

IN THE FIFTH CIRCUIT COURT
FOR DAVIDSON COUNTY, TENNESSEE
AT NASHVILLE

SHAUNDELLE BROOKS,
INDIVIDUALLY, AND NEXT-OF-KIN
TO THE DECEASED, AKILAH
DASILVA,

Plaintiff,

VS.

TRAVIS REINKING,

Defendant.

) Case: 18C1777
) Jury Demanded

SHAUNDELLE BROOKS,
INDIVIDUALLY, AND NEXT-OF-KIN
TO THE DECEASED, AKILAH
DASILVA,

Plaintiff,

VS.

THE METROPOLITAN GOVERNMENT OF
NASHVILLE AND DAVIDSON COUNTY,

Defendant.

) Case: 19C980
) Jury Demanded

DEPOSITION OF

MI CHELE DONEGAN

October 28, 2019

Taken on Behalf of the Plaintiff

E. Kimberly Underwood, CCR, LCR

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STIPULATIONS

The deposition of MICHELE DONEGAN was taken by counsel for the Plaintiff by agreement, on October 28, 2019, at approximately 10:00 A.M., at 45 Music Square West, Nashville, Tennessee, for all purposes under the Tennessee Rules of Civil Procedure.

All formalities as to notice, caption, certificate, et cetera, are waived. All objections, except as to the form of the questions, are reserved to the hearing.

It is agreed that *E. Kimberly Underwood, CCR, LCR*, being a Licensed Court Reporter and Notary Public in and for the State of Tennessee, may swear the witness, and that the reading and signing of the completed deposition are waived.

* * *

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MICHELE DONEGAN

was called as a witness, and having been first
duly sworn, testified as follows:

EXAMINATION

BY MR. MANOOKIAN:

Q. Ma'am, can you state your name for
the record.

A. Michele Donegan.

Q. Ms. Donegan, have you given a
deposition before?

A. Yes, I have.

Q. On how many occasions?

A. More than one, less than five.

Q. And what was the occasion for you to
give a deposition most recently?

A. Involving a lawsuit, federal
lawsuit.

Q. And were you a party in that
deposition?

A. I was the representative for
Metropolitan Government.

Q. Do you recall the name of the
Plaintiff in that lawsuit?

A. Danielle Bennett.

1 Q. And what were generally the
2 allegations in that case?

3 A. She was terminated from the DEC, and
4 she felt her First Amendment right had been
5 violated.

6 Q. And you gave a deposition in that
7 case as a representative of what organization?

8 A. The Department of Emergency
9 Communications.

10 Q. Were you an employee of the
11 Department of Emergency Communications at the
12 time that you gave a deposition in the case
13 where Danielle Bennett was a plaintiff?

14 A. Yes.

15 Q. How long were you an employee of the
16 Department of Emergency Communications?

17 A. From September -- I transferred over
18 there in September of 2015. I think the
19 official date was October 1, officially. And I
20 left there in June of 2019.

21 Q. I'm going to go over a few ground
22 rules at the onset of this deposition that are
23 just designed to make today go more efficiently
24 and easy for the court reporter. If you'll let
25 me finish my questions, I'll let you finish your

1 answers. It will make for a cleaner transcript.

2 Is that acceptable?

3 A. Yes.

4 Q. Will you answer my questions audibly
5 as opposed to nodding or shaking your head?

6 A. Yes.

7 Q. If you don't understand any of my
8 questions, will you tell me?

9 A. Yes.

10 Q. As a result you agree that it's fair
11 for anyone who reads this transcript in the
12 future and sees that you've answered a question
13 to presume that you understood that question?

14 A. Yes.

15 Q. When you were employed by the
16 Department of Emergency Communications, that is
17 a department of what entity or section of
18 government?

19 A. It's part of the Metropolitan
20 Government. When I was first hired there they
21 were actually overseen by a board, however --
22 and they were under general services of the
23 Metropolitan Government, but about a year after
24 I was there it became its own independent
25 department under Metropolitan Government.

1 Q. And when you say Metropolitan
2 Government, do you mean the Metropolitan
3 Government of Nashville?

4 A. Yes, I do.

5 Q. When you began at the Department of
6 Emergency Communications on October 1 of 2015,
7 what was your title?

8 A. Director.

9 Q. Had you ever previously worked for
10 the Department of Emergency Communications or a
11 Department of Emergency Communications anywhere
12 in the country prior to October of 2015?

13 A. No.

14 Q. What was it that made you qualified
15 to serve as the director of the Department of
16 Emergency Communications as of October 2015 for
17 the Metropolitan Government of Nashville?

18 A. They were looking for someone to lead
19 that department. And I brought with it from
20 skills and abilities that I had from my previous
21 employment (sic).

22 Q. And what had been your previous
23 employment?

24 A. The Metro Police Department, under
25 the Metropolitan Nashville Government. I was

1 the commander of Hermitage precinct.

2 Q. Prior to October of 2015 had you ever
3 held a position where you were responsible for
4 coordinating emergency response across multiple
5 metropolitan departments?

6 A. Can you say that one more time?

7 Q. Sure. Is it part of the Department
8 of Emergency Communication's responsibilities to
9 coordinate responses to emergency calls?

10 A. Yes.

11 Q. Is it part of the Department of
12 Emergency Communication's responsibility to
13 coordinate responses to emergency calls across
14 multiple departments, such as a police
15 department, a fire department, or an ambulance
16 service?

17 A. Yes, sir, it is.

18 Q. Prior to October 2015 had you ever
19 held a position where you were responsible for
20 coordinating or responding to emergency calls
21 across multiple emergency services?

22 A. Prior to that I was with the police
23 department. Not multiple services, no, sir.

24 Q. Understood. And as commander of the
25 Hermitage precinct, you weren't, for example,

1 responsible for dispatching fire trucks?

2 A. That's correct.

3 Q. You wouldn't have dispatched
4 ambulance services?

5 A. That's correct.

6 Q. Prior to October of 2015 you didn't
7 have any experience coordinating emergency
8 response across multiple departments citywide;
9 correct?

10 A. That would be correct.

11 Q. How is it that you came to be named
12 the director of the Department of Emergency
13 Communications? And by that I mean, was there a
14 job posted that you applied for or did someone
15 suggest to you that you should seek this role?

16 A. It was posted.

17 Q. What was the application process that
18 led to you becoming the director of the
19 Department of Emergency Communications in
20 October of 2015?

21 A. After you filled out an application
22 with your qualifications, you presented that.
23 And then they went through I don't know how
24 many, and they narrowed the list down, and you
25 went before an interview board or panel.

1 Q. Do you recall the members of that
2 interview board or panel that you appeared
3 before?

4 A. Chief August Washington. Chief White
5 with the fire department. Chief Anderson with
6 the police department. And Nancy Whitmire, who
7 was over general services. And that's all I can
8 recall.

9 Q. Have you ever held elected office?

10 A. No, sir.

11 Q. Have you ever run for elected
12 office?

13 A. No, sir.

14 Q. Did you start your tenure with the
15 metro police force as a patrol officer or duty
16 officer?

17 A. Yes, I did.

18 Q. What year, if you can recall,
19 approximately, did you begin your career with
20 the Metro Nashville Police Department?

21 A. In 1987.

22 Q. Are you married?

23 A. Yes, I am.

24 Q. What does your husband do for a
25 living?

1 A. He's a police sergeant with the
2 Metropolitan Police Department.

3 Q. What precinct is he with?

4 A. He's not with a precinct.

5 Q. What is his role or responsibility,
6 if you can describe it succinctly?

7 A. He's a sergeant over the major drug
8 task force.

9 Q. As part of your training or
10 orientation to assume your role as director of
11 the Department of Emergency Communications, did
12 you learn and were you instructed as to the
13 purpose and the responsibilities for the
14 Department of Emergency Communications?

15 A. Yes.

16 Q. What does the Department of Emergency
17 Communications do?

18 A. They provide -- they answer all
19 emergency and non-emergency calls for service
20 for the police, fire, and medical.

21 Q. They do more than simply answer those
22 calls; correct?

23 A. They answer the calls and they
24 dispatch the appropriate units for those
25 calls.

1 Q. Are there certain designated numbers,
2 that if I called as a citizen of Metropolitan
3 Nashville, would be answered by the Department
4 of Emergency Communications?

5 A. Yes, sir.

6 Q. Are those numbers 911 and 862-8600?

7 A. That's correct.

8 Q. Are there other numbers that are
9 immediately routed to the Department of
10 Emergency Communications?

11 A. No, sir.

12 Q. 911 is the designated number for
13 emergency calls for service that are answered by
14 the Department of Emergency Communications;
15 correct?

16 A. That's correct.

17 Q. 862-8600 is the designated number for
18 non-emergency calls for service that are
19 answered by the Department of Emergency
20 Communications; correct?

21 A. That's correct.

22 Q. Is there a policy in place at the
23 Department of Emergency Communications that
24 distinguishes between emergency calls and calls
25 of a non-emergent nature?

1 A. I'm not sure that it's written
2 specifically in our policy of what that is. 911
3 is when you can't wait, when it's life or
4 death.

5 Q. And conversely, 862-8600 is a
6 non-emergent line for matters that are not life
7 or death?

8 A. That's correct.

9 Q. Life threatening matters are
10 appropriately handled as emergent matters;
11 correct?

12 A. Yes, sir.

13 Q. In an emergent life threatening
14 situation, is there a process for the Department
15 of Emergency Communications to both answer and
16 dispatch service to the caller?

17 A. There would be procedures, yes,
18 sir.

19 Q. Are those procedures written down?

20 A. Yes, sir.

21 Q. Are those procedures contained in a
22 guidebook or a handbook for employees of the
23 Department Of Emergency Communications?

24 A. All of our policies, procedures, and
25 training manuals are available via the Internet,

1 which is available to all employees, and it's
2 through a program, PowerDMS.

3 Q. Are employees, including dispatchers
4 of the Department of Emergency Communications,
5 required to read, review, and become familiar
6 with all of those policies and procedures prior
7 to taking their first call?

8 A. Through the training process, yes,
9 sir.

10 Q. And the Department of Emergency
11 Communications monitors employees' and
12 dispatchers' review and completion of those
13 policies and procedures prior to allowing them
14 to take a first call; correct?

15 A. Explain what you mean by review.
16 Repeat that one more time.

17 Q. Sure. I'll give you an analogy.

18 A. Yes.

19 Q. Before me or Chris were allowed to be
20 lawyers, we had to review all types of laws,
21 statutes, case law. And the state determined
22 that we had reviewed those to a certain level of
23 sufficiency by giving us a test in the form of a
24 bar examination, that we then passed, and
25 received some type of credential. They didn't

1 just rely upon me or Mr. Lackey telling them
2 that we felt that we had sufficiently studied
3 things. There was a test to determine that that
4 occurred. Is there some objective independent
5 way that the Department of Emergency
6 Communications verifies that their employees
7 have been appropriately trained or well read on
8 policies and procedures before allowing them to
9 both take calls and dispatch service to those
10 calls?

11 A. Yes, sir. There is a six week
12 training academy that every call taker attends.
13 There are quizzes, as well as tests, that are
14 administered throughout that. And then there's
15 a final examination at the end. They have to go
16 through all the process to ensure they are able
17 to receive all the certifications that are
18 needed prior to their call taking and/or
19 dispatching. Those are actually two different
20 academies that someone attends. So, the call
21 taker academy is for six weeks, and then they go
22 to on-the-job training for call taking for a
23 rotation of three months, then they go back to
24 the class room for dispatch training for a two
25 week period. Then they do another three month

1 rotation dispatching with a training officer.

2 So, yes, sir.

3 Q. Are dispatchers and employees of the
4 Department of Emergency Communications also
5 subjected to ongoing performance reviews of
6 their on-the-job performance?

7 A. Yes. There's reviews throughout
8 their first year of training. There's reviews
9 along the way. And then there's also yearly
10 annual reviews on all employees of DEC.

11 Q. Employees are graded on certain
12 objective criteria in which you can measure
13 their performance at the Department of Emergency
14 Communications; correct?

15 A. Yes, sir.

16 Q. What are some of those criteria?

17 A. I would have to have one of those
18 evaluations handy to know specifically, because
19 they're job specific for what the job is a
20 certain person does.

21 Q. What are some of the various jobs at
22 the Department of Emergency Communications? I'm
23 more interested in those individuals who answer
24 the phone and dispatch service as opposed to
25 some administrative task.

1 A. Correct. Like, what are their -- say
2 that again. What are the tasks?

3 Q. What are the different roles? As a
4 layperson who has not worked in either law
5 enforcement or emergency dispatch, I picture,
6 for lack of a better term, some sophisticated
7 call center where people in real time are
8 answering calls and have certain tools available
9 to them to dispatch people. And I would just
10 think of those people as dispatchers. Are there
11 different roles among the people who take calls
12 and dispatch services?

13 A. Yes, sir.

14 Q. What are those roles?

15 A. Call taker. Those are the
16 individuals who are answering the 911 and the
17 862-8600 calls. They gather the information
18 from the caller. They determine if the call
19 needs to -- how it needs to be coded. They put
20 all the information into the call, which is a
21 computer aided dispatch system. And they send
22 it, and it goes by the location to the
23 appropriate dispatch, which is a different
24 individual. So, you have people who are call
25 takers who are answering the phone, and you have

1 dispatchers who are the individuals who are
2 dispatching calls to the police, fire, and
3 medical.

4 Q. Okay. Focusing on the call takers,
5 and including -- kind of what I'm trying to
6 flesh out here is how we grade their
7 performance. The three things that I heard you
8 say that are expressly part of their duties are,
9 one, to gather the information?

10 A. Correct.

11 Q. When somebody calls in, you have to
12 tease out what it is they're calling about. And
13 I suspect, in some circumstances, that's not an
14 easy task, because you may have people who are
15 excited, fearful, or in some other state that
16 makes them less than accurate relaters of what's
17 occurring. Is that correct?

18 A. When people call with an emergency
19 situation, it generally is a very -- they're
20 often very excited, scared, there's a lot of
21 emotions that they do have to go through to find
22 out what's going on.

23 Q. So, part of one of the duties of the
24 call taker for the Department of Emergency
25 Communications is to somehow gather that

1 information in this acute and stressful
2 interaction?

3 A. Correct.

4 Q. The next duty that I heard you
5 identify for call takers for the Department of
6 Emergency Communications is to code the call.
7 What does it mean to code the call?

8 A. Whether it's a fire call, a police
9 call, or medical call, and the type of call. Is
10 it an armed robbery, et cetera.

11 Q. So, within the first framework in
12 coding is to determine whether it's fire,
13 police, or medical; correct?

14 A. I do not know the order in which the
15 protocol has them determine that.

16 Q. Understood. Part of coding the call
17 then is also determining the specific nature of
18 the request for service in terms of, this is a
19 drowning, or this is a fire, or this is an armed
20 robbery?

21 A. They're finding out all the
22 information they can so they can code the call
23 correctly, yes.

24 Q. It's important to code the call
25 correctly, because the manner in which the call

1 is coded will dictate who responds to it;
2 correct?

3 A. It can.

4 Q. It frequently does? For example, if
5 someone called in to say that there was a grease
6 fire in their kitchen, that would go to fire as
7 opposed to police; correct?

8 A. That's correct.

9 Q. Coding the call correctly is
10 important, because it leads to the determination
11 of who is dispatched to respond to the call;
12 correct?

13 A. That's correct.

14 Q. The third task that I heard you
15 identify for call takers is inputting the
16 information. What does that consist of?

17 A. A brief narrative for the dispatcher
18 to relay to the responding police, fire, or
19 medical personnel.

20 Q. Is the call taker also taking down
21 information about the location of the individual
22 requesting service?

23 A. The location is part of the call,
24 yes.

25 Q. How is the location gathered or

1 identified by the call taker?

2 A. They have various ways of doing that.
3 They're gathering information from the caller.

4 Q. Okay. So, one way is to simply ask
5 the caller where they are?

6 A. Correct.

7 Q. Are there other tools at the call
8 taker's disposal to determine the location of
9 the individual requesting service?

10 A. There is. I am not -- I'm not
11 trained to call take, so there's -- they learn
12 that in their initial training on the various
13 tools they have available to determine a
14 person's location.

15 Q. Now, you served as the director of
16 the Department of Emergency Communications for
17 almost four years; correct?

18 A. From the time frame I told you, yes,
19 sir.

20 Q. And I have that as October 2015 to
21 June of 2019; is that correct?

22 A. That's correct.

23 Q. During that time did you oversee all
24 aspects of the Department of Emergency
25 Communications for Metro Nashville?

1 A. I was responsible for the department
2 as a whole, yes, I was.

3 Q. Anything that happened in that
4 department, you were the director; correct?

5 A. That's correct.

6 Q. The buck stopped with you; correct?

7 A. I was the final authority, yes,
8 sir.

9 Q. So, you had final authority on items
10 from personnel, to training, to the tools that
11 were used by the employees over whom you were
12 the director; correct?

13 A. Correct.

14 Q. You were familiar with the tools that
15 your employees used to complete their job;
16 correct?

17 A. With some of those, yes, sir. I
18 would not say I was familiar with every tool
19 they have, because I didn't do that function. I
20 had assistant directors over each separate
21 division of our department, and they were the
22 ones that oversaw either operations or
23 support.

24 Q. I understand that you weren't
25 physically down in a call center taking calls?

1 A. Correct.

2 Q. But you were the individual who was
3 charged with not only overseeing those call
4 takers, but also ensuring that they had the
5 resources available that they needed to do their
6 job; correct?

7 A. I didn't -- I was not responsible for
8 directly overseeing the call takers. They
9 reported to a supervisor, who reported to a
10 manager, and then there was the assistant
11 director, and then myself.

12 Q. Were you responsible for ensuring
13 that the employees over whom you served as the
14 director had the resources they needed to do
15 their job?

16 A. Yes.

17 Q. Part of the resources that they would
18 have to do their job would be tools to identify
19 the location of individuals calling for service;
20 correct?

21 A. Correct.

22 Q. What were some of the tools available
23 at the call taker's disposal to identify the
24 location of individuals calling for service?

25 A. I won't be able to give you that

1 directly, or all-inclusive, because I may not
2 know.

3 Q. That's fine.

4 A. But the majority of the information
5 they gathered was from the caller themselves.
6 They could use, if it was a Phase II phone, GPS
7 coordinates. They could use CrissCross. And
8 then there's additional tools that I'm sure they
9 are trained to use that I may not be
10 specifically aware of.

11 Q. Well, if you can even describe those,
12 tell me.

13 A. I don't know.

14 Q. Okay. What is a Phase II phone?

15 A. A Phase II phone has the ability to
16 transmit an X and a Y coordinate. Some of the
17 older phones are only available -- have the
18 ability to give one coordinate, versus both.

19 Q. Are we talking about cell phones?

20 A. Yes, sir.

21 Q. There are certain cell phones that
22 have the ability to transmit their X and Y GPS
23 coordinates; correct?

24 A. That's correct.

25 Q. And that is standardly used in

1 emergency response when needed or necessary;
2 correct?

3 A. It can be used, yes.

4 Q. The Department of Emergency
5 Communications for Metropolitan Nashville
6 Tennessee has the ability to receive
7 transmittals of X and Y coordinates from
8 Phase II phones for the purpose of determining
9 that phone's location; correct?

10 A. We do have that ability, yes, sir.

11 Q. The Department of Emergency
12 Communications has had that ability at least
13 since 2015 when you took over as the director;
14 correct?

15 A. That's correct.

16 Q. What is CrissCross?

17 A. It's basically referred to as an
18 electronic phone book. You can put in
19 information to find cross streets and/or
20 locations.

21 Q. Does CrissCross use any real-time
22 data that's being transmitted by a caller?

23 A. No, sir, not to my knowledge.

24 Q. CrissCross requires the call taker to
25 enter certain pieces of information, and it uses

1 that information to try to, for lack of a better
2 word, triangulate a location through its own
3 database?

4 A. I wouldn't use the word triangulate.
5 But it's -- you enter information and it can
6 give you some options.

7 Q. Is it essentially an electronic phone
8 book?

9 A. That's what it's often referred to,
10 yes.

11 Q. How often is the electronic phone
12 book in use by the Department of Emergency
13 Communications updated?

14 A. It's a program that we purchase. And
15 it's quarterly. I believe -- I'm not 100
16 percent sure, but I believe it's quarterly that
17 it's released. Our IT division would be able to
18 answer that question more accurately.

19 Q. I would need to depose someone from
20 your IT division to get a specific response to
21 that question; correct?

22 A. Yes, sir.

23 Q. The electronic phone book in use by
24 the Department of Emergency Communications is
25 one that is purchased from a third party vendor;

1 correct?

2 A. It's purchased from CrissCross. I
3 don't know what third party you're referring
4 to.

5 Q. It's a vendor outside of the
6 department, outside of Metropolitan Nashville?

7 A. That's correct.

8 Q. This isn't an electronic phone book
9 that's created and maintained by Metropolitan
10 Nashville?

11 A. No, sir.

12 Q. It's an electronic phone book that's
13 created and maintained by a company called
14 CrissCross?

15 A. Correct.

16 Q. Does the Department of Emergency
17 Communications subscribe to that electronic
18 phone book such that it gets continuing updates,
19 or does it simply purchase the electronic phone
20 book as it exists at a certain date and time?

21 A. As I said, IT would be able to give
22 you the specifics on that much better than I
23 would. My understanding is it's updated
24 quarterly.

25 Q. One of the reasons that the

1 Department of Emergency Communications sought
2 out and secured the ability to receive
3 transmissions of GPS coordinates from callers is
4 because callers are frequently unable to give
5 their precise location in emergency situations;
6 correct?

7 A. I wasn't there when they started
8 that, so I can't say what that purpose was.

9 Q. Can you conclude that based on your
10 experience as the director of Emergency
11 Communications for an almost four year period?

12 A. That -- would you repeat the
13 question?

14 Q. Sure.

15 A. It sounded like you were asking
16 something that was prior to me being there.

17 Q. Let me ask it foundationally.

18 A. Okay.

19 Q. The Department of Emergency
20 Communications isn't out just tracking people's
21 cell phone for prurient interest; correct?

22 A. Correct.

23 Q. You're not looking to see where
24 Mr. Lackey is at some particular point in time
25 just because you're curious; correct?

1 A. We do not have that ability.

2 Q. You're doing it because in an
3 emergency situation it's valuable to be able to
4 determine with precision where a caller is
5 located; correct?

6 A. It is a tool that is used, yes,
7 sir.

8 Q. And it's important to be able to
9 determine with precision where a caller is
10 located; correct?

11 A. Correct.

12 Q. Frequently callers cannot do that on
13 their own during an emergency; correct?

14 A. That happens.

15 Q. It also happens that in an emergent
16 situation where there may be multiple callers,
17 the call taker may get conflicting information
18 about where the emergency is occurring; correct?

19 A. It's possible.

20 Q. That's happened in the past;
21 correct?

22 A. That there's conflicting information
23 on a location?

24 Q. Sure.

25 A. Absolutely.

1 Q. That happens not infrequently;
2 correct?

3 A. I don't know how frequently, but I
4 feel confident that that happens.

5 Q. One of the ways to pierce through
6 that fog of information during an emergency is
7 to utilize the tool that's available to
8 Department of Emergency Communications call
9 takers in the form of locating a caller by their
10 GPS X-Y coordinates; correct?

11 A. It can be used, yes.

12 Q. Call takers at the Department of
13 Emergency Communications in Nashville are
14 trained on how to utilize GPS coordinates
15 received by cell phones; correct?

16 A. Yes, sir, that would be part of the
17 training program.

18 Q. There isn't a call taker at the
19 Department of Emergency Communications who was
20 somehow unaware that they were able to precisely
21 determine callers locations by GPS coordinates
22 in April of 2018; correct?

23 A. There would not be a call taker that
24 did not know that.

25 Q. All the call takers knew that they

1 were able to locate callers by precise GPS
2 coordinates by 2017; correct?

3 A. They knew it was a tool that was
4 available to them, yes.

5 Q. Would there be any reason not to use
6 that tool?

7 MR. LACKEY: Object to the
8 form.

9 A. I'm not trained in call taking. So,
10 I can't tell you at what point -- if a caller
11 calls in -- I don't know the answer to that. I
12 think you would have to talk to our training
13 division to know specifically the order in which
14 that occurs, because I'm not trained in that,
15 and I would not feel comfortable in saying.

16 Q. Who in the training division should I
17 pose that question to?

18 A. There's a supervisor. Her name is
19 Nell Hayes.

20 Q. And did you supervise Nell Hayes?

21 A. Not directly.

22 Q. Did you indirectly supervise Nell
23 Hayes?

24 A. She would have been in the chain of
25 command, but I did not indirectly supervise

1 her.

2 Q. You supervised everybody at the
3 Department of Emergency Communications during
4 your time there; correct?

5 A. Well, they weren't my direct
6 reports.

7 Q. Understood. But as the director you
8 supervised everybody at the Department of
9 Emergency Communications from October 1, 2015
10 through June of 2019; correct?

11 A. Yes, sir, I was the leader.

12 Q. This what I mean when I ask whether
13 there's any reason one would not utilize GPS
14 coordinates. Was there some additional cost to
15 doing so?

16 A. No, sir. Well, I don't know if there
17 was an initial cost for the equipment that we
18 utilized for that, but did it cost the call
19 taker more? No.

20 Q. And that's what I'm getting to. I
21 suspect that the equipment itself had some cost
22 when it was purchased and implemented. What I'm
23 asking is, on any individual call, if I were to
24 press the F11 key and get GPS coordinates, would
25 there be some corresponding charge to the

1 Department of Emergency Communications in the
2 form of a bill or invoice?

3 A. No, there would not.

4 Q. It doesn't cost anything to determine
5 someone's GPS coordinates precisely during an
6 emergency call for service; correct?

7 A. Correct.

8 Q. Another reason one might not take an
9 action, other than cost, would be the amount of
10 physical or mental activity something would
11 require. If it requires a significant amount of
12 effort to do something, that's another reason
13 one might not do it. Did it require the call
14 takers to engage in some significant additional
15 amount of physical exertion to determine a
16 caller's precise GPS coordinates?

17 MR. LACKEY: Object to the
18 form.

19 A. Not to my knowledge.

20 Q. And that's just fundamentally because
21 of technology it makes it available at the
22 stroke of a key; correct?

23 A. I don't know if it's the stroke of a
24 key. I don't know the answer to that. But it's
25 available through the computer system.

1 Q. It's available to a call taker at
2 their individual terminal; correct?

3 A. That's correct.

4 Q. They don't have to get up and walk
5 across the room and consult a file cabinet;
6 correct?

7 A. Correct.

8 Q. And likewise, it's available close to
9 instantaneously at that computer terminal;
10 correct?

11 A. I don't know how instantaneously,
12 because I know GPS coordinates work on a cycle,
13 but it will be available, if it's going to be
14 available. There are various factors when it's
15 not.

16 Q. If it's available, it's available
17 within a matter of seconds or minutes;
18 correct?

19 A. It's generally updated on about a
20 30-second loop.

21 Q. Likewise, there's nothing about
22 determining the GPS coordinates for an
23 individual call taker where a dispatcher is
24 required to engage in some significant mental
25 exertion; correct?

1 A. Could you state that again? There
2 could be a lot of mental things going on during
3 a call. So, I don't want to just blanketly say
4 correct, because they could be multi-tasking
5 many things at that time.

6 Q. Have you ever seen the movie "A
7 Beautiful Mind" with Russell Crowe?

8 A. I did.

9 Q. You know that scene where he's
10 famously writing on a whiteboard all of these
11 algebraic and calculus equations?

12 A. Yes.

13 Q. A call taker is not required to do
14 that to figure out GPS coordinates; correct?

15 A. Correct.

16 Q. All of those calculations take place
17 within the terminal, which then spits out the
18 GPS coordinates to the call taker; correct?

19 A. That would be correct.

20 Q. There is no significant mental
21 exertion that is required of a call taker to
22 determine an individual caller's GPS
23 coordinates; correct?

24 A. That would be correct.

25 Q. All they have to do is rotely press a

1 key or a series of keys at their computer
2 terminal; correct?

3 A. Again, I'm not trained on it, but
4 yes, sir, it's available to them at their
5 station. I can't tell you how many keys they
6 have to press to have that happen.

7 Q. In order to determine an individual
8 caller's precise GPS location, there is no
9 additional cost to a call taker; correct?

10 A. Correct.

11 Q. There is no significant physical
12 exertion required of a call taker; correct?

13 A. In the way we described it,
14 correct.

15 Q. And there is no significant mental
16 exertion required of a call taker; correct?

17 A. In the way we discussed it,
18 correct.

19 Q. I have been able to think of three
20 reasons why one might not engage in the
21 additional step of determining an individual
22 caller's GPS location; and I thought of cost,
23 physical requirement, or mental requirement.
24 Can you think of any other reason in your time
25 as the director of the Department of Emergency

1 Communications why a call taker wouldn't
2 determine the precise GPS coordinates of a
3 caller when that information could be helpful?

4 A. The caller may have --

5 MR. LACKEY: Object to the form.
6 Go ahead and answer.

7 A. The caller may have already
8 established their location, would be one.

9 Q. And that's one of the reasons I said
10 when that information would be helpful. Can you
11 think of any situation where the precise GPS
12 coordinates could be helpful and a reason why a
13 dispatcher wouldn't determine those precise GPS
14 coordinates?

15 MR. LACKEY: Object to the
16 form.

17 A. Could you ask me that question again.

18 Q. Yes. Is there any appropriate reason
19 not to determine the precise GPS coordinates of
20 a caller when that information would be
21 helpful?

22 A. I think that would be best answered
23 by the training division, because they would be
24 the individuals who educate the call takers on
25 entering the location and when to move

1 forward.

2 Q. But as you sit here today, and as the
3 immediate past director of the Department of
4 Emergency Communications, you can't think of any
5 reason why it would be appropriate for a call
6 taker not to determine precise GPS coordinates
7 for a caller when that information would be
8 helpful?

9 A. If they already feel confident in the
10 location they have, that may be a time that they
11 would not utilize it. I'm not a call taker. I
12 can't speculate to that.

13 Q. Is there any set of policies or
14 procedures that were in place during your time
15 as the director of the Department of Emergency
16 Communications that dictated when or how call
17 takers could utilize GPS coordinates for
18 individual callers?

19 A. How to -- you'll have to explain that
20 further.

21 Q. If I'm a call taker, how do I know
22 when it's okay to use GPS coordinate locating
23 information?

24 A. They learn that through their
25 training and it would be part of the

1 procedures.

2 Q. They learn how to do it; correct?

3 A. Correct.

4 Q. Do they learn when to do it?

5 A. I would have to refresh my memory
6 looking at the policies and procedures, or
7 following up with training to know that specific
8 one.

9 Q. Are you aware of any instructions to
10 call takers where they are advised not to use
11 precise GPS coordinates when that information
12 could be helpful?

13 A. Personally I'm not aware of that.

14 Q. They're not instructed to neglect GPS
15 coordinates; correct?

16 A. Not to my knowledge, no, sir.

17 Q. Quite to the contrary, they're
18 instructed to use the tools that are available
19 to them in these situations; correct?

20 A. They have various tools and they are
21 encouraged to utilize them to determine
22 location.

23 Q. And one of the tools that they're
24 instructed to use to determine location of
25 callers is GPS coordinates; correct?

1 A. That would be correct.

2 MR. MANOOKIAN: This is early in
3 the deposition to take a break, but my wife's at
4 the doctor with our child. Do you mind if we
5 take five to ten minutes and I give her a call?
6 I told her I would do so at 10:30.

7 MR. LACKEY: Take whatever time
8 you need.

9 (brief break)

10 BY MR. MANOOKIAN:

11 Q. Mrs. Donegan, one of the primary
12 purposes of the Department of Emergency
13 Communications is to direct the correct service,
14 be it fire, police, or medical, to the correct
15 location where the emergency is occurring?

16 A. Correct.

17 Q. The primary purpose of the Department
18 of Emergency Communications is to facilitate the
19 dispatch of the correct service to the correct
20 emergency location?

21 A. That's correct.

22 Q. Do you agree that as of January 1,
23 2018 everyone at the Department of Emergency
24 Communications was aware that the CrissCross
25 directory was not 100 percent accurate?

1 MR. LACKEY: Object to the form.

2 You can answer.

3 A. You would have to talk to training,
4 for them to be able to tell you how -- if they
5 rely -- how they relay that information. I
6 don't know the answer to that.

7 Q. By 2018 did you know that the
8 CrissCross information was only updated
9 periodically, so that it was never 100 percent
10 accurate?

11 A. Yes, sir.

12 Q. What steps did you take to ensure
13 that everyone at the Department of Emergency
14 Communications recognized that CrissCross was
15 only updated periodically, and therefore was
16 never 100 percent accurate?

17 A. I can't tell you at what point it was
18 in the training. You would have to talk to
19 training to know that for sure. However, Angie
20 Milliken, who was over the operations, she was
21 making it aware to everyone as a reminder that
22 CrissCross is not 100 percent accurate.

23 Q. The Department of Emergency
24 Communications knew by January 1, 2017 that
25 CrissCross was not 100 percent accurate;

1 correct?

2 A. I would say that's correct.

3 Q. As a result, CrissCross should never
4 be used as the sole source in aiding a
5 determination about a correct location?

6 A. It's one -- it's a tool that is
7 available to use.

8 Q. Understood. But because it is
9 fallible, and subject to error, it is not a tool
10 that should be used solely in aiding a location
11 of an emergency; correct?

12 MR. LACKEY: Object to the form.
13 You can answer.

14 A. I think that there are various steps
15 that the call takers are trained to take. I
16 don't -- I wouldn't use the word solely.

17 Q. Do you understand my question?

18 A. Maybe not.

19 Q. You gave me three specific sources
20 that call takers use to determine a caller's
21 location. One, the caller themselves. Two, GPS
22 coordinates. And three, CrissCross. And you
23 told that there may be other tools that are
24 available that you're not personally aware of as
25 we sit here today. Is that correct?

1 A. That's correct.

2 Q. There are at least three separate
3 tools, and potentially more, that call takers
4 have to determine an emergency location;
5 correct?

6 A. Correct.

7 Q. Focusing on one tool, CrissCross, the
8 Department of Emergency Communications was well
9 aware of CrissCross's limitations by 2017;
10 correct?

11 A. Correct.

12 Q. One of those limitations was that it
13 is a directory that's updated periodically, so
14 that it might not be perfectly correct at any
15 given time?

16 A. Correct.

17 Q. As a result, CrissCross should not be
18 the sole source that's consulted when attempting
19 to determine an emergency's location; correct?

20 A. I can't say that's correct. I
21 understand that makes perfect sense, but I can't
22 tell you how they are trained and educated, and
23 if that is the directive that's given. I do not
24 know.

25 Q. Well, put aside what directive may be

1 given. You were the director of the Department
2 of Emergency Communications; were you not?

3 A. Yes, sir, I was.

4 Q. Because CrissCross was known to be
5 potentially inaccurate, you would not want your
6 employees solely relying upon CrissCross to
7 determine emergency location; correct?

8 A. I want them to use all the tools
9 available to them to come up with a correct
10 location.

11 Q. That's all I'm trying to get to.

12 A. Okay.

13 Q. You have multiple tools. And part of
14 the reason you have multiple tools is because
15 that helps facilitate determining a correct
16 location; right?

17 A. Correct.

18 Q. And when one of those tools is known
19 to be potentially inaccurate, it's important to
20 utilize all the tools; correct?

21 A. That would be important.

22 Q. You made that instruction at some
23 point after this incident at the Waffle House;
24 correct?

25 A. Correct.

1 Q. And that was because you wanted to
2 reiterate to the employees of the Department of
3 Emergency Communications that they needed to use
4 all the tools available in determining a
5 location?

6 A. That's correct.

7 Q. That was important to you, both
8 before the Waffle House incident and after the
9 Waffle House incident; correct?

10 A. That's correct.

11 Q. It would be a departure from what is
12 expected of a call taker for them to fail to use
13 all of the tools at their disposal; correct?

14 MR. LACKEY: Object to the form.
15 You can answer.

16 A. We encourage them to use all the
17 tools to insure the location is correct.

18 Q. You did more than encourage them to
19 do it, you instruct them to do that; right?

20 A. They had instruction. They are
21 trained. They have training that they have,
22 yes, sir.

23 Q. Part of that training is instruction
24 on using all of the tools available at their
25 disposal to determine a correct location of an

1 emergency?

2 A. I have never received that training
3 directly, because I wasn't a call taker. But
4 yes, sir, one could assume they were trained on
5 how to use the tools in their toolbox.

6 Q. You know that's the case, having been
7 the director of the Department of Emergency
8 Communications; don't you?

9 A. I would think so, sir.

10 Q. As a result, it would be an error for
11 a call taker to fail to use all of the tools at
12 their disposal to determine an emergency's
13 location; correct?

14 A. Not being trained, I can't tell you
15 at what point they are trained to enter that
16 address with the confidence that they have the
17 right location. They may not use every tool in
18 the toolbox, because at some point they are
19 going to be confident in the location they have,
20 for whatever -- whichever tool they use, and
21 move forward with that. So, I think that would
22 be more of a question for training, on how they
23 train the employees, versus what I could tell
24 you.

25 Q. Well, let's step away from training

1 and talk about this specific incident. You're
2 aware that there was a shooting that occurred at
3 a Waffle House in Nashville, Tennessee;
4 correct?

5 A. Correct.

6 Q. And the Department of Emergency
7 Communications responded to that shooting;
8 correct?

9 A. We answered calls for service for
10 that. We didn't respond, per se.

11 Q. The Department of Emergency
12 Communications both answered calls for service
13 to the Waffle House in April of 2018 and
14 dispatched units to respond to those calls for
15 service in April of 2018; correct?

16 A. Correct.

17 Q. The Department of Emergency
18 Communications received multiple calls for
19 service on April 22, 2018 to a Waffle House
20 where a mass shooting had occurred or was
21 occurring; correct?

22 A. That's correct.

23 Q. The Department of Emergency
24 Communications dispatched units to an incorrect
25 location as a result of those calls for service

1 to a Waffle House on April 22nd, 2018;
2 correct?

3 A. Correct.

4 Q. The units that were dispatched to an
5 incorrect location on April 22nd, 2018 were
6 dispatched after a call taker failed to use GPS
7 coordinates to confirm the location of the
8 emergency; correct?

9 MR. LACKEY: Object to the
10 form.

11 A. The call taker sent the call for
12 service prior to the GPS coordinates being
13 available to her.

14 Q. How do you know that?

15 A. I know it because -- it was one of
16 the questions that we had received in relation
17 to the call. And they were able -- in answering
18 those questions, I had Assistant Director
19 Milliken, Assistant Director Peterson, and our
20 person from Motorola, who's contracted to be at
21 the DEC, and he was able to provide
22 documentation and explain to me at that time
23 when the coordinates actually came in. And we
24 were able to compare the time of those
25 coordinates to the CAD report to when the call

1 was actually sent up.

2 Q. When you say sent up, does that mean
3 received by dispatch?

4 A. When it was sent from the call taker
5 to dispatch; correct.

6 Q. So, you're telling me that the GPS
7 coordinates did not become available until after
8 the call was received by dispatch?

9 A. The call was sent to dispatch prior
10 to, according to the documentation that we had,
11 prior to the GPS coordinates being available.

12 Q. I just want to be very specific about
13 my question.

14 A. Okay.

15 Q. It's your testimony under oath that
16 the GPS coordinates for the calls received on
17 April 22nd, 2018 related to the Waffle House
18 shooting were not available in the system before
19 the call was received by dispatch?

20 MR. LACKEY: Object to the
21 form.

22 A. I was speaking of one specific call,
23 the call that was sent up to the incorrect
24 location. So, I think my answer to that is no,
25 because there could have been GPS coordinates

1 available on another call prior to that. I
2 don't know the answer.

3 Q. The call that was sent to the
4 incorrect location, was that the first call that
5 was received?

6 A. No, sir.

7 Q. Do you know in what order that call
8 was?

9 A. I believe it was the fifth call.

10 Q. Who was the call taker that sent
11 units to the incorrect Waffle House?

12 A. Sydney Cameron.

13 Q. Do you know Sydney Cameron?

14 A. No.

15 Q. Have you worked with Sydney
16 Cameron?

17 A. Out -- no, sir. No, sir. She was on
18 the midnight shift.

19 Q. How long had Sydney Cameron been an
20 employee at the Department of Emergency
21 Communications by April 22nd, 2018?

22 A. I don't think it had been an extended
23 period of time, however, I would have to see her
24 records to know when she was hired.

25 Q. That extensive training that you

1 described earlier in the deposition, had Sydney
2 Cameron completed that by April 22nd, 2018?

3 A. She was an independent call taker at
4 that time. So, to further explain, my answer to
5 that is I do not know.

6 Q. What is an independent call taker?

7 A. Meaning she was no longer with a
8 training instructor. Meaning, after her academy
9 she did a three month rotation. During your
10 three month rotation you have someone with you
11 at all times. Then you go to dispatch training.
12 There could be a time between -- before dispatch
13 training starts, that because they've completed
14 everything they had to in regards to call
15 taking, she could have been on her own at that
16 period prior to dispatch training, or she could
17 have been through dispatch training and been
18 completely on her own from there. I do not know
19 the answer to that.

20 Q. Do you agree that Sydney Cameron
21 failed to communicate GPS coordinates for the
22 call she received regarding the Waffle House
23 shooting on April 22nd, 2018 to dispatch?

24 MR. LACKEY: Object to the
25 form.

1 A. What I was advised to Angie Milliken,
2 through review of this incident, and she advised
3 me that Sydney had utilized the CrissCross, and
4 there was only one Waffle House on Murfreesboro
5 Road, and that's the location she chose.

6 Q. Sydney Cameron only used CrissCross
7 to determine the location of the Waffle House
8 shooting; correct?

9 MR. LACKEY: Object to the
10 form.

11 A. I don't know if she utilized any
12 additional information from the caller.

13 Q. Okay. Sydney Cameron, at best,
14 utilized CrissCross and information from a
15 caller in determining location of the Waffle
16 House shooting on April 22nd, 2018; correct?

17 MR. LACKEY: Object to the
18 form.

19 A. To my knowledge.

20 Q. And CrissCross is an electronic phone
21 book that was known to the Department of
22 Emergency Communications to be inaccurate as of
23 April 22nd, 2018; correct?

24 A. It may not have been completely up to
25 date, because it comes out periodically.

1 Q. Well, in fact it wasn't up to date
2 with respect to this critical location and this
3 Waffle House on April 22nd, 2018; correct?

4 A. It was not.

5 Q. Sydney Cameron failed to use GPS
6 coordinates when determining the location of the
7 Waffle House shooting on April 22, 2018;
8 correct?

9 A. She did not utilize the GPS
10 locations.

11 MR. LACKEY: Object to the
12 form.

13 A. What I was advised to -- Angie
14 Milliken did a review of this incident and she
15 advised me that Sydney Cameron had utilized the
16 CrissCross, and there was only one Waffle House
17 on Murfreesboro Road, and that's the location
18 she chose.

19 Q. Sydney Cameron only used CrissCross
20 to determine the location of the Waffle House
21 shooting; correct?

22 MR. LACKEY: Object to the
23 form.

24 A. I don't know if she utilized any
25 additional information from the caller.

1 Q. Okay. Sydney Cameron, at best,
2 utilized CrossCross and information from a
3 caller in determining location of a Waffle House
4 shooting on April 22nd, 2018; correct?

5 MR. LACKEY: Object to the
6 form.

7 A. To my knowledge.

8 Q. And CrissCross is an electronic phone
9 book that was known to the Department of
10 Emergency Communications to be inaccurate as of
11 April 22, 2018; correct?

12 A. It may not have been completely up to
13 date, because it comes out periodically.

14 Q. Well, in fact, it wasn't up to date
15 with respect to this critical location and this
16 Waffle House on April 22nd, 2018; correct?

17 A. It was not.

18 Q. Sydney Cameron failed to use GPS
19 coordinates when determining the location of the
20 Waffle House shooting on April 22nd, 2018;
21 correct?

