

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

1



SEPTEMBER 11, 2001

WORLD TRADE CENTER – CH. 10

POLICE DESK – 3541 RIGHT

DURATION: 1.25 HOURS

(STATIC ONLY UNTIL 03:40)

PAPD OFFICER MURRAY: Port Authority Police, Murray.

MALE: Hey, Ray, I ... I need (Inaudible) calling to go upstairs to help out.

PAPD OFFICER MURRAY: Uh ... (Overlap)

MALE: I've got (Inaudible)

PAPD OFFICER MURRAY: How many guys are down there?

MALE: I've only got one, by myself. And I've (Inaudible), I want to go up and help.

PAPD OFFICER MURRAY: You don't understand, we've gotta get hold of 8-1 for that.

MALE: Okay, thank you. All right. Give me a call back.

PAPD OFFICER MURRAY: I'll give you a call back.

MALE: Take your time.

PAPD RAY MURRAY: Port Authority Police, Murray.

RENE TAYLOR - 86TH FLOOR 1WTC: Yeah, there's an explosion here. We're on 8647,
One World Trade. (Crying)

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

PAPD RAY MURRAY: Eighty-six (Overlap) We're doing an evacuation right now. You're on the 86th floor?

RENE TAYLOR - 86TH FLOOR 1WTC: Yes. (Crying)

PAPD RAY MURRAY: All right, we are going to get up there right away.

RENE TAYLOR - 86TH FLOOR 1WTC: Okay.(Crying)

PAPD RAY MURRAY: What's your name?

RENE TAYLOR - 86TH FLOOR 1WTC: Rene Taylor. (Crying)

PAPD RAY MURRAY: All right, try and stay calm. Is there a lot of smoke?

RENE TAYLOR - 86TH FLOOR 1WTC: Um, yeah, smoke, we can't get out into the hallway.
(Crying)

PAPD RAY MURRAY: Okay, all right. Just get down on the ground.

RENE TAYLOR - 86TH FLOOR 1WTC: Okay. (Overlap)

PAPD RAY MURRAY: We'll get up there as soon as we can.

RENE TAYLOR - 86TH FLOOR 1WTC: Okay.

PAPD RAY MURRAY: All right. (Overlap)

RENE TIAL - 86TH FLOOR 1WTC: Okay, thank (Overlap) (04:42)

(TELEPHONE RINGING NOISE) (BACKGROUND CONVERSATION)

RECORDED MESSAGE: Welcome to the (Inaudible) on stage at the Twin Towers ...

(HANGS UP)

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

PAPD RAY MURRAY TO PEOPLE IN BACKGROUND: Eighty-sixth floor, people on the floor. They can't get out.

MALE IN BACKGROUND: Eighty-sixth floor?

PAPD RAY MURRAY TO PEOPLE IN THE BACKGROUND: They can't get into the hallway. (TELEPHONE RINGING)

MALE IN OFFICE: Did you get hold of CPD?

PAPD RAY MURRAY TO PERSONNEL IN OFFICE: I'm trying now.

(TELEPHONE RINGING)

PAPD WOZACK: Yeah, Wozack.

PAPD RAY MURRAY: Yes, Ray, it's Murray at the Trade Center. Are you aware of what's going on here?

PAPD RAY WOZACK: Ohhhh, yes, we are. (Overlap)

PAPD RAY MURRAY: All right (Overlap)

PAPD RAY WOZACK: We have everybody going.

PAPD RAY MURRAY: You're mobilizing already?

PAPD RAY WOZACK: Oh, yeah. (Overlap)

PAPD RAY MURRAY: Thank you, Ray.

PAPD RAY WOZACK: All right.

PAPD RAY MURRAY: All right, bye. (05:55)

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

(06:27)

(TELEPHONE RINGING)

PAPD RAY MURRAY: Port Authority Police, Murray. (PAUSE) Hello?

MALE CALLER - DANISE: Hello?

PAPD RAY MURRAY: Port Authority Police, Murray.

MALE CALLER - DANISE: Yeah, how are you doing, it's Gus Danise.

PAPD RAY MURRAY: Yeah.

MALE CALLER - DANISE: What happened down there.

PAPD RAY MURRAY: There's a ... I'm not sure. There's an explosion, possible aircraft, up on the, uh ... one of the top floors of number one.

MALE CALLER - DANISE: Uh, an aircraft?

PAPD RAY MURRAY: I think so. I don't get all the information yet, Gus.

MALE CALLER - DANISE: Okay.

PAPD RAY MURRAY: All right?

MALE CALLER - DANISE: All right, thanks, bye.

PAPD RAY MURRAY: All right, bye. (Overlap)

PAPD RAY MURRAY: Port Authority Police, Murray.

RABBI YORK: This is (Inaudible).

PAPD RAY MURRAY: Hello?

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

RABBI YORK: This is Rabbi York..

PAPD RAY MURRAY: Oh, yeah, hello. Can I help you, sir?

RABBI YORK: Yeah, it's Rabbi York, from Brooklyn.

PAPD RAY MURRAY: Yes, Rabbi, how are you?

RABBI YORK: What's the story over there?

PAPD RAY MURRAY: Sir, there is an explosion up on one of the floors. I don't know if it's an aircraft or a bomb. I have no idea what it is yet. We have many calls coming in, Rabbi. I'm going to have to, uh, let you go.

PAPD RAY MURRAY: Port Authority Police, Murray.

FEMALE - 83rd FLOOR 1WTC - SUITE 8327: Hello, I'm in the World Trade Center. Can you tell me what's happening here?

PAPD RAY MURRAY: Ma'am I really ... there's ... the phone is ringing off the hook, I really ... we haven't got all the information in yet.

FEMALE - 83rd FLOOR 1WTC - SUITE 8327: So, what should we do? Should we walk down?

PAPD RAY MURRAY: (Overlap) Where ... where are you now?

FEMALE - 83rd FLOOR 1WTC - SUITE 8327: One World Trade, 83rd Floor.

PAPD RAY MURRAY: You're on the 83rd floor, can you get to the staircase?

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

FEMALE - 83RD FLOOR 1WTC - SUITE 8327: I don't know. There are a lot of (Overlap) coming down.

PAPD RAY MURRAY: All right, (Overlap) All right, we have a lot of, uh ... we have officers on their way up to do an evacuation. If you can get to the stairs, go down the stairs. If not, you get on the ground, we're going to get people up there. You're on the 83rd floor?

FEMALE - 83RD FLOOR 1WTC - SUITE 8327: Yes.

PAPD RAY MURRAY: What office, what suite number.

FEMALE - 83RD FLOOR 1WTC - SUITE 8327: Uh, 8327.

PAPD RAY MURRAY: Okay. Get down...

FEMALE - 83RD FLOOR 1WTC - SUITE 8327: The window has blown... broken, it's, um ... it's in pieces right now.

PAPD RAY MURRAY: Okay. What's in pieces?

FEMALE - 83RD FLOOR 1WTC - SUITE 8327: Uh, the glass.

PAPD RAY MURRAY: Okay. All right, if you can get ... how many people up there, about?

FEMALE - 83RD FLOOR 1WTC - SUITE 8327: I have one, two, three, four.

PAPD RAY MURRAY: Okay, four people. If you can get to the stairs, go down the stairs. Or if ... we're sending people up there right now.

