

1 Desk 1 Call 1:^

2 RECORDED VOICE MESSAGE: Sunday, June 12th,
3 2016. The time 2:03 a.m.

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

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

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

13 CALLER: Send the cops. Okay.

14 OPERATOR: Sir? (Dial tone)

15 There's nothing you can do. The phone is
16 ringing. He's got to call back 911. 2040,
17 2-0-4-0. Hello? (End call)

18 Desk 1 Call 2:^

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

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

23 ORANGE COUNTY: Orange County transfer,
24 there's reference to a shooting at Pulse
25 Nightclub.

1 OPERATOR: Thank you, County.

2 Hello, caller? Caller?

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

5 OPERATOR: We're getting several calls.
6 Did they specify someone with a gun?

7 ORANGE COUNTY: No.

8 OPERATOR: Okay. Thank you, County.

9 ORANGE COUNTY: No problem.

10 (Dial tone)

11 OPERATOR: I'm going to call back.

12 RECORDED MESSAGE: You have reached the
13 voice --

14 Desk 1 Call 3:^

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

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

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

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

25 OPERATOR: Okay. We have a lot of officers

1 on the way there right now. Stay where you are.

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

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

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

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

10 CALLER: [REDACTED]

11 OPERATOR: [REDACTED], are you alone in the
12 closet?

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

15 OPERATOR: Okay. Is anyone with you hurt?

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

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

23 CALLER: It just stopped just now.

24 OPERATOR: Do you still hear them now?

25 CALLER: No. Not --

1 OPERATOR: All right. I want you to stay
2 where you're at because the officers are still on
3 the way there. We have officers there now. I
4 want you to stay where you are until they tell you
5 to come out.

6 CALLER: Okay.

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

10 CALLER: Okay.

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

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

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

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

19 OPERATOR: Okay.

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

22 OPERATOR: No, I understand, ma'am. We
23 just want to make sure you're okay. Stay on the
24 line. Stay in the closet. Which closet are you
25 in?

1 CALLER: I'm not sure. I just ran to the
2 nearest one.

3 OPERATOR: Okay. Can you lock the door?

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

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

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

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

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

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

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

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

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

23 OPERATOR: No. The officers are there.
24 They are making sure everything is secure before I
25 want you to come out. So I just want you to stay

1 where you are, but the officers are there already.

2 CALLER: I'm just making sure.

3 OPERATOR: It's okay. I understand.

4 CALLER: Okay.

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

7 CALLER: Nothing right now.

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

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

13 OPERATOR: Okay.

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

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

17 CALLER: Okay. I wanted to make sure.

18 OPERATOR: I understand.

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

21 OPERATOR: Ma'am, what was that banging?

22 CALLER: More bullets are fired, more
23 bullets.

24 OPERATOR: You heard more shots?

25 CALLER: Two more bullets.

1 OPERATOR: Just stay quiet.

2 CALLER: Okay, okay, okay. Shhh.

3 OPERATOR: The officers are there, they are
4 coming in now. Just stay where you are, okay?
5 [REDACTED], did you hear anything else? [REDACTED]?

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

8 OPERATOR: Okay.

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

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

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

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

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

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

25 CALLER: (Heavy breathing)

1 OPERATOR: Try to stay quiet. I can't
2 imagine what you're going through. Just stay
3 quiet and stay in the room, okay?

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

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

8 CALLER: We haven't moved. Oh, my God,
9 more bullets, bullets, bullets fired.

10 (Shooting sounds)

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

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

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

17 Shhh.

18 (Shooting sounds)

19 OPERATOR: Okay. Are they trying to get
20 in?

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

22 OPERATOR: Just stay quiet, stay quiet,
23 okay?

24 CALLER: Okay. (Heavy breathing) (Pause)

25 OPERATOR: Do you still have someone at the

1 door? Can you press the button if you hear them?

2 CALLER: I don't hear anything.

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

4 (Pause)

5 OPERATOR: Okay. Just stay on the phone.

6 I'm going to put you on for one second to get a
7 911 call.

8 (Shooting sounds)

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

11 OPERATOR: More shots?

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

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

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

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

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

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

25 CALLER: (Inaudible)

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

4 CALLER: Someone is yelling, someone is
5 yelling.

6 OPERATOR: Okay. Do you hear anything
7 right now?

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

10 OPERATOR: Okay.

11 CALLER: (Heavy breathing) (Pause)

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

15 CALLER: No. Hello?

16 OPERATOR: I'm here.

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

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

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

24 OPERATOR: Is someone trying to get into
25 where you are right now?

1 CALLER: Right now no one is trying to
2 enter.

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

7 CALLER: All right. Thank you.

8 (Whimpering)

9 OPERATOR: Are they trying to come through
10 the closet?

11 CALLER: Yeah, I hear something.

12 I hear something right here, right here,
13 they are definitely there.

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

16 (Pause)

17 Okay. You hear anything right now?

18 CALLER: No. I hear nothing right now.

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

21 (Pause)

22 CALLER: Any update?

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

1 CALLER: Okay.

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

4 CALLER: Okay. Thank you.

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

9 CALLER: All right. (End call)

10 Desk 2 Call 4: ^

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

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

17 CALLER: We have a shooting. Hello?

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

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

22 OPERATOR: Where are you? Pulse Nightclub?

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

25 OPERATOR: Okay. We're going to get some

1 help for you. What's the location of where Pulse
2 is? What's the nearest cross street?

