



## 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) processes calls for: the District's E911 Public Safety Answering Point (PSAP) for fire, police and emergency medical dispatch; telephone reporting; transcription services; and 311 for city service and requests. In addition, OUC provides radio engineering, and District-wide quality assurance testing.

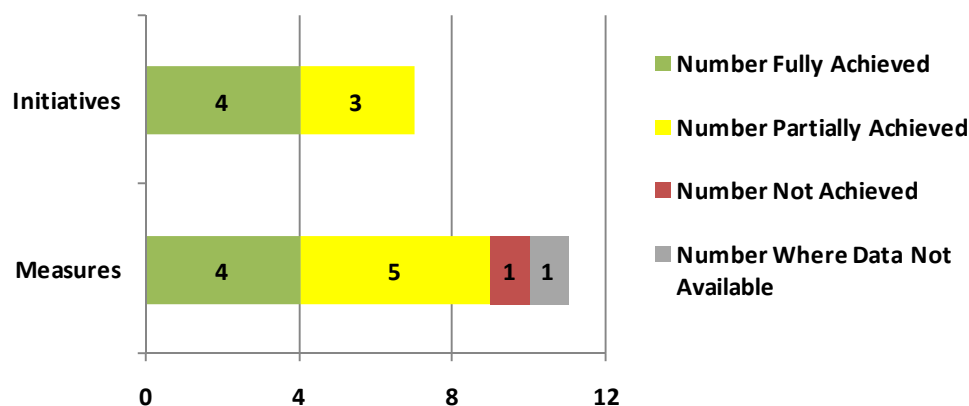
#### AGENCY OBJECTIVES

1. Ensure fast and accurate responses to 911 calls.
2. Establish one Non-emergency number for city services and information.
3. Enhance the District's communications technology

#### 3 KEY ACCOMPLISHMENTS

- ✓ 311 Implementation - Offering centralized access to 2.3 million callers for service not involving police dispatch, enabling customers to quickly discern what number to call in an emergency or urgent service situation and providing a more simplified, efficient and consistent service solution for the city.
- ✓ 911 Universal Call Taker Training (UCT) and Staff Alignment – Achieved 100% of plan to increase the number of individuals trained to facilitate calls for police, fire and emergency medical services through initiatives which expanded individual knowledge base and call handling capacity.
- ✓ Mobil Data Computer Installations – Integrated a comprehensive implementation of 750 mobile data computer communication systems, which supports the Public Safety mobile data computing and regional communications interoperability.

#### OVERVIEW OF AGENCY PERFORMANCE





## Performance Initiatives – Assessment Details




### Performance Assessment Key:

-  Fully achieved     Partially achieved     Not achieved     Data not reported

---

### OBJECTIVE 1: Ensure fast and accurate responses to 911 calls.



---

-  **INITIATIVE 1.1: Increase the number of Universal Call Takers.**  
**Fully Achieved.** The number of Universal Call Takers (UCTs) increased from 37 at the end of FY 2007 to 55 at the end of FY 2008. Over the fiscal year, the agency trained 24 new UCTs and three UCTs were terminated or resigned.
-  **INITIATIVE 1.2: Enhance our emergency call taking quality assurance program.**  
**Partially Achieved.** The agency established an emergency call-taking quality assurance program in fall 2007. Beginning January 2008, 12 supervisors were required to monitor 10 calls per day for a total of 160 calls per supervisor per month. Over approximately ten months from implementation to the end of FY 2008, supervisors monitored 13,825 calls for an average of approximately 345 per week. This is an increase over the 250 calls monitored at the beginning of the fiscal year.
-  **INITIATIVE 1.3: Survey 911 callers.**  
**Partially Achieved.** In FY 2008 the agency received 1.3 million 911 calls. The agency completed 131 surveys, or 0.01% of 911 calls received. The agency made 3,541 attempts resulting in a response rate of 3.7%. Based on FY 2007 call volume for 911, surveying 1% of annual call volume would make the target approximately 9,500 completed surveys.

