



District of Columbia Government  
Advisory Neighborhood Commission 6A  
PO Box 15020  
Washington, DC 20003



October 20, 2024

Honorable Phil Mendelson, Chairman of the Council of the District of Columbia  
Honorable Muriel Bowser, Mayor of the District of Columbia  
1350 Pennsylvania Avenue, NW  
Washington, DC 20004  
*Via email and the ANC Resolutions Portal*

Re: Office of Unified Communications (OUC)

Dear Chairman Mendelson and Mayor Bowser:

At a regularly scheduled and properly noticed meeting<sup>1</sup> on October 10, 2024, our Commission voted 5-0-0 (with 4 Commissioners required for a quorum) requesting that the Council and the Mayor recognize the serious and life-threatening failures of the Office of Unified Communications (OUC) and consider measures to include, but not limited to monthly (at minimum) reporting to a public meeting of the Council or its designated committee, and an attestation to the accuracy by the OUC Director. Such reporting may include OUC performance against key national 911 performance metrics, as well as against staffing metrics and adverse event reporting and analyses. The Commission also requests that the Council review the need for an external monitor or advisor to oversee the operations and performance of the OUC.

Since at least 2021, audits and other performance reviews, published by the DC Auditor, the press and other entities, have systematically documented what ANC commissioners, Council members and members of the press have heard on a case-by-case basis from DC residents. That is, the frightening and ongoing performance failures at the Office of OUC.

These problems include but are not limited to failures to meet national standards for call answering times; call dispatch (action) times; system accessibility (versus down time) and accuracy in event coding, dispatch type and dispatch information.

At minimum, these problems cause anxiety for constituents calling 911 and for first responders. In the worst cases, these problems have been associated with deaths of DC residents, including an infant, causing grief and loss for their families and trauma for first responders.

The responses of OUC leadership, the mayor and other members of the executive branch have, it appears, only exacerbated these problems and impeded critically needed remediation. These responses seem to focus on “spin” rather than on full disclosure, thereby preventing a timely, transparent and evidence-driven continuous quality improvement effort. Quite simply, the City needs and deserves a rapid, professional and effective response to this dangerous and, at times, catastrophic operational failure.

Accordingly, we ask the Council and the Administration to consider and implement the recommendations enumerated above, or comparable strategies for achieving, monitoring and reporting timely, significant

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<sup>1</sup> ANC 6A meetings are advertised electronically on, [anc-6a@googlegroups.com](mailto:anc-6a@googlegroups.com), and [newhilleast@groups.io](mailto:newhilleast@groups.io), at [www.anc6a.org](http://www.anc6a.org), on Twitter (@ANC6A) and through print advertisements in the Hill Rag.

and substantial progress toward a 911 service that meets or exceeds national standards and that supports city residents, businesses and first responders facing urgent and emergent situations.

Thank you for giving great weight to the recommendations of this Commission. I can be contacted at [6A04@anc.dc.gov](mailto:6A04@anc.dc.gov).

On behalf of the Commission,



Amber Gove  
Chair, Advisory Neighborhood Commission 6A

cc: Honorable Brianne Nadeau, Ward 1 Councilmember  
Honorable Brooke Pinto, Ward 2 Councilmember  
Honorable Matthew Fruman, Ward 3 Councilmember  
Honorable Janeese Lewis George, Ward 4 Councilmember  
Honorable Zachary Parker, Ward 5 Councilmember  
Honorable Charles Allen, Ward 6 Councilmember  
Honorable Vincent C. Gray, Ward 7 Councilmember  
Honorable Trayon White, Sr., Ward 8 Councilmember  
Honorable Kenyan McDuffie, Chair Pro Tempore of the Council of the District of Columbia  
Honorable Anita Bonds, At-Large Councilmember  
Honorable Christina Henderson, At-Large Councilmember  
Honorable Robert White, At-Large Councilmember  
Ms. Lindsey Appiah, Deputy Mayor for Public Safety and Justice  
Pamela Smith, Chief of Police, Metropolitan Police Department