FEMALE - 83RD FLOOR 1WTC - SUITE 8327: Okay, thank you.

PAPD RAY MURRAY: Okay.

FEMALE - 83RD FLOOR 1WTC - SUITE 8327: All right, bye.

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

PAPD RAY MURRAY: Port Authority Police, Murray. Port Authority Police, Murray.

GREG - NBC NEWS: It's Greg at NBC News. I'm trying to put anybody on the air by phone, to tell NBC News what's happened.

PAPD RAY MURRAY: I can't do that right now, sir, we have the phones ringing off the hook.

GREG - NBC NEWS: How soon can I do that?

PAPD RAY MURRAY: Uh, call ... um, here, let me transfer you, hold on.

GREG - NBC NEWS: Thank you.

PAPD RAY MURRAY: (Transfers call)

PAPD RAY MURRAY: Port Authority Police, Murray.

INSPECTOR: Murray, Inspector, talk to me.

PAPD RAY MURRAY: Uh, we ... we don't have all the information yet, Inspector. We have an explosion on one of the top floors. We don't know if it's an aircraft. We don't know if it's a bomb. We have, um, multiple injuries, we are doing an evacuation of the building. We mobilized everybody in the ... in all the commands.

INSPECTOR: Okay, very good. Uh ... all right, thanks.

PAPD RAY MURRAY: Okay.

INSPECTOR: Murray?

PAPD RAY MURRAY: Yeah?

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

INSPECTOR: One more question. Why do you think it might be an airplane?

PAPD RAY MURRAY: Uh, that's what one of the units, uh, said over the air. That's all. That's the only reason I say that.

INSPECTOR: On the ... on the upper floors of the ... One World Trade?

PAPD RAY MURRAY: Number one, World Trade Center.

INSPECTOR: Multiple injuries, right?

PAPD RAY MURRAY: Yeah, we have, uh, a lot ... there's a lot of smoke. People are calling, they ... they can't find the stairs.

INSPECTOR: Very good, thank you.

PAPD RAY MURRAY: Okay. (Overlap)

INSPECTOR: Bye.

(ALARMS CAN BE HEARD IN BACKGROUND)

PAPD RAY MURRAY: Port Authority Police, Murray.

MALE CALLER - 90th FLOOR 1WTC - SUITE 9051: Yeah, yeah, yeah. This is building one.

PAPD RAY MURRAY: Yeah, what floor are you on, sir?

MALE CALLER - 90TH FLOOR 1WTC - SUITE 9051: We're on the 90th floor.

PAPD RAY MURRAY: Ninetieth floor.

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

MALE CALLER - 90TH FLOOR 1WTC - SUITE 9051: I've got five people here. We can't get out.

PAPD RAY MURRAY: Five World Trade Center, they can't get out. (Overlap)

MALE CALLER - 90TH FLOOR 1WTC - SUITE 9051: One ... One World Trade.

PAPD RAY MURRAY: I meant the five people, I know that sir, One ... (Overlap)

MALE CALLER - 90TH FLOOR 1WTC - SUITE 9051: Yeah, One World Trade Center, five people. Suite 9051.

PAPD RAY MURRAY: Ninety fifty-one. We are sending officers up there now. It's on multiple floors. (Overlap)

MALE CALLER - 90TH FLOOR 1WTC - SUITE 9051: Thank you, okay.

PAPD RAY MURRAY: Okay.

(DIAL TONE) (TELEPHONE RINGING)

PAPD RAY MURRAY: Port Authority Police, Murray.

MALE CALLER: Yeah, Murray, what happened?

PAPD RAY MURRAY: I don't know yet. There was an explosion up around the upper floors of One World Trade.

MALE CALLER: A big explosion?

PAPD RAY MURRAY: Apparently. There's multiple calls coming in, injuries, smoke everywhere. We're doing an evac. We mobilized all the commands.

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

MALE CALLER: Oh, boy. Bye-bye.

PAPD RAY MURRAY: Bye.

PAPD RAY MURRAY: Port Authority Police, Murray.

MARYANN: Hi, may I speak to Doug Brady?

PAPD RAY MURRAY: Uh, we are little busy right now, uh, could I take a message?

MARYANN: Uh, no, it's okay. Is everybody okay there?

PAPD RAY MURRAY: Yeah, Who ... is this Maryann?.

MARYANN: Yes. All right, I'll (Overlap)

PAPD RAY MURRAY: (Overlap) I'll tell him to call you.

MARYANN: Okay, thank you, bye. (HANGS UP)

PAPD RAY MURRAY TO OFFICER BRADY IN BACKGROUND: Maryann wants to know if you are all right, Greg. (10:30)

PAPD RAY MURRAY: Port Authority Police, Murray

FEMALE CALLER - 79TH FLOOR 1WTC - SUITE 7967: Yes, hi, we're trapped on the 79th Floor of One World (Overlap)

PAPD RAY MURRAY: Seventy-ninth floor, uh, how many people you got.

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

FEMALE CALLER - 79TH FLOOR 1WTC - SUITE 7967: (Shouts to people in background)

How many people are out there?

MALE IN CALLERS OFFICE: (Inaudible)

FEMALE CALLER - 79TH FLOOR 1WTC - SUITE 7967: There's got to be at least twelve of us.

PAPD RAY MURRAY: Twelve of you. Can anybody get to the stairs, or no.

FEMALE CALLER - 79TH FLOOR 1WTC - SUITE 7967: Uh, it's ... it's getting
(Overlap/Inaudible)

PAPD RAY MURRAY: No problem (Overlap) Okay, we're sending officers up to all the floors. We are going to do a ... do an evac as fast as possible.

FEMALE CALLER - 79TH FLOOR 1WTC - SUITE 7967: Okay. (Overlap)

PAPD RAY MURRAY: Twelve people, 79th, what's the suite number?

FEMALE CALLER - 79TH FLOOR 1WTC - SUITE 7967: Suite 7967.

PAPD RAY MURRAY: Seven-nine-six-seven, okay, thank you.

FEMALE CALLER - 79TH FLOOR 1WTC - SUITE 7967: There's ah two... two other tenants on the floor, too.

PAPD RAY MURRAY: Okay.

FEMALE CALLER - 79TH FLOOR 1WTC - SUITE 7967: Okay, thanks.

PAPD RAY MURRAY: Okay, bye. (Overlap) (11:28)

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

PAPD RAY MURRAY: Port Authority Police, Murray.

FEMALE CALLER: Oh, okay, just making sure you're (Overlap)

PAPD RAY MURRAY: Yeah, all right, I'll call you later.

FEMALE CALLER: Bye.

PAPD RAY MURRAY: Bye.

PAPD RAY MURRAY: Port Authority Police, Murray. (12:54)

GREG - NBC NEWS: It's NBC News. I'm trying to put somebody on the air by telephone.

PAPD RAY MURRAY: Sir, I ... I'll transfer you again. I can't talk to you right now.

PAPD RAY MURRAY: Port Authority Police, Murray.

FEMALE CALLER: Hello?

PAPD RAY MURRAY: Yes?

FEMALE CALLER: Hi, um ... is the World Trade ... is the World Trade open?

PAPD RAY MURRAY: Uh ...

FEMALE CALLER: So ... building one.

PAPD RAY MURRAY: Are you inside building one?

