Desk 1 Call 1:^  

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

OPERATOR: Emergency 911. This is Joe on a recorded line. Hello, can anybody hear me? Hello? Sir, can you hear me?  

CALLER: There's a -- there's a shootout in Pulse Nightclub. Send the cops. There's a shootout.  

OPERATOR: At Pulse Nightclub? Whose got the gun, sir?  

CALLER: Send the cops. Okay.  

OPERATOR: Sir? (Dial tone)  

There's nothing you can do. The phone is ringing. He's got to call back 911. 2040, 2-0-4-0. Hello? (End call)  

Desk 1 Call 2:^  

RECORDED VOICE MESSAGE: This is an automated voice message --  

OPERATOR: Emergency 911, this is Joe on a recorded line.  

ORANGE COUNTY: Orange County transfer, there's reference to a shooting at Pulse Nightclub.
OPERATOR: Thank you, County.

Hello, caller? Caller?

ORANGE COUNTY: It's 1912 S. Orange Avenue, reference to a shooting at Pulse Nightclub.

OPERATOR: We're getting several calls.

Did they specify someone with a gun?

ORANGE COUNTY: No.

OPERATOR: Okay. Thank you, County.

ORANGE COUNTY: No problem.

(Dial tone)

OPERATOR: I'm going to call back.

RECORDED MESSAGE: You have reached the voice --

Desk 1 Call 3:\^ 

OPERATOR: Orlando Police. This is Joe on a recorded line.

CALLER: Hi. I'm at Pulse a nightclub and they are shooting guns, Pulse Nightclub in Orlando. They are shooting bullets right now.

OPERATOR: Okay. Do you see who has the gun, ma'am?

CALLER: No, I'm in a closet right now, they are just shooting, they are spraying bullets right now. They are spraying bullets.

OPERATOR: Okay. We have a lot of officers
on the way there right now. Stay where you are.

CALLER: They are shooting bullets right
now, my life is important. Okay --

OPERATOR: Ma'am, the police are on their
way right now. Did you see if anyone was shot?

CALLER: I'm in a closet right now. I
don't know what transpired. I don't know if the
gun shots (audible).

OPERATOR: Okay. Ma'am, what's your name?

CALLER: 

OPERATOR: 

CALLER: No. There's about eight people in
here.

OPERATOR: Okay. Is anyone with you hurt?

CALLER: No. We're all good. We're just
in the closet. But there's bullets, but it's
consistent. It seemed like an extended
(inaudible) because it's not like a shooting it's
not, like, you know what I mean (inaudible).

OPERATOR: Stay where you are. You still
hear gunshots right now?

CALLER: It just stopped just now.

OPERATOR: Do you still hear them now?

CALLER: No. Not --
OPERATOR: All right. I want you to stay where you're at because the officers are still on the way there. We have officers there now. I want you to stay where you are until they tell you to come out.

CALLER: Okay.

OPERATOR: Just stay on the phone for a minute here. Okay. You don't have to hang up, just stay on the phone.

CALLER: Okay.

OPERATOR: And nobody in the room with you saw if anybody was shot?

CALLER: No, nobody was shot. We were in the closet. Everybody here in the closet is okay.

OPERATOR: Okay. Okay. Just let me know if you hear anything else, okay?

CALLER: No problem. I'll let you know if I hear any shots.

OPERATOR: Okay.

CALLER: I can't believe anybody would do this, that it's not that hard to kill people.

OPERATOR: No, I understand, ma'am. We just want to make sure you're okay. Stay on the line. Stay in the closet. Which closet are you in?
CALLER: I'm not sure. I just ran to the nearest one.

OPERATOR: Okay. Can you lock the door?

CALLER: No, there's no lock in here either.

OPERATOR: Okay. Just let me know if you hear anything else. Do you hear anyone talking, anyone yelling, anything outside?

CALLER: No. Nothing outside, no bullets were shot (inaudible)

OPERATOR: Okay. Did you see who had the gun?

CALLER: No. All I heard was shots and I dropped.

OPERATOR: Okay. Can you ask the people that are with you if they saw who had the gun?

CALLER: We're all trying to be extra quiet because we --

OPERATOR: Okay. That's fine, ma'am. That's fine.

CALLER: Do you know if they are almost here or if have they been dispatched?

OPERATOR: No. The officers are there. They are making sure everything is secure before I want you to come out. So I just want you to stay
where you are, but the officers are there already.

CALLER: I'm just making sure.

OPERATOR: It's okay. I understand.

CALLER: Okay.

OPERATOR: We have about eight officers out there. Just stay -- what are you hearing?

CALLER: Nothing right now.

OPERATOR: Okay. I don't want anyone -- I don't want anyone to come out or open the door until I tell you it's okay, okay?

CALLER: Yeah, we put a chair up against the door to be safe.

OPERATOR: Okay.

CALLER: It's not like a -- it's like a (inaudible) Hello?

OPERATOR: Yes, ma'am, I'm here. I'm here.

CALLER: Okay. I wanted to make sure.

OPERATOR: I understand.

CALLER: Okay. Okay. Shooting more bullets, more bullets.

OPERATOR: Ma'am, what was that banging?

CALLER: More bullets are fired, more bullets.

OPERATOR: You heard more shots?

CALLER: Two more bullets.
OPERATOR: Just stay quiet.

CALLER: Okay, okay, okay. Shhh.

OPERATOR: The officers are there, they are coming in now. Just stay where you are, okay?

CALLER: [Redacted], did you hear anything else? [Redacted]?

CALLER: Yeah. Yeah. There's more bullets just fired. More bullets were just fired.

OPERATOR: Okay.

CALLER: More bullets, more bullets, more bullets fired.

OPERATOR: Just stay down with the door closed, okay?

CALLER: Keep your head down, keep your head down. I just heard some screaming. Screaming. Are you sure officers are dispatched? Are you sure?

OPERATOR: They are there, [Redacted], they got to go in and they are looking for the people, but they got to be safe too.

CALLER: A lot of people are getting shot, you know what I mean? I'm not trying to be one of them.

OPERATOR: I'm staying on the phone with you. I want you to stay where you're at.

CALLER: (Heavy breathing)
OPERATOR: Try to stay quiet. I can't imagine what you're going through. Just stay quiet and stay in the room, okay?

CALLER: Everybody shhh. (Heavy breathing) (Shooting sounds)

OPERATOR: All right, [silence], the police are there. Just stay where you're at.

CALLER: We haven't moved. Oh, my God, more bullets, bullets, bullets fired. (Shooting sounds)

CALLER: Oh, my God, someone is at the door.

OPERATOR: Someone is at the door to the closet? Do you know where you are in the club?

CALLER: In the -- in the -- you go in, you go straight and you go out to the backstage. Shhh.

(Shooting sounds)

OPERATOR: Okay. Are they trying to get in?

CALLER: I don't know. I don't know.

OPERATOR: Just stay quiet, stay quiet, okay?

CALLER: Okay. (Heavy breathing) (Pause)

OPERATOR: Do you still have someone at the
door? Can you press the button if you hear them?

