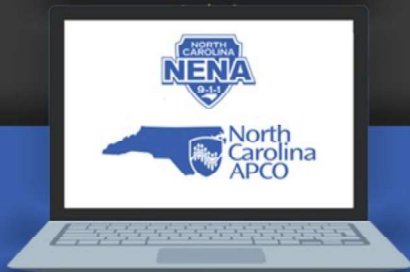




Ron Plush
KPATC Foundation



Tracy Eldridge
On Scene First



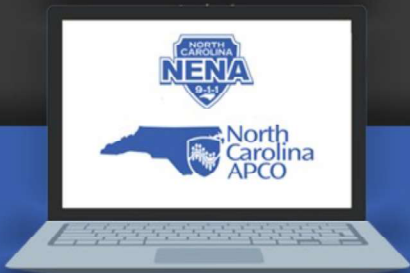


Disclaimer

You should not be meeting the Plush Family

We are here to learn, not criticize!

Let's not focus on what went wrong, lets focus on what could have gone right!



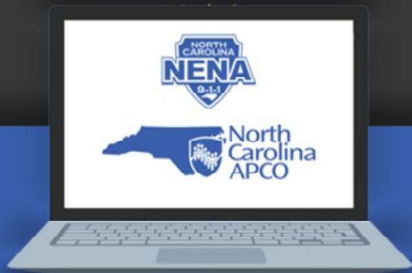
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Goals

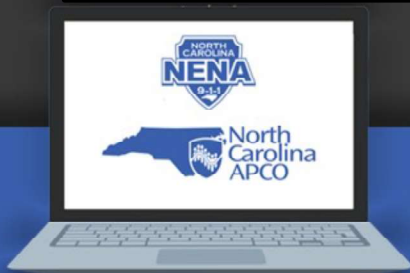
- To Be Your Best Self on each and every call
 - Be persistent and determined to do well!
 - Think of every caller possibly being your loved one calling for help
 - Great qualified people can overcome technology and training obstacles
- For managers and supervisors to continuously improve the people, processes and technology in their centers
- To use every tool in your toolbox to get the most accurate location on your caller



Kyle's Contagious Smile

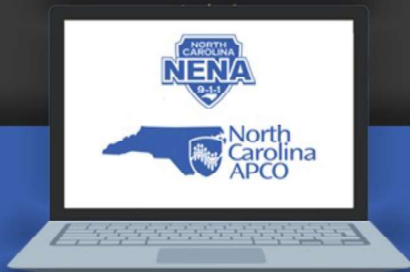


“While working on ELF I had trouble getting the kids to have enough energy, so I offered a \$10 enthusiasm prize. Kyle won and said, I don’t need anything, donate the money to charity” – Mr. Hauser

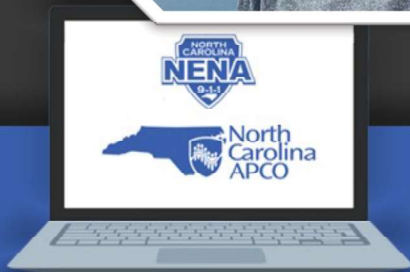
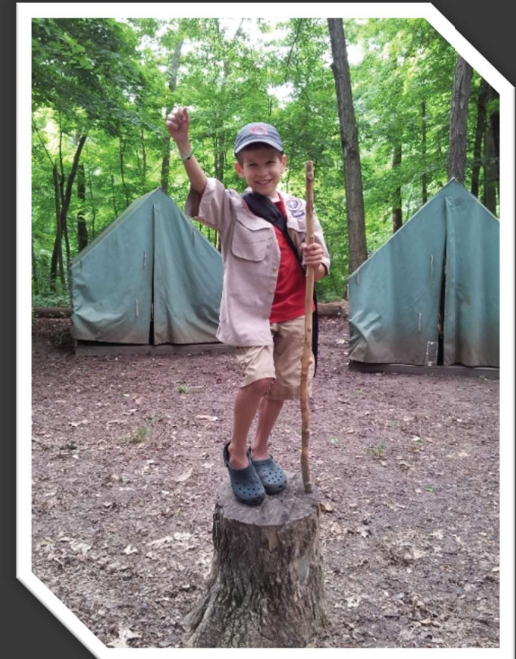
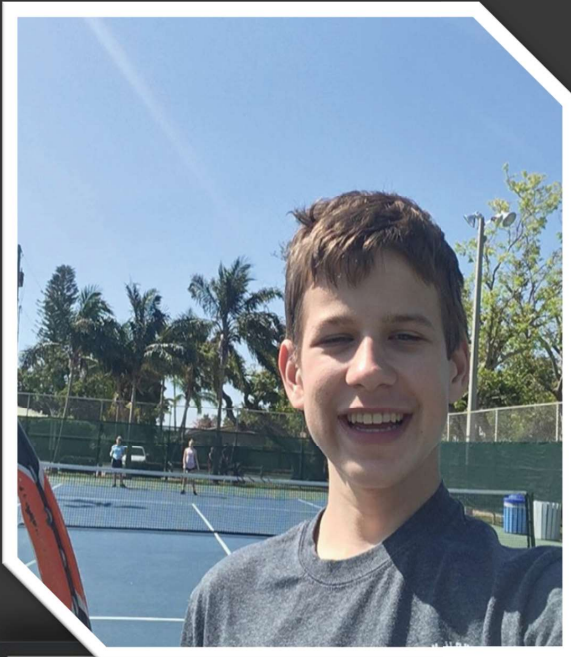


