come out peacefully, there's no reason for you
to get shot.

Caller:

911: You, you're telling me you're gonna get shot. But, if you lay that gun down and you come out peacefully, you're gonna be fine.

Caller:

911: I'm sorry?

Caller:

911: The phone cut out again.

Caller:

911: I'm what?

Caller:

911: Well I don't. I agree with you. I don't want you to do it either to be honest with you and if you lay down your gun and come out peacefully, we can resolve this.

Caller:

911: Where are you now [identifying information redacted]? Can you tell me what's near you?

Caller:

911: OK, what are you in front of?

Caller:

911: How about you just stay still and tell me where you are.

Caller:

911: I'm sorry?

Caller:

911: Well, we're gonna come over and help you, but I got to know exactly where to.

Caller:

911: Well, where are you at the front or the back? You told me you were at the back. Are you still at the back of the school?

Caller:

911: But where?

Caller:

911: Where is, where is that?

Caller:

911: OK, but [identifying information redacted], where at the High School are you exactly? Can you just stay still? I hear you walking around. If you stay still, I can have someone come right to you. This way, they can help you out. [identifying information redacted], you still with me? Hello? [identifying information redacted]? [identifying information redacted]? [identifying information redacted], you still with me? [identifying information redacted]? [identifying information redacted], you still with me? [identifying information redacted], you still there? [identifying information redacted], you still there? [identifying information redacted], hello? [identifying information redacted], you still there? [identifying information redacted], you still there? [identifying information redacted], are you still there? [identifying information redacted], hello? [identifying information redacted], you with me at all or no? [identifying information redacted], you there? [identifying information redacted], if you can't talk to me, but you can press a button on your phone, go ahead and do so. Again, [identifying information redacted], if you can still hear me, go ahead and press a button on your phone, if you can't or don't want to speak. [identifying information redacted], are you still there? [identifying information redacted], are you there? Hello, [identifying information redacted], are you there? [identifying information redacted], are you there? [identifying information redacted], are you there? If you cannot speak press a button please. [identifying information redacted], if you're still there, if you cannot speak, press a button. [identifying information redacted], are you there? [identifying information redacted], are you there? If you cannot speak press a button. [identifying information redacted] can you hear me? [identifying information redacted], if you can hear me, please respond. If you can't, just press a button. [identifying information redacted], if you're still with me, if you can't speak, press a button. [identifying information redacted] are you there? [identifying information redacted] are you there? Talk to me, if you can't talk, press a button. [identifying information redacted], are you there? [identifying information redacted], if you're there talk to me, if you can't, press a button. [identifying information redacted], Are you there? [identifying information redacted]

dacted], if you're there come back and talk to me, if you can't, press a button. [identifying information redacted] are you there? If you cannot speak, press a button. [identifying information redacted], are you there? [identifying information redacted], if you're there and cannot speak, press a button. [identifying information redacted], are you there?

911: I got transfer. Go ahead, sir.

Caller:

911: What's going on?

Caller:

911: Where are they?

Caller:

911: Top of what park?

Caller:

911: I'm sorry, what avenue?

Caller:

911: OK.

Caller:

911: And what's going on there?

Caller:

911: What do you mean they're both gone?

Caller:

911: Are they?

Caller:

911: Are they alive at all? You checked their...

Caller:

911: ...breathing?

Caller:

911: How old are they?

Caller:

911: And what's the name of the park?

Caller:

911: OK. What's your cellphone number, sir?

Caller:

911: OK. I...

Caller:

911: OK.

Caller:

911: And you're sure, you checked for pulse? They're not breathing?

Caller:

911: OK, and are you near a vehicle, sir?

Caller:

911: It's way down the hill?

Caller:

911: OK, they're in the valley or the top of the hill, sir?

Caller:

911: OK, top of the hill and what kind of car are you in? You know, what kind of car did you drive so they can see that they're in the right place?

Caller:

911: OK.

