

**Office of Unified Communications  
Final Statement  
July 3, 2022 - Savannah Terrace, SE**

*The Office of Unified Communications (OUC) extends our deepest sympathies to the family who lost an infant on July 3, 2022, after a call was placed to 911 for an infant in cardiac arrest. Subsequently, OUC reviewed all records related to this incident and found that the call taker initially selected an incorrect address.*

*OUC is aware of current reports about the handling of this 911 call. Below is our initial summary and timeline concerning the emergency in the 2100 block of Savannah Terrace SE; Washington DC 20020. The investigation we conducted was complex and required review of first responder radio traffic, dispatching system records, audio recordings, GPS data and internal OUC personnel interviews to create the most accurate and complete emergency response timeline. During cardiac arrest calls, the most important step in the chain of survival is to provide CPR instructions for the caller to perform until FEMS arrives on the scene.*

*Our call taker started providing CPR instructions within 59 seconds of receiving the call and continued to do so until Medic 25 arrived on the scene. The dispatch system automatically selected and recommended 3 available FEMS units for response, and all 3 of these units were simultaneously dispatched within 1 minute and 30 seconds of receiving the call. Engine 32 was dispatched from .4 miles away, Medic 25 was dispatched from 1.7 miles away, and EMS 3 was dispatched from 2.1 miles away. Engine 32 arrived at the incorrect address at 2:35:03, 7 minutes and 30 seconds after the call was dispatched. Medic 25 went directly to the correct address and arrived at 2:36:23, 8 minutes and 50 seconds after the call was dispatched, which was 1 minute and 20 seconds after Engine 32 arrived at the incorrect address. The infant was later transported to a local hospital.*

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**Office of Unified Communications  
Incident Summary  
July 3, 2022 - Savannah Terrace, SE**

*On July 3, 2022, at approximately 2:26:03am we received a call for emergency services in the 2100 block of Savannah Terrace SE. The OUC Call Taker verbally verified the address twice, recognized the need for cardiopulmonary resuscitation (CPR) within 59 seconds of the call coming in, and immediately started giving telephone CPR instructions. Initially, the OUC Call Taker recorded the address incorrectly in the dispatch system as the 2100 block of Savannah Street SE, about .4 miles from the verified address location of the 2100 block of Savannah Terrace SE. The OUC Call Taker updated the correct address in the dispatch notes in the dispatch system at approximately 2:34:21am. The OUC Call Taker did not update the location field in the dispatch system. A Metropolitan Police Department unit arrived at the 2100 block of Savannah Terrace SE at approximately 02:35:31am. Medic 25 arrived at the 2100 block of Savannah Terrace SE at 2:36:23am.*

*Our internal review revealed that the first OUC Call Taker verified the address verbally twice in accordance with our standard operating procedures. The OUC Call Taker initially selected the wrong address in the dispatch system and corrected it in one of two fields in the dispatch system. The OUC Call Taker started telephone cardiopulmonary resuscitation and continued providing instructions until Medic 25 arrived.*

*The Office of Unified Communications continues to consistently develop and train its team members to meet our Agency's mission. When necessary, we take appropriate personnel action in accordance with our policies and collective bargaining agreement.*

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**Office of Unified Communications  
Incident Timeline  
July 3, 2022 - Savannah Terrace, SE**

<b>Time</b>	<b>Notable Activity</b>	<b>Time from Previous Activity</b>
<b>2:26:03</b>	First 911 call received	<b>0 Seconds</b>
<b>2:26:25</b>	OUC 911 Call Taker verifies the address with the caller twice as Savannah TERRACE, SE	<b>22 seconds</b>
<b>2:26:55</b>	OUC 911 Call Taker sends the call to be dispatched to Savannah STREET, SE	<b>30 seconds</b>
<b>2:27:04</b>	Call taker begins providing CPR instructions	<b>9 seconds</b>
<b>2:27:33</b>	FEMS units (Medic 25, Engine 32, and EMS 3) are dispatched to Savannah STREET, SE	<b>29 seconds</b>
<b>2:33:34</b>	Second 911 call received from a second caller; second caller provides address as Savannah TERRACE, SE	<b>6 mins 1 seconds</b>
<b>2:34:21</b>	First OUC 911 Call Taker continues to provide CPR instruction; verifies address for a third time and enters the correct address in the call dispatch notes but does not correct the incident location field	<b>13 seconds</b>
<b>2:35:03</b>	Engine 32 arrives at Savannah STREET, SE	<b>29 seconds</b>
<b>2:35:31</b>	Second 911 caller reports to the second OUC 911 Call Taker that MPD is on the scene at Savannah TERRACE, SE and that CPR is still in progress	<b>28 seconds</b>
<b>2:36:08</b>	Second OUC 911 Call Taker asks the second caller to verify the incident location; the second caller reports that the incident location is Savannah STREET, SE	<b>35 seconds</b>
<b>2:36:23</b>	Medic 25 arrives at the incident location Savannah TERRACE, SE	<b>15 seconds</b>
<b>2:36:44</b>	Engine 32 goes over the radio to request that the address be verified	<b>21 seconds</b>
<b>2:37:00</b>	EMS 3 goes over the radio and advises that the correct incident location is Savannah TERRACE	<b>16 seconds</b>
<b>2:37:40</b>	Medic 25 goes over the radio and confirms that CPR is in progress	<b>40 seconds</b>