



ADVISORY NEIGHBORHOOD COMMISSION 3C
GOVERNMENT OF THE DISTRICT OF COLUMBIA
CLEVELAND PARK • MASSACHUSETTS AVENUE HEIGHTS •
WOODLAND-NORMANSTONE • WOODLEY PARK

Single Member District Commissioners
01-Hayden Gise; 02-Adam Prinzo; 03-Janell Pagats
04-Roric McCorristin; 05-Sauleh Siddiqui; 06-Tammy Gordon
07-Gawain Kripke; 08-Rick Nash

P.O. Box 4966
Washington, DC 20008
Website <http://www.anc3c.org>
Email all@anc3c.org

By Electronic Mail

October 21, 2024

The Honorable Brooke Pinto
Ward 2 Member of the Council of the District of Columbia
Chair, Committee on Public Safety and Judiciary
The John A. Wilson Building
1350 Pennsylvania Avenue, NW
Washington, DC 20004

RE: ANC 3C Comments on continued failures with the Office of Unified Communication (OUC) and the District lacking a functioning 911/Emergency Response Call Center

Councilmember Pinto,

At a regularly scheduled and properly noticed public meeting on October 21, 2024 with a quorum present, a quorum being five commissioners, Advisory Neighborhood Commission (ANC) 3C voted 6-0-0 to submit these written comments on the District lacking a functioning 911/Emergency Response Call Center.

We are writing as follow up to our September 18, 2023 resolution, as well as a September 5, 2023, letter, signed by 126 current and former Advisory Neighborhood Commissioners (ANCs) and as a August 15, 2024 letter signed by 132 current and former ANCs and ANC candidates from all eight wards, to express our deepening worry about the dysfunction and fatal errors by the Office of Unified Communications (OUC)/911 Emergency Response System.

As you are aware, on August 2, 2024, a five-month-old boy died after going into cardiac arrest within ANC3C, at the time of this emergency, OUC/911 Emergency Response System call center had crashed for what is believed to be the fifth time since May of this year, only to reportedly crash a week later on August 9. The family was reportedly on hold for nearly 10 minutes, and when the family was finally able to reach a call taker, the call was likely mishandled.

Since, ANC3C first resolution OUC's performance has rapidly deteriorated: the agency continues to dispatch FEMS teams to the wrong locations; the agency still inadequately prioritizes calls; residents report (and OUC's own data confirms) worsening call answering times and dropped calls; and, since OUC/911 Emergency Response System inexplicably launched its new call answering

program, PowerPhone, in February 2024 amid these ongoing failures, the call center has experienced multiple system crashes.

It is apparent that neither the Director of OUC/ nor the Mayor are committed to addressing these chronic problems. We therefore turn to you, once again, to finally do so. We cannot emphasize forcefully enough how desperate our—your—constituents are to see you meet this crisis with the seriousness it demands.

Time is of the essence. The Council must launch an independent 911 task force to examine OUC's chronic failures and identify solutions to address them. We also urge you to fully implement items two and three listed in our September 2023 letter, pertaining to robust data collection and the release of call transcripts and recordings, to keep OUC open, honest, and transparent about its failures and progress.

The Commission authorizes the Chair and the Commissioners for 3C02, 3Cxx and 3Cxx and/or their approved designee(s) to represent the Commission on this matter.

Consistent with DC Code § 1-309, only actions of the full Commission voting in a properly noticed public meeting have standing and carry great weight. The actions, positions, and opinions of individual commissioners, insofar as they may be contradictory to or otherwise inconsistent with the expressed position of the full Commission in a properly adopted resolution or letter, have no standing and cannot be considered as in any way associated with the Commission.

Sincerely,



Janell Pagats
Chair ANC 3C
Single Member District 3C03

CC: The Honorable Muriel E. Bowser, Mayor of the District of Columbia
The Honorable Phil Mendelson, At-Large Member of the Council of the District of Columbia
The Honorable Anita Bonds, At-Large Member of the Council of the District of Columbia
The Honorable Christina Henderson, At-Large Member of the Council of the District of Columbia
The Honorable Kenyan McDuffie, At-Large Member of the Council of the District of Columbia
The Honorable Robert White, At-Large Member of the Council of the District of Columbia
The Honorable Brianne Nadeau, Ward 1 Member of the Council of the District of Columbia
The Honorable Mathew Frumin, Ward 3 Member of the Council of the District of Columbia
The Honorable Janeese Lewis George, Ward 4 Member of the Council of the District of Columbia
The Honorable Zachary Parker, Ward 5 Member of the Council of the District of Columbia
The Honorable Charles Allen, Ward 6 Member of the Council of the District of Columbia
The Honorable Vincent Grey, Ward 7 Member of the Council of the District of Columbia
The Honorable Trayon White, Ward 8 Member of the Council of the District of Columbia
Heather McGaffin, Director, Office of Unified Communications