

Incident Timeline – Monday, August 14, 2023:

**LEAK** → **17:06:42 (911 call #1):** Transfer from Montgomery County. The caller claims she is the manager of District Dogs at 680 Rhode Island Avenue and that there is "water coming in." Call disconnects.

**17:09:30 (911 call #2):** Transfer from Prince George's County. The caller advises she is the assistant manager of District Dogs and is watching the camera. There is flooding with people and dogs. Two minutes into the call (at 17:11:30), the calltaker advises she will be sending help. \*

**17:10**  
**17:12:12 (911 call #1):** The calltaker calls back and asks if they can still see the camera. Confirms all walls facing the street have collapsed, and the dogs are in the back of the store.

**17:18:41 (911 call #3):** Call from 680 Rhode Island Ave. The caller states they are trapped in water. There are six people trapped and no way out.

**17:20 (Approximately):** The calltaker advises caller from inside District Dogs that the incident has been sent to Dispatch.

**17:20 (Approximately):** Fire & EMS on scene performing water rescues identifies ongoing situation and water level at District Dogs.

\* **17:22:** Dispatch notifies Fire & EMS of incident at District Dogs, requests assistance. Fire & EMS confirms they will proceed to 680 RI Ave to check.

**17:29:18:** Fire & EMS confirms they have entered the building and begun rescuing individuals and dogs.

**17:35:06 (911 call #3):** The caller informs the calltaker that Fire & EMS have entered District Dogs. Call disconnects.

**Position C-103**

**8/14/2023 1706 hours**

Call Taker: What's the address of the emergency?

Caller: (Non-verbal...) Hi, so, ug, ug, there is a location of a dog daycare in NE, DC. 680 Rhode Island Ave. It's flooding horribly. The walls gave out.

Call Taker: What's the location again?

Caller: 680 Rhode Island Ave. It's facing Rhode Island Ave itself.

Call Taker: NE, NW?

Caller: Yes, NE, it's on the bottom floor of the building itself and not on the apartment side. Where are (non-verbal)...going now.

Call Taker: Are you inside the location?

Caller: No, but people are with the animals are inside the building that is flooding. I am the manager of the location and I am watching it from the camera. I am at home, but there are people inside there.

Call Taker: Sir, Let me ask you some questions. What is the name of the dog care?

Caller: District Dogs...(Caller talking in background..."you think in some water...")

Call Taker: You said, District, I sorry.

Caller: District Dogs

Call Taker: What's a call back number for you?

Caller: [REDACTED]

Call Taker: So where is the water coming in at?

Caller: All over, like it's from the street. That area floods so bad all the time. It broke the wall. The whole building is going under water right now. Water was coming out through the walls and we saw the walls break down through the cameras and what's more that they have big glass windows facing the street.

The cameras are not working anymore but we know people are in danger.

Call Taker: What is your last name?

Caller: [REDACTED]

Call Taker: Okay, we will have a unit dispatched out to the location. Call us back with any updates or if anything changes.

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**Position C-118**

**8/14/2023 1709 hours**

CT: DC 911 What's the address of the emergency?

PG County with a transfer.

Caller: 680 Rhode Island Ave.

CT: Please repeat for me again and let me know if it's NE or NW?

Caller: It's NE.

CT: Please say the whole address for me again just for confirmation.

Caller: 680 Rhode Island Ave, NE DC

CT: What is at that location? Is that a, um, apartment building, or?

Caller: It's a place of business. It's District Dogs.

CT: District Dogs? Okay. What happened there Ma'am?

Caller: So, I'm watching...I'm the Assistant Manager there and I am watching the cameras and the whole place is flooding and there people in there, animals in there and it's like the whole place is completely flooded.

CT: Okay, uh, flooding inside. Okay. Did you notice any flames or smoke?

Caller: No.

CT: Please don't hang up. Okay, does anyone seem trapped, Ma'am?

Caller: Let me see because they like got stuck when I was, I don't even think it will connect now. Looks like everything is collapsed now. Like the water flooded everything.

CT: Okay, I already sent the call. We are sending it to the Fire department so they will be on their way.

Caller: (inaudible)

CT: Yes, Ma'am. Yes, Ma'am. So is the water coming from the door from the outside?

Caller: Yes, it came/coming/came from everywhere to be honest. The whole place it looks like a swimming pool right now. It's like the 3<sup>rd</sup>/4<sup>th</sup> time we flooded. This time it's terrible. The last I seen on the camera like the whole everything our gates and everything collapse from the water. The water was coming from everywhere. The walls collapsed.

CT: Was it from a storm the last time?

Caller: Yes.

CT: Okay, Okay. Help is coming, Ma'am. Can I get your name?

Caller: I'm [REDACTED]

CT: Yes, Ma'am. And, the phone number you're calling from?

Caller: [REDACTED]

CT: Okay. Alright. Help is coming, Ma'am. Let me ask you this? Are you in communication with anyone that is there?

Caller: I can try to call them, but.

