1	IN THE FIFTH CIRCUIT COURT FOR DAVIDSON COUNTY, TENNESSEE		
2	AT NASHVILLE		
3			
4	SHAUNDELLE BROOKS,) INDIVIDUALLY, AND NEXT-OF-KIN)		
5 6	TO THE DECEASED, AKILAH) DASILVA,)		
7	Plaintiff,)		
8	vs.)Case: 18C1777)Jury Demanded TRAVIS REINKING,)		
9	Defendant.		
10)		
11	SHAUNDELLE BROOKS,)		
12	INDIVIDUALLY, AND NEXT-OF-KIN) TO THE DECEASED, AKILAH)		
13	DASILVA,		
14	Plaintiff,)		
15	vs.)Case: 19C980)Jury Demanded		
16	THE METROPOLITAN GOVERNMENT OF) NASHVILLE AND DAVIDSON COUNTY,)		
17) Defendant.)		
18			
19	DEPOSITION OF		
20	MICHELE DONEGAN		
21	October 28, 2019		
22	Taken on Behalf of the Plaintiff		
23	E. Kimberly Underwood, CCR, LCR		
24	Court Reporting Services 2114 Maricourt Street		
25	Old Hickory, Tennessee 37138 (615) 300-6988		

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<u>STI PULATI ONS</u>

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.

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.

* * *

```
1
                       MICHELE DONEGAN
2
     was called as a witness, and having been first
3
     duly sworn, testified as follows:
4
5
                         EXAMINATION
     BY MR. MANOOKIAN:
6
7
     0.
                 Ma'am, can you state your name for
8
     the record.
9
     Α.
                 Michele Donegan.
10
                 Ms. Donegan, have you given a
     Q.
11
     deposition before?
12
                 Yes, I have.
     Α.
13
                 On how many occasions?
     Q.
14
     Α.
                 More than one, less than five.
15
     Q.
                 And what was the occasion for you to
16
     give a deposition most recently?
17
     Α.
                 Involving a lawsuit, federal
18
     lawsuit.
19
                 And were you a party in that
     Q.
20
     deposition?
21
                 I was the representative for
     Α.
22
     Metropolitan Government.
23
                 Do you recall the name of the
24
     Plaintiff in that lawsuit?
25
     Α.
                 Danielle Bennett.
```

```
1
     Q.
                 And what were generally the
     allegations in that case?
2
3
                 She was terminated from the DEC, and
     Α.
4
     she felt her First Amendment right had been
5
     violated.
6
     0.
                 And you gave a deposition in that
7
     case as a representative of what organization?
8
     Α.
                 The Department of Emergency
9
     Communications.
10
                 Were you an employee of the
     Q.
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
     Α.
                 Yes.
15
     Q.
                 How long were you an employee of the
16
     Department of Emergency Communications?
17
     Α.
                 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
                It will make for a cleaner transcript.
     answers.
2
     Is that acceptable?
3
     Α.
                 Yes.
4
     Q.
                 Will you answer my questions audibly
5
     as opposed to nodding or shaking your head?
6
     Α.
                 Yes.
7
     0.
                 If you don't understand any of my
8
     questions, will you tell me?
9
     Α.
                 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
     Α.
                 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
                 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.
```

```
And when you say Metropolitan
1
     Q.
2
     Government, do you mean the Metropolitan
3
     Government of Nashville?
4
     Α.
                 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
     Α.
                 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
     Α.
                 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
     Α.
                 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
     Α.
                 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?
                 Can you say that one more time?
6
     Α.
7
     0.
                 Sure.
                        Is it part of the Department
8
     of Emergency Communication's responsibilities to
9
     coordinate responses to emergency calls?
10
                 Yes.
     Α.
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
     Α.
                 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
     Α.
                 Prior to that I was with the police
23
                   Not multiple services, no, sir.
     department.
24
                               And as commander of the
     0.
                 Understood.
25
     Hermitage precinct, you weren't, for example,
```

```
1
     responsible for dispatching fire trucks?
2
                 That's correct.
     Α.
3
     Q.
                 You wouldn't have dispatched
4
     ambulance services?
5
     Α.
                 That's correct.
6
     0.
                 Prior to October of 2015 you didn't
7
     have any experience coordinating emergency
8
     response across multiple departments citywide;
9
     correct?
10
                 That would be correct.
     Α.
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
     Α.
                 It was posted.
17
     0.
                 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
                 After you filled out an application
     Α.
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
     Α.
                 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
     Α.
                 No, sir.
11
     Q.
                 Have you ever run for elected
12
     office?
13
     Α.
                 No, sir.
14
                 Did you start your tenure with the
     Q.
15
     metro police force as a patrol officer or duty
16
     officer?
                 Yes, I did.
17
     Α.
18
     Q.
                 What year, if you can recall,
19
     approximately, did you begin your career with
20
     the Metro Nashville Police Department?
21
     Α.
                 In 1987.
22
     Q.
                 Are you married?
23
     Α.
                 Yes, I am.
24
     0.
                 What does your husband do for a
25
     living?
```

```
1
                 He's a police sergeant with the
     Α.
2
     Metropolitan Police Department.
3
     Q.
                 What precinct is he with?
4
     Α.
                 He's not with a precinct.
5
     Q.
                 What is his role or responsibility,
6
     if you can describe it succinctly?
7
     Α.
                 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
     Α.
                 Yes.
16
     Q.
                 What does the Department of Emergency
17
     Communications do?
18
                 They provide -- they answer all
     Α.
     emergency and non-emergency calls for service
19
20
     for the police, fire, and medical.
21
     Q.
                 They do more than simply answer those
22
     calls; correct?
23
                 They answer the calls and they
     Α.
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
     Α.
                 Yes, sir.
                 Are those numbers 911 and 862-8600?
6
     0.
7
                 That's correct.
     Α.
8
     Q.
                 Are there other numbers that are
9
     immediately routed to the Department of
10
     Emergency Communications?
11
     Α.
                 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
     Α.
                 That's correct.
17
     0.
                 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
     Α.
                 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
     Α.
                 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
     Α.
                 That's correct.
                 Life threatening matters are
9
     Q.
10
     appropriately handled as emergent matters;
11
     correct?
12
     Α.
                 Yes, sir.
13
                 In an emergent life threatening
     0.
14
     situation, is there a process for the Department
15
     of Emergency Communications to both answer and
16
     dispatch service to the caller?
17
     Α.
                 There would be procedures, yes,
18
     sir.
19
                 Are those procedures written down?
     Q.
20
                 Yes, sir.
     Α.
21
     Q.
                 Are those procedures contained in a
22
     guidebook or a handbook for employees of the
23
     Department Of Emergency Communications?
24
                 All of our policies, procedures, and
     Α.
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
     Α.
                 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
                 Explain what you mean by review.
     Α.
16
     Repeat that one more time.
17
     0.
                 Sure.
                        I'll give you an analogy.
18
     Α.
                 Yes.
                 Before me or Chris were allowed to be
19
     Q.
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 There was a test to determine that that 4 Is there some objective independent occurred. 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 Yes, sir. There is a six week Α. 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
     Α.
                 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
     0.
                 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
     Α.
                 Yes, sir.
16
     Q.
                 What are some of those criteria?
17
     Α.
                 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?
23
     more interested in those individuals who answer
24
     the phone and dispatch service as opposed to
25
     some administrative task.
```

```
Correct. Like, what are their -- say
1
     Α.
2
     that again.
                  What are the tasks?
3
                 What are the different roles? As a
     Q.
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
                 Yes, sir.
     Α.
14
                 What are those roles?
     Q.
15
                 Call taker. Those are the
     Α.
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
     individual. So, you have people who are call
24
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
                 Correct.
     Α.
11
                 When somebody calls in, you have to
     Q.
12
     tease out what it is they're calling about.
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
                 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
                 So, part of one of the duties of the
     Q.
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
                 Correct.
     Α.
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
                 Whether it's a fire call, a police
     Α.
9
     call, or medical call, and the type of call. Is
10
     it an armed robbery, et cetera.
11
     0.
                 So, within the first framework in
12
     coding is to determine whether it's fire,
     police, or medical; correct?
13
14
                 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
     Α.
                 They're finding out all the
22
     information they can so they can code the call
23
     correctly, yes.
24
                 It's important to code the call
     0.
25
     correctly, because the manner in which the call
```

```
1
     is coded will dictate who responds to it;
2
     correct?
3
     Α.
                 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
     Α.
                 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
     Α.
                 That's correct.
14
                 The third task that I heard you
     Q.
15
     identify for call takers is inputting the
16
     information. What does that consist of?
17
     Α.
                 A brief narrative for the dispatcher
18
     to relay to the responding police, fire, or
19
     medical personnel.
                 Is the call taker also taking down
20
     0.
     information about the location of the individual
21
22
     requesting service?
23
                 The location is part of the call,
     Α.
24
     yes.
25
     Q.
                 How is the location gathered or
```

```
1
     identified by the call taker?
2
                 They have various ways of doing that.
3
     They're gathering information from the caller.
4
     Q.
                        So, one way is to simply ask
                 Okay.
5
     the caller where they are?
6
     Α.
                 Correct.
7
     0.
                 Are there other tools at the call
8
     taker's disposal to determine the location of
9
     the individual requesting service?
                 There is. I am not -- I'm not
10
     Α.
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
     Α.
                 From the time frame I told you, yes,
19
     sir.
20
                 And I have that as October 2015 to
     Q.
21
     June of 2019; is that correct?
                 That's correct.
22
     Α.
23
                 During that time did you oversee all
     Q.
24
     aspects of the Department of Emergency
25
     Communications for Metro Nashville?
```

```
1
                 I was responsible for the department
     Α.
2
     as a whole, yes, I was.
3
     Q.
                 Anything that happened in that
4
     department, you were the director; correct?
5
     Α.
                 That's correct.
6
     0.
                 The buck stopped with you; correct?
7
     Α.
                 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
     Α.
                 Correct.
14
                 You were familiar with the tools that
     Q.
15
     your employees used to complete their job;
16
     correct?
17
     Α.
                 With some of those, yes, sir.
18
     would not say I was familiar with every tool
19
     they have, because I didn't do that function.
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
                 I understand that you weren't
     0.
25
     physically down in a call center taking calls?
```

1 Correct. Α. 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 Α. I didn't -- I was not responsible for 8 directly overseeing the call takers. 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 Α. Yes. 17 0. 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 Α. 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 Α. 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
     Α.
                 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.
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
                 I don't know.
     Α.
14
                 Okay. What is a Phase II phone?
     Q.
15
                 A Phase II phone has the ability to
     Α.
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
                 Are we talking about cell phones?
     Q.
20
                 Yes, sir.
     Α.
21
     Q.
                 There are certain cell phones that
22
     have the ability to transmit their X and Y GPS
23
     coordinates: correct?
24
                 That's correct.
     Α.
25
                 And that is standardly used in
     Q.
```

```
1
     emergency response when needed or necessary;
2
     correct?
3
     Α.
                 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
     Α.
                 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
     Α.
                 That's correct.
                 What is CrissCross?
16
     Q.
17
     Α.
                 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
     Α.
                 No, sir, not to my knowledge.
24
     0.
                 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
     Α.
                 I wouldn't use the word triangulate.
5
     But it's -- you enter information and it can
6
     give you some options.
7
     0.
                 Is it essentially an electronic phone
8
     book?
9
                 That's what it's often referred to,
     Α.
10
     yes.
11
     0.
                 How often is the electronic phone
12
     book in use by the Department of Emergency
13
     Communications updated?
14
                 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
                 I would need to depose someone from
     Q.
20
     your IT division to get a specific response to
21
     that question; correct?
22
     Α.
                 Yes, sir.
23
                 The electronic phone book in use by
     Q.
24
     the Department of Emergency Communications is
25
     one that is purchased from a third party vendor;
```

```
1
     correct?
2
                 It's purchased from CrissCross.
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
                 That's correct.
     Α.
8
     Q.
                 This isn't an electronic phone book
9
     that's created and maintained by Metropolitan
10
     Nashville?
11
     Α.
                 No, sir.
12
     Q.
                 It's an electronic phone book that's
13
     created and maintained by a company called
14
     CrissCross?
15
     Α.
                 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
     Α.
                 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
     Α.
                 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
     Α.
                 That -- would you repeat the
13
     question?
14
     Q.
                 Sure.
15
     Α.
                 It sounded like you were asking
16
     something that was prior to me being there.
17
     0.
                 Let me ask it foundationally.
18
     Α.
                 Okay.
19
                 The Department of Emergency
     Q.
20
     Communications isn't out just tracking people's
21
     cell phone for prurient interest; correct?
22
     Α.
                 Correct.
23
                 You're not looking to see where
     Q.
24
     Mr. Lackey is at some particular point in time
25
     just because you're curious; correct?
```

```
1
     Α.
                 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
     Α.
                 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
     Α.
                 Correct.
12
                 Frequently callers cannot do that on
     Q.
13
     their own during an emergency; correct?
14
     Α.
                 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
                 It's possible.
     Α.
20
     Q.
                 That's happened in the past;
21
     correct?
22
     Α.
                 That there's conflicting information
23
     on a location?
24
     0.
                 Sure.
25
                 Absolutely.
     Α.
```

```
1
                 That happens not infrequently;
     Q.
     correct?
2
3
     Α.
                 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
     Α.
                 It can be used, yes.
12
                 Call takers at the Department of
     Q.
13
     Emergency Communications in Nashville are
14
     trained on how to utilize GPS coordinates
15
     received by cell phones; correct?
16
                 Yes, sir, that would be part of the
     Α.
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
                 There would not be a call taker that
     Α.
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
                 They knew it was a tool that was
     Α.
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
     Α.
                 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
     Α.
                 There's a supervisor. Her name is
19
     Nell Hayes.
20
     Q.
                 And did you supervise Nell Hayes?
21
     Α.
                 Not directly.
22
     Q.
                 Did you indirectly supervise Nell
23
     Hayes?
24
                 She would have been in the chain of
     Α.
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
     Α.
                 Well, they weren't my direct
6
     reports.
7
     0.
                 Understood.
                              But as the director you
8
     supervised everybody at the Department of
9
     Emergency Communications from October 1, 2015
     through June of 2019; correct?
10
11
     Α.
                 Yes, sir, I was the leader.
                 This what I mean when I ask whether
12
     Q.
13
     there's any reason one would not utilize GPS
14
                    Was there some additional cost to
     coordinates.
15
     doing so?
16
                 No, sir. Well, I don't know if there
     Α.
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.
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
     Α.
                 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
     Α.
                 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
     Α.
                 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?
                 I don't know if it's the stroke of a
23
     Α.
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
                 That's correct.
     Α.
4
     Q.
                 They don't have to get up and walk
     across the room and consult a file cabinet;
5
6
     correct?
7
     Α.
                 Correct.
8
     Q.
                 And likewise, it's available close to
9
     instantaneously at that computer terminal;
10
     correct?
11
     Α.
                 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
     within a matter of seconds or minutes;
17
18
     correct?
19
                 It's generally updated on about a
     Α.
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
                 Could you state that again? There
     Α.
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.
                 Have you ever seen the movie "A
6
     0.
7
     Beautiful Mind" with Russell Crowe?
8
     Α.
                 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
     Α.
                 Yes.
13
                 A call taker is not required to do
     0.
14
     that to figure out GPS coordinates; correct?
15
     Α.
                 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
                 That would be correct.
     Α.
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
                 That would be correct.
     Α.
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
                 Again, I'm not trained on it, but
     Α.
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
     0.
                 In order to determine an individual
8
     caller's precise GPS location, there is no
9
     additional cost to a call taker; correct?
                 Correct.
10
     Α.
11
     Q.
                 There is no significant physical
12
     exertion required of a call taker; correct?
13
     Α.
                 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
     Α.
                 In the way we discussed it,
18
     correct.
19
                 I have been able to think of three
     Q.
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
     Α.
                 The caller may have --
5
                      MR. LACKEY: Object to the form.
6
     Go ahead and answer.
7
     Α.
                 The caller may have already
8
     established their location, would be one.
                 And that's one of the reasons I said
9
     Q.
10
     when that information would be helpful. Can you
11
     think of any situation where the precise GPS
     coordinates could be helpful and a reason why a
12
13
     dispatcher wouldn't determine those precise GPS
14
     coordinates?
15
                      MR. LACKEY: Object to the
16
     form.
17
     Α.
                 Could you ask me that question again.
18
                 Yes.
     Q.
                       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
     Α.
                 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
```

```
forward.
1
2
     0.
                 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
                 If they already feel confident in the
     Α.
10
     location they have, that may be a time that they
11
     would not utilize it. I'm not a call taker.
12
     can't speculate to that.
13
     0.
                 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
     Communications that dictated when or how call
16
17
     takers could utilize GPS coordinates for
18
     individual callers?
19
                 How to -- you'll have to explain that
     Α.
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
     Α.
                 They learn that through their
25
     training and it would be part of the
```

```
1
     procedures.
2
                 They learn how to do it; correct?
     0.
3
                 Correct.
     Α.
4
     Q.
                 Do they learn when to do it?
5
     Α.
                 I would have to refresh my memory
     looking at the policies and procedures, or
6
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
                 Personally I'm not aware of that.
     Α.
14
                 They're not instructed to neglect GPS
     Q.
15
     coordinates; correct?
16
     Α.
                 Not to my knowledge, no, sir.
17
     0.
                 Quite to the contrary, they're
18
     instructed to use the tools that are available
     to them in these situations; correct?
19
20
     Α.
                 They have various tools and they are
21
     encouraged to utilize them to determine
22
     location.
23
                 And one of the tools that they're
24
     instructed to use to determine location of
25
     callers is GPS coordinates; correct?
```

```
1
     Α.
                 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.
                        (brief break)
9
10
     BY MR. MANOOKIAN:
11
     0.
                 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
     Α.
                 Correct.
17
     0.
                 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
     Α.
                 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
     Α.
                 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
     0.
                 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
     Α.
                 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
     Α.
                 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, Angle
     Milliken, who was over the operations, she was
20
21
     making it aware to everyone as a reminder that
22
     CrissCross is not 100 percent accurate.
23
                 The Department of Emergency
24
     Communications knew by January 1, 2017 that
25
     CrissCross was not 100 percent accurate;
```

```
1
     correct?
                 I would say that's correct.
2
     Α.
3
                 As a result, CrissCross should never
     Q.
4
     be used as the sole source in aiding a
5
     determination about a correct location?
6
     Α.
                 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
                 I think that there are various steps
15
     that the call takers are trained to take.
16
     don't -- I wouldn't use the word solely.
17
     0.
                 Do you understand my question?
18
     Α.
                 Maybe not.
                 You gave me three specific sources
19
     Q.
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
                 That's correct.
     Α.
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
     Α.
                 Correct.
7
     0.
                 Focusing on one tool, CrissCross, the
8
     Department of Emergency Communications was well
9
     aware of CrissCross's limitations by 2017;
10
     correct?
11
                 Correct.
     Α.
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
     Α.
                 Correct.
17
     0.
                 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
                 I can't say that's correct.
     Α.
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
              You were the director of the Department
     gi ven.
     of Emergency Communications; were you not?
2
3
                 Yes, sir, I was.
     Α.
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
     Α.
                 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
     Α.
                 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
     Α.
                 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
     Α.
                 That would be important.
22
     Q.
                 You made that instruction at some
23
     point after this incident at the Waffle House;
24
     correct?
25
                 Correct.
     Α.
```

```
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
     Α.
                 That's correct.
7
     0.
                 That was important to you, both
8
     before the Waffle House incident and after the
9
     Waffle House incident; correct?
10
                 That's correct.
     Α.
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
     Α.
                 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
     Α.
                 They had instruction. They are
21
                They have training that they have,
     trained.
22
     yes, sir.
23
                 Part of that training is instruction
     Q.
24
     on using all of the tools available at their
25
     disposal to determine a correct location of an
```

1 emergency? 2 I have never received that training 3 directly, because I wasn't a call taker. 4 yes, sir, one could assume they were trained on 5 how to use the tools in their toolbox. 6 0. You know that's the case, having been 7 the director of the Department of Emergency 8 Communications; don't you? 9 I would think so, sir. Α. 10 As a result, it would be an error for Q. 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 Not being trained, I can't tell you Α. 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

```
and talk about this specific incident.
1
                                               You're
2
     aware that there was a shooting that occurred at
3
     a Waffle House in Nashville, Tennessee;
4
     correct?
5
     Α.
                 Correct.
6
     0.
                 And the Department of Emergency
7
     Communications responded to that shooting;
8
     correct?
9
                 We answered calls for service for
     Α.
10
             We didn't respond, per se.
11
                 The Department of Emergency
     0.
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
     Α.
                 Correct.
17
     0.
                 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
     Α.
                 That's correct.
23
                 The Department of Emergency
     Q.
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
                 Correct.
     Α.
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
     Α.
                 The call taker sent the call for
     service prior to the GPS coordinates being
12
13
     available to her.
14
                 How do you know that?
     Q.
15
                 I know it because -- it was one of
     Α.
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.
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
                 When you say sent up, does that mean
3
     received by dispatch?
4
     Α.
                 When it was sent from the call taker
5
     to dispatch; correct.
6
     0.
                 So, you're telling me that the GPS
7
     coordinates did not become available until after
8
     the call was received by dispatch?
9
     Α.
                 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
     Α.
                 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?
                      MR. LACKEY: Object to the
20
21
     form.
22
     Α.
                 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.
2
     don't know the answer.
3
                 The call that was sent to the
     Q.
4
     incorrect location, was that the first call that
5
     was received?
6
     Α.
                 No, sir.
7
     0.
                 Do you know in what order that call
8
     was?
     Α.
                 I believe it was the fifth call.
10
                 Who was the call taker that sent
     Q.
11
     units to the incorrect Waffle House?
12
     Α.
                 Sydney Cameron.
13
     0.
                 Do you know Sydney Cameron?
14
     Α.
                 No.
15
     Q.
                 Have you worked with Sydney
16
     Cameron?
17
                 Out -- no, sir. No, sir. She was on
     Α.
18
     the midnight shift.
19
                 How long had Sydney Cameron been an
     Q.
20
     employee at the Department of Emergency
21
     Communications by April 22nd, 2018?
22
     Α.
                 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
```

```
described earlier in the deposition, had Sydney
1
2
     Cameron completed that by April 22nd, 2018?
3
                 She was an independent call taker at
     Α.
4
                  So, to further explain, my answer to
     that time.
5
     that is I do not know.
6
     Q.
                 What is an independent call taker?
7
     Α.
                 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
                     Then you go to dispatch training.
     at all times.
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
     the answer to that.
19
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
                 What I was advised to Angle Milliken,
     Α.
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
     0.
                 Sydney Cameron only used CrissCross
7
     to determine the location of the Waffle House
     shooting; correct?
8
9
                      MR. LACKEY: Object to the
10
     form.
11
     Α.
                 I don't know if she utilized any
12
     additional information from the caller.
13
     Q.
                        Sydney Cameron, at best,
                 Okay.
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
     Α.
                 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
                 It may not have been completely up to
     Α.
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
     Α.
                 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?
                 She did not utilize the GPS
9
     Α.
10
     locations.
11
                      MR. LACKEY: Object to the
12
     form.
13
                 What I was advised to -- Angle
     Α.
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
                 Sydney Cameron only used CrissCross
     Q.
20
     to determine the location of the Waffle House
21
     shooting; correct?
22
                      MR. LACKEY: Object to the
23
     form.
24
                I don't know if she utilized any
     Α.
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
     Α.
                 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
     Α.
                 It may not have been completely up to
13
     date, because it comes out periodically.
14
                 Well, in fact, it wasn't up to date
     Q.
15
     with respect to this critical location and this
16
     Waffle House on April 22nd, 2018; correct?
17
     Α.
                 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
     Α.
                 She did not utilize the GPS
23
     locations.
24
                                    Object to the form.
                       MR. LACKEY:
25
     Q.
                 That tool was available to her on
```

```
1
     April 22nd, 2018; correct?
2
                      MR.
                           LACKEY:
                                    Object to the
3
     form.
4
     Α.
                 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
     0.
                 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
                 It would appear that it was, because
     Α.
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
     Α.
                 At some point during her call it was
22
     available.
23
                 Sydney Cameron had all of the GPS
     Q.
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
     Α.
                 I don't know the answer to that.
7
     0.
                 I thought that's what you just told
8
     me.
                 Well, no, sir. I think you phrased
9
     Α.
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
             I don't know the answer to that.
14
                 How could we find out the answer to
     Q.
15
     that?
16
     Α.
                 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
                 I think that's the question that I
     Α.
25
     answered previously, in that the coordinates
```

```
1
     came up after her call was transmitted down to
2
     dispatch.
3
                 My question is whether you've made
     Q.
4
     any investigation into the circumstances of that
5
     particular call.
6
     Α.
                 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
     Α.
                 Did she determine there were -- say
13
     that one more time.
14
                 Angle Milliken determined that there
     Q.
15
     were significant errors made during the
16
     processing of that call by Sydney Cameron;
17
     correct?
18
                 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
                 My question is a little different.
     0.
25
     Angle Milliken determined that Sydney Cameron
```

```
1
     had made significant errors in processing that
2
     call; correct?
3
                       MR. LACKEY:
                                    Object to the form.
4
     Α.
                 You would have to talk to Angle
5
     Milliken to know that.
6
     Q.
                 Well, Angie Milliken reported back to
7
     you; correct?
8
     Α.
                 Correct.
9
     Q.
                 You were the director. You wanted to
10
     know --
11
     Α.
                 Absolutely.
12
     Q.
                 Because you wanted to improve the
13
     service if something had gone wrong; correct?
14
     Α.
                 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
                 That's correct.
     Α.
20
                 That's a problem; isn't it?
     Q.
21
     Α.
                 Yes, sir.
22
     Q.
                 That's a big problem; isn't it?
23
                 Yes, sir. And as I said, Angie
     Α.
24
     Milliken reported back how that occurred.
25
     Q.
                 Understood. And part of how that
```

```
occurred was determining that there was human
1
2
     error involved; correct?
3
                 That she did not utilize all the
     Α.
4
     tools in her toolbox, correct.
5
     Q.
                 This was not some type of computer
6
     error; correct?
7
     Α.
                 Correct.
8
     Q.
                 This wasn't some type of software
9
     one-time glitch; correct?
10
                 Correct.
     Α.
11
                 This was human error?
     Q.
12
     Α.
                 Correct.
13
     0.
                 This was human error by Sydney
14
     Cameron: correct?
15
     Α.
                 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
     Α.
                 As I said, we would have to have the
     policies and procedures. And I think Nell would
22
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.
                        And that's fair. And during
                 Okay.
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
     Α.
                 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
                 Sure.
     Α.
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
     Α.
                 I wanted to know how that happened,
8
     yes, sir.
9
     Q.
                 Because you acknowledged it was an
10
     error: correct?
11
     Α.
                 It was a mistake, yes.
12
                 And you determined through the course
     Q.
13
     of an investigation carried out by Angle
14
     Milliken that that error occurred as a result of
15
     human error; correct?
16
                       MR. LACKEY:
                                    Object to the form.
17
     Α.
                 She came back and explained that
18
     Sydney Cameron had utilized just one tool in her
     toolbox, being CrissCross, and that's how it
19
20
     ended up in the wrong location.
21
     Q.
                 And it was an error for her to do so;
22
     correct?
23
                 It was obviously a mistake. It was
     Α.
24
     the wrong location, yes, sir.
25
     Q.
                 That error by Sydney Cameron
```

```
1
     potentially delayed the emergency responders
     arrival at the correct location where the Waffle
2
3
     House shooting had occurred?
4
     Α.
                 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
     Α.
                 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
                 Correct.
     Α.
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
                 We want to get the first responders
     Α.
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
     Α.
                 Yes, sir.
7
     0.
                 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
     Α.
                 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
     Α.
                 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
                 Correct.
     Α.
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
                 It could be.
     Α.
25
     Q.
                 In this situation it was; correct?
```

```
1
                       MR. LACKEY:
                                    Object to the
     form.
2
3
                 I don't know the answer to that.
     Α.
4
     Q.
                 You know from --
5
     Α.
                 I don't know the danger -- if there
6
     was -- I don't know the answer.
7
     0.
                 Let me be more specific.
8
     Α.
                 Okay.
9
     Q.
                 There were gunshot wound victims at
10
     the scene of the Waffle House shooting; correct?
11
     Α.
                 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
     occurred on April 22, 2018 at a Waffle House in
17
18
     Nashville, Tennessee?
19
                 Yes, sir.
     Α.
                 There were gunshot wound victims at
20
     Q.
21
     the scene of the Waffle House shooting on April
22
     22, 2018; correct?
23
     Α.
                 Correct.
24
     0.
                 It's imperative that gunshot wound
25
     victims receive attention and treatment from
```

```
1
     first responders as soon as possible; correct?
2
     Α.
                 As soon as possible, yes, sir.
3
                 When we earlier talked about the
     Q.
4
     distinction between 911 calls and calls to
5
     non-emergent lines, you said that it's not
     particularly easy or bright-line to always
6
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
     Α.
                 Correct.
12
     Q.
                 The Waffle House shooting was a life
13
     or death situation; wasn't it?
14
     Α.
                 Yes, sir.
15
     Q.
                 By the time first responders were on
16
     the scene, certain individuals were already
17
     dead; correct?
18
                 From what I've read in news accounts,
     Α.
19
     yes, sir.
20
                 I understand you weren't there.
     Q.
21
     Α.
                 Correct.
22
     Q.
                 You didn't go to the scene that
23
     night; did you?
24
                 No, sir.
     Α.
25
     Q.
                 There's no expectation you would do
```

```
1
     something like that as the director of Emergency
2
     Communications; correct?
3
                 No, sir.
     Α.
4
     Q.
                 But you frequently find out what the
5
     consequences are of a call to the Department of
6
     Emergency Communications; correct?
7
                 That's correct.
     Α.
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
                 Correct.
     Α.
14
                 It's not unusual for you to know what
     Q.
15
     occurred at the incident that your employees
16
     received information about and dispatched first
17
     responders to; correct?
18
     Α.
                 That's correct.
19
                 You understand that at the time that
     Q.
20
     the Department of Emergency Communications was
21
     responding to the Waffle House shooting it was a
22
     life or death situation; correct?
23
                 Correct.
     Α.
24
     0.
                 Some people had already died;
25
     correct?
```

```
1
     Α.
                 To my knowledge, from what I read,
2
     yes, sir.
3
                 Some people were still alive, but
     Q.
4
     were in dire need of attention from emergency
5
     medical services; correct?
6
                       MR. LACKEY: Object to the
7
     form.
8
     Α.
                 I don't know that firsthand.
9
     Q.
                 You know that there were gunshot
10
     wound victims there; correct?
11
                 I do know that.
     Α.
12
                 Gunshot wound victims are in need of
     Q.
13
     dire attention from emergency medical services;
14
     correct?
15
                       MR. LACKEY: Object to the form.
16
     You can answer.
17
                 Gunshot victims are in need of
     Α.
18
     medical assistance, yes, sir.
19
                 The gunshot wound victims at the
     Q.
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
     Α.
                I don't know how I can answer.
```