3 CALLER: Orange Avenue.

4 (Shooting sounds)

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

8 CALLER: (Inaudible)

9 OPERATOR: Is that a gun I'm hearing?

10 CALLER: Yes.

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

14 DISPATCHER: Can you give me the
15 description of the person that's shooting?

16 CALLER: I'm not --

17 OPERATOR: Sir, can you give me any
18 descriptions?

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

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

23 DISPATCHER: Go ahead.

24 OPERATOR: Incident 2043 (inaudible) in
25 progress at 1912 shooting that's still occurring

1 on South Orange Avenue at Pulse Nightclub.

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

4 CALLER: I can't.

5 OPERATOR: Okay.

6 DISPATCHER: Are they inside or outside?

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

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

13 CALLER: (Breathing)

14 OPERATOR: Sir?

15 (Shooting sounds)

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

18 CALLER: (Whispering)

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

21 CALLER: (Whispering)

22 OPERATOR: Sir?

23 (Shooting sounds)

24 OPERATOR: Sir, can you tell me if they are
25 inside or outside?

1 CALLER: Inside.

2 OPERATOR: Inside?

3 CALLER: Yes.

4 OPERATOR: Okay. White, black or Hispanic?

5 CALLER: I don't know.

6 CALLER: He's inside.

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

12 CALLER: (Whispering) (Shooting sounds)

13 OPERATOR: Sir, are they still inside
14 shooting?

15 CALLER: Yes.

16 OPERATOR: Okay.

17 (Shooting sounds)

18 OPERATOR: Are they still inside, sir?

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

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

24 CALLER: I did not see them. I did not see
25 them.

1 OPERATOR: You did not see them.

2 DISPATCHER: That's okay. That's okay.

3 OPERATOR: Do you know if anyone was hit?

4 DISPATCHER: Quiet.

5 OPERATOR: I'm sorry.

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

8 OPERATOR: Okay.

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

11 OPERATOR: Okay. (Shooting sounds)

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

15 CALLER: All right.

16 (Shooting sounds) (Pause)

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

20 CALLER: He's coming. He's coming. They
21 are still shooting.

22 OPERATOR: They are still shooting? Okay.

23 (Shooting sounds)

24 CALLER: (Whispering)

25 OPERATOR: Are they still inside the

1 building shooting?

2 CALLER: Yes.

3 OPERATOR: Okay.

4 (Shooting sounds)

5 CALLER: (Whispering)

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

8 CALLER: Tell me when the officers inside.

9 OPERATOR: The officers are inside, okay.
10 Stay where you are for the moment.

11 CALLER: Let me know when the officers are
12 inside.

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

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

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

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

22 CALLER: (Whispering)

23 OPERATOR: Sir?

24 CALLER: Yes..

25 OPERATOR: Okay.

1 CALLER: Bring the officers inside.

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

5 CALLER: I didn't see any.

6 OPERATOR: You didn't see any of them?
7 Okay. Okay. What's your name?

8 CALLER: Please don't ask me that.

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

12 (Shooting sounds)

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

15 (Dial tone) (End call)

16 Desk 2 Call 5: ^

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

19 CALLER: Hello?

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

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

24 OPERATOR: Is this for the shooting that's
25 happening there?

1 (Shooting sounds)

2 CALLER: Yes.

3 OPERATOR: Did you see anything?

4 CALLER: No. I didn't see anything.

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

7 CALLER: Hmm?

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

11 Desk 2 Call 6: ^

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

14 (Shooting sounds)

15 CALLER: My legs.

16 OPERATOR: Hello, sir?

17 CALLER: My legs. My legs. My legs. My
18 legs.

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

23 (Shooting sounds)

24 OPERATOR: Hello, sir?

25 CALLER: Please. (Crying) (Shooting

1 sounds) (Crying)

2 OPERATOR: Hello, sir, can you tell me
3 what's happening, where you are?

4 CALLER: My legs, my legs hurt.

5 (Shooting sounds)

6 OPERATOR: Hello, sir?

7 CALLER: (Crying) My legs are hurt.

8 (Inaudible) (Yelling) (Background yelling)

9 OPERATOR: Hello, sir?

10 (Shooting sounds)

11 CALLER: (Crying) (Yelling)

12 OPERATOR: Hello, sir?

13 (Shooting sounds)

14 CALLER: (Crying)

15 (Yelling) (Shooting sounds)

16 CALLER: My legs. My legs.

17 OPERATOR: Hello, sir?

18 (Yelling) (Shooting sounds)

19 (End call)

20 ^

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

22 (Phone ringing) (Busy signal) (Ringing)

23 DISPATCHER: Answer number?

24 OPERATOR: Can I get an answer to an
25 emergency immediate, please, for 2046.

1 DISPATCHER: 2046?

2 OPERATOR: Yes.

3 DISPATCHER: All right. Okay. Could it be
4 for the --

5 OPERATOR: I'm not sure. I put the alpha
6 into the call as well. His face was showing on
7 Delaney Avenue. All I can get is a face to it.

