

START:

Yi: Hello?

O: Are you there ma'am?

Yi: Yes.

O: This is Brandy with the ambulance service, are you OK?

Yi: Yeah I'm doing OK. I feel the water is already in the car. And it's almost (inaudible)

O: Are you still in the car?

Yi: Yes I'm still in the car with my kid.

O: Is the water covering the top of the car?

Yi: No, not there, just under the seats.

O: Just under the seats?

Yi: Uh huh.

O: OK. So the water is not going over the top of the car?

Yi: No. Not yet.

O: And you're not able to get out of the car?

Yi: No we can't. We're in the middle of pond so we cannot get out.

O: OK but the water is nowhere above the car and it's not coming into the car other than under the seats?

Yi: Yes.

O: So it's stopped coming in?

Yi: No I don't think it stopped. It's still coming in.

O: Do you have your windows down or up?

Yi: Yeah the windows are down.

O: But the water is not covering the top of the car?

Yi: No.

O: How old is your baby?

Yi: Five.

O: Five. Is he okay?

Yi: He's crying but he is ok.

O: Ok, we have the ambulance on the way I want you to stay on the line with me, Ok?

Yi: Ok.

O: I want you to listen carefully and I'll help you, OK?

Yi: Ok.

O: Have you got your seat belts unlocked?

Yi: Uh huh. No, it's locked.

O: Is your seatbelt still on?

Yi: So I need to unlock my seatbelt?

O: Take your seatbelts off of you and your child.

Yi: Ok. It's unlocked.

O: Ok is the baby unlocked?

Yi: No. He's in the back.

O: Are you able to unlock his seatbelt?

Yi: Let me try.

O: He unlocked it himself.

Yi: He's already unlocked himself?

O: Uh huh.

O: Ok. And you said you're window is down?

Yi: Yes.

O: Are you able to swim?

Yi: No.

O: You cannot swim?

Yi: No. And now the water is on the seats.

O: It's on the seat?

Yi: Uh huh.

O: Ok I want you to stay on the line with me but you do not know how to swim?

Yi: No. I don't know.

O: Does your child?

Yi: No. He (inaudible)

O: Ok. Just try and comfort him and calm him down, ok.

Yi: Yeah. I'm trying.

O: Ok.

Yi: —Calm him down.

O: Is your window all the way down?

Yi: Yes it's all the way down.

O: Ok. You let me know, you keep letting me know where the water is, Ok?

Yi: It's almost, it's almost on the top of the front of the car.

O: Ok stay on the line with me.

Yi: Where is the ambulance and the other people?

O: They're all on their way. Are you able to climb out of the car and get on the roof?

Yi: No. I can't.

O: Ok, are you able to put your child on top of the roof of the car, through the window?

Yi: No. There is too much... I cannot do that.

O: Ok. When the water gets too high we're going to need to get you on top of the roof.

Yi: Ah. Let me try. I don't think I can do that.

O: Ok, talk to your son. Try to comfort him. Tell him to calm that the ambulance is on the way. Is that him I hear screaming?

Yi: Yes.

O: Ok, Is the water above the seats yet?

Yi: Yeah it's almost above the seats.

O: Are you listening?

Yi: Yes.

O: I need you to try to get you and your son on top of the roof of the car?

Yi: There's no way to do that. (inaudible) The water is on top of the car.

O: The water is on top the car?

Yi: Mhmm. The front top of the car.

O: Ok, and you're on Cooper Orbit, right?

Yi: Yes. Cooper Orbit... It's Cooper Orbit.

(5:00)

O: OK, yes ma'am we have an ambulance on the way. So the water is covering the roof of the car completely?

Yi: Not completely. It's almost there.

O: Ok. If you can, we need you to try to get on the roof the car so you can stand so the water doesn't sink into the car.

Yi: It's falling.

O: You're falling?

Yi: Uh huh. The care is falling in the water.

O: OK ma'am, I need you to try and get out and get on the roof of the car with your child .

Yi: There's no way to do that. If I open the door—

O: I don't want you to open the door. You said your window is down I need you to try and go out the window.

Yi: But the water is up on the window.

O: Is your window still open?

Yi: No.

O: You rolled your window up?

Yi: I didn't... where's the ambulance?

O: They're coming. Ma'am, they're coming. OK, does your son know how to hold his breath?