Passion for Helping Others

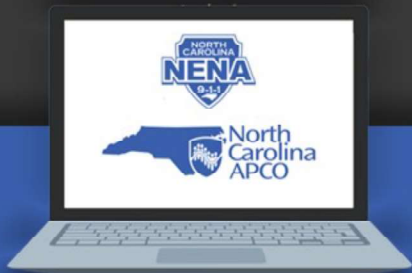
Arden Court Memory Care Center



Extraordinary Young Man



April 10, 2018



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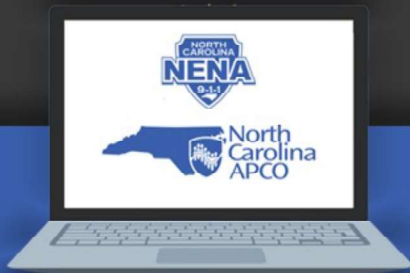


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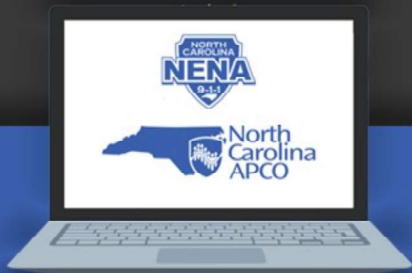
Kyle Did All the Right Things



- Kyle clearly shared that he was in a life-threatening situation and where he was located using Siri
- Kyle provided his location, his vehicle information, explained the dire situation he was in, and continued to emphasize the severity of his situation throughout both calls.



Kyle's Calls – Mute and Turn Volume Down



Kyle: Parking lot; Help.

Kyle: I am stuck in the van at the seven hills parking lot.

Dispatcher: Cincinnati 911, Where is the location of your emergency?

Kyle: Help. Help.

Dispatcher: Cincinnati 911?

Kyle: Help. I'm stuck in my van outside the Seven Hills *inaudible* parking lot.

Dispatcher: The seven hills, what parking lot?

Kyle: Help. I need help.

Dispatcher: Where are you?

Kyle: Hey Siri,

Dispatcher: Hello

Kyle: Hang up.

Dispatcher: Hello?

Kyle: Help. Help. Help.

Dispatcher: Where are you?

(Banging can be heard)

Dispatcher: Hello?

[Kyle screams]

Dispatcher: Where are you?

Kyle: Can you hear me?

Kyle: I'm at the Seven Hills parking lot. I am trapped in my van *inaudible* Help. Help.

Dispatcher: Where are you?

Kyle: I can't hear you. I'm in desperate need of help.

Dispatcher: What is the address?

(Banging heard again)

Kyle: Help. Help. Help. I can't hear you.

Dispatcher: Where are you?

Kyle: Send Help. I am going to die here

Dispatcher: Where are you?

[Banging can be heard]

Kyle screams Help!!!!!!

