Final Endorsement
Report from the Office of Internal Affairs Case CS-15-0010
Subject: Final Investigative Report Concerning FEMS Response to Warren Street, NW Report Dated: May 29, 2015

July 15, 2015

for disciplinary action |

I have reviewed the information submitted and find that the documentation provided in the attached Internal Affairs report indicates that Lieutenant failed to ensure there was a timely response to this medical emergency. It is also indicated in this report that it. 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. 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. was involved in meets the criteria and is being forwarded for a Trial Board

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



A/Assistant Fire Chief - Operations



District of Columbia Fire and EMS Department

Summary of Final Disposition

	nal Affair	rs Case#:	CS-15-0010
YNO	OPSIS OF	CASE INVEST	TIGATION:
Pleas	se review t	he DC Fire and	EMS Internal Affairs Report dated May 29, 3015
			S·29·15° IA SUPERVISOR/DATE
OMI	MENTS O	F PROPOSING	GOFFICIAL:
			IAL BOARD - FINAL ENDORSEMONT ATTACHOS.
	PROPOS	ED ACTION:	TRIAL BOARD DEPUTY FIRE CHIEF CONFERENCE BATTALION FIRE CHIEF CONFERENCE HEARING OFFICER DECIDING OFFICIAL NO FURTHER ACTION
ution	PROPOS	ED ACTION:	 □ DEPUTY FIRE CHIEF CONFERENCE □ BATTALION FIRE CHIEF CONFERENCE □ HEARING OFFICER □ DECIDING OFFICIAL

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

MEMBER(S) INVOLVED

1. Lieutenant

provided)

Duty & Uniform Status:

Personal:

Assignment:

Appointed to FEMS:

Current Duty Status:

Impairment:

PAT TAG

(Statement

On Duty/Uniform

Engine 20/2

member

Full Duty

None

CHRONOLOGICAL NARRATIVE SECTION

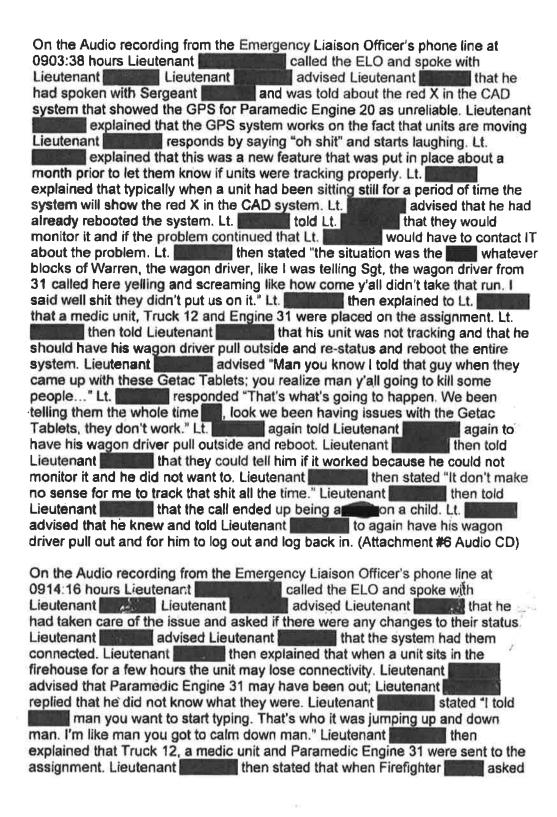
On Wednesday, March 18, 2015, Deputy City Administrator Kevin Donahue requested that DC Fire and Emergency Medical Services Department conduct an investigation into the agency's response to a call for service at warren

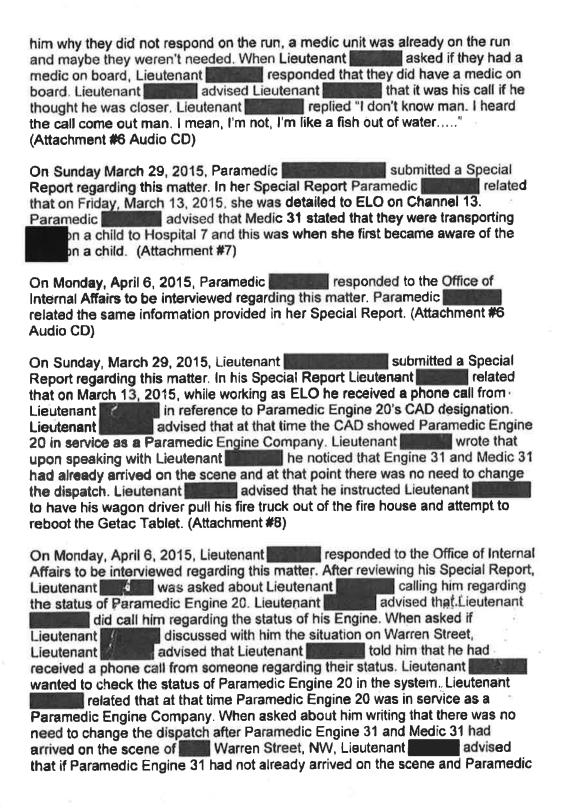
	er F150039200, for a Programme Person.
receiv	proximately 0836:20 hours the Office of Unified Communications (OUC) ared a call for an experimental one year old male not breathing at sense. Street, N.W. The Event Chronology F150039200 was created for this call rvice. Event Chronology F150039200 shows that on Friday, March 13,
	At 0839:46 hours Medic 31 and Paramedic Engine 31 were dispatched to
	Warren Street, N.W. for an 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 Warren Street, N.W. for an Person."
•	At 0843:19 nours the CAD unit recommendation again showed that Truck 12 was .04 and EMS 5 were .04 miles away from the address.
u ⊕ a	At 0844:41 hours Truck 12 was dispatched to Warren Street N.W. At 0845:34 hours EMS 4 was dispatched to 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 Warren Street, N.W. and at 0848:34 Truck 12 statuses on the scene at
	Warren Street, NW. At 0848:50 hours Medic 31 statuses on the scene at Warren Street,
•	N.W. At 0931:56 hours Medic 31 statuses as transporting to Hospital and at 0943:36 hours Medic 31 statuses as arriving on the scene at Hospital. (Attachment #1)
At ann	proximately 0838:21 hours OUC received a second call for an included and included a second call for an included a second call for a second call for a second call for an included a second call for a
one yo	pear old male Warren Street, N.W. The Event Chronology 50039202 was created for this call for service. Event Chronology 39202 shows that on Friday, March 13, 2015:
•	At 0841:01 hours Truck 12 and Medic 5 were dispatched to Warren Street N.W. for a
•	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)
at 084	d Event Chronology F150039203 for Warren Street N.W. shows that 14:58 hours and event was created for an eathing at Warren Street, N.W. At 0845:23 there was a request for

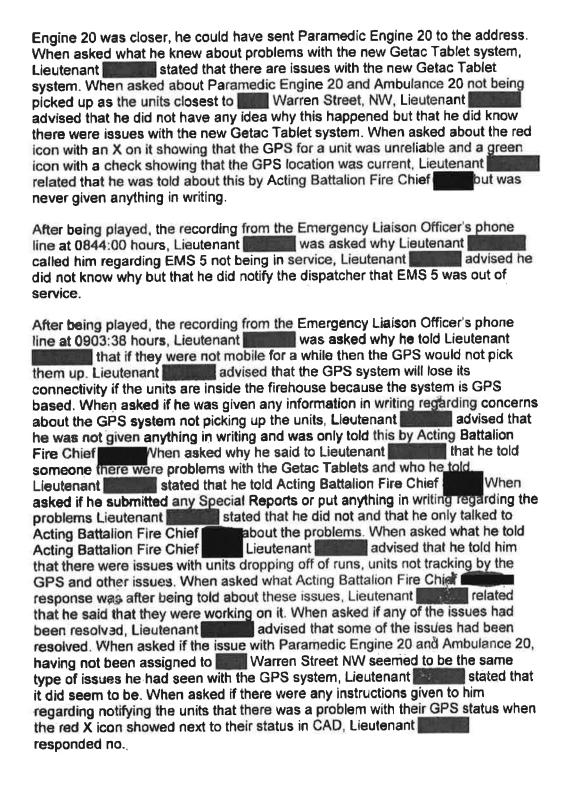
EMS by a member of the Metropolitan Police Department and this event was closed. (Attachment#3) It was determined from their Unit Histories that both Paramedic Engine 20 and Ambulance 20 were in quarters at the firehouse during this incident and were not dispatched and did not respond to Warren Street, 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 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 Paramedic | Fire Liaison Officer (FLO)- Sergeant Paramedic Engine 31- Lieutenant Firefighter Firefighter/Paramedic and Firefighter Medic 31-Paramedic and EMT Ambulance 20-Firefighter and Firefighter Truck 12- Lieutenant Firefighter Firefighter Firefighter Firefighter and Firefighter Paramedic Engine 20-Lieutenant Sergeant/Paramedic Firefiahter I and Firefighter (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 Warren Street, N.W. for a "Delta" At 0841:04 hours Truck 12 and Medic 5 were dispatched to Street, N.W. for a "Delta but were advised to disregard by the dispatcher seconds later. At 0843:23 hours the dispatcher stated that the 911 caller advised At 0844:44 hours Truck 12 is dispatched a second time to Street, N.W. to assist Paramedic Engine 31 and Medic 31 with a progress At 0845:37 hours EMS 4 was dispatched to Warren Street, N.W. for n progress on a one year old. (Attachment #6 Audio CD) The Audio recordings from OUC Channel #2 reflect the following:

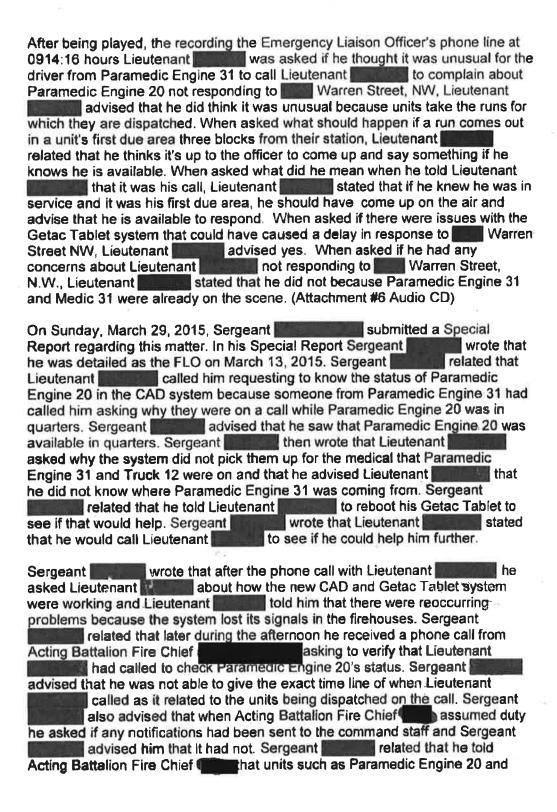
- 0842:37 hours Truck 12 advised the dispatcher that they were responding to the assignment at Warren Street, N.W. and were told by the dispatcher that they were not placed on the assignment.
- 0843:10 hours Truck 12 advised that they were back in service (Attachment #6 Audio CD)

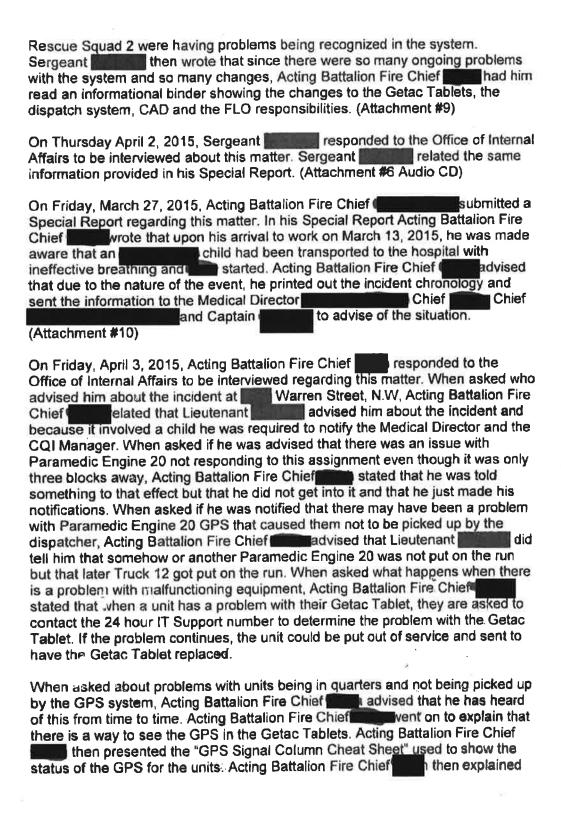
 At 0843:15 hours Paramedic Engine 31 and Medic 31 were advised by the dispatcher that there was CPR in progress at Warren Street, , N.W. At 0843:39 hours Truck 12 advised that they were taken off of the assignment for Warren Street, N.W. and that they were back in service in quarters. At 0845:59 hours Truck 12 advised that they were responding to Warren Street, N.W. At 0846:20 hours Truck 12 is advised by the dispatcher that they are responding to Warren Street, N.W. with Medic 31 and Paramedic Engine 31 for in progress for a one year old male At 0848:22 Truck 12 advised that they were on the scene at 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 called the ELO and spoke with Lieutenant Lieutenant advised Lieutenant that EMS 5 was not in service but that it had been dispatched for the assignment at Warren Street, N.W. Lieutenant 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 called the FLO and spoke with Sergeant that he was calling to find out the status of Paramedic Engine 20. Sergeant toold Lieutenant that Paramedic Engine 20 sergeant that Paramedic Engine 20 was status as available in quarter for the past two hours and eight minutes. Lieutenant that stated that someone had complained about Paramedic Engine 20 not being put on a call for a child in need of the Lieutenant 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 further stated "The wagon driver called up here complaining about it, I'm like alright man, I don't put the calls out." Sergeant told Lieutenant 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 asked who he should contact regarding the problem and Sergeant advised him that he would have to talk to Acting Battalion Fire about it. Sergeant further advised that the red X meant that the units GPS was unreliable (unreliable or unreadable). Lieutenant responded that this could have been the reason why his unit was not put on the call. Lieutenant told Sergeant that he would talk to Acting Battalion Fire Chief to find out what happened with the system. Lieutenant also stated that he was going to call the Emergency Liaison Officer, Lieutenant also stated that he was going to call the Emergency Liaison Officer, Lieutenant to see what he knew about the matter. (Attachment #6 Audio CD)