```
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
     Α.
                 But I know a gunshot victim needs
7
     medical services as quickly as possible.
8
     Q.
                 I'll change my question.
9
     Α.
                 Okay.
10
                 The gunshot wound victims at the
     Q.
11
     scene of the Waffle House shooting were in need
12
     of prompt emergency medical services?
13
     Α.
                 Yes.
14
                 The gunshot wound victims at the
     Q.
15
     scene of the Waffle House shooting were in need
16
     of emergency medical services as timely as
17
     possible?
18
                 Yes.
     Α.
19
                 The errors that occurred in
     Q.
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
                 I don't know that that -- there's a
     Α.
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
     Hermi tage.
                  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
     Α.
                 That's correct.
12
                 So, the very first units that were
     Q.
13
     sent to what she thought was the scene of the
14
     Waffle House shooting was done so by Sydney
15
     Cameron; correct?
16
     Α.
                 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
                 It went from call taker to dispatch.
     Α.
24
                        And Sydney Cameron was --
     0.
                 Okay.
25
                 A call taker.
     Α.
```

```
1
     Q.
                 And her call that she took was the
2
     first one that was dispatched; correct?
3
                 That's correct. And this is all
     Α.
4
     under Hermitage precinct.
5
     Q.
                 And was the Hermitage precinct the
6
     closest precinct to the actual Waffle House
7
     shooting scene?
8
                 I don't -- are you talking about the
     Α.
9
     building?
10
                 This is what -- I'll get to --
     Q.
11
     Α.
                 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
                 Correct. I just don't understand
     Α.
20
     your precinct question.
21
     Q.
                 I had it wrong. My question was
22
              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
                 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
     Α.
                 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
                 To the correct location.
     Α.
15
                      MR. LACKEY: Same objection.
16
     Α.
                 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
                 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
                 Were units dispatched as a result of
3
     Sydney Cameron's call?
4
     Α.
                 Yes.
5
     Q.
                 And they were dispatched to the wrong
6
     location; correct?
7
     Α.
                 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
                 I don't --
     Α.
12
                      MR. LACKEY: Object to the
13
     firm.
14
                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
                 Okay.
     Α.
24
                 Just forget -- we'll deal with those
     0.
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
     Α.
                 Okay.
4
     Q.
                 You understand that they went to the
5
     wrong location; correct?
6
     Α.
                 I do.
7
                 By definition then, they were delayed
     0.
8
     in getting to the correct location, if they ever
     went to the correct location?
9
10
                       MR. LACKEY: Object to the
11
     form.
12
                 I don't know that those would be the
     Α.
13
     cars that Would have been dispatched.
14
     Q.
                 Right.
15
     Α.
                 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
                 Could Sydney Cameron have dispatched
     Q.
21
     the emergency response to the correct
22
     location?
23
                 She was a call taker, not a
     Α.
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
     Α.
                 Had she had the correct location,
     yes. Yes.
6
7
     0.
                 And I just want to make sure I
8
     understand.
9
     Α.
                 Okay.
10
                 Sometimes I don't. Were there actual
     Q.
11
     units that were dispatched as a result of the
12
     information Sydney Cameron communicated to
13
     dispatch?
14
     Α.
                 Yes.
15
     Q.
                 And they came from the Hermitage
16
     precinct; correct?
17
     Α.
                 Yes.
18
     Q.
                 And they actually went somewhere;
19
     didn't they?
20
                 They went to the Waffle House, yes.
     Α.
21
     Q.
                 The wrong Waffle House; correct?
22
     Α.
                 Correct.
23
                 Sometimes in depositions lawyers ask
     Q.
24
     questions that are so obvious that it goes over
25
     the deponents head. This is all I'm trying to
```

```
1
            By definition, because those units went to
     ask.
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
     Α.
                 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
     Α.
                 Okay.
12
     Q.
                 As a result, they were delayed in
13
     getting to the correct location?
14
                      MR. LACKEY: Object to the form.
15
     Α.
                 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
                 First of all, I'm not going to
     Α.
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
                 I have absolutely no idea if those
     Α.
4
     cars would have been dispatched, because it
5
     would have been a different precinct. Had the
     call gone to South initially, it would have been
6
7
     South cars dispatched, or closest available,
8
     versus the Hermitage cars that were dispatched
9
     under Sydney Cameron's --
10
                 And those Hermitage cars were not the
     Q.
11
     closest available; correct?
12
     Α.
                 I do not know the answer to that.
13
                 I thought you just said it would have
     Q.
14
     been the closest available?
15
                 It could. No, it could. I don't
     Α.
16
     know the answer.
17
     0.
                 Have you undertaken any investigation
18
     whatsoever to determine whether there was a
19
     delay as a result of Sydney Cameron's error?
20
                 What Angle -- who did the review, who
     Α.
     would be the best person to answer the questions
21
22
     as far as the investigation and what she
23
     reported back to me.
24
                 Part of that is what she told you;
     0.
25
     right?
```

```
1
                 Yes, sir.
     Α.
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
     Α.
                 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.
                          And we were able to -- she
9
     Times of dispatch.
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
                 I understand that. As a result of
     Q.
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
     Α.
                 I do not know the answer to that.
23
                 Because you haven't made such a
     Q.
24
     determination: correct?
25
                 If that information -- if Angle
     Α.
```

```
1
     relayed that information, I don't recall.
2
                 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
     Α.
                 Did we ever say there was --
11
                      MR. LACKEY: Objection to the
12
     form.
             Go ahead.
13
                 Did we say there was not a delay?
     Α.
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
     Α.
                 If that was explained to me by Angle,
     I would have to refresh that conversation with
19
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
     Α.
                 Say that one more time.
6
     Q.
                 Yes, ma'am.
7
     Α.
                 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
                 I can tell you by looking at the
     Α.
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
     Α.
                 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
                 I think it would take a lot of
     Α.
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
                 Understood. It may not have been
     Q.
22
     within your objective to determine whether there
23
     was a delay, or what the length of the delay was
     in this particular case; correct?
24
25
     Α.
                 Initially what I wanted to know was
```

```
1
     how we ended up at the wrong location.
2
                 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
     Α.
                 Correct.
7
     0.
                 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
     Α.
                 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
                 No, I'm just thinking -- I'm trying
     Α.
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
     have an answer for that. I don't know.
20
21
     Q.
                 The Department of Emergency
22
     Communications never determined whether there
23
     was a delay or what the length of the delay was
     as a result of the error in responding to the
24
25
     Waffle House shooting calls; correct?
```

```
1
                 Not that I recall.
                                      Because I don't
     Α.
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
     Communications make errors in processing the
6
     calls received about the Waffle House
7
8
     shooting?
9
                 I don't -- not that I recall.
     Α.
10
     Q.
                 For example, is a dispatcher
11
     instructed to take any additional steps to
12
     verify or determine an emergency's location?
13
                 Is the dispatcher?
     Α.
14
     Q.
                 Yes, ma'am.
15
                 You would have to talk to training
     Α.
16
     about that. I couldn't answer that question.
17
     0.
                 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
     Α.
                 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
     Α.
                 You would have to talk to training to
     verify that 100 percent, sir.
2
3
     Q.
                 Would Nell Hayes be the appropriate
4
     person to ask that question?
5
     Α.
                 She would.
6
     0.
                 Why did you leave the Department of
7
     Emergency Communications in June of 2019?
8
     Α.
                 I retired.
9
     Q.
                 Had you planned on retiring in June
     of 2019?
10
11
     Α.
                 I had planned on it a few years
12
     prior.
13
     0.
                 A few years prior you had just
14
     started the job; correct?
15
     Α.
                 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.
                 When did you make the decision to
20
     Q.
21
     retire?
22
     Α.
                 Early 2019.
                 By early 2019 do you mean January
23
     Q.
24
     2019?
25
     Α.
                 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
     Α.
                 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
     Α.
                 No, sir.
15
     Q.
                 When did you first notify anyone at
16
     Metropolitan Government that you were
17
     anticipating retiring in 2019?
18
                 I don't remember the exact date.
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.
24
     would be quessing.
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
     Α.
                 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
     0.
                 Were you advised by any individual
8
     professionally -- I don't mean your husband --
9
     that you should retire in 2019?
10
     Α.
                 No, sir.
11
     Q.
                 Did anybody pressure you to retire
12
     with Metro Government?
13
     Α.
                 No, sir.
14
     Q.
                 Did anyone suggest that you should
15
     retire?
16
     Α.
                 No, sir.
17
     0.
                 Do you know who was ultimately
18
     selected to succeed you as the director of the
19
     Department of Emergency Communications?
20
                 No, sir.
     Α.
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
     Α.
                 You'd have to talk with Angle. Angle
```

```
was responsible for addressing that.
1
                                            And the
2
     decision was made to not only address it with
3
     Sydney Cameron, but to address it across the
4
             As we all know, there's times that
     board.
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
     to ensure that they do so.
9
10
                 As a result of the errors that were
     Q.
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
                 I can't tell you exactly how the
     Α.
17
     instruction came down from Angle from my memory.
18
     Q.
                 Did you communicate with WKRN
19
     regarding the Waffle House incident?
20
                 Yes, sir.
     Α.
21
                 Do you agree that you told WKRN that,
     Q.
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
     Α.
                 Yes, sir.
```

```
1
     Q.
                 And specifically --
2
     Α.
                 I don't know that those were a quote,
3
     unquote. I don't know the answer to that.
4
     I would agree that they should use all the tools
5
     in their toolbox.
6
     0.
                 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
                 Sydney did not utilize her GPS
     Α.
14
     coordinates before sending the call.
15
     utilized the CrissCross.
16
     Q.
                 And she should have used the GPS
     coordinates; correct?
17
18
     Α.
                 She should have used other tools in
19
     her toolbox.
20
                 She should have used the GPS
     0.
21
     coordinates; right?
22
     Α.
                 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
     Α.
                 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
     Α.
                 After the call was sent up.
7
     0.
                 Correct.
8
     Α.
                 Correct.
9
     Q.
                 What did she do to then relay those
10
     GPS coordinates to the dispatcher?
11
     Α.
                 It doesn't appear she did, sir.
12
     Q.
                 She didn't do anything; did she?
13
                 I don't know what she did.
     Α.
                                               She
14
     was -- I'm sure she was still updating her
15
     call.
16
                 One thing she didn't do was relay
     Q.
17
     those GPS coordinates that she got two seconds
     later to the dispatcher; correct?
18
19
     Α.
                 She did not relay those.
20
     Q.
                 She should have done that; right?
21
     Α.
                 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
     what she was doing at that time. I think that's
24
25
     a question for Sydney.
```

```
1
                 And I don't care so much what she was
     Q.
2
             She might have been texting on the phone
     doing.
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?
                      MR. LACKEY: Objection to
8
9
     form.
10
     Α.
                 I think that's a question -- I can't
11
     say she should have. They have protocols.
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
     0.
                 Do you know what information she had
18
     other than CrissCross at that time?
19
                 To my knowledge, all she had was the
20
     conversation with the caller, as well as she
21
     utilized CrissCross.
22
     0.
                 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
                 There's no changes to policies or
     Α.
2
     procedures as a direct result.
3
     Q.
                 Were there any indirect changes to
4
     policies or procedures?
5
     Α.
                 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
     Α.
                 To any policy or procedure?
10
                 Yes, ma'am.
     Q.
11
                 I don't recall. I would have to go
     Α.
12
     back and look. I don't know the answer to that.
13
                 You don't recall any changes to any
     Q.
14
     policies or procedures at all at the Department
15
     of Emergency Communications since April 22nd,
16
     2018; correct?
17
     Α.
                 There very well could have been.
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
                 For employees?
     Α.
25
                 Yes, ma'am.
     Q.
```

```
1
                 Annually, at their hire dates.
     Α.
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
     Α.
                 I would think so, yes, sir.
10
                 Are you aware of it?
     Q.
11
     Α.
                 I don't recall.
12
     Q.
                 Do you review annual performance
13
     reviews as the director?
14
                 It's optional, but I generally do,
     Α.
15
     yes, sir.
16
     Q.
                 Did you review Sydney Cameron's
17
     annual performance reviews?
18
     Α.
                 I don't remember.
19
                 Do you know whether Sydney Cameron
     Q.
20
     was disciplined or in any way reprimanded over
21
     her error in the Waffle House shooting
22
     incident?
23
                 Not to my knowledge.
     Α.
24
     0.
                 You don't believe that she was?
25
                 No, sir. She was -- Angle decided --
     Α.
```

```
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
                 I did not make an entry. We would
15
     have to review her personnel file to know the
16
     answer to that.
17
     0.
                 It would be important to do that;
18
     wouldn't it?
19
                 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
                 There is.
     Α.
24
     0.
                 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
     Α.
                 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
                 I think if that mistake was five
     Α.
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
     Α.
                 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?
                 I can't advise if it was in there or
23
     Α.
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
     Α.
                 It would be important that it was in
5
     there to follow up on in the future.
6
     0.
                 And you would expect to find that in
7
     her personnel file, because you agree with me
     that it's important that that had been
8
9
     documented; correct?
10
                 Well, everything that's coach and
     Α.
11
     counsel doesn't always end up in written form.
12
     Q.
                 How do you decide what's, quote,
13
     coach and counsel?
14
                 Well, if she didn't receive
     Α.
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
              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
     Α.
                 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
     Α.
                 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 Angle -- I feel
11
     confident that Angle would handle it
12
     appropriately.
13
                 You testified earlier and agreed that
     0.
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
                 She made an error in the location of
     Α.
20
     where she sent the responders to.
21
     Q.
                 And it was a significant error;
     correct?
22
23
                 Correct.
     Α.
24
                 It's important to document
     0.
25
     significant errors that occur at the Department
```

```
1
     of Emergency Communications; correct?
2
                 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
     0.
                 What steps did you take to ensure
8
     that this significant error was recorded in
9
     Sydney Cameron's personnel file?
10
                 I did not record it in her file.
     Α.
11
     0.
                 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
                 I can't tell you if it was or was
     Α.
16
     not, sir.
17
     0.
                 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
     Α.
                 I did not, to my knowledge, that I
22
     remember.
23
                 What steps did you take to document
     Q.
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
                 Did I document it?
     Α.
4
     Q.
                 Or steps you took to ensure that one
5
     of your subordinates documented it?
6
     Α.
                 What we did was find out what error
7
     occurred and have conversations to ensure that
     we didn't repeat that. That was most important.
8
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
                 Angle would be the person to answer
     Α.
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
     Α.
                 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?
                 As far as documentation, I don't
6
     Α.
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
     Α.
                 Correct.
18
     Q.
                 However, the Department of Emergency
19
     Communications has not created any documents
20
     regarding that error?
21
     Α.
                 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
                 Not that I can recall sitting here
     Α.
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
                 No, sir. This was very public.
     Α.
9
     Q.
                 Is it the Department of Emergency
10
     Communication's policy to avoid creating records
11
     of mistake it has made?
12
     Α.
                 No, sir.
13
                 Then why wasn't any record made of
     0.
14
     this mistake such that there could be a memo
15
     institutionally to advise people in the future
     what had occurred and how not to commit the same
16
17
     error in the future?
18
                 I'm not saying there's not one.
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.
     There could be one. I don't know the answer.
22
23
                 We would have to ask Angle Milliken
     Q.
24
     those questions?
25
     Α.
                 That would be correct.
```

```
1
                 Did Sydney Cameron actually receive a
     Q.
2
     commendation as a result of her participation in
3
     the response to the Waffle House shooting?
4
     Α.
                 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
     Α.
                 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.
11
     do not know the answer.
12
     Q.
                 What would you consider short
13
     staffed?
14
                 Every night has a different minimum
     Α.
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
                 Ms. Donegan, I've only got a couple
     Q.
24
     more questions for you, and then my co-counsel,
25
     who's had an opportunity to review the records
```

Copy

```
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
     Α.
                 Mr. Lackey.
8
     Q.
                 You are represented by Mr. Lackey?
9
     Α.
                 Yes.
10
     Q.
                 How long have you been represented by
11
     Mr. Lackey or anyone with the Metro Department
12
     of Law?
13
     Α.
                 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
                 Just for the record, my name is
     Q.
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
     Α.
                 Yes, sir.
```

```
1
     Q.
                 Were those the documents that were
2
     noticed in a notice of deposition for you to
3
     bring?
4
     Α.
                 Yes, sir.
5
     Q.
                 Are those documents complete?
6
     Α.
                 Yes, sir.
7
     0.
                 Ms. Donegan, one of the documents you
8
     provided is an e-mail dated June 26, 2018, from
9
     you to Jessica Jaglois.
10
                 Uh-huh (affirmative).
     Α.
11
                 The e-mail states, "We all know that
     0.
12
     the CrissCross is only updated periodically, so
13
     it will never be 100 percent accurate." Did you
14
     write that e-mail?
15
     Α.
                 Can I see it?
16
     Q.
                 Sure.
17
     Α.
                 Yes, sir.
18
     Q.
                 Is that statement accurate?
19
     Α.
                 May I see it again? Be sure I read
20
     it completely. We're talking about the very
21
     first segment?
22
     0.
                 That's correct.
23
     Α.
                 Yes, sir.
24
                 Would you agree that your employees
     0.
25
     or former employees knew that the CrissCross is
```

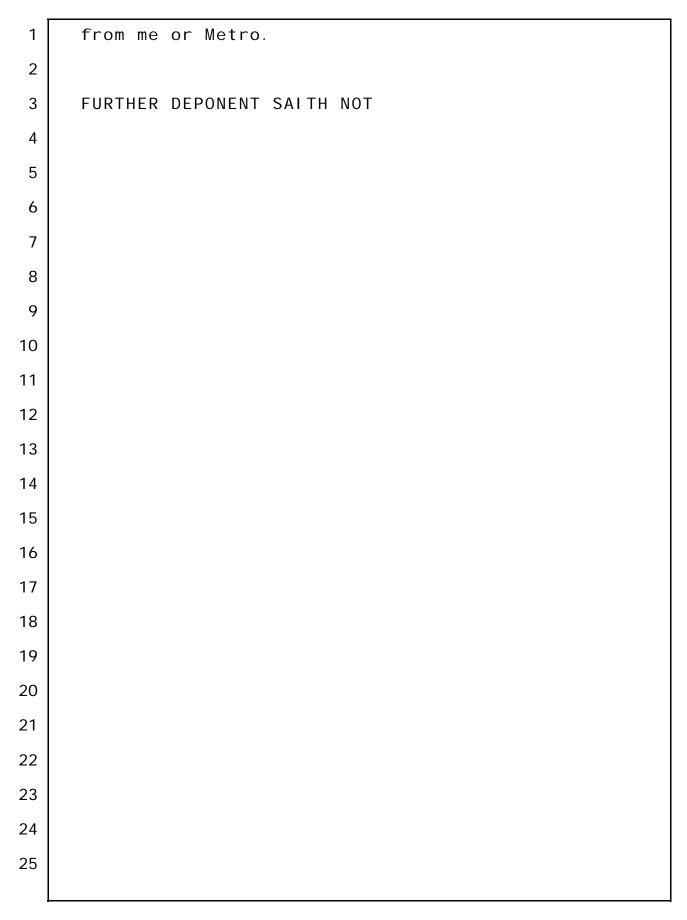
```
only updated periodically, so it will never be
1
     100 percent accurate?
2
3
                Yes, sir.
     Α.
4
     Q.
                 They were conscious of that fact?
5
     Α.
                 Yes, sir. They should have been,
6
     yes, sir.
7
                      MR. HORWITZ: I'd like 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?
                 Where is yes? I'm sorry. Oh, okay.
18
     Α.
19
     Sorry. Yes.
20
     Q.
                Is that representation accurate, to
21
     your knowledge?
22
     Α.
                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.
```

```
MR. HORWITZ:
                                    I'll make this
1
2
     Exhibit Two to the deposition.
3
                       (Whereupon, the aforementioned
4
     document was marked as Exhibit Number Two.)
5
     BY MR. HORWITZ:
6
     0.
                 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
     questioning.
9
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
                 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
                 It would have been correct as of May
     Α.
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
                 Where are you? Are you in this part?
     Α.
14
                 Toward the bottom. This part. I
     Q.
15
     think it's the final paragraph.
16
     Α.
                 That's an e-mail from Michelle
17
     Peterson.
18
     Q.
                 That's correct. Did I read it
19
     correctly?
20
                 Yes, you read it correctly.
     Α.
21
                 Do you have any reason to believe
     Q.
     that this is inaccurate?
22
23
                 No, sir.
     Α.
24
                       (Whereupon, the aforementioned
25
     document was marked as Exhibit Number Three.)
```

```
1
     BY MR. HORWITZ:
2
                 I'm looking at an e-mail sent August
3
     21, 2018 from you to Jessica Jaglois.
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
                 Yes, sir, that's what it says.
     Α.
     Q.
                 Is that information correct?
10
                 It would be to the best of my
     Α.
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
     Α.
                 That is what all employees who are
23
     call takers and/or dispatchers -- so, yes, sir.
24
     0.
                 Would you agree that Sydney Cameron
25
     was trained on the functionality of the F11
```

