

Appendix B: “Mr. Smith” Emergency Service Call (Garcia and Parmer, 1999, pp. 300–2) (from Garcia, Angela Cora and Parmer, Penelope. (1999), ‘Misplaced mistrust: the collaborative construction of doubt in 911 emergency calls’, Symbolic Interaction, 22, (4), 297–324.)

01 CT: ((click))=nine one one.^o
02 (0.4)
03 MS: nine one one? 'h=needs U::H (0.2) .h i need=uh (0.3) uh shots fired at
04 uh twenny two west hanover street. ((Caller's voice sounds rough
05 and slightly slurred))
06 (0.4)
07 CT: twenny two? ((sounds bored))
08 (0.2)
09 MS: ye:hs. (0.2) ple:ase. ple:ase. (there's) two police down.
10 (0.2)
11 CT: are you ou:tside?,
12 (0.2)
13 MS: no i'm inSI::'e!
14 (0.3)
15 CT: well how do you know they're down?
16 (0.2)
17 MS: because they're in fron' uh MY FA::CE! ((last two words in
18 anguished shout))

19 (0.3)

20 CT: what's your name sir.=

21 MS: =(melry/melvin) SMI::th! PLEASE (come) i

22 don' wanna be in thuh (theh- thuh-) I DON't wanna be named

23 involved wit' this. PLEASE [NO!]

24 CT: [()] if you're in thuh HOUSE you're

25 not involved, okay? what's yer phone number?, (0.2)

26 MS: please (uhm) six four three two (0.2) two five uh four six. (0.3) .hhh

27 please. ple~ase don't cause i don't want to go to jail, please.

28 [(come)]

29 CT: [why] would you go to JAIL?, (sir?) you just called in to report it.

30 Are you- are you INVOLVED?

31 (0.4)

32 MS: NO I'M NOT IN[VOLVED.]

33 CT: [(then)] CA:Lm down and give me some

34 information, okay?

35 (0.2)

36 CT: if you're INside thuh house you're pretty safe. did you see any body?

37 (0.4)

38 MS: NO::: .nh hh (0.7) THEY IS DYIN' (0.3) THEY IS DYIN'!=

39 CT: =who's

40 dying?

41 (0.3)

42 MS: THUH POLI:C:E! (0.7) they're DETECTIVES! (1.6) .h hh
43 PLEA:SE!
44 (1.2)
45 CT: whut do you see?
46 (0.3)
47 MS: i see two undercover cops layin' in fron' of my face an' (0.8)
48 (bleeding/with bullets) they DEA::D (LO::RD!!)
49 (1.2)
50 CT: .hh two undercover. you don't see anybody else?
51 (0.3)
52 MS: NO::::!
53 (0.4)
54 CT: No?
55 (0.3)
56 MS: UNH UNH!
57 (0.2)
58 CT: we'll sen' 'em there sir. what's yer APARTMENT number.
59 (0.3)
60 MS: chuh chuh ONE!
61 (0.3)
62 CT: d'you live in thirty two west nicholson?
63 (0.2)
64 MS: UNH HUNH!

65 (0.2)

66 CT: an' you live in apartment number one?

67 (0.3)

68 MS: unh hunh. NA::H i'm (three) (0.3) i was juss' (0.3) visi'ing my
69 fri:end.

70 (0.4)

71 CT: in apartment number one.

72 (0.4)

73 MS: yehhs.

74 (0.2)

75 CT: ALL right. we'll send someone there sir.=you need to stay on thuh
76 phone with me, okay?

77 (2.2)

78 CT: OKAY?

79 (0.2)

80 MS: (yeahs/al'rih')=
81 CT: =(this is uh police matter/i'm gonna send the police)
82 now you stay on thuh phone with me.
83 ((long gap))
84 ((CLICKING NOISES, background noises))

85 MS: HELLO?

86 (1.6)

87 CT: i'm still here.

