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911 TRANSCRIPT
CN 13-101-691: Tape 1
Address Lilydale Park
Type of Call: Avalanche

Caller: Unknown Female

F&M_1: Ramsey County Emergency Communication Center Fire and Medical Dispatcher #1

F&M_2+: Other Ramsey County Emergency Communication Center Fire and Medical Dispatchers

911 PSAP: Unknown 911 dispatch center

12
13 **F&M_1:** Fire Medical Emergency.

14
15 **911 PSAP:** I think it's a medical for St. Paul. She said Lilydale Park.


16
17 **Caller:** Yes, we're at Lilydale Park in St. Paul.

18
19 **F&M_1:** Okay, what's going on there ma'am?

20
21 **Caller:** We've fallen down an avalanche, and we're, we need an ambulance. We
22 need emergency personnel for about 20 kids.

23
24 **F&M_1:** Okay, what's the phone number you're calling from ma'am?

25
26 **Caller:** What?

27
28 **F&M_1:** What's the phone number? Are you at 

29
30 **Caller:** Yeah.

31
32 **F&M_1:** Okay, how many...

33
34 **Caller:** Yes we're from Peter Hobart Elementary School in St. Louis Park.

35
36 **F&M_1:** Okay, where exactly are you in the park ma'am?

37
38 **Caller:** Where are we?

39
40 **F&M_1:** Yeah, where exactly in the park, do you know?

41
42 **Caller:** We are up on, we're climbing up to the school bus at the parking lot. We
43 climbed all the way to the top.
44

45 **F&M_1:** Okay, are you by the pavilion?
46
47 **Caller:** What?
48
49 **F&M_1:** Are you by the pavilion?
50
51 **Caller:** We are up, no, if you drive to the parking lot, we're further up. We're
52 way up by the hiking place where people hunt for fossils.
53
54 **F&M_1:** Okay, and what exactly...
55
56 **Caller:** If you call Peter Hobart School, they will tell you where we are. You need
57 to talk to Tara Westso (sp?) in fourth grade.
58
59 **F&M_1:** Okay, we're sending help there ma'am. What exactly happened?
60
61 **Caller:** There was an avalanche, an avalanche of sand that buried some students.
62
63 **F&M_1:** Okay and how many, how many kids are hurt?
64
65 **Caller:** I, so far, I don't know how many.
66
67 **Caller to Unk Party:** Do you see any other kids?
68
69 **Caller:** I don't know how many are buried.
70
71 **F&M_1:** Okay, how many, how many are there?
72
73 **Caller:** Ah, we have about 40 kids, that I think. So far I can only tell that one is
74 buried.
75
76 **F&M_1:** Okay, and how far are you away from the parking lot?
77
78 **Caller:** We are about we are about two miles, no probably a mile.
79
80 **Caller to Unk Party:** Devon, we're digging you out, we're digging you out.
81
82 **F&M_1:** Okay, okay.
83
84 **Caller to Unk Party:** Stay clam Devon. Devon you're alive. You're fine. Devon you're fine. I
85 got you Devon.
86
87 **F&M_1:** Okay, we're sending help there ma'am hold on.
88
89 **Caller:** Thank you.
90

91 **Caller to Unk Party:** Shh. I got you Devon, you're fine, you're fine. You're alive Devon. You
92 just got a little bit of owey but you're going to fine. I'm here. Shane is
93 here. Your hand, your hand is okay. Your hand is okay, Devon. Your
94 other hand, we are gonna get it out. You're just fine.
95
96 **F&M_1:** Okay
97
98 **Caller to Unk Party:** Sweetpie, I'm right here.
99
100 **F&M_1 to F&M2+:** Yeah, we might have to send multiple medics a lot of kids (inaudible).
101
102 **Caller to Unk Party:** Shane, I need you to walk around and check to see if there's any other
103 kids, you need to dig around.
104
105 **F&M_1:** Okay, ma'am, okay.
106
107 **Caller:** Yeah.
108
109 **F&M_1:** Okay, there were 40 of you that was that was out there right?
110
111 **Caller:** Yeah.
112
113 **F&M_1:** Okay how many are...
114
115 **Caller:** But as far as I can tell, only one was buried but we're digging, we're
116 looking.
117
118 **F&M_1:** Okay, so everybody is accounted for?
119
120 **Caller:** We haven't counted, we need to count.
121
122 **F&M_1:** Okay.
123
124 **Caller to Unk Party:** Bonnie, can you count the kids? And all the chaperone count their kids?
125
126 **Caller:** Okay.
127
128 **F&M_1:** Okay, ma'am are you north or south of the parking lot? Do you know?
129
130 **Caller:** Um we are... are we north or south of the parking lot? What do you think?
131
132 **F&M_1:** Are you closer to....
133
134 **Caller:** We're at the main entrance.
135
136 **F&M_1:** What's what's the closet um, ah site that you can see, like ah, like a