Caller:

911: Sir, I'm, just stay on the line, stay on the line, alright. We're going to get somebody out there as soon as we can, OK?

Caller:

911: Just a minute please. Stay on the line.

911: Amy, get out there as soon as possible. Two bodies. The juveniles are dead.

Caller:

911: OK sir, what was your first name again?

Caller:

911: I'm sorry, what was your name?

Caller:

911: OK, OK, like I said, are they, do you know how they did this?

Caller:

911: The gun's there?

Caller:

911: OK, don't touch the gun obviously. And shotgun...

Caller:

911: ...too.

Caller:

911: OK.

Caller:

911: Shotgun to the head?

Caller:

911: OK, and you've check for pulse, correct?

Caller:

911: OK.

Caller:

911: OK.

Caller:

911: We have, just a precaution, an ambulance and officers
are en route, OK?

Caller:

911: At this point sir, it's probably best if you step away
from the bodies. You really don't need to put yourself
through this, OK? And you say they're both 14 years
old?

Caller:

911: It's, it's best for you just not to be near the bodies
at this point, OK?

Caller:

911: OK, yeah, if you wish to return to your car, it's prob-
ably best. I mean. There's nobody else in the park,
I'm sure.

Caller:

911: Stay on the line sir.

Caller:

911: OK, we do have...

Caller:

911: Actually sir, I want to stay on the phone with you until you at least meet the officers or the ambulance, to, it's so dark out there. I don't want them, anyone to cross paths or so, so forth, so if you don't mind staying on the phone with me until an officer reaches you.

Caller:

911: And if you could just let me know. Like I said we have...

Caller:

911: ...deputies en route. We also have ambulance en route and they will, um.

Caller:

911: Where, where, where are you from?

Caller:

911: OK.

Caller:

911: OK.

Caller:

911: Yeah. Sit down. You're near your car.

Caller:

911: OK.

Caller:

911: Can you see your car from where you are at right now?

Caller:

911: OK. Is there a way...

Caller:

911: ...can head to your car so you can escort people in.

Caller:

911: No.

Caller:

911: OK.

Caller:

911: OK.

Caller:

911: OK.

Caller:

911: OK.

Caller:

911: OK.

Caller:

911: OK, we do have people coming that way, sir. Don't, I mean they should, should be there shortly. I know ambulance is staging on scene.

Caller:

911: Well, hang in there. Hang in there. So do both the children also live in Lakeland? I mean both 14 year olds?

Caller:

911: OK, and just to be sure sir, the gun is still near the bodies?

Caller:

911: OK.

Caller:

911: OK, and is this Humphries Park? Does that make sense?

Caller:

911: OK, yeah, it looks like Humphries Park is on Quality Avenue, so. We do have two deputies on scene. But they, like you said, it's a long hill so they're probably down talking to your son.

Caller:

911: Pardon? Oh yeah, I bet.

Caller:

911: Especially with what?

Caller:

911: OK, OK, sir, you're not going to hear me for a couple minutes. I just have to tone out another ambulance but please do not hang up, OK?

Caller:

911: Alright. Thank you.

Caller:

911: OK, who lives in ah...

Caller:

911: Hang on a minute please.

Caller:

911: Yeah. I think that I had somebody on my, on one of the other channels say that they're clearing a path through the woods.

Caller:

911: Yeah.

Caller:

911: OK, and do you have a flashlight at all sir?

Caller:

911: OK.

Caller:

911: OK, great.

Caller:

911: OK, and just for safety of you, what are you wearing?

Caller:

911: I'm sorry I can hardly hear you. You need to point forward the phone towards you there.

Caller:

911: OK.

Caller:

911: That's fine.

Caller:

911: OK, good.

Caller:

911: Nope, they, they want to make sure that I still have
you on the line. So, just stay with me, alright?

Caller:

911: Yes. No. Sir, are you still there? No, there's no...

911: 911, what's the location of your emergency?