```
1
     key?
2
     Α.
                 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
     Α.
                 To dispute she was?
7
     0.
                 Do you have any personal knowledge
8
     that she was not?
9
     Α.
                 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
```



I, E. Kimberly Underwood, CCR, LCR, Notary

Public and Licensed Court Reporter for the State

of Tennessee do hereby certify that prior to the

commencement of the examination said witness was duly sworn by me to testify to the truth, the

6 whole truth, and nothing but the truth.

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

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

SWORN to before me when taken,

E. Kimberly Underwood, CCR, LCR

License #192 expires: June 30, 2020

Notary Public, State of Tennessee at Large My commission expires: October 18, 2021



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>





From:

Donegan, Jamie Michele (ECC)

Sent:

Thursday, May 17, 2018 11:07 AM

To: Subject: 'Jessica Jaglois'

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) < <u>Jamie Donegan@nashville.gov</u>>

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.



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



EXHIBIT 4

Donegan, Jamie Michele (ECC)

From:

Donegan, Jamie Michele (ECC)

Sent: To: Tuesday, August 21, 2018 10:23 AM 'Jessica Jaglois' RE: WKRN Inquiry

Subject: 'Jessica Jagloi:
Subject: RF- WKPN Inc.

Jessica,

Please see answer to your questions below.

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

The latflong was used. However it was not initially available and the 4th caller provided the physical street address within seconds of when latflong was becoming available to the other call takers. When the 1th call taker received his phase two latflong, the hysterical culier 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, Jamle Michele (ECC) <Jamle.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.

1





Call Detail

From:

04/22/2018 03:20:00

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,

To:

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

Duration

(hh:mm:ss.sss)

Type: Trunk: Incoming E911-HW5

Setup Time:

00:00:04.943

Line:

2251 ACD 2 (731) 780-8887

Process Time:

00:01:41.812 00:00:01.521

Phone Number: DNIS:

9-1-1 (Q6001)

Answer: Talk:

(incl. ANI Decoding)

00:01:40.291

Incident Type:

No Value

Hold:

00:00:00.000

Call Taker: Position:

Casey, Mitchell POSITION251

Trunk Seizure Time:

00:01:46.755

IP Phone:

No

Call Taker Answer Time:

00:00:01.004

ALI Status: TTY Info:

GOOD ALI

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 WPH2

Class of Service:

ESN=1

ESN: 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: Y Coordinate:

-086.615353 +36.050702

Date/Time	<u>Event</u>	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

Copy

EFILED 11/18/19 12:20:50 CASE NO. 19C980 Richard R. Rooker, Clerk

ALI History

Date/Time		
Field Name	Old Value	New 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
Error		+36.049191 F
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 It changed From	03:25 04/22 Intersection
X Coordinate	-086.612305 Phase 1 to phase 2	03:25 04/22 Intersection -086.615353 +36.050702 OF Summerset
Y Coordinate	+36.049191	+36.050702 OF Summer set
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 WRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.615353 +36.050702



Date/Time	<u>Event</u>	Value
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



EFILED 11/18/19 12:20:50 CASE NO. 19C980 Richard R. Rooker, Clerk



Call Detail

Created:

04/22/2018 03:26:18.977

Site Name:

Customer Configuration Staging

22:251:2

Type:

Outgoing

ADM-16

Duration Setup Time:

(hh:mm:ss.sss) 00:00:00.000

Trunk: Line:

(incl. ANI Decoding) Process Time:

00:00:02.676

Phone Number:

2251A (731) 780-8887

Answer:

00:00:00.000

DNIS:

No Value No Value

Talk: Hold:

00:00:02.676 00:00:00.000

Incident Type: Call Taker:

Casey, Mitchell POSITION251

Trunk Seizure Time:

00:00:02.676

Position: IP Phone:

ALI Status:

No

No

0: Not Used

Call Taker Answer Time:

00:00:00.000

TTY Info:

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 TN

State: 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: Y Coordinate:

-086.615353 +36.050702

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

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) Error		ALT# 731-780-8887 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.615353 +36.050702
Validated		F
Free Format		True
1 TOO T OFFICE		3650, MURFREESBORO RD - N, ANTIOCH, TN

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



EFILED 11/18/19 12:20:50 CASE NO. 19C980 Richard R. Rooker, Clerk



Call Detail

Created:

04/22/2018 03:26:25.723

Site Name:

Customer Configuration Staging

22:251:3

Type:

Outgoing

Trunk:

ADM-16

Duration Setup Time: (hh:mm:ss.sss) 00:00:00.000

Line:

2251A

(incl. ANI Decoding) Process Time:

00:01:13.898

Phone Number:

(731) 780-8887

Answer:

00:00:00.000

DNIS:

No Value No Value

Talk: Hold: 00:01:13.898 00:00:00.000

Incident Type: Call Taker:

Casey, Mitchell POSITION251

Trunk Seizure Time:

Call Taker Answer Time:

00:01:13.898

Position: IP Phone: ALI Status:

No

00:00:00.000

TTY Info:

0: Not Used

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 TN

State: Class of Service:

ESN Detail:

WPH2

ESN:

ESN=1 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: X Coordinate: Y Coordinate:

211-7177 -086.615353 +36.050702

Date/Time	Event	Value	Call Taker / Position
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

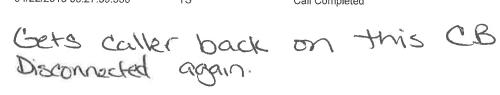


EFILED 11/18/19 12:20:50 CASE NO. 19C980 Richard R. Rooker, Clerk

ALI History

<u>Date/Time</u>	
Field Name Old Value	New 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) Error	ALT# 731-780-8887 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.615353 +36.050702 F
Validated	True
Free Format	3650, MURFREESBORO RD - N, ANTIOCH, TN

Date/Time	Event	<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	TC1	Call DISCONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker
04/22/2018 03:27:39.530	TS	Call Completed







Call Detail

Created: Site Name: 04/22/2018 03:27:46.827

Customer Configuration Staging

22:251:4

Type: Trunk: Outgoing ADM-16

oing <u>Duration</u> 16 Setup Time:

(hh:mm:ss.sss) 00:00:00.000

Line:

2251A

(incl. ANI Decoding)
Process Time:

00:02:47.640

Phone Number: DNIS:

(731) 780-8887 No Value Answer: Talk:

Call Taker Answer Time:

00:02:47.640

Incident Type: Call Taker: No Value No Value Casey, Mitchell Talk: 00:02:47.640 Hold: 00:00:00.000

Trunk Seizure Time:

00:00:00.000

00:02:47.640

Position: IP Phone:

POSITION251 No

00:00:00.000

IP Phone: ALI Status:

0 : Not Used

TTY Info:

U : Not Used

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: Class of Service: TN 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 -086.615353

X Coordinate: Y Coordinate:

+36.050702

Call Events

Date/Time	Event	<u>Value</u>	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



ALI History

<u>Date/Time</u>	
Field Name	Old Value New Value
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) Error	ALT# 731-780-8887 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.615353 +36.050702
Validated	F -
Free Format	True
rice i offiat	3650, MURFREESBORO RD - N, ANTIOCH, TN

Date/Time	Event	Value Value
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



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) < <u>Jamie.Donegan@nashville.gov</u>>

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) < <u>Jamie.Donegan@nashville.gov</u>>

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



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,

l 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>

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

Copy	EFILED 11/18/19 12:20:50 CASE NO. 19C980 Richard R. Rooker, Clerk	
	3571	
3671 REAL 3:27:11	3: 27:58 tones + dispatch)
	Metro 000014	

Copy

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,

Thooking 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



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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

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) < <u>Jamie Donegan@nashville.gov</u>>

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



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		624333	
5	Sydney Camron	3:24:50	0:01:26	3:26:16	03:25:40	290822	8/7
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: Site Name: 04/22/2018 03:24:43.787

Customer Configuration Staging

22:1001:90

Type: Trunk: Incoming

E911-HW6

Duration Setup Time: (incl. ANI Decoding)

Process Time:

(hh:mm:ss.sss) 00:00:05.046

Line: Phone Number: 2233 ACD 2 (731) 780-8866

00:08:42.633 00:00:01.009

DNIS: Incident Type: 9-1-1 (Q6001) No Value

Answer: Talk: 00:08:41.624 Hold: 00:00:00.000

Call Taker: Position:

Rocchietti, Holly POSITION233

Trunk Seizure Time: 00:08:47.679

IP Phone: ALI Status:

No

Call Taker Answer Time:

00:00:00.961

TTY Info:

GOOD ALI 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: Class of Service: TN 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: Y Coordinate: -086.590569 +36.029384

Date/Time	Event	Value	Call Taker / Position
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

Date/Time		
Field Name	Old Value	New Value
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) Error	∓	ALT# 731-780-8866 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.612305 +36.049191 F
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 Vacant 6
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 # -086.612	ALT# 731-780-8866 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION 2305 QUERY CALLER FOR PHONE # -086.615331
04/22/2018 03:26:46.067	+36.049191	+36.050670
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	ALT# 731-780-8866 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION 5331 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
Fell Tale (ESN Detail)	ALT# 731-780-8866 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.615 +36.050659	ALT# 731-780-8866 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION 3310 QUERY CALLER FOR PHONE # -086.613700 +36.049426

*



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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 ALT# 731-780-8866 LEC:ATTMO

WIRELESS CALL
QUERY CALLER FOR LOCATION

WIRELESS CALL
QUERY CALLER FO

QUERY CALLER FOR LOCATION QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.607113

+36.049426 +36.049407

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 ALT# 731-780-8866 LEC:ATTMO

WIRELESS CALL WIRELESS CALL

QUERY CALLER FOR LOCATION QUERY CALLER FOR LOCATION

QUERY CALLER FOR PHONE # -086.607113 QUERY CALLER FOR PHONE # -086.596320

+36.043407 +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 ALT# 731-780-8866 LEC:ATTMO

WIRELESS CALL WIRELESS CALL

QUERY CALLER FOR LOCATION QUERY CALLER FOR LOCATION

QUERY CALLER FOR PHONE # -086.596320 QUERY CALLER FOR PHONE # -086.590569

+36.033622 +36.029384



	- Can itouring		
	Date/Time	Event	Value
	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	
	04/22/2018 03:27:45.343	TS	Rebid Response 5 received / ALI TYPE = 1 Rebid 6 from POS = 233 / STN = 2233
	04/22/2018 03:27:53.107	PAS	
	04/22/2018 03:28:15.343	TS	Rebid Response 6 received / ALI TYPE = 1
	04/22/2018 03:28:16.053	PAS	Rebid 7 from POS = 233 / STN = 2233
	04/22/2018 03:28:45.343	TS	Rebid Response 7 received / ALI TYPE = 1
			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 BAG	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
)4/22/2018 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
	14/22/2018 03:32:46.063	PAS	Rebid Response 16 received / ALI TYPE = 1
	4/22/2018 03:33:15.350	TS	Rebid 17 from POS = 233 / STN = 2233
0	4/22/2018 03:33:16.063	PAS	Rebid Response 17 received / ALI TYPE = 1
_			

Copy

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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'

04/22/2018 23:59:59

Time

04/22/2018 03:24:31.833

Customer Configuration Staging

Number of Calls: 4

Type: Trunk:

Line:

Created:

Site Name:

Incoming

E911-HW5

Setup Time: (incl. ANI Decoding) Process Time:

00:01:41.812

(hh:mm:ss.sss)

00:00:04.943

Phone Number:

2251 ACD 2 (731) 780-8887 9-1-1 (Q6001)

Answer: Talk:

22:1002:81

Duration

00:00:01.521 00:01:40.291

DNIS: Incident Type:

No Value Casey, Mitchell Hold:

00:00:00,000 00:01:46.755

Call Taker: Position:

POSITION251 MILLON

Trunk Seizure Time:

00:00:01.004

IP Phone: ALI Status:

Call Taker Answer Time: GOOD ALI going through routes

TTY Info:

Caller Information

Caller Name:

AT&T MOBILITY

Location:

3650, MURFREESBORO RD - N, ANTIOCH, TN Phone Number (CPI): (731) 780-8887 (+ower # ~ +

Call Information

Customer Name:

AT&T MOBILITY

Location:

3650, MURFREESBORO RD - N, ANTIOCH, TN

Community:

ANTIOCH

State:

TN WPH2

Class of Service: 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

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 History

Date/Time	-	104	2100	nnected
Field Name	5	:24	AC.	nnected Old Value

04/22/2018 03:24:32.377

NPA

Phone Number

House Number

Street Name

Community Name

State

Customer Name

Class of Service

ESN

Main Number

Extract Date Time

X Coordinate

Y Coordinate

Tell Tale (ESN Detail)

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

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

Ho28 Dence

+36.049191

3:25:38 Call sent to dispatch by another Caller.

point 1 to point Z 870 Ft. Point 2 to Miboro 3571

New Value

731

780-8887

3650

MURFREESBORO RD - N

ANTIOCH

TN

AT&T MOBILITY

WRLS

ESN=1

211-7177

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

True

Cad Router
WPH2
03:25 04/22
-086.615353
WINDOWN ANTIOCH, TN TO TO THE TOTAL TO THE TOTAL TO THE TOTAL TOTAL

+36.050702

ALT# 731-780-8887 LEC:ATTMO

WIRELESS CALL

QUERY CALLER FOR LOCATION

QUERY CALLER FOR PHONE # -086.6 5353

+36.050702

356 De

IFhe did



Date/Time	<u>Event</u>	Value
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: Site Name: 04/22/2018 03:26:18.977

22:251:2

Customer Configuration Staging

Type: Trunk: Outgoing ADM-16

Duration Setup Time: (hh:mm:ss.sss) 00:00:00.000

Line:

2251A

(incl. ANI Decoding) Process Time:

00:00:02.676

Phone Number: DNIS:

(731) 780-8887 No Value No Value

Answer: 00:00:00.000 Talk: 00:00:02.676 Hold:

Incident Type: Call Taker:

Casey, Mitchell POSITION251

00:00:00.000 Trunk Seizure Time: 00:00:02.676

Position: IP Phone:

No

ALI Status: TTY Info:

0: Not Used No

Call Taker Answer Time:

00:00:00.000

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: Class of Service:

TN 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 -086.615353

X Coordinate: Y Coordinate:

+36.050702

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>	
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
Error	+36.050702 F
Validated	True
Free Format	3650, MURFREESBORO RD - N, ANTIOCH, TN

Date/Time	<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: Site Name: 04/22/2018 03:26:25,723

22:251:3

Customer Configuration Staging

Type: Trunk: Outgoing

ADM-16

Duration Setup Time: (hh:mm:ss.sss) 00:00:00.000

Line:

2251A

(incl. ANI Decoding) Process Time:

00:01:13.898

Phone Number: DNIS:

(731) 780-8887

Answer: Talk:

00:00:00.000 00:01:13.898

Incident Type:

No Value No Value

Hold:

00:00:00.000 00:01:13.898

Call Taker: Position:

Casey, Mitchell POSITION251

Trunk Seizure Time:

Call Taker Answer Time:

00:00:00.000

IP Phone:

No

ALI Status: TTY Info:

0: Not Used

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:

X Coordinate: Y Coordinate: 211-7177 -086.615353 +36.050702

Date/Time	Event	Value	Call Taker / Position
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

Date/Time	
Field Name	Old Value New 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) Error	ALT# 731-780-8887 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.615353 +36.050702 F
Validated	r True
Free Format	3650, MURFREESBORO RD - N, ANTIOCH, TN
	esse, merci release to the transfer to

Date/Time	Event	<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: Site Name:

04/22/2018 03:27:46.827

Customer Configuration Staging

22:251:4

· Hold:

Type:

Outgoing

Duration Setup Time: (hh:mm:ss.sss) 00:00:00.000

Trunk:

ADM-16

Setup Time: (incl. ANI Decoding)

00.00.000

Line:

2251A

Process Time:

00:02:47.640

Phone Number: DNIS:

(731) 780-8887 No Value Answer: 00:00:00.000
Talk: 00:02:47.640

Incident Type: Call Taker: No Value Casey, Mitchell 00:00:00.000

Position:

POSITION251

Trunk Seizure Time: 00:02:47.640

IP Phone: ALI Status:

No

Call Taker Answer Time:

00:00:00.000

TTY Info:

0 : Not Used 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 WPH2

Class of Service:

ESN=1

ESN: 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: Y Coordinate:

-086.615353 +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



ALI History

Date/Time		
Field Name	Old Value	New Value
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) Error		ALT# 731-780-8887 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.615353 +36.050702
Validated		F ~
Free Format		True
riee i diffiat		3650, MURFREESBORO RD - N, ANTIOCH, TN

Call Routing

Date/Time	Event	<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: Site Name:

04/22/2018 03:24:44.773

Customer Configuration Staging

22:1001:91

Type: Trunk: Incoming E911-CW10 **Duration** Setup Time: (incl. ANI Decoding)

(hh:mm:ss.sss) 00:00:04.972

Line:

2240 ACD (615) 495-4457 Process Time: Answer:

00:01:10.013

Phone Number: DNIS: Incident Type:

9-1-1 (Q6001) No Value

Talk: 00:01:08.428 Hold: 00:00:00.000

Call Taker: Position:

Ward, Chakari POSITION240

Trunk Seizure Time:

00:00:01.585

IP Phone:

Call Taker Answer Time:

00:01:14.985 00:00:01.007

ALI Status: TTY Info:

GOOD ALI

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: ESN:

WPH2 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: Y Coordinate: -086.615095 +36.050885

Call Events

Date/Time	<u>Event</u>	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

Date/Time		
Field Name	Old Value	New Value
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
Error		F
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	03:25 04/22 -086.615095 +36.050885
Y Coordinate	+36.051090	+36.050885 Vacant lot
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



Call Routing

Date/Time	<u>Event</u>	Value
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: Site Name: 04/22/2018 03:24:48.410

22:1002:86

Talk:

Type:

Customer Configuration Staging

Trunk:

Incoming E911-HW10 **Duration** Setup Time: (incl. ANI Decoding)

(hh:mm:ss.sss) 00:00:04.961

00:04:23.595

Line: Phone Number:

2232 ACD 2 (615) 821-8342 9-1-1 (Q6001)

Process Time: Answer: 00:00:01.064 00:04:22.531

DNIS: Incident Type: Call Taker:

No Value Douglas, Julianne

Hold: 00:00:00.000 Trunk Seizure Time: 00:04:28.556

Position: IP Phone: POSITION232 No

Call Taker Answer Time: 00:00:01.030

ALI Status: TTY Info:

GOOD ALI 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: Class of Service:

TN WPH2

ESN: ESN Detail:

ESN=1 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: Y Coordinate: -086.615331 +36.050509

Call Events

Date/Time	<u>Event</u>	Value	Call Taker / Position
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

Date/Time		
Field Name	Old Value	New Value
04/22/2018 03:24:48.963	- Marie 197	333.1.13.00
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) Error		ALT# 615-821-8342 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.612282 +36.049191 F
Validated		True
Free Format		3650, MURFREESBORO RD - N, ANTIOCH, TN
04/22/2018 03:25:21.033		3000, MON NEESBONG ND - N, ANTIOCH, TN
Class of Service	WRLS	WPH2
Extract Date Time	03:24 04/22	03:25 04/22 Summe crest
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	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		.00.000204
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



Call Routing

Date/Time	Event	<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

EFILED 11/18/19 12:20:50 CASE NO 190980 Richard R. Rojoker, Clerk

is actual

POSITION210

Call Detail we take the ANI and

From:

1152

04/22/2018 03:20:00

04/22/2018 03:40:00

499492

Number of Calls: 1

Created: Site Name:

Position:

04/22/2018 03:24:49.377 Customer Configuration Staging

22:1001:92

Type:

Incoming E911-HW7 Duration

Trunk:

Setup Time: (incl. ANI Decoding) (hh:mm:ss.sss) 00:00:04.839

Line: Phone Number: 2210 ACD 2 (518) 334-4918 Process Time: Answer:

00:01:26.238

DNIS:

9-1-1 (Q6001) No Value

00:00:00.967 Talk: 00:01:25.271 Hold: 00:00:00.000

Incident Type: Call Taker:

Cameron, Sydney - 11078

Trunk Seizure Time:

00:01:31.077

Position: IP Phone:

TTY Info:

POSITION210 No

429492

911063

ALI Status:

GOOD ALI Nο

Call Taker Answer Time:

00:00:00.943

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, ANTIOCHETN

Community:

ANTIOCH TN

State: 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 Miboro - across the street

Call Events

Date/Time	Event	Value	Call Taker / Position
04/22/2018 03:24:45.320	Trunk Seizure		SOLIT I I I I I I I I I I I I I I I I I I
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
No.			

ору

EFILED 11/18/19 12:20:50 CASE NO. 19C980 Richard RZRockes Clerk+ to 816 14/16/16 connected

ALI History 3:24:49.377

Date/Time

Old Value

New Value

334-4918

04/22/2018 03:24:49.920

NPA

Phone Number House Number

Field Name

Street Name Community Name

State

Customer Name Class of Service

ESN

Main Number Extract Date Time

X Coordinate

Y Coordinate Tell Tale (ESN Detail)

Error

Validated

Free Format

04/22/2018 03:25:04.687 Address Origin

Extract Date Time

X Coordinate

Tell Tale (ESN Detail)

04/22/2018 03:25:08.603 X Coordinate

Tell Tale (ESN Detail)

04/22/2018 03:25:42.807

+36.049179

+36.049179

WIRELESS CALL

WRLS

-086.612370

Class of Service X Coordinate Y Coordinate

Address Origin

Tell Tale (ESN Detail)

04/22/2018 03:26:13.593

Extract Date Time X Coordinate Y Coordinate

MURFREESBORO PIKE - SECTOR SW

ANTIOCH TN

518

3650

T-MOBILE USA

WRLS ESN=1 211-8655 ---03:24 04/22

-086.612373

3628 (40WEF) +36.049179 ALT# 518-334-4918 LEC:TMOB

WIRELESS CALL QUERY CALLER FOR LOCATION

QUERY CALLER FOR PHONE # -086.612373 +36.049179

True

3650, MURFREESBORO PIKE - SECTOR SW.

ANTIOCH, TN

Manual Rtx Cad Router 03:24 04/22 03:25 04/22 -086.612373 -086.612370

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

ALT# 518-334-4918 LEC:TMOB

QUERY CALLER FOR LOCATION

3.25:40 - 6 call to dispatch QUERY CALLER FOR LUCATION QUERY CALLER FOR PHONE # -086.612370

+36.049179

-086.612373

+36.049179

WIRELESS CALL

ALT# 518-334-4918 LEC:TMOB WIRELESS CALL QUERY CALLER FOR LOCATION

ALT# 518-334-4918 LEC:TMOB

QUERY CALLER FOR LOCATION

QUERY CALLER FOR PHONE # -086.612373 +36.049179

QUERY CALLER FOR PHONE # -086.612370

Auto Rebid Manual Rtx

WPH2 -086.612373 -086.615567

+36.050842

ALT# 518-334-4918 LEC:TMOB (OCC+) WIRELESS CALL

QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.612373 QUERY CALLER FOR PHONE # -086.615567

+36.050842

03:25 04/22 03:26 04/22 -086.615567 -086.614301 +36 050842 +36.051410 on top of



EFILED 11/18/19 12:20:50 CASE NO. 19C980 Richard R. Rooker, Clerk

Tell Tale (ESN Detail)

ALT# 518-334-4918 LEC:TMOB WIRELESS CALL

QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.615567 QUERY CALLER FOR PHONE # -086.614301

+36.050842

ALT# 518-334-4918 LEC:TMOB WIRELESS CALL QUERY CALLER FOR LOCATION

+36.051410

Call Routing

Date/Time	Event	Value
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: Subject: Byrd, Judith (Mayor's Office) 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) < <u>Jamie.Donegan@nashville.gov</u>>

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,



EFILED 11/18/19 12:20:50 CASE NO. 19C980 Richard R. Rooker, Clerk

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.



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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 JACLOIS

REPORTER

615-369-7236

☐ 615-289-4997

jjaglois@wkrn.com

9 441 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 is 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
- 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.

- ** 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



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class starting on August 20^{th.} 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

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?
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- 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 JACLOIS

REPORTER

615-369-7236

615-289-4997

jjaglois@wkrn.com

9 441 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 airs

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.

Copy

EFILED 11/18/19 12:20:50 CASE NO. 19C980 Richard R. Rooker, Clerk

Jessica Jaglois News 2 Reporter 615-289-4997

On Aug 17, 2018, at 11:01 AM, Donegan, Jamie Michele (ECC) < Jamie Donegan ashville 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

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Ms. Donegan:

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

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.

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

Jessica Jaglois News 2 Reporter 615-289-4997

On Aug 17, 2018, at 10:15 AM, Donegan, Jamie Michele (ECC) < <u>Jamie Donegan@nashville.gov</u>> wrote:

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.

EFILED 11/18/19 12:20:50 CASE NO. 19C980 Richard R. Rooker, Clerk

- 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>

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- 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
- 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.

** 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

Copy

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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 20^{th.} 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:

Friday, August 17, 2018 11:08 AM

To:

Donegan, Jamie Michele (ECC)

Subject:

Re: WKRN Inquiry

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Jessica Jaglois News 2 Reporter 615-289-4997

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Ms. Donegan:

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

- **2** 615-369-7236
- □ 615-289-4997
- jjaglois@wkrn.com
- 9 441 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)
- $3:24:50\ 5^{th}$ 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 "crisscross 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 "crisscross 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

POSITION230, POSITION231, POSITION232, POSITION233, POSITION234, POSITION235, POSITION240, POSITION241, POSITION242, POSITION243, POSITION244, POSITION246, POSITION247, POSITION248, POSITION256, POSITION256, POSITION257, POSITION257, POSITION258, POSITION256, POSITION256, POSITION257, POSITION258 04/22/2018 03:45:59 Ť0: 04/22/2018 03:00:00

Position: From:

Number of Calls : 1 Process Time Call Taker Answer Address
Process Time

Call Type	Position	Creation Time	Phone Number	Answer Time	Process Time	Call Taker Answer Address	Address
				No. of the State of S		Time	
Outgoing	POSITION233	04/22/2018 03:01:26	2207	000:00:00:00	00:00:33.809	000:00:00:00	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	00:00:036	00:02:07.758	00:00:00:00	ALI Type 0 : Not Used
Incoming	POSITION231	04/22/2018 03:03:39	(662) 415-6565	00:00:00:836	00:03:39.497	00:00:00:036	ALI Type 0 : Not Used
Incoming	POSITION248	04/22/2018 03:04:49	(615) 839-6718	00:00:01.023	00:03:21.294	00:00:00:384	630 BELL RD - S SECTOR ANTIOCH TN 6158396718
Incoming	POSITION232	04/22/2018 03:04:58	(615) 497-5575	00:00:00:02	00:02:27,643	00:00:00:02	ALI Type 0 : Not Used
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	00:00:00:00	263D BENZING RD - NW ANTIOCH TN 4434675903
Incoming	POSITION234	04/22/2018 03:06:24	(615) 525-6723	00:00:00.922	00:03:32.195	00:00:00:922	ALI Type 0 : Not Used
Incoming	POSITION233	04/22/2018 03:07:14	(615) 889-0351	00:00:05.827	00:05:00.959	00:00:00:961	537 ST PAUL DR HERMITAGE TN
Incoming	POSITION251	04/22/2018 03:09:14	(615) 839-6718	00:00:01.002	00:01:33,406	00:00:00:971	630 BELL RD - S SECTOR ANTIOCH TN 6158396718
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 6158396718
Incoming	POSITION232	04/22/2018 03:12:15	(615) 839-6718	696:00:00:00	00:00:34.907	00:00:00	ALI Type 0: Not Used
■ Dutgoing	POSITION232	04/22/2018 03:13:00	(615) 839-6718	00:00:00:00	00:00:58.472	00:00:00:00	ALI Type 0 : Not Used
ncoming	POSITION254	04/22/2018 03:13:15	(615) 638-5176	00:00:00:326	00:01:58.786	00:00:00:926	ALI Type 0: Not Used

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Call Type	Position	Creation Time	Phone Number	Answer Time	Drocoee Timo	Coll Tabos Assessed	
					31111 08444	Time Time	Augress
Incoming	POSITION240	04/22/2018 03:13:17	(201) 390-9901	00:00:01.023	00:00:22.565	00:00:00:00	907 12TH AV N - SE NASHVILLE TN 2013909901
Outgoing	POSITION240	04/22/2018 03:13:55	(201) 390-9901	00:00:00:00	00:00:05.321	00:00:00:00	907 12TH AV N - SE NASHVILLE TN 2013909901
Outgoing	POSITION240	04/22/2018 03:14:07	(201) 390-9901	00:00:00:00	00:00:30.968	00:00:00:00	907 12TH AV N - SE NASHVILLE TN 2013909901
Incoming	POSITION248	04/22/2018 03:14:43	(615) 578-0942	00:00:00	00:02:17,005	00:00:00:033	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	766,00:00:00	00:00:41.595	00:00:00:337	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	00:04:02.136	666.00:00:00	ALI Type 0 : Not Used
Outgoing	POSITION254	04/22/2018 03:20:36	2207	00:00:00:00	00:00:30.927	00:00:00:00	ALI Type 0 : Not Used
Incoming	POSITION240	04/22/2018 03:20:37	(615) 999-0896	00:00:00:08	00:01:59.968	00:00:00:958	ALI Type 0 : Not Used
Outgoing	POSITION248	04/22/2018 03:22:00	(615) 423-1447	00:00:00:00	00:02:11.406	00:00:00:00	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	3650 MURFREESBORO RD - N ANTIOCH TN
Abandoned	POSITION248	04/22/2018 03:24:37	(615) 924-5877	00:00:01.022	00:00:05.503	00:00:00:995	264 CRAIGMEADE DR - W SECTOR NASHVILLE TN 6159245877
Incoming	POSITION234	04/22/2018 03:24:38	(615) 423-1675	00:00:01.028	00:00:38.792	00:00:00	1478 GEORGETOWN CT - E NASHVILLE TN 6154231675
Incoming	POSITION233	04/22/2018 03:24:43	(731) 780-8866	00:00:01:008	00:08:42.633	00:00:00:00	3650 MURFREESBORO RD - N ANTIOCH TN
Incoming	POSITION240	04/22/2018 03:24:44	(615) 495-4457	00:00:01.585	00:01:10.013	00:00:01	3630 PIN HOOK RD - SW ANTIOCH TN 6154954457
Incoming	POSITION232	04/22/2018 03:24:48	(615) 821-8342	00:00:01.064	00:04:23.595	00:00:01.030	3650 MURFREESBORO RD - N ANTIOCH TN
Abandoned	POSITION254	04/22/2018 03:24:59	(615) 977-7358	00:00:50.449	00:00:52.008	00:00:00	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	401B ARLINGTON AV. SE NASHVILLE TN 6154231675
Outgoing	POSITION248	04/22/2018 03:25:01	(615) 924-5877	00:00:00:00	00:00:10.763	00:00:00:00	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 The tro	POSITION234	04/22/2018 03:25:19	(615) 423-1675	00:00:00:00	00:00:06.916	00:00:00:00	1478 GEORGETOWN CT - E NASHVILLE TN 6154231675
trado Power MIS® Cal! [⊷] - [Summary]	-] - [Summary]				Page 2 of 6		Generated on: 05/11/2018 14;39;11

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Call Type	Doo:4:0.	E - Street		Contract of the Contract of th	the second second second second		
SAM TANK	LOSINOII	Creation Time	Phone Number	Answer IIme	Process Time	Call Taker Answer Address	. Address
Outgoing	POSITION248	04/22/2018 03:25:23	(615) 924-5877	00:00:00:00	00:00:15.928	00:00:00:00	284 CRAIGMEADE DR - W SECTOR NASHVILLE TN 6159248877
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	00:00:00:00	00:00:03.826	00:00:00:00	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	00:00:00:852	3650 MURFREESBORO RD - N ANTIOCH TN 9117892880
Outgoing	POSITION254	04/22/2018 03:25:57	(615) 977-7358	000:00:00:00	00:04:45.881	00:00:00:00	3650 MURFREESBORO RD - N ANTIOCH TN
Outgoing	POSITION251	04/22/2018 03:26:18	(731) 780-8887	00:00:00:00	00:00:02.676	00:00:00:00	3650 MURFREESBORO RD - N ANTIOCH TN
Outgoing	POSITION251	04/22/2018 03:26:25	(731) 780-8887	00:00:00:00	00:01:13.898	00:00:00:00	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	00:00:00:00	00:00:06.394	00:00:00:00	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	00:00:00:00	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	00:00:00:00	00:00:02.211	00:00:00:00	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 WWEBSTER ST - N MADISON TN
Outgoing	POSITION248	04/22/2018 03:27:32	(931) 982-8210	00:00:00:00	00:00:02.958	00:00:00:00	5646 AMALIE DR - N NASHVILLE TN 9319828210
Outgoing	POSITION248	04/22/2018 03:27:39	(931) 982-8210	00:00:00:00	00:00:02.808	00:00:00:00	5646 AMALIE DR - N NASHVILLE TN 9319828210
Outgoing	POSITION251	04/22/2018 03:27:46	(731) 780-8887	00:00:00:00	00:02:47.640	00:00:00:00	3650 MURFREESBORO RD - N ANTIOCH TN
Outgoing	POSITION248	04/22/2018 03:27:53	(585) 802-2963	00:00:00:00	00:00:03.340	00:00:00:00	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	3650 MURFREESBORO RD - N ANTIOCH TN 6159671031
Ontgoing Metro	POSITION248	04/22/2018 03:28:00	(585) 802-2963	00:00:00:00	00:00:02.054	00:00:00:00	329C THELMA ST - SW MADISON TN 5858022963
OOO Trado Power MIS® Call [] - [Summary]] - [Summary]				Page 3 of 6		Generated on: 05/11

Call Type	Position	Creation Time	Phone Number	Answer Time	Process Time	Call Taker Answer Address	Address
			State of the Parket			Time	
Abandoned	POSITION251	04/22/2018 03:28:00	(911) 789-2880	00:02:44.513	00:02:45.986	00:00:00:00	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	00:00:00:00	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	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	00:00:00:00	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	00:00:00:883	3630 PIN HOOK RD - SW ANTIOCH TN
Outgoing	POSITION251	04/22/2018 03:30:59	(615) 738-8603	00:00:00:00	00:00:48.807	00:00:00:00	3650 MURFREESBORO PIKE - SECTOR N ANTIOCH TN 6157388603
Outgoing	POSITION232	04/22/2018 03:31:11	(505) 480-0035	00:00:00:00	00:00:03,598	00:00:00:00	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	00:00:00:00	2802 - B SMITH SPRINGS RD - SECTOR SW NASHVILLE TN
Outgoing	POSITION232	04/22/2018 03:31:22	(505) 480-0035	00:00:00:00	00:00:06.061	00:00:00:00	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	00:00:00:00	00:00:05.283	00:00:00:00	12623 OLD HICKORY BLVD - N SECTOR SOUTH TN 5054800035
Incoming	POSITION234	04/22/2018 03:31:32	(615) 240-8058	00:02:39.828	00:03:20.862	00:00:00:00	3650 MURFREESBORO PIKE - SECTOR SW ANTIOCH TN
Outgoing	POSITION232	04/22/2018 03:31:44	(615) 738-8603	00:00:00:00	00:01:01.744	00:00:00:00	3650 MURFREESBORO PIKE - SECTOR N ANTIOCH TN 6157388603
Outgoing	POSITION251	04/22/2018 03:31:58	(978) 808-7682	00:00:00:00	00;00:31,313	00:00:00:00	500 CHURCH ST - SW NASHVILLE TN
Outgoing	POSITION248	04/22/2018 03:32:17	(731) 225-9638	00:00:00:00	00:00:43.852	00:00:00:00	3630 PIN HOOK RD - SW ANTIOCH TN
Outgoing	POSITION251	04/22/2018 03:32:34	(978) 808-7682	00:00:00:00	00:01:34.660	00:00:00:00	500 CHURCH ST - SW NASHVILLE TN
Met Met	POSITION232	04/22/2018 03:33:02	(615) 605-3182	00:00:00:00	00:00:37.565	00:00:00:00	12623 OLD HICKORY BLVD - N SECTOR SOUTH TN
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Metro 000069

Call Type	Position	Creation Time	Phone Number	Answer Time	Process Time	Call Taker Answer Address	Address
Outgoing	POSITION254	04/22/2018 03:33:06	(615) 829-0939	00:00:00:00	00:00:00.125	00:00:00:00	2735 COUCHVILLE PIKE - SW NASHVILLE TN 6158290939
Incoming	POSITION254	04/22/2018 03:33:12	(731) 293-3956	00:00:14.299	00:00:43.313	00:00:00:00	12623 OLD HICKORY BLVD - N SECTOR SOUTH TN 7312933966
Outgoing	POSITION248	04/22/2018 03:33:12	(731) 225-9638	00:00:00:00	00:02:42.585	00:00:00:00	3630 PIN HOOK RD - SW ANTIOCH TN
Outgoing	POSITION254	04/22/2018 03:33:14	(505) 480-0035	00:00:00:00	00:00:01.988	00:00:00:00	12623 OLD HICKORY BLVD - N SECTOR SOUTH TN 6054800035
Outgoing	POSITION254	04/22/2018 03:33:20	(505) 480-0035	00:00:00:00	00:00:03.963	00:00:00:00	12623 OLD HICKORY BLVD - N SECTOR SOUTH TN 5054800035
Incoming	POSITION233	04/22/2018 03:33:21	(847) 521-0303	00:00:26.699	00:01:02.719	00:00:00:088	5007B RUSKIN AVE - SW NASHVILLE TN 8475210303
Outgoing	POSITION232	04/22/2018 03:33:43	(615) 605-3182	000:00:00:00	00:00:31.235	000:00:00:00	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	2301B BOOKER ST - SW NASHVILLE TN 6159343023
Outgoing	POSITION234	04/22/2018 03:33:58	(615) 495-4457	00:00:00:00	00:00:02.999	00:00:00:00	3630 PIN HOOK RD - SW ANTIOCH TN
Outgoing	POSITION234	04/22/2018 03:34:04	(615) 495-4457	00:00:00:00	00:00:01.939	000:00:00:00	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	00:04:24.348	00:00:00:828	ALI Type 0 : Not Used
Outgoing	POSITION254	04/22/2018 03:34:42	(615) 934-3023	00:00:00:00	00:00:26.476	000:00:00:00	2301B BOOKER ST - SW NASHVILLE TN 6159343023
Outgoing	POSITION234	04/22/2018 03:34:57	(615) 240-8058	00:00:00:00	00:00:47.559	00:00:00:00	3650 MURFREESBORO PIKE - SECTOR SW ANTIOCH TN
Incoming	POSITION251	04/22/2018 03:34:58	(615) 228-6422	00:00:00:00	00:02:57.287	00:00:00:00	ALI Type 0: Not Used
Incoming	POSITION240	04/22/2018 03:34:59	(901) 830-6290	00:00:01.138	00:00:45,299	00:00:01:090	2 INTERNATIONAL PLZ NW SECTOR SOUTH TN 9018306290
Outgoing	POSITION254	04/22/2018 03:35:09	6304	00:00:00:00	00:00:03.209	000:00:00:00	
Outgoing	POSITION234	04/22/2018 03:35:49	(615) 240-8058	00:00:00:00	00:00:37.183	00:00:00:00	3850 MURFREESBORO PIKE - SECTOR SW ANTIOCH TN
Incoming	POSITION248	04/22/2018 03:36:02	(615) 490-9164	00:00:00:036	00:04:24.323	00:00:00:036	ALI Type 0 : Not Used
Incoming	POSITION254	04/22/2018 03:36:33	(615) 772-6502	00:00:00:02	00:02:53.071	00:00:00:857	ALI Type 0 : Not Used
Abandoned	POSITION234	04/22/2018 03:37:15	(615) 747-4800	00:00:088	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	00:00:00:00	00:00:38.717	00:00:00:00	315 4TH AV N NASHVILLE TN 1ST FLOOR, MDF ON TH
Ancoming	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
e ncoming	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
D rocoming	POSITION232	04/22/2018 03:39:59	(615) 793-6295	00:00:00:03	00:04:31.634	00:00:00:039	ALI Type 0 : Not Used
Otrado Power MIS® Call	[] - [Summary]				Page 5 of 6		Generaled on: 05/11/2018 14:39:11
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435 PATTERSON ST - NE NASHVILLE TN

ALI Type 0: Not Used

00:00:00.944 00:00:00:921 ALI Type 0: Not Used

776:00:00:00

00:00:00.921

(615) 406-1201 (615) 262-7032

04/22/2018 03:45:11

POSITION254

04/22/2018 03:44:20

POSITION240 POSITION243

POSITION251

ALI Type 0: Not Used

00:00:00:00:00

00:00:00.954

ALI Type 0: Not Used

ALI Type 0: Not Used ALI Type 0: Not Used

00:00:00:959

00:00:037

00:02:07.436

00:02:05.057 00:02:05.057 00:03:02:44 00:04:50.244 00:01:14.654

00:00:00:959

(615) 769-9502

04/22/2018 03:43:28 04/22/2018 03:44:12

04/22/2018 03:42:21

Incoming

Incoming Incoming Incoming Incoming Incoming

Outgoing

(936) 239-5336 (615) 578-3837

(317) 900-4884

00:00:00.989 00:00:00.944

00:00:00:037

00:01:07.151

00:00:00:00

(615) 851-2217

04/22/2018 03:41:49 04/22/2018 03:42:00

POSITION240 POSITION240 POSITION248 POSITION243

POSITION254

04/22/2018 03:41:41

(615) 851-2217

(615) 878-2076 (949) 214-6575

04/22/2018 03:41:15

POSITION233

(210) 547-1732

AL! Type 0: Not Used

ALI Type 0: Not Used

00:00:00:00

Call Taker Answer Address

Process Time 00:00:28.750

Answer Time

Phone Number

Creation Time

Position

Call Type

(615) 244-8200

04/22/2018 03:40:03

POSITION234 POSITION243

Outgoing

Incoming Incoming Incoming Incoming Incoming

04/22/2018 03:40:38

ALI Type 0: Not Used ALI Type 0: Not Used

00:00:00:00

00:03:36.358 00:03:28.839 00:00:04.739

00:01:20,360

00:00:00.888 00:00:00.959 00:00:00:954

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)		
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5		

Peterson, Michelle (ECC)

Neal, Phil (ECC - Vendor)

Friday, MA 911, 2018 8:09 AM

Donegan, Jamie Michele (ECC); Peterson, Michelle (ECC)

Watkins, Tim J (ECC)

FW: Missing calls #CS00005660

Subject:

:၁၁

:oT

:tn92

From:

Michelle P. - This is the raw data that I mentioned in your office

From: Support [mailto:support@ecats911.com] Sent: Wednesday, May 09, 2018 11:59 AM

To: Neal@nashville.gov>

Subject: Re: Missing calls #C500005660

New reply for the ticket #CS00005660

Good affernoon Phil,

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 AMI.

MPH2	MZA	S781-824-218	8699-112-519	punoqui	911 Calls	4/22/2018 03:24:56
MRLS	OMITTA	8267-776-213	6559-112-519	punoqui	9111 Calls	4/22/2018 03:24:55
WIDHS	BOMT	8164-488-812	615-211-8655	brauodel	9ff C副ls	4/22/2018 03:24:45
WPH2	OMITTA	615-821-8342	615-211-7183	brnodri	914 Calls	4/22/2018 03:24:44
WIDHS	MZA	25 77-567- 519	Z699-117-919	punoqui	att Calls	4/22/2018 03:24:40
WibHS	OMTTA	9988-087-157	2817-112-219	bnuodni	911 Calls	4/22/2018 03:24:39
WELS	MZA	5791-624-219	6699-117-519	punoqui	911 CSIIS	4/22/2018 03:24:34
WRLS	SDddS	7782-426-218	615-211-7573	punoqui	844 CENIZ	4/22/2018 03:24:33
MPH2	OMITTA	7888-087-187	//1/-112-S19	рилодиј	8H C메리	4/22/2018 03:24:27

Below is the raw data for each call:

7888-087-1ET

EFILED 11/18/19 12:20:50 CASE NO. 19C980 Richard R. Rooker, Clerk

<u>816+-452-4918</u>

