

Final Endorsement

Report from the Office of Internal Affairs Case CS-15-0010

Subject: Final Investigative Report Concerning FEMS Response to [REDACTED] Warren Street, NW

Report Dated: May 29, 2015

July 15, 2015

I have reviewed the information submitted and find that the documentation provided in the attached Internal Affairs report indicates that Lieutenant [REDACTED] failed to ensure there was a timely response to this medical emergency. It is also indicated in this report that Lt. [REDACTED] was not knowledgeable in some aspects of his assignment, failed to understand some of the responsibilities associated with his position and did not react appropriately when presented with additional information concerning this event.

This is sufficient information to find that Lt. [REDACTED] is in violation of the D.C. Fire and EMS Department Order Book, Article VII, Section 2 (f) "Any on-duty or employment-related act or omission that interferes with the efficiency and integrity of government operations, to include" in this case; (3) neglect of duty; (5) incompetence, and; (9) unreasonable failure to give assistance to the public.

The incident that Lt. [REDACTED] was involved in meets the criteria and is being forwarded for a Trial Board for disciplinary action [REDACTED]

The Office of Compliance has assigned case number U-15-184.

[REDACTED]  
A/Assistant Fire Chief - Operations



# District of Columbia Fire and EMS Department

INTERNAL AFFAIRS UNIT

## Summary of Final Disposition

DATE 5/29/15

Internal Affairs Case#: CS-15-0010

### SYNOPSIS OF CASE INVESTIGATION :

Please review the DC Fire and EMS Internal Affairs Report dated May 29, 2015

IA SUPERVISOR/DATE

5.29.15

### COMMENTS OF PROPOSING OFFICIAL:

FORWARDED FOR TRIAL BOARD - FINAL EVIDENCE ATTACHED.

### PROPOSED ACTION:

- TRIAL BOARD
- DEPUTY FIRE CHIEF CONFERENCE
- BATTALION FIRE CHIEF CONFERENCE
- HEARING OFFICER
- DECIDING OFFICIAL
- NO FURTHER ACTION

AFC SERVICES/DATE  
Operations

7-15-2015

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Copy COMPLIANCE  
AFC SERVICES  
APPROPRIATE AFC

GOVERNMENT OF THE DISTRICT OF COLUMBIA  
FIRE AND EMERGENCY MEDICAL SERVICES DEPARTMENT  
WASHINGTON, D. C. 20001



**MEMORANDUM**

**TO:** Acting Assistant Fire Chief  
Operations

**THRU:** Acting Assistant Fire Chief  
Technical Services

**THRU:** Sergeant  
Internal Affairs

**DATE:** May 28, 2015

**SUBJECT:** Final Investigative Report Concerning DC Fire and Emergency  
Medical Services Department Response to ██████ Warren Street,  
N.W., CS-15-0010

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**MEMBER(S) INVOLVED**

1. Lieutenant (██████████ provided)	PAT TAG ██████ (Statement provided)
Duty & Uniform Status:	On Duty/Uniform
Personal:	████████████████████
Assignment:	Engine 20/2
Appointed to FEMS:	████████████████████
	member
Current Duty Status:	Full Duty
Impairment:	None

**CHRONOLOGICAL NARRATIVE SECTION**

On Wednesday, March 18, 2015, Deputy City Administrator Kevin Donahue requested that DC Fire and Emergency Medical Services Department conduct an investigation into the agency's response to a call for service at ██████ Warren

Street, N.W. on Friday, March 13, 2015. The call for service is listed under Event Number F150039200, for a [REDACTED] Person.

At approximately 0836:20 hours the Office of Unified Communications (OUC) received a call for an [REDACTED] one year old male not breathing at [REDACTED] Warren Street, N.W. The Event Chronology F150039200 was created for this call for service. Event Chronology F150039200 shows that on Friday, March 13, 2015:

- At 0839:46 hours Medic 31 and Paramedic Engine 31 were dispatched to [REDACTED] Warren Street, N.W. for an [REDACTED] Person."
- At 0839:46 hours the CAD unit recommendations showed that Truck 12 was .04 miles away from the address, and that Medic 31 along with Paramedic Engine 31 was both 1.2 miles away from the address. At 0843:19 hours EMS 5 was dispatched to [REDACTED] Warren Street, N.W. for an [REDACTED] Person."
- At 0843:19 hours the CAD unit recommendation again showed that Truck 12 was .04 and EMS 5 were .04 miles away from the address.
- At 0844:41 hours Truck 12 was dispatched to [REDACTED] Warren Street N.W. At 0845:34 hours EMS 4 was dispatched to [REDACTED] Warren Street, N.W. and the CAD unit recommendation showed that EMS 4 was 3.4 miles away from the address.
- At 0847:39 hours Paramedic Engine 31 statuses on the scene at [REDACTED] Warren Street, N.W. and at 0848:34 Truck 12 statuses on the scene at [REDACTED] Warren Street, NW.
- At 0848:50 hours Medic 31 statuses on the scene at [REDACTED] Warren Street, N.W.
- At 0931:56 hours Medic 31 statuses as transporting to [REDACTED] Hospital and at 0943:36 hours Medic 31 statuses as arriving on the scene at [REDACTED] Hospital. (Attachment #1)

At approximately 0838:21 hours OUC received a second call for an [REDACTED] one year old male [REDACTED] Warren Street, N.W. The Event Chronology for F150039202 was created for this call for service. Event Chronology F150039202 shows that on Friday, March 13, 2015:

- At 0841:01 hours Truck 12 and Medic 5 were dispatched to [REDACTED] Warren Street N.W. for a [REDACTED]
- At 0841:01 hours the CAD unit recommendations showed that Truck 12 was 0.4 miles away from the address, and that Medic 5 was 2.9 miles away from the address.
- At 0842:20 hours Medic 5 was status as "Available in Quarters".
- At 0842:21 hours Truck 12 was status as "Available Mobile" and the event was closed. (Attachment #2)

A third Event Chronology F150039203 for [REDACTED] Warren Street N.W. shows that at 0844:58 hours and event was created for an [REDACTED] one year old male not breathing at [REDACTED] Warren Street, N.W. At 0845:23 there was a request for

EMS by a member of the Metropolitan Police Department and this event was closed. (Attachment#3)

It was determined from their Unit Histories that both Paramedic Engine 20 and Ambulance 20 were in quarters at the firehouse during this incident and were not dispatched and did not respond to [REDACTED] Warren Street, N.W. It should be noted that the firehouse for Engine 20/Truck 12 is located at 4300 Wisconsin Avenue N.W. at the corner of Warren and Wisconsin Avenue N.W. approximately 0.3 miles away from [REDACTED] Warren Street, N.W. (Attachment #4)

The Telestaff roster for March 13, 2015, shows that the listed members were assigned to the following units:

- Emergency Liaison Officers (ELO)-Lieutenant [REDACTED] and Paramedic [REDACTED]
  - Fire Liaison Officer (FLO)- Sergeant [REDACTED]
  - Paramedic Engine 31- Lieutenant [REDACTED] Firefighter [REDACTED]  
[REDACTED] Firefighter/Paramedic [REDACTED] and Firefighter [REDACTED]
  - Medic 31-Paramedic [REDACTED] and EMT [REDACTED]
  - Ambulance 20-Firefighter [REDACTED] and Firefighter [REDACTED]
  - Truck 12- Lieutenant [REDACTED] Firefighter [REDACTED]  
Firefighter [REDACTED] Firefighter [REDACTED] Firefighter [REDACTED]  
[REDACTED] and Firefighter [REDACTED]
  - Paramedic Engine 20-Lieutenant [REDACTED] Sergeant/Paramedic [REDACTED]  
[REDACTED] Firefighter [REDACTED] and Firefighter [REDACTED]
- (Attachment #5)

The audio recordings from OUC Channel #1 reflect the following:

- At 0829:53 hours Paramedic Engine 31 and Medic 31 were dispatched to [REDACTED] Warren Street, N.W. for a "Delta [REDACTED]"
- At 0841:04 hours Truck 12 and Medic 5 were dispatched to [REDACTED] Warren Street, N.W. for a "Delta [REDACTED]" but were advised to disregard by the dispatcher seconds later.
- At 0843:23 hours the dispatcher stated that the 911 caller advised [REDACTED] in progress
- At 0844:44 hours Truck 12 is dispatched a second time to [REDACTED] Warren Street, N.W. to assist Paramedic Engine 31 and Medic 31 with a [REDACTED] in progress
- At 0845:37 hours EMS 4 was dispatched to [REDACTED] Warren Street, N.W. for [REDACTED] in progress on a one year old. (Attachment #6 Audio CD)

The Audio recordings from OUC Channel #2 reflect the following:

- 0842:37 hours Truck 12 advised the dispatcher that they were responding to the assignment at [REDACTED] Warren Street, N.W. and were told by the dispatcher that they were not placed on the assignment.
- 0843:10 hours Truck 12 advised that they were back in service (Attachment #6 Audio CD)

The Audio recordings from OUC Channel #12 reflect the following:

- At 0843:15 hours Paramedic Engine 31 and Medic 31 were advised by the dispatcher that there was CPR in progress at [REDACTED] Warren Street, , N.W.
- At 0843:39 hours Truck 12 advised that they were taken off of the assignment for [REDACTED] Warren Street, N.W. and that they were back in service in quarters.
- At 0845:59 hours Truck 12 advised that they were responding to [REDACTED] Warren Street, N.W.
- At 0846:20 hours Truck 12 is advised by the dispatcher that they are responding to [REDACTED] Warren Street, N.W. with Medic 31 and Paramedic Engine 31 for [REDACTED] in progress for a one year old male
- At 0848:22 Truck 12 advised that they were on the scene at [REDACTED] Warren Street, N.W.(Attachment #6 Audio CD)

On the Audio recording from the Emergency Liaison Officer's phone line at 0844:00 hours Lieutenant [REDACTED] called the ELO and spoke with Lieutenant [REDACTED] Lieutenant [REDACTED] advised Lieutenant [REDACTED] that EMS 5 was not in service but that it had been dispatched for the assignment at [REDACTED] Warren Street, N.W. Lieutenant [REDACTED] stated that he would take care of it. (Attachment #6 Audio CD)

On the Audio recording from the Fire Liaison Officer's phone line at 0857 hours Lieutenant [REDACTED] called the FLO and spoke with Sergeant [REDACTED] Lieutenant [REDACTED] advised Sergeant [REDACTED] that he was calling to find out the status of Paramedic Engine 20. Sergeant [REDACTED] told Lieutenant [REDACTED] that Paramedic Engine 20 was status as available in quarter for the past two hours and eight minutes. Lieutenant [REDACTED] then stated that someone had complained about Paramedic Engine 20 not being put on a call for a child in need of [REDACTED] Lieutenant [REDACTED] stated "I told him hey, if communications put you on, as a matter of a fact they sent Truck 12, a medic unit and Engine 31." Lieutenant [REDACTED] further stated "The wagon driver called up here complaining about it, I'm like alright man, I don't put the calls out." Sergeant [REDACTED] told Lieutenant [REDACTED] that there was a new feature with the CAD system that showed a red X next to units that were having problems with their GPS systems tracking. Lieutenant [REDACTED] asked who he should contact regarding the problem and Sergeant [REDACTED] advised him that he would have to talk to Acting Battalion Fire [REDACTED] about it. Sergeant [REDACTED] further advised that the red X meant that the units GPS was unreliable (unreliable or unreadable). Lieutenant [REDACTED] responded that this could have been the reason why his unit was not put on the call. Lieutenant [REDACTED] told Sergeant [REDACTED] that he would talk to Acting Battalion Fire Chief [REDACTED] to find out what happened with the system. Lieutenant [REDACTED] also stated that he was going to call the Emergency Liaison Officer, Lieutenant [REDACTED] to see what he knew about the matter. (Attachment #6 Audio CD)

On the Audio recording from the Emergency Liaison Officer's phone line at 0903:38 hours Lieutenant [REDACTED] called the ELO and spoke with Lieutenant [REDACTED]. Lieutenant [REDACTED] advised Lieutenant [REDACTED] that he had spoken with Sergeant [REDACTED] and was told about the red X in the CAD system that showed the GPS for Paramedic Engine 20 as unreliable. Lieutenant [REDACTED] explained that the GPS system works on the fact that units are moving. Lieutenant [REDACTED] responds by saying "oh shit" and starts laughing. Lt. [REDACTED] explained that this was a new feature that was put in place about a month prior to let them know if units were tracking properly. Lt. [REDACTED] explained that typically when a unit had been sitting still for a period of time the system will show the red X in the CAD system. Lt. [REDACTED] advised that he had already rebooted the system. Lt. [REDACTED] told Lt. [REDACTED] that they would monitor it and if the problem continued that Lt. [REDACTED] would have to contact IT about the problem. Lt. [REDACTED] then stated "the situation was the [REDACTED] whatever blocks of Warren, the wagon driver, like I was telling Sgt, the wagon driver from 31 called here yelling and screaming like how come y'all didn't take that run. I said well shit they didn't put us on it." Lt. [REDACTED] then explained to Lt. [REDACTED] that a medic unit, Truck 12 and Engine 31 were placed on the assignment. Lt. [REDACTED] then told Lieutenant [REDACTED] that his unit was not tracking and that he should have his wagon driver pull outside and re-status and reboot the entire system. Lieutenant [REDACTED] advised "Man you know I told that guy when they came up with these Getac Tablets; you realize man y'all going to kill some people..." Lt. [REDACTED] responded "That's what's going to happen. We been telling them the whole time [REDACTED], look we been having issues with the Getac Tablets, they don't work." Lt. [REDACTED] again told Lieutenant [REDACTED] again to have his wagon driver pull outside and reboot. Lieutenant [REDACTED] then told Lieutenant [REDACTED] that they could tell him if it worked because he could not monitor it and he did not want to. Lieutenant [REDACTED] then stated "It don't make no sense for me to track that shit all the time." Lieutenant [REDACTED] then told Lieutenant [REDACTED] that the call ended up being a [REDACTED] on a child. Lt. [REDACTED] advised that he knew and told Lieutenant [REDACTED] to again have his wagon driver pull out and for him to log out and log back in. (Attachment #6 Audio CD)

On the Audio recording from the Emergency Liaison Officer's phone line at 0914:16 hours Lieutenant [REDACTED] called the ELO and spoke with Lieutenant [REDACTED]. Lieutenant [REDACTED] advised Lieutenant [REDACTED] that he had taken care of the issue and asked if there were any changes to their status. Lieutenant [REDACTED] advised Lieutenant [REDACTED] that the system had them connected. Lieutenant [REDACTED] then explained that when a unit sits in the firehouse for a few hours the unit may lose connectivity. Lieutenant [REDACTED] advised that Paramedic Engine 31 may have been out; Lieutenant [REDACTED] replied that he did not know what they were. Lieutenant [REDACTED] stated "I told [REDACTED] man you want to start typing. That's who it was jumping up and down man. I'm like man you got to calm down man." Lieutenant [REDACTED] then explained that Truck 12, a medic unit and Paramedic Engine 31 were sent to the assignment. Lieutenant [REDACTED] then stated that when Firefighter [REDACTED] asked

him why they did not respond on the run, a medic unit was already on the run and maybe they weren't needed. When Lieutenant [REDACTED] asked if they had a medic on board, Lieutenant [REDACTED] responded that they did have a medic on board. Lieutenant [REDACTED] advised Lieutenant [REDACTED] that it was his call if he thought he was closer. Lieutenant [REDACTED] replied "I don't know man. I heard the call come out man. I mean, I'm not, I'm like a fish out of water....." (Attachment #6 Audio CD)

On Sunday March 29, 2015, Paramedic [REDACTED] submitted a Special Report regarding this matter. In her Special Report Paramedic [REDACTED] related that on Friday, March 13, 2015, she was detailed to ELO on Channel 13. Paramedic [REDACTED] advised that Medic 31 stated that they were transporting [REDACTED] on a child to Hospital 7 and this was when she first became aware of the [REDACTED] on a child. (Attachment #7)

On Monday, April 6, 2015, Paramedic [REDACTED] responded to the Office of Internal Affairs to be interviewed regarding this matter. Paramedic [REDACTED] related the same information provided in her Special Report. (Attachment #6 Audio CD)

On Sunday, March 29, 2015, Lieutenant [REDACTED] submitted a Special Report regarding this matter. In his Special Report Lieutenant [REDACTED] related that on March 13, 2015, while working as ELO he received a phone call from Lieutenant [REDACTED] in reference to Paramedic Engine 20's CAD designation. Lieutenant [REDACTED] advised that at that time the CAD showed Paramedic Engine 20 in service as a Paramedic Engine Company. Lieutenant [REDACTED] wrote that upon speaking with Lieutenant [REDACTED] he noticed that Engine 31 and Medic 31 had already arrived on the scene and at that point there was no need to change the dispatch. Lieutenant [REDACTED] advised that he instructed Lieutenant [REDACTED] to have his wagon driver pull his fire truck out of the fire house and attempt to reboot the Getac Tablet. (Attachment #8)

On Monday, April 6, 2015, Lieutenant [REDACTED] responded to the Office of Internal Affairs to be interviewed regarding this matter. After reviewing his Special Report, Lieutenant [REDACTED] was asked about Lieutenant [REDACTED] calling him regarding the status of Paramedic Engine 20. Lieutenant [REDACTED] advised that Lieutenant [REDACTED] did call him regarding the status of his Engine. When asked if Lieutenant [REDACTED] discussed with him the situation on Warren Street, Lieutenant [REDACTED] advised that Lieutenant [REDACTED] told him that he had received a phone call from someone regarding their status. Lieutenant [REDACTED] wanted to check the status of Paramedic Engine 20 in the system. Lieutenant [REDACTED] related that at that time Paramedic Engine 20 was in service as a Paramedic Engine Company. When asked about him writing that there was no need to change the dispatch after Paramedic Engine 31 and Medic 31 had arrived on the scene of [REDACTED] Warren Street, NW, Lieutenant [REDACTED] advised that if Paramedic Engine 31 had not already arrived on the scene and Paramedic



Engine 20 was closer, he could have sent Paramedic Engine 20 to the address. When asked what he knew about problems with the new Getac Tablet system, Lieutenant [REDACTED] stated that there are issues with the new Getac Tablet system. When asked about Paramedic Engine 20 and Ambulance 20 not being picked up as the units closest to [REDACTED] Warren Street, NW, Lieutenant [REDACTED] advised that he did not have any idea why this happened but that he did know there were issues with the new Getac Tablet system. When asked about the red icon with an X on it showing that the GPS for a unit was unreliable and a green icon with a check showing that the GPS location was current, Lieutenant [REDACTED] related that he was told about this by Acting Battalion Fire Chief [REDACTED] but was never given anything in writing.

