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Cell Phones Aren't Toys and Calling 911 Isn't a Game

Why 911 Operators Are Asking People Not to Give Children Old Cell Phones

By Bunting Resources

A recent increase in 911 calls has operators talking to parents about the "toys" they give their children.

It isn't uncommon for a cell to one day become obsolete. So you replace it, there are no minutes left to use and it isn't activated but to throw the phone away seems wasteful the battery works fine. Your child has always had their eye your phone. The sounds the keypad makes, the way the screen light up and the fact that they are using an item that was their mommy's or daddy's makes them feel like they are an adult too. What harm could it cause for your child to have this more or less useless phone?

As long as a battery is working on a phone there is one number that it is still capable to connecting to, 911.

Ken Smith, a 911 coordinator for Williamson County, Illinois, said he has seen an increase in 911 calls that were made by children who were playing with discarded cell phones that they had been using as toys. Williamson County 911 handled more than 100 calls from four different phones over the past month, but these calls were not made because someone was in distress, they were made because a child was attempting to use their new cell phone like their parents.

"On the one hand, it's wonderful," Smith say referring to how cell phones are programed to be able to connect a call to 911. "They take these uninitialized phones and give them to domestic violence victims, and it's great for people to have that service. These types of phones are more often used to make prank phone calls and inadvertent calls to 911."

A three year old was given an old cell phone to play with as a toy and ended up making dozens of calls to the 911 dispatcher.

"They called every evening from 4 in the afternoon to 7 in the evening, when I assume they went to bed," Smith reported. "They got up the next morning and started again."

The worst part about calls like this is that cell phones that are no longer activated won't provide the information to locate the caller like an activated cell phone would, so dispatchers then have a lot of difficulty tracking the calls. Of course when Smith managed to track the parents of the three year old down they were mortified.

"There are ways to trace it, but it takes a lot of my time," Smith says. "And by the time we can figure out from the serial number, had it been a real emergency, they'd be dead."

Smith, and many other 911 operators across the country, is advising parents who give their children old cell phones to play with that they should first take the batteries out.

More resources

<http://www.southernillinoisan.com/articles/2007/04/07/local/19866598.txt>

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COMMUNICATIONS

COUNCIL

erspective from the Chair-
Telecommunicator Week (by Bob Seivert)

April 14-20, 2002 has been declared 911 Telecommunicator Week by Governor Tom Vilsack. The members of the E911 Communications Council would like to encourage you to recognize these often overlooked men and women who answer our citizens daily calls for help. There are 127 public safety answering points in Iowa. They are staffed round the clock with highly trained, dedicated professionals. They are required to be able to obtain information from people who are experiencing their most unimaginable nightmares from children who report everything from abuse to sibling spats, special needs citizens who cannot talk and need to communicate using a TTY device, citizens who cannot speak English or any other immediately recognizable language. They must determine the location of the emergency and send ambulances, fire trucks or law enforcement and sometimes all at once! At the same time they offer special instructions to callers on how to protect themselves or their loved ones until the help can arrive. They are the calming influence which offer the callers hope, consolation, and assurance that while all may not be "okay" that at least someone will be there to help them in their time of need.

This week let us show some support for the helpers, those 911 telecommunicators who namelessly and efficiently put some humanity into our digital, impersonal, and computerized world. They are the most vital link you will ever need to communicate with during an emergency. Even in the face of the awesome technology of today, a 911 call will always get you a real person to whom you will report your emergency.

Take some time, find out who these people are in your community. I guarantee that unlike a fire department or ambulance service, you will rarely see them thanked for their quick response or the care they gave while they waited with you on the phone until help arrives. Seek them out for special recognition, greet them on the street, in a store or in the grocery store with a smile and a thank you for a job well done!

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Training

(submitted by David Holben)

There are some exciting training opportunities coming up in April. The Spring APCO/NENA Conference will be held Wednesday April 17th and Thursday April 18th. The conference will be held once again at the Four Points Sheraton Hotel on Merle Hay Road in Des Moines.

Though the conference does not start until Wednesday morning, Emergitech will host their first Iowa users meeting on Tuesday evening at the hotel.

Monday will start off the two-day conference on Wednesday with a presentation from Emergitech on Mapping. Other topics presented will be on adding 911 to PBX systems by Teltronics STS, and an update from John Benson on wireless 911, current status of legislative bills before the state legislature, a presentation on off the shelf and custom GIS/CAMA 911 mapping solutions. There will be vendors on hand to demonstrate and showcase their products. Hospitality on Wednesday night will provide an opportunity for a spirited exchange of information and peer interaction.

Thursday's program presented by APCO is also excellent with the morning session being devoted to Disaster Communications; the speaker is T.G. Mieure. John Neldeberg and Doris Gray from the American Red Cross will conduct the afternoon session. They will provide first hand accounts for September 11th and its aftermath.

Attendees must register and pay for each day's conference. Your early response would be greatly appreciated by both APCO and NENA. Both of these conferences are a real bargain and are well worth the cost. Please plan to attend.

ICES is coming, are you ready?

(submitted by Robert Hudson)

Experts predict that 50 percent of all new cars and 90 percent of the higher-end models will have telematics-capable appliances by 2006. With more than 55 million new cars sold annually and 650 million cars registered worldwide, the potential for automotive telematics is staggering. Americans alone spend more than 500 million "commuter hours" per week in the car. Companies like Visteon, Clarion, Blaupunkt are just a few of developers focusing on Microsoft Windows CE platform to dip into the estimated \$20 Billion Industry by 2005.

ICES: Information, Communication, Entertainment, Safety and Security System, is just one of the forms of telematics-capable systems under development to integrated multimedia entertainment, information, and climate system for your automobile.