CALLER: I don't hear anything.

OPERATOR: You don't hear 'em? Okay.

(Pause)

OPERATOR: Okay. Just stay on the phone. I'm going to put you on for one second to get a 911 call.

(Shooting sounds)

CALLER: More bullets fired, more bullets fired.

OPERATOR: More shots?

CALLER: Bullets fired, bullets fired, more bullets fired.

OPERATOR: Just stay in there and try to stay quiet.

CALLER: Oh, man. Are there officers in the building, like inside or something?

OPERATOR: The officers are there, they are in the building, and they are -- they got to approach it a certain way. I just want you to stay where you're at, okay?

CALLER: I just want to know, that's all.

OPERATOR: We have about nine officers there, ma'am.

CALLER: (Inaudible)
OPERATOR: Okay. Just try -- I understand, just try to stay quiet, okay. I don't want anyone to hear you if they are still in there.

CALLER: Someone is yelling, someone is yelling.

OPERATOR: Okay. Do you hear anything right now?

CALLER: Just the people. There's a little bit of yelling, though.

OPERATOR: Okay.

CALLER: (Heavy breathing) (Pause)

OPERATOR: Just try and stay quiet. If you hear anything, let me know. But officers are in the building now.

CALLER: No. Hello?

OPERATOR: I'm here.

CALLER: How do you know if it's the shooter or the officer coming through the door?

OPERATOR: Are they through the door to your closet or the door to the --

CALLER: I'm just making sure. We have a chair ready to hit somebody and I don't want the cop to come in and hit the cop.

OPERATOR: Is someone trying to get into where you are right now?
CALLER: Right now no one is trying to enter.

OPERATOR: Okay. Just don't do anything. If you hear someone at the door, just let me know and I'll see if it's an officer, okay? But they are not coming in your door yet.

CALLER: All right. Thank you.

(Whimpering)

OPERATOR: Are they trying to come through the closet?

CALLER: Yeah, I hear something. I hear something right here, right here, they are definitely there.

OPERATOR: Okay. Just stay where you're at. Stay where you're at.

(Pause)

Okay. You hear anything right now?

CALLER: No. I hear nothing right now.

OPERATOR: Okay. Just stay where you're at.

(Pause)

CALLER: Any update?  

OPERATOR: They are in the building right now. They are looking for him. Just stay where you're at, okay?
CALLER: Okay.

OPERATOR: We have over a dozen officers out there. There's lots of officers.

CALLER: Okay. Thank you.

OPERATOR: Mm-hmm. All right. hold one second, I'll be right back on the phone with you. We've got calls coming in. Just stay where you are.

CALLER: All right. (End call)

Desk 2 Call 4:

RECORDED VOICE: Sunday June 12th, 2016, the time 2:03 a.m.

OPERATOR: 911 emergency, you're on the line with Arnesta. Hello, Orlando Police Department. Does anyone need any police, fire or medical? Hello, Orlando Police Department.

CALLER: We have a shooting. Hello?

OPERATOR: Yes, sir. Do you need the police?

CALLER: Yes. We need -- there's a shooting over here at Pulse Nightclub.

OPERATOR: Where are you? Pulse Nightclub?

CALLER: Yes. There's a huge shooting going on right now.

OPERATOR: Okay. We're going to get some
help for you. What's the location of where Pulse
is? What's the nearest cross street?

CALLER: Orange Avenue.

(Shooting sounds)

OPERATOR: Is that shooting that I'm
hearing in the background? Sir, is that still
shooting?

CALLER: (Inaudible)

OPERATOR: Is that a gun I'm hearing?

CALLER: Yes.

OPERATOR: Stay on the line. Let me get a
dispatcher on the phone with us. Don't hang up.
One moment.

dispatcher: Can you give me the
description of the person that's shooting?

CALLER: I'm not --

OPERATOR: Sir, can you give me any
descriptions?

CALLER: I can't. I can't -- (dial tone)

(ringing)

OPERATOR: Okay. We have help on the way.
Stay on the call. Can you tell me who's shooting?

dispatcher: Go ahead.

OPERATOR: Incident 2043 (inaudible) in
progress at 1912 shooting that's still occurring
on South Orange Avenue at Pulse Nightclub.

Can you give me a description of the person that's shooting?

CALLER: I can't.

OPERATOR: Okay.

dispatcher: Are they inside or outside?

OPERATOR: Are you inside or outside of the club? Sir, can you tell me if they are inside or outside of the club? Sir? (Shooting sounds)

Sir, We have help on the way. Can you give me some assistance? Can you tell me if the shooter is inside or outside?

CALLER: (Breathing)

OPERATOR: Sir?

(Shooting sounds)

OPERATOR: Sir, we're going to get some help for you. Have you or anyone been hit?

CALLER: (Whispering)

OPERATOR: Okay. Is he inside -- I know you're trying to stay quiet. Is he inside?

CALLER: (Whispering)

OPERATOR: Sir?

(Shooting sounds)

OPERATOR: Sir, can you tell me if they are inside or outside?
CALLER: Inside.

OPERATOR: Inside?

CALLER: Yes.

OPERATOR: Okay. White, black or Hispanic?

CALLER: I don't know.

CALLER: He's inside.

OPERATOR: I understand. I understand you have to whisper. But can you just -- if you can tell me any information so I can let the police know what we're looking for. Can you tell me if the person is white, black or Hispanic?

CALLER: (Whispering) (Shooting sounds)

OPERATOR: Sir, are they still inside shooting?

CALLER: Yes.

OPERATOR: Okay.

(Shooting sounds)

OPERATOR: Are they still inside, sir?

CALLER: I don't know. I don't know. I don't know.

OPERATOR: You don't know. Okay. When you did see them, did you notice what they looked like?

CALLER: I did not see them. I did not see them.
OPERATOR: You did not see them.

Dispatcher: That's okay. That's okay.

OPERATOR: Do you know if anyone was hit?

Dispatcher: Quiet.

OPERATOR: I'm sorry.

Dispatcher: He needs to stay quiet if he thinks they are still in there. Just stay quiet.

OPERATOR: Okay.

Dispatcher: We have a lot of officers there, so I just want him to be safe.

OPERATOR: Okay. (Shooting sounds)

Dispatcher: Okay. I do have officers coming into the building now. Stay down wherever you're hidden, just stay there.

Caller: All right.

(Shooting sounds) (Pause)

OPERATOR: I'm still here with you. When it's safe to do so let me know and I'll continue with you.

Caller: He's coming. He's coming. They are still shooting.

OPERATOR: They are still shooting? Okay.

(Shooting sounds)

Caller: (Whispering)

OPERATOR: Are they still inside the
building shooting?

CALLER: Yes.

OPERATOR: Okay.

(Shooting sounds)

CALLER: (Whispering)

OPERATOR: I'm sorry, if you can say it again without being heard.

CALLER: Tell me when the officers inside.

OPERATOR: The officers are inside, okay.

Stay where you are for the moment.

CALLER: Let me know when the officers are inside.

OPERATOR: You say don't bring the officers inside?

