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ICJE Newsletter - MAY 2018

1 message

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When the "Routine" Drowns Out the Cry for Help

My daughter used to live in an apartment in Tuscaloosa which was located about 25 yards away from a very active railroad line. During our first visits with her, a train came roaring by, one of those long freight trains that seem to have no end. The horn blared and the rhythmic sound of the clicking of the tracks and overall noise was, to me,

deafening.

About six months later I was on the phone with her, while she was in her apartment, and a train came rumbling past as we spoke on the phone. The horn blared and the roar began, so loud it was clear as a bell to me. I asked my daughter how she lived with the train noise everyday.

She responded: "What noise? Oh, the train?" I didn't even hear it, I guess I have learned to just tune it out.." She said that if I had not mentioned it, she would not have even noticed it.

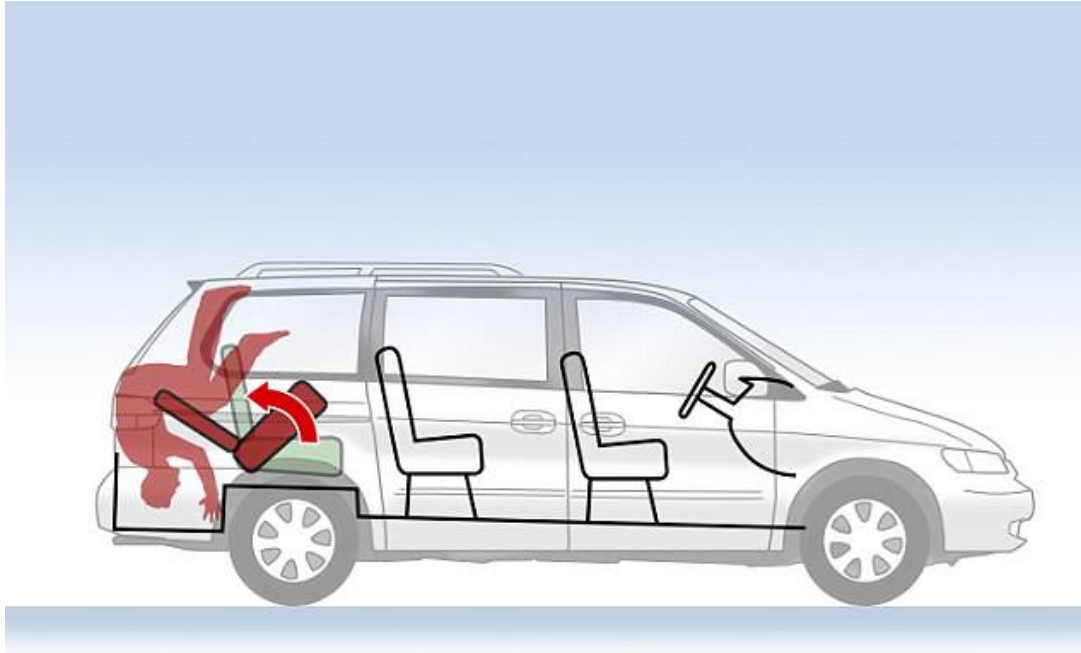
Last month a 16 year old student at a Cincinnati high school left his final class of the day to retrieve some athletic equipment he had left in the family van he drove to school that day. He entered from the side door, then realized additional items were in the very back of the van. He climbed back to the third row, and reached over the third row seat.

The seat was not secured to the floor, and the entire bench seat collapsed backwards,

pinning him in such a way that he could not move or free himself. He made two voice activated 911 calls, and police responded to the area twice without locating the van or any other activity that would lead them to the van.

In the second 911 call, Plush again begged for help. "I probably don't have much time left, so tell my mom that I love her if I die," he said. "I'm trapped inside my gold Honda Odyssey van. In the (inaudible) parking lot of Seven Hills Hillsdale. Send officers immediately. I'm almost dead."