```
161670'9E+ 50EZT9'980-
                                                                    QUERY CALLER FOR PHONE #
                                                                   QUERY CALLER FOR LOCATION
                                                                               MIRELESS CALL
                                                             LEC: ATTMO
                                                                           788-087-IE7 #TJA
                                                           7717-717 #9
                                                                               YTIJI80M TSTA
                                                              TH OOT MRLS
                                                                                     MATIOCH
                                                                                         N -
                                                            MURFREESBORO RD
                                                                                    0598
                                                            04/55
                                                                     93:24
                                                                             7717-112 (218)
                                                                        Lia LattinI
                                                         00:01:47.311 [ TS] Call Completed
                                                        00:01:47.311 [ CIM] Call Terminated
                                                      00:01:47.297 [ CIM] Call Disconnected
                                  00:01:47.184 [ CIM] Caller Disconnected After Supervision
   00:01:46.667 [ TCI] Call DISCONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker
                                00:01:46.667 [ TCI] Call RELEASED BY POS = 251 / STN = 2251
                               00:01:44.062 [ PAS] Rebid Response 3 received / ALI TYPE # 1
                                   E255 = NT2 \ L25 = 209 mont & bidsA [2T] | 316.86:10:00
                               00:01:07.009 [ PAS] Rebid Response 2 received / ALI TYPE = 1
                                   00:01:06.316 [ 75] Rebid 2 from POS = 251 | STN = 2251
                               00:00:37.301 [ PAS] Rebid Response 1 received / ALI TYPE = 1
                                   00:00:36.35.30 [ 15] Rebid 1 from POS - 251 / STN - 2251
      00:00:06.315 [ TCI] Call CONNECTED BY AGENT = Casey, Mitchell/11094 ROLE = CallTaker
                    00:00:06:315 [ TCI ] TRUNK = 911055 / LINE = 55 POS = 251 / STN = 2251
                                       00:00:00:047 [VoIP] Routing call AGENT = 11094/2251
                                                         08:00:05.096 [ CIM] Call Connected
                                              00:00:04.940 [VolP] Routing call QUEUE = 6001
                  00:00:04.771 [VolP] External Call-Identifier 911055-09450-20180422082428
                          I = 39YT IJA \ beviesen senogesA IJA [611inI [2A9 ] 946.40:00:00
                                                         00:00:04.127 [ CIM] Call Presented
                              TTTTTTTTTT : INA not resuped IJA LeitinI [27 ] ALE.A0:00:00
                    00:00:04:114 [ CIM] ANI: (40)"615211717" [VALID] PSEUdoANI: "" [NONE]
06:00:00:00:00 [ CIM] Incoming Call(ID: 911055-09450-20180422082428) Offered on Trunk 911055