Features offered are:

- Full wireless services
- Internet access to e-mail
- Navigation assistance with real time traffic information
- Mayday signal (another responsibility for the PSAP)
- Roadside assistance
- Fax and paging ability
- Cell phone and phone listing
- Calendar daytimer
- Computer games for rear seat companions

Another unique feature, according to one vendor, is a hands-free vehicle entry system that allows drivers to turn off vehicle security systems and unlock the doors with a smart card. When the driver is within about five meters of the vehicle, encrypted communication between the vehicle and the card unlocks the door.

As the automobile becomes more connected what will happen to the driver? Today we are concerned with wireless phone usage. Perhaps we look towards 2005 and focus on the distracted driver and not just the device causing the distraction.

What was your last car that did not have a cup holder? Or FM radio? Your comments are welcomed at rdhudson4@yahoo.com

E911 Program Manager Update

(by John Benson)

Recently, I have noticed that Iowa is following a national trend of making uninitialized wireless phones available to a variety of people for the sole purpose of calling 911. As you are aware, FCC rules require that any wireless phone be able to pass through a 911 call even if that phone does not subscribe to any service.

If you plan on doing this or are presently issuing uninitialized phones, I would encourage you to keep some simple facts in mind as you provide these phones to the public.

- 1) As with all wireless phones, the caller needs to be aware of their location and be able to communicate that location as the technology to find the phone is not yet in place.
- 2) The phone does not provide a call back number. If the phone does provide one, it will not be the correct one. The caller needs to stay on the line as the PSAP has no way of re-establishing contact with the caller.

We have some pamphlets and cards that we encourage you to use if you are planning on implementing this service in your area. They can help to explain exactly what these phones are capable of in a time of emergency. If you are interested in receiving these, please contact myself or Barb Vos.

As always, if you have any questions, please contact us at 515-281-3231 or via e-mail at john.benson@emd.state.ia.us or barb.vos@emd.state.ia.us.

Cedar County endures changes to improve 911 operations

(submitted by Jill Randolph, Cedar Co E911 Coordinator)

Moving the Sheriff's Office and Dispatch Center to the new Law Enforcement Center has been a very welcome improvement for Cedar County. Cedar County now has a new two-position Dispatch Center with an all-new touch-screen radio system. A 200' foot freestanding radio tower was constructed, as well as the addition of two law enforcement repeaters, to improve radio transmissions between the Dispatch Center and all police, fire and ambulance units.

Since the capability of receiving wireless 911 calls was added in June 2001, Cedar County has experienced a dramatic increase in 911 calls, largely due to the fact that Cedar County has I-80 and two major state highways running through it. The possibility of receiving up to ten wireless 911 calls on the same accident is very real.

Cedar County has five full-time Dispatchers who work four 10-hour shifts that overlap during peak evening and late-night hours, and two office staff who are also dispatch trained to assist during peak daytime hours. These seven employees have a combined total of 94 years of service to Cedar County.

BREITBART.COM - Girl, 8, makes 100 prank 911 calls

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Girl, 8, makes 100 prank 911 calls

Feb 20 2:26 PM US/Eastern



SHEBOYGAN, Wis., Feb. 20 (UPI) -- No charges will be filed against an 8-year-old Wisconsin girl who made more than 100 prank calls to emergency operators last week.

Lt. Jim Risseeuw of the Sheboygan County, Wis., Sheriff's Department said the unidentified girl was traced with the help of AT&T and TracFone, which identified the phone's owner as the girl's mother, the Sheboygan Press reported Tuesday.

The woman had stopped using the phone but all cell phones can call 911 even if they don't have active service.

Risseeuw said the third-grader identified herself to dispatchers as "Matthew" when she made the calls, some of which contained profanities, the report said.

However, he said because of her age, she won't be charged.

"At this point, the matter was corrected," Risseeuw said. "We'll leave it for the parents to deal with."

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Report Date: 1/28/2003	Occurred On or After: 03/28/2003 16:02	And Before:	IncidentType: FIRE
Total Value Property Lost/Stolen:		Total Value Property Found/Recovered:	
Street #: 64	Street Name: HICKORY HILL ROAD	Apt/Fir: OR Cross Street:	Investigating Officer: White,James 127
			Supervisor: Simon,Andre,107

INVOLVED PERSONS

Status	Name (L,F,M) / Street# Apt StreetName; City, State Zip	DOB	S	R	E	Soc Sec / Lic Info	Home / Business
<input type="radio"/>	Hall, Luanne 15 North Granby Road; Granby, CT 06035		F	W	N	CT	(860) 844-5335
Offenses:							
<input type="radio"/>	Stephenson, Susan 31 Rolling Hills Terrace; Bolton, CT 06043	07/18/1954	F	W	N	CT	(860) 643-8955
Offenses:							

Person Status Codes: A-Adult Arrest B-Business C-Complainant J-Juvenile Arrest O-Other S-Suspect V-Victim W-Witness

INCIDENT DESCRIPTION

Report of a fire at 64 Hickory Hill Road in Simsbury. Call received via 911 from a cell phone.

LOCATION DESCRIPTION

There is no 64 Hickory Hill Road in Simsbury.

STATEMENTS AND INTERVIEWS

Hall, Luanne **DOB:**

Hall is a dispatcher at the Granby Police Department.

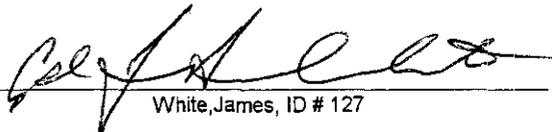
Stephenson, Susan **DOB: 07/18/1954**

Stephenson stated that she still had her cell phone in her possession and she did not know how someone would be able to use her phone number to call 911.

