

PLUSH v. CITY OF CINCINNATI

JOHN MELCHER FINDINGS: FORENSIC ANALYSIS

• FIRST CALL TAKER

- Misclassified emergency as unknown trouble – clearly required immediate fire/rescue
- Delayed any computer entry for seven minutes
- Failed to give critical info to responders – banging, screaming for help, Kyle saying he was going to die
- Fail to share mapping detail
 - Call taker had this on a screen in front of her
 - She did not share it with officers or deputy when he called

• SECOND CALL TAKER

- Hears Kyle say “Help me” and that he is at Seven Hills Schools but treats it as silent call improperly using the TTY function for deaf callers
- Not play back call
 - Missed Kyle saying gold Honda Odyssey
 - Missed Kyle saying Seven Hills Parking Lot
 - Missed Kyle distressed breathing and saying “*I probably don't have much time left, so tell my mom that I love her if I die*”
- Failure to log a record of the call–
 - Not use paper back up
 - Not talk to supervisor
- Not contact officers who were still on the scene