

# DISPATCH Magazine

On-Line

Stories from the on-line edition at [www.911Dispatch.com](http://www.911Dispatch.com)

## 911 Aid Bill Expires, Little Money Appropriated

Federal legislation expired today that in Dec. 2004 promised to allocate up to \$1.25 billion for local comm center 911 upgrades, but which never materialized. Instead, Congress appropriated just \$41.3 million for local agencies to spend on Phase II or IP-based upgrades, less than four percent of the amount Congress intended. The bill was optimistically called the "ENHANCE 911 Act" when it was passed as agencies needed funding for Phase II upgrades. But every year after the bill was signed by President George W. Bush, none of the annual maximum of \$250 million was ever appropriated by Congress, despite support by the E9-1-1 Caucus, public safety associations and local agencies. Finally, in 2007 Congress approved about \$41 million, and just last week specific grant awards were announced. Lately, several members of Congress have drafted legislation to extend the original Act, but none of the proposals has been introduced in Congress. Now, because of other legislation and the Congressional schedule, it's unlikely that an extension will be introduced or passed this year. ☞

## Dispatchers Vote Against Holiday Take-Away

A plan by Allegany County (Md.) officials to reduce the annual payroll of the county's 911 center received a set-back when the union dispatchers voted 16-3 not to accept a plan that would take away some holiday pay. County officials have been asking unions to accept furloughs to help meet a budget deficit. However, forcing dispatchers to take mandatory days off isn't practical. So instead, the county proposed that dispatchers not receive pay for a certain number of holidays. The savings seems minimal, according to union officials. They note that 34 of the county's 45 correctional officers voted to give up pay for two holidays, netting just \$23,000 towards a \$2 million budget shortfall. Read more about the county's efforts here.

## Caller Tells Dispatcher: 'Your House Exploded!'

Quincy (Mass.) 911 dispatcher Mike Bowes received the call of a lifetime Monday night—a caller who turned out to be his neighbor reported that Bowes' house had exploded and was on fire. After that first call, dozens of other callers dialed 911 to report the flames, including Bowes' 68 year-old mother Elizabeth, who escaped along with Bowes' father Donald. Bowes worked for about five minutes, officials said, before he was relieved and driven to the fire scene. Bowes' cousin is a Quincy firefighter, and helped other firefighters carry out personal belongings before they were damaged. However, nearly everything was destroyed. Fire investigators say the fire originated in the garage, and the explosions were caused by propane tanks. Read more about the fire and watch an interview with Bowes here. Watch a TV video news report here. Update: Bowes appeared on NBC's "Today" show to recall the incident. An assistance fund has also been established: Eastern Bank c/o Bowes Family Fund, 731 Hancock St., Quincy MA 02170.

## September – 2009

### Check the Icons!

Check any icons at the end of each story to see if there is on-line material to enhance the story:

 — there's a logging tape posted

 — there's a link or Acrobat (pdf) file posted



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## What's Up?

I was recently asked by a police officer, "So what's new in the world of dispatching?" I found myself launching into a 10-minute explanation of hot topics, and found that almost none of them involved a specific incident or agency.

Instead, they were all top-level, sometimes political-based topics that even a well-informed dispatcher may not follow, or even know about. The FCC's broadband actions are certainly one of these topics, and so is the question about what to do with certain 700 MHz spectrum in the so-called D Block. So how important is it to follow all these actions, which aren't immediately applicable to dispatchers sitting at a console?

My position is that even an "ordinary" dispatcher should at least be aware of what's going on at the upper levels of their organization, or among state and federal agencies. Eventually, their work on radio systems, training requirements, spectrum allocations and other issues will filter down to the console. And their work is dependent upon accurate and specific feedback from those who do the work. Being informed on the issues, and taking part in how the issues are solved can only result in better working conditions for dispatchers and improved service for citizens.

This month, justice for the family of Theresa Parker when her husband was convicted of her murder. But bad news for comm centers when a federal 911 grant bill expired with just four percent of the money ever allocated to agencies. Another tragic incident occurred involving a caller in a car, sinking in water, and dialing 911 for help—are you prepared to take such a call? And one city tries privatizing its comm center.

