



Office of Unified Communications

OUC (UC)

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. The OUC also provides centralized, District-wide coordination and management of public safety voice radio technology and other public safety wireless and data communication systems and resources.

SUMMARY OF SERVICES

The 911 Operations Division develops and enforces policy directives and standards regarding public safety communications. The 311 Operations Division processes city service requests and handles telephone reporting of specific crimes. The Technology Operations Division operates and maintains public safety voice radio technology and oversees all land and mobile radio systems tied to the response network. The Transcriptions Division provides audio transcribing for the District of Columbia Metropolitan Police Department (DCMPD), the District of Columbia Fire and Emergency Services (DCFEMS) and the 311 Operations Division. Agency Management administers programs supporting the call center and public safety communications. In addition, Agency Management oversees the employee performance management system, new employee training and in-service training for OUC personnel.

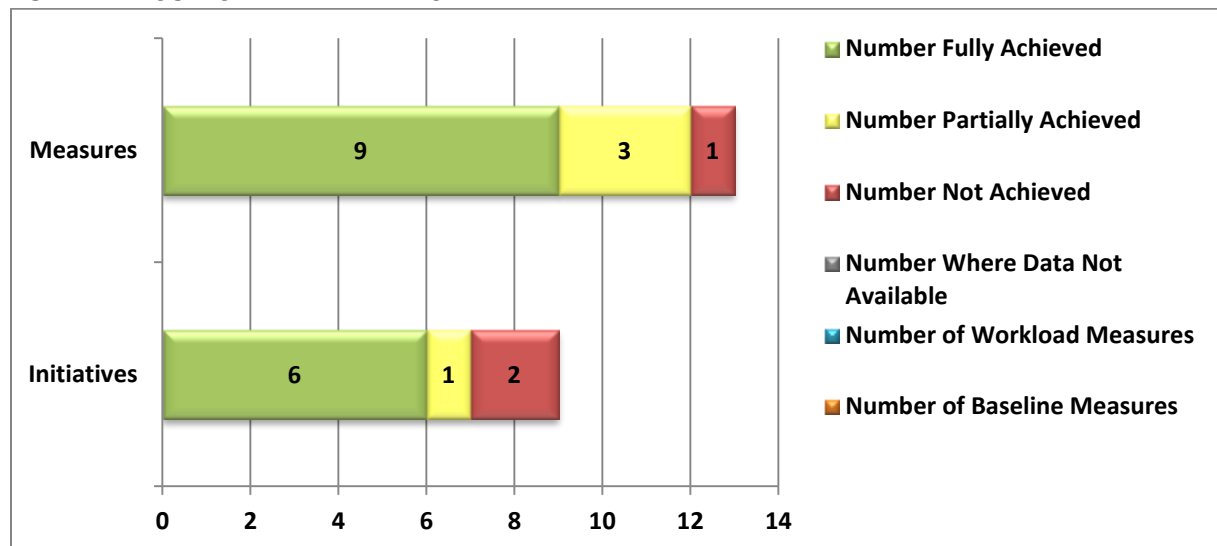
ACCOMPLISHMENTS

- ✓ Smart911 Database Integration with CAD
- ✓ Automated Secure Alarm Protocol(ASAP)Implementation
- ✓ Broken Parking Meter IVR Implementation

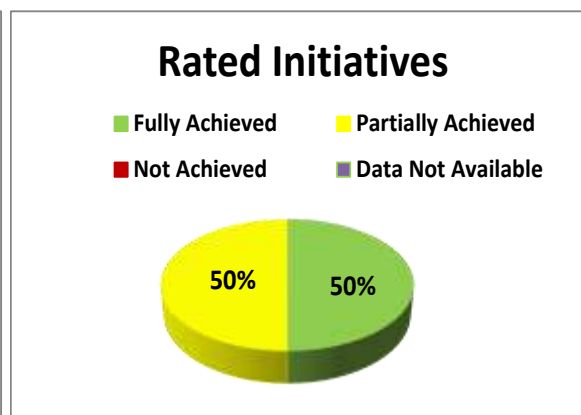
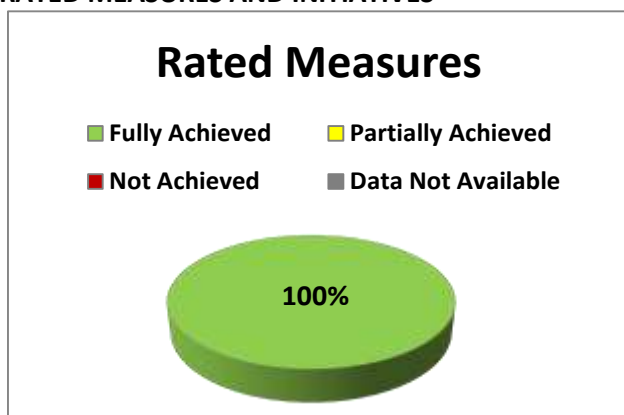


OVERALL OF AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES



RATED MEASURES AND INITIATIVES



Note: Workload and Baseline Measurements are not included

Default KPI Rating:	
$\geq 100\%$	Fully Achieved
75 - 99.99%	Partially Achieved
$< 75\%$	Not Achieved



Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

311 Operations Division

OBJECTIVE 1: Improve 311 service delivery to District residents by promoting the use of 311 services

INITIATIVE 1.1: Establish a marketing campaign to underscore the benefits of using 311 Online.

