

1 They are shooting at the Pulse.

2 OPERATOR: Are you inside the club?

3 CALLER: Yes. There's bullets flying.

4 OPERATOR: Okay. Where are you inside of
5 the club?

6 CALLER: In the bathroom.

7 OPERATOR: You're in the bathroom?

8 CALLER: They are (inaudible)

9 OPERATOR: Are you in the boy's or girl's
10 rest room?

11 CALLER: Boy's.

12 OPERATOR: In the men's room?

13 CALLER: Yes.

14 OPERATOR: What's your name?

15 CALLER: [REDACTED]. Please get here.

16 OPERATOR: Did you see anybody get shot?

17 CALLER: Yes. Everybody is dying right
18 now. Please get here.

19 OPERATOR: Is the person that's shooting
20 still inside of the club?

21 CALLER: Yes. Yes. Yes. Yes.

22 OPERATOR: Okay. The police are on the
23 way. Stay where you are. Do not come out until
24 you see an Orlando Police Department officer,
25 okay?

1 CALLER: Okay.

2 OPERATOR: Stay right where you are.

3 What's your name?

4 CALLER: [REDACTED]. [REDACTED].

5 OPERATOR: [REDACTED]?

6 CALLER: Yes.

7 OPERATOR: [REDACTED], did you see the person
8 that was shooting?

9 CALLER: No. Please get here. It's a lot
10 of people.

11 OPERATOR: Is it a guy? Are you sure it's
12 a man?

13 CALLER: It's a lot of people.

14 OPERATOR: I'm sorry?

15 CALLER: There's a lot of people.

16 OPERATOR: I didn't hear it. Say it one
17 more time.

18 CALLER: A lot of people shooting.

19 OPERATOR: There's a lot of people
20 shooting?

21 CALLER: There's a lot of people shooting.

22 OPERATOR: We're on the way, okay?

23 CALLER: Please hurry.

24 OPERATOR: [REDACTED], what color shirt are you
25 wearing?

1 CALLER: I'm wearing a gray shirt.

2 OPERATOR: A gray shirt? And what kind of
3 pants?

4 CALLER: Yes. Brown pants.

5 OPERATOR: Brown pants. [REDACTED], I need you
6 to stay where you are. I've got to get some more
7 calls. But you stay where you are. Officers are
8 on the way, okay?

9 CALLER: Okay.

10 OPERATOR: All right. Bye-bye. (End call)

11 Desk 8 Call 24: ^

12 OPERATOR: Police emergency. This is
13 Latasha. This call is recorded.

14 CALLER: Please get here, please get here.
15 There's someone in Pulse Nightclub in Florida.

16 (Shooting sounds)

17 OPERATOR: Ma'am, we're on the way -- we're
18 on the way.

19 CALLER: Please get me the fuck out.
20 Please, I got shot. How fucked up is that? How
21 fucked up is that?

22 OPERATOR: Did you see the shooting?
23 Ma'am, did you see anyone?

24 CALLER: Please, please.

25 OPERATOR: Listen, ma'am. What's your

1 name? What is your name?
2 CALLER: My name (inaudible)
3 OPERATOR: What is your name?
4 CALLER: My name?
5 OPERATOR: Listen to me. Can you see the
6 person that's shooting?
7 CALLER: No. But please, (Crying sounds)
8 OPERATOR: Okay. The officers are there.
9 CALLER: Send the police.
10 OPERATOR: They are going to be knocking --
11 they are going to be coming in shortly.
12 CALLER: I need you to please get them out.
13 OPERATOR: Stay right where you are. The
14 officers will be there shortly.
15 CALLER: (Inaudible) please, please.
16 (Crying sounds) Please don't, please. I've never
17 been through this before.
18 OPERATOR: Where are you?
19 CALLER: Please.
20 OPERATOR: Where are you?
21 CALLER: I'm in Pulse Nightclub in Florida.
22 OPERATOR: No. Where are you inside of the
23 club?
24 CALLER: I'm in Florida. Pulse Nightclub.
25 OPERATOR: Ma'am. You're at the club. But

1 where inside of the club are you?

2 CALLER: Please, it's like -- I don't know.

3 OPERATOR: Okay.

4 CALLER: I don't know where it's at.

5 OPERATOR: Have you been hit? Are you
6 injured?

7 CALLER: Yes. I've been hit. Please come.

8 OPERATOR: What is your name?

9 CALLER: My name is --

10 OPERATOR: I'm sorry, what is it?

11 CALLER: I don't -- please don't worry
12 about my name, just get somebody in.

13 OPERATOR: The officers are on the way,
14 okay? Can you tell me -- listen to me. We need
15 to find you. We don't know where you are. So
16 where are you inside of the club?