ACTION TAKEN

This writer was dispatched to 64 Hickory Hill Road on a report of a fire. The call was received at the Granby Police Department by Dispatcher Hall. The call originated from a cell phone that utilized the cell tower on Floydville Road in East Granby to make the call. The phone number that the call was received from is 860-463-3148. This is the same cell phone number that called in a garage fire at 33 Church Street in Tariffville on 3/23/03 at 2110 hours (Inc 2003005006). This writer responded to that call and found that there was no 33 Church Street in Tariffville. This writer responded to Granby PD following the Church Street report and spoke

Investigating Officer:


White, James, ID # 127

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Reviewed, Subscribed and Sworn to before me on this:

30 day of  03

Shift Supervisor

with Dispatcher Hall. Dispatcher Hall stated that she had received three separate phone calls via 911 from the cell phone. This writer was able to listen to the recording of the calls received and it sounded like a young male approximately 10-13 years of age.

This writer made contact with Verizon Wireless, the cellular provider for the cell phone number. This writer requested subscriber information for the cell phone number listed on the 911 screen. This writer contacted Stephenson who stated that the cell phone number belonged to her cell phone and that she had the cell phone in her possession.

This writer made contact with Verizon Wireless security on 3/28/03 and spoke with Heather. Heather stated that Verizon was forbidden to turn off the 911 capabilities of any phone per FCC regulations. This writer questioned her about an exception to the rule, as the caller has been calling in several fires and she stated that there were no exceptions to this rule, as they cannot shut off the phone numbers because they automatically go back into a rotation, and anyone receiving the number would not be able to use their phone.

This writer was informed of several other 911 calls received by this department and Granby PD with regard to the report of fires coming from this cell phone. The reports were received between 3/28 and 3/30/03. This writer made contact with the fire department and they stated that they would send a duty officer to any report to confirm that there was no fire.

This writer again called Stephenson on 3/30/03 to determine if there was any way she could have misplaced her cell phone. Stephenson replied that she still had the phone in her possession and that she has had the same number for the past 1 1/2 years.

This writer then called Verizon Wireless 911 center and spoke with Tina. This writer called due to Heather's explanation of the recycling of phone numbers. This writer requested that Tina check any other person to whom the phone number may have been issued prior to Stephenson's obtaining the phone. Tina stated that the system needed to do that was down and that she would look up the info when the system restored itself and fax the information to this writer sometime during the night.

Case status: Open

END REPORT

Case Status Active: Inactive: Closed: Warrant Applied For: Transferred to DD:

Forward Copy to: _____

Investigating Officer:

James White
White, James, ID # 127

Page(s)
2 of 2

Reviewed, Subscribed and Sworn to before me on this:

30 day of *MARCH* 03
[Signature]
Shift Supervisor

Report Date: 3/29/2003	Occurred On or After: 03/29/2003 12:22	And Before:	IncidentType: ALARM - FIRE
Total Value Property Lost/Stolen:		Total Value Property Found/Recovered:	
Street #: 2	Street Name FIVE GAITS LANE	Apt/Fir: OR Cross Street:	Investigating Officer: Scheidel, Mike 234
			Supervisor: Cayne, Vincent, 104

INCIDENT DESCRIPTION

Fire alarm called into police headquarters via stolen cellular phone to 2 Five Gaits Lane.

LOCATION DESCRIPTION

2 Five Gaits Lane is not a legitimate street number address in Simsbury.

ACTION TAKEN

On 3/29/03 at 1222hrs I was dispatched to #2 Five Gaits Lane on a fire alarm which was reported via a cellular phone. On arrival I spoke to fire personnel who informed me that there is no number 2 Five Gaits Lane and that this is the third or fourth phony fire call received in the past week. The call comes in on cellular number 463 3148 and it is unknown who is making the calls. The original owners of the phone have cancelled the service.

END REPORT

Case Status Active: Inactive: Closed: Warrant Applied For: Transferred to DD:
Forward Copy to: CPL WHITE

Investigating Officer:

Mike Scheidel
Scheidel, Mike, ID # 234

Reviewed, Subscribed and Sworn to before me on this:

Mike day of March, 2003
[Signature]
Shift Supervisor

EAST HARTFORD
POLICE DEPARTMENT



Mark J. Sirois
Chief of Police



Melody A. Currey
Mayor

EAST HARTFORD
INCIDENTS
2005

DOCKET 08-51

NON-INITIALIZED PHONES

INCIDENT #: 2005-00004578 ORI #: EHFD INCIDENT TYPE: F440 F STRUCTURE

LOCATION . . . : 100 COLUMBUS ST VENUE: East Htfd
NATURE OF CALL: KID ON 911 PHONE SAYING HOUSE IS ON FIRE

DATE: TIME:
CALL : 06/30/2005 17:52:15 Thursday
DISPATCH . . : 06/30/2005 17:52:23
ENROUTE . . . : 06/30/2005 17:53:32
ARRIVE 1 . . . : 06/30/2005 17:55:22
CLEAR : 06/30/2005 18:00:50

AREA . . : QOL1 SECTION : SCH/HENDER BEAT: 253
QUADRANT: 231A DISTRICT: TOWN EMS GRID:

UNIT 1 #: E2 ID # 1: ID # 2:
UNIT 2 #: E3 ID # 3: ID # 4:

RECEIVED ORI/ID : EHDISPTCH GOODRICH,DIANE,M,
DISPATCH ORI/ID : EHFD POPOFF,TAMMY,,
DISPATCH SHIFT : DB
SOURCE : TELEPHONE REPORT REQUIRED: YES MUTUAL AID:
DISPOSITION . . : REPT REQD PRIORITY . . . : 1 CLEARED BY: TLP0923

ORIGINAL INFORMATION:

LOCATION : 100 COLUMBUS ST VENUE: East Htfd
INCD TYPE: F440 F STRUCTURE PRIORITY: 1

STATUS/DISPOSITIONS:

DISPOSITION:	UNIT:	DATE:	TIME:	ID # 1: / ID # 2:
REPT REQD	SQ1	06/30/2005	17:58:34	
REPT REQD	L1	06/30/2005	17:58:55	
REPT REQD	E3	06/30/2005	17:59:10	
REPT REQD	C3	06/30/2005	17:59:24	
REPT REQD	E2	06/30/2005	18:00:50	

RADIO LOG:

UNIT:	TYPE:	STATUS:	DISPATCH:	ARRIVE:	CLEAR:	ID # 1:
C3	CMD	Dispatch	17:52:23			
E2	ENG	Dispatch	17:52:23			
E3	ENG	Dispatch	17:52:23			
L1	AER	Dispatch	17:52:23			
SQ1	SQD	Dispatch	17:52:23			
#####		Hazards		17:52:52		
C3	CMD	En Route	17:53:32			
E2	ENG	En Route	17:53:55			
E3	ENG	En Route	17:54:27			
L1	AER	En Route	17:54:37			
C3	CMD	Arrive		17:55:22		
E2	ENG	Arrive		17:56:30		
E3	ENG	Arrive		17:56:41		
SQ1	SQD	En Route	17:57:04			
L1	AER	Arrive		17:57:09		
SQ1	SQD	Arrive		17:57:09		
SQ1	SQD	Clear Unit			17:58:34	

INCIDENT REPORT

L1 AER Clear Unit 17:58:55
E3 ENG Clear Unit 17:59:10
C3 CMD Clear Unit 17:59:24
E2 ENG Clear Unit 18:00:50

DOCUMENTS:

Dispatch Narrative

Information on the units assigned to the call follows.

Unit#: C3 Radio#: 000 Ofcr 1: Ofcr 2:
DSP: 06/30/05 17:52 ENR: 06/30/05 17:53 ARV: 06/30/05 17:55
DPT: : AR2: : DP2: :
Unit#: E2 Radio#: 000 Ofcr 1: Ofcr 2:
DSP: 06/30/05 17:52 ENR: 06/30/05 17:53 ARV: 06/30/05 17:56
DPT: : AR2: : DP2: :
Unit#: E3 Radio#: 000 Ofcr 1: Ofcr 2:
DSP: 06/30/05 17:52 ENR: 06/30/05 17:54 ARV: 06/30/05 17:56
DPT: : AR2: : DP2: :
Unit#: L1 Radio#: 000 Ofcr 1: Ofcr 2:
DSP: 06/30/05 17:52 ENR: 06/30/05 17:54 ARV: 06/30/05 17:57
DPT: : AR2: : DP2: :
Unit#: SQ1 Radio#: 000 Ofcr 1: Ofcr 2:
DSP: 06/30/05 17:52 ENR: 06/30/05 17:57 ARV: 06/30/05 17:57
DPT: : AR2: : DP2: :

I CONTACTED 100 COLUMBUS ST SHE STATES THERE IS NO SMOKE OR 17:55:34
FIRE WHERE SHE IS 17:55:38
I ADVISED TO EVACUATE JUST TO MAKE SURE 17:55:57
COLUMBUS ST/COLUMBUS CIR INTERSECTION 17:56:18
MALICIOUS CALL PER UNIT 20 17:58:10

CAD System Narrative

Last Response Level: 01

INCIDENT #: 2005-00005425 ORI #: EHFD INCIDENT TYPE: F440 F STRUCTURE

LOCATION . . . : 100 COLUMBUS ST B2 VENUE: East Htfd
NATURE OF CALL: KID ON 911 CELL PHONE SAYS FIRE HURRY

DATE: TIME:
CALL : 08/01/2005 15:50:30 Monday
DISPATCH . . : 08/01/2005 15:51:39
ENROUTE . . . : 08/01/2005 15:53:00
ARRIVE 1 . . . : 08/01/2005 15:55:19
CLEAR : 08/01/2005 16:01:31

AREA . . : QOL1 SECTION : SCH/HENDER BEAT: 253
QUADRANT: 231A DISTRICT: TOWN EMS GRID:

UNIT 1 #: E2 ID # 1: ID # 2:
UNIT 2 #: E3 ID # 3: ID # 4:

RECEIVED ORI/ID : EHDISPTCH POPOFF, TAMMY, L,
DISPATCH ORI/ID : EHFD CYCENAS, DIANE, ,
DISPATCH SHIFT : DA
SOURCE : TELEPHONE REPORT REQUIRED: YES MUTUAL AID:
DISPOSITION . . : REPT REQD PRIORITY . . . : 1 CLEARED BY: DKC0935

ORIGINAL INFORMATION:
LOCATION : 100 COLUMBUS ST B2 VENUE: East Htfd
INCD TYPE: F440 F STRUCTURE PRIORITY: 1

STATUS/DISPOSITIONS:
DISPOSITION: UNIT: DATE: TIME: ID # 1: / ID # 2:
REPT REQD SQ1 08/01/2005 15:57:42
REPT REQD E2 08/01/2005 15:59:24
REPT REQD C3 08/01/2005 16:00:27
REPT REQD E3 08/01/2005 16:01:06
REPT REQD L1 08/01/2005 16:01:31

