

APPENDIX A: Litigation Details

Name of Case	Dispatch Problems	Year	Location	Discipline	Tool in Place
Archie v. City of Racine	<ul style="list-style-type: none"> • multiple calls • dispatch diagnosis • no dispatch freelance instructions 	1984	Racine, WI	Medical	None*
Badway v. City of Philadelphia	<ul style="list-style-type: none"> • assured help was coming • delayed dispatch • mishandled call 	2005	Philadelphia, PA	Medical	APCO
Barela v. City & County of Denver	<ul style="list-style-type: none"> • multiple calls • assured help was coming • delayed dispatch • responders left, wouldn't enter 	2012	Denver, CO	Police	None
Barnes v. Antich	<ul style="list-style-type: none"> • multiple calls (4) • assured help was coming • no dispatch ever made 	1994	Gary, IN	Medical	None
Beltran v. City of El Paso	<ul style="list-style-type: none"> • critical info not passed on • sent general broadcasts 	2000	El Paso, TX	Police	None
Bennett v. City of New York	<ul style="list-style-type: none"> • multiple calls • delayed dispatch • assured help was coming 	1982	New York, NY	Medical	None
Beswick v. City of Philadelphia	<ul style="list-style-type: none"> • multiple calls • delayed dispatch • transferred call • assured help was coming • failure to ask for key info • failure to follow SOPs 	2000	Philadelphia, PA	Medical	APCO

* Tool in place reflects best information about what was actually being used in the named agency.

All case details updated as information is available.

In some cases, a tool listed here was purchased by the agency but was not actually being used by the agency, or was not used on the call.

Boff v. City of Dallas	<ul style="list-style-type: none"> • multiple calls • delayed dispatch • demanded to speak to victim 	1984	Dallas, TX	Medical	Locally-derived tool
Booker, Kenneth No lawsuit, investigation only	<ul style="list-style-type: none"> • multiple calls (47 minute response to “trouble breathing” call) • wrong address • customer service 	2015	Griffith, IN	Medical	Unknown
Bowman v. City of Baton Rouge	<ul style="list-style-type: none"> • customer service • asked if victim was drunk 	2001	Baton Rouge, LA	Medical	APCO
Brooks v. Herndon Ambulance	<ul style="list-style-type: none"> • failure to train • critical info not passed on • incorrect priority coding 	1985	Sumter County, FL	Medical	None
Brown v. Commonwealth of Pennsylvania Department of Health Emergency Medical Services Training Institute	<ul style="list-style-type: none"> • multiple calls • assured help was coming • no instructions/PAIs (1-year-old choked on a grape) 	1998	Philadelphia, PA	Medical	APCO
Burgess v. City of Chicago	<ul style="list-style-type: none"> • multiple calls • no instructions/PAIs • responders left, wouldn’t enter • delayed dispatch 	1995	Chicago, IL	Medical	Locally-derived tool
Carvalho v. City of Pawtucket	<ul style="list-style-type: none"> • multiple calls • delayed dispatch • no instructions/PAIs 	2007	Pawtucket, RI	Medical	None

Clay v. City of Chicago (building owner)	<ul style="list-style-type: none"> • multiple calls • critical info not passed on • no instructions/PAs • failure to train 	1987	Chicago, IL	Medical	Locally-derived tool
Coleman v. East Joliet Fire Protection District	<ul style="list-style-type: none"> • put on hold (difficulty breathing case) • transferred call • critical info not passed on • hung up/abandoned • delayed dispatch • responders left, wouldn't enter (1st party, gone on arrival) 	2008	East Joliet, IL	Medical	None
Cook v. City of Dallas	<ul style="list-style-type: none"> • put on hold • delayed dispatch • did not notify supervisor 	2012	Dallas, TX	Police	None
Cooper v. City of Chicago	<ul style="list-style-type: none"> • multiple calls • no dispatch • no instructions/PAs 	1997	Chicago, IL	Medical	Locally-derived tool
Cukor v. City of Berkeley	<ul style="list-style-type: none"> • assured help was coming • no dispatch • incorrect priority coding 	2012	Berkeley, CA	Police	None
Dale v. City of Chicago	<ul style="list-style-type: none"> • multiple calls • calls unanswered • assured help was coming • no instruction/PAs 	1993	Chicago, IL	Medical	Locally-derived tool
Davis v. Prince George's County	<ul style="list-style-type: none"> • EMD on personal call • failure to ask for key info • no instructions/PAs 	2002	Prince George's County, MD	Medical	MPDS