22 A. She did not utilize the GPS
23 locations.

24 MR. LACKEY: Object to the form.

25 Q. That tool was available to her on

1 April 22nd, 2018; correct?

2 MR. LACKEY: Object to the
3 form.

4 A. The tool would have been available as
5 long as it was a Phase II and had gone through
6 the loop and the coordinates appeared, yes.

7 Q. And you agree that it was a Phase II
8 phone what Sydney Cameron took a call from on
9 April 22nd, 2018 related to the Waffle House
10 shooting; correct?

11 MR. LACKEY: Object to the
12 form.

13 A. It would appear that it was, because
14 GPS coordinates did appear on the call.

15 Q. As a result, Sydney Cameron had all
16 of the available GPS tool capability and GPS
17 information available to her had she chosen to
18 utilize it on April 22nd, 2018 for the
19 Department of Emergency Communications in
20 response to the Waffle House shooting; correct?

21 A. At some point during her call it was
22 available.

23 Q. Sydney Cameron had all of the GPS
24 information available necessary to determine a
25 precise location of the Waffle House shooting

1 during the actual call with the individual who
2 dialed the Department of Emergency
3 Communications; correct?

4 MR. LACKEY: Object to the
5 form.

6 A. I don't know the answer to that.

7 Q. I thought that's what you just told
8 me.

9 A. Well, no, sir. I think you phrased
10 that a little differently. I don't know if that
11 caller disconnected and the information looped
12 through and came up or if she was still on the
13 phone. I don't know the answer to that.

14 Q. How could we find out the answer to
15 that?

16 A. You would have to talk with the IT
17 department.

18 Q. Have you made any investigation or
19 has the Department of Emergency Communications
20 made any investigation as to the availability of
21 those GPS coordinates to Sydney Cameron on April
22 22nd, 2018 in relation to the Waffle House
23 shooting?

24 A. I think that's the question that I
25 answered previously, in that the coordinates

1 came up after her call was transmitted down to
2 dispatch.

3 Q. My question is whether you've made
4 any investigation into the circumstances of that
5 particular call.

6 A. Angie Milliken, who is the Assistant
7 Director over operations, she completed the
8 review of this call.

9 Q. And Angie Milliken determined that
10 there were significant errors made during the
11 processing of that call; correct?

12 A. Did she determine there were -- say
13 that one more time.

14 Q. Angie Milliken determined that there
15 were significant errors made during the
16 processing of that call by Sydney Cameron;
17 correct?

18 A. When she came back, what I recall is
19 I wanted to understand how we ended up at the
20 wrong location. And that is information that
21 Ms. Milliken reported back to me, that Sydney
22 Cameron had utilized the CrissCross and sent the
23 call.

24 Q. My question is a little different.
25 Angie Milliken determined that Sydney Cameron

1 had made significant errors in processing that
2 call; correct?

3 MR. LACKEY: Object to the form.

4 A. You would have to talk to Angie
5 Milliken to know that.

6 Q. Well, Angie Milliken reported back to
7 you; correct?

8 A. Correct.

9 Q. You were the director. You wanted to
10 know --

11 A. Absolutely.

12 Q. Because you wanted to improve the
13 service if something had gone wrong; correct?

14 A. Correct.

15 Q. You knew that in a mass shooting,
16 mass casualty scenario, one of your employees
17 had sent emergency responders to the wrong
18 location; correct?

19 A. That's correct.

20 Q. That's a problem; isn't it?

21 A. Yes, sir.

22 Q. That's a big problem; isn't it?

23 A. Yes, sir. And as I said, Angie
24 Milliken reported back how that occurred.

25 Q. Understood. And part of how that

1 occurred was determining that there was human
2 error involved; correct?

3 A. That she did not utilize all the
4 tools in her toolbox, correct.

5 Q. This was not some type of computer
6 error; correct?

7 A. Correct.

8 Q. This wasn't some type of software
9 one-time glitch; correct?

10 A. Correct.

11 Q. This was human error?

12 A. Correct.

13 Q. This was human error by Sydney
14 Cameron; correct?

15 A. Correct.

16 Q. We had a call taker that failed to
17 follow protocol and procedure in determining
18 precise GPS coordinates of the Waffle House
19 shooting; correct?

20 MR. LACKEY: Object to the form.

21 A. As I said, we would have to have the
22 policies and procedures. And I think Nell would
23 be the proper one to explain the process and at
24 what point the location can be put into the
25 call. And I'm not -- I can't tell you the order

1 that that should occur. I think you should talk
2 to Nell for that.

3 Q. Okay. And that's fair. And during
4 my questioning today, simply because you were
5 the top dog at the Department of Emergency
6 Communications, I'm going to pose a lot of
7 questions to you.

8 A. Sure.

9 Q. But if there are other individuals
10 that you think are better suited or positioned
11 to answer the question, I always welcome you to
12 tell me that and to identify those people. I'll
13 give you an example, too. I know that we have a
14 postage machine here in my building. I know
15 that the paralegals use it and that's how my
16 mail gets sent out. I don't know how to press
17 in the exact buttons, but I'm responsible for it
18 at the end of the day if mail goes to the wrong
19 place. And so, I'll ask you a lot of questions
20 today simply because of your role as the
21 director, but I always appreciate and respect
22 that there may be other people who have more
23 granular knowledge about it.

24 A. Sure.

25 Q. When you learned that the Department

1 of Emergency Communications had sent emergency
2 responders to the wrong location during the
3 Waffle House shooting, it was important to you
4 as the director of the Department of Emergency
5 Communications to determine how that error had
6 occurred; right?

7 A. I wanted to know how that happened,
8 yes, sir.

9 Q. Because you acknowledged it was an
10 error; correct?

11 A. It was a mistake, yes.

12 Q. And you determined through the course
13 of an investigation carried out by Angie
14 Milliken that that error occurred as a result of
15 human error; correct?

16 MR. LACKEY: Object to the form.

17 A. She came back and explained that
18 Sydney Cameron had utilized just one tool in her
19 toolbox, being CrissCross, and that's how it
20 ended up in the wrong location.

21 Q. And it was an error for her to do so;
22 correct?

23 A. It was obviously a mistake. It was
24 the wrong location, yes, sir.

25 Q. That error by Sydney Cameron

1 potentially delayed the emergency responders
2 arrival at the correct location where the Waffle
3 House shooting had occurred?

4 A. It could have delayed. The call for
5 service went to South dispatch as well as
6 Hermitage dispatch nearly simultaneously, and
7 the incorrect location was dispatched prior to
8 the correct location being dispatched.

9 Q. As a result, there was potentially a
10 delay in emergency responders arriving at the
11 scene of the Waffle House shooting; correct?

12 A. There was potential for delay, yes,
13 sir.

14 Q. In a general sense, the Department of
15 Emergency Communications wants to facilitate the
16 arrival on the scene of an emergency by first
17 responders as soon as possible; correct?

18 A. Correct.

19 Q. I saw a comment by Buck Dozier in one
20 of the news stories. He was my Sunday School
21 teacher, so if he says something it has to be
22 true, I'm told. But he was kind of putting
23 voice to just a commonsense tenet that we would
24 all agree with, that time is paramount in these
25 situations; is it not?

1 A. We want to get the first responders
2 to the scene of any call for service as quickly
3 as possible.

4 Q. That's why the Department of
5 Emergency Communications exists; isn't it?

6 A. Yes, sir.

7 Q. That's why we don't have people
8 independently looking through the phone book for
9 the number to their closest precinct or
10 firehouse; correct?

11 A. We're the hub.

12 Q. You're the hub because that's the
13 most efficient and ideally quickest way to get a
14 first responder on the scene; correct?

15 A. Correct.

16 Q. It's important to get first
17 responders on the scene as soon as possible for
18 the safety of citizens of Nashville, Tennessee
19 and callers; correct?

20 A. Correct.

21 Q. Any time there's a delay in first
22 responders arriving on the scene, that is a
23 danger to the caller; correct?

24 A. It could be.

25 Q. In this situation it was; correct?

1 MR. LACKEY: Object to the
2 form.

3 A. I don't know the answer to that.

4 Q. You know from --

5 A. I don't know the danger -- if there
6 was -- I don't know the answer.

7 Q. Let me be more specific.

8 A. Okay.

9 Q. There were gunshot wound victims at
10 the scene of the Waffle House shooting; correct?

11 A. That's correct.

12 Q. I keep using the phrase Waffle House
13 shooting. We all know what I'm referring to,
14 but for purposes of the record, when I say
15 Waffle House shooting, can we all agree that
16 we're referring to the mass shooting that
17 occurred on April 22, 2018 at a Waffle House in
18 Nashville, Tennessee?

19 A. Yes, sir.

20 Q. There were gunshot wound victims at
21 the scene of the Waffle House shooting on April
22 22, 2018; correct?

23 A. Correct.

24 Q. It's imperative that gunshot wound
25 victims receive attention and treatment from

1 first responders as soon as possible; correct?

2 A. As soon as possible, yes, sir.

3 Q. When we earlier talked about the
4 distinction between 911 calls and calls to
5 non-emergent lines, you said that it's not
6 particularly easy or bright-line to always
7 determine which ones are an emergency and which
8 ones are not emergent, but you identified life
9 or death as something that's absolutely
10 appropriate for 911 response; correct?

11 A. Correct.

12 Q. The Waffle House shooting was a life
13 or death situation; wasn't it?

14 A. Yes, sir.

15 Q. By the time first responders were on
16 the scene, certain individuals were already
17 dead; correct?

18 A. From what I've read in news accounts,
19 yes, sir.

20 Q. I understand you weren't there.

21 A. Correct.

22 Q. You didn't go to the scene that
23 night; did you?

24 A. No, sir.

25 Q. There's no expectation you would do

1 something like that as the director of Emergency
2 Communications; correct?

3 A. No, sir.

4 Q. But you frequently find out what the
5 consequences are of a call to the Department of
6 Emergency Communications; correct?

7 A. That's correct.

8 Q. Frequently, and hopefully, you often
9 find out that the Department of Emergency
10 Communications facilitated in saving or helping
11 the individual or individuals who called 911;
12 correct?

13 A. Correct.

14 Q. It's not unusual for you to know what
15 occurred at the incident that your employees
16 received information about and dispatched first
17 responders to; correct?

18 A. That's correct.

19 Q. You understand that at the time that
20 the Department of Emergency Communications was
21 responding to the Waffle House shooting it was a
22 life or death situation; correct?

23 A. Correct.

24 Q. Some people had already died;
25 correct?

1 A. To my knowledge, from what I read,
2 yes, sir.

3 Q. Some people were still alive, but
4 were in dire need of attention from emergency
5 medical services; correct?

6 MR. LACKEY: Object to the
7 form.

8 A. I don't know that firsthand.

9 Q. You know that there were gunshot
10 wound victims there; correct?

11 A. I do know that.

12 Q. Gunshot wound victims are in need of
13 dire attention from emergency medical services;
14 correct?

15 MR. LACKEY: Object to the form.
16 You can answer.

17 A. Gunshot victims are in need of
18 medical assistance, yes, sir.

19 Q. The gunshot wound victims at the
20 scene of the Waffle House shooting were in need
21 of dire and acute emergency medical services;
22 correct?

23 MR. LACKEY: Object to the
24 form.

25 A. I don't know how I can answer. I

1 think the part I'm having difficulty with is
2 your "dire". Just because I wasn't there, I'm
3 not a medical person, I don't know the answer to
4 that.

5 Q. Okay, that's fair.

6 A. But I know a gunshot victim needs
7 medical services as quickly as possible.

8 Q. I'll change my question.

9 A. Okay.

10 Q. The gunshot wound victims at the
11 scene of the Waffle House shooting were in need
12 of prompt emergency medical services?

13 A. Yes.

14 Q. The gunshot wound victims at the
15 scene of the Waffle House shooting were in need
16 of emergency medical services as timely as
17 possible?

18 A. Yes.

19 Q. The errors that occurred in
20 processing the 911 call received by Sydney
21 Cameron delayed emergency medical services from
22 responding to the scene of the Waffle House
23 shooting; correct?

24 MR. LACKEY: Object to the
25 form.

1 A. I don't know that that -- there's a
2 lot of wheels turning at one time. So, you have
3 a call that's being dispatched from South, you
4 have a call that's being dispatched from
5 Hermitage. And I can't say specifically that
6 one delayed the other. I can't, sitting here,
7 say that.

8 Q. The first call that was dispatched
9 was the one that Sydney Cameron handled;
10 correct?

11 A. That's correct.

12 Q. So, the very first units that were
13 sent to what she thought was the scene of the
14 Waffle House shooting was done so by Sydney
15 Cameron; correct?

16 A. The call was sent down by Sydney
17 Cameron?

18 Q. This is what I'm trying to
19 understand. When that call went from dispatch
20 to emergency responders, who are the emergency
21 responders that first received that? All of
22 them.

23 A. It went from call taker to dispatch.

24 Q. Okay. And Sydney Cameron was --

25 A. A call taker.

1 Q. And her call that she took was the
2 first one that was dispatched; correct?

3 A. That's correct. And this is all
4 under Hermitage precinct.

5 Q. And was the Hermitage precinct the
6 closest precinct to the actual Waffle House
7 shooting scene?

8 A. I don't -- are you talking about the
9 building?

10 Q. This is what -- I'll get to --

11 A. I don't know what you're looking for
12 there, because Hermitage and South precinct are
13 simply divided by the center line on
14 Murfreesboro Road.

15 Q. And at any given time the officers
16 that are assigned to either one of those
17 precincts may be anywhere within their
18 territory; correct?

19 A. Correct. I just don't understand
20 your precinct question.

21 Q. I had it wrong. My question was
22 wrong. The very first units that were
23 dispatched in response to the Waffle House
24 shooting were dispatched to the incorrect
25 location as a result of Sydney Cameron's error;

1 correct?

2 A. That's the call that was dispatched
3 first, that's correct.

4 Q. The very first units that were
5 dispatched to the Waffle House shooting location
6 were delayed as a result of Sydney Cameron's
7 error; correct?

8 MR. LACKEY: Object to the
9 form.

10 A. Say that one more time.

11 Q. The very first units that were
12 dispatched to the Waffle House shooting were
13 delayed as a result of Sydney Cameron's error?

14 A. To the correct location.

15 MR. LACKEY: Same objection.

16 A. I don't know that I can say
17 specifically where -- because we're dealing with
18 two totally separate precincts.

19 Q. No, no. I only want to talk about
20 the units that were dispatched as a result of
21 Sydney Cameron's call. Do you understand what
22 I'm saying?

23 A. That's not the correct location. No,
24 because you're asking me one question about
25 Sydney's call, but that's to the wrong location.

1 And then that was to the correct location.

2 Q. Were units dispatched as a result of
3 Sydney Cameron's call?

4 A. Yes.

5 Q. And they were dispatched to the wrong
6 location; correct?

7 A. Correct.

8 Q. And as a result, those units were
9 delayed in getting to the correct location? Or
10 did they ever go to the correct location?

11 A. I don't --

12 MR. LACKEY: Object to the
13 firm.

14 A. I can't answer that, because -- first
15 of all, I don't know the units that arrived on
16 the scene first, and the units that arrived at
17 the correct location. The dispatcher that sent
18 the cars to the wrong location first is not the
19 same person who dispatched the cars in South
20 precinct to the correct location.

21 Q. I understand. I want you to totally
22 leave off the South precinct.

23 A. Okay.

24 Q. Just forget -- we'll deal with those
25 in a minute. I only want to talk about the

1 units that were dispatched as a result of Sydney
2 Cameron's call.

3 A. Okay.

4 Q. You understand that they went to the
5 wrong location; correct?

6 A. I do.

7 Q. By definition then, they were delayed
8 in getting to the correct location, if they ever
9 went to the correct location?

10 MR. LACKEY: Object to the
11 form.

12 A. I don't know that those would be the
13 cars that would have been dispatched.

14 Q. Right.

15 A. I don't know that those units that
16 were dispatched would have been the same units
17 that were dispatched to the correct location.
18 I'm sorry to go in circles with you. I just
19 don't --

20 Q. Could Sydney Cameron have dispatched
21 the emergency response to the correct
22 location?

23 A. She was a call taker, not a
24 dispatcher.

25 Q. Could Sydney Cameron have given the

1 correct location to dispatch for an emergency
2 response?

3 MR. LACKEY: Object to the form.
4 You can answer.

5 A. Had she had the correct location,
6 yes. Yes.

7 Q. And I just want to make sure I
8 understand.

9 A. Okay.

10 Q. Sometimes I don't. Were there actual
11 units that were dispatched as a result of the
12 information Sydney Cameron communicated to
13 dispatch?

14 A. Yes.

15 Q. And they came from the Hermitage
16 precinct; correct?

17 A. Yes.

18 Q. And they actually went somewhere;
19 didn't they?

20 A. They went to the Waffle House, yes.

21 Q. The wrong Waffle House; correct?

22 A. Correct.

23 Q. Sometimes in depositions lawyers ask
24 questions that are so obvious that it goes over
25 the deponents head. This is all I'm trying to

1 ask. By definition, because those units went to
2 the wrong location, those units were delayed in
3 going to the correct location?

4 MR. LACKEY: Object to the form.
5 You can answer.

6 A. I can't tell you those units are the
7 units that would have been dispatched.

8 Q. I understand that, ma'am. Just
9 presume that they would have been. Presume that
10 they would have been.

11 A. Okay.

12 Q. As a result, they were delayed in
13 getting to the correct location?

14 MR. LACKEY: Object to the form.

15 A. I don't think that's a good question,
16 to presume they would have been. I don't think
17 that's -- that's just not a good question.

18 Q. Tell me why not?

19 A. First of all, I'm not going to
20 presume that those are the units that would have
21 been dispatched. I have absolutely no idea.

22 Q. Because Sydney Cameron's error was so
23 great that it wouldn't have even been those cars
24 that would have been sent over to the correct
25 Waffle House?

1 MR. LACKEY: Object to the
2 form.

3 A. I have absolutely no idea if those
4 cars would have been dispatched, because it
5 would have been a different precinct. Had the
6 call gone to South initially, it would have been
7 South cars dispatched, or closest available,
8 versus the Hermitage cars that were dispatched
9 under Sydney Cameron's --

10 Q. And those Hermitage cars were not the
11 closest available; correct?

12 A. I do not know the answer to that.

13 Q. I thought you just said it would have
14 been the closest available?

15 A. It could. No, it could. I don't
16 know the answer.

17 Q. Have you undertaken any investigation
18 whatsoever to determine whether there was a
19 delay as a result of Sydney Cameron's error?

20 A. What Angie -- who did the review, who
21 would be the best person to answer the questions
22 as far as the investigation and what she
23 reported back to me.

24 Q. Part of that is what she told you;
25 right?

1 A. Yes, sir.

2 Q. Have you ever determined that there
3 was not a delay in the emergency response as a
4 result of Sydney Cameron's errors in determining
5 the location of the Waffle House?

6 A. What we were able to determine, we
7 were able to determine through the CAD reports,
8 you're able to tell times that things happened.
9 Times of dispatch. And we were able to -- she
10 was able to report back the times that it was
11 dispatched to Hermitage, or the time it was
12 dispatched to South. But as far as what
13 determines the delay, there's a lot of wheels
14 turning in that to know specifically where cars
15 were, where people were, who was available, who
16 was not available. It's a much bigger picture
17 than a blanket time.

18 Q. I understand that. As a result of
19 that, you've never conclusively determined that
20 there wasn't a delay, or a significant delay, as
21 a result of Sydney Cameron's error; right?

22 A. I do not know the answer to that.

23 Q. Because you haven't made such a
24 determination; correct?

25 A. If that information -- if Angie

1 relayed that information, I don't recall.

2 Q. At no time from April 22nd, 2018
3 through your departure from the Department of
4 Emergency Communications in June of 2019 did you
5 or the Department of Emergency Communications
6 determine that there was not a delay, or a
7 significant delay, as a result of Sydney
8 Cameron's error in identifying the location of
9 the Waffle House shooting; correct?

10 A. Did we ever say there was --

11 MR. LACKEY: Objection to the
12 form. Go ahead.

13 A. Did we say there was not a delay?
14 No, we have never said there was not a delay.

15 Q. And that's because you have never
16 reached that determination; correct?

17 MR. LACKEY: Same objection.

18 A. If that was explained to me by Angie,
19 I would have to refresh that conversation with
20 Angie. I don't recall.

21 Q. But as you sit here today, under
22 oath, you have no recollection of any
23 determination by Angie Milliken or the
24 Department of Emergency Communications that
25 rules out a significant delay in emergency

1 responders arriving on the scene of the Waffle
2 House as a result of Sydney Cameron's error;
3 correct?

4 MR. LACKEY: Same objection.

5 A. Say that one more time.

6 Q. Yes, ma'am.

7 A. Please.

8 Q. As you testified today, you don't
9 have any recollection of Angie Milliken or the
10 Department of Emergency Communications coming to
11 some determination that there was no significant
12 delay as a result of Sydney Cameron's error?

13 MR. LACKEY: Object to the
14 form.

15 A. I can tell you by looking at the
16 times from the CAD we were able to determine
17 when calls were received by dispatch and when
18 they were dispatched specifically. And I can
19 tell you -- well, I can't tell you right now,
20 because I don't know specifically, but we were
21 able to look at the time frame there. I can't
22 tell you specifically, because I don't remember,
23 of why, or when that happened, or why it didn't
24 happen. I can't tell you that. I think Angie
25 would be the best person to tell you that.

1 We've never said there wasn't a delay.

2 Q. That's all I was trying to get to.

3 Your answer is sufficient.

4 A. Okay.

5 Q. It's not the Department of Emergency
6 Communication's position that there wasn't a
7 delay in first responders arriving at the scene
8 of the Waffle Scene shooting as a result of an
9 error by the Department of Emergency
10 Communications; correct?

11 MR. LACKEY: Object to the
12 form.

13 A. I think it would take a lot of
14 information, that I don't even know that we all
15 have access to, to determine where everyone was.
16 Like I said, there's so many wheels turning, I
17 think there's a lot of information you would
18 have to have to know that. We wanted to know
19 how we ended up at the wrong location and how we
20 prevent that from happening in the future.

21 Q. Understood. It may not have been
22 within your objective to determine whether there
23 was a delay, or what the length of the delay was
24 in this particular case; correct?

25 A. Initially what I wanted to know was

1 how we ended up at the wrong location.

2 Q. I get it. In triaging the situation
3 you want to determine, how did we make the
4 error, and how do we ensure that the error
5 doesn't happen again; correct?

6 A. Correct.

7 Q. It wasn't of primary importance to
8 you to determine down to the second or minute
9 how long a delay might have occurred as a result
10 of the error; correct?

11 A. I don't -- no. No.

12 Q. And I'm not faulting you for it, or
13 suggesting that that's part of your job.

14 A. No, I'm just thinking -- I'm trying
15 to remember all the events to be sure I answer
16 100 percent to my memory. And at that time that
17 was our primary objective, to know how that
18 happened, and to ensure it didn't happen again.
19 As far as a specific amount of delay, I don't
20 have an answer for that. I don't know.

21 Q. The Department of Emergency
22 Communications never determined whether there
23 was a delay or what the length of the delay was
24 as a result of the error in responding to the
25 Waffle House shooting calls; correct?

1 A. Not that I recall. Because I don't
2 think that's a definitive number I could give
3 you.

4 Q. Other than Sydney Cameron, did any
5 other employees of the Department of Emergency
6 Communications make errors in processing the
7 calls received about the Waffle House
8 shooting?

9 A. I don't -- not that I recall.

10 Q. For example, is a dispatcher
11 instructed to take any additional steps to
12 verify or determine an emergency's location?

13 A. Is the dispatcher?

14 Q. Yes, ma'am.

15 A. You would have to talk to training
16 about that. I couldn't answer that question.

17 Q. What does the dispatcher do? Do they
18 just take the information that's been input by
19 the call taker and relate it to the appropriate
20 emergency service?

21 A. That's correct.

22 Q. Are they instructed to do anything to
23 verify the information that they're provided, or
24 their job is solely to act as a conduit in
25 communicating?

1 A. You would have to talk to training to
2 verify that 100 percent, sir.

3 Q. Would Nell Hayes be the appropriate
4 person to ask that question?

5 A. She would.

6 Q. Why did you leave the Department of
7 Emergency Communications in June of 2019?

8 A. I retired.

9 Q. Had you planned on retiring in June
10 of 2019?

11 A. I had planned on it a few years
12 prior.

13 Q. A few years prior you had just
14 started the job; correct?

15 A. That's correct. But my husband and I
16 had been talking about retirement for some time,
17 deciding on when we would. And then at the
18 beginning of the year I had made the decision to
19 retire.

20 Q. When did you make the decision to
21 retire?

22 A. Early 2019.

23 Q. By early 2019 do you mean January
24 2019?

25 A. January was a deciding factor in

1 that, because we had things we wanted to
2 accomplish prior to our retirement, and the last
3 thing on that list was accomplished in
4 January.

5 Q. Were those personal things or
6 professional things at the Department of
7 Emergency Communications?

8 A. Personal.

9 Q. Is it your testimony that you were
10 planning on retiring from the Department of
11 Emergency Communications shortly after receiving
12 the job at the Department of Emergency
13 Communications?

14 A. No, sir.

15 Q. When did you first notify anyone at
16 Metropolitan Government that you were
17 anticipating retiring in 2019?

18 A. I don't remember the exact date. I
19 called Metro HR and set up -- you have to go
20 through several retirement meetings prior, and I
21 called and advised them that I was ready to go,
22 and they set me up for a meeting. I think I
23 went to that meeting -- I would be guessing. I
24 would be guessing.

25 Q. Give me an approximate date, and then

1 I can narrow it down by getting the records
2 directly from Metro HR.

3 A. They'll be able to give you the
4 records. Maybe February, maybe March. I don't
5 know. I don't know the answer to that
6 specifically.

7 Q. Were you advised by any individual
8 professionally -- I don't mean your husband --
9 that you should retire in 2019?

10 A. No, sir.

11 Q. Did anybody pressure you to retire
12 with Metro Government?

13 A. No, sir.

14 Q. Did anyone suggest that you should
15 retire?

16 A. No, sir.

17 Q. Do you know who was ultimately
18 selected to succeed you as the director of the
19 Department of Emergency Communications?

20 A. No, sir.

21 Q. What remedial action was taken as a
22 result of recognizing the error or errors that
23 occurred during the processing of the Waffle
24 House shooting calls?

25 A. You'd have to talk with Angie. Angie

1 was responsible for addressing that. And the
2 decision was made to not only address it with
3 Sydney Cameron, but to address it across the
4 board. As we all know, there's times that
5 things need that 30-day rule, where you just
6 need to remind people. And it was to ensure, if
7 there was someone else who wasn't utilizing all
8 their tools, this would be an important reminder
9 to ensure that they do so.

10 Q. As a result of the errors that were
11 recognized as occurring during the Department of
12 Emergency Communication's response to the Waffle
13 House shooting, all of the employees were
14 reminded and instructed to use GPS coordinates
15 in determining emergency locations; correct?

16 A. I can't tell you exactly how the
17 instruction came down from Angie from my memory.

18 Q. Did you communicate with WKRN
19 regarding the Waffle House incident?

20 A. Yes, sir.

21 Q. Do you agree that you told WKRN that,
22 quote, "This incident served as a reminder for
23 call takers to utilize all the tools available
24 to them to verify location of callers"?

25 A. Yes, sir.

1 Q. And specifically --

2 A. I don't know that those were a quote,
3 unquote. I don't know the answer to that. But
4 I would agree that they should use all the tools
5 in their toolbox.

6 Q. And as we've already gone over today,
7 the Department of Emergency Communications
8 failed to use GPS coordinates through Sydney
9 Cameron in responding to the Waffle House
10 shooting incident?

11 MR. LACKEY: Object to the
12 form.

13 A. Sydney did not utilize her GPS
14 coordinates before sending the call. She
15 utilized the CrissCross.

16 Q. And she should have used the GPS
17 coordinates; correct?

18 A. She should have used other tools in
19 her toolbox.

20 Q. She should have used the GPS
21 coordinates; right?

22 A. If she had them.

23 Q. And she did have them; correct?

24 MR. LACKEY: Object to the
25 form.

1 Q. They were available to her; correct?

2 A. As my memory serves me, the call went
3 up prior to her receiving them.

4 Q. Didn't she receive them two seconds
5 later?

6 A. After the call was sent up.

7 Q. Correct.

8 A. Correct.

9 Q. What did she do to then relay those
10 GPS coordinates to the dispatcher?

11 A. It doesn't appear she did, sir.

12 Q. She didn't do anything; did she?

13 A. I don't know what she did. She
14 was -- I'm sure she was still updating her
15 call.

16 Q. One thing she didn't do was relay
17 those GPS coordinates that she got two seconds
18 later to the dispatcher; correct?

19 A. She did not relay those.

20 Q. She should have done that; right?

21 A. She should have utilized the tools in
22 her toolbox. I don't know what she was doing at
23 that moment, if she was updating -- I don't know
24 what she was doing at that time. I think that's
25 a question for Sydney.

1 Q. And I don't care so much what she was
2 doing. She might have been texting on the phone
3 with her boyfriend. What I care more about is
4 what she didn't do. And you agree she should
5 have relayed those GPS coordinates to the
6 dispatcher when she received them two seconds
7 later?

8 MR. LACKEY: Objection to
9 form.

10 A. I think that's a question -- I can't
11 say she should have. They have protocols. And
12 you would have to talk to Nell in training to
13 know that. If they feel confident in a
14 location, are they required to go back to the
15 GPS coordinates? I don't know the answer to
16 that.

17 Q. Do you know what information she had
18 other than CrissCross at that time?

19 A. To my knowledge, all she had was the
20 conversation with the caller, as well as she
21 utilized CrissCross.

22 Q. You stated to WKRN that "There were
23 no changes to policies or procedures as a direct
24 result of the Waffle House incident." Is that
25 true?

1 A. There's no changes to policies or
2 procedures as a direct result.

3 Q. Were there any indirect changes to
4 policies or procedures?

5 A. No, sir.

6 Q. Have there been any changes to any
7 policies or procedures at the Department of
8 Emergency Communications since April 22nd, 2018?

9 A. To any policy or procedure?

10 Q. Yes, ma'am.

11 A. I don't recall. I would have to go
12 back and look. I don't know the answer to that.

13 Q. You don't recall any changes to any
14 policies or procedures at all at the Department
15 of Emergency Communications since April 22nd,
16 2018; correct?

17 A. There very well could have been. I
18 don't know specifically, sir. I'd have to go
19 back and review policies and procedures and
20 check on updates to advise you of that.

21 Q. When are annual performance reviews
22 conducted and completed at the Department of
23 Emergency Communications?

24 A. For employees?

25 Q. Yes, ma'am.

1 A. Annually, at their hire dates. So,
2 it's not one date that everyone is completed,
3 it's their hire date.

4 Q. You agree that because this incident
5 occurred on April 22nd, 2018, and it's now
6 October 28th, 2019, Sydney Cameron has had at
7 least one annual performance review since then;
8 correct?

9 A. I would think so, yes, sir.

10 Q. Are you aware of it?

11 A. I don't recall.

12 Q. Do you review annual performance
13 reviews as the director?

14 A. It's optional, but I generally do,
15 yes, sir.

16 Q. Did you review Sydney Cameron's
17 annual performance reviews?

18 A. I don't remember.

19 Q. Do you know whether Sydney Cameron
20 was disciplined or in any way reprimanded over
21 her error in the Waffle House shooting
22 incident?

23 A. Not to my knowledge.

24 Q. You don't believe that she was?

25 A. No, sir. She was -- Angie decided --

1 or Angie's recommendation to me was that it was
2 a mistake that could be corrected through
3 coaching and counseling with her, reminding her
4 of the tools that could be used, and reminding
5 everyone else at the department to ensure that
6 that wasn't the -- that that mistake wasn't
7 repeated.

8 Q. Was there any notation at all in
9 Sydney Cameron's personnel file that she had
10 made this significant error in responding to the
11 Waffle House shooting?

12 MR. LACKEY: Object to the form.
13 Go ahead.

14 A. I did not make an entry. We would
15 have to review her personnel file to know the
16 answer to that.

17 Q. It would be important to do that;
18 wouldn't it?

19 A. I can't advise if that was done or
20 not. I don't recall.

21 Q. This is all I'm asking. In any
22 institution there's turnover; correct?

23 A. There is.

24 Q. One of the reasons to have a
25 personnel file is, once you're gone, once Angie

1 Milliken is gone, there has to be some
2 institutional memory of mistakes that are made;
3 correct?

4 A. Generally speaking, yes.

5 Q. For example, if Sydney Cameron were
6 to make the exact same mistake five years from
7 now, but upper management had completely turned
8 over, you would want a record that she has a
9 history of failing to use GPS coordinates in
10 responding to emergency calls; correct?

11 A. I think if that mistake was five
12 years later, I think it would be looked at
13 differently, and not specifically a pattern of
14 her making that mistake.

15 Q. Understood. But it's important to
16 have a record of employee mistakes so that you
17 can even determine if it's a pattern; correct?

18 A. Correct.

19 Q. It would be important to know in her
20 employee personnel file this mistake that
21 occurred during the Waffle House shooting
22 response; correct?

23 A. I can't advise if it was in there or
24 not, sir.

25 Q. I'm not asking whether it was in

1 there or not. We'll find that out. I'm asking
2 whether you agree that it's important that that
3 be documented in her personnel file?

4 A. It would be important that it was in
5 there to follow up on in the future.

6 Q. And you would expect to find that in
7 her personnel file, because you agree with me
8 that it's important that that had been
9 documented; correct?

10 A. Well, everything that's coach and
11 counsel doesn't always end up in written form.

12 Q. How do you decide what's, quote,
13 coach and counsel?

14 A. Well, if she didn't receive
15 corrective action, or she didn't receive
16 disciplinary action, you can have a coaching and
17 counseling session to educate someone on a
18 mistake made and how to prevent that in the
19 future. So, there are times that mistakes are
20 made that they may not be documented. I feel --
21 well --

22 Q. It's your testimony that there are
23 times that mistake are made at the Department of
24 Emergency Communications that may not be
25 documented?

1 A. That could be possible.

2 Q. What would be a good reason not to
3 document mistakes that are made at the
4 Department of Emergency Communications?

5 A. Well, it's according to what the
6 mistake is. I would have to look at that. I'm
7 just saying that there could be people who make
8 a mistake, that someone talks to them. I don't
9 know the answer, sir. Like I said, we would
10 have to look at her file. And Angie -- I feel
11 confident that Angie would handle it
12 appropriately.

13 Q. You testified earlier and agreed that
14 Sydney Cameron made a significant error in her
15 response to the Waffle House shooting;
16 correct?

17 MR. LACKEY: Object to the
18 form.

19 A. She made an error in the location of
20 where she sent the responders to.

21 Q. And it was a significant error;
22 correct?

23 A. Correct.

24 Q. It's important to document
25 significant errors that occur at the Department

1 of Emergency Communications; correct?

2 A. It's important to ensure that we take
3 steps to prevent the mistakes from reoccurring.
4 On the documentation -- I didn't complete the
5 documentation. You'll have to talk to Angie
6 Milliken about that.

7 Q. What steps did you take to ensure
8 that this significant error was recorded in
9 Sydney Cameron's personnel file?

10 A. I did not record it in her file.

11 Q. You didn't take a single step to
12 ensure that this significant error by Sydney
13 Cameron was documented in her personnel file;
14 correct?

15 A. I can't tell you if it was or was
16 not, sir.

17 Q. But you can tell me that you didn't
18 take any steps to make sure that this
19 significant error was documented in Sydney
20 Cameron's personnel file; correct?

21 A. I did not, to my knowledge, that I
22 remember.

23 Q. What steps did you take to document
24 anywhere that a significant error had occurred
25 in the Department of Emergency Communication's

1 response to the Waffle House shooting
2 incident?

3 A. Did I document it?

4 Q. Or steps you took to ensure that one
5 of your subordinates documented it?

6 A. What we did was find out what error
7 occurred and have conversations to ensure that
8 we didn't repeat that. That was most important.

9 Q. I understand. I'm asking what steps
10 you took to ensure that acknowledgement of this
11 error was officially documented somewhere in a
12 record, including a memo to file, or a written
13 memo to all of the employees of the Department
14 of Emergency Communications?

15 A. Angie would be the person to answer
16 that. That was her responsibility and I felt
17 confident that she would take care of it.

18 Q. Well, if she had, for example,
19 written a memo to be distributed amongst the
20 employees of the Department of Emergency
21 Communications identifying the error that
22 occurred in response to the Waffle House
23 shooting incident, you would be aware of that;
24 wouldn't you?

25 A. Not necessarily.

1 Q. Are you aware of any written
2 documentation anywhere at the Department of
3 Emergency Communications that acknowledges that
4 there was an error made during the response to
5 the Waffle House shooting?

6 A. As far as documentation, I don't
7 recall going back and looking for specific
8 documentation. But the Department of Emergency
9 Communications has never not taken
10 responsibility for going to the wrong
11 location.

12 Q. The Department of Emergency
13 Communications takes responsibility for the
14 error that led emergency responders to go to the
15 wrong location at the Waffle House shooting;
16 correct?

17 A. Correct.

18 Q. However, the Department of Emergency
19 Communications has not created any documents
20 regarding that error?

21 A. I don't know the answer to that.

22 Q. You're not aware, as the director at
23 the time of the Department of Emergency
24 Communications, of a single document that the
25 department created acknowledging the error that

1 occurred at the Waffle House shooting?

2 A. Not that I can recall sitting here
3 today.

4 Q. Does the Department of Emergency
5 Communications make sure not to create such
6 documents because they don't want those
7 documents to become public?

8 A. No, sir. This was very public.

9 Q. Is it the Department of Emergency
10 Communication's policy to avoid creating records
11 of mistake it has made?

12 A. No, sir.

13 Q. Then why wasn't any record made of
14 this mistake such that there could be a memo
15 institutionally to advise people in the future
16 what had occurred and how not to commit the same
17 error in the future?

18 A. I'm not saying there's not one. I
19 said if Angie Milliken created that, if that's
20 how she chose to do it to her managers and to
21 the employees, it wouldn't necessarily go to me.
22 There could be one. I don't know the answer.

23 Q. We would have to ask Angie Milliken
24 those questions?

25 A. That would be correct.

1 Q. Did Sydney Cameron actually receive a
2 commendation as a result of her participation in
3 the response to the Waffle House shooting?

4 A. I don't recall. Not that I recall.

5 Q. Was the Department of Emergency
6 Communications short staffed on the night of
7 April 22nd, 2018?

8 A. We would have to look back at the
9 staffing numbers that were required for that
10 night and see how many people were working. I
11 do not know the answer.

12 Q. What would you consider short
13 staffed?

14 A. Every night has a different minimum
15 number of employees. So, I don't know what it
16 was for that specific night. If you didn't meet
17 your minimum numbers, you were short. You were
18 considered short.

19 MR. MANOOKIAN: Give me five
20 minutes to go over my notes.

21 (brief break)

22 BY MR. MANOOKIAN:

23 Q. Ms. Donegan, I've only got a couple
24 more questions for you, and then my co-counsel,
25 who's had an opportunity to review the records

1 that were produced today, is going to ask five
2 to ten questions, and that way I think we'll be
3 done, such that we don't even have to take a
4 break for lunch.

5 Are you represented by
6 Mr. Lackey or the Metro Department of Law today?

7 A. Mr. Lackey.

8 Q. You are represented by Mr. Lackey?

9 A. Yes.

10 Q. How long have you been represented by
11 Mr. Lackey or anyone with the Metro Department
12 of Law?

13 A. Monday. Last Monday, a week ago.

14 Q. Thank you for answering my questions
15 today. Mr. Horowitz is going to have a few more
16 for you.

17

18 EXAMINATION

19 BY MR. HORWITZ:

20 Q. Just for the record, my name is
21 Daniel Horwitz. I represent the Plaintiff in
22 this matter. Ms. Donegan, would you agree that
23 you, at the beginning of this deposition, gave
24 us a series of documents related to it?

25 A. Yes, sir.

1 Q. Were those the documents that were
2 noticed in a notice of deposition for you to
3 bring?

4 A. Yes, sir.

5 Q. Are those documents complete?

6 A. Yes, sir.

7 Q. Ms. Donegan, one of the documents you
8 provided is an e-mail dated June 26, 2018, from
9 you to Jessica Jaglois.

10 A. Uh-huh (affirmative).

11 Q. The e-mail states, "We all know that
12 the CrissCross is only updated periodically, so
13 it will never be 100 percent accurate." Did you
14 write that e-mail?

15 A. Can I see it?

16 Q. Sure.

17 A. Yes, sir.

18 Q. Is that statement accurate?

19 A. May I see it again? Be sure I read
20 it completely. We're talking about the very
21 first segment?

22 Q. That's correct.

23 A. Yes, sir.

24 Q. Would you agree that your employees
25 or former employees knew that the CrissCross is

1 only updated periodically, so it will never be
2 100 percent accurate?

3 A. Yes, sir.

4 Q. They were conscious of that fact?

5 A. Yes, sir. They should have been,
6 yes, sir.

7 MR. HORWITZ: I'd like to make
8 this Exhibit One.

9 (Whereupon, the aforementioned
10 document was marked as Exhibit Number One.)

11 BY MR. HORWITZ:

12 Q. Reading an e-mail from you dated May
13 17, 2018, from you to Jessica Jaglois. There is
14 a question posed to you, number one in that
15 e-mail that says, "Were GPS coordinates
16 available?" Your answer appears to be yes. Can
17 you confirm that, please?

18 A. Where is yes? I'm sorry. Oh, okay.
19 Sorry. Yes.

20 Q. Is that representation accurate, to
21 your knowledge?

22 A. To the question of whether they were
23 available, yes. Does that mean specifically
24 which call? I don't believe that. I think
25 that's further down. But yes is correct.

1 MR. HORWITZ: I'll make this
2 Exhibit Two to the deposition.

3 (Whereupon, the aforementioned
4 document was marked as Exhibit Number Two.)

5 BY MR. HORWITZ:

6 Q. Ms. Donegan, I'm reading an e-mail
7 from May 10, 2018, at 10:31 A.M. regarding
8 vacancies, is a portion of the reporter's
9 questioning.

10 The question is, "How many
11 vacancies are there?"

12 Your answer appears to be,
13 "Fourteen for our agency."

14 "And how many call takers,
15 dispatchers?"

16 You answer appears to be
17 "Twelve". Can you confirm, please.

18 A. Yes, sir. To verify, you're
19 referring to the question of how many vacancies,
20 and there's fourteen. And of those fourteen,
21 twelve are call takers and/or dispatchers.

22 Q. And that information is correct?

23 A. It would have been correct as of May
24 10, 2018.

25 Q. I'm looking at an e-mail dated May 9,

1 2018, sent at 9:43 A.M. There's another e-mail
2 under it, appears to be part of a chain, sent at
3 9:25 A.M., and another e-mail below that for May
4 3, 2018, sent at 7:57 A.M. from Michelle
5 Peterson.

6 And the part I'm interested in
7 states, quote, unquote, "I found out that the
8 first call that was received to our call takers
9 was from a cell phone that gave the GPS
10 coordinates of both cross streets, which was the
11 precise locale."

12 Can you confirm that, please?

13 A. Where are you? Are you in this part?

14 Q. Toward the bottom. This part. I
15 think it's the final paragraph.

16 A. That's an e-mail from Michelle
17 Peterson.

18 Q. That's correct. Did I read it
19 correctly?

20 A. Yes, you read it correctly.

21 Q. Do you have any reason to believe
22 that this is inaccurate?

23 A. No, sir.

24 (Whereupon, the aforementioned
25 document was marked as Exhibit Number Three.)

1 BY MR. HORWITZ:

2 Q. I'm looking at an e-mail sent August
3 21, 2018 from you to Jessica Jaglois. There
4 appears to be a statement in it from you to her
5 in which you state, and I quote, "All employees
6 are trained on the functionality of the F11
7 key." Can you confirm that, please?

