

## Appendix C: “Mark Howell” Transcript

All names are pseudonyms. All timed pauses are approximate.

Portions of this transcript were previously published in Garcia, Angela Cora. 2015. “‘Something really weird has happened’: Losing the ‘big picture’ in emergency service calls.” *Journal of Pragmatics* 84(2015): 102-120. Reproduced by permission of Oxford University Press. <http://dx.doi.org/10.1016/j.pragma.2015.05.005>

1 CT: morning?  
2 (0.5)  
3 C: 'kay, I'm on uh supervised visitation for uh court ordered visit?,  
4 (0.3) .h A:nd something really weird has happened thuh kids went  
5 into thuh house and thuh- PArent (.) thuh biological parent whose  
6 name is mark howell will not let me in thuh door. (0.9) h what  
7 should i do hh=  
8 CT: =what's thee address?  
9 (0.2)  
10 C: .h its six two two five, and I- I think its sixty first u:hm uh- I  
11 don't know what thee address is  
12 (.)  
13 CT: 'kay that's pretty important for me to know  
14 (0.6)  
15 C: i'm sorry i can't just uh minute let me get in my car and see if i  
16 can if I can find it. i'm uh=su- this- nothing like this has ever  
17 happened before uh .h u:hm (0.7) these visitations so (0.2) i'm  
18 really (.) uhm s:ho:cked?, and i could hear one of thuh kids crying  
19 (.) .h but he still wouldn't let me in.=hh okay, it is uh h (0.6) .h  
20 two=hh o:h (1.3) .h h >just uh minute< i have it here. h (0.6) you  
21 can't find me by: (0.2) gee pee ess?  
22 (0.2)  
23 CT: no.  
24 (6.0)  
25 C: o:ka:y, it is uhm (0.6) °oh i still can't find it° (3.8) but i think i need  
26 help right awa:y he'- he's (0.1) on uh very short leash with dee ess  
27 aych ess and cee pee ess has been involved .h and this is thuh  
28 craziest thing. he looked right at me and closed thuh door. (1.2) are  
29 you there?  
30 (0.2)  
31 CT: yes ma'am i'm just waiting to know where you are=  
32 C: =okay, it's six  
33 two two sixty first street south west smithtown five three six one  
34 two. (0.8) and i'd like to pull out of thuh driveway because i  
35 smell gasoline and he won't let me in .h h  
36 (0.2)  
37 CT: you want to pull out of thuh driveway because you smell gasoline?  
38 but he won't [let you-

39 C: [i smell- he- he won't let me in  
40 (0.5)  
41 CT: he won't [let ] you out of thuh driveway?  
42 C: [( )]  
43 (0.4)  
44 C: he won't let me in thuh house  
45 (0.3)  
46 CT: whose house [is it ]  
47 C: [he's got] thuh kids in thuh house and he won't let  
48 me in. it's uh supervised visit.  
49 (0.3)  
50 CT: i understand. whose house is it.  
51 (0.4)  
52 C: mark howell.  
53 (.)  
54 CT: okay, so you don't live there right?  
55 (0.2)  
56 C: no I don't- no, I'm contracted to thuh state to provide supervised  
57 visitation.  
58 (.)  
59 CT: °i see. okay.° (0.2) and and who is there to exercise their  
60 visitation?  
61 (1.1)  
62 C: I am hh uh and thuh visit [is with] mark howell?  
63 CT: [(who) ]  
64 CT: and who's [supervising]  
65 C: [and he's ] thuh husband that- I supervise  
66 (1.0)  
67 CT: so you supervise and you're doing thuh visit?  
68 (1.2)  
69 CT: [you're supervising ] yourself?  
70 C: [yeah eye supervise-]  
71 (1.0)  
72 C: I supervise myself I'm thuh supervisor here.  
73 (0.2)  
74 CT: >wait uh minute< (1.0) if it's uh supervised visit!?, you can't  
75 supervise yourself?, (0.9) if you're thuh [visitor]  
76 C: [I can ] supervise myself.  
77 i'm thuh supervisor for thuh supervised visit.  
78 (0.4)  
79 CT: okay, well aren't you thuh one making aren't you thuh one making  
80 thuh visit?, or is there another [parent that ] you're  
81 C: [(eye'm thuh one-)]  
82 CT: supervising?  
83 C: no- (0.2) there's i'm thuh one that supervises I pick up thuh kids at  
84 their grandparents?,