---

### OBJECTIVE 2: Establish one Non-emergency number for city services and information.

---

-  **INITIATIVE 2.1: Consolidate 727-1000 with 311.**  
**Fully Achieved.** The agency launched the 311 call center in January, successfully integrating call takers from DMV and DOH into the Citywide Call Center. Call centers for DCRA and DDOE have since been merged into 311. The center operates 24 hours a day, 7 days a week and received over 2 million calls in FY 2008. The agency developed a publicity campaign including WMATA advertisements, PSAs and printed brochures. They also hosted events celebrating the launch of 311, the 1 millionth call, and National Customer Service Week.
-  **INITIATIVE 2.2: Increase the number of city services that can be requested online or by calling the citywide call center.**  
**Fully Achieved.** In addition to the accomplishments listed under Initiative 2.1, the agency worked with OCTO to select a new CIRM vendor in order to upgrade the citywide service request and tracking system.



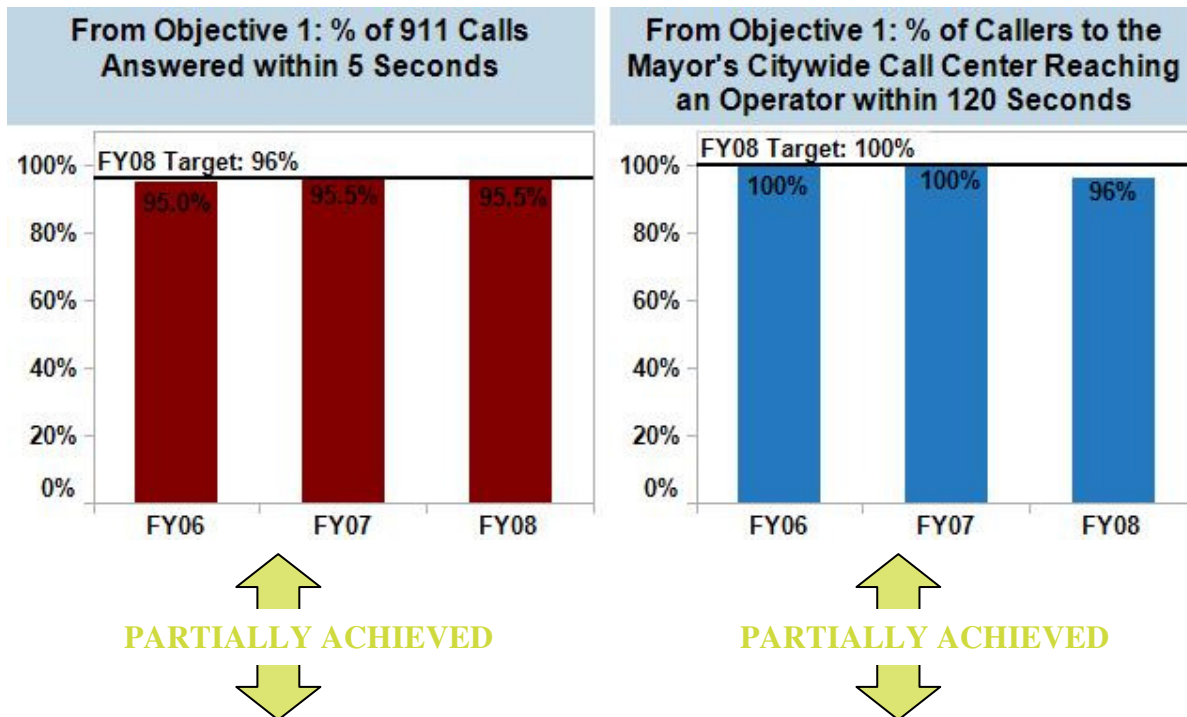
---

**OBJECTIVE 3: Enhance the District's communications technology.**

---

- **INITIATIVE 3.1: Strengthen public safety interoperable communications and radio engineering.**  
**Partially Achieved.** The agency established radio maintenance and support MOUs with all agencies, conducted radio communications training, and completed radio reprogramming for 12 DC agencies. The agency purchased 300 new radios in FY 2008 but limited the replacement of network equipment before the planned system upgrade in FY 2009.
  
