

Office of Unified Communications FY2020

Agency Office of Unified Communications

Agency Code UC0

Fiscal Year 2020

Mission The mission of the Office of Unified Communications (OUC) is to provide a fast, professional, and cost-effective response to 911 calls for public safety and 311 calls for city services in the District of Columbia.

Strategic Objectives

Objective Number	Strategic Objective
1	Provide efficient, professional and cost effective responses to 911 communications.
2	Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms.
3	Provide state-of-the-art emergency and non-emergency communications.
4	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
1 - Provide efficient, professional and cost effective responses to 911 communications. (5 Measures)					
Percent of 911 calls answered within 10 seconds	Up is Better	90.3%	86.4%	85.5%	90%
Percent of 911 calls which move from queue to dispatch in 60 seconds or less	Up is Better	66.7%	60.8%	63.9%	75%
Total number of sustained 911 complaints	Down is Better	17	25	22	0
Percent of 911 calls in which call to queue is 90 seconds or less	Up is Better	53.4%	58.5%	66.3%	75%
Percentage of QA/QI 911 call reviews that receive a rating of 80% or better	Up is Better	New in 2019	New in 2019	85.8%	75%
2 - Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms. (2 Measures)					
Percent of 311 calls handled by a live agent in 4 minutes or less	Up is Better	73.1%	74.2%	75.1%	97%
Percent of 311 calls answered by a live agent within 90 seconds	Up is Better	80.4%	91%	88.8%	80%
3 - Provide state-of-the-art emergency and non-emergency communications. (3 Measures)					
Percent of time the OUC responds to Mobile Data Terminal repairs within 24 hours	Up is Better	100%	100%	100%	99%
Percent of time the OUC responds to radio equipment repair requests within 24 hours	Up is Better	100%	100%	100%	99%
Percent of tablet connectivity uptime	Up is Better	96.4%	98.3%	99%	90%
4 - Create and maintain a highly efficient, transparent, and responsive District government. (3 Measures)					
Total number of residents reached through community engagement and 911 education activities	Up is Better	14,700	40,800	35,500	15,000
Percent of Time OUC's grade.dc.gov Customer Service Satisfaction Rating is "B" or Better	Up is Better	100%	100%	100%	100%
Percent of records requests fulfilled within mandated time frames	Up is Better	90.2%	99.9%	97.5%	80%

Core Business Measures

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
4 - Create and maintain a highly efficient, transparent, and responsive District government. (10 Measures)				
Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent	Up is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Percent of local budget de-obligated to the general fund at the end of year	Down is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Quick Payment Act (QPA) Compliance - Percent of QPA eligible invoices paid within 30 days	Up is Better	New in 2019	New in 2019	99.4%
Human Resource Management - Average number of days to fill vacancy from post to offer acceptance	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft	Up is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft	Up is Better	New in 2019	New in 2019	97.2%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal	Up is Better	New in 2019	New in 2019	100%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management – Percent of new hires that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020
Human Resource Management – Percent of employees that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020