■ 00:00:00:00.000 [ TS] SYSTEM ID ■ nashville
                                             ==== 691'\Z;\z8 81\ZZ\b0 : N1998 N0 ===
Metro 000073
```

Copy

EFILED 11/18/19 12:20:50 CASE NO. 19C980 Richard R. Rooker, Clerk

==== 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
(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



EFILED 11/18/19 12:20:50 CASE NO. 19C980 Richard R. Rooker, Clerk

PD201800408396

5/3/2018 02:52:22

430531

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Time/Date	Trans Type	User ID	Console ID	
Comments				
SUSP IS MW UNK AG	E/ CMP2 SAYING SU	SP LEFT		
03:27:29 4/22/2018	INC VIEW	284061	2212	
Incident Viewed				
03:27:28 4/22/2018	REC	624333	2232	
Preferred			ATROL] *535C (5:04), 325C (9:04	n recti
310C ()		Add'l I	PATROL] AIRPORT (10:38), *517	r), [301] C (41:28)
*515C (11:31), VANDY	(14:27), *513C (14:33). BHPD (15:26).	425C (15:31) *823C (15:37) *53	(1C (15:42)
1422C (16:49), PARKS	(1/:11), *811C (17:28). *815C (17:34). ·	813C (17:34), *223C (20:22), *41	1C (20:40)
~113C (20:55), 15U (21	:04); [SGT] 320C ()	gas ====================================	vanishing the second of the se	(23),
03:27:27 4/22/2018	REC	624333	2232	
Fixed		Rec: [P	ATROL] 325C; [SGT] 310C	
Add'l: [SGT] 320C		•		
03:27:27 4/22/2018	INC VIEW	624333	2232	
Incident Viewed				
03:27:27 4/22/2018	INC VIEW	221033	2219	
Incident Viewed	(8:34=3.3		A.C. 1 U	
03:27:26 4/22/2018	INC VIEW	251487	2214	
Incident Viewed		201407	2214	
03:27:16 4/22/2018	INC VIEW	324229	2240	
Incident Viewed	IIVO VILVV	324225	2240	
03:27:15 4/22/2018	INC VIEW	290822	2210	
Incident Viewed	INC VILVV	290022	2210	
03:27:13 4/22/2018	PER INFO	20.4000	2010	
Person 3 Added (Duplication		324229	2240	
First: MALE	ale Call)		DDITIONAL CALLER	
Contact: May			615) 495-4457	
	51/5 5 4 1 1		rty Seized: No	
03:27:13 4/22/2018	DUP CALL	324229	2240	
Duplicate Call			3571 MURFREESBORO PKE	
City: SOUTH			e: WAFFLE HOUSE	
10.07.40 4/00/0040		324229	2240	
	CMNTS	324223	2240	
03:27:13 4/22/2018 Comments				
Comments Dup: MALE WHISPERIN	IG THAT PPL WERE	SHOOTING AT T	HE WAFFLE HOUSE / ADV THE	Y WERE IN
Comments Dup: MALE WHISPERIN DANGER / WHEN ATT	IG THAT PPL WERE TO GET FURTHER T	SHOOTING AT T HE LINE DISCON	HE WAFFLE HOUSE / ADV THE	Y WERE IN
Comments Dup: MALE WHISPERIN DANGER / WHEN ATT 03:27:08 4/22/2018	IG THAT PPL WERE	SHOOTING AT T HE LINE DISCON 284062	HE WAFFLE HOUSE / ADV THE N 2216	
Comments Dup: MALE WHISPERIN DANGER / WHEN ATT 03:27:08 4/22/2018 Preferred	IG THAT PPL WERE TO GET FURTHER T	SHOOTING AT T HE LINE DISCON 284062 Rec: [PA	HE WAFFLE HOUSE / ADV THE N 2216 TROL] *535C (4:24), 325C (9:04); [SGT]
Comments Dup: MALE WHISPERIN DANGER / WHEN ATT 03:27:08 4/22/2018 Preferred 310C ()	IG THAT PPL WERE TO GET FURTHER T REC	SHOOTING AT T HE LINE DISCON 284062 Rec: [PA Add'l: IP	HE WAFFLE HOUSE / ADV THE 2216 TROL] *535C (4:24), 325C (9:04 ATROL1 AIRPORT (10:38) *517C); [SGT]
Comments Dup: MALE WHISPERIN DANGER / WHEN ATT 03:27:08 4/22/2018 Preferred 310C () *515C (11:31), VANDY (IG THAT PPL WERE TO GET FURTHER T. REC 14:27), *513C (14:53),	SHOOTING AT T HE LINE DISCON 284062 Rec: [PA Add'l: [P BHPD (15:26), *	HE WAFFLE HOUSE / ADV THE 2216 TROL] *535C (4:24), 325C (9:04 ATROL] AIRPORT (10:38), *517 (25C (15:31), *823C (15:36), *53); [SGT] C (11:29), IC (16:02)
Comments Dup: MALE WHISPERIN DANGER / WHEN ATT 03:27:08 4/22/2018 Preferred 310C () *515C (11:31), VANDY (*422C (16:44), PARKS (IG THAT PPL WERE TO GET FURTHER T. REC 14:27), *513C (14:53), 17:11), *811C (17:17),	SHOOTING AT T HE LINE DISCON 284062 Rec: [PA Add'l: [P BHPD (15:26), *	HE WAFFLE HOUSE / ADV THE 2216 TROL] *535C (4:24), 325C (9:04 ATROL1 AIRPORT (10:38) *517C); [SGT] C (11:29), IC (16:02)
Comments Dup: MALE WHISPERIN DANGER / WHEN ATT 03:27:08 4/22/2018 Preferred 310C () *515C (11:31), VANDY (*422C (16:44), PARKS (*113C (20:55), TSU (21:6	IG THAT PPL WERE TO GET FURTHER T REC 14:27), *513C (14:53), 17:11), *811C (17:17), 04); [SGT] 320C (—)	SHOOTING AT T HE LINE DISCON 284062 Rec: [PA Add'l: [P BHPD (15:26), *, *815C (17:34), *6	HE WAFFLE HOUSE / ADV THE 2216 TROL] *535C (4:24), 325C (9:04 ATROL] AIRPORT (10:38), *517C 25C (15:31), *823C (15:36), *53 13C (17:34), *223C (20:22), *411); [SGT] C (11:29), IC (16:02)
Comments Dup: MALE WHISPERIN DANGER / WHEN ATT 03:27:08 4/22/2018 Preferred 310C () *515C (11:31), VANDY (*422C (16:44), PARKS (*113C (20:55), TSU (21:46); PARKS (*3:27:08 4/22/2018	IG THAT PPL WERE TO GET FURTHER T. REC 14:27), *513C (14:53), 17:11), *811C (17:17),	SHOOTING AT T HE LINE DISCON 284062 Rec: [PA Add'l: [P BHPD (15:26), *	HE WAFFLE HOUSE / ADV THE 2216 TROL] *535C (4:24), 325C (9:04 ATROL] AIRPORT (10:38), *517 (25C (15:31), *823C (15:36), *53); [SGT] C (11:29), IC (16:02)
Comments Dup: MALE WHISPERIN DANGER / WHEN ATT 03:27:08 4/22/2018 Preferred 310C () *515C (11:31), VANDY (*422C (16:44), PARKS (*113C (20:55), TSU (21:03:27:08 4/22/2018 Incident Viewed	IG THAT PPL WERE TO GET FURTHER T REC 14:27), *513C (14:53), 17:11), *811C (17:17), 04); [SGT] 320C (—) INC VIEW	SHOOTING AT THE LINE DISCON 284062 Rec: [PAAdd'l: [PBHPD (15:26), */* *815C (17:34), */* 221033	HE WAFFLE HOUSE / ADV THE 2216 TROL] *535C (4:24), 325C (9:04 ATROL] AIRPORT (10:38), *517 (25C (15:31), *823C (15:36), *53 13C (17:34), *223C (20:22), *411 2219); [SGT] C (11:29), IC (16:02)
Comments Dup: MALE WHISPERIN DANGER / WHEN ATT 03:27:08 4/22/2018 Preferred 310C () *515C (11:31), VANDY (*422C (16:44), PARKS (*113C (20:55), TSU (21:43) 13:27:08 4/22/2018 Incident Viewed 03:27:07 4/22/2018	IG THAT PPL WERE TO GET FURTHER T REC 14:27), *513C (14:53), 17:11), *811C (17:17), 04); [SGT] 320C (—)	SHOOTING AT THE LINE DISCON 284062 Rec: [PAAdd'l: [PBHPD (15:26), *4*815C (17:34), *6*2	HE WAFFLE HOUSE / ADV THE 2216 TROL] *535C (4:24), 325C (9:04 ATROL] AIRPORT (10:38), *5170 125C (15:31), *823C (15:36), *531 13C (17:34), *223C (20:22), *411 2219); [SGT] C (11:29), IC (16:02)
Comments Dup: MALE WHISPERIN DANGER / WHEN ATT 03:27:08 4/22/2018 Preferred 310C () *515C (11:31), VANDY (*422C (16:44), PARKS (*113C (20:55), TSU (21:06) 13:27:08 4/22/2018 Incident Viewed 13:27:07 4/22/2018 Fixed	IG THAT PPL WERE TO GET FURTHER T REC 14:27), *513C (14:53), 17:11), *811C (17:17), 04); [SGT] 320C (—) INC VIEW	SHOOTING AT THE LINE DISCON 284062 Rec: [PAAdd'l: [PBHPD (15:26), *4*815C (17:34), *6*2	HE WAFFLE HOUSE / ADV THE 2216 TROL] *535C (4:24), 325C (9:04 ATROL] AIRPORT (10:38), *517 (25C (15:31), *823C (15:36), *53 13C (17:34), *223C (20:22), *411 2219); [SGT] C (11:29), IC (16:02)
Comments Dup: MALE WHISPERIN DANGER / WHEN ATT 03:27:08 4/22/2018 Preferred 310C () *515C (11:31), VANDY (*422C (16:44), PARKS (*113C (20:55), TSU (21:46) 03:27:08 4/22/2018 Incident Viewed 03:27:07 4/22/2018 Fixed Add'I: [SGT] 320C	IG THAT PPL WERE TO GET FURTHER T REC 14:27), *513C (14:53), 17:11), *811C (17:17), 04); [SGT] 320C (—) INC VIEW	SHOOTING AT THE LINE DISCON 284062 Rec: [PAAdd'l: [PBHPD (15:26), */**815C (17:34), */**8221033 284062 Rec: [PA	HE WAFFLE HOUSE / ADV THEN 2216 TROL] *535C (4:24), 325C (9:04 ATROL] AIRPORT (10:38), *5170 25C (15:31), *823C (15:36), *534 13C (17:34), *223C (20:22), *411 2219 2216 TROL] 325C; [SGT] 310C); [SGT] C (11:29), IC (16:02)
Comments Dup: MALE WHISPERIN DANGER / WHEN ATT 13:27:08 4/22/2018 Preferred 310C () *515C (11:31), VANDY (*422C (16:44), PARKS (*113C (20:55), TSU (21:0) 3:27:08 4/22/2018 ncident Viewed 3:27:07 4/22/2018 Fixed Add'l: [SGT] 320C 3:27:06 4/22/2018	IG THAT PPL WERE TO GET FURTHER T REC 14:27), *513C (14:53), 17:11), *811C (17:17), 04); [SGT] 320C (—) INC VIEW	SHOOTING AT THE LINE DISCON 284062 Rec: [PAAdd'l: [PBHPD (15:26), *4*815C (17:34), *6*2	HE WAFFLE HOUSE / ADV THE 2216 TROL] *535C (4:24), 325C (9:04 ATROL] AIRPORT (10:38), *5170 125C (15:31), *823C (15:36), *531 13C (17:34), *223C (20:22), *411 2219); [SGT] C (11:29), IC (16:02)
Comments Dup: MALE WHISPERIN DANGER / WHEN ATT 03:27:08 4/22/2018 Preferred 310C () *515C (11:31), VANDY (*422C (16:44), PARKS (*113C (20:55), TSU (21:4) 03:27:08 4/22/2018 Incident Viewed 03:27:07 4/22/2018 Fixed Add'l: [SGT] 320C 03:27:06 4/22/2018 Incident Viewed	IG THAT PPL WERE TO GET FURTHER T REC 14:27), *513C (14:53), 17:11), *811C (17:17), 04); [SGT] 320C () INC VIEW REC	SHOOTING AT THE LINE DISCON 284062 Rec: [PAAdd'l: [PBHPD (15:26), */**815C (17:34), */**8221033 284062 Rec: [PA	HE WAFFLE HOUSE / ADV THEN 2216 TROL] *535C (4:24), 325C (9:04 ATROL] AIRPORT (10:38), *5170 25C (15:31), *823C (15:36), *534 13C (17:34), *223C (20:22), *411 2219 2216 TROL] 325C; [SGT] 310C); [SGT] C (11:29), IC (16:02)
Comments Dup: MALE WHISPERIN DANGER / WHEN ATT 03:27:08 4/22/2018 Preferred 310C () *515C (11:31), VANDY (*422C (16:44), PARKS (*113C (20:55), TSU (21:4) 3:27:08 4/22/2018 Incident Viewed 3:27:07 4/22/2018 Fixed Add'I: [SGT] 320C 3:27:06 4/22/2018 ncident Viewed 3:27:06 4/22/2018	IG THAT PPL WERE TO GET FURTHER T REC 14:27), *513C (14:53), 17:11), *811C (17:17), 04); [SGT] 320C (—) INC VIEW	SHOOTING AT THE LINE DISCON 284062 Rec: [PAAdd'l: [PBHPD (15:26), */**815C (17:34), */**8221033 284062 Rec: [PA	HE WAFFLE HOUSE / ADV THEN 2216 TROL] *535C (4:24), 325C (9:04 ATROL] AIRPORT (10:38), *5170 25C (15:31), *823C (15:36), *534 13C (17:34), *223C (20:22), *411 2219 2216 TROL] 325C; [SGT] 310C); [SGT] C (11:29), IC (16:02)
Comments Dup: MALE WHISPERIN DANGER / WHEN ATT 03:27:08 4/22/2018 Preferred 310C () *515C (11:31), VANDY (*422C (16:44), PARKS (*113C (20:55), TSU (21:46) 13:27:08 4/22/2018 Incident Viewed 13:27:07 4/22/2018 Fixed Add'I: [SGT] 320C 3:27:06 4/22/2018 Incident Viewed 13:27:02 4/22/2018 Incident Viewed 13:27:06 4/22/2018 Incident Viewed 13:27:02 4/22/2018 Incident Associated	IG THAT PPL WERE TO GET FURTHER T REC 14:27), *513C (14:53), 17:11), *811C (17:17), 04); [SGT] 320C () INC VIEW REC	SHOOTING AT THE LINE DISCON 284062 Rec: [PAAdd'l: [PBHPD (15:26), */*815C (17:34), */*8 221033 284062 Rec: [PA264062 242543	HE WAFFLE HOUSE / ADV THEN 2216 TROL] *535C (4:24), 325C (9:04 ATROL] AIRPORT (10:38), *5170 125C (15:31), *823C (15:36), *5313C (17:34), *223C (20:22), *411 2219 2216 TROL] 325C; [SGT] 310C); [SGT] C (11:29), IC (16:02)
Comments Dup: MALE WHISPERIN DANGER / WHEN ATT 03:27:08 4/22/2018 Preferred 310C () *515C (11:31), VANDY (*422C (16:44), PARKS (*113C (20:55), TSU (21:4) 3:27:08 4/22/2018 Incident Viewed 3:27:07 4/22/2018 Fixed Add'I: [SGT] 320C 3:27:06 4/22/2018 Incident Viewed 3:27:02 4/22/2018 Incident Associated 3:27:02 4/22/2018	IG THAT PPL WERE TO GET FURTHER T REC 14:27), *513C (14:53), 17:11), *811C (17:17), 04); [SGT] 320C () INC VIEW REC	SHOOTING AT THE LINE DISCON 284062 Rec: [PAAdd'l: [PBHPD (15:26), */*815C (17:34), */*8 221033 284062 Rec: [PA264062 242543	HE WAFFLE HOUSE / ADV THEN 2216 TROL] *535C (4:24), 325C (9:04 ATROL] AIRPORT (10:38), *5170 225C (15:31), *823C (15:36), *531 13C (17:34), *223C (20:22), *411 2219 2216 TROL] 325C; [SGT] 310C 2216 2233); [SGT] C (11:29), IC (16:02)
Comments Dup: MALE WHISPERIN DANGER / WHEN ATT 03:27:08 4/22/2018 Preferred 310C () *515C (11:31), VANDY (*422C (16:44), PARKS (*113C (20:55), TSU (21:4) 03:27:08 4/22/2018 Incident Viewed 03:27:07 4/22/2018 Prixed Add'l: [SGT] 320C 03:27:06 4/22/2018 Incident Viewed 03:27:02 4/22/2018 Incident Associated 03:27:02 4/22/2018 Incident Associated	IG THAT PPL WERE TO GET FURTHER T REC 14:27), *513C (14:53), 17:11), *811C (17:17), 04); [SGT] 320C (—) INC VIEW REC INC VIEW	SHOOTING AT THE LINE DISCON 284062 Rec: [PAAdd'l: [PBHPD (15:26), ** *815C (17:34), ** 221033 284062 Rec: [PA24062 242543 Incid #: F242543	HE WAFFLE HOUSE / ADV THEN 2216 TROL] *535C (4:24), 325C (9:04 ATROL] AIRPORT (10:38), *5170 25C (15:31), *823C (15:36), *534 13C (17:34), *223C (20:22), *411 2219 2216 TROL] 325C; [SGT] 310C 2233 FD18042200040859); [SGT] C (11:29), IC (16:02)
Comments Dup: MALE WHISPERIN DANGER / WHEN ATT 03:27:08 4/22/2018 Preferred 310C () *515C (11:31), VANDY (*422C (16:44), PARKS (*113C (20:55), TSU (21:4) 03:27:08 4/22/2018 Incident Viewed 03:27:07 4/22/2018 Fixed Add'I: [SGT] 320C 03:27:06 4/22/2018 Incident Viewed 03:27:02 4/22/2018 Incident Associated 03:27:02 4/22/2018	IG THAT PPL WERE TO GET FURTHER T REC 14:27), *513C (14:53), 17:11), *811C (17:17), 04); [SGT] 320C (—) INC VIEW REC INC VIEW	SHOOTING AT THE LINE DISCON 284062 Rec: [PAAdd'l: [PBHPD (15:26), ** *815C (17:34), ** 221033 284062 Rec: [PA24062 242543 Incid #: F242543	HE WAFFLE HOUSE / ADV THEN 2216 TROL] *535C (4:24), 325C (9:04 ATROL] AIRPORT (10:38), *517C 25C (15:31), *823C (15:36), *53-13C (17:34), *223C (20:22), *411 2219 2216 TROL] 325C; [SGT] 310C 2233 FD18042200040859 2233); [SGT] C (11:29), IC (16:02)
Comments Dup: MALE WHISPERIN DANGER / WHEN ATT 03:27:08 4/22/2018 Preferred 310C () *515C (11:31), VANDY (*422C (16:44), PARKS (*113C (20:55), TSU (21:4) 03:27:08 4/22/2018 Incident Viewed 03:27:07 4/22/2018 Prixed Add'l: [SGT] 320C 03:27:06 4/22/2018 Incident Viewed 03:27:02 4/22/2018 Incident Associated 03:27:02 4/22/2018 Incident Associated	IG THAT PPL WERE TO GET FURTHER T REC 14:27), *513C (14:53), 17:11), *811C (17:17), 04); [SGT] 320C () INC VIEW REC INC VIEW INC ASSOC INC ASSOC	SHOOTING AT THE LINE DISCON 284062 Rec: [PAAdd'l: [PBHPD (15:26), *. *815C (17:34), *6 221033 284062 Rec: [PA24062 242543 Incid #: F242543 Incid #: G242543	HE WAFFLE HOUSE / ADV THEN 2216 TROL] *535C (4:24), 325C (9:04 ATROL] AIRPORT (10:38), *5170 25C (15:31), *823C (15:36), *53113C (17:34), *223C (20:22), *4111 2219 2216 TROL] 325C; [SGT] 310C 2216 2233 FD18042200040859 2233 0E-00013306); [SGT] C (11:29), IC (16:02)

PD201806408396

5/3/2018 02:52:22

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		FD201809408398	5/3/2018 02:52:22	430531	Page 450 of 45
Time/Date	Trans Type	User ID	Console ID		
Incident Associated		Incid #	PD201800408399		
03:27:00 4/22/2018	INC VIEW	674262	2218		
Incident Viewed	W0075		2210		
03:26:59 4/22/2018	INC VIEW	674262	2218		
Incident Viewed		· 1202	22 10		
03:26:57 4/22/2018	INC VIEW	290827	2217		
Incident Viewed			22 17		
03:26:55 4/22/2018	REC	284062	2216		
Preferred 310C () *515C (11:31), VANDY (PARKS (17:11), *811C (TSU (21:04), BMPD (22:	14:27), *513C (15:18 17:17), *815C (17:34	Rec: [PA Add'l: [P. 3), BHPD (15:26), *2 3), *813C (17:34), *2	TROL] *535C (4:2 ATROL] AIRPORT 425C (15:31), *823	(10:38), *517 C (15:36), *5	7Ć (11:29), 31C (16:02)
03:26:55 4/22/2018	REC	284062	2216		
Fixed		Rec: [PA	TROL] 325C; [SG	T] 310C	
Add'l: [SGT] 320C		-	2 / 5		
03:26:54 4/22/2018	ACK	284062	2216		
Priority Ack'd		Priority U	Jpdate: 03:26:49 4	/22/2018	
03:26:54 4/22/2018	INC VIEW	284062	2216		
Incident Viewed					
03:26:53 4/22/2018	REC	251490	2254		
Preferred		Rec: [PA	TROL] *535C (4:1	1), 325C (9:0	4): [SGT]
310C () *515C (11:31), VANDY (* PARKS (17:11), *811C (* TSU (21:04), BMPD (22:2	17:17), *815C (17:34) 23); [SGT] 320C ()), BHPD (15:26), *4), *813C (17:34), *2	23C (20:22), *4110	C (15:36), *53	31C (16:22)
03:26:52 4/22/2018	REC	251490	2254		
Fixed		Rec: [PA	TROL] 325C; [SG1	[] 310C	
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03:26:51 4/22/2018	INC VIEW	251490	2254		
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Incident Viewed	INC VIEW	242543	2233		
	TIMEOUT		**************************************		
03:26:49 4/22/2018	TIMEOUT	242543	2233		
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03:26:49 4/22/2018	CMNTS	242543	2233		
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3:26:49 4/22/2018	INC UPDT	242543	2233		
Incident Updated		Priority: 3	(3Q)		
Incid Type: 9000 (52P)					
3:26:45 4/22/2018	REC	284062	2216		
Preferred	_ ,,,	Rec: [PA]	ROL] 325C (9:04)	; [SGT] 310C	()
Add'l: [PATROL] AIRPOR (15:26), *425C (15:31), *8 (17:34), *223C (20:22), *4	23C (15:36), *531C 11C (20:40), *113C	(16:22). PARKS (17	":11). *811C (17:17	7) *815C (17:	34) *8130
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3:26:38 4/22/2018	CMNTS	189339	2251		
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		PD201800408396	5/3/2018 02	2:52:22 430531 Page 451
Time/Date	Trans Type	User ID	Consc	le ID
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03:26:28 4/22/2018	INC VIEW	189339	2251	3 200
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03:26:27 4/22/2018	INC VIEW	290827	2217	
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03:26:27 4/22/2018	PER INFO	189339	2251	
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	DVC (47.44) +04.	Add'l: [F	PATROL] BH	PD (15:26), *425C (15:31), *8
(20:22) *411C (20:40) *44	3C (20:55) TOLL	10 (17:17), *8150 (17:34), *8130	C (17:34), *523C (17:53), *22
(29:42); [SGT] 320C ()	ou (20.00), 15U	(Z 1104), BMPD (22)	23), *123C (28:03), *125C (28:21), GVPD
03:26:22 4/22/2018	REC	204000	8615	
Fixed	NEU	284062	2216	
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03:25:59 4/22/2018	REC	251490	2254	
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	W8 /15 / 10 / 15 / 10	Add'l: IP	ATROLI BHI	DD (15.26) *4250 (45.24) *0
(15:36), 531C (16:08), PAR	KS (17:11), *8110	Add'l: [P C (17:17), *815C (1	ATROL] BHI 7.34) *813C	PD (15:26), *425C (15:31), *8
(15:36), 531C (16:08), PAR (20:22), *411C (20:40), *11;	3C (20:55), TSU i	Add'l: [P C (17:17), *815C (1	ATROL] BHI 7.34) *813C	PD (15:26), *425C (15:31), *8
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(15:36), 531C (16:08), PAR (20:22), *411C (20:40), *113 (28:21), GVPD (29:42); [SG 03:25:59 4/22/2018 Fixed	3C (20:55), TSU iT] 320C ()	Add'l: [P C (17:17), *815C (1 (21:04), BMPD (22:: 251490	ATROL] BHI 7:34), *813C 23), 115C (2:	PD (15:26), *425C (15:31), *8
(15:36), 531Č (16:08), PAR (20:22), *411C (20:40), *11; (28:21), GVPD (29:42); [SG 03:25:59 4/22/2018 Fixed Add'l: [SGT] 320C	3C (20:55), TSU iT] 320C ()	Add'l: [P C (17:17), *815C (1 (21:04), BMPD (22:: 251490	ATROL] BHI 7.34), *813C 23), 115C (2: 2254	PD (15:26), *425C (15:31), *8
(15:36), 531C (16:08), PAR (20:22), *411C (20:40), *11; (28:21), GVPD (29:42); [SG 03:25:59 4/22/2018 Fixed Add'l: [SGT] 320C (3:25:58 4/22/2018	3C (20:55), TSU iT] 320C ()	Add'l: [P C (17:17), *815C (1 (21:04), BMPD (22:: 251490	ATROL] BHI 7.34), *813C 23), 115C (2: 2254	PD (15:26), *425C (15:31), *8
(15:36), 531C (16:08), PAR (20:22), *411C (20:40), *11; (28:21), GVPD (29:42); [SG)3:25:59 4/22/2018 Fixed Add'l: [SGT] 320C 3:25:58 4/22/2018	3C (20:55), TSU iT] 320C () REC	Add'l: [P C (17:17), *815C (1' (21:04), BMPD (22:2 251490 Rec: [SG	ATROL] BHF 7.34), *813C 23), 115C (2: 2254 ST] 310C	PD (15:26), *425C (15:31), *8
(15:36), 531C (16:08), PAR (20:22), *411C (20:40), *11; (28:21), GVPD (29:42); [SG 03:25:59 4/22/2018 Fixed Add'l: [SGT] 320C 03:25:58 4/22/2018 Incident Viewed 3:25:53 4/22/2018	3C (20:55), TSU iT] 320C () REC	Add'l: [P C (17:17), *815C (1' (21:04), BMPD (22:2 251490 Rec: [SG	ATROL] BHF 7.34), *813C 23), 115C (23 2254 GT] 310C 2254	PD (15:26), *425C (15:31), *8
(15:36), 531C (16:08), PAR (20:22), *411C (20:40), *11; (28:21), GVPD (29:42); [SG 03:25:59 4/22/2018 Fixed Add'l: [SGT] 320C 03:25:58 4/22/2018 Incident Viewed 03:25:53 4/22/2018	REC INC VIEW	Add'l: [P C (17:17), *815C (1 (21:04), BMPD (22:: 251490 Rec: [SC 251490	ATROL] BHF 7.34), *813C 23), 115C (23) 2254 6T] 310C 2254 ECC01	PD (15:26), *425C (15:31), *8 (17:34), *523C (17:53), *223 3:41), *123C (28:03), *125C
(15:36), 531C (16:08), PAR (20:22), *411C (20:40), *113 (28:21), GVPD (29:42); [SG 03:25:59 4/22/2018 Fixed Add'l: [SGT] 320C (3:25:58 4/22/2018 Incident Viewed (3:25:53 4/22/2018 Preferred (SGT] 310C ()	REC (20:55), 150 (31) 320C ()	Add'l: [PAdd'l: [PAdd'] [PAdd'l: [PAdd'l: [PAdd'l: [PAdd'l: [PAdd'l: [PAdd'] [PAdd'] [PAdd'] [PAdd'l: [PAdd'l: [PAdd']	2254 ECC01 TROL] AIRP	PD (15:26), *425C (15:31), *8 (17:34), *523C (17:53), *223 3:41), *123C (28:03), *125C
(15:36), 531C (16:08), PAR (20:22), *411C (20:40), *113 (28:21), GVPD (29:42); [SG 03:25:59 4/22/2018 Fixed Add'l: [SGT] 320C 03:25:58 4/22/2018 Incident Viewed 3:25:53 4/22/2018 Preferred [SGT] 310C () [15:36), 531C (16:15), PAR (15:36), 531C (16:15), PAR (15:15), 531C (16:15), 531C (16:15), 531C (16:15), 531C (1	REC INC VIEW REC (S) (17:11), *8110	Add'l: [PC (17:17), *815C (1' (21:04), BMPD (22:: 251490 Rec: [SG 251490 634502 Rec: [PA Add'l: [PA	ATROL] BHF 7.34), *813C 23), 115C (2: 2254 6T] 310C 2254 ECC01 TROL] AIRP ATROL] BHF 7:34) *813C	PD (15:26), *425C (15:31), *8 (17:34), *523C (17:53), *223 3:41), *123C (28:03), *125C PD (10:38), VANDY (14:27) PD (15:26), *425C (15:31), *8
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(15:36), 531C (16:08), PAR (20:22), *411C (20:40), *113 (28:21), GVPD (29:42); [SG 03:25:59 4/22/2018 Fixed Add'l: [SGT] 320C 03:25:58 4/22/2018 Incident Viewed 3:25:53 4/22/2018 Preferred (SGT] 310C () (15:36), 531C (16:15), PAR (20:22), *411C (20:40), *113 (28:21), GVPD (29:42); [SG 3:25:53 4/22/2018 Fixed Add'l: [SGT] 320C 3:25:52 4/22/2018	REC INC VIEW REC KS (17:11), *8110 GC (20:55), TSU (T] 320C ()	Add'l: [PC (17:17), *815C (1' (21:04), BMPD (22:2' 251490 Rec: [SG 251490 634502 Rec: [PA Add'l: [PA C (17:17), *815C (17' (21:04), BMPD (22:2' 634502	2254 2254 31), 115C (2: 2254 3T] 310C 2254 ECC01 TROL] AIRPATROL] BHF 7:34), *813C 23), 115C (23 ECC01	PD (15:26), *425C (15:31), *8 (17:34), *523C (17:53), *223 3:41), *123C (28:03), *125C PD (10:38), VANDY (14:27) PD (15:26), *425C (15:31), *8
(15:36), 531C (16:08), PAR (20:22), *411C (20:40), *113 (28:21), GVPD (29:42); [SG 03:25:59 4/22/2018 Fixed Add'l: [SGT] 320C (3:25:58 4/22/2018 Incident Viewed 3:25:53 4/22/2018 Preferred (SGT] 310C () (15:36), 531C (16:15), PAR (20:22), *411C (20:40), *113 (28:21), GVPD (29:42); [SG 3:25:53 4/22/2018 Fixed Add'l: [SGT] 320C (3:25:52 4/22/2018	REC (20:55), TSU (Add'l: [PC (17:17), *815C (1' (21:04), BMPD (22:2' 251490 Rec: [SG 251490 634502 Rec: [PA Add'l: [P, C (17:17), *815C (17' (21:04), BMPD (22:2' Rec: [SG Rec: [SG	2254 ECC01 TROL] BHF 7:34), *813C 2254 ECC01 TROL] AIRP ATROL] BHF 7:34), *813C 23), 115C (23	PD (15:26), *425C (15:31), *8 (17:34), *523C (17:53), *223 3:41), *123C (28:03), *125C PD (10:38), VANDY (14:27) PD (15:26), *425C (15:31), *8
(15:36), 531C (16:08), PAR (20:22), *411C (20:40), *113 (28:21), GVPD (29:42); [SG 03:25:59 4/22/2018 Fixed Add'l: [SGT] 320C (3:25:58 4/22/2018 Incident Viewed (3:25:53 4/22/2018 Preferred (SGT] 310C () (15:36), 531C (16:15), PAR (20:22), *411C (20:40), *113 (28:21), GVPD (29:42); [SG 3:25:53 4/22/2018 Fixed Add'l: [SGT] 320C (3:25:52 4/22/2018 Incident Viewed	REC (20:55), TSU (Add'l: [PC (17:17), *815C (1' (21:04), BMPD (22:2' 251490 Rec: [SG 251490 634502 Rec: [PA Add'l: [P/C (17:17), *815C (17' (21:04), BMPD (22:2' Rec: [SG 634502 Rec: [SG 634502	ECC01 TI 310C ECC01 TI 310C ECC01 TI 310C ECC01 TI 310C ECC01 ECC01 TI 310C ECC01 ECC01 ECC01 ECC01 ECC01 ECC01	PD (15:26), *425C (15:31), *8 (17:34), *523C (17:53), *223 (3:41), *123C (28:03), *125C (28:03), *125C (28:03), *223 (3:41), *523C (17:53), *223 (3:41), *123C (28:03), *125C
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(15:36), 531C (16:08), PAR (20:22), *411C (20:40), *113 (28:21), GVPD (29:42); [SG 03:25:59 4/22/2018 Fixed Add'l: [SGT] 320C 3:25:58 4/22/2018 Incident Viewed 3:25:53 4/22/2018 Preferred SGT] 310C () 15:36), 531C (16:15), PAR (20:22), *411C (20:40), *113 (28:21), GVPD (29:42); [SG 3:25:53 4/22/2018 Fixed Add'l: [SGT] 320C (3:25:52 4/22/2018 Incident Viewed (3:25:51 4/22/2018 Incident Viewed (3:	REC INC VIEW REC (SC (17:11), *8110 REC (SC (20:55), TSU (1) REC INC VIEW	Add'l: [PC (17:17), *815C (1' (21:04), BMPD (22:2' 251490 Rec: [SG 251490 634502 Rec: [PA Add'l: [P/C (17:17), *815C (17' (21:04), BMPD (22:2' Rec: [SG 634502 Rec: [SG 634502	ECC01 TI 310C ECC01 TI 310C ECC01 TI 310C ECC01 TI 310C ECC01 ECC01 TI 310C ECC01 ECC01 ECC01 ECC01 ECC01 ECC01	PD (15:26), *425C (15:31), *8 (17:34), *523C (17:53), *223 (3:41), *123C (28:03), *125C (28:03), *125C (28:03), *223 (3:41), *523C (17:53), *223 (3:41), *123C (28:03), *125C
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(20.22), 411C (20.40), 711 (28:21), GVPD (29:42); [SG 03:25:59 4/22/2018 Fixed Add'l: [SGT] 320C 03:25:58 4/22/2018 Incident Viewed 03:25:53 4/22/2018 Preferred [SGT] 310C () (15:36), 531C (16:15), PARP (20:22), *411C (20:40), *113 (28:21), GVPD (29:42); [SG 03:25:53 4/22/2018 Fixed Add'l: [SGT] 320C 03:25:52 4/22/2018 Incident Viewed 03:25:51 4/22/2018 Incident Viewed 03:25:51 4/22/2018 Incident Viewed 03:25:50 4/22/2018 Incident Viewed 03:25:50 4/22/2018 Incident Viewed 03:25:50 4/22/2018 Incident Viewed 03:25:50 4/22/2018 Incident Viewed	INC VIEW INC VIEW REC (SC (20:55), TSU (7:11), *8110 (8C (20:55), TSU (7:11) (7] 320C () REC INC VIEW INC VIEW INC VIEW	Add'l: [PC (17:17), *815C (1' (21:04), BMPD (22:2' 251490 Rec: [SG 251490 634502 Rec: [PA Add'l: [PA 634502 Rec: [SG 634502 Rec: [SG 634502 189339 242543 284062 Rec: [PA 74 284062 Rec: [PA 75 284062 Rec:	ATROL] BHI 7.34), *813C 23), 115C (2: 2254 ECC01 TROL] AIRP ATROL] BHI 7:34), *813C 3), 115C (23 ECC01 ECC01 2251 2233 2216 FROL] AIRP	PD (15:26), *425C (15:31), *8 (17:34), *523C (17:53), *223 (3:41), *123C (28:03), *125C (15:26), *425C (15:31), *8: (17:34), *523C (17:53), *223C (3:41), *123C (28:03), *125C (28:03), *125C
(15:36), 531C (16:08), PAR (20:22), *411C (20:40), *113 (28:21), GVPD (29:42); [SG 03:25:59 4/22/2018 Fixed Add'l: [SGT] 320C 03:25:58 4/22/2018 Incident Viewed 03:25:53 4/22/2018 Preferred [SGT] 310C () (15:36), 531C (16:15), PAR (20:22), *411C (20:40), *113 (28:21), GVPD (29:42); [SG 03:25:53 4/22/2018 Fixed Add'l: [SGT] 320C 3:25:52 4/22/2018 ncident Viewed 3:25:51 4/22/2018 ncident Viewed 3:25:51 4/22/2018 ncident Viewed 3:25:50 4/22/2018 ncident Viewed 3:25:50 4/22/2018 ncident Viewed 3:25:50 4/22/2018 pcident Viewed 3:25:50 4/22/2018 preferred SGT] 310C ()	INC VIEW INC VIEW REC (SC (20:55), TSU (7:11), *8110 (8C (20:55), TSU (7:11) (7:11), *8110 (8C (20:55), TSU (7:11) (9C (20:	Add'l: [PA-Add'l: [PA-	ATROL] BHF 7.34), *813C 23), 115C (2: 2254 ECC01 TROL] AIRP ATROL] BHF 7:34), *813C 23), 115C (23 ECC01 T] 310C ECC01 2251 2233 2216 TROL] AIRP (TROL] AIRP (TROL] AIRP	PD (15:26), *425C (15:31), *8 (17:34), *523C (17:53), *223 (3:41), *123C (28:03), *125C (15:26), *425C (15:31), *8:(17:34), *523C (17:53), *223(3:41), *123C (28:03), *125C (17:53), *223(3:41), *123C (28:03), *125C (17:53), *223(3:41), *123C (28:03), *125C (15:31), *8:(17:26), *425C (15:31), *425C (15:3
(15:36), 531C (16:08), PAR (20:22), *411C (20:40), *113 (28:21), GVPD (29:42); [SG 03:25:59 4/22/2018 Fixed Add'l: [SGT] 320C 03:25:58 4/22/2018 Incident Viewed 03:25:53 4/22/2018 Preferred [SGT] 310C () (15:36), 531C (16:15), PAR (20:22), *411C (20:40), *113 (28:21), GVPD (29:42); [SG 3:25:53 4/22/2018 Fixed Add'l: [SGT] 320C 3:25:53 4/22/2018 Incident Viewed 3:25:51 4/22/2018 Incident Viewed 3:25:50 4/22/2	INC VIEW INC VIEW REC (S (17:11), *8110 REC (S (20:55), TSU (T] 320C () REC INC VIEW INC VIEW INC VIEW REC (S (17:11), *811C	Add'l: [PC (17:17), *815C (1' (21:04), BMPD (22:2' 251490 Rec: [SG 251490 Add'l: [PA Add'l: [PA Add'l: [SG 634502 Rec: [PA Add'l:	ATROL] BHF 7.34), *813C 23), 115C (2: 2254 ECC01 TROL] AIRP ATROL] BHF 7:34), *813C 23), 115C (23 ECC01 T] 310C ECC01 2251 2233 2216 TROL] AIRP (TROL] BHP 234) *813C	PD (15:26), *425C (15:31), *8 (17:34), *523C (17:53), *223 (3:41), *123C (28:03), *125C (15:26), *425C (15:31), *8:(17:34), *523C (17:53), *223C (3:41), *123C (28:03), *125C (17:34), *523C (17:53), *223C (17:34), *523C (17:53), *823C (17:34), *523C (17:34), *823C (17:34), *523C (17:53), *823C (17:53), *82
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Incid Type: 52P

Zip Code: 37013

	F	D201800408396	5/3/2018 02:52	1:22 430531	Page 452 of 455
Time/Date	Trans Type	User ID	Console	D	
Add'l: [SGT] 320C					
03:25:48 4/22/2018 Incident Viewed	INC VIEW	284062	2216	Dispate	hviewed
03:25:39 4/22/2018 Incident Viewed	INC VIEW	624333	2232		
03:25:38 4/22/2018 Response Message NOTIFY: PD SUPERVISOR	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 RIGINAL CALLI : May	ER	
03:25:38 4/22/2018 Prem/Haz Check Title: 3541 MURFREESBOF	PREM/HAZ	624333 Title: 35 E PRO - ACCES	2232 541 MURFREES SS CODES	BORO PKE - A	ACCESS CODE
03:25:38 4/22/2018 Jurisdiction Sector: 30S Rprt Dist: 8867	INC CREATE	624333 Area: S Beat: 33	2232		
03:25:38 4/22/2018 Incident Created Details to Follow: None Loc Name: WAFFLE HOUS Longitude: -86.615850 Cross Strs: PIN HOOK RD		Location Latitude City: SC	2232 03:25:00 4/22/2 1: 3571 MURFRI 1: 36.050979 DUTH PHONE	EECDODO DIZ	my 25

Validation Level: Premise Lvl

Priority: 3Q



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: Trunk: Incoming

E911-HW5

Duration Setup Time: (incl. ANI Decoding)

(hh:mm:ss.sss) 00:00:04.943

Line: Phone Number: 2251 ACD 2 (731) 780-8887

Process Time: Answer:

00:01:41.812

DNIS: Incident Type: 9-1-1 (Q6001) No Value

Talk: Hold:

00:00:00.000

00:00:01.521

00:01:40.291

Call Taker:

Casey, Mitchell POSITION251

Trunk Seizure Time:

00:01:46.755

Position:

No

IP Phone: ALI Status:

GOOD ALI

Call Taker Answer Time:

00:00:01.004

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: Class of Service: TN 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: Y Coordinate:

-086.615353 +36.050702

Call Events

Date/Time	Event	<u>Value</u>	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 History

Date/Time		
Field Name	Old Value	New 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
Error		+36.049191 F
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 It changed from	03:25 04/22 Intersection
X Coordinate	-086.612305 phase 1 to phase 2	03:25 04/22 Intersection -086.615353 +36.050702 OF Summerset
Y Coordinate	+36.049191	+36.050702 Of Summer Set
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



Call Routing

Date/Time	<u>Event</u>	Value
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

Generated on: 05/11/2018 15:24:02





Call Detail

Created: Site Name: 04/22/2018 03:26:18.977

Customer Configuration Staging

22:251:2

Type: Trunk: Outgoing ADM-16

ping <u>Duration</u>
16 Setup Time:
(incl. ANI Decoding)

(hh:mm:ss.sss) 00:00:00.000

00:00:02.676

Line: Phone Number: 2251A (731) 780-8887 Process Time:
Answer: 00:00:00:00,000

DNIS: Incident Type: No Value No Value Casev. Mitchell Talk: 00:00:00:00.000
Hold: 00:00:00:00000

Call Taker: Position: Casey, Mitchell POSITION251

Trunk Seizure Time: 00:00:02.676

IP Phone: ALI Status:

No 0 : Not Used Call Taker Answer Time: 00:00:00.000

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: Class of Service: TN 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: Y Coordinate:

-086.615353 +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>		
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
Error		F
Validated	2	True
Free Format		3650, MURFREESBORO RD - N, ANTIOCH, TN

Call Routing

24 - 25 - 24 - 24 - 24 - 24 - 24 - 24 -		
Date/Time	Event	<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: Site Name: 04/22/2018 03:26:25.723

22:251:3

Customer Configuration Staging

Type:

Outgoing

Duration Setup Time: (hh:mm:ss.sss) 00:00:00.000

Trunk:

ADM-16

(incl. ANI Decoding)

Line: Phone Number: 2251A (731) 780-8887 Process Time:

00:01:13.898

DNIS:

No Value

Answer: Talk:

00:00:00.000 00:01:13.898

Incident Type:

No Value

Hold:

00:00:00.000

Call Taker:

Casey, Mitchell POSITION251

Trunk Seizure Time:

00:01:13.898

Position: IP Phone:

No

Call Taker Answer Time:

00:00:00.000

ALI Status: TTY Info:

0: Not Used

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: Class of Service:

TN 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 -086.615353

X Coordinate: Y Coordinate:

+36.050702

Call Events

Date/Time	Event	Value	Call Taker / Position
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>	
Field Name	Old Value New 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) Error Validated	ALT# 731-780-8887 LEC:ATTMO WIRELESS CALL QUERY CALLER FOR LOCATION QUERY CALLER FOR PHONE # -086.615353 +36.050702 F True
Free Format	3650, MURFREESBORO RD - N, ANTIOCH, TN

Call Routing

Date/Time	Event	<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: Site Name: 04/22/2018 03:27:46.827

22:251:4

Customer Configuration Staging

Type: Trunk:

Outgoing ADM-16

Duration Setup Time: (hh:mm:ss.sss) 00:00:00.000

Line:

2251A

(incl. ANI Decoding) Process Time:

00:02:47.640

Phone Number:

(731) 780-8887 No Value

Answer: Talk:

00:00:00.000

00:02:47.640

DNIS: Incident Type: No Value Casey, Mitchell

Hold: Trunk Seizure Time:

00:00:00:000 00:02:47.640

Call Taker: Position:

POSITION251

No

Call Taker Answer Time:

00:00:00.000

IP Phone: 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 WPH2

Class of Service: 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: X Coordinate:

211-7177 -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

Callback, got caller back to get additional



ALI History

Date/Time	
Field Name Old Value	New Value
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
Error	+36.050702 F
Validated	True
Free Format	3650, MURFREESBORO RD - N, ANTIOCH, TN

Call Routing

Date/Time	<u>Event</u>	N- 45/74	<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	900	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	I NDEX Page
Z AT NASHVILLE	Examination by Mr. Manookian
4 SHAUNDELLE BROOKS,)	4 EXHI BI TS
INDIVIDUALLY, AND NEXT-OF-KIN) 5 TO THE DECEASED, AKILAH	Page
DASI LVA,	Exhi bi t Number 1
Plaintiff,) / vs.)Case: 18C1777	Exhibit Number 2 105 / E-mail stream Exhibit Number 3 106
8 Jury Demanded TRAVIS REINKING,	8 E-mail stream Exhibit Number 4 108
y Defendant.	9 E-mail stream Exhibit Number 5
10)	
SHAUNDELLE BROOKS, 12 I NDI VI DUALLY, AND NEXT-OF-KI N	11 12
TO THE DECEASED, AKI LAH) 13 DASI LVA,	13
14 Plaintiff,	14
15 vs. {Case: 190980	15
16 THE METROPOLITAN GOVERNMENT OF	16
NASHVILLE AND DAVIDSON COUNTY, 1/ Defendant.	1/
18	18
DEPOSITION OF	19
20 MI CHELE DONEGAN	20
21 October 28, 2019 22	ZI 21
Taken on Behalf of the Plaintiff	22 23
E. Kimberly Underwood, CCR, LCR Court Reporting Services	24
21.14 Maricourt Street 25 Old Hickory, Tennessee 371.38 (61.5) 300-6988	25
(615) 300-6988 1	3
APPEARANCES	1 <u>STI PULATI ONS</u>
For the Plaintiff:	2
BRI AN MANOOKI AN	The deposition of MICHELE DONEGAN
4 Attorney at Law 45 Music Square West 5 Nashville, Tennessee 37203	4 was taken by counsel for the Plaintiff by
b Nashville, Tennessee 37203 b DANIEL A. HORWITZ	5 agreement, on October 28, 2019, at approximately 6 10:00 A.M., at 45 Music Square West, Nashville,
Attorney at Law / 1803 Broadway	7 Tennessee, for all purposes under the Tennessee
#531 8 Nashville, Tennessee 37203	8 Rules of Civil Procedure.
9 5 11 5 6 1 1	9 All formalities as to notice,
For the Defendant: U CHRI STOPHER LACKEY	10 caption, certificate, et cetera, are waived.
II Attorney at law	11 All objections, except as to the form of the
Assistant Metropolitan Attorney 12 Metropolitan Courthouse, Suite 108 P.O. Box 196300	12 questions, are reserved to the hearing.
13 Nashville, Tennessee 3/219-6300	13 It is agreed that <i>E. Kimberly</i>
14	14 Underwood, CCR, LCR, being a Licensed Court
15	15 Reporter and Notary Public in and for the State 16 of Tennessee, may swear the witness, and that
1/	17 the reading and signing of the completed
18	18 deposition are waived.
19	19
20	20 * * *
21	21
22	22
23	23
24	
	24
25	

1 MI CHELE DONEGAN	1 answers. It will make for a cleaner transcript.
2 was called as a witness, and having been first	2 Is that acceptable?
<pre>3 duly sworn, testified as follows:</pre>	3 A. Yes.
4	4 Q. Will you answer my questions audibly
5 EXAMI NATI ON	5 as opposed to nodding or shaking your head?
6 BY MR. MANOOKIAN:	6 A. Yes.
7 Q. Ma'am, can you state your name for	7 Q. If you don't understand any of my
8 the record.	8 questions, will you tell me?
9 A. Mi chel e Donegan.	9 A. Yes.
10 Q. Ms. Donegan, have you given a	10 Q. As a result you agree that it's fair
11 deposition before?	11 for anyone who reads this transcript in the
12 A. Yes, I have.	12 future and sees that you've answered a question
13 Q. On how many occasions?	13 to presume that you understood that question?
14 A. More than one, less than five.	14 A. Yes.
15 Q. And what was the occasion for you to	15 Q. When you were employed by the
16 give a deposition most recently?	16 Department of Emergency Communications, that is
17 A. Involving a lawsuit, federal	17 a department of what entity or section of
18 lawsuit.	18 government?
19 Q. And were you a party in that	19 A. It's part of the Metropolitan
20 deposition?	20 Government. When I was first hired there they
21 A. I was the representative for	21 were actually overseen by a board, however
22 Metropolitan Government.	22 and they were under general services of the
23 Q. Do you recall the name of the	23 Metropolitan Government, but about a year after
24 Plaintiff in that lawsuit?	24 I was there it became its own independent
25 A. Danielle Bennett.	25 department under Metropolitan Government.
5	7
1 0 And what were generally the	1.0 And when you cay Metropolitan
1 Q. And what were generally the	1 Q. And when you say Metropolitan 2 Government, do you mean the Metropolitan
2 allegations in that case?3 A. She was terminated from the DEC, and	3 Government of Nashville?
4 she felt her First Amendment right had been	4 A. Yes, I do.
5 violated.	5 Q. When you began at the Department of
J VIOI atcu.	,
6 Ω And you gave a denosition in that	6 Emergency Communications on October 1 of 2015
6 Q. And you gave a deposition in that	6 Emergency Communications on October 1 of 2015,
7 case as a representative of what organization?	7 what was your title?
7 case as a representative of what organization? 8 A. The Department of Emergency	7 what was your title? 8 A. Director.
7 case as a representative of what organization? 8 A. The Department of Emergency 9 Communications.	7 what was your title? 8 A. Director. 9 Q. Had you ever previously worked for
7 case as a representative of what organization? 8 A. The Department of Emergency 9 Communications. 10 Q. Were you an employee of the	7 what was your title? 8 A. Director. 9 Q. Had you ever previously worked for 10 the Department of Emergency Communications or a
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	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
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	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?
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?	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.
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.	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
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	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
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?	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
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	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?
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	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
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	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
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.	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
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	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).
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1 the commander of Hermitage precinct.	1 Q. Do you recall the members of that
2 Q. Prior to October of 2015 had you ever	2 interview board or panel that you appeared
3 held a position where you were responsible for	3 before?
4 coordinating emergency response across multiple	4 A. Chi ef August Washi ngton. Chi ef Whi te
	5 with the fire department. Chief Anderson with
5 metropolitan departments?	·
6 A. Can you say that one more time?	6 the police department. And Nancy Whitmire, who
7 Q. Sure. Is it part of the Department	7 was over general services. And that's all I can
8 of Emergency Communication's responsibilities to	8 recall.
<pre>9 coordinate responses to emergency calls?</pre>	9 Q. Have you ever held elected office?
10 A. Yes.	10 A. No, sir.
11 Q. Is it part of the Department of	11 Q. Have you ever run for elected
12 Emergency Communication's responsibility to	12 office?
13 coordinate responses to emergency calls across	13 A. No, sir.
	· ·
14 multiple departments, such as a police	14 Q. Did you start your tenure with the
15 department, a fire department, or an ambulance	15 metro police force as a patrol officer or duty
16 service?	16 officer?
17 A. Yes, sir, it is.	17 A. Yes, I did.
18 Q. Prior to October 2015 had you ever	18 Q. What year, if you can recall,
19 held a position where you were responsible for	19 approximately, did you begin your career with
20 coordinating or responding to emergency calls	20 the Metro Nashville Police Department?
21 across multiple emergency services?	21 A. In 1987.
22 A. Prior to that I was with the police	22 Q. Are you married?
·	
23 department. Not multiple services, no, sir.	23 A. Yes, I am.
Q. Understood. And as commander of the	24 Q. What does your husband do for a
25 Hermitage precinct, you weren't, for example,	25 living?
1 responsible for dispatching fire trucks?	1 A. He's a police sergeant with the
1 responsible for dispatching fire trucks? 2 A. That's correct.	1 A. He's a police sergeant with the 2 Metropolitan Police Department.
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2 A. That's correct.3 Q. You wouldn't have dispatched	2 Metropolitan Police Department.3 Q. What precinct is he with?
2 A. That's correct.3 Q. You wouldn't have dispatched4 ambulance services?	 2 Metropolitan Police Department. 3 Q. What precinct is he with? 4 A. He's not with a precinct.
 2 A. That's correct. 3 Q. You wouldn't have dispatched 4 ambulance services? 5 A. That's correct. 	 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,
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	 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?
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- 1 0. 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? Yes, sir. 5 A. 6 Q. Are those numbers 911 and 862-8600? That's correct. 7 A. 8 0. 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? 13
- 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 15
- 1 A. I'm not sure that it's written 2 specifically in our policy of what that is. 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. In an emergent life threatening 13 Q. 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. Are those procedures contained in a 21 Q. 22 guidebook or a handbook for employees of the 23 Department Of Emergency Communications? All of our policies, procedures, and 24 A. 25 training manuals are available via the Internet,
- 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 16

1 just rely upon me or Mr. Lackey telling them

3 medical.

4 Q.

10 A.

11 Q.

18 A.

23 Q.

- 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? Yes. There's reviews throughout 7 A. 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. Employees are graded on certain 11 Q. 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? I would have to have one of those 17 A. 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. 17 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? Yes, sir. 13 A. 14 Q. What are those roles? 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

19 1 information in this acute and stressful 2 interaction? 3 A. Correct. 4 0. 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? 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. So, within the first framework in 12 coding is to determine whether it's fire, 13 police, or medical; correct? I do not know the order in which the 14 A. 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? They're finding out all the 21 A. It's important to code the call

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

5 and including -- kind of what I'm trying to

7 performance. The three things that I heard you

8 say that are expressly part of their duties are,

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

19 situation, it generally is a very -- they're

20 often very excited, scared, there's a lot of

24 call taker for the Department of Emergency

25 Communications is to somehow gather that

21 emotions that they do have to go through to find

16 makes them less than accurate relaters of what's

6 flesh out here is how we grade their

9 one, to gather the information?

Correct.

17 occurring. Is that correct?

22 out what's going on.

Okay. Focusing on the call takers,

When somebody calls in, you have to

When people call with an emergency

So, part of one of the duties of the