ADDITIONAL INFORMATION:
DOESNT SOUND REAL

RADIO LOG:
UNIT: TYPE: STATUS: DISPATCH: ARRIVE: CLEAR: ID # 1:
C3 CMD Dispatch 15:51:39
E2 ENG Dispatch 15:51:39
E3 ENG Dispatch 15:51:39
L1 AER Dispatch 15:51:39
SQ1 SQD Dispatch 15:51:39
C3 CMD En Route 15:53:00
L1 AER En Route 15:53:39
SQ1 SQD En Route 15:53:43
E3 ENG En Route 15:53:52
E2 ENG En Route 15:53:59
C3 CMD Arrive 15:55:19
E3 ENG Arrive 15:56:13
L1 AER Arrive 15:57:33
SQ1 SQD Arrive 15:57:40

INCIDENT REPORT

SQ1 SQD Clear Unit 15:57:42
E2 ENG Clear Unit 15:59:24
C3 CMD Clear Unit 16:00:27
E3 ENG Clear Unit 16:01:06
L1 AER Clear Unit 16:01:31

DOCUMENTS:

Dispatch Narrative

Information on the units assigned to the call follows.

Unit#: C3 Radio#: 000 Ofcr 1: Ofcr 2:
DSP: 08/01/05 15:51 ENR: 08/01/05 15:53 ARV: 08/01/05 15:55
DPT: : AR2: : DP2: :
Unit#: E2 Radio#: 000 Ofcr 1: Ofcr 2:
DSP: 08/01/05 15:51 ENR: 08/01/05 15:53 ARV: :
DPT: : AR2: : DP2: :
Unit#: E3 Radio#: 000 Ofcr 1: Ofcr 2:
DSP: 08/01/05 15:51 ENR: 08/01/05 15:53 ARV: 08/01/05 15:56
DPT: : AR2: : DP2: :
Unit#: L1 Radio#: 000 Ofcr 1: Ofcr 2:
DSP: 08/01/05 15:51 ENR: 08/01/05 15:53 ARV: 08/01/05 15:57
DPT: : AR2: : DP2: :
Unit#: SQ1 Radio#: 000 Ofcr 1: Ofcr 2:
DSP: 08/01/05 15:51 ENR: 08/01/05 15:53 ARV: 08/01/05 15:57
DPT: : AR2: : DP2: :

C3 ARRIVAL 2 STORY APT BUILDING NOTHING SHOWING 15:55:34
INVESTIGATING 15:55:35
APPARENT FALSE ALARM 16:00:34
CLEARING THE ASSIGNMENT 16:00:40

CAD System Narrative

Last Response Level: 01

INCIDENT #: 2005-00005432 ORI #: EHFD INCIDENT TYPE: F440 F STRUCTURE

LOCATION . . . : 100 COLUMBUS ST A1 VENUE: East Htfd
NATURE OF CALL: SAME KID SAYS FIRE AT ABOVE

DATE: TIME:
CALL : 08/01/2005 20:34:59 Monday
DISPATCH . . : 08/01/2005 20:35:34
ENROUTE . . . : 08/01/2005 20:36:31
ARRIVE 1 . . . : 08/01/2005 20:39:04
CLEAR : 08/01/2005 20:55:03

AREA . . : QOL1 SECTION : SCH/HENDER BEAT: 253
QUADRANT: 231A DISTRICT: TOWN EMS GRID:

UNIT 1 #: E2 ID # 1: ID # 2:
UNIT 2 #: E3 ID # 3: ID # 4:

RECEIVED ORI/ID : EHDISPTCH CAVIN, BRENDA, ,
DISPATCH ORI/ID : EHFD CYCENAS, DIANE, ,
DISPATCH SHIFT : DC
SOURCE : TELEPHONE REPORT REQUIRED: YES MUTUAL AID:
DISPOSITION . . : REPT REQD PRIORITY . . . : 1 CLEARED BY: DKC0935

ORIGINAL INFORMATION:

LOCATION : 100 COLUMBUS ST A1 VENUE: East Htfd
INCD TYPE: F440 F STRUCTURE PRIORITY: 1

STATUS/DISPOSITIONS:

DISPOSITION:	UNIT:	DATE:	TIME:	ID # 1: / ID # 2:
REPT REQD	SQ1	08/01/2005	20:42:37	
REPT REQD	C3	08/01/2005	20:46:50	
REPT REQD	E3	08/01/2005	20:48:07	
REPT REQD	E2	08/01/2005	20:48:11	
REPT REQD	L1	08/01/2005	20:55:03	

RADIO LOG:

UNIT:	TYPE:	STATUS:	DISPATCH:	ARRIVE:	CLEAR:	ID # 1:
C3	CMD	Dispatch	20:35:34			
E2	ENG	Dispatch	20:35:34			
E3	ENG	Dispatch	20:35:34			
L1	AER	Dispatch	20:35:34			
SQ1	SQD	Dispatch	20:35:34			
C3	CMD	En Route	20:36:31			
#####		Hazards		20:36:39		
L1	AER	En Route	20:37:00			
E2	ENG	En Route	20:37:13			
SQ1	SQD	En Route	20:37:28			
E3	ENG	En Route	20:37:31			
C3	CMD	Arrive		20:39:04		
E3	ENG	Arrive		20:40:17		
E2	ENG	Arrive		20:40:29		
L1	AER	Arrive		20:40:33		
SQ1	SQD	Clear Unit			20:42:37	
C3	CMD	Clear Unit			20:46:50	

E3 ENG Clear Unit 20:48:07
E2 ENG Clear Unit 20:48:11
L1 AER Clear Unit 20:55:03

DOCUMENTS:

Dispatch Narrative

Information on the units assigned to the call follows.