8 A. Yes, sir, that's what it says.

9 Q. Is that information correct?

10 A. It would be to the best of my
11 knowledge. In answering her questions, I would
12 always have my assistant director from support,
13 as well as assistant director from operations,
14 because there were certain things that I
15 wouldn't be able to answer directly, and wanted
16 to be sure it was correct. So, between us
17 discussing it, that would have been a correct
18 statement made.

19 Q. Would you agree with me that all
20 employees are trained on functionality of the
21 F11 key?

22 A. That is what all employees who are
23 call takers and/or dispatchers -- so, yes, sir.

24 Q. Would you agree that Sydney Cameron
25 was trained on the functionality of the F11

1 key?

2 A. I would assume so, sir.

3 Q. Do you have any reason to dispute
4 that Sydney Cameron was trained on the
5 functionality of the F11 key?

6 A. To dispute she was?

7 Q. Do you have any personal knowledge
8 that she was not?

9 A. No, sir, I do not.

10 MR. HORWITZ: I'd like to make
11 this the next exhibit to the deposition, please.

12 (Whereupon, the aforementioned
13 document was marked as Exhibit Number Four.)

14 (brief off record discussion)

15 BY MR. HORWITZ

16 Q. Parties have agreed to make all the
17 documents that were provided here today for this
18 deposition a collective late-filed exhibit to
19 this deposition that Metropolitan Government
20 will send to the court reporter. Those are our
21 questions.

22 (Whereupon, the aforementioned
23 documents were designated to be marked as
24 Exhibit Number Five.)

25 MR. LACKEY: Nothing further

1 from me or Metro.

2

3 FURTHER DEPONENT SAITH NOT

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1 I, *E. Kimberly Underwood, CCR, LCR*, Notary
2 Public and Licensed Court Reporter for the State
3 of Tennessee do hereby certify that prior to the
4 commencement of the examination said witness was
5 duly sworn by me to testify to the truth, the
6 whole truth, and nothing but the truth.

7 I DO FURTHER CERTIFY that the foregoing
8 is a true and accurate transcript of the
9 testimony as taken stenographically by me at the
10 time, place, and on the date hereinbefore set
11 forth.

12 I DO FURTHER CERTIFY that I am neither a
13 relative nor employee nor attorney nor counsel
14 of any of the parties to this action, and that I
15 am neither a relative nor employee of such
16 attorney or counsel, and that I am not
17 financially interested in the action.

18 SWORN to before me when taken,

19
20
21
22
23



24 *E. Kimberly Underwood, CCR, LCR*
25 License #192 expires: June 30, 2020
Notary Public, State of Tennessee at Large
My commission expires: October 18, 2021

**Donegan, Jamie Michele (ECC)**

From: Donegan, Jamie Michele (ECC)
Sent: Tuesday, June 26, 2018 11:46 AM
To: 'Jessica Jaglois'
Subject: RE: WKRN Inquiry - Waffle House and InfoGroup

The directory does not belong to us, it is a product that we utilize. It is not the sole source of aiding in determining a location. We all know that the criss cross is only updated periodically, so it will never be 100% accurate.

From: Jessica Jaglois [mailto:JJaglois@wkarn.com]
Sent: Tuesday, June 26, 2018 11:31 AM
To: Donegan, Jamie Michele (ECC) <Jamie.Donegan@nashville.gov>
Subject: Re: WKRN Inquiry - Waffle House and InfoGroup

So the new Waffle House is still not included in the ECC's criss-cross directory? Does this concern you?

Jessica Jaglois
News 2 Reporter
615-289-4997

On Jun 26, 2018, at 10:30 AM, Donegan, Jamie Michele (ECC) <Jamie.Donegan@nashville.gov> wrote:

Jessica,

I advised you of the most recent update from the criss-cross, not that the Waffle House was included at 3571 Murfreesboro Pike.

Thank you,
Michele

From: Jessica Jaglois [mailto:JJaglois@wkarn.com]
Sent: Tuesday, June 26, 2018 10:13 AM
To: Donegan, Jamie Michele (ECC) <Jamie.Donegan@nashville.gov>
Subject: WKRN Inquiry - Waffle House and InfoGroup

Hi Michele,

I hope this email finds you well. I have spoken several times with InfoGroup since our conversation about the criss-cross directory. You had told me that one of the CD updates that you received from InfoGroup included the Waffle House at 3571 Murfreesboro Pike. However, InfoGroup's Vice President Mike Hrin told me their directory does NOT include that Waffle House. So right now, it is not available to Metro's dispatchers.

I just wanted to see where this mistake was made. Do you see the Waffle House at 3571 Murfreesboro Pike in the ECC's criss-cross directory? If so, can you send me a picture of it?
<image001.png>

**Donegan, Jamie Michele (ECC)**

From: Donegan, Jamie Michele (ECC)
Sent: Thursday, May 17, 2018 11:07 AM
To: 'Jessica Jaglois'
Subject: FW: Internal review

Jessica,

Please see below for requested information.

Thanks,
Michele

From: Jessica Jaglois [<mailto:JJaglois@wkrr.com>]
Sent: Thursday, May 17, 2018 10:46 AM
To: Donegan, Jamie Michele (ECC) <Jamie.Donegan@nashville.gov>
Subject: Re: Internal review

Thanks Michele,

What were the findings of the internal review? No policy violations

Has an internal investigation been launched? No

Can I have any and all paper work available in connection with the review? No formal documentation forms for this overall review.

Has Motorola gotten back to you about the GPS coordinates? Again, Michelle Peterson said GPS coordinates WERE available for the 911 calls and you said you weren't sure. Just trying to figure this out.

Below is the e-mail you had sent regarding the coordinates:

In reviewing my notes, I see that Ms. Peterson also said that GPS coordinates were eventually available for at least one of the 911 calls on the day of the Waffle House shooting but I don't see this reflected in answers you gave. My questions are as follows:

- 1) Were GPS coordinates available? Yes
- 2) If so, when?

Call 1. Available in the system 13 seconds before the call was received by dispatch

Call 2. Available in the system 22 seconds before the call was received by dispatch

Call 3. Available in the system 21 seconds before the call was received by dispatch

Call 4. Available in the system 17 seconds before the call was received by dispatch

Call 5. Available in the system 2 seconds after the call was received by dispatch

It is important to note that the first x/y coordinates available on the system are (as to be expected) the tower address. The times listed above are after the first rebid and all those x/y coordinates were from the intersection of Summercrest and Murfreesboro Road to the area of the Waffle House.

**Donegan, Jamie Michele (ECC)**

From: Donegan, Jamie Michele (ECC)
Sent: Wednesday, May 09, 2018 9:43 AM
To: Aaron, Don (MNPd)
Subject: FW: Response to Jessica with Channel 2

Here is Michelle's response. I have been in a meeting and will be for approximately 1 hour. I will give you a call as soon as I get out. Or call me sooner if you need, I can step out.

From: Peterson, Michelle (ECC)
Sent: Wednesday, May 09, 2018 9:25 AM
To: Donegan, Jamie Michele (ECC) <Jamie.Donegan@nashville.gov>
Subject: Response to Jessica with Channel 2

Here is my response to Jessica. I don't know if you agree but I would like to include the email that I sent support my mindset of what an internal investigation means to me.

Jessica,

Throughout my career and in my world, an "Internal Investigation" means to examine or to carefully scrutinize all of the related 911 information that is associated to an incident. Once this process is complete, the appropriate actions are taken. The process includes (not limited to) listening to all of the audio related to the incident, researching any telephone reports for clarification purposes, researching related Computer Aided Dispatch (CAD) reports, researching any related technical systems that may have impact on the incident, and/or having clarifying conversations with those involved in the incident. My mindset of an "Internal Investigation" and the reasons for it was expressed in my response to you in the email dated May 3rd (reasons for an Internal Investigation is highlighted below).

On May 3, 2018, at 7:57 AM, Peterson, Michelle (ECC) <Michelle.Peterson@nashville.gov> wrote:

Jessica,

Looking into, reviewing, viewing

What I stated was that we are also internally investigating the calls from the incident to ensure no policy violations took place on our end. This is standard due to the nature and magnitude of the incident. Basically, our QA Division are listening to the calls that we released to PD. This gives the department the opportunity to address all issues from a policy and/or a reasonable duty to act perspective. It also gives us the opportunity to make any necessary improvements from a technical perspective (consistent technology failure) should one arise during an emergency situation.

Additionally, I am not going into any details on the incident but since we discussed the GPS cellphone capabilities giving precise locations, I found out that the 1st call that was received to our call-takers was from a cellphone that gave the GPS coordinates of both cross streets which was the precise locale. This supports what I told you regarding today's cellphones are giving better locations instead of the 50 feet radius that you mentioned in our conversations. Today's phones are better equipped with GPS capabilities; however, there is room for improvement when responding to a

Donegan, Jamie Michele (ECC)

From: Donegan, Jamie Michele (ECC)
Sent: Tuesday, August 21, 2018 10:23 AM
To: 'Jessica Jaglois'
Subject: RE: WKRN Inquiry

Jessica,

Please see answer to your questions below.

1) Why weren't the GPS coordinates used? This question was not answered.

The lat/long was used. However it was not initially available and the 4th caller provided the physical street address within seconds of when lat/long was becoming available to the other call takers. When the 1st call taker received his phase two lat/long, the hysterical caller disagreed with the location being provided but at this same time, the 4th caller gave the physical location.

2) Why didn't Sydney Cameron use her F11 key and has she been trained to use it moving forward? You did not answer these questions.

The lat/long was not initially available. The call taker utilized the information provided by the caller as well as the criss-cross directory and sent a call for service to the Hermitage precinct dispatcher. The F11 Key is utilized when phase two information is available (both lat/long). In this case, phase two information became available 2 seconds after the call for service was sent.

• All employees are trained on the functionality of the F11 key.

3) According to an email from Michelle Peterson, Mitch Casey's call was delayed. Your response to that?

Michelle Peterson explained that at the time of the email, with only the audio to review, it appeared as though he had the phase two information available. However, once the phone data was reviewed regarding lat/long availability, it was clear that phase two information was not available until approximately 1 minute into call.

From: Jessica Jaglois [mailto:Jaglois@wkrn.com]
Sent: Friday, August 17, 2018 11:08 AM
To: Donegan, Jamie Michele (ECC) <Jamie.Donegan@nashville.gov>
Subject: Re: WKRN Inquiry

Attention: This email originated from a source external to Metro Government. Please exercise caution when opening any attachments or links from external sources.

No, you didn't. You copied when the GPS coordinates were available and then didn't say why they weren't used.



Call Detail

From: 04/22/2018 03:20:00 To: 04/22/2018 03:30:59
 Position: POSITION230, POSITION231, POSITION232, POSITION233, POSITION234, POSITION235, POSITION240, POSITION241, POSITION242, POSITION243, POSITION244, POSITION245, POSITION246, POSITION247, POSITION248, POSITION250, POSITION251, POSITION252, POSITION253, POSITION254, POSITION255, POSITION256, POSITION257, POSITION258

Number of Calls: 22

Created: 04/22/2018 03:24:31.833 22:1002:81
Site Name: Customer Configuration Staging

Type:	Incoming	Duration	(hh:mm:ss.sss)
Trunk:	E911-HW5	Setup Time:	00:00:04.943
		(incl. ANI Decoding)	
Line:	2251_ACD_2	Process Time:	00:01:41.812
Phone Number:	(731) 780-8887	Answer:	00:00:01.521
DNIS:	9-1-1 (Q6001)	Talk:	00:01:40.291
Incident Type:	No Value	Hold:	00:00:00.000
Call Taker:	Casey, Mitchell	Trunk Seizure Time:	00:01:46.755
Position:	POSITION251		
IP Phone:	No	Call Taker Answer Time:	00:00:01.004
ALI Status:	GOOD ALI		
TTY Info:	No		

Caller Information

Caller Name: AT&T MOBILITY
 Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
 Phone Number (CPI): (731) 780-8887

Call Information

Customer Name: AT&T MOBILITY
 Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
 Community: ANTIOCH
 State: TN
 Class of Service: WPH2
 ESN: ESN=1
 ESN Detail: ALT# 731-780-8887 LEC:ATTMO
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.615353 +36.050702
 Phone Number (ALI): (731) 780-8887
 Main Number: 211-7177
 X Coordinate: -086.615353
 Y Coordinate: +36.050702

Call Events

<u>Date/Time</u>	<u>Event</u>	<u>Value</u>	<u>Call Taker / Position</u>
04/22/2018 03:24:27.713	Trunk Seizure		
04/22/2018 03:24:33.177	Status	RING	Casey, Mitchell / POSITION251
04/22/2018 03:24:34.180	Status	TALK	Casey, Mitchell / POSITION251
04/22/2018 03:26:14.473	Status	RLSD	Casey, Mitchell / POSITION251

ALI HistoryDate/TimeField NameOld ValueNew Value

04/22/2018 03:24:32.377

NPA

731

Phone Number

780-8887

House Number

3650

Street Name

MURFREESBORO RD - N

Community Name

ANTIOCH

State

TN

Customer Name

AT&T MOBILITY

Class of Service

WRLS

ESN

ESN=1

Main Number

211-7177

Extract Date Time

03:24 04/22

X Coordinate

-086.612305

Y Coordinate

+36.049191

Tell Tale (ESN Detail)

ALT# 731-780-8887 LEC:ATTMO
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.612305
 +36.049191
 F

Error

Validated

True

Free Format

3650, MURFREESBORO RD - N, ANTIOCH, TN

04/22/2018 03:25:05.023

Address Origin

Auto Rebid

Cad Router

Class of Service

WRLS

WPH2

Extract Date Time

03:24 04/22

03:25 04/22

X Coordinate

-086.612305

-086.615353

Y Coordinate

+36.049191

+36.050702

Tell Tale (ESN Detail)

ALT# 731-780-8887 LEC:ATTMO
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.612305
 +36.049191

ALT# 731-780-8887 LEC:ATTMO
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.615353
 +36.050702

*It changed from
 phase 1 to phase 2*

*Inter section
 of Summer set*

*+
 Miboro Rd*

Call Routing

<u>Date/Time</u>	<u>Event</u>	<u>Value</u>
04/22/2018 03:24:27.710	CIM	Incoming Call(ID: 911055-09450-20180422082428) Offered on Trunk 911055
04/22/2018 03:24:27.710	TS	SYSTEM ID = nashville
04/22/2018 03:24:31.823	TS	Initial ALI Request for ANI : 6152117177
04/22/2018 03:24:31.823	CIM	ANI: (40)"6152117177" [VALID] PseudoANI: "" [NONE]
04/22/2018 03:24:31.837	CIM	Call Presented
04/22/2018 03:24:32.360	PAS	Initial ALI Response received / ALI TYPE = 1
04/22/2018 03:24:32.480	VOIP	External Call-Identifier 911055-09450-20180422082428
04/22/2018 03:24:32.650	VOIP	Routing call QUEUE = 6001
04/22/2018 03:24:32.807	CIM	Call Connected
04/22/2018 03:24:33.157	VOIP	Routing call AGENT = 11094/2251
04/22/2018 03:24:34.027	TCI	TRUNK = 911055 / LINE = 55 POS = 251 / STN = 2251
04/22/2018 03:24:34.027	TCI	Call CONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker
04/22/2018 03:25:04.040	TS	Rebid 1 from POS = 251 / STN = 2251
04/22/2018 03:25:05.010	PAS	Rebid Response 1 received / ALI TYPE = 1
04/22/2018 03:25:34.027	TS	Rebid 2 from POS = 251 / STN = 2251
04/22/2018 03:25:34.720	PAS	Rebid Response 2 received / ALI TYPE = 1
04/22/2018 03:26:04.027	TS	Rebid 3 from POS = 251 / STN = 2251
04/22/2018 03:26:11.773	PAS	Rebid Response 3 received / ALI TYPE = 1
04/22/2018 03:26:14.377	TCI	Call RELEASED BY POS = 251 / STN = 2251
04/22/2018 03:26:14.377	TCI	Call DISCONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker
04/22/2018 03:26:14.893	CIM	Caller Disconnected After Supervision
04/22/2018 03:26:15.007	CIM	Call Disconnected
04/22/2018 03:26:15.020	CIM	Call Terminated
04/22/2018 03:26:15.020	TS	Call Completed



Call Detail

Created: 04/22/2018 03:26:18.977 22:251:2
Site Name: Customer Configuration Staging

Type:	Outgoing	Duration	(hh:mm:ss.sss)
Trunk:	ADM-16	Setup Time:	00:00:00.000
		(incl. ANI Decoding)	
Line:	2251A	Process Time:	00:00:02.676
Phone Number:	(731) 780-8887	Answer:	00:00:00.000
DNIS:	No Value	Talk:	00:00:02.676
Incident Type:	No Value	Hold:	00:00:00.000
Call Taker:	Casey, Mitchell	Trunk Seizure Time:	00:00:02.676
Position:	POSITION251		
IP Phone:	No	Call Taker Answer Time:	00:00:00.000
ALI Status:	0 : Not Used		
TTY Info:	No		

Caller Information

Caller Name: AT&T MOBILITY
 Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
 Phone Number (CPI): (731) 780-8887

Call Information

Customer Name: AT&T MOBILITY
 Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
 Community: ANTIOCH
 State: TN
 Class of Service: WPH2
 ESN: ESN=1
 ESN Detail: ALT# 731-780-8887 LEC:ATTMO
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.615353 +36.050702
 Phone Number (ALI): (731) 780-8887
 Main Number: 211-7177
 X Coordinate: -086.615353
 Y Coordinate: +36.050702

Call Events

Date/Time	Event	Value	Call Taker / Position
04/22/2018 03:26:19.017	Status	DLTN	Casey, Mitchell / POSITION251
04/22/2018 03:26:19.020	Status	PROD	Casey, Mitchell / POSITION251
04/22/2018 03:26:19.777	Trunk Seizure		
04/22/2018 03:26:20.197	Status	TALK	Casey, Mitchell / POSITION251
04/22/2018 03:26:21.693	Status	RLSD	Casey, Mitchell / POSITION251

ALI History

<u>Date/Time</u>	<u>Old Value</u>	<u>New Value</u>
04/22/2018 03:26:18.977		
ALI Type		Not Used
NPA		731
Phone Number		780-8887
House Number		3650
Street Name		MURFREESBORO RD - N
Community Name		ANTIOCH
State		TN
Customer Name		AT&T MOBILITY
Class of Service		WPH2
ESN		ESN=1
Main Number		211-7177
Extract Date Time		03:25 04/22
X Coordinate		-086.615353
Y Coordinate		+36.050702
Tell Tale (ESN Detail)		ALT# 731-780-8887 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.615353 +36.050702 F
Error		F
Validated		True
Free Format		3650, MURFREESBORO RD - N, ANTIOCH, TN

Call Routing

<u>Date/Time</u>	<u>Event</u>	<u>Value</u>
04/22/2018 03:26:18.980	VOIP	Outgoing Call (ID: ADM016-40113-20180422082617) on Trunk ADM016
04/22/2018 03:26:18.980	VOIP	Dialed Number = 17317808887
04/22/2018 03:26:18.980	TCI	TRUNK = ADM016 / LINE = 454 POS = 251 / STN = 2251
04/22/2018 03:26:18.980	TCI	Call CONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker
04/22/2018 03:26:18.980	TS	SYSTEM ID = nashville
04/22/2018 03:26:18.987	VOIP	External Call-Identifier ADM016-40113-20180422082617
04/22/2018 03:26:20.173	VOIP	Destination ANSWER
04/22/2018 03:26:21.777	VOIP	Call Disconnected
04/22/2018 03:26:21.780	VOIP	Call Terminated
04/22/2018 03:26:21.780	TCI	Call RELEASED BY POS = 251 / STN = 2251
04/22/2018 03:26:21.780	TCI	Call DISCONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker
04/22/2018 03:26:21.780	TS	Call Completed



Call Detail

Created: 04/22/2018 03:26:25.723
Site Name: Customer Configuration Staging

22:251:3

Type:	Outgoing	Duration	(hh:mm:ss.sss)
Trunk:	ADM-16	Setup Time:	00:00:00.000
		(incl. ANI Decoding)	
Line:	2251A	Process Time:	00:01:13.898
Phone Number:	(731) 780-8887	Answer:	00:00:00.000
DNIS:	No Value	Talk:	00:01:13.898
Incident Type:	No Value	Hold:	00:00:00.000
Call Taker:	Casey, Mitchell	Trunk Seizure Time:	00:01:13.898
Position:	POSITION251		
IP Phone:	No	Call Taker Answer Time:	00:00:00.000
ALI Status:	0 : Not Used		
TTY Info:	No		

Caller Information

Caller Name: AT&T MOBILITY
 Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
 Phone Number (CPI): (731) 780-8887

Call Information

Customer Name: AT&T MOBILITY
 Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
 Community: ANTIOCH
 State: TN
 Class of Service: WPH2
 ESN: ESN=1
 ESN Detail: ALT# 731-780-8887 LEC:ATTMO
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.615353 +36.050702
 Phone Number (ALI): (731) 780-8887
 Main Number: 211-7177
 X Coordinate: -086.615353
 Y Coordinate: +36.050702

Call Events

<u>Date/Time</u>	<u>Event</u>	<u>Value</u>	<u>Call Taker / Position</u>
04/22/2018 03:26:25.773	Status	DLTN	Casey, Mitchell / POSITION251
04/22/2018 03:26:25.777	Status	PROD	Casey, Mitchell / POSITION251
04/22/2018 03:26:26.523	Trunk Seizure		
04/22/2018 03:26:28.093	Status	TALK	Casey, Mitchell / POSITION251
04/22/2018 03:27:39.673	Status	RLSD	Casey, Mitchell / POSITION251

ALI History

<u>Date/Time</u>	<u>Field Name</u>	<u>Old Value</u>	<u>New Value</u>
04/22/2018 03:26:25.727	ALI Type		Not Used
	NPA		731
	Phone Number		780-8887
	House Number		3650
	Street Name		MURFREESBORO RD - N
	Community Name		ANTIOCH
	State		TN
	Customer Name		AT&T MOBILITY
	Class of Service		WPH2
	ESN		ESN=1
	Main Number		211-7177
	Extract Date Time		03:25 04/22
	X Coordinate		-086.615353
	Y Coordinate		+36.050702
	Tell Tale (ESN Detail)		ALT# 731-780-8887 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.615353 +36.050702 F
	Error		F
	Validated		True
	Free Format		3650, MURFREESBORO RD - N, ANTIOCH, TN

Call Routing

<u>Date/Time</u>	<u>Event</u>	<u>Value</u>
04/22/2018 03:26:25.727	VOIP	Outgoing Call (ID: ADM016-40115-20180422082623) on Trunk ADM016
04/22/2018 03:26:25.727	VOIP	Dialed Number = 1731780887
04/22/2018 03:26:25.727	TCI	TRUNK = ADM016 / LINE = 454 POS = 251 / STN = 2251
04/22/2018 03:26:25.727	TCI	Call CONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker
04/22/2018 03:26:25.727	TS	SYSTEM ID = nashville
04/22/2018 03:26:25.733	VOIP	External Call-Identifier ADM016-40115-20180422082623
04/22/2018 03:26:28.070	VOIP	Destination ANSWER
04/22/2018 03:27:39.527	VOIP	Caller Disconnected After Supervision
04/22/2018 03:27:39.530	VOIP	Call Disconnected
04/22/2018 03:27:39.530	VOIP	Call Terminated
04/22/2018 03:27:39.530	TCI	Call RELEASED BY POS = 251 / STN = 2251
04/22/2018 03:27:39.530	TCI	Call DISCONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker
04/22/2018 03:27:39.530	TS	Call Completed

Gets caller back on this CB
Disconnected again.



Call Detail

Created:	04/22/2018 03:27:46.827	22:251:4
Site Name:	Customer Configuration Staging	

Type:	Outgoing	Duration	(hh:mm:ss.sss)
Trunk:	ADM-16	Setup Time:	00:00:00.000
		(incl. ANI Decoding)	
Line:	2251A	Process Time:	00:02:47.640
Phone Number:	(731) 780-8887	Answer:	00:00:00.000
DNIS:	No Value	Talk:	00:02:47.640
Incident Type:	No Value	Hold:	00:00:00.000
Call Taker:	Casey, Mitchell	Trunk Seizure Time:	00:02:47.640
Position:	POSITION251		
IP Phone:	No	Call Taker Answer Time:	00:00:00.000
ALI Status:	0 : Not Used		
TTY Info:	No		

Caller Information

Caller Name: AT&T MOBILITY
 Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
 Phone Number (CPI): (731) 780-8887

Call Information

Customer Name: AT&T MOBILITY
 Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
 Community: ANTIOCH
 State: TN
 Class of Service: WPH2
 ESN: ESN=1
 ESN Detail: ALT# 731-780-8887 LEC:ATTMO
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.615353 +36.050702
 Phone Number (ALI): (731) 780-8887
 Main Number: 211-7177
 X Coordinate: -086.615353
 Y Coordinate: +36.050702

Call Events

Date/Time	Event	Value	Call Taker / Position
04/22/2018 03:27:46.867	Status	DLTN	Casey, Mitchell / POSITION251
04/22/2018 03:27:46.870	Status	PROD	Casey, Mitchell / POSITION251
04/22/2018 03:27:47.627	Trunk Seizure		
04/22/2018 03:27:56.297	Status	TALK	Casey, Mitchell / POSITION251
04/22/2018 03:30:34.507	Status	RLSD	Casey, Mitchell / POSITION251

3rd
 Callback, got caller back to get additional information

ALI History

<u>Date/Time</u>	<u>Old Value</u>	<u>New Value</u>
04/22/2018 03:27:46.830		
ALI Type		Not Used
NPA		731
Phone Number		780-8887
House Number		3650
Street Name		MURFREESBORO RD - N
Community Name		ANTIOCH
State		TN
Customer Name		AT&T MOBILITY
Class of Service		WPH2
ESN		ESN=1
Main Number		211-7177
Extract Date Time		03:25 04/22
X Coordinate		-086.615353
Y Coordinate		+36.050702
Tell Tale (ESN Detail)		ALT# 731-780-8887 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.615353 +36.050702 F
Error		True
Validated		True
Free Format		3650, MURFREESBORO RD - N, ANTIOCH, TN

Call Routing

<u>Date/Time</u>	<u>Event</u>	<u>Value</u>
04/22/2018 03:27:46.830	VOIP	Outgoing Call (ID: ADM016-40121-20180422082745) on Trunk ADM016
04/22/2018 03:27:46.830	VOIP	Dialed Number = 17317808887
04/22/2018 03:27:46.830	TCI	TRUNK = ADM016 / LINE = 454 POS = 251 / STN = 2251
04/22/2018 03:27:46.830	TCI	Call CONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker
04/22/2018 03:27:46.830	TS	SYSTEM ID = nashville
04/22/2018 03:27:46.837	VOIP	External Call-Identifier ADM016-40121-20180422082745
04/22/2018 03:27:56.273	VOIP	Destination ANSWER
04/22/2018 03:30:34.597	VOIP	Call Disconnected
04/22/2018 03:30:34.597	VOIP	Call Terminated
04/22/2018 03:30:34.597	TCI	Call RELEASED BY POS = 251 / STN = 2251
04/22/2018 03:30:34.597	TCI	Call DISCONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker
04/22/2018 03:30:34.597	TS	Call Completed

Donegan, Jamie Michele (ECC)

From: Donegan, Jamie Michele (ECC)
Sent: Thursday, May 17, 2018 11:07 AM
To: 'Jessica Jaglois'
Subject: FW: Internal review

Jessica,

Please see below for requested information.

Thanks,
Michele

From: Jessica Jaglois [<mailto:JJaglois@wkrn.com>]
Sent: Thursday, May 17, 2018 10:46 AM
To: Donegan, Jamie Michele (ECC) <Jamie.Donegan@nashville.gov>
Subject: Re: Internal review

Thanks Michele,

What were the findings of the internal review? **No policy violations**

Has an internal investigation been launched? **No**

Can I have any and all paper work available in connection with the review? **No formal documentation forms for this overall review.**

Has Motorola gotten back to you about the GPS coordinates? Again, Michelle Peterson said GPS coordinates WERE available for the 911 calls and you said you weren't sure. Just trying to figure this out.

Below is the e-mail you had sent regarding the coordinates:

In reviewing my notes, I see that Ms. Peterson also said that GPS coordinates were eventually available for at least one of the 911 calls on the day of the Waffle House shooting but I don't see this reflected in answers you gave. My questions are as follows:

1) Were GPS coordinates available? **Yes**

2) If so, when?

- Call 1. Available in the system 13 seconds before the call was received by dispatch
- Call 2. Available in the system 22 seconds before the call was received by dispatch
- Call 3. Available in the system 21 seconds before the call was received by dispatch
- Call 4. Available in the system 17 seconds before the call was received by dispatch
- Call 5. Available in the system 2 seconds after the call was received by dispatch

It is important to note that the first x/y coordinates available on the system are (as to be expected) the tower address. The times listed above are after the first rebid and all those x/y coordinates were from the intersection of Summercrest and Murfreesboro Road to the area of the Waffle House.

3) If so, what call were they made available? **See above**

From: Donegan, Jamie Michele (ECC) <Jamie.Donegan@nashville.gov>
Sent: Thursday, May 17, 2018 10:42:08 AM
To: Jessica Jaglois
Subject: RE: Internal review

Jessica,

Please see below.

Thanks,
Michele

From: Jessica Jaglois [<mailto:JJaglois@wkrn.com>]
Sent: Thursday, May 17, 2018 10:21 AM
To: Donegan, Jamie Michele (ECC) <Jamie.Donegan@nashville.gov>
Subject: Internal review

Good morning Michele,

I am checking on the status of the internal review. Is it complete? **Yes it has.**

Thank you in advance,

Jessica Jaglois
News 2 Reporter
615-289-4997

Donegan, Jamie Michele (ECC)

From: Donegan, Jamie Michele (ECC)
Sent: Tuesday, June 26, 2018 11:46 AM
To: 'Jessica Jaglois'
Subject: RE: WKRN Inquiry - Waffle House and InfoGroup

The directory does not belong to us, it is a product that we utilize. It is not the sole source of aiding in determining a location. We all know that the criss cross is only updated periodically, so it will never be 100% accurate.

From: Jessica Jaglois [mailto:JJaglois@wkrn.com]
Sent: Tuesday, June 26, 2018 11:31 AM
To: Donegan, Jamie Michele (ECC) <Jamie.Donegan@nashville.gov>
Subject: Re: WKRN Inquiry - Waffle House and InfoGroup

So the new Waffle House is still not included in the ECC's criss-cross directory? Does this concern you?

Jessica Jaglois
News 2 Reporter
615-289-4997

On Jun 26, 2018, at 10:30 AM, Donegan, Jamie Michele (ECC) <Jamie.Donegan@nashville.gov> wrote:

Jessica,

I advised you of the most recent update from the criss-cross, not that the Waffle House was included at 3571 Murfreesboro Pike.

Thank you,
Michele

From: Jessica Jaglois [mailto:JJaglois@wkrn.com]
Sent: Tuesday, June 26, 2018 10:13 AM
To: Donegan, Jamie Michele (ECC) <Jamie.Donegan@nashville.gov>
Subject: WKRN Inquiry - Waffle House and InfoGroup

Hi Michele,

I hope this email finds you well. I have spoken several times with InfoGroup since our conversation about the criss-cross directory. You had told me that one of the CD updates that you received from InfoGroup included the Waffle House at 3571 Murfreesboro Pike. However, InfoGroup's Vice President Mike Hrin told me their directory does NOT include that Waffle House. So right now, it is not available to Metro's dispatchers.

I just wanted wanted to see where this mistake was made. Do you see the Waffle House at 3571 Murfreesboro Pike in the ECC's criss-cross directory? If so, can you send me a picture of it?
<image001.png>

Donegan, Jamie Michele (ECC)

To: Jessica Jaglois
Subject: RE: WKRN Inquiry

Jessica,

We did not have to train anything new, the review of this incident served as a reminder for call takers to utilize all the tools available to them to verify location of callers.

Thank you,
Michele

-----Original Message-----

From: Jessica Jaglois [mailto:JJaglois@wkrn.com]
Sent: Friday, October 12, 2018 8:44 AM
To: Donegan, Jamie Michele (ECC) <Jamie.Donegan@nashville.gov>
Subject: Re: WKRN Inquiry

Attention: This email originated from a source external to Metro Government. Please exercise caution when opening any attachments or links from external sources.

Hey Michele - just checking that you are in receipt of this request.

Jessica Jaglois
News 2 Reporter
615-289-4997

> On Oct 10, 2018, at 2:04 PM, Jessica Jaglois <JJaglois@wkrn.com> wrote:
>
> Good afternoon Michele,
>
> We are nearing the six-month anniversary of the Waffle House shooting. I am looking for answers to the following:
>
> 1) What has the ECC learned from the Waffle House 911 calls?
> 2) Have the Waffle House 911 calls been used in training operators and dispatchers? How?
> 3) Has anyone been disciplined or written up for anything related to the Waffle House 911 calls? Call-takers or dispatchers?
>
> Thank you in advance,
>
> Jessica Jaglois
> News 2 Reporter
> 615-289-4997

3571

3:25:48 Dispatch view

3:25:50 recommendations (5314)

3:26:21 " " (8)

3:26:44 Fixed 325, 310, 320

3:26:45 AVL 325, 310, 320

3:26:49 Code 9000 from 10-52

3:26:54 View

3:26:55 AVL + Fixed 325, 310, 320

3:27:06 AVL + Fixed 325, 310, 320

3:27:48 tones

3:27:58 tones + dispatch

changed to
3571 at
3:27:11
3571 Rk

Donegan, Jamie Michele (ECC)

From: Donegan, Jamie Michele (ECC)
Sent: Wednesday, May 09, 2018 9:43 AM
To: Aaron, Don (MNPDP)
Subject: FW: Response to Jessica with Channel 2

Here is Michelle's response. I have been in a meeting and will be for approximately 1 hour. I will give you a call as soon as I get out. Or call me sooner if you need, I can step out.

From: Peterson, Michelle (ECC)
Sent: Wednesday, May 09, 2018 9:25 AM
To: Donegan, Jamie Michele (ECC) <Jamie.Donegan@nashville.gov>
Subject: Response to Jessica with Channel 2

Here is my response to Jessica. I don't know if you agree but I would like to include the email that I sent support my mindset of what an internal investigation means to me.

Jessica,

Throughout my career and in my world, an "Internal Investigation" means to examine or to carefully scrutinize all of the related 911 information that is associated to an incident. Once this process is complete, the appropriate actions are taken. The process includes (not limited to) listening to all of the audio related to the incident, researching any telephone reports for clarification purposes, researching related Computer Aided Dispatch (CAD) reports, researching any related technical systems that may have impact on the incident, and/or having clarifying conversations with those involved in the incident. My mindset of an "Internal Investigation" and the reasons for it was expressed in my response to you in the email dated May 3rd (reasons for an Internal Investigation is highlighted below).

On May 3, 2018, at 7:57 AM, Peterson, Michelle (ECC) <Michelle.Peterson@nashville.gov> wrote:

Jessica,

Looking into, reviewing, viewing

What I stated was that we are also internally investigating the calls from the incident to ensure no policy violations took place on our end. This is standard due to the nature and magnitude of the incident. Basically, our QA Division are listening to the calls that we released to PD. This gives the department the opportunity to address all issues from a policy and/or a reasonable duty to act perspective. It also gives us the opportunity to make any necessary improvements from a technical perspective (consistent technology failure) should one arise during an emergency situation.

Additionally, I am not going into any details on the incident but since we discussed the GPS cellphone capabilities giving precise locations, I found out that the 1st call that was received to our call-takers was from a cellphone that gave the GPS coordinates of both cross streets which was the precise locale. This supports what I told you regarding today's cellphones are giving better locations instead of the 50 feet radius that you mentioned in our conversations. Today's phones are better equipped with GPS capabilities; however, there is room for improvement when responding to a

location with multi-levels. As I stated, voice address verification is the best solution when making a 911 emergency call but we do understand those rare circumstances when voice verification cannot be made.

This morning, I have not spoken to Angie yet, but I will get back with you on your request to visit the center. I will get back with you after our meeting.

Michelle R. Peterson

Metropolitan Nashville Department of Emergency Communications

Assistant Director of Support Services

Office: 615-401-6278

Cell: 615-566-7759

Donegan, Jamie Michele (ECC)

From: Donegan, Jamie Michele (ECC)
Sent: Thursday, May 10, 2018 12:11 PM
To: 'Jessica Jaglois'
Cc: Byrd, Judith (Mayor's Office)
Subject: FW: WKRN Inquiry - follow up

Jessica,

Please see the responses below.

Thank you,
Michele

From: Jessica Jaglois [<mailto:JJaglois@wkrn.com>]
Sent: Thursday, May 10, 2018 10:31 AM
To: Donegan, Jamie Michele (ECC) <Jamie.Donegan@nashville.gov>
Subject: WKRN Inquiry - follow up

Good morning Michele,

Piggy-backing off our conversation yesterday, I have the following questions:

1) How many people were working at the ECC the time of the Waffle House shooting? **24** How many call-takers? **10** Dispatchers? **14** (this may not reflect when an employee was on break)

2) Was CAD working that night or was paper being used? **Cad was working**

3) How many vacancies are there? **14 for our agency** How many call-takers/dispatchers? **12**

4) Is it the dispatcher's job to notify crews en route on what they're responding to? Or is it the Fire Commander's job? Audio from that night between the dispatcher and Fire Department goes like this:

Fire: DISPATCH, WHAT'S THE NATURE OF THIS CALL?

Dispatch: IT WAS OUT AS A CODE 9000 3571 MURFREESBORO PIKE AT THE WAFFLE HOUSE. LOOKS LIKE A MALE WHITE SHOT MULTIPLE PEOPLE AT THIS LOCATION. THAT'S ALL WE'VE GOT SO FAR. PD IS STILL EN ROUTE.

Fire: ADVISE THE COMPANIES EN ROUTE TO WHAT'S GOING ON?

After no response, fire says: ALL RESPONDING COMPANIES. STAGE WAY BACK, OUT OF SIGHT. UNTIL P-D HAS CLEARED THE SCENE.