CALLER: I said tell me when the officers are inside.

DISPATCHER: Do you know if there was just one person shooting?

OPERATOR: Sir, if you can, just let her know, with the phone, can you maybe tap in how many shooters, like push a button?

CALLER: (Whispering)

OPERATOR: Sir?

CALLER: Yes.

OPERATOR: Okay.
CALLER: Bring the officers inside.

OPERATOR: We're going to have officers inside. We have several officers there. Can you tell me how many shooters you saw?

CALLER: I didn't see any.

OPERATOR: You didn't see any of them?

Okay. Okay. What's your name?

CALLER: Please don't ask me that.

OPERATOR: That's okay. That's not a problem. Just stay on the phone with me. Let me know when officers are there.

(Shooting sounds)

DISPATCHER: Arnesta, if you want to get another phone call, I can stay with this guy.

(Dial tone)(End call)

Desk 2 Call 5:

OPERATOR: Thank you for holding. I apologize for your wait. Have you been helped?

CALLER: Hello?

OPERATOR: Yes, sir. What's the address of your emergency?

CALLER: I don't know. It's Pulse, Pulse Nightclub on Orange Avenue.

OPERATOR: Is this for the shooting that's happening there?
(Shooting sounds)

CALLER: Yes.

OPERATOR: Did you see anything?

CALLER: No. I didn't see anything.

OPERATOR: Okay. So you're just hearing the shooting?

CALLER: Hmm?

OPERATOR: You're just heard the shooting? You didn't see them? You can't give us a description? Sir? (End call)

Desk 2 Call 6:^  

OPERATOR: 911 emergency, you're on a recorded line with Arnesta. Have you been helped?

(Shooting sounds)

CALLER: My legs.

OPERATOR: Hello, sir?


OPERATOR: Sir, what's wrong with your legs? Tell me what's happening with your legs. Sir? Hello? Hello, sir? Sir, can you talk to me, tell me what's happening with your legs?

(Shooting sounds)

OPERATOR: Hello, sir?

CALLER: Please. (Crying) (Shooting
OPERATOR: Hello, sir, can you tell me what's happening, where you are?

CALLER: My legs, my legs hurt.

(Shooting sounds)

OPERATOR: Hello, sir?

CALLER: (Crying) My legs are hurt.

(Inaudible) (Yelling) (Background yelling)

OPERATOR: Hello, sir?

(Shooting sounds)

CALLER: (Crying) (Yelling)

OPERATOR: Hello, sir?

(Shooting sounds)

CALLER: (Crying)

(Yelling) (Shooting sounds)

CALLER: My legs. My legs.

OPERATOR: Hello, sir?

(Yelling) (Shooting sounds)

(End call)

OPERATOR: 911. (Busy signal) (Dial tone)

(Phone ringing) (Busy signal) (Ringing)

DISPATCHER: Answer number?

OPERATOR: Can I get an answer to an emergency immediate, please, for 2046.
DISPATCHER: 2046?
OPERATOR: Yes.
DISPATCHER: All right. Okay. Could it be for the --
OPERATOR: I'm not sure. I put the alpha into the call as well. His face was showing on Delaney Avenue. All I can get is a face to it.
DISPATCHER: Yeah. Is he still on the line?
OPERATOR: No. He never was on the phone. It was an open line with him just saying, "my leg, my leg."
DISPATCHER: Okay. Thank you.
OPERATOR: You're welcome. (End call)
Desk 3 Call 7:
RECORDED VOICE: Sunday, June 12th, 2016.
The time 2:03 a.m.
OPERATOR: Emergency 911. This is Justin.
This line is recorded.
CALLER: Um --
OPERATOR: Hello?
(Shooting sounds)
OPERATOR: Hello? Hello?
(Shooting sounds)
OPERATOR: Hello?
(Shooting sounds)

OPERATOR: Hello? Are you at Pulse?

Hello?

(Shooting sounds) (Yelling)

OPERATOR: Can anyone hear me?

(Shooting sounds) (Talking) (Shooting sounds)

OPERATOR: Hello?

(Shooting sounds) (More shooting sounds)

OPERATOR: Hello?

RECORDED VOICE: Sunday, June 12th, 2016.

The time 2:06 a.m.

(Pause)

OPERATOR: Hello? If you can hear me, can you press a button on your phone? Hello?

(Shooting sounds) (Pause) (Shooting sounds)

OPERATOR: Hello?

(Shooting sounds) (Pause)

(Muffled sounds) (End call)
Desk 3 Call 8:

RECORDED VOICE: Sunday, June 12th, 2016,
the time 2:14 a.m.

OPERATOR: Orlando Police Department, this
Justin, this line is recorded.

CALLER: Say, my name is [redacted]. I'm right now at the corner of, oh, what is it, South Division and West Grant Street, and you guys got a whole lot of police presence going on right now with the helicopter up on top.

OPERATOR: Yes, sir.

CALLER: About three minutes ago I had three guys come down Grant Street headed towards I-4, one on a bike with a backpack and two kid -- two other on skateboards. I don't know if that's who you're looking for or not, but they were over here. They weren't like in a really big hurry.

OPERATOR: Mm-hmm.

CALLER: But they were kind of looking around and headed off. So I don't know if that's what you're looking for.

OPERATOR: Were they white, black, Hispanic?

CALLER: They might have been Hispanic. I didn't really -- I didn't get that good of a look at them because they kinda -- because they didn't hang around.

OPERATOR: Did you happen to see what color of clothing that they had?
CALLER: A couple of them had like white T-shirts. The backpack was white and green and the -- I think the guy -- the guy was on a red bicycle. But they went by west -- there's an officer right here in front of me, he just pulled up, Orange County did.

OPERATOR: Okay.

CALLER: I mean, let me see if I can get with him real quick and tell him what I saw, because I don't know if that -- I have no idea. All I know is you guys are, like, looking and I saw these guys go by.

OPERATOR: How many minutes ago was it when you saw them?

CALLER: Huh?

OPERATOR: How many minutes ago did you see them?

CALLER: It -- maybe five.

OPERATOR: Okay. Did they have any gun on them that you could see?

CALLER: Not that I could see, no.

OPERATOR: What's your name?

CALLER: My name is [redacted]

OPERATOR: You're calling from
CALLER: Yeah. It's my cell phone.

OPERATOR: All right. We'll get someone out. Okay?

CALLER: All right. I'm walking over to the Orange County guy right now.

OPERATOR: Okay. Thank you, sir.

CALLER: All right. (End call)

Desk 3 Call 9:^ 
(Commotion sounds)

OPERATOR: Emergency 911. This line is recorded.

CALLER: I need help. I'm in Pulse lounge and I need help, please.

OPERATOR: Okay. We have someone on the way. Where are you in Pulse?

(Yelling)

OPERATOR: Where in Pulse are you?

CALLER: I'm in the bathroom.

OPERATOR: In the bathroom?

CALLER: In the bathroom.

OPERATOR: Okay. Is anybody hurt in the bathroom?

