



**Office of Unified Communications (OUC)**  
*Office of Special Operations and Investigations*

**Date: Friday August 19, 2022**

**Subject: Final Review of 600 Block Park Rd NW Call on August 9, 2022**

Director Holmes,

OUC's Office of Special Operations and Investigations (SPOI) has completed an internal investigation into OUC's handling of a call for fire service in the 600 block of Park Road NW; Washington DC 20010, for an infant locked in a vehicle at 18:00:29, and then updated at 18:02:08 for an infant in cardiac arrest.

Our special investigation was complex and included a review of the 911 call, dispatching system records, first responder radio traffic, audio recordings, GPS data, and internal OUC team member interviews to create the most accurate and complete emergency response timeline.

Our final findings:

- **Finding (911 Call Taker):** The 911 call taker's actions were based on information provided by the caller. **The 911 call taker's actions were appropriate**, based on criteria-based dispatch, and followed OUC standard operating procedures (SOPs).
- **Finding (OUC Fire Dispatcher):** Initial actions by the OUC fire dispatcher were appropriate for a child locked in a vehicle event. The OUC fire dispatcher based subsequent actions off the dispatch remark that the child was out the vehicle. The OUC fire dispatcher stated they did not see the updated event type and dispatch remarks that were displayed on the OUC fire dispatcher's screen. The OUC fire dispatcher had a 14 second window of opportunity from 18:02:08 to 18:02:22 (the time that the updated event type and dispatch remarks were displayed on their screen) to discontinue the actions they had already initiated to cancel the call. **OUC has determined that, in certain instances during the fire dispatch, the OUC fire dispatcher could have taken more appropriate action.**
- **Finding (OUC Police Dispatcher):** The OUC police dispatcher's actions were based on information provided by the 911 call taker. **The OUC police dispatcher's actions were appropriate**, based on criteria-based dispatch, and followed OUC SOPs.

Attached is a copy of our final report. SPOI has completed our special investigation and submitted relevant information to other OUC offices for follow-up action if necessary and required.

Sincerely,

**Eric Reist**

*Chief of Special Operations and Investigations*

**Attached:** Final Report dated August 19, 2022



**GOVERNMENT OF THE DISTRICT OF COLUMBIA**

*Office of Unified Communications*

*Office of Special Operations and Investigations*

**FINAL REPORT**  
**INFANT CARDIAC ARREST CALL REVIEW**  
**600 BLOCK PARK RD NW; WASHINGTON DC, 20010**

**Friday August 19, 2022**

## Executive Summary

### Call Summary

The Office of Unified Communications (OUC) received a 911 call on Tuesday August 9, 2022, at approximately 18:00:29. The caller advised their infant was accidentally left in a vehicle. The initial information provided by the caller to the 911 call taker resulted in a criteria-based dispatch for a “child locked in a vehicle” event type. The caller provided additional information to the 911 call taker, and at 18:02:08 the call was updated to a “cardiac arrest” event type.

### Investigation Summary

OUC’s Office of Special Operations and Investigations opened a special investigation on Tuesday August 9, 2022 into OUC’s handling of this 911 call and the associated dispatch. OUC’s Office of Special Operations and Investigations conducted a preliminary internal review on this call. Our special investigation was complex and included a review of the 911 call, dispatching system records, first responder radio traffic, audio recordings, GPS data, and internal OUC team member interviews to create the most accurate and complete emergency response timeline.

OUC’s Office of Special Operations and Investigations provided a preliminary internal review report to the OUC Director on Thursday August 11, 2022. OUC’s final report was submitted to the OUC Director on Friday August 19, 2022, and OUC’s special investigation was closed by the Office of Special Operations and Investigations.

### Conclusion Summary

- **Finding (911 Call Taker)**: The 911 call taker’s actions were based on information provided by the caller. **The 911 call taker’s actions were appropriate**, based on criteria-based dispatch, and followed OUC standard operating procedures (SOPs).
- **Finding (OUC Fire Dispatcher)**: Initial actions by the OUC fire dispatcher were appropriate for a child locked in a vehicle event. The OUC fire dispatcher based subsequent actions off the dispatch remark that the child was out the vehicle. The OUC fire dispatcher stated they did not see the updated event type and dispatch remarks that were displayed on the OUC fire dispatcher’s screen. The OUC fire dispatcher had a 14 second window of opportunity from 18:02:08 to 18:02:22 (the time that the updated event type and dispatch remarks were displayed on their screen) to discontinue the actions they had already initiated to cancel the call. **OUC has determined that, in certain instances during the fire dispatch, the OUC fire dispatcher could have taken more appropriate action.**
- **Finding (OUC Police Dispatcher)**: The OUC police dispatcher’s actions were based on information provided by the 911 call taker. **The OUC police dispatcher’s actions were appropriate**, based on criteria-based dispatch, and followed OUC SOPs.