After being played, the recording from the Emergency Liaison Officer's phone line at 0844:00 hours, Lieutenant [REDACTED] was asked why Lieutenant [REDACTED] called him regarding EMS 5 not being in service, Lieutenant [REDACTED] advised he did not know why but that he did notify the dispatcher that EMS 5 was out of service.

After being played, the recording from the Emergency Liaison Officer's phone line at 0903:38 hours, Lieutenant [REDACTED] was asked why he told Lieutenant [REDACTED] that if they were not mobile for a while then the GPS would not pick them up. Lieutenant [REDACTED] advised that the GPS system will lose its connectivity if the units are inside the firehouse because the system is GPS based. When asked if he was given any information in writing regarding concerns about the GPS system not picking up the units, Lieutenant [REDACTED] advised that he was not given anything in writing and was only told this by Acting Battalion Fire Chief [REDACTED]. When asked why he said to Lieutenant [REDACTED] that he told someone there were problems with the Getac Tablets and who he told, Lieutenant [REDACTED] stated that he told Acting Battalion Fire Chief [REDACTED]. When asked if he submitted any Special Reports or put anything in writing regarding the problems, Lieutenant [REDACTED] stated that he did not and that he only talked to Acting Battalion Fire Chief [REDACTED] about the problems. When asked what he told Acting Battalion Fire Chief [REDACTED], Lieutenant [REDACTED] advised that he told him that there were issues with units dropping off of runs, units not tracking by the GPS and other issues. When asked what Acting Battalion Fire Chief [REDACTED] response was after being told about these issues, Lieutenant [REDACTED] related that he said that they were working on it. When asked if any of the issues had been resolved, Lieutenant [REDACTED] advised that some of the issues had been resolved. When asked if the issue with Paramedic Engine 20 and Ambulance 20, having not been assigned to [REDACTED] Warren Street NW seemed to be the same type of issues he had seen with the GPS system, Lieutenant [REDACTED] stated that it did seem to be. When asked if there were any instructions given to him regarding notifying the units that there was a problem with their GPS status when the red X icon showed next to their status in CAD, Lieutenant [REDACTED] responded no.

After being played, the recording the Emergency Liaison Officer's phone line at 0914:16 hours Lieutenant [REDACTED] was asked if he thought it was unusual for the driver from Paramedic Engine 31 to call Lieutenant [REDACTED] to complain about Paramedic Engine 20 not responding to [REDACTED] Warren Street, NW, Lieutenant [REDACTED] advised that he did think it was unusual because units take the runs for which they are dispatched. When asked what should happen if a run comes out in a unit's first due area three blocks from their station, Lieutenant [REDACTED] related that he thinks it's up to the officer to come up and say something if he knows he is available. When asked what did he mean when he told Lieutenant [REDACTED] that it was his call, Lieutenant [REDACTED] stated that if he knew he was in service and it was his first due area, he should have come up on the air and advise that he is available to respond. When asked if there were issues with the Getac Tablet system that could have caused a delay in response to [REDACTED] Warren Street NW, Lieutenant [REDACTED] advised yes. When asked if he had any concerns about Lieutenant [REDACTED] not responding to [REDACTED] Warren Street, N.W., Lieutenant [REDACTED] stated that he did not because Paramedic Engine 31 and Medic 31 were already on the scene. (Attachment #6 Audio CD)

On Sunday, March 29, 2015, Sergeant [REDACTED] submitted a Special Report regarding this matter. In his Special Report Sergeant [REDACTED] wrote that he was detailed as the FLO on March 13, 2015. Sergeant [REDACTED] related that Lieutenant [REDACTED] called him requesting to know the status of Paramedic Engine 20 in the CAD system because someone from Paramedic Engine 31 had called him asking why they were on a call while Paramedic Engine 20 was in quarters. Sergeant [REDACTED] advised that he saw that Paramedic Engine 20 was available in quarters. Sergeant [REDACTED] then wrote that Lieutenant [REDACTED] asked why the system did not pick them up for the medical that Paramedic Engine 31 and Truck 12 were on and that he advised Lieutenant [REDACTED] that he did not know where Paramedic Engine 31 was coming from. Sergeant [REDACTED] related that he told Lieutenant [REDACTED] to reboot his Getac Tablet to see if that would help. Sergeant [REDACTED] wrote that Lieutenant [REDACTED] stated that he would call Lieutenant [REDACTED] to see if he could help him further.

Sergeant [REDACTED] wrote that after the phone call with Lieutenant [REDACTED] he asked Lieutenant [REDACTED] about how the new CAD and Getac Tablet system were working and Lieutenant [REDACTED] told him that there were reoccurring problems because the system lost its signals in the firehouses. Sergeant [REDACTED] related that later during the afternoon he received a phone call from Acting Battalion Fire Chief [REDACTED] asking to verify that Lieutenant [REDACTED] had called to check Paramedic Engine 20's status. Sergeant [REDACTED] advised that he was not able to give the exact time line of when Lieutenant [REDACTED] called as it related to the units being dispatched on the call. Sergeant [REDACTED] also advised that when Acting Battalion Fire Chief [REDACTED] assumed duty he asked if any notifications had been sent to the command staff and Sergeant [REDACTED] advised him that it had not. Sergeant [REDACTED] related that he told Acting Battalion Fire Chief [REDACTED] that units such as Paramedic Engine 20 and

Rescue Squad 2 were having problems being recognized in the system. Sergeant [REDACTED] then wrote that since there were so many ongoing problems with the system and so many changes, Acting Battalion Fire Chief [REDACTED] had him read an informational binder showing the changes to the Getac Tablets, the dispatch system, CAD and the FLO responsibilities. (Attachment #9)

On Thursday April 2, 2015, Sergeant [REDACTED] responded to the Office of Internal Affairs to be interviewed about this matter. Sergeant [REDACTED] related the same information provided in his Special Report. (Attachment #6 Audio CD)

On Friday, March 27, 2015, Acting Battalion Fire Chief [REDACTED] submitted a Special Report regarding this matter. In his Special Report Acting Battalion Fire Chief [REDACTED] wrote that upon his arrival to work on March 13, 2015, he was made aware that an [REDACTED] child had been transported to the hospital with ineffective breathing and [REDACTED] started. Acting Battalion Fire Chief [REDACTED] advised that due to the nature of the event, he printed out the incident chronology and sent the information to the Medical Director [REDACTED] Chief [REDACTED] Chief [REDACTED] and Captain [REDACTED] to advise of the situation. (Attachment #10)

On Friday, April 3, 2015, Acting Battalion Fire Chief [REDACTED] responded to the Office of Internal Affairs to be interviewed regarding this matter. When asked who advised him about the incident at [REDACTED] Warren Street, N.W, Acting Battalion Fire Chief [REDACTED] related that Lieutenant [REDACTED] advised him about the incident and because it involved a child he was required to notify the Medical Director and the CQI Manager. When asked if he was advised that there was an issue with Paramedic Engine 20 not responding to this assignment even though it was only three blocks away, Acting Battalion Fire Chief [REDACTED] stated that he was told something to that effect but that he did not get into it and that he just made his notifications. When asked if he was notified that there may have been a problem with Paramedic Engine 20 GPS that caused them not to be picked up by the dispatcher, Acting Battalion Fire Chief [REDACTED] advised that Lieutenant [REDACTED] did tell him that somehow or another Paramedic Engine 20 was not put on the run but that later Truck 12 got put on the run. When asked what happens when there is a problem with malfunctioning equipment, Acting Battalion Fire Chief [REDACTED] stated that when a unit has a problem with their Getac Tablet, they are asked to contact the 24 hour IT Support number to determine the problem with the Getac Tablet. If the problem continues, the unit could be put out of service and sent to have the Getac Tablet replaced.

When asked about problems with units being in quarters and not being picked up by the GPS system, Acting Battalion Fire Chief [REDACTED] advised that he has heard of this from time to time. Acting Battalion Fire Chief [REDACTED] went on to explain that there is a way to see the GPS in the Getac Tablets. Acting Battalion Fire Chief [REDACTED] then presented the "GPS Signal Column Cheat Sheet" used to show the status of the GPS for the units. Acting Battalion Fire Chief [REDACTED] then explained

that the red X icon means that the GPS had not sent a location update in 10 minutes. Acting Battalion Fire Chief [REDACTED] advised that if a unit is in quarters and off the air they are not receiving data to their Getac Tablet. Acting Battalion Fire Chief [REDACTED] explained that the green icon with a check mark means everything is fine, the yellow triangle means that the GPS location is stale and has not received a signal in 3 minutes but they don't know where the unit is for sure. (Attachment #11)

Acting Battalion Fire Chief [REDACTED] then explained that if a unit is off the air in quarters, it is like a satellite radio. When you go under cover, the signal will go off and doesn't send a signal. Acting Battalion Fire Chief [REDACTED] advised that if a unit goes AQ (Available in Quarters) then the CAD system should recognize their last known location. When asked if this was the same information the dispatchers had; Acting Battalion Fire Chief [REDACTED] advised that this was information OUC put out, but he did not know if all the dispatchers had the information. Acting Battalion Fire Chief [REDACTED] related that the icons show up in the CAD system under the GPS column. When asked if a unit showing AQ is still seen by the dispatcher as still in service for assignments, Acting Battalion Fire Chief [REDACTED] stated it should. When asked why Paramedic Engine 20 and Ambulance 20 were not recommended four different times for the assignment even though they were in quarters and only .04 miles away, Acting Battalion Fire Chief [REDACTED] related that the select and recommend function is supposed to provide the dispatcher with recommendations on the closest unit in service that meets the criteria for the units needed. When advised that Paramedic Engine 20 and Ambulance 20 both showed in service in the CAD system at the time of the incident, Acting Battalion Fire Chief [REDACTED] advised he did not know why they were not selected and that it must have been a dispatcher error. Acting Battalion Fire Chief [REDACTED] related that the dispatchers select based upon what CAD recommends. After being shown on the Event Chronology that four times Paramedic Engine 20 and Ambulance 20 were not recommended to respond to the assignment, Acting Battalion Fire Chief [REDACTED] advised that the dispatcher is relying on the select and recommend function and if they do not see the units under the recommend function they will not send the units.

When asked if there was a policy for the ELO and FLO to notify units when they see that a unit's GPS is showing unreliable, Acting Battalion Fire Chief [REDACTED] stated that he did not think they pay attention to it. When asked if there was any policy or protocol for contacting the units to let them know that they may need to reset their Getac Tablets or to move their units around, Acting Battalion Fire Chief [REDACTED] advised that he tells the ELO's and FLO's that if they do see the red X icon they are to contact that unit and let them know to reboot their Getac Tablets or contact the IT Office. When asked if there was a written policy regarding this, Acting Battalion Fire Chief [REDACTED] stated there was not and that this was just something he would tell them. When told that Sergeant [REDACTED] advised that he was filling in as a FLO and that he did not know about the changes to the CAD system, Acting Battalion Fire Chief [REDACTED] related that he had

wanted to put something out to everyone but he was told not to and that the 911 Operations Manager did not want this to go out. Acting Battalion Fire Chief [REDACTED] advised that he just showed and explained it to his people because OUC did not want it out on the floor. When asked how member's filling in as the ELO and FLO would find out about new information, Acting Battalion Fire Chief [REDACTED] stated if they would ask about it he would explain it to them. When asked why there were not written instructions given to the DC Fire and Emergency Medical Services Department members, Acting Battalion Fire Chief [REDACTED] explained that if he did put out written information it would be copied by the individual dispatchers and used in their internal dispute with OUC Management.

When asked if the instruction given to Paramedic Engine 20 regarding pulling their unit out of the firehouse to reboot the system was a standard instruction, Acting Battalion Fire Chief [REDACTED] advise that this was a normal thing that would happen in order to restore connectivity. (Attachment #6 Audio CD)

On Saturday, March 21, 2015, Firefighter [REDACTED] submitted a Special Report regarding this matter. In his Special Report Firefighter [REDACTED] wrote that on Friday, March 13, 2015, at 0839 hours Paramedic Engine 31 and Medic 31 were dispatched to [REDACTED] Warren Street, N.W. and upon arrival members found an [REDACTED] one year old laying on the floor. Firefighter [REDACTED] then related the patient care actions he took to assist Medic 31. (Attachment #12)

On Thursday, April 2, 2015, Firefighter [REDACTED] responded to the Office of Internal Affairs to be interviewed regarding this matter. Firefighter [REDACTED] related the same information provided in his Special Report. (Attachment #6 Audio CD)

On Wednesday, March 25, 2015, Firefighter/ Paramedic [REDACTED] submitted a Special Report regarding this matter. In his Special Report Firefighter/Paramedic [REDACTED] wrote that on Friday, March 13, 2015, at 0839 hours Paramedic Engine 31 and Medic 31 were dispatched to [REDACTED] Warren Street, N.W. and upon arrival members found an [REDACTED] one year old laying on the floor. Firefighter/Paramedic [REDACTED] then related the patient care actions he took to assist Medic 31. (Attachment #13)

On Thursday, April 2, 2015, Firefighter/Paramedic [REDACTED] responded to the Office of Internal Affairs to be interviewed regarding this matter. Firefighter/Paramedic [REDACTED] related the same information provided in his Special Report. (Attachment #6 Audio CD)

On Saturday, March 21, 2015, Lieutenant [REDACTED] submitted a Special Report regarding this matter. In his Special Report Lieutenant [REDACTED] wrote that on Friday, March 13, 2015, at 0839 hours Paramedic Engine 31 and Medic 31 were dispatched to [REDACTED] Warren Street, NW. Lieutenant [REDACTED] then related the patient care actions taken by members of Paramedic Engine 31 to assist Medic 31. (Attachment #14)

On Thursday, April 2, 2015, Lieutenant [REDACTED] responded to the Office of Internal Affairs to be interviewed regarding this matter. Lieutenant [REDACTED] related the same information provided in his Special Report. (Attachment #6 Audio CD)