17 CALLER: Please send --

18 OPERATOR: Where are you inside of the
19 club?

20 CALLER: In the bathroom.

21 OPERATOR: In the bathroom?

22 CALLER: Yes.

23 OPERATOR: We're on the way, okay?

24 CALLER: Okay.

25 OPERATOR: Bye-bye. (End call)

1 Desk Supervisor Call 25: ^

2 RECORDED VOICE: Sunday, June 12th, 2016.

3 The time 2:03 a.m.

4 OPERATOR: 911 emergency, this line is
5 recorded.

6 CALLER: Hello? Hello? This is the
7 police. Tell me what's going on.

8 CALLER: Yo, please come to Pulse. They
9 are shooting in Pulse.

10 OPERATOR: Listen to me. Are they in the
11 club or outside?

12 CALLER: Huh?

13 OPERATOR: Are they inside or outside?

14 CALLER: They are shooting. They are
15 shooting inside. (Shooting sounds)

16 OPERATOR: Do you know who it?

17 CALLER: No, I don't.

18 OPERATOR: You can't see anyone?

19 CALLER: No. I'm upstairs. We're hiding.

20 OPERATOR: Okay. We're getting -- we're
21 getting police and we have police out there. But
22 you don't see anything, you're just hearing the
23 shooting? Are you just hearing the shooting?

24 CALLER: Yes.

25 OPERATOR: And you said you're hiding

1 upstairs?

2 (Shooting sounds)

3 OPERATOR: Is that the shots, sir? Sir,
4 are those shots being fired?

5 CALLER: Yes.

6 OPERATOR: How many people are upstairs
7 with you?

8 CALLER: There's just like six of us. Send
9 someone.

10 OPERATOR: They are already there, sir.
11 Sir, they are already there. Stay where you are.
12 Stay safe, sir. There's officers responding.
13 Hold on.

14 (Shooting sounds)

15 OPERATOR: Where in the club are you, sir?
16 You're upstairs. Are you in a room?

17 CALLER: Upstairs.

18 OPERATOR: I still have active shooting
19 going on in my call. You can hear the shots in
20 the background.

21 CALLER: Yes.

22 OPERATOR: Is anyone hurt that you're with?
23 Is someone hurt with you? Is anyone hurt?

24 CALLER: Yes.

25 OPERATOR: Okay. Who is hurt?

1 CALLER: I don't know.

2 OPERATOR: Okay. Okay. All right. They
3 are coming. They are coming. What is your name?

4 (Shooting sounds)

5 CALLER: There it is again.

6 (Shooting sounds)

7 OPERATOR: Okay. I can hear -- I can hear
8 it on my caller's call.

9 CALLER: Please help. Please.

10 OPERATOR: Sir, there's multiple officers
11 there. If it's safe where you are, that's where
12 you need to stay.

13 Is there any way out from where you are?

14 Is there any doors, any way out?

15 CALLER: Yeah, no. No.

16 OPERATOR: There's no way out?

17 CALLER: We're in the attic. No.

18 OPERATOR: Is the door locked?

19 CALLER: We're locked in a room, but they
20 might shoot through the door.

21 OPERATOR: Okay. Listen to me, though. Be
22 honest with me. Is it someone that would be
23 looking for you? Like you have no clue who this
24 person is, they wouldn't be looking for you?

25 CALLER: No.

1 OPERATOR: Okay. There's officers there.
2 The officers are there. They have to surround it
3 and they have to be able to get to the shooter.
4 So I'm going to keep you on the phone until I can
5 tell you it's safe, okay? So I may have to answer
6 the 911 calls but I'm going to keep this line
7 open. Do not hang it up. Do you understand me?

8 CALLER: Okay.

9 OPERATOR: Okay.

10 (Shooting sounds)

11 OPERATOR: Whoever is there with you just
12 keep them very quiet.

13 (Shooting sounds) (Pause)

14 (Muffled talking in 911 room: Take your
15 shirt off and put it on the wound. How many
16 people in the bathroom with you? Okay. How many
17 people in the bathroom with you? There's people
18 on the way.)

19 CALLER: (Whispering sounds)

20 OPERATOR: There's people hiding
21 everywhere, so whenever it's safe. I have people
22 up in an attic, yeah, so...

23 CALLER: They are still shooting.

24 OPERATOR: They are still shooting? Okay.
25 They are still shooting right now.

1 (Shooting sounds)

2 (Talking in 911 room: There's like twenty
3 people inside one rest room. I told them to stay
4 in there.)

5 (Muffled talking in 911 room)

6 OPERATOR: Do you still have that caller on
7 the phone? Thank you. Yes. And I'm talking to
8 the Fire Department. Yes. Yes.

9 CALLER: Please tell them to come inside
10 and stop them.

11 OPERATOR: Listen to me, the person that's
12 doing the shooting, the officers have to be able
13 to safely get to them so that no one else is hurt.
14 They are doing everything they can. When I tell
15 you there's every officer that can be there there,
16 every officer that can be there is there. So I'm
17 going to keep you on this line until I can tell
18 you that it's safe to go out.

19 Like I said, I may have to put you on hold
20 because every line is ringing here, but you're not
21 to hang up this phone. Do you understand?

22 And you said there's no way for you to get
23 out of there, correct? There's no windows,
24 there's nothing?

25 CALLER: No, there's nothing.

1 OPERATOR: Okay. Is it an office? What is
2 it?

3 CALLER: It's like an office upstairs.

4 OPERATOR: But there's no doors, there's no
5 other way to get out?

6 CALLER: No.

7 OPERATOR: And you've locked the doors?

8 CALLER: Yes.

9 OPERATOR: Have you put anything in front
10 of the door?

11 CALLER: No.

12 OPERATOR: Okay. You need to do whatever
13 you feel you need to do to make sure you feel that
14 you're safe, okay? But I'm keeping this line
15 open. Do not hang it up.