CALLER: No. There's bad guy here, he (inaudible)
OPERATOR: I'm sorry. I'm having a hard
time hearing you because everyone -- is anyone
shot in the bathroom?

CALLER: (Inaudible) Get someone to Pulse
lounge, please.

OPERATOR: Okay. We have --

(Shooting sounds) (Screaming sounds)

OPERATOR: Hello?

(Screaming sounds)

OPERATOR: Is anyone in the bathroom shot?

(Screaming sounds)

OPERATOR: Is anyone in the bathroom shot?

CALLER: Yeah, (Inaudible) (Crying sounds)

OPERATOR: What is your name?

CALLER: (Inaudible)

OPERATOR: Okay. Is anyone in the bathroom
shot?

CALLER: Yes. (Inaudible)

OPERATOR: Okay. How many people are shot?

CALLER: One of them. Oh, please.

OPERATOR: Can you tell me where they are
shot?

CALLER: No. (Yelling in background)

OPERATOR: Okay. Stay on the phone. I'm
going to get you over to the paramedics. We have
Police over there, so don't hang up, okay?

CALLER: Okay. Thank you. (Inaudible)

(Dialing Fire Department)

FIRE DEPARTMENT: Orlando Fire Department.

OPERATOR: It's OPD. There's a statement of a shooting at Pulse. They are in the bathroom.

FIRE DEPARTMENT: Orlando Fire Department, sir. Are you at Pulse?

CALLER: Yes, Pulse. (Inaudible)

dispatcher: Okay. I'm sorry. I'm having a hard time hearing you. Where are you at inside of Pulse?

CALLER: In the bathroom, the rest room.

FIRE DEPARTMENT: Are you in the handicapped stall with the other people?

CALLER: I don't know. I don't know.

FIRE DEPARTMENT: Okay. What is your name?

CALLER: (Inaudible)

FIRE DEPARTMENT: Is that right, [inaudible]?

CALLER: Mm-hmm.

FIRE DEPARTMENT: Okay. Are you in the handicap stall in the bathroom, [inaudible]? Hello? Are you there?

CALLER: (Inaudible)

FIRE DEPARTMENT: [inaudible], are you there?
(Yelling sounds)

OPERATOR: We think the shooter might be in the bathroom.

FIRE DEPARTMENT: He's in the bathroom.

That's what [redacted] told you?

OPERATOR: No. We just got another call.

FIRE DEPARTMENT: Okay.

(Yelling)

OPERATOR: We'll give you a call back.

[redacted], you there?

FIRE DEPARTMENT: Okay.

OPERATOR: [redacted]? [redacted]?

CALLER: (Crying sounds)

FIRE DEPARTMENT: I'm disconnecting, OPD.

OPERATOR: Okay. Hello?

(Muffled talking, crying)

OPERATOR: [redacted]? Hello? Is anyone there? Are you still in the bathroom?

(Muffled talking) (Moaning sounds) (Crying sounds)

OPERATOR: Hello? Hello?

(Muffled talking and moaning)

OPERATOR: Hello?

(Moaning sounds)

OPERATOR: Hello?
(Muffled talking, moaning sounds) (Pause)

(Continued call - new caller).

Desk 3 Call 10:

OPERATOR: Hello?

CALLER: Hello.

OPERATOR: Yes. What's your name?

CALLER: (Whispering)

OPERATOR: Where are you?

CALLER: In the bathroom.

OPERATOR: Okay. You're in the woman's or the men's?

CALLER: (Whispering inaudible) Send help.

OPERATOR: We have help on the way, okay?

Are you in the men's or women's? Hello?

(Moaning sounds)

OPERATOR: Do you know where the shooter is? Hello? Hello?

(Moaning, muffled sounds)

CALLER: Can you hear me?

OPERATOR: What?

CALLER: (Whispering)

UNIDENTIFIED SPEAKER: I'm dying.

OPERATOR: How many people are hurt in the bathroom? Can you tell me?

CALLER: (Whispering)
OPERATOR: Can you tell me how many people are in the bathroom that are shot?
(Moaning sounds)
OPERATOR: Hello?
(Muffled sounds)
CALLER: (Whispering inaudible)
OPERATOR: How many people are hurt in there?
CALLER: (Whispering inaudible)
OPERATOR: Can you tell me how many people are shot in there? What bathroom are you in?
CALLER: (Whispering inaudible)
OPERATOR: We have help on the way. Are you in the men's or the women's?
CALLER: I'm in the women's bathroom.
OPERATOR: You're in the women's bathroom?
CALLER: Yeah.
OPERATOR: Okay. Can you tell me how many people are hurt in there?
CALLER: One.
OPERATOR: Just one? Okay.
CALLER: I don't know. (Whispering inaudible)
OPERATOR: Do you know where the person -- do you know where the shooter is? Did you see
them or -- hello? (Dial tone) (End call)

Desk 4 Call 11:^ 
RECORDED VOICE: Sunday June 12th, 2016.
The time 2:11 a.m.

OPERATOR: 911 emergency, this is
(inaudible), you're being recorded.

CALLER: I'm at Pulse Nightclub in Orlando, Florida. There's been a mass shooting. I've been shot and I'm in the bathroom and I think the shooter is still at large.

OPERATOR: Okay. You said you're in the bathroom?

(Shooting sounds)

OPERATOR: Okay. Okay. Just stay in the bathroom, okay? We have help on the way. I'll stay on the phone with you.

CALLER: Please help me. Please help me.
Oh, my God, please help me.

OPERATOR: Okay. We have help on the way.
Do you know -- do you know who that guy is, or no?

CALLER: I don't know.

OPERATOR: Okay. Stay on the phone with me, there's help on the way.

CALLER: My name is [redacted] I think (inaudible). There's people here that are
hurt.

OPERATOR: What's your name? What's your name?

CALLER: ____

OPERATOR: ____?

CALLER: Yes.

OPERATOR: ____ you don't know that guy who did the shooting, do you?

CALLER: I don't know. I don't know. I don't know.

OPERATOR: Okay. Who did the shooting?

CALLER: I don't know who did the shooting. Please come immediately.

OPERATOR: Okay. Just stay on phone with me, okay?

CALLER: He's in the bathroom. He's in the bathroom.

OPERATOR: Try and take a deep breath.

CALLER: What was that?

OPERATOR: Just try to take a deep breath. I'm going to stay on the phone with you. Is anybody hurt in the bathroom with you?

CALLER: Yes. Multiple people shot including myself.

OPERATOR: You got -- where did you get
shot?

CALLER: On the leg, on the foot. There's several people that have been shot in multiple areas.

OPERATOR: Where were you shot at?

CALLER: In the leg and the knee.

OPERATOR: You're shot in the leg and knee?

CALLER: Please. Please.

OPERATOR: Okay. Stay on the line. I'm going to get you to the paramedics and stay on the line. Do not hang up. I need to get you some medical help. Okay. Don't hang up. Don't hang up. I'm staying on the phone with you.

CALLER: I'm not going to hang up.

(Dial tone)

CALLER: Oh, my God.

OPERATOR: How many people are shot inside the bathroom?

