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EDGAR COUNTY SHERIFF'S OFFICE

Mr. Calhoun,

This correspondence is in response to your Freedom of Information Act request dated April 29, 2026, submitted pursuant to the Illinois Freedom of Information Act, regarding records associated with 911 dispatch calls occurring on April 3, 2026.

The Edgar County Sheriff's Office has conducted a search for records responsive to your request.

Request Item 1: Internal Investigation Records

Responsive records have been identified and are being provided, including:

- Internal investigation report
- Dispatch logs
- Interview summaries and related documentation

Certain information within these records has been redacted pursuant to 5 ILCS 140/7(1)(b) to protect private personal information, including identifying information of callers and private individuals.

Audio recordings of internal employee interviews are being withheld pursuant to 5 ILCS 140/7(1)(m), as they are maintained by legal counsel and constitute attorney-client privileged communications and/or attorney work product.

To the extent any preliminary notes, drafts, or internal deliberative communications exist, such records are exempt from disclosure pursuant to 5 ILCS 140/7(1)(f).

Request Item 2: Disciplinary Records

After review, no records exist indicating that disciplinary action (including suspension, termination, or formal reprimand) was taken against any dispatch personnel in connection with the April 3, 2026 incident.

Accordingly, there are no responsive records for this portion of your request.

Request Item 3: Policies and Procedures

Records responsive to this request are being provided, including policies and procedures governing dispatcher response to emergency calls involving violent incidents as they existed on April 3, 2026.

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EDGAR COUNTY SHERIFF'S OFFICE

Summary

We understand the strong feelings surrounding the April 3, 2026 incident at White Oaks Park and appreciate the public interest in how emergency calls were handled.

Edgar County 911 receives 911 calls and quickly relays information to the proper agency, in this case, Paris Police Department dispatch. This situation involved multiple 911 calls within a short time frame during a rapidly evolving event.

What the recordings and our review show:

- The first call at approximately 11:35 p.m. reported a disturbance with people **“trying to kill us.”** There was no mention of a firearm or shots being fired in that initial call. Officers were immediately sent to the area based on available location information.
- **The shooting occurred between the first and second calls.**
- Later calls provided more details, including a possible shotgun and a white truck with three white males. Dispatchers relayed this information to Paris PD as it came in. Paris officers were already pursuing a potential suspect vehicle when these details emerged.
- Location information from the callers and the mapping system was unclear and appeared to move between areas, which is common in developing situations. Dispatchers worked to confirm exact locations while handling multiple calls.
- Dispatchers also proactively arranged for an ambulance after hearing officers request medical help.

Our internal review of all available 911 calls, radio traffic, and dispatch logs found that information was passed along as it became available during a chaotic, rapidly changing situation. No evidence of negligence or intentional misconduct was identified. While some communications were abrupt due to the intensity of high-stress, evolving and changing incident, this has been addressed directly with involved staff.

The Edgar County Sheriff's Office remains committed to transparency and continuous improvement in how we serve the community. All non-exempt records responsive to FOIA requests have been or will be provided.

If you believe any portion of this response is in error or incomplete, you have the right to request review by the Public Access Counselor at the Illinois Attorney General's Office pursuant to 5 ILCS 140/9.5.

Please contact our office if you have any questions.

Sincerely,
Edgar County Sheriff's Office

**EDGAR COUNTY SHERIFF'S OFFICE
INTERNAL INVESTIGATION REPORT**

Date: April 24, 2026

Reporting Officer: Chief Deputy Jacob Jenkins

I. SUMMARY OF COMPLAINT

On April 6, 2026, Chief Deputy Jacob Jenkins was notified by Sheriff Jeff Wood of a complaint originating from the Edgar County 911 Center. The complaint alleged that Edgar County Dispatch personnel failed to provide adequate and timely information to responding agencies during an incident occurring on April 3, 2026, involving reports of a disturbance and subsequent shooting.

The complaint indicated that the lack of communication created a potential safety hazard for responding officers. The dispatchers involved were identified as Lorri Scott and Holly Schwarz.