**Review of 911 Call and Office of Unified Communications Actions**

On Tuesday August 9, 2022, at approximately 18:00:29, OUC received a 911 call and the caller advised their infant was accidentally left in a vehicle. The caller's statement to the 911 call taker resulted in a criteria-based dispatch for a "child locked in a vehicle" event type.

The 911 call taker's initial actions were based on the information provided to them by the caller. Subsequently, initial dispatcher actions were based on the information provided by the caller. After the 911 call taker started asking questions about the vehicle, the caller stated, "I am in the house, come to the apartment please." The 911 call taker then asked questions to clarify if the child was out of the vehicle. At approximately 18:01:48 the caller stated "Yes, the child is out of the vehicle." The 911 call taker immediately asked, "Is the child breathing?" The caller stated, "No." The 911 call taker subsequently changed the event type to CARDIAC, and at approximately 18:02:25 the 911 call taker started providing cardiopulmonary resuscitation (CPR) instructions for the caller to perform CPR.

Based on the information the caller provided to the 911 call taker, **OUC has determined that the 911 call taker took appropriate action** based on their OUC education, experience, and training and in accordance with associated OUC standard operating procedures. The 911 call taker selected the appropriate event type for the nature of the emergency and based on information provided to them by the caller. The primary response agency for the initial event type was DC Fire and Emergency Services (DCFEMS), and the primary response units recommended and selected for dispatch to the emergency location were based on pre-defined criteria. The primary units for the initial event type were a fire truck and rescue squad as this event type is classified as a fire service call. The primary response units were not emergency medical service units.

When the event type was changed based on additional information provided by the caller, the dispatch became a dual response, meaning both DCFEMS and the Metropolitan Police Department (MPD) were assigned to respond to the call. The change in event type was appropriate based on the additional information provided by the caller.

At 18:01:48 the caller stated, "Yes, the child is out of the vehicle." Subsequently, at 18:01:59 the 911 call taker updated dispatch notes to reflect that the child was out of the vehicle. Based on the information provided by the caller and the updated dispatch remarks, the OUC fire dispatcher saw the dispatch remark that the child was out of the vehicle. As a result, at 18:02:00 the OUC fire dispatcher entered a remark that stated truck and rescue response units were no longer needed for the fire service call. The OUC fire dispatcher took this action as the infant was out of the vehicle, no longer locked in the vehicle, and as a result not in need of fire service to gain access into the vehicle.

At 18:01:53 the caller advised the 911 call taker that the infant was not breathing. This resulted in the event being changed in the dispatch system at 18:02:08. At 18:02:22, the truck and rescue units were returned to service and the event was closed at 18:02:30 by the OUC fire dispatcher in the dispatch system. **OUC has determined that, in certain instances during the fire dispatch, the OUC fire dispatcher could have taken more appropriate action.** The OUC fire dispatcher's screenshot verifies that as they were in the process of returning fire response units to service, that the event type change

was evident in three locations on their screen, the dispatch remarks were displayed, and when the OUC fire dispatcher selected the event to update the dispatch remarks, the event type reflected on their screen was "CARDIAC." The OUC fire dispatcher stated they did not see the updated remarks and the updated event type. During the 14 seconds from 18:02:08 to 18:02:22 that the updated remarks and the updated event were displayed, the OUC fire dispatcher had already initiated their actions to return the units to service as simultaneously the 911 call taker was providing updated remarks, and this 14 second window was the opportunity for the OUC fire dispatcher to discontinue the actions they were taking to cancel the call.