Caller:

911: 2620 Hotel De Villa, what's going on there?

Caller:

911: By whom, sir?

Caller:

911: Tell me exactly what happened.

Caller:

911: How did she kill herself?

Caller:

911: Are there any weapons there?

Caller:

911: What's your name?

Caller:

911: [identifying information redacted], how did you know her?

Caller:

911: Was there anyone else that lived there with her?

Caller:

911: Are you sure that she's beyond any help?

Caller:

911: You're a doctor? OK.

Caller:

911: OK, so tell me again, sir? Tell me again what exactly happened last night that had you worried for her.

Caller:

911: Hold on the line with me just a moment.

Caller:

911: Is this [identifying information redacted]?

Caller:

911: Sorry, our line disconnected.

Caller:

911: So you said that [identifying information redacted] was intoxicated last night?

Caller:

911: Did she say that she was going to kill herself?

Caller:

911: Has she been depressed? Did she say anything to you like that?

Caller:

911: And you said no one else lives there with her?

Caller:

911: Are there any pets or animals there, sir?

Caller:

911: And so you were concerned about her and that's why you came over?

Caller:

911: So what was it that brought you over this morning?

Caller:

911: And what's her name?

Caller:

911: We are sending help to assist you. Is there anything else we can do for you right now?

Caller:

911: If you want, [identifying information redacted], just wait outside for officers to arrive and try not to touch anything.

Caller:

911: 911, what is your emergency?

Caller:

911: What's the address?

Caller:

911: OK, I need you to calm down for me. I can't understand the address, what was it?

Caller:

911: 5250 Crested Owl? In Hamilton Township?

Caller:

911: Now what's going on?

Caller:

911: In the water?

Caller:

911: How old is she?

Caller:

911: And she's in the bathtub?

Caller:

911: Have you taken her out of the water now?

Caller:

911: So, she's still in the bathtub?

Caller:

911: OK, OK, so, what, you drained the water out of the tub?

Caller:

911: How long was she in the bathtub?

Caller:

911: And how are you related to her? Are you her mother?

Caller:

911: Husband?

Caller:

911: What's your name?

Caller:

911: Spell that last name for me [identifying information redacted].

Caller:

911: Have you tried CPR?

Caller:

911: Go and get her out of the bathtub and get her on a flat surface.

Caller:

911: What's that?

Caller:

911: OK, go ahead and get back to doing CPR, try to do CPR. They'll be there in a little bit, OK?

Caller:

911: Is your, is your doors unlocked?

Caller:

911: Are you using, OK, run and unlock the doors so when they, they can get in, when they come back.

Caller:

911: OK.

Caller:

911: You're upstairs?

Caller:

911: You have more than one bathroom in the house?

Caller:

911: [identifying information redacted] put the phone down and try CPR for me?

Caller:

911: 911, state your emergency?

Caller:

911: OK.

Caller:

911: What address are you at ma'am?

Caller:

911: And your phone number?

Caller:

911: Ma'am, what's your phone number in case I lose you?

Caller:

911: Tell me exactly what happened.

Caller:

911: OK, tell me what happened ma'am.

Caller:

911: Stay on the phone with me please. What's your name?

Caller:

911: [identifying information redacted].

Caller:

911: [identifying information redacted], listen to me please.

Caller:

911: Are you with the patient now?

Caller:

911: How old is the patient?

Caller:

911: 28?

Caller:

911: Listen to me ma'am, I'm going to tell you what to do,

but you need to calm down so we can help her.

Caller:

911: You said there's blood everywhere?

Caller:

911: Is she conscious?

Caller:

911: Listen to me ma'am.

Caller:

911: Is she breathing?

Caller:

911: Have you checked?

Caller:

911: OK, listen to me, did you see what happened?

Caller:

911: OK, listen to me, what's your first name?

Caller:

911: Alright, [identifying information redacted]?

Caller:

911: Did you see what happened?