FEMALE CALLER: No, no, no, I need to go to work. You don't know (Overlap)

PAPD RAY MURRAY: Oh, no, it's not open right now, ma'am.

FEMALE CALLER: Okay, none of the businesses, are being open?

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

PAPD RAY MURRAY: They are being evacuated at this time.

FEMALE CALLER: Okay, thank you.

PAPD RAY MURRAY: Okay.

PAPD RAY MURRAY: Port Authority Police, Murray.

RON: Yeah, Ray, it's Ron.

PAPD RAY MURRAY: Yeah, Ron, what's up, man?

RON: I heard there's a crash.

PAPD RAY MURRAY: Yeah, uh, if you want to come in, come on in.

RON: Okay, all right.

PAPD RAY MURRAY: All right, bye.

RON: Bye. (PAUSE)

(13:50)

PAPD RAY MURRAY: Port Authority Police, Murray.

MAGGIE - MARRIOTT WORLD TRADE: I'm I'm I'm sorry. This is Maggie again, from the
Marriott World Trade.

PAPD RAY MURRAY: Yeah?

MAGGIE - MARRIOTT WORLD TRADE: I really need an ambulance. I have a lady with
third degree burns, and she needs assistance. (Overlap)

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

PAPD RAY MURRAY: Where is she?

MAGGIE - MARRIOTT WORLD TRADE: She is in building number one, building number one in the lobby. She's with George Campus, right now. She's really bad. This is my second call.

PAPD RAY MURRAY: Okay, we're sending ... we're sending them as soon as possible.

MAGGIE - MARRIOTT WORLD TRADE: Okay, thank you.

PAPD RAY MURRAY: All right. (Overlap)

PAPD RAY MURRAY: Port Authority Police, Murray.

MALE CALLER: Ray, I'm on my way in.

PAPD RAY MURRAY: Yeah, come on in (inaudible).

MALE CALLER: Bye.

PAPD RAY MURRAY: Port Authority Police, Murray.

MALE CALLER - 7TH FLOOR 5WTC: Yeah, how you doing? We are here on the seventh floor of Five World Trade Center.

PAPD RAY MURRAY: Okay.

MALE CALLER - 7TH FLOOR 5WTC: Uh ... what should we do?

PAPD RAY MURRAY: (To people in the background) What are we doing about Five World Trade? What are we doing about Five World Trade, are they evacuating too?

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

MAN AT STATION: (Inaudible)

MALE CALLER - 7TH FLOOR 5WTC: I got the ... all right.

PAPD RAY MURRAY: Is there any smoke or anything up there?

MALE CALLER - 7TH FLOOR 5WTC: Come again?

PAPD RAY MURRAY: Is there any smoke or anything going on up there?

MALE CALLER - 7TH FLOOR 5WTC: No, there's a lot of debris. We're telling everybody to get the fuck away from the windows.

PAPD RAY MURRAY: I ... I would just ... I would just come down. I would come out for now, then.

MALE CALLER - 7TH FLOOR 5WTC: You what?

PAPD RAY MURRAY: Just come ... come on downstairs, that's the best thing, if there is debris hitting the windows. We don't want to see anybody hurt.

MALE CALLER - 7TH FLOOR 5WTC: Okay.

PAPD RAY MURRAY: Okay.

PAPD RAY MURRAY: Port Authority Police, Murray.

MALE CALLER - 4WTC: Yeah, we're in, uh, Four World Trade Center. Should we evacuate?

PAPD RAY MURRAY: Uh, is there any debris over there, hitting the window?

MALE CALLER - 4WTC: Not, not ... you can see (Overlap)

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

PAPD RAY MURRAY: Well, you know what? I would ... I would come down, if I were just in ... just to be on the safe side, we don't want to see anybody hurt.

MALE CALLER - 4WTC: Okay.

PAPD RAY MURRAY: All right.

MALE CALLER - 4WTC: Thanks. Bye.

PAPD RAY MURRAY: Port Authority Police, Murray. (PAUSE) Port Authority Police, Murray.

FEMALE CALLER: Is Officer Brooks in?

PAPD RAY MURRAY: Uh, no he's not, he is not in today.

FEMALE CALLER: Okay, thank you, bye.

PAPD RAY MURRAY: Okay, bye. (15:37)

PAPD RAY MURRAY: Port Authority Police, Murray.

TOM - ADT SECURITY SERVICES: Good morning, this is Tom with ADT Security Services.

PAPD RAY MURRAY: Yup.

TOM - ADT SECURITY SERVICES: I'm calling to report a commercial, uh, hold-up alarm.

PAPD RAY MURRAY: All right, where is it. Is it in One World Trade Center?

TOM - ADT SECURITY SERVICES: I'm sorry?

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

PAPD RAY MURRAY: Was it in One World Trade Center?

TOM - ADT SECURITY SERVICES: That's correct.

PAPD RAY MURRAY: All right, was it a ... okay, what was the floor?

TOM - ADT SECURITY SERVICES: Um ... one-oh-two.

PAPD RAY MURRAY: One-oh-two?

TOM - ADT SECURITY SERVICES: That's right.

PAPD RAY MURRAY: Okay, that was ... there was, uh, some sort of crash or fire upstairs, that's probably what set it off. We are evacuating the building right now.

TOM - ADT SECURITY SERVICES: Okay, thank you.

PAPD RAY MURRAY: Okay, thank you, bye-bye. (PAUSE)

(16:57)

PAPD RAY MURRAY: Port Authority Police, Murray.

CHRISTINE - WINDOWS ON THE WORLD: Hi, this is Christine up at Windows on 107.

We are still waiting for direction. We have guests up here.

PAPD RAY MURRAY: Ah, how many people have you got there, up there, approximately?

CHRISTINE - WINDOWS ON THE WORLD: We have approximately probably about 75 to 100 people.

PAPD RAY MURRAY: Seventy-five to 100, and you're up on 106 or 107?

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

CHRISTINE - WINDOWS ON THE WORLD: One-oh-six, 107's impossible. The smoke condition on 107 is (Overlap)

PAPD RAY MURRAY: We're ... we are sending officers and fire personnel up there at this time. We are evacuating as soon as possible.

CHRISTINE - WINDOWS ON THE WORLD: But we ... right now we need to find a safe haven on 106, where the smoke condition isn't bad. Can you direct us to a certain quadrant?

PAPD RAY MURRAY: All right, we are sending somebody up there as soon as possible. If anybody can get to the staircase, that's fine. We are sending up there (Overlap)

CHRISTINE - WINDOWS ON THE WORLD: You can't. The staircase is (Overlap)

PAPD RAY MURRAY: All right, we're sending ... we're sending people up there, as soon as possible.

CHRISTINE - WINDOWS ON THE WORLD: What's your ETA?

PAPD RAY MURRAY: I ... ma'am, I have to get on the radio. As soon as possible. As soon as it's humanly possible.

CHRISTINE - WINDOWS ON THE WORLD: (HANGS UP) (17:39)

PAPD RAY MURRAY: Port Authority Police, Murray.

FEMALE CALLER: Is (inaudible) Peter there please?

PAPD RAY MURRAY: No, he's not.

FEMALE CALLER: Is he off today?

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

PAPD RAY MURRAY: Uh, I don't know if he is in this afternoon, ma'am, I can't say. You have to call back later.