**Gary Allen - Editor**

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DISPATCH Monthly Magazine was founded in 1988 by Alan Burton (1934-2007) with the goals:

Improved training  
Improved working conditions  
Improved self-esteem  
Individual and collective recognition  
Enhanced professionalism

## Feds Issue Next-Gen 911 Roadmap

The federal 911 coordination agency has issued a 93-page plan for migrating to the the nation's next-generation, a potentially landmark document that outlines the importance of having an IP-based system and setting how it could be implemented. The National E9-1-1 Implementation Coordination Office issued the report about six months later than planned, and acknowledged that there are "challenges to overcome," noting the American public now expects total access to 911 regardless of location or type of communications device. "Yet, even with the devices that can access 9-1-1 now—landline, wireless, and voice-over-IP (VoIP) phones—service is inconsistent across the United States." The Office warned that, "Without concerted national leadership and coordination, this disparity will only grow as consumers adopt new voice, text and video applications and local 9-1-1 Authorities cobble together solutions to access the antiquated 9-1-1 system one technology at a time." The report also noted that funding, institutional and technical issues must be addressed, "if anything more than isolated and fragmented pockets of IP-enabled 9-1-1 capabilities are to be deployed." ☞

## Woman Drowns During 911 Call—Flooded Car

A woman driving in Gwinnett County (Geo.) was swept off a residential street that became suddenly flooded from heavy rains, and emergency units could not locate and reach her before her car sank and she was drowned. Seydi Burciaga stayed relatively calm during the 16-minute call, which eventually ended when water filled the last possible space in her Nissan Quest van. The unnamed Gwinnett County dispatcher who answered the 911 call immediately recognized Burciaga's peril and worked quickly to identify her precise location. But in the end, arriving police and fire units were unable to see the car off the roadway, and later rushing water, barbed wire fences and trees blocked any access to the vehicle. Read more about the incident and read a transcript of the 911 call here. ☞

## Phony Cancer Victim Begins Jail Sentence

A former Napa (N. Calif.) police dispatcher who falsely claimed to have cancer in order to collect over \$50,000 in donations from individuals and public safety groups yesterday began serving a six-month jail sentence. Danille Vanderpool, 35, appeared in court after pleading guilty to one count of grand theft, in exchange for the district attorney dropping 12 other counts of theft. She could have received a 3-year sentence if convicted on all the counts. Superior Court Judge Francisca Tisher heard

statements from several of the victims who had been duped by Vanderpool's claim of ovarian cancer over the period 2007-2008. At one point Vanderpool took time off for cancer treatments, court documents say, but was actually vacationing in Hawaii. Judge Tisher also sentenced Vanderpool to five years probation, and ordered her to repay the money to the various people and organizations that donated to her. Vanderpool's attorney said her behavior was driven by a mental illness, not greed. ☞

## Stuck Accelerator—Just 50 Seconds to Act

When a passenger in a speeding car dialed 911 and reached a California Highway Patrol dispatcher, there was just 50 seconds to act before the vehicle crashed, rolled and burst into flames, killing a veteran off-duty CHP officer and his family. On a logging tape of the call, a passenger in the speeding car said the accelerator was stuck on the Lexus and that they were traveling 120 mph. After obtaining the car's location, the dispatcher asked if they could turn the car off, but the passenger didn't answer. Within seconds, there is screaming and the sounds of a collision as the vehicle rear-ended another car at an intersection, and then crashed. ☞ ☺

## 911 Call Preserves Shooting, Now a Lawsuit

A Phoenix (Ariz.) homeowner's 911 call to police is the primary evidence presented in a civil suit filed by the caller and his family against the police department, claiming an officer mistaken shot the man and the department then tried to cover up the error. Anthony Arambula was holding a burglary suspect at gunpoint and was talking to dispatcher, while outside police were already looking for the intruder after he fired shots and broke into a nearby home. Arambula says his wife warned a sergeant outside that he was holding the intruder at bay, and that his gun was always pointed at the suspect. But police say Arambula pointed the gun at them, prompting an officer to fire six shots. Much of the lawsuit is based on conversations that were picked up by the logging recorder for the 911 call. ☞

## Emergency Alerting Studied by Fed Agency

The national Emergency Alerting System (EAS) is an important tool for notifying the public of critical situations, but a federal examination of the system found that it has "longstanding weaknesses that limit its effectiveness." According to the General Accountability Office (GAO), the EAS doesn't fulfill today's communications needs, and despite some attention to improvement by FEMA, there are many technical and other issues to bring the

system into the 21st century. Among the problems noted by the GAO are no geo-targeting of message recipients, no redundancy and lack of capacity. ☞

## Mayor's Son Arrested on Pornography Charges

Indiana State Police detectives have arrested a Mitchell (Ind.) police dispatcher on charges that he had photos of a naked 13 year-old girl on his cellular phone. Isaac Terrell, 23, is facing pornography possession charges and could receive up to three years in jail if convicted. State police say they received a tip about the photos in July. According to police, Terrell knew the girl and he allegedly sent messages to her asking for nude photos of her. Terrell was arrested on Tuesday. He is the son of the city's Mayor Dan Terrell. The city's attorney advised the police department to re-assign Isaac Terrell to another job while the incident is investigated, but he remains on the payroll.