Fully Achieved – The agency focused on providing real time updates and information via the agency’s webpage, while leveraging other established marketing resources and social media, such as the District’s email banner announcements, facebook and twitter to promote the use of 311 Online. Over the course of the fiscal year, social media followers grew from 0 to over 1000+. In addition, the OUC introduced the new customized DC311 smartphone app, which provides efficient and convenient access to online services. The OUC also continued it’s marketing efforts through support of the parking meter renumbering project. In particular, the in-house designed meter decal being used advertises the customized 311 app and offers a convenient avenue for reporting broken meters, thus reducing call volume to the citywide call center. The agency also launched a citywide media advertising campaign to drive customers to utilize the 311 app using WTOP, WUSA Channel 9, WMATA, as well as several print mediums through which the app was promoted across the city.

INITIATIVE 1.2: Increase 311 call center services by integrating other District Government call centers into 311 services.

Sixty percent of the customer service requests received by the 311 call center are related to motor vehicle information. Accordingly, it would be more advantageous the Department of Public Works Towing Division to integrate its call center the 311 Operation. The integration would streamline services for both customers and law enforcement officials and provide a more seamless link between 911 and 311 services related to such motor vehicle related services. **Not achieved** – Agency is still investigating feasibility of integration, specifically space, logistics, MOUs. These are all requirements that need to be looked at.

INITIATIVE 1.3: Resource realignment to promote efficient, professional and cost effective responses to 311 calls.

Fully achieved: The agency aligned resources to better provide the organizational structure necessary to promote positive performance results. Adjustments include the incorporation of a Chief Operations Officer, responsible for the continuity of both 911/311 operations and the addition of 311 leadership and team structure, which fosters collaborative supervision of the 311 environment, to mirror 911 management practices.

INITIATIVE 1.4: Interactive Voice Response System (IVR) Implementation

Fully Achieved - In FY12, the OUC automated broken parking meter reporting through the use of Interactive Voice Response (IVR) technology, introducing self-help mechanisms to reduce call volume and service demand. This process enhancement facilitates the use of both the DC311 smartphone app, as well as the new IVR system to capture broken meter calls, consequently lowering the demand for customer service representative (CSR) intervention at the call center. The



resulting outcome is an easier and faster system for motorists to report observed meter problems. It has also freed up valuable resources at the OUC to assist with other customers. Since implementation, the automation has absorbed approximately 85% of the call demand for broken parking meter reporting.

OBJECTIVE 2: Utilize workforce management tools to schedule and monitor employee productivity

INITIATIVE 2.1: The agency will employ use of a workforce management application for 911 and

● **311 operation employees scheduling**

Partially achieved – The tool is fully utilized for shift determination however, we are working with the Union, and Vendor to ensure break times comply with negotiated work conditions.

911 Operations Division

OBJECTIVE 1: Resource realignment to promote efficient, professional and cost effective responses to 911 calls

INITIATIVE 1.1: Utilize workforce management tools to schedule and monitor employee productivity.

● **Partially achieved** – the tool is fully utilized for shift determination however, we are working with the Union, and Vendor to ensure break times comply with negotiated work conditions.

INITIATIVE 1.2: Evaluate minimum staffing levels to meet daily 911 operations requirements.

● **Fully achieved** – Staffing levels are monitored throughout the year using our workforce management tool and historical call volume data.

INITIATIVE 1.3: Strengthen accountability by utilizing employee performance evaluation tool.

● **Partially Achieved** - The agency uses the DCHR sanctioned tools within Peoplesoft to evaluate employees. Although the agency has compliance over 90%, some employees are out on extended sick leave, which makes 100% compliance unfeasible at this time.

INITIATIVE 1.4: Reduce the number of Fire and Emergency Services personnel assigned to the OUC.

● **Partially Achieved** - The Fire Liaison Officers have begun creating training materials to cover their core functions. The FLO's will then provide training to OUC personnel. These training materials will also be available in the OUC's online training system for future reference and training. It is anticipated that the FLO's will be migrated out of the OUC by March of 2013.

Technology Operations Division

OBJECTIVE 1: Enhance the District's emergency and non-emergency communications technology

INITIATIVE 1.1: Phase 2 of the upgrade to the District's radio system

● **Partially Achieved** - Under this initiative the OUC continued the multi-year upgrade of radio technologies to the Project 25 (P25) standard. This initiative requires of the replacement all DCMPD radios, upgrades to all DCFEMS radios, as well as upgrading the entire radio system infrastructure. At completion, the District's ability to maintain robust radio interoperability both among District agencies, as well as with regional partners, will be significantly enhanced. During FY13, OUC purchased 2800 radios for MPD and over 400 additional radios for District agencies including FEMS, PSD, HSEMA, and the Housing Authority. In addition, over 80% of the infrastructure work has been completed, which includes the implementation of a new recording system for radio and 911 audio transcriptions, as well as the installation of a new radio dispatch system. The OUC anticipates completion of both Phase 2 and Phase 3 of the project by September 2013.



