

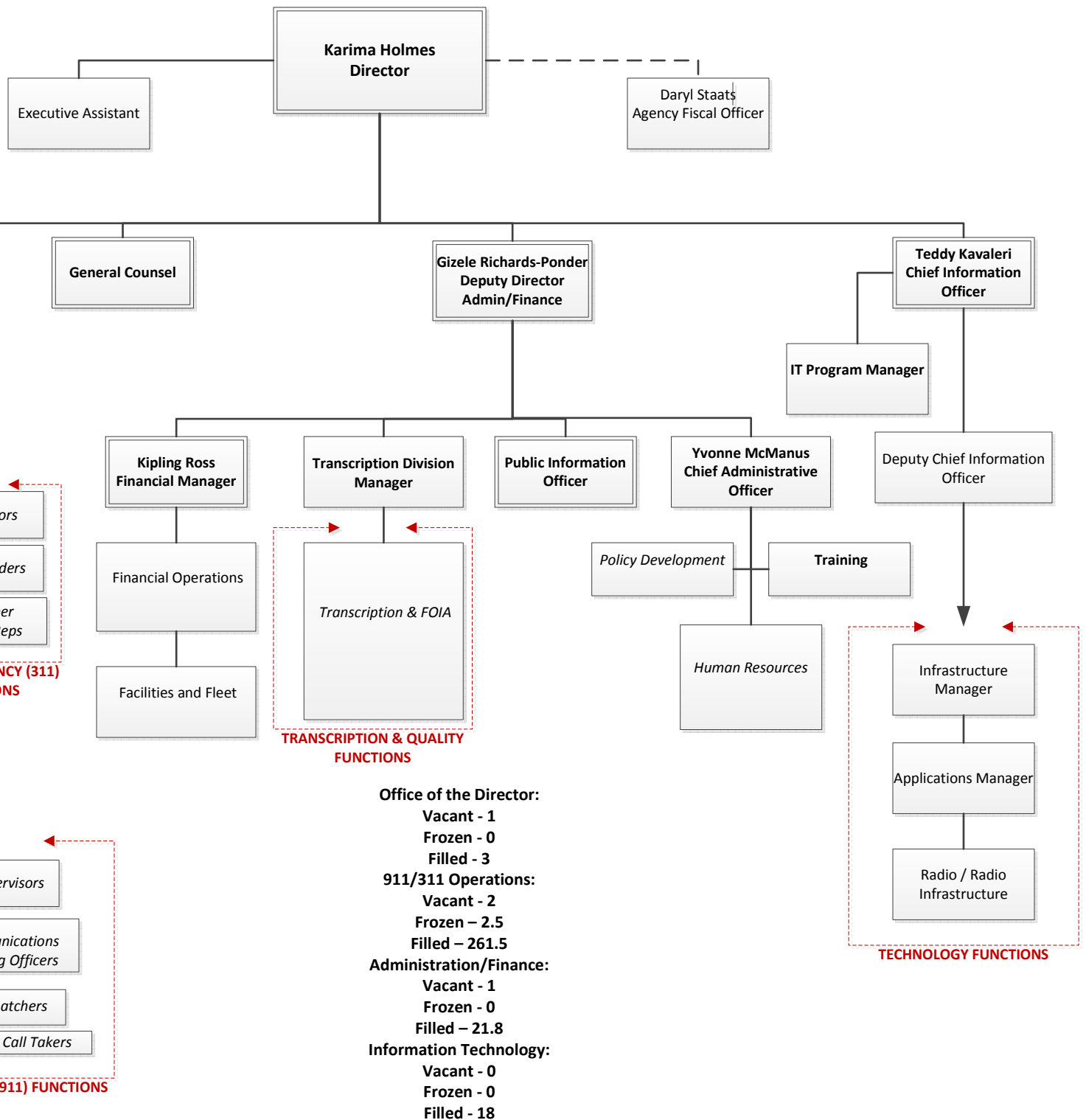
**Office Of Unified Communications  
FY 2015 LIST OF EMPLOYEE(S) SALARY OF \$100,000 OR MORE**

Agency Code	Fiscal Year	Program Number	Activity Number	Employee Name	Position Number	Position Title	Salary	Fringe	Overtime Pay	Bonus Pay
UC0	15	1000	1090	Greene, Jennifer	00032319	Director, OUC	179,096.00	47,729.00	\$0.00	\$0.00
UC0	15	4000	4030	Kavaleri, Teodros	00025334	Chief Info Tech Officer	135,674.26	34,461.26	\$0.00	\$0.00
UC0	15	1000	110F	El Khatib, Ashraf	00051008	AGENCY FISCAL OFFICER	129,350.00	32,854.90	\$0.00	\$0.00
UC0	15	1000	1090	Williams, Stephen	00073624	Director of Operations	127,849.00	36,949.00	\$0.00	\$0.00
UC0	15	1000	1060	Evans, Gregory Michael	00077559	SUPERVISORY ATTORNEY ADVISOR	127,308.00	32,336.23	\$0.00	\$0.00
UC0	15	1000	1090	Mcmanus, Yvonne D.	00077756	Chief Administrative Officer	127,065.05	32,274.52	\$0.00	\$0.00
UC0	15	1000	1090	Ross, Kipling	00073737	Program Manager	126,247.10	32,066.76	\$0.00	\$0.00
UC0	15	1000	1090	Vacant	00077343	Chief of Operations	125,125.00	31,781.75	\$0.00	\$0.00
UC0	15	4000	4030	Mascorro, Javier	00031981	Deputy Chief Information Ofcr.	123,188.00	31,289.75	\$0.00	\$0.00
UC0	15	1000	1090	Ponder, Gizele Richards	00075491	DEPUTY DIRECTOR	122,003.50	30,988.89	\$0.00	\$0.00
UC0	15	1000	1010	Morris, T' Juan Alexander	00032221	Human Resources Officer (Recru	118,450.00	30,086.30	\$0.00	\$0.00
UC0	15	4000	4020	Igbedior, Felix N	00024204	Electronics Engineer	110,172.00	27,983.69	\$0.00	\$0.00
UC0	15	1000	1090	Brown, Kelly A	00045509	Management Analyst	104,752.00	26,607.01	\$0.00	\$0.00
<b>AGENCY GRAND TOTAL</b>							<b>\$1,656,279.91</b>	<b>\$427,409.07</b>	<b>\$0.00</b>	<b>\$0.00</b>

**Office Of Unified Communications  
FY 2016 LIST OF EMPLOYEE(S) SALARY OF \$100,000 OR MORE**

Agency Code	Fiscal Year	Program Number	Activity Number	Employee Name	Position Number	Position Title	Salary	Fringe	Overtime Pay	Bonus Pay