## Govt. Agency Studies Fed Telephone Network

The Governmental Accountability Office (GAO) has published an audit of the federal Government Emergency Telecommunications Service (GETS), designed to allow priority telecom services for emergency and other officials, and found that it's operating effectively, but needs to focus on future plans to meet more advanced technology. GETS has over 227,000 subscribers that include city, county and state emergency officials, including mayors, police and fire chiefs, emergency preparedness directors and EMS administrators. Another 93,000 subscribers have similar accounts on the Wireless Priority System (WPS) for making emergency cellular calls. In its 71-page audit report, the GAO noted that the average rate of GETS/WPS call completion is usually over 95%, even for major incidents such as Hurricane Katrina. The agency also concluded that the GETS/WPS program should improve performance measurement efforts to better judge how they can improve. ☞

## Deputy Dies, Info Not Relayed on Radio

Officials say that the response to a July domestic disturbance was handled correctly, but questions are being raised after an 18 year-old driver was killed by a Calvert County deputy who was responding to the incident at 110 mph in a 45 mph zone, unaware that the victim had told a dispatcher her angry husband might have already left the house. Rachael Campbell was killed when her car was struck by Dep. C. Wayne Wells' patrol car. He was responding to the Priority 1 incident, reported as an angry husband kicking in the door to his wife's house and threatening her. While Wells responded, the victim

told a sheriff's dispatcher that her husband might have left. That information wasn't relayed to Wells, and three minutes later the collision occurred--Campbell's car was destroyed and it caught on fire. Well's patrol car overturned. Comm center director Jackie Vaughan said dispatchers didn't believe the information changed the situation. However, an attorney for the Campbell family believes the dispatchers erred in not telling Wells what the woman had said. The family is planning a lawsuit over the incident, but said they're more interested in reform. Ironically, Campbell was in the sheriff's Explorer program, and was known by many of the agency's deputies. 📞

## House Committee Hears Testimony on Broadband

A Congressional committee on Thursday heard testimony from several public safety officials about the development of an interoperable broadband network, trying to complete "unfinished business" that dates back to the Sept. 11th terrorist attacks and the devastation of Hurricane Katrina. Specifically, the committee was interested in hearing feedback on several newly-offered proposals on how to assign 10 MHz of spectrum in the so-called D Block, which failed to attract sufficient bids in an auction last year. Among those testifying were William Bratton, chief of the LAPD, Jason Barbour, past-president of NENA, Stacey Black of AT&T and Brian Fontes, CEO of NENA. 📞

## Accident, 911 Calls & Then a Suicide

Officials in Neenah (Wisc.) are investigating the handling of a fatal hit-and-run accident in a Wal-Mart parking lot that sent officers looking for the wrong car, and ending with the suicide death of the actual driver of the vehicle. Police say a 56 year-old woman was struck and dragged by a light-colored Ford Econoline van, and the vehicle sped off. The first 911 caller reached a Winnebago County sheriff's dispatcher, and gave accurate information about the suspect's vehicle. A second caller was agitated and gave no description. But a third caller did have a description--he described the wrong vehicle, one that sped off in pursuit of the actual suspect. Police are unsure if the incorrect description meant they missed the vehicle as they responded. Police located the suspect's home and van two days later. While the officer was at his home, he received word from deputies in Portage County that they had found the suspect dead of a self-inflicted gunshot wound. 📞 🚗

## Should Dispatchers Order Citizens to Stop?

Police and the media in Ottawa (Ont.) are debating the case of two citizens who last week saw a street crime, and then picked up the victim of a sexual assault and chased the woman's attacker through the streets at up to 105 mph, allegedly encouraged by a dispatcher who was on the phone with two Good Samaritans. Police have not released the logging tape of the call, but the two men say the dispatcher never told them to slow down or discontinue the pursuit. Police eventually set up a roadblock and caught the suspect. 📞

