



Advisory Neighborhood Commission 5E

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Advisory Neighborhood Commission 5E Resolution No. 2023-0006 RESOLUTION URGING OFFICE OF UNIFIED COMMUNICATIONS TO UNDERTAKE REFORMS TO IMPROVE 911 SYSTEM

WHEREAS, the Office of Unified Communications (OUC) is the agency responsible for D.C.'s 911 service (via audio calls), text-to-911 and dispatch services; and

WHEREAS, over the last several months, D.C. residents have reported experiencing long delays when calling and texting 911, including incidents of callers to 911 being placed on hold for several minutes, and a long lag time between calling and dispatch of emergency services. These delays of seconds and minutes can mean the difference between life and death; and

WHEREAS, it has been reported that on August 14, 2023, OUC call takers did not accurately relay information from people calling 911 regarding the flooding at District Dogs to emergency services, leading to the tragic death of 10 dogs at the facility, including one dog belonging to residents of SMD 5E04; and

NOW, THEREFORE, BE IT RESOLVED, that ANC 5E asks OUC to consider the following measures on an urgent basis:

- Provide updated training to 911 call takers, ensure they are well-equipped to understand D.C. addresses including the importance of quadrants when dispatching EMT services.
- Prioritize the hiring of 911 call takers to fulfil the several open positions on the role that are leading to understaffing and delays in call responses. In addition, OUC should work with the Mayor's office to provide incentives to hire new personnel, including, but not limited to, increasing the hiring bonus from \$2500 to \$5000.
- OUC should ensure that training for all OUC dispatchers are trained on correctly flagging and dispatching emergency services when confronted with scenarios such as flash flooding to ensure emergency services can tackle the situation with expedience.

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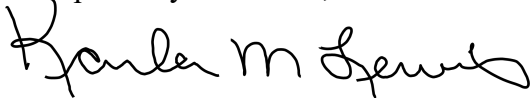
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- Work to reduce 911 call waiting times to zero as soon as possible.
- Ensure staffing and training for OUC staffers to ensure the text-to-911 service is fully staffed at all times, which is a vital tool for residents who may not be able to verbally communicate.
- Provide the full data as required by the OUC Transparency Act in the newly-launched 911 Performance Dashboard

THEREFORE BE IT FURTHER RESOLVED, that ANC 5E also calls on the Council of the District of Columbia to authorize an independent investigation or creation of a taskforce staffed by experts in emergency response to conduct a thorough investigation into the challenges at OUC, the response by OUC to the events of August 14, 2023, and identify solutions to ensure OUC's 911 service functions at the optimum level. Every person who uses the 911 service should have full confidence that this service will provide them with the help that they need.

THIS RESOLUTION came before ANC 5E at a duly noticed public meeting on September 19, 2023. ANC 5E is composed of 6 Commissioners, such that 4 Commissioners constitute a quorum. With 6 Commissioners present, ANC 5E voted 6-0-0 to adopt this resolution.

Respectfully Submitted,



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Karla M. Lewis



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