UC0	16	1000	1090	Holmes,Karima N.	00032319	Acting Director, OUC	165,000.00	46,860.00	\$0.00	\$0.00
UC0	16	1000	110F	Staats,Daryl	00051008	AGENCY FISCAL OFFICER	144,563.00	41,055.89	\$0.00	\$0.00
UC0	16	4000	4030	Kavaleri,Teodros	00025334	Chief Info Tech Officer	139,744.49	39,687.44	\$0.00	\$0.00
UC0	16	1000	1090	Wobbleton,Jeffrey L	00077343	Deputy Director of Operations	134,000.00	38,056.00	\$0.00	\$0.00
UC0	16	1000	1090	Mcmanus,Yvonne D.	00077756	Chief Administrative Officer	130,877.00	37,169.07	\$0.00	\$0.00
UC0	16	1000	1090	Ross,Kipling	00073737	Program Manager	130,034.51	36,929.80	\$0.00	\$0.00
UC0	16	1000	1060	(blank)	00077559	General Counsel	128,063.50	36,370.03	\$0.00	\$0.00
UC0	16	4000	4030	Mascorro,Javier	00031981	Deputy Chief Information Ofcr.	126,883.64	36,034.95	\$0.00	\$0.00
UC0	16	1000	1090	Ponder,Gizele Richards	00075491	DEPUTY DIRECTOR	125,663.61	35,688.47	\$0.00	\$0.00
UC0	16	1000	1010	Morris,T' Juan Alexander	00032221	Human Resources Officer	122,003.50	34,648.99	\$0.00	\$0.00
UC0	16	4000	4030	Chakravarthi,Madhavan	00084833	IT Program Manager	120,000.00	34,080.00	\$0.00	\$0.00
UC0	16	1000	1090	Brown,Kelly A	00045509	Management Analyst	107,895.00	30,642.18	\$0.00	\$0.00
UC0	16	1000	1090	Omekam,Chris C	00009047	Management Analyst	101,385.00	28,793.34	\$0.00	\$0.00
<b>AGENCY GRAND TOTAL</b>							<b>1,676,113.25</b>	<b>\$476,016.16</b>	<b>\$0.00</b>	<b>\$0.00</b>

**Office of Unified Communications**  
 Agency Organization Chart  
 As of 01/29/2016



**Office of the Director:**  
 Vacant - 1  
 Frozen - 0  
 Filled - 3  
**911/311 Operations:**  
 Vacant - 2  
 Frozen - 2.5  
 Filled - 261.5  
**Administration/Finance:**  
 Vacant - 1  
 Frozen - 0  
 Filled - 21.8  
**Information Technology:**  
 Vacant - 0  
 Frozen - 0  
 Filled - 18

## Office Of Unified Communications FY 2016 PeopleSoft Schedule A as of January 29, 2016

Activity	Posn Nbr	Title	Name	Grade	Step	Vac Stat	Fund Code	Values		Salary	Fringe Cost @ 28.4%	Total Comp.