*The above measures were collected for all mayoral agencies in FY2019. The 2019 open data inventory includes data for calendar year 2018. Due to data lags, FY2019 data for the following core business measures will be available in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Provide efficient, professional and cost effective responses to 911 communications. (2 Activities)			
911 CALL TAKING ACTIVITY	Answers all incoming 911 calls	The 911 Operations Division receives all 911 calls in the District. Highly trained call takers utilize specialized telephony systems to answer calls and follow specific protocols to probe callers and ensure the most appropriate responses to their needs. In particular, call takers often provide crisis intervention services provide pre-arrival instructions for emergency medical calls. Call takers also enter caller provided information to create incident records and electronically transfer each incident record onsite to highly trained dispatchers. 911 call takers handle over 1.4 million calls annually.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
911 DISPATCHING ACTIVITY	Dispatches MPD and FEMS units/apparatus in response to 911 calls	Highly trained 911 dispatchers coordinate responses to incidents on behalf of MPD and FEMS. Using the Computer Aided Dispatch (CAD) system, dispatchers support and assist in the coordination of on-scene incident responses by first responder units and apparatus. Dispatchers are also responsible for monitoring units' availability in the field and communicating with on-scene first responders to keep them apprised of new information or changes and to coordinate support from additional units as necessary. The 911 Operations Division manages over 400,000 CAD events annually.	Daily Service
2 - Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms. (3 Activities)			
311 CALL TAKING ACTIVITY	Answers all incoming 311 calls	The 311 Operations Division is the access point for residents and visitors requiring DC government services and/or information. The Division supports the dissemination of general information about the government, including telephone numbers, agency program details, agency hours of operation and other information. The Division handles approximately 2.1 million calls annually.	Daily Service
311 CALL TAKING ACTIVITY	Supports city service request processing for servicing agencies (DPW, DOT, DOEE, etc.)	The Division supports the submission of scheduled service requests such as trash removal, pothole repair, bulk pick-ups and recycling collection, on behalf of partnering service agencies like DPW and DOT, through a number of platforms, including via telephone, web and mobile app. The agency also schedules driver's license testing for DMV and coordinates appointments for energy assistance applicants on behalf of the DOEE. In total, the Division currently takes over 120 service types for 12 different District agencies.	Daily Service
311 CALL TAKING ACTIVITY	Provides service request status updates and information for servicing agencies	The Division engages with the public to take reports of missed scheduled services and provide service request status information to callers. To be clear, the OUC is not responsible for the provision of city services. Instead, the city agencies that provide such services have service level agreements which outline the expected level of performance for each request type. Further, the 311 Division does not close service request tickets.	Daily Service
3 - Provide state-of-the-art emergency and non-emergency communications. (3 Activities)			
INFORMATION TECHNOLOGY	Manages the District's public safety communications and city service request platforms and infrastructure	The Information Technology Division provides centralized, District-wide coordination and management of public safety and other city services communications technology, including voice radio, 911/311 telephony, computer aided dispatch systems (CAD), citizen interaction relationship management (CIRM) systems, mobile data computing systems (MDC) and other technologies, including wireless and data communication systems and resources.	Key Project
INFORMATION TECHNOLOGY	Develops public safety communications policies and maintains and purchases all related equipment and facilities	The Information Technology Division develops and enforces policy directives and standards regarding public safety and non-public safety communications; operates and maintains of public safety and non-public safety voice radio technology; manages building facilities that support public safety voice radio technology and call center technology; and reviews and approves all agency proposals, purchase orders, and contracts for the acquisition of public safety voice radio technology and call center technology systems, resources, and services.	Key Project
INFORMATION TECHNOLOGY	Provides 24 hour technical support and maintenance on all public safety communications devices and equipment	The Information Technology Division provides 24x7, highly specialized tech support and maintenance for public safety communications devices, including tablets and radios, deployed to MPD and FEMS users in the field.	Daily Service
4 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Activities)			

Operations Header	Operations Title	Operations Description	Type of Operations
TRANSCRIPTION & QUALITY DIVISION	Serves as custodian of all 911 and 311 communications records	The Transcription Division serves as the custodian of records and utilizes highly specialized archival systems to research files related to all 911 and 311 communications. The purpose of this research is to locate and create discrete audio files and other data to the general public to fulfill FOIA requests, to local public safety agencies for internal administrative reviews and to federal government agencies for use during criminal and civil court proceedings.	Daily Service
TRANSCRIPTION & QUALITY DIVISION	Authenticates 911 and 311 records in criminal and civil proceedings	Transcriptionists testify in court to authenticate 911 and 311 records and/or to explain event chronologies in both criminal & civil proceedings, under direct examination by judiciary entities.	Daily Service

Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
1 - Answers all incoming 911 calls (2 Measures)			
Total Number of Inbound 911 Calls	1,282,621	1,286,681	1,373,732
Total number of events created in CAD	967,154	957,482	989,141
2 - Answers all incoming 311 calls (2 Measures)			
Total Number of Inbound 311 Calls	1,028,834	1,690,354	1,724,350
Total number of service requests entered into the customer relationship management system by 311 agents	579,693	560,271	551,204
4 - Serves as custodian of all 911 and 311 communications records (1 Measure)			
Number of agency held records released to stakeholders upon request	10,220	9126	9267

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Answers all incoming 311 calls (1 Strategic Initiative)		
Increase Utilization of 311 by Residents of Wards 7 and 8	In FY20, the OUC will continue its support of citywide initiatives that seek to encourage all District residents to improve their communities by requesting basic city services through 311 platforms. In addition, the agency will analyze 311 service request data to identify trends around the use of 311 in Wards 7 and 8 and then use that data to target residents there to help remove barriers and empower them to partner with the OUC to engage with the government to request basic city services. A goal of these efforts is to support blight and crime reduction in target areas as identified by MPD.	09-30-2020
Answers all incoming 911 calls (2 Strategic initiatives)		
Regional Public Safety Communications Training Facility Establishment	In FY20, the OUC's Office of Professional Standards & Development will continue efforts to certify its training program & evolve it to an accredited regional public safety communications training center. Public safety agencies use the APCO International Agency Training Program Certification (Project 33) as a formal mechanism to ensure their training programs meet APCO American National Standards (ANS). Once OUC meets Project 33 standards, the agency will pursue the accreditation necessary to offer onsite continuing training opportunities to and with regional partners. This will expand the long-term liaison relationships OUC maintains with jurisdictions across the National Capital Region (NCR) & enhance the local network of public safety communications professionals.	09-30-2020