```
1 is coded will dictate who responds to it;
                                                               1 A.
                                                                             I was responsible for the department
2 correct?
                                                               2 as a whole, yes, I was.
3 A.
                                                                             Anything that happened in that
              It can.
                                                               3 Q.
4 Q.
                                                               4 department, you were the director; correct?
              It frequently does? For example, if
                                                                             That's correct.
5 someone called in to say that there was a grease
                                                               5 A.
6 fire in their kitchen, that would go to fire as
                                                               6 Q.
                                                                             The buck stopped with you; correct?
7 opposed to police; correct?
                                                               7 A.
                                                                             I was the final authority, yes,
8 A.
              That's correct.
                                                               8 sir.
9 ().
              Coding the call correctly is
                                                               9 ().
                                                                             So, you had final authority on items
10 important, because it leads to the determination
                                                               10 from personnel, to training, to the tools that
11 of who is dispatched to respond to the call;
                                                               11 were used by the employees over whom you were
                                                               12 the director; correct?
12 correct?
13 A.
              That's correct.
                                                               13 A.
                                                                             Correct.
14 Q.
              The third task that I heard you
                                                               14 0.
                                                                             You were familiar with the tools that
                                                               15 your employees used to complete their job;
15 identify for call takers is inputting the
                                                               16 correct?
16 information. What does that consist of?
17 A.
              A brief narrative for the dispatcher
                                                               17 A.
                                                                             With some of those, yes, sir. I
18 to relay to the responding police, fire, or
                                                               18 would not say I was familiar with every tool
                                                               19 they have, because I didn't do that function. I
19 medical personnel.
20 Q.
              Is the call taker also taking down
                                                               20 had assistant directors over each separate
21 information about the location of the individual
                                                               21 division of our department, and they were the
22 requesting service?
                                                               22 ones that oversaw either operations or
              The location is part of the call,
                                                               23 support.
23 A.
24 yes.
                                                                             I understand that you weren't
25 Q.
              How is the location gathered or
                                                               25 physically down in a call center taking calls?
                                                                                                                    23
                                                    21
                                                               1 A.
1 identified by the call taker?
                                                                             Correct.
              They have various ways of doing that.
                                                                             But you were the individual who was
3 They're gathering information from the caller.
                                                               3 charged with not only overseeing those call
4 0.
              Okay. So, one way is to simply ask
                                                               4 takers, but also ensuring that they had the
5 the caller where they are?
                                                               5 resources available that they needed to do their
6 A.
              Correct.
                                                               6 job; correct?
7 Q.
              Are there other tools at the call
                                                                             I didn't -- I was not responsible for
                                                               7 A.
8 taker's disposal to determine the location of
                                                               8 directly overseeing the call takers. They
                                                               9 reported to a supervisor, who reported to a
9 the individual requesting service?
              There is. I am not -- I'm not
                                                               10 manager, and then there was the assistant
10 A.
11 trained to call take, so there's -- they learn
                                                               11 director, and then myself.
12 that in their initial training on the various
                                                               12 Q.
                                                                             Were you responsible for ensuring
13 tools they have available to determine a
                                                               13 that the employees over whom you served as the
14 person's location.
                                                               14 director had the resources they needed to do
15 Q.
              Now, you served as the director of
                                                               15 their job?
16 the Department of Emergency Communications for
                                                               16 A.
                                                                             Yes.
17 almost four years; correct?
                                                               17 Q.
                                                                             Part of the resources that they would
18 A.
              From the time frame I told you, yes,
                                                               18 have to do their job would be tools to identify
19 sir.
                                                               19 the location of individuals calling for service;
              And I have that as October 2015 to
                                                               20 correct?
20 Q.
21 June of 2019; is that correct?
                                                               21 A.
                                                                             Correct.
              That's correct.
                                                               22 Q.
                                                                             What were some of the tools available
22 A.
              During that time did you oversee all
                                                               23 at the call taker's disposal to identify the
23 Q.
                                                               24 location of individuals calling for service?
24 aspects of the Department of Emergency
25 Communications for Metro Nashville?
                                                               25 A.
                                                                             I won't be able to give you that
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22

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1 directly, or all-inclusive, because I may not
                                                                1 that information to try to, for lack of a better
                                                                2 word, triangulate a location through its own
2 know.
3 Q.
              That's fine.
                                                                3 database?
4 A.
              But the majority of the information
                                                                4 A.
                                                                             I wouldn't use the word triangulate.
5 they gathered was from the caller themselves.
                                                                5 But it's -- you enter information and it can
6 They could use, if it was a Phase II phone, GPS
                                                                6 give you some options.
7 coordinates. They could use CrissCross. And
                                                                7 Q.
                                                                             Is it essentially an electronic phone
8 then there's additional tools that I'm sure they
                                                                8 book?
9 are trained to use that I may not be
                                                                9 A.
                                                                             That's what it's often referred to,
10 specifically aware of.
                                                               10 yes.
11 Q.
              Well, if you can even describe those,
                                                               11 Q.
                                                                             How often is the electronic phone
                                                               12 book in use by the Department of Emergency
12 tell me.
              I don't know.
                                                               13 Communications updated?
13 A.
14 Q.
              Okay. What is a Phase II phone?
                                                                             It's a program that we purchase. And
                                                               15 it's quarterly. I believe -- I'm not 100
              A Phase II phone has the ability to
15 A.
16 transmit an X and a Y coordinate. Some of the
                                                               16 percent sure, but I believe it's quarterly that
17 older phones are only available -- have the
                                                               17 it's released. Our IT division would be able to
18 ability to give one coordinate, versus both.
                                                               18 answer that question more accurately.
              Are we talking about cell phones?
19 Q.
                                                                             I would need to depose someone from
20 A.
              Yes, sir.
                                                               20 your IT division to get a specific response to
              There are certain cell phones that
                                                               21 that question; correct?
21 Q.
22 have the ability to transmit their X and Y GPS
                                                               22 A.
                                                                             Yes, sir.
23 coordinates; correct?
                                                               23 Q.
                                                                             The electronic phone book in use by
                                                               24 the Department of Emergency Communications is
24 A.
              That's correct.
25 Q.
              And that is standardly used in
                                                               25 one that is purchased from a third party vendor;
                                                    25
                                                                                                                    27
1 emergency response when needed or necessary;
                                                                1 correct?
2 correct?
                                                                2 A.
                                                                             It's purchased from CrissCross. I
                                                                3 don't know what third party you're referring
3 A.
              It can be used, yes.
4 0.
              The Department of Emergency
                                                                4 to.
5 Communications for Metropolitan Nashville
                                                                             It's a vendor outside of the
                                                                5 Q.
6 Tennessee has the ability to receive
                                                                6 department, outside of Metropolitan Nashville?
7 transmittals of X and Y coordinates from
                                                                7 A.
                                                                             That's correct.
8 Phase II phones for the purpose of determining
                                                                8 Q.
                                                                             This isn't an electronic phone book
9 that phone's location; correct?
                                                                9 that's created and maintained by Metropolitan
                                                               10 Nashville?
10 A.
              We do have that ability, yes, sir.
              The Department of Emergency
                                                               11 A.
11 Q.
                                                                             No. sir.
12 Communications has had that ability at least
                                                               12 0.
                                                                             It's an electronic phone book that's
13 since 2015 when you took over as the director;
                                                               13 created and maintained by a company called
14 correct?
                                                               14 CrissCross?
15 A.
              That's correct.
                                                               15 A.
                                                                             Correct.
16 Q.
              What is CrissCross?
                                                                             Does the Department of Emergency
17 A.
              It's basically referred to as an
                                                               17 Communications subscribe to that electronic
18 electronic phone book. You can put in
                                                               18 phone book such that it gets continuing updates,
19 information to find cross streets and/or
                                                               19 or does it simply purchase the electronic phone
20 locations.
                                                               20 book as it exists at a certain date and time?
                                                                             As I said, IT would be able to give
21 Q.
              Does CrissCross use any real-time
                                                               21 A.
22 data that's being transmitted by a caller?
                                                               22 you the specifics on that much better than I
                                                               23 would. My understanding is it's updated
23 A.
              No, sir, not to my knowledge.
                                                               24 quarterly.
24 Q.
              CrissCross requires the call taker to
25 enter certain pieces of information, and it uses
                                                               25 0.
                                                                             One of the reasons that the
                                                                                                                    28
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1 Department of Emergency Communications sought
                                                                1 Q.
                                                                              That happens not infrequently;
                                                                2 correct?
2 out and secured the ability to receive
3 transmissions of GPS coordinates from callers is
                                                                3 A.
                                                                              I don't know how frequently, but I
4 because callers are frequently unable to give
                                                                4 feel confident that that happens.
5 their precise location in emergency situations;
                                                                5 0.
                                                                             One of the ways to pierce through
6 correct?
                                                                6 that fog of information during an emergency is
              I wasn't there when they started
                                                                7 to utilize the tool that's available to
7 A.
8 that, so I can't say what that purpose was.
                                                                8 Department of Emergency Communications call
              Can you conclude that based on your
                                                                9 takers in the form of locating a caller by their
9 Q.
                                                               10 GPS X-Y coordinates; correct?
10 experience as the director of Emergency
11 Communications for an almost four year period?
                                                               11 A.
                                                                             It can be used, yes.
12 A.
              That -- would you repeat the
                                                               12 Q.
                                                                              Call takers at the Department of
13 question?
                                                               13 Emergency Communications in Nashville are
14 Q.
              Sure.
                                                               14 trained on how to utilize GPS coordinates
              It sounded like you were asking
                                                               15 received by cell phones; correct?
15 A.
                                                                             Yes, sir, that would be part of the
  something that was prior to me being there.
                                                               16 A.
17 Q.
              Let me ask it foundationally.
                                                               17 training program.
                                                                              There isn't a call taker at the
18 A.
              Okay.
                                                               18 Q.
              The Department of Emergency
                                                               19 Department of Emergency Communications who was
19 Q.
20 Communications isn't out just tracking people's
                                                               20 somehow unaware that they were able to precisely
21 cell phone for prurient interest; correct?
                                                               21 determine callers locations by GPS coordinates
              Correct.
                                                               22 in April of 2018; correct?
22 A.
                                                               23 A.
                                                                             There would not be a call taker that
23 Q.
              You're not looking to see where
24 Mr. Lackey is at some particular point in time
                                                               24 did not know that.
25 just because you're curious; correct?
                                                               25 Q.
                                                                              All the call takers knew that they
                                                     29
                                                                                                                    31
1 A.
              We do not have that ability.
                                                                1 were able to locate callers by precise GPS
2 Q.
              You're doing it because in an
                                                                2 coordinates by 2017; correct?
3 emergency situation it's valuable to be able to
                                                                             They knew it was a tool that was
4 determine with precision where a caller is
                                                                4 available to them, yes.
5 located; correct?
                                                                5 Q.
                                                                              Would there be any reason not to use
                                                                6 that tool?
6 A.
              It is a tool that is used, yes,
7 sir.
                                                                7
                                                                                   MR. LACKEY: Object to the
8 Q.
              And it's important to be able to
                                                                8 form.
9 determine with precision where a caller is
                                                                9 A.
                                                                             I'm not trained in call taking.
10 Located: correct?
                                                               10 | can't tell you at what point -- if a caller
                                                               11 calls in -- I don't know the answer to that. I
11 A.
                                                               12 think you would have to talk to our training
12 Q.
              Frequently callers cannot do that on
13 their own during an emergency; correct?
                                                               13 division to know specifically the order in which
              That happens.
                                                               14 that occurs, because I'm not trained in that,
14 A.
                                                               15 and I would not feel comfortable in saying.
15 Q.
              It also happens that in an emergent
16 situation where there may be multiple callers,
                                                                              Who in the training division should I
                                                               16 Q.
17 the call taker may get conflicting information
                                                               17 pose that question to?
18 about where the emergency is occurring; correct?
                                                                              There's a supervisor. Her name is
                                                               18 A.
19 A.
              It's possible.
                                                               19 Nell Hayes.
20 Q.
              That's happened in the past;
                                                               20 Q.
                                                                              And did you supervise Nell Hayes?
                                                                              Not directly.
21 correct?
                                                               21 A.
              That there's conflicting information
                                                               22 Q.
                                                                              Did you indirectly supervise Nell
22 A.
23 on a location?
                                                               23 Hayes?
              Sure.
                                                                              She would have been in the chain of
24 Q.
                                                               24 A.
              Absolutely.
                                                               25 command, but I did not indirectly supervise
25 A.
                                                     30
                                                                                                                    32
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1 her.
                                                               1 0.
                                                                             It's available to a call taker at
2 Q.
                                                               2 their individual terminal; correct?
              You supervised everybody at the
 3 Department of Emergency Communications during
                                                               3 A.
                                                                             That's correct.
 4 your time there; correct?
                                                               4 Q.
                                                                             They don't have to get up and walk
              Well, they weren't my direct
                                                               5 across the room and consult a file cabinet;
5 A.
                                                               6 correct?
6 reports.
              Understood. But as the director you
                                                                             Correct.
7 Q.
                                                               7 A.
8 supervised everybody at the Department of
                                                               8 Q.
                                                                             And likewise, it's available close to
9 Emergency Communications from October 1, 2015
                                                               9 instantaneously at that computer terminal;
10 through June of 2019; correct?
                                                               10 correct?
              Yes, sir, I was the leader.
11 A.
                                                               11 A.
                                                                             I don't know how instantaneously,
                                                               12 because I know GPS coordinates work on a cycle,
12 Q.
              This what I mean when I ask whether
13 there's any reason one would not utilize GPS
                                                               13 but it will be available, if it's going to be
14 coordinates. Was there some additional cost to
                                                               14 available. There are various factors when it's
15 doing so?
                                                               15 not.
              No, sir. Well, I don't know if there
                                                               16 Q.
                                                                             If it's available, it's available
16 A.
17 was an initial cost for the equipment that we
                                                               17 within a matter of seconds or minutes:
18 utilized for that, but did it cost the call
                                                               18 correct?
19 taker more? No.
                                                               19 A.
                                                                             It's generally updated on about a
              And that's what I'm getting to. I
20 Q.
                                                               20 30-second loop.
21 suspect that the equipment itself had some cost
                                                                             Likewise, there's nothing about
                                                              21 Q.
22 when it was purchased and implemented. What I'm
                                                               22 determining the GPS coordinates for an
23 asking is, on any individual call, if I were to
                                                               23 individual call taker where a dispatcher is
24 press the F11 key and get GPS coordinates, would
                                                               24 required to engage in some significant mental
25 there be some corresponding charge to the
                                                               25 exertion; correct?
                                                    33
                                                                                                                   35
1 Department of Emergency Communications in the
                                                               1 A.
                                                                             Could you state that again? There
2 form of a bill or invoice?
                                                               2 could be a lot of mental things going on during
3 A.
              No, there would not.
                                                               3 a call. So, I don't want to just blanketly say
4 0.
              It doesn't cost anything to determine
                                                               4 correct, because they could be multi-tasking
5 someone's GPS coordinates precisely during an
                                                               5 many things at that time.
6 emergency call for service; correct?
                                                               6 Q.
                                                                             Have you ever seen the movie "A
                                                               7 Beautiful Mind" with Russell Crowe?
7 A.
              Correct.
8 Q.
                                                                             I did.
              Another reason one might not take an
                                                               8 A.
9 action, other than cost, would be the amount of
                                                               9 Q.
                                                                             You know that scene where he's
                                                               10 famously writing on a whiteboard all of these
10 physical or mental activity something would
11 require. If it requires a significant amount of
                                                               11 algebraic and calculus equations?
12 effort to do something, that's another reason
                                                               12 A.
                                                                             Yes.
13 one might not do it. Did it require the call
                                                               13 Q.
                                                                             A call taker is not required to do
14 takers to engage in some significant additional
                                                               14 that to figure out GPS coordinates; correct?
15 amount of physical exertion to determine a
                                                               15 A.
                                                                             Correct.
  caller's precise GPS coordinates?
                                                                             All of those calculations take place
16
17
                   MR. LACKEY: Object to the
                                                               17 within the terminal, which then spits out the
                                                               18 GPS coordinates to the call taker; correct?
18 form.
19 A.
              Not to my knowledge.
                                                               19 A.
                                                                             That would be correct.
                                                                             There is no significant mental
20 Q.
              And that's just fundamentally because
                                                               20 Q.
  of technology it makes it available at the
                                                               21 exertion that is required of a call taker to
22 stroke of a key; correct?
                                                               22 determine an individual caller's GPS
                                                               23 coordinates: 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
                                                              24 A.
                                                                             That would be correct.
25 available through the computer system.
                                                               25 Q.
                                                                             All they have to do is rotely press a
```

25 entering the location and when to move

```
1 key or a series of keys at their computer
                                                               1 forward.
2 terminal; correct?
                                                               2 Q.
                                                                             But as you sit here today, and as the
3 A.
                                                               3 immediate past director of the Department of
              Again, I'm not trained on it, but
4 yes, sir, it's available to them at their
                                                               4 Emergency Communications, you can't think of any
                                                               5 reason why it would be appropriate for a call
5 station. I can't tell you how many keys they
6 have to press to have that happen.
                                                               6 taker not to determine precise GPS coordinates
                                                               7 for a caller when that information would be
7 0.
              In order to determine an individual
8 caller's precise GPS location, there is no
                                                               8 helpful?
                                                                             If they already feel confident in the
  additional cost to a call taker; correct?
                                                               9 A.
                                                               10 location they have, that may be a time that they
              Correct.
10 A.
                                                               11 would not utilize it. I'm not a call taker. I
11 Q.
              There is no significant physical
                                                               12 can't speculate to that.
12 exertion required of a call taker; correct?
13 A.
              In the way we described it,
                                                               13 0.
                                                                             Is there any set of policies or
14 correct.
                                                               14 procedures that were in place during your time
15 Q.
                                                               15 as the director of the Department of Emergency
              And there is no significant mental
16 exertion required of a call taker; correct?
                                                               16 Communications that dictated when or how call
              In the way we discussed it,
                                                               17 takers could utilize GPS coordinates for
                                                               18 individual callers?
18 correct.
19 Q.
              I have been able to think of three
                                                               19 A.
                                                                             How to -- you'll have to explain that
20 reasons why one might not engage in the
                                                               20 further.
21 additional step of determining an individual
                                                                             If I'm a call taker, how do I know
                                                              21 Q.
22 caller's GPS location; and I thought of cost,
                                                               22 when it's okay to use GPS coordinate locating
23 physical requirement, or mental requirement.
                                                               23 information?
24 Can you think of any other reason in your time
                                                               24 A.
                                                                             They learn that through their
25 as the director of the Department of Emergency
                                                               25 training and it would be part of the
                                                    37
                                                                                                                   39
1 Communications why a call taker wouldn't
                                                               1 procedures.
2 determine the precise GPS coordinates of a
                                                               2 Q.
                                                                             They learn how to do it; correct?
3 caller when that information could be helpful?
                                                               3 A.
                                                                             Correct.
4 A.
              The caller may have --
                                                               4 0.
                                                                             Do they learn when to do it?
                   MR. LACKEY: Object to the form.
                                                                             I would have to refresh my memory
                                                               5 A.
5
6 Go ahead and answer.
                                                               6 looking at the policies and procedures, or
              The caller may have already
                                                               7 following up with training to know that specific
7 A.
8 established their location, would be one.
                                                               8 one.
              And that's one of the reasons I said
                                                               9 Q.
                                                                             Are you aware of any instructions to
                                                               10 call takers where they are advised not to use
10 when that information would be helpful. Can you
11 think of any situation where the precise GPS
                                                               11 precise GPS coordinates when that information
12 coordinates could be helpful and a reason why a
                                                               12 could be helpful?
13 dispatcher wouldn't determine those precise GPS
                                                               13 A.
                                                                             Personally I'm not aware of that.
14 coordinates?
                                                               14 0.
                                                                             They're not instructed to neglect GPS
                   MR. LACKEY: Object to the
                                                               15 coordinates; correct?
15
                                                               16 A.
                                                                             Not to my knowledge, no, sir.
16 form.
17 A.
              Could you ask me that question again.
                                                                             Quite to the contrary, they're
                                                               18 instructed to use the tools that are available
18 Q.
              Yes. Is there any appropriate reason
19 not to determine the precise GPS coordinates of
                                                               19 to them in these situations; correct?
20 a caller when that information would be
                                                                             They have various tools and they are
                                                               20 A.
21 helpful?
                                                               21 encouraged to utilize them to determine
22 A.
              I think that would be best answered
                                                               22 location.
23 by the training division, because they would be
                                                               23 0.
                                                                             And one of the tools that they're
24 the individuals who educate the call takers on
                                                               24 instructed to use to determine location of
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38

25 callers is GPS coordinates: correct?

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1 A.
              That would be correct.
                                                               1 correct?
                   MR. MANOOKIAN: This is early in
                                                               2 A.
                                                                             I would say that's correct.
2
                                                               3 Q.
                                                                             As a result, CrissCross should never
 3 the deposition to take a break, but my wife's at
4 the doctor with our child. Do you mind if we
                                                               4 be used as the sole source in aiding a
                                                               5 determination about a correct location?
5 take five to ten minutes and I give her a call?
6 I told her I would do so at 10:30.
                                                               6 A.
                                                                             It's one -- it's a tool that is
                   MR. LACKEY: Take whatever time
                                                               7 available to use.
  you need.
                                                               8 0.
                                                                             Understood. But because it is
8
9
                        (brief break)
                                                               9 fallible, and subject to error, it is not a tool
10 BY MR. MANOOKIAN:
                                                               10 that should be used solely in aiding a location
                                                               11 of an emergency; correct?
11 Q.
              Mrs. Donegan, one of the primary
12 purposes of the Department of Emergency
                                                               12
                                                                                  MR. LACKEY: Object to the form.
13 Communications is to direct the correct service,
                                                               13 You can answer.
14 be it fire, police, or medical, to the correct
                                                              14 A.
                                                                             I think that there are various steps
15 location where the emergency is occurring?
                                                               15 that the call takers are trained to take. I
16 A.
              Correct.
                                                               16 don't -- I wouldn't use the word solely.
17 Q.
              The primary purpose of the Department
                                                               17 Q.
                                                                             Do you understand my question?
18 of Emergency Communications is to facilitate the
                                                               18 A.
                                                                             Maybe not.
19 dispatch of the correct service to the correct
                                                               19 Q.
                                                                             You gave me three specific sources
20 emergency location?
                                                              20 that call takers use to determine a caller's
                                                              21 location. One, the caller themselves. Two, GPS
21 A.
              That's correct.
22 Q.
              Do you agree that as of January 1,
                                                              22 coordinates. And three, CrissCross. And you
23 2018 everyone at the Department of Emergency
                                                              23 told that there may be other tools that are
24 Communications was aware that the CrissCross
                                                               24 available that you're not personally aware of as
25 directory was not 100 percent accurate?
                                                              25 we sit here today. Is that correct?
                                                    41
                                                                                                                   43
                                                               1 A.
                   MR. LACKEY: Object to the form.
                                                                             That's correct.
1
                                                                             There are at least three separate
2 You can answer.
                                                               3 tools, and potentially more, that call takers
              You would have to talk to training,
                                                               4 have to determine an emergency location;
4 for them to be able to tell you how -- if they
5 rely -- how they relay that information. I
                                                               5 correct?
6 don't know the answer to that.
                                                               6 A.
                                                                             Correct.
              By 2018 did you know that the
                                                               7 Q.
                                                                             Focusing on one tool, CrissCross, the
7 Q.
8 CrissCross information was only updated
                                                               8 Department of Emergency Communications was well
  periodically, so that it was never 100 percent
                                                               9 aware of CrissCross's limitations by 2017;
10 accurate?
                                                               10 correct?
11 A.
              Yes, sir.
                                                              11 A.
                                                                             Correct.
                                                                             One of those limitations was that it
12 0.
              What steps did you take to ensure
                                                              12 0.
13 that everyone at the Department of Emergency
                                                               13 is a directory that's updated periodically, so
14 Communications recognized that CrissCross was
                                                               14 that it might not be perfectly correct at any
15 only updated periodically, and therefore was
                                                               15 given time?
                                                               16 A.
16 never 100 percent accurate?
                                                                             Correct.
17 A.
              I can't tell you at what point it was
                                                                             As a result, CrissCross should not be
18 in the training. You would have to talk to
                                                               18 the sole source that's consulted when attempting
  training to know that for sure. However, Angle
                                                              19 to determine an emergency's location; correct?
20 Milliken, who was over the operations, she was
                                                                             I can't say that's correct. I
                                                              20 A.
  making it aware to everyone as a reminder that
                                                              21 understand that makes perfect sense, but I can't
22 CrissCross is not 100 percent accurate.
                                                               22 tell you how they are trained and educated, and
                                                              23 if that is the directive that's given. I do not
              The Department of Emergency
24 Communications knew by January 1, 2017 that
                                                              24 know.
25 CrissCross was not 100 percent accurate;
                                                              25 Q.
                                                                             Well, put aside what directive may be
                                                    42
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1 given. You were the director of the Department 1 emergency? 2 of Emergency Communications; were you not? 2 A. I have never received that training Yes, sir, I was. 3 A. 3 directly, because I wasn't a call taker. But 4 Q. Because CrissCross was known to be 4 yes, sir, one could assume they were trained on 5 potentially inaccurate, you would not want your 5 how to use the tools in their toolbox. 6 employees solely relying upon CrissCross to 6 0. You know that's the case, having been 7 determine emergency location; correct? 7 the director of the Department of Emergency I want them to use all the tools 8 A. 8 Communications; don't you? available to them to come up with a correct 9 A. I would think so, sir. As a result, it would be an error for 10 location. 10 Q. 11 a call taker to fail to use all of the tools at 11 Q. That's all I'm trying to get to. 12 their disposal to determine an emergency's 12 A. Okay. You have multiple tools. And part of 13 location; correct? 13 0. 14 the reason you have multiple tools is because Not being trained, I can't tell you 15 that helps facilitate determining a correct 15 at what point they are trained to enter that 16 location; right? 16 address with the confidence that they have the 17 A. Correct. 17 right location. They may not use every tool in 18 Q. And when one of those tools is known 18 the toolbox, because at some point they are 19 to be potentially inaccurate, it's important to 19 going to be confident in the location they have, 20 utilize all the tools; correct? 20 for whatever -- whichever tool they use, and That would be important. 21 move forward with that. So, I think that would 21 A. 22 Q. You made that instruction at some 22 be more of a question for training, on how they 23 point after this incident at the Waffle House; 23 train the employees, versus what I could tell 24 correct? 24 you. 25 Q. 25 A. Correct. Well, let's step away from training 45 1 0. And that was because you wanted to 2 reiterate to the employees of the Department of