								FTE x Dist %				
1010	00032145	Staff Assistant	Ortega,Beatriz		11	7	F	0100	1	65,839.00	18,698.28	84,537.28
	00032221	Human Resources Officer (Recru	Morris,T' Juan Alexander		14	0	F	0100	1	122,003.50	34,648.99	156,652.49
	00063296	Program Analyst	Gay,Gina V		12	5	F	0100	1	76,774.00	21,803.82	98,577.82
	00074712	Program Analyst	Ford,Setrena D		12	6	F	0100	1	78,894.00	22,405.90	101,299.90
	00083437	Training and Organizational De	Hott,Marsha A		13	0	F	0100	1	84,872.00	24,103.65	108,975.65
<b>1010 Total</b>									<b>5</b>	<b>428,382.50</b>	<b>121,660.63</b>	<b>550,043.13</b>
1060	00077559	General Counsel	(blank)		1	0	V	0100	1	128,063.50	36,370.03	164,433.53
<b>1060 Total</b>									<b>1</b>	<b>128,063.50</b>	<b>36,370.03</b>	<b>164,433.53</b>
1087	00000155	Telecomm Equipment Operator	MURILLO,SEBASTIAN		7	6	F	0100	1	53,798.00	15,278.63	69,076.63
	00003626	Telecomm Equipment Operator	Lopez,Carmen E		8	7	F	0100	1	58,069.00	16,491.60	74,560.60
	00014410	Telecomm Equip Operator - Bili	Abrha,Nebeyeluel A		8	7	F	0100	1	58,069.00	16,491.60	74,560.60
	00018646	Training Specialist	Tobar,Wilson A		9	9	F	0100	1	62,215.00	17,669.06	79,884.06
	00018713	Asst Watch Commander	Rodriguez,Gladys		12	0	F	0100	1	79,511.19	22,581.18	102,092.37
	00019368	Telecomm Equipment Operator	Avalos,Brenda Y		7	5	F	0100	1	52,418.00	14,886.71	67,304.71
	00019453	Telecomm Equipment Operator	Akinsola,Aladegoke E		8	10	F	0100	1	62,665.00	17,796.86	80,461.86
	00026160	Telecomm Equipment Operator	Sowah,McMills E		7	5	F	0100	1	52,418.00	14,886.71	67,304.71
	00032122	Telecomm Equip Operator - Bili	Granados,Fernando A.		8	7	F	0100	1	58,069.00	16,491.60	74,560.60
	00032214	Training Specialist	Teos,Jorge S.		9	9	F	0100	1	62,215.00	17,669.06	79,884.06
	00032237	Telecomm Equipment Operator	Espinosa-Rodriguez,Karoline		7	6	F	0100	1	53,798.00	15,278.63	69,076.63
<b>1087 Total</b>									<b>11</b>	<b>653,245.19</b>	<b>185,521.63</b>	<b>838,766.82</b>
1090	00009047	Management Analyst	Omekam,Chris C		13	10	F	0100	1	101,385.00	28,793.34	130,178.34
	00010471	Program Analyst	Taylor-Weems,Yolanda		12	6	F	0100	1	85,332.00	24,234.29	109,566.29
	00032319	Acting Director, OUC	Holmes,Karima N.		E5	0	F	0100	1	165,000.00	46,860.00	211,860.00
	00045509	Management Analyst	Brown,Kelly A		14	6	F	0100	1	107,895.00	30,642.18	138,537.18
	00065403	Program Analyst	Miranda,Macorazon V		12	5	F	0100	1	83,039.00	23,583.08	106,622.08
	00073737	Program Manager	Ross,Kipling		14	0	F	0100	1	130,034.51	36,929.80	166,964.31
	00075491	DEPUTY DIRECTOR	Ponder,Gizele Richards		16	0	F	0100	1	125,663.61	35,688.47	161,352.08
	00077343	Deputy Director of Operations	Wobbleton,Jeffrey L		16	0	F	0100	1	134,000.00	38,056.00	172,056.00
