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.
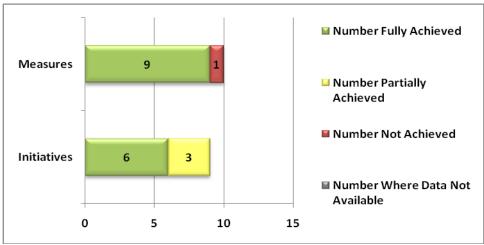
AGENCY OBJECTIVES

1. Ensure fast and accurate responses to 911 (emergency) calls.
2. Ensure timely and accurate response to 311 (non-emergency) calls.
3. Enhance the District's communications technology.

ACCOMPLISHMENTS

✓ The 911 Public Safety Answering Point (PSAP) answered ninety-six percent (96.4%) of its 1.3 million calls for service within five (5) seconds far exceeding the recommended 10 second standard of answering 911calls set by the National Emergency Number Association (NENA).
✓ In FY09, 311 received over approximately 1 call per month for every 2.6 residents (2.6 million total calls) and expanded 311 service delivery the Energy Assistance Program, Summer Youth Employment Program, the DC One Card and the Board of Ethics and Elections. 311 also provided assistance during historic and unplanned service emergencies and events, including the 2009 inauguration, the Metro derailment, and the H1N1 pandemic, all of which required immediate set-up and activation.
✓ The OUC configured, installed, trained, deployed and supported the entire FEMS (6 battalions) onto the CAD i-Mobile platform during fiscal year 2009.

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 (EMERGENCY) CALLS.

🟢 **INITIATIVE 1.1: Increase the number of Universal Call Takers.**
All appropriate personnel in the agency has received training to answer all types. As of October 2009, 100% of call takers provide service as UCTs.

🟡 **INITIATIVE 1.2: Enhance emergency call taking quality assurance program.**
Based on call volume and staffing needs, the agency reduced the target monitoring goal for each supervisor, from 150 calls monthly to 50. This goal was fully achieved. The agency also began constituent call-backs to survey callers related to their interactions with agency employees during their 911 call experiences. Lastly, the Fire and Law Enforcement protocol software was fully deployed to standardize interactions, make required key questioning more efficient and to provide pre and post arrival instructions readily available.

🟢 **INITIATIVE 1.3: Standardization of Call Taking Protocols**.
ProQA Priority Dispatch software for EMS, Police and Fire is now fully deployed. As of November 9, 2009, the agency completed training for 254 of the appropriate agency personnel, which included a total of 10,160 training hours. According to the International Academy of Emergency Dispatching (IAED), the OUC is now one of the top 5 call centers in the world with similar call volume using these protocols.

OBJECTIVE 2: ENSURE TIMELY AND ACCURATE RESPONSE TO 311 (NON-EMERGENCY) CALLS.

🟡 **INITIATIVE 2.1: Enhance overall 311 service delivery.**
To maximize service delivery capacity and enhance responsiveness the agency adjusted 311 scheduled shifts to more appropriately handle call volume for DMV peak times and also began monitoring employee habits to ensure rep availability. Due to the additional integration of call taking operations, including DDOE, DOES, DC One Card, BOE, etc, the agency was unable to commit resources to provide appropriate cross training for 311 and DMV call takers. This training has been scheduled to occur during the first week of January 2010.

🟢 **INITIATIVE 2.2: Expand the "How's Our Service" program.**
As part of the ongoing effort to enhance the "How's Out Service?" program, the agency now initiates call-backs to 311 callers to assess their overall satisfaction with service delivery. The results of these surveys are provided to servicing agencies, which include DPW, DDOT, DOH and DMV, on a weekly basis. Additionally, the agency created an online survey tool, enabling customers to participate or respond at their convenience. The results of these surveys are also

provided to the servicing agencies on a weekly basis.

INITIATIVE 2.3: Enhance constituent service through "one-stop" access.

The agency integrated additional call taking operations including DDOE, DOES, DC One Card and BOE allowing customers to dial 311 to obtain information and service with one-stop access. In addition, the agency hosted a campaign to further publicize 311 as the primary access point to the government, through a variety of mediums including WMATA signage.

OBJECTIVE 3: ENHANCE THE DISTRICT'S COMMUNICATIONS TECHNOLOGY.

INITIATIVE 3.1: Complete the District Statewide interoperability plan.

The District Statewide interoperability plan was completed prior to January 2009 and was used successfully during two major events, the Presidential Inauguration and on Independence Day 2009.

INITIATIVE 3.2: Deploy ProQA priority Dispatch software for Police and Fire.