The descriptive van information didn't make it to the responding officers, and he died before being located.



And while we wait to find out all the details of the incident, some findings were released yesterday.

Cincinnati police chief Eliot Isaac presented the results of an internal investigation before the City Council's law and safety committee, providing details of the 911 call and the police response.

Among the information released Monday:

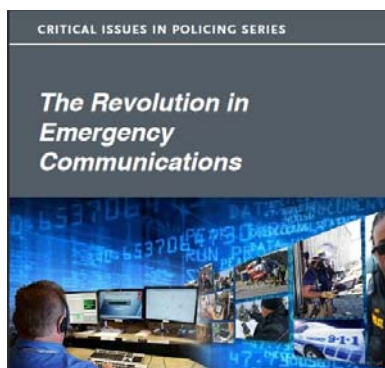
- The city's computer assisted-dispatching system experienced difficulties throughout the call.
- Kyle's phone was in his pocket as he called, and he was using "Siri" caller technology to call 911. Kyle was not able to give back and forth answers to a dispatcher, and the phone disconnected his call.
- The automated 911 response overrode Kyle's initial comments, which weren't heard by the dispatcher.
- Officers initially believed they were searching for an elderly woman locked in her vehicle needing help.
- Officers weren't given information from the initial call 911 that someone was banging and screaming for help.

While researching this story, I have come upon city after city, county after county, struggling with issues related to 911 call centers, and the inability to provide timely

and complete response information. Many times the problems relate to under staffing, inability of call centers to keep up with phone carrier technology, and *the overwhelming number of calls to 911 for non-emergency events.*

Unfortunately, all the noise of an overwhelmed process becomes a like passing train. Easy to hear for those on the outside, but an all too often routine hassle of a broken system that muffles the cries for help in true emergencies.

For those interested in the issues of 911, from the public and private sector, I located a great report on the future of 911 systems. It was published in November 2017.



For the full 94 page report: [The Revolution in Emergency Communications](#)

As always, any thoughts you have are welcome and I will share them with the 1500 recipients of the ICJE network next month. Just send me an email at jimrechel@icje.org.

Thanks,
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The ICJE Newsletter is published and delivered to you on the 10th of each month.

[Learn More About ICJE](#)

When Everything Works Out Well - We Still Don't Hear Anything

Suicide Prevented and the Press Ignored

The following Facebook entry was forwarded to me, and reflects a team effort to locate a truck and a man threatening suicide. No one in the media picked up this story of outstanding police and teamwork, and a service member veteran is alive today because of their creative and complex teamwork to find him and save him.

The Background:

A former service member who was working as a plant manager at a facility in Cincinnati had just received a protective order prohibiting him from seeing his daughter. An allegation of a matter with his former wife was apparently at the heart of the matter, but that was of little significance to him. He read the paper over and over, and the more he thought about not being able to see his daughter made him more despondent. He thought taking his life would end the pain. Nine members of his unit had previously committed suicide upon their return to civilian life, and it clearly seemed to be the answer for him.

What Happened

He went to to his workplace around 8pm, sent a goodbye text to a friend from his days in the service, who is a current service member now stationed in Korea.

From Korea, and without sufficient information he was not sure what to do. So he reached out to a common friend in Chicago, who called law enforcement there, who determined a current address for the plant manager. The address was in Butler County, a county north of Cincinnati.

Law enforcement officers were told that the potential suicide victim was probably in his truck, but was not home. They were given further descriptive information, including his place of employment. Around 830pm his truck was located.

At approximately the same time Sgt. Brian Trotta of the Cincinnati Police Department made contact with the man threatening suicide, and conversations began. The conversations lasted over 6 hours as the man holed up in a factory filled with chemicals and volatile material, determined that killing himself was the only answer. It ended around 430AM.

The Rest of the Story from the Police Chaplain - on Facebook

"For over 20 years, I have had and continue to have the honor and privilege of working with the brave men and women in Law Enforcement.