FEMALE CALLER: Okay. (HANGS UP) (PAUSE)

PAPD RAY MURRAY: Port Authority Police, Murray.

MIKE RILEY: Is Greg Brady there please?

PAPD RAY MURRAY: Uh, yeah, he is, is it important?

MIKE RILEY: Uh ...

PAPD RAY MURRAY: He's ... he's right next to me, we are a little busy.

MIKE RILEY: Okay, just ... just let him know it's Mike Riley.

PAPD RAY MURRAY: I'll let him know, he'll call you back.

MIKE RILEY: Thanks.

PAPD RAY MURRAY: Okay.

PAPD RAY MURRAY: Port Authority Police, Murray.

FEMALE CALLER - SUITE 7969 1WTC: Sure, I'm just letting you know, the One World Trade Center, Suite 7967 ...

PAPD RAY MURRAY: Yeah?

FEMALE CALLER - SUITE 7967 1WTC: We're just ... we ... we're out in our main reception area, in our suite, okay?

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

PAPD RAY MURRAY: You're still up on the floor?

FEMALE CALLER - SUITE 7967 1WTC: We're still up on the 79th floor.

PAPD RAY MURRAY: All right, we're ... we're getting people up there.

FEMALE CALLER - SUITE 7967 1WTC: Okay.

PAPD RAY MURRAY: Okay.

FEMALE CALLER - SUITE 7967 1WTC: All right.

PAPD RAY MURRAY: Port Authority Police, Murray.

TONY: Ray, what happened, man?

PAPD RAY MURRAY: I don't know yet, who is this?

TONY: This is Tony, uh, the (Overlap)

PAPD RAY MURRAY: Tony, if ... if you want to come in, come on in.

TONY: Oh (Overlap)

PAPD RAY MURRAY: I don't know what happened yet. And there's a lot of shit going on.

TONY: All right, somebody said a ... a 747 hit the building.

PAPD RAY MURRAY: Uh, I don't know. I got different reports, man, I really don't know yet.

I haven't even been outside. I wanted to go out there and help, and they won't let me.

TONY: And I just ... I just got home.

PAPD RAY MURRAY: Yeah, if you want to come in, come in.

TONY: All right.

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

PAPD RAY MURRAY: Up to you.

TONY: All right, bye. (HANGS UP) (PAUSE)

(19:57)

PAPD RAY MURRAY: Port Authority Police, Murray.

FEMALE: ADT SECURITY SERVICES: Good morning, this is (inaudible) with ADT Security Services.

PAPD RAY MURRAY: Yeah. Is it ... is it an alarm for One World Trade Center?

FEMALE: ADT SECURITY SERVICES: Yes.

PAPD RAY MURRAY: Yeah, all right, we are going to have multiple alarms on that, there's ... there's a fire upstairs, okay?

FEMALE: ADT SECURITY SERVICES: There is a fire?

PAPD RAY MURRAY: Yeah, that's what is setting off all the alarms, we are evacuating the building.

FEMALE: ADT SECURITY SERVICES: Okay.

PAPD RAY MURRAY: Okay.

FEMALE: ADT SECURITY SERVICES: What's your name?

PAPD RAY MURRAY: Murray. 1022.

FEMALE: ADT SECURITY SERVICES: (Overlap) Thank you.

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

PAPD RAY MURRAY: Port Authority Police, Murray.

FEMALE - ADT SECURITY SERVICES: Uh, sir, Murray, this is ADT, an alarm (Overlap)

PAPD RAY MURRAY: Yeah, One World Trade Center, we are going to have lots of alarms, they are evacuating the building right now.

FEMALE - ADT SECURITY SERVICES: And Two World Trade Center, how is that?

PAPD RAY MURRAY: What is it?

FEMALE - ADT SECURITY SERVICES: Two World Trade. (Inaudible) on the 78th Floor, I got a hold-up alarm.

PAPD RAY MURRAY: Seventy-eighth floor, Two World Trade Center. What's the company?

FEMALE - ADT SECURITY SERVICES: ADT alarm.

PAPD RAY MURRAY: What's the company up there?

FEMALE - ADT SECURITY SERVICES: ADT alarm.

PAPD RAY MURRAY: What's the company up there?

FEMALE - ADT SECURITY SERVICES: What's the company - that's First Commercial Bank.

PAPD RAY MURRAY: First Commercial Bank. I'm 1022.

FEMALE - ADT SECURITY SERVICES: Thank you.

PAPD RAY MURRAY: Okay. (PAUSE)

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

PAPD RAY MURRAY: Port Authority Police, Murray.

MALE CALLER - 13TH FLOOR 1WTC: We're on thirteen, do you want us to stay here?

PAPD RAY MURRAY: No.

MALE CALLER - 13TH FLOOR 1WTC: What do you want us ... to go down the stairs?

PAPD RAY MURRAY: Hold on a second. You're in thirteen, number one?

MALE CALLER - 13TH FLOOR 1WTC: I'm sorry? Yeah, building number one.

PAPD RAY MURRAY: All right. Hold on a sec. (PUTS PHONE ON HOLD) Yes, evacuate as soon as possible.

MALE CALLER - 13TH FLOOR 1WTC: All right.

PAPD RAY MURRAY: Port Authority Police, Murray.

RON: Yeah, Ray, do you think it's better to go by car or by train?

PAPD RAY MURRAY: Uh, Ron, I really wouldn't know that right now.

RAY: Oh, you don't?

PAPD RAY MURRAY: Whatever ... as soon as you can get here is fine.

RAY: Okay.

PAPD RAY MURRAY: All right. (HANGS UP)

PAPD RAY MURRAY: Port Authority Police, Murray. (21:44)

FEMALE CALLER: Yes, is Anthony Basik around?

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

PAPD RAY MURRAY: Yeah, he's around. Um, he's ... he's fine, but ... is this his mom?

FEMALE CALLER: Yes.

PAPD RAY MURRAY: Yeah, he's fine but he's out ... he's busy right now ... to get to the phone.

FEMALE CALLER: Okay.

PAPD RAY MURRAY: All right?

FEMALE CALLER: Thank you. (Overlap)

PAPD RAY MURRAY: Okay.

FEMALE CALLER: Bye.

(22:02)

PAPD RAY MURRAY: Port Authority Police, Murray.

CHRISTINE - WINDOWS ON THE WORLD: Hi, this is Christine again from Windows on the World.

PAPD RAY MURRAY: Okay, uh, ma'am, as soon as is possible. I've notified everybody to be notified, to get up there.

CHRISTINE – WINDOWS ON THE WORLD: (HANGS UP)

(22:10)

PAPD RAY MURRAY: Port Authority Police, Murray.

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

LIZ ANDREWS - ESPN NEWS: Yes, hi, this is Liz Andrews, of ESPN News. And we are calling about (Overlap)

PAPD RAY MURRAY: Yeah, ma'am, I really can't tell right now. (Overlap)

LIZ ANDREWS - ESPN NEWS: All I need to know, is ... is ... mass transportation is shut down?

PAPD RAY MURRAY: I have no idea right now, ma'am.

LIZ ANDREWS - ESPN NEWS: Okay.

PAPD RAY MURRAY: Port Authority Police, Murray.

MALE CALLER - 90TH FLOOR 2WTC: Yes, we're on the 90th Floor of, uh, Two World Trade.

PAPD RAY MURRAY: Number two?