Call disconnects





Kyle: Hey Siri. Hey Siri... Seven Hills School

Dispatcher: Cincinnati 911 What is the address of the emergency,

Kyle: Help me

Dispatcher: short pause, anyone there?

Kyle: I can't hear what you are saying. Just send – quickly. Help. Help.

Call-taker activates TTY

Kyle: I probably don't have much time left, so tell my mom that I love her if I die.

Kyle: This is not a joke. This is not a joke.

Kyle: I am trapped inside my gold Honda Odyssey van in the sophomore parking lot of Seven Hills Hillsdale. Send officers immediately. I'm almost dead. Seven Hills Hillsdale. Seven Hills Hillsdale.

Kyle: Can you hear me?

Kyle: Hey Siri.

Kyle: Hey Siri, I'm in a gold-

Kyle: Hey Siri. Hey, Siri. Hey, Siri. Hey, Siri. Hey, Siri. Call the (inaudible). Hey, Siri. Hey, Siri.

Kyle: The call was disconnected by the Telecommunicator

The officers cleared the scene at 3:37p.m. Kyle was still alive when the officers drove away because he accessed the Siri app at 3:38p.m. and 3:43p.m.

The Call is Done – Unmute and Volume up



CAD Entry and Updates

3:14pm: The 1st telecommunicator received Kyle's call at 3:14 pm

3:17pm: First call disconnected

3:21pm: She entered the following in the computer aided dispatch system

[1] PCO HEARD FEMALE STATING, "HELP HELP IM STUCK INSIDE MY VAN, IM IN SEVEN HILLS PARKING LOT"
LOC FROM PHASE 2, COMP KEPT STATING SHE WAS UNABLE TO HEAR PCO, CALLER H/U, VM ON CB

3:22pm: She added the following information in the CAD

[2] POSS IN THRIFT STORE PARKING LOT ACROSS FROM SCHOOL

The call was classified as Code 2, giving it a high priority.

