They are shooting at the Pulse.

OPERATOR: Are you inside the club?

CALLER: Yes. There's bullets flying.

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

CALLER: In the bathroom.

OPERATOR: You're in the bathroom?

CALLER: They are (inaudible)

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

CALLER: Boy's.

OPERATOR: In the men's room?

CALLER: Yes.

OPERATOR: What's your name?

CALLER: [redacted]. Please get here.

OPERATOR: Did you see anybody get shot?

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

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

CALLER: Yes. Yes. Yes. Yes.

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

OPERATOR: Stay right where you are. What's your name?

CALLER: [redacted]. [redacted].

OPERATOR: [redacted]?

CALLER: Yes.

OPERATOR: [redacted], did you see the person that was shooting?

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

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

CALLER: It's a lot of people.

OPERATOR: I'm sorry?

CALLER: There's a lot of people.

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

CALLER: A lot of people shooting.

OPERATOR: There's a lot of people shooting?

CALLER: There's a lot of people shooting.

OPERATOR: We're on the way, okay?

CALLER: Please hurry.

OPERATOR: [redacted], what color shirt are you wearing?
CALLER: I'm wearing a gray shirt.

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

CALLER: Yes. Brown pants.

OPERATOR: Brown pants. I need you to stay where you are. I've got to get some more calls. But you stay where you are. Officers are on the way, okay?

CALLER: Okay.

OPERATOR: All right. Bye-bye. (End call) Desk 8 Call 24:

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

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

(Shooting sounds)

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

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

OPERATOR: Did you see the shooting?

Ma'am, did you see anyone?

CALLER: Please, please.

OPERATOR: Listen, ma'am. What's your
name? What is your name?

CALLER: My name (inaudible)

OPERATOR: What is your name?

CALLER: My name?

OPERATOR: Listen to me. Can you see the person that's shooting?

CALLER: No. But please, (Crying sounds)

OPERATOR: Okay. The officers are there.

CALLER: Send the police.

OPERATOR: They are going to be knocking -- they are going to be coming in shortly.

CALLER: I need you to please get them out.

OPERATOR: Stay right where you are. The officers will be there shortly.

CALLER: (Inaudible) please, please.

(Crying sounds) Please don't, please. I've never been through this before.

OPERATOR: Where are you?

CALLER: Please.

OPERATOR: Where are you?

CALLER: I'm in Pulse Nightclub in Florida.

OPERATOR: No. Where are you inside of the club?

CALLER: I'm in Florida. Pulse Nightclub.

OPERATOR: Ma'am. You're at the club. But
where inside of the club are you?

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

OPERATOR: Okay.

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

OPERATOR: Have you been hit? Are you injured?

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

OPERATOR: What is your name?

CALLER: My name is --

OPERATOR: I'm sorry, what is it?

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

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

CALLER: Please send --

OPERATOR: Where are you inside of the club?

CALLER: In the bathroom.

OPERATOR: In the bathroom?

CALLER: Yes.

OPERATOR: We're on the way, okay?

CALLER: Okay.

OPERATOR: Bye-bye. (End call)
Desk Supervisor Call 25:

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

OPERATOR: 911 emergency, this line is recorded.

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

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

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

CALLER: Huh?

OPERATOR: Are they inside or outside?

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

OPERATOR: Do you know who it?

CALLER: No, I don't.

OPERATOR: You can't see anyone?

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

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

CALLER: Yes.

OPERATOR: And you said you're hiding
upstairs?

(Shooting sounds)

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

CALLER: Yes.

OPERATOR: How many people are upstairs with you?

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

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

(Shooting sounds)

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

CALLER: Upstairs.

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

CALLER: Yes.

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

CALLER: Yes.

OPERATOR: Okay. Who is hurt?
CALLER: I don't know.

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

(Shooting sounds)

CALLER: There it is again.

(Shooting sounds)

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

CALLER: Please help. Please.

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

Is there any way out from where you are?

Is there any doors, any way out?

CALLER: Yeah, no. No.

OPERATOR: There's no way out?

CALLER: We're in the attic. No.

OPERATOR: Is the door locked?

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

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

CALLER: No.
OPERATOR: Okay. There's officers there. The officers are there. They have to surround it and they have to be able to get to the shooter. So I'm going to keep you on the phone until I can tell you it's safe, okay? So I may have to answer the 911 calls but I'm going to keep this line open. Do not hang it up. Do you understand me?

CALLER: Okay.

OPERATOR: Okay.

(Shooting sounds)

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

(Shooting sounds) (Pause)

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

CALLER: (Whispering sounds)

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

CALLER: They are still shooting.

OPERATOR: They are still shooting? Okay.

