

Transcript created by Epiq

Event: LAS CAD 448
Date: 14 June 2017
Time: 03:00:55
Duration: 04:18

OPERATOR: Emergency Ambulance. Is the patient breathing?

CALLER: No, I'm in the block, I can't get out.

OPERATOR: You're in the block of flats, sir?

CALLER: Yeah, yeah.

OPERATOR: Okay, sir, I understand, okay, I want you to stay nice and calm for me, we have multiple resources on scene and trying to get to you currently. What floor are you on?

CALLER: I'm on the 15th floor, 143.

OPERATOR: 143, is that the flat, yeah?

CALLER: Yeah.

OPERATOR: And what floor are you on?

CALLER: On the 15th.

OPERATOR: The 15th. Is there smoke on your floor, sir?

CALLER: I don't -- I'm not -- yeah.

OPERATOR: Okay, sir, can you see any flames?

CALLER: Yeah, no, it's just a lot of --

OPERATOR: Smoke, how many --

CALLER: Yeah.

OPERATOR: -- people are in the flat with you?

CALLER: No, just me.

OPERATOR: Just you?

CALLER: Yeah.

OPERATOR: Okay, sir, all right, all right, we are trying to get people to you, okay?

CALLER: (several inaudible words) whole building's on fire.

OPERATOR: I understand, sir.

CALLER: I can't breathe.

OPERATOR: I understand that, sir. Are you near a window, at all? Is there a window near you?

CALLER: Say again.

OPERATOR: Is there a window near you?

CALLER: Yeah, but -- yeah.

OPERATOR: Are you able to get any air?

(10 seconds of background noise)

OPERATOR: Stay calm for me, sir, we're going to get people to you, okay?

CALLER: I can't breathe.

OPERATOR: Nice, slow deep breaths, I need you -- I know it's distressing, I need you to stay calm for me, okay? How old are you, sir?

CALLER: 40.

OPERATOR: You're 40, okay, I'm going to stay on the line with you, okay?

CALLER: Hello?

OPERATOR: Hello, I'm still here, sir, I'm staying with you, okay? We've got people trying to get to you, all right? Just stay on the line with me, okay?

CALLER: I can't breathe.

OPERATOR: Can you get to --

CALLER: (several inaudible words) fire.

OPERATOR: Listen to me, sir, concentrate on my voice, I don't want you to worry about that, concentrate on me and the fact that we're getting people to you, okay? Are you able to get any air, at all? Are you able to --

CALLER: A little bit.

OPERATOR: A little bit. Are you near a window?

CALLER: Yeah.

OPERATOR: Okay, is there smoke in your flat?

CALLER: Yeah.

OPERATOR: Can you see any flames?

CALLER: What's that noise?

OPERATOR: It's the alarm, sir. Just stay with me, okay?

CALLER: What's that noise in the background here(?)?

OPERATOR: In the background? It's just people in the control room, sir, okay? Don't be alarmed. We're coming to you, okay? Stay with me. Are you near a window now?

CALLER: Yeah.

OPERATOR: Okay, is there any fire near you?

CALLER: Any what?

OPERATOR: Fire.

CALLER: Yeah, a big fire (several inaudible words).

OPERATOR: Above you?

CALLER: Yeah.

OPERATOR: Sir, I'm staying on the line with you, all right? Stay on the line with me.

CALLER: Can't breathe. Hello?

OPERATOR: I'm still here, sir, I'm still here, we're trying to get to you, okay?

CALLER: (several inaudible words)

OPERATOR: I'm trying to get an update now, all right, sir? I need you to stay nice and calm, I'm going to stay with you, okay? Are you by the window?
Sir? Sir? Hello?

(14 seconds of silence)