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911 CALL
Q=(Andrew)

A= [REDACTED]
A1= [REDACTED]

Q: Police Department 911.

A: Yes. Hello my name is [REDACTED]. I have a [REDACTED]. I just - she wasn't home. I brought [REDACTED]. And I thought, oh she's somewhere, eh, ya know. I have Find a Friend and it was not locating her. I just got a text. And it said she's in a - was adu- adbu- abducted while she was walking the baby. And she's in a trunk of her car.

Q: Okay. [REDACTED] what - is...

A: Wh-

Q: ...this [REDACTED] a good number for you?

A: Yes it is.

Q: Okay. Where are you at right now?

A: I'm at [REDACTED], Asheville, um, oh God.

Q: Okay. Does she have any idea where, er, the vehicle was at? Or - or what happened?

A: Well no. I mean, she said she went for a walk. Now, eh, she has a 7-week-old baby. The baby's missing too. I think she just walked in our neighborhood. Unless it's a hoax. But she - she took the car. The car's gone. Okay, my husband and I, [REDACTED]. And say hello to her.

Q: Mm-hm.

A: And she wasn't home. The car is gone. I don't know where she would've gone for a walk then if she took the car. And I don't know if this is a hoax. But I've been trying to reach her. And it just says, "Don't call the phone. I've been

46 abducted.” Unless this is a hoax. But, you know, she always tells me where
47 she goes. And we have Find a Friend where we can, you know, look up each
48 other.
49
50 Q: Okay.
51
52 A: She didn’t tell me she was going anywhere with the baby - walk. Um, I took -
53 uh, [REDACTED]...
54
55 Q: I’m just getting my notes in here [REDACTED] just bear with me one
56 second. Okay?
57
58 A: Yeah, okay. Call [REDACTED], call [REDACTED]. My husband is gonna call [REDACTED]. I
59 can’t remember the make of their car. Hurry quick, quick, quick find it. Hold
60 a minute.
61
62 Q: Okay. What is your [REDACTED] name?
63
64 A: Her first name is Krista, K-R-I-S-T-A.
65
66 Q: Mm-hm.
67
68 A: Madden, M-A-D-D-E-N.
69
70 Q: And what’s her date of birth?
71
72 A: 12-21 of 1983.
73
74 Q: Okay. And do you think she has the 7-week-old with her?
75
76 A: Yes. Well the baby’s not at home. The - the little carrier is gone. But - but the
77 carrier would go perhaps in a stroller too. So either we didn’t look in the
78 garage to see if the stroller was gone. My husband says the car is gone.
79
80 Q: Okay.
81
82 A: My, uh - my husband’s calling [REDACTED]. I didn’t think of that. And see
83 if he knows anything.
84
85 Q: Okay.
86
87 A: But he’s gettin’ the make of car. Honey, honey.
88
89 Q: Okay. [REDACTED] you says your husband is gonna go get the make and model of
90 the car?

91
92 A: Well he's talking to [REDACTED]
93
94 Q: Okay.
95
96 A: Right this moment.
97
98 Q: And this is - this is her - this is [REDACTED]?
99
100 A: Okay. The make of car that is missing is a Mazda. Wait a minute. Okay a
101 Mazda.
102
103 A1: CX5.
104
105 A: A Mazda CX5. Do we know the license number?
106
107 Q: What color is the car?
108
109 A: It's a metallic gray. And, uh, - uh, the - he w- is gonna get us a license plate in
110 a moment. And the - the - what do you call it? The frame for the license plate
111 says UVA - no, University of Virginia - UVA, uh, Medical.
112
113 Q: Okay.
114
115 A: That's kind of distinctive.
116
117 Q: It says UVA Medical or University of Virginia Medical or exactly what?
118
119 A: Uh, University of Vir- Virginia Medical. I'm sorry.
120
121 A1: Yep.
122
123 A: Oh shi-another thing came through. And it says, "Help."
124
125 Q: Oh [REDACTED] what's goin' on?
126
127 A: Um, I just got another text from [REDACTED]. It says Krista, you know comes
128 in on her name. And it says, "Help." I don't know where.
129
130 Q: Okay. Okay. Do you have, uh - do you have that license plate number?
131
132 A: Do you have the license plate number yet, I asked from [REDACTED]?
133
134 A1: He's said he's gonna get it.
135