85 (0.2)  
86 CT: yeah. (1.5) and then who visits with thuh children?  
87 (0.2)  
88 C: mark howell. h  
89 (1.5)  
90 CT: okay so you're supposed to be there to supervise mark howell's  
91 visit with thuh children.  
92 (0.2)  
93 C: yes, that's correct.  
94 (1.8)  
95 CT: and how did=  
96 C: =and he's thuh husband of missing cindy howell?,  
97 (0.3)  
98 CT: how did he=  
99 C: =(you)- this is a high profile case  
100 (.)  
101 CT: how did he: how did he gain access: to thuh children? (0.2) before  
102 you got [there ]  
103 C: [he grab]bed (.) they- they- I was one step in back of them  
104 h  
105 (0.8)  
106 CT: okay so they [went ahead into thuh house ] and he locked you  
107 C: [(he shut thuh door in my face)]  
108 CT: out  
109 (0.2)  
110 C: yehs he [he ] shut thuh door right in my face=  
111 CT: [(okay)] =alright. °now  
112 it's clear.° your last name?  
113 (1.0 )  
114 C: my name is margaret garfield SMI::th?  
115 (5.0)  
116 CT: garfield smith is hyphenated?  
117 (0.4)  
118 C: yehs.  
119 (2.5)  
120 CT: and what's your phone number margaret.  
121 (0.5)  
122 C: .h uh this this cell phone number?, (.) .h is two one seven three  
123 three seven, three three one one.  
124 (0.7)  
125 CT: and what agency are you with  
126 (0.3)  
127 C: .h child assistance network. (5.5) .h and thuh kids have been in  
128 there approx- by NO:w, approximately u:m (0.3) ten minutes. (1.7)  
129 and he knows [this is uh super ]vised visit  
130 CT: [how many children]

131 (0.1)  
 132 C: two. (0.1) michael is uh five and nicky is seven h  
 133 (9.0)  
 134 CT: and thuh dad's last name?  
 135 (0.3)  
 136 C: .h howell, ache oh double you ee el (.) el  
 137 CT: °two ells?° (2.0) two ells at thee end of howell?  
 138 (0.4)  
 139 C: yehs.  
 140 (0.2)  
 141 CT: °and his first name°  
 142 (0.8)  
 143 C: his first name is mark  
 144 (0.2)  
 145 CT: black white asian hispanic native?  
 146 (0.3)  
 147 C: he's white.  
 148 (0.2)  
 149 CT: date of birth  
 150 ( 0.2)  
 151 C: .h i don't know he's about thirty nine h  
 152 (.)  
 153 CT: how tall  
 154 (0.4)  
 155 C: um five ten uh hundred and fifty pounds  
 156 (0.8)  
 157 CT: hair color?  
 158 (0.3)  
 159 C: brown.  
 160 (1.2)  
 161 CT: did you notice what he was wearing?  
 162 (0.5)  
 163 C: no i didn't notice what he was wearing. h  
 164 (0.7)  
 165 CT: is he alone? (0.2) then or is anybody [else ]  
 166 C: [i don't] know! (0.2) i  
 167 couldn't get in thuh house.=  
 168 CT: =(huh)  
 169 (11)  
 170 CT: you- are you in uh vehicle now or on foot  
 171 (0.3)  
 172 C: i'm in uh vehicle. i'm in uh prius, uhm uhm [uh two ]  
 173 CT: [(what color)]  
 174 C: thousand ten prius  
 175 (0.2)  
 176 CT: °what color is it°=

177 C: =with thuh doors locked. but he won't, he hasn't  
178 opened thuh door=  
179 CT: =ma'am=  
180 C: =I rang [thuh door] bell and everything.  
181 CT: [( )]  
182 CT: what- what color is it=  
183 C: =i begged him to let me in  
184 CT: margaret please listen to my questions. what color is thuh toyota  
185 prius  
186 (0.3)  
187 C: grey. dark grey. h  
188 (0.3)  
189 CT: and thuh license number?  
190 (0.4)  
191 C: .h u:hm i don't know i can look  
192 (8.0)  
193 C: nine three two el pee zee  
194 (0.2)  
195 CT: ellen peter zebra?  
196 (0.4)  
197 C: yehs.  
198 (0.5)  
199 CT: alright we'll have somebody look for you there  
200 ( 0.3)  
201 C: okay how long will it be h  
202 (.)  
203 CT: i don't know ma'am they have to respond to emergency, life  
204 threatening situations first. (0.2) thuh first available deputy,  
205 [( )]  
206 C: [well this] could be life threatening he went to court on wednesday  
207 and he- an' he didn't get his kids back=  
208 CT: =('kay)=  
209 C: =.h and this is really-  
210 I'm uh- I'm afraid for their li:ves  
211 (0.2)  
212 CT: okay has he threatened thuh lives of thuh children previously?  
213 (0.4)  
214 C: i have no idea.  
215 (.)  
216 CT: alright. we'll have thuh first available d- deputy contact you  
217 (0.4)  
218 C: thank you=h  
219 (.)  
220 CT: bye.