Caller:

911: OK.

Caller:

911: OK, listen to me.

Caller:

911: Did you say, can you tell me why she looks dead, looks
like she's dead?

Caller:

911: Did you say she's cold?

Caller:

911: OK.

Caller:

911: Stay on the phone.

Caller:

911: Do you think she's beyond any help?

Caller:

911: You don't know? Alright.

Caller:

911: OK, we're going to tell you what to do then, OK?

Caller:

911: Are you right by her now?

Caller:

911: OK, so you're not with her?

Caller:

911: Can you get her daughter secured? Can you carry the
phone to where she's at?

Caller:

911: Can you secure her daughter?

Caller:

911: [identifying information redacted]?

Caller:

911: OK, have you got a cordless phone?

Caller:

911: Alright.

Caller:

911: Alright, is she laying on her back?

Caller:

911: She's on her stomach? She's face down?

Caller:

911: Alright, can you get her on her back?

Caller:

911: See if you can get her on her back.

Caller:

911: Pardon?

Caller:

911: OK, are you certain?

Caller:

911: You are?

Caller:

911: We need to make sure.

Caller:

911: Can you get her on her back for me?

Caller:

911: You can't roll her over?

Caller:

911: You're going to have to try.

Caller:

911: We got to try to do CPR if we can get her on her back
[identifying information redacted].

Caller:

911: She's cold?

Caller:

911: Alright.

Caller:

911: OK, then don't try, if she's cold, then...

Caller:

911: There's probably nothing else you can do

Caller:

911: Alright, try not to touch anything more than you did.
Was anything out of place or unusual when you came in?

Caller:

911: OK.

Caller:

911: OK, alright, try not to touch anything else, OK?

Caller:

911: Just leave everything exactly where it is then.

Caller:

911: Do you see anything else?

Caller:

911: Do you see anything else that looks unusual?

Caller:

911: Alright, [identifying information redacted].

Caller:

911: Alright, I'm going to get the Sheriff's Department to pick up on the line with us.

Caller:

911: They're going to need to talk to you about what you're seeing, OK?

Caller:

911: I'm gonna brief them on what's happened and you just stay on the line. What's your last name [identifying information redacted]?

Caller:

911: Are you her relative?

Caller:

911: OK, alright, [identifying information redacted]. Stay with me just a minute, OK?

Caller:

911: West Hartford Police Fire Dispatcher Williams.

Caller:

911: You did what now?

Caller:

911: OK, OK, how old is this child? And, OK, are you home alone?

Caller:

911: 14 Foxridge?

Caller:

911: Is, is he, oh, OK, you're saying he's deceased?

Caller:

911: Are you, [inaudible] when did you do this, just now?

Caller:

911: OK, well is there a way you can do something to try to bring him back?

Caller:

911: Are you sure you do not want to attempt to bring him back?

Caller:

911: How old of a child is it?

Caller:

911: It's two years old? I want you to stay on this line.

Caller:

911: Is he still in the water?

Caller:

911: You've taken him out of the water?

Caller:

911: You are the grandmother?

Caller:

911: What is your name?

Caller:

911: [identifying information redacted]?

Caller:

911: And you will not do anything to try to attempt to bring
the child back?

Caller:

911: How long ago was this? How long ago?

Caller:

911: Ten minutes?

Caller:

911: Well, where's the mother at?

Caller:

911: I want you to stay on this line. Hello?

Caller:

911: No, don't touch that baby, unless you're going to do
something to try and bring him back.

Caller:

911: Hello?

911: 911, state your emergency.

Caller:

911: What's your name, honey?

Caller:

911: Tell me that again.

Caller:

911: Do you know who this guy is?

Caller:

911: OK, it's OK, OK, um, what, what's your address, babe?

Caller:

911: [identifying information redacted]?

Caller:

911: [identifying information redacted], what's your address?

Caller:

911: OK.

Caller:

911: I can't hear you, honey.

