

5/31 Virginia Beach Building 2 Stronger Together Peer Group

...Victims helping Victims...



August 25, 2021

To: Governor Northam's Commission on the May 31, 2019 Virginia Beach Mass Shooting

Purpose: To Provide Eyewitness Account to the Attention of the Commission and To Receive Resolution to Unanswered Questions

To Whom This May Concern:

We are the 5/31 Virginia Beach Mass Shooting Building 2 Stronger Together Peer Group. We are grateful that Governor Northam's administration put together this Commission to look at the entire 5/31 investigation. It is our understanding that the Commission is performing an investigation to see if changes to laws and resources are needed. We are fortunate that our voice can be heard with no fear of retribution. We believe there were triggers that were overlooked or maybe minimized which could have been the motive for the 5/31 Mass Shooting.

As we gather, we speak about things that are still on our mind over two years after the event. Most of us would rather remain anonymous.

Some of our stuck points are errantly reported items that should not go unspoken. However, we do not wish ill or harm on anyone. So, this document is to clarify some discrepancies that are in the press, in the Hillard Heintze Report, and the Police Report. We hope clarification will unveil the long-term needs of our fellow City workers, help with determination of the motive, and possibly show the need for a state funded resiliency center in the Virginia Beach area.

While our Peer Group believes Virginia Beach has the finest police department in the state, we believe it was unfair to place the burden of investigation of this mass shooting on them. There are too many conflicts of interest in the outcome of the investigation of this magnitude. In the event another mass shooting takes place in Virginia, some state entity, the Federal Bureau of Investigation, or Homeland Security should take the lead.

We believe the following issues need to be investigated by the Virginia Beach Building 2 Mass Shooting Commission: (A) Employee File, (B) Timeline, (C) Motive (Triggers), (D) Investigative Team, and (E) Mental Wellness of participants (Victims and 1st Responders).



A. Dwayne Craddock's Employee File

- Apparently, most of the reviews signified "Meets Expectations"; but some placed him on an action plan.
 - a. Is there anything in his file that set up a plan to enhance employee relations?
 - b. What are the specifics of the FBI Behavioral Assessment Unit (BAU)'s assessment?
 - c. Did his Supervisor list anything that is pertinent to this outcome?
 - d. Mr. Craddock's negative conversations with Finance raises a flag to his supervisor saying that a positive review was anticipated. (2019 HILLARD HEINTZE Report, Page 48)

B. Timeline

- The Timeline that was put together by the Police Department needs to be investigated without pointing fingers at individuals.
 - a. On several occasions, as the investigation was going on, several 3rd Floor employees tried to tell the Police Department that their timeline is wrong.
 - b. We provided iterations of the attached timeline that has since evolved and has been established by eyewitness accounts of third floor employees.
 - c. We were able to marry our timeline with the Virginian Pilot account and documented hard timeline 2nd Floor swipes, and other metadata of the police timeline. Since there are no keycard entryways on the 3rd Floor, documentation is via personal cell phone screenshots, the City's time stamps for computer saves, copy machine time stamps, and City phone records.
 - d. In several conferences with Public Works employees, the Police Department claimed that the employees' timeline is errant because they re-enacted the incident. The Police Department reenactment time trials do not agree with the time stamps provided.
 - e. The Police Department downplayed our accuracy with terms like time warp, metadata, and eyewitness accounts on the 2nd Floor.
 - f. One 3rd Floor employee (who knew he had saved a file at a documented time) was told that his timestamp was probably seconds off and it did not match their timeline. So his "proof" was dismissed.