Is this how it normally goes? **There has not been a release or review of fire dispatch.**

Thank you in advance,

Jessica Jaglois
News 2 Reporter
615-289-4997

Donegan, Jamie Michele (ECC)

From: Herlein, Jennifer (ECC)
Sent: Thursday, May 03, 2018 2:33 PM
To: Donegan, Jamie Michele (ECC)
Subject: Waffle House

Call	Call taker	Call Recd	Duration	Call End	CAD enter	
1	Mitch Casey	3:24:33	0:01:41	3:26:14	03:25:38	189339
2	Holly Rocchetti	3:24:44	0:08:42	3:33:26	03:26:49	242543
3	Chakari Ward	3:24:46	0:01:09	3:25:55	03:27:13	324229
4	Julianne Douglas	3:24:49	0:04:23	3:29:12	03:31:01	624333
5	Sydney Camron	3:24:50	0:01:26	3:26:16	03:25:40	290822 817
6	McKinley George	3:26:02	0:04:41	3:30:43	03:29:24	251490

Jennifer Herlein

Metro Nashville Emergency Communications Center
 2060 15th Ave S
 Nashville Tn. 37121
 Phone (615) 401-6222
 Fax (Fax) 401-6380



Call Detail

Created: 04/22/2018 03:24:43.787 22:1001:90
Site Name: Customer Configuration Staging

Type: Incoming **Duration** (hh:mm:ss.sss)
Trunk: E911-HW6 **Setup Time:** 00:00:05.046
(incl. ANI Decoding)
Line: 2233_ACD_2 **Process Time:** 00:08:42.633
Phone Number: (731) 780-8866 **Answer:** 00:00:01.009
DNIS: 9-1-1 (Q6001) **Talk:** 00:08:41.624
Incident Type: No Value **Hold:** 00:00:00.000
Call Taker: Rocchietti, Holly **Trunk Seizure Time:** 00:08:47.679
Position: POSITION233
IP Phone: No **Call Taker Answer Time:** 00:00:00.961
ALI Status: GOOD ALI
TTY Info: No

Caller Information

Caller Name: AT&T MOBILITY
Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
Phone Number (CPI): (731) 780-8866

Call Information

Customer Name: AT&T MOBILITY
Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
Community: ANTIOCH
State: TN
Class of Service: WPH2
ESN: ESN=1
ESN Detail: ALT# 731-780-8866 LEC:ATTMO
WIRELESS CALL
QUERY CALLER FOR LOCATION
QUERY CALLER FOR PHONE # -086.590569 +36.029384
Phone Number (ALI): (731) 780-8866
Main Number: 211-7182
X Coordinate: -086.590569
Y Coordinate: +36.029384

Call Events

<u>Date/Time</u>	<u>Event</u>	<u>Value</u>	<u>Call Taker / Position</u>
04/22/2018 03:24:39.650	Trunk Seizure		
04/22/2018 03:24:44.747	Status	RING	Rocchietti, Holly / POSITION233
04/22/2018 03:24:45.707	Status	TALK	Rocchietti, Holly / POSITION233
04/22/2018 03:33:27.333	Status	RLSD	Rocchietti, Holly / POSITION233

ALI History

<u>Date/Time</u>	<u>Old Value</u>	<u>New Value</u>
04/22/2018 03:24:44.327		
NPA		731
Phone Number		780-8866
House Number		3650
Street Name		MURFREESBORO RD - N
Community Name		ANTIOCH
State		TN
Customer Name		AT&T MOBILITY
Class of Service		WRLS
ESN		ESN=1
Main Number		211-7182
Extract Date Time		03:24 04/22
X Coordinate		-086.612305
Y Coordinate		+36.049191
Tell Tale (ESN Detail)		ALT# 731-780-8866 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.612305 +36.049191 F
Error		True
Validated		True
Free Format		3650, MURFREESBORO RD - N, ANTIOCH, TN
04/22/2018 03:25:16.337		
Address Origin	Auto Rebid	Cad Router
Class of Service	WRLS	WPH2
Extract Date Time	03:24 04/22	03:25 04/22
X Coordinate	-086.612305	-086.615331
Y Coordinate	+36.049191	+36.050670
Tell Tale (ESN Detail)	ALT# 731-780-8866 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.612305 +36.049191	ALT# 731-780-8866 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.615331 +36.050670
04/22/2018 03:26:46.067		
Extract Date Time	03:25 04/22	03:26 04/22
X Coordinate	-086.615331	-086.615310
Y Coordinate	+36.050670	+36.050659
Tell Tale (ESN Detail)	ALT# 731-780-8866 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.615331 +36.050670	ALT# 731-780-8866 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.615310 +36.050659
04/22/2018 03:28:16.063		
Extract Date Time	03:26 04/22	03:28 04/22
X Coordinate	-086.615310	-086.613700
Y Coordinate	+36.050659	+36.049426
Tell Tale (ESN Detail)	ALT# 731-780-8866 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.615310 +36.050659	ALT# 731-780-8866 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.613700 +36.049426

Vacant lot

04/22/2018 03:29:46.067

Extract Date Time	03:28 04/22	03:29 04/22
X Coordinate	-086.613700	-086.607113
Y Coordinate	+36.049426	+36.043407
Tell Tale (ESN Detail)	ALT# 731-780-8866 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.613700 +36.049426	ALT# 731-780-8866 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.607113 +36.043407

04/22/2018 03:31:16.077

Extract Date Time	03:29 04/22	03:31 04/22
X Coordinate	-086.607113	-086.596320
Y Coordinate	+36.043407	+36.033622
Tell Tale (ESN Detail)	ALT# 731-780-8866 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.607113 +36.043407	ALT# 731-780-8866 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.596320 +36.033622

04/22/2018 03:32:46.073

Extract Date Time	03:31 04/22	03:32 04/22
X Coordinate	-086.596320	-086.590569
Y Coordinate	+36.033622	+36.029384
Tell Tale (ESN Detail)	ALT# 731-780-8866 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.596320 +36.033622	ALT# 731-780-8866 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.590569 +36.029384

Call Routing

<u>Date/Time</u>	<u>Event</u>	<u>Value</u>
04/22/2018 03:24:39.637	TS	SYSTEM ID = nashville
04/22/2018 03:24:39.637	CIM	Incoming Call(ID: 911060-10341-20180422082439) Offered on Trunk 911060
04/22/2018 03:24:43.777	CIM	ANI: (40)"6152117182" [VALID] PseudoANI: "" [NONE]
04/22/2018 03:24:43.777	TS	Initial ALI Request for ANI : 6152117182
04/22/2018 03:24:43.787	CIM	Call Presented
04/22/2018 03:24:44.307	PAS	Initial ALI Response received / ALI TYPE = 1
04/22/2018 03:24:44.483	VOIP	External Call-Identifier 911060-10341-20180422082439
04/22/2018 03:24:44.693	VOIP	Routing call QUEUE = 6001
04/22/2018 03:24:44.717	VOIP	Routing call AGENT = 11022/2233
04/22/2018 03:24:44.853	CIM	Call Connected
04/22/2018 03:24:45.587	TCI	TRUNK = 911060 / LINE = 60 POS = 233 / STN = 2233
04/22/2018 03:24:45.587	TCI	Call CONNECTED BY AGENT = Rocchietti, Holly/11022 ROLE = CallTaker
04/22/2018 03:25:15.600	TS	Rebid 1 from POS = 233 / STN = 2233
04/22/2018 03:25:16.327	PAS	Rebid Response 1 received / ALI TYPE = 1
04/22/2018 03:25:45.340	TS	Rebid 2 from POS = 233 / STN = 2233
04/22/2018 03:25:46.050	PAS	Rebid Response 2 received / ALI TYPE = 1
04/22/2018 03:26:15.340	TS	Rebid 3 from POS = 233 / STN = 2233
04/22/2018 03:26:23.090	PAS	Rebid Response 3 received / ALI TYPE = 1
04/22/2018 03:26:45.340	TS	Rebid 4 from POS = 233 / STN = 2233
04/22/2018 03:26:46.053	PAS	Rebid Response 4 received / ALI TYPE = 1
04/22/2018 03:27:15.343	TS	Rebid 5 from POS = 233 / STN = 2233
04/22/2018 03:27:16.050	PAS	Rebid Response 5 received / ALI TYPE = 1
04/22/2018 03:27:45.343	TS	Rebid 6 from POS = 233 / STN = 2233
04/22/2018 03:27:53.107	PAS	Rebid Response 6 received / ALI TYPE = 1
04/22/2018 03:28:15.343	TS	Rebid 7 from POS = 233 / STN = 2233
04/22/2018 03:28:16.053	PAS	Rebid Response 7 received / ALI TYPE = 1
04/22/2018 03:28:45.343	TS	Rebid 8 from POS = 233 / STN = 2233
04/22/2018 03:28:46.067	PAS	Rebid Response 8 received / ALI TYPE = 1
04/22/2018 03:29:15.343	TS	Rebid 9 from POS = 233 / STN = 2233
04/22/2018 03:29:23.107	PAS	Rebid Response 9 received / ALI TYPE = 1
04/22/2018 03:29:45.343	TS	Rebid 10 from POS = 233 / STN = 2233
04/22/2018 03:29:46.057	PAS	Rebid Response 10 received / ALI TYPE = 1
04/22/2018 03:30:15.347	TS	Rebid 11 from POS = 233 / STN = 2233
04/22/2018 03:30:16.060	PAS	Rebid Response 11 received / ALI TYPE = 1
04/22/2018 03:30:45.347	TS	Rebid 12 from POS = 233 / STN = 2233
04/22/2018 03:30:53.107	PAS	Rebid Response 12 received / ALI TYPE = 1
04/22/2018 03:31:15.347	TS	Rebid 13 from POS = 233 / STN = 2233
04/22/2018 03:31:16.063	PAS	Rebid Response 13 received / ALI TYPE = 1
04/22/2018 03:31:45.347	TS	Rebid 14 from POS = 233 / STN = 2233
04/22/2018 03:31:46.070	PAS	Rebid Response 14 received / ALI TYPE = 1
04/22/2018 03:32:15.347	TS	Rebid 15 from POS = 233 / STN = 2233
04/22/2018 03:32:23.103	PAS	Rebid Response 15 received / ALI TYPE = 1
04/22/2018 03:32:45.350	TS	Rebid 16 from POS = 233 / STN = 2233
04/22/2018 03:32:46.063	PAS	Rebid Response 16 received / ALI TYPE = 1
04/22/2018 03:33:15.350	TS	Rebid 17 from POS = 233 / STN = 2233
04/22/2018 03:33:16.063	PAS	Rebid Response 17 received / ALI TYPE = 1

04/22/2018 03:33:27.197	TCI	Call RELEASED BY POS = 233 / STN = 2233
04/22/2018 03:33:27.197	TCI	Call DISCONNECTED BY AGENT = Rocchietti, Holly/11022 ROLE = CallTaker
04/22/2018 03:33:28.517	CIM	Call Disconnected
04/22/2018 03:33:28.530	CIM	Call Terminated
04/22/2018 03:33:28.530	TS	Call Completed



Call Detail

From: 04/22/2018 00:00:00
 Phone Number: Contains '7808887'

To: 04/22/2018 23:59:59

Number of Calls: 4

Created: 04/22/2018 03:24:31.833
Site Name: Customer Configuration Staging

Time
 22:1002:81

Type: Incoming
Trunk: E911-HW5
Line: 2251_ACD_2
Phone Number: (731) 780-8887
DNIS: 9-1-1 (Q6001)
Incident Type: No Value
Call Taker: Casey, Mitchell
Position: POSITION251
IP Phone: No
ALI Status: GOOD ALI
TTY Info: No

Duration (hh:mm:ss.sss)
Setup Time: 00:00:04.943
 (incl. ANI Decoding)
Process Time: 00:01:41.812
Answer: 00:00:01.521
Talk: 00:01:40.291
Hold: 00:00:00.000
Trunk Seizure Time: 00:01:46.755
Call Taker Answer Time: 00:00:01.004

Mitch
going through routes

Caller Information

Caller Name: AT&T MOBILITY
Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
Phone Number (CPI): (731) 780-8887

1st info
(tower # - it is not first)

Call Information

Customer Name: AT&T MOBILITY
Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
Community: ANTIOCH
State: TN
Class of Service: WPH2
ESN: ESN=1
ESN Detail: ALT# 731-780-8887 LEC:ATTMO
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.615353 +36.050702

Phone Number (ALI): (731) 780-8887
Main Number: 211-7177
X Coordinate: -086.615353
Y Coordinate: +36.050702

Dictate what location he sees
this is the tower

Call Events

Date/Time	Event	Value	Call Taker / Position
04/22/2018 03:24:27.713	Trunk Seizure		
04/22/2018 03:24:33.177	Status	RING	Casey, Mitchell / POSITION251
04/22/2018 03:24:34.180	Status	TALK	Casey, Mitchell / POSITION251
04/22/2018 03:26:14.473	Status	RLSD	Casey, Mitchell / POSITION251

ALI HistoryDate/TimeField NameOld ValueNew Value

04/22/2018 03:24:32.377

NPA

731

Phone Number

780-8887

House Number

3650

Street Name

MURFREESBORO RD - N

Community Name

ANTIOCH

State

TN

Customer Name

AT&T MOBILITY

Class of Service

WRLS

ESN

ESN=1

Main Number

211-7177

Extract Date Time

03:24 04/22

X Coordinate

-086.612305

Y Coordinate

+36.049191

Tell Tale (ESN Detail)

ALT# 731-780-8887 LEC:ATTMO
WIRELESS CALL
QUERY CALLER FOR LOCATION
QUERY CALLER FOR PHONE # -086.612305
+36.049191
F

While it is coming through

Error

Validated

Free Format

04/22/2018 03:25:05.023

Address Origin

Class of Service

Extract Date Time

X Coordinate

Y Coordinate

Tell Tale (ESN Detail)

Auto Rebid

WRLS

03:24 04/22

-086.612305

+36.049191

ALT# 731-780-8887 LEC:ATTMO
WIRELESS CALL
QUERY CALLER FOR LOCATION
QUERY CALLER FOR PHONE # -086.612305
+36.049191

Cad Router

WPH2

03:25 04/22

-086.615353

+36.050702

ALT# 731-780-8887 LEC:ATTMO
WIRELESS CALL
QUERY CALLER FOR LOCATION
QUERY CALLER FOR PHONE # -086.615353
+36.050702

vacant lot
Miboro
Summercrest

3563
numerical

IF he did
F-11

3:25:38

call sent to dispatch by
another caller.

point 1 to point 2

870 ft.

point 2 to Miboro 3571

185 ft

Call Routing

<u>Date/Time</u>	<u>Event</u>	<u>Value</u>
04/22/2018 03:24:27.710	CIM	Incoming Call(ID: 911055-09450-20180422082428) Offered on Trunk 911055
04/22/2018 03:24:27.710	TS	SYSTEM ID = nashville
04/22/2018 03:24:31.823	TS	Initial ALI Request for ANI : 6152117177
04/22/2018 03:24:31.823	CIM	ANI: (40)"6152117177" [VALID] PseudoANI: "" [NONE]
04/22/2018 03:24:31.837	CIM	Call Presented
04/22/2018 03:24:32.360	PAS	Initial ALI Response received / ALI TYPE = 1
04/22/2018 03:24:32.480	VOIP	External Call-Identifier 911055-09450-20180422082428
04/22/2018 03:24:32.650	VOIP	Routing call QUEUE = 6001
04/22/2018 03:24:32.807	CIM	Call Connected
04/22/2018 03:24:33.157	VOIP	Routing call AGENT = 11094/2251
04/22/2018 03:24:34.027	TCI	TRUNK = 911055 / LINE = 55 POS = 251 / STN = 2251
04/22/2018 03:24:34.027	TCI	Call CONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker
04/22/2018 03:25:04.040	TS	Rebid 1 from POS = 251 / STN = 2251
04/22/2018 03:25:05.010	PAS	Rebid Response 1 received / ALI TYPE = 1
04/22/2018 03:25:34.027	TS	Rebid 2 from POS = 251 / STN = 2251
04/22/2018 03:25:34.720	PAS	Rebid Response 2 received / ALI TYPE = 1
04/22/2018 03:26:04.027	TS	Rebid 3 from POS = 251 / STN = 2251
04/22/2018 03:26:11.773	PAS	Rebid Response 3 received / ALI TYPE = 1
04/22/2018 03:26:14.377	TCI	Call RELEASED BY POS = 251 / STN = 2251
04/22/2018 03:26:14.377	TCI	Call DISCONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker
04/22/2018 03:26:14.893	CIM	Caller Disconnected After Supervision
04/22/2018 03:26:15.007	CIM	Call Disconnected
04/22/2018 03:26:15.020	CIM	Call Terminated
04/22/2018 03:26:15.020	TS	Call Completed



Call Detail

Created: 04/22/2018 03:26:18.977
Site Name: Customer Configuration Staging

22:251:2

Type:	Outgoing	Duration	(hh:mm:ss.sss)
Trunk:	ADM-16	Setup Time:	00:00:00.000
		(incl. ANI Decoding)	
Line:	2251A	Process Time:	00:00:02.676
Phone Number:	(731) 780-8887	Answer:	00:00:00.000
DNIS:	No Value	Talk:	00:00:02.676
Incident Type:	No Value	Hold:	00:00:00.000
Call Taker:	Casey, Mitchell	Trunk Seizure Time:	00:00:02.676
Position:	POSITION251		
IP Phone:	No	Call Taker Answer Time:	00:00:00.000
ALI Status:	0 : Not Used		
TTY Info:	No		

Caller Information

Caller Name: AT&T MOBILITY
Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
Phone Number (CPI): (731) 780-8887

Call Information

Customer Name: AT&T MOBILITY
Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
Community: ANTIOCH
State: TN
Class of Service: WPH2
ESN: ESN=1
ESN Detail: ALT# 731-780-8887 LEC:ATTMO
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.615353 +36.050702
Phone Number (ALI): (731) 780-8887
Main Number: 211-7177
X Coordinate: -086.615353
Y Coordinate: +36.050702

Call Events

<u>Date/Time</u>	<u>Event</u>	<u>Value</u>	<u>Call Taker / Position</u>
04/22/2018 03:26:19.017	Status	DLTN	Casey, Mitchell / POSITION251
04/22/2018 03:26:19.020	Status	PROD	Casey, Mitchell / POSITION251
04/22/2018 03:26:19.777	Trunk Seizure		
04/22/2018 03:26:20.197	Status	TALK	Casey, Mitchell / POSITION251
04/22/2018 03:26:21.693	Status	RLSD	Casey, Mitchell / POSITION251

ALI History

<u>Date/Time</u>	<u>Old Value</u>	<u>New Value</u>
04/22/2018 03:26:18.977		
ALI Type		Not Used
NPA		731
Phone Number		780-8887
House Number		3650
Street Name		MURFREESBORO RD - N
Community Name		ANTIOCH
State		TN
Customer Name		AT&T MOBILITY
Class of Service		WPH2
ESN		ESN=1
Main Number		211-7177
Extract Date Time		03:25 04/22
X Coordinate		-086.615353
Y Coordinate		+36.050702
Tell Tale (ESN Detail)		ALT# 731-780-8887 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.615353 +36.050702 F
Error		True
Validated		True
Free Format		3650, MURFREESBORO RD - N, ANTIOCH, TN

Call Routing

<u>Date/Time</u>	<u>Event</u>	<u>Value</u>
04/22/2018 03:26:18.980	VOIP	Outgoing Call (ID: ADM016-40113-20180422082617) on Trunk ADM016
04/22/2018 03:26:18.980	VOIP	Dialed Number = 17317808887
04/22/2018 03:26:18.980	TCI	TRUNK = ADM016 / LINE = 454 POS = 251 / STN = 2251
04/22/2018 03:26:18.980	TCI	Call CONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker
04/22/2018 03:26:18.980	TS	SYSTEM ID = nashville
04/22/2018 03:26:18.987	VOIP	External Call-Identifier ADM016-40113-20180422082617
04/22/2018 03:26:20.173	VOIP	Destination ANSWER
04/22/2018 03:26:21.777	VOIP	Call Disconnected
04/22/2018 03:26:21.780	VOIP	Call Terminated
04/22/2018 03:26:21.780	TCI	Call RELEASED BY POS = 251 / STN = 2251
04/22/2018 03:26:21.780	TCI	Call DISCONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker
04/22/2018 03:26:21.780	TS	Call Completed



Call Detail

Created: 04/22/2018 03:26:25.723 22:251:3
Site Name: Customer Configuration Staging

Type:	Outgoing	Duration	(hh:mm:ss.sss)
Trunk:	ADM-16	Setup Time:	00:00:00.000
		(incl. ANI Decoding)	
Line:	2251A	Process Time:	00:01:13.898
Phone Number:	(731) 780-8887	Answer:	00:00:00.000
DNIS:	No Value	Talk:	00:01:13.898
Incident Type:	No Value	Hold:	00:00:00.000
Call Taker:	Casey, Mitchell	Trunk Seizure Time:	00:01:13.898
Position:	POSITION251		
IP Phone:	No	Call Taker Answer Time:	00:00:00.000
ALI Status:	0 : Not Used		
TTY Info:	No		

Caller Information

Caller Name: AT&T MOBILITY
 Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
 Phone Number (CPI): (731) 780-8887

Call Information

Customer Name: AT&T MOBILITY
 Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
 Community: ANTIOCH
 State: TN
 Class of Service: WPH2
 ESN: ESN=1
 ESN Detail: ALT# 731-780-8887 LEC:ATTMO
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.615353 +36.050702
 Phone Number (ALI): (731) 780-8887
 Main Number: 211-7177
 X Coordinate: -086.615353
 Y Coordinate: +36.050702

Call Events

<u>Date/Time</u>	<u>Event</u>	<u>Value</u>	<u>Call Taker / Position</u>
04/22/2018 03:26:25.773	Status	DLTN	Casey, Mitchell / POSITION251
04/22/2018 03:26:25.777	Status	PROD	Casey, Mitchell / POSITION251
04/22/2018 03:26:26.523	Trunk Seizure		
04/22/2018 03:26:28.093	Status	TALK	Casey, Mitchell / POSITION251
04/22/2018 03:27:39.673	Status	RLSD	Casey, Mitchell / POSITION251

ALI History

<u>Date/Time</u>	<u>Old Value</u>	<u>New Value</u>
04/22/2018 03:26:25.727		
ALI Type		Not Used
NPA		731
Phone Number		780-8887
House Number		3650
Street Name		MURFREESBORO RD - N
Community Name		ANTIOCH
State		TN
Customer Name		AT&T MOBILITY
Class of Service		WPH2
ESN		ESN=1
Main Number		211-7177
Extract Date Time		03:25 04/22
X Coordinate		-086.615353
Y Coordinate		+36.050702
Tell Tale (ESN Detail)		ALT# 731-780-8887 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.615353 +36.050702 F
Error		F
Validated		True
Free Format		3650, MURFREESBORO RD - N, ANTIOCH, TN

Call Routing

<u>Date/Time</u>	<u>Event</u>	<u>Value</u>
04/22/2018 03:26:25.727	VOIP	Outgoing Call (ID: ADM016-40115-20180422082623) on Trunk ADM016
04/22/2018 03:26:25.727	VOIP	Dialed Number = 17317808887
04/22/2018 03:26:25.727	TCI	TRUNK = ADM016 / LINE = 454 POS = 251 / STN = 2251
04/22/2018 03:26:25.727	TCI	Call CONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker
04/22/2018 03:26:25.727	TS	SYSTEM ID = nashville
04/22/2018 03:26:25.733	VOIP	External Call-Identifier ADM016-40115-20180422082623
04/22/2018 03:26:28.070	VOIP	Destination ANSWER
04/22/2018 03:27:39.527	VOIP	Caller Disconnected After Supervision
04/22/2018 03:27:39.530	VOIP	Call Disconnected
04/22/2018 03:27:39.530	VOIP	Call Terminated
04/22/2018 03:27:39.530	TCI	Call RELEASED BY POS = 251 / STN = 2251
04/22/2018 03:27:39.530	TCI	Call DISCONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker
04/22/2018 03:27:39.530	TS	Call Completed



Call Detail

Created: 04/22/2018 03:27:46.827 22:251:4
Site Name: Customer Configuration Staging

Type:	Outgoing	Duration	(hh:mm:ss.sss)
Trunk:	ADM-16	Setup Time:	00:00:00.000
		(incl. ANI Decoding)	
Line:	2251A	Process Time:	00:02:47.640
Phone Number:	(731) 780-8887	Answer:	00:00:00.000
DNIS:	No Value	Talk:	00:02:47.640
Incident Type:	No Value	Hold:	00:00:00.000
Call Taker:	Casey, Mitchell	Trunk Seizure Time:	00:02:47.640
Position:	POSITION251		
IP Phone:	No	Call Taker Answer Time:	00:00:00.000
ALI Status:	0 : Not Used		
TTY Info:	No		

Caller Information

Caller Name: AT&T MOBILITY
Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
Phone Number (CPI): (731) 780-8887

Call Information

Customer Name: AT&T MOBILITY
Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
Community: ANTIOCH
State: TN
Class of Service: WPH2
ESN: ESN=1
ESN Detail: ALT# 731-780-8887 LEC:ATTMO
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.615353 +36.050702
Phone Number (ALI): (731) 780-8887
Main Number: 211-7177
X Coordinate: -086.615353
Y Coordinate: +36.050702

Call Events

<u>Date/Time</u>	<u>Event</u>	<u>Value</u>	<u>Call Taker / Position</u>
04/22/2018 03:27:46.867	Status	DLTN	Casey, Mitchell / POSITION251
04/22/2018 03:27:46.870	Status	PROD	Casey, Mitchell / POSITION251
04/22/2018 03:27:47.627	Trunk Seizure		
04/22/2018 03:27:56.297	Status	TALK	Casey, Mitchell / POSITION251
04/22/2018 03:30:34.507	Status	RLSD	Casey, Mitchell / POSITION251

ALI History

<u>Date/Time</u>	<u>Old Value</u>	<u>New Value</u>
04/22/2018 03:27:46.830		
ALI Type		Not Used
NPA		731
Phone Number		780-8887
House Number		3650
Street Name		MURFREESBORO RD - N
Community Name		ANTIOCH
State		TN
Customer Name		AT&T MOBILITY
Class of Service		WPH2
ESN		ESN=1
Main Number		211-7177
Extract Date Time		03:25 04/22
X Coordinate		-086.615353
Y Coordinate		+36.050702
Tell Tale (ESN Detail)		ALT# 731-780-8887 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.615353 +36.050702 F
Error		F
Validated		True
Free Format		3650, MURFREESBORO RD - N, ANTIOCH, TN

Call Routing

<u>Date/Time</u>	<u>Event</u>	<u>Value</u>
04/22/2018 03:27:46.830	VOIP	Outgoing Call (ID: ADM016-40121-20180422082745) on Trunk ADM016
04/22/2018 03:27:46.830	VOIP	Dialed Number = 17317808887
04/22/2018 03:27:46.830	TCI	TRUNK = ADM016 / LINE = 454 POS = 251 / STN = 2251
04/22/2018 03:27:46.830	TCI	Call CONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker
04/22/2018 03:27:46.830	TS	SYSTEM ID = nashville
04/22/2018 03:27:46.837	VOIP	External Call-Identifier ADM016-40121-20180422082745
04/22/2018 03:27:56.273	VOIP	Destination ANSWER
04/22/2018 03:30:34.597	VOIP	Call Disconnected
04/22/2018 03:30:34.597	VOIP	Call Terminated
04/22/2018 03:30:34.597	TCI	Call RELEASED BY POS = 251 / STN = 2251
04/22/2018 03:30:34.597	TCI	Call DISCONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker
04/22/2018 03:30:34.597	TS	Call Completed



Call Detail

Created: 04/22/2018 03:24:44.773
Site Name: Customer Configuration Staging

22:1001:91

Type:	Incoming	Duration	(hh:mm:ss.sss)
Trunk:	E911-CW10	Setup Time:	00:00:04.972
		(incl. ANI Decoding)	
Line:	2240_ACD	Process Time:	00:01:10.013
Phone Number:	(615) 495-4457	Answer:	00:00:01.585
DNIS:	9-1-1 (Q6001)	Talk:	00:01:08.428
Incident Type:	No Value	Hold:	00:00:00.000
Call Taker:	Ward, Chakari	Trunk Seizure Time:	00:01:14.985
Position:	POSITION240		
IP Phone:	No	Call Taker Answer Time:	00:00:01.007
ALI Status:	GOOD ALI		
TTY Info:	No		

Caller Information

Caller Name: VERIZON WIRELESS
Location: 3630, PIN HOOK RD - SW, ANTIOCH, TN
Phone Number (CPI): (615) 495-4457

Call Information

Customer Name: VERIZON WIRELESS
Location: 3630, PIN HOOK RD - SW, ANTIOCH, TN
6154954457
Community: ANTIOCH
State: TN
Class of Service: WPH2
ESN: ESN=1
ESN Detail: ALT# 615-495-4457 LEC:VZW
WIRELESS CALL
QUERY CALLER FOR LOCATION
QUERY CALLER FOR PHONE # -086.615095 +36.050885
Phone Number (ALI): (615) 495-4457
Main Number: 211-6692
X Coordinate: -086.615095
Y Coordinate: +36.050885

Call Events

Date/Time	Event	Value	Call Taker / Position
04/22/2018 03:24:40.683	Trunk Seizure		
04/22/2018 03:24:46.237	Status	RING	Ward, Chakari / POSITION240
04/22/2018 03:24:47.247	Status	TALK	Ward, Chakari / POSITION240
04/22/2018 03:25:55.673	Status	RLSD	Ward, Chakari / POSITION240

ALI History

<u>Date/Time</u>	<u>Old Value</u>	<u>New Value</u>
04/22/2018 03:24:45.317		
NPA		615
Phone Number		495-4457
House Number		3630
Street Name		PIN HOOK RD - SW
Community Name		ANTIOCH
State		TN
Location		6154954457
Customer Name		VERIZON WIRELESS
Class of Service		WRLS
ESN		ESN=1
Main Number		211-6692
Extract Date Time		03:24 04/22
X Coordinate		-086.603249
Y Coordinate		+36.051090
Tell Tale (ESN Detail)		ALT# 615-495-4457 LEC:VZW WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.603249 +36.051090 F
Error		True
Validated		True
Free Format		3630, PIN HOOK RD - SW, ANTIOCH, TN
04/22/2018 03:25:17.827		
Address Origin	Auto Rebid	Cad Router
Class of Service	WRLS	WPH2
Extract Date Time	03:24 04/22	03:25 04/22
X Coordinate	-086.603249	-086.615095
Y Coordinate	+36.051090	+36.050885
Tell Tale (ESN Detail)	ALT# 615-495-4457 LEC:VZW WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.603249 +36.051090	ALT# 615-495-4457 LEC:VZW WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.615095 +36.050885

tower

across
street from
vacant lot

Call Routing

<u>Date/Time</u>	<u>Event</u>	<u>Value</u>
04/22/2018 03:24:40.680	CIM	Incoming Call(ID: 911005-10378-20180422082442) Offered on Trunk 911005
04/22/2018 03:24:40.680	TS	SYSTEM ID = nashville
04/22/2018 03:24:44.763	TS	Initial ALI Request for ANI : 6152116692
04/22/2018 03:24:44.763	CIM	ANI: (40)"6152116692" [VALID] PseudoANI: "" [NONE]
04/22/2018 03:24:44.767	CIM	Call Presented
04/22/2018 03:24:45.307	PAS	Initial ALI Response received / ALI TYPE = 1
04/22/2018 03:24:45.460	VOIP	External Call-Identifier 911005-10378-20180422082442
04/22/2018 03:24:45.647	VOIP	Routing call QUEUE = 6001
04/22/2018 03:24:45.807	CIM	Call Connected
04/22/2018 03:24:46.157	VOIP	Routing call AGENT = 11022/2233
04/22/2018 03:24:46.177	VOIP	Agent Busy QUEUE = Q6001 AGENT = 11022/2233
04/22/2018 03:24:46.193	VOIP	Routing call AGENT = 11044/2240
04/22/2018 03:24:47.060	TCI	TRUNK = 911005 / LINE = 5 POS = 240 / STN = 2240
04/22/2018 03:24:47.060	TCI	Call CONNECTED BY AGENT = Ward, Chakari/11044 ROLE = CallTaker
04/22/2018 03:25:17.070	TS	Rebid 1 from POS = 240 / STN = 2240
04/22/2018 03:25:17.790	PAS	Rebid Response 1 received / ALI TYPE = 1
04/22/2018 03:25:47.803	TS	Rebid 2 from POS = 240 / STN = 2240
04/22/2018 03:25:48.520	PAS	Rebid Response 2 received / ALI TYPE = 1
04/22/2018 03:25:48.967	CIM	Caller Disconnected After Supervision
04/22/2018 03:25:55.547	TCI	Call RELEASED BY POS = 240 / STN = 2240
04/22/2018 03:25:55.547	TCI	Call DISCONNECTED BY AGENT = Ward, Chakari/11044 ROLE = CallTaker
04/22/2018 03:25:56.037	CIM	Call Disconnected
04/22/2018 03:25:56.047	CIM	Call Terminated
04/22/2018 03:25:56.047	TS	Call Completed



Call Detail

Created: 04/22/2018 03:24:48.410 22:1002:86
Site Name: Customer Configuration Staging

Type:	Incoming	Duration	(hh:mm:ss.sss)
Trunk:	E911-HW10	Setup Time:	00:00:04.961
		(incl. ANI Decoding)	
Line:	2232_ACD_2	Process Time:	00:04:23.595
Phone Number:	(615) 821-8342	Answer:	00:00:01.064
DNIS:	9-1-1 (Q6001)	Talk:	00:04:22.531
Incident Type:	No Value	Hold:	00:00:00.000
Call Taker:	Douglas, Julianne	Trunk Seizure Time:	00:04:28.556
Position:	POSITION232		
IP Phone:	No	Call Taker Answer Time:	00:00:01.030
ALI Status:	GOOD ALI		
TTY Info:	No		

Caller Information

Caller Name: AT&T MOBILITY
Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
Phone Number (CPI): (615) 821-8342

Call Information

Customer Name: AT&T MOBILITY
Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
Community: ANTIOCH
State: TN
Class of Service: WPH2
ESN: ESN=1
ESN Detail: ALT# 615-821-8342 LEC:ATTMO
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.615331 +36.050509
Phone Number (ALI): (615) 821-8342
Main Number: 211-7183
X Coordinate: -086.615331
Y Coordinate: +36.050509

Call Events

<u>Date/Time</u>	<u>Event</u>	<u>Value</u>	<u>Call Taker / Position</u>
04/22/2018 03:24:44.327	Trunk Seizure		
04/22/2018 03:24:49.320	Status	RING	Douglas, Julianne / POSITION232
04/22/2018 03:24:50.350	Status	TALK	Douglas, Julianne / POSITION232
04/22/2018 03:29:12.883	Status	RLSD	Douglas, Julianne / POSITION232

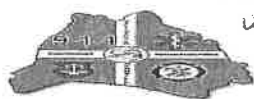
ALI History

<u>Date/Time</u>	<u>Field Name</u>	<u>Old Value</u>	<u>New Value</u>
04/22/2018 03:24:48.963	NPA		615
	Phone Number		821-8342
	House Number		3650
	Street Name		MURFREESBORO RD - N
	Community Name		ANTIOCH
	State		TN
	Customer Name		AT&T MOBILITY
	Class of Service		WRLS
	ESN		ESN=1
	Main Number		211-7183
	Extract Date Time		03:24 04/22
	X Coordinate		-086.612282
	Y Coordinate		+36.049191
	Tell Tale (ESN Detail)		ALT# 615-821-8342 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.612282 +36.049191 F
	Error		True
	Validated		True
	Free Format		3650, MURFREESBORO RD - N, ANTIOCH, TN
04/22/2018 03:25:21.033	Class of Service	WRLS	WPH2
	Extract Date Time	03:24 04/22	03:25 04/22
	X Coordinate	-086.612282	-086.614988
	Y Coordinate	+36.049191	+36.050284
	Tell Tale (ESN Detail)	ALT# 615-821-8342 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.612282 +36.049191	ALT# 615-821-8342 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.614988 +36.050284
04/22/2018 03:26:20.930	Address Origin	Auto Rebid	Cad Router
	Extract Date Time	03:25 04/22	03:26 04/22
	X Coordinate	-086.614988	-086.615481
	Y Coordinate	+36.050284	+36.050874
	Tell Tale (ESN Detail)	ALT# 615-821-8342 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.614988 +36.050284	ALT# 615-821-8342 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.615481 +36.050874
04/22/2018 03:27:50.863	Extract Date Time	03:26 04/22	03:27 04/22
	X Coordinate	-086.615481	-086.615331
	Y Coordinate	+36.050874	+36.050509
	Tell Tale (ESN Detail)	ALT# 615-821-8342 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.615481 +36.050874	ALT# 615-821-8342 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.615331 +36.050509

Summe crest

Call Routing

<u>Date/Time</u>	<u>Event</u>	<u>Value</u>
04/22/2018 03:24:44.320	CIM	Incoming Call(ID: 911053-09479-20180422082445) Offered on Trunk 911053
04/22/2018 03:24:44.320	TS	SYSTEM ID = nashville
04/22/2018 03:24:48.407	TS	Initial ALI Request for ANI : 6152117183
04/22/2018 03:24:48.407	CIM	ANI: (40)"6152117183" [VALID] PseudoANI: "" [NONE]
04/22/2018 03:24:48.417	CIM	Call Presented
04/22/2018 03:24:48.940	PAS	Initial ALI Response received / ALI TYPE = 1
04/22/2018 03:24:49.107	VOIP	External Call-Identifier 911053-09479-20180422082445
04/22/2018 03:24:49.277	VOIP	Routing call QUEUE = 6001
04/22/2018 03:24:49.297	VOIP	Routing call AGENT = 11057/2232
04/22/2018 03:24:49.483	CIM	Call Connected
04/22/2018 03:24:50.213	TCI	TRUNK = 911053 / LINE = 53 POS = 232 / STN = 2232
04/22/2018 03:24:50.213	TCI	Call CONNECTED BY AGENT = Douglas, Julianne/11057 ROLE = CallTaker
04/22/2018 03:25:20.233	TS	Rebid 1 from POS = 232 / STN = 2232
04/22/2018 03:25:21.000	PAS	Rebid Response 1 received / ALI TYPE = 1
04/22/2018 03:25:50.073	TS	Rebid 2 from POS = 232 / STN = 2232
04/22/2018 03:25:54.790	PAS	Rebid Response 2 received / ALI TYPE = 1
04/22/2018 03:26:20.077	TS	Rebid 3 from POS = 232 / STN = 2232
04/22/2018 03:26:20.913	PAS	Rebid Response 3 received / ALI TYPE = 1
04/22/2018 03:26:50.077	TS	Rebid 4 from POS = 232 / STN = 2232
04/22/2018 03:26:50.843	PAS	Rebid Response 4 received / ALI TYPE = 1
04/22/2018 03:27:20.077	TS	Rebid 5 from POS = 232 / STN = 2232
04/22/2018 03:27:24.797	PAS	Rebid Response 5 received / ALI TYPE = 1
04/22/2018 03:27:50.077	TS	Rebid 6 from POS = 232 / STN = 2232
04/22/2018 03:27:50.847	PAS	Rebid Response 6 received / ALI TYPE = 1
04/22/2018 03:28:20.077	TS	Rebid 7 from POS = 232 / STN = 2232
04/22/2018 03:28:20.843	PAS	Rebid Response 7 received / ALI TYPE = 1
04/22/2018 03:28:50.077	TS	Rebid 8 from POS = 232 / STN = 2232
04/22/2018 03:28:54.803	PAS	Rebid Response 8 received / ALI TYPE = 1
04/22/2018 03:29:12.763	TCI	Call RELEASED BY POS = 232 / STN = 2232
04/22/2018 03:29:12.763	TCI	Call DISCONNECTED BY AGENT = Douglas, Julianne/11057 ROLE = CallTaker
04/22/2018 03:29:14.887	CIM	Call Disconnected
04/22/2018 03:29:14.897	CIM	Call Terminated
04/22/2018 03:29:14.897	TS	Call Completed



comes in
w/ actual
call

ALI Automatic Location Info
- ANI Automatic number location (caller ID)
Call Detail we take the ANI and

From: 04/22/2018 03:20:00
Position: POSITION210

To: 04/22/2018 03:40:00

Number of Calls: 1

Created: 04/22/2018 03:24:49.377
Site Name: Customer Configuration Staging

22:1001:92

Type: Incoming
Trunk: E911-HW7 911063

Duration (hh:mm:ss.sss)
Setup Time: 00:00:04.839

Line: 2210 ACD 2
Phone Number: (518) 334-4918 911063

(incl. ANI Decoding)
Process Time: 00:01:26.238

DNIS: 9-1-1 (Q6001)

Answer: 00:00:00.967

Incident Type: No Value

Talk: 00:01:25.271

Call Taker: Cameron, Sydney - 11078

Hold: 00:00:00.000

Position: POSITION210

Trunk Seizure Time: 00:01:31.077

IP Phone: No

Call Taker Answer Time: 00:00:00.943

ALI Status: GOOD ALI 499492

TTY Info: No

Caller Information

Caller Name: T-MOBILE USA

Location: 3650, MURFREESBORO PIKE - SECTOR SW, ANTIOCH, TN

Phone Number (CPI): (518) 334-4918

Call Information

Customer Name: T-MOBILE USA

Location: 3650, MURFREESBORO PIKE - SECTOR SW, ANTIOCH, TN

Community: ANTIOCH

State: TN

Class of Service: WPH2

ESN: ESN=1

ESN Detail: ALT# 518-334-4918 LEC:TMOB

WIRELESS CALL

QUERY CALLER FOR LOCATION

QUERY CALLER FOR PHONE # -086.614301 +36.051410

Phone Number (ALI): (518) 334-4918

Main Number: 211-8655

X Coordinate: -086.614301

Y Coordinate: +36.051410

3542 M'boro - across the street

Call Events

Date/Time	Event	Value	Call Taker / Position
04/22/2018 03:24:45.320	Trunk Seizure		
04/22/2018 03:24:50.187	Status	RING	Cameron, Sydney / POSITION210
04/22/2018 03:24:51.127	Status	TALK	Cameron, Sydney / POSITION210
04/22/2018 03:24:59.783	RTX		Cameron, Sydney / POSITION210
04/22/2018 03:25:08.053	RTX		Cameron, Sydney / POSITION210
04/22/2018 03:26:16.400	Status	RLSD	Cameron, Sydney / POSITION210

ALI History

Date/Time

Field Name

Old Value

New Value

04/22/2018 03:24:49.920

NPA

518

Phone Number

334-4918

House Number

3650

Street Name

MURFREESBORO PIKE - SECTOR SW

Community Name

ANTIOCH

State

TN

Customer Name

T-MOBILE USA

Class of Service

WRLS

ESN

ESN=1

Main Number

211-8655

Extract Date Time

03:24 04/22

X Coordinate

-086.612373

Y Coordinate

+36.049179

Tell Tale (ESN Detail)

ALT# 518-334-4918 LEC:TMOB
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.612373
 +36.049179
 F

Error

Validated

True

Free Format

3650, MURFREESBORO PIKE - SECTOR SW,
ANTIOCH, TN

04/22/2018 03:25:04.687

Address Origin

Manual Rtx

Cad Router

Extract Date Time

03:24 04/22

03:25 04/22

X Coordinate

-086.612373

-086.612370

Tell Tale (ESN Detail)

ALT# 518-334-4918 LEC:TMOB
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.612373
 +36.049179

ALT# 518-334-4918 LEC:TMOB
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.612370
 +36.049179

04/22/2018 03:25:08.603

X Coordinate

-086.612370

-086.612373

Tell Tale (ESN Detail)

ALT# 518-334-4918 LEC:TMOB
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.612370
 +36.049179

ALT# 518-334-4918 LEC:TMOB
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.612373
 +36.049179

04/22/2018 03:25:42.807

Address Origin

Auto Rebid

Manual Rtx

Class of Service

WRLS

WPH2

X Coordinate

-086.612373

-086.615567

Y Coordinate

+36.049179

+36.050842

Tell Tale (ESN Detail)

ALT# 518-334-4918 LEC:TMOB
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.612373
 +36.049179

ALT# 518-334-4918 LEC:TMOB
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.615567
 +36.050842

04/22/2018 03:26:13.593

Extract Date Time

03:25 04/22

03:26 04/22

X Coordinate

-086.615567

-086.614301

Y Coordinate

+36.050842

+36.051410

Tell Tale (ESN Detail)

ALT# 518-334-4918 LEC:TMOB
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ALT# 518-334-4918 LEC:TMOB
WIRELESS CALL
QUERY CALLER FOR LOCATION
QUERY CALLER FOR PHONE # -086.614301
+36.051410

Call Routing

<u>Date/Time</u>	<u>Event</u>	<u>Value</u>
04/22/2018 03:24:45.293	CIM	Incoming Call(ID: 911063-10427-20180422082446) Offered on Trunk 911063
04/22/2018 03:24:45.293	TS	SYSTEM ID = nashville
04/22/2018 03:24:49.360	TS	Initial ALI Request for ANI : 6152118655
04/22/2018 03:24:49.360	CIM	ANI: (40)"6152118655" [VALID] PseudoANI: "" [NONE]
04/22/2018 03:24:49.370	CIM	Call Presented
04/22/2018 03:24:49.897	PAS	Initial ALI Response received / ALI TYPE = 1
04/22/2018 03:24:49.983	VOIP	External Call-Identifier 911063-10427-20180422082446
04/22/2018 03:24:50.153	VOIP	Routing call QUEUE = 6001
04/22/2018 03:24:50.167	VOIP	Routing call AGENT = 11078/2210
04/22/2018 03:24:50.297	CIM	Call Connected
04/22/2018 03:24:51.013	TCI	TRUNK = 911063 / LINE = 433 POS = 210 / STN = 2210
04/22/2018 03:24:51.013	TCI	Call CONNECTED BY AGENT = Cameron, Sydney/11078 ROLE = CallTaker
04/22/2018 03:24:59.783	TS	Rebid 1 from POS = 210 / STN = 2210
04/22/2018 03:25:04.673	PAS	Rebid Response 1 received / ALI TYPE = 1
04/22/2018 03:25:08.057	TS	Rebid 2 from POS = 210 / STN = 2210
04/22/2018 03:25:08.590	PAS	Rebid Response 2 received / ALI TYPE = 1
04/22/2018 03:25:38.030	TS	Rebid 3 from POS = 210 / STN = 2210
04/22/2018 03:25:42.793	PAS	Rebid Response 3 received / ALI TYPE = 1
04/22/2018 03:25:47.087	CIM	Caller Disconnected After Supervision
04/22/2018 03:26:08.807	TS	Rebid 4 from POS = 210 / STN = 2210
04/22/2018 03:26:13.580	PAS	Rebid Response 4 received / ALI TYPE = 1
04/22/2018 03:26:16.130	TCI	Call RELEASED BY POS = 210 / STN = 2210
04/22/2018 03:26:16.130	TCI	Call DISCONNECTED BY AGENT = Cameron, Sydney/11078 ROLE = CallTaker
04/22/2018 03:26:16.570	CIM	Call Disconnected
04/22/2018 03:26:16.580	CIM	Call Terminated
04/22/2018 03:26:16.580	TS	Call Completed

Donegan, Jamie Michele (ECC)

From: Donegan, Jamie Michele (ECC)
Sent: Thursday, May 10, 2018 2:13 PM
To: 'Jessica Jaglois'
Cc: Byrd, Judith (Mayor's Office)
Subject: FW: WKRN Inquiry - follow up

Jessica,

Please see the responses below.

Thanks,
Michele

From: Jessica Jaglois [mailto:JJaglois@wkrn.com]
Sent: Thursday, May 10, 2018 12:23 PM
To: Donegan, Jamie Michele (ECC) <Jamie.Donegan@nashville.gov>
Subject: Re: WKRN Inquiry - follow up

Thanks Michele,

When you say there hasn't been a release of fire dispatch, what do you mean? The fire radio traffic has not been released, so I am unaware of your example. Also, will there be a review of fire dispatch? Yes

Also, what is the geographic information system? A system designed to capture, store, manipulate, analyze, manage and present all types of geographical data. What vendor do you use to provide the information? Metro Planning provides parcel information and Public Works E911 Coordinator assigns address for Davidson County. Esri software is used to display Metro's GIS data to be integrated into our CAD (Computer Aid Dispatch) system.

Thank you again,

Jessica Jaglois
News 2 Reporter
615-289-4997

From: Donegan, Jamie Michele (ECC) <Jamie.Donegan@nashville.gov>
Sent: Thursday, May 10, 2018 12:11:27 PM
To: Jessica Jaglois
Cc: Byrd, Judith (Mayor's Office)
Subject: FW: WKRN Inquiry - follow up

Jessica,

Please see the responses below.

Thank you,

Michele

From: Jessica Jaglois [mailto:JJaglois@wkrn.com]

Sent: Thursday, May 10, 2018 10:31 AM

To: Donegan, Jamie Michele (ECC) <Jamie.Donegan@nashville.gov>

Subject: WKRN Inquiry - follow up

Good morning Michele,

Piggy-backing off our conversation yesterday, I have the following questions:

1) How many people were working at the ECC the time of the Waffle House shooting? 24 How many call-takers? 10 Dispatchers? 14 (this may not reflect when an employee was on break)

2) Was CAD working that night or was paper being used? Cad was working

3) How many vacancies are there? 14 for our agency How many call-takers/dispatchers? 12

4) Is it the dispatcher's job to notify crews en route on what they're responding to? Or is it the Fire Commander's job? Audio from that night between the dispatcher and Fire Department goes like this:

Fire: DISPATCH, WHAT'S THE NATURE OF THIS CALL?

Dispatch: IT WAS OUT AS A CODE 9000 3571 MURFREESBORO PIKE AT THE WAFFLE HOUSE. LOOKS LIKE A MALE WHITE SHOT MULTIPLE PEOPLE AT THIS LOCATION. THAT'S ALL WE'VE GOT SO FAR. PD IS STILL EN ROUTE.

Fire: ADVISE THE COMPANIES EN ROUTE TO WHAT'S GOING ON?