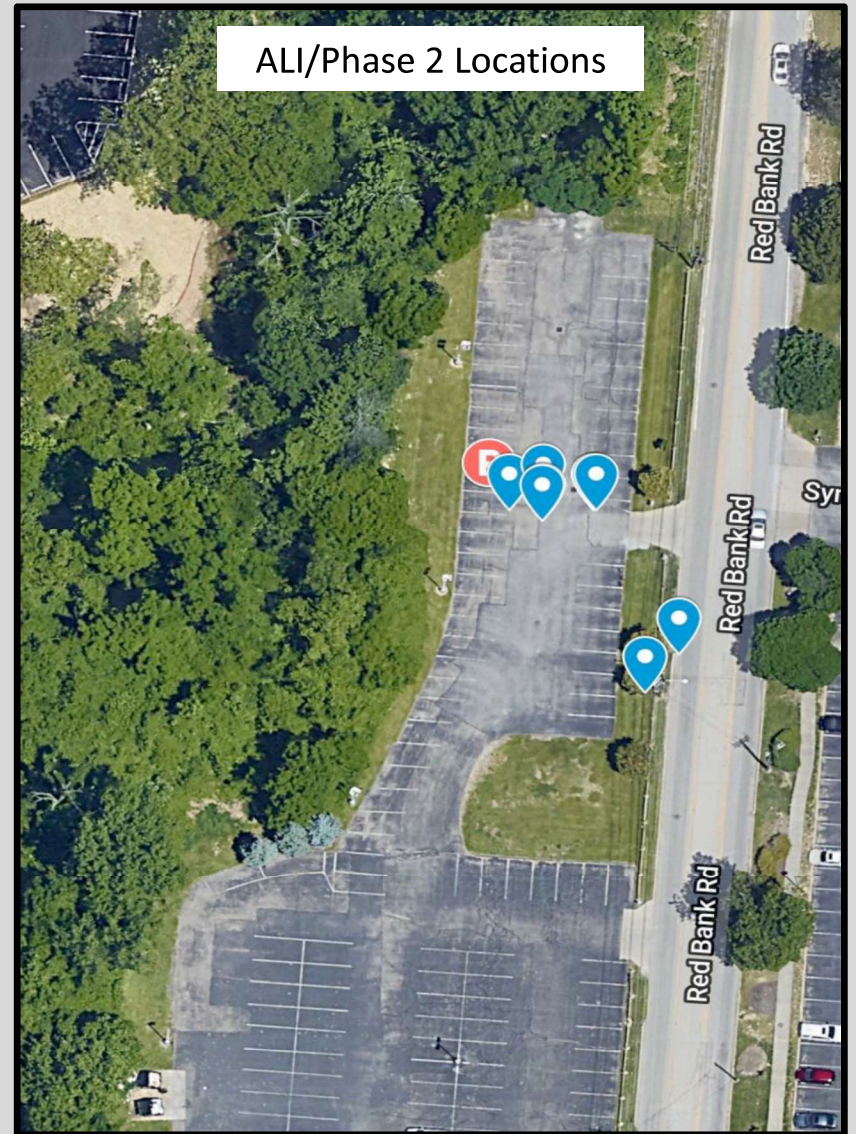
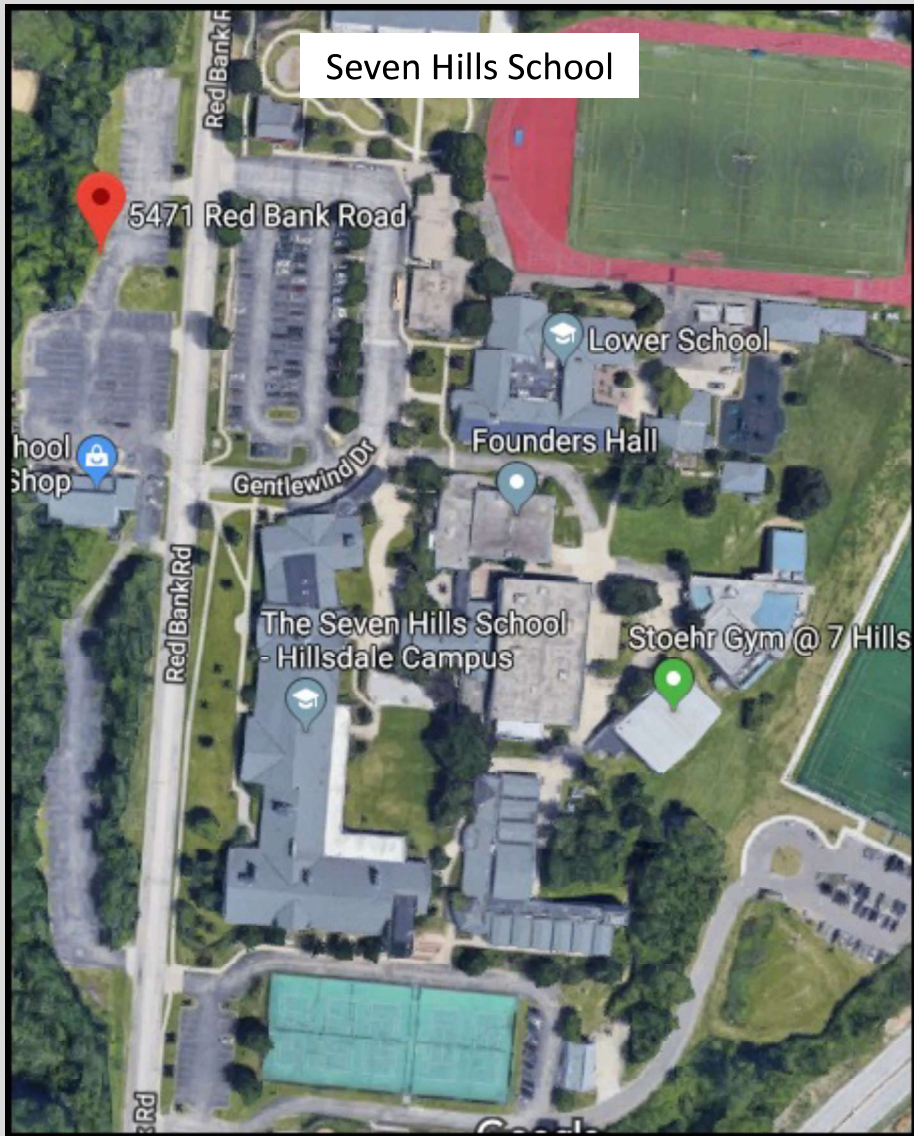
When a Hamilton County Deputy called telecommunicator asking for more information, specifically inquiring about "phase 2", she had to explain what phase 2 was and told him she did not know who the service provider was.