16 (Shooting sounds)

17 CALLER: All right. I don't know what to
18 do.

19 OPERATOR: I understand. I understand.
20 I'm telling you that every officer that can be
21 there is there. They have to do what they can to
22 safely get to him and not let anyone else get
23 hurt.

24 (Shooting sounds)

25 OPERATOR: I'm putting you on hold. Do not

1 hang up the phone. Do not hang up this phone. I
2 have to answer another 911. Do not hang up.

3 (End call)

4 Fire Department Call 26: ^

5 RECORDED VOICE: Sunday, June 12th, 2016.

6 The time 2:06 a.m.

7 FIRE DEPARTMENT: Orlando Fire Department.

8 Orlando Fire Department. Orlando Fire Department.

9 CALLER: Um, (inaudible)

10 FIRE DEPARTMENT: Orlando Fire Department?

11 CALLER: I don't know. (Background
12 talking)

13 FIRE DEPARTMENT: Hello? Hello? Hello?

14 This is the Orlando Fire Department. What was the
15 address of the emergency?

16 CALLER: Pulse -- can you hear me?

17 FIRE DEPARTMENT: Yes, I can hear you.

18 CALLER: I'm at Pulse Nightclub. I'm
19 currently with a male who is about 26 years old
20 who has been shot in the left buttocks above and
21 he's bleeding profusely.

22 FIRE DEPARTMENT: Listen to me. Hello?
23 Can you hear me?

24 CALLER: Yes. I can hear you.

25 FIRE DEPARTMENT: You're at Club Pulse,

1 correct?

2 CALLER: Yes. At Club Pulse.

3 FIRE DEPARTMENT: Okay. Do me a favor.
4 Just pull the phone away from your mouth just a
5 little bit, okay, because it sounds a little
6 distorted. I can barely hear you.

7 Okay. So you're with somebody at Club
8 Pulse. Tell me exactly what happened.

9 UNIDENTIFIED MAN: We're across the street
10 from the tattoo shop next to the Liberty Tap next
11 to the (inaudible) at Pulse. (Inaudible)

12 FIRE DEPARTMENT: Okay. I understand that.
13 Let me speak to the young lady, sir, please.

14 CALLER: Fine.

15 FIRE DEPARTMENT: Okay. Are you with
16 somebody who is hit?

17 CALLER: Yes. I'm with somebody who is
18 hit. He's a 20 year-old to 35 year-old Hispanic
19 male about five-eight.

20 FIRE DEPARTMENT: Okay. Tell me, where was
21 he hit?

22 CALLER: He was hit on the left -- on the
23 right buttocks, above the right buttocks, he's
24 bleeding profusely (inaudible).

25 FIRE DEPARTMENT: Okay. This is what I

1 want you to do. He's bleeding seriously, correct?
2 Okay. This is what I need you to do. Okay. I
3 need to you get a clean, dry cloth or a towel.

4 CALLER: I had my friend take off his
5 shirt, I put it on the wound and I'm putting
6 pressure on.

7 FIRE DEPARTMENT: Correct. Place pressure
8 on it and make sure you don't lift it up at any
9 time and look at it. We do have units en route.
10 Okay? Is he the only one hit?

11 CALLER: There are several people who are
12 hit, but he's the only one that is hit that's
13 currently right now in my presence.

14 FIRE DEPARTMENT: Okay. He's the only one
15 that's in your presence right now. Okay. And you
16 said he's how old?

17 CALLER: He is about maybe --

18 (Speaking Spanish)

19 CALLER: He's 24 years old.

20 (Man speaking in Spanish)

21 FIRE DEPARTMENT: Okay. He's 24 years old.

22 Is he awake?

23 CALLER: He's awake.

24 (Talking in background)

25 FIRE DEPARTMENT: Listen. Who is that in

1 the background? I need him to stop talking or I
2 need him to get away from you because I can't hear
3 you.

4 CALLER: I'm sorry. I don't know.

5 (Inaudible)

6 UNIDENTIFIED MAN: I'm at the Pulse.

7 There's blood everywhere. (Inaudible)

8 CALLER: I see police officers right now
9 currently present.

10 FIRE DEPARTMENT: Okay. Is he breathing?

11 CALLER: He is currently breathing but he's
12 clearly losing concentration. He's profusely
13 bleeding. There's a lot of blood.

14 FIRE DEPARTMENT: Again, the paramedics are
15 on the way, okay? They are on the way. Just stay
16 on the line with me, okay? When did this happen?
17 Did it happen just now?