## 911 Helps Locate Suicidal Caller

A Cowlitz County (Wash.) sheriff's dispatcher played a critical role in locating a suicidal man who dialed 911, and then played hide-and-seek with deputies who responded to the forested area where he was walking with a rope. The unnamed dispatcher fielded the call from the man on Tuesday, but at first the man claimed only to be a witness. The man said he found a suicide note on his windshield, and didn't admit that he was the person who was suicidal. Deputies were dispatched, but the man walked up a logging road and into the forest before they arrived. Over the next 40 minutes the dispatcher relayed Phase II coordinates from the man's phone to the deputies, who were equipped with handheld GPS devices. Deputies also used their sirens to help pinpoint the man's location, as he hung up with the dispatcher several times. Finally, a sheriff's sergeant located the man and walked him out of the forest to safety. 📞

## State Police Fail to Find Crash Site for 3 Days

Despite three 911 calls last February reporting that a car had crashed on a turnpike, Pennsylvania State Police didn't find the vehicle for three days. The driver, Sam Turoni, 74, was dead when emergency units eventually arrived, but it's not known exactly when he died. The Scranton Times newspaper obtained logging tapes of the three 911 calls from the Lackawanna County comm center, but state police officials have so far declined to provide any further details on the calls, their response or the delay in finding Turoni. The callers all gave accurate locations, although they were slightly imprecise, and the vehicle was 40 yards off the road into woods. County officials stressed that their dispatchers simply took the 911 calls and relayed information to the turnpike comm center, and that state police troopers investigated and cancelled responding fire units. The last caller was a deer hunter who happened upon the car and found Turoni on the ground near the car. 📞 🚗

## Second Incident Brings Reassignment

Officials at Chicago's Office of Emergency Management and Communications have temporarily reassigned a dispatcher to other tasks, after the unnamed employee was involved in a second controversial incident within one week. In the latest incident, the dispatcher failed to properly classify an incident involving a state police officer involved in a foot chase this past weekend. The previous weekend, an off-duty officer was shot at by gang members and dialed 911, but there was a delay in sending officers to assist him. Spokesperson Therese Kordelewski said the dispatcher has been assigned to administrative duties in the comm center's training unit while an investigation goes forward. ☞

## A Lone Hold-Out on Spectrum Policy Vote

The National Emergency Number Association (NENA) was the only member of a public safety communications federation to vote "No" today when the group officially took a position against auctioning off 700 MHz spectrum to a commercial business. The National Public Safety Telecommunications Council (NPSTC) Governing Board representing 12 organizations said such an auction would give up valuable spectrum, "undermine progress made during recent meetings among numerous major public safety organizations to further address matters related to the development of a nationwide interoperable broadband network." NENA is standing alone on its recommendation that a 1997 allocation of 700 MHz spectrum be included in an auction of the so-called "D Block" spectrum that failed to sell last year. In its statement, NPSTC urged NENA to "abandon the promotion of its proposal," and instead, "support current efforts by the majority of the national public safety organizations." ☞

## Dispatcher Has Baby With 9-1-1 Connections

When Puyallup (Wash.) dispatcher TaMara Sheppard headed to the hospital with her husband last Friday evening, she believed it would be a routine delivery. But after baby Nina Morgan arrived, her husband pointed out a strange coincidence--their daughter arrived exactly at 9:11 p.m. on 9/11...and Sheppard is a 9-1-1 dispatcher. TaMara Sheppard later said the coincidences ended there--baby Nina did not weight nine pounds and 11 ounces.

## Dispatchers Stuck Between 'Open Carry' Policy

The legality of carrying an unconcealed handgun in public has become an issue for Madison (Wisc.) police officers, and for their dispatchers who take telephone calls from citizens. The state's citizens have long had the right to carry a loaded handgun in a holster in a public place. But the law, and the police department's policies, apparently aren't universally known, according to the Examiner.com Web site, which offers locally-written news under the banner of a San Francisco newspaper. In a recent case, a citizen called on a non-emergency line to say someone was carrying a holstered handgun, and inquired if open-carry was legal. The dispatcher sent an officer to investigate the person, and the officer later wrote the person a disorderly conduct ticket. The ticket set off criticism and debate over the police department's handling of the phone call. ☞

## FCC Now Collecting Emergency Contact Info

The Federal Communications Commission has upgraded their on-line wireless licensing system, with the addition of information fields for an emergency contact at public safety agencies who have been assigned radio frequencies. The change is part of the agency's increased focus on emergency operations within the FCC. The Universal Licensing System (ULS) is the FCC's central database for wireless licenses, and will now automatically collect emergency contact info for new licenses. Existing license holders can add their contact information through an existing ULS procedure--"Submit Pleading." The non-obvious method is explained fully here. Contact information will not be displayed on public, on-line ULS queries, but only to FCC staffers.