C. Motive (Triggers)

While neither the police report nor the FBI Briefing identified a motive, the Peer Group believes the motive is two-fold. A hostile work environment and rage are entangled in the motive. Craddock was frustrated with seeing others being promoted instead of him. And, other department's purview served as hurdles in his project's success.



a. Hostile Work Environment Triggers

- i. Attrition of Engineers in Public Utilities needs to be investigated. Were exit interviews completed? Were complaints filed regarding supervisors? How many people were placed on action plans?
- ii. Several employees in the Department of Public Utilities can verify that the Supervisory tree which has several supervisors concurrently overseeing underlings promotes a hostile work environment. In other words, three supervisors of the same level over one employee gets confusing and hostile for the subordinate. This type of management contributes to a power struggle.
- iii. Public Utilities holds a Friday afternoon Management Staff Meeting. This promotes a hostile work environment because it holds the employees during a time that often serves as a buffer for people who work a lot of hours throughout the week. People are figuratively handcuffed to their desk because of the management staff meeting. Supervisors maintain “If I have to stay, you have to stay” mentality, which is not conducive to mental health.
- iv. In May of 2019, a new position was filled. It was a position that straddles Public Works-Stormwater Quality to Public Utilities. The entire interview panel was killed 5/31. The person who received the position was also shot. The hiring supervisor was someone with whom Craddock had had run-ins. This does not seem to be a coincidence. It sounds like motive. The Police could not connect the dots on this because according to the Police, it would have been a lateral move for Craddock who did not apply for the position.
- v. Craddock’s post conversations with Procurement pushed him too far. The May 28-30, 2019 emails and conversations to and from the Procurement Officer ended with Craddock stating he would pay \$3,027.48 from his personal checking account to correct the error he made. (2019 HILLARD HEINTZE Report, Pages 31, and 46-48)
- vi. While nobody from DPU-Finance/Procurement was hurt by this event, it is evident that they contributed to this sorrowful event. (See 2019 HILLARD HEINTZE Report, Page 31 and 46) And additional implications could be surmised by the shooter pulling up the municipal center map.
- vii. The Finance-Procurement, Public Works-Stormwater Quality Regulatory, and Public Works-Real Estate Offices were secondary tiers of the highly affected and possibly targeted for this tragedy have very stringent requirements and no bending ability for rules and adaptation of individual project needs. All Project Managers endure much undue frustration while



trying to manage their project because of these departments/divisions. Project Managers are being held accountable for issues that these other divisions oversee.

- b. **More Unspoken Rage and Hostility:** Shortly before turning in his resignation, the morning of 5/31/2019, Craddock had a meeting which led to an argument about a Dominion Power easement with one of the victims. As he was leaving the office, he asked the file clerk for this victim's business card. Although she did not think of it until after the shooting, she realized the City business cards identify the office number on them. So, Craddock could have easily found that person on the 3rd Floor map he pulled up.

D. Investigative Team

The City of Virginia Beach Police Department should not have been tasked with this mass shooting investigation.

- a. This is the largest case the City has ever investigated, and they did not have the resources to meet the necessary complexities of the event. We were told that some investigators worked 12-14-hour days for months.
- b. Blinders for the truth were erect by the time some people were interviewed. (Because of the overworked investigators felt unappreciated when their theories were questioned.)
- c. Some of the eyewitnesses who also had insight of the departments were not interviewed until 90 days after the incident. By then, the Police Department was married to their own metadata and theories. Yet, they did not have all the information.

E. Mental Wellness of participants (Victims and 1st Responders)

Healing and Mental Wellness

- a. Supervisors in the PU-Call Center and in PW-Real Estate limit the number of VBStrong Center classes and attend therapy to aid in healing. This is unacceptable. It is not the place of a supervisor to determine the pace of an employee's healing. This differential healing directive should be re-examined. City-wide Standards need to be set up for post-trauma mental wellness opportunities and accommodations in the future.
- b. **All four Floors:** Many employees and temporary workers are still not given the opportunities needed to properly heal. Some are just now waking up, two years after the event to realize they were traumatized. Others are still unaware that they even need help because they are immersed in their work to avoid feeling personal grief. The City of Virginia Beach needs to have dedicated personnel, a Consultant, or have the VBStrong Center step in and hold mandatory individual