137 monument or anything like that?
138
139 **Caller:** The closet site?
140
141 **F&M_1:** What, what can you see below where you are? Are you; are you by the
142 bridge yet?
143
144 **Caller:** Okay, this is what you need to do; you need to call Peter Hobart
145 Elementary right now, Peter Hobart Elementary in St. Louis Park. You
146 need to call them and you need to ask for Tara Westso (sp?) she will show
147 you, she will tell you where exactly we are.
148
149 **F&M_1:** Okay, I. Okay I guess from my responders...
150
151 **Caller:** I cannot tell you where we are, you need to call her, call Peter Hobart
152 Elementary and they will tell you exactly where we are.
153
154 **F&M_1:** Do you know what's the phone number there? Do you know?
155
156 **Caller to Unk Party:** What's the phone number, is it ~~9022~~
157
158 **Caller:** It's ~~9022~~
159
160 **F&M_2+:** I'll call them now okay?
161
162 **F&M_1:** Okay. Okay, ma'am, okay just stay with me okay. Helps on the way...
163
164 **Caller:** Okay.
165
166 **F&M_1:** We just want to pin point where you are. When you...
167
168 **Caller:** Okay.
169
170 **F&M_1:** When you started from the parking lot, is this the main parking lot right?
171
172 **Caller:** Yeah.
173
174 **F&M_1:** Do you remember if, which way did you go left or right? When you're
175 facing.
176
177 **Caller to Unk Party:** Stay out of the woods.
178
179 **F&M_1:** When you're facing the river from that parking lot, where did you go, did
180 you go left or did you go right?
181
182 **Caller:** When we got to the parking lot we went straight and then we went up and

183 it's a switch back trail.
184
185 **F&M_1:** You went straight towards the river?
186
187 **Caller:** Call, are you calling that number that we gave you?
188
189 **F&M_1:** We are calling ma'am but I just need to know where you are now, okay. I
190 just want...
191
192 **Caller:** Okay.
193
194 **F&M_1:** ...to pin point where you are because responders are going there right
195 now.
196
197 **Caller:** Okay.
198
199 **F&M_1:** Okay, I need you to kind of, could you just remember how, how you get to
200 that trail?
201
202 **Caller:** (inaudible) How high are we?
203
204 **F&M_1:** No, how did you get there?
205
206 **Caller:** How do you get there, Okay.
207
208 **Caller to Unk Party:** Christine (inaudible) you need to bring this up to Kathy (inaudible) and
209 she needs to tell them to get there.
210
211 **F&M_1:** Okay, yeap, Ma'am, okay. Ma'am? Hello?
212
213 **Caller:** Hello?
214
215 **F&M_1:** Hello? Ma'am? Are you with...
216
217 **Caller:** Yeah.
218
219 **F&M_1:** Responders now or no?
220
221 **Caller:** Yeah I'm gonna to walk up to where you should meet me if that's alright?
222
223 **F&M_1:** Okay go, go to the parking lot. Can you make it to the parking lot?
224
225 **Caller:** No, the parking lot is too slow. I'm gonna go up to Cherokee Heights and
226 Annapolis Street, it's way closest, where I.
227
228 **F&M_1:** Okay.

229
230 **Caller:** It's where I was telling the other person on the other phone.
231
232 **F&M_1:** Okay, go to.
233
234 **Caller:** Apparently... go on.
235
236 **F&M_1:** Go okay.
237
238 **Caller:** I'm going up to meet them.
239
240 **F&M_1:** Okay at Cherokee Heights.
241
242 **Caller:** I'm running up the hill.
243
244 **F&M_1:** Cherokee Heights and...
245
246 **Caller:** Cherokee Heights Boulevard and Annapolis. I'm going up the road right
247 now, I'm leaving my group.
248
249 **F&M_1:** Okay, alright, just stay on the line with me. Go ahead.
250
251 **Caller:** I'm staying with you but I.
252
253 **F&M_2+:** I got one adult going to Cherokee and Annapolis.
254
255 **F&M_1:** Tell me when you get there ma'am.
256
257 **Caller:** I could hear the siren.
258
259 **F&M_1:** Okay.
260
261 **Caller:** I could hear the sirens, I'm running up the path.
262
263 **F&M_1:** Okay, okay.
264
265 **Caller:** So it, are you familiar with this, the entrance here? I'm going.
266
267 **F&M_1:** Okay or we can (inaudible).
268
269 **Caller:** I can hear the sirens.
270
271 **F&M_1:** Okay, we told them to meet you at Cherokee Heights and Annapolis,
272 okay?
273
274 **Caller:** Okay, well I...