After no response, fire says: ALL RESPONDING COMPANIES. STAGE WAY BACK, OUT OF SIGHT. UNTIL P-D HAS CLEARED THE SCENE.

Is this how it normally goes? There has not been a release or review of fire dispatch.

Thank you in advance,

Jessica Jaglois

News 2 Reporter

615-289-4997

Donegan, Jamie Michele (ECC)

From: Donegan, Jamie Michele (ECC)
Sent: Tuesday, May 08, 2018 1:59 PM
To: Aaron, Don (MNPD)
Subject: FW: Waffle House Incident

From: Jessica Jaglois [mailto:JJaglois@wkrn.com]
Sent: Tuesday, May 08, 2018 12:22 PM
To: Peterson, Michelle (ECC) <Michelle.Peterson@nashville.gov>
Cc: Donegan, Jamie Michele (ECC) <Jamie.Donegan@nashville.gov>; Milliken, Angela (ECC) <angela.milliken@nashville.gov>
Subject: Re: Waffle House Incident

Hi Michelle - thank you for this information. I have the following questions:

- 1) The statement says the 2nd caller doesn't know the address but "into the call" gives the numerical of 3532 Murfreesboro Pike. How was this numerical eventually given? Verbally by the caller By handing the phone to someone else? No Did the dispatcher bid and then find the GPS location no?
- 2) Your timeline skips from the 2nd to the 4th caller. Is there a reason for this? The 3rd call was an open line initially, then caller gives limited information
- 3) The 4th call also gives the 3571 address "further in the call". What does this mean? Initially caller does not know the numerical, but is able to give one further into the call
- 4) What is the computerized criss-cross directory? An electronic phone book Is it a program? It is an electronic resource Or did the call taker use Google maps? No (According to investigations in other states, dispatchers will use Google maps in an attempt to locate a caller. Wondering if that happened here.)
- 5) Are there different dispatchers for different precincts? Yes Or just different air?
- 6) You say the Hermitage dispatcher broadcasts that it is the Waffle House at 3571 Murfreesboro Pike at 3:27:11 but according to Metro Police, this didn't happen until 3:27:25. Why is this different?
- 7) Why did the South dispatcher wait nearly a minute to dispatch one car? South dispatcher was gathering appropriate information
- 8) Why did 10 seconds elapse between when the South dispatcher first activated the "attention all cars" tone and then again activated the "attention all cars" tone and airing the event? I cannot give a specific answer to that, there are various causes for this. I can state as the first tones were "sounded", they were interfering with transmissions by Hermitage Officers related to the incident.
- 9) Why did the South dispatcher assign two units to the call at 3571 Murfreesboro Pike? That is an administrative function, it does not impact response of multiple units. I thought she put out a call to all cars? Yes, as stated in the timeline.
- 10) Do dispatchers assign units to incidents? Yes How does this work? It is completed through the CAD (computer aided dispatch)

I once again want to stress that this is an attempt to further understand the process. I am not, and have not, implying that the ECC did something wrong.

Again Jessica, there is no internal investigation in the way you are describing, it is a review of the call-taking and dispatching processes. That is normal after an event of this magnitude. ~~Please retract the use of internal investigation and utilize review.~~

Thank you,
Michele Donegan

Jessica

From: Peterson, Michelle (ECC) <Michelle.Peterson@nashville.gov>

Sent: Tuesday, May 8, 2018 11:41:50 AM

To: Jessica Jaglois

Cc: Donegan, Jamie Michele (ECC); Milliken, Angela (ECC)

Subject: Waffle House Incident

Jessica,

There is no internal investigation. Attached is the review of the timeline of the incident. Thank you.

Michelle R. Peterson

Metropolitan Nashville Department of Emergency Communications

Assistant Director of Support Services

Office: 615-401-6278

Cell: 615-566-7759

Donegan, Jamie Michele (ECC)

From: Donegan, Jamie Michele (ECC)
Sent: Friday, August 17, 2018 10:15 AM
To: 'Jessica Jaglois'
Subject: RE: WKRN Inquiry

Jessica, Please see the response below.

From: Jessica Jaglois [mailto:JJaglois@wkrn.com]
Sent: Monday, August 13, 2018 9:47 AM
To: Donegan, Jamie Michele (ECC) <Jamie.Donegan@nashville.gov>
Subject: WKRN Inquiry

Hello Michele,

I sent you an interview request regarding the WSJ article about 911 operators. Are you willing to do an interview in regards?

I also have the following questions for you below. Thank you in advance.

- 1) GPS coordinates were available the morning of the Antioch Waffle House shooting within seconds of the calls being answered. Why weren't they used?
- 2) Sydney Cameron didn't use her F11 key on the morning of the Waffle House shooting, which would have given her the correct location. Why didn't she use it?
- 3) Sydney Cameron didn't ask for the NCS (nearest cross street)? Was she supposed to ask?
- 4) Why was Mitch Casey's call delayed?
- 5) The criss-cross directory wasn't and still isn't updated with the Waffle House at 3571 Murfreesboro Pike. Any idea when the update will happen?
- 6) There is no paperwork associated with the "internal review" and nothing in Sydney Cameron or Mitch Casey's personnel files that indicate that anything happened that night. Why
- 7) You all were short-staffed the night of the Waffle House shooting. What is being done to remedy the staffing situation?

JESSICA JAGLOIS
REPORTER

☎ 615-369-7236

☎ 615-289-4997

✉ jjaglois@wkrn.com

📍 441 Murfreesboro Rd, Nashville, TN 37210



I sent you an interview request regarding the WSJ article about 911 operators. Are you willing to do an interview in regards? Like cities across the US, we are also struggling to find 9-1-1 dispatchers. However, our annual attrition rate is better than the national attrition average. As stated in the article, "they are also hard to hire, since the job can require workers to make snap judgments on life-or death situation, often based on incomplete information, for about what they could make working as a manager at a retail store". 9-1-1 operators often speak with callers who are experiencing the worst most traumatic day of their lives. 9-1-1 operators have to have the ability to work in a multi-tasking, high stress environment daily. With that said, our 9-1-1 operators are true public servants who take great pride in assisting citizens in need as well as our first responders. They are people who want to make a difference in their community.

1) GPS coordinates were available the morning of the Antioch Waffle House shooting within seconds of the calls being answered. Why weren't they used?

This is the information that was provided to you in relation to answering your questions from 5/17/18.

- Call 1. Available in the system 13 seconds before the call was received by dispatch
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- Call 5. Available in the system 2 seconds after the call was received by dispatch

It is important to note that the first x/y coordinates available on the system are (as to be expected) the tower address. The times listed above are after the first rebid and all those x/y coordinates were from the intersection of Summercrest and Murfreesboro Road to the area of the Waffle House.

**** Additionally to the above that was previously provided **** It is important to note that your question is stating "within seconds of the calls being answered". Please note that the calls are in progress and the seconds listed are seconds from the time the call taker entered the incident for dispatch. The call takers continued to gather additional information to process the call.

2) Sydney Cameron didn't use her F11 key on the morning of the Waffle House shooting, which would have given her the correct location. Why didn't she use it? The F11 key is just one of many functions a call taker may use to enter the information into CAD.

3) Sydney Cameron didn't ask for the NCS (nearest cross street)? Was she supposed to ask? The caller disconnected before the call taker was able to verify the cross street location.

4) Why was Mitch Casey's call delayed? There was no delay, it just took time to calm the caller and gather the information. Once GPS was available, it was utilized.

5) The criss-cross directory wasn't and still isn't updated with the Waffle House at 3571 Murfreesboro Pike. Any idea when the update will happen? This information will have to be provided by Criss-cross.

6) There is no paperwork associated with the "internal review" and nothing in Sydney Cameron or Mitch Casey's personnel files that indicate that anything happened that night. Why? After review of the incident nothing rose to the level that warranted entry into their personnel file.

7) You all were short-staffed the night of the Waffle House shooting. What is being done to remedy the staffing situation? We are continuously recruiting and training multiple classes a year. We have a call taking

class starting on August 20th. The next recruitment for applicants will be posted on the Metro Government website by the end of this week for a December call taking class.

Thank you,
Michele Donegan

Donegan, Jamie Michele (ECC)

From: Jessica Jaglois <JJaglois@wkrn.com>
Sent: Monday, August 13, 2018 9:47 AM
To: Donegan, Jamie Michele (ECC)
Subject: WKRN Inquiry

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- 7) You all were short-staffed the night of the Waffle House shooting. What is being done to remedy the staffing situation?

JESSICA JAGLOIS
REPORTER

☎ 615-369-7236

☎ 615-289-4997

✉ jjaglois@wkrn.com

📍 441 Murfreesboro Rd, Nashville, TN 37210



Donegan, Jamie Michele (ECC)

From: Donegan, Jamie Michele (ECC)
Sent: Monday, May 21, 2018 10:11 AM
To: 'Jessica Jaglois'
Cc: Byrd, Judith (Mayor's Office)
Subject: FW: WKRN Inquiry

Jessica,

Please see the following requested information.

1) What is the average time it takes to dispatch a high priority police call? For an EMS call? Fire call?
A high priority call takes precedence over all code 2 and code 1 calls and immediately processed:

Processing of calls may include the following:

- Familiarize yourself with the call before dispatch
- Highest priority call first
- Read the call
- If clarification is needed, contact the call taker
- Check the audit trail to ensure there is not additional texts or updates
- Check the Premise Hazard Field
- Code 3 calls are dispatch verbally
- Determine which Units to dispatch – dispatch via AVL recommendations
- Determine if Sergeant notification is needed
- If necessary, notify the on Duty Captain
- Determine if it is necessary to take additional ahrs
- Call is dispatched

FIRE/EMS

- Dispatcher views pending call for familiarization
- Views the call recommendations to ensure they are correct
- Then hits F-12 (enter) and locution dispatches the call
- Dispatcher should hear the call being dispatched by Locution; if not, the dispatcher will dispatch manually

2) What is the standard for call processing that the ECC tries to meet?

High priority calls are immediately processed.

3) Do you meet it regularly?

High priority calls are immediately processed.

4) Is two minutes on a 3 level call meet this standard?

High priority calls are immediately processed.

Thank you,
Michele

From: Jessica Jaglois [<mailto:JJaglois@wkrn.com>]
Sent: Friday, May 18, 2018 4:49 PM
To: Donegan, Jamie Michele (ECC) <Jamie.Donegan@nashville.gov>
Subject: WKRN Inquiry

Hi Michele,

I'm putting in this request now but I'm sure you won't get to it until Monday. I have the following questions:

- 1) What is the average time it takes to dispatch a high priority police call? For an EMS call? Fire call?
- 2) What is the standard for call processing that the ECC tries to meet?
- 3) Do you meet it regularly?
- 4) Is two minutes on a 3 level call meet this standard?

Thank you in advance,

Jessica Jaglois
News 2 Reporter
615-289-4997

Donegan, Jamie Michele (ECC)

From: Donegan, Jamie Michele (ECC)
Sent: Tuesday, August 21, 2018 10:23 AM
To: 'Jessica Jaglois'
Subject: RE: WKRN Inquiry

Jessica,

Please see answer to your questions below.

1) Why weren't the GPS coordinates used? This question was not answered.

The lat/long was used. However it was not initially available and the 4th caller provided the physical street address within seconds of when lat/long was becoming available to the other call takers. When the 1st call taker received his phase two lat/long, the hysterical caller disagreed with the location being provided but at this same time, the 4th caller gave the physical location.

2) Why didn't Sydney Cameron use her F11 key and has she been trained to use it moving forward? You did not answer these questions.

The lat/long was not initially available. The call taker utilized the information provided by the caller as well as the criss-cross directory and sent a call for service to the Hermitage precinct dispatcher. The F11 Key is utilized when phase two information is available (both lat/long). In this case, phase two information became available 2 seconds after the call for service was sent.

All employees are trained on the functionality of the F11 key.

3) According to an email from Michelle Peterson, Mitch Casey's call was delayed. Your response to that?

Michelle Peterson explained that at the time of the email, with only the audio to review, it appeared as though he had the phase two information available. However, once the phone data was reviewed regarding lat/long availability, it was clear that phase two information was not available until approximately 1 minute into call.

From: Jessica Jaglois [mailto:JJaglois@wkrn.com]
Sent: Friday, August 17, 2018 11:08 AM
To: Donegan, Jamie Michele (ECC) <Jamie.Donegan@nashville.gov>
Subject: Re: WKRN Inquiry

Attention: This email originated from a source external to Metro Government. Please exercise caution when opening any attachments or links from external sources.

No, you didn't. You copied when the GPS coordinates were available and then didn't say why they weren't used.

Jessica Jaglois
News 2 Reporter
615-289-4997

On Aug 17, 2018, at 11:01 AM, Donegan, Jamie Michele (ECC) <Jamie.Donegan@nashville.gov> wrote:

Jessica,

I answered the questions you had.

Thank you,
Michele

From: Jessica Jaglois [<mailto:JJaglois@wkrn.com>]
Sent: Friday, August 17, 2018 10:51 AM
To: Donegan, Jamie Michele (ECC) <Jamie.Donegan@nashville.gov>
Subject: Re: WKRN Inquiry

Attention: This email originated from a source external to Metro Government. Please exercise caution when opening any attachments or links from external sources.

Ms. Donegan:

- 1) Why weren't the GPS coordinates used? This question was not answered.
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- 3) According to an email from Michelle Peterson, Mitch Casey's call was delayed. Your response to that?

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News 2 Reporter
615-289-4997

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- <image001.png>

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Thank you,
Michele Donegan

Donegan, Jamie Michele (ECC)

From: Jessica Jaglois <JJaglois@wkrr.com>
Sent: Friday, August 17, 2018 11:08 AM
To: Donegan, Jamie Michele (ECC)
Subject: Re: WKRR Inquiry

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Jessica Jaglois
News 2 Reporter
615-289-4997

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Subject: Re: WKRR Inquiry

Attention: This email originated from a source external to Metro Government. Please exercise caution when opening any attachments or links from external sources.

Ms. Donegan:

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Jessica, Please see the response below.

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- Call 5. Available in the system 2 seconds after the call was received by dispatch

It is important to note that the first x/y coordinates available on the system are (as to be expected) the tower address. The times listed above are after the first rebid and all those x/y coordinates were from the intersection of Summercrest and Murfreesboro Road to the area of the Waffle House.

** Additionally to the above that was previously provided ** It is important to note that your question is stating "within seconds of the calls being answered". Please note that the calls are in progress and the seconds listed are seconds from the time the call taker entered the incident for dispatch. The call takers continued to gather additional information to process the call.

2) Sydney Cameron didn't use her F11 key on the morning of the Waffle House shooting, which would have given her the correct location. Why didn't she use it? The F11 key is just one of many functions a call taker may use to enter the information into CAD.

3) Sydney Cameron didn't ask for the NCS (nearest cross street)? Was she supposed to ask? The caller disconnected before the call taker was able to verify the cross street location.

4) Why was Mitch Casey's call delayed? There was no delay, it just took time to calm the caller and gather the information. Once GPS was available, it was utilized.

5) The criss-cross directory wasn't and still isn't updated with the Waffle House at 3571 Murfreesboro Pike. Any idea when the update will happen? This information will have to be provided by Criss-cross.

6) There is no paperwork associated with the "internal review" and nothing in Sydney Cameron or Mitch Casey's personnel files that indicate that anything happened that night. Why? After review of the incident nothing rose to the level that warranted entry into their personnel file.

7) You all were short-staffed the night of the Waffle House shooting. What is being done to remedy the staffing situation? We are continuously recruiting and training multiple classes a year. We have a call taking class starting on August 20th. The next recruitment for applicants will be posted on the Metro Government website by the end of this week for a December call taking class.

Thank you,
Michele Donegan

From: Jessica Jaglois [<mailto:JJaglois@wkcrn.com>]
Sent: Monday, August 13, 2018 9:47 AM
To: Donegan, Jamie Michele (ECC) <Jamie.Donegan@nashville.gov>
Subject: WKRN Inquiry

Hello Michele,

I sent you an interview request regarding the WSJ article about 911 operators. Are you willing to do an interview in regards?

I also have the following questions for you below. Thank you in advance.

- 1) GPS coordinates were available the morning of the Antioch Waffle House shooting within seconds of the calls being answered. Why weren't they used?
 - 2) Sydney Cameron didn't use her F11 key on the morning of the Waffle House shooting, which would have given her the correct location. Why didn't she use it?
 - 3) Sydney Cameron didn't ask for the NCS (nearest cross street)? Was she supposed to ask?
 - 4) Why was Mitch Casey's call delayed?
 - 5) The criss-cross directory wasn't and still isn't updated with the Waffle House at 3571 Murfreesboro Pike. Any idea when the update will happen?
 - 6) There is no paperwork associated with the "internal review" and nothing in Sydney Cameron or Mitch Casey's personnel files that indicate that anything happened that night. Why
 - 7) You all were short-staffed the night of the Waffle House shooting. What is being done to remedy the staffing situation?
- <image001.png>

I sent you an interview request regarding the WSJ article about 911 operators. Are you willing to do an interview in regards? Like cities across the US, we are also struggling to find 9-1-1 dispatchers. However, our annual attrition rate is better than the national attrition average. As stated in the article, "they are also hard to hire, since the job can require workers to make snap judgments on life-or-death situation, often based on incomplete information, for about what they could make working as a manager at a retail store". 9-1-1 operators often speak with callers who are experiencing the worst most traumatic day of their lives. 9-1-1 operators have to have the ability to work in a multi-tasking, high stress environment daily. With that said, our 9-1-1 operators are true public servants who take great pride in assisting citizens in need as well as our first responders. They are people who want to make a difference in their community.

1) GPS coordinates were available the morning of the Antioch Waffle House shooting within seconds of the calls being answered. Why weren't they used? This is the information that was provided to you in relation to answering your questions from 5/17/18.

Walsh, Denise (ECC)

From: ECC Support
Sent: Wednesday, June 27, 2018 9:21 AM
To: Walsh, Denise (ECC)
Subject: FW: WKRN Inquiry - Open Records Request

We have received two emails from Jessica Jaglois with WKRN regarding open records requests. However, they are outside of the area of responsibility for QA pulling records. I'm not sure who would handle this type of request. Here is the first. I will send the second immediately following.

Erin Wilson
Quality Assurance Division/TAC
Department of Emergency Communications
2060 15th Ave S
Nashville, TN 37212
Phone: (615)401-6222
Fax: (615)401-6386

From: Jessica Jaglois [mailto:JJaglois@wkrn.com]
Sent: Wednesday, June 27, 2018 09:13
To: ECC Support <eccsupport@nashville.gov>
Subject: WKRN Inquiry - Open Records Request

Good morning, Under the Tennessee Open Records Act, §10-7-503 et seq., I am requesting to inspect and/or obtain copies of public records that include the complete personnel file of Michelle Peterson including all alternate spellings, positions or titles of this employee or former employee. This request includes but is not limited to any and all certifications, recertifications, EMD training documents, training documents, commendations, letters from citizens and/or officials, quality control reports, reprimands, letters of instruction, corrective interviews, employment reviews, evaluations including annual reviews, qualification and/or re-qualification tests and/or exams and results, employment application(s), employment verification(s), pre-employment screenings and/or investigations, and/or internal review(s) and/or internal investigations at any time prior to, during, or after this person's employment with your agency, whether sustained, undetermined, unfounded or any other status, including all supporting documentation, audio, video, and photographs related to, created for, or attached to the investigative file(s), and/or provided by third parties or complainants. I am requesting the file in tact, in the same condition as it was on the day before this request. If there are any fees for searching or copying these records, please inform me if the cost will exceed \$20. However, I would also like to request a waiver of all fees in that the disclosure of the requested information is in the public interest and will contribute significantly to the public's understanding of the Department of Emergency Communications, which is funded by public dollars. As a member of the news media, this information is not being sought for commercial purposes. The Tennessee Open Records Act requires a response time within seven days. If access to the records I am requesting will take longer than this amount of time, please contact me with information about when I might expect copies or the ability to inspect the requested records. If you deny any or all of this request, please cite each specific exemption you feel justifies the refusal to release the information and notify me of the appeal procedures available to me under the law. Sincerely, Jessica Jaglois

JESSICA JAGLOIS

REPORTER

☎ 615-369-7236

☎ 615-289-4997

✉ jjaglois@wkrn.com

📍 441 Murfreesboro Rd, Nashville, TN 37210



May 7, 2018

The following is a statement from Nashville Emergency Communications Center Director Michele Donegan:

In regard to the April 29th tragedy at the Antioch Waffle House, as is the case in almost all critical incidents, Emergency Communications Center staff is reviewing the call-taking and dispatching processes to ensure professionalism and to assist in on-going training for ECC personnel.

In the Waffle House incident, it is understandable that the first callers to the Emergency Communications Center did not know exactly where on Murfreesboro Pike they were. We understand from the police department that 42 seconds elapsed from the time of the first shot outside the Waffle House to the time that the shooter fled the building. We also understand from the police department that the shooter was inside the restaurant for 27 seconds. What the callers saw and experienced was unimaginable.

Here is an example of the multiple calls being answered by separate operators at the ECC:

3:24:33 Initial call answered—Caller does not know the street address and is unable to verify the cross street.

3:24:44 2nd caller – does not know the address, but into the call gives the numerical of 3532

3:24:49 4th caller cannot give street address, but further in the call gives 3571 address (call taker sends up the call to South)

3:24:50 5th caller does not know the address (call taker sends up the call to Hermitage)

In an effort to ascertain the location of the shooting call as quickly as possible, the call taker handling the 5th call opted to use a computerized “criss-cross directory” to attempt to gain a specific street address. Upon querying Waffle House and Murfreesboro Pike, the only location provided was the long-established restaurant at 816 Murfreesboro Pike. The Waffle House at 3571 Murfreesboro Pike, which opened as a new location in late 2017, was not reflected in the “criss-cross directory.”

Each call taker keyed initial and updated information as conversations continued with the callers. That information was then sent to dispatchers for two precincts, in that Murfreesboro Pike is the dividing line between the South and Hermitage Precincts.

This timeline reflects the work being done as quickly as possible by ECC dispatchers as they read the information being sent to them by call takers:

3:25:38 – call received by South dispatcher

3:25:40 – call received by Hermitage dispatcher

3:26:01 – Hermitage dispatcher took all airs and put out a 10-52 (shooting) at 816 Murfreesboro Pike

3:27:11 – Hermitage Dispatcher broadcasts that it is the Waffle House at 3571 Murfreesboro Pike

3:27:30 – South Dispatcher advised car 325 that she is dispatching him to this emergency call

3:27:30 – Hermitage officer confirms 816 Murfreesboro Pike is clear while other Hermitage Precinct officers are enroute to 3571 Murfreesboro Pike

3:27:48 – South Dispatcher activates the “attention all cars” tone

3:27:58 – South Dispatcher again activates the “attention all cars” tone and airs a code 9000 (active shooter) at 3571 Murfreesboro Pike. By this point, based on the continuous information being provided, the ECC staff determined that this was more than just a shooting call, but was an active shooter event.

3:28:09 – South Dispatcher assigned two units to the call at 3571 Murfreesboro Pike---Officers from both the Hermitage and South Precincts are now enroute.

3:32 a.m.—Officer on scene at 3571 Murfreesboro Pike

The shock and confusion among persons involved in or are witnesses to an incident such as this can be overwhelming. The stress of incidents as being reported over the telephone by citizens is often imparted to the staff of the Emergency Communications Center. The trained personnel at the ECC work to overcome the emotion of the caller so that first responder assistance can be sent as quickly as possible. They did so in this incident, just as they do every day on behalf of Nashville's citizens.

###



David Briley, Mayor
Michele Donegan, Director

Metropolitan Nashville & Davidson County
Department of Emergency Communications

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###



Call Summary

From: 04/22/2018 03:00:00 To: 04/22/2018 03:45:59
 Position: POSITION230, POSITION231, POSITION232, POSITION233, POSITION234, POSITION235, POSITION240, POSITION241, POSITION242, POSITION243, POSITION244, POSITION245, POSITION246, POSITION247, POSITION248, POSITION250, POSITION251, POSITION252, POSITION253, POSITION254, POSITION255, POSITION256, POSITION257, POSITION258

Call Type	Position	Creation Time	Phone Number	Answer Time	Process Time	Call Taker Answer Time	Address	Number of Calls : 120
Outgoing	POSITION233	04/22/2018 03:01:26	2207	00:00:00.000	00:00:33.809	00:00:00.000	ALI Type 0 : Not Used	
Incoming	POSITION232	04/22/2018 03:01:53	(615) 755-5921	00:00:01.097	00:00:13.462	00:00:01.075	121 4TH AV - SECTOR SE S NASHVILLE TN	
Incoming	POSITION254	04/22/2018 03:03:24	(615) 269-6275	00:00:00.923	00:02:09.954	00:00:00.923	ALI Type 0 : Not Used	
Incoming	POSITION240	04/22/2018 03:03:34	(615) 578-0210	00:00:00.971	00:04:15.147	00:00:00.971	ALI Type 0 : Not Used	
Incoming	POSITION234	04/22/2018 03:03:36	(615) 516-1266	00:00:00.936	00:02:07.758	00:00:00.936	ALI Type 0 : Not Used	
Incoming	POSITION231	04/22/2018 03:03:39	(662) 415-6565	00:00:00.936	00:03:39.497	00:00:00.936	ALI Type 0 : Not Used	
Incoming	POSITION248	04/22/2018 03:04:49	(615) 839-6718	00:00:01.023	00:03:21.294	00:00:00.984	630 BELL RD - S SECTOR ANTIOCH TN	
Incoming	POSITION232	04/22/2018 03:04:58	(615) 497-5575	00:00:00.959	00:02:27.643	00:00:00.959	6158396718	
Incoming	POSITION233	04/22/2018 03:05:47	(800) 238-2727	00:00:00.924	00:01:18.829	00:00:00.924	ALI Type 0 : Not Used	
Incoming	POSITION254	04/22/2018 03:05:53	(443) 467-5903	00:00:01.052	00:01:36.620	00:00:00.983	263D BENZING RD - NW ANTIOCH TN	
Incoming	POSITION234	04/22/2018 03:06:24	(615) 525-6723	00:00:00.922	00:03:32.195	00:00:00.922	4434675903	
Incoming	POSITION233	04/22/2018 03:07:14	(615) 889-0351	00:00:05.827	00:05:00.959	00:00:00.961	ALI Type 0 : Not Used	
Incoming	POSITION251	04/22/2018 03:08:14	(615) 839-6718	00:00:01.002	00:01:33.406	00:00:00.971	537 ST PAUL DR HERMITAGE TN	
Incoming	POSITION231	04/22/2018 03:11:08	(615) 839-6718	00:00:01.100	00:00:45.888	00:00:01.077	630 BELL RD - S SECTOR ANTIOCH TN	
Incoming	POSITION232	04/22/2018 03:12:15	(615) 839-6718	00:00:00.969	00:00:34.907	00:00:00.969	6158396718	
Outgoing	POSITION232	04/22/2018 03:13:00	(615) 839-6718	00:00:00.000	00:00:58.472	00:00:00.000	ALI Type 0 : Not Used	
Incoming	POSITION254	04/22/2018 03:13:15	(615) 638-5176	00:00:00.926	00:01:58.786	00:00:00.926	ALI Type 0 : Not Used	

Call Type	Position	Creation Time	Phone Number	Answer Time	Process Time	Call Taker Answer Time	Address
Incoming	POSITION240	04/22/2018 03:13:17	(201) 390-9901	00:00:01.023	00:00:22.565	00:00:00.976	907 12TH AV N - SE NASHVILLE TN 2013909901
Outgoing	POSITION240	04/22/2018 03:13:55	(201) 390-9901	00:00:00.000	00:00:05.321	00:00:00.000	907 12TH AV N - SE NASHVILLE TN 2013909901
Outgoing	POSITION240	04/22/2018 03:14:07	(201) 390-9901	00:00:00.000	00:00:30.968	00:00:00.000	907 12TH AV N - SE NASHVILLE TN 2013909901
Incoming	POSITION248	04/22/2018 03:14:43	(615) 578-0942	00:00:00.933	00:02:17.005	00:00:00.933	ALI Type 0 : Not Used
Incoming	POSITION234	04/22/2018 03:15:10	(858) 525-2046	00:00:00.984	00:03:56.298	00:00:00.984	ALI Type 0 : Not Used
Incoming	POSITION251	04/22/2018 03:15:42	(662) 415-6565	00:00:00.937	00:00:41.595	00:00:00.937	ALI Type 0 : Not Used
Incoming	POSITION231	04/22/2018 03:16:20	(615) 500-6085	00:00:01.038	00:00:42.738	00:00:01.038	ALI Type 0 : Not Used
Incoming	POSITION233	04/22/2018 03:17:54	(615) 525-6723	00:00:00.943	00:03:41.992	00:00:00.943	ALI Type 0 : Not Used
Incoming	POSITION232	04/22/2018 03:19:10	(615) 308-4681	00:00:00.999	00:04:02.136	00:00:00.999	ALI Type 0 : Not Used
Outgoing	POSITION254	04/22/2018 03:20:36	2207	00:00:00.000	00:00:30.927	00:00:00.000	ALI Type 0 : Not Used
Incoming	POSITION240	04/22/2018 03:20:37	(615) 999-0896	00:00:00.958	00:01:59.968	00:00:00.958	ALI Type 0 : Not Used
Outgoing	POSITION248	04/22/2018 03:22:00	(615) 423-1447	00:00:00.000	00:02:11.406	00:00:00.000	ALI Type 0 : Not Used
Incoming	POSITION254	04/22/2018 03:23:22	(615) 293-1830	00:00:00.952	00:01:54.237	00:00:00.952	ALI Type 0 : Not Used
Incoming	POSITION251	04/22/2018 03:24:31	(731) 780-8887	00:00:01.521	00:01:41.812	00:00:01.004	ALI Type 0 : Not Used
Abandoned	POSITION248	04/22/2018 03:24:37	(615) 924-5877	00:00:01.022	00:00:05.503	00:00:00.995	3650 MURFREESBORO RD - N ANTIOCH TN
Incoming	POSITION234	04/22/2018 03:24:38	(615) 423-1675	00:00:01.028	00:00:38.792	00:00:00.981	264 CRAIGMEADE DR - W SECTOR NASHVILLE TN 6159245877
Incoming	POSITION233	04/22/2018 03:24:43	(731) 780-8866	00:00:01.009	00:08:42.633	00:00:00.961	1478 GEORGETOWN CT - E NASHVILLE TN 6154231675
Incoming	POSITION240	04/22/2018 03:24:44	(615) 495-4457	00:00:01.585	00:01:10.013	00:00:01.007	3650 MURFREESBORO RD - N ANTIOCH TN
Incoming	POSITION232	04/22/2018 03:24:48	(615) 821-8342	00:00:01.064	00:04:23.595	00:00:01.030	3630 PIN HOOK RD - SW ANTIOCH TN 6154954457
Abandoned	POSITION254	04/22/2018 03:24:59	(615) 977-7358	00:00:50.449	00:00:52.008	00:00:00.976	3650 MURFREESBORO RD - N ANTIOCH TN
Incoming	POSITION234	04/22/2018 03:25:00	(615) 423-1675	00:00:34.663	00:03:29.806	00:00:00.979	401B ARLINGTON AV - SE NASHVILLE TN 6154231675
Outgoing	POSITION248	04/22/2018 03:25:01	(615) 924-5877	00:00:00.000	00:00:10.763	00:00:00.000	264 CRAIGMEADE DR - W SECTOR NASHVILLE TN 6159245877
Abandoned	POSITION248	04/22/2018 03:25:08	(615) 939-0198	00:01:34.180	00:01:36.786	00:00:01.053	3630 PIN HOOK RD - SW ANTIOCH TN 6159390198
Outgoing	POSITION234	04/22/2018 03:25:19	(615) 423-1675	00:00:00.000	00:00:06.916	00:00:00.000	1478 GEORGETOWN CT - E NASHVILLE TN 6154231675

Call Type	Position	Creation Time	Phone Number	Answer Time	Process Time	Call Taker Answer Time	Address
Outgoing	POSITION248	04/22/2018 03:25:23	(615) 924-5877	00:00:00.000	00:00:15.928	00:00:00.000	264 CRAIGMEADE DR - W SECTOR NASHVILLE TN 6159245877
Abandoned	POSITION248	04/22/2018 03:25:25	(911) 789-2880	00:01:47.764	00:01:50.409	00:00:01.014	3650 MURFREESBORO RD - N ANTIOCH TN 9117892880
Outgoing	POSITION234	04/22/2018 03:25:29	(615) 423-1675	00:00:00.000	00:00:03.826	00:00:00.000	1478 GEORGETOWN CT - E NASHVILLE TN 6154231675
Incoming	POSITION248	04/22/2018 03:25:33	(629) 333-9307	00:02:31.582	00:06:34.406	00:00:01.004	3630 PIN HOOK RD - SW ANTIOCH TN
Abandoned	POSITION240	04/22/2018 03:25:49	(911) 789-2880	00:01:31.131	00:01:36.075	00:00:00.952	3650 MURFREESBORO RD - N ANTIOCH TN 9117892880
Outgoing	POSITION254	04/22/2018 03:25:57	(615) 977-7358	00:00:00.000	00:04:45.881	00:00:00.000	3650 MURFREESBORO RD - N ANTIOCH TN
Outgoing	POSITION251	04/22/2018 03:26:18	(731) 780-8887	00:00:00.000	00:00:02.676	00:00:00.000	3650 MURFREESBORO RD - N ANTIOCH TN
Outgoing	POSITION251	04/22/2018 03:26:25	(731) 780-8887	00:00:00.000	00:01:13.898	00:00:00.000	3650 MURFREESBORO RD - N ANTIOCH TN
Abandoned	POSITION248	04/22/2018 03:26:31	(931) 982-8210	00:00:54.304	00:00:57.268	00:00:00.947	5646 AMALIE DR - N NASHVILLE TN 9319828210
Outgoing	POSITION248	04/22/2018 03:26:48	(615) 939-0198	00:00:00.000	00:00:06.394	00:00:00.000	3630 PIN HOOK RD - SW ANTIOCH TN 6159390198
Incoming	POSITION240	04/22/2018 03:26:52	(615) 967-1181	00:00:36.554	00:06:23.419	00:00:00.996	3650 MURFREESBORO RD - N ANTIOCH TN 6159671181
Abandoned	POSITION248	04/22/2018 03:27:07	(585) 802-2963	00:00:40.025	00:00:41.055	00:00:01.007	329C THELMA ST - SW MADISON TN 5858022963
Outgoing	POSITION248	04/22/2018 03:27:20	(911) 789-2880	00:00:00.000	00:00:02.211	00:00:00.000	3650 MURFREESBORO RD - N ANTIOCH TN 9117892880
Incoming	POSITION234	04/22/2018 03:27:28	(585) 802-2963	00:02:58.146	00:06:16.556	00:00:00.991	105 W WEBSTER ST - N MADISON TN
Outgoing	POSITION248	04/22/2018 03:27:32	(931) 982-8210	00:00:00.000	00:00:02.958	00:00:00.000	5646 AMALIE DR - N NASHVILLE TN 9319828210
Outgoing	POSITION248	04/22/2018 03:27:39	(931) 982-8210	00:00:00.000	00:00:02.808	00:00:00.000	5646 AMALIE DR - N NASHVILLE TN 9319828210
Outgoing	POSITION251	04/22/2018 03:27:46	(731) 780-8887	00:00:00.000	00:02:47.640	00:00:00.000	3650 MURFREESBORO RD - N ANTIOCH TN
Outgoing	POSITION248	04/22/2018 03:27:53	(585) 802-2963	00:00:00.000	00:00:03.340	00:00:00.000	329C THELMA ST - SW MADISON TN 5858022963
Incoming	POSITION234	04/22/2018 03:27:59	(615) 967-1031	00:00:32.094	00:02:11.246	00:00:00.997	3650 MURFREESBORO RD - N ANTIOCH TN 6159671031
Outgoing	POSITION248	04/22/2018 03:28:00	(585) 802-2963	00:00:00.000	00:00:02.054	00:00:00.000	329C THELMA ST - SW MADISON TN 5858022963

Call Type	Position	Creation Time	Phone Number	Answer Time	Process Time	Call Taker Answer Time	Address
Abandoned	POSITION251	04/22/2018 03:28:00	(911) 789-2880	00:02:44.513	00:02:45.986	00:00:00.976	3650 MURFREESBORO RD - N ANTIOCH TN 9117892880
Abandoned	POSITION251	04/22/2018 03:28:22	(615) 738-8603	00:02:26.363	00:02:27.802	00:00:00.965	3650 MURFREESBORO PIKE - SECTOR N ANTIOCH TN 6157388603
Abandoned	POSITION232	04/22/2018 03:28:43	(505) 480-0035	00:02:20.990	00:02:22.431	00:00:01.039	12623 OLD HICKORY BLVD - N SECTOR SOUTH TN 5054800035
Abandoned	POSITION251	04/22/2018 03:29:10	(978) 808-7682	00:02:40.940	00:02:42.327	00:00:00.985	500 CHURCH ST - SW NASHVILLE TN
Abandoned	POSITION248	04/22/2018 03:29:13	(731) 225-9638	00:02:57.144	00:02:58.664	00:00:00.993	3630 PIN HOOK RD - SW ANTIOCH TN
Abandoned	POSITION232	04/22/2018 03:29:34	(615) 605-3182	00:03:22.074	00:03:24.218	00:00:01.034	12623 OLD HICKORY BLVD - N SECTOR SOUTH TN
Incoming	POSITION254	04/22/2018 03:29:35	(615) 829-0939	00:01:57.010	00:03:27.080	00:00:00.970	2735 COUCHVILLE PIKE - SW NASHVILLE TN 6158290939
Abandoned	POSITION232	04/22/2018 03:29:39	(615) 738-8603	00:02:00.004	00:02:01.498	00:00:01.022	3650 MURFREESBORO PIKE - SECTOR N ANTIOCH TN 6157388603
Abandoned	POSITION254	04/22/2018 03:30:25	(505) 480-0035	00:02:43.392	00:02:45.325	00:00:01.069	12623 OLD HICKORY BLVD - N SECTOR SOUTH TN 5054800035
Abandoned	POSITION234	04/22/2018 03:30:46	(615) 495-4457	00:03:00.965	00:03:04.953	00:00:00.983	3630 PIN HOOK RD - SW ANTIOCH TN
Outgoing	POSITION251	04/22/2018 03:30:59	(615) 738-8603	00:00:00.000	00:00:48.807	00:00:00.000	3650 MURFREESBORO PIKE - SECTOR N ANTIOCH TN 6157388603
Outgoing	POSITION232	04/22/2018 03:31:11	(505) 480-0035	00:00:00.000	00:00:03.598	00:00:00.000	12623 OLD HICKORY BLVD - N SECTOR SOUTH TN 5054800035
Incoming	POSITION240	04/22/2018 03:31:20	(615) 668-5392	00:02:46.543	00:03:37.352	00:00:00.987	2802-B SMITH SPRINGS RD - SECTOR SW NASHVILLE TN
Outgoing	POSITION232	04/22/2018 03:31:22	(505) 480-0035	00:00:00.000	00:00:06.061	00:00:00.000	12623 OLD HICKORY BLVD - N SECTOR SOUTH TN 5054800035
Incoming	POSITION240	04/22/2018 03:31:24	(505) 480-0035	00:01:56.284	00:02:39.807	00:00:01.020	12623 OLD HICKORY BLVD - N SECTOR SOUTH TN 5054800035
Outgoing	POSITION232	04/22/2018 03:31:32	(505) 480-0035	00:00:00.000	00:00:05.283	00:00:00.000	12623 OLD HICKORY BLVD - N SECTOR SOUTH TN 5054800035
Incoming	POSITION234	04/22/2018 03:31:32	(615) 240-8058	00:02:38.828	00:03:20.862	00:00:00.988	3650 MURFREESBORO PIKE - SECTOR SW ANTIOCH TN
Outgoing	POSITION232	04/22/2018 03:31:44	(615) 738-8603	00:00:00.000	00:01:01.744	00:00:00.000	3650 MURFREESBORO PIKE - SECTOR N ANTIOCH TN 6157388603
Outgoing	POSITION251	04/22/2018 03:31:58	(978) 808-7682	00:00:00.000	00:00:31.313	00:00:00.000	500 CHURCH ST - SW NASHVILLE TN
Outgoing	POSITION248	04/22/2018 03:32:17	(731) 225-9638	00:00:00.000	00:00:43.852	00:00:00.000	3630 PIN HOOK RD - SW ANTIOCH TN
Outgoing	POSITION251	04/22/2018 03:32:34	(978) 808-7682	00:00:00.000	00:01:34.660	00:00:00.000	500 CHURCH ST - SW NASHVILLE TN
Outgoing	POSITION232	04/22/2018 03:33:02	(615) 605-3182	00:00:00.000	00:00:37.565	00:00:00.000	12623 OLD HICKORY BLVD - N SECTOR SOUTH TN

Call Type	Position	Creation Time	Phone Number	Answer Time	Process Time	Call Taker Answer Time	Address
Outgoing	POSITION254	04/22/2018 03:33:06	(615) 829-0939	00:00:00.000	00:00:00.125	00:00:00.000	2735 COUCHVILLE PIKE - SW NASHVILLE TN 6158290839
Incoming	POSITION254	04/22/2018 03:33:12	(731) 293-3956	00:00:14.299	00:00:43.313	00:00:00.999	12623 OLD HICKORY BLVD - N SECTOR SOUTH TN 7312933956
Outgoing	POSITION248	04/22/2018 03:33:12	(731) 225-9638	00:00:00.000	00:02:42.585	00:00:00.000	3630 PIN HOOK RD - SW ANTIOCH TN
Outgoing	POSITION254	04/22/2018 03:33:14	(505) 480-0035	00:00:00.000	00:00:01.988	00:00:00.000	12623 OLD HICKORY BLVD - N SECTOR SOUTH TN 5054800035
Outgoing	POSITION254	04/22/2018 03:33:20	(505) 480-0035	00:00:00.000	00:00:03.963	00:00:00.000	12623 OLD HICKORY BLVD - N SECTOR SOUTH TN 5054800035
Incoming	POSITION233	04/22/2018 03:33:21	(847) 521-0303	00:00:26.899	00:01:02.719	00:00:00.988	5007B RUSKIN AVE - SW NASHVILLE TN 8475210303
Outgoing	POSITION232	04/22/2018 03:33:43	(615) 605-3182	00:00:00.000	00:00:31.235	00:00:00.000	12623 OLD HICKORY BLVD - N SECTOR SOUTH TN
Incoming	POSITION254	04/22/2018 03:33:50	(615) 934-3023	00:00:08.043	00:00:44.887	00:00:00.983	2301B BOOKER ST - SW NASHVILLE TN 6159343023
Outgoing	POSITION234	04/22/2018 03:33:58	(615) 495-4457	00:00:00.000	00:00:02.999	00:00:00.000	3630 PIN HOOK RD - SW ANTIOCH TN
Outgoing	POSITION234	04/22/2018 03:34:04	(615) 495-4457	00:00:00.000	00:00:01.939	00:00:00.000	3630 PIN HOOK RD - SW ANTIOCH TN
Incoming	POSITION232	04/22/2018 03:34:17	(210) 547-1732	00:00:01.036	00:03:54.380	00:00:01.036	ALI Type 0 : Not Used
Incoming	POSITION233	04/22/2018 03:34:40	(847) 521-0303	00:00:00.959	00:04:24.348	00:00:00.959	ALI Type 0 : Not Used
Outgoing	POSITION254	04/22/2018 03:34:42	(615) 934-3023	00:00:00.000	00:00:26.476	00:00:00.000	2301B BOOKER ST - SW NASHVILLE TN 6159343023
Outgoing	POSITION234	04/22/2018 03:34:57	(615) 240-8058	00:00:00.000	00:00:47.559	00:00:00.000	3650 MURFREESBORO PIKE - SECTOR SW ANTIOCH TN
Incoming	POSITION251	04/22/2018 03:34:58	(615) 228-6422	00:00:00.965	00:02:57.287	00:00:00.965	ALI Type 0 : Not Used
Incoming	POSITION240	04/22/2018 03:34:59	(901) 830-8290	00:00:01.138	00:00:45.299	00:00:01.090	2. INTERNATIONAL PLZ - NW SECTOR SOUTH TN 9018308290
Outgoing	POSITION254	04/22/2018 03:35:09	6304	00:00:00.000	00:00:03.209	00:00:00.000	3650 MURFREESBORO PIKE - SECTOR SW ANTIOCH TN
Outgoing	POSITION234	04/22/2018 03:35:49	(615) 240-8058	00:00:00.000	00:00:37.183	00:00:00.000	ALI Type 0 : Not Used
Incoming	POSITION248	04/22/2018 03:36:02	(615) 490-9164	00:00:00.936	00:04:24.323	00:00:00.936	ALI Type 0 : Not Used
Incoming	POSITION254	04/22/2018 03:36:33	(615) 772-6502	00:00:00.957	00:02:53.071	00:00:00.957	ALI Type 0 : Not Used
Abandoned	POSITION234	04/22/2018 03:37:15	(615) 747-4800	00:00:00.988	00:00:11.830	00:00:00.954	315 4TH AV N NASHVILLE TN 1ST FLOOR, MDF ON TH
Outgoing	POSITION234	04/22/2018 03:37:31	(615) 747-4800	00:00:00.000	00:00:38.717	00:00:00.000	315 4TH AV N NASHVILLE TN 1ST FLOOR, MDF ON TH
Incoming	POSITION240	04/22/2018 03:39:21	(615) 459-9718	00:00:00.925	00:00:40.235	00:00:00.925	ALI Type 0 : Not Used
Incoming	POSITION251	04/22/2018 03:39:39	(615) 893-1622	00:00:00.941	00:03:55.832	00:00:00.941	ALI Type 0 : Not Used
Incoming	POSITION232	04/22/2018 03:39:59	(615) 793-6295	00:00:00.939	00:04:31.634	00:00:00.939	ALI Type 0 : Not Used

Call Type	Position	Creation Time	Phone Number	Answer Time	Process Time	Call Taker Answer Time	Address
Outgoing	POSITION234	04/22/2018 03:40:03	(615) 244-8200	00:00:00.000	00:00:28.750	00:00:00.000	ALI Type 0 : Not Used
Incoming	POSITION243	04/22/2018 03:40:38	(210) 547-1732	00:00:00.888	00:01:20.360	00:00:00.888	ALI Type 0 : Not Used
Incoming	POSITION233	04/22/2018 03:41:15	(615) 878-2076	00:00:00.959	00:03:36.358	00:00:00.959	ALI Type 0 : Not Used
Incoming	POSITION254	04/22/2018 03:41:41	(949) 214-6575	00:00:00.954	00:03:28.839	00:00:00.954	ALI Type 0 : Not Used
Incoming	POSITION240	04/22/2018 03:41:49	(615) 851-2217	00:00:00.935	00:00:04.739	00:00:00.935	ALI Type 0 : Not Used
Outgoing	POSITION240	04/22/2018 03:42:00	(615) 851-2217	00:00:00.000	00:01:07.151	00:00:00.000	ALI Type 0 : Not Used
Incoming	POSITION248	04/22/2018 03:42:21	(317) 900-4884	00:00:00.937	00:02:07.436	00:00:00.937	ALI Type 0 : Not Used
Incoming	POSITION243	04/22/2018 03:43:28	(615) 769-9502	00:00:00.959	00:01:18.061	00:00:00.959	ALI Type 0 : Not Used
Incoming	POSITION251	04/22/2018 03:44:12	(936) 239-5336	00:00:00.989	00:02:05.057	00:00:00.988	435 PATTERSON ST - NE NASHVILLE TN
Incoming	POSITION240	04/22/2018 03:44:20	(615) 578-3837	00:00:00.944	00:03:02.408	00:00:00.944	ALI Type 0 : Not Used
Incoming	POSITION243	04/22/2018 03:45:06	(615) 406-1201	00:00:00.921	00:04:50.244	00:00:00.921	ALI Type 0 : Not Used
Incoming	POSITION254	04/22/2018 03:45:11	(615) 262-7032	00:00:00.977	00:01:14.654	00:00:00.977	ALI Type 0 : Not Used

731-780-8887

Below is the raw data for each call:

4/22/2018 03:24:27	911 Calls	Inbound	615-211-7177	731-780-8887	ATTMO	WPH2
4/22/2018 03:24:33	911 Calls	Inbound	615-211-7573	615-924-5877	SPPCS	WRLS
4/22/2018 03:24:34	911 Calls	Inbound	615-211-6699	615-423-1675	VZW	WRLS
4/22/2018 03:24:39	911 Calls	Inbound	615-211-7182	731-780-8866	ATTMO	WPH2
4/22/2018 03:24:40	911 Calls	Inbound	615-211-6692	615-495-4457	VZW	WPH2
4/22/2018 03:24:44	911 Calls	Inbound	615-211-7183	615-821-8342	ATTMO	WPH2
4/22/2018 03:24:45	911 Calls	Inbound	615-211-8655	518-334-4918	TMOB	WPH2
4/22/2018 03:24:55	911 Calls	Inbound	615-211-6559	615-977-7358	ATTMO	WRLS
4/22/2018 03:24:56	911 Calls	Inbound	615-211-6698	615-423-1675	VZW	WPH2

I was able to locate the two calls mentioned using the Call Detail Records report. This report is super helpful in finding raw data because it allows you to search ANI.