- meetings with each employee who was in the building. We want to ensure all impacted are receiving the appropriate help and resources to prevent deterioration of mental health.
- c. It is our understanding that the temporary ABACUS employees did not get the comprehensive help they needed. This should be revisited. Those employees may not be mentally stable to adequately function in society. They should be taken care of.
 - d. With all the 'transplants' in the Hampton Roads area, much military presence, one of the largest resorts on the east coast, and now, home of a mass shooting, we are in need of a Mass Trauma Resiliency Center. We have military veterans, riot victims, Virginia Tech Shooting victims, Boston bombing victims, Atlanta Olympic bombing victims, USS Cole Responders, and many of the Oklahoma City Bombing recovery team and other victims in the area. We hope future budgets can include funding for such a center. The VBStrong Center has been very resourceful center for those of us in need; however, their funding will not be available for much longer.
 - e. Unfortunately, attrition of the victims of the 5/31 Mass Shooting is inevitable as we are looked upon as 'weak' or slow at doing our job. Some have said that their supervisors are 'over the excuse of something that happened two years ago.' However, knowledge and training are important. Our management team needs to know that the employees who were physically injured along with those who were not physically injured are equally considered victims of the mass shooting in the mental wellness community. In addition to the physical wounds, and experiencing PTSD, we are still grieving for our fallen co-workers.

F. Future Municipal Offices and Other Needs

We are hoping that the Commission can make suggestions or mandates to improve the City's ability to prevent this type of tragedy from happening again. The City recently created a Building Security Division to ensure public buildings are safe. However, this is just a first step in meeting the City employee's safety needs.

Many of the 2019 HILLARD HEINTZE Report recommendations to minimize reoccurrence of such incident are related to security of the building. Most of the items and initiatives listed were put in as initiatives for the City to implement in the 2020 budget. However, when Coronavirus hit, those items were the first to be taken from the budget. While we understand why, it reminded some of us what was said by a retired police officer who volunteered to help peer groups after the incident. Ironically, according to this retired officer, when Building 2 plans were first placed in front of reviewers over 20 years ago, most (if not all) of the security features of the building were cut out due to budget constraints.

5/31 Virginia Beach Building 2 Stronger Together Peer Group

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We believe mental wellness is the key to fighting and preventing workplace violence. The Mass Shooting of 5/31, displacement of offices, compounded with the coronavirus pandemic, all contribute to the hurdles of continued wellness for the employees in Building 2 along with the entire workforce.

The VBStrong Center has served many of our needs in our healing journey. The 5/31 Virginia Beach Mass Shooting Building 2 Stronger Together Peer Group was formed so we can continue to heal among other victims through collaboration of efforts and discussions. During the COVID-19 pandemic, we realized the complete separation of our coworkers was unhealthy and even stunted some people's healing efforts.

We hope the attached modified timeline is helpful to the Commission. We believe there are key components in the timeline that speak to the motive and lends credence to the above information. We hope the Commission understands that there is not just one motive. And, it is possible that in absence of tangible evidence, no police department would define the motive. The actions of the Shooter were certainly inappropriate and reactive to several 'triggers.'

Thank you for your time,



**5/31 Virginia Beach Building 2
Stronger Together Peer Group**

enclosure: Timeline

bcc: 5/31 Virginia Beach Building 2 Stronger Together Peer Group Members

Timeline Compiled by Multiple 5/31 Victims 08/11/21

Approximate and Defined Timelines per 3rd Floor personnel's eye witness accounts and new information in the Virginian Pilot's "Minute by minute, what happened in Building 2", December 4, 2019.

