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Update Regarding Release of Information

Our thoughts and prayers continue to be with the Zimmermann's family during this most difficult time.

An investigation done in May by the 911 Center found no evidence the dispatcher who took a call from Ms. Zimmerman's cell phone heard anything that indicated an emergency was occurring. The 911 Center checked a number of factors that might have affected the dispatcher's performance. The dispatcher wasn't distracted by other matters at the time of the call. The equipment the dispatcher was using was functioning properly and given the dispatcher's handling of numerous other calls that day, the individual's hearing ability was not believed to be a factor. The dispatcher was not working overtime and there was a full complement of staff on duty in the Center at the time of the call. The dispatcher was a nearly 20-year veteran of the Public Safety Communications Center.

I anticipate disciplinary proceedings in association with the dispatcher involved with this call will be complete this month. The dispatcher hasn't been employed at the 911 Center since April 13, 2008.

While it is impossible to eliminate all chances for human error, steps have been taken in recent months to minimize opportunities for error. For example, this summer, the Center Board, working on a directive from the County Executive to former 911 Center Director Norwick, revised policy, requiring police be dispatched to 911 calls originating from cell phones in which it can't be determined whether an emergency exists on the other end of the phone.

The 911 Center has and will continue to provide its full assistance to the Madison Police Department and prosecutors in their ongoing efforts to apprehend and eventually prosecute the killer(s) who committed this murder.