On Saturday, March 21, 2015, Firefighter [REDACTED] submitted a Special Report regarding this matter. In his Special Report Firefighter [REDACTED] wrote that on Friday, March 13, 2015, he was dispatched to [REDACTED] Warren Street, N.W. and while in route OUC upgraded the call to [REDACTED] in progress. Firefighter [REDACTED] advised that upon arrival they found a one year old child [REDACTED]. Firefighter [REDACTED] then related the other actions taken to assist Medic 31. (Attachment #15)

On Friday, April 3, 2015, Firefighter [REDACTED] responded to the Office of Internal Affairs to be interviewed regarding this matter. When asked why he contacted Lieutenant [REDACTED] regarding the assignment at [REDACTED] Warren Street, NW, Firefighter [REDACTED] stated that he contacted Lieutenant [REDACTED] because he wanted to know why Paramedic Engine 20 did not take the call. When asked what were his concerns about Paramedic Engine 20 regarding responding to that call, Firefighter [REDACTED] related that they were coming from quarters and since Paramedic Engine 20 was in quarters he wanted to know why Paramedic Engine 20 did not take the call. When asked if he contacted Lieutenant [REDACTED] after he arrived on the scene of [REDACTED] Warren Street, NW, Firefighter [REDACTED] advised that he contacted Lieutenant [REDACTED] after they cleared the call. When asked what the conversation was like with Lieutenant [REDACTED] Firefighter [REDACTED] stated that it was not nonchalant and Lieutenant [REDACTED] told him to call the dispatcher. When asked if he was yelling at or saying anything insubordinate [REDACTED] Lieutenant [REDACTED] Firefighter [REDACTED] advised that he did not. (Attachment #6 Audio CD)

On Sunday, March 29, 2015, Paramedic [REDACTED] submitted a Special Report regarding this matter. In her Special Report Paramedic [REDACTED] advised that on March 13, 2015, at 0839 hours Paramedic Engine 31 and Medic 31 were dispatched to [REDACTED] Warren Street, N.W. for an [REDACTED] person that was later upgraded to a [REDACTED]. Paramedic [REDACTED] described the patient care that took place and that they transported the patient to [REDACTED] Hospital. (Attachment #16)

On Thursday, April 2, 2015, Paramedic [REDACTED] responded to the Office of Internal Affairs to be interviewed regarding this matter. Paramedic [REDACTED] related the same information provided in her Special Report. (Attachment #6 Audio CD)

On Monday, March 30, 2015, EMT [REDACTED] submitted a Special Report regarding this matter. In his Special Report EMT [REDACTED] advised that on March 13, 2015, at 0839 hours Medic 31 were dispatched to [REDACTED] Warren Street, N.W. for an [REDACTED] person and that while in route to the call, it was up graded to

EMT [REDACTED] related that upon arrival Paramedic Engine 31 was performing [REDACTED] and that he assisted the crew of Paramedic Engine 31 with [REDACTED] and transport to [REDACTED] hospital. (Attachment #17)

On Saturday, March 21, 2015, Firefighter [REDACTED] submitted a Special Report regarding this matter. In his Special Report, Firefighter [REDACTED] wrote that on Friday, March 13, 2015, Truck 12 was dispatched to [REDACTED] Warren Street, N.W. for a medical emergency. Firefighter [REDACTED] advised that Truck 12 arrived on the scene immediately behind Paramedic Engine 31 and Medic 31. Firefighter [REDACTED] related that the crew of Truck 12 assisted the other units on the scene and followed Medic 31 to the hospital. (Attachment #18)

On Thursday, April 2, 2015, Firefighter [REDACTED] responded to the Office of Internal Affairs to be interviewed regarding this matter. Firefighter [REDACTED] related the same information provided in his Special Report. (Attachment #6 Audio CD)

On Saturday, March 21, 2015, Firefighter [REDACTED] submitted a Special Report regarding this matter. In his Special Report, Firefighter [REDACTED] wrote that Truck 12 was dispatched to [REDACTED] Warren Street, N.W. and arrived on the scene with Paramedic Engine 31 and Medic 31. Firefighter [REDACTED] related that members of Truck 12 assisted Paramedic Engine 31 and Medic 31 with transport to the hospital. (Attachment #19)

On Thursday, April 2, 2015, Firefighter [REDACTED] responded to the Office of Internal Affairs to be interviewed regarding this matter. Firefighter [REDACTED] related the same information provided in his Special Report. (Attachment #6 Audio CD)

On Saturday, March 21, 2015, Firefighter [REDACTED] submitted a Special Report regarding this matter. In his Special Report, Firefighter [REDACTED] wrote that Truck 12 was dispatched to [REDACTED] Warren Street, N.W. and after arriving on the scene he got off the truck and waited to assist the other units on the scene. (Attachment #20)

On Thursday, April 2, 2015, Firefighter [REDACTED] responded to the Office of Internal Affairs to be interviewed regarding this matter. Firefighter [REDACTED] related the same information provided in his Special Report. (Attachment #6 Audio CD)

On Wednesday, March 25, 2015, Firefighter [REDACTED] submitted a Special Report regarding this matter. In his Special Report, Firefighter [REDACTED] wrote that Truck 12 was dispatched to [REDACTED] Warren Street, N.W. for a medical emergency and arrived on the scene immediately behind Paramedic Engine 31 and Medic 31. Firefighter [REDACTED] related that members of Truck 12 assisted Medic 31 with transport to the hospital. (Attachment #21)

On Thursday, April 2, 2015, Firefighter [REDACTED] responded to the Office of Internal Affairs to be interviewed regarding this matter. Firefighter [REDACTED] related the same information provided in his Special Report. (Attachment #6 Audio CD)

On Saturday, March 21, 2015, Firefighter [REDACTED] submitted a Special Report regarding this matter. In his Special Report, Firefighter [REDACTED] wrote that on March 13, 2015, Truck 12 was initially dispatched to [REDACTED] Warren Street, N.W. along with Medic 5; but as Truck 12 was leaving quarters to respond, they were placed in service. Firefighter [REDACTED] advised that the Officer in Charge (OIC) of Truck 12 told OUC that they were responding and OUC replied that Truck 12 was not assigned to the run. Firefighter [REDACTED] related that the OIC contacted OUC on both Channels 2 and 12 and both times was told to remain in service and that Truck 12 was not assigned to the run. Firefighter [REDACTED] wrote that the members of Truck 12 dismounted and returned into quarters. Firefighter [REDACTED] then related that over Channel 1 Paramedic Engine 31 and Medic 31 were dispatched to the same address and approximately one minute later, Truck 12 was again alerted to the call on Warren Street, NW. Firefighter [REDACTED] advised that the members of Truck 12 responded to the scene and arrived at the same time as Paramedic Engine 31 and Medic 31. Firefighter [REDACTED] advised that he assisted Paramedic Engine 31 and Medic 31 with patient care and transport to the hospital. (Attachment #22)

On Thursday, April 2, 2015, Firefighter [REDACTED] responded to the Office of Internal Affairs to be interviewed regarding this matter. Firefighter [REDACTED] related the same information provided in his Special Report. (Attachment #6 Audio CD)

On Monday, March 23, 2015, Lieutenant [REDACTED] submitted a Special Report regarding this matter. In his Special Report, Lieutenant [REDACTED] wrote that on March 13, 2015, he was assigned to Truck 12 and at approximately 0839 hours was dispatched to [REDACTED] Warren Street, N.W. for a medical local. Lieutenant [REDACTED] advised that he proceeded to the truck to status in route but that the Getac Tablet did not display the run. Lieutenant [REDACTED] advised that he switched to Channel 2 and advised OUC that Truck 12 was responding. Lieutenant [REDACTED] related that he heard Paramedic Engine 31 and Medic 31 being placed on the run and then OUC placing Truck 12 back in service. Lieutenant [REDACTED] wrote that he acknowledged and also switched to EMS Channel 12 and advised the Channel 12 operator that Engine 20 was placed in service over Channel 2. Lieutenant [REDACTED] related that he and the crew went back to morning clean up when a few minutes later OUC dispatched Truck 12 and EMS 5 on the run again. Lieutenant [REDACTED] advised that they responded back to Truck 12 to status in route and went verbal. Lieutenant [REDACTED] wrote that Truck 12 arrived at the same time as Paramedic Engine 31 and Medic 31. Lieutenant [REDACTED] then goes on to describe the patient care provided by the members of Truck 12, Paramedic Engine 31 and Medic 31. (Attachment #23)



On Monday, April 6, 2015, Lieutenant [REDACTED] responded to the Office of Internal Affairs to be interviewed regarding this matter. After reviewing his Special Report, Lieutenant [REDACTED] was asked about responding to [REDACTED] Warren Street NW at 0839 hours. Lieutenant [REDACTED] advised that when he went to status in route it was not displayed on the Getac Tablet and that there does appear to be a problem with connectivity everywhere. Lieutenant [REDACTED] related that because of these problems he will go verbal to notify the dispatch on every assignment just to cover himself. After hearing the complete recording of the 0841 dispatch of Truck 12 and Medic 5 advising them to disregard, Lieutenant [REDACTED] advised that he did not hear the dispatcher tell them to disregard the assignment because he was on Channel 12 advising the dispatcher that they were responding. Lieutenant [REDACTED] related that he confirmed with OUC on Channel 12 and Channel 2 that Truck 12 was placed back in service. Lieutenant [REDACTED] confirmed that Truck 12 arrived on the scene at the same time as Paramedic Engine 31 and Medic 31. When asked if he saw Paramedic Engine 20 and Ambulance 20 still in quarters when they were dispatched to this assignment, Lieutenant [REDACTED] stated that he did notice the units still in quarters but that he did not think anything of it because he was focused on Truck 12. (Attachment #6 Audio CD)

On Wednesday, March 25, 2015, Sergeant [REDACTED] submitted a Special Report regarding this incident. In his Special Report, Sergeant [REDACTED] wrote that on March 13, 2015 he was working in the 5<sup>th</sup> Battalion Office and heard the run for [REDACTED] Warren Street N.W. come over the vocals. Sergeant [REDACTED] advised that Battalion Fire Chief 5 was not dispatched to the assignment. Sergeant [REDACTED] also wrote that he did hear about a possible dispatch glitch when units returned from the call. (Attachment #24)

On Monday, April 20, 2015, Sergeant [REDACTED] responded to the Office of Internal Affairs to be interviewed regarding this matter. Sergeant [REDACTED] related the same information provided in his Special Report. (Attachment #6 Audio CD)

On Friday, March 13, 2015, Captain [REDACTED] sent an e-mail to Acting Deputy Fire Chief of Operations [REDACTED] advising that he had conducted a preliminary investigation into the matter. In his e-mail, Captain [REDACTED] related the information he discovered regarding Incident Number F1500392002 and F150039200. Captain [REDACTED] advised that he heard all of the transmissions regarding the dispatch of Paramedic Engine 31 and Medic 31 on Channel 1 and recommended that a review of Channel 1 and Channel 2 be conducted. Captain [REDACTED] also wrote that Paramedic Engine 20 was in service and in quarters, and that after speaking with Sergeant [REDACTED] and Lieutenant [REDACTED] it was determined that Paramedic Engine 20's GPS status prevented them from being considered for dispatch. Captain [REDACTED] advised that Lieutenant [REDACTED] telephoned OUC regarding Paramedic Engine 20's status during the event and

was instructed to pull his apparatus out of quarters and to reboot, correcting the problem. (Attachment #25)

On Saturday, March 21, 2015, Captain ██████ submitted a Special Report regarding this incident. In his Special Report, Captain ██████ relates that on March 13, 2015, he was detailed to the Office of the 5<sup>th</sup> Battalion Fire Chief as the Acting Battalion Fire Chief. Captain ██████ wrote that he heard Truck 12 dispatched on a run to ██████ Warren Street NW and then got cancelled by OUC. Captain ██████ related that a few moments later he heard Paramedic Engine 31 and Medic 31 get dispatched for ██████ Warren Street N.W. Captain ██████ advised that after another few minutes Truck 12 and EMS 5 were dispatched to ██████ Warren Street N.W. for ██████ in progress. Captain ██████ wrote that EMS 5 had been out of service for manpower since 0700 hours, and was removed from the run and replaced with EMS 4. Captain ██████ advised that at that point he turned to Channel 12 to listen to the radio traffic regarding this incident. Captain ██████ related that he heard EMS 4 stated that he was mired in traffic and that his response was delayed. Captain ██████ wrote that he heard Truck 12 relay to OUC that the Medic from Paramedic Engine 31 placed EMS 4 in service. Captain ██████ related that he was unaware that Paramedic Engine 20 or Ambulance 20 was in quarters at the time of the dispatch. Captain ██████ further relates that later in the day after conferring with Acting Deputy Fire Chief ██████, it was decided to investigate the CAD information regarding the run. Captain ██████ wrote that he did the same and interviewed the officer in charge of Paramedic Engine 20, Paramedic Engine 31, Truck 12, the FLO and the ELO. (Attachment #26)

On Monday, April 20, 2015, Captain ██████ responded to the Office of Internal Affairs to be interviewed about this matter. After reviewing his Special Report and e-mail dated March 13, 2015, Captain ██████ was asked if Acting Deputy Fire Chief ██████ ordered him to conduct an investigation into the incident. Captain ██████ stated that Acting Deputy Fire Chief ██████ did order him to investigate the incident and to conduct fact finding. When asked if he heard Truck 12 being dispatched and then canceled by OUC, Captain ██████ advised that he did hear Truck 12 being dispatched and then disregarded for ██████ Warren Street NW, because the alert system went off in the firehouse. Captain ██████ also confirmed that he heard Truck 12 being reassigned to the same address, causing him to switch his radio to Channel 12 to hear the radio traffic. Captain ██████ explained that it struck him as odd that Truck 12 was dispatched, disregarded and re-dispatched again. When asked about Paramedic Engine 20 and Ambulance 20 being in quarters during this time, Captain ██████ advised that he would not have known those units were in quarters. When asked if he later found out that Paramedic Engine 20 and Ambulance 20 were in quarter, Captain ██████ stated that he did find out that Paramedic Engine 20 was in quarters because he talked to Lieutenant ██████ but that he did not know that Ambulance 20 was in quarters. When asked what time he spoke with Acting Deputy Fire Chief ██████ about this incident, Captain

██████████ advised that he spoke with him around 1400 hours. When asked what he did after talking with Acting Deputy Fire Chief ██████████ Captain ██████████ stated that he interviewed Lieutenant ██████████ Lieutenant ██████████ and Lieutenant ██████████. When asked what Lieutenant ██████████ told him, Captain ██████████ related that Lieutenant ██████████ told him that when he was not dispatched, he called OUC and was told to pull his unit out and re-boot the computer. When asked if Lieutenant ██████████ knew about the incident when he talked to him, Captain ██████████ stated that Lieutenant ██████████ knew about it because it was common knowledge in the firehouse. When asked what Lieutenant ██████████ said from his prospective, Captain ██████████ advised that Lieutenant ██████████ said that Paramedic Engine 20 was never dispatched to the run and he was trying to determine why he contacted OUC and was directed to pull his unit out and reboot it. When asked about his e-mail where he states that Lieutenant ██████████ said that he contacted OUC during the event, Captain ██████████ stated that Lieutenant ██████████ did tell him that he had contacted OUC during the event. It was pointed out that the units were first dispatched to ██████████ Warren Street NW at 0839 hours and arrived on the scene at 0848 hours, and Lieutenant ██████████ called the FLO at 0857 hours. Captain ██████████ was asked if it was true that Lieutenant ██████████ called OUC during the event. Captain ██████████ advised that because units were still on the scene he did think that it was true that Lieutenant ██████████ called OUC during the event. When asked if he knew of any problems with the Getac Tablets, Captain ██████████ related that he did know of problems with the Getac Tablets. When asked if these problems had hampered responses, Captain ██████████ responded that it had. (Attachment #6 Audio CD)

On Thursday, April 23, 2015, Battalion Fire Chief ██████████ submitted a Special Report regarding this matter. In his Special Report Battalion Fire Chief ██████████ wrote that on March 13, 2015, he was the Acting Deputy Fire Chief for Operations and that at 1430 hours he was asked by Battalion Fire Chief ██████████ if he had heard about the child ██████████ on Warren Street NW. Battalion Fire Chief ██████████ related that he was unaware of the child ██████████ so he called Acting 5<sup>th</sup> Battalion Fire Chief ██████████ and asked him to conduct a preliminary investigation. Battalion Fire Chief ██████████ wrote that Acting 5<sup>th</sup> Battalion Fire Chief ██████████ later e-mailed him his findings. (Attachment #27)