CALLER: In the bathroom, the people in the bathroom (inaudible)

FIRE DEPARTMENT: Orlando Fire Department.

OPERATOR: It's OPD with a medical transfer. He's been shot in the leg and knee.

FIRE DEPARTMENT: What is the address of the emergency?
CALLER: I don't understand. I don't understand what you're saying. I'm sorry. I can't --

FIRE DEPARTMENT: What is the address?

CALLER: I don't know. It's Pulse Nightclub. Pulse.

FIRE DEPARTMENT: You're calling at Pulse? Are you inside of Pulse, sir?

CALLER: Yes. Yes. Oh, my God.

FIRE DEPARTMENT: Okay. Have you been shot?

CALLER: Yes, yes, I have.

FIRE DEPARTMENT: Okay. We have a call out so we're going to get there as soon as we can, okay?

CALLER: Please hurry.

FIRE DEPARTMENT: Are you hiding, sir?

CALLER: Yes, I'm hiding, but he already knows we're here. (Inaudible) Please send somebody as soon as possible.

FIRE DEPARTMENT: How many are you --

CALLER: (Inaudible)

FIRE DEPARTMENT: Sir, they are on the way, okay? The police and the paramedics are on the way. I want you to stay in a safe location.
Please hide. And if you're in a hiding location, please stay there, okay?

    CALLER: I'm trying. There's no place to hide.

    FIRE DEPARTMENT: How many people are with you in your location right now?

    CALLER: At least, at least ten.

    FIRE DEPARTMENT: Ten. And where are you hiding at inside of Pulse?

    CALLER: In the bathroom in the handicap stall.

    FIRE DEPARTMENT: The bathroom in the handicap stall?

    CALLER: Yes.

    FIRE DEPARTMENT: And there's ten people with you?

    CALLER: Yes. At least ten people, maybe more.

    FIRE DEPARTMENT: Okay, sir. What is your name?

    CALLER: [Redacted].

    FIRE DEPARTMENT: [Redacted], we have help on the way to you, okay?

    CALLER: Okay. Please. Thank you, please.

    FIRE DEPARTMENT: You're welcome, you're
welcome. Bye-bye.

CALLER: I'm not going to hang up.

OPERATOR: Okay. I'm right here. This is Orlando Police. I stayed on the line. They hung up, okay?

CALLER: Okay. Okay.

OPERATOR: Okay. [redacted], [redacted], what's your last name?

CALLER: [redacted].

OPERATOR: What's your date of birth?

CALLER: [redacted].

OPERATOR: Okay.

UNIDENTIFIED PERSON: They are gone, they are gone, they are gone.

OPERATOR: Okay. Just try to listen to me.

CALLER: There are a lot of people bleeding.

OPERATOR: Okay. There are officers out there, okay? There are officers that are outside the building. They are coming to help you, okay? I just need you to try to stay in there. Just try to stay where you are.

There's no way to get out of the bathroom, is there, without running into him?

CALLER: No, there isn't, there isn't.
OPERATOR: Do you know if it's a guy that's shooting or if it's a girl?

CALLER: I don't know who it is. I don't know.

OPERATOR: Okay. Okay. You didn't see the person, right, you just heard it?

CALLER: I have no idea. I don't.

OPERATOR: Okay.

CALLER: I didn't. All right, bye.

OPERATOR: Okay.

CALLER: Bye.

OPERATOR: You can stay on the phone with me. You need to hang up?

CALLER: I don't need to hang up. I just don't know what to do.

OPERATOR: Okay. Just stay on the phone with me. I'll just stay on the phone with you, okay?

CALLER: Okay. Hmm. Hmm.

OPERATOR: You said you're at Pulse, right?

CALLER: Yes.

OPERATOR: Is he still shooting?

CALLER: I heard him shoot. You heard gunshots, right?

OPERATOR: Right. I heard, I heard the
gunshots.

CALLER: Oh, my God, so many people are bleeding right now.

OPERATOR: How many people are bleeding? Do you know or you can't tell?

CALLER: I can't, I don't have a clear view. I don't have a clear view. I hear a lot of people yelling outside.

OPERATOR: Okay. Okay.

CALLER: Oh, oh, my God, there's blood. Are you okay?

OPERATOR: Is that one of your friends with you?

CALLER: You're bleeding.

OPERATOR: Okay.

CALLER: Oh, my God, no. Oh, my God (Shooting sounds)

CALLER: Oh...

OPERATOR: Are you there? Are you there? (Yelling)

CALLER: I think the police are here.

OPERATOR: Okay. Okay. Stay on the phone
until you know that's them.

CALLER: Okay.

OPERATOR:  

(Loud yelling)

OPERATOR: ? ?

CALLER: I'm here.

OPERATOR: Okay. Okay. I'm still here.

I'm not hanging up, okay?

CALLER: Okay. Okay.

(Muffled yelling)

OPERATOR: Do you know if the police are in there yet?

CALLER: The police are yelling. The police are yelling.

OPERATOR: Who is that yelling? Is that the police yelling?

CALLER: I don't, I don't know. I don't know.

OPERATOR: Okay. Okay.

(Muffled sounds)

OPERATOR: I'm still here.

CALLER: (talking to others) Be strong, I'm here with you, okay?

OPERATOR: Is that one of your friends?

CALLER: Yes. He's been shot in the chest.
OPERATOR: He's been shot in the chest?

CALLER: Yes.

OPERATOR: Okay. What's his name?

CALLER: (Inaudible) His name is [REDACTED].

OPERATOR: [REDACTED]. And what's [REDACTED] last name?

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

OPERATOR: Okay. Okay. He's with you,

[REDACTED] -- [REDACTED] is with you?

CALLER: Yes.

OPERATOR: Are you in the boy's bathroom or the girl's bathroom?

CALLER: It's the rest room in the nightclub, they are unisex.

OPERATOR: There's what? What -- who is yelling? What is that?

(Loud yelling)

CALLER: Shhh shhh. Close the door.

([REDACTED] talking) Okay. I don't know if he's talking to us.

OPERATOR: Do you know who that is that's yelling?

CALLER: I don't know.

(Loud yelling)

CALLER: I think they found the shooter.
OPERATOR: Okay. Is that the police yelling?

CALLER: The police are (inaudible)

OPERATOR: Okay. If you see the shooter, I just need you to tell me what he looks like. I don't want you to go out there or try to find him. I just need you to tell me when you see him, okay?

CALLER: I'm not moving until the police come.

OPERATOR: Okay. Yeah. I don't want you to move. I don't want you to move and put yourself in any more danger.

CALLER: Just wherever you're shot, try to (inaudible) so you don't bleed.

(Muffled talking)

OPERATOR: I'm still here, okay?

CALLER: Mm-hmm.

(Loud sounds)

OPERATOR: I couldn't hear you earlier. Which bathroom are you in? Are they both -- like is there a gender preference bathroom or is there one boy and one girl?

CALLER: They are both unisex.

OPERATOR: They are unisex? Okay.

OPERATOR: We have a lot of help that
should be outside, okay, that is trying to get
everything secure so they can try to come in if
they are not in there yet.