They are still shooting right now.
(Shooting sounds)

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

(Muffled talking in 911 room)

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

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

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

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

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

CALLER: No, there's nothing.
OPERATOR: Okay. Is it an office? What is it?

CALLER: It's like an office upstairs.

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

CALLER: No.

OPERATOR: And you've locked the doors?

CALLER: Yes.

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

CALLER: No.

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

(Shooting sounds)

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

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

(Shooting sounds)

OPERATOR: I'm putting you on hold. Do not
hang up the phone. Do not hang up this phone. I have to answer another 911. Do not hang up.

(End call)

Fire Department Call 26:

RECORDED VOICE: Sunday, June 12th, 2016.

The time 2:06 a.m.

FIRE DEPARTMENT: Orlando Fire Department.

Orlando Fire Department. Orlando Fire Department.

CALLER: Um, (inaudible)

FIRE DEPARTMENT: Orlando Fire Department?

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

FIRE DEPARTMENT: Hello? Hello? Hello?

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

CALLER: Pulse -- can you hear me?

FIRE DEPARTMENT: Yes, I can hear you.

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

FIRE DEPARTMENT: Listen to me. Hello?

Can you hear me?

CALLER: Yes. I can hear you.

FIRE DEPARTMENT: You're at Club Pulse,
correct?

CALLER: Yes. At Club Pulse.

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

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

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

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

CALLER: Fine.

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

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

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

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

FIRE DEPARTMENT: Okay. This is what I
want you to do. He's bleeding seriously, correct?

Okay. This is what I need you to do. Okay. I
need to you get a clean, dry cloth or a towel.

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

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

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

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

CALLER: He is about maybe --

(Speaking Spanish)

CALLER: He's 24 years old.

(Man speaking in Spanish)

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

Is he awake?

CALLER: He's awake.

(Talking in background)

FIRE DEPARTMENT: Listen. Who is that in
the background? I need him to stop talking or I need him to get away from you because I can't hear you.

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

(inaudible)

UNIDENTIFIED MAN: I'm at the Pulse. There's blood everywhere. (inaudible)

CALLER: I see police officers right now currently present.

FIRE DEPARTMENT: Okay. Is he breathing?

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

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

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

FIRE DEPARTMENT: Where is the assailant? Where is the assailant? Is the assailant still nearby?

CALLER: I don't know. And the location where the shooting was located, I was outside and
I saw a male right now who is bleeding profusely from his right buttocks.

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

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

FIRE DEPARTMENT: Okay. Okay. (End call)

Fire Department Call 27:^

RECORDED VOICE: Sunday June 12th, 2016.

The time 2:07 a.m.

FIRE DEPARTMENT: Orlando Fire Department.

CALLER: (Inaudible) I'm injured.

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

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

FIRE DEPARTMENT: Orlando Fire.

OPERATOR: It's Pulse Nightclub.

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

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

CALLER: I'm bleeding out.

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

CALLER: I'm bleeding out.
FIRE DEPARTMENT: I've got the paramedics on the way. Where are you inside the club?
CALLER: Huh?
FIRE DEPARTMENT: Where are you in the club? Are you at the Pulse Nightclub?
CALLER: Yes. I'm in the bathroom.
FIRE DEPARTMENT: You're in the bathroom? Okay. Where are you injured?
CALLER: My arm, my whole arm is bleeding.
FIRE DEPARTMENT: Okay. Can you get a clean, dry cloth or towel and hold it on the wound and hold a firm, steady pressure?
CALLER: No. (Inaudible)
FIRE DEPARTMENT: Okay. How about a shirt? Take your shirt off and put it on the wound.
CALLER: Okay.
FIRE DEPARTMENT: Okay? And a clean, dry cloth. Put your shirt on it and hold some pressure.
Okay. And you said you're shot in the arm? How many people in the bathroom with you?
CALLER: I have no idea.
FIRE DEPARTMENT: I'm sorry?
CALLER: (Inaudible)
FIRE DEPARTMENT: Okay. How many people in
the bathroom with you?

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

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

Is there anybody else in there injured besides you?

CALLER: No. Nobody is injured but me.

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

CALLER: (Inaudible)

FIRE DEPARTMENT: I'm sorry?

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

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

CALLER: Okay. Thank you.

FIRE DEPARTMENT: Okay. (End call)
Fire Department Call 28:

RECORDED VOICE: Sunday, June 12th, 2016.

The time 2:09 a.m.

FIRE DEPARTMENT: Orlando Fire Department.

CALLER: I have guy here with a gunshot wound.

FIRE DEPARTMENT: Orlando Fire Department.

What is the address of the emergency?

CALLER: 1823 South Orange Avenue.

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

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

FIRE DEPARTMENT: Are you the employee there?

CALLER: I am.

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

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

FIRE DEPARTMENT: Where is the gentleman shot at?

