

Office of Unified Communications FY2023

Agency Office of Unified Communications

Agency Code UCO

Fiscal Year 2023

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 (KPIs)

| Measure | Directionality | FY 2020 Actual | FY 2021 Actual | FY 2022 Target | FY2022 Actual | FY 2023 Target |
|--|----------------|----------------|----------------|----------------|---------------|----------------|
| 1 - Provide efficient, professional and cost effective responses to 911 communications. (5 Measure records) | | | | | | |
| Percent of 911 calls answered within 10 seconds | Up is Better | 91.8% | 90.5% | 90% | 85.9% | 90% |
| Percent of 911 calls which move from queue to dispatch in 60 seconds or less | Up is Better | 67.7% | 67.1% | 75% | 68.5% | 75% |
| Total number of sustained 911 complaints | Down is Better | 23 | 49 | 0 | 71 | 0 |
| Percent of 911 calls in which call to queue is 90 seconds or less | Up is Better | 69.1% | 74% | 75% | 72.7% | 75% |
| Percentage of QA/QI 911 call reviews that receive a rating of 80% or better | Up is Better | 95.6% | 92.2% | 75% | 90.5% | 75% |
| 2 - Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms. (2 Measure records) | | | | | | |
| Percent of 311 calls handled by a live agent in 4 minutes or less | Up is Better | 72.4% | 66.8% | 80% | 61.1% | 80% |
| Percent of 311 calls answered by a live agent within 90 seconds | Up is Better | 70% | 62.6% | 75% | 83.2% | 75% |
| 3 - Provide state-of-the-art emergency and non-emergency communications. (3 Measure records) | | | | | | |
| Percent of time the OUC responds to Mobile Data Terminal repairs within 24 hours | Up is Better | 99% | 99% | 99% | 100% | 99% |
| Percent of time the OUC responds to radio equipment repair requests within 24 hours | Up is Better | 99% | 99% | 99% | 100% | 99% |
| Percent of tablet connectivity uptime | Up is Better | 99% | 99% | 90% | 99.5% | 90% |
| 4 - Create and maintain a highly efficient, transparent, and responsive District government. (3 Measure records) | | | | | | |
| Percent of Time OUC's grade.dc.gov Customer Service Satisfaction Rating is "B" or Better | Up is Better | 100% | 100% | 100% | 100% | 100% |
| Percent of records requests fulfilled within mandated time frames | Up is Better | 100% | 100% | 85% | 100% | 85% |
| Total number of residents reached through community engagement and 911 education activities | Up is Better | 15,000 | 25,000 | 5000 | 25,000 | 7500 |

| Operations Title | Operations Description | Type of Operations |
|---|--|--------------------|
| 1 - Provide efficient, professional and cost effective responses to 911 communications. (2 Activity records) | | |
| 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 |
| 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 Activity records) | | |
| 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 |
| 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 |
| 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 |
| 3 - Provide state-of-the-art emergency and non-emergency communications. (3 Activity records) | | |
| 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 |
| 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 |
| 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 Activity records) | | |
| 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 local public safety agencies for internal administrative reviews and to federal government agencies for use during criminal and civil court proceedings. | Daily Service |
| 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 |

| Measure | FY 2020 Actual | FY 2021 Actual | FY2022 Actual |
|---|----------------|----------------|---------------|
| 1 - Answers all incoming 911 calls (5 Measure records) | | | |
| Total number of 911 calls for service eligible for diversion to DBH's Access Help Line | Not Available | Not Available | Not Available |
| Total number of non-emergency police reports completed by OUC's Telephone Reporting Unit (TRU) | Not Available | Not Available | 10,748 |
| Total number of 911 calls for service diverted to DBH AHL or a behavioral health specialist/clinician | Not Available | Not Available | Not Available |
| Total number of events created in CAD | 884,958 | 797,950 | 801,495 |
| Total Number of Inbound 911 Calls | 1,309,481 | 1,235,956 | 1,305,783 |
| 2 - Answers all incoming 311 calls (2 Measure records) | | | |
| Total number of service requests entered into the customer relationship management system by 311 agents | 308,680 | 367,538 | 409,249 |
| Total Number of Inbound 311 Calls | 1,842,883 | 2,148,888 | 1,603,236 |
| 4 - Serves as custodian of all 911 and 311 communications records (1 Measure) | | | |
| Number of agency held records released to stakeholders upon request | 8868 | 7724 | 7653 |

Strategic Initiatives

| Strategic Initiative Title | Strategic Initiative Description | Proposed Completion Date |
|--|--|--------------------------|
| Answers all incoming 311 calls (2 Strategic Initiative records) | | |
| Increase Utilization of 311 by Residents of Wards 7 and 8 | In FY23, the 311 Operations Division will continue its support of citywide initiatives that seek to encourage all District residents to improve their communities by requesting basic city services through the 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. | 10-01-2023 |
| Increase Racial Equity in the 311 Process | In FY22, the Office of Racial Equity recommended that OUC engage more directly and frequently with Latino/a communities and other communities with LEP/NEP members. Accordingly, in FY23, the Agency will take steps to ensure more meaningful engagement with the purpose of increasing targeted communities' participation in the 311 service request process. | 10-01-2023 |
| Answers all incoming 911 calls (6 Strategic Initiative records) | | |
| Integration of New Call Taking Protocol System | In FY23, the 911 Division will implement a new protocol system that will help improve the integration of scripted protocols into the call handling process. This new protocol system will also help to streamline the call entry data formatting in the CAD system. | 10-01-2023 |
| Enhanced Quality Assurance Program | In FY23, the Office of Professional Standards and Development (OPSD) will enhance its administration of feedback and quality assurance program by providing timely feedback in accordance with industry best practices which require that QA reviews are completed and feedback provided as soon as possible. In addition, improved documentation will be maintained. | 10-01-2023 |
| Create Alternative Responses to 911 Calls | In FY23, the Agency will continue to support efforts to help create new pathways for the resolution of the city's 911 calls. As part of the Harvard Kennedy School's 2022 Cohort, the Agency will receive technical support to further develop the District's diversion programs in coordination with DBH, MPD, and DYRS/JJAG; absconders and human trafficking victims, and others. | 10-01-2023 |
| PSCC Infrastructure Remodel | In FY23, OUC will continue to use capital funding to remodel the Public Safety Call Center (PSCC), the OUC's secondary operations site. 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. | 10-01-2023 |
| NG911 Strategic Implementation | In FY23, the Agency will engage an industry consulting firm to support the workforce's NG911 transition. This work will include extensive subject matter training, resourcing, operational enhancements, and development and documentation of new processes, policies and SOPs. | 10-01-2023 |

| Strategic Initiative Title | Strategic Initiative Description | Proposed Completion Date |
|--|--|--------------------------|
| Support for Workforce | | |
| Establish Vertical 911 Center | In FY23, the 911 Operation will graduate from horizontal operations which involves single discipline call takers and dispatchers to vertical operations which employs Emergency Communications Officers, who are cross-trained in ALL disciplines to include call taking, FEMS dispatch, and Police dispatch. | 10-01-2023 |
| Dispatches MPD and FEMS units/apparatus in response to 911 calls (1 Strategic Initiative) | | |
| Real-Time 911 Workflow Analysis | In FY23, the 911 Operations Division will integrate a new role on each shift that will be primarily responsible for real-time monitoring and analysis of 911 call workflows (from receipt to dispatch) to support enhanced situational awareness and to help decrease the span of control for supervisory staff, which will enable them to be more engaged with high priority calls. | 10-01-2023 |