	00077698	Public Affairs Specialist	Gattison,Wanda D.		12	10	F	0100	1	87,374.00	24,814.22	112,188.22
	00077756	Chief Administrative Officer	Mcmanus,Yvonne D.		15	0	F	0100	1	130,877.00	37,169.07	168,046.07
	00088157	Public Affairs Specialist	(blank)		12	0	V	0100	1	68,294.00	19,395.50	87,689.50
<b>1090 Total</b>									<b>11</b>	<b>1,218,894.12</b>	<b>346,165.93</b>	<b>1,565,060.05</b>
110F	00051008	AGENCY FISCAL OFFICER	Staats,Daryl		15	8	F	0100	1	144,563.00	41,055.89	185,618.89
<b>110F Total</b>									<b>1</b>	<b>144,563.00</b>	<b>41,055.89</b>	<b>185,618.89</b>
2010	00002851	Asst Watch Commander	Sullivan,Lajuan N		12	0	F	0100	1	75,539.10	21,453.10	96,992.20
	00004170	Asst Watch Commander	Campbell,Renee M		12	0	F	0100	1	73,161.79	20,777.95	93,939.74
	00004970	Telecommunications Equipment O	Sullivan,Charmaine C.		5	1	F	0100	1	41,218.00	11,705.91	52,923.91
	00005293	Telecomm Equipment Operator	Bell,Charlee N		5	1	F	0100	1	41,218.00	11,705.91	52,923.91
	00005351	Telecomm Equipment Operator	Howard,Carla M		8	8	F	0100	1	59,601.00	16,926.68	76,527.68
	00005677	Asst Watch Commander	Millard,Karl		12	0	F	0100	1	76,453.74	21,712.86	98,166.60
	00005933	Telecommunications Equipment O	Banks,Constance M		5	2	F	0100	1	42,332.00	12,022.29	54,354.29
	00006151	Telecomm Equipment Operator	Jones,Alexandria A		8	7	F	0100	1	58,069.00	16,491.60	74,560.60
	00006252	Asst Watch Commander	Crews,Lavear P		12	0	F	0100	1	78,608.59	22,324.84	100,933.43
	00006851	Asst Watch Commander	Lawrence,Calandra T		12	0	F	0100	1	74,305.44	21,102.74	95,408.18
	00011589	Telecomm Equipment Operator	Percy,Kara		5	10	F	0100	1	51,244.00	14,553.30	65,797.30
	00013371	Telecomm Equipment Operator	Brown-Williams,Demita		5	1	F	0100	1	41,218.00	11,705.91	52,923.91
	00013720	Assistant Operations Manager	Washington,Edward K		13	0	F	0100	1	84,135.74	23,894.55	108,030.29
	00013929	Telecomm Equipment Operator	Wilson,Cortnee		5	1	F	0100	1	41,218.00	11,705.91	52,923.91
	00014085	Telecomm Equipment Operator	Walker,Phyllis L		8	10	F	0100	1	62,665.00	17,796.86	80,461.86
	00014211	Telecommunications Equipment O	(blank)		5	0	V	0100	1	41,218.00	11,705.91	52,923.91
	00014411	Telecomm Equipment Operator	Richardson,Sabrina A		8	9	F	0100	1	61,133.00	17,361.77	78,494.77
	00014522	Telecomm Equipment Operator	Whitfield,Tasyha		7	6	F	0100	1	53,798.00	15,278.63	69,076.63
	00014683	Telecomm Equipment Operator	Williams,Laveda A		8	7	F	0100	1	58,069.00	16,491.60	74,560.60
	00014728	Training Specialist	Banks,Marcellus A		9	9	F	0100	1	62,215.00	17,669.06	79,884.06
	00014792	Telecomm Equipment Operator	Morris,Crystal L		7	6	F	0100	1	53,798.00	15,278.63	69,076.63
	00016708	Telecommunications Equipment O	Smith,Traveon		5	2	F	0100	1	42,332.00	12,022.29	54,354.29
