

**Transcript of an Emergency Call  
Placed by Planned Parenthood, 18 S. Michigan Ave. in Chicago, Illinois  
July 20, 2012 at 12:43 PM**

*[Call was heavily redacted by the Office of Emergency Management and Communications, City of Chicago, in response to a FOIA request.]*

**Caller:** I just want to see if– could we possibly get a policeman over here at 18 South Michigan Ave --

*[Redacted]*

**Caller:** --today, and basically it turned into a patient with her mother, um, who physically assaulted her, which we witnessed by a lot of my staff.

**Dispatcher:** Alright, so the patient is how old?

**Caller:** The patient is safe right now in our --

*[Redacted]*

**Dispatcher:** So, she was beaten by her mother?

**Caller:** Well, we saw her kicked and hair-pulled and staff hand to literally pry them off of each other.

**Dispatcher:** Alright, so the mother and fa – the mother and the daughter are fighting, were fighting.

**Caller:** Correct.

**Dispatcher:** So, uh –

**Caller:** They're no longer fighting. They've been separated. We've asked the mother to leave. She said, "Well, once the dad gets here, she's really going to get hurt." And so we, you know, ignored her and said, "Please leave." You know, the patient – she's our patient –

*[Redacted]*

**Caller:** And, you know, I tried 311, I mean, I just wanted – I mean, obviously I have my social worker involved and I have – Child Protective Services will be notified.

**Dispatcher:** Alright, you're on the sixth floor?

**Caller:** Um-hum.

**Dispatcher:** Okay, and once you called – you see, next time you need a police car to come out for any reason whatsoever, you need to call 911.

**Caller:** Right. Okay. I just --

**Dispatcher:** That way you don't waste time with 311.

**Caller:** I know, I know, I just (laugh) I just hate to use services to make, you know --

**Dispatcher:** I know. Well, they don't dispatch police cars. All they do is transfer you to 911.

**Caller:** Gotcha.

**Dispatcher:** So you're waiting in that queue and then they flip you over to our office.

**Caller:** Right.

**Dispatcher:** Now I don't have any of your information. So, what is your telephone number?

*[Redacted]*

**Dispatcher:** --for 18 South Michigan.

**Caller:** Right. Right. Right.

**Dispatcher:** Okay. The Gage Building.

**Caller:** I think we just want the police officer. In the past, we've had to escort her home just to make sure she's okay, and I don't know. I'll let the police decide what he wants to do --

**Dispatcher:** Okay.

**Caller:** -- I guess. Okay, I'll wait for him.

**Dispatcher:** Alright, we'll get somebody over there.

**Caller:** Alright. Thank you. Bye.

**Dispatcher:** You're welcome. Have a good day.