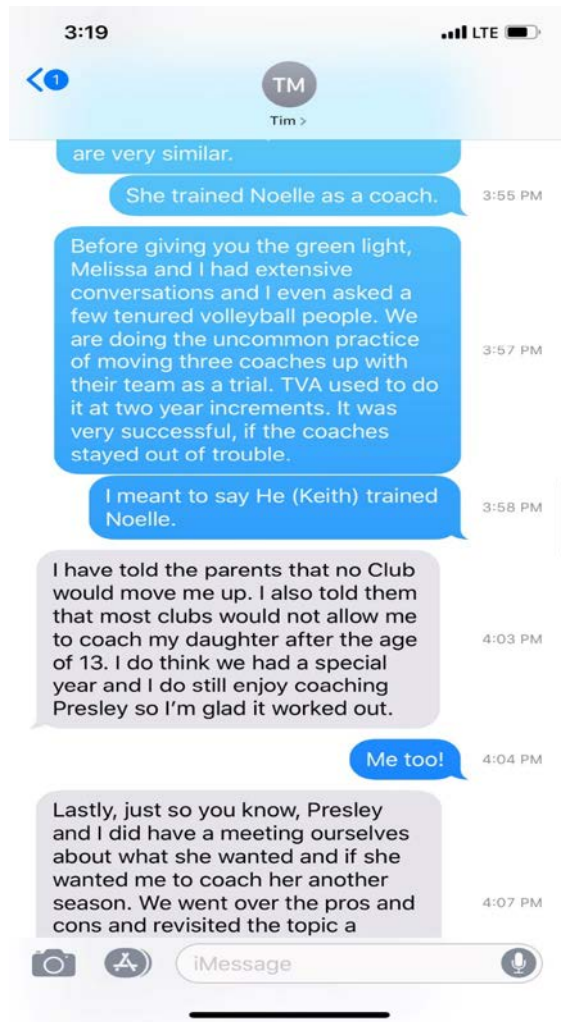
Location of Activity	Time	Approx or Exact?	Source	Description
3rd Floor	3:55-4:07 PM	Timestamp	Cellphone	On break, Kelly Mills (361-A) was texting a friend about volleyball. She heard a tapping through the wall from downstairs like someone was hanging a picture; but, did not know what it was.
3rd Floor and North Parking Lot	4:00 PM	Approximate by Police		Rommel Tamayo and Dan Adams met with a citizen in 3rd Floor lobby. Rommel and the citizen went to the citizen's vehicle to retrieve a document. They used the North entrance. Dan remained in the lobby the whole time.
1st Floor	4:03:41 PM	Exact	Police	2 deceased outside (Bobby Williams and Burt Snelling), 1 deceased in stairwell (Missy Langer)
2nd Floor			Pilot	Shooter walks to the 2nd Floor – Found leaning against wall by co-worker. He shoots at her multiple times – misses – She goes down North Stairs
3rd Floor	4:04 PM	Timestamp	Copier	Tamayo scanned a document that a Citizen had brought in. Adams was in lobby. Tamayo returns to lobby.
2nd Floor	4:05:56 PM	Exact	Key Card	Shooter walks into office area on 2nd Floor/east side (2 deceased)
2nd Floor			Pilot	Shooter shoots Kate Nixon. Nixon calls husband. He calls 911. Shooter returns to shoot her again.
2nd Floor			Pilot	Shooter shoots Josh Hardy after a scuffle. Returns to shoot him again (10 times)
VBPD	4:06:32 PM	Exact	911	First 911 Call Received
2nd Floor	4:08:13 PM	Exact	Key Card	Suspect enters west side of 2nd floor (1 deceased)
2nd Floor			Pilot	Thomas Colson comes face-to-face with Shooter 3 times; not knowing he is the shooter) and sweeps area to warn and help people. He ducks in corner office. Shooter peers in; but, keeps moving.
3rd Floor	4:08 PM	Timestamp	Computer	Sue Kriebel sends an Instant Message (IM) to Tarig.
3rd Floor	4:08 PM	Watch time		While in lobby with citizen and Tamayo, Dan checked time on his phone.
3rd Floor	4:09 PM	Timestamp	Computer	Tarig answers Sue's IM.
3rd Floor	4:09 PM	Approx		Walks to 3rd Floor, 5 deceased, 3 injured
3rd Floor			Pilot	Jack Jones notices LaQuita Brown walk by. Shooter steps behind
3rd Floor			Pilot	Jack steps out of his office and finds Shooter standing in Brown's doorway. Shooter kills Brown. As shooter turns around, Jones runs out of office to warn others.
3rd Floor	4:09 PM	Timestamp	Computer	Steve Poe Saves File. Shortly thereafter, he hears shots and Jack's Warning. Turns out office light.
3rd Floor			Pilot	Shooter kills Mary Lou Gayle and Alex Gusev
3rd Floor			Pilot	Shooter kills Christopher Rapp and Tara Gallagher, injures two others
1st Floor	4:10:19 PM	Exact	Police Report	VBPD officers and detectives enter building
3rd Floor	4:11 PM	Approx	Pilot	Shots stop. Steve Poe goes out to Reception area to try to escape the building with other employees and one sees shooter heading their way. All scatter. Poe runs to Kelly Mills' office.
3rd Floor		Confirmation		In 361-A, Mills heard a scream (Sara at 345-B). Within seconds, she heard people running. From the lobby (345-A/B), Poe ran to Mills' office. When he arrived at Mills' office, he frantically said, "He's got a gun. Call 911." Mills pulled Poe into the office and they barricaded the door with the desk.
3rd Floor				Tarig Omer was in the hall speaking to Jim White who was in his own office (361-B). He saw someone running, pointed toward Jim's desk and said, "Get under desk. Shooter." Tarig joined Jim in his office.
3rd Floor	4:11 PM	Approx	Eye	Laurie Murphy (372, 3rd Floor) heard 'Pop Pop' and closed her office door.
3rd Floor	4:11:26 PM	Exact	Police and Other	City Employee (Jerold of Traffic Engineering) pulls fire alarm