275
276 **F&M_1:** Just stay on the line with me, go ahead.
277
278 **Caller:** I'm staying, I can hear them coming. Oh my god. I think they are going
279 away from where, where I am.
280
281 **F&M_2:** (Inaudible) Annapolis.
282
283 **Caller:** You guys...
284
285 **F&M_1:** They're going up the hill.
286
287 **Caller:** Their sirens are disappearing.
288
289 **F&M_1:** They're, they're, okay. Okay, ma'am are you there yet?
290
291 **Caller:** I'm still, no, at the top.
292
293 **F&M_1:** Okay.
294
295 **F&M_1 to F&M_2+:** Here, here, here, here.
296
297 **Caller:** I'm afraid. Yeah..
298
299 **F&M_1 to F&M_2+:** Peter Hobart Elementary.
300
301 **F&M_2:** Peter Hobart Elementary.
302
303 **F&M_1 to F&M_2+:** And this is who we should call Tara Westso (sp?). Call there, that's the
304 phone number. I don't know about the 7-6-3.
305
306 **F&M_1:** Can you see them ma'am?
307
308 **Caller:** I can't see, No...
309
310 **F&M_1:** Okay, where are you now?
311
312 **Caller:** I'm on a path heading up but I, I don't hear the sirens. We're up at the top.
313
314 **F&M_1:** Okay, alright. Let me talk to (inaudible).
315
316 **F&M_1 to F&M_2+:** Okay... are they with somebody?
317
318 **Caller:** I don't see anybody.
319
320 **F&M_1:** Okay.

321
322 **Caller:** I think I'm on a path that's not, that's going sideways and not I can't.
323
324 **F&M_1:** Okay, can you see the intersection at all?
325
326 **Caller:** I can't see the, no I'm not up...
327
328 **F&M_1:** Okay, okay.
329
330 **Caller:** ...at the top.
331
332 **F&M_1:** Okay, that's okay, I need you to take a deep breath ma'am, but you know
333 if you need to stop, that's fine. We got responders at, at Joy and Water,
334 okay? I just...
335
336 **Caller:** Yeah, but that's down the hill.
337
338 **F&M_1:** Okay, I don't, I don't want you getting into medical um...
339
340 **Caller:** Okay.
341
342 **F&M_1:** ...problem yourself so okay, if you need to slow down you know.
343
344 **Caller:** No, I just can't believe this happened.
345
346 **F&M_1:** Okay.
347
348 **Caller:** Alright. I'm at the top...
349
350 **F&M_1:** Okay.
351
352 **Caller:** ...of the street but there's nobody here.
353
354 **F&M_1:** Okay, hold.
355
356 **Caller:** I can hear sirens, tell them I'm at the old gate where the, they have a
357 chained and I'm up at Cherokee Heights, high school bus. I'm standing in
358 front of a house.
359
360 **F&M_1:** Okay.
361
362 **Caller:** 5-9-8 but they can't get in this way. They have to park further down the
363 road.
364
365 **F&M_1:** Okay, okay.
366

367 **Caller:** And come from behind the gate.
368
369 **F&M_1:** Okay, just stay where you are ma'am; take a deep breath okay?
370
371 **Caller:** Good God. I can hear sirens everywhere but I don't see anybody.
372
373 **F&M_1:** Okay, just stay right there ma'am, they're all down by the, the...
374
375 **Caller:** ...but I'm afraid if they come directly to me, they can't get the guys in
376 with the gate closed, they have to come in before me.
377
378 **F&M_1:** Okay, they're.
379
380 **Caller:** I'll, I'll start walking to where they should, I can't believe this. I can hear
381 them, the sirens. Do they know that they have to park and walk in?
382
383 **F&M_1:** Yes ma'am but my, my biggest concern is to have you meet with the
384 responders, okay.
385
386 **Caller:** Okay, what did.
387
388 **F&M_1:** Okay, just stay where you are cause from there you can point out where
389 they need to go so just.
390
391 **Caller:** Okay.
392
393 **F&M_1:** Stay with me. Okay?
394
395 **Caller:** I'm right here.
396
397 **F&M_1:** Okay you alright so.
398
399 **Caller:** I could hear them coming, what should I do?
400
401 **F&M_1:** Just, just stay where you are.
402
403 **Caller:** They're coming.
404
405 **F&M_1:** Yep, just flag them down when you see them.
406
407 **Caller:** I'm trying but I'm behind grasses behind the fence, they'll never see me.
408
409 **Caller:** Stop, tell them to slow down there.
410
411 **F&M_1:** Okay.
412