136 A: Okay my - I - we lost him. Uh, my [REDACTED], um...
137
138 Q: Okay. What is the, uh - ma'am are - what is - what is his name? Is the vehicle
139 registered in his name?
140
141 A: I'm not sure. They do have two vehicles. I believe this one is. His name is [REDACTED]
142 [REDACTED].
143
144 Q: Mm-hm.
145
146 A: [REDACTED].
147
148 Q: Okay. And that's [REDACTED]?
149
150 A: She's losing phone signal. Okay I got another text from her. And she says, "I
151 keep losing phone signal."
152
153 Q: Okay.
154
155 Dispatch: Went into the parking lot.
156
157 A: Um, okay his name is [REDACTED]. Um,
158 they have two vehicles. And I'm not sure one is one name and one is in
159 another.
160
161 Q: Okay. Do you know [REDACTED] date of birth?
162
163 A: Uh, [REDACTED]
164
165 Q: Okay. That'll help us if he's not able to give us the license plate number. We
166 can...
167
168 A: Okay.
169
170 Q: ...look it up by that.
171
172 A: Thank you.
173
174 Q: All right [REDACTED]. Is there anything else that you can think of that might help
175 us locate this vehicle? Maybe is there anywhere where she might be prone to
176 go if she's having some sort of mental issue or somethin' like that?
177
178 A: Well, ya know, there is one thing, an - and - I - she - she had a baby. An - and,
179 ya know, she's been a little down. I hope...
180

181 Q: Mm-hm.
182
183 A: ...it isn't [REDACTED].
184
185 Q: Right.
186
187 A: I mean normally she would not be one to pull pranks or anything. She's - you
188 know, she's a very responsible person. She's got a job.
189
190 Q: Okay.
191
192 A: Um, you know, so there is a slight possibility. But, um...
193
194 Q: [REDACTED] what is...
195
196 A: ...either way.
197
198 Q: What is - what is Krista's cell phone number?
199
200 A: Um, oh I g- uh, let me look it up on my - get Krista's cell phone number. Now
201 she said don't call because they can hear from the trunk. But I don't...
202
203 Q: I know but we can - we can track the phone number. If we can get it.
204
205 A: Oh okay. Okay thank you, thank you. Okay, okay. Her phone - her phone
206 number is [REDACTED].
207
208 Q: Mm-hm.
209
210 A: [REDACTED].
211
212 Q: Mm-hm.
213
214 A: [REDACTED].
215
216 Q: Okay. And do you know what provider she's with?
217
218 A: What do you mean? On - on sheriff's?
219
220 Q: What - what cell phone company?
221
222 A: Oh, oh what cell? It's, um, AT&T. I'm nearly positive. I'm - isn't it AT&T?
223 Yeah. Oh I'm sorry. I'm not thinking clearly.
224
225 Q: Okay.

226
227 A: We're pretty sure it's AT&T.
228
229 Q: Okay.
230
231 A: And again I can ask [REDACTED].
232
233 Q: Okay. [REDACTED] my - if - if she is having some sort of mental issue or somethin'
234 like that...
235
236 A: I know, I know.
237
238 Q: Where do you think that she might go?
239
240 A: You know, I don't know. Her and I have walked in our neighborhood of
241 Biltmore Park.
242
243 Q: Mm-hm.
244
245 A: But the car is missing.
246
247 Q: Right.
248
249 A: I'm not - well the car's missing. I mean we're gonna say that she took it. But
250 we don't know.
251
252 Q: Mm-hm.
253
254 A: Um, it's - it's not in the garage. That's what we know.
255
256 Q: Okay.
257
258 A: Um, her and I - and I don't know where she would drive to. Because, ya
259 know, sometimes we've taken [REDACTED].
260
261 Q: Mm-hm.
262
263 A: But it's been all of us together. I mean, um...
264
265 Q: Okay. So [REDACTED] do you have any idea what she...
266
267 A: I don't know.
268
269 Q: ...might have been wearing last time you saw her? Or what - what she might
270 have been wearing...