Report compiled by City Employees 08/11/21, continued

Approximate and Defined Timelines per 3rd Floor personnel's eye witness accounts and information in the Virginian Pilot's "Minute by minute, what happened in Building 2", December 4, 2019

Location of Activity	Time	Approx or Exact?	Source	Description
3rd Floor				Rebecca Lear (3375-D) heard Fire Alarm, left office, and found Carl Britt on the floor at kitchen entrance.
3rd Floor	4:12 PM	Timestamp	Cellphone	After Poe and Mills move desk in front of door, Mills calls 911. (4 minute conversation)
2nd Floor	4:12:40 PM	Exact	Key Card	Enters west side of 2nd floor
3rd Floor	4:14:03 PM	Timestamp	Phone Record	Lear called 911 and was put on hold.
2nd Floor	4:15:07 PM	Exact	Key Card	Walks into east side of 2nd floor - 1 deceased, 1 injured
2nd Floor			Pilot	Shooter kills Rich Nettleton and shoots another. Injured one escapes out window (on top of tunnel)
2nd Floor	4:16 PM			Officer shoots suspect
2nd Floor	4:19 PM			"Officer down" radio broadcast
2nd Floor	4:26 PM			SWAT on scene
3rd Floor	4:28:00:14-4:29:50 PM	Timestamp	Phone Record	Lear spoke to 911. Reported Karl. Co-workers took him downstairs.
3rd Floor	4:30 - 4:43 PM	Timestamp	Cellphone	Mills, White, and Poe heard "Police". Via cell phone, Mills called 911 back to ask how we know it really is the police. She said they would say, "Police. Police." Mills and Poe talked to the Operator for 13 minutes. The Operator said they were removing the threat.
2nd Floor	4:44 PM			Suspect in custody - First Aid rendered
Courthouse	5:23 PM	Timestamp	Cellphone Picture	Building 2 Employees gathered. A 3rd Floor ROW Employee (who had barricaded herself under her file room desk) told Mills that the Suspect had been to Right-of-Ways that morning. She said that he got into an argument about a Dominion Easement with Mary Lou. After Mary Lou went back to her office, Suspect asked employee for her business card.
VBGH	5:32 PM			Suspect pronounced deceased at VBGH

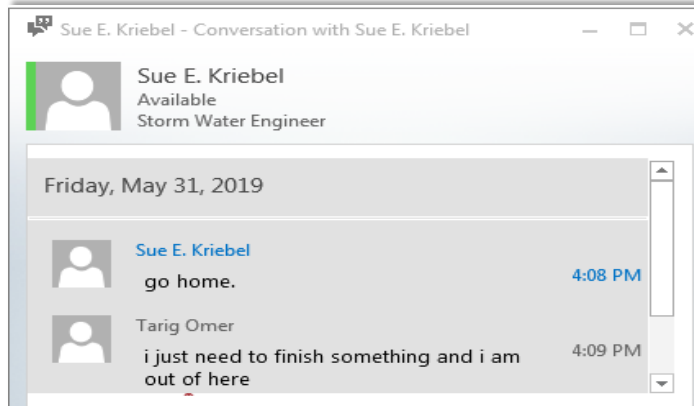
TS #1. Kelly Mills' Text conversation via cell phone during break



