

- Participation of the building occupants in recent fire drills.
- Decision not to continue reconnaissance of the building and not to fight the fires within.

Other human performance factors did not play a life safety role in WTC 7 on September 11, 2001, but could have been important had the fires been more widespread, the building damage more severe, or the building occupancy at full capacity:

- Accuracy and reliability of communications among emergency responders and building occupants.
- Efficiency of management of large-scale emergency incidents.