Dispatch told officers over the radio at 3:22pm

Unknown trouble. 5471 Red Bank Road. Female caller. Call taker can hear female yelling “Help me. I’m stuck inside my van. I’m in Seven Hills parking lot. We got the location from Phase 2, complainant kept stating she was unable to hear the call taker. Caller hung up. Voicemail on callback. She is possibly in the thrift store parking lot across from school there. 5471 Red Bank Road.”

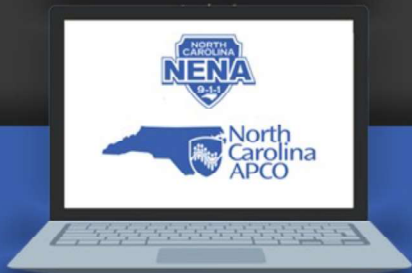
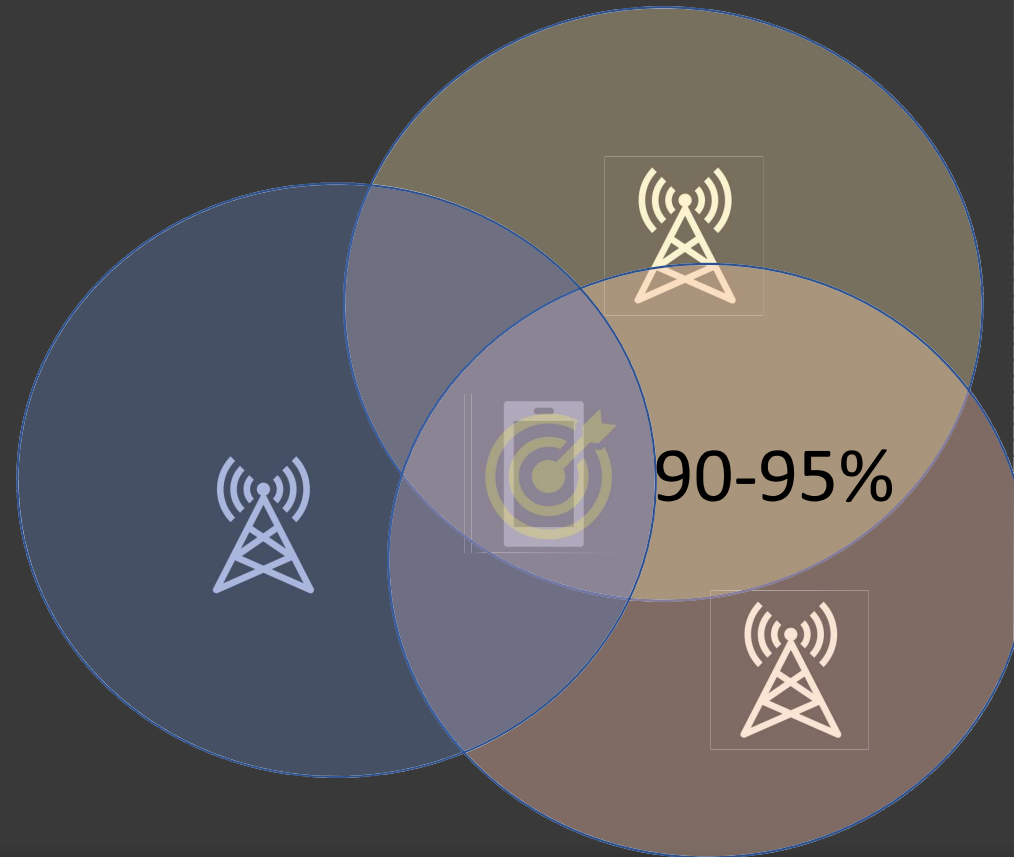




Uncertainty and Confidence

Uncertainty: The mathematically derived statistical estimate, expressed **in meters**, indicating the size of the area used in the calculation of Confidence.

