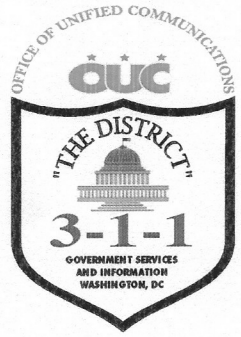
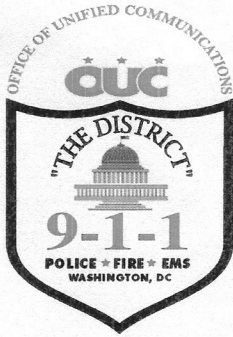


# GOVERNMENT OF THE DISTRICT OF COLUMBIA

## Office of Unified Communications



August 22, 2005

Mr. Cody Rice  
Advisory Neighborhood Commissioner, 6A03

Dear Commissioner Rice:

The Office of Unified Communications (OUC) is in receipt of your email dated May 24, 2005, to Inspector Solberg of the First District of the Metropolitan Police Department (MPD). Inspector Solberg forwarded your complaint letter to us for a response regarding the call you placed to 311 to report loud noise from the Way of the Cross Church, Inc. A detailed investigative report of your complaint is described below.

On Sunday, May 15, 2005, at approximately 9:28 p.m. you called 311 and made a complaint about the loud noise coming from the church located on the corner of 9<sup>th</sup> & D Streets, NE. You then asked the call taker if she could hear the noise in the background and the call taker responded that she could. Next, you asked if the call was being recorded because you wanted an audible record of both the noise and your complaint. You then asked for the call taker's number, which she gave you. You then explained to the call taker that the disturbance created by the noise at the church is a persistent problem and that you wanted a unit to respond.

The call taker then prepared a complaint event record for a "disorderly," noting in the remarks section that the loud noise was coming from the Way of the Cross Church. The call was then routed to the First District radio zone for dispatch to the next available police unit. You were then advised by the call taker that the first available unit would be responding to the scene. However, the call taker failed to ask you for your full name or whether you wanted to be interviewed.

At 9:29 p.m. we received another call to 311 concerning a loud noise coming from the church located at 9<sup>th</sup> & G Streets, NE. This time the caller was a female and she was informed by the call taker that a separate call had already been received about the noise and that a police unit would be dispatched. The call taker then retrieved the original complaint event record and noted the second call, the caller's name, and the caller's telephone number.

At approximately 9:29 p.m. the dispatcher assigned Patrol Service Area (PSA) unit 1024 to the call for a "disorderly," loud noise from a speaker at 9<sup>th</sup> & D Streets, NE, at the Way of the Cross Church. PSA unit 1024 then called the dispatcher back at 9:37 p.m. and advised the dispatcher

Mr. Cody Rice

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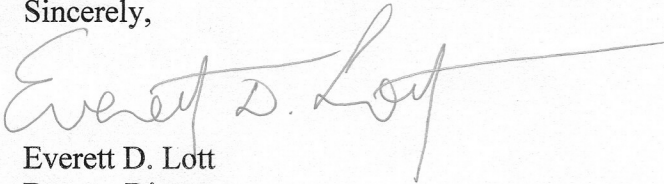
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that the church was not using loud speaker equipment; instead, the church was having regular church services. The police officer then asked the dispatcher if the complainant wanted to be interviewed. The dispatcher informed the responding officer that due to the call taker's failure to obtain the first caller's name and telephone number, there was no record of whom to interview. Also, at this time the dispatcher failed to retrieve the complaint event record for the second caller's information which would have allowed the officers to interview the second caller regarding the subject complaint. For this reason, the responding police officers had no choice but to clear the event with a disposition of "No Report."

Thankfully, the call taker's failure to gather call back information had no affect on the expeditious arrival of a police unit. However, due to the call taker's failure to follow procedure, it is recommended that the responsible call taker be informally counseled and that a memorandum be placed in her personnel folder indicating that she was counseled.

In closing, I appreciate your efforts to raise this incident to my attention so that our agency can continue to provide the fast, professional, and cost-effective service that you and other residents of the District of Columbia expect from us. If I can be of further assistance to you in the future, please feel free to give me a call at (202) 671-3349.

Sincerely,

A handwritten signature in cursive script that reads "Everett D. Lott". The signature is written in dark ink and extends across the width of the page.

Everett D. Lott

Deputy Director

Office of Unified Communications

EDL:sp

Cc: Edward D. Reiskin, Deputy Mayor for Public Safety and Justice  
Inspector A. Solberg, Metropolitan Police Department