

# Office of Unified Communications FY2021

Agency Office of Unified Communications

Agency Code UCO

Fiscal Year 2021

**Mission** The mission of the Office of Unified Communications (OUC) is to provide accurate, professional and expedited service to the citizens and visitors of the District of Columbia. This service is performed by a team that handles emergency and non-emergency calls that are received when individuals dial 911 and 311 in Washington, DC. OUC also provides centralized, District-wide coordination and management of public safety voice radio technology and other public safety communication systems and resources to District government agencies and several local, state, and federal partners.

## 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 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
<b>1 - Provide efficient, professional and cost effective responses to 911 communications. (5 Measures)</b>					
Percent of 911 calls answered within 10 seconds	Up is Better	86.4%	85.5%	91.8%	90%
Percent of 911 calls which move from queue to dispatch in 60 seconds or less	Up is Better	60.8%	63.9%	67.7%	75%
Total number of sustained 911 complaints	Down is Better	25	22	23	0
Percent of 911 calls in which call to queue is 90 seconds or less	Up is Better	58.5%	66.3%	69.1%	75%
Percentage of QA/QI 911 call reviews that receive a rating of 80% or better	Up is Better	Needs Update	85.8%	95.6%	75%
<b>2 - Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms. (2 Measures)</b>					
Percent of 311 calls handled by a live agent in 4 minutes or less	Up is Better	74.2%	75.1%	72.4%	90%
Percent of 311 calls answered by a live agent within 90 seconds	Up is Better	91%	88.8%	70%	80%
<b>3 - Provide state-of-the-art emergency and non-emergency communications. (3 Measures)</b>					
Percent of time the OUC responds to Mobile Data Terminal repairs within 24 hours	Up is Better	100%	100%	99%	99%
Percent of time the OUC responds to radio equipment repair requests within 24 hours	Up is Better	100%	100%	99%	99%
Percent of tablet connectivity uptime	Up is Better	98.3%	99%	99%	90%
<b>4 - Create and maintain a highly efficient, transparent, and responsive District government. (3 Measures)</b>					
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	99.9%	97.5%	100%	85%
Total number of residents reached through community engagement and 911 education activities	Up is Better	40,800	35,500	15,000	20,000

## Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Provide efficient, professional and cost effective responses to 911 communications. (2 Activities)</b>			
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
<b>2 - Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms. (3 Activities)</b>			
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

Operations Header	Operations Title	Operations Description	Type of Operations
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 pickups 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
<b>3 - Provide state-of-the-art emergency and non-emergency communications. (3 Activities)</b>			
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
<b>4 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Activities)</b>			
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 2018 Actual	FY 2019 Actual	FY 2020 Actual
<b>1 - Answers all incoming 911 calls (2 Measures)</b>			
Total Number of Inbound 911 Calls	1,286,681	1,373,732	1,309,481
Total number of events created in CAD	957,482	989,141	884,958
<b>2 - Answers all incoming 311 calls (2 Measures)</b>			
Total Number of Inbound 311 Calls	1,690,354	1,724,350	1,842,883
Total number of service requests entered into the customer relationship management system by 311 agents	560,271	551,204	308,680
<b>4 - Serves as custodian of all 911 and 311 communications records (1 Measure)</b>			
Number of agency held records released to stakeholders upon request	9126	9267	8868

## Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Answers all incoming 311 calls (2 Strategic initiatives)</b>		
Increase Utilization of 311 by Residents of Wards 7 and 8	In FY21, 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. In addition, OUC will seek to enhance its community engagement and strengthen its community partnerships by using virtual platforms to host open houses, information sessions, and other events. A key component of this effort is coordination with ANCs and other community leaders and workgroups to help focus outreach efforts.	09-30-2021
311 Customer Care Partnership Expansion	In FY21, the agency will continue its partnership with DGS to incorporate additional service request types under the 311 portfolio. A new partnership currently taking shape is with DC Water and HSEMA to explore the addition of a "flooding" service request type. The agency will also explore new partnerships with agencies and programs as recommended by the City Administrator's 311 Working Group.	09-30-2021
<b>Answers all incoming 911 calls (2 Strategic initiatives)</b>		
Regional Public Safety Communications Training Facility Establishment	In FY21, 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. The primary focus of the work that will be carried out in FY21 is the establishment of the OUC as a national training hub. Through the fiscal year, the agency will partner with industry advocacy and policy organizations to host a wide variety of training opportunities leveraging the use of virtual platforms.	09-30-2021

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
PSCC Infrastructure Remodel	In FY21, 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 a total of three years. FY21 marks year 3 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.	09-30-2021
<b>Dispatches MPD and FEMS units/apparatus in response to 911 calls (1 Strategic Initiative)</b>		
Fortify Relationships Within the Public Safety Cluster	In FY21, OUC will proactive seek to strengthen its partnerships with public safety cluster agencies to help improve caller outcomes across the continuum and in every aspect of the city's public safety programs. In particular, the agency will seek to engage more heavily with Homeland Security & Emergency Management Agency (HSEMA) but also in innovative ways with both MPD and FEMS.	09-30-2021
<b>Manages the District's public safety communications and city service request platforms and infrastructure (1 Strategic Initiative)</b>		
4D Tower Demolition and Replacement	In FY21, the agency will begin a phased project that is projected to span 6 years which will include the demolition and build of a new 500 Ft. tower on the current 4D Tower grounds. The new tower will meet industry standards and code regulations and will have a significantly smaller footprint. In FY21, the agency anticipates that the project design plans will be completed and procurement for the demolition aspect of the project will be executed.	09-30-2021