Based on conducted OUC team member interviews, we concluded that OUC team members were taking the following actions between 18:02:08 and 18:09:46:

- The 911 call taker realized units were not on scene, and the 911 call taker alerted the OUC Assistant Watch Commander at 18:07:30, 7 minutes and 1 second after the start of the 911 call.
- The Assistant Watch Commander reviewed the 911 call taker's screen as the 911 call taker provided CPR instructions to the caller at 18:07:45, 15 seconds after being signaled to go to the 911 call taker's console.
- The Assistant Watch Commander then went to the fire and emergency services dispatch area and inquired about the "CARDIAC" event type on Park Road NW at 18:07:55, 10 seconds after reviewing the call at the 911 call taker's console.
- An OUC fire dispatcher and OUC EMS dispatcher advised they did not see the call in their dispatch system.
- The Assistant Watch Commander returned to the 911 call taker's console at 18:09:02 and made their way back to the OUC fire and EMS dispatch area at 18:09:17.
- The "CARDIAC" event type call was added for dispatch at approximately 18:09:46, dispatched at 18:10:01, and DCFEMS units arrived at 18:14:40.

**\*\*\*End of Review of 911 Call and OUC Actions\*\*\***

**Summary of OUC Internal Review Process**

Our review assessed the call and associated OUC actions for the following:

- Any possible quality assurance concerns or call taker errors
- Associated first and emergency responder radio traffic
- Associated computer aided dispatch records for all cross-referenced events related to the call
- Associated global positioning system data for first and emergency response vehicles

After completing our review of the call and associated OUC actions, we conducted individual OUC team member interviews with team members associated with the handling of this call:

- Call takers
- Dispatchers
- Information technology specialists
- Assistant watch commanders
- Watch commanders

Area Reviewed		
Quality assurance or call taker errors	<ul style="list-style-type: none"> <li>▪ Abrupt disconnection</li> <li>▪ Appropriate action not taken</li> <li>▪ Call back not attempted</li> <li>▪ Delayed dispatch</li> <li>▪ Event not created</li> </ul>	<ul style="list-style-type: none"> <li>▪ Incorrect address</li> <li>▪ Incorrect dispatch</li> <li>▪ Not dispatched</li> <li>▪ Service standards not followed</li> <li>▪ Updated info not relayed</li> </ul>
Radio transmissions	<ul style="list-style-type: none"> <li>▪ Appropriate action not taken</li> <li>▪ Delayed dispatch</li> <li>▪ Incorrect address</li> </ul>	<ul style="list-style-type: none"> <li>▪ Radio policy not adhered to</li> <li>▪ Service standards not followed</li> <li>▪ Updated info not relayed</li> </ul>
Computer aided dispatch	<ul style="list-style-type: none"> <li>▪ Address</li> <li>▪ Delayed dispatch</li> <li>▪ Dispatch notes</li> <li>▪ Event not created</li> </ul>	<ul style="list-style-type: none"> <li>▪ Event type</li> <li>▪ Primary response agency</li> <li>▪ Primary response units and capabilities</li> <li>▪ Updated info not relayed</li> </ul>
Global positioning system data	<ul style="list-style-type: none"> <li>▪ Response unit locations at time of dispatch</li> </ul>	<ul style="list-style-type: none"> <li>▪ Response unit arrival times</li> </ul>
Team member interviews	<ul style="list-style-type: none"> <li>▪ Appropriate action</li> <li>▪ Call taker actions</li> <li>▪ Dispatcher actions</li> </ul>	<ul style="list-style-type: none"> <li>▪ Engagement of response agency liaisons</li> <li>▪ Call event types</li> <li>▪ Response units and capabilities</li> </ul>

Unofficial OUC Summary of Associated 911 Calls						
Call Number	Call Start Time	Contact Number	Contact Name	Call End time	Call Duration	Call Taker Number
1 of 1	18:00:29		Female caller	18:14:32	14 mins 3 secs	
	Summary of Call	Caller stated that their infant was accidently left in the car. Caller provided more information at about 18:01:48 that the child was out of the vehicle, and not breathing. Telecommunicator CPR instructions were provided by the call taker for the caller to perform CPR on the infant, and these instructions continued until first and emergency response agencies arrived on scene.				