18 CALLER: It just happened right now
19 literally not even -- we were inside and it
20 happened two minutes ago.

21 FIRE DEPARTMENT: Where is the assailant?
22 Where is the assailant? Is the assailant still
23 nearby?

24 CALLER: I don't know. And the location
25 where the shooting was located, I was outside and

1 I saw a male right now who is bleeding profusely
2 from his right buttocks.

3 FIRE DEPARTMENT: Can you tell me, is he
4 completely alert right now?

5 CALLER: Okay. I'm going to hang up. The
6 police officer told me to hang up with you.

7 FIRE DEPARTMENT: Okay. Okay. (End call)
8 Fire Department Call 27: ^

9 RECORDED VOICE: Sunday June 12th, 2016.
10 The time 2:07 a.m.

11 FIRE DEPARTMENT: Orlando Fire Department.

12 CALLER: (Inaudible) I'm injured.

13 FIRE DEPARTMENT: This is the Orlando Fire
14 Department. What's the address of the emergency?

15 CALLER: Pulse. I'm hurt. I'm shot.

16 FIRE DEPARTMENT: Orlando Fire.

17 OPERATOR: It's Pulse Nightclub.

18 FIRE DEPARTMENT: We already have multiple
19 units responding for the shooting.

20 OPERATOR: We've got the injured party on
21 the line with you.

22 CALLER: I'm bleeding out.

23 FIRE DEPARTMENT: It's the Fire Department.
24 Hello?

25 CALLER: I'm bleeding out.

1 FIRE DEPARTMENT: I've got the paramedics
2 on the way. Where are you inside the club?

3 CALLER: Huh?

4 FIRE DEPARTMENT: Where are you in the
5 club? Are you at the Pulse Nightclub?

6 CALLER: Yes. I'm in the bathroom.

7 FIRE DEPARTMENT: You're in the bathroom?
8 Okay. Where are you injured?

9 CALLER: My arm, my whole arm is bleeding.

10 FIRE DEPARTMENT: Okay. Can you get a
11 clean, dry cloth or towel and hold it on the wound
12 and hold a firm, steady pressure?

13 CALLER: No. (Inaudible)

14 FIRE DEPARTMENT: Okay. How about a shirt?
15 Take your shirt off and put it on the wound.

16 CALLER: Okay.

17 FIRE DEPARTMENT: Okay? And a clean, dry
18 cloth. Put your shirt on it and hold some
19 pressure.

20 Okay. And you said you're shot in the arm?
21 How many people in the bathroom with you?

22 CALLER: I have no idea.

23 FIRE DEPARTMENT: I'm sorry?

24 CALLER: (Inaudible)

25 FIRE DEPARTMENT: Okay. How many people in

1 the bathroom with you?

2 CALLER: There's one, two, three, four,
3 five, six, seven, eight, nine, ten -- there's
4 about twenty people here.

5 FIRE DEPARTMENT: Twenty people in the
6 bathroom. Okay. All right. We do have the
7 paramedics and police they are on their way. They
8 are coming as fast as they can.

9 Is there anybody else in there injured
10 besides you?

11 CALLER: No. Nobody is injured but me.

12 FIRE DEPARTMENT: Okay. They are on their
13 way. They will be there shortly. I don't want
14 anybody to leave the room. Everybody stay in the
15 room until the police come and get you.

16 CALLER: (Inaudible)

17 FIRE DEPARTMENT: I'm sorry?

18 CALLER: I'm good. I'm good here. I
19 wanted to make sure there's someone on the way. I
20 got --

21 FIRE DEPARTMENT: The police and the
22 paramedics are on their way, okay? They will be
23 there shortly.

24 CALLER: Okay. Thank you.

25 FIRE DEPARTMENT: Okay. (End call)

1 Fire Department Call 28: ^

2 RECORDED VOICE: Sunday, June 12th, 2016.

3 The time 2:09 a.m.

4 FIRE DEPARTMENT: Orlando Fire Department.

5 CALLER: I have guy here with a gunshot
6 wound.

7 FIRE DEPARTMENT: Orlando Fire Department.

8 What is the address of the emergency?

9 CALLER: 1823 South Orange Avenue.

10 FIRE DEPARTMENT: Is this at Pulse that
11 you're talking about?

12 CALLER: 7-Eleven. I have a guy with a
13 gunshot wound.

14 FIRE DEPARTMENT: Are you the employee
15 there?

16 CALLER: I am.

17 FIRE DEPARTMENT: Okay. I'm sorry. Tell
18 me again. 1823 South Orange, correct?

19 CALLER: Yeah, right across the street from
20 Pulse. We're right around the corner from Pulse.

21 FIRE DEPARTMENT: Where is the gentleman
22 shot at?

23 CALLER: He's shot in his side. He's over
24 here by the bathroom.

25 FIRE DEPARTMENT: To the side by his rib?

1 CALLER: By his rib. He's bleeding
2 everywhere.

3 FIRE DEPARTMENT: I'm going tell you what
4 to do, okay? How old is he? Give me an
5 approximate age.

6 CALLER: How old are you, baby?

7 INJURED MAN: I'm 34.

8 CALLER: 34.

9 FIRE DEPARTMENT: That's him? He is awake
10 and breathing?

11 CALLER: Yes. He's walking around.

12 FIRE DEPARTMENT: Okay. I need you to get
13 a clean, dry cloth or a towel, anything that you
14 have --

15 CALLER: We just put paper towels on it.

16 FIRE DEPARTMENT: Let me tell you. He
17 needs to apply -- apply it for him -- firm and
18 steady pressure, firm and steady pressure.

