


Oral City Mgr
6-28-05

City of Alexandria, Virginia

MEMORANDUM

DATE: JUNE 28, 2005

TO: THE HONORABLE MAYOR AND MEMBERS OF CITY COUNCIL

FROM: JAMES K. HARTMANN 

SUBJECT: RELEASE OF 911 TAPE AND TRANSCRIPT OF JUNE 13 EMERGENCY MEDICAL SERVICES INCIDENT ON FARRINGTON AVENUE PURSUANT TO FREEDOM OF INFORMATION (FOIA) REQUESTS

This afternoon we released the 911 tapes and transcript of the June 13 emergency medical services call received from a caller at a business on Farrington Avenue to representatives of Channels 4, 5 and 9, who filed FOIA requests.

This incident, which involved our Fire and EMS Department Communications Center and the Fairfax County Public Safety Communications Center, is one which we are taking very seriously. The request for emergency medical assistance involved an incident in Fairfax County with the calls for assistance misdirected to Alexandria as a result of a mistake in Verizon's 911 data base. We very much regret that this incident occurred, and we are taking steps to ensure that a similar situation does not arise in the future.

On June 13, the Alexandria Fire and EMS Department staff contacted Verizon and requested that it take immediate action to see that all 911 calls from this address were routed to the correct jurisdiction (Fairfax County). Since then, we have verified that this data base correction has been implemented.

The Alexandria Fire and EMS Department is conducting a review of the City's role in the incident and will make recommendations to me on how to improve coordination and communication with our neighboring jurisdictions' emergency communications centers. The Alexandria, Fairfax City, Arlington County and Fairfax County Fire Chiefs also will be meeting next month to discuss this and to develop their recommendations on how to enhance communication among the jurisdictions.

I also plan to have our report reviewed by an outside expert to determine if there are additional actions we can take to ensure that our procedures, policies, and equipment need adjustment or enhancement.

Please let me or Assistant City Manager Michele Evans know if you would like a copy of the transcript or a staff briefing on this matter.

cc: Michele R. Evans, Assistant City Manager
Barbara Gordon, Public Information Officer
Gary Mesaris, Fire Chief
Charles Samarra, Police Chief