



NATIONAL TRANSPORTATION SAFETY BOARD  
**Investigative Hearing**

Washington Metropolitan Area Transit Authority Metrorail train 302 that encountered heavy smoke in the tunnel between the L'Enfant Plaza Station and the Potomac River Bridge on January 12, 2015

<b>GROUP</b>	<b>A</b>
<b>EXHIBIT</b>	
<b>13</b>	

Agency / Organization

District of Columbia, Office of Unified Communications

Title

**Biography of Stephen Williams**

**Stephen Williams**  
**Chief of Operations**  
**District of Columbia, Office of Unified Communications**

Stephen Williams has been employed at the Office of Unified Communications (OUC) since 2011 and is currently the Chief of Operations, responsible for the agency's 911 and 311 Operations Divisions. In this role he is responsible for over 250 employees, including supervisors, call takers, dispatchers and customer service representatives. Annually, the 911 Operations Division handles approximately 1.4 million 911 Emergency Calls and dispatches responders from the Metropolitan Police Department (MPD) and DC Fire and EMS (DCFEMS) to over 800,000 incidents. The 311 Operations Division handles close to 2 million non-emergency calls and processes approximately 350,000 service requests annually. Mr. Williams is a Certified Public Manger, holds a Lean Six Sigma Green Belt and received his B.S.B.A. in Management Information Systems from the University of Alabama – Huntsville. Stephen has worked on public safety projects in the US and England and has over 15 years of experience in public safety and information technology.