8 DISPATCHER: Yeah. Is he still on the
9 line?

10 OPERATOR: No. He never was on the phone.
11 It was an open line with him just saying, "my leg,
12 my leg."

13 DISPATCHER: Okay. Thank you.

14 OPERATOR: You're welcome. (End call)

15 Desk 3 Call 7:^

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

17 The time 2:03 a.m.

18 OPERATOR: Emergency 911. This is Justin.
19 This line is recorded.

20 CALLER: Um --

21 OPERATOR: Hello?

22 (Shooting sounds)

23 OPERATOR: Hello? Hello?

24 (Shooting sounds)

25 OPERATOR: Hello?

1 (Shooting sounds)

2 OPERATOR: Hello? Are you at Pulse?

3 Hello?

4 (Shooting sounds) (Yelling)

5 OPERATOR: Can anyone hear me?

6 (Shooting sounds) (Talking) (Shooting sounds)

7 OPERATOR: Hello?

8 (Shooting sounds) (More shooting sounds)

9 OPERATOR: Hello?

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

11 The time 2:06 a.m.

12 (Pause)

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

15 (Shooting sounds) (Pause) (Shooting sounds)

16 OPERATOR: Hello?

17 (Shooting sounds) (Pause)

18 (Muffled sounds) (End call)

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[REDACTED]

Desk 3 Call 8:^

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

OPERATOR: Orlando Police Department, this

1 Justin, this line is recorded.

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

7 OPERATOR: Yes, sir.

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

14 OPERATOR: Mm-hmm.

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

18 OPERATOR: Were they white, black,
19 Hispanic?

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

24 OPERATOR: Did you happen to see what color
25 of clothing that they had?

1 CALLER: A couple of them had like white
2 T-shirts. The backpack was white and green and
3 the -- I think the guy -- the guy was on a red
4 bicycle. But they went by west -- there's an
5 officer right here in front of me, he just pulled
6 up, Orange County did.

7 OPERATOR: Okay.

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

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

15 CALLER: Huh?

16 OPERATOR: How many minutes ago did you see
17 them?

18 CALLER: It -- maybe five.

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

21 CALLER: Not that I could see, no.

22 OPERATOR: What's your name?

23 CALLER: My name is [REDACTED]

24 [REDACTED]

25 OPERATOR: You're calling from

1 [REDACTED] ?

2 CALLER: Yeah. It's my cell phone.

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

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

7 OPERATOR: Okay. Thank you, sir.

8 CALLER: All right. (End call)

9 Desk 3 Call 9: ^

10 (Commotion sounds)

11 OPERATOR: Emergency 911. This line is
12 recorded.

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

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

17 (Yelling)

18 OPERATOR: Where in Pulse are you?

19 CALLER: I'm in the bathroom.

20 OPERATOR: In the bathroom?

21 CALLER: In the bathroom.

22 OPERATOR: Okay. Is anybody hurt in the
23 bathroom?

24 CALLER: No. There's bad guy here,
25 he (inaudible)

1 OPERATOR: I'm sorry. I'm having a hard
2 time hearing you because everyone -- is anyone
3 shot in the bathroom?

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

6 OPERATOR: Okay. We have --

7 (Shooting sounds) (Screaming sounds)

8 OPERATOR: Hello?

9 (Screaming sounds)

10 OPERATOR: Is anyone in the bathroom shot?

11 (Screaming sounds)

12 OPERATOR: Is anyone in the bathroom shot?

13 CALLER: Yeah, (Inaudible) (Crying sounds)

14 OPERATOR: What is your name?

15 CALLER: [REDACTED] (Inaudible)

16 OPERATOR: Okay. Is anyone in the bathroom
17 shot?

18 CALLER: Yes. (Inaudible)

19 OPERATOR: Okay. How many people are shot?

20 CALLER: One of them. Oh, please.

21 OPERATOR: Can you tell me where they are
22 shot?

23 CALLER: No. (Yelling in background)

24 OPERATOR: Okay. Stay on the phone. I'm
25 going to get you over to the paramedics. We have

1 police over there, so don't hang up, okay?

