Office of Unified Communications
OUC *(UC)*

MISSION

The mission of the Office of Unified Communications is to deliver world-class customer service to the residents, visitors, and other stakeholders of the District with efficient, professional, and cost-effective responses to emergency, non-emergency, and city service requests.
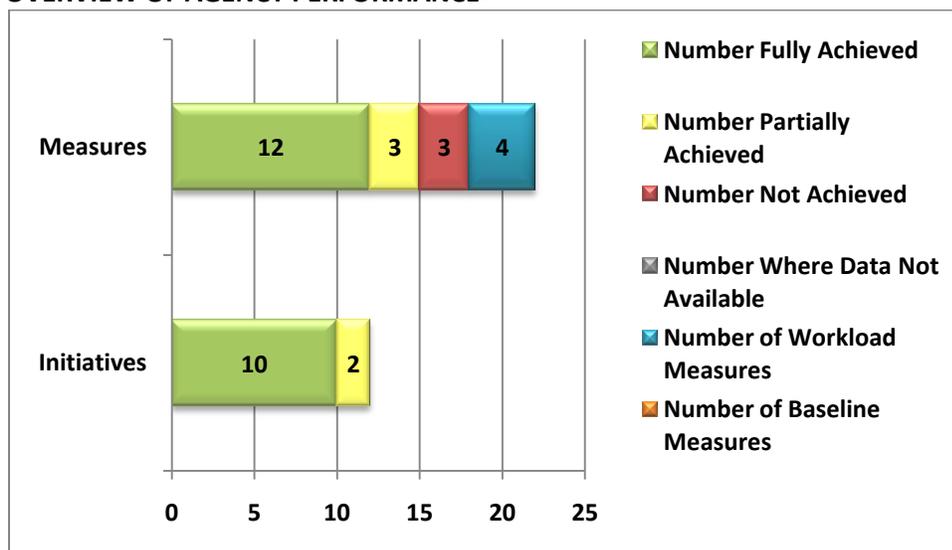
SUMMARY OF SERVICES

The Office of Unified Communications (OUC) provides the following services: answering point for emergency (911) and non-emergency (311) calls, telephone reporting, transcribing, city service request processing, radio engineering, and District-wide quality assurance testing.

ACCOMPLISHMENTS

✓ Maximized the use of the 311 Customer Interactive Relationship Management (CIRM) system to enhance service delivery performance by building on its functionality to provide a fluid knowledge base and build customer analytics, to drive operational improvements.

✓ Completed training and full implementation of the National Academy of Emergency Dispatchers (NAED) call taking protocols and instituted the use of AQUA, which is automated case review software, to both standardize the questions asked of 911 callers and provide consistency in the application of 911 processes for police, fire and medical calls and to formalize the agency's quality assurance monitoring process, respectively.

✓ Provided 24/7/365 installation and maintenance support for over 1000 MPD and FEMS mobile data computers and system to ensure that all client agencies operate with current technologies, application platforms, and up-to-date industry-accepted SOPs and best practices, while responding to MDC repairs within 24 hours 95% of the time throughout FY10.

OVERVIEW OF AGENCY PERFORMANCE

Performance Assessment Key:

⬤ Fully achieved   ⬤ Partially achieved   ⬤ Not achieved   ⬤ Data not reported

911 EMERGENCY OPERATIONS DIVISION

OBJECTIVE 1: ENSURE FAST AND ACCURATE RESPONSES TO 911 (EMERGENCY) CALLS.

- ⬤ **INITIATIVE 1.1: Complete training in an effort to develop a highly qualified workforce to ensure professional responses to 911 calls. Completion date – July 30, 2010.**
  Employee training for NAED protocols was completed prior to the due date in May of 2010. In addition, compliments and complaints are being formally tracked by the agency in quickbase. Lastly, the agency continues to follow and create additional general orders, as necessary, to help guide employees and managers in carrying out the mission of the agency.

- ⬤ **INITIATIVE 1.2: Ensure 911 customers are served respectfully, responsively and consistently.**
  As of March 2010, the protocols have been fully implemented. In addition, the agency has also implemented the quality assurance monitoring component of NAED, AQUA. All supervisors have been trained on the software and complete daily monitoring.