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

FIRE DEPARTMENT: To the side by his rib?
CALLER: By his rib. He's bleeding everywhere.

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

CALLER: How old are you, baby?

INJURED MAN: I'm 34.

CALLER: 34.

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

CALLER: Yes. He's walking around.

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

CALLER: We just put paper towels on it.

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

CALLER: Firm and steady pressure on it.

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

CALLER: That's all I have here.

FIRE DEPARTMENT: I want you to give him a
lot. Give him the roll, because when it bleeds through, he does not need to lift it up.

CALLER: Okay.

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

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

INJURED MAN: I can't.

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

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

CALLER: He's standing.

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

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

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

CALLER: He's applying pressure.

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

CALLER: Okay.

FIRE DEPARTMENT: But --
CALLER: Okay.

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

CALLER: Okay.

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

CALLER: Yeah. I understand. I understand.

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

CALLER: He's the only one.

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

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

FIRE DEPARTMENT: Okay.

CALLER: I have him in here with me.

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

CALLER: Okay. I gotcha. Put it on --
FIRE DEPARTMENT: Okay. I'm going
disconnect. They will be there as soon as
possible, okay?

CALLER: Okay. Thank you.

FIRE DEPARTMENT: Thank you, bye-bye.

(End call)

Fire Department Call 29:

RECORDED VOICE: Sunday, June 12th, 2016.

The time 2:11 a.m.

FIRE DEPARTMENT: Orlando Fire Department?

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

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

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

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

CALLER: Orange Avenue. I've been shot in
my chest and my stomach and I think my leg.
(Inaudible)

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

OPERATOR: I don't know where he went.

Yes. He's hiding in the bathroom at Pulse Nightclub.

FIRE DEPARTMENT: Okay.

OPERATOR: Hey, I have another person in the bathroom with a gunshot wound to his stomach.

Stay on the phone, sir. We are here to help.

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

CALLER: I'm sorry.

FIRE DEPARTMENT: Okay, sir.

OPERATOR: They are coming to you, okay?

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

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

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

FIRE DEPARTMENT: Okay. Okay.
OPERATOR: Did you say that there are bodies in the bathroom with you, sir?

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

OPERATOR: Okay.

CALLER: (Inaudible)

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

CALLER: There's about twenty others.

FIRE DEPARTMENT: I'm sorry.

CALLER: (Inaudible)

OPERATOR: I think he said twenty, twenty people.

FIRE DEPARTMENT: Twenty people?

OPERATOR: Yes. Twenty people.

CALLER: (Inaudible)

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

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

FIRE DEPARTMENT: Okay. You don't know where he is. Okay. That's okay.
CALLER:  (Inaudible)

OPERATOR:  Okay.

CALLER:  Please hurry up.

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

Sir?

OPERATOR:  Yes. I just --

CALLER:  Hurry.

FIRE DEPARTMENT:  The paramedics are on the way.

CALLER:  Okay.

(Phones ring) (Pause)

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

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

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

FIRE DEPARTMENT:  What's your name?

CALLER:  [Redacted]. (Phonetic)

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

CALLER:  [Redacted] (inaudible)

FIRE DEPARTMENT:  Martha, are you catching that?
OPERATOR: His name is [redacted].

FIRE DEPARTMENT: [redacted], okay.

Thank you.

CALLER: [redacted].

FIRE DEPARTMENT: [redacted]? You said

CALLER: [redacted].

OPERATOR: Okay. I'm not getting --

FIRE DEPARTMENT: We're having a very hard
time hearing you. I'm very sorry.

CALLER: [redacted] (phonetic)

OPERATOR: [redacted].

FIRE DEPARTMENT: [redacted]?

OPERATOR: [redacted].

FIRE DEPARTMENT: [redacted].

CALLER: No. [redacted].

OPERATOR: I'm sorry. I can't catch that.

(Pause)

CALLER: (Inaudible)

OPERATOR: Just hold on one moment for me,

okay? I have -- I'm going to go to another 911,

okay?

CALLER: I'm (inaudible) they are dying,

they are dying, we're dying.

OPERATOR: No. No. No. Don't say that,
okay? The paramedics are coming.

CALLER: (Inaudible)

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

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

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

CALLER: (Inaudible)

FIRE DEPARTMENT: How many people there are injured?

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

FIRE DEPARTMENT: Okay. Are you injured?

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

FIRE DEPARTMENT: In your chest?

CALLER: In my chest, yes.

FIRE DEPARTMENT: Okay.

(Pause)

OPERATOR: Hey, you still here with me?

CALLER: I'm here.

OPERATOR: Listen, they are coming, okay?
They are coming.

CALLER: Okay. (Inaudible)

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

CALLER: I can't.

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

(Inaudible)

OPERATOR: Hello?