II. SCOPE OF INVESTIGATION

This investigation included:

- Review of all available 911 audio recordings
 - Review of interagency radio transmissions
 - Dispatcher interviews
 - Consultation with 911 administration
 - Attempts to obtain supporting documentation from the Paris Police Department
-

III. FACTUAL TIMELINE

23:35:57 hours

Dispatcher Scott received a 911 call from a male subject reporting individuals attempting to “kill us” near a fishing area in Paris, Illinois. Background noise and confusion limited clarity. The call disconnected after approximately 57 seconds.

23:36:44 hours

Dispatcher Scott notified Paris Police of a disturbance at **White Oaks Park based on CAD** and Rapid SOS location data.

23:38:09 hours

Dispatcher Schwarz received an unrelated call regarding a disturbance involving a vehicle performing burnouts.

23:38:34 hours

Dispatcher Scott received a second call, believed to be from the same incident. The caller reported three white males in a white Dodge Ram attempting to shoot them with a shotgun. The caller indicated the suspects were actively searching for them. Dispatcher Scott attempted to confirm location due to inconsistent Rapid SOS data.

23:40:32 hours

Dispatcher Schwarz received a separate 911 call from another individual reporting similar information, including that shots had been fired and that he may have been struck. The caller was agitated and difficult to understand. Dispatcher Schwarz attempted to obtain location and assess medical needs.

23:41:11 hours

Dispatcher Scott transmitted information to Paris Police Dispatch referencing a shotgun. The transmission was acknowledged.

23:42:56 – 23:44:49 hours

Dispatcher Schwarz attempted contact with Paris Police Dispatch. Initial communication focused on the unrelated burnout complaint. During follow-up communication, Dispatcher Schwarz advised of individuals being harassed at White Oaks but indicated difficulty obtaining clear information from callers.

23:47:21 hours

Dispatcher Schwarz confirmed emergency services had been dispatched.

IV. INTERVIEW SUMMARIES

Dispatcher Holly Schwarz

Dispatcher Schwarz stated she was handling multiple calls simultaneously and attempting to determine the exact location of the caller, whose Rapid SOS data appeared inconsistent and moving. She acknowledged becoming focused on locating the caller and stated she may not have relayed all details regarding a firearm. She also reported prioritizing EMS dispatch after hearing officers request an ambulance.

Dispatcher Lorri Scott

Dispatcher Scott stated she relayed information as it became available and relied on Rapid SOS for initial location determination. She confirmed transmitting information referencing a shotgun

and believed the receiving agency acknowledged and understood the information. She noted the recorded transmission appeared truncated and may not reflect the full communication.

V. ADDITIONAL FINDINGS

- Review of master audio files confirmed no intentional editing or omission of transmissions.
 - The truncated nature of one transmission is believed to be the result of equipment limitation or transmission timing.
 - Multiple calls provided evolving and sometimes inconsistent information.
 - Dispatchers were handling **simultaneous incidents** requiring prioritization of tasks.
 - Communication occurred across separate radio systems between agencies.
-

VI. ANALYSIS

The investigation determined that the incident involved rapidly evolving and fragmented information received across multiple 911 calls. Both dispatchers were actively engaged in managing **high-priority and simultaneous events**.

Evidence confirms that information regarding a firearm (shotgun) was transmitted to the receiving agency and acknowledged. However, due to the nature of the incident—including multiple callers, inconsistent location data, simultaneous call handling, and communication across separate radio systems—not all information was consistently conveyed or recognized across agencies.

There is insufficient evidence to conclude that either dispatcher intentionally withheld information or acted with negligence rising to the level of misconduct.

VII. CONCLUSION

This investigation finds that:

- Dispatch personnel did communicate critical information as it became available.
 - The incident involved significant communication challenges, including fragmented information, **high call volume**, and interagency system limitations.
 - The breakdown in information flow appears to be systemic and situational rather than the result of individual misconduct.
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VIII. RECOMMENDATIONS

- Conduct interagency communication review with involved departments
 - Reinforce protocols for prioritizing and confirming transmission of critical threat information (e.g., weapons)
 - Provide additional training on high-stress call prioritization
 - Evaluate interoperability between dispatch and partner agency communication systems
-

Final Determination:

Not Sustained – Insufficient evidence of policy violation or misconduct

Agency	Time	File ID	Description	Duration	Notes
SO	23:35:57	12_Pos2	First call to SO. People are trying to kill us. Mapped to White Oaks. Not a lot of info given, SO dispatches PD via intercom while still on the phone at 23:36:44.	0:56	
PD	23:36:26	00_PD_Rad	So advises of disturbance at White Oaks. PD dispatches	1:23	
SO	23:38:34	08_Pos2	Second call to the SO. Report of being shot at with shotgun. Call lasts 2 minutes and 18 seconds, ending around 23:40:52. Prior to this call, Holly tries to notify PD of separate call, but is interrupted by an additional 911 call.	2:18	Towards the end of this call Holly takes her first call about White Oaks.
PD	23:39:29	01_PD_Rad	712 is in area of Moss Rd		
PD	23:39:43	02_PD_Rad	Dispatch says 10-4		
PD	23:40:06	03_PD_Rad	County call the city to give info, as 712 has already identified a vehicle (truck) white pick up on Moss Rd. He elected to turn around and catch up to it. 705 is also in the area now. 33 seconds into the call, Lori advises there has been multiple calls and something is going on at the lake and people shot a shotgun at the caller.	1:02	It sound like Lori described a white truck, but was cut off by a different radio frequency.
SO	23:40:25	07_Inter	Holly attempts to dispatch PD to a separate unrelated call, but is interrupted by having to take another 911 cal.	:16	
SO	23:40:32	06_Pos_2	Third 911 call. This subject is out of breath. Holly tries to have him calm down so she can understand him. He says they are trying to kill us, Holly sounds immediately alert and asks who. He says three white guys in a white truck.		While this call is going on, Lori can be heard dispatching to the PD in the background.
PD	23:41:08	04_PD_Rad	PD Dispatch alerts her officers to the presence of a shotgun. She states someone has showed them a shotgun and pointed it at them. PD is following a white truck at this time and runs the plate. Sergeant asks Officer to continue to the lake and check for anyone else involved. Traffic stop is made on the vehicle by Laker Stadium.	1:59	
SO	23:42:56	04_Inter	County reaches out to PD, no respopnse.		
PD	23:43:16	05_PD_Rad	County reaches out to PD. SO Dispatch advises of two unrelated 911 calls. This is hard to understand as Officers are also speaking to PD Dispatch at the same time. Officers ask for ambulance for gunshot victim. PD Dispatch asks for a repeat. They repeat. County is already dispatching EMS prior to being asked, as can be heard in the recording.	1:21	
PD	23:45:21	07_PD_Rad	PD Dispatch is requesting more info on the White Oaks call for safety purposes. County advises of the two 911 calls, one for unrelated and this one. They are only advised of subjects being harassed and speaks of the caller being not pleasant.	2:28	
SO	23:47:21	01_Inter	PD dispatch is asking if County copied transmission. They acknowledge they did.	0:25	

Edgar County 9-1-1 SOP

All Edgar County Telecommunications who receive and dispatch 9-1-1 calls shall be employees of the Edgar County Sheriff's Office (ECSO).

General Description of Duties: Operates radio, telephone, and 9-1-1 equipment to receive and transmit information to the appropriate responding agency.

For the purpose of this procedure, an "Emergency" is any incident requiring an immediate police, fire, or EMS response to prevent the loss of life, reduce bodily injury, and/or prevent or reduce the loss of or damage to property. An "Emergency" may also include situations where public officers/employees need assistance, crimes in progress, and such other situations which the duty personnel may reasonably determine from time to time.

Certifications:

All Telecommunicators will be EMD, T-CPR certified, licensed through the State of Illinois, and will have taken TC Trauma Informed Response to Sexual Assault/Abuse. All are legislatively required by the State of Illinois. All certifications will be kept current.

Responsibilities:

- Receives emergency calls and determines by inquiry the exact location of the place or point of emergency and dispatches the proper responding agency.
- Coordinates all 9-1-1, police, fire, ambulance, and other emergency requests, relaying message to emergency responders
- Receives and transmits calls via radio
- Keeps log entries of emergency calls by logging the appropriate time of call, information on the 9-1-1 screen, all information gathered and verified with caller, and all disposition of call i.e. who responds etc.
- All 9-1-1 Telecommunicators will read and have working knowledge of 9-1-1 operating procedures.