Unofficial OUC Call Timeline – Summary of Notable Activities		
Approximate time	Notable Activity	Time from Previous Activity
18:00:29	Initial 911 call comes into DC 911 (F220129546)	0 seconds
18:00:45	Address verification	16 seconds
18:01:02	Caller states the nature of their emergency: “My infant was accidentally left in the car.”	17 seconds
18:01:06	Caller verifies the nature of their emergency: “My infant was left in the car.”	4 seconds
18:01:08	911 call taker asks, “Your infant is left in a car.”	2 seconds
18:01:10	Caller states, “Yes.”	2 seconds
18:01:15	911 call taker states, “I have already sent the call.”	5 seconds
18:01:19	Fire event type of “LOCVEH” added. (CAD)	4 seconds
18:01:20	911 call taker asks, “What color is the vehicle.”	1 second
18:01:24	Caller states, “I am in the house.”	4 seconds
18:01:26	911 call taker states, “Ok, what color is the vehicle.”	2 seconds
18:01:28	Caller states “I am in the house, come to the apartment please.”	2 seconds
18:01:32	Fire units truck 6 and rescue 2 are dispatched. (CAD)	4 seconds
18:01:33	911 call taker asks, “Is the child in the vehicle or the house.”	1 second
18:01:37	“Yes, I am in the house, he was left in the vehicle, I had to get my tooth pulled he was with his Dad.”	4 seconds
18:01:42	Call is dispatched on DCFEMS radio by OUC fire dispatcher.	5 seconds
18:01:44	911 call taker asks, “Is the child out of the vehicle, Is the child out of the vehicle?”	2 seconds
18:01:48	Caller states “Yes, the child is out of the vehicle.”	4 seconds
18:01:50	911 call taker asks, “Is the child breathing?”	2 seconds
18:01:53	Caller states, “No.”	3 seconds
18:01:56	911 call taker asks “How old is the child?”	3 seconds
18:01:58	Caller states, “Three months.”	2 seconds
18:01:59	911 call taker adds dispatch remark that “The child is out of the vehicle.”	1 second
18:02:00	OUC Dispatcher for FEMS makes a dispatch remark that reflected truck and rescue units were no longer needed. (CAD)	1 second
18:02:00	911 call taker advises the caller to stay on the line as they have already sent the call.	0 seconds
18:02:07	OUC fire dispatcher makes radio transmission placing rescue 2 and truck 6 in service. (Radio)	7 seconds
18:02:08	Fire event type changed “LOCVEH” to “CARDIAC.” This creates an MPD event type of “UNCONPD.” Call added for MPD units. (CAD)	1 second
18:02:22	OUC fire dispatcher places rescue 2 and truck 6 in service.	14 seconds



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18:02:25	911 call taker begins providing the caller CPR instructions for the caller to perform CPR.	3 seconds
18:02:30	OUC fire dispatcher closes "CARDIAC" event call. (CAD)	5 seconds
18:04:17	MPD event type of "UNCONPD" dispatched. (CAD)	1 min 47 secs
18:04:22	MPD Unit 4081 is placed enroute to address.	5 seconds
18:06:20	Male voice states, "He has discoloration around his mouth."	1 min 58 secs
18:06:25	911 call taker asks, "Is the Fire Department there?"	5 seconds
18:06:27	Male and female voices on scene states, "No."	2 seconds
18:06:35	MPD unit contacts OUC police dispatcher to ask if they are still needed as the dispatch notes states the child is out of the vehicle. (Radio)	8 seconds
18:06:38	OUC police dispatcher advises MPD unit to continue to address. (Radio)	3 seconds
18:07:30	OUC call taker on the OUC operations floor signals for the Assistant Watch Commander to come to their console.	52 seconds
18:07:45	OUC Assistant Watch Commander arrives at OUC call taker console to assist.	15 seconds
18:07:55	OUC Assistant Watch Commander leaves OUC call taker console and makes their way to OUC fire dispatch area.	10 seconds
18:08:42	Female caller states, "Ma'am you keep repeating yourself, where the fuck are they?"	47 seconds
18:08:47	The 911 call taker advises the caller they are on the way, and we need to keep doing CPR.	5 seconds
18:09:02	OUC Assistant Watch Commander arrives at OUC call taker console from OUC fire dispatch area.	15 seconds
18:09:17	OUC Assistant Watch Commander leaves OUC call taker console and makes their way to OUC fire dispatch area.	15 seconds
18:09:18	Male voice states, "You all have someone coming to 6█ Park Rd NW?"	1 second
18:09:20	The 911 call taker advises, "Yes, we have them coming to that location."	2 seconds
18:09:25	Female caller states, "We are right around the corner what's taking so long."	5 seconds
18:09:30	Female caller states, "It's going to be wrongful death on you guys."	5 seconds
18:09:46	Fire event number F220129553 for event type "CARDIAC" was created. Call added for FEMS units. (CAD)	16 seconds
18:09:50	MPD Unit 4020 states "can we have board in enroute." (Radio)	4 seconds
18:10:01	Fire event number F220129553 for event type "CARDIAC" was dispatched. (CAD)	11 seconds