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3 Emergency Communications that they needed to use 4 all the tools available in determining a 5 Location? 6 A. That's correct. That was important to you, both 7 Q. 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 all of the tools at their disposal; correct? MR. LACKEY: Object to the form. 14 15 You can answer. We encourage them to use all the 16 A. 17 tools to insure the location is correct. You did more than encourage them to 18 Q. 19 do it, you instruct them to do that; right? They had instruction. They are 20 A. 21 trained. They have training that they have, 22 yes, sir. 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 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. 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. 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;
                                                               1 available on another call prior to that. I
2 correct?
                                                               2 don't know the answer.
3 A.
                                                               3 0.
                                                                             The call that was sent to the
              Correct.
4 Q.
                                                               4 incorrect location, was that the first call that
              The units that were dispatched to an
5 incorrect location on April 22nd, 2018 were
                                                               5 was received?
6 dispatched after a call taker failed to use GPS
                                                               6 A.
                                                                             No, sir.
7 coordinates to confirm the location of the
                                                               7 Q.
                                                                             Do you know in what order that call
8 emergency; correct?
                                                               8 was?
9
                   MR. LACKEY: Object to the
                                                               9 A.
                                                                             I believe it was the fifth call.
10 form.
                                                               10 Q.
                                                                             Who was the call taker that sent
11 A.
              The call taker sent the call for
                                                               11 units to the incorrect Waffle House?
12 service prior to the GPS coordinates being
                                                               12 A.
                                                                             Sydney Cameron.
13 available to her.
                                                               13 0.
                                                                             Do you know Sydney Cameron?
14 Q.
              How do you know that?
                                                               14 A.
15 A.
              I know it because -- it was one of
                                                               15 0.
                                                                             Have you worked with Sydney
16 the questions that we had received in relation
                                                               16 Cameron?
17 to the call. And they were able -- in answering
                                                                             Out -- no, sir. No, sir. She was on
                                                               17 A.
18 those questions, I had Assistant Director
                                                               18 the midnight shift.
19 Milliken, Assistant Director Peterson, and our
                                                               19 Q.
                                                                             How Long had Sydney Cameron been an
  person from Motorola, who's contracted to be at
                                                               20 employee at the Department of Emergency
21 the DEC, and he was able to provide
                                                               21 Communications by April 22nd, 2018?
22 documentation and explain to me at that time
                                                               22 A.
                                                                             I don't think it had been an extended
                                                              23 period of time, however, I would have to see her
23 when the coordinates actually came in. And we
24 were able to compare the time of those
                                                               24 records to know when she was hired.
25 coordinates to the CAD report to when the call
                                                               25 Q.
                                                                             That extensive training that you
                                                    49
                                                                                                                   51
1 was actually sent up.
                                                               1 described earlier in the deposition, had Sydney
2 Q.
              When you say sent up, does that mean
                                                               2 Cameron completed that by April 22nd, 2018?
                                                                             She was an independent call taker at
3 received by dispatch?
4 A.
              When it was sent from the call taker
                                                               4 that time. So, to further explain, my answer to
5 to dispatch; correct.
                                                               5 that is I do not know.
              So, you're telling me that the GPS
                                                               6 0.
                                                                             What is an independent call taker?
6 Q.
7 coordinates did not become available until after
                                                               7 A.
                                                                             Meaning she was no longer with a
8 the call was received by dispatch?
                                                               8 training instructor. Meaning, after her academy
9 A.
              The call was sent to dispatch prior
                                                               9 she did a three month rotation. During your
10 to, according to the documentation that we had,
                                                               10 three month rotation you have someone with you
  prior to the GPS coordinates being available.
                                                               11 at all times. Then you go to dispatch training.
11
12 Q.
              I just want to be very specific about
                                                               12 There could be a time between -- before dispatch
13 my question.
                                                               13 training starts, that because they've completed
14 A.
                                                               14 everything they had to in regards to call
              It's your testimony under oath that
                                                               15 taking, she could have been on her own at that
15 Q.
16 the GPS coordinates for the calls received on
                                                               16 period prior to dispatch training, or she could
17 April 22nd, 2018 related to the Waffle House
                                                               17 have been through dispatch training and been
                                                               18 completely on her own from there. I do not know
18 shooting were not available in the system before
                                                               19 the answer to that.
  the call was received by dispatch?
19
                   MR. LACKEY: Object to the
                                                               20 Q.
                                                                             Do you agree that Sydney Cameron
20
                                                               21 failed to communicate GPS coordinates for the
21 form.
              I was speaking of one specific call,
                                                               22 call she received regarding the Waffle House
23 the call that was sent up to the incorrect
                                                               23 shooting on April 22nd, 2018 to dispatch?
24 location. So, I think my answer to that is no,
                                                                                  MR. LACKEY: Object to the
                                                              24
25 because there could have been GPS coordinates
                                                              25 form.
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1 A.
              What I was advised to Angie Milliken,
                                                               1 Q.
                                                                             Okay. Sydney Cameron, at best,
2 through review of this incident, and she advised
                                                               2 utilized CrossCross and information from a
 3 me that Sydney had utilized the CrissCross, and
                                                               3 caller in determining location of a Waffle House
 4 there was only one Waffle House on Murfreesboro
                                                               4 shooting on April 22nd, 2018; correct?
5 Road, and that's the location she chose.
                                                                                  MR. LACKEY: Object to the
6 Q.
              Sydney Cameron only used CrissCross
                                                               6 form.
7 to determine the location of the Waffle House
                                                               7 A.
                                                                             To my knowledge.
  shooting; correct?
                                                               8 Q.
                                                                             And CrissCross is an electronic phone
8
9
                   MR. LACKEY: Object to the
                                                               9 book that was known to the Department of
                                                               10 Emergency Communications to be inaccurate as of
10 form.
                                                               11 April 22, 2018; correct?
              I don't know if she utilized any
11 A.
12 additional information from the caller.
                                                               12 A.
                                                                             It may not have been completely up to
13 Q.
              Okay. Sydney Cameron, at best,
                                                               13 date, because it comes out periodically.
14 utilized CrissCross and information from a
                                                               14 Q.
                                                                             Well, in fact, it wasn't up to date
15 caller in determining location of the Waffle
                                                               15 with respect to this critical location and this
  House shooting on April 22nd, 2018; correct?
                                                               16 Waffle House on April 22nd, 2018; correct?
                   MR. LACKEY: Object to the
                                                               17 A.
                                                                             It was not.
17
                                                                             Sydney Cameron failed to use GPS
18 form.
                                                               18 Q.
              To my knowledge.
                                                               19 coordinates when determining the location of the
19 A.
20 Q.
              And CrissCross is an electronic phone
                                                               20 Waffle House shooting on April 22nd, 2018;
21 book that was known to the Department of
                                                               21 correct?
22 Emergency Communications to be inaccurate as of
                                                               22 A.
                                                                             She did not utilize the GPS
23 April 22nd, 2018; correct?
                                                               23 locations.
              It may not have been completely up to
                                                               24
                                                                                  MR. LACKEY: Object to the form.
25 date, because it comes out periodically.
                                                               25 Q.
                                                                             That tool was available to her on
                                                    53
                                                                                                                   55
1 0.
              Well, in fact it wasn't up to date
                                                               1 April 22nd, 2018; correct?
2 with respect to this critical location and this
                                                               2
                                                                                  MR. LACKEY:
                                                                                               Object to the
3 Waffle House on April 22nd, 2018; correct?
                                                               3 form.
4 A.
              It was not.
                                                               4 A.
                                                                             The tool would have been available as
                                                               5 long as it was a Phase II and had gone through
5 Q.
              Sydney Cameron failed to use GPS
6 coordinates when determining the location of the
                                                               6 the loop and the coordinates appeared, yes.
7 Waffle House shooting on April 22, 2018;
                                                               7 Q.
                                                                             And you agree that it was a Phase II
                                                               8 phone what Sydney Cameron took a call from on
8 correct?
9 A.
              She did not utilize the GPS
                                                               9 April 22nd, 2018 related to the Waffle House
                                                               10 shooting; correct?
10 Locations.
                   MR. LACKEY: Object to the
                                                                                  MR. LACKEY: Object to the
                                                               11
11
                                                               12 form.
12 form.
                                                                             It would appear that it was, because
              What I was advised to -- Angie
13 A.
                                                               13 A.
14 Milliken did a review of this incident and she
                                                               14 GPS coordinates did appear on the call.
15 advised me that Sydney Cameron had utilized the
                                                                             As a result, Sydney Cameron had all
16 CrissCross, and there was only one Waffle House
                                                               16 of the available GPS tool capability and GPS
17 on Murfreesboro Road, and that's the location
                                                               17 information available to her had she chosen to
18 she chose.
                                                               18 utilize it on April 22nd, 2018 for the
19 Q.
              Sydney Cameron only used CrissCross
                                                               19 Department of Emergency Communications in
20 to determine the location of the Waffle House
                                                               20 response to the Waffle House shooting; correct?
21 shooting; correct?
                                                                             At some point during her call it was
                                                               21 A.
                                                               22 available.
22
                   MR. LACKEY: Object to the
23 form.
                                                                             Sydney Cameron had all of the GPS
              I don't know if she utilized any
                                                               24 information available necessary to determine a
24 A.
25 additional information from the caller.
                                                               25 precise location of the Waffle House shooting
                                                    54
                                                                                                                   56
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1 during the actual call with the individual who
                                                                1 had made significant errors in processing that
 2 dialed the Department of Emergency
                                                                2 call; correct?
 3 Communications; correct?
                                                                3
                                                                                   MR. LACKEY: Object to the form.
4
                   MR. LACKEY: Object to the
                                                                4 A.
                                                                              You would have to talk to Angle
5 form.
                                                                5 Milliken to know that.
6 A.
              I don't know the answer to that.
                                                                6 Q.
                                                                             Well, Angie Milliken reported back to
7 Q.
              I thought that's what you just told
                                                                7 you; correct?
                                                                8 A.
8 me.
                                                                              Correct.
9 A.
              Well, no, sir. I think you phrased
                                                                9 ().
                                                                              You were the director. You wanted to
10 that a little differently. I don't know if that
                                                               10 know --
11 caller disconnected and the information looped
                                                               11 A.
                                                                              Absolutely.
12 through and came up or if she was still on the
                                                               12 Q.
                                                                              Because you wanted to improve the
  phone. I don't know the answer to that.
                                                               13 service if something had gone wrong; correct?
13
14 Q.
              How could we find out the answer to
                                                               14 A.
                                                                              Correct.
15 that?
                                                               15 0.
                                                                              You knew that in a mass shooting,
              You would have to talk with the IT
                                                               16 mass casualty scenario, one of your employees
16 A.
17 department.
                                                               17 had sent emergency responders to the wrong
              Have you made any investigation or
                                                               18 location; correct?
18 Q.
19 has the Department of Emergency Communications
                                                               19 A.
                                                                             That's correct.
  made any investigation as to the availability of
                                                               20 0.
                                                                              That's a problem; isn't it?
21 those GPS coordinates to Sydney Cameron on April
                                                               21 A.
                                                                              Yes, sir.
  22nd, 2018 in relation to the Waffle House
                                                               22 0.
                                                                             That's a big problem; isn't it?
                                                                             Yes, sir. And as I said, Angle
23 shooting?
                                                               23 A.
                                                               24 Milliken reported back how that occurred.
              I think that's the question that I
25 answered previously, in that the coordinates
                                                               25 Q.
                                                                              Understood. And part of how that
                                                     57
                                                                                                                    59
1 came up after her call was transmitted down to
                                                                1 occurred was determining that there was human
                                                                2 error involved; correct?
2 di spatch.
3 Q.
                                                                             That she did not utilize all the
              My question is whether you've made
4 any investigation into the circumstances of that
                                                                4 tools in her toolbox, correct.
5 particular call.
                                                                              This was not some type of computer
                                                                5 Q.
6 A.
              Angie Milliken, who is the Assistant
                                                                6 error; correct?
7 Director over operations, she completed the
                                                                7 A.
                                                                             Correct.
8 review of this call.
                                                                8 Q.
                                                                             This wasn't some type of software
9 Q.
              And Angie Milliken determined that
                                                                9 one-time glitch; correct?
10 there were significant errors made during the
                                                               10 A.
                                                                             Correct.
11 processing of that call; correct?
                                                               11 Q.
                                                                              This was human error?
12 A.
              Did she determine there were -- say
                                                               12 A.
                                                                             Correct.
13 that one more time.
                                                               13 Q.
                                                                             This was human error by Sydney
              Angie Milliken determined that there
                                                               14 Cameron; correct?
14 Q.
15 were significant errors made during the
                                                               15 A.
                                                                             Correct.
  processing of that call by Sydney Cameron;
                                                                             We had a call taker that failed to
17 correct?
                                                               17 follow protocol and procedure in determining
              When she came back, what I recall is
                                                               18 precise GPS coordinates of the Waffle House
18 A.
19 I wanted to understand how we ended up at the
                                                               19 shooting; correct?
20 wrong location. And that is information that
                                                               20
                                                                                   MR. LACKEY: Object to the form.
21 Ms. Milliken reported back to me, that Sydney
                                                                             As I said, we would have to have the
                                                               21 A.
22 Cameron had utilized the CrissCross and sent the
                                                               22 policies and procedures. And I think Nell would
                                                               23 be the proper one to explain the process and at
23 call.
24 Q.
              My question is a little different.
                                                               24 what point the location can be put into the
25 Angie Milliken determined that Sydney Cameron
                                                               25 call. And I'm not -- I can't tell you the order
                                                     58
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1 that that should occur. I think you should talk
                                                               1 potentially delayed the emergency responders
2 to Nell for that.
                                                               2 arrival at the correct location where the Waffle
3 Q.
              Okay. And that's fair. And during
                                                               3 House shooting had occurred?
4 my questioning today, simply because you were
                                                               4 A.
                                                                            It could have delayed. The call for
5 the top dog at the Department of Emergency
                                                               5 service went to South dispatch as well as
6 Communications, I'm going to pose a lot of
                                                               6 Hermitage dispatch nearly simultaneously, and
7 questions to you.
                                                               7 the incorrect location was dispatched prior to
8 A.
              Sure.
                                                               8 the correct location being dispatched.
9 Q.
              But if there are other individuals
                                                               9 Q.
                                                                            As a result, there was potentially a
                                                              10 delay in emergency responders arriving at the
10 that you think are better suited or positioned
11 to answer the question, I always welcome you to
                                                              11 scene of the Waffle House shooting; correct?
12 tell me that and to identify those people. I'll
                                                              12 A.
                                                                            There was potential for delay, yes,
13 give you an example, too. I know that we have a
                                                              13 sir.
14 postage machine here in my building. I know
                                                              14 0.
                                                                             In a general sense, the Department of
15 that the paralegals use it and that's how my
                                                              15 Emergency Communications wants to facilitate the
16 mail gets sent out. I don't know how to press
                                                              16 arrival on the scene of an emergency by first
17 in the exact buttons, but I'm responsible for it
                                                              17 responders as soon as possible; correct?
                                                              18 A.
                                                                            Correct.
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
                                                              19 Q.
                                                                            I saw a comment by Buck Dozier in one
20 today simply because of your role as the
                                                              20 of the news stories. He was my Sunday School
21 director, but I always appreciate and respect
                                                              21 teacher, so if he says something it has to be
22 that there may be other people who have more
                                                              22 true, I'm told. But he was kind of putting
23 granular knowledge about it.
                                                              23 voice to just a commonsense tenet that we would
24 A.
              Sure.
                                                              24 all agree with, that time is paramount in these
25 Q.
              When you learned that the Department
                                                              25 situations; is it not?
                                                    61
1 of Emergency Communications had sent emergency
                                                               1 A.
                                                                            We want to get the first responders
2 responders to the wrong location during the
                                                               2 to the scene of any call for service as quickly
                                                               3 as possible.
3 Waffle House shooting, it was important to you
4 as the director of the Department of Emergency
                                                               4 0.
                                                                             That's why the Department of
5 Communications to determine how that error had
                                                               5 Emergency Communications exists; isn't it?
6 occurred; right?
                                                                            Yes, sir.
                                                               6 A.
                                                               7 Q.
7 A.
              I wanted to know how that happened,
```

8 yes, sir. 9 Q. Because you acknowledged it was an 10 error: correct? It was a mistake, yes. 11 A. 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 human error; correct? MR. LACKEY: Object to the form. 16 17 A. She came back and explained that 18 Sydney Cameron had utilized just one tool in her toolbox, being CrissCross, and that's how it 20 ended up in the wrong location. And it was an error for her to do so; 21 Q. 22 correct? It was obviously a mistake. It was 23 A. 24 the wrong location, yes, sir.

That error by Sydney Cameron

25 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 0. 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. It's important to get first 16 Q. 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. Any time there's a delay in first 21 Q. 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	1 something like that as the director of Emergency
2 form.	2 Communications; correct?
3 A. I don't know the answer to that.	3 A. No, sir.
4 Q. You know from	4 Q. But you frequently find out what the
5 A. I don't know the danger if there	5 consequences are of a call to the Department of
6 was I don't know the answer.	6 Emergency Communications; correct?
7 Q. Let me be more specific.	7 A. That's correct.
8 A. Okay.	8 Q. Frequently, and hopefully, you often
9 Q. There were gunshot wound victims at	9 find out that the Department of Emergency
10 the scene of the Waffle House shooting; correct?	10 Communications facilitated in saving or helping
11 A. That's correct.	11 the individual or individuals who called 911;
12 Q. I keep using the phrase Waffle House	12 correct?
13 shooting. We all know what I'm referring to,	13 A. Correct.
14 but for purposes of the record, when I say	14 Q. It's not unusual for you to know what
15 Waffle House shooting, can we all agree that	15 occurred at the incident that your employees
16 we're referring to the mass shooting that	16 received information about and dispatched first
17 occurred on April 22, 2018 at a Waffle House in	17 responders to; correct?
18 Nashville, Tennessee?	18 A. That's correct.
19 A. Yes, sir.	19 Q. You understand that at the time that
20 Q. There were gunshot wound victims at	20 the Department of Emergency Communications was
21 the scene of the Waffle House shooting on April	21 responding to the Waffle House shooting it was a
22 22, 2018; correct?	22 life or death situation; correct?
23 A. Correct.	23 A. Correct.
24 Q. It's imperative that gunshot wound	24 Q. Some people had already died;
25 victims receive attention and treatment from	25 correct?
65	67
1 first responders as soon as possible; correct?	1 A. To my knowledge, from what I read,
<pre>1 first responders as soon as possible; correct? 2 A.</pre>	2 yes, sir.
2 A. As soon as possible, yes, sir. 3 Q. When we earlier talked about the	
2 A. As soon as possible, yes, sir.	2 yes, sir.
2 A. As soon as possible, yes, sir. 3 Q. When we earlier talked about the	2 yes, sir. 3 Q. Some people were still alive, but
2 A. As soon as possible, yes, sir. 3 Q. When we earlier talked about the 4 distinction between 911 calls and calls to	<pre>2 yes, sir. 3 Q.</pre>
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	<pre>2 yes, sir. 3 Q.</pre>
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	<pre>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</pre>
As soon as possible, yes, sir. When we earlier talked about the distinction between 911 calls and calls to non-emergent lines, you said that it's not particularly easy or bright-line to always determine which ones are an emergency and which noes are not emergent, but you identified life	<pre>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.</pre>
As soon as possible, yes, sir. When we earlier talked about the distinction between 911 calls and calls to non-emergent lines, you said that it's not particularly easy or bright-line to always determine which ones are an emergency and which	<pre>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.</pre>
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1 think the part I'm having difficulty with is
                                                               1 Q.
                                                                             And her call that she took was the
2 your "dire". Just because I wasn't there, I'm
                                                               2 first one that was dispatched; correct?
 3 not a medical person, I don't know the answer to
                                                                             That's correct. And this is all
4 that.
                                                               4 under Hermitage precinct.
5 Q.
                                                                             And was the Hermitage precinct the
              Okay, that's fair.
                                                               5 Q.
6 A.
              But I know a gunshot victim needs
                                                               6 closest precinct to the actual Waffle House
7 medical services as quickly as possible.
                                                               7 shooting scene?
8 Q.
              I'll change my question.
                                                               8 A.
                                                                             I don't -- are you talking about the
9 A.
              Okay.
                                                               9 building?
              The gunshot wound victims at the
                                                               10 Q.
10 Q.
                                                                             This is what -- I'll get to --
11 scene of the Waffle House shooting were in need
                                                                             I don't know what you're looking for
                                                               11 A.
12 of prompt emergency medical services?
                                                               12 there, because Hermitage and South precinct are
              Yes.
                                                               13 simply divided by the center line on
13 A.
14 Q.
              The gunshot wound victims at the
                                                               14 Murfreesboro Road.
15 scene of the Waffle House shooting were in need
                                                               15 0.
                                                                             And at any given time the officers
16 of emergency medical services as timely as
                                                               16 that are assigned to either one of those
17 possible?
                                                               17 precincts may be anywhere within their
                                                               18 territory; correct?
18 A.
              Yes.
              The errors that occurred in
                                                               19 A.
                                                                             Correct. I just don't understand
19 Q.
  processing the 911 call received by Sydney
                                                               20 your precinct question.
20
21 Cameron delayed emergency medical services from
                                                                             I had it wrong. My question was
                                                               21 Q.
22 responding to the scene of the Waffle House
                                                                        The very first units that were
                                                               22 wrong.
  shooting; correct?
                                                               23 dispatched in response to the Waffle House
                   MR. LACKEY: Object to the
                                                               24 shooting were dispatched to the incorrect
24
25 form.
                                                               25 Location as a result of Sydney Cameron's error;
                                                    69
                                                                                                                   71
1 A.
              I don't know that that -- there's a
                                                               1 correct?
2 lot of wheels turning at one time. So, you have
                                                               2 A.
                                                                             That's the call that was dispatched
3 a call that's being dispatched from South, you
                                                               3 first, that's correct.
4 have a call that's being dispatched from
                                                               4 0.
                                                                             The very first units that were
5 Hermitage. And I can't say specifically that
                                                               5 dispatched to the Waffle House shooting location
6 one delayed the other. I can't, sitting here,
                                                               6 were delayed as a result of Sydney Cameron's
7 say that.
                                                               7 error; correct?
8 Q.
              The first call that was dispatched
                                                                                  MR. LACKEY: Object to the
                                                               8
9 was the one that Sydney Cameron handled;
                                                               9 form.
10 correct?
                                                               10 A.
                                                                             Say that one more time.
              That's correct.
                                                               11 Q.
                                                                             The very first units that were
11 A.
                                                               12 dispatched to the Waffle House shooting were
12 Q.
              So, the very first units that were
13 sent to what she thought was the scene of the
                                                               13 delayed as a result of Sydney Cameron's error?
14 Waffle House shooting was done so by Sydney
                                                                             To the correct location.
                                                               14 A.
15 Cameron; correct?
                                                                                  MR. LACKEY: Same objection.
                                                               15
16 A.
              The call was sent down by Sydney
                                                                             I don't know that I can say
                                                               16 A.
17 Cameron?
                                                               17 specifically where -- because we're dealing with
18 Q.
              This is what I'm trying to
                                                               18 two totally separate precincts.
19 understand. When that call went from dispatch
                                                               19 Q.
                                                                             No, no. I only want to talk about
```

20 to emergency responders, who are the emergency 21 responders that first received that? All of

A call taker.

It went from call taker to dispatch.

Okay. And Sydney Cameron was --

22 them.