Confidence: The mathematically derived statistical estimate indicating **how sure** the measuring system is that the wireless Phase 2 location data estimate is accurate, within the bounds defined by the Uncertainty value! 90-95%



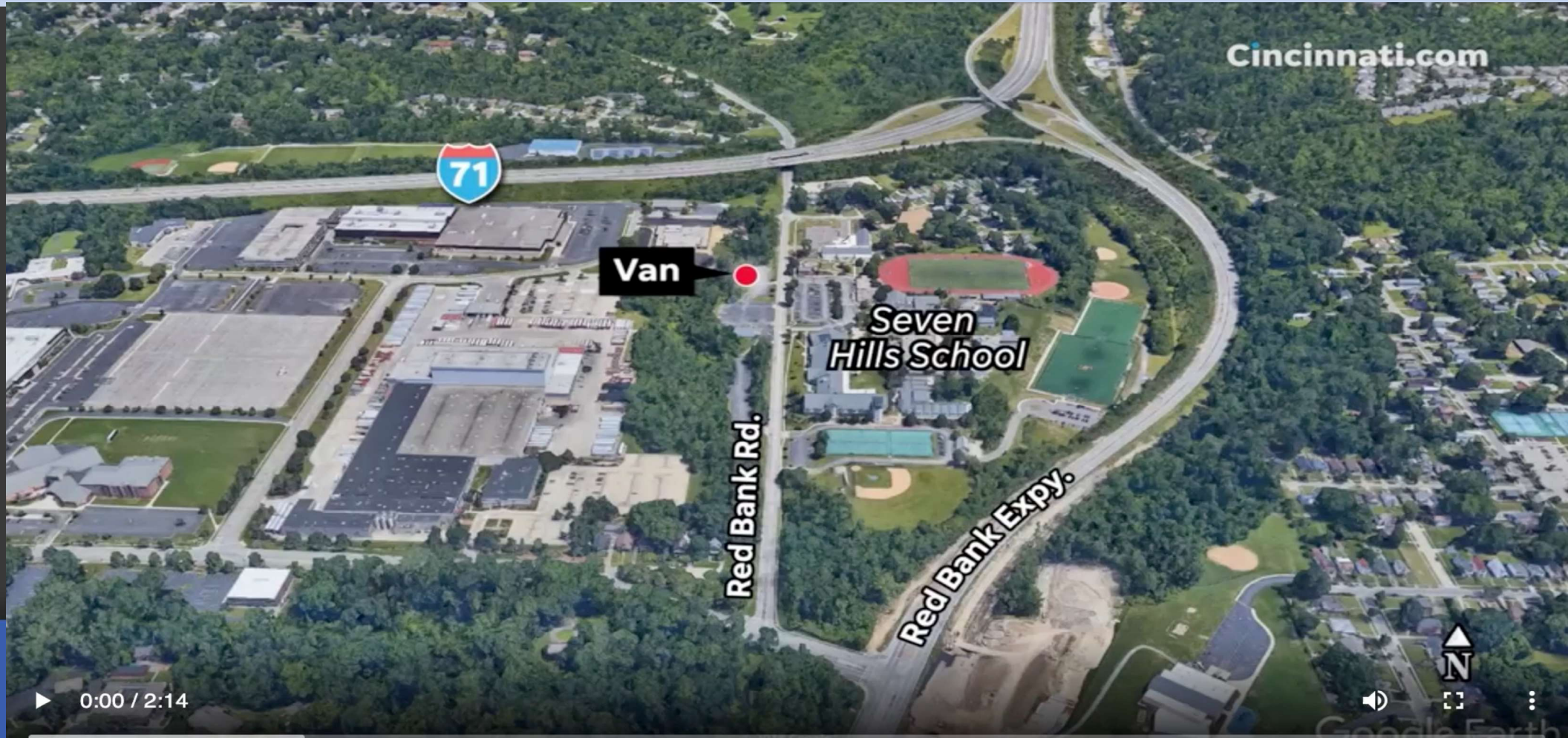
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Cincinnati Enquirer

Route of Police Officers in School Parking lot



What Can We Learn From This Tragedy

Telecommunicators

#1

- Took 7 minutes to dispatch police
- Classified call as unknown trouble instead of rescue
- Police dispatched and not Fire or EMS
- Didn't share Kyle's name with 1st responders although they had his name when they called his phone and heard his outgoing message
- Didn't share the urgency of the call in the CAD or over the radio:
 - the caller was trapped in his van and in need of rescue,
 - the caller was screaming and pounding, was in desperate need of help and he was going to die soon