DeLong v. County of Erie & City of Buffalo	<ul style="list-style-type: none"> • multiple calls • assured help was coming • wrong address • no dispatch • failure to ask for key info 	1996	Erie County, NY	Police	Unknown
Duvall v. Aurora Police Dept.	<ul style="list-style-type: none"> • multiple calls • didn't take caller seriously • delayed dispatch • responders didn't initiate search • hung up/abandoned 	2001	Aurora, CO	Police	None
Dzoch v. Luzerne County Mocanaqua, Conyngham Township	<ul style="list-style-type: none"> • multiple calls • wrong address • delayed dispatch • failure to train 	2014	Mocanaqua, Conyngham Township, PA	Fire	None
Eastburn v. Regional Fire Protection, City of Victorville	<ul style="list-style-type: none"> • failed to dispatch with necessary equipment • put on hold (3-year-old electrocuted in tub) 	2002	Victorville, CA	Fire	Unknown
Eldred v. Board of Commissioners of San Juan County	<ul style="list-style-type: none"> • multiple calls • dispatcher said GPS was unavailable • critical info not passed on 	2006	San Juan County, NM	Medical	Unknown
Gant v. City of Chicago	<ul style="list-style-type: none"> • multiple calls • calls not answered • delayed dispatch • no instructions/PAIs • understaffing 	1997	Chicago, IL	Medical	Locally-derived tool

Hammond v. Central Lane Communications Center, City of Eugene	<ul style="list-style-type: none"> • assured help was coming • delayed dispatch • operator diagnosed death • no instructions/PAIs 	1990	Eugene, OR	Medical	Locally-derived tool
Harper v. E.M.S. Ventures Inc.	<ul style="list-style-type: none"> • dispatcher misunderstanding of location and car description • call lost • critical info not passed on 	2004	Augusta, GA	Medical	MPDS
Harrell v. City of Chicago Heights	<ul style="list-style-type: none"> • multiple calls • delayed dispatch • is residence in boundaries 	1993	Chicago Heights, IL	Medical	None
Hauser v. Boca Raton	<ul style="list-style-type: none"> • no instructions/PAIs (caller asked, "Can't you tell me what to do?") 	1990	Boca Raton, FL	Medical	None
Hayes v. Detroit	<ul style="list-style-type: none"> • multiple calls • dispatcher asked if caller was mental patient • delayed dispatch 	1993	Detroit, MI	Police	None
Hendon v. DeKalb County	<ul style="list-style-type: none"> • multiple calls • dispatcher told caller not to play on phone • incorrect priority coding 	1986	DeKalb County, GA	Medical	None
Hutcherson v. City of Phoenix	<ul style="list-style-type: none"> • assured help was coming • incorrect priority coding • delayed dispatch 	1990	Phoenix, AZ	Police	None

Johnson v. Monongalia Emergency Centralized Communications Agency	<ul style="list-style-type: none"> • multiple calls • no dispatch • assured help was coming • failure to ask for key info • failure to follow SOPs • failure to tell caller ambulance was not available 	2008	Star City, Monongalia County, WV	Medical	MPDS
Jordan v. Sheriff Alvin Neinhuis Hernando County	<ul style="list-style-type: none"> • assured help was coming • no instructions/PAIs 	2015	Hernando County, FL	Police	None
Kamp v. Stephenson County Sheriff's Department	<ul style="list-style-type: none"> • assured that someone would be out to fix the sign • critical info not passed on 	2013	German Valley, IL	Medical	None
Kazmierowski v. City of Chicago	<ul style="list-style-type: none"> • multiple calls • assured help was coming • hung up/abandoned • responders left, wouldn't enter 	1995	Chicago, IL	Medical	Locally-derived tool
Lam v. City of Los Angeles	<ul style="list-style-type: none"> • multiple calls • delayed dispatch • dispatch diagnosis provided • dispatcher did not take caller seriously • hung up/abandoned • no instructions/PAIs • ad lib instructions 	1987	Los Angeles, CA	Medical	None