MALE CALLER - 90TH FLOOR 2WTC: Yeah, and we're trapped. There's smoke.

PAPD RAY MURRAY: Two World Trade, 90th floor.

MALE CALLER - 90TH FLOOR 2WTC: Yeah (Overlap)

PAPD RAY MURRAY: All right, as soon as possible, sir.

MALE CALLER - 90TH FLOOR 2WTC: Yes, please. People are panicing and, uh ...

PAPD RAY MURRAY: Yes.

MALE CALLER - 90TH FLOOR 2WTC: Okay.

PAPD RAY MURRAY: Okay.

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

MALE CALLER - 90TH FLOOR 2WTC: Thanks. (PAUSE)

(22:53)

PAPD RAY MURRAY: Port Authority Police, Murray.

FEMALE CALLER: Yes, hello, thank you for taking my call. We're calling to find out if mass transportation is stopped in and out of the World Trade Center?

PAPD RAY MURRAY: Uh, I would say most likely. I haven't got that official yet.

FEMALE CALLER: Okay. So, um, you know, we are just wondering how to steer people around. Do you have any sort of areas like road closures or anything?

PAPD RAY MURRAY: Uh, ma'am, this all just happened. So we are just ... we are mobilizing everybody, so I don't have any other information.

FEMALE CALLER: So in general, avoid this area.

PAPD RAY MURRAY: Exactly.

FEMALE CALLER: Okay.

PAPD RAY MURRAY: All right.

FEMALE CALLER: Thank you.

PAPD RAY MURRAY: Thank you, bye.

PAPD RAY MURRAY: Port Authority Police, Murray.

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

MRS. DAVIS: Officer Murray, are you all okay up there?

PAPD RAY MURRAY: Yeah, we're all okay.

MRS. DAVIS: Is my husband Mr. Davis okay?

PAPD RAY MURRAY: Clinton, yes ... (To people in background) Hey, all our officers are fine, right?

MALE IN STATION: (Inaudible)

PAPD RAY MURRAY: Yes, right now, all of our officers are fine, so Clinton's fine.

MRS. DAVIS: Okay. (Overlap)

PAPD RAY MURRAY: He's just too busy to take a phone call.

MRS. DAVIS: Okay, you all take it easy, okay?

PAPD RAY MURRAY: Okay, thank you. Bye.

PAPD RAY MURRAY: Port Authority Police, Murray.

FEMALE CALLER: Hi, can I speak to Maryann Burke please?

PAPD RAY MURRAY: There's nobody by that name in this office.

FEMALE CALLER: Okay. (24:27)

(26:06)

PAPD RAY MURRAY: Port Authority Police, Murray.

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

CHRISTINE - WINDOWS ON THE WORLD: Hi, this is Christine again, from Windows on the World on the 106th floor. The situation on 106 is rapidly-getting-worse.

PAPD RAY MURRAY: (To people in the background), I got a fourth call from Windows on the World, it's getting rapidly worse up there.

CHRISTINE - WINDOWS ON THE WORLD: We ... we have ... the fresh air is going down fast! I'm not exaggerating.

PAPD RAY MURRAY: Uh, ma'am, I know you're not exaggerating. We're getting a lot of these calls. We are sending the Fire Department up as soon as possible. I have you, Christine, four calls, 75 to 100 people, Windows on the World, 106th floor.

CHRISTINE - WINDOWS ON THE WORLD: What are we going to do for air?

PAPD RAY MURRAY: Ma'am, the Fire Department ...

CHRISTINE - WINDOWS ON THE WORLD: Can we break a window?

PAPD RAY MURRAY: You can do whatever you have to to get to, uh, the air.

CHRISTINE - WINDOWS ON THE WORLD: All right.

PAPD RAY MURRAY: Port Authority Police, Murray.

ABE: Yeah, uh, Murray, this is Abe (inaudible).

PAPD RAY MURRAY: Yeah, Abe, listen, we're a little busy right now. All our officers are alright ...hello?

ABE: Yeah.

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

PAPD RAY MURRAY: Sorry. Everybody is okay, but ... as far as us, the officers. But I don't know exactly what happened yet.

ABE: Well, one ... a plane ...

PAPD RAY MURRAY: Uh, it might have been a plane or something, nobody knows. I'm not sure yet. I haven't been outside because the phones are ringing off the hook.

ABE: Okay.

PAPD RAY MURRAY: All right, Abe? I'll talk to you later.

ABE: All right.

PAPD RAY MURRAY: Port Authority Police, Murray.

MALE CALLER: Ray, where do you have EMS posted, do you know?

PAPD RAY MURRAY: (To people in background) Greg, where is EMS posted?

MALE IN OFFICE: (Inaudible)

PAPD RAY MURRAY: We've got every available bus covered. I don't know where, uh ...
(inaudible)

MALE CALLER: Send 'em up to Church Street, okay?

PAPD RAY MURRAY: Well, there ... there's one lady with third degree burns in the lobby of one.

MALE CALLER: All right. We are ... we are going to send other injuries up to ... up to Church, get them out of the way here, all right?

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

PAPD RAY MURRAY: Okay, all right.

PAPD RAY MURRAY: Port Authority Police, Murray.

HANK: Murray, it's Hank. How are you doing, what's going on?

PAPD RAY MURRAY: Hank, it's, uh ... I don't know yet, man. If you want to come on in, come on in.

HANK: They're scrambling everybody in?

PAPD RAY MURRAY: Yeah.

HANK: Okay then. How bad is it?

PAPD RAY MURRAY: (Overlap) Uh, it's pretty bad. But I haven't been out yet, I can't even get away from the phone.

HANK: And have you lost someone?

PAPD RAY MURRAY: Well, uh, none of us.

HANK: Okay, (Inaudible).

PAPD RAY MURRAY: All right, bye. (PAUSE) (28:07)

PAPD RAY MURRAY: Port Authority Police, Murray.

KATHY: Uh, yeah, Murray. Steve just called me and said ... they ordered us to come in.

Now, how ... are they ordered to come in?

PAPD RAY MURRAY: I don't know if you're ordered but...(To people in the background) Pete

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

KATHY: (Inaudible)

PAPD RAY MURRAY: Everybody has to come in, that's all I can say.

KATHY: Right. But it's no parking there, the train isn't going all the way there. How they expect somebody to get there?

PAPD RAY MURRAY: I have no idea, Kathy. They are just ordering people to come in. Do whatever is humanly possible or, you know, is ... that's just an order ... but I'm not your superior.

KATHY: Okay, I know. Who's the sarge?

PAPD RAY MURRAY: Uh, Davona. They mobilized everybody from everywhere.

KATHY: Okay.

PAPD RAY MURRAY: All right.

KATHY: Okay, bye.

PAPD RAY MURRAY: Bye.

(28:44)

PAPD RAY MURRAY: Port Authority Police, Murray.

TONY BROOKS: Ray, this is Tony. Please find out if my sister is okay, man.

PAPD RAY MURRAY: Yeah. (To people in background) Hey ...

TONY BROOKS: Please send somebody over there to call me.

PAPD RAY MURRAY: (To people in backaground) Pete, can somebody find out if Tony Brooks' sister is okay over there?

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

MAN IN OFFICE: Uh ...

PAPD RAY MURRAY: Yeah, all right, we'll (Overlap)

TONY BROOKS: Just have them call me, man.