	00017028	Telecommunications Equipment O	Johnson,Arielle Imani		5	2	F	0100	1	42,332.00	12,022.29	54,354.29
	00017051	Telecommunications Equipment O	Beamon,Elauntanyce T		5	1	F	0100	1	41,218.00	11,705.91	52,923.91
	00017437	Training Specialist	Neal Jr.,Hubert V		9	10	F	0100	1	63,798.00	18,118.63	81,916.63
	00017501	Telecomm Equipment Operator	Wallace,Rashad J		5	2	F	0100	1	42,332.00	12,022.29	54,354.29
	00017550	Telecommunications Equipment O	Smith,Masika		5	2	F	0100	1	42,332.00	12,022.29	54,354.29
	00017783	Asst Watch Commander	Mccoy,Elma D		12	0	F	0100	1	76,453.74	21,712.86	98,166.60
	00017983	Telecomm Equipment Operator	Lee,Vera D		8	9	F	0100	1	61,133.00	17,361.77	78,494.77

Activity	Posn Nbr	Title	Name	Grade	Step	Vac Stat	Fund Code	FTE x Dist %	Salary	Fringe Cost @ 28.4%	Total Comp.
	00018141	Telecomm Equipment Operator	Harris,Deita	8	9	F	0100	1	61,133.00	17,361.77	78,494.77
	00018492	Telecomm Equipment Operator	Getey,Yolanda T	8	8	F	0100	1	59,601.00	16,926.68	76,527.68
	00018978	Telecomm Equipment Operator	Payne,Linda E.	8	7	F	0100	1	58,069.00	16,491.60	74,560.60
	00019132	Telecomm Equipment Operator	Brawner,Rasheena K	8	7	F	0100	1	58,069.00	16,491.60	74,560.60
	00020434	Telecommunications Equipment O	Norville,Sambeth	5	2	F	0100	1	42,332.00	12,022.29	54,354.29
	00021097	Telecomm Equipment Operator	Caldwell,Crystal F	8	9	F	0100	1	61,133.00	17,361.77	78,494.77
	00021171	Asst Watch Commander	Johnson,La Quenceyey c	12	0	F	0100	1	76,366.32	21,688.03	98,054.35
	00021632	Telecomm Equipment Operator	Glasker,Keturah T	8	7	F	0100	1	58,069.00	16,491.60	74,560.60
	00022344	SUPVY TRAINING SPEC	Hollins,Marlene S	13	0	F	0100	1	84,136.00	23,894.62	108,030.62
	00022400	Telecomm Equipment Operator	HENSON-MCGILL,MONICA F	8	7	F	0100	1	58,069.00	16,491.60	74,560.60
	00022476	Telecomm Equipment Operator	Morris,Erica L	8	10	F	0100	1	62,665.00	17,796.86	80,461.86
	00022501	Telecomm Equipment Operator	Simmons,Shavon	5	1	F	0100	1	41,218.00	11,705.91	52,923.91
	00023017	Telecomm Equipment Operator	Jones,Shannon	8	8	F	0100	1	59,601.00	16,926.68	76,527.68
	00023228	Telecomm Equipment Operator	Covington Jr.,Anthony	5	1	F	0100	1	41,218.00	11,705.91	52,923.91
	00023278	Asst Watch Commander	Williams Jr.,Calvin V	12	0	F	0100	1	76,453.74	21,712.86	98,166.60
	00023671	Telecomm Equipment Operator	Ross,Evelyn D	7	5	F	0100	1	52,418.00	14,886.71	67,304.71
	00024944	Telecommunications Equipment O	Sapp,DeReece	5	1	F	0100	1	41,218.00	11,705.91	52,923.91
	00025934	Telecomm Equipment Operator	Darby,Alita B	8	9	F	0100	1	61,133.00	17,361.77	78,494.77
	00026259	Telecomm Equipment Operator	Williams,Angela Maria	7	6	F	0100	1	53,798.00	15,278.63	69,076.63
	00026494	Telecomm Equipment Operator	Jones,Sharon L	8	10	F	0100	1	62,665.00	17,796.86	80,461.86