CALLER:  (Moaning sounds)

OPERATOR:  Is everybody still in the
bathroom with you that was there?

CALLER:  Yes.

OPERATOR:  Okay.

CALLER:  Please hurry because my friend was
shot in the chest and he's bleeding a lot. He's
filling up with blood right now. Please hurry.

OPERATOR:  Okay. I'm going to stay on the
phone with you again. I'm going to transfer you
to medical and I'm going to see if maybe they can
help your friend while you're on the phone, okay?

CALLER:  Mm-hmm. 

OPERATOR:  Are you there? What's going on
right now?

(Loud talking)

CALLER:  (Inaudible)

OPERATOR:  Can you hear me?

CALLER:  I can hear you.

OPERATOR:  Okay. When I talk to you, if
you can't talk because you're scared somebody
might hear you, it's okay, you don't have to talk
to me. I just want to make sure you're still there, okay?

CALLER: Mm-hmm.

(Muffled sounds)

OPERATOR: Okay. Are you there?

CALLER: I'm here.

OPERATOR: Okay. I'm going to get -- I'm getting you to the Fire Department really quick so they can see if they can help your friend. I'm not going to hang up.

CALLER: Please do, please, please hurry, we're in the bathroom. Please hurry.

OPERATOR: Okay. Hold on one second.

(Dial tone)

OPERATOR: Okay. I'm still here. Okay. I'm trying to transfer you but I don't want to transfer you because I don't want to disconnect on you.


(Muffled sounds)

(Dial tone)

OPERATOR: I'm still here. Can you hear me?

CALLER: I can.

(Phone ringing)
FIRE DEPARTMENT: Orlando Fire Department.

OPERATOR: It's OPD for medical. He's with his friend that's been shot in the chest.

FIRE DEPARTMENT: This is the Orlando Fire Department. What is the address of the emergency, please?

CALLER: I don't know the address but it's Nightclub Pulse in Orlando.

FIRE DEPARTMENT: Okay. You're in the Pulse Nightclub. Okay. Where is your friend hit at?

CALLER: He's hit in the chest. He's bleeding a lot.

FIRE DEPARTMENT: Okay. He's hit in the chest. Where exactly are you guys?

CALLER: In the bathroom all the way in the back in the handicapped stall. We were hiding (inaudible)

FIRE DEPARTMENT: Okay. Okay. Listen, we do have paramedics that are -- we have paramedics arriving on the scene and OPD is on the scene right now at this time, okay? Can you --

CALLER: Do you know if they caught the shooter? Do you know if they caught the shooter?

FIRE DEPARTMENT: That we don't know yet.
If units are arriving on the scene that means they have him. Okay. But I can't confirm for sure. I can't confirm for sure, okay? You said -- listen, what's your name? What's your name?

CALLER:

FIRE DEPARTMENT: You said [redacted]?

CALLER:

FIRE DEPARTMENT: Okay. [redacted], listen to me. Okay. You said your friend, is he bleeding a lot?

CALLER: He's bleeding a lot, yes. Please hurry.

FIRE DEPARTMENT: Okay. Can you take off -- do you have a dry, clean cloth or a towel so you can place on the wound, put some pressure on it?

CALLER: Mm-hmm.

FIRE DEPARTMENT: You don't have anything? Can you take off your shirt or something, your shirt, an undershirt, a tank top or something, anything? That's what I need you to do, [redacted]. Are you able to do that? [redacted]?

(Pause)

FIRE DEPARTMENT: [redacted]? [redacted], can you hear me?
OPERATOR: OFD, I had told him that if he could not talk because the shooter might have came in the bathroom, then it would be okay so he didn't talk, just so you know, just in case he doesn't say anything.

FIRE DEPARTMENT: Okay. Okay. Okay. I'm sorry, am I speaking with Orange County -- what department is this?

OPERATOR: It's OPD.

FIRE DEPARTMENT: I'm going to go ahead and disconnect. But we do have units starting to arrive on the scene, okay?

OPERATOR: Okay. Thanks. I'll stay on the phone.

FIRE DEPARTMENT: All right.

OPERATOR: Okay. Thank you.

(Fire Department Hangs Up) (End call).

Desk 5 Call 12:
DISPATCHER: All right. What is your name?

OPERATOR: Orlando Police.

(Screaming sounds)

Desk 5 Call 13:^

OPERATOR: Emergency 911, this line is being recorded. This is Bill. Hello?

CALLER: I need to talk in Spanish to the police.

OPERATOR: Okay. Un momento.

RECORDED VOICE: Please select the language you need. For Spanish press 1, for Asian -- you selected Spanish. You will be connected to the next available interpreter. Later if you wish to add another person in addition to the interpreter, you may press star 8.

(Background talking)

INTERPRETER: Hello my name is Lisa.
Spanish interpreter 6644902. Go ahead.

OPERATOR: This is the Orlando Police with the address of an emergency.

(Spanish translation)

INTERPRETER: [Redacted].

OPERATOR: All right. What's going on there?

(Spanish translation)

INTERPRETER: Okay. We heard some gunshots and they are knocking on the door. I know there's a nightclub on the corner near here.

OPERATOR: Okay. We already have a bunch of calls up for it telling we have got officers, a bunch of officers on the way.

(Spanish translation)

INTERPRETER: Thank you, very much.

OPERATOR: Okay. Gracias. (End call)

Desk 5 Call 14:^

OPERATOR: 911 emergency, this line is being recorded. This is Bill. Hello, emergency 911. Hello? Anybody there? Hello? Can you hear me? It's open -- (End Call)

Desk 6 Call 15:^

RECORDED VOICE: Sunday, June 12th, 2016.
The time 2:08 a.m.

(Shooting sounds)

OPERATOR: Hello. (End call).

Desk 5 Call 16:

RECORDED VOICE: Sunday, June 12th, 2016.

The time 2:08 a.m.

(Shooting sounds)

OPERATOR: I just heard a bunch of

gunshots. Stated in -- I don't think it said

Pulse. Yeah. I heard a bunch of gunshots. This

was? Okay. Okay. So do you want me to put up

Pulse? Where do we have Pulse at?

(Shooting sounds)

OPERATOR: So am I putting it on this? I

hear a woman crying. (End call).

Desk 5 Call 17:

RECORDED VOICE: Sunday, June 12th, 2016.

The time 2:09 a.m.

UNIDENTIFIED VOICE: See they are getting

Columbia 13.

UNIDENTIFIED VOICE: I don't know. You got

me all tangled.

UNIDENTIFIED VOICE: Sorry. All right.

(Pause)

UNIDENTIFIED VOICE: Hello? Hello?
(Muffled sounds)

UNIDENTIFIED VOICE: Hello?

(Dial tone) (end call)

Desk 5 Call 18:

RECORDED VOICE: Sunday June 12th, 2016.

The time 2:11 a.m.

OPERATOR: 911 emergency. This line is being recorded. This is Bill.

CALLER: I'm at the Pulse nightclub. Can you come, please?

OPERATOR: What's the address where you're at?