On Thursday, April 23, 2015, Battalion Fire Chief ██████████ responded to the Office of Internal Affairs to be interviewed about this matter. After reviewing his Special Report, Battalion Fire Chief ██████████ was asked if he had heard anything about the incident at ██████████ Warren Street NW prior to Battalion Fire Chief ██████████ notifying him about the incident. Battalion Fire Chief ██████████ advised that he had not received any notification regarding the incident Battalion Fire Chief ██████████ related that when he found out that it was ██████████ involving a child he thought it would be a good idea to have Acting 5<sup>th</sup> Battalion Fire Chief ██████████ investigate the matter. After reviewing the e-mail dated March 13, 2015, sent to him by Acting 5<sup>th</sup> Battalion Fire Chief ██████████ Battalion Fire Chief ██████████

confirmed that he had received the e-mail and that he may have talked to Acting 5<sup>th</sup> Battalion Fire Chief [REDACTED] about the incident. When asked if he knew of any problems with the Getac Tablets, Battalion Fire Chief [REDACTED] advised that he knew of numerous problems with the Getac Tablets and with the dispatchers at OUC. When asked if he conducted any other actions regarding the incident at [REDACTED] Warren Street NW, Battalion Fire Chief [REDACTED] advised that he did not. (Attachment #6 Audio CD)

#### INVOLVED MEMBER(S) STATEMENT(S)

On Saturday, March 21, 2015, Firefighter [REDACTED] submitted a Special Report regarding this matter. In his Special Report, Firefighter [REDACTED] wrote that on March 13, 2015, he was assisting his partner with their assigned firehouse clean-up, restock and check off sheet for Ambulance 20. Firefighter [REDACTED] advised that at approximately 0850 hours they were advised by Lieutenant [REDACTED] that Ambulance 20 was placed out of service and was to go to Apparatus for a change over. Firefighter [REDACTED] related that they proceeded as instructed. Firefighter [REDACTED] further advised that he had no knowledge of any other events that might have transpired during that time elsewhere in the station and that they were not dispatched on any incident during that time. (Attachment #28)

On Thursday, April 2, 2015, Firefighter [REDACTED] responded to the Office of Internal Affairs to be interviewed regarding this matter. After reviewing his Special Report Firefighter [REDACTED] was asked if he was in the firehouse during the time that the run was dispatched for [REDACTED] Warren Street, NW. Firefighter [REDACTED] advised that he was in the station but that he did not hear the original dispatch. When asked if he heard Truck 12 being dispatched, Firefighter [REDACTED] stated that he did see Truck 12 being dispatched by way of the lighting system but that he did not know what they were going on. When asked if he knew that [REDACTED] Warren Street, N.W. was approximately 3 blocks away from their firehouse, Firefighter [REDACTED] advised that he did know this. When asked if there was any reason why Ambulance 20 was not dispatched for the assignment, Firefighter [REDACTED] advised that he did not know of any issues and that he and his partner had logged into I-Mobile and the Getac Tablet. When asked again if he heard the call come out for [REDACTED] Warren Street, NW, Firefighter [REDACTED] stated that he did not because they were busy and focused more on calls assigned to Ambulance 20. When asked about them being placed out of service at 0853 hours, Firefighter [REDACTED] advised that Lieutenant [REDACTED] told them to go out of service and to respond to Apparatus for a change over. When asked if there was any problem with their status or being dispatched throughout the day, Firefighter [REDACTED] stated no there was not. When asked again if he heard the assignment come out for [REDACTED] Warren Street, NW, Firefighter [REDACTED] advised that he did not. (Attachment #6 Audio CD)

On Saturday, March 21, 2015, Firefighter [REDACTED] submitted a Special Report regarding this matter. In his Special Report, Firefighter [REDACTED] wrote that on March 13, 2015, he was assisting his partner with their assigned firehouse clean-up, restock and check off sheet for Ambulance 20. Firefighter [REDACTED] advised that at approximately 0850 hours they were advised by Lieutenant [REDACTED] that Ambulance 20 was placed out of service and was to go to Apparatus for a change over. Firefighter [REDACTED] related that they proceeded to Apparatus for change over. Firefighter [REDACTED] further advised that he had no knowledge of any other events that might have transpired during that time elsewhere in the station. (Attachment #29)

On Thursday, April 2, 2015, Firefighter [REDACTED] responded to the Office of Internal Affairs to be interviewed regarding this matter. After reviewing his Special Report, Firefighter [REDACTED] was asked if he was in the firehouse during the time that the run was dispatched for [REDACTED] Warren Street, N.W. Firefighter [REDACTED] advised that he was in the station, but that he did not hear the original dispatch. When asked if he heard Truck 12 being dispatched, Firefighter [REDACTED] stated that he did see Truck 12 being dispatched but did not pay it any attention. When asked if there was any reason why the CAD system did not pick them up as being the closest unit to [REDACTED] Warren Street, N.W, Firefighter [REDACTED] advised that there was not any reason of which he was aware. When asked about them being placed out of service at 0853 hours, Firefighter [REDACTED] advised that Lieutenant [REDACTED] told them to go out of service and to proceed to Apparatus for a change over. When asked again if he heard the assignment come out for [REDACTED] Warren Street, NW, Firefighter [REDACTED] advised that he did not. (Attachment #6 Audio CD)

On Saturday, March 21, 2015, Firefighter [REDACTED] submitted a Special Report regarding this matter. In his Special Report, Firefighter [REDACTED] wrote that on March 13, 2015, he was assigned to the lay-out position of Paramedic Engine 20. Firefighter [REDACTED] advised that at approximately 0830 hours he was on the floor of Engine 20 doing his clean up assignment when Truck 12 was placed on a medical local at [REDACTED] Warren Street, NW. Firefighter [REDACTED] wrote that he heard Truck 12 get placed in service shortly after and then reassigned back on the call. Firefighter [REDACTED] advised that he did not know any particulars until he came down stairs after his clean up duties were completed. (Attachment #30)

On Thursday, April 2, 2015, Firefighter [REDACTED] responded to the Office of Internal Affairs to be interviewed regarding this matter. After reviewing his Special Report, Firefighter [REDACTED] was asked if he heard the assignment come out for [REDACTED] Warren Street, NW. Firefighter [REDACTED] advised that he heard the assignment come out for a medical local for Truck 12 and Medic 5. When asked if he heard Truck 12 being placed back on the same call, Firefighter [REDACTED] stated that he did hear Truck 12, Paramedic Engine 31 and Medic 31 being placed on the call for [REDACTED] Warren Street, N.W. When asked if he thought it was strange that those units were placed on an assignment that was three blocks away from the station he was at, Firefighter [REDACTED] responded that he did not

because he thought the GPS system had picked up the closest units and that they might have been closer. When asked if he thought it was unusual for Truck 12 to be assigned to a medical call when Paramedic Engine 20 had a paramedic aboard, Firefighter [REDACTED] stated that he did not because the first call was for Syncope and wasn't for [REDACTED]. When asked if he heard the follow up dispatch for a [REDACTED] in progress, Firefighter [REDACTED] advised that he did hear Paramedic Engine 31, Medic 31 and Truck 12 being dispatched for the [REDACTED] in progress. When asked again if he thought it was unusual for Truck 12 to be dispatched to a [REDACTED] in progress when Paramedic Engine 20 was available, Firefighter [REDACTED] again advised no because no one knew where Paramedic Engine 31 was coming from. When asked if Lieutenant [REDACTED] talked with the crew of Paramedic Engine 20 regarding problems with the Getac Tablet and GPS for Paramedic Engine 20, Firefighter [REDACTED] stated he did not. When asked if he heard about any complaints coming from members of Paramedic Engine 31 regarding Paramedic Engine 20 not responding to this assignment, Firefighter [REDACTED] related that he did hear there was a complaint about them being in quarters and not responding to that assignment. (Attachment #6 Audio CD)

On Saturday, March 21, 2015, Firefighter [REDACTED] submitted a Special Report regarding this matter. In his Special Report, Firefighter [REDACTED] wrote that Paramedic Engine 20 was not dispatched for Incident #F150039200 at [REDACTED] Warren Street NW on March 13, 2015. (Attachment #31)

On Thursday, April 2, 2015, Firefighter [REDACTED] responded to the Office of Internal Affairs to be interviewed regarding this matter. After reviewing his Special Report, Firefighter [REDACTED] was asked if he recalled hearing the assignment come out for [REDACTED] Warren Street, NW, Firefighter [REDACTED] stated that he did hear it across the vocals and that it was assigned to Medic 5 and Truck 12 but that he did not recall the nature of the call. When asked if he heard the call being assigned to Paramedic Engine 31 and Medic 31, Firefighter [REDACTED] advised that he did not. When asked if he heard Truck 12 and Medic 5 being disregarded from the assignment, Firefighter [REDACTED] stated that he did not hear them being disregarded but that he did hear them being dispatched a second time. When asked if he recalled what the assignment was for the second time, Firefighter [REDACTED] advised that he did not recall hearing the nature of the assignment.

When asked if he was familiar with the location of the call, Firefighter [REDACTED] stated that he was because this was his area. When asked if he thought this was an assignment that his company should have gone on, Firefighter [REDACTED] said no because he did not think anything different. Firefighter [REDACTED] related that because it came out as Medic 5 and Truck 12 that Medic 5 must have been already on the scene and this happens all of the time. Firefighter [REDACTED] also advised that when Truck 12 left out and came back, Medic 5 must have said they had it. Firefighter [REDACTED] related that when Truck 12 was sent out again, he was questioning why they were sent out again and did not think anything else until Truck 12 came back. When asked if he questioned the fact that Truck 12 was

sent out on this assignment and not Paramedic Engine 20, Firefighter [REDACTED] advised that he and Lieutenant [REDACTED] talked about it and Lieutenant [REDACTED] contacted OUC about it. When asked if he knew of any problems with the Getac Tablet or the GPS in Paramedic Engine 20 on March 13, 2015, Firefighter [REDACTED] advised that he did not know of any problems that day, but there is an ongoing problem with the Getac Tablets. When asked if Lieutenant [REDACTED] asked him to pull Paramedic Engine 20 out of the firehouse so that it could be re-status, Firefighter [REDACTED] stated that he recalled being told by Lieutenant [REDACTED] to take Paramedic Engine 20 outside to see if the unit could pick up, but that he could not recall if it was on March 13, 2015.

When asked if he wanted to put anything else on the record regarding this incident, Firefighter [REDACTED] advised that the way the calls came out, they thought that Medic 5 was already on the scene and that he figured that a medic was already on the scene. Firefighter [REDACTED] stated again that he did not know what the original call was. Firefighter [REDACTED] pointed out that OUC originally sent Truck 12 and then took Truck 12 back. (Attachment #6 Audio CD)

On Wednesday, March 25, 2015, Sergeant Paramedic [REDACTED] submitted a Special Report regarding this matter. In his Special Report, Sergeant Paramedic [REDACTED] wrote that on Friday, March 13, 2015 he assumed duty in a firefighter position on Truck 12 and later assumed duties on Paramedic Engine 20. Sergeant Paramedic [REDACTED] advised that Lieutenant [REDACTED] indicated that he would update the Getac Tablet to reflect their "PEC" status and that he did not make any changes to the Getac Tablet.

Sergeant Paramedic [REDACTED] wrote that at 0839 hours he heard a call dispatched on the station alerting system for Truck 12 and Medic 5 for a fainting on Warren Street, N.W. Sergeant Paramedic [REDACTED] advised that at that time he was in the mop closet and noticed that Truck 12 began to respond. Sergeant Paramedic [REDACTED] related that he was in the company office area when he heard another station alert for Truck 12 to respond to the same run as before. Sergeant Paramedic [REDACTED] advised that he did not know if Truck 12 had returned to quarters from the first dispatch. Sergeant Paramedic [REDACTED] wrote that throughout the remainder of the day Paramedic Engine 20 was dispatched on several runs and he transported to the hospital on two medicals. Sergeant Paramedic [REDACTED] related that upon returning to Engine 20 he updated the Getac Tablet to a Paramedic Engine Company and did not experience any difficulties. (Attachment #32)

On Thursday, April 2, 2015, Sergeant Paramedic [REDACTED] responded to the Office of Internal Affairs to be interviewed regarding this matter. After reviewing his Special Report, Sergeant Paramedic [REDACTED] was asked if he heard the vocal alert for Truck 12 and Medic 5 to respond to [REDACTED] Warren Street, NW, Sergeant Paramedic [REDACTED] advised that he did hear the call dispatched over the alerting system in the station. When asked if he heard the call dispatched

across Channel 1, Sergeant Paramedic [REDACTED] advised that he did not. When asked if he heard the call put out for a fainting, Sergeant Paramedic [REDACTED] said that he thought that was what he heard. When asked if he heard the disregard for Truck 12 and Medic 5, Sergeant Paramedic [REDACTED] stated no he did not. When asked if he heard Paramedic Engine 31 and Medic 31 dispatched for a CPR in progress, Sergeant Paramedic [REDACTED] advised no. When asked if he heard Truck 12 dispatched to assist Paramedic Engine 31 and Medic 31 with a CPR in progress, Sergeant Paramedic [REDACTED] advised that he did hear Truck 12 being dispatched the second time, but did not recall the particulars. After being played, the recording of Truck 12 being dispatched a second time to [REDACTED] Warren Street, N.W. to assist Paramedic Engine 31 and Medic 31 with [REDACTED] in progress, Sergeant Paramedic [REDACTED] advised that he did not recall hearing what was said during the dispatch. When asked if he heard any concerns about Paramedic Engine 20 not responding to this assignment, Sergeant Paramedic [REDACTED] related that he did and that he heard Lieutenant [REDACTED] say "if OUC wants us to go on a call they would dispatch us." When asked if he had anything else he wanted to put on the record, Sergeant Paramedic [REDACTED] advised that something similar happened on the following tour on March 17, 2015. Sergeant Paramedic [REDACTED] stated that Engine 20 had an assignment on Macomb Street for a gas leak and they did not respond because they were not dispatched and Lieutenant [REDACTED] was the officer in charge. Sergeant Paramedic [REDACTED] advised that it was such a serious issue that Battalion Fire Chief [REDACTED] had a line up at Engine 20 to address it. (Attachment #6 Audio CD)

On Saturday, March 21, 2015, Lieutenant [REDACTED] submitted a Special Report regarding this matter. In his Special Report, Lieutenant [REDACTED] wrote that on March 13, 2015, at 0839 hours Truck 12 and Medic 5 were dispatched on Channel 1 to [REDACTED] Warren Street, NW. Lieutenant [REDACTED] related that Paramedic Engine 20 was in quarters and not dispatched on this call. Lieutenant [REDACTED] wrote that he placed a call to OUC regarding his status during the event. Lieutenant [REDACTED] related that he spoke with Sergeant [REDACTED] and Lieutenant [REDACTED]. Lieutenant [REDACTED] advised they both stated that Engine 20 P's status was available in quarters; however the GPS showed not reliable. Lieutenant [REDACTED] advised that he was instructed to pull the apparatus out of quarters and reboot the Getac Tablet. (Attachment #33)

On Thursday, April 2, 2015, Lieutenant [REDACTED] responded to the Office of Internal Affairs to be interviewed about this matter. When asked if he heard the original dispatch of Truck 12 and Medic 5 to [REDACTED] Warren Street, N.W., Lieutenant [REDACTED] advised that he did. After being played just the first part of the recording of Truck 12 and Medic 5 being dispatched to [REDACTED] Warren Street, N.W. for a "Delta [REDACTED]". Lieutenant [REDACTED] stated this was the dispatch he heard. After playing the full recording with Truck 12 and Medic 5 being told by the dispatcher to disregard the assignment, Lieutenant [REDACTED] then advised that he did not hear Truck 12 and Medic 5 being disregarded. When asked if he heard



Truck 12 being dispatched a second time Lieutenant [REDACTED] advised that he did not recall hearing the second dispatch.

After being played, the recording of Truck 12 being dispatched a second time to [REDACTED] Warren Street, N.W. to assist Paramedic Engine 31 and Medic 31 with [REDACTED] in progress, Lieutenant [REDACTED] was asked if he heard this dispatch. Lieutenant [REDACTED] stated that he did hear that call with Truck 12 being re-dispatched. When asked again if he heard the original call with Truck 12 and Medic 5 being told to disregard, Lieutenant [REDACTED] advised that he heard the members of Truck 12 say they were not going on the run but that he did not hear the disregard come across Channel 1. When asked again if he heard the second dispatch for Truck 12 to assist Paramedic Engine 31 and Medic 31, Lieutenant [REDACTED] stated that during the second dispatch he was on the phone with OUC talking about EMS 5 being out of service.

