



Advisory Neighborhood Commission 4C

Government of the District of Columbia
P.O. Box 60847, Lamond Riggs Branch, 6200 N. Capitol Street, NE
<https://www.anc4c.com>

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ANC 4C Urges Expanded Oversight and Compliance Action, DC Auditor Inquiry to Address Failures in DC's 911 System and the Office of Unified Communications

November 12, 2025

Muriel E. Bowser, Mayor of the District of Columbia
Kathleen Patterson, Auditor, District of Columbia
Phil Mendelson, Chair, Council of the District of Columbia
Anita Bonds, At-Large Member, Council of the District of Columbia
Christina Henderson, At-Large Member, Council of the District of Columbia
Kenyan McDuffie, At-Large Member, Council of the District of Columbia
Robert White, At-Large Member, Council of the District of Columbia
Brianne Nadeau, Ward 1 Member, Council of the District of Columbia
Brooke Pinto, Ward 2 Member, Council of the District of Columbia
Mathew Frumin, Ward 3 Member, Council of the District of Columbia
Janeese Lewis George, Ward 4 Member, Council of the District of Columbia
Zachary Parker, Ward 5 Member, Council of the District of Columbia
Charles Allen, Ward 6 Member, Council of the District of Columbia
Wendell Felder, Ward 7 Member, Council of the District of Columbia
Trayon White, Ward 8 Member, Council of the District of Columbia
Heather McGaffin, Director, Office of Unified Communications

WHEREAS, on June 8, 2024, the *Secure DC Omnibus Amendment Act of 2024* became law, including Section 3 establishing monthly public reporting requirements for the Office of Unified Communications (OUC); and

WHEREAS, members of the DC Council stated during public hearings and in written comments that these provisions were intended to impose meaningful transparency on an agency with a longstanding record of concealing its operational failures from both the Council and the public; and

WHEREAS, significant elements of this law, particularly those addressing OUC's legal obligations to report on the health of the District's 911 system, have not been implemented, and the agency continues to operate in violation of those transparency requirements; and

WHEREAS, the January 2025 DC Auditor *Recommendation Compliance Report* noted that while OUC had made progress on several operational findings, its transparency in addressing failures had "seen demonstrable backsliding"; and



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WHEREAS, the DC Mayor requested reprogramming \$5,500,000 in FY2025 local funds from OUC’s Agency Management and Call Center Operation programs and the Department of Corrections to the Metropolitan Police Department to cover the cost of higher-than-anticipated overtime expenditures¹, almost certainly exacerbating ongoing issues in an already resource-constrained OUC; and

WHEREAS, the Office of the DC Auditor (ODCA)’s 2025 review of progress addressing OUC-related audit findings highlighted its 2023 recommendation that “the OUC incident reporting policy not only require more robust information but that de-identified versions of after-action reports be posted to the OUC website within 10 days of an incident with audio files available on request. ODCA’s reasoning: that additional transparency ‘can help ensure accountability and help rebuild the public’s trust in the critical services provided by OUC;’” and

WHEREAS, OUC launched its public “911 Performance Dashboard” in July 2023 to provide transparency, but the dashboard remains difficult to interpret, fails to meet the Secure DC reporting requirements, and systematically underreports 911 call-handling errors; and

WHEREAS, Section 3207b(b)(1) of *Secure DC* explicitly mandates that OUC publish “descriptions of each call-handling issue, including mistaken addresses, duplicate responses, or any other error or omission... as well as the cause of the issue, whether the issue was sustained, and the corrective action taken by the Office,” yet OUC’s reporting remains incomplete and opaque; and

WHEREAS, this underreporting distorts the true scope of 911 center errors, prevents meaningful corrective action, and contradicts findings from prior audits, including persistent deficiencies in call-takers’ use of location-determining technology (LDT) to verify caller locations; and

WHEREAS, independent safety advocate Dave Statter has documented at least 45 call-handling incidents in 2025—including 26 wrong addresses—while OUC publicly reported only five such incidents, limiting insight into systemic issues from oversight bodies and residents; and