271
272 A: Yes. Yes she took...
273
274 Q: When she left the house?
275
276 A: I do.
277
278 Q: Okay.
279
280 A: [REDACTED]
281
282 Let me go back and look. And I can let ya know. I'm pretty sure it was a light,
283 gray, sleeveless top.
284
285 Q: Okay.
286
287 A: She has, um - yeah. Can I go look?
288
289 Q: Not ri-
290
291 A: ...on the Nest Cam. And - an...
292
293 Q: Yeah. That's fine. I'm, uh - uh.
294
295 A: Okay. She was at her house at 2 pm.
296
297 Q: Okay.
298
299 A: That I know. So she hasn't been gone long. Um, okay just a moment please.
300
301 Dispatch: It's a silver, uh, and that's gonna be...
302
303 Q: It's the victim's vehicle. They are - they just said they have no idea if she has
304 it or.
305
306 A: Okay.
307
308 Q: All right [REDACTED], I know it's really hard to - to focus.
309
310 A: Yes it is.
311
312 Q: But I need ya to slow down a little bit. Okay? And work me. And we're gonna
313 - we've got officer's out there lookin' for her right now. [REDACTED] are you still
314 there?
315

316 A: Okay. Um, hello, uh, wait a minute. Okay she's wearing, um, it looks like a
317 black pair of, like, leggings. A - a light, grey top. And, um, the babies in
318 something, uh, pink, uh.
319
320 Q: Okay. Can you give me, like, a physical description of Krista?
321
322 A: Yeah.
323
324 Q: Is she White, Black, Hispanic?
325
326 A: She is Caucasian. She's..
327
328 Q: Okay.
329
330 A: ...very white, very pale skin. Um, green eyes. She's, uh, glass - she has her
331 contacts in, so they're very green. Her hair is, um - uh, like a dirty blonde. It's
332 brown at the top and then ends in blonde and the ends. Um, it's a little past
333 shoulder length. She's 5'7 and 1/2. And she's, um, about 138 pounds.
334
335 Q: 138 pounds?
336
337 A: Yes.
338
339 Q: Okay. Do y- does she have any type of medical conditions or - or any type of
340 diagnoses...
341
342 A: No.
343
344 Q: ...that would be important for us to know?
345
346 A: Um, well she has [REDACTED]. Um, which is under a doctor's care. Uh,
347 she has [REDACTED]. But she takes [REDACTED], ya know. Like I said the
348 only thing, um, her - her baby has had, um, a [REDACTED] issue.
349
350 Q: Okay.
351
352 A: And, uh, she, uh, was [REDACTED]
353 [REDACTED]
354
355 Q: Mm-hm.
356
357 A: So Krista took her into the [REDACTED]
358 [REDACTED]. Krista - no that was Tuesday.
359
360 Q: Mm-hm.

361
362 A: And Krista took her, uh, yesterday back to the [REDACTED]
363 [REDACTED]

364
365 Q: Mm-hm.

366
367 A: [REDACTED]...

368
369 Q: Right.

370
371 A: [REDACTED]
372 [REDACTED]
373 [REDACTED]
374 [REDACTED]

375
376 Q: Mm-hm.

377
378 A: [REDACTED]
379 [REDACTED]

380
381 Q: [REDACTED]

382
383 A: [REDACTED]

384
385 Q: [REDACTED]

386
387 A: [REDACTED]

388
389 Q: [REDACTED]

390
391 A: [REDACTED]
392 [REDACTED]

393
394 Q: [REDACTED]
395 [REDACTED]

396
397 A: [REDACTED]

398
399 Q: [REDACTED]

400
401 A: [REDACTED]

402
403 Q: [REDACTED]

404
405 A: The last I saw her she was in her little family room. She was, uh - changing