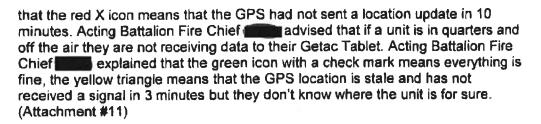








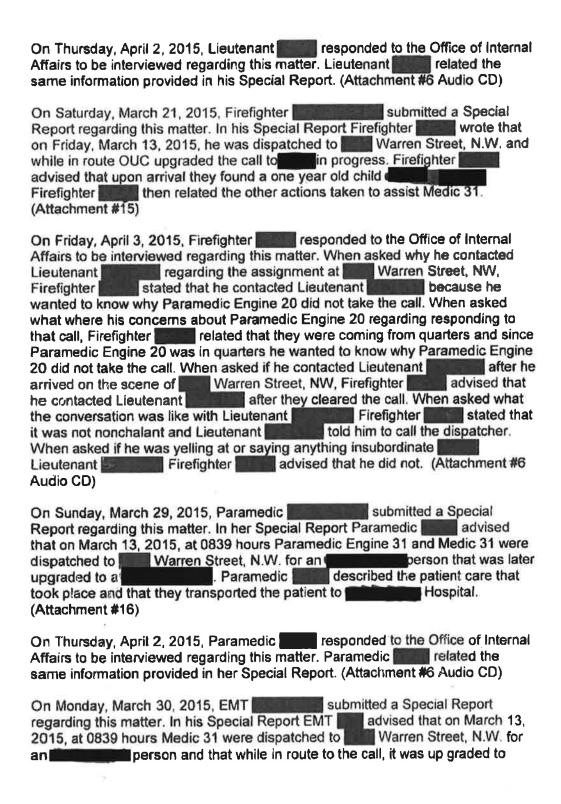


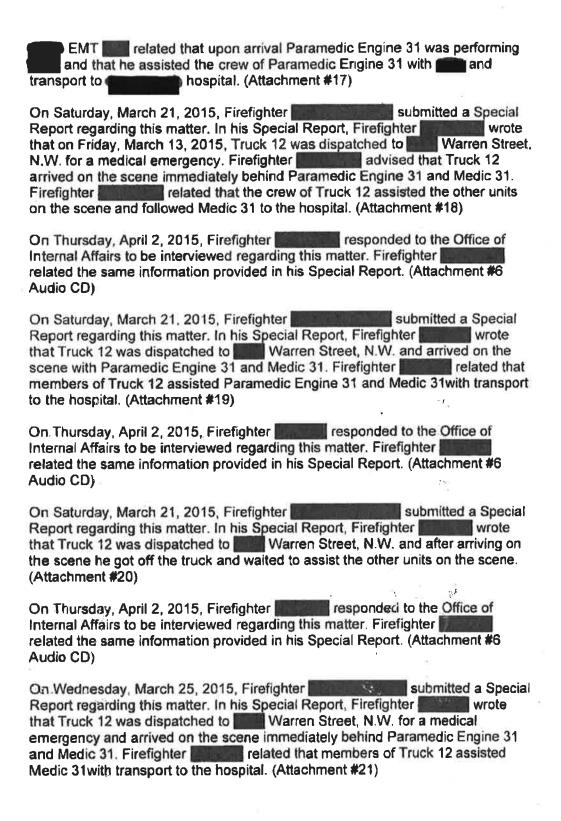


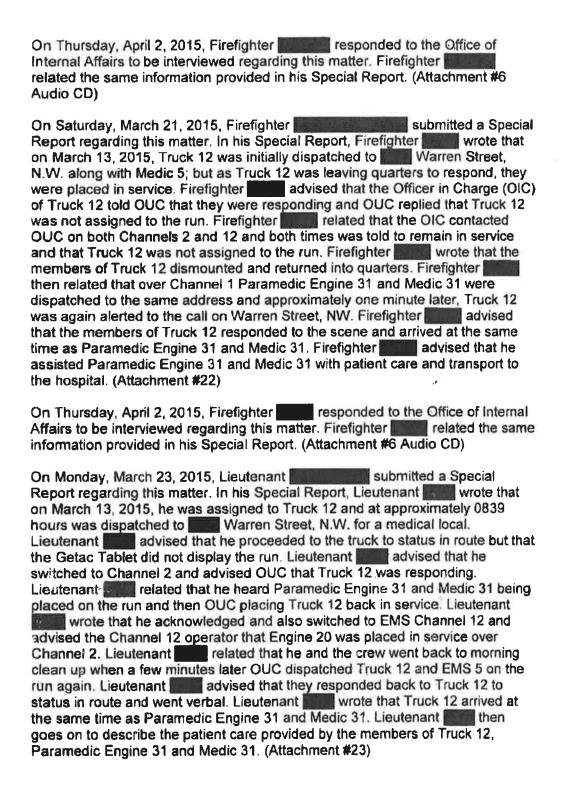
Acting Battalion Fire Chief then explained that if a unit is off the air in quarters, it is like a satellite radio. When you go under cover, the signal will go off and doesn't send a signal. Acting Battalion Fire Chief goes AQ (Available in Quarters) then the CAD system should recognize their last known location. When asked if this was the same information the dispatchers had; Acting Battalion Fire Chief advised that this was information OUC put out, but he did not know if all the dispatchers had the information. Acting Battalion Fire Chief 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 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 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 advised he did not know why they were not selected and that it must have been a dispatcher error. Acting Battalion Fire Chief 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 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.

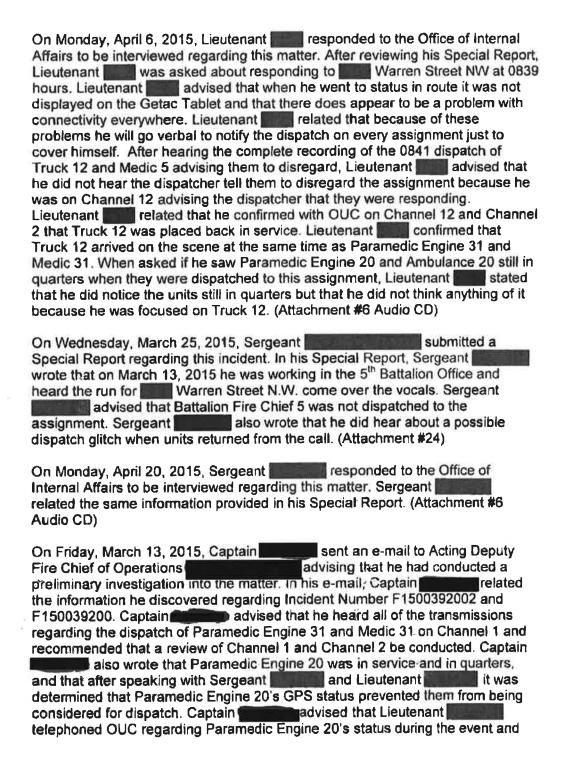
When asked if there was a policy for the ELO and FLO to notify units when they see that a units' GPS is showing unreliable, Acting Battalion Fire Chief stated that he did not think they pay attention to it. When asked if there was any policy or protocol for contacting the units to let them know that they may need to reset their Getac Tablets or to move their units around, Acting Battalion Fire Chief 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 repoot their Getac Tablets or contact the IT Office. When asked if there was a written policy regarding this, Acting Battalion Fire Chief stated there was not and that this was just something he would tell them. When told that Sergeant 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 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 I 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 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 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 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 submitted a Special Report regarding this matter. In his Special Report Firefighter wrote that on Friday, March 13, 2015, at 0839 hours Paramedic Engine 31 and Medic 31 were Warren Street, N.W. and upon arrival members found an dispatched to one year old laying on the floor. Firefighter then related the patient care actions he took to assist Medic 31. (Attachment #12) On Thursday, April 2, 2015, Firefighter responded to the Office of Internal Affairs to be interviewed regarding this matter. Firefighter related the same information provided in his Special Report. (Attachment #6 Audio CD) On Wednesday, March 25, 2015, Firefighter/ Paramedic submitted a Special Report regarding this matter. In his Special Report Firefighter/Paramedic wrote that on Friday, March 13, 2015, at 0839 hours Paramedic Engine 31 and Medic 31 were dispatched to Warren Street, N.W. and upon arrival one year old laying on the floor. members found an then related the patient care actions he took to assist Firefighter/Paramedic Medic 31. (Attachment #13) On Thursday, April 2, 2015, Firefighter/Paramedic responded to the Office of Internal Affairs to be interviewed regarding this matter. Firefighter/Paramedic related the same information provided in his Special Report. (Attachment #6 Audio CD) submitted a Special On Saturday, March 21, 2015, Lieutenant Report regarding this matter. In his Special Report Lieutenant on Friday, March 13, 2015, at 0839 hours Paramedic Engine 31 and Medic 31 were dispatched to Warren Street, NW. Lieutenan then related the patient care actions taken by members of Paramedic Engine 31 to assist Medic 31. (Attachment #14)







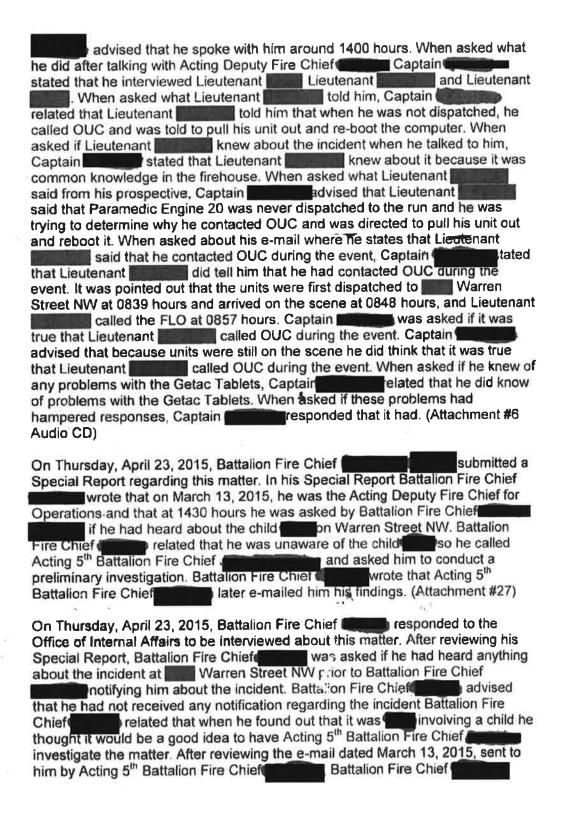


was instructed to pull his apparatus out of quarters and to reboot, correcting the problem. (Attachment #25)