After being played, the Audio recording from the Emergency Liaison Officer's phone line at 0844:00 hours, Lieutenant [REDACTED] was asked if this was the call to the ELO that he was referring to regarding EMS 5. Lieutenant [REDACTED] advised that he made that call because he knew that EMS 5 was out of service. Lieutenant [REDACTED] noted that his call to the ELO regarding EMS 5 was at the same time that the second dispatch was put out for Truck 12 to assist Paramedic Engine 31 and Medic 31.

When asked how long he had been assigned to Engine 20, Lieutenant [REDACTED] advised that he had been at Engine 20 for eight months. When asked if he was familiar with the location of the [REDACTED] block of Warren Street, N.W., Lieutenant [REDACTED] stated that he was not. When asked if he was familiar with Warren Street, Lieutenant [REDACTED] advised that he was not. When asked if he knew that Warren Street, ran right beside Engine 20, Lieutenant [REDACTED] advised that he was not and that he did not pay attention to it. When asked if he knew that the [REDACTED] block of Warren Street, was three blocks away from his station, Lieutenant [REDACTED] responded that he was not.

When asked if at any other point he had contacted the ELO or FLO, Lieutenant [REDACTED] advised that he contacted them regarding his status. When asked why he contacted the ELO and FLO regarding his status, Lieutenant [REDACTED] stated that because of the things going on with EMS 5 and the Getac Tablets caused him to call the ELO. When asked if he had concerns about his Getac Tablet being status correctly and this was why he called the ELO, Lieutenant [REDACTED] stated that it could have been part of his concern but that when he checked his Getac Tablet it was working fine. When asked if he was concerned because his unit was not dispatched on the call, Lieutenant [REDACTED] related that in hindsight because they had called for EMS and called for other units he knew that something was not adding up right. When asked again what made him want to call to check on his status with the ELO, Lieutenant [REDACTED] stated that he did not recall.

After being played, the first part of the Audio recording from the Fire Liaison Officer's phone line at 0857 hours where Lieutenant [REDACTED] called and spoke with Sergeant [REDACTED]. Lieutenant [REDACTED] advised that after some time had gone by he decided to call. When it was pointed out that he called the FLO at 0857 hours, and the event was still unfolding, Lieutenant [REDACTED] stated that the reason he called was because of the confusion of Truck 12 being dispatched, EMS 5 and all the units in the quarters of Engine 20. Lieutenant [REDACTED] further stated that the call was either nearby or not nearby so he called to find out. When asked if he was aware that the call was nearby, Lieutenant [REDACTED] responded that he did not know where the address was but because Truck 12 was going on the assignment it had to be somewhere in the vicinity of the firehouse.

When asked if he was concerned that Truck 12 was dispatched on a medical call and Paramedic Engine 20 was not, Lieutenant [REDACTED] stated no because Trucks go on medical calls. When asked if he advised the ELO that Ambulance 20 did not go on the call, Lieutenant [REDACTED] related that during that time he was ordered to tell Ambulance 20 to go out of service to go to the shop. After pointing out that Ambulance 20 did not go out of service until 0853 hours and he called the ELO at 0844, Lieutenant [REDACTED] was asked if he notified the ELO that Ambulance 20 was not placed on this call. Lieutenant [REDACTED] stated that he did not and that the only reason he called the ELO about EMS 5 was to let them know EMS 5 was out of service. When asked again if he had concerns about Ambulance 20 not being placed on this call, Lieutenant [REDACTED] advised no because Medic 5 was placed on the call. When asked if he heard the dispatcher have Medic 5 disregard the assignment, Lieutenant [REDACTED] stated that he did not hear that part about disregard.

After being played, the portion of the Audio recording from the Fire Liaison Officer's phone line where he tells Sergeant [REDACTED] that someone had called complaining about Paramedic Engine 20 not responding to the call for a child with [REDACTED]. Lieutenant [REDACTED] advised that someone on the scene of the call contacted him at the firehouse asking him questions about what was going on. Lieutenant [REDACTED] stated that he told them that he did not know what was going on but that he would look into it. When asked if he remembered who the person was that called, Lieutenant [REDACTED] stated that it was the wagon driver from Paramedic Engine 31. When asked if he recalled what the complaint was concerning, Lieutenant [REDACTED] related that it was something about them being on the scene with [REDACTED] on [REDACTED] Warren Street, N.W. After being played, the entire Audio recording from the Fire Liaison Officer's phone line, Lieutenant [REDACTED] was asked if he knew the call was for [REDACTED] in progress, Lieutenant [REDACTED] advised that he did not know it was for [REDACTED] in progress and that he only learned about the [REDACTED] in progress from the phone call from Firefighter [REDACTED].

After being played, the first part of the Audio recording from the Emergency Liaison Officer's phone line at 0903:38 hours, Lieutenant [REDACTED] was asked about Firefighter [REDACTED] calling him yelling and screaming. Lieutenant [REDACTED] advised that Firefighter [REDACTED] was saying something about them being on the scene of CPR and asking why Paramedic Engine 20 did not take the run. Lieutenant [REDACTED] stated that he asked what run and told Firefighter [REDACTED] that he would investigate it.

When asked if this was the first point that he learned that this was [REDACTED] for a child, Lieutenant [REDACTED] advised that it was. When asked if he realized that the phone lines to OUC are recorded Lieutenant [REDACTED] advised that he did. Lieutenant [REDACTED] was then played the portion of the Audio recording from the Emergency Liaison Officer's phone line where Lieutenant [REDACTED] was explaining that the GPS system works on the fact that units are moving and Lieutenant [REDACTED] responds by saying "oh shit." When asked why he used the word "shit" on the recorded line, Lieutenant [REDACTED] stated that he did not know it was recorded.

Lieutenant [REDACTED] was then played the portion of the Audio recording from the Emergency Liaison Officer's phone line where he stated "the situation was the [REDACTED] whatever blocks of Warren, the wagon driver, like I was telling Sgt, the wagon driver from 31 called here yelling and screaming like how come y'all didn't take that run. I said well shit they didn't put us on it." After being asked if the reason he did not respond to the assignment was because he was not placed on the assignment, Lieutenant [REDACTED] stated that was correct and that you cannot go on a call unless they put you on it. When asked if there was a fire around the corner or up the block they could not respond to it, Lieutenant [REDACTED] stated "that's correct." When asked if they could never respond to an assignment unless they were specifically dispatched to it, Lieutenant [REDACTED] again stated "that's correct." When asked where that was written, Lieutenant [REDACTED] stated "I have no idea." When it was pointed out that he was saying this like it was an order or directive, Lieutenant [REDACTED] stated "you cannot respond on a call unless you are dispatched on that call." When asked again where that was written in the Fire Department Orders and Directives, Lieutenant [REDACTED] advised "Well it's a standing order. Ever since I been on this job, you can't respond on a call, in other words if you respond on a call and somebody gets killed without you being dispatched on it or if somebody gets injured or if you crash the fire truck the first thing they want to know is why were you all going to this call without being dispatched to the call."

When asked if as the officer in charge of the Engine Company could he notify the dispatcher that he was in the vicinity of a call and that he could get there before the other units and be placed on the call. Lieutenant [REDACTED] stated that it could not be done in the firehouse. Lieutenant [REDACTED] was asked if in this case there is a medical emergency three blocks away where an 18 month old child died and if he heard it he could not respond to it unless he was dispatched to it. Lieutenant

█████ responded "Yes." That is correct unless we are dispatched because they dispatch the closest unit to the call." Lieutenant █████ further stated "Communications dispatched the closest unit to the call, we are not allowed to go and dispatch on because now they use the closest units to the call."

When asked if he was aware of problems with the Getac Tablets picking up the GPS locations of the units, Lieutenant █████ advised that there have been problems since day one with the Getac Tablets. When asked if he was aware that these problems could have caused his unit not to be picked up as the closest unit, Lieutenant █████ responded that he did not know what it caused and that it could cause a lot of things. Lieutenant █████ advised that it could cause the call not to show up on the screen, but that it still comes over the vocal and they do respond. Lieutenant █████ was then asked even if he had heard Truck 12 being dispatched to a █████ in progress to assist Paramedic Engine 31 and Medic 31 and knew that it was only three blocks away, he still would not have responded because it was not dispatched to them. Lieutenant █████ stated "Because they pick the closest unit so the best thing to assume is that, not even an assumption that's how they do it, that 31 and Medic 31 are closer than we were. Even with Truck 12 going."

Lieutenant █████ was then played the portion of the Audio recording from the Emergency Liaison Officer's phone line where he stated "Man you know I told that guy when they came up with these Getac Tablets; you realize man y'all going to kill some people..." When asked what he meant by this, Lieutenant █████ stated that the Getac Tablets were not working and without them working properly there was no way they could operate having to reboot all the time. When asked who he told this to, Lieutenant █████ advised that he told the people who maintain the Getac Tablets. When asked if he did a Special Report about his concerns, Lieutenant █████ stated no but that he received ticket numbers about the Getac Tablets not working. When asked when he received ticket numbers prior to March 13, 2015, about the Getac Tablets not working, Lieutenant █████ related that he did not know the dates but that he had called in a number of times when something would go on with the Getac Tablet. When asked again if he could recall how many times he called in regarding the Getac Tablets, Lieutenant █████ stated 40 times give or take.

Lieutenant █████ was then played the portion of the Audio recording from the Emergency Liaison Officer's phone line where he told Lieutenant █████ that the call ended up being █████ on a child. When asked if at this point he knew it was for █████ on a child, Lieutenant █████ advised that at that point he did and that he only learned that it was █████ on a child from talking to the wagon driver from Paramedic Engine 31.

After being played the first part of the Audio recording from the Emergency Liaison Officer's phone line at 0914:16 hours, Lieutenant █████ was asked what he meant when he had asked Firefighter █████ if he wanted to start typing.

Lieutenant [REDACTED] stated that Firefighter [REDACTED] was being insubordinate in the way he was speaking to him. When asked if he did a Special Report or brought Firefighter [REDACTED] up on charges, Lieutenant [REDACTED] advised that he did not because he just told him to calm down. When asked if he talked to Firefighter [REDACTED] Officer about it, Lieutenant [REDACTED] stated he did not because it was not the right time.

Lieutenant [REDACTED] was then played the part of the Audio recording from the Emergency Liaison Officer's phone line where he tells Lieutenant [REDACTED] that they were not needed because there was a Medic unit on the assignment. When asked if they did not respond because he thought Medic 5 was assigned to the run, Lieutenant [REDACTED] stated that was correct. When asked if this was the reason they did not respond, Lieutenant [REDACTED] advised they did not respond because they were not dispatched. When asked again if they were not dispatched they were not going to respond, Lieutenant [REDACTED] stated that it would not have mattered what unit was placed on it, if they were not dispatched they were not going to respond. Lieutenant [REDACTED] stated "You just can't go out and go running up and down the street with lights and sirens without being dispatched. That's a liability." When asked if it was a liability for a unit not to respond for a [REDACTED] or [REDACTED] in progress where a child died, Lieutenant [REDACTED] stated, "It's a liability for Communications not dispatching the proper units yes." When asked if he had a responsibility to place himself on an assignment where he could possibly save the life of an 18 month child, Lieutenant [REDACTED] stated "Not if I'm not dispatched."

Lieutenant [REDACTED] was then played the part of the Audio recording from the Emergency Liaison Officer's phone line where he says that he heard the call come out but that he is like a fish out of water. When asked what he meant by that, Lieutenant [REDACTED] stated that he meant that he did not know the address. Lieutenant [REDACTED] then related that if he had known it was three blocks away maybe he would have called in and gone on it. When pointed out that he said that he could not do that, Lieutenant [REDACTED] stated that is not what I asked him and that I asked him if he could go on the call without being dispatched. When asked again if he had known that he was only three blocks away would he have called OUC to be placed on the call, Lieutenant [REDACTED] stated he would not have because Medic 5 was already on the call.

When asked if it is important for the lieutenant in charge to know his first due area, Lieutenant [REDACTED] advised that it was not his duty to know the area and that it was the duty of the driver and the other members of the company. When asked if he had been told by the watchman or the driver that they were closer, Lieutenant [REDACTED] stated that he would have called OUC or the FLO and advised that were closet. (Attachment #6 Audio CD)

On Wednesday, April 22, 2015, Lieutenant [REDACTED] responded to the Office of Internal Affairs for a follow up interview regarding this matter. When asked how

he updated the Getac Tablet on Paramedic Engine 20, Lieutenant [REDACTED] related that he would first restart the Getac Tablet, and then put in the password and then status the unit by putting in "PARA" in the equipment section. When asked if he did everything he was required to do to place Paramedic Engine 20 in service on March 13, 2015, Lieutenant [REDACTED] advised that he did.

When asked if he put in a service ticket on March 13, 2015, regarding the problems with Paramedic Engine 20, Lieutenant [REDACTED] stated that he called on March 13, 2015, but that he did not receive a service ticket until the next tour, March 17, 2015. Lieutenant [REDACTED] advised that he had called on March 17, 2015, regarding the problems with Paramedic Engine 20 that occurred on March 13, 2015.

When asked if he had ever been a Technician, Lieutenant [REDACTED] advised that he had been a Technician at Engine 14.

When asked about a failure of GPS coverage at Engine 20, Lieutenant [REDACTED] related that they have not had it since I-Mobile. Lieutenant [REDACTED] further related that they have problems all of the time. When asked what he would do now that he knew there was an issue and if he heard an assignment in his area, Lieutenant [REDACTED] stated that he did not know the area enough to even know that they would need to respond. When asked, because of issues with the Getac Tablet, he gave any instruction to the members of his crew or his driver to listen up for call that would come out in their area, Lieutenant [REDACTED] advised that he did not. (Attachment #6 Audio CD)

#### POLICE WITNESS STATEMENT(S)

N/A

#### DISCREPANCIES AND CLARIFICATIONS

DC Fire and Emergency Medical Services Department Special Order Series 2014 Number 54R, dated July 7, 2014, shows that Lieutenant [REDACTED] was assigned to Engine 20 effective June 29, 2014. (Attachment #34)

Google Map shows the distance between Engine 31 and the address of [REDACTED] Warren Street, N.W. as 1.6 miles and would require 6 minutes to arrive. (Attachment #35)

Google Map shows the distance between Engine 20 and the address of [REDACTED] Warren Street, N.W. as .3 miles and would require 1 minute to arrive. (Attachment #36)

On Tuesday, March 17, 2015, DC Fire and Emergency Medical Services Department Special Order Series 2015 Number 20, with the Subject of

"Refresher to Getac Tablets, MPS and EPCR. The Special Order directs member to complete a refresher course on how to operate the Getac Tablets, the MPS and the EPCR by March 31, 2015. (Attachment #37)

On Monday, March 23, 2015, DC Fire and Emergency Medical Services Department Special Order Series 2015 Number 22, with the Subject of "Temporary Communication Procedures". The Special Order directs members to verbally acknowledge unit availability as a redundant method of confirmation. (Attachment #38)

A list of service calls to OUC regarding complaints about the Getac Tablets show that between September 30, 2014, and March 13, 2015. Lieutenant [REDACTED] contacted OUC regarding his Getac Tablet fifteen times, but did not contact OUC on March 13, 2015 regarding Getac Tablets. (Attachment #39)

### SUMMARY AND CONCLUSION

On Wednesday, March 18, 2015, Deputy City Administrator [REDACTED] requested that DC Fire and Emergency Medical Services Department conduct an investigation into the agencies response to a call for service at [REDACTED] Warren Street, N.W. on Friday, March 13, 2015.