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
PSCC Infrastructure Remodel	In FY20, OUC will continue to use capital funding to remodel the Public Safety Call Center (PSCC), the OUC's secondary operations site. This remodel is being completed in a phased approach which spans three years. FY20 marks year 2 of this project. The work this fiscal year will include overall project design completion activities as well as the improvement and build-out of the radio/MDC workshops, the 1st floor kitchen, the bathrooms and the 911/311 call floor, to both improve the work environment for operations staff and advance the building's technical systems to better align with industry standards.	09-30-2020
Manages the District's public safety communications and city service request platforms and infrastructure (5 Strategic initiatives)		
OUC IT Academy Development	The OUC's Information Technology Division provides centralized, District-wide coordination and management of public safety and other city services communications technology, including voice radio, 911/311 telephony, computer aided dispatch systems (CAD), citizen interaction relationship management (CIRM) systems, mobile data computing systems (MDC) and other technologies, including wireless and data communication systems and resources. In FY20, in conjunction with the agency's Office of Professional Standards and Development, the OUC's IT Division is creating an IT Academy to formalize training for new IT employees, support continuing education of existing employees and promote internal advancement. The Academy will focus on technical, functional and character building skills to ensure the development of well rounded agency employees capable of providing in-house maintenance of the agency's complex technical infrastructure, systems, programs and devices.	09-30-2020
IT Hardware 911/311 Systems Enhancement	The OUC receives and processes a combined 3.5 million calls for 911 and 311 calls annually. The agency facilitates centralized public safety communications which requires a 99.999% up-time of all critical systems. The OUC's hardware systems must be consistently secure, resilient and fully operational. Beginning in FY20, OUC will initiate a multi-year project to replace, enhance and procure critical major hardware components including additional storage capacity, system licensing, servers, switches and firewalls for 911 and 311 systems.	09-30-2020
IT Software 911/311 Enhancements	OUC's 911/311 applications provide a reliable operational environment where critical functions can be performed quickly and efficiently. Scheduled software application upgrades are required to ensure optimal 911/311 performance. In FY20, OUC will initiate a multi-year project to implement functionality upgrades and enhancements to the Computer Aided Dispatch system and other critical operations software.	09-30-2020
UCC Electrical Reconfiguration	The OUC requires backup power at all times so that public safety requests can be processed at its 911/311 operations centers. Power failure at these locations can cripple programming and lead to severe public safety communications challenges and interruptions. In FY20, OUC will upgrade the UCC's electrical redundancy by installing a back up power generator.	09-30-2020
911/311 Radio Critical Infrastructure Enhancement	The OUC's Public Safety Communications Center (PSCC) is operated as the agency's secondary operations site and its primary radio engineering and programming location. In FY20, the OUC will continue its multi-year project to completely renovate and upgrade the PSCC's major systems and to more appropriately allocate space for the radio critical infrastructure and for ongoing redundancy of 911/311 operations.	09-30-2020
Provides 24 hour technical support and maintenance on all public safety communications devices and equipment (1 Strategic Initiative)		
Mobile Data Computer (MDC) Hardware Refresh for MPD and FEMS	OUC's IT Division is responsible for providing and maintaining mobile data computers (MDC) for both MPD and FEMS. MDCs are devices used in emergency vehicles to communicate with OUC dispatchers that display mapping and other information relevant to emergency response which enhance situational awareness and safety. In FY20, the Division will perform a complete MDC hardware refresh for MPD and FEMS. The MDCs currently deployed are approaching the end of their useful life and will be replaced with lighter weight devices that offer enhanced processing capabilities, extended battery life, additional convenience features such as blue tooth/remote use options, higher quality graphics and other user friendly enhancements. This replacement project will occur based on a strategic deployment plan, mutually agreed upon by MPD and FEMS to ensure the least impact on operations and inconvenience to users.	09-30-2020
Supports city service request processing for servicing agencies (DPW, DOT, DOEE, etc.) (1 Strategic Initiative)		

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
311 Customer Care Partnership Expansion	In FY20, the agency will continue its partnerships with DGS and DCRA to incorporate additional service request types under the 311 portfolio. The agency will also explore new partnerships with DHS to support homelessness assistance services and the Department of Vehicles for Hire related to operator and passenger safety. Also, this fiscal year, the agency will draft language for a more formalized standard intra-agency agreement for District agencies around the incidental use of 311 services, such as call taking for a one time event or other program. Lastly, the agency will coordinate with the OCA to explore the implementation of a District government customer care survey/feedback mechanism.	09-30-2020