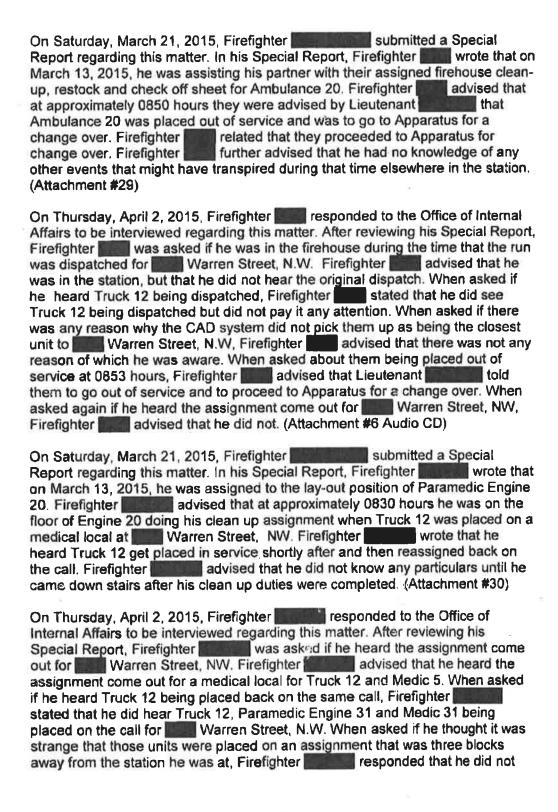
submitted a Special

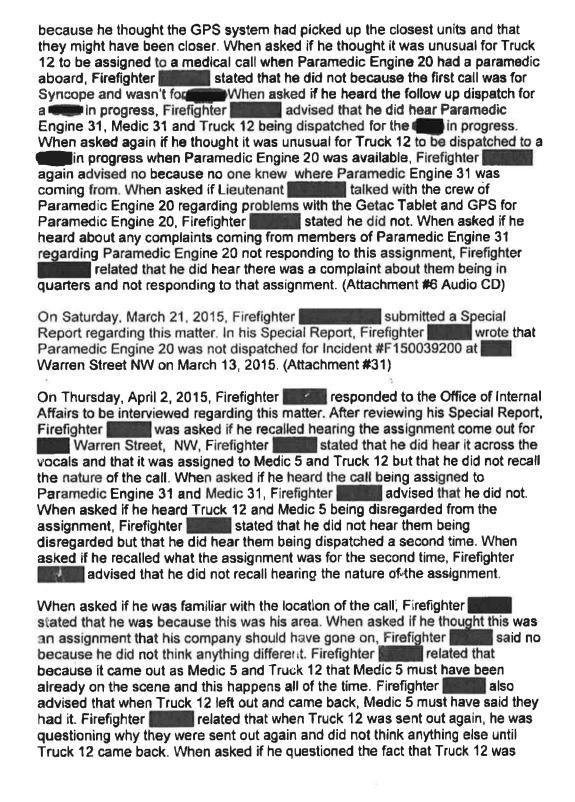
On Saturday, March 21, 2015, Captain

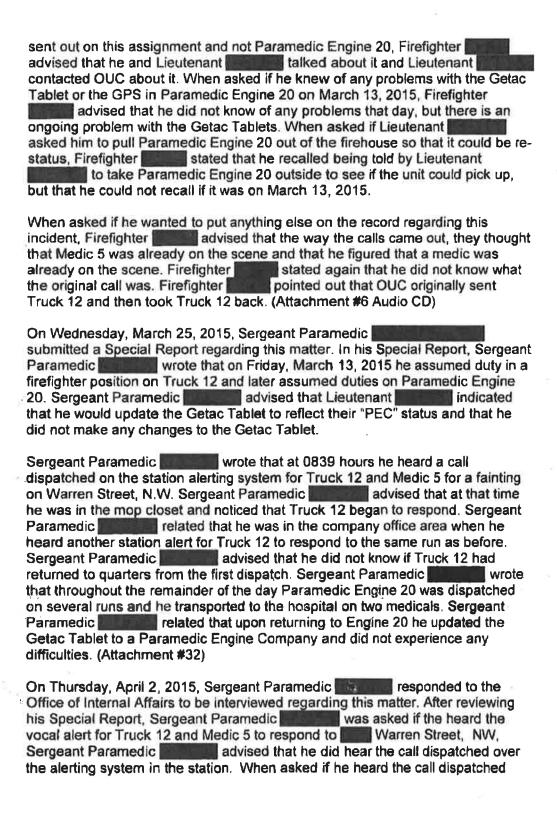
5.	Report regarding this incident. In his Special Report, Captain Telates that on March 13, 2015, he was detailed to the Office of the 5 th Battalion Fire Chief as the Acting Battalion Fire Chief. Captain Wrote that he heard Truck 12 dispatched on a run to Warren Street NW and then got cancelled by OUC. Captain Telated 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 min 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 Pelated 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 Pelated 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 Further relates that later in the day after conferring with Acting Deputy Fire Chief Further relates that later in the 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 presponded 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 produced was asked if Acting Deputy Fire Chief produced him to conduct an investigation into the incident. Captain stated that Acting Deputy Fire Chief produced in the incident and to conduct fact finding. When asked if he heard Truck 12 being dispatched and then canceled by OUC, Captain produced 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 produced 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 produced 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