2 CALLER: Okay. Thank you. (Inaudible)

3 (Dialing Fire Department)

4 FIRE DEPARTMENT: Orlando Fire Department.

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

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

9 CALLER: Yes, Pulse. (Inaudible)

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

13 CALLER: In the bathroom, the rest room.

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

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

17 FIRE DEPARTMENT: Okay. What is your name?

18 CALLER: [REDACTED] (Inaudible)

19 FIRE DEPARTMENT: Is that right, [REDACTED]?

20 CALLER: Mm-hmm.

21 FIRE DEPARTMENT: Okay. Are you in the
22 handicap stall in the bathroom, [REDACTED]? Hello?
23 Are you there?

24 CALLER: (Inaudible)

25 FIRE DEPARTMENT: [REDACTED], are you there?

1 (Yelling sounds)

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

4 FIRE DEPARTMENT: He's in the bathroom.
5 That's what [REDACTED] told you?

6 OPERATOR: No. We just got another call.

7 FIRE DEPARTMENT: Okay.

8 (Yelling)

9 OPERATOR: We'll give you a call back.

10 [REDACTED], you there?

11 FIRE DEPARTMENT: Okay.

12 OPERATOR: [REDACTED]? [REDACTED]?

13 CALLER: (Crying sounds)

14 FIRE DEPARTMENT: I'm disconnecting, OPD.

15 OPERATOR: Okay. Hello?

16 (Muffled talking, crying)

17 OPERATOR: [REDACTED]? Hello? Is anyone
18 there? Are you still in the bathroom?

19 (Muffled talking) (Moaning sounds) (Crying
20 sounds)

21 OPERATOR: Hello? Hello?

22 (Muffled talking and moaning)

23 OPERATOR: Hello?

24 (Moaning sounds)

25 OPERATOR: Hello?

1 (Muffled talking, moaning sounds) (Pause)
2 (Continued call - new caller).
3 Desk 3 Call 10:
4 OPERATOR: Hello?
5 CALLER: Hello.
6 OPERATOR: Yes. What's your name?
7 CALLER: (Whispering)
8 OPERATOR: Where are you?
9 CALLER: In the bathroom.
10 OPERATOR: Okay. You're in the woman's or
11 the men's?
12 CALLER: (Whispering inaudible) Send help.
13 OPERATOR: We have help on the way, okay?
14 Are you in the men's or women's? Hello?
15 (Moaning sounds)
16 OPERATOR: Do you know where the shooter
17 is? Hello? Hello?
18 (Moaning, muffled sounds)
19 CALLER: Can you hear me?
20 OPERATOR: What?
21 CALLER: (Whispering)
22 UNIDENTIFIED SPEAKER: I'm dying.
23 OPERATOR: How many people are hurt in the
24 bathroom? Can you tell me?
25 CALLER: (Whispering)

1 OPERATOR: Can you tell me how many people
2 are in the bathroom that are shot?

3 (Moaning sounds)

4 OPERATOR: Hello?

5 (Muffled sounds)

6 CALLER: (Whispering inaudible)

7 OPERATOR: How many people are hurt in
8 there?

9 CALLER: (Whispering inaudible)

10 OPERATOR: Can you tell me how many people
11 are shot in there? What bathroom are you in?

12 CALLER: (Whispering inaudible)

13 OPERATOR: We have help on the way. Are
14 you in the men's or the women's?

15 CALLER: I'm in the women's bathroom.

16 OPERATOR: You're in the women's bathroom?

17 CALLER: Yeah.

18 OPERATOR: Okay. Can you tell me how many
19 people are hurt in there?

20 CALLER: One.

21 OPERATOR: Just one? Okay.

22 CALLER: I don't know. (Whispering
23 inaudible)

24 OPERATOR: Do you know where the person --
25 do you know where the shooter is? Did you see

1 them or -- hello? (Dial tone) (End call)

2 Desk 4 Call 11: ^

3 RECORDED VOICE: Sunday June 12th, 2016.

4 The time 2:11 a.m.

5 OPERATOR: 911 emergency, this is

6 (inaudible), you're being recorded.

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

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

13 (Shooting sounds)

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

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

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

21 CALLER: I don't know.

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

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

1 hurt.

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

4 CALLER: [REDACTED].

5 OPERATOR: [REDACTED]?

6 CALLER: Yes.

7 OPERATOR: [REDACTED], you don't know that guy
8 who did the shooting, do you?

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

11 OPERATOR: Okay. Who did the shooting?

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

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

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

18 OPERATOR: Try and take a deep breath.

19 CALLER: What was that?

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

23 CALLER: Yes. Multiple people shot
24 including myself.

25 OPERATOR: You got -- where did you get

1 shot?

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

5 OPERATOR: Where were you shot at?

6 CALLER: In the leg and the knee.

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

8 CALLER: Please. Please.

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

14 CALLER: I'm not going to hang up.

15 (Dial tone)

16 CALLER: Oh, my God.

17 OPERATOR: How many people are shot inside
18 the bathroom?

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

21 FIRE DEPARTMENT: Orlando Fire Department.

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

24 FIRE DEPARTMENT: What is the address of
25 the emergency?

1 CALLER: I don't understand. I don't
2 understand what you're saying. I'm sorry. I
3 can't --

4 FIRE DEPARTMENT: What is the address?

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

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

9 CALLER: Yes. Yes. Oh, my God.

10 FIRE DEPARTMENT: Okay. Have you been
11 shot?

12 CALLER: Yes, yes, I have.

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

16 CALLER: Please hurry.

17 FIRE DEPARTMENT: Are you hiding, sir?

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

21 FIRE DEPARTMENT: How many are you --

22 CALLER: (Inaudible)

23 FIRE DEPARTMENT: Sir, they are on the way,
24 okay? The police and the paramedics are on the
25 way. I want you to stay in a safe location.