## Chicago Investigates Why Shooting Call Was Delayed

Officials at Chicago's Office of Emergency Management and Communications are investigating why a police response was delayed when an off-duty officer dialed 911 to say someone had shot at his car. The unnamed officer was not hit by the shots, but returned fire at 3 a.m. last month. The suspects escaped. According to sources, the officer's first cellular 911 call was dropped, and he then called back. The incident was entered into CAD, but the zone radio dispatcher failed to promptly send officers, and a supervisor failed to follow-up on the incident after being notified of it. It was only after eight minutes that officers were dispatched, the sources say. Officials say an investigation should be completed by next week. ☞

## FCC Joins the Internet World

The “new” Federal Communications Commission (FCC) has embraced the Internet, using several new methods to keep in touch with the commission’s many fields of work. The FCC now has pages on YouTube, Facebook and Twitter, and there are many RSS feeds to keep you connected (check here). The FCC has also launched a new Web page to gather public input on its broadband initiative, allowing visitors to vote on specific issues, moving them up or down the scale of importance. Lastly, FCC chair Julius Genachowski and others are blogging about broadband here, providing background on their work.

## County 911 Director Sentenced to Jail

The former executive director of the Kane County (Ill.) 911 center has been sentenced to six months in jail after he pleaded guilty on Thursday to illegally accessing state criminal justice records. Steven Cordes, 44, had been director of QuadCom since 2000, but was indicted last October on four felony counts of official misconduct, and he then reportedly resigned and has been free on bail. On Thursday he agreed to plead guilty to one count of the charges, and the district attorney then dropped the three other charges. He will serve 180 days in jail, be put on 30 months probation, and also pay \$4,661 in restitution to the center. According to court documents, Cordes ran a criminal history check on a man that his girlfriend’s daughter was dating, and three other people.

## Translation Card Now In More Languages

Officials at Andrew Jackson University (Ala.) have released their popular witness translation card in additional languages, to better help law enforcement agencies apprehend suspects in crimes. The card allows a witness to quickly point to or circle various weapons, car makes and suspect descriptors, creating a complete description. The university’s College of Criminal Justice and Public Safety originally obtained the card from an officer in West Palm Beach (Fla.) several years ago, and distributed it in Spanish-English. But since then, the university has received requests from law enforcement agencies for other languages, after finding it so effective in Spanish. Now the card is available in Vietnamese, Korean, Chinese, Russian, German and Arabic.

## Dispatcher Recalls Call That Reported Horrors

“You can’t handle the call right if you think about it in real time,” advises Glynn-Brunswick 911 Center (Geo.) dispatcher Leanne Viola, after handling a 911 call that reported the murders of eight people last month. “I just thought about what I had to do to get help out there to them,” Viola told a reporter this week as she recalled the incident. Viola said she lowered her voice, a technique she learned to help lower the panic of callers, in this case Guy Heinze Jr., who has since been arrested for the murders of family members, including a toddler. Viola said she and others participated in debriefing to cope with the stress. She also said she was prohibited from talking about whether she considered Heinze Jr. a suspect at the time.

## Lee’s Husband Speaks Out on 911 Accuracy

A grim-looking Nathan Lee appeared on the Tuesday night edition of CNN’s “Larry King Live,” interviewed from Florida by King, who seemed ill-prepared and disinterested, and who barely touched on the controversy over the mishandling of 911 calls involving the kidnap and murder of Lee’s wife Denise in Jan. 2008. Following a half-hour segment featuring Judge Judith Sheindlin, Lee recalled the highlights of the incident, including the recent conviction of suspect Michael King, and his death penalty sentence. Lee said the family was satisfied with the outcome, and was “glad” that a judge had sentenced King to death. Lee said his Denise Amber Lee Foundation is working to improve funding for comm centers so they can improve location accuracy, but never mentioned dispatcher training, the original focus of his efforts and the current goal of a foundation named for his wife.