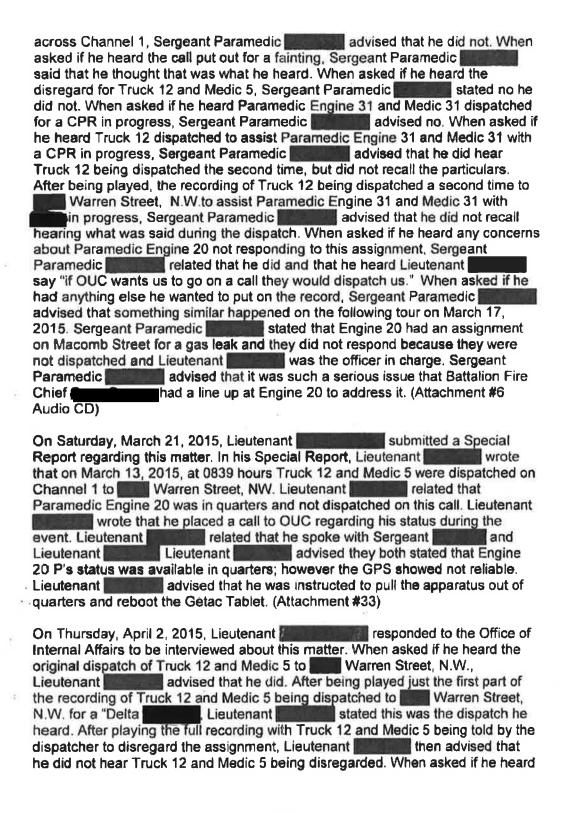


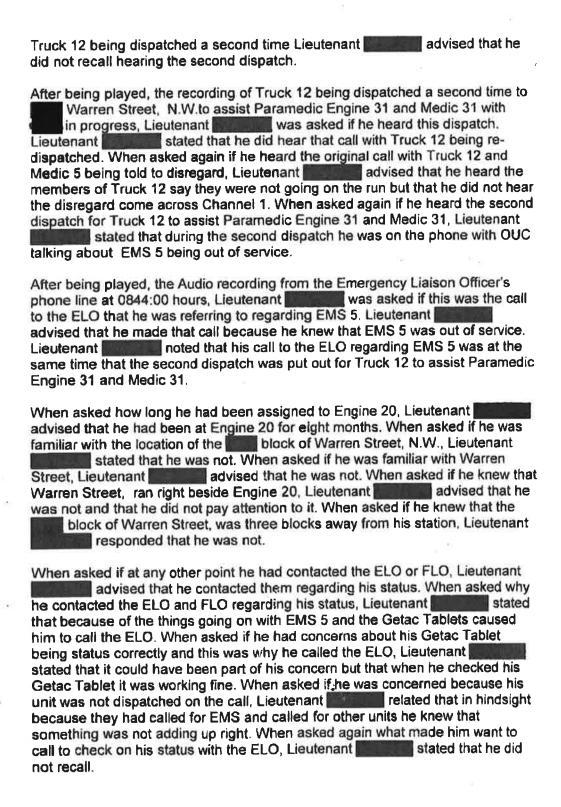
5 th Battalion Fire Chief about the incident. When asked if he knew of any problems with the Getac Tablets, Battalion Fire Chief advised that he knew of numerous problems with the Getac Tablets and with the dispatchers at OUC. When asked if he conducted any other actions regarding the incident at Warren Street NW, Battalion Fire Chief advised that he did not. (Attachment #6 Audio CD)
INVOLVED MEMBER(S) STATEMENT(S)
On Saturday, March 21, 2015, Firefighter submitted a Special Report regarding this matter. In his Special Report, Firefighter 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 advised that at approximately 0850 hours they were advised by Lieutenant that Ambulance 20 was place out of service and was to go to Apparatus for a change over. Firefighter related that they proceeded as instructed. Firefighter 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 responded to the Office of Internal Affairs to be interviewed regarding this matter. After reviewing his Special Report Firefighter was asked if he was in the firehouse during the time that the run was dispatched for Warren Street, NW. Firefighter advised that he was in the station but that he did not hear the original dispatch. When asked if he heard Truck 12 being dispatch, Firefighter 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 Warren Street, N.W. was approximately 3 blocks away from their firehouse, Firefighter advised that he did know this. When asked if there was any reason why Ambulance 20 was not dispatched for the assignment, Firefighter 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 Warren Street, NW, Firefighter 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 advised that Lieutenant 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 stated no there was not. When asked again if he heard the assignment come out for Warren Street, NW, Firefighter advised that he did not. (Attachment #6 Audio CD)

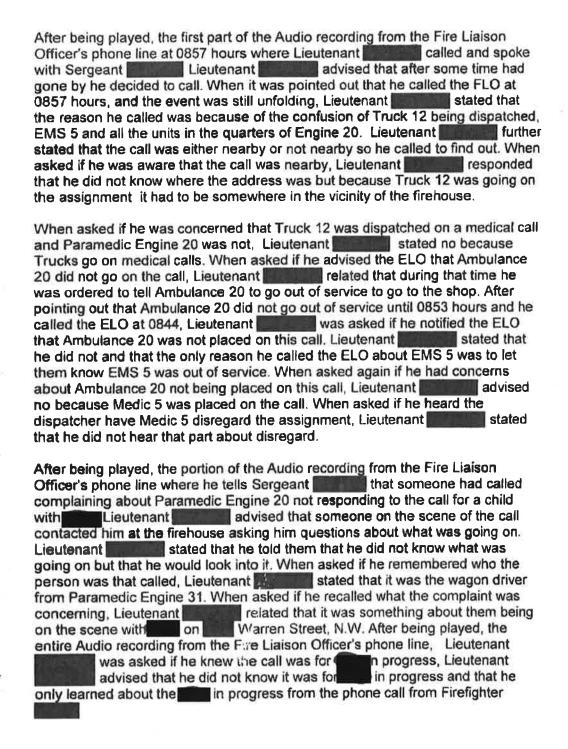


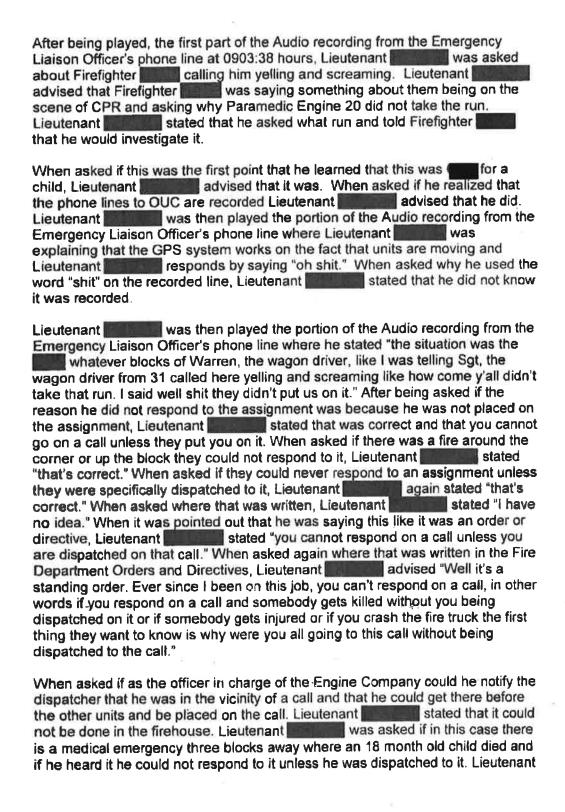


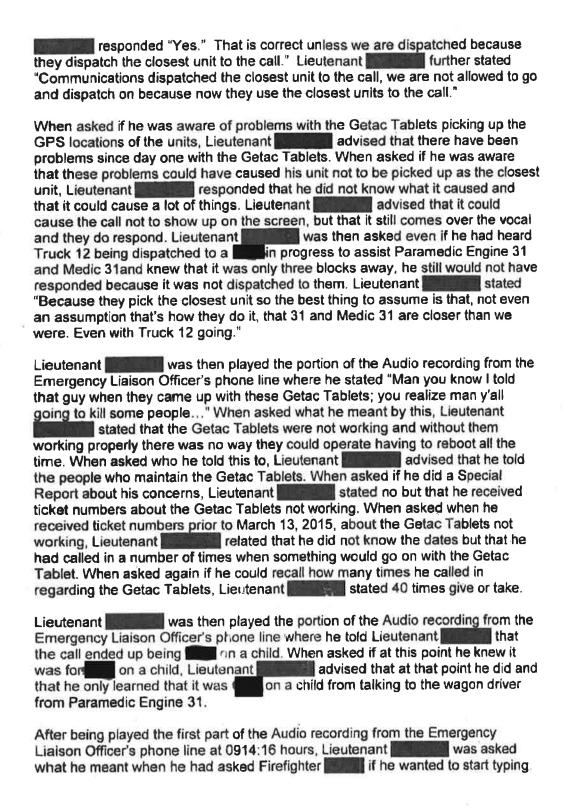


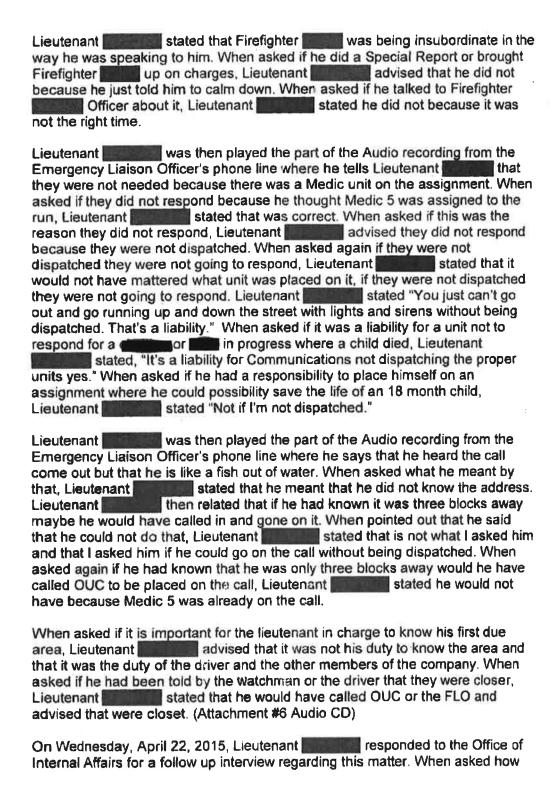












he updated the Getac Tablet on Paramedic Engine 20, Lieutenant related that he would first restart the Getac Tablet, and then put in the password and then status the unit by putting in "PARA" in the equipment section. When asked if he did everything he was required to do to place Paramedic Engine 20 in service on March 13, 2015, Lieutenant 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 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 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 advised that he had been a Technician at Engine 14.
When asked about a failure of GPS coverage at Engine 20, Lieutenant related that they have not had it since I-Mobile. Lieutenant 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 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 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 was assigned to Engine 20 effective June 29, 2014. (Attachment #34)
Google Map shows the distance between Engine 31 and the address of Warren Street, N.W. as 1.6 miles and would require 6 minutes to arrive. (Attachment #35)

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

Warren Street, N.W. as .3 miles and would require 1 minute to arrive.