23 A.

24 Q.

25 A.

25 Sydney's call, but that's to the wrong location.

24 because you're asking me one question about

20 the units that were dispatched as a result of

21 Sydney Cameron's call. Do you understand what

That's not the correct location. No,

22 I'm saying?

23 A.

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1 And then that was to the correct location.
                                                                1 correct location to dispatch for an emergency
2 0.
              Were units dispatched as a result of
                                                                2 response?
 3 Sydney Cameron's call?
                                                                3
                                                                                   MR. LACKEY: Object to the form.
4 A.
              Yes.
                                                                4 You can answer.
5 Q.
              And they were dispatched to the wrong
                                                                5 A.
                                                                              Had she had the correct location,
6 location; correct?
                                                                        Yes.
                                                                6 yes.
              Correct.
7 A.
                                                                7 Q.
                                                                              And I just want to make sure I
8 0.
              And as a result, those units were
                                                                8 understand.
9 delayed in getting to the correct location? Or
                                                                9 A.
                                                                              0kay.
10 did they ever go to the correct location?
                                                               10 Q.
                                                                              Sometimes I don't. Were there actual
              I don't --
                                                               11 units that were dispatched as a result of the
11 A.
                                                               12 information Sydney Cameron communicated to
12
                   MR. LACKEY: Object to the
13 firm.
                                                               13 dispatch?
14 A.
              I can't answer that, because -- first
                                                               14 A.
                                                                              Yes.
                                                               15 0.
15 of all, I don't know the units that arrived on
                                                                              And they came from the Hermitage
16 the scene first, and the units that arrived at
                                                               16 precinct; correct?
17 the correct location. The dispatcher that sent
                                                               17 A.
                                                                              Yes.
18 the cars to the wrong location first is not the
                                                               18 Q.
                                                                              And they actually went somewhere;
19 same person who dispatched the cars in South
                                                               19 didn't they?
20 precinct to the correct location.
                                                               20 A.
                                                                              They went to the Waffle House, yes.
              I understand. I want you to totally
                                                               21 Q.
                                                                              The wrong Waffle House; correct?
21 Q.
22 leave off the South precinct.
                                                               22 A.
                                                                              Correct.
                                                               23 Q.
                                                                              Sometimes in depositions lawyers ask
23 A.
              Okay.
24 Q.
              Just forget -- we'll deal with those
                                                               24 questions that are so obvious that it goes over
25 in a minute. I only want to talk about the
                                                               25 the deponents head. This is all I'm trying to
                                                     73
                                                                                                                    75
1 units that were dispatched as a result of Sydney
                                                                        By definition, because those units went to
2 Cameron's call.
                                                                2 the wrong location, those units were delayed in
                                                                3 going to the correct location?
3 A.
              You understand that they went to the
4 0.
                                                                                   MR. LACKEY: Object to the form.
5 wrong location; correct?
                                                                5 You can answer.
6 A.
                                                                              I can't tell you those units are the
              I do.
                                                                6 A.
                                                                7 units that would have been dispatched.
7 Q.
              By definition then, they were delayed
                                                                8 Q.
8 in getting to the correct location, if they ever
                                                                              I understand that, ma'am. Just
  went to the correct location?
                                                                  presume that they would have been. Presume that
                                                               10 they would have been.
                   MR. LACKEY: Object to the
10
                                                               11 A.
11 form.
                                                                              0kay.
12 A.
              I don't know that those would be the
                                                               12 0.
                                                                              As a result, they were delayed in
13 cars that Would have been dispatched.
                                                               13 getting to the correct location?
                                                                                   MR. LACKEY: Object to the form.
14 Q.
              Right.
                                                               14
15 A.
              I don't know that those units that
                                                               15 A.
                                                                              I don't think that's a good question,
16 were dispatched would have been the same units
                                                               16 to presume they would have been. I don't think
17 that were dispatched to the correct location.
                                                               17 that's -- that's just not a good question.
18 I'm sorry to go in circles with you. I just
                                                               18 Q.
                                                                              Tell me why not?
19 don't --
                                                               19 A.
                                                                              First of all, I'm not going to
20 Q.
              Could Sydney Cameron have dispatched
                                                               20 presume that those are the units that would have
21 the emergency response to the correct
                                                               21 been dispatched. I have absolutely no idea.
22 location?
                                                                              Because Sydney Cameron's error was so
23 A.
              She was a call taker, not a
                                                               23 great that it wouldn't have even been those cars
                                                               24 that would have been sent over to the correct
24 di spatcher.
25 Q.
              Could Sydney Cameron have given the
                                                               25 Waffle House?
                                                     74
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MR. LACKEY: Object to the
                                                               1 relayed that information, I don't recall.
 1
                                                                             At no time from April 22nd, 2018
2 form.
3 A.
              I have absolutely no idea if those
                                                               3 through your departure from the Department of
4 cars would have been dispatched, because it
                                                               4 Emergency Communications in June of 2019 did you
5 would have been a different precinct. Had the
                                                               5 or the Department of Emergency Communications
6 call gone to South initially, it would have been
                                                               6 determine that there was not a delay, or a
7 South cars dispatched, or closest available,
                                                               7 significant delay, as a result of Sydney
8 versus the Hermitage cars that were dispatched
                                                               8 Cameron's error in identifying the location of
9 under Sydney Cameron's --
                                                               9 the Waffle House shooting; correct?
              And those Hermitage cars were not the
                                                                             Did we ever say there was --
10 Q.
                                                               10 A.
11 closest available: correct?
                                                                                  MR. LACKEY: Objection to the
                                                              11
12 A.
              I do not know the answer to that.
                                                              12 form. Go ahead.
13 Q.
              I thought you just said it would have
                                                                             Did we say there was not a delay?
                                                               13 A.
14 been the closest available?
                                                              14 No, we have never said there was not a delay.
15 A.
              It could. No, it could. I don't
                                                                             And that's because you have never
                                                               15 Q.
                                                               16 reached that determination; correct?
16 know the answer.
17 Q.
              Have you undertaken any investigation
                                                                                  MR. LACKEY: Same objection.
                                                               17
                                                                             If that was explained to me by Angie,
18 whatsoever to determine whether there was a
                                                               18 A.
19 delay as a result of Sydney Cameron's error?
                                                              19 I would have to refresh that conversation with
              What Angle -- who did the review, who
                                                               20 Angie. I don't recall.
20 A.
21 would be the best person to answer the questions
                                                                             But as you sit here today, under
                                                              21 Q.
22 as far as the investigation and what she
                                                              22 oath, you have no recollection of any
                                                              23 determination by Angle Milliken or the
23 reported back to me.
                                                               24 Department of Emergency Communications that
24 Q.
              Part of that is what she told you;
25 right?
                                                              25 rules out a significant delay in emergency
                                                                                                                   79
                                                    77
1 A.
              Yes, sir.
                                                               1 responders arriving on the scene of the Waffle
2 Q.
              Have you ever determined that there
                                                               2 House as a result of Sydney Cameron's error;
                                                               3 correct?
 3 was not a delay in the emergency response as a
4 result of Sydney Cameron's errors in determining
                                                               4
                                                                                  MR. LACKEY: Same objection.
5 the location of the Waffle House?
                                                               5 A.
                                                                             Say that one more time.
              What we were able to determine, we
                                                               6 Q.
                                                                             Yes, ma'am.
6 A.
7 were able to determine through the CAD reports,
                                                               7 A.
                                                                             PI ease.
8 you're able to tell times that things happened.
                                                               8 Q.
                                                                             As you testified today, you don't
9 Times of dispatch. And we were able to -- she
                                                               9 have any recollection of Angie Milliken or the
10 was able to report back the times that it was
                                                               10 Department of Emergency Communications coming to
11 dispatched to Hermitage, or the time it was
                                                               11 some determination that there was no significant
12 dispatched to South. But as far as what
                                                              12 delay as a result of Sydney Cameron's error?
13 determines the delay, there's a lot of wheels
                                                                                  MR. LACKEY: Object to the
                                                               13
14 turning in that to know specifically where cars
                                                              14 form.
15 were, where people were, who was available, who
                                                               15 A.
                                                                             I can tell you by looking at the
16 was not available. It's a much bigger picture
                                                               16 times from the CAD we were able to determine
17 than a blanket time.
                                                              17 when calls were received by dispatch and when
18 Q.
              I understand that. As a result of
                                                               18 they were dispatched specifically. And I can
19 that, you've never conclusively determined that
                                                              19 tell you -- well, I can't tell you right now,
                                                               20 because I don't know specifically, but we were
20 there wasn't a delay, or a significant delay, as
21 a result of Sydney Cameron's error; right?
                                                              21 able to look at the time frame there. I can't
22 A.
              I do not know the answer to that.
                                                               22 tell you specifically, because I don't remember,
              Because you haven't made such a
23 Q.
                                                              23 of why, or when that happened, or why it didn't
24 determination; correct?
                                                              24 happen. I can't tell you that. I think Angie
25 A.
              If that information -- if Angle
                                                              25 would be the best person to tell you that.
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1 We've never said there wasn't a delay.
                                                               1 A.
                                                                             Not that I recall. Because I don't
              That's all I was trying to get to.
                                                               2 think that's a definitive number I could give
 3 Your answer is sufficient.
4 A.
              Okay.
                                                               4 Q.
                                                                             Other than Sydney Cameron, did any
5 Q.
                                                               5 other employees of the Department of Emergency
              It's not the Department of Emergency
6 Communication's position that there wasn't a
                                                               6 Communications make errors in processing the
7 delay in first responders arriving at the scene
                                                               7 calls received about the Waffle House
8 of the Waffle Scene shooting as a result of an
                                                               8 shooting?
                                                                             I don't -- not that I recall.
9 error by the Department of Emergency
                                                               9 A.
10 Communications; correct?
                                                               10 Q.
                                                                             For example, is a dispatcher
                   MR. LACKEY: Object to the
                                                               11 instructed to take any additional steps to
11
                                                               12 verify or determine an emergency's location?
12 form.
              I think it would take a lot of
                                                               13 A.
                                                                             Is the dispatcher?
13 A.
14 information, that I don't even know that we all
                                                               14 0.
                                                                             Yes, ma'am.
15 have access to, to determine where everyone was.
                                                               15 A.
                                                                             You would have to talk to training
16 Like I said, there's so many wheels turning, I
                                                               16 about that. I couldn't answer that question.
17 think there's a lot of information you would
                                                                             What does the dispatcher do? Do they
18 have to have to know that. We wanted to know
                                                               18 just take the information that's been input by
19 how we ended up at the wrong location and how we
                                                               19 the call taker and relate it to the appropriate
20 prevent that from happening in the future.
                                                               20 emergency service?
              Understood. It may not have been
                                                              21 A.
                                                                             That's correct.
21 Q.
22 within your objective to determine whether there
                                                               22 Q.
                                                                             Are they instructed to do anything to
23 was a delay, or what the length of the delay was
                                                               23 verify the information that they're provided, or
24 in this particular case; correct?
                                                               24 their job is solely to act as a conduit in
25 A.
              Initially what I wanted to know was
                                                               25 communicating?
                                                                                                                   83
                                                    81
1 how we ended up at the wrong location.
                                                               1 A.
                                                                             You would have to talk to training to
              I get it. In triaging the situation
                                                               2 verify that 100 percent, sir.
3 you want to determine, how did we make the
                                                                             Would Nell Hayes be the appropriate
4 error, and how do we ensure that the error
                                                               4 person to ask that question?
5 doesn't happen again; correct?
                                                               5 A.
                                                                             She would.
6 A.
              Correct.
                                                               6 Q.
                                                                             Why did you leave the Department of
7 Q.
                                                               7 Emergency Communications in June of 2019?
              It wasn't of primary importance to
8 you to determine down to the second or minute
                                                               8 A.
                                                                             I retired.
9 how long a delay might have occurred as a result
                                                               9 Q.
                                                                             Had you planned on retiring in June
                                                               10 of 2019?
10 of the error: correct?
11 A.
              I don't -- no. No.
                                                               11 A.
                                                                             I had planned on it a few years
12 Q.
              And I'm not faulting you for it, or
                                                               12 prior.
13 suggesting that that's part of your job.
                                                               13 Q.
                                                                             A few years prior you had just
              No, I'm just thinking -- I'm trying
                                                               14 started the job; correct?
14 A.
15 to remember all the events to be sure I answer
                                                               15 A.
                                                                             That's correct. But my husband and I
16 100 percent to my memory. And at that time that
                                                               16 had been talking about retirement for some time,
17 was our primary objective, to know how that
                                                               17 deciding on when we would. And then at the
                                                               18 beginning of the year I had made the decision to
18 happened, and to ensure it didn't happen again.
19 As far as a specific amount of delay, I don't
                                                               19 retire.
20 have an answer for that. I don't know.
                                                               20 Q.
                                                                             When did you make the decision to
                                                              21 retire?
21 Q.
              The Department of Emergency
22 Communications never determined whether there
                                                               22 A.
                                                                             Early 2019.
23 was a delay or what the length of the delay was
                                                               23 Q.
                                                                             By early 2019 do you mean January
24 as a result of the error in responding to the
                                                              24 2019?
25 Waffle House shooting calls; correct?
                                                              25 A.
                                                                             January was a deciding factor in
                                                                                                                   84
                                                    82
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1 that, because we had things we wanted to
                                                               1 was responsible for addressing that. And the
2 accomplish prior to our retirement, and the last
                                                               2 decision was made to not only address it with
 3 thing on that list was accomplished in
                                                               3 Sydney Cameron, but to address it across the
4 January.
                                                               4 board. As we all know, there's times that
5 Q.
                                                               5 things need that 30-day rule, where you just
              Were those personal things or
6 professional things at the Department of
                                                               6 need to remind people. And it was to ensure, if
7 Emergency Communications?
                                                               7 there was someone else who wasn't utilizing all
8 A.
                                                               8 their tools, this would be an important reminder
              Personal.
9 Q.
              Is it your testimony that you were
                                                               9 to ensure that they do so.
10 planning on retiring from the Department of
                                                               10 Q.
                                                                             As a result of the errors that were
11 Emergency Communications shortly after receiving
                                                               11 recognized as occurring during the Department of
12 the job at the Department of Emergency
                                                               12 Emergency Communication's response to the Waffle
13 Communications?
                                                               13 House shooting, all of the employees were
14 A.
              No, sir.
                                                               14 reminded and instructed to use GPS coordinates
15 Q.
              When did you first notify anyone at
                                                               15 in determining emergency locations; correct?
16 Metropolitan Government that you were
                                                                             I can't tell you exactly how the
                                                               16 A.
17 anticipating retiring in 2019?
                                                               17 instruction came down from Angle from my memory.
              I don't remember the exact date. I
                                                                             Did you communicate with WKRN
18 A.
                                                               18 Q.
19 called Metro HR and set up -- you have to go
                                                               19 regarding the Waffle House incident?
20 through several retirement meetings prior, and I
                                                               20 A.
                                                                             Yes, sir.
21 called and advised them that I was ready to go,
                                                              21 Q.
                                                                             Do you agree that you told WKRN that,
                                                               22 quote, "This incident served as a reminder for
22 and they set me up for a meeting. I think I
  went to that meeting -- I would be guessing.
                                                               23 call takers to utilize all the tools available
24 would be guessing.
                                                               24 to them to verify location of callers"?
25 Q.
              Give me an approximate date, and then
                                                               25 A.
                                                                             Yes, sir.
                                                                                                                   87
                                                    85
1 I can narrow it down by getting the records
                                                               1 Q.
                                                                             And specifically --
2 directly from Metro HR.
                                                                             I don't know that those were a quote,
3 A.
              They'll be able to give you the
                                                               3 unquote. I don't know the answer to that. But
4 records. Maybe February, maybe March. I don't
                                                               4 I would agree that they should use all the tools
5 know. I don't know the answer to that
                                                               5 in their toolbox.
6 specifically.
                                                               6 Q.
                                                                             And as we've already gone over today,
                                                               7 the Department of Emergency Communications
7 Q.
              Were you advised by any individual
                                                               8 failed to use GPS coordinates through Sydney
8 professionally -- I don't mean your husband --
9 that you should retire in 2019?
                                                               9 Cameron in responding to the Waffle House
10 A.
              No. sir.
                                                               10 shooting incident?
11 Q.
              Did anybody pressure you to retire
                                                                                  MR. LACKEY: Object to the
                                                               11
12 with Metro Government?
                                                               12 form.
              No, sir.
                                                                             Sydney did not utilize her GPS
13 A.
                                                               13 A.
                                                               14 coordinates before sending the call. She
14 Q.
              Did anyone suggest that you should
                                                               15 utilized the CrissCross.
15 retire?
                                                                             And she should have used the GPS
16 A.
              No. sir.
                                                               16 Q.
17 Q.
              Do you know who was ultimately
                                                               17 coordinates: correct?
18 selected to succeed you as the director of the
                                                                             She should have used other tools in
                                                               18 A.
19 Department of Emergency Communications?
                                                               19 her tool box.
20 A.
              No, sir.
                                                               20 Q.
                                                                             She should have used the GPS
21 Q.
              What remedial action was taken as a
                                                               21 coordinates; right?
22 result of recognizing the error or errors that
                                                               22 A.
                                                                             If she had them.
23 occurred during the processing of the Waffle
                                                               23 Q.
                                                                             And she did have them; correct?
24 House shooting calls?
                                                              24
                                                                                  MR. LACKEY: Object to the
25 A.
              You'd have to talk with Angle. Angle
                                                               25 form.
                                                                                                                   88
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1 0.
              They were available to her; correct?
                                                                1 A.
                                                                             There's no changes to policies or
              As my memory serves me, the call went
2 A.
                                                                2 procedures as a direct result.
3 up prior to her receiving them.
                                                                             Were there any indirect changes to
4 Q.
              Didn't she receive them two seconds
                                                                4 policies or procedures?
                                                                5 A.
                                                                             No, sir.
5 later?
6 A.
              After the call was sent up.
                                                                6 Q.
                                                                             Have there been any changes to any
7 0.
                                                                7 policies or procedures at the Department of
              Correct.
8 A.
              Correct.
                                                                8 Emergency Communications since April 22nd, 2018?
9 Q.
              What did she do to then relay those
                                                                9 A.
                                                                             To any policy or procedure?
10 GPS coordinates to the dispatcher?
                                                               10 Q.
                                                                             Yes, ma'am.
                                                                             I don't recall. I would have to go
              It doesn't appear she did, sir.
                                                               11 A.
11 A.
12 Q.
              She didn't do anything; did she?
                                                               12 back and look. I don't know the answer to that.
13 A.
              I don't know what she did. She
                                                                             You don't recall any changes to any
                                                               13 0.
14 was -- I'm sure she was still updating her
                                                               14 policies or procedures at all at the Department
15 call.
                                                               15 of Emergency Communications since April 22nd,
                                                               16 2018; correct?
16 Q.
              One thing she didn't do was relay
17 those GPS coordinates that she got two seconds
                                                               17 A.
                                                                             There very well could have been. I
18 later to the dispatcher; correct?
                                                               18 don't know specifically, sir. I'd have to go
              She did not relay those.
                                                               19 back and review policies and procedures and
19 A.
20 Q.
              She should have done that; right?
                                                               20 check on updates to advise you of that.
21 A.
              She should have utilized the tools in
                                                                             When are annual performance reviews
                                                               21 Q.
22 her toolbox. I don't know what she was doing at
                                                               22 conducted and completed at the Department of
23 that moment, if she was updating -- I don't know
                                                               23 Emergency Communications?
                                                                             For employees?
24 what she was doing at that time. I think that's
                                                               24 A.
25 a question for Sydney.
                                                               25 Q.
                                                                             Yes, ma'am.
                                                     89
                                                                                                                    91
1 0.
              And I don't care so much what she was
                                                               1 A.
                                                                             Annually, at their hire dates.
          She might have been texting on the phone
                                                                2 it's not one date that everyone is completed,
                                                                3 it's their hire date.
3 with her boyfriend. What I care more about is
4 what she didn't do. And you agree she should
                                                                4 0.
                                                                             You agree that because this incident
5 have relayed those GPS coordinates to the
                                                                5 occurred on April 22nd, 2018, and it's now
6 dispatcher when she received them two seconds
                                                                6 October 28th, 2019, Sydney Cameron has had at
7 later?
                                                                7 least one annual performance review since then;
                   MR. LACKEY: Objection to
                                                                8 correct?
8
  form.
                                                                9 A.
                                                                             I would think so, yes, sir.
9
              I think that's a question -- I can't
                                                               10 Q.
                                                                             Are you aware of it?
10 A.
11 say she should have. They have protocols. And
                                                                             I don't recall.
                                                               11 A.
12 you would have to talk to Nell in training to
                                                               12 0.
                                                                             Do you review annual performance
13 know that. If they feel confident in a
                                                               13 reviews as the director?
14 location, are they required to go back to the
                                                                             It's optional, but I generally do,
                                                               14 A.
15 GPS coordinates? I don't know the answer to
                                                               15 yes, sir.
16 that.
                                                               16 Q.
                                                                             Did you review Sydney Cameron's
17 Q.
              Do you know what information she had
                                                               17 annual performance reviews?
18 other than CrissCross at that time?
                                                               18 A.
                                                                             I don't remember.
              To my knowledge, all she had was the
                                                               19 Q.
                                                                             Do you know whether Sydney Cameron
  Α.
19
  conversation with the caller, as well as she
                                                               20 was disciplined or in any way reprimanded over
20
21 utilized CrissCross.
                                                               21 her error in the Waffle House shooting
22 Q.
              You stated to WKRN that "There were
                                                               22 incident?
23 no changes to policies or procedures as a direct
                                                               23 A.
                                                                             Not to my knowledge.
24 result of the Waffle House incident." Is that
                                                               24 Q.
                                                                             You don't believe that she was?
                                                                             No, sir. She was -- Angie decided --
25 true?
                                                               25 A.
                                                     90
                                                                                                                    92
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1 or Angle's recommendation to me was that it was
                                                               1 there or not. We'll find that out. I'm asking
2 a mistake that could be corrected through
                                                               2 whether you agree that it's important that that
                                                               3 be documented in her personnel file?
 3 coaching and counseling with her, reminding her
4 of the tools that could be used, and reminding
                                                               4 A.
                                                                             It would be important that it was in
                                                               5 there to follow up on in the future.
5 everyone else at the department to ensure that
6 that wasn't the -- that that mistake wasn't
                                                                             And you would expect to find that in
                                                               6 Q.
                                                               7 her personnel file, because you agree with me
7 repeated.
8 Q.
              Was there any notation at all in
                                                               8 that it's important that that had been
  Sydney Cameron's personnel file that she had
                                                               9 documented; correct?
9
10 made this significant error in responding to the
                                                                             Well, everything that's coach and
                                                               10 A.
  Waffle House shooting?
                                                               11 counsel doesn't always end up in written form.
12
                   MR. LACKEY: Object to the form.
                                                               12 Q.
                                                                             How do you decide what's, quote,
                                                               13 coach and counsel?
  Go ahead.
13
14 A.
              I did not make an entry. We would
                                                               14 A.
                                                                             Well, if she didn't receive
15 have to review her personnel file to know the
                                                               15 corrective action, or she didn't receive
  answer to that.
                                                               16 disciplinary action, you can have a coaching and
16
17 Q.
              It would be important to do that;
                                                               17 counseling session to educate someone on a
                                                               18 mistake made and how to prevent that in the
  wouldn't it?
18
              I can't advise if that was done or
                                                               19 future. So, there are times that mistakes are
19 A.
20 not.
        I don't recall.
                                                               20 made that they may not be documented. I feel --
21 Q.
              This is all I'm asking. In any
                                                              21 well --
22 institution there's turnover; correct?
                                                               22 Q.
                                                                             It's your testimony that there are
              There is.
                                                               23 times that mistake are made at the Department of
23 A.
              One of the reasons to have a
24 Q.
                                                               24 Emergency Communications that may not be
25 personnel file is, once you're gone, once Angie
                                                               25 documented?
                                                                                                                   95
                                                    93
1 Milliken is gone, there has to be some
                                                               1 A.
                                                                             That could be possible.
2 institutional memory of mistakes that are made;
                                                                             What would be a good reason not to
3 correct?
                                                               3 document mistakes that are made at the
4 A.
              Generally speaking, yes.
                                                               4 Department of Emergency Communications?
5 Q.
              For example, if Sydney Cameron were
                                                               5 A.
                                                                             Well, it's according to what the
6 to make the exact same mistake five years from
                                                               6 mistake is. I would have to look at that. I'm
7 now, but upper management had completely turned
                                                               7 just saying that there could be people who make
8 over, you would want a record that she has a
                                                               8 a mistake, that someone talks to them. I don't
9 history of failing to use GPS coordinates in
                                                               9 know the answer, sir. Like I said, we would
10 responding to emergency calls; correct?
                                                               10 have to look at her file. And Angle -- I feel
              I think if that mistake was five
                                                               11 confident that Angle would handle it
11 A.
12 years later, I think it would be looked at
                                                               12 appropriately.
13 differently, and not specifically a pattern of
                                                               13 Q.
                                                                             You testified earlier and agreed that
                                                               14 Sydney Cameron made a significant error in her
14 her making that mistake.
15 Q
              Understood. But it's important to
                                                               15 response to the Waffle House shooting;
16 have a record of employee mistakes so that you
                                                               16 correct?
17 can even determine if it's a pattern; correct?
                                                               17
                                                                                  MR. LACKEY: Object to the
18 A.
              Correct.
                                                               18 form.
19 Q.
              It would be important to know in her
                                                               19 A.
                                                                             She made an error in the location of
20 employee personnel file this mistake that
                                                               20 where she sent the responders to.
21 occurred during the Waffle House shooting
                                                              21 Q.
                                                                             And it was a significant error;
                                                               22 correct?
22 response; correct?
23 A.
              I can't advise if it was in there or
                                                               23 A.
                                                                             Correct.
                                                                             It's important to document
24 not, sir.
                                                              24 Q.
25 Q.
              I'm not asking whether it was in
                                                               25 significant errors that occur at the Department
                                                    94
                                                                                                                   96
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25 A.

Not necessarily.

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1 of Emergency Communications; correct?
                                                               1 Q.
                                                                             Are you aware of any written
              It's important to ensure that we take
                                                               2 documentation anywhere at the Department of
                                                               3 Emergency Communications that acknowledges that
3 steps to prevent the mistakes from reoccurring.
4 On the documentation -- I didn't complete the
                                                               4 there was an error made during the response to
5 documentation. You'll have to talk to Angie
                                                               5 the Waffle House shooting?
6 Milliken about that.
                                                                             As far as documentation, I don't
                                                               6 A.
              What steps did you take to ensure
                                                               7 recall going back and looking for specific
7 0.
8 that this significant error was recorded in
                                                               8 documentation. But the Department of Emergency
9 Sydney Cameron's personnel file?
                                                               9 Communications has never not taken
              I did not record it in her file.
                                                               10 responsibility for going to the wrong
10 A.
                                                              11 Location.
11 Q.
              You didn't take a single step to
12 ensure that this significant error by Sydney
                                                              12 Q.
                                                                             The Department of Emergency
13 Cameron was documented in her personnel file;
                                                               13 Communications takes responsibility for the
14 correct?
                                                              14 error that led emergency responders to go to the
15 A.
              I can't tell you if it was or was
                                                               15 wrong location at the Waffle House shooting;
                                                              16 correct?
16 not, sir.
17 Q.
              But you can tell me that you didn't
                                                               17 A.
                                                                             Correct.
18 take any steps to make sure that this
                                                               18 Q.
                                                                             However, the Department of Emergency
  significant error was documented in Sydney
                                                               19 Communications has not created any documents
20 Cameron's personnel file; correct?
                                                               20 regarding that error?
              I did not, to my knowledge, that I
                                                              21 A.
                                                                             I don't know the answer to that.
21 A.
                                                              22 Q.
                                                                             You're not aware, as the director at
22 remember.
23 Q.
                                                              23 the time of the Department of Emergency
              What steps did you take to document
                                                               24 Communications, of a single document that the
24 anywhere that a significant error had occurred
25 in the Department of Emergency Communication's
                                                               25 department created acknowledging the error that
                                                    97
                                                                                                                   99
1 response to the Waffle House shooting
                                                               1 occurred at the Waffle House shooting?
2 incident?
                                                               2 A.
                                                                             Not that I can recall sitting here
3 A.
              Did I document it?
                                                               3 today.
4 0.
              Or steps you took to ensure that one
                                                               4 0.
                                                                             Does the Department of Emergency
5 of your subordinates documented it?
                                                               5 Communications make sure not to create such
              What we did was find out what error
                                                               6 documents because they don't want those
7 occurred and have conversations to ensure that
                                                               7 documents to become public?
8 we didn't repeat that. That was most important.
                                                               8 A.
                                                                             No, sir. This was very public.
              I understand. I'm asking what steps
                                                               9 Q.
                                                                             Is it the Department of Emergency
10 you took to ensure that acknowledgement of this
                                                               10 Communication's policy to avoid creating records
11 error was officially documented somewhere in a
                                                               11 of mistake it has made?
12 record, including a memo to file, or a written
                                                              12 A.
                                                                             No, sir.
  memo to all of the employees of the Department
                                                               13 Q.
                                                                             Then why wasn't any record made of
14 of Emergency Communications?
                                                              14 this mistake such that there could be a memo
15 A.
              Angle would be the person to answer
                                                               15 institutionally to advise people in the future
                                                               16 what had occurred and how not to commit the same
16 that. That was her responsibility and I felt
17 confident that she would take care of it.
                                                              17 error in the future?
18 Q.
              Well, if she had, for example,
                                                               18 A.
                                                                             I'm not saying there's not one. I
19 written a memo to be distributed amongst the
                                                              19 said if Angie Milliken created that, if that's
20 employees of the Department of Emergency
                                                               20 how she chose to do it to her managers and to
                                                              21 the employees, it wouldn't necessarily go to me.
21 Communications identifying the error that
22 occurred in response to the Waffle House
                                                               22 There could be one. I don't know the answer.
23 shooting incident, you would be aware of that;
                                                                             We would have to ask Angle Milliken
24 wouldn't you?
                                                              24 those questions?
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25 A.

98

That would be correct.

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1 Q.
              Did Sydney Cameron actually receive a
                                                               1 Q.
                                                                             Were those the documents that were
2 commendation as a result of her participation in
                                                               2 noticed in a notice of deposition for you to
 3 the response to the Waffle House shooting?
                                                               3 bring?
              I don't recall. Not that I recall.
 4 A.
                                                               4 A.
                                                                             Yes, sir.
5 Q.
              Was the Department of Emergency
                                                               5 0.
                                                                             Are those documents complete?
6 Communications short staffed on the night of
                                                               6 A.
                                                                             Yes, sir.
7 April 22nd, 2018?
                                                               7 Q.
                                                                             Ms. Donegan, one of the documents you
8 A.
              We would have to look back at the
                                                               8 provided is an e-mail dated June 26, 2018, from
9 staffing numbers that were required for that
                                                               9 you to Jessica Jaglois.
10 night and see how many people were working. I
                                                               10 A.
                                                                             Uh-huh (affirmative).
                                                               11 Q.
                                                                             The e-mail states, "We all know that
11 do not know the answer.
                                                               12 the CrissCross is only updated periodically, so
12 Q.
              What would you consider short
                                                               13 it will never be 100 percent accurate." Did you
13 staffed?
              Every night has a different minimum
                                                               14 write that e-mail?
14 A.
15 number of employees. So, I don't know what it
                                                               15 A.
                                                                             Can I see it?
16 was for that specific night. If you didn't meet
                                                               16 Q.
                                                                             Sure.
17 your minimum numbers, you were short. You were
                                                               17 A.
                                                                             Yes, sir.
  considered short.
                                                               18 Q.
                                                                             Is that statement accurate?
                   MR. MANOOKIAN: Give me five
                                                                             May I see it again? Be sure I read
19
                                                               19 A.
                                                               20 it completely. We're talking about the very
  minutes to go over my notes.
20
                        (brief break)
                                                               21 first segment?
21
22 BY MR. MANOOKIAN:
                                                               22 0.
                                                                             That's correct.
                                                               23 A.
                                                                             Yes, sir.
23 Q.
              Ms. Donegan, I've only got a couple
24 more questions for you, and then my co-counsel,
                                                               24 Q.
                                                                             Would you agree that your employees
25 who's had an opportunity to review the records
                                                               25 or former employees knew that the CrissCross is
                                                    101
                                                                                                                   103
1 that were produced today, is going to ask five
                                                               1 only updated periodically, so it will never be
                                                               2 100 percent accurate?
2 to ten questions, and that way I think we'll be
3 done, such that we don't even have to take a
                                                               3 A.
4 break for Lunch.
                                                               4 0.
                                                                             They were conscious of that fact?
                                                                             Yes, sir. They should have been,
                   Are you represented by
                                                               5 A.
5
6 Mr. Lackey or the Metro Department of Law today?
                                                               6 yes, sir.
                                                                                  MR. HORWITZ: I'd like to make
7 A.
              Mr. Lackey.
                                                               7
8 Q.
              You are represented by Mr. Lackey?
                                                               8 this Exhibit One.
9 A.
                                                                                    (Whereupon, the aforementioned
                                                               10 document was marked as Exhibit Number One.)
10 Q.
              How long have you been represented by
11 Mr. Lackey or anyone with the Metro Department
                                                               11 BY MR. HORWITZ:
12 of Law?
                                                               12 0.
                                                                             Reading an e-mail from you dated May
                                                               13 17, 2018, from you to Jessica Jaglois. There is
13 A.
              Monday. Last Monday, a week ago.
              Thank you for answering my questions
                                                               14 a question posed to you, number one in that
14 Q.
15 today. Mr. Horowitz is going to have a few more
                                                               15 e-mail that says, "Were GPS coordinates
                                                               16 available?" Your answer appears to be yes.
16 for you.
17
                                                               17 you confirm that, please?
                                                                             Where is yes? I'm sorry. Oh, okay.
                               EXAMINATION
                                                               18 A.
18
19 BY MR. HORWITZ:
                                                               19 Sorry. Yes.
              Just for the record, my name is
20 Q.
                                                               20 Q.
                                                                             Is that representation accurate, to
21 Daniel Horwitz. I represent the Plaintiff in
                                                               21 your knowl edge?
22 this matter. Ms. Donegan, would you agree that
                                                               22 A.
                                                                             To the question of whether they were
  you, at the beginning of this deposition, gave
                                                               23 available, yes. Does that mean specifically
24 us a series of documents related to it?
                                                               24 which call? I don't believe that. I think
25 A.
              Yes, sir.
                                                               25 that's further down. But yes is correct.
                                                    102
                                                                                                                   104
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MR. HORWITZ: I'll make this
                                                               1 BY MR. HORWITZ:
2 Exhibit Two to the deposition.
                                                               2 Q.
                                                                             I'm looking at an e-mail sent August
                     (Whereupon, the aforementioned
3
                                                               3 21, 2018 from you to Jessica Jaglois. There
  document was marked as Exhibit Number Two.)
                                                               4 appears to be a statement in it from you to her
5 BY MR. HORWITZ:
                                                               5 in which you state, and I quote, "All employees
6 Q.
              Ms. Donegan, I'm reading an e-mail
                                                               6 are trained on the functionality of the F11
7 from May 10, 2018, at 10:31 A.M. regarding
                                                               7 key." Can you confirm that, please?
8 vacancies, is a portion of the reporter's
                                                               8 A.
                                                                             Yes, sir, that's what it says.
  questi oni ng.
                                                               9 Q.
                                                                             Is that information correct?
9
                   The question is, "How many
                                                                             It would be to the best of my
                                                               10 A.
10
  vacancies are there?"
                                                               11 knowledge. In answering her questions, I would
                                                               12 always have my assistant director from support,
12
                   Your answer appears to be,
   "Fourteen for our agency."
                                                               13 as well as assistant director from operations,
13
                   "And how many call takers,
                                                               14 because there were certain things that I
14
                                                               15 wouldn't be able to answer directly, and wanted
  di spatchers?"
15
                                                               16 to be sure it was correct. So, between us
                   You answer appears to be
16
  "Twelve". Can you confirm, please.
                                                               17 discussing it, that would have been a correct
17
              Yes, sir. To verify, you're
                                                               18 statement made.
18 A.
19 referring to the question of how many vacancies,
                                                                             Would you agree with me that all
  and there's fourteen. And of those fourteen,
                                                               20 employees are trained on functionality of the
21 twelve are call takers and/or dispatchers.
                                                               21 F11 key?
22 Q.
              And that information is correct?
                                                               22 A.
                                                                             That is what all employees who are
              It would have been correct as of May
                                                               23 call takers and/or dispatchers -- so, yes, sir.
23 A.
                                                                             Would you agree that Sydney Cameron
24 10, 2018.
25 Q.
              I'm looking at an e-mail dated May 9,
                                                               25 was trained on the functionality of the F11
                                                   105
                                                                                                                   107
1 2018, sent at 9:43 A.M. There's another e-mail
                                                               1 key?
2 under it, appears to be part of a chain, sent at
                                                               2 A.
                                                                             I would assume so, sir.
3 9:25 A.M., and another e-mail below that for May
                                                               3 Q.
                                                                             Do you have any reason to dispute
4 3, 2018, sent at 7:57 A.M. from Michelle
                                                               4 that Sydney Cameron was trained on the
                                                               5 functionality of the F11 key?
5 Peterson.
                   And the part I'm interested in
                                                               6 A.
                                                                             To dispute she was?
6
7 states, quote, unquote, "I found out that the
                                                               7 Q.
                                                                             Do you have any personal knowledge
8 first call that was received to our call takers
                                                               8 that she was not?
9 was from a cell phone that gave the GPS
                                                               9 A.
                                                                             No, sir, I do not.
10 coordinates of both cross streets, which was the
                                                                                  MR. HORWITZ: I'd like to make
                                                               10
  precise locale."
                                                               11 this the next exhibit to the deposition, please.
11
                                                                                    (Whereupon, the aforementioned
                   Can you confirm that, please?
12
                                                               12
              Where are you? Are you in this part?
                                                               13 document was marked as Exhibit Number Four.)
13 A.
              Toward the bottom. This part. I
                                                                               (brief off record discussion)
14 Q.
                                                               14
15 think it's the final paragraph.
                                                               15 BY MR. HORWITZ
16 A.
              That's an e-mail from Michelle
                                                                             Parties have agreed to make all the
17 Peterson.
                                                               17 documents that were provided here today for this
18 Q.
              That's correct. Did I read it
                                                               18 deposition a collective late-filed exhibit to
19 correctly?
                                                               19 this deposition that Metropolitan Government
                                                               20 will send to the court reporter. Those are our
20 A.
              Yes, you read it correctly.
              Do you have any reason to believe
                                                               21 questions.
21 Q.
22 that this is inaccurate?
                                                               22
                                                                                    (Whereupon, the aforementioned
                                                               23 documents were designated to be marked as
23 A.
              No. sir.
                     (Whereupon, the aforementioned
                                                               24 Exhibit Number Five.)
24
25 document was marked as Exhibit Number Three.)
                                                               25
                                                                                  MR. LACKEY: Nothing further
                                                                                                                   108
                                                   106
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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,
4	54: 7,	2017 42: 24	8: 16, 9: 18,	41: 25,
5	55: 11,	January 1,	22: 20	42: 9,
6	65: 17,	2018 41: 22	October 28,	42: 16,
7	65: 21	January 2019	2019 1: 42	42: 22,
8	April 22nd,	84: 23	4: 5	42: 25,
9	2018 49: 1,	June 26, 2018	October 28,	82: 16,
10	49: 5,	103: 8	2019.	84: 2,
11	50: 17,	June 30, 2020	109: 22	103: 13,
12	51: 21,	110: 3	October 28th,	104: 2
13	52: 2,	May 10, 2018	2019 92:6	108 2: 23
14	52: 23,	105: 7,	"fourteen	10: 00 4: 6
15	53: 16,	105: 23	105: 13	10: 30. 41: 6
16	53: 23,	May 17, 2018	"twel ve".	10: 31 105: 7
17	54: 3, 55: 4,	104: 12	105: 17	1803 2: 13
18	55: 16,	May 3, 2018	#192 110: 3	18C1777 1: 14
19	55: 20,	106: 3	#531 2:14	196300 2: 24
20	56: 1, 56: 9,	May 9, 2018)case 1:14,	1987 11: 21
21	56: 18,	105: 25	1: 29	190980 1: 29
22	57: 21,	October 1)j ury 1: 15,	170700 1.27
23	79: 2, 91: 8,	6: 19, 8: 6	1: 30	
24	91: 15,	0ctober 1,	. 0. 2: 24	< 2 >
25	92: 5, 101: 7	2015 33: 9	. 0. 2. 24	2015 8: 6,
109	72. 5, 101. 7	2015 33. 9		111
				111
1 I, E. Kimberly Underwood, CCR, LCR, Notary	8: 12, 9: 2,	35: 20	14: 5, 18: 17	•
2 Public and Licensed Court Reporter for the State	10: 6,	300-6988 1: 50	14: 5, 18: 17	25: 15,
2 Public and Licensed Court Reporter for the State 3 of Tennessee do hereby certify that prior to the	10: 6, 10: 20,	300-6988 1: 50 37138 1: 49		25: 15, 25: 18,
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	10: 6, 10: 20, 26: 13	300-6988 1: 50 37138 1: 49 37203 2: 9,	< 9 >	25: 15, 25: 18, 25: 22,
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	10: 6, 10: 20, 26: 13 2015. 6: 18	300-6988 1: 50 37138 1: 49 37203 2: 9, 2: 15	< 9 > 911 13:6,	25: 15, 25: 18, 25: 22, 26: 6,
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	10: 6, 10: 20, 26: 13	300-6988 1: 50 37138 1: 49 37203 2: 9,	< 9 >	25: 15, 25: 18, 25: 22,
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