#2

- Engaged TTY, even after hearing "Siri, Siri"
- Knew there was earlier call from same phone
- Did not contact police or enter the call into CAD
- Did not replay the second call

Police

- Received an address 5471 Red Bank Rd to find the caller.
- Did not search lot where Kyle's van was located and the address they were given by dispatch
- Priority 2 classification call, yet police did not exit their car to search the few vans in the parking lot and they knew the caller was "stuck"
- Officers had windows rolled up knowing someone was screaming "Help me!"
- Questions about Phase II location
- "Didn't expect to find anything"
- Thought it was a prank call

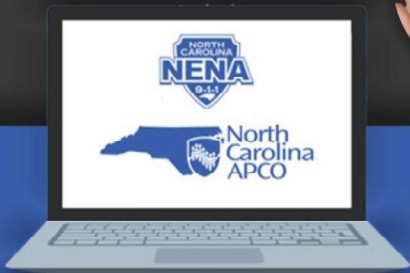
How Could Our Family Make a Difference to Improve 911?

Kyle

Jill

Alli

Ron

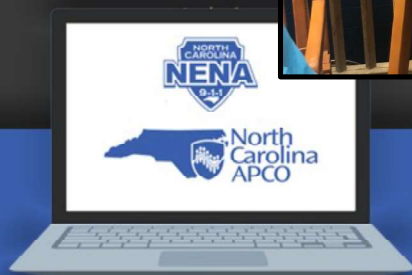


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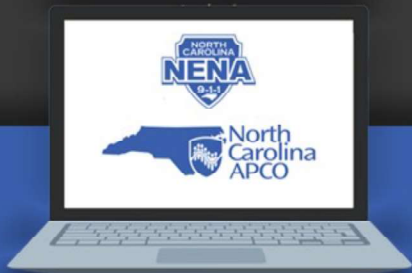
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NENA and RapidSOS



Kyle Plush Answer The Call Foundation

KYLE PLUSH
ANSWER THE CALL
FOUNDATION



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Kyle Plush Answer The Call Foundation

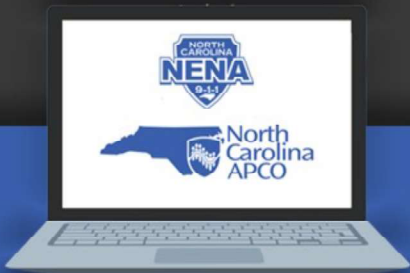
Mission Statement

Uplifting families and communities to live their best lives and advocate for common sense public policy that fosters safer, friendlier, and more resilient communities.

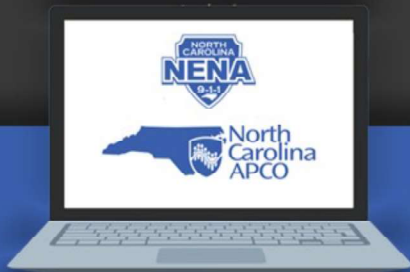
Vision Statement

Answer the call to:

- Be your best selves each and every day.
- Continuously improve things to keep up with the latest technology.
- Be the most positive-thinking 9-1-1 dispatcher or call taker you can be.
- Be the most thorough and reliable first responder you can be.
- Live each and every day to the fullest—carpe diem!



Sharing Kyle's Message



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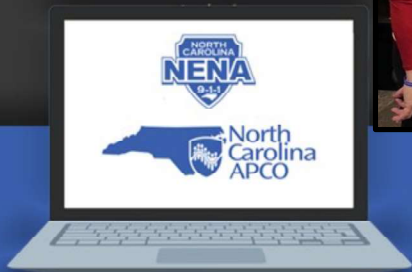


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Supporting the 911 Community



Visited
100 PSAP's in
8 States





WE APPRECIATE & SUPPORT YOU



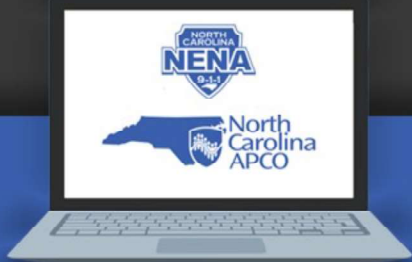
The Kyle Plush Answer The Call Foundation, is happy to show our appreciation with fresh baked cookies for each Telecommunicator working in the Mesa Police Department 9-1-1 Center. We know your job is not easy. You are **SPECIAL** and we appreciate the work you do each day answering life altering calls.