19 CALLER: Firm and steady pressure on it.

20 FIRE DEPARTMENT: He needs to hold it down
21 and control the bleeding. I don't know that paper
22 towels is going to be sufficient. So if you have
23 a towel --

24 CALLER: That's all I have here.

25 FIRE DEPARTMENT: I want you to give him a

1 lot. Give him the roll, because when it bleeds
2 through, he does not need to lift it up.

3 CALLER: Okay.

4 FIRE DEPARTMENT: He needs to keep applying
5 more and more and more.

6 CALLER: Okay. I gotcha. Sit down, baby,
7 they want you to sit down. Sit down.

8 INJURED MAN: I can't.

9 CALLER: I'm going to give you a crate to
10 turn upside down to sit on.

11 FIRE DEPARTMENT: How is he positioned
12 right now, ma'am?

13 CALLER: He's standing.

14 FIRE DEPARTMENT: He's standing? Tell him
15 I want him to sit down or lie down, whatever is
16 most comfortable.

17 CALLER: I got him to sit down, I got him
18 something to sit down on.

19 FIRE DEPARTMENT: Okay. All right. Let
20 him sit down.

21 CALLER: He's applying pressure.

22 FIRE DEPARTMENT: You have -- there's
23 several ambulances in that area, okay?

24 CALLER: Okay.

25 FIRE DEPARTMENT: But --

1 CALLER: Okay.

2 OPERATOR: But I want -- I want to tell you
3 they are not immediately responding to where he's
4 at.

5 CALLER: Okay.

6 FIRE DEPARTMENT: Because the ambulance
7 doesn't have guns. You understand?

8 CALLER: Yeah. I understand. I
9 understand.

10 FIRE DEPARTMENT: Okay. All right. Is
11 there anyone else -- is there any other patients
12 inside of your store except the gentleman?

13 CALLER: He's the only one.

14 FIRE DEPARTMENT: Okay. All right. And he
15 is -- he is inside of the 7-Eleven, correct?

16 CALLER: He's inside here with me, yes.

17 FIRE DEPARTMENT: Okay.

18 CALLER: I have him in here with me.

19 FIRE DEPARTMENT: The only thing that I can
20 recommend that you do, ma'am, at this time, is
21 just keep him with a supply of the paper towels.
22 And it's going to hurt. He needs to apply
23 pressure to help control that bleeding. It's very
24 important, okay?

25 CALLER: Okay. I gotcha. Put it on --

1 FIRE DEPARTMENT: Okay. I'm going
2 disconnect. They will be there as soon as
3 possible, okay?

4 CALLER: Okay. Thank you.

5 FIRE DEPARTMENT: Thank you, bye-bye.

6 (End call)

7 Fire Department Call 29: ^

8 RECORDED VOICE: Sunday, June 12th, 2016.
9 The time 2:11 a.m.

10 FIRE DEPARTMENT: Orlando Fire Department?

11 OPERATOR: This is Stephanie with Orange
12 County. We have a medical transfer.

13 FIRE DEPARTMENT: This is the Orlando Fire
14 Department. What is the address of the emergency?

15 CALLER: Pulse Orlando. Pulse Nightclub,
16 Orlando, Florida. Pulse Nightclub, Orlando,
17 Florida. We've been shot with a bunch of people
18 down at the (inaudible) we need you quickly.

19 FIRE DEPARTMENT: Okay. You're at Pulse
20 Nightclub, 1912 South Orange Avenue?

21 CALLER: Orange Avenue. I've been shot in
22 my chest and my stomach and I think my leg.

23 (Inaudible)

24 FIRE DEPARTMENT: You've been shot --
25 listen, you've been shot in your chest and where?

1 Hello?

2 OPERATOR: I don't know where he went.
3 Yes. He's hiding in the bathroom at Pulse
4 Nightclub.

5 FIRE DEPARTMENT: Okay.

6 OPERATOR: Hey, I have another person in
7 the bathroom with a gunshot wound to his stomach.
8 Stay on the phone, sir. We are here to
9 help.

10 FIRE DEPARTMENT: I need you to stay on the
11 phone with me. Okay? Stay on the phone with me.
12 We have units that are responding. But I need you
13 to know that we do have multiple victims, so some
14 of our units are staging, because they don't have
15 guns, okay? Okay? Sir? Sir?

16 CALLER: I'm sorry.

17 FIRE DEPARTMENT: Okay, sir.

18 OPERATOR: They are coming to you, okay?

19 CALLER: Okay. (Inaudible) I'm in the
20 bathroom.

21 FIRE DEPARTMENT: Are you in the bathroom
22 by yourself, sir?

23 CALLER: No. There's a bunch of bodies on
24 top of me. (Inaudible)

25 FIRE DEPARTMENT: Okay. Okay.

1 OPERATOR: Did you say that there are
2 bodies in the bathroom with you, sir?

3 CALLER: Yes, they are piled up in the
4 bathroom hiding (inaudible)

5 OPERATOR: Okay.

6 CALLER: (Inaudible)

7 FIRE DEPARTMENT: Okay. How many people --
8 how many people do you see in the bathroom with
9 you?

10 CALLER: There's about twenty others.

11 FIRE DEPARTMENT: I'm sorry.

12 CALLER: (Inaudible)

13 OPERATOR: I think he said twenty, twenty
14 people.

15 FIRE DEPARTMENT: Twenty people?

16 OPERATOR: Yes. Twenty people.

17 CALLER: (Inaudible)

18 FIRE DEPARTMENT: Do you know -- sir, I
19 know this is really hard. And you're doing really
20 well. Do you know where the person is who did
21 this?