At approximately 0836:20 hours the Office of Unified Communications (OUC) received a call for an [REDACTED] one year old male not [REDACTED] at [REDACTED] Warren Street, N.W. The Event Chronology F150039200 was created for this call for service. Event Chronology F150039200 shows that on Friday, March 13, 2015:

- At 0839:46 hours Medic 31 and Paramedic Engine 31 were dispatched to [REDACTED] Warren Street, N.W. for an "[REDACTED] Person."
- At 0839:46 hours the CAD unit recommendations showed that Truck 12 was .04 miles away from the address, and that Medic 31 along with Paramedic Engine 31 was both 1.2 miles away from the address. At 0843:19 hours EMS 5 was dispatched to [REDACTED] Warren Street, N.W. for an "[REDACTED] Person."
- At 0843:19 hours the CAD unit recommendation again showed that Truck 12 was .04 and EMS 5 were .04 miles away from the address.
- At 0844:41 hours Truck 12 was dispatched to [REDACTED] Warren Street N.W. At 0845:34 hours EMS 4 was dispatched to [REDACTED] Warren Street, N.W. and the CAD unit recommendation showed that EMS 4 was 3.4 miles away from the address.
- At 0847:39 hours Paramedic Engine 31 statuses on the scene at [REDACTED] Warren Street, N.W. and at 0848:34 Truck 12 statuses on the scene at [REDACTED] Warren Street, NW.
- At 0848:50 hours Medic 31 statuses on the scene at [REDACTED] Warren Street, N.W.

- At 0931:56 hours Medic 31 statuses as transporting to [REDACTED] Hospital and at 0943:36 hours Medic 31 statuses as arriving on the scene at [REDACTED] Hospital.

At approximately 0838:21 hours OUC received a second call for an [REDACTED] one year old male [REDACTED] at [REDACTED] Warren Street, N.W. The Event Chronology for F150039202 was created for this call for service. Event Chronology F150039202 shows that on Friday, March 13, 2015:

- At 0841:01 hours Truck 12 and Medic 5 were dispatched to [REDACTED] Warren Street N.W. for a [REDACTED].
- At 0841:01 hours the CAD unit recommendations showed that Truck 12 was 0.4 miles away from the address, and that Medic 5 was 2.9 miles away from the address.
- At 0842:20 hours Medic 5 was statuses as "Available in Quarters".
- At 0842:21 hours Truck 12 was statuses as "Available Mobile" and the event was closed.

A third Event Chronology F150039203 for [REDACTED] Warren Street N.W. shows that at 0844:58 hours an event was created for an [REDACTED] one year old male [REDACTED] at [REDACTED] Warren Street, N.W. At 0845:23 there was a request for EMS by a member of the Metropolitan Police Department and this event was closed.

It was determined from their Unit Histories that both Paramedic Engine 20 and Ambulance 20 were in quarters at the firehouse during this incident and were not dispatched and did not respond to [REDACTED] Warren Street, N.W. Both units were approximately .3 miles away from [REDACTED] Warren Street, N.W.

The audio recordings from OUC Channel #1 reflect the following:

- At 0839:53 hours Paramedic Engine 31 and Medic 31 were dispatched to [REDACTED] Warren Street, N.W. for a "Delta [REDACTED]"
- At 0841:04 hours Truck 12 and Medic 5 were dispatched to [REDACTED] Warren Street, N.W. for a "Delta [REDACTED]" but were advised by the dispatcher seconds later to disregard.
- At 0843:23 hours the dispatcher stated that the 911 caller advised [REDACTED] in progress how and who was this communicated to
- At 0844:44 hours Truck 12 is dispatched a second time to [REDACTED] Warren Street, N.W. to assist Paramedic Engine 31 and Medic 31 with a [REDACTED] in progress
- At 0845:37 hours EMS4 was dispatched to [REDACTED] Warren Street, N.W. for a [REDACTED] in progress on a one year old.

The Audio recordings from OUC Channel #2 reflect the following:

- 0842:37 hours Truck 12 advised the dispatcher that they were responding to the assignment at [REDACTED] Warren Street, N.W. and were told by the dispatcher that they were not placed on the assignment



- 0843:10 hours Truck 12 advised that they were back in service

The Audio recordings from OUC Channel #12 reflect the following:

- At 0843:15 hours Paramedic Engine 31 and Medic 31 were advised by the dispatcher that there was [REDACTED] in progress at [REDACTED] Warren Street, NW
- At 0843:39 hours Truck 12 advised that they were taken off of the assignment for [REDACTED] Warren Street, N.W. and that they were back in service in quarters
- At 0845:59 hours Truck 12 advised that they were responding [REDACTED] Warren Street, NW
- At 0846:20 hours Truck 12 is advised by the dispatcher that they are responding to [REDACTED] Warren Street, N.W. with Medic 31 and Paramedic Engine 31 for [REDACTED] in progress for a one year old male
- At 0848:22 Truck 12 advised that they were on the scene at [REDACTED] Warren Street, NW

On the Audio recording from the Fire Liaison Officer's phone line at 0857 hours Lieutenant [REDACTED] called the FLO and spoke with Sergeant [REDACTED]. Lieutenant [REDACTED] advised Sergeant [REDACTED] that he was calling to find out the status of Paramedic Engine 20. Sergeant [REDACTED] told Lieutenant [REDACTED] that Paramedic Engine 20 was status as available in quarter for the past two hours and eight minutes. Lieutenant [REDACTED] then stated that someone had complained about Paramedic Engine 20 not being put on a call for a child in need of [REDACTED]. Lieutenant [REDACTED] state "I told him hey, if communications put you on, as a matter of a fact they sent Truck 12, a medic unit and Engine 31." Lieutenant [REDACTED] further stated "The wagon driver called up here complaining about it, I'm like alright man, I don't put the calls out."

On the Audio recording from the Emergency Liaison Officer's phone line at 0844:00 hours Lieutenant [REDACTED] called the ELO and spoke with Lieutenant [REDACTED]. Lieutenant [REDACTED] advised Lieutenant [REDACTED] that EMS 5 was not in service but that it had been dispatched for the assignment at [REDACTED] Warren Street, NW.

On the Audio recording from the Emergency Liaison Officer's phone line at 0903:38 hours, Lieutenant [REDACTED] called and spoke with Lieutenant [REDACTED] about the red X in the CAD system that showed the GPS for Paramedic Engine 20 as unreliable. Lieutenant [REDACTED] was explaining that the GPS system works on the fact that units are moving. Lieutenant [REDACTED] responds by saying "oh shit" and starts laughing. Lt. [REDACTED] explained that typically when a unit had been sitting still for a period of time the system will show the red X in the CAD system. Lt. [REDACTED] advised that he had already rebooted the system. Lt. [REDACTED] told Lt. [REDACTED] that they would monitor it and if the problem continued that Lt. [REDACTED] would have to contact IT about the problem. Lt. [REDACTED] then stated, "The situation was the [REDACTED] whatever blocks of Warren, the wagon driver, like I was telling Sgt, the wagon driver from 31 called here yelling and screaming

like how come y'all didn't take that run. I said well shit they didn't put us on it." Lt. [REDACTED] then explained to Lt. [REDACTED] that a medic unit, Truck 12 and Engine 31 were placed on the assignment. Lt. [REDACTED] then told Lieutenant [REDACTED] that his unit was not tracking and that he should have his wagon driver pull outside and re-status and reboot the entire system. Lieutenant [REDACTED] advised "Man you know I told that guy when they came up with these Getac Tablets; you realize man y'all going to kill some people..." Lt. [REDACTED] responded "That's what's going to happen. We been telling them the whole time [REDACTED] look we been having issues with the Getac Tablets, they don't work." Lt. [REDACTED] again told Lieutenant [REDACTED] again to have his wagon driver pull outside and reboot. Lieutenant [REDACTED] then told Lieutenant [REDACTED] that they could tell him if it worked because he could not monitor it and he did not want to. Lieutenant [REDACTED] then stated "It don't make no sense for me to track that shit all the time." Lieutenant [REDACTED] then told Lieutenant [REDACTED] that the call ended up being [REDACTED] on a child.

On the Audio recording from the Emergency Liaison Officer's phone line at 0914:16 hours, Lieutenant [REDACTED] spoke with Lieutenant [REDACTED] and advised Lieutenant [REDACTED] that he had taken care of the issue and asked if there were any changes to their status. Lieutenant [REDACTED] advised Lieutenant [REDACTED] that the system had them connected. Lieutenant [REDACTED] then explained that when a unit sits in the firehouse for a few hours the unit may lose connectivity. Lieutenant [REDACTED] advised that Paramedic Engine 31 may have been out; Lieutenant [REDACTED] replied that he did not know what they were. Lieutenant [REDACTED] stated "I told [REDACTED] man you want to start typing. That's who it was jumping up and down man. I'm like man you got to calm down man." Lieutenant [REDACTED] then explained that Truck 12, a medic unit and Paramedic Engine 31 were sent to the assignment. Lieutenant [REDACTED] then stated that when Firefighter [REDACTED] asked him why they did not respond on the run, he told him that a medic unit was already on the run and maybe they weren't needed. When Lieutenant [REDACTED] asked if they had a medic on board, Lieutenant [REDACTED] responded that they did have a medic on board. Lieutenant [REDACTED] advised Lieutenant [REDACTED] that it was his call if he thought he was closer. Lieutenant [REDACTED] replied "I don't know man. I heard the call come out man. I mean, I'm not, I'm like a fish out of water...."

In His Special Report Lieutenant [REDACTED] related that on March 13, 2015, he received a phone call from Lieutenant [REDACTED] in reference to Paramedic Engine 20's CAD designation. Lieutenant [REDACTED] advised that at that time the CAD showed Paramedic Engine 20 in service as a paramedic Engine Company. Lieutenant [REDACTED] wrote that upon speaking with Lieutenant [REDACTED] he noticed that Engine 31 and Medic 31 had already arrived on the scene and at that point there was no need to change the dispatch. Lieutenant [REDACTED] advised that he instructed Lieutenant [REDACTED] to have his wagon driver pull his fire truck out of the fire house and attempt to reboot the Getac Tablet. When asked if Lieutenant [REDACTED] discussed with him the situation on Warren Street, ,

Lieutenant [REDACTED] advised that Lieutenant [REDACTED] told him that he had received a phone call from someone regarding their status and Lieutenant [REDACTED] want to check the status of Paramedic Engine 20 in the system. Lieutenant [REDACTED] related that at that time Paramedic Engine 20 was in service as a Paramedic Engine Company. When asked about him writing that there was no need to change the dispatch after Paramedic Engine 31 and Medic 31 had arrived on the scene of [REDACTED] Warren Street, NW. Lieutenant [REDACTED] advised that if Paramedic Engine 31 had not already arrived on the scene and Paramedic Engine 20 was closer, he could have had sent Paramedic Engine 20 to the address. When asked what he knew about problems with the new Getac Tablet system, Lieutenant [REDACTED] stated that there are issues with the new Getac Tablet system. When asked about Paramedic Engine 20 and Ambulance 20 not being picked up as the unit closest to [REDACTED] Warren Street, NW, Lieutenant [REDACTED] advised that he did not have any idea why this happened but that he did know there were issues with the new Getac Tablet system. When asked if he was given any information in writing regarding concerns about the GPS system not picking up the units, Lieutenant [REDACTED] advised that he was not given anything in writing and was only told this by Acting Battalion Fire Chief [REDACTED]. When asked why he said to Lieutenant [REDACTED] that he told someone there were problems with the Getac Tablets and who he told, Lieutenant [REDACTED] stated that he told Acting Battalion Fire Chief [REDACTED]. When asked if he submitted any Special Reports or put anything in writing regarding the problems, Lieutenant [REDACTED] stated that he did not and that he only talked to Acting Battalion Fire Chief [REDACTED] about the problems. When asked what he told Acting Battalion Fire Chief [REDACTED], Lieutenant [REDACTED] advised that he told him that there were issues with units dropping off of runs, units not tracking by the GPS and other issues. When asked what Acting Battalion Fire Chief [REDACTED] response was after being told about these issues, Lieutenant [REDACTED] related that he said that they were working on it. When asked if the issue with Paramedic Engine 20 and Ambulance 20, having not been assigned to [REDACTED] Warren Street, N.W. seemed to be the same type of issues he had seen with the GPS system, Lieutenant [REDACTED] stated that it did seem to be. When asked if there were any instructions given to him regarding notifying the units that there was a problem with their GPS status when the red X icon showed next to their status in CAD, Lieutenant [REDACTED] responded no.

In his Special Report, Acting Battalion Fire Chief [REDACTED] wrote that upon his arrival to work on March 13, 2015, he was made aware that an [REDACTED] child had been transported to the hospital with [REDACTED] started. Acting Battalion Fire Chief [REDACTED] advised that due to the nature of the event he printed out the incident chronology and sent the information to members of the command staff. When asked if he was notified that there may have been a problem with Paramedic Engine 20 GPS that caused them not to be picked up by the dispatcher, Acting Battalion Fire Chief [REDACTED] advised that Lieutenant [REDACTED] did tell him that somehow or another Paramedic Engine 20 was not put on the run but that later Truck 12 got put on the run. When asked what happens

when there is a problem with malfunctioning equipment, Acting Battalion Fire Chief [REDACTED] stated that when a unit has a problem with their Getac Tablet, they are asked to contact the 24 hour IT Support number to determine what the problem is. If need be the unit could be put out of service and sent to have the tablet replaced.

When asked about problems being in quarter and not being picked up by the GPS system, Acting Battalion Fire Chief [REDACTED] advised that he has heard of this from time to time. Acting Battalion Fire Chief [REDACTED] went on to explain that there is a way to see the GPS in the Getac Tablets. Acting Battalion Fire Chief [REDACTED] advised that if a unit is in quarters and off the air they are not receiving data to their computer. Acting Battalion Fire Chief [REDACTED] then explained that if a unit is off the air in quarters is like a satellite radio, when you go under cover the signal will go off and doesn't send a signal. Acting Battalion Fire Chief [REDACTED] advised that if a unit goes AQ (Available in Quarters) then the CAD system should recognize their last known location. When asked if this was the same information the dispatchers had, Acting Battalion Fire Chief [REDACTED] advised that this was information OUC put out but he did not know if all the dispatchers had the information. Acting Battalion Fire Chief [REDACTED] related that the icons show up in the CAD system under the GPS column. When asked if a unit showing AQ is still seen by the dispatcher as still in service for assignments, Acting Battalion Fire Chief [REDACTED] stated they should be.

When asked why Paramedic Engine 20 and Ambulance 20 were not recommended four different times for the assignment even though they were in quarters and only .04 miles away, Acting Battalion Fire Chief [REDACTED] related that the select and recommend function is supposed to provide the dispatcher with recommendations on the closest unit in service that meets the criteria for the units needed. When advise that Paramedic Engine 20 and Ambulance 20 both showed in service in the CAD system at the time of the incident, Acting Battalion Fire Chief [REDACTED] advised he did not know why they were not selected and that it must have been a dispatcher error. Acting Battalion Fire Chief [REDACTED] related that the dispatchers select based upon what CAD recommends. After being shown on the Event Chronology that four times Paramedic Engine 20 and Ambulance 20 were not recommended to respond to the assignment, Acting Battalion Fire Chief [REDACTED] advised that the dispatcher is relying on the select and recommend function and if they do not see the units under the recommend function they will not send the units.

When asked if there was a policy for the ELO and FLO to notify units when they see that a units' GPS is showing unreliable, Acting Battalion Fire Chief [REDACTED] stated that he did not think they pay attention to it. When asked if there was any policy or protocol for contacting the units to let them know that they may need to reset their Getac Tablets or to move their units around, Acting Battalion Fire Chief [REDACTED] advised that he tells the ELO's and FLO's that if they do see the red X icon they are to contact that unit and let them know to reboot their Getac

Tablets or contact the IT Office. When asked if there was a written policy regarding this, Acting Battalion Fire Chief [REDACTED] stated there was not and that this was just something he would tell them. When asked how members filling in as ELO's and FLO's would find out about new information, Acting Battalion Fire Chief [REDACTED] stated if they would ask about it he would explain it to them. When asked why there were not written instruction given to the DC Fire and EMS members, Acting Battalion Fire Chief [REDACTED] explained that if he did put out written information, it would be copied by the individual dispatchers and used in their internal dispute with OUC Management. When asked if the instruction given to Paramedic Engine 20 regarding pulling their unit out of the firehouse to reboot the system was a standard instruction, Acting Battalion Fire Chief [REDACTED] advise that this was a normal thing that would happen in order to restore connectivity.

Firefighter [REDACTED] responded to the Office of Internal Affairs to be interviewed regarding this matter. When asked why he contacted Lieutenant [REDACTED] regarding the assignment at [REDACTED] Warren Street, NW, Firefighter [REDACTED] stated that he contacted Lieutenant [REDACTED] because he wanted to know why they did not take the call. When asked what his concerns about Paramedic Engine 20 regarding responding to that call, Firefighter [REDACTED] related that they were coming from quarters and since Paramedic Engine 20 was in quarter he wanted to know why Paramedic Engine 20 did not take the call. When asked what the conversation was like with Lieutenant [REDACTED] Firefighter [REDACTED] stated that it was nonchalant and Lieutenant [REDACTED] told him to call the dispatcher. When asked if he was yelling at or saying anything insubordinate [REDACTED] Lieutenant [REDACTED] Firefighter [REDACTED] advised that he did not.