Telephone Responsibilities:

- Telephones shall be answered promptly, giving highest priority to 9-1-1.
- 9-1-1 lines should be answered within 3 (three) rings
- 9-1-1 calls should be answered by the agency as follows: "9-1-1, what or where is your emergency?"
- During 9-1-1 call, it is vital to effectively gather information by taking charge of calls received
- Verify name, address, and telephone number of call with what information is provided on the 9-1-1 screen
- If location is different than what is provided on screen, confirm the specific location of where emergency is taking place and where help is to be dispatched

Edgar County 9-1-1 SOP

- Should a telecommunicator take 9-1-1 calls outside of Edgar County 9-1-1 jurisdiction, the telecommunicator will take information (i.e. name of caller, telephone number, location, and nature of call). If call is for surrounding counties, try to transfer call to that agency. If the transfer is unsuccessful, take all information and contact the appropriate agency. Should the call be for a county we do not have transfer capabilities for, take all information and contact the appropriate agency. (P.A. 98-0332)
- Gather the specific nature of the incident and gather appropriate support information to assist responders
- When a call is received from a hearing impaired caller, there will either be a voice message stating such or a message will appear for TTY
- 9-1-1 callers reporting "**crimes in progress**" should be kept on the line at all times if possible to obtain additional information and update responding units
- If pre-arrival instructions are given, stay on the line with caller, if caller requests, until responding units arrive
- Notice should be given to the 9-1-1 director should there be any discrepancy of any information on the 9-1-1 screen.
- Should there be Phantom Calls that light up all trunks or several Phantom Calls in a row, a test call should be placed from a ECSO landline to ensure Frontier side is working and from anyone of the police officers in the Arcola, Atwood, Arthur area to ensure ICTC side is working. If at any time these tests are placed and there is no service, follow the procedure below regarding outage.

9-1-1 Service Outage and Repair Procedure

In case of total failure of 9-1-1 system, call overload, or a shutdown of the PSAP for repairs, calls will be handled and/or routed in the following manners:

Service Outage

1. Contact 9-1-1 Director immediately who will notify the proper agencies in regards to repairs. However, should the 9-1-1 director be unavailable, the following contacts should be made:
 - 911 Telephone Issues: AT&T: 888-424-3911
 - Equipment Issues: Central Square (1-833-278-7877)
2. Should there be a complete failure of the 9-1-1 system and all landline and wireless calls are not ringing into the PSAP, back up PSAP (Douglas County), or ten digit telephone number, the 9-1-1 Director will do the following for proper means of contact for public:
 - Initiate a notice to ESDA
 - Post on the ECSO Facebook page
 - Contact the Television media

Edgar County 9-1-1 SOP

Call Overload

Any time there is a call overload or a call cannot get answered by the on duty Telecommunicator, calls will rollover to back up PSAP, Douglas County, as per agreement.

Response to "Hang Up" 911 Landline Calls

1. Telecommunicator should call number back immediately.
2. Should there not be any answer, Telecommunicator will then send the appropriate responding law enforcement agency.
3. Should the call back be answered, the Telecommunicator will then identify who they are and what agency they are with and advise the reason for call, "We received a 911 hang up call from this number. Do you have an emergency?" Should there be an actual emergency the Telecommunicator will send the appropriate agency. However, should the caller advise there is no emergency and the Telecommunicator feels an officer should respond to confirm, the Telecommunicator will dispatch the appropriate law enforcement agency.
4. If there is no emergency and the Telecommunicator feels this is actually a misdial, no action should be taken in regards to dispatch, however log entry will be made of call.

Response to "Hang Up" 911 Wireless Calls

1. The Telecommunicator on duty must immediately try to call the number back.
2. If there is no answer, a message (if possible) will be left on voice mail.
3. If there is an answer and it is confirmed there is no emergency, no further action will be taken and the call will be logged.
4. If the Telecommunicator is able to get the same general area after retransmitting the call a few times, TC may send an officer to check that area should there not be any response after call back if TC feels there is an issue or repeat hang up calls or child playing with the phone.

Quality Assurance

1. All 911 calls will be reviewed daily to ensure program compliance.
2. All 911 calls will be randomly critiqued on a monthly basis.

TR: September 2024