1 Please hide. And if you're in a hiding location,
2 please stay there, okay?

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

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

7 CALLER: At least, at least ten.

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

10 CALLER: In the bathroom in the handicap
11 stall.

12 FIRE DEPARTMENT: The bathroom in the
13 handicap stall?

14 CALLER: Yes.

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

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

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

21 CALLER: [REDACTED].

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

24 CALLER: Okay. Please. Thank you, please.

25 FIRE DEPARTMENT: You're welcome, you're

1 welcome. Bye-bye.

2 CALLER: I'm not going to hang up.

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

6 CALLER: Okay. Okay.

7 OPERATOR: Okay. [REDACTED], [REDACTED], what's your
8 last name?

9 CALLER: [REDACTED].

10 OPERATOR: What's your date of birth?

11 CALLER: [REDACTED].

12 OPERATOR: Okay.

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

15 OPERATOR: Okay. Just try to listen to me.

16 CALLER: There are a lot of people
17 bleeding.

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

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

25 CALLER: No, there isn't, there isn't.

1 OPERATOR: Do you know if it's a guy that's
2 shooting or if it's a girl?

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

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

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

8 OPERATOR: Okay.

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

10 OPERATOR: Okay.

11 CALLER: Bye.

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

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

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

19 CALLER: Okay. Hmm. Hmm.

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

21 CALLER: Yes.

22 OPERATOR: Is he still shooting?

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

25 OPERATOR: Right. I heard, I heard the

1 gunshots.

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

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

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

9 OPERATOR: Okay. Okay.

10 CALLER: Oh, oh, my God, there's blood.
11 [REDACTED], are you okay?

12 OPERATOR: Is that one of your friends with
13 you?

14 CALLER: You're bleeding.

15 OPERATOR: Okay.

16 CALLER: Oh, my God, no. Oh, my God

17 (Shooting sounds)

18 CALLER: Oh...

19 OPERATOR: Are you there? Are you there?

20 [REDACTED]? [REDACTED]?

21 (Yelling)

22 OPERATOR: [REDACTED] can you hear me? Please.

23 (Yelling)

24 CALLER: I think the police are here.

25 OPERATOR: Okay. Okay. Stay on the phone

1 until you know that's them.

2 CALLER: Okay.

3 OPERATOR: [REDACTED] ?

4 (Loud yelling)

5 OPERATOR: [REDACTED] ? [REDACTED] ?

6 CALLER: I'm here.

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

8 I'm not hanging up, okay?

9 CALLER: Okay. Okay.

10 (Muffled yelling)

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

13 CALLER: The police are yelling. The
14 police are yelling.

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

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

19 OPERATOR: Okay. Okay.

20 (Muffled sounds)

21 OPERATOR: I'm still here.

22 CALLER: ([REDACTED] talking to others) Be
23 strong, I'm here with you, okay?

24 OPERATOR: Is that one of your friends?

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

1 OPERATOR: He's been shot in the chest?

2 CALLER: Yes.

3 OPERATOR: Okay. What's his name?

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

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

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

8 OPERATOR: Okay. Okay. He's with you,
9 [REDACTED] -- [REDACTED] is with you?

10 CALLER: Yes.

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

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

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

17 (Loud yelling)

18 CALLER: Shhh shhh. Close the door.
19 ([REDACTED] talking) Okay. I don't know if he's
20 talking to us.

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

23 CALLER: I don't know.

24 (Loud yelling)

25 CALLER: I think they found the shooter.

1 OPERATOR: Okay. Is that the police
2 yelling?

3 CALLER: The police are (inaudible)

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

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

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

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

15 (Muffled talking)

16 OPERATOR: I'm still here, okay?

17 CALLER: Mm-hmm.

18 (Loud sounds)

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

23 CALLER: They are both unisex.

24 OPERATOR: They are unisex? Okay.

25 OPERATOR: We have a lot of help that

1 should be outside, okay, that is trying to get
2 everything secure so they can try to come in if
3 they are not in there yet.

4 CALLER: (Moaning sounds)

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

7 CALLER: Yes.

8 OPERATOR: Okay.

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

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

16 CALLER: Mm-hmm. [REDACTED], it's (inaudible)

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

19 (Loud talking)

20 CALLER: (Inaudible)

21 OPERATOR: Can you hear me?

22 CALLER: I can hear you.

23 OPERATOR: Okay. When I talk to you, if
24 you can't talk because you're scared somebody
25 might hear you, it's okay, you don't have to talk

1 to me. I just want to make sure you're still
2 there, okay?

