

## 9-1-1 Communicator Statements Made to Callers in the World Trade Center on 9/11/2001

*"Have you called your family? Please do that for me. I'm so sorry. God bless you."*

*"I have to go. Please take care of yourself. I'm so sorry this is happening to you."*

*"Stop talking. You're losing air. Please just be quiet and focus on staying alive."*

*"I swear to you. I swear to you, we will get help to you. They are coming."*

*"Do you want to give me the phone number to your home? I can try and call your family."*

*"I'm sorry, I don't know what to tell you. Every single responder is there right now. I don't know what to tell you."*

*"The responders are coming. They are on the way. They are working on it. My God, don't worry. God is there. He is right there with you. God is – don't worry – God is right there with you."*



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## THREAT SUPPRESSION® INCORPORATED

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**Presentation Title:** “9-1-1 Communication Considerations at Terrorism Events”

### **Presentation Description:**

Terrorism events are the most complex threat facing public safety today. The United States is currently at the highest sustained threat level since 2001. Universally, terrorism experts have warned that terror attacks are imminent in the United States. Since 2001, there have been more than 40 terror attacks in the United States and more than 150 thwarted terror attacks.

9-1-1 communicators serve as the front line responder at terror attacks. Communicators will receive numerous 9-1-1 calls during a terror event. At the 9/11 attack on the World Trade Center, communicators received 3,000 9-1-1 calls in the first 15 minutes and 57,000 9-1-1 calls in the first 24 hours. Communicators must rapidly process calls, gather information, and provide life-saving advice to a massive number of callers. Communicators must also collect and disseminate usable information to responders.

9-1-1 communicators may also be the first people to realize that a terror attack is occurring. Complex, coordinated terror attacks focus on multiple teams of highly trained perpetrators simultaneously attacking targets in one jurisdiction. 9-1-1 communicators must remain vigilant and work to recognize the signs of a complex, coordinated terror attack. First responder’s strategies quickly change, once the event is recognized as a complex, coordinated terror attack.

This four-hour session will address communications priorities for public safety answering points (PSAPs) in response to a complex coordinated terrorism event. This session will examine how the PSAP will be effected by these types of events and how this may affect the delivery of services. This session will also provide insight into how policies and procedures can be structured to ensure that PSAPs can manage operations while faced with unique challenges. Instructors will also address the importance of information sharing and the inclusion of tactical dispatch resources.

### **Learning Objectives:**

1. Learn and discuss different types of terrorism events, including complex, coordinated terror attacks.
2. Discuss police/fire/EMS priorities during terrorism events.
3. Discuss ways to prioritize call.
4. Discuss ways to collect and disseminate usable information to first responders.
5. Discuss 9-1-1 communication lessons learned from terror attacks in the United States and internationally.
6. Discuss information sharing between 9-1-1 centers and tactical dispatching.