Good afternoon Phil,

New reply for the ticket #CS00005660

From: Support [mailto:support@ecats911.com]
Sent: Wednesday, May 09, 2018 11:59 AM
To: Neal, Phil (ECC - Vendor) <Phil.Neal@nashville.gov>
Subject: Re: Missing calls #CS00005660

Michelle P. - This is the raw data that I mentioned in your office

From: Neal, Phil (ECC - Vendor)
Sent: Friday, May 11, 2018 8:09 AM
To: Donegan, Jamie Michele (ECC); Peterson, Michelle (ECC)
Cc: Watkins, Tim J (ECC)
Subject: FW: Missing calls #CS00005660

Peterson, Michelle (ECC)

Metro 000072

===== CDR BEGIN : 04/22/18 03:24:27.709 =====

00:00:00.000 [TS] SYSTEM ID = nashville

00:00:00.000 [CIM] Incoming Call(ID: 911055-09450-20180422082428) Offered on Trunk 911055

00:00:04.114 [CIM] ANI: (40)"6152117177" [VALID] PseudoANI: "" [NONE]

00:00:04.114 [TS] Initial ALI Request for ANI : 6152117177

00:00:04.127 [CIM] Call Presented

00:00:04.649 [PAS] Initial ALI Response received / ALI TYPE = 1

00:00:04.771 [VoIP] External Call-Identifier 911055-09450-20180422082428

00:00:04.940 [VoIP] Routing call QUEUE = 6001

00:00:05.096 [CIM] Call Connected

00:00:05.447 [VoIP] Routing call AGENT = 11094/2251

00:00:06.315 [TS] TRUNK = 911055 / LINE = 55 POS = 251 / STN = 2251

00:00:06.315 [TS] CALL CONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = Calltaker

00:00:36.330 [TS] Rebid 1 from POS = 251 / STN = 2251

00:00:37.301 [PAS] Rebid Response 1 received / ALI TYPE = 1

00:01:06.316 [TS] Rebid 2 from POS = 251 / STN = 2251

00:01:07.009 [PAS] Rebid Response 2 received / ALI TYPE = 1

00:01:36.316 [TS] Rebid 3 from POS = 251 / STN = 2251

00:01:44.062 [PAS] Rebid Response 3 received / ALI TYPE = 1

00:01:46.667 [TS] CALL RELEASED BY POS = 251 / STN = 2251

00:01:46.667 [TS] CALL DISCONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = Calltaker

00:01:47.184 [CIM] Call Disconnected After Supervision

00:01:47.297 [CIM] Call Disconnected

00:01:47.311 [CIM] Call Terminated

00:01:47.311 [TS] Call Completed

===== Initial ALI =====

(615) 211-7177 03:24 04/22 3650

MURFREESBORO RD

- N

ANTILOC TN 001 WRLS

AT&T MOBILITY

P# 211-7177

ALT# 731-780-8887 LEC:ATMO

WIRELESS CALL

QUERY CALLER FOR LOCATION

QUERY CALLER FOR PHONE #

-086.612305 +36.049191

518-334-4918

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===== CDR BEGIN : 04/22/18 03:24:45.293 =====
00:00:00.000 [ TS] SYSTEM ID = nashville
00:00:00.000 [ CIM] Incoming Call(ID: 911063-10427-20180422082446) Offered on Trunk 911063
00:00:04.065 [ CIM] ANI: (40)"6152118655" [VALID] PseudoANI: "" [NONE]
00:00:04.066 [ TS] Initial ALI Request for ANI : 6152118655
00:00:04.078 [ CIM] Call Presented
00:00:04.602 [ PAS] Initial ALI Response received / ALI TYPE = 1
00:00:04.690 [VoIP] External Call-Identifier 911063-10427-20180422082446
00:00:04.860 [VoIP] Routing call QUEUE = 6001
00:00:04.872 [VoIP] Routing call AGENT = 11078/2210
00:00:05.002 [ CIM] Call Connected
00:00:05.720 [ TCI] TRUNK = 911063 / LINE = 433 POS = 210 / STN = 2210
00:00:05.720 [ TCI] Call CONNECTED BY AGENT = Cameron, Sydney/11078 ROLE = CallTaker
00:00:14.490 [ TS] Rebid 1 from POS = 210 / STN = 2210
00:00:19.381 [ PAS] Rebid Response 1 received / ALI TYPE = 1
00:00:22.763 [ TS] Rebid 2 from POS = 210 / STN = 2210
00:00:23.298 [ PAS] Rebid Response 2 received / ALI TYPE = 1
00:00:52.735 [ TS] Rebid 3 from POS = 210 / STN = 2210
00:00:57.500 [ PAS] Rebid Response 3 received / ALI TYPE = 1
00:01:01.793 [ CIM] Caller Disconnected After Supervision
00:01:23.513 [ TS] Rebid 4 from POS = 210 / STN = 2210
00:01:28.285 [ PAS] Rebid Response 4 received / ALI TYPE = 1
00:01:30.835 [ TCI] Call RELEASED BY POS = 210 / STN = 2210
00:01:30.835 [ TCI] Call DISCONNECTED BY AGENT = Cameron, Sydney/11078 ROLE = CallTaker
00:01:31.275 [ CIM] Call Disconnected
00:01:31.286 [ CIM] Call Terminated
00:01:31.286 [ TS] Call Completed
===== Initial ALI =====