CALLER: I don't know. It's on Orange Avenue.

OPERATOR: Where are you hiding? Are you in the nightclub?

CALLER: Yes, with six other people.

OPERATOR: Are you in the bathroom? Are you in the bathroom?

CALLER: No. In the office.

OPERATOR: In the office?

CALLER: Yeah. They shooting people.

Please come.

OPERATOR: All right. We got a bunch of officers coming. Are you at -- are you at Pulse
Nightclub?

CALLER: Yes, sir.

OPERATOR: Okay. Stay on the line with me. Just stay on line with me.

CALLER: Sure.

OPERATOR: I've got one trapped in the office at Pulse. I'm getting -- officers are coming.

CALLER: (Inaudible)

OPERATOR: Stay on the line with me.

What's your name?

CALLER: [Redacted]

OPERATOR: How do you spell that?

CALLER: [Redacted]

OPERATOR: [Redacted]. Okay. Do you work there?

CALLER: No. I was here and I got shot here.

OPERATOR: You got shot?

CALLER: Yes.

OPERATOR: Where are you shot at?

CALLER: In the stomach.

OPERATOR: Okay. All right. Stay on the line, okay? Don't hang up. I'm going to get a dispatcher on the line, all right? Don't hang up,
okay? You're going to hear me switch over, okay?

Don't hang up.

CALLER: Get here, get the police to come.
OPERATOR: Stay on with me. Don't hang up.

(Dial tone) (Ringing)

CALLER: Sir?
OPERATOR: I did.

CALLER: Sir?
OPERATOR: Yes. I'm here. Stay on the line with me.

CALLER: I hear the policemen.
OPERATOR: You see a policeman?

CALLER: Yeah, I hear them.
OPERATOR: Well, wait for them. I don't want you to go out in case we don't have the gunman yet. Stay where you're at. I've told them where you're at.

DISPATCHER: What's the number?
OPERATOR: 2039. I've got one trapped in the office, he's shot in the stomach.

CALLER: I'm in the office on the second floor.

OPERATOR: Office on the second-floor.

CALLER: By the exit, go to the emergency stairs.
OPERATOR: Go to the emergency stairs?

Okay.

CALLER: To the ceiling, to the ceiling.

OPERATOR: Okay.

DISPATCHER: They are making entrance right now.

OPERATOR: Okay. We have officers trying to make entrance. Just stay where you're at. Don't move. We got officers coming to you, okay? Just take a deep breath.

CALLER: Hurry.

OPERATOR: You need to take something and push on your wound, okay?

CALLER: I can't.

OPERATOR: You got a shirt or something to hold, push on your wound to keep the blood from coming out?

CALLER: No, because I'm (inaudible)

OPERATOR: Okay.

CALLER: With (inaudible)

OPERATOR: Is anybody in there with you?

CALLER: There's six people.

OPERATOR: You're by yourself? Okay.

CALLER: No. No. I'm with six people.

OPERATOR: Okay. So --
CALLER: Hurry. (Inaudible)

OPERATOR: Okay. You're going to hear officers making entrance. Just wait with me. I'm not going to hang up on you. Stay with me. Is anybody else hit -- shot in the office?

CALLER: There's six people.

OPERATOR: All six of you are shot?

CALLER: No. Somebody is shot.

OPERATOR: Okay. One other person is shot?

CALLER: Just me.

OPERATOR: Just you? Okay. So everybody else there is okay, they are not shot?

CALLER: Yeah. But we are in the office in, like, in the ceiling.

OPERATOR: Okay. Are you keeping your hand on your wound?

CALLER: Can you tell me when the police are here, because (inaudible)

OPERATOR: The police are there. The police are there. But do not go out yet.

CALLER: No.

OPERATOR: Do not go out.

CALLER: Just tell them to go up the stairs and come to the ceiling.

OPERATOR: Okay. All right. I've got
officers coming inside and then they are going to come to you.

Dispatcher: They are almost there.

Caller: They say go-go-go?

Operator: If they said go, then go. Tell them that you're shot. Tell them that you're shot.

Caller: Huh?

Operator: Tell the officers that you're shot.

Caller: Yeah. No, they are not here yet. We are in, like, a private office.

Operator: Okay. And the officers are telling you to get out?

Caller: No. They are not. They don't find the office yet.

Operator: Okay. Is there anybody else there that speaks better English I can talk to?

Caller: Hold on.

Operator: All right.

(Another caller on the line:)

Caller: Hello?

Operator: Hi, I want everybody to stay where they are at until officers get to you. We haven't got to the gunman yet. Don't move, okay?
The guy that's shot, can somebody take like
a shirt or something and put it on his wound so he
quits bleeding? Put some pressure on it.

CALLER: A lot of us are shot.

OPERATOR: A lot of you are shot in the
office?

CALLER: I'm not sure.

OPERATOR: Okay.

CALLER: I can't -- they are not making
noise. I was not shot. I'm hiding with them. We
are in the office.

OPERATOR: Okay. Now, the guy that I was
talking to, he said he's shot in the stomach.

CALLER: He was shot in the stomach, yes,
he's here and injured --

OPERATOR: Can somebody put -- can somebody
put pressure on it to stop the blood?

CALLER: I will try. We are all crammed in
this office, it's hard to --

OPERATOR: I'm sure. We have officers
coming in. I'm going to stay on the phone with
you. Don't worry. I just needed somebody that
spoke better English. Plus he's been shot and I
need somebody to take care of him. Have one of
the other people or you just take a cloth or a
shirt or something and put it on the wound. Okay? I am going to stay on the phone with you. Don't worry.

CALLER: Put as much -- put pressure. Put pressure on it. Okay. He's applying pressure to it.

OPERATOR: Okay. Have that person apply pressure and you stay on the phone with me.

CALLER: I'm afraid he's going to corner us.

OPERATOR: Okay. You can be quiet if you need to. Don't worry. I'm here. I'll let you know when it's okay to come out.

CALLER: Apply more pressure. (Inaudible) Don't let him die this way.

OPERATOR: No. No. We've got officers there already. They are already trying to make entry.

CALLER: No. (Whispering) I'm afraid they are going to corner us in here. [redacted], put your hand here (Whispering) apply pressure.

OPERATOR: Yeah. Keep him from bleeding.

CALLER: I'm trying. I've got to put pressure.

OPERATOR: It's a small office up towards
the top of the stairs?

CALLER: In the kitchen by the bar by the
(inaudible). In the kitchen there's a ladder, the
ladder will take you here. I'm scared they are
going to corner us any minute.

OPERATOR: You guys are safe. I'm putting
it all in there so officers know how to get you
there -- get there, okay?

CALLER: Okay. I don't think they are
here.

OPERATOR: Well, you're going to hear some
yelling because they are going to try to get ahold
of the gunman out of there first.

CALLER: Okay.

OPERATOR: All right?

CALLER: (Whispering sounds)

OPERATOR: Believe me, we have hundreds of
officers there right now. We've got -- we've got
twenty some people on the phone, so just stay with
me.