PAPD RAY MURRAY: Yeah, I will, Tony.

TONY BROOKS: All right, thanks.

PAPD RAY MURRAY: All right, bye. (PAUSE)

(32:26)

PAPD RAY MURRAY: (To people in background) Two-four-four. Four, three ...

(TELEPHONE RINGING) Steve, get that?

(IN BACKGROUND SOMEONE ANSWERS: Port Authority Police, Officer (inaudible))

PAPD RAY MURRAY: What's the direct line to Kennedy? They won't ever answer the phone.

(HEARD IN BACKGROUND) PAPD OFFICER BRADY: Port Authority Police, Officer .

(HANG-UP)

PAPD RAY MURRAY: Port Authority Police, Murray.

BILL: Ray ...

PAPD RAY MURRAY: Bill.

BILL: Give me Ken's ... give me Ken's home number.

PAPD RAY MURRAY: Uh, hold on for Steve.

BILL: All right.

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

PAPD RAY MURRAY: (DIALING NUMBER AND PHONE RINGING) (33:40)

MIKE MASSARO: Police desk, Massaro

PAPD RAY MURRAY: Yeah, Mike, it's Ray Murray over at the Trade Center. (Overlap)

MIKE MASSARO: How are you, man?

PAPD RAY MURRAY: All right. Listen, the second one was confirmed as a commercial airline.

MIKE MASSARO: Do you know which commercial airline?

PAPD RAY MURRAY: I have ... I don't know. That's the only thing I got, it came from one of the detectives. It was confirmed, it was a commercial airline.

MIKE MASSARO: (TO SOMEONE IN BACKGROUND) Hey lieutenant...

PAPD RAY MURRAY... do we know what airline? (To people in background)

MIKE MASSARO: (TO SOMEONE IN BACKGROUND): ...The Trade Center, the second one was confirmed as a commercial airline.

PAPD RAY MURRAY: (Overlap) (TO SOMEONE IN BACKGROUND) Inspector, do you know what airline?

MALE IN BACKGROUND: (Inaudible)

PAPD RAY MURRAY: All right, that's ... it was just confirmed by the detective.

MIKE MASSARO: But you don't know which one.

PAPD RAY MURRAY: I don't know which one.

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

MIKE MASSARO: How are you guys doing down there?

PAPD RAY MURRAY: Every ... every one of us is okay.

MIKE MASSARO: Everybody's good? Good.

PAPD RAY MURRAY: Yeah. (Overlap) Uh, you guys are mobilizing, right?

MIKE MASSARO: Yeah, we are sending busloads, whoever we got, we're sending them to you.

PAPD RAY MURRAY: Okay, Mike.

MIKE MASSARO: Okay, bye.

PAPD RAY MURRAY: Bye. (LONG PAUSE)

(37:19)

(DIAL TONE) (TELEPHONE RINGING NOISE)

MALE TO SOMEONE IN BACKGROUND: We've got Eisenberg who wants to come down, he's at fifty-something street. (Inaudible), what is it, 917 ...

MALE IN BACKGROUND ANSWERING: ... 922 ...

MALE TO SOMEONE IN BACKGROUND: ... 992 ...

MALE IN BACKAGROUND ANSWERING: ... 1924.

MALE TO SOMEONE IN BACKGROUND: ... 1-9-2-4. (BUSY SIGNAL) Busy.

(40:27)

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

MIKE MASSARO: How are you guys doing down there?

PAPD RAY MURRAY: Every ... every one of us is okay.

MIKE MASSARO: Everybody's good? Good.

PAPD RAY MURRAY: Yeah. (Overlap) Uh, you guys are mobilizing, right?

MIKE MASSARO: Yeah, we are sending busloads, whoever we got, we're sending them to you.

PAPD RAY MURRAY: Okay, Mike.

MIKE MASSARO: Okay, bye.

PAPD RAY MURRAY: Bye. (LONG PAUSE)

(37:19)

(DIAL TONE) (TELEPHONE RINGING NOISE)

MALE TO SOMEONE IN BACKGROUND: We've got Eisenberg who wants to come down, he's at fifty-something street. (Inaudible), what is it, 917 ...

MALE IN BACKGROUND ANSWERING: ... 922 ...

MALE TO SOMEONE IN BACKGROUND: ... 992 ...

MALE IN BACKAGROUND ANSWERING: ... 1924.

MALE TO SOMEONE IN BACKGROUND: ... 1-9-2-4. (BUSY SIGNAL) Busy.

(40:27)

WTC CH. 10 – POLICE DESK – 3541 – RIGHT

(DIAL TONE) (PHONE RINGING. CONVERSATION BELOW TAKES PLACE IN
BACKGROUND WHILE PHONE IS CONTINUOUSLY RINGING)

MALE 1: (Inaudible)

MALE 2: (Inaudible) ... the fire command to meet me?

MALE 1: (Inaudible) the fire command desk, meet up with 8-1 Davona

MALE 2: (Inaudible)

WTC CH. 10 – POLICE DESK – 3541 RIGHT

MALE 1: Building ... the fire command desk, Building One, (Inaudible).

MALE 2: (Inaudible) inside. (Inaudible) one, (Inaudible)

MALE 1: Hold on, let me take a look. It will take me one minute. I'll ... it will take me one second, I'll check for you.

MALE 2: (Inaudible)

(TELEPHONE RINGING CONTINUES - NO TELEPHONE CONVERSATION)

(AUDIO CUTS OUT) (LONG PAUSE)

(51:18)

PAPD OFFICER - POLICE DESK: Port Authority Police, World Trade Center.

FEMALE CALLER: Yes, how is everything there?

PAPD OFFICER - POLICE DESK: Uh ...

FEMALE CALLER: Hello?

PAPD OFFICER - POLICE DESK: Ma'am, there's been an explosion here. (Overlap)

FEMALE CALLER: I know, I work in the building. So I have (Inaudible), I just wanted to see if...because, you know, I work there. (Crying)

PAPD OFFICER - POLICE DESK: We ... we don't know at this time.

FEMALE CALLER (crying): Oh, my goodness.

PAPD OFFICER - POLICE DESK: We don't know. It's just too early to tell. I can't ... I can't say anything more.

FEMALE CALLER: Thanks a lot. (HANGS UP) (51:41)

WTC CH. 10 – POLICE DESK – 3541 RIGHT

HEARD IN BACKGROUND: Evacuate everybody over the land bridge...west

(Inaudible) ... Financial Center. (Inaudible) street ...

(MALE MAKING PHONE CALL) (TELEPHONE RINGING NOISE)

FEMALE: Hello?

MALE: It's me, I'm okay.

FEMALE: Where are you?

MALE: I was ... I was in the building. Not that building, but I was ... I'm all right.

We're okay.

FEMALE: Oh ...

MALE: Where's Steven, did he call?

FEMALE: Yeah, he called. Robert called me. Robert's the one that told me about it, I didn't know.

MALE: All right. I ... I can't talk much, all right?

FEMALE: You all right?

MALE: I'm okay.

FEMALE: Oh ...

(52:30)

(BACKGROUND CONVERSATION HEARD IN OFFICE)

MALE IN BACKGROUND: Anyone (Inaudible) system, unit (Inaudible) ASAP.