3 CALLER: Mm-hmm.

4 (Muffled sounds)

5 OPERATOR: Okay. Are you there?

6 CALLER: I'm here.

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

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

13 OPERATOR: Okay. Hold on one second.

14 (Dial tone)

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

19 CALLER: Okay. Okay. Hurry. Hurry.

20 (Muffled sounds)

21 (Dial tone)

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

24 CALLER: I can.

25 (Phone ringing)

1 FIRE DEPARTMENT: Orlando Fire Department.

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

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

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

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

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

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

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

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

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

25 FIRE DEPARTMENT: That we don't know yet.

1 If units are arriving on the scene that means they
2 have him. Okay. But I can't confirm for sure. I
3 can't confirm for sure, okay? You said -- listen,
4 what's your name? What's your name?

5 CALLER: [REDACTED].

6 FIRE DEPARTMENT: You said [REDACTED]?

7 CALLER: [REDACTED], [REDACTED].

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

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

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

17 CALLER: Mm-hmm.

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

23 (Pause)

24 FIRE DEPARTMENT: [REDACTED]? [REDACTED], can you
25 hear me?

1 OPERATOR: OFD, I had told him that if he
2 could not talk because the shooter might have come
3 in the bathroom, then it would be okay so he
4 didn't talk, just so you know, just in case he
5 doesn't say anything.

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

9 OPERATOR: It's OPD.

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

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

15 FIRE DEPARTMENT: All right.

16 OPERATOR: Okay. Thank you.

17 (Fire Department Hangs Up) (End call).

18 Desk 5 Call 12: ^

19 [REDACTED]

20 [REDACTED]

21 [REDACTED]

22 [REDACTED]

23 [REDACTED]

24 [REDACTED]

25 [REDACTED]

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[REDACTED]

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.

1 Spanish interpreter 6644902. Go ahead.

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

4 (Spanish translation)

5 INTERPRETER: [REDACTED]

6 [REDACTED]

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

9 (Spanish translation)

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

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

16 (Spanish translation)

17 INTERPRETER: Thank you, very much.

18 OPERATOR: Okay. Gracias. (End call)

19 Desk 5 Call 14: ^

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

24 Desk 6 Call 15: ^

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

1 The time 2:08 a.m.

2 (Shooting sounds)

3 OPERATOR: Hello. (End call).

4 Desk 5 Call 16:^

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

6 The time 2:08 a.m.

7 (Shooting sounds)

8 OPERATOR: I just heard a bunch of
9 gunshots. Stated in -- I don't think it said
10 Pulse. Yeah. I heard a bunch of gunshots. This
11 was? Okay. Okay. So do you want me to put up
12 Pulse? Where do we have Pulse at?

13 (Shooting sounds)

14 OPERATOR: So am I putting it on this? I
15 hear a woman crying. (End call).

16 Desk 5 Call 17:^

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

18 The time 2:09 a.m.

19 UNIDENTIFIED VOICE: See they are getting
20 Columbia 13.

21 UNIDENTIFIED VOICE: I don't know. You got
22 me all tangled.

23 UNIDENTIFIED VOICE: Sorry. All right.

24 (Pause)

25 UNIDENTIFIED VOICE: Hello? Hello?

1 (Muffled sounds)

2 UNIDENTIFIED VOICE: Hello?

3 (Dial tone) (end call)

4 Desk 5 Call 18: ^

5 RECORDED VOICE: Sunday June 12th, 2016.

6 The time 2:11 a.m.

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

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

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

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

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

17 CALLER: Yes, with six other people.

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

20 CALLER: No. In the office.

21 OPERATOR: In the office?

22 CALLER: Yeah. They shooting people.

23 Please come.

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

1 Nightclub?

2 CALLER: Yes, sir.

3 OPERATOR: Okay. Stay on the line with me.

4 Just stay on line with me.

5 CALLER: Sure.

6 OPERATOR: I've got one trapped in the
7 office at Pulse.

8 I'm getting -- officers are coming.

9 CALLER: (Inaudible)

10 OPERATOR: Stay on the line with me.

11 What's your name?

12 CALLER: [REDACTED].

13 OPERATOR: How do you spell that?

14 CALLER: [REDACTED].

15 OPERATOR: [REDACTED]. Okay. Do you work
16 there?

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

19 OPERATOR: You got shot?

20 CALLER: Yes.

21 OPERATOR: Where are you shot at?

22 CALLER: In the stomach.

23 OPERATOR: Okay. All right. Stay on the
24 line, okay? Don't hang up. I'm going to get a
25 dispatcher on the line, all right? Don't hang up,

1 okay? You're going to hear me switch over, okay?
2 Don't hang up.