413 **Caller:** I don't want them to shoot pass me.
414
415 **F&M_1:** Okay, are you, I need, are you at the corner ma'am of Annapolis and
416 Cherokee?
417
418 **Caller:** No, I'm at the gate where the fence is chained. See I told the police.
419 Good God. I can hear them but I can't get to them. They seemed to be
420 stopping ahead of me. Tell them they got to stop there and walk behind the
421 fence to me. They'll be to me on that path but I can't reach...
422
423 **F&M_2+:** I'll get em, I'm trying to get em.
424
425 **Caller:** ...out to the street. See, I can hear the sirens coming. Tell them to slow
426 down.
427
428 **F&M_1:** Ma'am.
429
430 **Caller:** Now he stopped.
431
432 **F&M_1:** Okay, can you see them?
433
434 **Caller:** I'm sorry.. No
435
436 **F&M_1:** Okay, can you go..
437
438 **Caller:** But I know..
439
440 **F&M_1:** Can you go to a house? Can you go to a house?
441
442 **Caller:** I can't get out; I'm trapped in the park behind a chained fence.
443
444 **F&M_1:** Okay.
445
446 **Caller:** Um, the house across from me is [REDACTED].
447
448 **F&M_2+ to Unk:** She's behind [REDACTED]
449
450 **Caller:** Oh my God.
451
452 **F&M_1:** Is it 5- [REDACTED] Cherokee?
453
454 **Caller:** 5, 5- [REDACTED] and I believe it's Cherokee Heights.
455
456 **F&M_2+ to Unk:** Okay, she's behind 5 [REDACTED] Cherokee Heights (inaudible) she's behind the
457 fence.
458

459 **Caller to Unk Party:** Hello! Hello!
460
461 **F&M_2+:** God damn it.
462
463 **Caller:** Hello! I don't see them. They park so far away.
464
465 **F&M_1:** Okay.
466
467 **Caller:** What am I going to do?
468
469 **F&M_1:** Just stay right there ma'am, we're trying to locate you okay. Just stay on
470 the line.
471
472 **Caller:** But should I walk towards where I think they parked?
473
474 **F&M_1:** No, no just stay where you are.
475
476 **Caller:** or should I stay.
477
478 **F&M_1:** Ma'am, No, just stay where you are.
479
480 **Caller:** Alright...alright.
481
482 **F&M_1:** They're going to 5-█ Cherokee, okay.
483
484 **Caller:** Okay but remember they can't get in that way.
485
486 **F&M_1:** I understand, I understand. My thing is I need them to contact you first
487 before we worry about them okay.
488
489 **Caller:** Alright, okay. I'm right in front of 5-█
490
491 **F&M_1:** Can you see them?
492
493 **Caller:** No... Hello! I don't see them or hear them. The other house is 5-█; there
494 are no houses on my side of the street. It's on the other side but I don't
495 see anybody? Oh, if, if you could just tell me, I will go towards them.
496
497 **F&M_1:** Ma'am.
498
499 **Caller:** Maybe they...go on.
500
501 **F&M_1:** Okay, are you at Cherokee Heights Boulevard, ma'am or Cherokee
502 Avenue? Do you know?
503
504 **Caller:** I'm on the busy street that abutts Lilydale Park and I'm looking at the

505 map and the map from the park says Cherokee Heights Boulevard and the
506 cross section is Annapolis but I'm on the Cherokee Heights Boulevard
507 Street.
508
509 **F&M_1:** On the Cherokee Height side, right?
510
511 **Caller:** I guess.
512
513 **F&M_1:** Okay.
514
515 **Caller:** I, if only they would come. Oh my God. I'm, I.
516
517 **F&M_1:** Are you able are you still able to, are come out of the chain link fence at
518 all ma'am?
519
520 **Caller:** I can't get out of the chain link fence! I could hear another siren. I hear
521 them coming the other direction. Make them stop! I see them.
522
523 **F&M_1:** Okay
524
525 **Caller:** Tell them to stop! Hello! Hello! Hello! I'm here! I got them.
526
527 **F&M_1:** You got them? Okay.
528
529 **Caller:** I got them.
530
531 **F&M_1:** Hold on, stay on the line with me.
532
533 **Caller:** I'll stay on the line but they don't understand they need to break this...
534
535 **Caller to Unk Party:** Can you break this chain! Can you break this chain and come in this way!
536
537 **Caller:** Thank you.
538
539 **F&M_1:** You're welcome. Ma'am go ahead, I'll just disconnect.
540
541 **Caller:** Ah, you want me too?
542
543 **F&M_1:** Yeah, are you; are you with them they found you right?
544
545 **Caller:** Yeah, they're all right here. They're here.
546
547 **F&M_1:** Okay, I'll disconnect.
548
549 [End of Call]