22 CALLER: No. I don't know. I don't know
23 nothing. (Inaudible)

24 FIRE DEPARTMENT: Okay. You don't know
25 where he is. Okay. That's okay.

1 CALLER: (Inaudible)

2 OPERATOR: Okay.

3 CALLER: Please hurry up.

4 FIRE DEPARTMENT: Sir, we're coming, okay?

5 Sir?

6 OPERATOR: Yes. I just --

7 CALLER: Hurry.

8 FIRE DEPARTMENT: The paramedics are on the
9 way.

10 CALLER: Okay.

11 (Phones ring) (Pause)

12 CALLER: Gosh, I don't want to be here.

13 FIRE DEPARTMENT: Sir, are you still here
14 with me?

15 CALLER: Where are those units? We need
16 these units.

17 FIRE DEPARTMENT: What's your name?

18 CALLER: [REDACTED]. (Phonetic)

19 FIRE DEPARTMENT: I'm sorry, move your
20 mouth away from the phone just a little bit,
21 because I can't understand what you're saying.
22 Say it again?

23 CALLER: [REDACTED] (inaudible)

24 FIRE DEPARTMENT: Martha, are you catching
25 that?

1 OPERATOR: His name is [REDACTED].
2 FIRE DEPARTMENT: [REDACTED], okay.
3 Thank you.
4 CALLER: [REDACTED]. [REDACTED].
5 FIRE DEPARTMENT: [REDACTED]? You said
6 [REDACTED]
7 CALLER: [REDACTED].
8 OPERATOR: Okay. I'm not getting --
9 FIRE DEPARTMENT: We're having a very hard
10 time hearing you. I'm very sorry.
11 CALLER: [REDACTED] (phonetic)
12 OPERATOR: [REDACTED].
13 FIRE DEPARTMENT: [REDACTED]?
14 OPERATOR: [REDACTED].
15 FIRE DEPARTMENT: [REDACTED].
16 CALLER: No. [REDACTED].
17 OPERATOR: I'm sorry. I can't catch that.
18 (Pause)
19 CALLER: (Inaudible)
20 OPERATOR: Just hold on one moment for me,
21 okay? I have -- I'm going to go to another 911,
22 okay?
23 CALLER: I'm (inaudible) they are dying,
24 they are dying, we're dying.
25 OPERATOR: No. No. No. Don't say that,

1 okay? The paramedics are coming.

2 CALLER: (Inaudible)

3 FIRE DEPARTMENT: I'm going to stay on the
4 phone with him so you can answer another call.

5 OPERATOR: It's okay. It's okay. Somebody
6 else already picked it up. I'll stay on the line.

7 FIRE DEPARTMENT: Okay. They have got
8 multiple deputies and police officers on the
9 scene, okay? We're going to come help you, okay?

10 CALLER: (Inaudible)

11 FIRE DEPARTMENT: How many people there are
12 injured?

13 CALLER: I'm hiding under a pile bodies
14 piled up. I'm uncomfortable. I can't move. I'm
15 trapped under people.

16 FIRE DEPARTMENT: Okay. Are you injured?

17 CALLER: Yes. I've been shot three times.

18 FIRE DEPARTMENT: In your chest?

19 CALLER: In my chest, yes.

20 FIRE DEPARTMENT: Okay.

21 (Pause)

22 OPERATOR: Hey, [REDACTED], you still
23 here with me?

24 CALLER: I'm here.

25 OPERATOR: Listen, they are coming, okay?

1 They are coming.

2 CALLER: Okay. (Inaudible)

3 OPERATOR: They are coming, they are coming
4 to help you, okay? Do you have anybody that you
5 would like me to call for you?

6 CALLER: I can't.

7 OPERATOR: You can't call -- you can't --
8 you don't have anybody that you want me to call
9 for you? Hello?

10 (Inaudible)

11 OPERATOR: Hello?

12 (Inaudible) (Loud noises)

13 OPERATOR: Hello? I'm still here. OFD, I
14 hear a lot of movement and possibly talking, but I
15 don't hear him anymore.