3 CALLER: Get here, get the police to come.

4 OPERATOR: Stay on with me. Don't hang up.

5 (Dial tone) (Ringing)

6 CALLER: Sir?

7 OPERATOR: I did.

8 CALLER: Sir?

9 OPERATOR: Yes. I'm here. Stay on the
10 line with me.

11 CALLER: I hear the policemen.

12 OPERATOR: You see a policeman?

13 CALLER: Yeah, I hear them.

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

18 DISPATCHER: What's the number?

19 OPERATOR: 2039. I've got one trapped in
20 the office, he's shot in the stomach.

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

23 OPERATOR: Office on the second-floor.

24 CALLER: By the exit, go to the emergency
25 stairs.

1 OPERATOR: Go to the emergency stairs?
2 Okay.
3 CALLER: To the ceiling, to the ceiling.
4 OPERATOR: Okay.
5 DISPATCHER: They are making entrance right
6 now.
7 OPERATOR: Okay. We have officers trying
8 to make entrance. Just stay where you're at.
9 Don't move. We got officers coming to you, okay?
10 Just take a deep breath.
11 CALLER: Hurry.
12 OPERATOR: You need to take something and
13 push on your wound, okay?
14 CALLER: I can't.
15 OPERATOR: You got a shirt or something to
16 hold, push on your wound to keep the blood from
17 coming out?
18 CALLER: No, because I'm (inaudible)
19 OPERATOR: Okay.
20 CALLER: With (inaudible)
21 OPERATOR: Is anybody in there with you?
22 CALLER: There's six people.
23 OPERATOR: You're by yourself? Okay.
24 CALLER: No. No. I'm with six people.
25 OPERATOR: Okay. So --

1 CALLER: Hurry. (Inaudible)

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

6 CALLER: There's six people.

7 OPERATOR: All six of you are shot?

8 CALLER: No. Somebody is shot.

9 OPERATOR: Okay. One other person is shot?

10 CALLER: Just me.

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

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

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

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

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

21 CALLER: No.

22 OPERATOR: Do not go out.

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

25 OPERATOR: Okay. All right. I've got

1 officers coming inside and then they are going to
2 come to you.

3 DISPATCHER: They are almost there.

4 CALLER: They say go-go-go?

5 OPERATOR: If they said go, then go. Tell
6 them that you're shot. Tell them that you're
7 shot.

8 CALLER: Huh?

9 OPERATOR: Tell the officers that you're
10 shot.

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

13 OPERATOR: Okay. And the officers are
14 telling you to get out?

15 CALLER: No. They are not. They don't
16 find the office yet.

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

19 CALLER: Hold on.

20 OPERATOR: All right.

21 (Another caller on the line:)

22 CALLER: Hello?

23 OPERATOR: Hi, I want everybody to stay
24 where they are at until officers get to you. We
25 haven't got to the gunman yet. Don't move, okay?

1 The guy that's shot, can somebody take like
2 a shirt or something and put it on his wound so he
3 quits bleeding? Put some pressure on it.

4 CALLER: A lot of us are shot.

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

7 CALLER: I'm not sure.

8 OPERATOR: Okay.

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

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

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

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

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

20 OPERATOR: I'm sure. We have officers
21 coming in. I'm going to stay on the phone with
22 you. Don't worry. I just needed somebody that
23 spoke better English. Plus he's been shot and I
24 need somebody to take care of him. Have one of
25 the other people or you just take a cloth or a

1 shirt or something and put it on the wound. Okay?
2 I am going to stay on the phone with you. Don't
3 worry.

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

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

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

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

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

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

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

22 OPERATOR: Yeah. Keep him from bleeding.

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

25 OPERATOR: It's a small office up towards

1 the top of the stairs?

