

3/19/24 - DRAFT

Members of the Public Safety and Governance Committee:

April 10 will mark six years since our son, Kyle Plush, died because of systemic failures by the Cincinnati Emergency Communications Center and the Cincinnati Police.

April 10 will also mark three years since we settled our litigation and committed to work collaboratively with the city to make sure that the city identified and implemented all of the reforms that were needed to make call response safer at the ECC.

We entered into that settlement agreement in honor of Kyle. He was a problem solver, and we knew he would have wanted us to do everything possible to save lives by making Cincinnati emergency response safer.

The settlement agreement included two years of funding by the city for an expert team that would help the ECC move forward on the needed reforms. The team members are Emergency Response Professionals Tony Harrison of North Carolina, Mike Boucher of Connecticut, and Tracy Eldrige of Massachusetts.

The team worked hard to pinpoint changes needed in the center to improve the ECC response to silent calls, staff training, staff morale, quality assurance, and caller location. The team developed expert reports and a dashboard detailing progress on 53 discrete recommendations for improvement at the ECC.

The City administration agreed to fund the team for an additional third year as progress on the recommendations continued.

We met with the City Manager and Bill Vedra yesterday. The manager explained that she could no longer recommend funding for an outside expert team, but she and Mr. Vedra also agreed to honor the terms of our agreement and continue with the reforms. Our goal for the final two years of our agreement is to ensure that self-monitoring of important performance indicators is robust and trustworthy.

We are actually very impressed by the improvements at the Cincinnati ECC. All of the major expert recommendations have been implemented or in process. The last initiatives to come online have been the peer support programs, the quality assurance efforts and accreditation. These three efforts are well underway. This progress is the combined product of the excellent leadership of Bill Vedra and his

executive team, the great staff at the ECC, City Manager Sheryl Long and the efforts of the Expert Team. We congratulate all of them.

Manager Long and Bill Vedra have assured us that progress at the ECC will continue and that we can continue to monitor that progress under the terms of our agreement. We thank them for their steady progress even while the ECC was taking on so many other duties including ARC, 311 and the protocol based response system. We also thank our expert team who helped all of us identify the critical needs and stay focused on them to get us to this point in our commitment to continuous improvement. We will continue to hold up Cincinnati as an example of focused, steady progress as part of our national advocacy for 911 reform through the Kyle Plush Answer the Call Foundation.

We are confident that Kyle is proud of the work being done here in Cincinnati.

Jill and Ron Plush