(Attachment #36)

Google Map shows the distance between Engine 20 and the address 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)

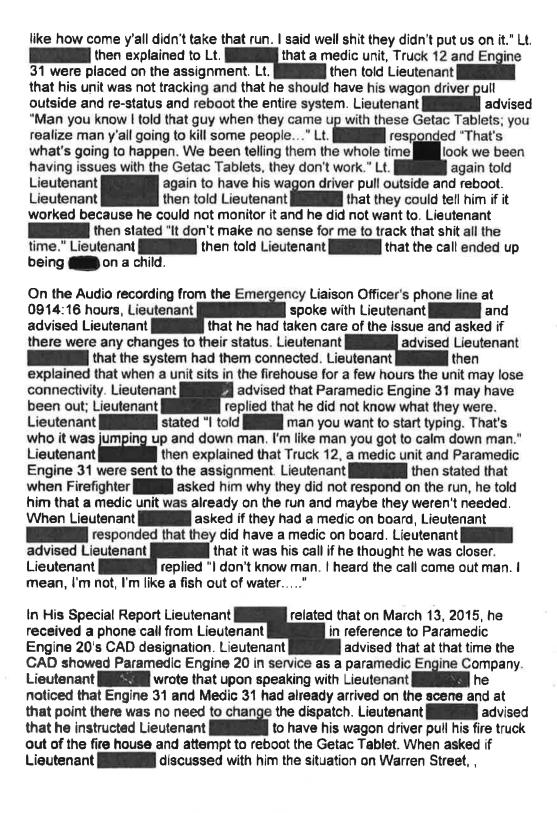
A list of service calls to OUC regarding complaints about the Getac Tablets show that between September 30, 2014, and March 13, 2015. Lieutenant contacted OUC regarding his Getac Tablet fifteen times, but did not contact OUC on March 13, 2015 regarding Getac Tablets. (Attachment #39)
SUMMARY AND CONCLUSION
On Wednesday, March 18, 2015, Deputy City Administrator requested that DC Fire and Emergency Medical Services Department conduct in investigation into the agencies response to a call for service at 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 experimental one year old male not was at the 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 Warren Street, N.W. for an "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 Warren Street, N.W. for an 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 Warren Street N.W. At 0845:34 hours EMS 4 was dispatched to 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 Warren Street, N.W. and at 0848:34 Truck 12 statuses on the scene at Warren Street, NW. At 0848:50 hours Medic 31 statuses on the scene at Warren Street,
N.W.

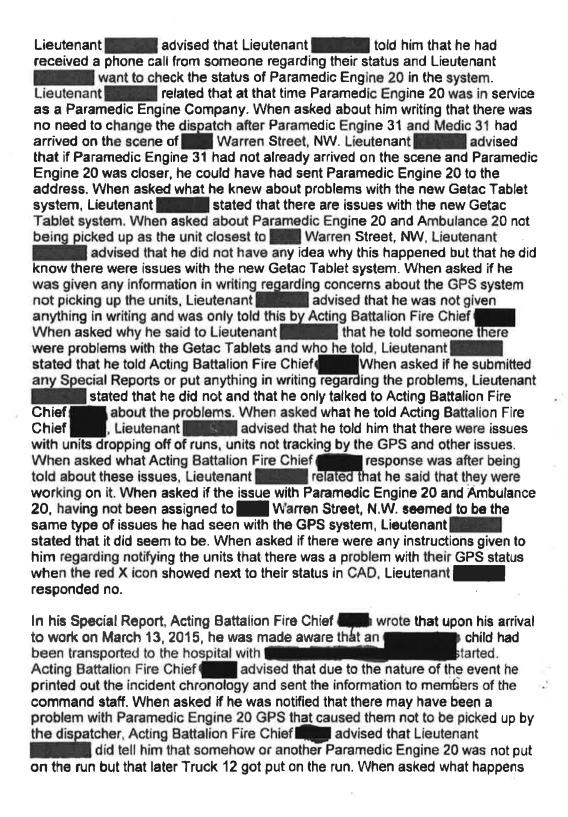
Hospital and at 0943:36 hours Medic 31 statuses as arriving on the scene at Hospital.
At approximately 0838:21 hours OUC received a second call for an one year old male at Warren Street, N.W. The Event Chronology for F150039202 was created for this call for service. Event Chronology F150039202 shows that on Friday, March 13, 2015: At 0841:01 hours Truck 12 and Medic 5 were dispatched to Warren Street N.W. for a March 13, 2015: 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 Warren Street N.W. shows that at 0844:58 hours and event was created for an expension one year old male 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 Warren Street, N.W. Both units were approximately .3 miles away from Warren Street, N.W.
 At 0839:53 hours Paramedic Engine 31 and Medic 31 were dispatched to Warren Street, N.W. for a "Delta" Warren Street, N.W. for a "Delta" Warren Street, N.W. for a "Delta" but were advised by the dispatcher seconds later to disregard. At 0843:23 hours the dispatcher stated that the 911 caller advised in progress how and who was this communicated to At 0844:44 hours Truck 12 is dispatched a second time to Warren Street, N.W.to assist Paramedic Engine 31 and Medic 31 with a progress At 0845:37 hours EMS4 was dispatched to Warren Street, N.W. for a 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 Warren Street, N.W. and were told by the

At 0931:56 hours Medic 31 statuses as transporting to

dispatcher that they were not placed on the assignment

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



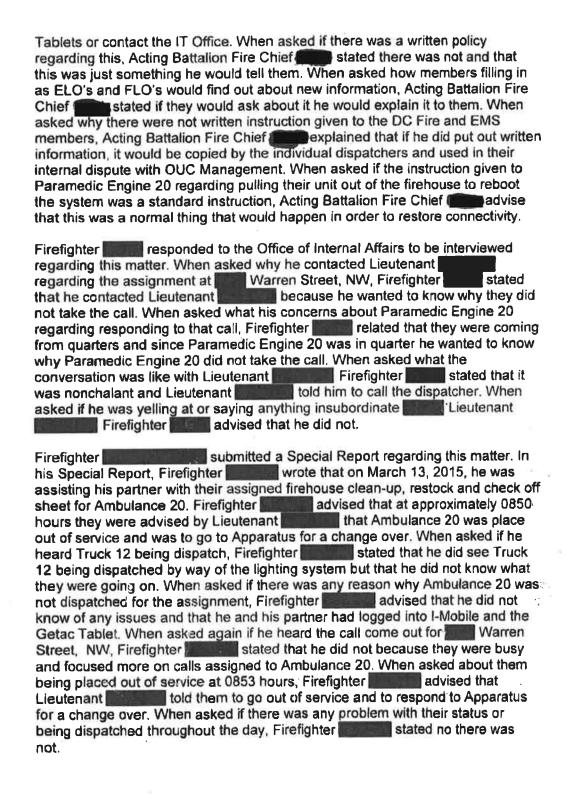


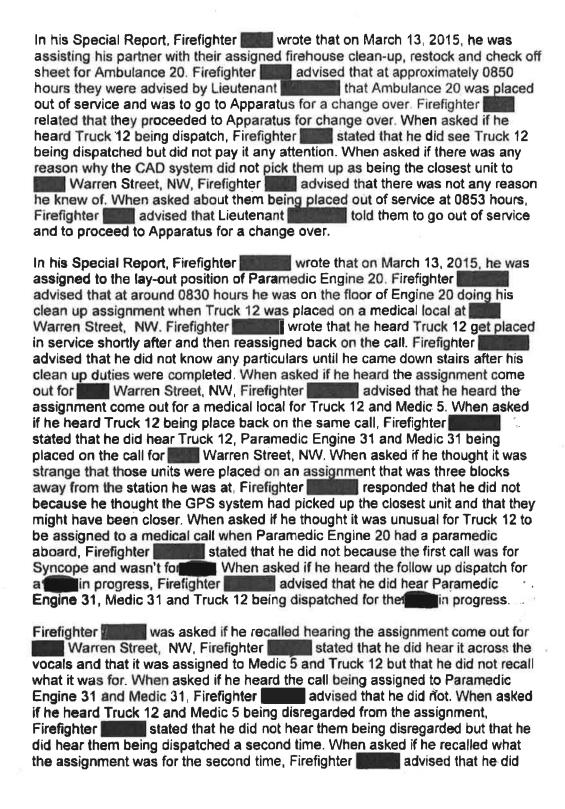
when there is a problem with malfunctioning equipment, Acting Battalion Fire Chief stated that when a unit has a problem with their Getac Tablet, they are asked to contact the 24 hour IT Support number to determine what the problem is. If need be the unit could be put out of service and sent to have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