- **INITIATIVE 3.2: Upgrade Computer Aided Dispatch (CAD) systems.**  
**Fully Achieved.** The agency completed the CAD upgrade to Version 8.1 in November 2007.

## Key Performance Indicators – Highlights



### More About These Indicators:

*How did the agency's actions affect this indicator?*

- Implemented 10 hr. staffing schedules to better align resources to call demand and volume peaks to improve response time.
- Maximized available staffing levels by 100% during shift changes, and align scheduling overlap periods with peak volume periods.
- Increased staff availability through UCT training initiatives.
- Improved absenteeism management through enforced accountability measures, and improved morale, through contests to recognize performance and promote consistency.

*What external factors influenced this indicator?*

- Call demand and volume fluctuations driven by unplanned events continue to be a challenge for the agency.

*How did the agency's actions affect this indicator?*

- Better resource alignment and improved call and work flow processes which reduced call handling time.
- Implementation of disciplines which focus on schedule adherence and other performance factors necessary to ensure responsiveness.
- Service hour expansion to 24/7 and increased servicing capacity, to include integrating several key call intake areas into one central service solution.

*What external factors influenced this indicator?*

- Increased volume due to service integrations and public education campaigns.
- Call experience data, provided by agencies of integrated programs, in most cases did not accurately illustrate volume experience or relative staffing requirement.



## Key Performance Indicators – Details

### Performance Assessment Key:

- Fully achieved     
 ● Partially achieved     
 ● Not achieved     
 ● Data not reported

	FY06 Actual	FY07 Actual	FY08 Target	FY08 Actual	FY09 Projection
<b>OBJECTIVE 1: Ensure fast and accurate responses to 911 calls.</b>					
<span style="color: yellow;">●</span> Percent of 911 calls answered within 5 seconds. . . . .	95.0%	95.5%	96.0%	95.5%	96.0%
<span style="color: yellow;">●</span> Percent of 911 calls (wire line and wireless) abandoned. . . . .	3.00%	2.70%	3.50%	2.18%	3.25%
<span style="color: yellow;">●</span> Percent of current call-takers trained and active as Universal Call Takers. . . . .	40.0%	40.0%	50.0%	46.3%	60.0%
<span style="color: green;">●</span> Percent of current call-takers that are conversationally bi-lingual. . . . .	12%	10%	20%	21%	20%
<span style="color: yellow;">●</span> Percent of callers to the Mayor’s Citywide Call Center that reach an operator within 120 seconds. . .	100%	100%	100%	96%	100%
<span style="color: yellow;">●</span> Percent of calls abandoned for 727-1000. . . . .	N/A	7.7%	10.0%	8.5%	N/A
<b>OBJECTIVE 2: Establish one Non-emergency number for city services and information.</b>					
<span style="color: green;">●</span> Percent of constituent issues entered into IQ and responded to within two weeks. . . . .	100%	100%	100%	100%	100%
<span style="color: green;">●</span> Percent of 311 calls answered within 30 seconds. . . . .	N/A	N/A	80.0%	86.5%	85.0%
<b>OBJECTIVE 3: Enhance the District’s communications technology.</b>					
<span style="color: green;">●</span> Percent of time Computer Aided Dispatch (CAD) system is operational. . . . .	100%	100%	100%	100%	100%
<span style="color: red;">●</span> Percent of radios replaced each year. . . . .	N/A	N/A	5%	0%	5%
<span style="color: gray;">●</span> Percent of time OUC responds to Mobile Data Terminal repairs within 24hrs. . . . .	N/A	N/A	95%	N/A	95%