406 the baby and feeding her. [REDACTED]
407 [REDACTED]
408
409 Q: Okay.
410
411 A: She didn't go out the front. But she would've gone - gone out the garage.
412
413 Q: Mm-hm.
414
415 A: [REDACTED]
416
417 Q: [REDACTED]
418
419 A: [REDACTED]
420
421 Q: [REDACTED]
422
423 A: [REDACTED]
424
425 Q: Have you gotten any more texts from her?
426
427 A: No. I haven't. I haven't.
428
429 Q: All right.
430
431 A: The last one said, "Help." And the other one said, "Losing signal." So I don't
432 know, you know. If she was abducted, they could be heading to the mountains
433 and losing signal or...
434
435 Q: Mm-hm. And we actually...
436
437 A: ...actually driving that way. I have no idea.
438
439 Q: We have one of our dispatchers here workin' on getting the location done on
440 her cell phone.
441
442 A: All right.
443
444 Q: So that's gonna be here, uh - that should be able to give us a pretty - pretty
445 accurate location...
446
447 A: All right.
448
449 Q: Of where ever she's at or at least where ever the phone is. Um...
450

451 A: I mean either way there is a 7-week-old little infant in trouble.
452
453 Q: Yeah.
454
455 A: If nothing else.
456
457 Q: Yeah.
458
459 A: Um, ya know, I...
460
461 Q: Where - where do you think that she would have - have gone for a walk at? If
462 - if - so we can just...
463
464 A: Well but the only place - I know but it - the only place that her and I have
465 walked...
466
467 Q: Mm-hm.
468
469 A: Is the neighborhood. Um, we live nearby her. I've been helping her. Um,
470 we've only walked in the neighborhood now, uh - y- ya know - her and her
471 husband have taken the two girls to Carrier Park or she's gone to Lake Julian.
472
473 Q: Mm-hm.
474
475 A: And walked around there. Because [REDACTED] likes to go on the,
476 you know, the slides and stuff.
477
478 Q: Mm-hm.
479
480 A: But I don't think she'd go there by herself.
481
482 Q: Okay.
483
484 A: She could. But I don't think so. I don't know for sure.
485
486 Q: Okay.
487
488 A: She was supposed to make dinner for us tonight. Um, and I was gonna over
489 and help. And when I brought the - [REDACTED].
490
491 Q: Mm-hm.
492
493 A: And so my husband came too. We were gonna help her. So there was no
494 indication that she was going anywhere.
495

496 Q: Okay.
497
498 A: Anywhere.
499
500 Q: Okay. [REDACTED] you have done a great job with giving us all the information
501 that you have. I don't know that there's...
502
503 A: All right.
504
505 Q: ...anything else that we can get from ya right now. Um, we do have...
506
507 A: Okay.
508
509 Q: Uh, it looks like about four to six officers out looking for her right now. And
510 we are trying to get that cell phone tracked on.
511
512 A: I thank you.
513
514 Q: Um, if you get anymore texts from her...
515
516 A: Yes.
517
518 Q: You can call...
519
520 A: Okay.
521
522 Q: Us back on 911. If you want to talk to me, my name is Andrew. And I'll...
523
524 A: Andrew, all right.
525
526 Q: ...be here until 7 pm tonight.
527
528 A: Okay.
529
530 Q: So if you want to talk me about it, that's fine. If you wanna, uh - anybody else
531 in here can help you with it though. Okay?
532
533 A: Okay. Thank you.
534
535 Q: All right [REDACTED] I'm gonna let ya go. And if you guys find or...
536
537 A: All right.
538
539 Q: Or think of anything else, no matter how insignificant or miniscule you think
540 it might be. You give us a call back right away, okay?

541
542 A: Oh, oh, my h- my husband will go back up to the house and look around a
543 littler closer.
544
545 Q: Okay. What is - what is her address?
546
547 A: Her address is [REDACTED]. Also it Biltmore Park of Asheville.
548
549 Q: [REDACTED]?
550
551 A: [REDACTED].
552
553 Q: [REDACTED].
554
555 A: Yes.
556
557 Q: Okay. All right we will go ahead and get that out to the officers. And let them
558 know. And get them out there lookin' around.
559
560 A: Okay.
561
562 Q: And - and doin' everything we can to find her. Looks like we actually have an
563 officer right by your home. So they should be there to talk to you right now.
564 Okay?
565
566 A: All right. Thank you very much.
567
568 Q: All right [REDACTED]
569
570 A: Bye-bye.
571
572 Q: You call us back if you need us. Bye-bye.
573
574 A: Bye.
575
576
577 The transcript has been reviewed with the audio recording submitted and it is an accurate
578 transcription.
579 Signed _____