ProQA Priority Dispatch software for EMS, Police and Fire is now fully deployed. As of November 9, 2009, the agency completed training for 254 of the appropriate agency personnel, which included a total of 10,160 training hours. According to the International Academy of Emergency Dispatching (IAED), the OUC is now one of the top 5 call centers in the world with similar call volume using these protocols.
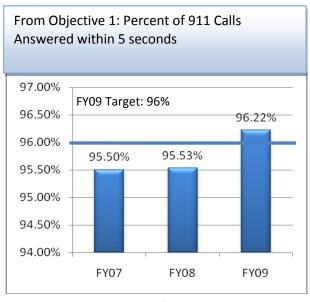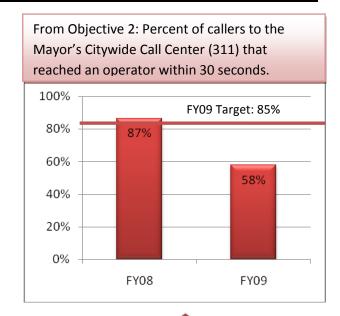
INITIATIVE 3.3: Enhance the District's Mobile Data Computer installation and maintenance support.

The agency configured, installed, trained, deployed and supported all of FEMS and MPD on the new mobile computing software platform. In addition, the agency processed the 1,800 help desk tickets received within 2 hours, 99% of the time.

Key Performance Indicators – Highlights

From Objective 1: Percent of 911 Calls Answered within 5 seconds

FULLY ACHIEVED

From Objective 2: Percent of callers to the Mayor's Citywide Call Center (311) that reached an operator within 30 seconds.

NOT ACHIEVED

More About These Indicators:

How did the agency's actions affect this indicator?
- Adjusted staff schedules to increase available staffing levels by 100% during shift changes.
- Increased staff availability through training initiatives to realize call handling efficiencies.
- Established and enforced minimum staffing levels requirements
- Reduced absenteeism through accountability measures and decreased overtime spending by 20% over FY2008.

What external factors influenced this indicator?
- The OUC uses historical data to forecast staffing needs making unforeseen occurrences a challenge.
- Volume fluctuations driven by unplanned events, tourism, crime spikes, and increased cell phone usage impede optimal service.

How did the agency's actions affect this indicator?
- Immediately integrated new business processes during unprecedented and demanding service emergencies and events.
- Focused on talk-time management, and responsiveness performance factors.
- Managed increase volume, without staff increases to meet demand.
- Integrated new Customer Relationship Management (CRM) system to improve call flow and service request management.

What external factors influenced this indicator?
- Increased call demand and complexity, resulting from unplanned service emergencies.
- Call experience data provided by agencies of integrated programs did not accurately forecast volume or staffing requirement.

Key Performance Indicators – Details

		Measure Name	FY2008 YE Actual	FY2009 YE Target	FY2009 YE Actual	FY2009 YE Rating	Budget Program
🟢	1.1	Percent of 911 calls answered within 5 seconds	95.53	96	96.45%	100.47%	EMERGENCY/NON-EMERGENCY OPERATIONS
🟢	1.2	Percent of 911 calls (wire line and wireless) abandoned	2.18	3.25	1.84%	176.56%	EMERGENCY/NON-EMERGENCY OPERATIONS
🟢	1.3	Percent of current call-takers trained and active as Universal Call Takers	46.29	60	69.06%	115.10%	EMERGENCY/NON-EMERGENCY OPERATIONS
🟢	1.4	Percent of current call-takers that are conversationally bi-lingual	21	20	21.58%	107.90%	EMERGENCY/NON-EMERGENCY OPERATIONS
🟢	1.5	Percent of calls abandoned for 727-1000	8.54	8	15.17%	189.66%	EMERGENCY/NON-EMERGENCY OPERATIONS
🔴	2.1	Percent of 311 calls answered within 30 seconds	86.5	85	57.70%	67.88%	EMERGENCY/NON-EMERGENCY OPERATIONS
🟢	3.1	Percent of time radio system is available	99.9	99.9	100%	100.10%	EMERGENCY/NON-EMERGENCY OPERATIONS
🟢	3.2	Percent of time 911/311 telephony system is available	99.9	99.9	100%	100.10%	EMERGENCY/NON-EMERGENCY OPERATIONS
🟢	3.3	Percent of time Computer Aided Dispatch (CAD) system is available	99.9	99.9	100%	100.10%	EMERGENCY/NON-EMERGENCY OPERATIONS
🟢	3.4	Percent of time OUC responds to Mobile Data Terminal repairs within 24hrs	0	95	96.25%	101.32%	EMERGENCY/NON-EMERGENCY OPERATIONS