Firefighter [REDACTED] submitted a Special Report regarding this matter. In his Special Report, Firefighter [REDACTED] wrote that on March 13, 2015, he was assisting his partner with their assigned firehouse clean-up, restock and check off sheet for Ambulance 20. Firefighter [REDACTED] advised that at approximately 0850 hours they were advised by Lieutenant [REDACTED] that Ambulance 20 was place out of service and was to go to Apparatus for a change over. When asked if he heard Truck 12 being dispatch, Firefighter [REDACTED] stated that he did see Truck 12 being dispatched by way of the lighting system but that he did not know what they were going on. When asked if there was any reason why Ambulance 20 was not dispatched for the assignment, Firefighter [REDACTED] advised that he did not know of any issues and that he and his partner had logged into I-Mobile and the Getac Tablet. When asked again if he heard the call come out for [REDACTED] Warren Street, NW, Firefighter [REDACTED] stated that he did not because they were busy and focused more on calls assigned to Ambulance 20. When asked about them being placed out of service at 0853 hours, Firefighter [REDACTED] advised that Lieutenant [REDACTED] told them to go out of service and to respond to Apparatus for a change over. When asked if there was any problem with their status or being dispatched throughout the day, Firefighter [REDACTED] stated no there was not.

In his Special Report, Firefighter [REDACTED] wrote that on March 13, 2015, he was assisting his partner with their assigned firehouse clean-up, restock and check off sheet for Ambulance 20. Firefighter [REDACTED] advised that at approximately 0850 hours they were advised by Lieutenant [REDACTED] that Ambulance 20 was placed out of service and was to go to Apparatus for a change over. Firefighter [REDACTED] related that they proceeded to Apparatus for change over. When asked if he heard Truck 12 being dispatch, Firefighter [REDACTED] stated that he did see Truck 12 being dispatched but did not pay it any attention. When asked if there was any reason why the CAD system did not pick them up as being the closest unit to [REDACTED] Warren Street, NW, Firefighter [REDACTED] advised that there was not any reason he knew of. When asked about them being placed out of service at 0853 hours, Firefighter [REDACTED] advised that Lieutenant [REDACTED] told them to go out of service and to proceed to Apparatus for a change over.

In his Special Report, Firefighter [REDACTED] wrote that on March 13, 2015, he was assigned to the lay-out position of Paramedic Engine 20. Firefighter [REDACTED] advised that at around 0830 hours he was on the floor of Engine 20 doing his clean up assignment when Truck 12 was placed on a medical local at [REDACTED] Warren Street, NW. Firefighter [REDACTED] wrote that he heard Truck 12 get placed in service shortly after and then reassigned back on the call. Firefighter [REDACTED] advised that he did not know any particulars until he came down stairs after his clean up duties were completed. When asked if he heard the assignment come out for [REDACTED] Warren Street, NW, Firefighter [REDACTED] advised that he heard the assignment come out for a medical local for Truck 12 and Medic 5. When asked if he heard Truck 12 being place back on the same call, Firefighter [REDACTED] stated that he did hear Truck 12, Paramedic Engine 31 and Medic 31 being placed on the call for [REDACTED] Warren Street, NW. When asked if he thought it was strange that those units were placed on an assignment that was three blocks away from the station he was at, Firefighter [REDACTED] responded that he did not because he thought the GPS system had picked up the closest unit and that they might have been closer. When asked if he thought it was unusual for Truck 12 to be assigned to a medical call when Paramedic Engine 20 had a paramedic aboard, Firefighter [REDACTED] stated that he did not because the first call was for Syncope and wasn't for [REDACTED]. When asked if he heard the follow up dispatch for a [REDACTED] in progress, Firefighter [REDACTED] advised that he did hear Paramedic Engine 31, Medic 31 and Truck 12 being dispatched for the [REDACTED] in progress.

Firefighter [REDACTED] was asked if he recalled hearing the assignment come out for [REDACTED] Warren Street, NW, Firefighter [REDACTED] stated that he did hear it across the vocals and that it was assigned to Medic 5 and Truck 12 but that he did not recall what it was for. When asked if he heard the call being assigned to Paramedic Engine 31 and Medic 31, Firefighter [REDACTED] advised that he did not. When asked if he heard Truck 12 and Medic 5 being disregarded from the assignment, Firefighter [REDACTED] stated that he did not hear them being disregarded but that he did hear them being dispatched a second time. When asked if he recalled what the assignment was for the second time, Firefighter [REDACTED] advised that he did

not recall hearing what the assignment was for. When asked if he thought this was an assignment that his company should have gone on, Firefighter [REDACTED] said no because he did not think anything different. Firefighter [REDACTED] related that because it came out as Medic 5 and Truck 12 that Medic 5 must have been already on the scene and this happens all of the time. Firefighter [REDACTED] also advised that when Truck 12 left out and came back Medic 5 must have said they had it. Firefighter [REDACTED] related that when Truck 12 was sent out again he was questioning why they were sent out again and did not think anything else until Truck 12 came back. When asked if he questioned the fact that Truck 12 was sent out on this assignment and not Paramedic Engine 20, Firefighter [REDACTED] advised that he and Lieutenant [REDACTED] talked about it and Lieutenant [REDACTED] contacted OUC about it. When asked if he knew of any problems with the Getac Tablet or the GPS in Paramedic Engine 20 on March 13, 2015, Firefighter [REDACTED] advised that he did not know of any problems that day but there is an ongoing problem with the Getac Tablets. When asked if Lieutenant [REDACTED] asked him to pull Paramedic Engine 20 out of the firehouse so that it could be re-status, Firefighter [REDACTED] stated that he recalled being told by Lieutenant [REDACTED] to take Paramedic Engine 20 outside to see if the unit could pick up but that he could not recall if it was on March 13, 2015.

In his Special Report, Sergeant Paramedic [REDACTED] wrote that on Friday, March 13, 2015 he assumed duty in a firefighter position on Truck 12 and was later assumed duties on Paramedic Engine 20. Sergeant Paramedic [REDACTED] advised that Lieutenant [REDACTED] indicated that he would update the Getac Tablet to reflect their "PEC" status and that he did not make any changes to the Getac Tablet. Sergeant Paramedic [REDACTED] wrote that at 0839 hours he heard a call dispatched on the station alerting system for Truck 12 and Medic 5 for a fainting on Warren Street, NW. Sergeant Paramedic [REDACTED] advised that at that time he was in the mop closet and noticed that Truck 12 began to respond. Sergeant Paramedic [REDACTED] related that he was in the company office area when he heard another station alert for Truck 12 to respond to the same run as before. Sergeant Paramedic [REDACTED] advised that he did not know if Truck 12 had returned to quarters from the first dispatch. When Sergeant [REDACTED] was asked if he heard the vocal alert for Truck 12 and Medic 5 to respond to [REDACTED] Warren Street, NW, Sergeant Paramedic [REDACTED] advised that he did hear the call dispatched over the alerting system in the station. When asked if he heard the call dispatched across Channel 1, Sergeant Paramedic [REDACTED] advised that he did not. When asked if he heard the call put out for a fainting, Sergeant Paramedic [REDACTED] said that he thought that is what he heard. When asked if he heard the disregard for Truck 12 and Medic 5, Sergeant Paramedic [REDACTED] stated no he did not. When asked if he heard Paramedic Engine 31 and Medic 31 dispatched for [REDACTED] in progress, Sergeant Paramedic [REDACTED] advised no. When asked if he heard Truck 12 dispatched to assist Paramedic Engine 31 and Medic 31 with [REDACTED] in progress, Sergeant Paramedic [REDACTED] advised that he did hear Truck 12 being dispatched the second time but did not recall the particulars. When asked if he heard any concerns about Paramedic Engine 20

not responding to this assignment, Sergeant Paramedic [REDACTED] related that he did and that he heard Lieutenant [REDACTED] say if OUC wants us to go on a call they would dispatch us. When asked if he had anything else he wanted to put on the record, Sergeant Paramedic [REDACTED] advised that something similar happened on the following tour on March 17, 2015. Sergeant Paramedic [REDACTED] stated that Engine 20 had an assignment on Macomb Street for a gas leak and they did not respond because they were not dispatched and Lieutenant [REDACTED] was the officer in charge. Sergeant Paramedic [REDACTED] advised that it was such a serious issue that Battalion Fire Chief [REDACTED] had a line up at Engine 20 to address it.

In his Special Report, Lieutenant [REDACTED] wrote that on March 13, 2015, at 0839 hours Truck 12 and Medic 5 were dispatched on Channel 1 to [REDACTED] Warren Street, N.W. Lieutenant [REDACTED] related that Paramedic Engine 20 was in quarters and not dispatched on this call. Lieutenant [REDACTED] wrote that he placed a call to OUC regarding his status during the event. Lieutenant [REDACTED] related that he spoke with Sergeant [REDACTED] and Lieutenant [REDACTED]. Lieutenant [REDACTED] advised that both stated that Engine 20 P's status was available in quarters however the GPS showed not reliable. Lieutenant [REDACTED] advised that he was instructed to pull the apparatus out of quarters and reboot the Getac Tablet. When asked if he heard the original dispatch of Truck 12 and Medic 5 to [REDACTED] Warren Street N.W, Lieutenant [REDACTED] advised that he did. After being played the first part of the recording of Truck 12 and Medic 5 being dispatched to [REDACTED] Warren Street, N.W. for a "Delta [REDACTED]", Lieutenant [REDACTED] stated this was the dispatch he heard. After playing the full recording with Truck 12 and Medic 5 being told by the dispatcher to disregard the assignment, Lieutenant [REDACTED] then advised that he did not hear Truck 12 and Medic 5 being disregarded. After being played the recording of Truck 12 being dispatched a second time to [REDACTED] Warren Street, N.W. to assist Paramedic Engine 31 and Medic 31 with [REDACTED] in progress, Lieutenant [REDACTED] was asked if he heard this dispatch. Lieutenant [REDACTED] stated that he did hear that call with Truck 12 being re-dispatched. When asked again if he heard the original call with Truck 12 and Medic 5 being told to disregard, Lieutenant [REDACTED] advised that he heard the members of truck say they were not going on the run but that he did not hear the disregard come across Channel 1. When asked again if he heard the second dispatch for Truck 12 to assist Paramedic Engine 31 and Medic 31, Lieutenant [REDACTED] stated that during the second dispatch he was on the phone with OUC concerning EMS 5 being out of service. When asked how long he had been assigned to Engine 20, Lieutenant [REDACTED] advised that he had been at Engine 20 for eight months.

When asked if he was familiar with the location of the [REDACTED] block of Warren Street, N.W., Lieutenant [REDACTED] stated that he was not. When asked if he was familiar with Warren Street Lieutenant [REDACTED] advised that he was not. When asked if he knew that Warren Street, ran right beside Engine 20, Lieutenant [REDACTED] advised that he was not and that he did not pay attention to it. When



asked if he knew that the [REDACTED] block of Warren Street, was three blocks away from his station, Lieutenant [REDACTED] responded that he was not.

When asked why he contacted the ELO and FLO regarding his status, Lieutenant [REDACTED] stated that because of the things going on with EMS 5 and the Getac Tablets caused him to call the ELO. When asked if he had concerns about his Getac Tablet being status correctly and this was why he called the ELO, Lieutenant [REDACTED] stated that it could have been part of his concern but that when he checked his Getac Tablet it was working fine. When asked if he was concerned because his unit was not dispatched on the call, Lieutenant [REDACTED] related that in hindsight because they had called for EMS 5 and called for other units, he knew that something was not adding up right. When asked again what made him want to call in check on his status, Lieutenant [REDACTED] stated that he did not recall. When it was pointed out that when he call the FLO at 0857 hours, and the event was still unfolding, Lieutenant [REDACTED] stated that the reason he call was because of the confusion of Truck 12 being dispatched, EMS 5 and all the units in the quarters of Engine 20. Lieutenant [REDACTED] further stated that the call was either nearby or not nearby so he called to find out. When asked if he was aware that the call was nearby, Lieutenant [REDACTED] responded that he did not know where the address was but because Truck 12 was going it had to be somewhere in the vicinity of the firehouse.

When asked if he advised the ELO that Ambulance 20 did not go on the call, Lieutenant [REDACTED] related that during that time he was ordered to tell Ambulance 20 to go out of service to go to the shop. After pointing out that Ambulance 20 did not go out of service until 0853 hours and he called the ELO at 0844 hours, Lieutenant [REDACTED] was asked if he notified the ELO that Ambulance was not placed on this call. Lieutenant [REDACTED] stated that he did not and that the only reason he called the ELO about EMS 5 was to let them know EMS 5 was out of service. When asked again if he had concerns about Ambulance 20 not being placed on this call, Lieutenant [REDACTED] advised no because Medic 5 was placed on the call.

After being played the portion of the Audio recording from the Fire Liaison Officer's phone line where he tells Sergeant [REDACTED] that someone had call complaining about Paramedic Engine 20 not responding to the call for a child with [REDACTED] Lieutenant [REDACTED] advised that someone on the scene of the call contacted him at the firehouse asking him questions about what was going on. When asked if he remembered who the person was that called, Lieutenant [REDACTED] stated that it was the wagon driver from Paramedic Engine 31. When asked if he recalled what the complaint was concerning, Lieutenant [REDACTED] it was something about them being on the scene with the [REDACTED] on [REDACTED] Warren Street, N.W. After being played the entire Audio recording from the Fire Liaison Officer's phone line, Lieutenant [REDACTED] was asked if he knew the call was for [REDACTED] in progress, Lieutenant [REDACTED] advised that he did not know it was for [REDACTED] in progress and that he only learned about the [REDACTED] in progress from the [REDACTED]

phone call. After being played the first part of the Audio recording from the Emergency Liaison Officer's phone line at 0903:38 hours, Lieutenant [REDACTED] was asked about saying that Firefighter [REDACTED] calling him yelling and screaming. Lieutenant [REDACTED] advised that Firefighter [REDACTED] was saying something about them being on the scene of [REDACTED] and asking why Paramedic Engine 20 did not take the run. Lieutenant [REDACTED] stated that he asked what run and told firefighter [REDACTED] that he would investigate it. When asked if this was the first point that he learned that this was [REDACTED] for a child, Lieutenant [REDACTED] advised that it was.

Lieutenant [REDACTED] was then played the portion of the Audio recording from the Emergency Liaison Officer's phone line where Lieutenant [REDACTED] was explaining that the GPS system works on the fact that units are moving. Lieutenant [REDACTED] responds by saying "oh shit". When asked why he used the word "shit" on the recording, Lieutenant [REDACTED] stated that he did not know it was recorded. Lieutenant [REDACTED] was then played the portion of the Audio recording from the Emergency Liaison Officer's phone line where he stated "the situation was the [REDACTED] whatever blocks of Warren, the wagon driver, like I was telling Sgt, the wagon driver from 31 called here yelling and screaming like how come y'all didn't take that run. I said well shit they didn't put us on it." After being asked if the reason he did not respond to the assignment was because he was not placed on it, Lieutenant [REDACTED] stated that was correct and that you cannot go on a call unless they put you on it. When asked if they could never respond to an assignment unless they were specifically dispatched to it, Lieutenant [REDACTED] again stated "that's correct." When asked where that was written, Lieutenant [REDACTED] stated "I have no idea". When it was pointed out that he was saying this like it was an order or directive, Lieutenant [REDACTED] stated "you cannot respond on a call unless you are dispatched on that call." When asked again where that was written in the Fire Department Orders and Directives, Lieutenant [REDACTED] advised "Well it's a standing order. Ever since I been on this job, you can't respond on a call, in other words if you respond on a call and somebody gets killed without you being dispatched on it or if somebody gets injured or if you crash the fire truck the first thing they want to know is why were you all going to this call without being dispatched to the call."