Most days, it's "routine" stuff that, if the average citizen would see, they would be amazed. Every once in a while, the "routine" stuff amazes me. Sometimes, it's at a death notification. Sometimes, it's dealing with children that have been abused. Sometimes, it's dealing with the elderly.

This past Wednesday night/Thursday morning, I was amazed once again. I watched a very special officer, Sgt. Brian Trotta, save a man's life. It was not easy and was a 5-6 hour ordeal.

A Veteran of the US Armed Forces had barricaded himself in a building and was determined that he would not exit the building alive. He was very serious and had the means to carry out his plan. Sgt. Trotta stayed on the phone with this Veteran for hours on end, in stressful conversation and would not give up on this individual. I say stressful because at any time, this individual could hang up or worse, end it all.

Sgt Trotta had never met this person. He didn't know him but that didn't stop this officer's resolve to do anything to try and save this man's life. By the Grace of God, and with strong dedication by Sgt. Trotta, this Veteran walked out of the building, very much alive, on his own accord.

I am 100% convinced, had Sgt. Trotta not given it his all, this situation would have ended differently.

I can't tell you what went through Sgt. Trotta's mind the rest of the morning or as he lay in bed when he got home, but I know it must have taken a toll on him.

This is the kind of story you won't see in the media. There was no blood or gory details. Officers just doing their job, nothing we can second guess. Nothing to see here folks. This won't sell papers.

Now, had the Veteran killed himself, we might have a story. Did the officers do everything right? Even if they did, perhaps they could have done something different. Maybe they even pushed him over the edge.....Sorry media, sorry police haters, just another job well done by local law enforcement officers. Just a life saved.

I have worked with Sgt Trotta over the years and know him to be an excellent officer who would put his life on the line to save another. I have seen many "routine" days with him and some not so routine days but this night was truly amazing!!

Kudos to the other officers that were on scene and did their part in making sure there was a positive resolution to this situation.

A special thank you to Sgt Dave Corlett, Cincinnati Police Military Liaison, for leaving the comforts of his family (and bed) to come out to the scene and help out as well. Sgt. Corlett will follow up with this veteran and make sure he gets the help he needs to get back on track as soon as possible. The police officers that are a part of the Cincinnati Police Military Liaison are all Military Veterans and have a better understanding of what veterans go through and their struggles. They are well equipped to help in these situations including follow up after the incident.

As we celebrate Police Memorial Week, we pray that God watches over these very special people, keep them safe physically, mentally, and spiritually!

God bless the men and women of Law Enforcement! God bless their families for sharing them with the citizens of this great country!"

How A Sneaky Alabama Town Launched America's 911 System

Political enthusiasts travel to Washington and finance types can visit Wall Street, but for emergency dispatch buffs there's Haleyville, Ala.: the site of the very first 911 call.



"I think there's a great deal of pride in it," says Haleyville Mayor Ken Sunseri. "We have influenced the entire world."

The town wears its achievement with pride. A highway sign outside town declares "Haleyville - Where 911 Began." Banners hanging from street lights bear the town seal, featuring a red phone receiver and the words "Home Of 911."

Then just inside City Hall is the centerpiece: In a special alcove, a clear case holds the red rotary phone that took the first 911 call, surrounded by a display of framed proclamations and newspaper clippings. Sunseri says the famous phone gets eight to 10 visitors a week, particularly from 911 dispatchers.

But bringing that first call to Alabama meant the little guy sneaking across the finish line.

For the rest of the story published in February 2018: [Haleyville and the History Behind 911](#)

Creative Tips for Commercial Block Watch Programs

In recent months multiple banks have requested creative approaches to Robbery Prevention. One of the most effective non-conventional programs is the use of a coordinated alert system among immediate commercial neighbors of bank's, creating the commercial equivalent of residential block watch programs.

