

## Statement on 9-1-1 Calls Relating to Ms. Zimmermann's Homicide

The following facts are provided by the County Executive's Office and the 9-1-1 Center, after having been reviewed in advance of release by representatives of the Madison Police Department, the Madison Mayor's Office, and the District Attorney's Office in order to provide clarification regarding the 9-1-1 calls related to the Brittany Zimmermann homicide investigation. This statement has been reviewed to ensure that the investigation and any potential prosecution are not harmed through the premature sharing information with the public at this juncture of the investigation, while providing the maximum amount of allowable information to assist the public in learning what occurred.

1. A wireless 9-1-1 call came in from Brittany Zimmermann's cell phone. The communicator answered the call and made three inquiries, pausing to listen between the inquiries. The call ended. Persons other than the communicator have reviewed the recording of this call and have heard sounds that would have significance to a communicator, but were not heard by the communicator during this call.
2. A second 9-1-1 call came in on a land line to the same communicator as the first call ended. The second call was a hang up. The hang up occurred before the communicator answered that call. We now know this second call had no connection to the first call.
3. The communicator made a callback but this callback went out in response to the second call, not the first call. On the line during that callback, two male voices told the communicator their call was a mistake. The 9-1-1 communicator did not alert law enforcement. 9-1-1 Center policy is to alert law enforcement to any land line call, which requests emergency services or is terminated.
4. A callback was not made to the call from Ms. Zimmermann's phone. The 9-1-1 Center policy is that a callback should have been made.
5. The audio recording made it appear that the callback went to Ms. Zimmermann's cell phone. Accordingly, in the initial stage of the investigation, 9-1-1 officials told Madison investigators inaccurately that the callback to the two males had gone to Ms. Zimmermann phone. The police were extremely interested in finding the two male respondents, and focused some investigative efforts on that callback and the two males.
6. The 9-1-1 Center utilizes three systems to document the Center's incoming and outgoing calls: (1) automatic sound recordings of the calls; (2) automatic telephone call detail records; and (3) computer-aided dispatch (CAD) records manually created by communicators as necessary to handle and document any incident. As part of 9-1-1 management's review of all 9-1-1 calls received at the Center on April 2<sup>nd</sup>, the day of the homicide, a subsequent check of the second system (automatic call detail records) showed that the callback to the two males, up until then believed to have gone to Ms. Zimmermann's phone, had in fact gone to a residence in Middleton, not Madison. As soon as that was discovered, on April 15<sup>th</sup>, this information was immediately forwarded to the police. Police then promptly located and interviewed the two men recorded in the call back to the second 9-1-1 terminated call, who convincingly confirmed that their call to 9-1-1 had absolutely nothing to do with the homicide.

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7. Had the communicator believed an emergency existed, police would have been dispatched to the call from Ms. Zimmermann's phone. The most precise location provided in the dispatch would have been to 511 West Doty Street, a 24-unit apartment building next to Ms. Zimmermann's residence. The communicator would have initiated a subscriber search with the appropriate cell phone company. A search typically takes between 5-30 minutes and could link the name of the subscriber to the billing address of the subscriber.