When asked if as the officer in charge of the Engine Company could he notify the dispatcher that he was in the vicinity of a call and that he could get there before the other units and be placed on the call. Lieutenant [REDACTED] stated that it could not be done in the firehouse. Lieutenant [REDACTED] was asked if in this case there is a medical emergency three blocks away where an 18 month old child died and if he heard it, he could not respond to it unless he was dispatched to it. Lieutenant [REDACTED] responded "Yes. That is correct unless we are dispatched because they dispatch the closest unit to the call." Lieutenant [REDACTED] further stated "Communications dispatched the closest unit to the call, we are not allowed to go and dispatch on because now they use the closest units to the call." When asked if he was aware there had been problems with the Getac

Tablets picking up the GPS locations of the units, Lieutenant [REDACTED] advised that there have been problems since day one with the Getac Tablets. When asked if he was aware that these problems could have caused his unit not to be picked up as the closest unit, Lieutenant [REDACTED] responded that he did not know what it caused and that it could cause a lot of things. Lieutenant [REDACTED] advised that it could cause the call not to show up on the screen but that it still comes over to vocal and they do respond. Lieutenant [REDACTED] was then asked even if he had heard Truck 12 being dispatched to [REDACTED] in progress to assist Paramedic Engine 31 and Medic 31 and knew that it was only three blocks away, he still would not have responded because it was not dispatched to them. Lieutenant [REDACTED] stated "Because they pick the closest unit so the best thing to assume is that, not even an assumption that's how they do it, that 31 and Medic 31 are closer than we were. Even with Truck 12 going."

Lieutenant [REDACTED] was then played the portion of the Audio recording from the Emergency Liaison Officer's phone line where he stated "Man you know I told that guy when they came up with these Getac Tablets; you realize man y'all going to kill some people..." When asked what he meant by this, Lieutenant [REDACTED] stated that the Getac Tablets were not working and without them working properly there was no way they could operate having to reboot all the time. When asked who he told this to, Lieutenant [REDACTED] advised that he told the people who maintain the Getac Tablets. When asked if he did a Special Report about his concerns, Lieutenant [REDACTED] state no, but that he received ticket numbers about the Getac Tablets not working. When asked when he received ticket numbers prior to March 13, 2015, about the Getac Tablets not working, Lieutenant [REDACTED] related that he did not know the dates but that he had called in a number of times when something would go on with the Getac Tablet. When asked again if he could recall how many times he called in regarding the Getac Tablets, Lieutenant [REDACTED] stated 40 times give or take.

Lieutenant [REDACTED] was then played the portion of the Audio recording from the Emergency Liaison Officer's phone line where he told Lieutenant [REDACTED] that the call ended up being [REDACTED] on a child. When asked if at this point he knew it was for [REDACTED] on a child, Lieutenant [REDACTED] advised that at that point, he did and that he only learned that it was [REDACTED] on a child from talking to the wagon driver from Paramedic Engine 31.

After being played the first part of the Audio recording from the Emergency Liaison Officer's phone line at 0914:16 hours, Lieutenant [REDACTED] was asked what he meant when he had asked Firefighter [REDACTED] if he wanted to start typing. Lieutenant [REDACTED] stated that Firefighter [REDACTED] was being insubordinate in the way he was speaking to him. When asked if he did a Special Report or brought Firefighter [REDACTED] up on charges, Lieutenant [REDACTED] advised that he did not because he just told him to calm down. When asked if he talked to Firefighter [REDACTED] Officer about it, Lieutenant [REDACTED] stated he did not because it was not the right time.

Lieutenant [REDACTED] was then played the part of the Audio recording from the Emergency Liaison Officer's phone line where he tells Lieutenant [REDACTED] that they were not needed because there was a Medic unit on the assignment. When asked if they did not respond because he thought Medic 5 was assigned to the run, Lieutenant [REDACTED] stated that was correct. When asked if this was the reason they did not respond, Lieutenant [REDACTED] advised they did not respond because they were not dispatched. When asked again if they were not dispatched they were not going to respond, Lieutenant [REDACTED] stated that it would not have matter what unit was placed on it, if they were not dispatched they were not going to respond. Lieutenant [REDACTED] stated "You just can't go out and go running up and down the street with lights and sirens without being dispatched. That's a liability." When asked if it was a liability for a unit not respond for a [REDACTED] in progress where a child died, Lieutenant [REDACTED] stated "it's a liability for Communications not dispatching the proper units yes."

When asked if he had a responsibility to place himself on an assignment where he could possibility save the life of an 18 month old child, Lieutenant [REDACTED] stated "Not if I'm not dispatched." Lieutenant [REDACTED] was then played the part of the Audio recording from the Emergency Liaison Officer's phone line where he says that he heard the call come out but that he is like a fish out of water. When asked what he meant by that, Lieutenant [REDACTED] stated that he meant that he did not know the address. Lieutenant [REDACTED] then related that if he had known it was three blocks away maybe he would have called in and gone on it. When pointed out that he said that he could not do that, Lieutenant [REDACTED] stated that is not what I asked him and that I asked him if he could go on the call without being dispatched. When asked again if he had known that he was only three blocks away if he would have called OUC to be placed on the call, Lieutenant [REDACTED] stated he would not have because Medic 5 was already on the call. When asked if it is important for the lieutenant in charge to know his first due area, Lieutenant [REDACTED] advised that it was not his duty to know the area and that it was the duty of the driver and the other members of the company. When asked if he had been told by the watchman or the driver that they were closer, Lieutenant [REDACTED] stated that he would have called OUC or the FLO and advised that they are closer.

It is the conclusion of this investigative official that on Friday, March 13, 2015, the OUC received two calls for an [REDACTED] one year old male not breathing at 0836:20 hours and at 0838:21 hours for [REDACTED] Warren Street, N.W.

Further it is concluded that at 0839:53 Paramedic Engine 31 and Medic 31 were dispatched to [REDACTED] Warren Street, N.W. for an [REDACTED] Incident Number F150039200. Paramedic Engine 31 and Medic 31 arrived on the scene of [REDACTED] Warren Street, N.W. at 0847 hours. At 0841:04 hours Truck 12 and Medic 5 were dispatched to [REDACTED] Warren Street, N.W. for an [REDACTED] Incident Number

F150039203. Seconds after being dispatched Truck 12 and Medic 5 were advised to disregard responding to [REDACTED] Warren Street, NW.

It is further concluded that at 0844:41 hours Truck 12 was dispatched a second time to [REDACTED] Warren Street, N.W. to assist Paramedic Engine 31 and Medic 31 with [REDACTED] in progress. At 0845:34 hours EMS 4 was also dispatched to [REDACTED] Warren Street, N.W. to assist with CPR in progress. Truck 12 arrived on the scene of [REDACTED] Warren Street, N.W. at 0848 hours. At 0855 hours EMS 4 was placed back in service by Paramedic Engine 31.

It is further concluded that Paramedic Engine 20 and Ambulance 20 were in quarters at Engine 20/Truck 12 located at 4300 Wisconsin Avenue N.W. during this incident and were not dispatched to [REDACTED] Warren Street, NW.

It is further concluded that the Event Chronology for Incident Number F150039200 shows that at 0839:46 hours the CAD system recommended that Truck 12 be dispatched to [REDACTED] Warren Street, N.W. because it was 0.4 miles away but they were not dispatched. The CAD system also showed that Paramedic Engine 31 and Medic 31 were 1.2 miles away from [REDACTED] Warren Street, NW. Further, at 0843:19 hours the CAD system again recommended that Truck 12 be dispatched to [REDACTED] Warren Street, N.W. because it was 0.4 miles away but they were not dispatched. The CAD system shows that at 0844:41 hours Truck 12 was again recommended and was finally dispatched to [REDACTED] Warren Street, NW.

It is further concluded that each time Truck 12 was dispatched or recommended for dispatched to [REDACTED] Warren Street, N.W., the unit was in quarters along with Paramedic Engine 20 and Ambulance 20. The CAD system shows that at no time during this incident were Paramedic Engine 20 or Ambulance 20 recommended to respond to [REDACTED] Warren Street, N.W., even though they were located 0.4 miles away from that address.

It is further concluded that each member interviewed regarding this incident knew of concerns related to the Getac Tablet system and malfunctions that could affect the timely dispatch and response of units.

It is further concluded that Acting Battalion Fire Chief [REDACTED] was aware of concerns with the Getac Tablet system that could affect response and that these concerns had been ongoing since the system was initiated in late 2014. The concerns about not being able to track units cause OUC administrators to develop GPS icons that could show the tracking status of units.

It is further concluded that Acting Battalion Fire Chief [REDACTED] did not institute any written policies or guidelines that would have required the FLO or the ELO to notify units when their GPS signal was "Unknown" or "Unreliable" causing them not to be picked up by the CAD system.

It is further concluded that Firefighters [REDACTED] and [REDACTED] while assigned to Ambulance 20, report that they did not hear the dispatch of Truck 12 to [REDACTED] Warren Street, NW.

It is further concluded that Firefighter [REDACTED] while assigned to Paramedic Engine 20, did hear the original and second dispatch of Truck 12 and Medic 5 to [REDACTED] Warren Street, N.W. but did not think it was an assignment that Paramedic Engine 20 should have responded on.

It is further concluded that Firefighter [REDACTED] while assigned to Paramedic Engine 20, did hear the original dispatch of Truck 12 to [REDACTED] Warren Street, N.W. but did not hear the second dispatch and did not think it was an assignment that Paramedic Engine 20 should have responded on.

It is further concluded that Sergeant Paramedic [REDACTED] while assigned to Paramedic Engine 20, did hear the original dispatch of Truck 12 to [REDACTED] Warren Street, N.W. but did not hear the second dispatch and did think it was an assignment that Paramedic Engine 20 should have responded on but was advised by Lieutenant [REDACTED] that if OUC wanted them to respond they would have put them on the assignment.

It is further concluded that Lieutenant [REDACTED] while assigned to Paramedic Engine 20, did hear the original dispatch for Truck 12 and Medic 5 and that he did contact the ELO by phone at 0844 hours to advise that EMS 5 was out of service. Further it was concluded that Lieutenant [REDACTED] knew Truck 12 had been disregarded from the original assignment.

It is further concluded that Lieutenant [REDACTED] by his own admission, did not know the address of [REDACTED] Warren Street, N.W. was three blocks away from his firehouse and that he did not know the streets in his first due area.

It is further concluded that Lieutenant [REDACTED] failed to acknowledge and react appropriately when notified by Sgt. [REDACTED] that the incident was in fact one for which they should respond.

It is further concluded that Lieutenant [REDACTED] by his own admission, acknowledged the he could have notified the Office of Unified Communications that Engine 20 and Ambulance 20 were available to respond to the incident and added themselves to the incident but failed to do so.

It is further concluded that Lieutenant [REDACTED] by his own admission, would not have responded to the assignment at [REDACTED] Warren Street, N.W. even if he had known the address was only three blocks away because he felt that if he was not dispatched he could not respond to a call for service. Further Lieutenant

██████████ advised that he knew there were problems with the tablet system that could have caused his unit not to be dispatched.

It is further concluded that Lieutenant ██████████ failure to understand the Officer's responsibility in assisting OUC in emergency incidents within his first due alarm area, is not the same as self-dispatching.

It is further concluded that Lieutenant ██████████ was not knowledgeable that all calls to dispatch are recorded and require appropriate language as they become public record.

It is further concluded that OUC staff failed to recognize that both Engine 20 and Ambulance 20 were not populating in the CAD System.

It is further concluded that OUC staff failed to recognize that there were (3) separate incident entries for the same address which is evidenced by having (3) different incident numbers assigned.

It is further concluded that OUC staff failed to send the closest available resources to the incident due to both CAD errors and Human errors; which is evidenced by the non-dispatch of Engine 20 or Ambulance 20, which were the closest available First Responders. This was in fact a select and recommend failure. There is also the failure and/or confusion related to Truck 12 being placed on the incident, then being placed in service only to be re-dispatched later.

Lastly, it is concluded that five issues led to a delayed response to ██████████ Warren Street, NW.

- Truck 12 and Medic 5 were dispatched by OUC at 0841:04 hours for Event Number F150039203 and told to disregard because it was a duplicate event and was canceled. Truck 12 was 0.4 miles away from that address at the time of that dispatch and could have arrived at the address within minutes.
- The CAD system recommended that Paramedic Engine 31 and Medic 31 be dispatched to ██████████ Warren Street, N.W., even though those units were 1.2 miles away and the dispatcher failed to take the recommendations for the dispatch of Truck 12 that was 0.4 miles away
- Paramedic Engine 20 and Ambulance 20 were not picked up in the CAD system for recommendation to respond to ██████████ Warren Street, N.W. even though both units were in quarters and in service 0.4 miles away.
- A systematic problem with the Getac Tablets caused Paramedic Engine 20 and Ambulance 20 not to show their GPS location as being the closest available units to ██████████ Warren Street, NW.
- The failure of Lieutenant ██████████ to be familiar with his assigned first due area and the street that ran beside his firehouse, and his

unwillingness to respond to an assignment that he was not dispatched on lead to Paramedic Engine 20 failing to respond to [REDACTED] Warren Street NW.

### RECOMMENDATIONS

In the final conclusion to this report the following recommendations are suggested:

It is the recommendation of this Internal Affairs Investigator that this investigation CS-15-0010 be **CLOSED**, and that the allegation that there was a delayed response by Paramedic Engine 20 and Ambulance 20 be classified as **Sustained** and that as the Officer in Charge of Paramedic Engine 20 Lieutenant [REDACTED] failed to ensure there was a timely response to the medical emergency.

It is also recommended that the DC Fire and Emergency Medical Service Department coordinate regular meetings with personnel assigned to OUC; in an effort to ensure changes in OUC dispatch policies or equipment and challenges encountered by members in the field are addressed in a timely manner. The Battalion Fire Chief serving as the DC Fire and Emergency Medical Service Department Liaison with OUC should share information pertaining to DC Fire and Emergency Medical Service Department operations and any OUC policy changes with the members of the agency in a written format in order to ensure continuity and that that all members of the agency have the same information.

Further it is recommended that Lieutenant [REDACTED]

  
Captain Hilton Burton (MPD)  
Internal Affairs Division  
FEMS/MPD



Attachments

1. Event Chronology F150039200
2. Event Chronology F150039202
3. Event Chronology F150039203
4. Unit History for Paramedic Engine 20 and Ambulance 20
5. Telestaff Roster for March 13, 2015
6. Audio CD
7. Special Report dated March 29, 2015 for Paramedic [REDACTED]
8. Special Report dated March 29, 2015 for Lieutenant [REDACTED]
9. Special Report dated March 25, 2015 for Sergeant [REDACTED]
10. Special Report dated March 27, 2015 for A/BFC [REDACTED]
11. GPS Signal Column Cheat Sheet
12. Special Report dated March 21, 2015 for Firefighter [REDACTED]
13. Special Report dated March 25, 2015 for Firefighter [REDACTED]
14. Special Report dated March 21, 2015 for Lieutenant [REDACTED]
15. Special Report dated March 21, 2015 for Firefighter [REDACTED]
16. Special Report dated March 29, 2015 for Paramedic [REDACTED]
17. Special Report dated March 29, 2015 for EMT [REDACTED]
18. Special Report dated March 21, 2015 for Firefighter [REDACTED]
19. Special Report dated March 21, 2015 for Firefighter [REDACTED]
20. Special Report dated March 21, 2015 for Firefighter [REDACTED]
21. Special Report dated March 25, 2015 for Firefighter [REDACTED]
22. Special Report dated March 21, 2015 for Firefighter [REDACTED]
23. Special Report dated March 23, 2015 for Lieutenant [REDACTED]
24. Special Report dated March 25, 2015 for Sergeant [REDACTED]
25. E-mail dated March 13, 2015 from Captain [REDACTED]
26. Special Report dated March 21, 2015 for [REDACTED]
27. Special Report dated April 23, 2015 for BF [REDACTED]
28. Special Report dated March 21, 2015 for Firefighter [REDACTED]
29. Special Report dated March 21, 2015 for Firefighter [REDACTED]
30. Special Report dated March 21, 2015 for Firefighter [REDACTED]
31. Special Report dated March 21, 2015 for Firefighter [REDACTED]
32. Special Report dated March 25, 2015 for Sergeant [REDACTED]
33. Special Report dated March 21, 2015 for Lieutenant [REDACTED]
34. Special Order 2014/54R dated July 7, 2014
35. Google Map for Engine 31 to [REDACTED] Warren Street NW
36. Google Map for Engine 20 to [REDACTED] Warren Street NW
37. Special Order 2015/20 dated March 17, 2015
38. Special Order 2015/21 dated March 23, 2015
39. List of IT service request between September 2014 and April 2015