Caller:

911: [address redacted]? Do you have any idea where you are?

Caller:

911: Uh huh, so you're in a white van.

Caller:

911: OK, OK, stay on the phone. So the last place you know of you were was at Woods Lumber?

Caller:

911: OK, OK, stay on the phone for me, honey, OK?

Caller:

911: [whispering, inaudible]

911: 911, what is your emergency?

Caller:

911: Hello. Is everything OK?

Caller:

911: Uh-huh.

Caller:

911: And the what?

Caller:

911: He did? Where's mommy at?

Caller:

911: What do you mean sweetheart?

Caller:

911: OK, your daddy's on the floor. How old are you?

Caller:

911: OK baby, OK. Let me get someone right over to you. Did you, did you go in your mommy and daddy's room?

Caller:

911: All over the place?

Caller:

911: Oh my goodness and you have your little doggie with you?

Caller:

911: And three cats too?

Caller:

911: OK, are you the, the only one there besides mommy and daddy?

Caller:

911: OK, OK, what I want you to do honey. I want you to stay

on the phone with me. What is your name?

Caller:

911: Oh, that is a very pretty name.

Caller:

911: Oh, I'm so sorry, that is a beautiful name. What is your doggie's name?

Caller:

911: OK, and what made you wake up tonight?

Caller:

911: You heard a gun?

Caller:

911: Really.

Caller:

911: Who has a gun in the house?

Caller:

911: Oh sweetheart, I will not let anything happen to you.

Caller:

911: I promise I will, and you're only 5 years old?

Caller:

911: You are so smart for 5 years old. Wow, are you off from school this week?

Caller:

911: You do? Oh my gosh, you're not even in kindergarten yet?

Caller:

911: Oh, what's your doggie's name?

Caller:

911: Lizzah, what kind of doggie is she?

Caller:

911: Oh my God, I love those. Those are so beautiful. Is she a black lab or is she a yellow lab?

Caller:

911: Oh, you are so smart.

Caller:

911: Oh my goodness, how old is she?

Caller:

911: Wow! You can remember for a really long time.

Caller:

911: Oh my goodness. Was there anybody else in the house tonight besides you and mommy and daddy tonight? Like an uncle or anything?

Caller:

911: OK, well I didn't think there would be a robber sweetheart. Did you have anybody staying over the night with you guys tonight?

Caller:

911: OK. So and the doors are all locked? And everything like that. Where are you in the house?

Caller:

911: Oh my goodness. Uh, what part of the house are you in at now?

Caller:

911: Oh my goodness, that sounds really cool. Did you pick out the pink door?

Caller:

911: Look, I bet you that is beautiful. Does mommy and daddy have a car in the driveway?

Caller:

911: Two cars? What kind of cars do they have?

Caller:

911: What color is that Toyota?

Caller:

911: Is it dark, or grey, or silver?

Caller:

911: Red? OK, what kind of car does daddy have?

Caller:

911: OK, listen to me [identifying information redacted].
Is your phone the type that you can take with you and walk around?

Caller:

911: There should be an officer at your front door. I need for you to take your phone with you and walk over to the door and open it for me, OK? And I will stay on the phone with you, OK?

Caller:

911: I will not hang up.

Caller:

911: Oh, well do you want to grab a towel or something? I don't think the officer's going to care baby. We just want to make sure that mommy and daddy are OK, alright?

Caller:

911: Grab a blanket or something. Stay on the phone with me, stay on the phone, alright?

Caller:

911: My name is Donna, by the way. You are doing a wonderful job [identifying information redacted], wonderful job.

Caller:

911: You did great!

Caller:

911: You were wonderful, absolutely wonderful. You should be very proud of yourself.

Caller:

911: OK, you let me know when the officer talks to you. OK, you go ahead [identifying information redacted], talk to the officer.

Police: You talking to the dispatcher? OK, tell her I'm here now and you can hang up.

911: Bye sweetheart.