Unit#: C3 Radio#: 000 Ofcr 1: Ofcr 2:
DSP: 08/01/05 20:35 ENR: 08/01/05 20:36 ARV: 08/01/05 20:39
DPT: : AR2: : DP2: :
Unit#: E2 Radio#: 000 Ofcr 1: Ofcr 2:
DSP: 08/01/05 20:35 ENR: 08/01/05 20:37 ARV: 08/01/05 20:40
DPT: : AR2: : DP2: :
Unit#: E3 Radio#: 000 Ofcr 1: Ofcr 2:
DSP: 08/01/05 20:35 ENR: 08/01/05 20:37 ARV: 08/01/05 20:40
DPT: : AR2: : DP2: :
Unit#: L1 Radio#: 000 Ofcr 1: Ofcr 2:
DSP: 08/01/05 20:35 ENR: 08/01/05 20:37 ARV: 08/01/05 20:40
DPT: : AR2: : DP2: :
Unit#: SQ1 Radio#: 000 Ofcr 1: Ofcr 2:
DSP: 08/01/05 20:35 ENR: 08/01/05 20:37 ARV: :
DPT: : AR2: : DP2: :

PER C3 - SEND FIRST DUE ENGINE HOT 20:36:26
HOLDING E3 - REMAINDER DISMISSED 20:42:09

CAD System Narrative

Last Response Level: 01

INCIDENT #: 2005-00006153 ORI #: EHFD INCIDENT TYPE: F370 F PUB ASSIST

LOCATION . . . : 100 COLUMBUS ST VENUE: East Htfd
NATURE OF CALL: SAME KID ON 911 PHONE SAYING FIRE AT 100 COLU

DATE: TIME:
CALL . . . : 08/25/2005 18:38:46 Thursday
DISPATCH . . : 08/25/2005 18:39:08
ENROUTE . . . : 08/25/2005 18:40:22
ARRIVE 1 . . : 08/25/2005 18:41:46
CLEAR : 08/25/2005 18:48:20

AREA . . : QOL1 SECTION : SCH/HENDER BEAT: 253
QUADRANT: 231A DISTRICT: TOWN EMS GRID:

UNIT 1 #: E2 ID # 1: ID # 2:
UNIT 2 #: C3 ID # 3: ID # 4:

RECEIVED ORI/ID : EHDISPTCH MEDLEY,JOHN,,
DISPATCH ORI/ID : EHFD POPOFF,TAMMY,,
DISPATCH SHIFT : DB
SOURCE : TELEPHONE REPORT REQUIRED: YES MUTUAL AID:
DISPOSITION . . : REPT REQD PRIORITY . . . : 1 CLEARED BY: TLP0923

ORIGINAL INFORMATION:

LOCATION : 100 COLUMBUS ST VENUE: East Htfd
INCD TYPE: F370 F PUB ASSIST PRIORITY: 1

STATUS/DISPOSITIONS:

DISPOSITION: UNIT: DATE: TIME: ID # 1: / ID # 2:
REPT REQD C3 08/25/2005 18:48:20
REPT REQD E2 08/25/2005 18:48:20

ADDITIONAL INFORMATION:

MBUS ST, THEN HUNG UP

RADIO LOG:

UNIT:	TYPE:	STATUS:	DISPATCH:	ARRIVE:	CLEAR:	ID # 1:
E2	ENG	Dispatch	18:39:08			
C3	CMD	Dispatch	18:40:00			
E2	ENG	En Route	18:40:22			
C3	CMD	En Route	18:40:52			
C3	CMD	Arrive		18:41:46		
E2	ENG	Arrive		18:43:18		
E2	ENG	Secd Loc		18:43:21		
SEC. LOC.: PARK AV						
C3	CMD	Clear Unit			18:48:20	
E2	ENG	Clear Unit			18:48:20	

DOCUMENTS:

Dispatch Narrative

Information on the units assigned to the call follows.

Unit#: E2 Radio#: 000 Ofcr 1: Ofcr 2:
DSP: 08/25/05 18:39 ENR: 08/25/05 18:40 ARV: 08/25/05 18:43
DPT: : AR2: : DP2: :

INCIDENT #: 2005-00027343 ORI #: EHPD INCIDENT TYPE: 2639 P FIGHT

LOCATION . . . : 88 COLUMBUS ST VENUE: East Htfd
NATURE OF CALL: YELLOW SHIRT

DATE: TIME:
CALL : 08/26/2005 17:47:52 Friday
DISPATCH . . : 08/26/2005 17:47:59
ENROUTE . . . : 08/26/2005 17:48:29
ARRIVE 1 . . . : 08/26/2005 17:49:33
CLEAR : 08/26/2005 17:55:42

AREA . . : QOL1 SECTION : SCH/HENDER BEAT: 253
QUADRANT: 231A DISTRICT: TOWN EMS GRID:

UNIT 1 #: C25 ID # 1: COHEN, JASON, S, ID # 2:
UNIT 2 #: C22 ID # 3: ABORN, ADAM, , ID # 4:

RECEIVED ORI/ID : EHDISPTCH POPOFF, TAMMY, L,
DISPATCH ORI/ID : EHDISPTCH
DISPATCH SHIFT : DA
SOURCE : TELEPHONE REPORT REQUIRED: YES MUTUAL AID:
DISPOSITION . . : EC PRIORITY . . . : 1 CLEARED BY: QPGMR

ORIGINAL INFORMATION:

LOCATION : 88 COLUMBUS ST VENUE: East Htfd
INCD TYPE: 2639 P FIGHT PRIORITY: 1

STATUS/DISPOSITIONS:

DISPOSITION: UNIT: DATE: TIME: ID # 1: / ID # 2:
IN SRVC C22 08/26/2005 17:53:54 ABORN, ADAM, ,
EC C25 08/26/2005 17:55:42 COHEN, JASON, S,

RADIO LOG:

UNIT: TYPE: STATUS: DISPATCH: ARRIVE: CLEAR: ID # 1:
C22 PO Dispatch 17:47:59 ABORN, ADAM, ,
C25 PO Dispatch 17:47:59 COHEN, JASON, S,
C22 PO En Route 17:48:29 ABORN, ADAM, ,
C25 PO En Route 17:48:29 COHEN, JASON, S,
C25 PO Arrive 17:49:33 COHEN, JASON, S,
C22 PO Arrive 17:53:51 ABORN, ADAM, ,
C22 PO Clear Unit 17:53:54 ABORN, ADAM, ,
C25 PO Clear Unit 17:55:42 COHEN, JASON, S,

DOCUMENTS:

Dispatch Narrative
Information on the units assigned to the call follows.
Unit#: C22 Radio#: 000 Ofcr 1: 299 Ofcr 2: 299
DSP: 08/26/05 17:47 ARV: 08/26/05 17:53 CLR: 08/26/05 17:53
Unit#: C25 Radio#: 000 Ofcr 1: 288 Ofcr 2: 288
DSP: 08/26/05 17:47 ARV: 08/26/05 17:49 CLR: 08/26/05 17:55
IN THE REAR THEY ARE LEAVING RUNNING ON BIKE 17:48:08
10 OR 11 YO KIDS 17:48:13
THEY LIVE 50 COL ST 17:48:18
IT WAS A KID ON A CELL PHONE THAT CALLED IT IN 17:49:28

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NARR:JSC0288 17:52:12 08/26/05 NO KIDS FIGHTING, NO COMPLAI 17:55:42
NANT, NO FURTHER ACTION TAKEN. 17:55:42

INCIDENT #: 2005-00029299 ORI #: EHPD INCIDENT TYPE: 2613 P CHECK WELF

LOCATION . . . : 88 COLUMBUS ST B2 VENUE: East Htfd
NATURE OF CALL: A KID ON A CELL SAID "THIS IS MICHAEL CLOSS

DATE: TIME:
CALL : 09/13/2005 17:34:19 Tuesday
DISPATCH . . : 09/13/2005 18:03:49
ENROUTE . . . : 09/13/2005 18:04:15
ARRIVE 1 . . . : 09/13/2005 18:06:47
CLEAR : 09/13/2005 18:33:42

AREA . . : QOL1 SECTION : SCH/HENDER BEAT: 253
QUADRANT: 231A DISTRICT: TOWN EMS GRID:

UNIT 1 #: C24 ID # 1: CAMP, STEVEN, M, ID # 2:
UNIT 2 #: C25 ID # 3: NEVES, PAUL, J, ID # 4:

RECEIVED ORI/ID : EHDISPTCH CAVIN, BRENDA, ,
DISPATCH ORI/ID : EHDISPTCH
DISPATCH SHIFT : DC
SOURCE : TELEPHONE REPORT REQUIRED: NO MUTUAL AID:
DISPOSITION . . : EC PRIORITY . . . : 1 CLEARED BY: QPGMR

ORIGINAL INFORMATION:

LOCATION : 88 COLUMBUS ST B2 VENUE: East Htfd
INCD TYPE: 2613 P CHECK WELF PRIORITY: 1

STATUS/DISPOSITIONS:

DISPOSITION: UNIT: DATE: TIME: ID # 1: / ID # 2:
IN SRVC C25 09/13/2005 18:17:20 NEVES, PAUL, J,
EC C24 09/13/2005 18:33:42 CAMP, STEVEN, M,

ADDITIONAL INFORMATION:

BETTER SEND THE POLICE" I ASKED HIM IF HE WAS JOSH HE SAID NO I SAID
IS THIS DASHAWN AND HE SAID YEAH SAME KIDS AS ALWAYS

RADIO LOG:

UNIT:	TYPE:	STATUS:	DISPATCH:	ARRIVE:	CLEAR:	ID # 1:
C24	PO	Dispatch	18:03:49			CAMP, STEVEN, M,
C25	PO	Dispatch	18:03:49			NEVES, PAUL, J,
C24	PO	En Route	18:04:15			CAMP, STEVEN, M,
C25	PO	En Route	18:04:15			NEVES, PAUL, J,
C25	PO	Arrive		18:06:47		NEVES, PAUL, J,
C24	PO	Arrive		18:06:52		CAMP, STEVEN, M,
C24	PO	Arrive		18:06:52		CAMP, STEVEN, M,
C25	PO	Clear Unit			18:17:20	NEVES, PAUL, J,
C24	PO	Clear Unit			18:33:42	CAMP, STEVEN, M,

DOCUMENTS:

Dispatch Narrative
Information on the units assigned to the call follows.
Unit#: C24 Radio#: 000 Ofcr 1: 291 Ofcr 2: 291
DSP: 09/13/05 18:03 ARV: 09/13/05 18:06 CLR: 09/13/05 18:33
Unit#: C25 Radio#: 000 Ofcr 1: 265 Ofcr 2: 265