CALLER: (Whispering sounds)

OPERATOR: What is your name?

CALLER: My name is [Redacted] (Inaudible)

OPERATOR: [Redacted] ? Okay. [Redacted] ?

What's your last name, [Redacted] ?
CALLER: (Inaudible)

OPERATOR: ? That's all right if you can't talk. It's all right. Just stay quiet if you need. (End call)

Desk 7 Call 19:

RECORDED VOICE: Sunday, June 12th, 2016.

The time 2:05 a.m.

OPERATOR: 911 emergency. This line is being recorded. 911, may I please find medical? Hello?

CALLER: (Whispering sounds)

OPERATOR: What?

CALLER: Um, someone is shooting at Pulse Nightclub.

OPERATOR: Where?

CALLER: Pulse, Orlando. Pulse.

OPERATOR: Can you see anything?

CALLER: No. We're all in the bathroom.

OPERATOR: Okay. Stay in the bathroom, okay? Don't -- don't -- stay in there. Don't hang up. There's --

CALLER: (Whispering sounds)

OPERATOR: What?

CALLER: They got a bullet.

OPERATOR: They got a bullet?
CALLER: Got a bullet, yes. (Inaudible)

OPERATOR: We're coming as fast as we can.
Don't hang up. Just stay on the phone and stay in the bathroom, okay? Just keep me updated.

CALLER: They are away from me.
OPERATOR: What?

CALLER: They are away from me.
OPERATOR: They are away from you?

CALLER: Yeah. (Inaudible)
OPERATOR: Okay. There's an officer in the area. Just stay on the phone with me, okay?

CALLER: (Whispering sounds)
OPERATOR: That's okay.

CALLER: (Whispering sounds)
OPERATOR: You're in the bathroom still, right?

CALLER: Yeah.
OPERATOR: Do you know where the shooter is?

CALLER: No, I do not.
OPERATOR: Okay.

CALLER: Shhh. Everybody in the bathroom is hurt.
OPERATOR: That's okay. Help is coming, okay?
CALLER: Shhh. Shhh. (Whispering sounds)

We're not shot.

OPERATOR: Okay. Good.

CALLER: (Whispering sounds)

OPERATOR: Was it just one person?

CALLER: (Whispering sounds)

OPERATOR: Okay.

CALLER: We need help. We need help.

(Shooting sounds)

CALLER: (Whispering sounds) They are in here. They are in here. They are in here.

OPERATOR: Stay on the phone.

CALLER: (Whispering sounds) they are --

OPERATOR: Okay.

(Shooting sounds)

CALLER: I got shot.

OPERATOR: It's okay. Help is coming.

Don't hang up, okay?

CALLER: (Whispering sounds)

(Commotion)

OPERATOR: Okay. Sit tight. They will come. They are in the area.

CALLER: (Whispering sounds)

(Loud sounds)

(Shooting sounds)
(Screaming "I'm shot")

(Shooting sounds, screaming)

OPERATOR: Are you still there?

UNIDENTIFIED VOICE: Please stop, he's bleeding. He's bleeding. (Moaning)

OPERATOR: Hello? Are you still there?

(Muffled talking)

(Loud sound)

(Continuation of call 19:)

RECORDED VOICE: Sunday, June 12th, 2016.

The time 2:10 a.m.

OPERATOR: Are you still there? Can you hear me?

(Pause)

(Muffled talking)

OPERATOR: Can you hear me? Hello?

(Muffled talking in 911 room)

(Shooting sounds)

OPERATOR: I'm hearing more shots.

(Muffled screaming)

OPERATOR: Can anybody hear me?

(Pause)

(Muffled talking in 911 room)

OPERATOR: Can anybody hear me? Can anybody hear me? Hello?
(Muffled sounds) (End call)

Desk 7 Call 20:

OPERATOR: 911, this call is being recorded. Is this Pulse Nightclub?

CALLER: Oh, hey, there was --

OPERATOR: Where are you?

CALLER: I'm not leaving here.

OPERATOR: Tell me where you are.

CALLER: There was -- there was -- there was a shootout at Pulse.

OPERATOR: I know. I know.

CALLER: I'm leaving all my friends.

OPERATOR: Where are you at Pulse?

CALLER: In Pulse, in Pulse. I'm right in the middle of everything.

OPERATOR: It's okay. Are you hurt?

CALLER: No. No. No. No. I'm fine. My friend is okay. He's not --

OPERATOR: Where is the shooter? Where is the shooter?

CALLER: I don't know. I don't know.

OPERATOR: It's okay. It's okay. There's multiple officers coming, okay?

CALLER: He won't get up. He won't get up.

OPERATOR: Who won't get up?
CALLER: Okay. I'm with the cops right now. They are telling me to do what I need to do.
OPERATOR: Talk to the officer, do what they tell you, okay?
Desk 7 Call 21:^
OPERATOR: Hello?
(Pause)
OPERATOR: Emergency 911, this line is being recorded.
CALLER: We're a non-emergency.
OPERATOR: Okay. Hold on one moment. (End call)
Desk 7 Call 22:^
OPERATOR: Emergency 911. You're on the line. It's being recorded. Is this from Pulse?
CALLER: Yes. Yes.
OPERATOR: Where is the shooter? Do you know?
CALLER: No. We're upstairs, we're up in the office.
OPERATOR: Are you hurt?
CALLER: I'm upstairs. No, I'm not, but there's somebody with me that's hurt.
OPERATOR: Where were they shot? Hello?
CALLER: They are still shooting.
OPERATOR: I know. I know. We have officers there. We're trying to get help in there. Where was the person shot?

CALLER: I don't know.

OPERATOR: You don't know? Do you know what the shooter looks like?

CALLER: No, I don't.

OPERATOR: Okay. We have a lot of officers coming. There's some there already. We're trying to get there as fast as we can. Just stay in there, okay?

CALLER: Yeah. (Inaudible)

OPERATOR: There's some officers there already. Just stay on the phone with me and don't leave that room, okay?

CALLER: Okay.

OPERATOR: You don't know where the person you're with was shot?

CALLER: No.

OPERATOR: Are they conscious?

CALLER: Because they are not -- I guess so. (Inaudible)

OPERATOR: How many people are in the office with you?

CALLER: There's six of us.
OPERATOR: You said you're in the office upstairs, right?

CALLER: Hmm?

OPERATOR: You're in the office upstairs?

CALLER: Yes.

(Beeping sounds)

CALLER: Did they get the shooter yet?

OPERATOR: I don't think so. But we're trying.

CALLER: There's -- there's people dying, they're scared.

OPERATOR: I know. I know. We have to do it as safely as possible. We have officers there. We have a bunch more coming. And we have paramedics on standby.

CALLER: I'm scared.

OPERATOR: I know. I'm not going to hang up on you, okay? (End call)

Desk 8 Call 23:^

RECORDED VOICE: Sunday June 12th, 2016.

The time 2:12 a.m.

OPERATOR: 911 emergency, Latasha. This call is recorded. Hello? 911 emergency, Latasha. This call is recorded.

CALLER: They are shooting at the Pulse.