TS #2. Rommel Tamayo emailed self scan from copier

From: RTamayo@vb.gov.com [mailto:RTamayo@vb.gov.com]
Sent: Friday, May 31, 2019 4:04 PM
To: [Rommel B. Tamayo <RTamayo@vb.gov.com>](mailto:Rommel.B.Tamayo@vb.gov.com)
Subject: Message from MFP542977

TS#3: IM Conversation between Sue Kriebel and Tarig Omer

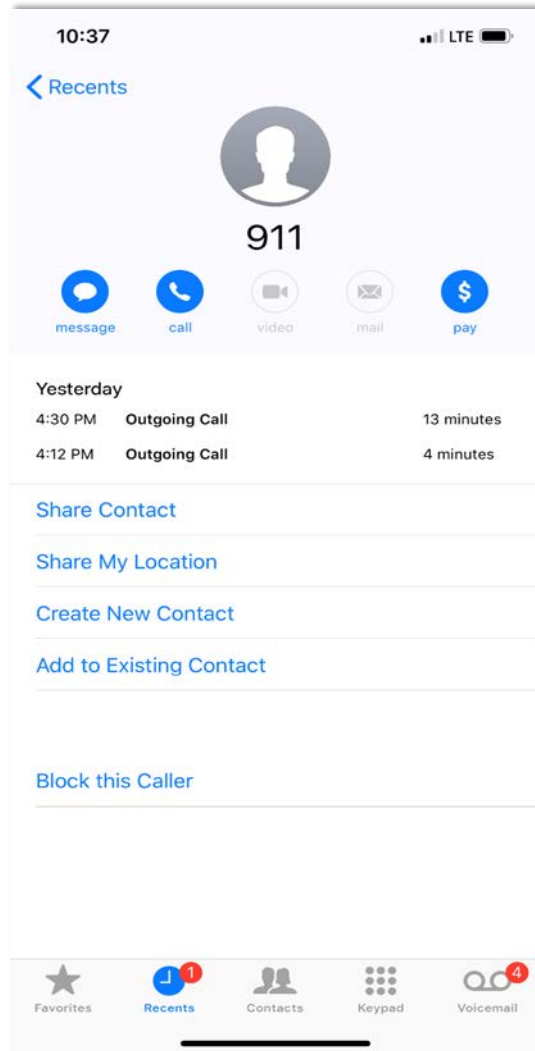


TS#4. Steve Poe's File Log

City Wide Master Drainage Study > Watershed 13 > Data Gaps > Files Found

folder	Name	Date modified
	F 10-025 CORRES (m)-BELLAMY_PLANT...	5/31/2019 4:09 PM
	E 10-009 INSP COPY (DEC 1987)-COVENT...	5/31/2019 3:58 PM
	Insp Copy (Aug 1998)-MEADOW RIDGE_...	5/31/2019 3:50 PM
	Insp. Copy (0105)-HIGHLAND_PARISH	5/31/2019 3:43 PM
	Contractors As- Built 11204-BENTLEY_PA...	5/31/2019 3:17 PM
	As-Built-ADAMS_GLEN	5/31/2019 2:37 PM
	20180813-PUD-ENG-SitePlan-Approved-...	5/31/2019 1:37 PM
	20121227-PUD-ENG-InspectorCopy-RIVE...	5/31/2019 9:42 AM
	As-Built Drawing 08182009-ORCHARD_A...	5/31/2019 9:19 AM
	Insp Copy-GLENWOOD_PH5B	5/31/2019 8:48 AM
	As-Built (Apr, 2008)-ORCHARD_AT_GLEN...	5/31/2019 8:29 AM
	HistoricMaps_BackBay1859	5/30/2019 2:02 PM

TS#5. Screenshot of 911 Calls from (KMILLS Cell Phone)



