

911 Call Transcript

Incident Number: 20-144525

May 29, 2020; 02:00:53

Operator: 911 what's the address of the emergency?

Caller: HI LAKE SHOPPING CENTER.

Operator: Okay are you calling about the fire?

Caller: Ah yeah, except Fire Department is driving away, what's going on?

Operator: Okay, well we're aware of the fire. We're trying to get our resources to get there, okay?

Caller: Yeah, I know. There was a fire, there were three fire trucks here and they drove away.

Operator: Okay, I don't know they...

Caller: What's going on, we're in the building across the street.

Operator: Yeah.

Caller: Let me know, just to know if the mall go up and we have to evacuate.

Operator: I don't have that information right now for you ma'am, okay? We need a lot of resources going over, over the city right now, okay?

Caller: (Inaudible—both talking). Who has information that we can get about this fire?

Operator: No one does right now, okay?

Caller: So, we don't know whether or not we should evacuate.

Operator: It's up to you for your safety. If you feel like you need to, then yes. Go ahead and evacuate but if not then don't but we don't have that information right now. We only have so many resources. This is going on all over the city, okay?

Caller: So, why did the fire truck leave?

Operator: I don't know that, that's what I'm trying, I don't know.

Caller: Who can tell me?