Laratro v. City of New York	<ul style="list-style-type: none"> • multiple calls • assured help was coming • incorrect priority coding • transferred call • delayed dispatch • incorrectly assigned BLS ambulance • redirect ambulance to another call, multiple times 	1999	New York, NY	Medical	Locally-derived tool
Henry Laseke (no lawsuit)	<ul style="list-style-type: none"> • no instructions/PAIs • incorrect priority coding • failure to complete water rescue protocol training 	2013	Arlington Heights, IL	Fire	None
Lee v. Bill Cameron, Sheriff of Charlotte County	<ul style="list-style-type: none"> • multiple calls by different callers • incorrect priority coding • delayed dispatch • ambulance rerouted • call not forwarded to correct authorities 	2008	North Port, FL	Police	None
LeGrier v. City of Chicago	<ul style="list-style-type: none"> • multiple calls • dispatcher continued to ask ? • no dispatch • 3 dispatchers hung up/abandoned • no medical care provided 	2015	Chicago, IL	Police	None
Lowman v. City of Aurora	<ul style="list-style-type: none"> • multiple calls • assured help was coming • delayed dispatch 	2009	Aurora, CO	Medical	Locally-derived tool

Ma v. City & County of San Francisco	<ul style="list-style-type: none"> critical info not passed on no instructions/PAIs incorrect priority coding 	1987	San Francisco, CA	Medical	Locally-derived tool
Massachi v. City of Newark Police	<ul style="list-style-type: none"> multiple calls dispatcher unsure how to handle call critical info not passed on failed to keep responders updated 	2000	Newark, NJ	Police	None
Mayo v. City of Dallas	<ul style="list-style-type: none"> multiple calls no dispatch incorrect priority coding no instructions/PAIs assured help was coming 	2015	Dallas, TX	Police	None
McGhee v. Pasco County Department of Emergency Services	<ul style="list-style-type: none"> non-certified EMD took the call failure to supervise correctly no instructions/PAIs hung up/abandoned no dispatch 	2007	Pasco County, FL	Medical	APCO
Mellor v. Osceola	<ul style="list-style-type: none"> no instructions/PAIs delayed dispatch 	1990	Kissamee, FL	Medical	None
Middleton v. City of Los Angeles	<ul style="list-style-type: none"> multiple calls delayed dispatch wrong address four times 	1995	Los Angeles, CA	Fire	None
Moeder v. Kansas City	<ul style="list-style-type: none"> multiple calls delayed dispatch critical info not passed on 	2013	Kansas City, KS	Medical	MPDS
Morales v. Cook County	<ul style="list-style-type: none"> delayed dispatch no instructions/PAIs 	1999	Chicago IL	Medical	Unknown

Moriarty v. Kearney Fire Dept.	<ul style="list-style-type: none"> • multiple calls • delayed dispatch • no instructions/PAIs 	1985	Kearney, NB	Medical	Unknown
Munich v. Skagit Emergency Comm. Center	<ul style="list-style-type: none"> • multiple calls • assured help was coming • incorrect priority coding 	2005	Skagit County, WA	Police	None
Myrick v. City of Cincinnati	<ul style="list-style-type: none"> • multiple calls • ad lib instructions • incorrect instructions 	2005	Cincinnati, OH	Police	None
Navarro v. Sherman Block, Sheriff of Los Angeles County	<ul style="list-style-type: none"> • incorrect priority coding • incorrect instructions/PAIs • no dispatch 	1989	Los Angeles, CA	Police	None
Odie v. City of Gary	<ul style="list-style-type: none"> • multiple calls • assured help was coming • delayed dispatch • no instructions/PAIs • EMT's failed to properly assess patient's condition 	1988	Gary, IN	Medical	None
Orozco v. City of Chicago	<ul style="list-style-type: none"> • multiple calls • failure to follow SOPs • failure to ask for key info • dispatcher did not take the situation seriously • ad lib instructions 	1997	Chicago, IL	Medical	Locally-derived tool
Polec v. City of Philadelphia	<ul style="list-style-type: none"> • multiple calls • delayed dispatch • dispatcher impatient w/caller 	1994	Philadelphia, PA	Police	None