- ⬤ **INITIATIVE 1.3: Enhance staff scheduling to meet daily 911 requirements of the District of Columbia.**
  The agency is currently trending 98% of all 911 calls being answered within 5 seconds, which is well above the industry standard of 90% within 10 seconds.

311 NON-EMERGENCY OPERATIONS DIVISION

OBJECTIVE 1: ENSURE TIMELY, ACCURATE WORLD-CLASS CUSTOMER SERVICE RESPONSE TO 311 (NON-EMERGENCY) CALLS.

- ⬤ **INITIATIVE 1.1: Strengthen overall 311 service delivery.**
  During FY10, all 12 DMV service providers were trained to handle general 311 calls. In addition, we have increased the number of 311 full-service providers to a total of 27 in FY10.

- ⬤ **INITIATIVE 1.2: Expand non-emergency call taking quality assurance program.**
  The agency developed, piloted and fully implemented a 311 monitoring database. From implementation through the end of the fiscal year, 1262 were records accumulated in the database. In addition, 850 monitoring events were completed before full implementation of the system, for a total of 2112 monitoring events throughout FY10.

- ⬤ **INITIATIVE 1.3: Streamline the Telephone Reporting Unit Business Process.**
  The Telephone Reporting Unit's (TRU) process for taking police reports by phone was completely automated as of March 31, 2010. Representatives enter all information in an electronic database and have increased the volume taken to approximately 1,250 monthly.

TECHNOLOGY OPERATIONS DIVISION

OBJECTIVE 3: ENHANCE THE DISTRICT'S COMMUNICATIONS TECHNOLOGY.

● **INITIATIVE 1.1: Maintain the District's radio system and statewide interoperability.**
The OUC is currently planning for the P25 project which is scheduled to be deployed over the next 18 – 36 months. The District is finalizing the contract with Motorola. The impacting factors to the schedule relate to securing the necessary funding. The OUC is receiving capital, local and grant funding to ensure the District is equipped to handle the next major event in the District. The OUC has already begun purchasing upgraded radios and hardware which are P25 compliant, scheduling training and are working with local jurisdictions to enhance interoperability communications.

● **INITIATIVE 1.2: Maintain the District's primary and back-up Public Safety Answering Point.**
The OUC technical team performs routine maintenance of the PSCC to ensure all systems are functioning properly. The operations staff sends call takers and dispatchers to the center on the 15th of each month. All software and hardware components are tested thoroughly prior to staff deployment.

● **INITIATIVE 1.3: Maintain CAD and ProQA priority Dispatch software for emergency services (911 call processing and dispatching for Police /Fire/EMSFEMS).**
The OUC is preparing for Computer Aided Dispatch (CAD) 9.1 upgrade through Intergraph. The agency has procured two new servers and storage devices, 98 pc's and 196 monitors to replace the current inventory at the UCC. OUC will be upgrading 55 of the current UCC machines to deploy at the PSCC. The CAD support team attended an on-site 3-day training provided by Intergraph in September 2010The 9.1 upgrade is expected to be completed in January 2011. The OUC has also began using AQUA, which is a ProQA quality assessment program used by FEMS and OUC supervisors to provide feedback to call takers to improve their call handling process. OUC will upgrade the Emergency Medical Dispatch (EMD) portion of ProQA to 12.1 in November 2010.

● **INITIATIVE 1.4: Enhance the District's Mobile Data Computer data computing installation and maintenance support.**
The Mobile Data Computer (MDC) program currently supports MPD, FEMS, DCHA and PSPD. The OUC provides 24/7/365 support to these agencies and is currently meeting the SLA for repairs. Installs and training for MPD is complete. The OUC installs new devices in approximately 75 new MPD vehicles per year as the fleet is updated. FEMS Phase 1 is complete and we anticipate closing out Phase 2 of the project by December 2010 which entails upgrading the Panasonic Toughbooks in the current vehicles. The DCHA installation of 19 devices and training of 39 users was completed in late 2009. The PSPD was added as client and completed in September 2010. The OUC continues to provide training as necessary to all our current clients.

TRANSCRIPTION DIVISION

OBJECTIVE 1: Improve FOIA and Transcription Process

- **INITIATIVE 1: Ensure that FOIA requests are processed and maintained to meet the FOIA guidelines. Completion date – March 1, 2010.**
As of March 1, 2010, the OUC had identified a designee who currently handles and logs all incoming FOIA requests. The log maintained by the designee documents agency receipt date, requestor, responsible agency, disposition and close date. More than 95% of all requests are satisfied within 15 days."

