

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of Unified Communications

Muriel Bowser
Mayor



Karima Holmes
Acting Director

April 13, 2022

The Honorable Charles Allen
Chairman, Committee on the Judiciary
Council of the District of Columbia
1350 Pennsylvania Avenue, N.W., Suite 402
Washington, DC 20004

Dear Chairperson Allen:

I am writing in response to your follow-up inquiry into the Office of Unified Communications' (OUC) handling of an incident on March 14, 2022, regarding an individual suspected of being under the influence of a controlled substance who jumped into the Washington Channel. Below are your questions and our responses.

1. When did the OUC FEMS dispatcher first communicate to Ambulance 18 that no MPD units were available, not just that an MPD unit had been requested? Based on the timeline of communication, it does not appear Ambulance 18 was ever notified OUC determined no available MPD units.

The OUC FEMS dispatcher did not communicate to Ambulance 18 that no MPD units were available. At 18:26:40, the OUC FEMS dispatcher did tell Ambulance 18 "They [MPD] have a call but they had not been dispatched as of yet".

2. What was the geographic extent of no available MPD units during this 22 minute timeframe (18:15:46 to 18:37:12)? Specifically, were there no available MPD units during that timeframe within PSA 103? Within Sector 1 of 1st District? Within all of 1st District?

During this 22-minute timeframe there were no MPD units available to be dispatched in the 1st District.

For context, at 18:20:10, the 1D Dispatcher voiced that there was a call at 4th/M and 4th/N Streets in reference to a man falling out and screaming in the streets. At that time CAD showed that all units within 1D were committed to other calls. In fact, the dispatcher attempted to put a unit on the call but was immediately advised that unit was not actually in service.

Throughout this period, the 1D Dispatcher continually reviewed unit availability, cleared day work units, asked specific units their statuses, did time checks, and voiced other pending calls in 1D.



At 18:35:17, the 1D Dispatcher stated, "Evenings or Midnights 105 ready for service. 4th and N as in Nora southwest, in reference to a male possibly high on drugs. Board is on the scene standing by for MPD". MPD Unit 1051 immediately went over the radio and stated: "You say that's in 105?". The 1D Dispatcher confirmed this and put the unit on the call.

At 18:36:24, the 1D Dispatcher asked for additional MPD units.

At 18:37:22, the 1D Dispatcher stated, "Any units available to assist 51 at 4th and N as in Nora Southwest for a male possibly high".

At 18:40:09, the 1st MPD unit, MPD Unit 1051, that made OUC aware of their arrival advised that they were at the original dispatch location of 4th and N.

At 18:41:56, the 1D Dispatcher saw that a unit came into service, and stated, "Good evening 31, I see you've logged in. Assisting 51 checking 4th and M Mary Southwest in reference to... 51 they're now advising they're on P Street and riverside and 31 copy to assist 51".

3. Is the 18:36:24 note the first time that the OUC MPD dispatcher voiced a request for MPD units? If so, what prompted the OUC MPD Dispatcher to voice the request at this moment in the event rather than before?

No, the first time the OUC MPD dispatcher voiced a request for MPD units was at 18:20:10.

4. Did the OUC FEMS dispatcher convey to Ambulance 18 that MPD units were on the way prior to Ambulance 18 calling a 10-33? If so, when?

No, the OUC FEMS dispatcher did not voice that MPD units were on the way prior to Ambulance 18 calling a 10-33. The MPD 1D Dispatcher put MPD Unit 1051 on the call at 18:35:17 and the 10-33 was initiated at 18:42:28.

At 18:43:12, the CAD event record shows that MPD Unit 1051 had arrived on the scene and advised that they were canvassing the area. The record also shows that MPD Unit 1031 arrived at 18:44:26.

5. When Ambulance 18 updates the incident location at 18:35:55 to "off P Street on the riverside", was Harbor Patrol or any marine units alerted to the incident and call? Or was the first notice to Harbor Patrol and Fireboat following the 18:44:53 call that the patient was in the water.

As this incident initially developed on land, OUC did not specifically alert Harbor Patrol or any marine units, as that is not the policy or the procedure for such events.

****Please note that our records indicate that Ambulance 18 was advised of the new location of "off P Street on the riverside" at 18:38:55, not 18:35:55 as written in the question above.**

6. It appears that the OUC FEMS dispatcher goes over the radio to update incident location at 18:39:47. Why were the responding MPD units, already in transit but not arriving until 18:43:12, not informed of the updated location provided by Ambulance 18?

Procedurally, CAD addresses are not changed for an event. The address was updated in the CAD event record but was not marked a critical update as it should have been. So, as various updates were being made to the CAD event record, the location change may not have been easily seen.

Please note, the 1st MPD unit made OUC aware of their arrival at the original dispatch location at 18:40:09, which was about 1 min and 14secs after the FEMS units updated their location (at 18:38:55) to P Street.

At 18:41:56, the MPD Dispatcher went over the radio and updated MPD Unit 1051 of the location saying, "51 they're now advising they're on P Street and riverside and 31 copy to assist 51".

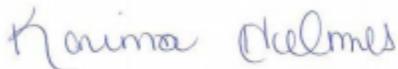
At 18:43:12, the CAD event record reflects that MPD Unit 1051 had arrived on the scene and soon thereafter that they were canvassing the area. At that time, MPD Unit 1051 also provided updated patient lookout information to the 1D Dispatcher.

7. You mention that a hotwash with OUC, FEMS, and MPD is being scheduled, has that date been set yet?

The hotwash was held on Monday, April 11, 2022.

Thank you for the opportunity to clarify the OUC's performance related to this incident and for your continued support of our workforce.

Sincerely,



Karima Holmes
Acting Director

cc: Christopher Geldart, Deputy Mayor for Public Safety and Justice
Chief John A. Donnelly, Sr., Fire and Emergency Medical Services Department
Chief Robert Contee, Metropolitan Police Department