	00026789	Telecomm Equipment Operator	Washington,Nikita A	8	8	F	0100	1	59,601.00	16,926.68	76,527.68
	00026838	Telecomm Equipment Operator	Small,Davia	8	10	F	0100	1	62,665.00	17,796.86	80,461.86
	00027113	Telecomm Equipment Operator	Oliver,Alice M	8	8	F	0100	1	59,601.00	16,926.68	76,527.68
	00027141	Telecomm Equipment Operator	Henderson,Deonica S	7	7	F	0100	1	55,178.00	15,670.55	70,848.55
	00027291	Telecommunications Equipment O	Saunders,Tonia J	5	2	F	0100	1	42,332.00	12,022.29	54,354.29
	00027416	Telecomm Equipment Operator	Barlow,Jahmela M	5	1	F	0100	1	41,218.00	11,705.91	52,923.91
	00027569	Telecomm Equipment Operator	(blank)	8	0	V	0100	1	48,877.00	13,881.07	62,758.07
	00031978	Telecomm Equipment Operator	Abraham,Erika	8	7	F	0100	1	58,069.00	16,491.60	74,560.60
	00031979	Telecomm Equipment Operator	Barnes-Garvin,Yvette M	8	7	F	0100	1	58,069.00	16,491.60	74,560.60
	00031980	Telecomm Equipment Operator	Hall,Frances M	8	7	F	0100	1	58,069.00	16,491.60	74,560.60
	00031982	Telecomm Equipment Operator	Abdul-Wahid,Jarita L	7	6	F	0100	1	53,798.00	15,278.63	69,076.63
	00031985	Telecomm Equipment Operator	Young,Tiffani N	8	7	F	0100	1	58,069.00	16,491.60	74,560.60
	00031995	Telecomm Equipment Operator	Davis,Tamainia D.	7	6	F	0100	1	53,798.00	15,278.63	69,076.63
	00031998	Telecommunications Equipment O	Martin,Robin	5	1	F	0100	1	41,218.00	11,705.91	52,923.91
	00032006	Telecomm Equipment Operator	King,Marcia K	8	10	F	0100	1	62,665.00	17,796.86	80,461.86
	00032031	Telecomm Equipment Operator	Burrell,Angela D	8	7	F	0100	1	58,069.00	16,491.60	74,560.60
	00032032	Telecomm Equipment Operator	Duke,Karen M.	8	7	F	0100	1	58,069.00	16,491.60	74,560.60
	00032048	Telecomm Equipment Operator	Tate,Manuel L	7	6	F	0100	1	53,798.00	15,278.63	69,076.63
	00032049	Telecomm Equipment Operator	Enoch,Michelle Yvonne	8	8	F	0100	1	59,601.00	16,926.68	76,527.68
	00032051	Telecomm Equipment Operator	Benford,Deborah G	8	7	F	0100	1	58,069.00	16,491.60	74,560.60
	00032052	Telecomm Equipment Operator	Scott,Asante' H.	7	6	F	0100	1	53,798.00	15,278.63	69,076.63
	00032097	Telecommunications Equipment O	Hoffmann,Tessie M	5	2	F	0100	1	42,332.00	12,022.29	54,354.29
	00032109	Telecomm Equipment Operator	Jackson,April D.	7	6	F	0100	1	53,798.00	15,278.63	69,076.63
	00032123	Asst Watch Commander	Gatlin,Cheryl P	12	0	F	0100	1	88,342.61	25,089.30	113,431.91
	00032211	Telecomm Equipment Operator	Washington,Anitra H	8	7	F	0100	1	58,069.00	16,491.60	74,560.60
	00032212	Customer Service Rep.	Stays,Barbara J	7	5	F	0100	0.8	25,917.00	7,360.43	33,277.43
	00032213	Telecomm Equipment Operator	Williams,Clarence J	8	7	F	0100	1	58,069.00	16,491.60	74,560.60
	00032233	Telecomm Equipment Operator	Leake,Kandace A	8	7	F	0100	1	58,069.00	16,491.60	74,560.60