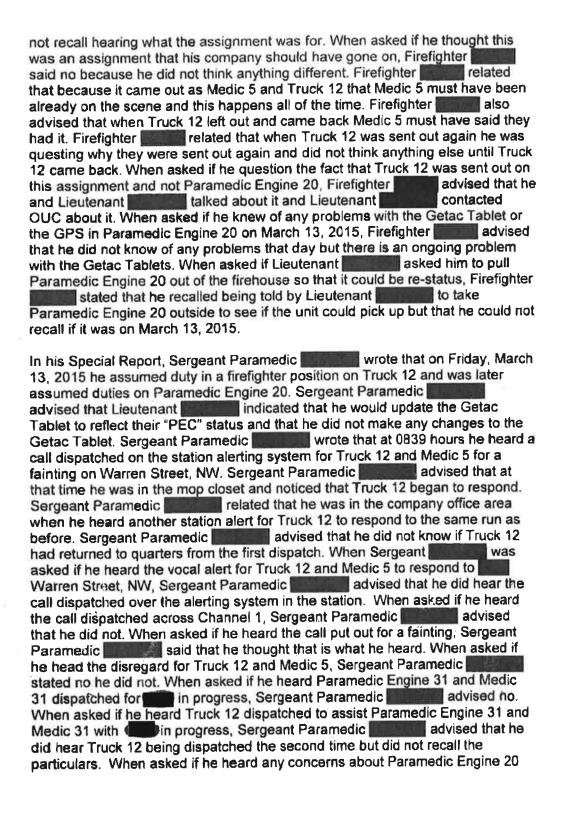
When asked about problems being in quarter and not being picked up by the GPS system, Acting Battalion Fire Chief advised that he has heard of this from time to time. Acting Battalion Fire Chief went on to explain that there is a way to see the GPS in the Getac Tablets. Acting Battalion Fire Chief advised that if a unit is in quarters and off the air they are not receiving data to their computer. Acting Battalion Fire Chief 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 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 advised that this was information OUC put out but he did not know if all the dispatchers had the information. Acting Battalion Fire Chief 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 stated they should be.

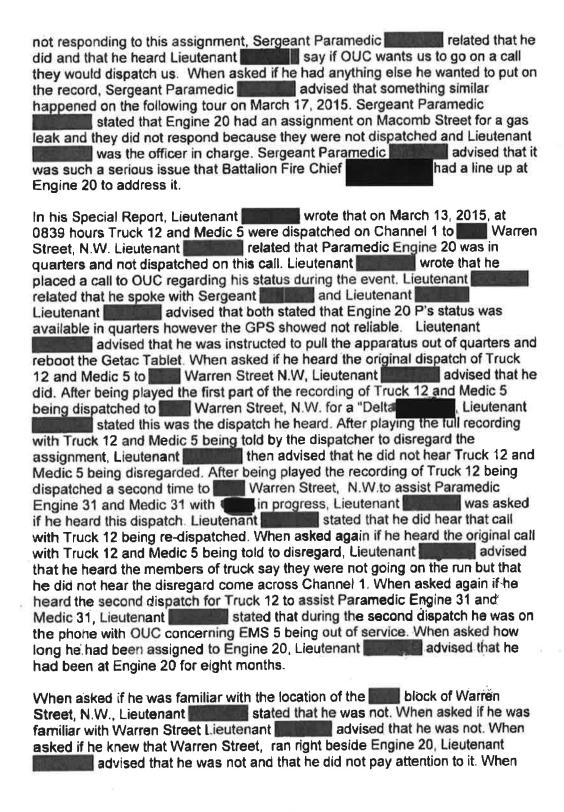
When asked why Paramedic Engine 20 and Ambulance 20 were not recommended four different times for the assignment even though they were in quarters and only .04 miles away, Acting Battalion Fire Chief the select and recommend function is supposed to provide the dispatcher with recommendations on the closest 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 Baltalion advised he did not know why they were not selected and that it must have been a dispatcher error. Acting Battalion Fire Chief 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 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.

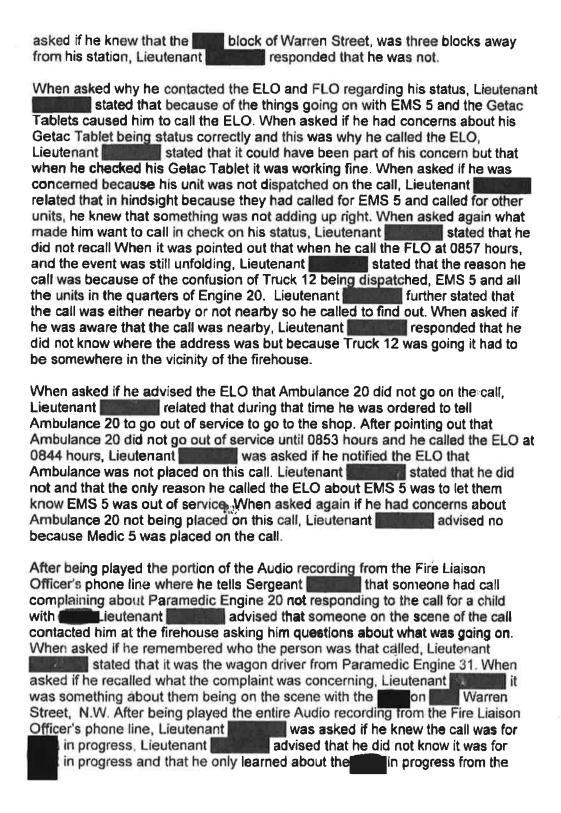
When asked if there was a policy for the ELO and FLO to notify units when they see that a units' GPS is showing unreliable, Acting Battalion Fire Chief stated that he did not think they pay attention to it. When asked if there was any policy or protocol for contacting the units to let them know that they may need to reset their Getac Tablets or to move their units around, Acting Battalion Fire Chief 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