Powers v. Murphy & Hornbeck (dispatchers)	<ul style="list-style-type: none"> critical info not passed on wrong address no dispatch delayed dispatch 	2009	Radcliff , KT	Medical	None
Reat v. Juan Jesus Rodriguez (dispatcher)	<ul style="list-style-type: none"> no dispatch incorrect information given to caller 	2012	Denver, CO	Police	None
Rice v. City of Cleveland (Timothy Loehmann, Frank Garmback Individually)	<ul style="list-style-type: none"> critical info not passed on (might be a child w/toy gun) no medical attention given after shooting 	2014	Cleveland, OH	Police	None
Robinson v. Randall Eastern Ambulance	<ul style="list-style-type: none"> multiple calls no dispatch incorrect priority coding failure to ask for key info transferred - private ambulance 	1984	Miami, FL	Medical	None
Russo v. Reyes, New York City Fire Department, New York City EMS	<ul style="list-style-type: none"> did not see call, went on break delayed dispatch critical info not passed on 	2013	New York, NY	Medical	Locally-derived tool
Chaves-Silva	<ul style="list-style-type: none"> customer service hung up/abandoned no dispatch 	2015	Albuquerque, NM	Police	None
Soto v. City of Santa Barbara	<ul style="list-style-type: none"> wrong address delayed dispatch 	2014	Santa Barbara, CA	Medical	Unknown
Thompson/Jordan v. St. Louis Metropolitan Police Department	<ul style="list-style-type: none"> wrong address delayed dispatch 	2014	St. Louis, MS	Police	None

Trezzi v. City of Detroit	<ul style="list-style-type: none"> • delayed dispatch • incorrect priority coding 	1982	Detroit, MI	Police	None
Turner v. Sherry Nichols, Terri Sutton (dispatchers)	<ul style="list-style-type: none"> • multiple calls • delayed dispatch • no dispatch on first call • dispatcher did not take caller seriously • threatened to call police on caller (child 5-yr-old) 	2006	Southfield, MI	Medical	Unknown
Turner v. Township of Irvington	<ul style="list-style-type: none"> • multiple calls • no dispatch • critical info not passed on (gun) • incorrect priority coding 	2005	Township of Irvington, NJ	Police	None
Upchurch v. McDowell County Commission, McDowell County Sheriff's Department	<ul style="list-style-type: none"> • no dispatch • critical info not passed on 	2008	McDowell County, WV	Police	None
Walpole v. Bill Pippens Jr, Director of 911 Enhanced Telephone Services, Stoddard County 911 Services	<ul style="list-style-type: none"> • no instruction/PAIs • failure to train • failure to ask for key info 	2004	Bloomfield, MS	Medical	Unknown
White v. Christopher Green (dispatcher)	<ul style="list-style-type: none"> • ad lib instructions • responders left • critical info not passed on (gun) 	2002	Chicago, IL	Police	None
Williams v. City of Chicago	<ul style="list-style-type: none"> • failure to ask for key info • failure to identify CC 	1994	Chicago, IL	Medical	Locally-derived tool

	<ul style="list-style-type: none"> • no dispatch • failure to follow SOPs • no instructions/PAlS 				
Williams v. Dane County	<ul style="list-style-type: none"> • delayed dispatch • failure to follow SOPs 	2013	Madison, WI	Fire	Unknown
Wilson v. City of Jersey City	<ul style="list-style-type: none"> • multiple calls • wrong address • failure to ask for key info • failure to confirm address & phone # 	2005	Jersey City, NJ	Police	None
Wright v. Gaston County	<ul style="list-style-type: none"> • multiple calls • delayed dispatch • incorrect priority coding • delayed responders arrival at hospital 	2006	Gaston County, NC	Medical	MPDS
Wrubleski v. Otsego County & Otsego County Office of Emergency Services	<ul style="list-style-type: none"> • wrong address • failed to contact correct responders • failure to follow SOPs 	2013	Cooperstown, NY	Medical	MPDS
Yang v. City of Little Rock	<ul style="list-style-type: none"> • failed to contact correct responders • no instructions/PAlS • delayed dispatch • no updated city street map 	2013	Little Rock, AK	Medical	Unknown
Zimmerman v. Dane County	<ul style="list-style-type: none"> • no dispatch • incorrect priority coding 	2008	Madison, WI	Police	None