



**Statement from the family of Kyle Plush
August 12, 2019**

Our 16-year-old son Kyle lost his life on April 10, 2018, when he was trapped in our van, pinned under a seat. Though he was able to use Siri to call 911 twice through the cell phone in his pocket, police never found him. This is a nightmare that no family should ever have to bear again.

Last year, we began talking with Cincinnati City Council members, attending City Council Law and Public Safety committee meetings and voicing our concerns about the operations of the 911 call center. The city commissioned two studies and spent well over \$100,000 for these reports that revealed more questions than answers.

At the November 2018 City Council meeting, every member of Council raised questions and expressed concerns about the lack of thorough findings. Greg Landsman summarized much of what was expressed that day, stating, "Frustration today is with the report, the questions that remain, the fact that there were key people who weren't interviewed, that we are not doing what we all said that we would do... Be as transparent as humanly possible."

Though we had hoped the city would do the right thing and continue the investigation, nothing happened after that meeting. Our frustration is that as it stands, we can't confirm that a tragedy like Kyle's couldn't happen again. That's unacceptable. We hired attorneys and experts who have started a more thorough investigation of what went wrong the day our son was taken from us.

In order for the city to have credibility about their ECC action plan or any reforms, they need to be honest about what happened. They failed our son. This sentiment was echoed by Mayor John Cranley, Chief Eliot Isaac, and other City Council Members. Kyle showed incredible courage in the final moments of his life, calling 911 – not once, but twice – and yet, he didn't receive help. This lawsuit will help us learn about the people, processes and technology that led to this failure, and help us determine whether the ECC changes are targeted at the true problem.

Our family continues to channel our grief into the Kyle Plush Answer the Call Foundation to reach out and encourage improvements within the 911 community. We've visited 60 centers across six states in the last year. We've heard stories from people across the country about the difference our message is making to help uplift communities and encourage everyone involved in 911 operations to be their best selves every day they answer calls. We can't change what happened to Kyle, but with determination and commitment, we hope to change the future.

The Kyle Plush Answer the Call Foundation's mission is to uplift families and communities and advocate for common sense public policy that fosters safer, friendlier, and more resilient communities.