16 FIRE DEPARTMENT: Do me a favor, just hold
17 the line for me, okay?

18 * * * * *

19 Call 29 Continued:

20 OPERATOR: I'm still here. I haven't heard
21 him talk in a while.

22 FIRE DEPARTMENT: Okay. One moment. One
23 moment. (End call)

24 Fire Department Call 30: ^

25 FIRE DEPARTMENT: Orlando Fire?

1 OPERATOR: Orange County transfer.

2 FIRE DEPARTMENT: I'm sorry? Orlando Fire
3 Department. What is the address of the emergency,
4 please?

5 OPERATOR: She's at Pulse Orlando.

6 FIRE DEPARTMENT: Okay. We have units --
7 ma'am, are you here or with anybody that's hit?

8 OPERATOR: I think so.

9 FIRE DEPARTMENT: Okay. Ma'am, ma'am?
10 Hello? Hello? Ma'am?

11 CALLER: (Heavy breathing)

12 OPERATOR: She's like out of breath I think
13 or injured.

14 FIRE DEPARTMENT: Is she hit? Did she
15 advise you she was hit?

16 OPERATOR: I'm not sure. I don't know.

17 FIRE DEPARTMENT: Ma'am? Ma'am? Yes, I
18 can hear you, I can hear you. Are you hiding?

19 CALLER: (Breathing heavily)

20 FIRE DEPARTMENT: Where exactly are you?

21 CALLER: (Breathing heavily)

22 FIRE DEPARTMENT: Okay. You're at Club
23 Pulse. Where exactly are you hiding?

24 CALLER: (Breathing heavily)

25 FIRE DEPARTMENT: Are you in the bathroom?

1 Where exactly are you? Could you try to whisper
2 it to me?

3 CALLER: (Breathing heavily)

4 FIRE DEPARTMENT: Where are you at? Have
5 you been hit? Have you been hit? Press 1 for
6 yes. Can you press a button for me?

7 CALLER: (Sound of phone button pressed)

8 FIRE DEPARTMENT: Okay. Okay. You're
9 bleeding?

10 CALLER: (Breathing heavily)

11 FIRE DEPARTMENT: After any question I ask
12 you, just push a button for, okay? Ma'am?

13 Orange County, are you still on the line?

14 OPERATOR: Yeah, I'm here.

15 FIRE DEPARTMENT: Okay. Ma'am, are you
16 here? Orange County, hold for me, I have to pick
17 up another 911, okay?

18 OPERATOR: Okay.

19 FIRE DEPARTMENT: Thank you.

20 * * * * *

21 (Call 30 continued)

22 FIRE DEPARTMENT: Orange County?

23 OPERATOR: Yeah, I'm here.

24 FIRE DEPARTMENT: Okay. Ma'am, are you
25 here? Can you push a button for yes? Ma'am?

1 Okay. Orange County, I do have units that
2 are um -- that are staging at this time, but they
3 are responding. We have police officers that are
4 on the scene, okay?

5 OPERATOR: Okay.

6 FIRE DEPARTMENT: Okay. Since I don't hear
7 anything else, there's nothing else I can really
8 do. I'll go ahead and now disconnect. Thank you
9 for transferring that over.

10 OPERATOR: Okay.

11 FIRE DEPARTMENT: All right. Thank you.
12 Bye-bye.

13 * * * * *

14 Fire Department Call 31: ^

15 FIRE DEPARTMENT: Orlando Fire.

16 OPERATOR: This is Don with Orlando Police.
17 I have officers, they are setting up a safe zone.
18 They need you, I know they say you guys are staged
19 on Orange, to circle around and come westbound on
20 Kaley, and they are going to set up a safe zone
21 because they have multiple victims outside of the
22 club.

23 FIRE DEPARTMENT: Okay. Hold on. So go
24 around and turn west on Kaley?

25 OPERATOR: Yeah. And go towards Orange.

1 FIRE DEPARTMENT: And go towards Orange for
2 safe zone. Okay. Got it. Thank you.

3 OPERATOR: Yeah. They are going to have a
4 safe zone there.

5 FIRE DEPARTMENT: Okay. Got it. Thank
6 you, bye-bye.

7 * * * * *

8 Fire Department Call 32: ^

9 OPERATOR: There's an update from OPD for a
10 safe zone. All our units need to go to it.

11 (Ringing)

12 ORMC: Good morning, ORMC Emergency Room.
13 This is Michelle speaking. May I help you?

14 FIRE DEPARTMENT: Hi Michelle. This is
15 Dottie at the City of Orlando Fire. I don't know
16 if you're aware, but there's an active shooter in
17 the area of South Orange. Okay. They are
18 asking -- I don't know who, what, when -- they are
19 asking if there's any way that somebody from the
20 hospital can switch to OSB TAC 3.

21 ORMC: Hold on. Let me get you to my
22 charge, okay?

23 OPERATOR: Okay. Thank you.

24 (Ringing - on hold)

25 ORMC: ORMC, this is Sarah.

1 FIRE DEPARTMENT: This is Dottie with the
2 City of Orlando Fire. Our chief is asking if you
3 have anyone there that can switch to our TAC
4 regarding the active shooter for the units that we
5 have in that area for the patients. Is there
6 anyone that you can have switched to our talk
7 group?

8 ORMC: Switch to your talk group?

9 FIRE DEPARTMENT: Yes, it's OSB'S TAC 3. I
10 don't know --

11 ORMC: 3?

12 FIRE DEPARTMENT: Yes.

13 ORMC: Hold on one second.

14 FIRE DEPARTMENT: Okay. Okay.

15 Fire Department Call 33:^

16 (Ringing - on hold)

17 FIRE DEPARTMENT: Orlando Fire Department.

18 ORANGE COUNTY: Hi, this is Sandra with the
19 Orange County Sheriff's Office. I'm sure you guys
20 have the call about the update to the Pulse
21 shooting. We have about twenty victims right now.