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18:10:03	OUC fire dispatcher makes radio transmission to DCFEMS units EMS 4, Engine 11, and Medic 21 for them to respond to the address for a cardiac arrest call. <i>(Radio)</i>	2 seconds
18:10:07	OUC police dispatcher states “Board was notified when we got the call.” <i>(Radio)</i>	4 seconds
18:10:10	MPD unit states “have them step it up if they can ma’am. The individual is still unconscious. He is out of the vehicle, he is still unconscious.” <i>(Radio)</i>	3 seconds
18:10:19	MPD unit asks OUC to check for police units with AED and to have them respond to the address. <i>(Radio)</i>	9 seconds
18:10:24	OUC Assistant watch Commander arrives at OUC call taker console from OUC fire dispatch area.	5 seconds
18:10:36	OUC Assistant Watch Commander leaves OUC call taker console.	12 seconds
18:10:42	MPD Unit 4071 arrived. <i>(CAD)</i>	6 seconds
18:10:57	Male voice (assumed to be MPD Officer) asks, “EMS are you still on the line.”	15 seconds
18:10:59	MPD unit advises they have an AED and are pulling up to the address. <i>(Radio)</i>	2 seconds
18:11:00	911 call taker states, “Yes, we are still on the line, we are still on the line, and we do have help responding.”	1 second
18:11:10	Male voice states, “I left him in the car by accident. I left him in the car.”	10 seconds
18:11:13	Male voice (assumed to be MPD Officer) asks, “How long was he in the car?”	3 seconds
18:11:14	Male voice states, “Probably an hour or two. She was asleep. I didn’t pay him no mind.”	1 second
18:11:20	Male voice states, “I am sorry, I truly didn’t mean to do this, I am sorry.”	6 seconds
18:11:49	OUC Information Technology Specialist arrives at OUC call taker console.	29 seconds
18:11:53	MPD unit asks OUC to have DCFEMS “step it up.” <i>(Radio)</i>	4 seconds
18:12:05	MPD Unit 4081 arrived. <i>(CAD)</i>	12 seconds
18:12:16	DCFEMS EMS 7 makes radio transmission to OUC stating “Clearing hospital 13, put me on the run.” <i>(Radio)</i>	11 seconds
18:12:48	OUC fire dispatcher makes radio transmission to ambulance 4 to respond to the address for a cardiac arrest. <i>(Radio)</i>	32 seconds
18:13:00	MPD unit requests violent crimes branch to respond to address. <i>(Radio)</i>	12 seconds
18:13:56	AED heard, “Connect electrodes.”	56 seconds
18:14:25	AED heard, “No shock advised.”	29 seconds
18:14:32	911 call taker states, “Units have marked on scene. Call terminated at 18:14 hours.”	7 seconds

**Office of Unified Communications**

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18:14:40	Engine 11 arrived. (CAD)	8 seconds
18:14:45	EMS 7 arrived. (CAD)	5 seconds
18:16:02	Engine 11 advises units responding to Park Rd NW that CPR is in progress. (Radio)	1 min 17 secs
18:16:16	MPD units advises CPR continues to be in progress. (Radio)	14 seconds
18:18:02	Medic 21 arrived. (CAD)	1 min 46 secs
18:20:04	Ambulance 04 arrived. (CAD)	2 mins 2 secs
18:27:15	Medic 21 initiates transport infant to Children’s National Medical Center. (CAD)	7 mins 11 secs
18:30:58	Medic 21 arrives at Children’s National Medical Center. (CAD)	3 mins 43 secs
<p><b>OUC reviewed notable activities for this call between the time of approximately 18:00:29 hours and 18:30:58 hours. A total time period of 30 minutes and 29 seconds. Only notable activities are included in this summary.</b></p>		

Unofficial OUC Summary of Related Incident Numbers and Computer-Aided Dispatch Information							
Incident	Agency	Group	Event Type	Added	Dispatched	Arrived	Closed
F220129546	DCFEMS	Fire	LOCVEH	18:01:19	18:01:32	-	18:02:30
I20220399255	MPD	4D	UNCONPD	18:02:08	18:04:17	18:10:42	22:17:22
F220129553	DCFEMS	EMS	CARDIAC	18:09:46	18:10:01	18:14:40	19:33:41
F220129554	DCFEMS	EMS	EMS	18:11:42	-	-	18:12:25
F220129557	DCFEMS	EMS	EMS	18:14:25	-	-	18:16:30