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DSP: 09/13/05 18:03 ARV: 09/13/05 18:06 CLR: 09/13/05 18:17
NARR:SMC0291 18:29:42 09/13/05 THERE WAS NO PROBLEM AT THIS 18:33:41
ADDRESS. MICHAEL WAS THERE WITH HIS MOTHER AND SHE TOLD ME 18:33:41
MICHAEL WAS NOT PLAYING WITH THE PHONE. -END291- 18:33:41

INCIDENT #: 2005-00029400 ORI #: EHPD INCIDENT TYPE: 2613 P CHECK WELF

LOCATION . . . : 88 COLUMBUS ST B2 VENUE: East Htfd
NATURE OF CALL: 911 CALL FROM DEACTIVATED CELL SPOKE TO YOUTH

DATE: TIME:
CALL : 09/14/2005 15:07:45 Wednesday
DISPATCH . . : 09/14/2005 15:08:59
ENROUTE . . . : 09/14/2005 15:09:45
ARRIVE 1 . . . : 09/14/2005 15:11:51
CLEAR : 09/14/2005 16:05:01

AREA . . : QOL1 SECTION : SCH/HENDER BEAT: 253
QUADRANT: 231A DISTRICT: TOWN EMS GRID:

UNIT 1 #: B25 ID # 1: DANIELS, KELLY, M, ID # 2:
UNIT 2 #: B22 ID # 3: ABORN, ADAM, , ID # 4:

RECEIVED ORI/ID : EHDISPTCH MADORE, WILLIAM, J,
DISPATCH ORI/ID : EHDISPTCH
DISPATCH SHIFT : DB
SOURCE : TELEPHONE REPORT REQUIRED: NO MUTUAL AID:
DISPOSITION . . : EC PRIORITY . . . : 1 CLEARED BY: PWF0939

ORIGINAL INFORMATION:

LOCATION : 88 COLUMBUS ST VENUE: East Htfd
INCD TYPE: 2613 P CHECK WELF PRIORITY: 1

STATUS/DISPOSITIONS:

DISPOSITION:	UNIT:	DATE:	TIME:	ID # 1: / ID # 2:
IN SRVC	B22	09/14/2005	15:09:34	ABORN, ADAM, ,
EC	B25	09/14/2005	15:17:31	DANIELS, KELLY, M,
IN SRVC	B40	09/14/2005	15:17:55	VANEK, PETER, L,
IN SRVC	B40	09/14/2005	16:03:40	VANEK, PETER, L,
IN SRVC	B20	09/14/2005	16:05:01	CAMP, STEVEN, M,
EC		09/15/2005	6:40:42	

ADDITIONAL INFORMATION:

STATED HE WAS JOSH AT THAT ADDRESS THEN HUNG UP

RADIO LOG:

UNIT:	TYPE:	STATUS:	DISPATCH:	ARRIVE:	CLEAR:	ID # 1:
B22	PO	Dispatch	15:08:59			ABORN, ADAM, ,
B25	PO	Dispatch	15:08:59			DANIELS, KELLY, M,
B22	PO	Clear Unit			15:09:34	ABORN, ADAM, ,
B40	SGT	Dispatch	15:09:40			VANEK, PETER, L,
B25	PO	En Route	15:09:45			DANIELS, KELLY, M,
B40	SGT	En Route	15:09:45			VANEK, PETER, L,
B25	PO	Arrive		15:11:51		DANIELS, KELLY, M,
B20	PO	Dispatch	15:13:30			CAMP, STEVEN, M,
B20	PO	En Route	15:13:32			CAMP, STEVEN, M,
B25	PO	Clear Unit			15:17:31	DANIELS, KELLY, M,
B40	SGT	Clear Unit			15:17:55	VANEK, PETER, L,
B20	PO	Arrive		15:20:05		CAMP, STEVEN, M,
B40	SGT	Arrive		15:22:49		VANEK, PETER, L,

B20 PO Secd Loc 15:25:30 CAMP, STEVEN, M,
SEC. LOC.: 42 COLUMBUS ST
B40 SGT Clear Unit 16:03:40 VANEK, PETER, L,
B20 PO Clear Unit 16:05:01 CAMP, STEVEN, M,

DOCUMENTS:

Dispatch Narrative

Information on the units assigned to the call follows.

Unit#: B22 Radio#: 000 Ofcr 1: 299 Ofcr 2: 299
DSP: 09/14/05 15:08 ARV: : CLR: 09/14/05 15:09
Unit#: B25 Radio#: 000 Ofcr 1: 303 Ofcr 2: 303
DSP: 09/14/05 15:08 ARV: 09/14/05 15:11 CLR: 09/14/05 15:17
Unit#: B40 Radio#: 000 Ofcr 1: 207 Ofcr 2: 207
DSP: 09/14/05 15:09 ARV: 09/14/05 15:22 CLR: 09/14/05 16:03
Unit#: B20 Radio#: 000 Ofcr 1: 291 Ofcr 2: 291
DSP: 09/14/05 15:13 ARV: 09/14/05 15:20 CLR: 09/14/05 16:05
207 GAVE US THIS # FOR RES 216-5738 WE TRIED CALLING BACK 15:10:14
AND GOT AN ANSWERING MACHINE--DID NOT LEAVE A MESSAGE 15:10:32
NARR:KMD0303 15:13:31 09/14/05 SPOKE WITH SERENA WILLIAMS 3 15:17:31
/28/65, WHO SAID THAT NO ONE DIALED 911 FROM THERE. I CHECKE 15:17:31
D THE RESIDENCE, THERE WAS NO EVIDENCE THAT AN EMERGENCY EXI 15:17:31
STS OR EXISTED. END. 15:17:31

CAD System Narrative

SAL0958 CHANGED LOCTN FROM 88,, COLUMBUS, ST,, 15:13:22