22 FIRE DEPARTMENT: Okay. Is S.O. there?

23 ORANGE COUNTY: Yes, we have multiple units
24 on the scene.

25 FIRE DEPARTMENT: We're all staging until

1 it's safe. Yes. Thank you. Bye-bye.

2 * * * * *

3 Fire Department Call 34: ^

4 FIRE DEPARTMENT: Orlando Fire Department.

5 OPERATOR: Hey, they have victims at the
6 Einstein's at Orange and Kaley too.

7 FIRE DEPARTMENT: Got it.

8 OPERATOR: Okay.

9 FIRE DEPARTMENT: Thank you. Bye-bye.

10 (Ringing).

11 Fire Department Call 35: ^

12 RECORDED VOICE: June 12th; 2016. The time
13 2:12 p.m.

14 FIRE DEPARTMENT: Orlando Fire Department.
15 Fire Department. What's the nature of the
16 emergency?

17 CALLER: I need an ambulance. I got shot
18 in my arm.

19 OPERATOR: This was a medical transfer.
20 She said she was at Pulse Nightclub and was shot
21 in the arm.

22 FIRE DEPARTMENT: Okay. Where are you now?

23 CALLER: I'm behind where like the track
24 stands, there's a wall behind --

25 FIRE DEPARTMENT: You're behind the Pulse?

1 CALLER: I'm -- I'm -- I'm right next to
2 Pulse.

3 FIRE DEPARTMENT: Okay. You're right next
4 to Pulse, okay. I do have paramedics coming.
5 Okay. They are coming as fast as they can. We
6 have to wait until it's secure from the police.
7 Okay? Where are you shot at?

8 CALLER: By the front of --

9 FIRE DEPARTMENT: Where are you shot at?

10 CALLER: I want it to stop.

11 FIRE DEPARTMENT: Okay. Where are you shot
12 at?

13 CALLER: In my arm.

14 FIRE DEPARTMENT: Okay. I need you to try
15 and get a piece of cloth or something to put on
16 your wound and hold firm, steady pressure on it.

17 CALLER: I'm like the by the (inaudible)

18 FIRE DEPARTMENT: What about your shirt?

19 CALLER: Hold on.

20 FIRE DEPARTMENT: What about your shirt?

21 CALLER: Hold on. (Breathing heavily)

22 FIRE DEPARTMENT: Okay. Just get -- get --
23 use a shirt or a cloth or something that you have,
24 okay?

25 CALLER: Oh. There's people in the street.

1 (Loud yelling)

2 FIRE DEPARTMENT: Is that the police I
3 hear?

4 CALLER: No. (Crying sounds) (breathing
5 heavily) I'm running. (Inaudible)

6 FIRE DEPARTMENT: Hello? Hello?

7 (End call)

8 Radio Supervisor Call 36: ^ .

9 RECORDED VOICE: Sunday, June 12th, 2016.
10 The time 2:03 a.m.

11 (Busy signal)

12 OPERATOR: Emergency 911. This is Lauren.
13 You're being recorded.

14 CALLER: There's a shooting at fucking
15 Pulse, at Pulse Nightclub. It's so fucking
16 (inaudible)

17 OPERATOR: Have you seen the person with
18 the gun?

19 CALLER: No. They are inside, but there's
20 so many fucking people shot. There's so many
21 fucking-buddy shot.

22 OPERATOR: Did you see anybody shooting,
23 like the actual people shooting?

24 CALLER: No, we can't see anything at all.
25 We need a fucking cop. There's people shooting.

1 OPERATOR: Are they outside or inside?

2 CALLER: They are inside.

3 OPERATOR: All right. What is your name?

4 CALLER: [REDACTED]. We need a fucking cop.

5 (Inaudible)

6 OPERATOR: [REDACTED], listen to me. Are you
7 somewhere safe?

8 CALLER: (Yelling)

9 OPERATOR: [REDACTED] are you somewhere safe?

10 CALLER: What? What?

11 OPERATOR: [REDACTED], are you somewhere safe?

12 Are you in a bathroom or are you somewhere --

13 CALLER: I don't know. We don't know where
14 the fuck to go. We don't know where the shots are
15 coming from. How the fuck are we going to be
16 safe?

17 OPERATOR: Okay. Are you with anybody who
18 is hurt?

19 CALLER: No. I don't know. Because my
20 group was way fucking back there.

21 OPERATOR: Okay. All right. We do have
22 officers on the way out there.

23 CALLER: They are still shooting.

24 OPERATOR: Okay. I know they are still
25 shooting. But do you see anyone with a gun?

1 CALLER: No. I don't see anyone. I just
2 heard shots and I starting fucking running. I
3 didn't see fuckin' nothing.

4 OPERATOR: All right. We have several
5 people on the way there. If you see somebody,
6 give us a call back. I got to go.

7 CALLER: (Inaudible, crying)

8 OPERATOR: Okay. I've got to answer other
9 phone calls about this too. But if you see
10 something give us a call back, okay?

11 CALLER: Okay. (Crying sounds) (End call)

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