MALE IN BACKGROUND: (Inaudible) (TELEPHONE RINGING) They don't know what elevator (Inaudible) ... number two World Trade Center. Somebody call PATH, somebody tell...

WTC CH. 10 – POLICE DESK – 3541 RIGHT

HANGS UP PHONE

(53:48)

PAPD OFFICER MAGGETT: Port Authority Police, Officer Maggett.

FEMALE OFFICER HOUSTON: Hi, this is Officer Houston. Is, uh, my brother there,
Houston, (inaudible)

PAPD OFFICER MAGGETT: Yeah, he's okay.

FEMALE OFFICER HOUSTON: Tell him to call my mother, because she's crying and ...
hysterically.

PAPD OFFICER MAGGETT: Yeah, he was ... he wasn't nowhere the building, but he's
definitely okay.

FEMALE OFFICER HOUSTON: Okay, tell him to call my mother please, A-S-A-P.

PAPD OFFICER MAGGETT: Sure, sure.

FEMALE OFFICER HOUSTON: Thank you very much. (Overlap)

PAPD OFFICER MAGGETT: All right, bye-bye.

FEMALE OFFICER HOUSTON: Bye.

(1:01:45)

(TELEPHONE RINGING NOISE)

RECORDED MESSAGE: You have reached the Port Authority Police. If this is a
police, fire, or medical emergency, press one. (TONE)

(OVERLAPPING BACKGROUND CONVERSATIONS IN OFFICE)

WTC CH. 10 – POLICE DESK – 3541 RIGHT

MALE 1 IN BACKGROUND: Look where we were.

MAN 2 IN BACKGROUND: (Inaudible) Vesey and West ... he can't get over to the Financial Center. (TELEPHONE RINGING)

PAPD - ARTIE: (ANSWERS PHONE) Police emergency.

LIEUTENANT BURNS: Artie, Lieutenant Burns

PAPD - ARTIE: Yeah.

LIEUTENANT BURNS: I'm at World Trade Center. Do you have any reported skyjacking, out of Newark Airport.

PAPD - ARTIE: No.

LIEUTENANT BURNS: Okay.

PAPD - ARTIE: No, what we heard earlier, what's going around here, Boston supposedly, it was said on the news, a 767 or something.

LIEUTENANT BURNS: Okay, do you know what time that was?

PAPD - ARTIE: That was earlier.

LIEUTENANT BURNS: All right.

PAPD - ARTIE: That's ... they ... they're saying that that's one of the aircraft that hit the building.

LIEUTENANT BURNS: As far as you know, nothing out of Newark Airport.

PAPD - ARTIE: No.

LIEUTENANT BURNS: All right, thank you.

PAPD - ARTIE: Okay.

LIEUTENANT BURNS: All right. Bye. (HANGS UP) (DIAL TONE)

WTC CH. 10 – POLICE DESK – 3541 RIGHT

LIEUTENANT BURNS TO PEOPLE IN THE BACKGROUND: They don't know yet.

They were just standing there, when they were waving us back.

(TELEPHONE RINGING – ANSWERING MACHINE PICKS UP) This is Detective
Sergeant Burns...

RECORDED MESSAGE: You have four...

MESSAGE FROM FEMALE: Hi, Bill, it's me (inaudible).

MESSAGE FROM FEMALE: Baby brother, it's your sister. I'm just calling to make
sure that you're okay. I'm watching the news on TV and I don't know where you are and
its ...

MESSAGE FROM FEMALE: Hey, Bill, it's Suzanne. I guess ... I was watching them
...

MESSAGE FROM FEMALE: ... and I just wanted to make sure that you are at the
World Trade ...

(DIAL TONE) (LONG TONE)

MALE 1: Give me a call..

MALE 2: Go get the land lines ...

MALE IN BACKGROUND: (Inaudible)

RECORDED MESSAGE: Your call did not go thr-- ... (DIAL TONE)

MALE IN BACKGROUND: You okay, (Inaudible) at the Financial Center. (BUSY
SIGNAL NOISE)

WTC CH. 10 – POLICE DESK – 3541 RIGHT

(DIAL TONE)

(BACKGROUND CONVERSATION HEARD IN OFFICE - INAUDIBLE)

(BUSY SIGNAL)

(NUMBERS PUNCHED INTO TELEPHONE)

(TELEPHONE RINGING)

MALE: (Inaudible), can I help you?

PAPD RAY MURRAY: Yeah, how are you doing, it's Murray at the Trade Center.

Hey, uh, did you guys have any recorded skyjacking in the last 24 hours?

MALE: Yeah. We just heard it on the ... it was ... it was reported that a plane ... a plane was hijacked from Boston. The second one, that hit Two World Trade Center.

PAPD RAY MURRAY: It was hijacked from Boston?

MALE: Right, a 767.

PAPD RAY MURRAY: A 767, hijacked out of Boston. You know what airline?

MALE: I believe it was, uh, TWA.

PAPD RAY MURRAY: TWA. All right, thanks a lot.

MALE: You're welcome.

PAPD RAY MURRAY: Bye. (HANGS UP) (PAUSE)

(1:04:48)

PAPD RAY MURRAY: Port Authority Police, Murray

TONY: Uh, Ray, it's Tony. I ... I got extra packs in Johnny's office, downstairs, extra bottles. If anybody needs them I'll ... tell me where to bring them.

WTC CH. 10 – POLICE DESK – 3541 RIGHT

PAPD RAY MURRAY: Down at ... okay, all right.

TONY: Okay (Overlap)

PAPD RAY MURRAY: Port Authority Police, Murray.

FEMALE CALLER: Yeah, hi, do you have any word on 71?

PAPD RAY MURRAY: Uh, we are evacuating the whole building. I don't have any specific reports to give.

FEMALE CALLER: You have no specific reports. Um, you ... do you know how high up Building One was hit?

PAPD RAY MURRAY: I believe it was above the 73rd floor, I believe it was in the eighties or nineties.

FEMALE CALLER: Oh, okay, all right.

PAPD RAY MURRAY: Okay?

FEMALE CALLER: So you don't ... you haven't gotten any word?

PAPD RAY MURRAY: I don't have any, uh ... I don't have any information at this time, because we just evacuated the building. We don't have any detailed information.

FEMALE CALLER: Okay, do you know when you might?

PAPD RAY MURRAY: Um ... in a few hours, I really don't know, ma'am.

FEMALE CALLER: Okay, thank you so much.

PAPD RAY MURRAY: Okay, all right. (Overlap)

FEMALE CALLER: All right, bye-bye. (HANGS UP)

WTC CH. 10 – POLICE DESK – 3541 RIGHT

(1:06:22)

PAPD RAY MURRAY: Port Authority Police, Murray.

CHRISTY FERER: Is ... is Captain Whittaker there?

PAPD RAY MURRAY: Uh, he's out on the floor, he's fine.

CHRISTY FERER: Um, okay, is ... is he running the show, so to speak, down there?

PAPD RAY MURRAY: Uh, I'm not sure who's the ... he's in command of the Trade Center. But there is a lot of, uh, bosses around.

CHRISTY FERER: Okay, my name is Christy Ferer, I'm Neil Levin's wife.

PAPD RAY MURRAY: Okay.

CHRISTY FERER: And, um, we don't know where he is and neither does the Governor, who is looking for him.