WHEREAS, 2025 testimony before the Committee on the Judiciary and Public Safety and subsequent discussion between Councilmember Pinto and Mr. Statter suggested that members of the public can only report 911 errors if they know the original caller’s phone number (almost certainly limiting potential submissions to the original 911 caller), excluding community members who know the address or time of an erroneous dispatch but not the caller’s information, thereby restricting meaningful public participation in oversight; and

WHEREAS, ANC 4C learned anecdotally that DC Councilmembers routinely report mistakes to OUC without the original 911 caller’s phone number, creating a two-tier system of reporting access; and,

¹ <https://lims.dccouncil.gov/Legislation/REPROG26-0091>



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WHEREAS, additional evidence suggests that DC Fire and EMS’s internal “CD-1” forms, which document 911 address errors and are shared with OUC, are not made public or accessible through FOIA requests; and

WHEREAS, the DC Auditor has emphasized that transparency is vital to rebuilding public trust in OUC, and that continued noncompliance with statutory reporting requirements prevents the DC Council and residents from understanding or addressing systemic operational failures that directly affect emergency response outcomes;

WHEREAS, critical call taking and dispatch errors by OUC continue to directly impact ANC 4C and Ward 4 residents, including the following incidents all of which are absent from the OUC public dashboard and therefore illustrate how the agency’s ongoing underreporting of critical failures affect public safety:

- On **November 21, 2025**, OUC reportedly dispatched three different assignments for the same vehicle crash (800 block of Upshur Ave NW, Georgia and Upshur Ave NW, and Georgia and Randolph NW) creating confusing and potentially wasting precious emergency response resources;
- On **November 12, 2025**, eleven minutes reportedly were lost when MPD requested an ambulance be sent to Roosevelt High School in Petworth, but OUC dispatched units to the same address in NE without mention of Roosevelt High School as the location, compounding the error. Ambulance crews reportedly only deduced the location by manually inspecting the notes OUC call takers and dispatchers had logged; and
- On **July 3, 2025** a FEMS response was delayed eight minutes due to a wrong address on Illinois Avenue NW;

THEREFORE, BE IT RESOLVED that Advisory Neighborhood Commission 4C respectfully requests that the Office of the DC Auditor conduct an audit of the Office of Unified Communications’ compliance with the *Secure DC Omnibus Amendment Act of 2024*, Section 3207b(b)(1), which requires comprehensive public reporting of all call-handling errors and corrective actions; and

BE IT FURTHER RESOLVED that ANC 4C requests the DC Council – particularly the Committee on Public Safety and the Judiciary – set strong expectations of transparency, oversight, public disclosure, and rapid after-action reports from OUC leaders, recognizing that there is a massive trust deficit and the Committee’s oversight activities are seemingly one of the few mechanisms to make DC 911 work for the residents of the District of Columbia; and,

BE IT FURTHER RESOLVED that ANC 4C requests the DC Council and OUC provide the following data to enable public evaluation of whether current restrictions on submitting feedback without the original caller’s phone number serve the public interest:

- The number of citizen-submitted OUC feedback forms lacking the 911 caller’s phone number since SECURE DC was passed into law;



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- The average amount of time required to investigate such feedback forms when they include key details such as time, date, address, and nature of the call; and
- The percentage of such forms that proved unsubstantiated following investigation since SECURE DC was passing into law.

BE IT FURTHER RESOLVED, that ANC 4C authorizes Commissioner Heller to represent ANC 4C on this issue with Executive Branch Departments/Agencies and with the DC Council

After providing sufficient notice for and with a quorum of 7 Commissioners present the ANC 4C Monthly Meeting on November 12, 2025, Advisory Neighborhood Commission 4C voted 7 Yeas, 0 Nays, and 0 Abstentions.

Michael Warburton

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Mike Warburton
Chair
Advisory Neighborhood Commission 4C

Elizabeth Kovacevic

box SIGN 17Y87Z98-4W9LZ3X5

Liz Kovacevic
Secretary
Advisory Neighborhood Commission 4C