



November 6th, 2014 at 02:12am Thursday morning Dispatcher Sue Kelley was working with dispatcher Vickie Miller when they received a wireless 9-1-1 call that was an open line. The call came in as a phase one call (the tower of origin only) and Sue was able to tell that someone was close to the phone but she was not able to get anyone to respond to her commands. Sue kept on the line and continued to re-bid the call until it finally came up as a phase II call in which she had a call back number as well as a mapping location.

She asked her partner Vickie Miller to call the number that was given in an attempt to see if there was a name associated with a voice mail. When Vickie called it did indeed give a message to leave a voice mail for a certain person's name. In checking in the records it was found that there were many domestic calls associated with that name at an address within a few feet of where the call was mapping.

Sue then dispatched the Ashland City Police Department who went to the residence but with numerous attempts got no answer at the house and found no one while checking around the area. Sue continued to re-bid the call and could hear footsteps and leaves rustling but could not hear the officers knocks or yelling. After more than 10 minutes at the house the shift commander for the Police Department advised to secure from the call, which they did and Sue disconnected from the 9-1-1 call.

At 02:30 Sue received another 9-1-1 call from the same number and was another open line. She once again dispatched the police who again tried to make contact with someone. Sue kept re-bidding on the call and once again could hear that someone was close to the phone. Officers at the residence were finally able to awaken a female at the residence who was a heavy sleeper in a room some distance from the door, upon her opening the door and turning on the lights, the officers observed a body of a woman lying on the floor with extensive wounds. It was found that the victim had been stabbed and murdered.

Sue Kelley continued to stay on the open line call not knowing if she had another victim on the line or a possible suspect. She continued doing constant re-bids and attempting to get an answer from someone.

Through all this Sue stayed on the 9-1-1 call while Vicki began dispatching and calling all of the necessary responders needed at a homicide and was very overwhelmed with dispatching but was able to maintain and did have some assistance from a corrections officer in making phone calls. The Ashland County Sheriff's Office sent officers to assist as well as the Ohio State Highway Patrol as the road being a main thoroughfare and a State Route through the town was closed down. The Ohio Bureau of Investigation was called in as well as numerous officers and the area was quarantined off.

During this time Sue had officers honking their horns and could hear them, but no one was able to be found, however Sue could still hear footsteps, rustling in the leaves and cars passing by. At 03:16 the call was terminated by the caller and Sue gave the last area of which it was mapped to the officers. A minute and a half later an alleged suspect in the homicide, the victim's boyfriend was located at the last area given near a warehouse and parking lot across the street from the location of where the victim was found with the cell phone in his pocket.

Thanks to the persistence, patience, professionalism and smart thinking of Sue Kelley and Vickie Miller and the not so smart "butt calls" to 9-1-1 a homicide was located hours before it would have been discovered and an alleged suspect was caught still in the area.