

Office of Unified Communications FY2018

Agency Office of Unified Communications

Agency Code UC0

Fiscal Year 2018

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.

2018 Strategic Objectives

Objective Number	Strategic Objective	# of Measures	# of Operations
1	Provide efficient, professional and cost effective responses to 911 communications	4	2
2	Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms.	2	3
3	Provide state-of-the-art emergency and non-emergency communications	3	3
4	Create and maintain a highly efficient, transparent and responsive District government.**	12	2
TOT		21	10

2018 Key Performance Indicators

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target
1 - Provide efficient, professional and cost effective responses to 911 communications (4 Measures)									
Percent of 911 calls answered within 10 seconds	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	90%	90.3%	90%
Percent of 911 calls which move from queue to dispatch in 60 seconds or less	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	75%	66.7%	75%
Total number of sustained 911 complaints	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	0	17	0
Percent of 911 calls in which call to queue is 90 seconds or less	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	75%	53.4%	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	<input type="checkbox"/>	89%	95%	86%	97%	44.4%	97%	73.1%	97%
Percent of 311 calls answered by a live agent within	<input type="checkbox"/>	61%	77%	69%	80%	39.8%	80%	80.4%	80%

90 seconds									
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	<input type="checkbox"/>	99%	99%	99%	99%	99.9%	99%	100%	99%
Percent of time the OUC responds to radio equipment repair requests within 24 hours	<input type="checkbox"/>	99%	99%	99%	99%	100%	99%	100%	99%
Percent of tablet connectivity uptime	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	90%	96.4%	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	<input checked="" type="checkbox"/>	Not available	Not available	Not Available	Not Available	New Measure	New Measure	98	15,000
Percent of Time OUC's grade.dc.gov Customer Service Satisfaction Rating is "B" or Better	<input type="checkbox"/>	100%	80%	100%	100%	100%	100%	100%	100%
Percent of records requests fulfilled within mandated time frames	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	80%	90.2%	80%

**We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

2018 Operations

Operations Header	Operations Title	Operations Description	Type of Operations	# of Measures	# of Strategic Initiatives
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	2	4
911 DISPATCHING ACTIVITY	Dispatches MPD and FEMS units/apparatus in response to 911	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	Daily Service	0	2

	calls	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.				
TOT				2	6	
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	2	0	0
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	0	1	1
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	0	0	0
TOT				2	1	
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	0	3	3
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 approves all agency proposals, purchase orders, and	Key Project	0	0	0

	related equipment and facilities	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	0	0
TOT				0	3
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	1	1
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	0	0
TOT				1	1
TOT				5	11

2018 Workload Measures

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY2016 Actual	FY 2017 Actual
1 - Answers all incoming 911 calls (2 Measures)					
Total Number of Inbound 911 Calls	<input type="checkbox"/>	Not available	Not Available	1,396,955	1,282,621
Total number of events created in CAD	<input type="checkbox"/>	Not available	Not Available	1,002,775	967,154
2 - Answers all incoming 311 calls (2 Measures)					
Total Number of Inbound 311 Calls	<input type="checkbox"/>	Not available	Not Available	1,748,447	1,028,834

Total number of service requests entered into the customer relationship management system by 311 agents	<input type="checkbox"/>	Not available	Not Available	395,877	579,693
4 - Serves as custodian of all 911 and 311 communications records (1 Measure)					
Percent of agency held records released to stakeholders upon request	<input type="checkbox"/>	Not available	Not Available	Not Available	10,220%

Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
311 Customer Care Partnership Expansion	In FY18, OUC will add DCRA, DGS and OCFO (Central Collections Unit) as new clients to fulfill service requests and respond to customer service needs for identified services.	12-31-2017
Targeted Community Engagement	OUC will enhance citywide partnerships with government agencies and community groups to showcase the 911 and 311 operations. The intent is to gain constituent buy in and support, minimize confusion and decrease service related complaints. This activity will also provide a channel to allow citizens to interact more directly with OUC personnel and enable the agency to proactively educate the public on OUC's role in the public service continuum.	03-31-2018
911 Education Campaign	OUC will launch a PR campaign that will aim to educate the public on appropriate uses of the 911 system. The campaign will utilize broadcast and social media outlets to educate the residents on what circumstances constitute an appropriate call to 911 and what to expect when interacting with 911 call takers.	11-30-2017
PulsePoint Launch	PulsePoint is a mobile application that alerts CPR-trained bystanders about a nearby sudden cardiac arrest (SCA) event and lets them know the location of the closest AED. In FY 2018, the Office of Unified Communications (OUC), in partnership with DCFEMS, will introduce this application in the District, as well as a communications campaign to support it.	10-31-2017
Nurse Triage Line Integration	FEMS and OUC will work to integrate a third party vendor that will provide Secondary Telephonic Medical Triage (STMT) to transfer low acuity 911 callers away from the emergency medical system to a secondary screening process to determine appropriate resources.	02-28-2018
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 FY18 the agency intends to finalize the procurement of the vehicle, which was secured through HSEMA grant funds, and begin to fully outfit it. 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.	12-31-2017
PSCC Infrastructure Remodel	In FY18, OUC will utilize capital funding to remodel 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.	09-30-2020

Launch New Dispatch Protocol System	In FY18, OUC will continue its partnership with FEMS to implement "criteria based" dispatching to enhance the efficiency of the dispatch process. Results of this transition will include less caller frustration due to a more common sense based interview protocol, more relevant triage of medical patients, improved utilization of emergency medical response resources and significant cost savings related to software training, maintenance and support.	03-31-2018
Streamline Records Request Process	In FY18, the agency will seek to further streamline and centralize its records request process. In particular, these requests include those that are not subject to provisions granted under FOIA, such as intra-District requests made by other DC govt agencies.	09-30-2018