CT: Okay

I don't know...I'm just concerned that they...we have group chat, so this is how I found out...my General Manager is on leave so she had put in the group chat that they were flooded so that me made me check the cameras. I didn't think it was as serious as it was but no one else that's there at work right now is (inaudible) in the group chat and I am telling everyone in the group chat that the Fire Department and everybody is responding but the General Manager.

CT: Okay, Yes, Ma'am.

Caller: (inaudible)

CT: I'm looking at my screen and looks like other people have called also so we have help going.

Caller: (inaudible) It's so scary.

CT: Yes, Ma'am.

Caller: I'm going to try...Am I able to hang up with you, now? I'm going to try to reach out to one of them. (inaudible)

CT: Well, let me...let me I need you to confirm the building number...say the address again please.

Caller: 680 Rhode Island Ave and place of business is District Dogs. It's not the apartment building, it's the business called District Dogs and sitting at end corner of the street.

CT: I'm not...So, it's on the corner of and Rhode Island Ave and what is the cross street, is it 5<sup>th</sup> Street, 8<sup>th</sup> Street?

Caller: As soon as you come under that bridge. It's sitting right there on the corner.



CT: Okay]

Caller: I am not sure of the cross street.

CT: I've got it. Help is coming.

Caller: Thank you so much.

CT: So are you in Maryland.

Caller: Yes, Ma'am. I am in Maryland. I was off today.

CT: Okay Alright, help is coming, Ma'am, okay. And just like I said looks like others have called too... and if anything changes before responders get there just call us back.

Caller: Thank you so much. Thank you so much. Bye Bye.

CT: Bye Bye.

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**Position C-103**

**8/14/2023 1718 hours**

Call from Inside District Dogs

Calltaker (CT): DC911, What's the location of the emergency?

Caller: We're at 680 Rhode Island Ave, Northwest. District Dogs. Northeast, Northeast, I'm sorry, I'm sorry northeast.

CT: Repeat the address for me.

Caller: Six eight zero Rhode Island Avenue, Northeast at District Dogs.

CT: What's the emergency?

Caller: We are trapped in water. We are trapped in water that is above our heads. There are six people trapped in the water and we have no way out and nothing [inaudible].

Caller: We need the water rescue immediately

CT: stay on the line

Caller: There are six or seven people in here

CT: How high is the water?

Caller: It's about 12 feet high.

CT: Okay.

CT: Stay on the line. The call has been sent out for dispatch, okay. We have help coming out. Just to verify one more time at 680 Rhode Island Avenue. Northeast.

Caller: Yes,

CT: District Dogs

Caller: Yes, come to District Dogs, that address goes to a lot of places. They come to other places [inaudible]

CT: You said you can't get out

Caller: No, we can't get out

CT: Inside the building. How many people are trapped?

Caller: It's about seven people. We have a man in the water who can't hold on to anything and we haven't heard anything back from him in a while. We're afraid he might not be with us anymore.

CT: Okay, okay.

Caller: can someone call for that man and see if he's out there. [calling for the man]

CT: Okay, we have help being dispatched out to that location. Are you guys on the main level or the basement?

Caller: it's only one level. The main level

CT: we have them responding out to 680 Rhode Island Avenue, Northeast to District Dogs.

Caller: Yes, water rescue

CT: Water rescue. Yes, I got you. Stay on the line.

CT: Okay, just stay on the line with me. alright

Caller: Alright, we're still here.

CT: Stay on the line with me.

Caller: The water is going down a little bit.

CT: Okay, just stay on the line with me. Try and remain calm, help is on the way. Hold on.

Caller: (to other people in the room). Are you still in the hallway.

CT: I'm still here, okay. Just let me know when you hear the responders.

Caller: Okay.

CT: [inaudible]

CT: Do you know of any other injuries that I should be aware of so I can let the responders know?

Caller: Does anybody have any injuries or hurt. No. we just have the guy we haven't heard from in a while. We have dogs trapped in the backroom.

CT: You also have dogs trapped. Just let me know when you hear the responders. I'm going to stay on the line with you.

CT: Okay.

CT: Do you hear anything yet? It's showing they're on scene.

CT: They're probably just trying to get to you guys.

CT: You still there with me?

CT: Hello.

Caller: The water is starting to come down now.

CT: It's starting to go down? Okay, the responders are on scene. Just let me know when you're with the responders. I'm going to stay on the line with you. Keep me updated.

Caller: Hello

CT: I'm still here.

Caller: Ok. We're grabbing some dogs out the back door and loading up.

CT: Okay, you said the water is starting to go down?

Caller: No.

CT: Okay.

CT: And, hello.

Caller: Yes, we're here.

CT: Have you been able to make contact with that person you couldn't hear anything from.

Caller: The water went down a little bit and he went out there to see if the man is still out there.

CT: Okay. How high would you say the water is now.

Caller: it went down a couple of feet, but it's still above our head. We're standing on a cabinet.

CT: Okay, I got you.

Caller: In here in here. [inaudible]

CT: Hello. Is there anyone still there?

Caller: Hello

Call taker: Yes

Caller: They're here. Should I hang up now?

CT: You can hang up as long as you're with the responders. Yes, ma'am.

\*\*Call is disconnected.