Office of Unified Communications FY2019

Agency Office of Unified Communications   **Agency Code** UC0   **Fiscal Year** 2019

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.

▼ 2019 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.

▼ 2019 Key Performance Indicators

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 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	Not Available	90.3%	86.4%	90%
Percent of 911 calls which move from queue to dispatch in 60 seconds or less	Up is Better	Not Available	66.7%	60.8%	75%
Total number of sustained 911 complaints	Down is Better	Not Available	17	25	0
Percent of 911 calls in which call to queue is 90 seconds or less	Up is Better	Not Available	53.4%	58.5%	75%
Percentage of QA/QI 911 call reviews that receive a rating of 80% or better	Up is Better	Not Available	Not Available	Not Available	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	44.4%	73.1%	74.2%	97%
Percent of 311 calls answered by a live agent within 90 seconds	Up is Better	39.8%	80.4%	91%	80%
3 - Provide state-of-the-art emergency and non-emergency communications. (3 Measures)					

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
Percent of time the OUC responds to Mobile Data Terminal repairs within 24 hours	Up is Better	99.9%	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	Not Available	96.4%	98.3%	90%
4 - Create and maintain a highly efficient, transparent and responsive District government. (12 Measures)					
Total number of residents reached through community engagement and 911 education activities	Up is Better	Not Available	14,700	40,800	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	Not Available	90.2%	99.9%	80%
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Up is Better	Not Available	No data available	99.4%	Not Available
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Up is Better	Not Available	100%	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Up is Better	Not Available	No data available	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Down is Better	0.1%	0%	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Average number of calendar days between requisition and purchase orders issued (Updated by OCA)	Up is Better	Not Available	15.2	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Up is Better	164.4%	122.9%	Waiting on Data	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)	Up is Better	Not Available	No data available	100%	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Down is Better	51.4%	52.3%	Waiting on Data	Not Available
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Down is Better	Not Available	Not Available	Not Available	New Measure

▼ 2019 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
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	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	Key Project

Operations Header	Operations Title	Operations Description	Type of Operations
	related equipment and facilities	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.	
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)			
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

2019 Workload Measures

Measure	FY 2016	FY 2017	FY 2018
1 - Answers all incoming 911 calls (2 Measures)			
Total Number of Inbound 911 Calls	1,396,955	1,282,621	1,286,681
Total number of events created in CAD	1,002,775	967,154	957,482
2 - Answers all incoming 311 calls (2 Measures)			
Total Number of Inbound 311 Calls	1,748,447	1,028,834	1,690,354
Total number of service requests entered into the customer relationship management system by 311 agents	395,877	579,693	560,271
4 - Serves as custodian of all 911 and 311 communications records (1 Measure)			
Number of agency held records released to stakeholders upon request	Not Available	10,220	9126

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Answers all incoming 911 calls (2 Strategic initiatives)		
Regional Public Safety Communications Training Facility Establishment	In FY19, OUC's Office of Professional Standards & Development will lead the initiative to certify its training program & evolve 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 intends to move forward on pursuing the accreditation necessary to offer onsite continuing training opportunities to & 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
Non-Emergency Call Management	In FY19, the OUC will create a Non Emergency Call Handling Taskforce, in partnership with MPD, that will identify all non-emergency call types and establish protocols which outline the priority settings in relation to 911 calls handled through the call distribution queue of the telephony systems' Automatic Call Distribution (ACD) program. The intent of this activity is to ensure that truly emergent calls are handled first and as efficiently as possible.	09-30-2019
Dispatches MPD and FEMS units/apparatus in response to 911 calls (2 Strategic initiatives)		
Citywide Panic Button Implementation	In FY19, the OUC will implement the Panic Button app across District government agencies and facilities. This app enables the immediate notification of on-site personnel during incidents and can initiate emergency procedures before first responders arrive. Other comparably-sized jurisdictions that have implemented the Panic Button are in New York: Nassau County (population 1.3M); Suffolk County (population 1.5M). Comprehensive user training has been highlighted as a factor in successful implementation, as it can decrease false alarms being triggered and improve site administrator management. OUC is also coordinating with the vendor/agency partners to avoid pitfalls around use of the app as a notification system rather than a public safety response mechanism. Lastly, OUC will remain engaged with site partners to ensure that accurate/updated floorplans and contact details are readily available during incident notifications.	09-30-2019
Exploration of Methods to Improve Caller Location Accuracy	Wireless location accuracy depends largely on the capabilities of location determination technologies (LDT) used by wireless carriers to provide wireless E9-1-1 Phase II service. In FY19, the OUC will explore and seek to employ available emerging technologies that enhance the delivery of caller location information into the PSAP.	09-30-2019
Manages the District's public safety communications and city service request platforms and infrastructure (2 Strategic initiatives)		
PSCC Infrastructure Remodel	In FY19, OUC will utilize capital funding to continue the remodel of the Public Safety Call Center (PSCC), the OUC's secondary operations site. The remodel will be completed in a phased approach spanning three years. Work to be completed includes upgrading electrical systems, HVAC upgrades, alarm systems, UPS replacement battery, space configurations, audio/visual display and redesign of the call floor to improve the work environment for operations staff and the advancement of technology to better align with industry standards. The emergency power generators will be installed and the design for the remaining building systems and space layout will be complete by the end of FY19.	09-30-2020
THOR Mobile Command Unit Integration	Tactical Homeland Operations Response (THOR) is a two-story, 80-foot long mobile communications command center designed to help public-safety answering points (PSAPs) maintain operations when their call centers are down or overwhelmed by traffic in crisis situations. In FY19, the agency intends to complete efforts	09-30-2019

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
	to fully outfit the unit in preparation for use during exercises, special events and other activities as needed. THOR is capable of supporting up to 17 call-taker or dispatch positions and can be used as a full service PSAP during COOP scenarios.	
Supports city service request processing for servicing agencies (DPW, DOT, DOEE, etc.) (1 Strategic Initiative)		
311 Customer Care Partnership Expansion	In FY19, in partnership with DGS, OUC will incorporate the "facility maintenance" service request type to its 311 portfolio for DCPS and DPR.	09-30-2019