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

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

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

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

14 CALLER: Okay.

15 OPERATOR: All right?

16 CALLER: (Whispering sounds)

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

21 CALLER: (Whispering sounds)

22 OPERATOR: What is your name?

23 CALLER: My name is [REDACTED] (Inaudible)

24 OPERATOR: [REDACTED]? Okay. [REDACTED]?

25 What's your last name, [REDACTED]?

1 CALLER: (Inaudible)

2 OPERATOR: [REDACTED]? That's all right if you
3 can't talk. It's all right. Just stay quiet if
4 you need. (End call)

5 Desk 7 Call 19: ^

6 RECORDED VOICE: Sunday, June 12th, 2016.
7 The time 2:05 a.m.

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

11 CALLER: (Whispering sounds)

12 OPERATOR: What?

13 CALLER: Um, someone is shooting at Pulse
14 Nightclub.

15 OPERATOR: Where?

16 CALLER: Pulse, Orlando. Pulse.

17 OPERATOR: Can you see anything?

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

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

22 CALLER: (Whispering sounds)

23 OPERATOR: What?

24 CALLER: They got a bullet.

25 OPERATOR: They got a bullet?

1 CALLER: Got a bullet, yes. (Inaudible)

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

5 CALLER: They are away from me.

6 OPERATOR: What?

7 CALLER: They are away from me.

8 OPERATOR: They are away from you?

9 CALLER: Yeah. (Inaudible)

10 OPERATOR: Okay. There's an officer in the
11 area. Just stay on the phone with me, okay?

12 CALLER: (Whispering sounds)

13 OPERATOR: That's okay.

14 CALLER: (Whispering sounds)

15 OPERATOR: You're in the bathroom still,
16 right?

17 CALLER: Yeah.

18 OPERATOR: Do you know where the shooter
19 is?

20 CALLER: No, I do not.

21 OPERATOR: Okay.

22 CALLER: Shhh. Everybody in the bathroom
23 is hurt.

24 OPERATOR: That's okay. Help is coming,
25 okay?

1 CALLER: Shhh. Shhh. (Whispering sounds)
2 We're not shot.
3 OPERATOR: Okay. Good.
4 CALLER: (Whispering sounds)
5 OPERATOR: Was it just one person?
6 CALLER: (Whispering sounds)
7 OPERATOR: Okay.
8 CALLER: We need help. We need help.
9 (Shooting sounds)
10 CALLER: (Whispering sounds) They are in
11 here. They are in here. They are in here.
12 OPERATOR: Stay on the phone.
13 CALLER: (Whispering sounds) they are --
14 OPERATOR: Okay.
15 (Shooting sounds)
16 CALLER: I got shot.
17 OPERATOR: It's okay. Help is coming.
18 Don't hang up, okay?
19 CALLER: (Whispering sounds)
20 (Commotion)
21 OPERATOR: Okay. Sit tight. They will
22 come. They are in the area.
23 CALLER: (Whispering sounds)
24 (Loud sounds)
25 (Shooting sounds)

1 (Screaming "I'm shot")
2 (Shooting sounds, screaming)
3 OPERATOR: Are you still there?
4 UNIDENTIFIED VOICE: Please stop, he's
5 bleeding. He's bleeding. (Moaning)
6 OPERATOR: Hello? Are you still there?
7 (Muffled talking)
8 (Loud sound)
9 (Continuation of call 19:)^
10 RECORDED VOICE: Sunday, June 12th, 2016.
11 The time 2:10 a.m.
12 OPERATOR: Are you still there? Can you
13 hear me?
14 (Pause)
15 (Muffled talking)
16 OPERATOR: Can you hear me? Hello?
17 (Muffled talking in 911 room)
18 (Shooting sounds)
19 OPERATOR: I'm hearing more shots.
20 (Muffled screaming)
21 OPERATOR: Can anybody hear me?
22 (Pause)
23 (Muffled talking in 911 room)
24 OPERATOR: Can anybody hear me? Can
25 anybody hear me? Hello?

1 (Muffled sounds) (End call)

2 Desk 7 Call 20: ^

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

5 CALLER: Oh, hey, there was --

6 OPERATOR: Where are you?

7 CALLER: I'm not leaving here.

8 OPERATOR: Tell me where you are.

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

11 OPERATOR: I know. I know.

12 CALLER: I'm leaving all my friends.

13 OPERATOR: Where are you at Pulse?

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

16 OPERATOR: It's okay. Are you hurt?

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

19 OPERATOR: Where is the shooter? Where is
20 the shooter?

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

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

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

25 OPERATOR: Who won't get up?

1 CALLER: Okay. I'm with the cops right
2 now. They are telling me to do what I need to do.

3 OPERATOR: Talk to the officer, do what
4 they tell you, okay?

5 CALLER: Okay. Okay. Bye-bye-bye. (End call)

6 Desk 7 Call 21: ^

7 OPERATOR: Hello?

8 (Pause)

9 OPERATOR: Emergency 911, this line is
10 being recorded.

11 CALLER: We're a non-emergency.

12 OPERATOR: Okay. Hold on one moment. (End call)

13 Desk 7 Call 22: ^

14 OPERATOR: Emergency 911. You're on the
15 line. It's being recorded. Is this from Pulse?

16 CALLER: Yes. Yes.

17 OPERATOR: Where is the shooter? Do you
18 know?

19 CALLER: No. We're upstairs, we're up in
20 the office.

21 OPERATOR: Are you hurt?

22 CALLER: I'm upstairs. No, I'm not, but
23 there's somebody with me that's hurt.

24 OPERATOR: Where were they shot? Hello?

25 CALLER: They are still shooting.

1 OPERATOR: I know. I know. We have
2 officers there. We're trying to get help in
3 there. Where was the person shot?

4 CALLER: I don't know.

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

7 CALLER: No, I don't.

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

12 CALLER: Yeah. (Inaudible)

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

16 CALLER: Okay.

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

19 CALLER: No.

20 OPERATOR: Are they conscious?

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

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

25 CALLER: There's six of us.

1 OPERATOR: You said you're in the office
2 upstairs, right?

3 CALLER: Hmm?

4 OPERATOR: You're in the office upstairs?

5 CALLER: Yes.

6 (Beeping sounds)

7 CALLER: Did they get the shooter yet?

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

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

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

16 CALLER: I'm scared.

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

19 Desk 8 Call 23: ^

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

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

25 CALLER: They are shooting at the Pulse.