Yi: Yeah.

O: OK, when the water gets full in your car, when it covers your head I want y'all to take a deep breath I need you to try and open the car door once the car is full. Is the doors unlocked?

O: Ma'am?

Yi: Yes.

O: Can you roll your window down and get out?

Yi: No I don't think so.

(gurgle)

O: OK, I need you to listen to me, okay? You must allow your car to fill with water in order to open the door. Just before the water covers your head take a deep breath.

Yi: Ok.

O: Once the—

Yi: We can climb to the back of the car and the water is not there yet.

O: OK, so the water's not over the back of the car? Is the window out?

Yi: The window it's almost (inaudible) the water is on the (inaudible).

O: Ok listen, listen, is the back window open? Are you able to open the back window?

Yi: Yes, but if I open it the water will come in.

O: OK, listen to me we need to try and get out of the car so the water does not go all the way completely up. Are you able to, is the water covering the back window?

Yi: Yes it's covered.

O: Do you have anything sharp in there to open the window, to break the window? Ma'am?

Yi: Yes.

O: Do you have anything sharp in there to break the window?

Yi: No. I don't have any sharp things.

O: OK, listen to me, ok? I need you to listen to my instructions. You're going to allow the car to fill with water in order to open the door just before —

Yi: (inaudible) Ambulance, where is the ambulance?

O: They are coming ma'am, they are coming. Listen to me, I'm trying to help you, once the car is full you should be able to open the door and get to the surface. If the door won't open, we need to break the outside window by hitting the corner with a sharp or heavy object, OK?

Yi: Ok.

O: If the window won't break then I want you to kick it out and follow the bubbles to the surface

(inaudible)

Yi: It's on Cooper Orbit.

O: Ma'am.

Yi: The ambulance?

O: They're coming. Where is the water at in the car?

Yi: It's almost, almost (inaudible) all of the car.

O: I need you to try to get out of the car with your baby.

Yi: (inaudible) how to get out.

O: Can you roll a window down? Ma'am?

Yi: Yes. I'm trying.

O: What's your name?

Yi: Jinglei.

O: What is it?

(inaudible)

O: OK, listen to me, are you able to roll a window down?

Yi: Let me try.

O: If you can roll a window down that isn't covered with water lets do that.

(10:00)

O: Were you able to get a window down?

Yi: No.

O: It won't roll down? Ma'am?

Yi: Yes.

O: Is it going to roll down at all?

Yi: No, I don't know how to open it.

O: Does it have a window or does it have a roll? Ma'am?

Yi: Yes.

O: Listen to me. We need to get you and your son out. Are you able to break the window or kick it out?

Yi: No. I tried but I cannot.

O: Have you used your feet to try and kick it out?

Yi: No.

O: OK. We need to try and break the window out so you can get out.

(inaudible)

O: Where is the water at on your body?

Yi: My neck.

O: It's at your neck?

Yi: Yes.

O: We need to try and break the window out so you and your son can get out.

Yi: We cannot get out. I need firefighter and ambulance.

O: We've got them on the way ma'am. They're trying to find you. I need you to please try and break the window out. Are you able to open the door?

Yi: No. I tried but I couldn't.

O: Is the doors locked?

Yi: (inaudible) the water, all the pressure from outside.

O: Listen to me, listen to me, OK? When the water comes all the way in the car and covers your head I want you tell your son to take a deep breath. When the car is full of water, I want you to please open the door, real hard. OK?

Yi: (inaudible)

O: Ok? Tell your son to take a deep breath when it covers his face.



Yi: No. It's not opening.

O: OK, listen to me the door won't open until the waters completely full in your car.

(inaudible)

O: Are you there?

Yi: I heard the ambulance.

O: Ok. Try to keep your son calm. Is he OK?

Yi: Yes.

O: OK, keep his head above water. I want you to stay on the line with me do not disconnect.

Yi: Yes.

O: Keep his head above the water. I want you to keep trying to open that door and trying to get out.

Yi: We cannot get out. I tried but I couldn't.

O: OK, is your car electric or does it have roll windows?

(inaudible)

O: Are you there?

Yi: Yes. (inaudible) Sorry I cannot see anything right now. The water is almost (inaudible) the car.

O: Are you there? Hello?

(13:40)