TS#6. Telephone Bill for 757-385-1948 on Rebecca Lear's desktop (Office 375-D)

EZShare-CDR-CityOfVaBeach-Telecom-Prev Month-BC		Page 5 of 8						
EZShare-CDR-CityOfVaBeach-Telecom-Prev Month-BC								
City of Virginia Beach - ComIT Telecom		6/13/2019 3:16:38 PM						
Cost Center Name: 002-10517-0000000-0000-0000-000000 Personnel Name: LEAR, REBECCA								
Overview								
Totals		Call Accounting	Internal Charges					
MAY 2019	\$46.20	Total Calls	6					
APR 2019	\$43.26	Total Call Duration	00:36:40					
		Average Duration Per Call	00:06:06					
		Average Cost Per Call	\$0.49					
		Average Cost Per Minute	\$0.08					
		Total Call Cost	\$2.94					
		Calling Card	\$0.00					
		Conference services	\$0.00					
		Data	\$0.00					
		Internal	\$0.00					
		Long Distance	\$0.00					
		One Time Charges	\$0.00					
		Recurring Charges	\$43.26					
		Uncategorized	\$0.00					
		Video	\$0.00					
		Voice	\$0.00					
		Wireless	\$0.00					
		Total Charges	\$43.26					
Charges								
Inventory ID	Inventory Type	Charge Type	Internal Charge Type	Charge Source	Date	Description	Amount	
147669	Phone Equipment	Internal Charge	Recurring Charges	Inventory Item: 147669		3904 - Professional	\$43.26	
Totals							\$43.26	
Call Detail								
Start Date/Time	Extension Used	Duration	Dialed/CLI Number	Call Origination	Call Destination	Call Direction	Call Type	Cost
5/23/2019 10:16:46 AM	(757) 385-1948	00:01:08	1-804-539-9419		RICHMOND, VA	O	In-State	\$0.12
5/28/2019 8:12:06 AM	(757) 385-1948	00:13:32	1-804-497-7100		RICHMOND, VA	O	In-State	\$1.36
5/28/2019 9:14:53 AM	(757) 385-1948	00:14:34	1-804-497-7100		RICHMOND, VA	O	In-State	\$1.46
5/31/2019 4:14:03 PM	(757) 385-1948	00:00:08	911			O	Special	\$0.00
5/31/2019 4:14:18 PM	(757) 385-1948	00:05:28	911			O	Special	\$0.00
5/31/2019 4:28:14 PM	(757) 385-1948	00:01:50	911			O	Special	\$0.00
Totals		00:36:40						\$2.94
https://covb.calero.com/VeraSMART/Reports/RenderPFReport.aspx?reportID=21717&Ur...								
6/13/2019								

TS#7. Rlear Log Notes Personal Phone

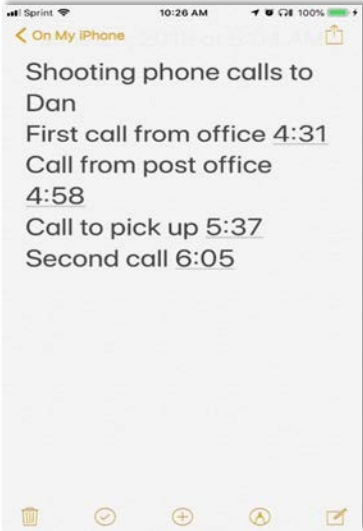


Photo #1. Picture at Building 24 After Building 2



Photo #2. Building 2 Employees at Courthouse Building



Per *Virginian Pilot*

Minute by minute, what happened inside Building 2

By TIM EBERLY, ALISSA SKELTON and PETER COUTU

DEC 04, 2019 | 6:00 AM

Portion of Slides at the End of Article:

- 8 – 4-4:03:30 pm – Shooter kills Bobby Williams and Burt Snelling. (Truck and Entryway)
- 9 – 4:03:41 to 4:03:51 pm – Shooter kills Missy Langer in the staircase.
- 10 – 4:04:18 pm – The shooter walks up stairs and enters 3rd Floor. Kills 5, injures 2 {Police Timeline}
- 11 – 4:04:18 to 4:05:56 pm – Jack Jones notices LaQuita Brown walk by. Shooter steps behind
- 12 – 4:04:18 to 4:05:56 pm – Jack steps out of his office and finds Shooter standing in LaQuita’s doorway
Shooter kills LaQuita. As shooter turns around, Jack runs out of office to warn others
- 13 – 4:04:18 to 4:05:56 pm –
- 15 – 4:04:18 to 4:05:56 pm –Shooter kills Mary Lou Gayle and Alex Gusev
- 16 – 4:04:18 to 4:05:56 pm –Shooter kills Christopher Rapp and Tara Gallagher, injures two others
- 18 – 4:04:18 to 4:05:56 pm –Shooter walks to the 2nd Floor – Shoots at her multiple times – misses – She goes down North Stairs
- 17 –4:05:56 pm – Shooter enters East side of 2nd Floor (keycard)
- 19 – 4:06 – 4:08 pm – Craddock shoots Kate Nixon. Nixon calls husband. He calls 911. Shooter returns to shoot her again.
- 20 – 4:06 – 4:08 pm – Craddock shoots Josh Hardy after a scuffle. Returns to shoot him again (10 times)
- 22 – 4:06:32 pm – 1st 911 Call. Assigned at 4:08:19 pm (Suspect description is wrong)
- 26 – 4:08:13 pm – Shooter accesses West side 2nd Floor
- 23 – 4:08 to 4:10 pm – Thomas Colson comes face-to-face with Shooter 3 times; not knowing he is the shooter) and sweeps area to warn and help people. He ducks in corner office. Shooter peers in; but, keeps moving.
- 29 – 4:10:10 pm – Police are given accurate description of the shooter. Officers enter Building 2 basement and South entrance. They do not have key cards for 2nd Floor
- 30 – 4:11 pm – Shooter returns to 2nd Floor.
- 30 – 4:11:26 pm – Fire alarm is pulled.
- 31 – 4:12:40 pm – Shooter uses his keycard to enter west side of 2nd Floor 2 minutes and 27 seconds pass before his actions can again be accounted for.
- 32 – 4:15 to 4:16 pm –
- 4:15:07 - Shooter uses keycard to enter east side of 2nd Floor. (on top of tunnel)
- 34 – 4:16 to 4:19 – VB Police shoot Shooter who tries to ambush police.
- 39 – 4:19 to 4:21 – Officers engage in Gun battle in locked area close to North stairwell. Officer hit.
Hallway image – 4:19 to 4:21 – Gun battle ends at ±4:21 pm.
- Active shooter email – 4:22 to 4:23 pm
- 38 – 4:26:19 pm – SWAT Team members report they are inside the building. Locked doors hinder evacuation efforts.

Approximate and Defined Timelines (as Reported by Police Department)

<i>Time</i>	<i>Approx or Exact?</i>	<i>Source</i>	<i>Description</i>
4:00 PM	Approx		2 deceased outside, 1 deceased in stairwell
4:04 PM	Approx Time		Walks to 3rd Floor, (5 deceased, 2 injured)
4:05:56 PM	Exact	Key Card	Walks to 2nd Floor/east side (2 deceased)
4:06 PM	Exact	911	First 911 Call Received
4:08:13 PM	Exact	Key Card	Suspect enters west side of 2nd floor (1 deceased)
4:10 PM	Approx		Walks to 3rd Floor, 1 injured
4:10:19 PM	Exact	radio?	VBPD officers and detectives enter building
4:11 PM			Walks back to the 2nd floor - citizen pulls fire alarm
4:12:40 PM	Exact	Key Card	Enters west side of 2nd floor
4:15:07 PM	Exact	Key Card	Walks into east side of 2nd floor - 1 deceased, 1 injured
4:16 PM			Officer shoots suspect
4:19 PM			"Officer down" radio broadcast
4:26 PM			SWAT on scene
4:44 PM			Suspect in custody - First Aid rendered
5:26 PM			Suspect pronounced deceased at VBGH