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(615) 211-8655    03:24    04/22
      3650      MURFREESBORO PIK
E - SECTOR SW
ANTIOCH          TN 001 WRLS
T-MOBILE USA
                  P# 211-8655
ALT# 518-334-4918  LEC:TMOB
WIRELESS CALL
QUERY CALLER FOR LOCATION
QUERY CALLER FOR PHONE #
-086.612373 +36.049179

```

I hope this is what you were looking for!
If you need more information or have any questions please let me know.

Nicole Sweeney | Client Communication Specialist

ECaTS— Information into Insights

Phone: 916.246.4951

Support Email: support@ecats911.com

Support # - (855) 284-8181

Fax: 916.367.5313

Metro 000075

PD201800408396

5/3/2018 02:52:22

430531

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Time/Date	Trans Type	User ID	Console ID
Incident Associated		Incid #: PD201800408399	
03:27:00 4/22/2018 Incident Viewed	INC VIEW	674262	2218
03:26:59 4/22/2018 Incident Viewed	INC VIEW	674262	2218
03:26:57 4/22/2018 Incident Viewed	INC VIEW	290827	2217
03:26:55 4/22/2018 Preferred 310C (---)	REC	284062	2216
Rec: [PATROL] *535C (4:24), 325C (9:04); [SGT] Add'l: [PATROL] AIRPORT (10:38), *517C (11:29), *515C (11:31), VANDY (14:27), *513C (15:18), BHPD (15:26), *425C (15:31), *823C (15:36), *531C (16:02), PARKS (17:11), *811C (17:17), *815C (17:34), *813C (17:34), *223C (20:22), *411C (20:40), *113C (20:55), TSU (21:04), BMPD (22:23); [SGT] 320C (---)			
03:26:55 4/22/2018 Fixed Add'l: [SGT] 320C	REC	284062	2216
Rec: [PATROL] 325C; [SGT] 310C			
03:26:54 4/22/2018 Priority Ack'd	ACK	284062	2216
Priority Update: 03:26:49 4/22/2018			
03:26:54 4/22/2018 Incident Viewed	INC VIEW	284062	2216
03:26:53 4/22/2018 Preferred 310C (---)	REC	251490	2254
Rec: [PATROL] *535C (4:11), 325C (9:04); [SGT] Add'l: [PATROL] AIRPORT (10:38), *517C (11:29), *515C (11:31), VANDY (14:27), *513C (15:18), BHPD (15:26), *425C (15:31), *823C (15:36), *531C (16:22), PARKS (17:11), *811C (17:17), *815C (17:34), *813C (17:34), *223C (20:22), *411C (20:40), *113C (20:55), TSU (21:04), BMPD (22:23); [SGT] 320C (---)			
03:26:52 4/22/2018 Fixed Add'l: [SGT] 320C	REC	251490	2254
Rec: [PATROL] 325C; [SGT] 310C			
03:26:51 4/22/2018 Incident Viewed	INC VIEW	251490	2254
03:26:50 4/22/2018 Incident Viewed	INC VIEW	242543	2233
03:26:49 4/22/2018 Incident Timeout Reset	TIMEOUT	242543	2233
Timeout Value: 3			
03:26:49 4/22/2018 Comments MW NUDE BIG GUN SHOT MULTIPLE PPPE	CMNTS	242543	2233
03:26:49 4/22/2018 Incident Updated Incid Type: 9000 (52P)	INC UPDT	242543	2233
Priority: 3 (3Q)			
03:26:45 4/22/2018 Preferred Add'l: [PATROL] AIRPORT (10:38), *517C (11:29), *515C (11:31), VANDY (14:27), *513C (15:18), BHPD (15:26), *425C (15:31), *823C (15:36), *531C (16:22), PARKS (17:11), *811C (17:17), *815C (17:34), *813C (17:34), *223C (20:22), *411C (20:40), *113C (20:55), TSU (21:04), BMPD (22:23); [SGT] 320C (---)	REC	284062	2216
Rec: [PATROL] 325C (9:04); [SGT] 310C (---)			
03:26:45 4/22/2018 Incident Viewed	INC VIEW	221033	2219
03:26:44 4/22/2018 Fixed Add'l: [SGT] 320C	REC	284062	2216
Rec: [PATROL] 325C; [SGT] 310C			
03:26:44 4/22/2018 Incident Viewed	INC VIEW	284062	2216
03:26:38 4/22/2018	CMNTS	189339	2251

PD201800408396

5/3/2018 02:52:22

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Time/Date	Trans Type	User ID	Console ID
Comments			
FEM CALLED SAYING SOMEONE IS SHOOTING/ WPH2 SHOWING THIS LOC			
03:26:28 4/22/2018	INC VIEW	189339	2251
Incident Viewed			
03:26:27 4/22/2018	INC VIEW	290827	2217
Incident Viewed			
03:26:27 4/22/2018	PER INFO	189339	2251
Person 2 Added			
First: FEM		Role: ADDITIONAL PERSON	
Contact: May		Phone: (731) 780-8887	
		Is Property Seized: No	
03:26:23 4/22/2018	REC	284062	2216
Preferred			
[SGT] 310C (---)		Rec: [PATROL] AIRPORT (10:38), VANDY (14:27);	
(15:36), *531C (16:08), PARKS (17:11), *811C (17:17), *815C (17:34), *813C (17:34), *523C (17:53), *223C (20:22), *411C (20:40), *113C (20:55), TSU (21:04), BMPD (22:23), *123C (28:03), *125C (28:21), GVPD (29:42); [SGT] 320C (---)		Add'l: [PATROL] BHPD (15:26), *425C (15:31), *823C	
03:26:22 4/22/2018	REC	284062	2216
Fixed			
Add'l: [SGT] 320C		Rec: [SGT] 310C	
03:26:21 4/22/2018	INC VIEW	284062	2216
Incident Viewed			
03:25:59 4/22/2018	REC	251490	2254
Preferred			
[SGT] 310C (---)		Rec: [PATROL] AIRPORT (10:38), VANDY (14:27);	
(15:36), 531C (16:08), PARKS (17:11), *811C (17:17), *815C (17:34), *813C (17:34), *523C (17:53), *223C (20:22), *411C (20:40), *113C (20:55), TSU (21:04), BMPD (22:23), 115C (23:41), *123C (28:03), *125C (28:21), GVPD (29:42); [SGT] 320C (---)		Add'l: [PATROL] BHPD (15:26), *425C (15:31), *823C	
03:25:59 4/22/2018	REC	251490	2254
Fixed			
Add'l: [SGT] 320C		Rec: [SGT] 310C	
03:25:58 4/22/2018	INC VIEW	251490	2254
Incident Viewed			
03:25:53 4/22/2018	REC	634502	ECC01
Preferred			
[SGT] 310C (---)		Rec: [PATROL] AIRPORT (10:38), VANDY (14:27);	
(15:36), 531C (16:15), PARKS (17:11), *811C (17:17), *815C (17:34), *813C (17:34), *523C (17:53), *223C (20:22), *411C (20:40), *113C (20:55), TSU (21:04), BMPD (22:23), 115C (23:41), *123C (28:03), *125C (28:21), GVPD (29:42); [SGT] 320C (---)		Add'l: [PATROL] BHPD (15:26), *425C (15:31), *823C	
03:25:53 4/22/2018	REC	634502	ECC01
Fixed			
Add'l: [SGT] 320C		Rec: [SGT] 310C	
03:25:52 4/22/2018	INC VIEW	634502	ECC01
Incident Viewed			
03:25:51 4/22/2018	INC VIEW	189339	2251
Incident Viewed			
03:25:51 4/22/2018	INC VIEW	242543	2233
Incident Viewed			
03:25:50 4/22/2018	REC	284062	2216
Preferred			
[SGT] 310C (---)		Rec: [PATROL] AIRPORT (10:38), VANDY (14:27);	
(15:36), 531C (16:15), PARKS (17:11), *811C (17:17), *815C (17:34), *813C (17:34), *523C (17:53), *223C (20:22), *411C (20:40), *113C (20:55), TSU (21:04), BMPD (22:23), *123C (28:03), *125C (28:16), GVPD (29:42); [SGT] 320C (---)		Add'l: [PATROL] BHPD (15:26), *425C (15:31), *823C	
03:25:49 4/22/2018	REC	284062	2216
Fixed			
		Rec: [SGT] 310C	

PD201800408396

5/3/2018 02:52:22

430531

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Time/Date	Trans Type	User ID	Console ID
Add'l: [SGT] 320C			
03:25:48 4/22/2018 Incident Viewed	INC VIEW	284062	2216
03:25:39 4/22/2018 Incident Viewed	INC VIEW	624333	2232
03:25:38 4/22/2018 Response Message NOTIFY: PD SUPERVISOR OF INCIDENT[Agency/IRF]	RESP MSG	N/A	System
03:25:38 4/22/2018 Person 1 Added Phone: (615) 821-8342 Is Property Seized: No	PER INFO	624333	2232
			Role: ORIGINAL CALLER Contact: May
03:25:38 4/22/2018 Prem/Haz Check Title: 3541 MURFREESBORO PKE - STORAGE PRO - ACCESS CODES	PREM/HAZ	624333	2232
03:25:38 4/22/2018 Jurisdiction Sector: 30S Rprt Dist: 8867	INC CREATE	624333	2232
			Area: S Beat: 333N
03:25:38 4/22/2018 Incident Created Details to Follow: None Loc Name: WAFFLE HOUSE Longitude: -86.615850 Cross Strs: PIN HOOK RD / MT VIEW CIR Incid Type: 52P Zip Code: 37013	INC CREATE	624333	2232
			Started: 03:25:00 4/22/2018 Location: 3571 MURFREESBORO PKE Latitude: 36.050979 City: SOUTH Source: PHONE Priority: 3Q Validation Level: Premise Lvl

Dispatch viewed

Douglas



Call Detail

From: 04/22/2018 03:20:00 To: 04/22/2018 03:30:59
 Position: POSITION230, POSITION231, POSITION232, POSITION233, POSITION234, POSITION235, POSITION240, POSITION241, POSITION242, POSITION243, POSITION244, POSITION245, POSITION246, POSITION247, POSITION248, POSITION250, POSITION251, POSITION252, POSITION253, POSITION254, POSITION255, POSITION256, POSITION257, POSITION258

Number of Calls: 22

Created: 04/22/2018 03:24:31.833
Site Name: Customer Configuration Staging

22:1002:81

Type:	Incoming	Duration	(hh:mm:ss.sss)
Trunk:	E911-HW5	Setup Time:	00:00:04.943
		(incl. ANI Decoding)	
Line:	2251_ACD_2	Process Time:	00:01:41.812
Phone Number:	(731) 780-8887	Answer:	00:00:01.521
DNIS:	9-1-1 (Q6001)	Talk:	00:01:40.291
Incident Type:	No Value	Hold:	00:00:00.000
Call Taker:	Casey, Mitchell	Trunk Seizure Time:	00:01:46.755
Position:	POSITION251		
IP Phone:	No	Call Taker Answer Time:	00:00:01.004
ALI Status:	GOOD ALI		
TTY Info:	No		

Caller Information

Caller Name: AT&T MOBILITY
 Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
 Phone Number (CPI): (731) 780-8887

Call Information

Customer Name: AT&T MOBILITY
 Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
 Community: ANTIOCH
 State: TN
 Class of Service: WPH2
 ESN: ESN=1
 ESN Detail: ALT# 731-780-8887 LEC:ATTMO
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.615353 +36.050702
 Phone Number (ALI): (731) 780-8887
 Main Number: 211-7177
 X Coordinate: -086.615353
 Y Coordinate: +36.050702

Call Events

<u>Date/Time</u>	<u>Event</u>	<u>Value</u>	<u>Call Taker / Position</u>
04/22/2018 03:24:27.713	Trunk Seizure		
04/22/2018 03:24:33.177	Status	RING	Casey, Mitchell / POSITION251
04/22/2018 03:24:34.180	Status	TALK	Casey, Mitchell / POSITION251
04/22/2018 03:26:14.473	Status	RLSD	Casey, Mitchell / POSITION251

ALI HistoryDate/TimeField NameOld ValueNew Value

04/22/2018 03:24:32.377

NPA

731

Phone Number

780-8887

House Number

3650

Street Name

MURFREESBORO RD - N

Community Name

ANTIOCH

State

TN

Customer Name

AT&T MOBILITY

Class of Service

WRLS

ESN

ESN=1

Main Number

211-7177

Extract Date Time

03:24 04/22

X Coordinate

-086.612305

Y Coordinate

+36.049191

Tell Tale (ESN Detail)

ALT# 731-780-8887 LEC:ATTMO
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.612305
 +36.049191
 F

Error

Validated

True

Free Format

3650, MURFREESBORO RD - N, ANTIOCH, TN

04/22/2018 03:25:05.023

Address Origin

Auto Rebid

Cad Router

Class of Service

WRLS

WPH2

Extract Date Time

03:24 04/22

03:25 04/22

X Coordinate

-086.612305

-086.615353

Y Coordinate

+36.049191

+36.050702

Tell Tale (ESN Detail)

ALT# 731-780-8887 LEC:ATTMO
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.612305
 +36.049191

ALT# 731-780-8887 LEC:ATTMO
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.615353
 +36.050702

It changed from
 phase 1 to phase 2

Inter section
 of Summer set

+
 Miboro Rd

Call Routing

<u>Date/Time</u>	<u>Event</u>	<u>Value</u>
04/22/2018 03:24:27.710	CIM	Incoming Call(ID: 911055-09450-20180422082428) Offered on Trunk 911055
04/22/2018 03:24:27.710	TS	SYSTEM ID = nashville
04/22/2018 03:24:31.823	TS	Initial ALI Request for ANI : 6152117177
04/22/2018 03:24:31.823	CIM	ANI: (40)"6152117177" [VALID] PseudoANI: "" [NONE]
04/22/2018 03:24:31.837	CIM	Call Presented
04/22/2018 03:24:32.360	PAS	Initial ALI Response received / ALI TYPE = 1
04/22/2018 03:24:32.480	VOIP	External Call-Identifier 911055-09450-20180422082428
04/22/2018 03:24:32.650	VOIP	Routing call QUEUE = 6001
04/22/2018 03:24:32.807	CIM	Call Connected
04/22/2018 03:24:33.157	VOIP	Routing call AGENT = 11094/2251
04/22/2018 03:24:34.027	TCI	TRUNK = 911055 / LINE = 55 POS = 251 / STN = 2251
04/22/2018 03:24:34.027	TCI	Call CONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker
04/22/2018 03:25:04.040	TS	Rebid 1 from POS = 251 / STN = 2251
04/22/2018 03:25:05.010	PAS	Rebid Response 1 received / ALI TYPE = 1
04/22/2018 03:25:34.027	TS	Rebid 2 from POS = 251 / STN = 2251
04/22/2018 03:25:34.720	PAS	Rebid Response 2 received / ALI TYPE = 1
04/22/2018 03:26:04.027	TS	Rebid 3 from POS = 251 / STN = 2251
04/22/2018 03:26:11.773	PAS	Rebid Response 3 received / ALI TYPE = 1
04/22/2018 03:26:14.377	TCI	Call RELEASED BY POS = 251 / STN = 2251
04/22/2018 03:26:14.377	TCI	Call DISCONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker
04/22/2018 03:26:14.893	CIM	Caller Disconnected After Supervision
04/22/2018 03:26:15.007	CIM	Call Disconnected
04/22/2018 03:26:15.020	CIM	Call Terminated
04/22/2018 03:26:15.020	TS	Call Completed



Call Detail

Created: 04/22/2018 03:26:18.977 22:251:2
Site Name: Customer Configuration Staging

Type:	Outgoing	Duration	(hh:mm:ss.sss)
Trunk:	ADM-16	Setup Time:	00:00:00.000
		(incl. ANI Decoding)	
Line:	2251A	Process Time:	00:00:02.676
Phone Number:	(731) 780-8887	Answer:	00:00:00.000
DNIS:	No Value	Talk:	00:00:02.676
Incident Type:	No Value	Hold:	00:00:00.000
Call Taker:	Casey, Mitchell	Trunk Seizure Time:	00:00:02.676
Position:	POSITION251		
IP Phone:	No	Call Taker Answer Time:	00:00:00.000
ALI Status:	0 : Not Used		
TTY Info:	No		

Caller Information

Caller Name: AT&T MOBILITY
 Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
 Phone Number (CPI): (731) 780-8887

Call Information

Customer Name: AT&T MOBILITY
 Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
 Community: ANTIOCH
 State: TN
 Class of Service: WPH2
 ESN: ESN=1
 ESN Detail: ALT# 731-780-8887 LEC:ATTMO
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.615353 +36.050702
 Phone Number (ALI): (731) 780-8887
 Main Number: 211-7177
 X Coordinate: -086.615353
 Y Coordinate: +36.050702

Call Events

<u>Date/Time</u>	<u>Event</u>	<u>Value</u>	<u>Call Taker / Position</u>
04/22/2018 03:26:19.017	Status	DLTN	Casey, Mitchell / POSITION251
04/22/2018 03:26:19.020	Status	PROD	Casey, Mitchell / POSITION251
04/22/2018 03:26:19.777	Trunk Seizure		
04/22/2018 03:26:20.197	Status	TALK	Casey, Mitchell / POSITION251
04/22/2018 03:26:21.693	Status	RLSD	Casey, Mitchell / POSITION251

ALI History**Date/Time****Field Name****Old Value****New Value**

04/22/2018 03:26:18.977

ALI Type

Not Used

NPA

731

Phone Number

780-8887

House Number

3650

Street Name

MURFREESBORO RD - N

Community Name

ANTIOCH

State

TN

Customer Name

AT&T MOBILITY

Class of Service

WPH2

ESN

ESN=1

Main Number

211-7177

Extract Date Time

03:25 04/22

X Coordinate

-086.615353

Y Coordinate

+36.050702

Tell Tale (ESN Detail)

ALT# 731-780-8887 LEC:ATTMO
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.615353
 +36.050702
 F

Error

True

Validated

Free Format

3650, MURFREESBORO RD - N, ANTIOCH, TN

Call Routing**Date/Time****Event****Value**

04/22/2018 03:26:18.980

VOIP

Outgoing Call (ID: ADM016-40113-20180422082617) on Trunk ADM016

04/22/2018 03:26:18.980

VOIP

Dialed Number = 17317808887

04/22/2018 03:26:18.980

TCI

TRUNK = ADM016 / LINE = 454 POS = 251 / STN = 2251

04/22/2018 03:26:18.980

TCI

Call CONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker

04/22/2018 03:26:18.980

TS

SYSTEM ID = nashville

04/22/2018 03:26:18.987

VOIP

External Call-Identifier ADM016-40113-20180422082617

04/22/2018 03:26:20.173

VOIP

Destination ANSWER

04/22/2018 03:26:21.777

VOIP

Call Disconnected

04/22/2018 03:26:21.780

VOIP

Call Terminated

04/22/2018 03:26:21.780

TCI

Call RELEASED BY POS = 251 / STN = 2251

04/22/2018 03:26:21.780

TCI

Call DISCONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker

04/22/2018 03:26:21.780

TS

Call Completed



Call Detail

Created: 04/22/2018 03:26:25.723
Site Name: Customer Configuration Staging

22:251:3

Type:	Outgoing	Duration	(hh:mm:ss.sss)
Trunk:	ADM-16	Setup Time:	00:00:00.000
		(incl. ANI Decoding)	
Line:	2251A	Process Time:	00:01:13.898
Phone Number:	(731) 780-8887	Answer:	00:00:00.000
DNIS:	No Value	Talk:	00:01:13.898
Incident Type:	No Value	Hold:	00:00:00.000
Call Taker:	Casey, Mitchell	Trunk Seizure Time:	00:01:13.898
Position:	POSITION251		
IP Phone:	No	Call Taker Answer Time:	00:00:00.000
ALI Status:	0 : Not Used		
TTY Info:	No		

Caller Information

Caller Name: AT&T MOBILITY
Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
Phone Number (CPI): (731) 780-8887

Call Information

Customer Name: AT&T MOBILITY
Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
Community: ANTIOCH
State: TN
Class of Service: WPH2
ESN: ESN=1
ESN Detail: ALT# 731-780-8887 LEC:ATTMO
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.615353 +36.050702
Phone Number (ALI): (731) 780-8887
Main Number: 211-7177
X Coordinate: -086.615353
Y Coordinate: +36.050702

Call Events

<u>Date/Time</u>	<u>Event</u>	<u>Value</u>	<u>Call Taker / Position</u>
04/22/2018 03:26:25.773	Status	DLTN	Casey, Mitchell / POSITION251
04/22/2018 03:26:25.777	Status	PROD	Casey, Mitchell / POSITION251
04/22/2018 03:26:26.523	Trunk Seizure		
04/22/2018 03:26:28.093	Status	TALK	Casey, Mitchell / POSITION251
04/22/2018 03:27:39.673	Status	RLSD	Casey, Mitchell / POSITION251

ALI HistoryDate/TimeField NameOld ValueNew Value

04/22/2018 03:26:25.727

ALI Type

Not Used

NPA

731

Phone Number

780-8887

House Number

3650

Street Name

MURFREESBORO RD - N

Community Name

ANTIOCH

State

TN

Customer Name

AT&T MOBILITY

Class of Service

WPH2

ESN

ESN=1

Main Number

211-7177

Extract Date Time

03:25 04/22

X Coordinate

-086.615353

Y Coordinate

+36.050702

Tell Tale (ESN Detail)

ALT# 731-780-8887 LEC:ATTMO
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.615353
 +36.050702
 F

Error

True

Validated

Free Format

3650, MURFREESBORO RD - N, ANTIOCH, TN

Call RoutingDate/TimeEventValue

04/22/2018 03:26:25.727

VOIP

Outgoing Call (ID: ADM016-40115-20180422082623) on Trunk ADM016

04/22/2018 03:26:25.727

VOIP

Dialed Number = 17317808887

04/22/2018 03:26:25.727

TCI

TRUNK = ADM016 / LINE = 454 POS = 251 / STN = 2251

04/22/2018 03:26:25.727

TCI

Call CONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker

04/22/2018 03:26:25.727

TS

SYSTEM ID = nashville

04/22/2018 03:26:25.733

VOIP

External Call-Identifier ADM016-40115-20180422082623

04/22/2018 03:26:28.070

VOIP

Destination ANSWER

04/22/2018 03:27:39.527

VOIP

Caller Disconnected After Supervision

04/22/2018 03:27:39.530

VOIP

Call Disconnected

04/22/2018 03:27:39.530

VOIP

Call Terminated

04/22/2018 03:27:39.530

TCI

Call RELEASED BY POS = 251 / STN = 2251

04/22/2018 03:27:39.530

TCI

Call DISCONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker

04/22/2018 03:27:39.530

TS

Call Completed

Gets caller back on this CB
 Disconnected again.



Call Detail

Created:	04/22/2018 03:27:46.827	22:251:4
Site Name:	Customer Configuration Staging	

Type:	Outgoing	Duration	(hh:mm:ss.sss)
Trunk:	ADM-16	Setup Time:	00:00:00.000
		(incl. ANI Decoding)	
Line:	2251A	Process Time:	00:02:47.640
Phone Number:	(731) 780-8887	Answer:	00:00:00.000
DNIS:	No Value	Talk:	00:02:47.640
Incident Type:	No Value	Hold:	00:00:00.000
Call Taker:	Casey, Mitchell	Trunk Seizure Time:	00:02:47.640
Position:	POSITION251		
IP Phone:	No	Call Taker Answer Time:	00:00:00.000
ALI Status:	0 : Not Used		
TTY Info:	No		

Caller Information

Caller Name: AT&T MOBILITY
 Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
 Phone Number (CPI): (731) 780-8887

Call Information

Customer Name: AT&T MOBILITY
 Location: 3650, MURFREESBORO RD - N, ANTIOCH, TN
 Community: ANTIOCH
 State: TN
 Class of Service: WPH2
 ESN: ESN=1
 ESN Detail: ALT# 731-780-8887 LEC:ATTMO
 WIRELESS CALL
 QUERY CALLER FOR LOCATION
 QUERY CALLER FOR PHONE # -086.615353 +36.050702
 Phone Number (ALI): (731) 780-8887
 Main Number: 211-7177
 X Coordinate: -086.615353
 Y Coordinate: +36.050702

Call Events

Date/Time	Event	Value	Call Taker / Position
04/22/2018 03:27:46.867	Status	DLTN	Casey, Mitchell / POSITION251
04/22/2018 03:27:46.870	Status	PROD	Casey, Mitchell / POSITION251
04/22/2018 03:27:47.627	Trunk Seizure		
04/22/2018 03:27:56.297	Status	TALK	Casey, Mitchell / POSITION251
04/22/2018 03:30:34.507	Status	RLSD	Casey, Mitchell / POSITION251

3rd
 Callback, got caller back to get additional information

ALI History

<u>Date/Time</u>	<u>Old Value</u>	<u>New Value</u>
04/22/2018 03:27:46.830		
ALI Type		Not Used
NPA		731
Phone Number		780-8887
House Number		3650
Street Name		MURFREESBORO RD - N
Community Name		ANTIOCH
State		TN
Customer Name		AT&T MOBILITY
Class of Service		WPH2
ESN		ESN=1
Main Number		211-7177
Extract Date Time		03:25 04/22
X Coordinate		-086.615353
Y Coordinate		+36.050702
Tell Tale (ESN Detail)		ALT# 731-780-8887 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.615353 +36.050702 F
Error		F
Validated		True
Free Format		3650, MURFREESBORO RD - N, ANTIOCH, TN

Call Routing

<u>Date/Time</u>	<u>Event</u>	<u>Value</u>
04/22/2018 03:27:46.830	VOIP	Outgoing Call (ID: ADM016-40121-20180422082745) on Trunk ADM016
04/22/2018 03:27:46.830	VOIP	Dialed Number = 17317808887
04/22/2018 03:27:46.830	TCI	TRUNK = ADM016 / LINE = 454 POS = 251 / STN = 2251
04/22/2018 03:27:46.830	TCI	Call CONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker
04/22/2018 03:27:46.830	TS	SYSTEM ID = nashville
04/22/2018 03:27:46.837	VOIP	External Call-Identifier ADM016-40121-20180422082745
04/22/2018 03:27:56.273	VOIP	Destination ANSWER
04/22/2018 03:30:34.597	VOIP	Call Disconnected
04/22/2018 03:30:34.597	VOIP	Call Terminated
04/22/2018 03:30:34.597	TCI	Call RELEASED BY POS = 251 / STN = 2251
04/22/2018 03:30:34.597	TCI	Call DISCONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker
04/22/2018 03:30:34.597	TS	Call Completed

IN THE FIFTH CIRCUIT COURT
FOR DAVIDSON COUNTY, TENNESSEE
AT NASHVILLE

SHAUNDELLE BROOKS,
INDIVIDUALLY, AND NEXT-OF-KIN
TO THE DECEASED, AKILAH
DASILVA,

Plaintiff,

vs.

TRAVIS REINKING,

Defendant.

Case: 18C1777
Jury Demanded

SHAUNDELLE BROOKS,
INDIVIDUALLY, AND NEXT-OF-KIN
TO THE DECEASED, AKILAH
DASILVA,

Plaintiff,

vs.

THE METROPOLITAN GOVERNMENT OF
NASHVILLE AND DAVIDSON COUNTY,

Defendant.

Case: 19C980
Jury Demanded

DEPOSITION OF

MICHELE DONEGAN

October 28, 2019

Taken on Behalf of the Plaintiff

E. Kimberly Underwood, CCR, LCR
Court Reporting Services
2114 Maricourt Street
Old Hickory, Tennessee 37138
(615) 300-6988

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APPEARANCES

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Assistant Metropolitan Attorney
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P.O. Box 196300
Nashville, Tennessee 37219-6300

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STIPULATIONS

The deposition of MICHELE DONEGAN was taken by counsel for the Plaintiff by agreement, on October 28, 2019, at approximately 10:00 A.M., at 45 Music Square West, Nashville, Tennessee, for all purposes under the Tennessee Rules of Civil Procedure.

All formalities as to notice, caption, certificate, et cetera, are waived. All objections, except as to the form of the questions, are reserved to the hearing.

It is agreed that E. Kimberly Underwood, CCR, LCR, being a Licensed Court Reporter and Notary Public in and for the State of Tennessee, may swear the witness, and that the reading and signing of the completed deposition are waived.

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<p>1 MICHELE DONEGAN 2 was called as a witness, and having been first 3 duly sworn, testified as follows: 4 5 EXAMINATION 6 BY MR. MANOOKIAN: 7 Q. Ma'am, can you state your name for 8 the record. 9 A. Michele Donegan. 10 Q. Ms. Donegan, have you given a 11 deposition before? 12 A. Yes, I have. 13 Q. On how many occasions? 14 A. More than one, less than five. 15 Q. And what was the occasion for you to 16 give a deposition most recently? 17 A. Involving a lawsuit, federal 18 lawsuit. 19 Q. And were you a party in that 20 deposition? 21 A. I was the representative for 22 Metropolitan Government. 23 Q. Do you recall the name of the 24 Plaintiff in that lawsuit? 25 A. Danielle Bennett.</p> <p style="text-align: right;">5</p>	<p>1 answers. It will make for a cleaner transcript. 2 Is that acceptable? 3 A. Yes. 4 Q. Will you answer my questions audibly 5 as opposed to nodding or shaking your head? 6 A. Yes. 7 Q. If you don't understand any of my 8 questions, will you tell me? 9 A. Yes. 10 Q. As a result you agree that it's fair 11 for anyone who reads this transcript in the 12 future and sees that you've answered a question 13 to presume that you understood that question? 14 A. Yes. 15 Q. When you were employed by the 16 Department of Emergency Communications, that is 17 a department of what entity or section of 18 government? 19 A. It's part of the Metropolitan 20 Government. When I was first hired there they 21 were actually overseen by a board, however -- 22 and they were under general services of the 23 Metropolitan Government, but about a year after 24 I was there it became its own independent 25 department under Metropolitan Government.</p> <p style="text-align: right;">7</p>
<p>1 Q. And what were generally the 2 allegations in that case? 3 A. She was terminated from the DEC, and 4 she felt her First Amendment right had been 5 violated. 6 Q. And you gave a deposition in that 7 case as a representative of what organization? 8 A. The Department of Emergency 9 Communications. 10 Q. Were you an employee of the 11 Department of Emergency Communications at the 12 time that you gave a deposition in the case 13 where Danielle Bennett was a plaintiff? 14 A. Yes. 15 Q. How long were you an employee of the 16 Department of Emergency Communications? 17 A. From September -- I transferred over 18 there in September of 2015. I think the 19 official date was October 1, officially. And I 20 left there in June of 2019. 21 Q. I'm going to go over a few ground 22 rules at the onset of this deposition that are 23 just designed to make today go more efficiently 24 and easy for the court reporter. If you'll let 25 me finish my questions, I'll let you finish your</p> <p style="text-align: right;">6</p>	<p>1 Q. And when you say Metropolitan 2 Government, do you mean the Metropolitan 3 Government of Nashville? 4 A. Yes, I do. 5 Q. When you began at the Department of 6 Emergency Communications on October 1 of 2015, 7 what was your title? 8 A. Director. 9 Q. Had you ever previously worked for 10 the Department of Emergency Communications or a 11 Department of Emergency Communications anywhere 12 in the country prior to October of 2015? 13 A. No. 14 Q. What was it that made you qualified 15 to serve as the director of the Department of 16 Emergency Communications as of October 2015 for 17 the Metropolitan Government of Nashville? 18 A. They were looking for someone to lead 19 that department. And I brought with it from 20 skills and abilities that I had from my previous 21 employment (sic). 22 Q. And what had been your previous 23 employment? 24 A. The Metro Police Department, under 25 the Metropolitan Nashville Government. I was</p> <p style="text-align: right;">8</p>

1 the commander of Hermitage precinct.
2 Q. Prior to October of 2015 had you ever
3 held a position where you were responsible for
4 coordinating emergency response across multiple
5 metropolitan departments?
6 A. Can you say that one more time?
7 Q. Sure. Is it part of the Department
8 of Emergency Communication's responsibilities to
9 coordinate responses to emergency calls?
10 A. Yes.
11 Q. Is it part of the Department of
12 Emergency Communication's responsibility to
13 coordinate responses to emergency calls across
14 multiple departments, such as a police
15 department, a fire department, or an ambulance
16 service?
17 A. Yes, sir, it is.
18 Q. Prior to October 2015 had you ever
19 held a position where you were responsible for
20 coordinating or responding to emergency calls
21 across multiple emergency services?
22 A. Prior to that I was with the police
23 department. Not multiple services, no, sir.
24 Q. Understood. And as commander of the
25 Hermitage precinct, you weren't, for example,

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1 Q. Do you recall the members of that
2 interview board or panel that you appeared
3 before?
4 A. Chief August Washington. Chief White
5 with the fire department. Chief Anderson with
6 the police department. And Nancy Whitmire, who
7 was over general services. And that's all I can
8 recall.
9 Q. Have you ever held elected office?
10 A. No, sir.
11 Q. Have you ever run for elected
12 office?
13 A. No, sir.
14 Q. Did you start your tenure with the
15 metro police force as a patrol officer or duty
16 officer?
17 A. Yes, I did.
18 Q. What year, if you can recall,
19 approximately, did you begin your career with
20 the Metro Nashville Police Department?
21 A. In 1987.
22 Q. Are you married?
23 A. Yes, I am.
24 Q. What does your husband do for a
25 living?

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1 responsible for dispatching fire trucks?
2 A. That's correct.
3 Q. You wouldn't have dispatched
4 ambulance services?
5 A. That's correct.
6 Q. Prior to October of 2015 you didn't
7 have any experience coordinating emergency
8 response across multiple departments citywide;
9 correct?
10 A. That would be correct.
11 Q. How is it that you came to be named
12 the director of the Department of Emergency
13 Communications? And by that I mean, was there a
14 job posted that you applied for or did someone
15 suggest to you that you should seek this role?
16 A. It was posted.
17 Q. What was the application process that
18 led to you becoming the director of the
19 Department of Emergency Communications in
20 October of 2015?
21 A. After you filled out an application
22 with your qualifications, you presented that.
23 And then they went through I don't know how
24 many, and they narrowed the list down, and you
25 went before an interview board or panel.

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1 A. He's a police sergeant with the
2 Metropolitan Police Department.
3 Q. What precinct is he with?
4 A. He's not with a precinct.
5 Q. What is his role or responsibility,
6 if you can describe it succinctly?
7 A. He's a sergeant over the major drug
8 task force.
9 Q. As part of your training or
10 orientation to assume your role as director of
11 the Department of Emergency Communications, did
12 you learn and were you instructed as to the
13 purpose and the responsibilities for the
14 Department of Emergency Communications?
15 A. Yes.
16 Q. What does the Department of Emergency
17 Communications do?
18 A. They provide -- they answer all
19 emergency and non-emergency calls for service
20 for the police, fire, and medical.
21 Q. They do more than simply answer those
22 calls; correct?
23 A. They answer the calls and they
24 dispatch the appropriate units for those
25 calls.

12

1 Q. Are there certain designated numbers,
2 that if I called as a citizen of Metropolitan
3 Nashville, would be answered by the Department
4 of Emergency Communications?
5 A. Yes, sir.
6 Q. Are those numbers 911 and 862-8600?
7 A. That's correct.
8 Q. Are there other numbers that are
9 immediately routed to the Department of
10 Emergency Communications?
11 A. No, sir.
12 Q. 911 is the designated number for
13 emergency calls for service that are answered by
14 the Department of Emergency Communications;
15 correct?
16 A. That's correct.
17 Q. 862-8600 is the designated number for
18 non-emergency calls for service that are
19 answered by the Department of Emergency
20 Communications; correct?
21 A. That's correct.
22 Q. Is there a policy in place at the
23 Department of Emergency Communications that
24 distinguishes between emergency calls and calls
25 of a non-emergent nature?

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1 which is available to all employees, and it's
2 through a program, PowerDMS.
3 Q. Are employees, including dispatchers
4 of the Department of Emergency Communications,
5 required to read, review, and become familiar
6 with all of those policies and procedures prior
7 to taking their first call?
8 A. Through the training process, yes,
9 sir.
10 Q. And the Department of Emergency
11 Communications monitors employees' and
12 dispatchers' review and completion of those
13 policies and procedures prior to allowing them
14 to take a first call; correct?
15 A. Explain what you mean by review.
16 Repeat that one more time.
17 Q. Sure. I'll give you an analogy.
18 A. Yes.
19 Q. Before me or Chris were allowed to be
20 lawyers, we had to review all types of laws,
21 statutes, case law. And the state determined
22 that we had reviewed those to a certain level of
23 sufficiency by giving us a test in the form of a
24 bar examination, that we then passed, and
25 received some type of credential. They didn't

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1 A. I'm not sure that it's written
2 specifically in our policy of what that is. 911
3 is when you can't wait, when it's life or
4 death.
5 Q. And conversely, 862-8600 is a
6 non-emergent line for matters that are not life
7 or death?
8 A. That's correct.
9 Q. Life threatening matters are
10 appropriately handled as emergent matters;
11 correct?
12 A. Yes, sir.
13 Q. In an emergent life threatening
14 situation, is there a process for the Department
15 of Emergency Communications to both answer and
16 dispatch service to the caller?
17 A. There would be procedures, yes,
18 sir.
19 Q. Are those procedures written down?
20 A. Yes, sir.
21 Q. Are those procedures contained in a
22 guidebook or a handbook for employees of the
23 Department Of Emergency Communications?
24 A. All of our policies, procedures, and
25 training manuals are available via the Internet,

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1 just rely upon me or Mr. Lackey telling them
2 that we felt that we had sufficiently studied
3 things. There was a test to determine that that
4 occurred. Is there some objective independent
5 way that the Department of Emergency
6 Communications verifies that their employees
7 have been appropriately trained or well read on
8 policies and procedures before allowing them to
9 both take calls and dispatch service to those
10 calls?
11 A. Yes, sir. There is a six week
12 training academy that every call taker attends.
13 There are quizzes, as well as tests, that are
14 administered throughout that. And then there's
15 a final examination at the end. They have to go
16 through all the process to ensure they are able
17 to receive all the certifications that are
18 needed prior to their call taking and/or
19 dispatching. Those are actually two different
20 academies that someone attends. So, the call
21 taker academy is for six weeks, and then they go
22 to on-the-job training for call taking for a
23 rotation of three months, then they go back to
24 the class room for dispatch training for a two
25 week period. Then they do another three month

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1 rotation dispatching with a training officer.

2 So, yes, sir.

3 Q. Are dispatchers and employees of the
4 Department of Emergency Communications also
5 subjected to ongoing performance reviews of
6 their on-the-job performance?

7 A. Yes. There's reviews throughout
8 their first year of training. There's reviews
9 along the way. And then there's also yearly
10 annual reviews on all employees of DEC.

11 Q. Employees are graded on certain
12 objective criteria in which you can measure
13 their performance at the Department of Emergency
14 Communications; correct?

15 A. Yes, sir.

16 Q. What are some of those criteria?

17 A. I would have to have one of those
18 evaluations handy to know specifically, because
19 they're job specific for what the job is a
20 certain person does.

21 Q. What are some of the various jobs at
22 the Department of Emergency Communications? I'm
23 more interested in those individuals who answer
24 the phone and dispatch service as opposed to
25 some administrative task.

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1 dispatchers who are the individuals who are
2 dispatching calls to the police, fire, and
3 medical.

4 Q. Okay. Focusing on the call takers,
5 and including -- kind of what I'm trying to
6 flesh out here is how we grade their
7 performance. The three things that I heard you
8 say that are expressly part of their duties are,
9 one, to gather the information?

10 A. Correct.

11 Q. When somebody calls in, you have to
12 tease out what it is they're calling about. And
13 I suspect, in some circumstances, that's not an
14 easy task, because you may have people who are
15 excited, fearful, or in some other state that
16 makes them less than accurate relaters of what's
17 occurring. Is that correct?

18 A. When people call with an emergency
19 situation, it generally is a very -- they're
20 often very excited, scared, there's a lot of
21 emotions that they do have to go through to find
22 out what's going on.

23 Q. So, part of one of the duties of the
24 call taker for the Department of Emergency
25 Communications is to somehow gather that

19

1 A. Correct. Like, what are their -- say
2 that again. What are the tasks?

3 Q. What are the different roles? As a
4 layperson who has not worked in either law
5 enforcement or emergency dispatch, I picture,
6 for lack of a better term, some sophisticated
7 call center where people in real time are
8 answering calls and have certain tools available
9 to them to dispatch people. And I would just
10 think of those people as dispatchers. Are there
11 different roles among the people who take calls
12 and dispatch services?

13 A. Yes, sir.

14 Q. What are those roles?

15 A. Call taker. Those are the
16 individuals who are answering the 911 and the
17 862-8600 calls. They gather the information
18 from the caller. They determine if the call
19 needs to -- how it needs to be coded. They put
20 all the information into the call, which is a
21 computer aided dispatch system. And they send
22 it, and it goes by the location to the
23 appropriate dispatch, which is a different
24 individual. So, you have people who are call
25 takers who are answering the phone, and you have

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1 information in this acute and stressful
2 interaction?

3 A. Correct.

4 Q. The next duty that I heard you
5 identify for call takers for the Department of
6 Emergency Communications is to code the call.
7 What does it mean to code the call?

8 A. Whether it's a fire call, a police
9 call, or medical call, and the type of call. Is
10 it an armed robbery, et cetera.

11 Q. So, within the first framework in
12 coding is to determine whether it's fire,
13 police, or medical; correct?

14 A. I do not know the order in which the
15 protocol has them determine that.

16 Q. Understood. Part of coding the call
17 then is also determining the specific nature of
18 the request for service in terms of, this is a
19 drowning, or this is a fire, or this is an armed
20 robbery?

21 A. They're finding out all the
22 information they can so they can code the call
23 correctly, yes.

24 Q. It's important to code the call
25 correctly, because the manner in which the call

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1 is coded will dictate who responds to it;
 2 correct?
 3 A. It can.
 4 Q. It frequently does? For example, if
 5 someone called in to say that there was a grease
 6 fire in their kitchen, that would go to fire as
 7 opposed to police; correct?
 8 A. That's correct.
 9 Q. Coding the call correctly is
 10 important, because it leads to the determination
 11 of who is dispatched to respond to the call;
 12 correct?
 13 A. That's correct.
 14 Q. The third task that I heard you
 15 identify for call takers is inputting the
 16 information. What does that consist of?
 17 A. A brief narrative for the dispatcher
 18 to relay to the responding police, fire, or
 19 medical personnel.
 20 Q. Is the call taker also taking down
 21 information about the location of the individual
 22 requesting service?
 23 A. The location is part of the call,
 24 yes.
 25 Q. How is the location gathered or

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1 identified by the call taker?
 2 A. They have various ways of doing that.
 3 They're gathering information from the caller.
 4 Q. Okay. So, one way is to simply ask
 5 the caller where they are?
 6 A. Correct.
 7 Q. Are there other tools at the call
 8 taker's disposal to determine the location of
 9 the individual requesting service?
 10 A. There is. I am not -- I'm not
 11 trained to call take, so there's -- they learn
 12 that in their initial training on the various
 13 tools they have available to determine a
 14 person's location.
 15 Q. Now, you served as the director of
 16 the Department of Emergency Communications for
 17 almost four years; correct?
 18 A. From the time frame I told you, yes,
 19 sir.
 20 Q. And I have that as October 2015 to
 21 June of 2019; is that correct?
 22 A. That's correct.
 23 Q. During that time did you oversee all
 24 aspects of the Department of Emergency
 25 Communications for Metro Nashville?

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1 A. I was responsible for the department
 2 as a whole, yes, I was.
 3 Q. Anything that happened in that
 4 department, you were the director; correct?
 5 A. That's correct.
 6 Q. The buck stopped with you; correct?
 7 A. I was the final authority, yes,
 8 sir.
 9 Q. So, you had final authority on items
 10 from personnel, to training, to the tools that
 11 were used by the employees over whom you were
 12 the director; correct?
 13 A. Correct.
 14 Q. You were familiar with the tools that
 15 your employees used to complete their job;
 16 correct?
 17 A. With some of those, yes, sir. I
 18 would not say I was familiar with every tool
 19 they have, because I didn't do that function. I
 20 had assistant directors over each separate
 21 division of our department, and they were the
 22 ones that oversaw either operations or
 23 support.
 24 Q. I understand that you weren't
 25 physically down in a call center taking calls?

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1 A. Correct.
 2 Q. But you were the individual who was
 3 charged with not only overseeing those call
 4 takers, but also ensuring that they had the
 5 resources available that they needed to do their
 6 job; correct?
 7 A. I didn't -- I was not responsible for
 8 directly overseeing the call takers. They
 9 reported to a supervisor, who reported to a
 10 manager, and then there was the assistant
 11 director, and then myself.
 12 Q. Were you responsible for ensuring
 13 that the employees over whom you served as the
 14 director had the resources they needed to do
 15 their job?
 16 A. Yes.
 17 Q. Part of the resources that they would
 18 have to do their job would be tools to identify
 19 the location of individuals calling for service;
 20 correct?
 21 A. Correct.
 22 Q. What were some of the tools available
 23 at the call taker's disposal to identify the
 24 location of individuals calling for service?
 25 A. I won't be able to give you that

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1 directly, or all-inclusive, because I may not
 2 know.
 3 Q. That's fine.
 4 A. But the majority of the information
 5 they gathered was from the caller themselves.
 6 They could use, if it was a Phase II phone, GPS
 7 coordinates. They could use CrissCross. And
 8 then there's additional tools that I'm sure they
 9 are trained to use that I may not be
 10 specifically aware of.
 11 Q. Well, if you can even describe those,
 12 tell me.
 13 A. I don't know.
 14 Q. Okay. What is a Phase II phone?
 15 A. A Phase II phone has the ability to
 16 transmit an X and a Y coordinate. Some of the
 17 older phones are only available -- have the
 18 ability to give one coordinate, versus both.
 19 Q. Are we talking about cell phones?
 20 A. Yes, sir.
 21 Q. There are certain cell phones that
 22 have the ability to transmit their X and Y GPS
 23 coordinates; correct?
 24 A. That's correct.
 25 Q. And that is standardly used in

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1 emergency response when needed or necessary;
 2 correct?
 3 A. It can be used, yes.
 4 Q. The Department of Emergency
 5 Communications for Metropolitan Nashville
 6 Tennessee has the ability to receive
 7 transmittals of X and Y coordinates from
 8 Phase II phones for the purpose of determining
 9 that phone's location; correct?
 10 A. We do have that ability, yes, sir.
 11 Q. The Department of Emergency
 12 Communications has had that ability at least
 13 since 2015 when you took over as the director;
 14 correct?
 15 A. That's correct.
 16 Q. What is CrissCross?
 17 A. It's basically referred to as an
 18 electronic phone book. You can put in
 19 information to find cross streets and/or
 20 locations.
 21 Q. Does CrissCross use any real-time
 22 data that's being transmitted by a caller?
 23 A. No, sir, not to my knowledge.
 24 Q. CrissCross requires the call taker to
 25 enter certain pieces of information, and it uses

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1 that information to try to, for lack of a better
 2 word, triangulate a location through its own
 3 database?
 4 A. I wouldn't use the word triangulate.
 5 But it's -- you enter information and it can
 6 give you some options.
 7 Q. Is it essentially an electronic phone
 8 book?
 9 A. That's what it's often referred to,
 10 yes.
 11 Q. How often is the electronic phone
 12 book in use by the Department of Emergency
 13 Communications updated?
 14 A. It's a program that we purchase. And
 15 it's quarterly. I believe -- I'm not 100
 16 percent sure, but I believe it's quarterly that
 17 it's released. Our IT division would be able to
 18 answer that question more accurately.
 19 Q. I would need to depose someone from
 20 your IT division to get a specific response to
 21 that question; correct?
 22 A. Yes, sir.
 23 Q. The electronic phone book in use by
 24 the Department of Emergency Communications is
 25 one that is purchased from a third party vendor;

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1 correct?
 2 A. It's purchased from CrissCross. I
 3 don't know what third party you're referring
 4 to.
 5 Q. It's a vendor outside of the
 6 department, outside of Metropolitan Nashville?
 7 A. That's correct.
 8 Q. This isn't an electronic phone book
 9 that's created and maintained by Metropolitan
 10 Nashville?
 11 A. No, sir.
 12 Q. It's an electronic phone book that's
 13 created and maintained by a company called
 14 CrissCross?
 15 A. Correct.
 16 Q. Does the Department of Emergency
 17 Communications subscribe to that electronic
 18 phone book such that it gets continuing updates,
 19 or does it simply purchase the electronic phone
 20 book as it exists at a certain date and time?
 21 A. As I said, IT would be able to give
 22 you the specifics on that much better than I
 23 would. My understanding is it's updated
 24 quarterly.
 25 Q. One of the reasons that the

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1 Department of Emergency Communications sought
2 out and secured the ability to receive
3 transmissions of GPS coordinates from callers is
4 because callers are frequently unable to give
5 their precise location in emergency situations;
6 correct?

7 A. I wasn't there when they started
8 that, so I can't say what that purpose was.

9 Q. Can you conclude that based on your
10 experience as the director of Emergency
11 Communications for an almost four year period?

12 A. That -- would you repeat the
13 question?

14 Q. Sure.

15 A. It sounded like you were asking
16 something that was prior to me being there.

17 Q. Let me ask it foundationally.

18 A. Okay.

19 Q. The Department of Emergency
20 Communications isn't out just tracking people's
21 cell phone for prurient interest; correct?

22 A. Correct.

23 Q. You're not looking to see where
24 Mr. Lackey is at some particular point in time
25 just because you're curious; correct?

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1 A. We do not have that ability.
2 Q. You're doing it because in an
3 emergency situation it's valuable to be able to
4 determine with precision where a caller is
5 located; correct?

6 A. It is a tool that is used, yes,
7 sir.

8 Q. And it's important to be able to
9 determine with precision where a caller is
10 located; correct?

11 A. Correct.

12 Q. Frequently callers cannot do that on
13 their own during an emergency; correct?

14 A. That happens.

15 Q. It also happens that in an emergent
16 situation where there may be multiple callers,
17 the call taker may get conflicting information
18 about where the emergency is occurring; correct?

19 A. It's possible.

20 Q. That's happened in the past;
21 correct?

22 A. That there's conflicting information
23 on a location?

24 Q. Sure.

25 A. Absolutely.

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1 Q. That happens not infrequently;
2 correct?

3 A. I don't know how frequently, but I
4 feel confident that that happens.

5 Q. One of the ways to pierce through
6 that fog of information during an emergency is
7 to utilize the tool that's available to
8 Department of Emergency Communications call
9 takers in the form of locating a caller by their
10 GPS X-Y coordinates; correct?

11 A. It can be used, yes.

12 Q. Call takers at the Department of
13 Emergency Communications in Nashville are
14 trained on how to utilize GPS coordinates
15 received by cell phones; correct?

16 A. Yes, sir, that would be part of the
17 training program.

18 Q. There isn't a call taker at the
19 Department of Emergency Communications who was
20 somehow unaware that they were able to precisely
21 determine callers locations by GPS coordinates
22 in April of 2018; correct?

23 A. There would not be a call taker that
24 did not know that.

25 Q. All the call takers knew that they

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1 were able to locate callers by precise GPS
2 coordinates by 2017; correct?

3 A. They knew it was a tool that was
4 available to them, yes.

5 Q. Would there be any reason not to use
6 that tool?

7 MR. LACKEY: Object to the
8 form.

9 A. I'm not trained in call taking. So,
10 I can't tell you at what point -- if a caller
11 calls in -- I don't know the answer to that. I
12 think you would have to talk to our training
13 division to know specifically the order in which
14 that occurs, because I'm not trained in that,
15 and I would not feel comfortable in saying.

16 Q. Who in the training division should I
17 pose that question to?

18 A. There's a supervisor. Her name is
19 Nell Hayes.

20 Q. And did you supervise Nell Hayes?

21 A. Not directly.

22 Q. Did you indirectly supervise Nell
23 Hayes?

24 A. She would have been in the chain of
25 command, but I did not indirectly supervise

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1 her.
 2 Q. You supervised everybody at the
 3 Department of Emergency Communications during
 4 your time there; correct?
 5 A. Well, they weren't my direct
 6 reports.
 7 Q. Understood. But as the director you
 8 supervised everybody at the Department of
 9 Emergency Communications from October 1, 2015
 10 through June of 2019; correct?
 11 A. Yes, sir, I was the leader.
 12 Q. This what I mean when I ask whether
 13 there's any reason one would not utilize GPS
 14 coordinates. Was there some additional cost to
 15 doing so?
 16 A. No, sir. Well, I don't know if there
 17 was an initial cost for the equipment that we
 18 utilized for that, but did it cost the call
 19 taker more? No.
 20 Q. And that's what I'm getting to. I
 21 suspect that the equipment itself had some cost
 22 when it was purchased and implemented. What I'm
 23 asking is, on any individual call, if I were to
 24 press the F11 key and get GPS coordinates, would
 25 there be some corresponding charge to the

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1 Department of Emergency Communications in the
 2 form of a bill or invoice?
 3 A. No, there would not.
 4 Q. It doesn't cost anything to determine
 5 someone's GPS coordinates precisely during an
 6 emergency call for service; correct?
 7 A. Correct.
 8 Q. Another reason one might not take an
 9 action, other than cost, would be the amount of
 10 physical or mental activity something would
 11 require. If it requires a significant amount of
 12 effort to do something, that's another reason
 13 one might not do it. Did it require the call
 14 takers to engage in some significant additional
 15 amount of physical exertion to determine a
 16 caller's precise GPS coordinates?
 17 MR. LACKEY: Object to the
 18 form.
 19 A. Not to my knowledge.
 20 Q. And that's just fundamentally because
 21 of technology it makes it available at the
 22 stroke of a key; correct?
 23 A. I don't know if it's the stroke of a
 24 key. I don't know the answer to that. But it's
 25 available through the computer system.

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1 Q. It's available to a call taker at
 2 their individual terminal; correct?
 3 A. That's correct.
 4 Q. They don't have to get up and walk
 5 across the room and consult a file cabinet;
 6 correct?
 7 A. Correct.
 8 Q. And likewise, it's available close to
 9 instantaneously at that computer terminal;
 10 correct?
 11 A. I don't know how instantaneously,
 12 because I know GPS coordinates work on a cycle,
 13 but it will be available, if it's going to be
 14 available. There are various factors when it's
 15 not.
 16 Q. If it's available, it's available
 17 within a matter of seconds or minutes;
 18 correct?
 19 A. It's generally updated on about a
 20 30-second loop.
 21 Q. Likewise, there's nothing about
 22 determining the GPS coordinates for an
 23 individual call taker where a dispatcher is
 24 required to engage in some significant mental
 25 exertion; correct?

35

1 A. Could you state that again? There
 2 could be a lot of mental things going on during
 3 a call. So, I don't want to just blanketly say
 4 correct, because they could be multi-tasking
 5 many things at that time.
 6 Q. Have you ever seen the movie "A
 7 Beautiful Mind" with Russell Crowe?
 8 A. I did.
 9 Q. You know that scene where he's
 10 famously writing on a whiteboard all of these
 11 algebraic and calculus equations?
 12 A. Yes.
 13 Q. A call taker is not required to do
 14 that to figure out GPS coordinates; correct?
 15 A. Correct.
 16 Q. All of those calculations take place
 17 within the terminal, which then spits out the
 18 GPS coordinates to the call taker; correct?
 19 A. That would be correct.
 20 Q. There is no significant mental
 21 exertion that is required of a call taker to
 22 determine an individual caller's GPS
 23 coordinates; correct?
 24 A. That would be correct.
 25 Q. All they have to do is rotely press a

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1 key or a series of keys at their computer
2 terminal; correct?
3 A. Again, I'm not trained on it, but
4 yes, sir, it's available to them at their
5 station. I can't tell you how many keys they
6 have to press to have that happen.

7 Q. In order to determine an individual
8 caller's precise GPS location, there is no
9 additional cost to a call taker; correct?

10 A. Correct.

11 Q. There is no significant physical
12 exertion required of a call taker; correct?

13 A. In the way we described it,
14 correct.

15 Q. And there is no significant mental
16 exertion required of a call taker; correct?

17 A. In the way we discussed it,
18 correct.

19 Q. I have been able to think of three
20 reasons why one might not engage in the
21 additional step of determining an individual
22 caller's GPS location; and I thought of cost,
23 physical requirement, or mental requirement.
24 Can you think of any other reason in your time
25 as the director of the Department of Emergency

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1 Communications why a call taker wouldn't
2 determine the precise GPS coordinates of a
3 caller when that information could be helpful?

4 A. The caller may have --

5 MR. LACKEY: Object to the form.
6 Go ahead and answer.

7 A. The caller may have already
8 established their location, would be one.

9 Q. And that's one of the reasons I said
10 when that information would be helpful. Can you
11 think of any situation where the precise GPS
12 coordinates could be helpful and a reason why a
13 dispatcher wouldn't determine those precise GPS
14 coordinates?

15 MR. LACKEY: Object to the
16 form.

17 A. Could you ask me that question again.

18 Q. Yes. Is there any appropriate reason
19 not to determine the precise GPS coordinates of
20 a caller when that information would be
21 helpful?

22 A. I think that would be best answered
23 by the training division, because they would be
24 the individuals who educate the call takers on
25 entering the location and when to move

38

1 forward.

2 Q. But as you sit here today, and as the
3 immediate past director of the Department of
4 Emergency Communications, you can't think of any
5 reason why it would be appropriate for a call
6 taker not to determine precise GPS coordinates
7 for a caller when that information would be
8 helpful?

9 A. If they already feel confident in the
10 location they have, that may be a time that they
11 would not utilize it. I'm not a call taker. I
12 can't speculate to that.

13 Q. Is there any set of policies or
14 procedures that were in place during your time
15 as the director of the Department of Emergency
16 Communications that dictated when or how call
17 takers could utilize GPS coordinates for
18 individual callers?

19 A. How to -- you'll have to explain that
20 further.

21 Q. If I'm a call taker, how do I know
22 when it's okay to use GPS coordinate locating
23 information?

24 A. They learn that through their
25 training and it would be part of the

39

1 procedures.

2 Q. They learn how to do it; correct?

3 A. Correct.

4 Q. Do they learn when to do it?

5 A. I would have to refresh my memory
6 looking at the policies and procedures, or
7 following up with training to know that specific
8 one.

9 Q. Are you aware of any instructions to
10 call takers where they are advised not to use
11 precise GPS coordinates when that information
12 could be helpful?

13 A. Personally I'm not aware of that.

14 Q. They're not instructed to neglect GPS
15 coordinates; correct?

16 A. Not to my knowledge, no, sir.

17 Q. Quite to the contrary, they're
18 instructed to use the tools that are available
19 to them in these situations; correct?

20 A. They have various tools and they are
21 encouraged to utilize them to determine
22 location.

23 Q. And one of the tools that they're
24 instructed to use to determine location of
25 callers is GPS coordinates; correct?

40

1 A. That would be correct.
 2 MR. MANOOKIAN: This is early in
 3 the deposition to take a break, but my wife's at
 4 the doctor with our child. Do you mind if we
 5 take five to ten minutes and I give her a call?
 6 I told her I would do so at 10:30.
 7 MR. LACKEY: Take whatever time
 8 you need.
 9 (brief break)
 10 BY MR. MANOOKIAN:
 11 Q. Mrs. Donegan, one of the primary
 12 purposes of the Department of Emergency
 13 Communications is to direct the correct service,
 14 be it fire, police, or medical, to the correct
 15 location where the emergency is occurring?
 16 A. Correct.
 17 Q. The primary purpose of the Department
 18 of Emergency Communications is to facilitate the
 19 dispatch of the correct service to the correct
 20 emergency location?
 21 A. That's correct.
 22 Q. Do you agree that as of January 1,
 23 2018 everyone at the Department of Emergency
 24 Communications was aware that the CrissCross
 25 directory was not 100 percent accurate?

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1 MR. LACKEY: Object to the form.
 2 You can answer.
 3 A. You would have to talk to training,
 4 for them to be able to tell you how -- if they
 5 rely -- how they relay that information. I
 6 don't know the answer to that.
 7 Q. By 2018 did you know that the
 8 CrissCross information was only updated
 9 periodically, so that it was never 100 percent
 10 accurate?
 11 A. Yes, sir.
 12 Q. What steps did you take to ensure
 13 that everyone at the Department of Emergency
 14 Communications recognized that CrissCross was
 15 only updated periodically, and therefore was
 16 never 100 percent accurate?
 17 A. I can't tell you at what point it was
 18 in the training. You would have to talk to
 19 training to know that for sure. However, Angie
 20 Milliken, who was over the operations, she was
 21 making it aware to everyone as a reminder that
 22 CrissCross is not 100 percent accurate.
 23 Q. The Department of Emergency
 24 Communications knew by January 1, 2017 that
 25 CrissCross was not 100 percent accurate;

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1 correct?
 2 A. I would say that's correct.
 3 Q. As a result, CrissCross should never
 4 be used as the sole source in aiding a
 5 determination about a correct location?
 6 A. It's one -- it's a tool that is
 7 available to use.
 8 Q. Understood. But because it is
 9 fallible, and subject to error, it is not a tool
 10 that should be used solely in aiding a location
 11 of an emergency; correct?
 12 MR. LACKEY: Object to the form.
 13 You can answer.
 14 A. I think that there are various steps
 15 that the call takers are trained to take. I
 16 don't -- I wouldn't use the word solely.
 17 Q. Do you understand my question?
 18 A. Maybe not.
 19 Q. You gave me three specific sources
 20 that call takers use to determine a caller's
 21 location. One, the caller themselves. Two, GPS
 22 coordinates. And three, CrissCross. And you
 23 told that there may be other tools that are
 24 available that you're not personally aware of as
 25 we sit here today. Is that correct?

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1 A. That's correct.
 2 Q. There are at least three separate
 3 tools, and potentially more, that call takers
 4 have to determine an emergency location;
 5 correct?
 6 A. Correct.
 7 Q. Focusing on one tool, CrissCross, the
 8 Department of Emergency Communications was well
 9 aware of CrissCross's limitations by 2017;
 10 correct?
 11 A. Correct.
 12 Q. One of those limitations was that it
 13 is a directory that's updated periodically, so
 14 that it might not be perfectly correct at any
 15 given time?
 16 A. Correct.
 17 Q. As a result, CrissCross should not be
 18 the sole source that's consulted when attempting
 19 to determine an emergency's location; correct?
 20 A. I can't say that's correct. I
 21 understand that makes perfect sense, but I can't
 22 tell you how they are trained and educated, and
 23 if that is the directive that's given. I do not
 24 know.
 25 Q. Well, put aside what directive may be

44

1 given. You were the director of the Department
2 of Emergency Communications; were you not?

3 A. Yes, sir, I was.

4 Q. Because CrissCross was known to be
5 potentially inaccurate, you would not want your
6 employees solely relying upon CrissCross to
7 determine emergency location; correct?

8 A. I want them to use all the tools
9 available to them to come up with a correct
10 location.

11 Q. That's all I'm trying to get to.

12 A. Okay.

13 Q. You have multiple tools. And part of
14 the reason you have multiple tools is because
15 that helps facilitate determining a correct
16 location; right?

17 A. Correct.

18 Q. And when one of those tools is known
19 to be potentially inaccurate, it's important to
20 utilize all the tools; correct?

21 A. That would be important.

22 Q. You made that instruction at some
23 point after this incident at the Waffle House;
24 correct?

25 A. Correct.

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1 Q. And that was because you wanted to
2 reiterate to the employees of the Department of
3 Emergency Communications that they needed to use
4 all the tools available in determining a
5 location?

6 A. That's correct.

7 Q. That was important to you, both
8 before the Waffle House incident and after the
9 Waffle House incident; correct?

10 A. That's correct.

11 Q. It would be a departure from what is
12 expected of a call taker for them to fail to use
13 all of the tools at their disposal; correct?

14 MR. LACKEY: Object to the form.
15 You can answer.

16 A. We encourage them to use all the
17 tools to insure the location is correct.

18 Q. You did more than encourage them to
19 do it, you instruct them to do that; right?

20 A. They had instruction. They are
21 trained. They have training that they have,