INITIATIVE 1.2: Computer Aided Dispatch interoperability with alarm services

Fully Achieved - Previously, alarm calls represented approximately 20% of the OUC's annual 911 call volume. This upgrade helps the agency to maximize efficiency through adherence to industry data sharing standards. Specifically, alarm call handling is now automated so that they are sent directly to dispatch instead of being managed by call takers upon receipt. Upgrading the CAD interface enabled nearly instantaneous data feeds to remote devices, which enhances situational awareness for first responders.

INITIATIVE 1.3: Enhance the District's Mobile Data computing capabilities

Partially Achieved - In conjunction with plans to continue to install and upgrade of Mobile Data Computers (MDC) and PDAs for DCMPD/DCFEMS/HSEMA/DDOT/DPW, the agency made incremental progress on plans to implement Radio Over IP on DCMPD and DCFEMS MDCs, to enhance mobile computing applications to handle feature rich maps and graphics and to develop comprehensive vehicle mobile routing devices to handle multiple carriers, 700 MHz Broadband, Wi-Fi, and field access points. Specifically, in keeping with these plans, the OUC successfully upgraded all MPD units from i-Mobile to MPS (Mobile for Public Safety), tested and installed mobile VPN equipment, continued to participate in 700mghz broadband working groups and coordinated with a number of vendors to find a suitable radio over IP solution.

Transcription Division

OBJECTIVE 1: Provide efficient and cost effective case management services for all stakeholders

INITIATIVE 1.1: Implement an enhanced request management system that enables more efficient service and enhances quality of service for stakeholders

Fully Achieved - This initiative was completed in collaboration with the AUSA to establish a more enhanced request management system, Remedy, was fully implemented in March 2012. •The Office of the Chief Technology (OCTO) Remedy Group helped OUC to customize a form to meet the needs of 911/311 communication requests. •The AUSA was trained on the process and utilizing the Remedy system in March 2012. •Currently, all AUSA requests are sent through the Remedy system in accordance with the process outlined by OUC. Also, the requests are being tracked and managed more efficiently for both agencies and requests are being responded to within the timeframe.



Performance Initiatives – Assessment Details

Performance Assessment Key:

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

	KPI	Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
911 Operations								
	1.1	Percent of 911 calls answered with 5 seconds	97.4%	97.2%		93.42%	96.11%	EMERGENCY OPERATIONS (911) DIVISION
	1.2	Percent of 911 calls (wire line and wireless) abandoned	1.72%	2.5%		2.83%	88.38%	EMERGENCY OPERATIONS (911) DIVISION
	1.3	Percent of call takers trained as UCTs	91.57%	100%		91.46%	91.46%	EMERGENCY OPERATIONS (911) DIVISION
	1.4	Percent of call takers that are conversationally bilingual	27.71%	20%		17.07%	85.37%	EMERGENCY OPERATIONS (911) DIVISION
	1.5	Percent of days minimum staffing levels met	99.9%	98%		100%	102.04%	EMERGENCY OPERATIONS (911) DIVISION
	1.6	Percent of calls in which call to queue is 90 seconds or less	100%	82%		42.22%	51.49%	EMERGENCY OPERATIONS (911) DIVISION
311 Operation								
	1.1	Percentage of calls answered within 90 seconds	74.8%	75%		77.01%	102.68%	NON-EMERGENCY OPERATIONS (311) DIVISION
	1.2	Percentage of call abandoned	6.91%	8%		8.52%	93.94%	NON-EMERGENCY OPERATIONS (311) DIVISION



	KPI	Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
Technology Operations Division								
	● 1.1	Percentage of time radio system is available	99%	99%		100%	101.01%	TECHNOLOGY OPERATIONS DIVISION
	● 1.2	Percent of time 911/311 telephony system is available	99%	99%		100%	101.01%	TECHNOLOGY OPERATIONS DIVISION
	● 1.3	Percent of time Computer Aided Dispatch (CAD) system is available	99%	99%		100%	101.01%	TECHNOLOGY OPERATIONS DIVISION
	● 1.4	Percent of time OUC responds to Mobile Data Terminal repairs within 24hrs	72.95%	99%		81.66%	82.49%	TECHNOLOGY OPERATIONS DIVISION
Transcription Division								
	● 1.1	Percentage of FOIA requests completed within legislated timeline (15 days)	100%	100%		100%	100%	EMERGENCY OPERATIONS (911) DIVISION
	● 1.2	Percentage of completed AUSA packages delivered within established delivery timeframe (5 business days)	100%	100%		100%	100%	TRANSCRIPTION & QUALITY DIVISION
	● 1.3	Percentage of completed OAG packages delivered within requested timeframe	100%	100%		100%	100%	TRANSCRIPTION & QUALITY DIVISION
	● 1.4	Percentage of internal investigation requests regarding service complaints completed within 72 hours	100%	100%		100%	100%	TRANSCRIPTION & QUALITY DIVISION