## Flash: Parker Jury Split on Murder Charge

The jury deliberating murder charges against the husband of Walker County (Geo.) sheriff’s dispatcher Theresa Parker are split on the murder charges 8-4. The judge polled the jury but did not say which way they are split--guilty or not guilty. Late today the jury told the judge they are unanimous on three other charges against Sam Parker: making false statements, violation of oath of office and computer invasion of privacy. Again, the judge didn’t disclose which way the jury voted. The judge dismissed the jury for the day and told them to return Wednesday morning. Theresa Parker disappeared in Feb. 2008 and her body has never been found.

## Theresa Parker's Husband Guilty of Murder

A jury has found the husband of Walker County (Geo.) sheriff's dispatcher Theresa Parker guilty of murder and two other charges. When offered a chance to speak Parker had nothing to say, and Superior Court Judge Jon Wood immediately sentenced Parker to life in prison. Ms. Parker disappeared in March 2007 in the middle of a divorce, and while moving out of the house where she had lived with her husband. Her body has never been found. On Tuesday the jury had reported to the judge they were split on the murder charge 8-4, but were unanimous on the other charges of computer invasion of privacy and violation of his oath of office as a LaFayette police officer. On Thursday evening they reported reaching a verdict. The trial was largely based on the testimony of friends and co-workers, and other circumstantial evidence.

## Zimmermann Lawsuit Headed to Trial

The Dane County (Wisc.) corporation counsel says that an outside attorney has recommended against settling the civil lawsuit filed by the family of Brittany Zimmermann, who was murdered in her apartment in April 2008, despite her call to 911. The county council will likely follow the advice, setting the stage for a full civil trial against the county and former dispatcher Rita Gahagan. The family had proposed a settlement of \$150,000, court documents say. Gahagan answered the 911 call from Zimmermann's apartment did not send officers to investigate, and a call-back to a second unrelated 911 call was apparently mistaken to have settled that the Zimmermann call was accidental. Zimmermann's boyfriend arrived about 40 minutes after the call and discovered her dead. No suspect has been arrested in the case. Gahagan had requested a transfer to another county agency before the incident, and was moved out of the comm center shortly after the incident. An investigation found she mishandled the 911 call, and she was suspended without pay for three days. The logging tape of the call has never been released, but sources say it clearly depicts the sounds of a struggle, although comm center officials contend the volume of that noise during the original call may have been much lower or obscured by noise in the comm center. Earlier this year a county judge dismissed portions of the family's lawsuit that claimed the center was under-funded, and against Gahagan and county executive Kathleen Falk individually.

## After 200 Years, City Tries Privatizing 911

For over 200 years the place called Johns Creek was just a spot along the Chattahoochee River, started as trading posts among the Cherokee Indian nation. The crossroads grew over the years, but not as quickly as the surrounding towns or Roswell, Alpharetta and Duluth, and not at all like Alpharetta. Finally, Johns Creek incorporated in 2005 and set about establishing its government services--but with a twist. The city council has been hiring private companies to operate several key city agencies, including iXP Corp. (NJ) to operate its public safety comm center. The new Chattahoochee River 911 Authority is officially a public-private venture, and opened Aug. 31st to provide communications for Johns Creek and Sandy Springs. Their new \$5.6 million, 16,000 square-foot facility will handle an estimated 325,000 telephone calls and 275,000 incidents during the first year with 56 full-time staffers. City officials call the venture the "largest of its kind in the U.S." Ten years ago Northampton County (Penn.) privatized their 911 center by hiring SHL Systemhouse Inc. to staff and operate the center. But political infighting led to an SHL lock-out of city officials, a federal contract lawsuit and a total melt-down of the operation. The county eventually terminated the contract and gave SHL a partial contract pay-out. The county then created their own center, and now staff and operate it themselves.

## A Single 911 Call Foils Kidnapping

A woman checking out of an Ogden (Utah) motel noticed a child entering a motel room with an older man, and noticed fear on the girl's face. That simple fact, and the California license plates on the man's truck prompted her to dial 911 to tell a dispatcher about the incident. "I'm just very concerned because she was looking a little bit nervous, because she was going in there with him by herself," the woman said. Officers arrived quickly, knocked on the door and intervened in the situation, arresting the man on kidnapping charges. The 11 year-old girl had been lured into the suspect's truck from a local park, and then driven back to the motel. ☞