- **INITIATIVE 2: Improve the transcription processes to improve accuracy and efficiency. Completion date – April 1, 2010.**
The actions in this initiative have been partially achieved. The status of each are as follows: 1)The Transcription Unit has piloted and begun implementing the File Transfer Protocol with OAG. 2)Time spent in court remains a concern as presiding judges dictate when cases are called. In conjunction with the Unit's partners at AUSA, however, the Unit has received more precise requests for court appearances. 3)The Unit performed a cost driver analysis to more precisely determine operations' expenditures related to requests and have had preliminary discussions regarding AUSA shouldering some of the cost burden, which were moderated/facilitated by analysts in the OCA. 4)The Unit will continue to rely on support from OCTO to monitor and maintain the server.

Key Performance Indicators – Details

		Measure Name	FY2009 YE Actual	FY2010 YE Target	FY2010 YE Actual	FY2010 YE Rating	Budget Program
911 EMERGENCY OPERATIONS DIVISION							
🟢	1.1	Percent of 911 calls answered within 5 seconds	96.45%	96%	97.69%	101.76%	911/311 OPERATIONS
🟢	1.2	Percent of 911 calls (wireline and wireless) abandoned	1.84%	3%	1.06%	282.31%	911/311 OPERATIONS
🟡	1.3	Percent of current call takers trained and active as Universal Call Takers	69.06%	100%	84.33%	84.33%	911/311 OPERATIONS
🟢	1.4	Percent of current call takers that are conversationally bilingual	21.58%	20%	24.02%	120.10%	911/311 OPERATIONS
🟢	1.5	Percent of days minimum staffing levels met.	Not Available	90%	100%	100%	911/311 OPERATIONS
🔴	1.6	Percent of calls in which call to queue is 60 seconds or less	27.93%	75%	25.7	34.3%	911/311 OPERATIONS
🟡	1.7	Percent of 911 Police Priority 1 calls in which queue to dispatch is 60 seconds or less	73.88%	75%	73.5	98%	911/311 OPERATIONS
🟢	1.8	Percent of 911 FEMS calls in which queue to dispatch is 60 seconds or less	85.51%	75	83.5	111.3%	911/311 OPERATIONS
🔵	1.5	Number of calls handled by 911	Not Available		13,57,928		911/311 OPERATIONS
311 NON-EMERGENCY OPERATIONS DIVISION							
🔴	1.1	Percent of 311 calls answered within 30 seconds	57.7%	80	51.66%	64.58%	911/311 OPERATIONS
🔴	1.2	Percent of calls abandoned by 311	15.17%	8	12.39%	64.59%	911/311 OPERATIONS
🔵	1.3	Number of service requests taken by 311	350,000		420,845		911/311 OPERATIONS
🔵	1.4	Number of calls received by 311	0		2,570,392		911/311 OPERATIONS

●	1.5	Number of police reports taken by the Telephone Reporting Unit	8,780		7,679		911/311 OPERATIONS
	TECHNOLOGY OPERATIONS DIVISION						
●	1.1	Percent of time radio system is available	100%	99.9%	99.99%	100.09%	RADIO NETWORK
●	1.2	Percent of time 911/311 telephony system is available	100%	99.9%	99.9%	100.09%	IT
●	1.3	Percent of time Computer Aided Dispatch (CAD) system is available	100%	99.9%	99.9%	100.09%	IT
●	1.4	Percent of time OUC responds to Mobile Data Terminal repairs within 24 hours	96.25%	95%	74.8%	78.73%	Radio Engineering
	TRANSCRIPTION DIVISION						
●	1.1	Percentage of FOIA requests satisfied within the legislated timeframe (15 days)	85%	90%	98%	108.89%	911/311 OPERATIONS
●	1.2	Percentage of completed AUSA packages delivered within established delivery timeframe (5 business days)	0%	90%	98.92%	109.91%	911/311 OPERATIONS
●	1.3	Percentage of completed OAG packages delivered within requested timeframe (varies)	95%	95%	99.63%	104.87%	911/311 OPERATIONS
●	1.4	Percentage of internal investigation requests regarding service complaints completed within 72 hours	95%	95%	96.77%	101.87%	911/311 OPERATIONS