The Kyle Plush Answer The Call Foundation works to **SUPPORT YOU** so that you can Answer The Call to be the **BEST 9-1-1** Telecommunicator **YOU CAN BE.**

- Ron & Jill Plush

Community Outreach

Speak to Counties about
Importance of 911 Funding



Universities, Sports
Events, Smart911 signups

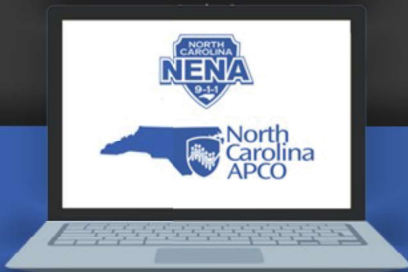


Sharing Kyle's
Message



KPATC Foundation Challenge Coins

We want to personally recognize you!
Send us success stories about someone in your 911 center who
has saved a life through persistence and determination.



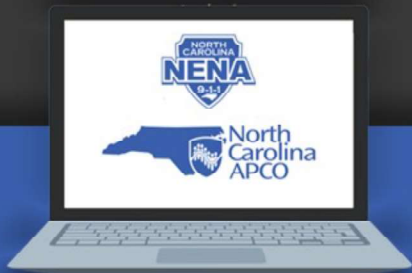
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YOU are the most important asset in a 911 Center

1. Must have **quality, trained and dedicated people** working in 911 Centers
 - Quality individuals, answering the call to be their best selves every day can overcome issues with technology
2. The single, most important piece of information a telecommunicator needs to get a caller help is **LOCATION**.
3. To get this information, you must be **persistent and determined** to find the caller. If a call seems strange, find out why?
4. **Think outside the box** – with new technology and creative callers, the caller may be using an unconventional way to call you that is the only way a caller is able to reach out for help.
5. Remember, your supervisors, managers, and co-workers are also “tools” in your toolbox.
6. You must **use every tool in your toolbox**



Join the session: When the Storm Hits
Leveraging resources for disaster response
Wednesday May 5, 2021 at 11am ET

RapidSOS 

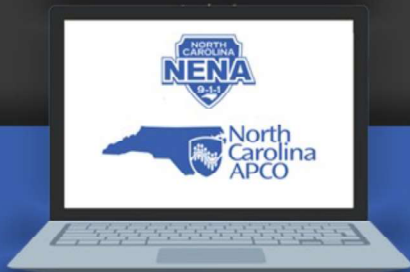
 what3words

Texty 



Google Voice

 plus codes



 Carolina
Recording
Systems



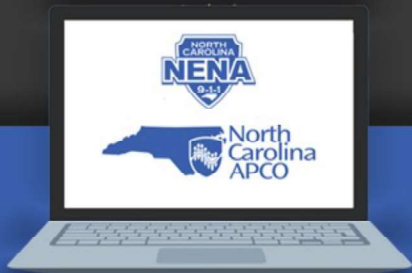
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Kyle Plush Answer The Call Foundation

Answer The Call To Be Your Best Self Each and Every Day

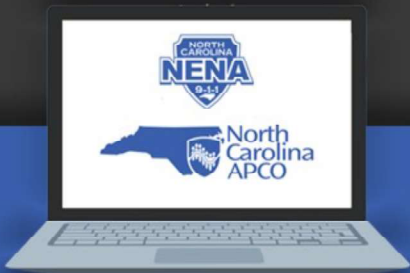


THANK YOU!

Thank you for letting us share our message

YOU are ANSWERING THE CALL TO THE BEST
TELECOMMUNICATORS IN THE 911 INDUSTRY!

You are saving lives!



Find us



teldridge@onscenefirst.com



www.onscenefirst.com



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On Scene First with Tracy Eldridge



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