Recently, I have recommended this strategy to banks and have received positive results. Commercial organizations tend to look at protecting their property from a silo perspective, ie pharmacies implement programs to prevent drug related robberies, banks work to prevent financial crimes, small businesses work with camera vendors to find low cost theft deterrents, etc.

However, one of the most effective tools against crime is the attentiveness of those in or around a property, using their vantage point to watch for unusual activity and reporting it. Breaking down the silos is an important technique to implement the commercial block watch program.

One strategy is, for managers of business entities in relative proximity to one another, to share contact information so unusual activity that may only be seen from a neighbor's perspective can be reported to one another.

One bank recently implemented a pilot program in which the manager's of local businesses formed a GroupMe account used solely to report activity that seems unusual, but has not yet risen to the level of needing to contact law enforcement. The information will be compiled and shared with law enforcement if the unusual becomes suspicious, and/or on a regular basis with the law enforcement liaison in their area.

We'll keep you posted on the progress moving forward.

Last Month We Featured an Article on the Proliferation of Drones and the Impact They Could Have on LE,Well.....

A Criminal Gang Used a Drone Swarm To Obstruct an FBI Hostage Raid - DefenseOne May 3, 2008

DENVER, Colorado

Last winter, on the outskirts of a large U.S. city, an FBI hostage rescue team set up an elevated observation post to assess an unfolding situation. Soon they heard the buzz of small drones - and then the tiny aircraft were all around them, swooping past in a series of "high-speed low passes at the agents in the observation post to flush them," the head of the agency's operational technology law unit told attendees of the AUVSI Xponential conference here. Result: "We were then blind," said Joe Mazel, meaning the group lost situational awareness of the target. "It definitely presented some challenges."

The incident remains "law enforcement-sensitive," Mazel said Wednesday, declining to say just where or when it took place. But it shows how criminal groups are using small drones for increasingly elaborate crimes.

Mazel said the suspects had backpacked the drones to the area in anticipation of the FBI's arrival. Not only did they buzz the hostage rescue team, they also kept a continuous eye on the agents, feeding video to the group's other members via YouTube. "They had people fly their own drones up and put the footage to YouTube so that the guys who had cellular access could go to the YouTube site and pull down the video," he said.

Mazel said counter surveillance of law enforcement agents is the fastest-growing way that organized criminals are using drones.

For the Entire Article: [Drone Swarm Obstructs FBI Hostage Raid](#)

(Last Month's Feature)

World's fastest ever delivery drone could deliver medical supplies in U.S.

In the ever changing field of drone technology, law enforcement is sure to be addressing crimes committed by ever more sophisticated drones, like those that drop weapons into riots or prisons. If medical supplies can be delivered like this so can contraband.

For the article and accompanying video:

[World's Fastest Drone](#)



Alabama Police Trainers' Association

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Mission Statement

The mission of APTA to provide information, education, and support to those individuals who are dedicated to the training of Alabama law enforcement personnel.

In support of this mission, we are committed to:

- Excellence by promoting professionalism and ethics as a basis of the organization;
- Meeting the changing needs of Alabama Law Enforcement Trainers by providing them with information on new trends and techniques of training;
- Serving as a forum to bring together Alabama Law Enforcement Trainers so they can share different ideas and practices of training; and,
- Providing advanced training and certifications to Alabama Law Enforcement Trainers.

The goals of APTA are:

- To instill a need for ethically-based training throughout the Alabama law enforcement industry;
- To share ideas about Best Practices in training;
- To provide information about current training technology;
- To become a skills bank repository for members and departments;
- To provide basic instructional training for new trainers;
- To provide advanced instructional training for experienced trainers; and,

- To establish certification standards for our members and provide the resources by which these standards may be reached.

Thoughts for the Month

"The police are the public and the public are the police; the police being only members of the public who are paid to give full time attention to duties which are incumbent on every citizen in the interests of community welfare and existence." - Robert Peel

"I sometimes wish that people would put a little more emphasis upon the observance of the law than they do upon its enforcement" - Calvin Coolidge

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