(Inaudible) (Loud noises)

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

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

Call 29 Continued:

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

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

Fire Department Call 30:^

FIRE DEPARTMENT: Orlando Fire?
OPERATOR: Orange County transfer.

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

OPERATOR: She's at Pulse Orlando.

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

OPERATOR: I think so.

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

CALLER: (Heavy breathing)

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

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

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

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

CALLER: (Breathing heavily)

FIRE DEPARTMENT: Where exactly are you?

CALLER: (Breathing heavily)

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

CALLER: (Breathing heavily)

FIRE DEPARTMENT: Are you in the bathroom?
Where exactly are you? Could you try to whisper it to me?

CALLER: (Breathing heavily)

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

CALLER: (Sound of phone button pressed)

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

CALLER: (Breathing heavily)

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

Orange County, are you still on the line?

OPERATOR: Yeah, I'm here.

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

OPERATOR: Okay.

FIRE DEPARTMENT: Thank you.

* * * * *

(Call 30 continued)

FIRE DEPARTMENT: Orange County?

OPERATOR: Yeah, I'm here.

FIRE DEPARTMENT: Okay. Ma'am, are you here? Can you push a button for yes? Ma'am?
Okay. Orange County, I do have units that are um -- that are staging at this time, but they are responding. We have police officers that are on the scene, okay?

OPERATOR: Okay.

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

OPERATOR: Okay.


* * * * *

Fire Department Call 31: ^

FIRE DEPARTMENT: Orlando Fire.

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

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

OPERATOR: Yeah. And go towards Orange.

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


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Fire Department Call 32:^ OPERATOR: There's an update from OPD for a safe zone. All our units need to go to it.

(Ringing)

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

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

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

OPERATOR: Okay. Thank you.

(Ringing - on hold)

ORMC: ORMC, this is Sarah.
FIRE DEPARTMENT: This is Dottie with the City of Orlando Fire. Our chief is asking if you have anyone there that can switch to our TAC regarding the active shooter for the units that we have in that area for the patients. Is there anyone that you can have switched to our talk group?

ORMC: Switch to your talk group?

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

ORMC: 3?

FIRE DEPARTMENT: Yes.

ORMC: Hold on one second.

FIRE DEPARTMENT: Okay. Okay.

Fire Department Call 33:^ (Ringing - on hold)

FIRE DEPARTMENT: Orlando Fire Department.

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

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

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

FIRE DEPARTMENT: We're all staging until

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Fire Department Call 34:

FIRE DEPARTMENT: Orlando Fire Department.

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

FIRE DEPARTMENT: Got it.

OPERATOR: Okay.


(Ringing).

Fire Department Call 35:

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

FIRE DEPARTMENT: Orlando Fire Department.

Fire Department. What's the nature of the
emergency?

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

OPERATOR: This was a medical transfer.

She said she was at Pulse Nightclub and was shot
in the arm.

FIRE DEPARTMENT: Okay. Where are you now?

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

FIRE DEPARTMENT: You're behind the Pulse?
CALLER: I'm -- I'm -- I'm right next to Pulse.

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

CALLER: By the front of --

FIRE DEPARTMENT: Where are you shot at?

CALLER: I want it to stop.

FIRE DEPARTMENT: Okay. Where are you shot at?

CALLER: In my arm.

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

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

FIRE DEPARTMENT: What about your shirt?

CALLER: Hold on.

FIRE DEPARTMENT: What about your shirt?

CALLER: Hold on. (Breathing heavily)

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

CALLER: Oh. There's people in the street.
(Loud yelling)

FIRE DEPARTMENT: Is that the police I hear?

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

FIRE DEPARTMENT: Hello? Hello?

(End call)

Radio Supervisor Call 36:^ .

RECORDED VOICE: Sunday, June 12th, 2016.

The time 2:03 a.m.

(Busy signal)

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

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

OPERATOR: Have you seen the person with the gun?

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

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

CALLER: No, we can't see anything at all. We need a fucking cop. There's people shooting.
OPERATOR: Are they outside or inside?

CALLER: They are inside.

OPERATOR: All right. What is your name?

CALLER: [Redacted]. We need a fucking cop.

(Inaudible)

OPERATOR: [Redacted], listen to me. Are you somewhere safe?

CALLER: (Yelling)

OPERATOR: [Redacted] are you somewhere safe?

CALLER: What? What?

OPERATOR: [Redacted], are you somewhere safe? Are you in a bathroom or are you somewhere --

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

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

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

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

CALLER: They are still shooting.

OPERATOR: Okay. I know they are still shooting. But do you see anyone with a gun?
CALLER: No. I don't see anyone. I just heard shots and I starting fucking running. I didn't see fuckin' nothing.

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

CALLER: (Inaudible, crying)

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

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