22 yes, sir.

23 Q. Part of that training is instruction
24 on using all of the tools available at their
25 disposal to determine a correct location of an

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1 emergency?

2 A. I have never received that training
3 directly, because I wasn't a call taker. But
4 yes, sir, one could assume they were trained on
5 how to use the tools in their toolbox.

6 Q. You know that's the case, having been
7 the director of the Department of Emergency
8 Communications; don't you?

9 A. I would think so, sir.

10 Q. As a result, it would be an error for
11 a call taker to fail to use all of the tools at
12 their disposal to determine an emergency's
13 location; correct?

14 A. Not being trained, I can't tell you
15 at what point they are trained to enter that
16 address with the confidence that they have the
17 right location. They may not use every tool in
18 the toolbox, because at some point they are
19 going to be confident in the location they have,
20 for whatever -- whichever tool they use, and
21 move forward with that. So, I think that would
22 be more of a question for training, on how they
23 train the employees, versus what I could tell
24 you.

25 Q. Well, let's step away from training

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1 and talk about this specific incident. You're
2 aware that there was a shooting that occurred at
3 a Waffle House in Nashville, Tennessee;
4 correct?

5 A. Correct.

6 Q. And the Department of Emergency
7 Communications responded to that shooting;
8 correct?

9 A. We answered calls for service for
10 that. We didn't respond, per se.

11 Q. The Department of Emergency
12 Communications both answered calls for service
13 to the Waffle House in April of 2018 and
14 dispatched units to respond to those calls for
15 service in April of 2018; correct?

16 A. Correct.

17 Q. The Department of Emergency
18 Communications received multiple calls for
19 service on April 22, 2018 to a Waffle House
20 where a mass shooting had occurred or was
21 occurring; correct?

22 A. That's correct.

23 Q. The Department of Emergency
24 Communications dispatched units to an incorrect
25 location as a result of those calls for service

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1 to a Waffle House on April 22nd, 2018;
 2 correct?
 3 A. Correct.
 4 Q. The units that were dispatched to an
 5 incorrect location on April 22nd, 2018 were
 6 dispatched after a call taker failed to use GPS
 7 coordinates to confirm the location of the
 8 emergency; correct?
 9 MR. LACKEY: Object to the
 10 form.
 11 A. The call taker sent the call for
 12 service prior to the GPS coordinates being
 13 available to her.
 14 Q. How do you know that?
 15 A. I know it because -- it was one of
 16 the questions that we had received in relation
 17 to the call. And they were able -- in answering
 18 those questions, I had Assistant Director
 19 Milliken, Assistant Director Peterson, and our
 20 person from Motorola, who's contracted to be at
 21 the DEC, and he was able to provide
 22 documentation and explain to me at that time
 23 when the coordinates actually came in. And we
 24 were able to compare the time of those
 25 coordinates to the CAD report to when the call

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1 was actually sent up.
 2 Q. When you say sent up, does that mean
 3 received by dispatch?
 4 A. When it was sent from the call taker
 5 to dispatch; correct.
 6 Q. So, you're telling me that the GPS
 7 coordinates did not become available until after
 8 the call was received by dispatch?
 9 A. The call was sent to dispatch prior
 10 to, according to the documentation that we had,
 11 prior to the GPS coordinates being available.
 12 Q. I just want to be very specific about
 13 my question.
 14 A. Okay.
 15 Q. It's your testimony under oath that
 16 the GPS coordinates for the calls received on
 17 April 22nd, 2018 related to the Waffle House
 18 shooting were not available in the system before
 19 the call was received by dispatch?
 20 MR. LACKEY: Object to the
 21 form.
 22 A. I was speaking of one specific call,
 23 the call that was sent up to the incorrect
 24 location. So, I think my answer to that is no,
 25 because there could have been GPS coordinates

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1 available on another call prior to that. I
 2 don't know the answer.
 3 Q. The call that was sent to the
 4 incorrect location, was that the first call that
 5 was received?
 6 A. No, sir.
 7 Q. Do you know in what order that call
 8 was?
 9 A. I believe it was the fifth call.
 10 Q. Who was the call taker that sent
 11 units to the incorrect Waffle House?
 12 A. Sydney Cameron.
 13 Q. Do you know Sydney Cameron?
 14 A. No.
 15 Q. Have you worked with Sydney
 16 Cameron?
 17 A. Out -- no, sir. No, sir. She was on
 18 the midnight shift.
 19 Q. How long had Sydney Cameron been an
 20 employee at the Department of Emergency
 21 Communications by April 22nd, 2018?
 22 A. I don't think it had been an extended
 23 period of time, however, I would have to see her
 24 records to know when she was hired.
 25 Q. That extensive training that you

51

1 described earlier in the deposition, had Sydney
 2 Cameron completed that by April 22nd, 2018?
 3 A. She was an independent call taker at
 4 that time. So, to further explain, my answer to
 5 that is I do not know.
 6 Q. What is an independent call taker?
 7 A. Meaning she was no longer with a
 8 training instructor. Meaning, after her academy
 9 she did a three month rotation. During your
 10 three month rotation you have someone with you
 11 at all times. Then you go to dispatch training.
 12 There could be a time between -- before dispatch
 13 training starts, that because they've completed
 14 everything they had to in regards to call
 15 taking, she could have been on her own at that
 16 period prior to dispatch training, or she could
 17 have been through dispatch training and been
 18 completely on her own from there. I do not know
 19 the answer to that.
 20 Q. Do you agree that Sydney Cameron
 21 failed to communicate GPS coordinates for the
 22 call she received regarding the Waffle House
 23 shooting on April 22nd, 2018 to dispatch?
 24 MR. LACKEY: Object to the
 25 form.

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1 A. What I was advised to Angie Milliken,
2 through review of this incident, and she advised
3 me that Sydney had utilized the CrissCross, and
4 there was only one Waffle House on Murfreesboro
5 Road, and that's the location she chose.

6 Q. Sydney Cameron only used CrissCross
7 to determine the location of the Waffle House
8 shooting; correct?

9 MR. LACKEY: Object to the
10 form.

11 A. I don't know if she utilized any
12 additional information from the caller.

13 Q. Okay. Sydney Cameron, at best,
14 utilized CrissCross and information from a
15 caller in determining location of the Waffle
16 House shooting on April 22nd, 2018; correct?

17 MR. LACKEY: Object to the
18 form.

19 A. To my knowledge.

20 Q. And CrissCross is an electronic phone
21 book that was known to the Department of
22 Emergency Communications to be inaccurate as of
23 April 22nd, 2018; correct?

24 A. It may not have been completely up to
25 date, because it comes out periodically.

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1 Q. Well, in fact it wasn't up to date
2 with respect to this critical location and this
3 Waffle House on April 22nd, 2018; correct?

4 A. It was not.

5 Q. Sydney Cameron failed to use GPS
6 coordinates when determining the location of the
7 Waffle House shooting on April 22, 2018;
8 correct?

9 A. She did not utilize the GPS
10 locations.

11 MR. LACKEY: Object to the
12 form.

13 A. What I was advised to -- Angie
14 Milliken did a review of this incident and she
15 advised me that Sydney Cameron had utilized the
16 CrissCross, and there was only one Waffle House
17 on Murfreesboro Road, and that's the location
18 she chose.

19 Q. Sydney Cameron only used CrissCross
20 to determine the location of the Waffle House
21 shooting; correct?

22 MR. LACKEY: Object to the
23 form.

24 A. I don't know if she utilized any
25 additional information from the caller.

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1 Q. Okay. Sydney Cameron, at best,
2 utilized CrossCross and information from a
3 caller in determining location of a Waffle House
4 shooting on April 22nd, 2018; correct?

5 MR. LACKEY: Object to the
6 form.

7 A. To my knowledge.

8 Q. And CrissCross is an electronic phone
9 book that was known to the Department of
10 Emergency Communications to be inaccurate as of
11 April 22, 2018; correct?

12 A. It may not have been completely up to
13 date, because it comes out periodically.

14 Q. Well, in fact, it wasn't up to date
15 with respect to this critical location and this
16 Waffle House on April 22nd, 2018; correct?

17 A. It was not.

18 Q. Sydney Cameron failed to use GPS
19 coordinates when determining the location of the
20 Waffle House shooting on April 22nd, 2018;
21 correct?

22 A. She did not utilize the GPS
23 locations.

24 MR. LACKEY: Object to the form.
25 Q. That tool was available to her on

55

1 April 22nd, 2018; correct?

2 MR. LACKEY: Object to the
3 form.

4 A. The tool would have been available as
5 long as it was a Phase II and had gone through
6 the loop and the coordinates appeared, yes.

7 Q. And you agree that it was a Phase II
8 phone what Sydney Cameron took a call from on
9 April 22nd, 2018 related to the Waffle House
10 shooting; correct?

11 MR. LACKEY: Object to the
12 form.

13 A. It would appear that it was, because
14 GPS coordinates did appear on the call.

15 Q. As a result, Sydney Cameron had all
16 of the available GPS tool capability and GPS
17 information available to her had she chosen to
18 utilize it on April 22nd, 2018 for the
19 Department of Emergency Communications in
20 response to the Waffle House shooting; correct?

21 A. At some point during her call it was
22 available.

23 Q. Sydney Cameron had all of the GPS
24 information available necessary to determine a
25 precise location of the Waffle House shooting

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1 during the actual call with the individual who
 2 dialed the Department of Emergency
 3 Communications; correct?
 4 MR. LACKEY: Object to the
 5 form.
 6 A. I don't know the answer to that.
 7 Q. I thought that's what you just told
 8 me.
 9 A. Well, no, sir. I think you phrased
 10 that a little differently. I don't know if that
 11 caller disconnected and the information looped
 12 through and came up or if she was still on the
 13 phone. I don't know the answer to that.
 14 Q. How could we find out the answer to
 15 that?
 16 A. You would have to talk with the IT
 17 department.
 18 Q. Have you made any investigation or
 19 has the Department of Emergency Communications
 20 made any investigation as to the availability of
 21 those GPS coordinates to Sydney Cameron on April
 22 22nd, 2018 in relation to the Waffle House
 23 shooting?
 24 A. I think that's the question that I
 25 answered previously, in that the coordinates

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1 came up after her call was transmitted down to
 2 dispatch.
 3 Q. My question is whether you've made
 4 any investigation into the circumstances of that
 5 particular call.
 6 A. Angie Milliken, who is the Assistant
 7 Director over operations, she completed the
 8 review of this call.
 9 Q. And Angie Milliken determined that
 10 there were significant errors made during the
 11 processing of that call; correct?
 12 A. Did she determine there were -- say
 13 that one more time.
 14 Q. Angie Milliken determined that there
 15 were significant errors made during the
 16 processing of that call by Sydney Cameron;
 17 correct?
 18 A. When she came back, what I recall is
 19 I wanted to understand how we ended up at the
 20 wrong location. And that is information that
 21 Ms. Milliken reported back to me, that Sydney
 22 Cameron had utilized the CrissCross and sent the
 23 call.
 24 Q. My question is a little different.
 25 Angie Milliken determined that Sydney Cameron

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1 had made significant errors in processing that
 2 call; correct?
 3 MR. LACKEY: Object to the form.
 4 A. You would have to talk to Angie
 5 Milliken to know that.
 6 Q. Well, Angie Milliken reported back to
 7 you; correct?
 8 A. Correct.
 9 Q. You were the director. You wanted to
 10 know --
 11 A. Absolutely.
 12 Q. Because you wanted to improve the
 13 service if something had gone wrong; correct?
 14 A. Correct.
 15 Q. You knew that in a mass shooting,
 16 mass casualty scenario, one of your employees
 17 had sent emergency responders to the wrong
 18 location; correct?
 19 A. That's correct.
 20 Q. That's a problem; isn't it?
 21 A. Yes, sir.
 22 Q. That's a big problem; isn't it?
 23 A. Yes, sir. And as I said, Angie
 24 Milliken reported back how that occurred.
 25 Q. Understood. And part of how that

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1 occurred was determining that there was human
 2 error involved; correct?
 3 A. That she did not utilize all the
 4 tools in her toolbox, correct.
 5 Q. This was not some type of computer
 6 error; correct?
 7 A. Correct.
 8 Q. This wasn't some type of software
 9 one-time glitch; correct?
 10 A. Correct.
 11 Q. This was human error?
 12 A. Correct.
 13 Q. This was human error by Sydney
 14 Cameron; correct?
 15 A. Correct.
 16 Q. We had a call taker that failed to
 17 follow protocol and procedure in determining
 18 precise GPS coordinates of the Waffle House
 19 shooting; correct?
 20 MR. LACKEY: Object to the form.
 21 A. As I said, we would have to have the
 22 policies and procedures. And I think Nell would
 23 be the proper one to explain the process and at
 24 what point the location can be put into the
 25 call. And I'm not -- I can't tell you the order

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1 that that should occur. I think you should talk
2 to Nell for that.

3 Q. Okay. And that's fair. And during
4 my questioning today, simply because you were
5 the top dog at the Department of Emergency
6 Communications, I'm going to pose a lot of
7 questions to you.

8 A. Sure.

9 Q. But if there are other individuals
10 that you think are better suited or positioned
11 to answer the question, I always welcome you to
12 tell me that and to identify those people. I'll
13 give you an example, too. I know that we have a
14 postage machine here in my building. I know
15 that the paralegals use it and that's how my
16 mail gets sent out. I don't know how to press
17 in the exact buttons, but I'm responsible for it
18 at the end of the day if mail goes to the wrong
19 place. And so, I'll ask you a lot of questions
20 today simply because of your role as the
21 director, but I always appreciate and respect
22 that there may be other people who have more
23 granular knowledge about it.

24 A. Sure.

25 Q. When you learned that the Department

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1 of Emergency Communications had sent emergency
2 responders to the wrong location during the
3 Waffle House shooting, it was important to you
4 as the director of the Department of Emergency
5 Communications to determine how that error had
6 occurred; right?

7 A. I wanted to know how that happened,
8 yes, sir.

9 Q. Because you acknowledged it was an
10 error; correct?

11 A. It was a mistake, yes.

12 Q. And you determined through the course
13 of an investigation carried out by Angie
14 Milliken that that error occurred as a result of
15 human error; correct?

16 MR. LACKEY: Object to the form.

17 A. She came back and explained that
18 Sydney Cameron had utilized just one tool in her
19 toolbox, being CrissCross, and that's how it
20 ended up in the wrong location.

21 Q. And it was an error for her to do so;
22 correct?

23 A. It was obviously a mistake. It was
24 the wrong location, yes, sir.

25 Q. That error by Sydney Cameron

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1 potentially delayed the emergency responders
2 arrival at the correct location where the Waffle
3 House shooting had occurred?

4 A. It could have delayed. The call for
5 service went to South dispatch as well as
6 Hermitage dispatch nearly simultaneously, and
7 the incorrect location was dispatched prior to
8 the correct location being dispatched.

9 Q. As a result, there was potentially a
10 delay in emergency responders arriving at the
11 scene of the Waffle House shooting; correct?

12 A. There was potential for delay, yes,
13 sir.

14 Q. In a general sense, the Department of
15 Emergency Communications wants to facilitate the
16 arrival on the scene of an emergency by first
17 responders as soon as possible; correct?

18 A. Correct.

19 Q. I saw a comment by Buck Dozier in one
20 of the news stories. He was my Sunday School
21 teacher, so if he says something it has to be
22 true, I'm told. But he was kind of putting
23 voice to just a commonsense tenet that we would
24 all agree with, that time is paramount in these
25 situations; is it not?

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1 A. We want to get the first responders
2 to the scene of any call for service as quickly
3 as possible.

4 Q. That's why the Department of
5 Emergency Communications exists; isn't it?

6 A. Yes, sir.

7 Q. That's why we don't have people
8 independently looking through the phone book for
9 the number to their closest precinct or
10 firehouse; correct?

11 A. We're the hub.

12 Q. You're the hub because that's the
13 most efficient and ideally quickest way to get a
14 first responder on the scene; correct?

15 A. Correct.

16 Q. It's important to get first
17 responders on the scene as soon as possible for
18 the safety of citizens of Nashville, Tennessee
19 and callers; correct?

20 A. Correct.

21 Q. Any time there's a delay in first
22 responders arriving on the scene, that is a
23 danger to the caller; correct?

24 A. It could be.

25 Q. In this situation it was; correct?

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1 MR. LACKEY: Object to the
2 form.
3 A. I don't know the answer to that.
4 Q. You know from --
5 A. I don't know the danger -- if there
6 was -- I don't know the answer.
7 Q. Let me be more specific.
8 A. Okay.
9 Q. There were gunshot wound victims at
10 the scene of the Waffle House shooting; correct?
11 A. That's correct.
12 Q. I keep using the phrase Waffle House
13 shooting. We all know what I'm referring to,
14 but for purposes of the record, when I say
15 Waffle House shooting, can we all agree that
16 we're referring to the mass shooting that
17 occurred on April 22, 2018 at a Waffle House in
18 Nashville, Tennessee?
19 A. Yes, sir.
20 Q. There were gunshot wound victims at
21 the scene of the Waffle House shooting on April
22 22, 2018; correct?
23 A. Correct.
24 Q. It's imperative that gunshot wound
25 victims receive attention and treatment from

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1 something like that as the director of Emergency
2 Communications; correct?
3 A. No, sir.
4 Q. But you frequently find out what the
5 consequences are of a call to the Department of
6 Emergency Communications; correct?
7 A. That's correct.
8 Q. Frequently, and hopefully, you often
9 find out that the Department of Emergency
10 Communications facilitated in saving or helping
11 the individual or individuals who called 911;
12 correct?
13 A. Correct.
14 Q. It's not unusual for you to know what
15 occurred at the incident that your employees
16 received information about and dispatched first
17 responders to; correct?
18 A. That's correct.
19 Q. You understand that at the time that
20 the Department of Emergency Communications was
21 responding to the Waffle House shooting it was a
22 life or death situation; correct?
23 A. Correct.
24 Q. Some people had already died;
25 correct?

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1 first responders as soon as possible; correct?
2 A. As soon as possible, yes, sir.
3 Q. When we earlier talked about the
4 distinction between 911 calls and calls to
5 non-emergent lines, you said that it's not
6 particularly easy or bright-line to always
7 determine which ones are an emergency and which
8 ones are not emergent, but you identified life
9 or death as something that's absolutely
10 appropriate for 911 response; correct?
11 A. Correct.
12 Q. The Waffle House shooting was a life
13 or death situation; wasn't it?
14 A. Yes, sir.
15 Q. By the time first responders were on
16 the scene, certain individuals were already
17 dead; correct?
18 A. From what I've read in news accounts,
19 yes, sir.
20 Q. I understand you weren't there.
21 A. Correct.
22 Q. You didn't go to the scene that
23 night; did you?
24 A. No, sir.
25 Q. There's no expectation you would do

66

1 A. To my knowledge, from what I read,
2 yes, sir.
3 Q. Some people were still alive, but
4 were in dire need of attention from emergency
5 medical services; correct?
6 MR. LACKEY: Object to the
7 form.
8 A. I don't know that firsthand.
9 Q. You know that there were gunshot
10 wound victims there; correct?
11 A. I do know that.
12 Q. Gunshot wound victims are in need of
13 dire attention from emergency medical services;
14 correct?
15 MR. LACKEY: Object to the form.
16 You can answer.
17 A. Gunshot victims are in need of
18 medical assistance, yes, sir.
19 Q. The gunshot wound victims at the
20 scene of the Waffle House shooting were in need
21 of dire and acute emergency medical services;
22 correct?
23 MR. LACKEY: Object to the
24 form.
25 A. I don't know how I can answer. I

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1 think the part I'm having difficulty with is
2 your "dire". Just because I wasn't there, I'm
3 not a medical person, I don't know the answer to
4 that.

5 Q. Okay, that's fair.

6 A. But I know a gunshot victim needs
7 medical services as quickly as possible.

8 Q. I'll change my question.

9 A. Okay.

10 Q. The gunshot wound victims at the
11 scene of the Waffle House shooting were in need
12 of prompt emergency medical services?

13 A. Yes.

14 Q. The gunshot wound victims at the
15 scene of the Waffle House shooting were in need
16 of emergency medical services as timely as
17 possible?

18 A. Yes.

19 Q. The errors that occurred in
20 processing the 911 call received by Sydney
21 Cameron delayed emergency medical services from
22 responding to the scene of the Waffle House
23 shooting; correct?

24 MR. LACKEY: Object to the
25 form.

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1 A. I don't know that that -- there's a
2 lot of wheels turning at one time. So, you have
3 a call that's being dispatched from South, you
4 have a call that's being dispatched from
5 Hermitage. And I can't say specifically that
6 one delayed the other. I can't, sitting here,
7 say that.

8 Q. The first call that was dispatched
9 was the one that Sydney Cameron handled;
10 correct?

11 A. That's correct.

12 Q. So, the very first units that were
13 sent to what she thought was the scene of the
14 Waffle House shooting was done so by Sydney
15 Cameron; correct?

16 A. The call was sent down by Sydney
17 Cameron?

18 Q. This is what I'm trying to
19 understand. When that call went from dispatch
20 to emergency responders, who are the emergency
21 responders that first received that? All of
22 them.

23 A. It went from call taker to dispatch.

24 Q. Okay. And Sydney Cameron was --

25 A. A call taker.

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1 Q. And her call that she took was the
2 first one that was dispatched; correct?

3 A. That's correct. And this is all
4 under Hermitage precinct.

5 Q. And was the Hermitage precinct the
6 closest precinct to the actual Waffle House
7 shooting scene?

8 A. I don't -- are you talking about the
9 building?

10 Q. This is what -- I'll get to --

11 A. I don't know what you're looking for
12 there, because Hermitage and South precinct are
13 simply divided by the center line on
14 Murfreesboro Road.

15 Q. And at any given time the officers
16 that are assigned to either one of those
17 precincts may be anywhere within their
18 territory; correct?

19 A. Correct. I just don't understand
20 your precinct question.

21 Q. I had it wrong. My question was
22 wrong. The very first units that were
23 dispatched in response to the Waffle House
24 shooting were dispatched to the incorrect
25 location as a result of Sydney Cameron's error;

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1 correct?

2 A. That's the call that was dispatched
3 first, that's correct.

4 Q. The very first units that were
5 dispatched to the Waffle House shooting location
6 were delayed as a result of Sydney Cameron's
7 error; correct?

8 MR. LACKEY: Object to the
9 form.

10 A. Say that one more time.

11 Q. The very first units that were
12 dispatched to the Waffle House shooting were
13 delayed as a result of Sydney Cameron's error?

14 A. To the correct location.

15 MR. LACKEY: Same objection.

16 A. I don't know that I can say
17 specifically where -- because we're dealing with
18 two totally separate precincts.

19 Q. No, no. I only want to talk about
20 the units that were dispatched as a result of
21 Sydney Cameron's call. Do you understand what
22 I'm saying?

23 A. That's not the correct location. No,
24 because you're asking me one question about
25 Sydney's call, but that's to the wrong location.

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1 And then that was to the correct location.
 2 Q. Were units dispatched as a result of
 3 Sydney Cameron's call?
 4 A. Yes.
 5 Q. And they were dispatched to the wrong
 6 location; correct?
 7 A. Correct.
 8 Q. And as a result, those units were
 9 delayed in getting to the correct location? Or
 10 did they ever go to the correct location?
 11 A. I don't --
 12 MR. LACKEY: Object to the
 13 firm.
 14 A. I can't answer that, because -- first
 15 of all, I don't know the units that arrived on
 16 the scene first, and the units that arrived at
 17 the correct location. The dispatcher that sent
 18 the cars to the wrong location first is not the
 19 same person who dispatched the cars in South
 20 precinct to the correct location.
 21 Q. I understand. I want you to totally
 22 leave off the South precinct.
 23 A. Okay.
 24 Q. Just forget -- we'll deal with those
 25 in a minute. I only want to talk about the

73

1 units that were dispatched as a result of Sydney
 2 Cameron's call.
 3 A. Okay.
 4 Q. You understand that they went to the
 5 wrong location; correct?
 6 A. I do.
 7 Q. By definition then, they were delayed
 8 in getting to the correct location, if they ever
 9 went to the correct location?
 10 MR. LACKEY: Object to the
 11 form.
 12 A. I don't know that those would be the
 13 cars that would have been dispatched.
 14 Q. Right.
 15 A. I don't know that those units that
 16 were dispatched would have been the same units
 17 that were dispatched to the correct location.
 18 I'm sorry to go in circles with you. I just
 19 don't --
 20 Q. Could Sydney Cameron have dispatched
 21 the emergency response to the correct
 22 location?
 23 A. She was a call taker, not a
 24 dispatcher.
 25 Q. Could Sydney Cameron have given the

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1 correct location to dispatch for an emergency
 2 response?
 3 MR. LACKEY: Object to the form.
 4 You can answer.
 5 A. Had she had the correct location,
 6 yes. Yes.
 7 Q. And I just want to make sure I
 8 understand.
 9 A. Okay.
 10 Q. Sometimes I don't. Were there actual
 11 units that were dispatched as a result of the
 12 information Sydney Cameron communicated to
 13 dispatch?
 14 A. Yes.
 15 Q. And they came from the Hermitage
 16 precinct; correct?
 17 A. Yes.
 18 Q. And they actually went somewhere;
 19 didn't they?
 20 A. They went to the Waffle House, yes.
 21 Q. The wrong Waffle House; correct?
 22 A. Correct.
 23 Q. Sometimes in depositions lawyers ask
 24 questions that are so obvious that it goes over
 25 the deponents head. This is all I'm trying to

75

1 ask. By definition, because those units went to
 2 the wrong location, those units were delayed in
 3 going to the correct location?
 4 MR. LACKEY: Object to the form.
 5 You can answer.
 6 A. I can't tell you those units are the
 7 units that would have been dispatched.
 8 Q. I understand that, ma'am. Just
 9 presume that they would have been. Presume that
 10 they would have been.
 11 A. Okay.
 12 Q. As a result, they were delayed in
 13 getting to the correct location?
 14 MR. LACKEY: Object to the form.
 15 A. I don't think that's a good question,
 16 to presume they would have been. I don't think
 17 that's -- that's just not a good question.
 18 Q. Tell me why not?
 19 A. First of all, I'm not going to
 20 presume that those are the units that would have
 21 been dispatched. I have absolutely no idea.
 22 Q. Because Sydney Cameron's error was so
 23 great that it wouldn't have even been those cars
 24 that would have been sent over to the correct
 25 Waffle House?

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1 MR. LACKEY: Object to the
2 form.
3 A. I have absolutely no idea if those
4 cars would have been dispatched, because it
5 would have been a different precinct. Had the
6 call gone to South initially, it would have been
7 South cars dispatched, or closest available,
8 versus the Hermitage cars that were dispatched
9 under Sydney Cameron's --
10 Q. And those Hermitage cars were not the
11 closest available; correct?
12 A. I do not know the answer to that.
13 Q. I thought you just said it would have
14 been the closest available?
15 A. It could. No, it could. I don't
16 know the answer.
17 Q. Have you undertaken any investigation
18 whatsoever to determine whether there was a
19 delay as a result of Sydney Cameron's error?
20 A. What Angie -- who did the review, who
21 would be the best person to answer the questions
22 as far as the investigation and what she
23 reported back to me.
24 Q. Part of that is what she told you;
25 right?

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1 relayed that information, I don't recall.
2 Q. At no time from April 22nd, 2018
3 through your departure from the Department of
4 Emergency Communications in June of 2019 did you
5 or the Department of Emergency Communications
6 determine that there was not a delay, or a
7 significant delay, as a result of Sydney
8 Cameron's error in identifying the location of
9 the Waffle House shooting; correct?
10 A. Did we ever say there was --
11 MR. LACKEY: Objection to the
12 form. Go ahead.
13 A. Did we say there was not a delay?
14 No, we have never said there was not a delay.
15 Q. And that's because you have never
16 reached that determination; correct?
17 MR. LACKEY: Same objection.
18 A. If that was explained to me by Angie,
19 I would have to refresh that conversation with
20 Angie. I don't recall.
21 Q. But as you sit here today, under
22 oath, you have no recollection of any
23 determination by Angie Milliken or the
24 Department of Emergency Communications that
25 rules out a significant delay in emergency

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1 A. Yes, sir.
2 Q. Have you ever determined that there
3 was not a delay in the emergency response as a
4 result of Sydney Cameron's errors in determining
5 the location of the Waffle House?
6 A. What we were able to determine, we
7 were able to determine through the CAD reports,
8 you're able to tell times that things happened.
9 Times of dispatch. And we were able to -- she
10 was able to report back the times that it was
11 dispatched to Hermitage, or the time it was
12 dispatched to South. But as far as what
13 determines the delay, there's a lot of wheels
14 turning in that to know specifically where cars
15 were, where people were, who was available, who
16 was not available. It's a much bigger picture
17 than a blanket time.
18 Q. I understand that. As a result of
19 that, you've never conclusively determined that
20 there wasn't a delay, or a significant delay, as
21 a result of Sydney Cameron's error; right?
22 A. I do not know the answer to that.
23 Q. Because you haven't made such a
24 determination; correct?
25 A. If that information -- if Angie

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1 responders arriving on the scene of the Waffle
2 House as a result of Sydney Cameron's error;
3 correct?
4 MR. LACKEY: Same objection.
5 A. Say that one more time.
6 Q. Yes, ma'am.
7 A. Please.
8 Q. As you testified today, you don't
9 have any recollection of Angie Milliken or the
10 Department of Emergency Communications coming to
11 some determination that there was no significant
12 delay as a result of Sydney Cameron's error?
13 MR. LACKEY: Object to the
14 form.
15 A. I can tell you by looking at the
16 times from the CAD we were able to determine
17 when calls were received by dispatch and when
18 they were dispatched specifically. And I can
19 tell you -- well, I can't tell you right now,
20 because I don't know specifically, but we were
21 able to look at the time frame there. I can't
22 tell you specifically, because I don't remember,
23 of why, or when that happened, or why it didn't
24 happen. I can't tell you that. I think Angie
25 would be the best person to tell you that.

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1 We've never said there wasn't a delay.
 2 Q. That's all I was trying to get to.
 3 Your answer is sufficient.
 4 A. Okay.
 5 Q. It's not the Department of Emergency
 6 Communication's position that there wasn't a
 7 delay in first responders arriving at the scene
 8 of the Waffle Scene shooting as a result of an
 9 error by the Department of Emergency
 10 Communications; correct?
 11 MR. LACKEY: Object to the
 12 form.
 13 A. I think it would take a lot of
 14 information, that I don't even know that we all
 15 have access to, to determine where everyone was.
 16 Like I said, there's so many wheels turning, I
 17 think there's a lot of information you would
 18 have to have to know that. We wanted to know
 19 how we ended up at the wrong location and how we
 20 prevent that from happening in the future.
 21 Q. Understood. It may not have been
 22 within your objective to determine whether there
 23 was a delay, or what the length of the delay was
 24 in this particular case; correct?
 25 A. Initially what I wanted to know was

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1 how we ended up at the wrong location.
 2 Q. I get it. In triaging the situation
 3 you want to determine, how did we make the
 4 error, and how do we ensure that the error
 5 doesn't happen again; correct?
 6 A. Correct.
 7 Q. It wasn't of primary importance to
 8 you to determine down to the second or minute
 9 how long a delay might have occurred as a result
 10 of the error; correct?
 11 A. I don't -- no. No.
 12 Q. And I'm not faulting you for it, or
 13 suggesting that that's part of your job.
 14 A. No, I'm just thinking -- I'm trying
 15 to remember all the events to be sure I answer
 16 100 percent to my memory. And at that time that
 17 was our primary objective, to know how that
 18 happened, and to ensure it didn't happen again.
 19 As far as a specific amount of delay, I don't
 20 have an answer for that. I don't know.
 21 Q. The Department of Emergency
 22 Communications never determined whether there
 23 was a delay or what the length of the delay was
 24 as a result of the error in responding to the
 25 Waffle House shooting calls; correct?

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1 A. Not that I recall. Because I don't
 2 think that's a definitive number I could give
 3 you.
 4 Q. Other than Sydney Cameron, did any
 5 other employees of the Department of Emergency
 6 Communications make errors in processing the
 7 calls received about the Waffle House
 8 shooting?
 9 A. I don't -- not that I recall.
 10 Q. For example, is a dispatcher
 11 instructed to take any additional steps to
 12 verify or determine an emergency's location?
 13 A. Is the dispatcher?
 14 Q. Yes, ma'am.
 15 A. You would have to talk to training
 16 about that. I couldn't answer that question.
 17 Q. What does the dispatcher do? Do they
 18 just take the information that's been input by
 19 the call taker and relate it to the appropriate
 20 emergency service?
 21 A. That's correct.
 22 Q. Are they instructed to do anything to
 23 verify the information that they're provided, or
 24 their job is solely to act as a conduit in
 25 communicating?

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1 A. You would have to talk to training to
 2 verify that 100 percent, sir.
 3 Q. Would Nell Hayes be the appropriate
 4 person to ask that question?
 5 A. She would.
 6 Q. Why did you leave the Department of
 7 Emergency Communications in June of 2019?
 8 A. I retired.
 9 Q. Had you planned on retiring in June
 10 of 2019?
 11 A. I had planned on it a few years
 12 prior.
 13 Q. A few years prior you had just
 14 started the job; correct?
 15 A. That's correct. But my husband and I
 16 had been talking about retirement for some time,
 17 deciding on when we would. And then at the
 18 beginning of the year I had made the decision to
 19 retire.
 20 Q. When did you make the decision to
 21 retire?
 22 A. Early 2019.
 23 Q. By early 2019 do you mean January
 24 2019?
 25 A. January was a deciding factor in

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1 that, because we had things we wanted to
2 accomplish prior to our retirement, and the last
3 thing on that list was accomplished in
4 January.

5 Q. Were those personal things or
6 professional things at the Department of
7 Emergency Communications?

8 A. Personal.

9 Q. Is it your testimony that you were
10 planning on retiring from the Department of
11 Emergency Communications shortly after receiving
12 the job at the Department of Emergency
13 Communications?

14 A. No, sir.

15 Q. When did you first notify anyone at
16 Metropolitan Government that you were
17 anticipating retiring in 2019?

18 A. I don't remember the exact date. I
19 called Metro HR and set up -- you have to go
20 through several retirement meetings prior, and I
21 called and advised them that I was ready to go,
22 and they set me up for a meeting. I think I
23 went to that meeting -- I would be guessing. I
24 would be guessing.

25 Q. Give me an approximate date, and then

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1 I can narrow it down by getting the records
2 directly from Metro HR.

3 A. They'll be able to give you the
4 records. Maybe February, maybe March. I don't
5 know. I don't know the answer to that
6 specifically.

7 Q. Were you advised by any individual
8 professionally -- I don't mean your husband --
9 that you should retire in 2019?

10 A. No, sir.

11 Q. Did anybody pressure you to retire
12 with Metro Government?

13 A. No, sir.

14 Q. Did anyone suggest that you should
15 retire?

16 A. No, sir.

17 Q. Do you know who was ultimately
18 selected to succeed you as the director of the
19 Department of Emergency Communications?

20 A. No, sir.

21 Q. What remedial action was taken as a
22 result of recognizing the error or errors that
23 occurred during the processing of the Waffle
24 House shooting calls?

25 A. You'd have to talk with Angie. Angie

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1 was responsible for addressing that. And the
2 decision was made to not only address it with
3 Sydney Cameron, but to address it across the
4 board. As we all know, there's times that
5 things need that 30-day rule, where you just
6 need to remind people. And it was to ensure, if
7 there was someone else who wasn't utilizing all
8 their tools, this would be an important reminder
9 to ensure that they do so.

10 Q. As a result of the errors that were
11 recognized as occurring during the Department of
12 Emergency Communication's response to the Waffle
13 House shooting, all of the employees were
14 reminded and instructed to use GPS coordinates
15 in determining emergency locations; correct?

16 A. I can't tell you exactly how the
17 instruction came down from Angie from my memory.

18 Q. Did you communicate with WKRN
19 regarding the Waffle House incident?

20 A. Yes, sir.

21 Q. Do you agree that you told WKRN that,
22 quote, "This incident served as a reminder for
23 call takers to utilize all the tools available
24 to them to verify location of callers"?

25 A. Yes, sir.

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1 Q. And specifically --

2 A. I don't know that those were a quote,
3 unquote. I don't know the answer to that. But
4 I would agree that they should use all the tools
5 in their tool box.

6 Q. And as we've already gone over today,
7 the Department of Emergency Communications
8 failed to use GPS coordinates through Sydney
9 Cameron in responding to the Waffle House
10 shooting incident?

11 MR. LACKEY: Object to the
12 form.

13 A. Sydney did not utilize her GPS
14 coordinates before sending the call. She
15 utilized the CrissCross.

16 Q. And she should have used the GPS
17 coordinates; correct?

18 A. She should have used other tools in
19 her tool box.

20 Q. She should have used the GPS
21 coordinates; right?

22 A. If she had them.

23 Q. And she did have them; correct?

24 MR. LACKEY: Object to the
25 form.

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1 Q. They were available to her; correct?
 2 A. As my memory serves me, the call went
 3 up prior to her receiving them.
 4 Q. Didn't she receive them two seconds
 5 later?
 6 A. After the call was sent up.
 7 Q. Correct.
 8 A. Correct.
 9 Q. What did she do to then relay those
 10 GPS coordinates to the dispatcher?
 11 A. It doesn't appear she did, sir.
 12 Q. She didn't do anything; did she?
 13 A. I don't know what she did. She
 14 was -- I'm sure she was still updating her
 15 call.
 16 Q. One thing she didn't do was relay
 17 those GPS coordinates that she got two seconds
 18 later to the dispatcher; correct?
 19 A. She did not relay those.
 20 Q. She should have done that; right?
 21 A. She should have utilized the tools in
 22 her toolbox. I don't know what she was doing at
 23 that moment, if she was updating -- I don't know
 24 what she was doing at that time. I think that's
 25 a question for Sydney.

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1 Q. And I don't care so much what she was
 2 doing. She might have been texting on the phone
 3 with her boyfriend. What I care more about is
 4 what she didn't do. And you agree she should
 5 have relayed those GPS coordinates to the
 6 dispatcher when she received them two seconds
 7 later?
 8 MR. LACKEY: Objection to
 9 form.
 10 A. I think that's a question -- I can't
 11 say she should have. They have protocols. And
 12 you would have to talk to Nell in training to
 13 know that. If they feel confident in a
 14 location, are they required to go back to the
 15 GPS coordinates? I don't know the answer to
 16 that.
 17 Q. Do you know what information she had
 18 other than CrissCross at that time?
 19 A. To my knowledge, all she had was the
 20 conversation with the caller, as well as she
 21 utilized CrissCross.
 22 Q. You stated to WKRN that "There were
 23 no changes to policies or procedures as a direct
 24 result of the Waffle House incident." Is that
 25 true?

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1 A. There's no changes to policies or
 2 procedures as a direct result.
 3 Q. Were there any indirect changes to
 4 policies or procedures?
 5 A. No, sir.
 6 Q. Have there been any changes to any
 7 policies or procedures at the Department of
 8 Emergency Communications since April 22nd, 2018?
 9 A. To any policy or procedure?
 10 Q. Yes, ma'am.
 11 A. I don't recall. I would have to go
 12 back and look. I don't know the answer to that.
 13 Q. You don't recall any changes to any
 14 policies or procedures at all at the Department
 15 of Emergency Communications since April 22nd,
 16 2018; correct?
 17 A. There very well could have been. I
 18 don't know specifically, sir. I'd have to go
 19 back and review policies and procedures and
 20 check on updates to advise you of that.
 21 Q. When are annual performance reviews
 22 conducted and completed at the Department of
 23 Emergency Communications?
 24 A. For employees?
 25 Q. Yes, ma'am.

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1 A. Annually, at their hire dates. So,
 2 it's not one date that everyone is completed,
 3 it's their hire date.
 4 Q. You agree that because this incident
 5 occurred on April 22nd, 2018, and it's now
 6 October 28th, 2019, Sydney Cameron has had at
 7 least one annual performance review since then;
 8 correct?
 9 A. I would think so, yes, sir.
 10 Q. Are you aware of it?
 11 A. I don't recall.
 12 Q. Do you review annual performance
 13 reviews as the director?
 14 A. It's optional, but I generally do,
 15 yes, sir.
 16 Q. Did you review Sydney Cameron's
 17 annual performance reviews?
 18 A. I don't remember.
 19 Q. Do you know whether Sydney Cameron
 20 was disciplined or in any way reprimanded over
 21 her error in the Waffle House shooting
 22 incident?
 23 A. Not to my knowledge.
 24 Q. You don't believe that she was?
 25 A. No, sir. She was -- Angie decided --

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1 or Angie's recommendation to me was that it was
2 a mistake that could be corrected through
3 coaching and counseling with her, reminding her
4 of the tools that could be used, and reminding
5 everyone else at the department to ensure that
6 that wasn't the -- that that mistake wasn't
7 repeated.

8 Q. Was there any notation at all in
9 Sydney Cameron's personnel file that she had
10 made this significant error in responding to the
11 Waffle House shooting?

12 MR. LACKEY: Object to the form.
13 Go ahead.

14 A. I did not make an entry. We would
15 have to review her personnel file to know the
16 answer to that.

17 Q. It would be important to do that;
18 wouldn't it?

19 A. I can't advise if that was done or
20 not. I don't recall.

21 Q. This is all I'm asking. In any
22 institution there's turnover; correct?

23 A. There is.

24 Q. One of the reasons to have a
25 personnel file is, once you're gone, once Angie

93

1 Milliken is gone, there has to be some
2 institutional memory of mistakes that are made;
3 correct?

4 A. Generally speaking, yes.

5 Q. For example, if Sydney Cameron were
6 to make the exact same mistake five years from
7 now, but upper management had completely turned
8 over, you would want a record that she has a
9 history of failing to use GPS coordinates in
10 responding to emergency calls; correct?

11 A. I think if that mistake was five
12 years later, I think it would be looked at
13 differently, and not specifically a pattern of
14 her making that mistake.

15 Q. Understood. But it's important to
16 have a record of employee mistakes so that you
17 can even determine if it's a pattern; correct?

18 A. Correct.

19 Q. It would be important to know in her
20 employee personnel file this mistake that
21 occurred during the Waffle House shooting
22 response; correct?

23 A. I can't advise if it was in there or
24 not, sir.

25 Q. I'm not asking whether it was in

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1 there or not. We'll find that out. I'm asking
2 whether you agree that it's important that that
3 be documented in her personnel file?

4 A. It would be important that it was in
5 there to follow up on in the future.

6 Q. And you would expect to find that in
7 her personnel file, because you agree with me
8 that it's important that that had been
9 documented; correct?

10 A. Well, everything that's coach and
11 counsel doesn't always end up in written form.

12 Q. How do you decide what's, quote,
13 coach and counsel?

14 A. Well, if she didn't receive
15 corrective action, or she didn't receive
16 disciplinary action, you can have a coaching and
17 counseling session to educate someone on a
18 mistake made and how to prevent that in the
19 future. So, there are times that mistakes are
20 made that they may not be documented. I feel --
21 well --

22 Q. It's your testimony that there are
23 times that mistake are made at the Department of
24 Emergency Communications that may not be
25 documented?

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1 A. That could be possible.

2 Q. What would be a good reason not to
3 document mistakes that are made at the
4 Department of Emergency Communications?

5 A. Well, it's according to what the
6 mistake is. I would have to look at that. I'm
7 just saying that there could be people who make
8 a mistake, that someone talks to them. I don't
9 know the answer, sir. Like I said, we would
10 have to look at her file. And Angie -- I feel
11 confident that Angie would handle it
12 appropriately.

13 Q. You testified earlier and agreed that
14 Sydney Cameron made a significant error in her
15 response to the Waffle House shooting;
16 correct?

17 MR. LACKEY: Object to the
18 form.

19 A. She made an error in the location of
20 where she sent the responders to.

21 Q. And it was a significant error;
22 correct?

23 A. Correct.

24 Q. It's important to document
25 significant errors that occur at the Department

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1 of Emergency Communications; correct?
 2 A. It's important to ensure that we take
 3 steps to prevent the mistakes from reoccurring.
 4 On the documentation -- I didn't complete the
 5 documentation. You'll have to talk to Angie
 6 Milliken about that.

7 Q. What steps did you take to ensure
 8 that this significant error was recorded in
 9 Sydney Cameron's personnel file?

10 A. I did not record it in her file.

11 Q. You didn't take a single step to
 12 ensure that this significant error by Sydney
 13 Cameron was documented in her personnel file;
 14 correct?

15 A. I can't tell you if it was or was
 16 not, sir.

17 Q. But you can tell me that you didn't
 18 take any steps to make sure that this
 19 significant error was documented in Sydney
 20 Cameron's personnel file; correct?

21 A. I did not, to my knowledge, that I
 22 remember.

23 Q. What steps did you take to document
 24 anywhere that a significant error had occurred
 25 in the Department of Emergency Communication's

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1 response to the Waffle House shooting
 2 incident?

3 A. Did I document it?

4 Q. Or steps you took to ensure that one
 5 of your subordinates documented it?

6 A. What we did was find out what error
 7 occurred and have conversations to ensure that
 8 we didn't repeat that. That was most important.

9 Q. I understand. I'm asking what steps
 10 you took to ensure that acknowledgement of this
 11 error was officially documented somewhere in a
 12 record, including a memo to file, or a written
 13 memo to all of the employees of the Department
 14 of Emergency Communications?

15 A. Angie would be the person to answer
 16 that. That was her responsibility and I felt
 17 confident that she would take care of it.

18 Q. Well, if she had, for example,
 19 written a memo to be distributed amongst the
 20 employees of the Department of Emergency
 21 Communications identifying the error that
 22 occurred in response to the Waffle House
 23 shooting incident, you would be aware of that;
 24 wouldn't you?

25 A. Not necessarily.

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1 Q. Are you aware of any written
 2 documentation anywhere at the Department of
 3 Emergency Communications that acknowledges that
 4 there was an error made during the response to
 5 the Waffle House shooting?

6 A. As far as documentation, I don't
 7 recall going back and looking for specific
 8 documentation. But the Department of Emergency
 9 Communications has never not taken
 10 responsibility for going to the wrong
 11 location.

12 Q. The Department of Emergency
 13 Communications takes responsibility for the
 14 error that led emergency responders to go to the
 15 wrong location at the Waffle House shooting;
 16 correct?

17 A. Correct.

18 Q. However, the Department of Emergency
 19 Communications has not created any documents
 20 regarding that error?

21 A. I don't know the answer to that.

22 Q. You're not aware, as the director at
 23 the time of the Department of Emergency
 24 Communications, of a single document that the
 25 department created acknowledging the error that

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1 occurred at the Waffle House shooting?

2 A. Not that I can recall sitting here
 3 today.

4 Q. Does the Department of Emergency
 5 Communications make sure not to create such
 6 documents because they don't want those
 7 documents to become public?

8 A. No, sir. This was very public.

9 Q. Is it the Department of Emergency
 10 Communication's policy to avoid creating records
 11 of mistake it has made?

12 A. No, sir.

13 Q. Then why wasn't any record made of
 14 this mistake such that there could be a memo
 15 institutionally to advise people in the future
 16 what had occurred and how not to commit the same
 17 error in the future?

18 A. I'm not saying there's not one. I
 19 said if Angie Milliken created that, if that's
 20 how she chose to do it to her managers and to
 21 the employees, it wouldn't necessarily go to me.
 22 There could be one. I don't know the answer.

23 Q. We would have to ask Angie Milliken
 24 those questions?

25 A. That would be correct.

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1 Q. Did Sydney Cameron actually receive a
2 commendation as a result of her participation in
3 the response to the Waffle House shooting?

4 A. I don't recall. Not that I recall.

5 Q. Was the Department of Emergency
6 Communications short staffed on the night of
7 April 22nd, 2018?

8 A. We would have to look back at the
9 staffing numbers that were required for that
10 night and see how many people were working. I
11 do not know the answer.

12 Q. What would you consider short
13 staffed?

14 A. Every night has a different minimum
15 number of employees. So, I don't know what it
16 was for that specific night. If you didn't meet
17 your minimum numbers, you were short. You were
18 considered short.

19 MR. MANOOKIAN: Give me five
20 minutes to go over my notes.

21 (brief break)

22 BY MR. MANOOKIAN:

23 Q. Ms. Donegan, I've only got a couple
24 more questions for you, and then my co-counsel,
25 who's had an opportunity to review the records

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1 that were produced today, is going to ask five
2 to ten questions, and that way I think we'll be
3 done, such that we don't even have to take a
4 break for lunch.

5 Are you represented by
6 Mr. Lackey or the Metro Department of Law today?

7 A. Mr. Lackey.

8 Q. You are represented by Mr. Lackey?

9 A. Yes.

10 Q. How long have you been represented by
11 Mr. Lackey or anyone with the Metro Department
12 of Law?

13 A. Monday. Last Monday, a week ago.

14 Q. Thank you for answering my questions
15 today. Mr. Horowitz is going to have a few more
16 for you.

17

18 EXAMINATION

19 BY MR. HORWITZ:

20 Q. Just for the record, my name is
21 Daniel Horwitz. I represent the Plaintiff in
22 this matter. Ms. Donegan, would you agree that
23 you, at the beginning of this deposition, gave
24 us a series of documents related to it?

25 A. Yes, sir.

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1 Q. Were those the documents that were
2 noticed in a notice of deposition for you to
3 bring?

4 A. Yes, sir.

5 Q. Are those documents complete?

6 A. Yes, sir.

7 Q. Ms. Donegan, one of the documents you
8 provided is an e-mail dated June 26, 2018, from
9 you to Jessica Jaglois.

10 A. Uh-huh (affirmative).

11 Q. The e-mail states, "We all know that
12 the CrissCross is only updated periodically, so
13 it will never be 100 percent accurate." Did you
14 write that e-mail?

15 A. Can I see it?

16 Q. Sure.

17 A. Yes, sir.

18 Q. Is that statement accurate?

19 A. May I see it again? Be sure I read
20 it completely. We're talking about the very
21 first segment?

22 Q. That's correct.

23 A. Yes, sir.

24 Q. Would you agree that your employees
25 or former employees knew that the CrissCross is

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1 only updated periodically, so it will never be
2 100 percent accurate?

3 A. Yes, sir.

4 Q. They were conscious of that fact?

5 A. Yes, sir. They should have been,
6 yes, sir.

7 MR. HORWITZ: I'd like to make
8 this Exhibit One.

9 (Whereupon, the aforementioned
10 document was marked as Exhibit Number One.)

11 BY MR. HORWITZ:

12 Q. Reading an e-mail from you dated May
13 17, 2018, from you to Jessica Jaglois. There is
14 a question posed to you, number one in that
15 e-mail that says, "Were GPS coordinates
16 available?" Your answer appears to be yes. Can
17 you confirm that, please?

18 A. Where is yes? I'm sorry. Oh, okay.

19 Sorry. Yes.

20 Q. Is that representation accurate, to
21 your knowledge?

22 A. To the question of whether they were
23 available, yes. Does that mean specifically
24 which call? I don't believe that. I think
25 that's further down. But yes is correct.

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1 MR. HORWITZ: I'll make this
2 Exhibit Two to the deposition.
3 (Whereupon, the aforementioned
4 document was marked as Exhibit Number Two.)

5 BY MR. HORWITZ:

6 Q. Ms. Donegan, I'm reading an e-mail
7 from May 10, 2018, at 10:31 A.M. regarding
8 vacancies, is a portion of the reporter's
9 questioning.

10 The question is, "How many
11 vacancies are there?"

12 Your answer appears to be,
13 "Fourteen for our agency."

14 "And how many call takers,
15 dispatchers?"

16 Your answer appears to be
17 "Twelve". Can you confirm, please.

18 A. Yes, sir. To verify, you're
19 referring to the question of how many vacancies,
20 and there's fourteen. And of those fourteen,
21 twelve are call takers and/or dispatchers.

22 Q. And that information is correct?

23 A. It would have been correct as of May
24 10, 2018.

25 Q. I'm looking at an e-mail dated May 9,

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1 2018, sent at 9:43 A.M. There's another e-mail
2 under it, appears to be part of a chain, sent at
3 9:25 A.M., and another e-mail below that for May
4 3, 2018, sent at 7:57 A.M. from Michelle
5 Peterson.

6 And the part I'm interested in
7 states, quote, unquote, "I found out that the
8 first call that was received to our call takers
9 was from a cell phone that gave the GPS
10 coordinates of both cross streets, which was the
11 precise locale."

12 Can you confirm that, please?

13 A. Where are you? Are you in this part?

14 Q. Toward the bottom. This part. I
15 think it's the final paragraph.

16 A. That's an e-mail from Michelle
17 Peterson.

18 Q. That's correct. Did I read it
19 correctly?

20 A. Yes, you read it correctly.

21 Q. Do you have any reason to believe
22 that this is inaccurate?

23 A. No, sir.

24 (Whereupon, the aforementioned
25 document was marked as Exhibit Number Three.)

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1 BY MR. HORWITZ:

2 Q. I'm looking at an e-mail sent August
3 21, 2018 from you to Jessica Jaglois. There
4 appears to be a statement in it from you to her
5 in which you state, and I quote, "All employees
6 are trained on the functionality of the F11
7 key." Can you confirm that, please?

8 A. Yes, sir, that's what it says.

9 Q. Is that information correct?

10 A. It would be to the best of my
11 knowledge. In answering her questions, I would
12 always have my assistant director from support,
13 as well as assistant director from operations,
14 because there were certain things that I
15 wouldn't be able to answer directly, and wanted
16 to be sure it was correct. So, between us
17 discussing it, that would have been a correct
18 statement made.

19 Q. Would you agree with me that all
20 employees are trained on functionality of the
21 F11 key?

22 A. That is what all employees who are
23 call takers and/or dispatchers -- so, yes, sir.

24 Q. Would you agree that Sydney Cameron
25 was trained on the functionality of the F11

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1 key?

2 A. I would assume so, sir.

3 Q. Do you have any reason to dispute
4 that Sydney Cameron was trained on the
5 functionality of the F11 key?

6 A. To dispute she was?

7 Q. Do you have any personal knowledge
8 that she was not?

9 A. No, sir, I do not.

10 MR. HORWITZ: I'd like to make
11 this the next exhibit to the deposition, please.
12 (Whereupon, the aforementioned
13 document was marked as Exhibit Number Four.)

14 (brief off record discussion)

15 BY MR. HORWITZ

16 Q. Parties have agreed to make all the
17 documents that were provided here today for this
18 deposition a collective late-filed exhibit to
19 this deposition that Metropolitan Government
20 will send to the court reporter. Those are our
21 questions.

22 (Whereupon, the aforementioned
23 documents were designated to be marked as
24 Exhibit Number Five.)

25 MR. LACKEY: Nothing further

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1 from me or Metro.	< Dates >	August 21,	October 18,	
2	April 22,	2018 107: 2	2021 110: 5	< 1 >
3 FURTHER DEPONENT SAITH NOT	2018 48: 19,	January 1,	October 2015	100 27: 15,
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1 I, E Kimberly Underwood, CCR, LCR, Notary	8: 12, 9: 2,	35: 20	14: 5, 18: 17	ability
2 Public and Licensed Court Reporter for the State	10: 6,	300-6988 1: 50		25: 15,
3 of Tennessee do hereby certify that prior to the	10: 20,	37138 1: 49		25: 18,
4 commencement of the examination said witness was	26: 13	37203 2: 9,	< 9 >	25: 22,
5 duly sworn by me to testify to the truth, the	2015. 6: 18	2: 15	911 13: 6,	26: 6,
6 whole truth, and nothing but the truth.	2017 32: 2,	37219-6300	13: 12,	26: 10,
7 I DO FURTHER CERTIFY that the foregoing	44: 9	2: 25	14: 2,	26: 12,
8 is a true and accurate transcript of the	2018 31: 22,		18: 16,	29: 2, 30: 1
9 testimony as taken stenographically by me at the	42: 7,		66: 4,	able 16: 16,
10 time, place, and on the date hereinbefore set	48: 13,	< 4 >	66: 10,	24: 25,
11 forth.	48: 15	45 2: 8, 4: 6	67: 11,	27: 17,
12 I DO FURTHER CERTIFY that I am neither a	2019 6: 20,		69: 20	28: 21,
13 relative nor employee nor attorney nor counsel	22: 21,		9: 25 106: 3	30: 3, 30: 8,
14 of any of the parties to this action, and that I	33: 10,	< 6 >	9: 43 106: 1	31: 20,
15 am neither a relative nor employee of such	79: 4, 84: 7,	615 1: 50		32: 1,
16 attorney or counsel, and that I am not	84: 10,			37: 19,
17 financially interested in the action.	84: 22,		< A >	42: 4,
18 SWORN to before me when taken,	84: 23,	< 7 >	A. 2: 11	49: 17,
19 October 28, 2019.	85: 17, 86: 9	7: 57 106: 4	A.M. 4: 6,	49: 21,
20	2114 1: 48		105: 7,	49: 24,
21			106: 1,	78: 6, 78: 7,
22		< 8 >	106: 3,	78: 8, 78: 9,
23	< 3 >	862-8600	106: 4	78: 10,
24 E. Kimberly Underwood, CCR, LCR	30-day 87: 5	13: 6,	abilities	80: 16,
25 License #192 expires: June 30, 2020	30-second	13: 17,	8: 20	80: 21,
Notary Public, State of Tennessee at Large				
My commission expires: October 18, 2021				
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