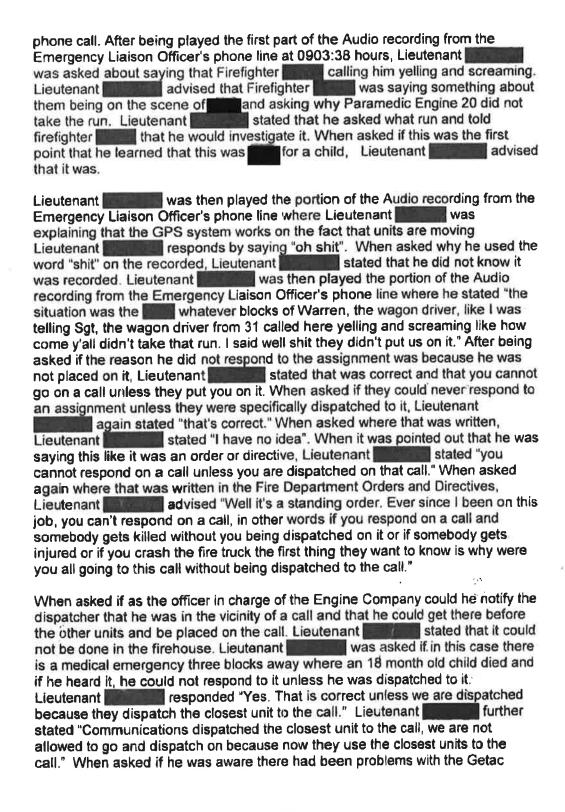


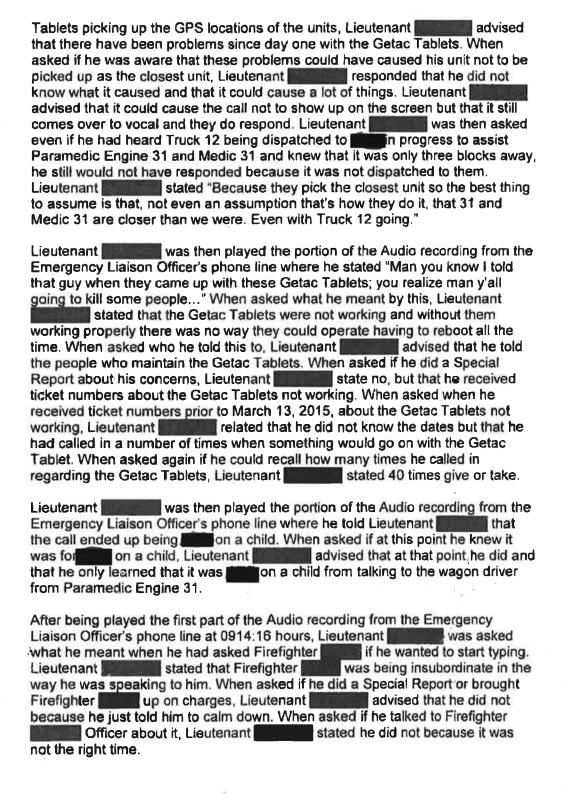


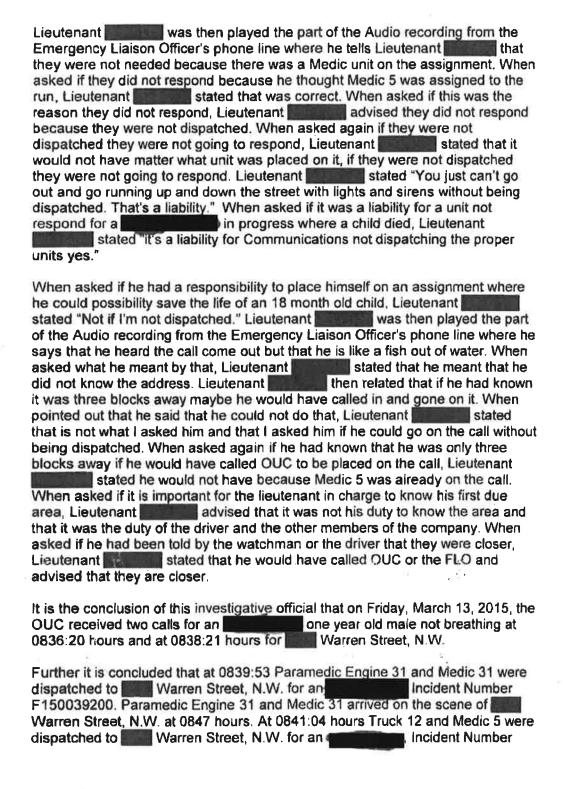


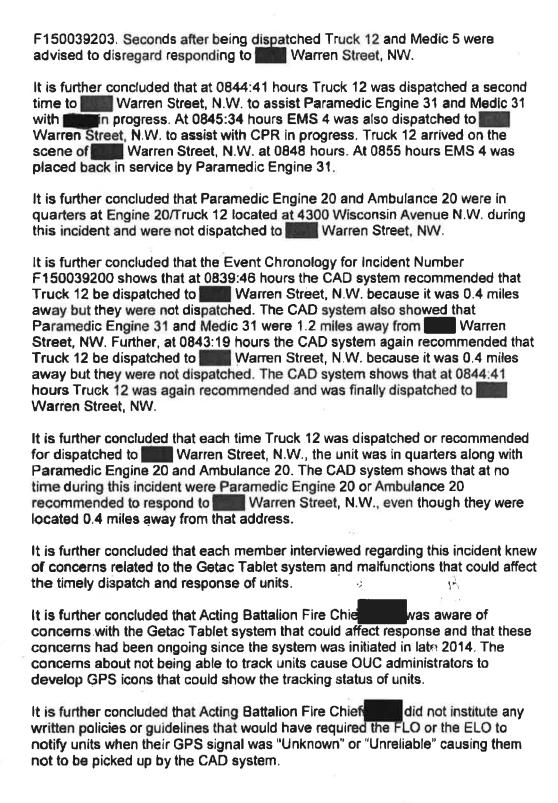


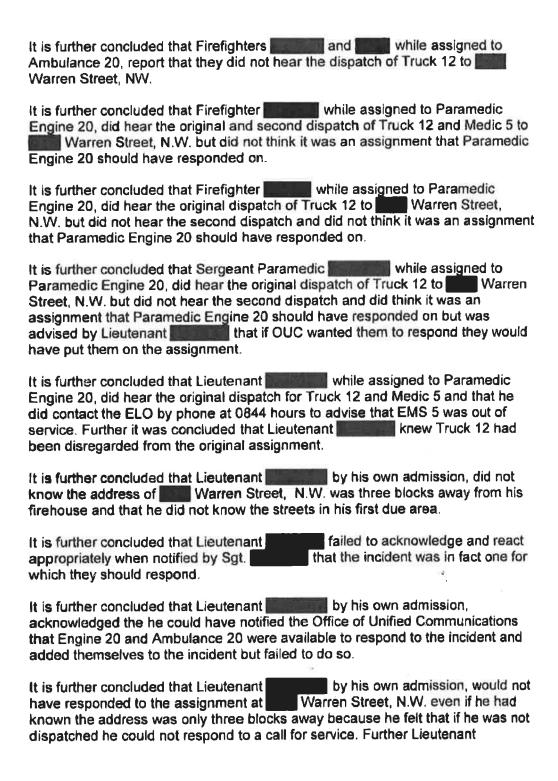












advised that he knew there were problems with the tablet system that could have caused his unit not to be dispatched.
It is further concluded that Lieutenant failure to understand the Officer's responsibility in assisting OUC in emergency incidents within his first due alarm area, is not the same as self-dispatching.
If 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 Trück 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 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 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

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

Attachments

1. Event Chronology F150039200 Event Chronology F150039202 2. 3. Event Chronology F150039203 Unit History for Paramedic Engine 20 and Ambulance 20 4. 5. Telestaff Roster for March 13, 2015 6. Audio CD Special Report dated March 29, 2015 for Paramedic 7. Special Report dated March 29, 2015 for Lieutenant 8. 9. Special Report dated March 25, 2015 for Sergeant 10. Special Report dated March 27, 2015 for A/BFC GPS Signal Column Cheat Sheet 11. 12. Special Report dated March 21, 2015 for Firefighter 13. Special Report dated March 25, 2015 for Firefighter Special Report dated March 21, 2015 for Lieutenant 14. 15. Special Report dated March 21, 2015 for Firefighter 16. Special Report dated March 29, 2015 for Paramedic 17. Special Report dated March 29, 2015 for EMT 18. Special Report dated March 21, 2015 for Firefighter 19. Special Report dated March 21, 2015 for Firefighter 20. Special Report dated March 21, 2015 for Firefighter 21. Special Report dated March 25, 2015 for Firefighter 22. Special Report dated March 21, 2015 for Firefighter Special Report dated March 23, 2015 for Lieutenant 23. Special Report dated March 25, 2015 for Sergeant 24. 25. E-mail dated March 13, 2015 from Captain Special Report dated March 21, 2015 for (26. 27. Special Report dated April 23, 2015 for BF 28. Special Report dated March 21, 2015 for Firefighter 29. Special Report dated March 21, 2015 for Firefighter 30. Special Report dated March 21, 2015 for Firefighter 31. Special Report dated March 21, 2015 for Firefighter 32. Special Report dated March 25, 2015 for Sergeant Special Report dated March 21, 2015 for Lieutenant **33**. Special Order 2014/54R dated July 7, 2014 34. Google Map for Engine 31 to Special Order 2045/00 Warren Street NW 35. 36. Warren Street NW 37. Special Order 2015/20 dated March 17, 2015 38. Special Order 2015/21 dated March 23, 2015

List of IT service request between September 2014 and April 2015

39.