PAPD RAY MURRAY: Uh ... (Overlap)

CHRISTY FERER: Did you guys locate him?

PAPD RAY MURRAY: Uh, I haven't got that information, but the last I heard, that he was not in his office.

CHRISTY FERER: Okay, and how do you know that because that's(Overlap)

PAPD RAY MURRAY: That's just what ... because there was a chief here looking for him and it ... he was told by Alan Reiss that he wasn't in his office. Hold on a second.

(PAUSE) (1:07:00) Hold on, please.

CHRISTY FERER: Okay. (PAUSE)

ALAN REISS: Hi, this is Alan Reiss.

CHRISTY FERER: It's Christy Ferer, Neil Levin's wife.

WTC CH. 10 – POLICE DESK – 3541 RIGHT

ALAN REISS: Hi,....(Overlap)

CHRISTY FERER: Hi, I know you're crazed...I don't want to bother you, but the Governor is looking for Neil and so am I. And no one can find him.

ALAN REISS: Right, and they ... I tried his cell phone a number of times. I've sent him pages. And I really don't know where he is, or Ernesto Butcher, or Karen Eastman.

CHRISTY FERER: Okay, well, Ernesto was seen on the first floor, according to Doug – ah - Carpolaro or whoever.

ALAN REISS: Doug Karpiloff, yeah, one of my guys.

CHRISTY FERER: Right.... And, um, but, um, you all ... do you know for a fact that he wasn't in the office?

ALAN REISS: I don't know that for a fact.

CHRISTY FERER: Uh-huh. He had a seven ... did you see his driver, John, around?

ALAN REISS: No. I'm at the police desk. I was on the mall when this thing happened.

CHRISTY FERER: Right. Oh, I'm sorry to bother you (Overlap)

ALAN REISS: That's OK... (Overlap)

CHRISTY FERER: But they're looking for him for a press conference. They're looking for him and...

ALAN REISS: Well, he ... if he's walking down the fire stairs, it could be two hours till he gets down.

CHRISTY FERER: Right, okay....

ALAN REISS: I mean, God forbid. I went through this in '93.

WTC CH. 10 – POLICE DESK – 3541 RIGHT

CHRISTY FERER: Uh-huh...Uh-huh...Thank God you did (inaudible/overlap)
someone who's experienced like that.....

ALAN REISS: Well, you know, someone's watching out for me upstairs, I'm gonna say
a lot of prayers....

CHRISTY FERER: Ohhhhh (sighs)all right...So tell me this...Um ...

ALAN REISS: I tried his cell phone. I've tried paging him. Because we want to know
... find him.

CHRISTY FERER: Uh-huh.

ALAN REISS: Um ... and obviously down here, the cell phones sites...are... dead.

CHRISTY FERER: Do you have his page? Because maybe if the Governor's office
pages him, he'll answer....give me his page number.

ALAN REISS: Hold on, I got to go to my wallet.

CHRISTY FERER: Sorry.

ALAN REISS: Um ...

CHRISTY FERER: Uh-huh?

ALAN REISS: ...

CHRISTY FERER: Is it , again?

ALAN REISS: Right. . And an operator will answer. And just tell them Neil
Levin of the Port Authority. And she'll take the message and send it to his beeper.

CHRISTY FERER: Okay.

ALAN REISS: And ...

CHRISTY FERER: So he could be ...

WTC CH. 10 – POLICE DESK – 3541 RIGHT

ALAN REISS: Well, he could be stuck in the stairs with a lot of people walking down.

Let's pray for the best here. How do we reach....

CHRISTY FERER: Well, if he was on 67, what happened ... what happened below 67?

Was anyone injured below, um, um ... 67 ... or 67 and below? Or was it 78, I was told.

ALAN REISS: Well, the ... the plane hit up high. We believe it's a plane.

CHRISTY FERER: Right.

ALAN REISS: All right? Um, it hit ... it looks like in the nineties.

CHRISTY FERER: Uh-huh?

ALAN REISS: But I know from even talking to staff on the 22nd floor, that there's debris, the ceilings fell down and other stuff, and they couldn't get the doors open. So the police and fire are going up the building, to evacuate everyone.

CHRISTY FERER: Uh-huh. Uh-huh.

ALAN REISS: It's really a horrible scene here.

CHRISTY FERER: I know. I know, and I just feel so guilty bothering you. I'm just trying to find out for ... for me personally and the Governor.

ALAN REISS: I understand that. I understand.

CHRISTY FERER: Um (Overlap)

ALAN REISS: How do I find you, at your office or (Overlap)

CHRISTY FERER: I'm

ALAN REISS: Yeah ...

CHRISTY FERER:

ALAN REISS:

WTC CH. 10 – POLICE DESK – 3541 RIGHT

CHRISTY FERER: ...

ALAN REISS: ... So if we reach anybody, we can call you. I mean ...

CHRISTY FERER: Yeah, is there any possi- ... I guess you can't really send anybody up to get him out.

ALAN REISS: Well, the police are on their way up.

CHRISTY FERER: Yeah.

ALAN REISS: I mean, they're going up the stairs. We don't know if he is in his office, they're working their way up. We know we have a bunch of people trapped at Windows on the World, above the thing.

CHRISTY FERER: Okay. All right, we'll stay in touch, huh? Will you call me back as soon as you hear something, please?

ALAN REISS: Yes.

CHRISTY FERER: Thank you. I'm so sorry to bother you.

ALAN REISS: That's okay.

CHRISTY FERER: I'm going to call the Governor's office, and tell him to page him. Okay, thank you.

ALAN REISS: (Overlap) Yeah, keep paging. Um, the cell phones are probably not going to get through, because everybody is trying to use the cell phone at the same time, and there is only about 30 channels in this vicinity.

CHRISTY FERER: Okay, very good, thank you.

ALAN REISS: Okay. (HANGS UP)

(PAUSE) (1:11:00)

WTC CH. 10 – POLICE DESK – 3541 RIGHT

(1:12:05)

ALAN REISS TO PERSONNEL IN OFFICE: Let me call up there and see if they're out.

(DIAL TONE) (TELEPHONE RINGING)

ALAN REISS: Tabeeek, Tabeeek, it's Reiss.

GEORGE TABEEK: Hi, Alan.

ALAN REISS: Are you guys ... can you get out of there now?

GEORGE TABEEK: I'm with the fire department. We're working our way up the building. I'm trying to get hold of someone, uh ...

ALAN REISS: But you're on ... you're on 22.

GEORGE TABEEK: I'm on 22.

ALAN REISS: So are the people okay in there?

GEORGE TABEEK: People were using recycled air. The command center, the OCC ... okay, Andy ... one second. The twenty ... let's see ... Ted Hanks saw a plane come right into the building.

ALAN REISS: We have it on vidoe. We have a press guy (Overlap)

GEORGE TABEEK: Okay.

ALAN REISS: ... the Pentagon's been hit also now.

GEORGE TABEEK: Right, we just heard. I think Building Number Two was hit, looking at the smoke coming from (Overlap)

ALAN REISS: Building Two was hit, we have that on video tape.

WTC CH. 10 – POLICE DESK – 3541 RIGHT

GEORGE TABEEK: Okay, I don't have anybody to operate the OCC equipment up here. Everybody was not ... even over at ... (1:12:50) (AUDIO CUTS OUT)

(END OF WTC CH. 10)