	00032234	Training Specialist	Freeman,Tyneeka L	9	9	F	0100	1	62,215.00	17,669.06	79,884.06
	00032236	Telecommunications Equipment O	Bowman,Dana	5	1	F	0100	1	41,218.00	11,705.91	52,923.91
	00032239	Telecomm Equipment Operator	Jackson,Traysnelle V	8	7	F	0100	1	58,069.00	16,491.60	74,560.60
	00032241	Telecomm Equipment Operator	Steen,Tamika L	7	6	F	0100	1	53,798.00	15,278.63	69,076.63
	00032263	Telecomm Equip Operator - Bili	Montero,Marisela J.	8	7	F	0100	1	58,069.00	16,491.60	74,560.60
	00033628	Telecommunications Equipment O	Fergusson,Amber L	5	2	F	0100	1	42,332.00	12,022.29	54,354.29
	00033673	Asst Watch Commander	Boone,Dione N.	12	0	F	0100	1	76,366.65	21,688.13	98,054.78
	00046702	Asst Watch Commander	Gadsden,Alton T	12	0	F	0100	1	80,277.19	22,798.72	103,075.91
	00074923	Asst Watch Commander	Lunsford,Andre D	12	0	F	0100	1	76,366.32	21,688.03	98,054.35
	00085197	Telecomm Equipment Operator	Fletcher,Brittney	5	1	F	0100	1	41,218.00	11,705.91	52,923.91
	00085557	Telecomm Equipment Operator	Thorne,Sheldon	5	1	F	0100	1	41,218.00	11,705.91	52,923.91
2010 Total								87.8	4,982,888.97	1,415,140.47	6,398,029.44

Activity	Posn Nbr	Title	Name	Grade	Step	Vac Stat	Fund Code	FTE x Dist %	Salary	Fringe Cost @ 28.4%	Total Comp.
2020	00001893	Dispatcher	Fana,Aurelina		10	7 F	0100	1	68,778.00	19,532.95	88,310.95
	00003243	Dispatcher	Bender,Ricky D.		11	7 F	0100	1	73,500.00	20,874.00	94,374.00
	00004326	Dispatcher	Stover,Bertha A		11	8 F	0100	1	75,538.00	21,452.79	96,990.79
	00004610	Dispatcher	Huitz,Ana M		10	2 F	0100	1	59,468.00	16,888.91	76,356.91
	00004835	Dispatcher	Johnson,Cheri L		11	7 F	0100	1	73,500.00	20,874.00	94,374.00
	00005299	Dispatcher	Covington,Latrice R		11	7 F	0100	1	73,500.00	20,874.00	94,374.00
	00005506	Dispatcher	Alexander,Denise E		11	9 F	0100	1	77,576.00	22,031.58	99,607.58
	00006011	Dispatcher	Banks,Jamel A		10	2 F	0100	1	59,468.00	16,888.91	76,356.91
	00006112	Dispatcher	Fair,Jatondra R		10	2 F	0100	1	59,468.00	16,888.91	76,356.91
	00007009	Dispatcher	TEFERA,NEBEYOU T		10	5 F	0100	1	65,054.00	18,475.34	83,529.34
	00007120	Dispatcher	Thompson,Shirayne M		11	7 F	0100	1	73,500.00	20,874.00	94,374.00
	00007357	Dispatcher	Brown,Eric P		11	7 F	0100	1	73,500.00	20,874.00	94,374.00
	00007934	Dispatcher	Velasco,Ana M		11	7 F	0100	1	73,500.00	20,874.00	94,374.00
	00008119	Dispatcher	Vargas,Celia		11	8 F	0100	1	75,538.00	21,452.79	96,990.79
	00009686	Dispatcher	Faltz,Kristen N		10	5 F	0100	1	65,054.00	18,475.34	83,529.34
	00009807	Dispatcher	Daniels,Cynthia A		10	7 F	0100	1	68,778.00	19,532.95	88,310.95
	00011543	Dispatcher	Ross,Danielle L		10	8 F	0100	1	70,640.00	20,061.76	90,701.76
	00012153	Training Specialist	Sanford,Virginia G		11	8 F	0100	1	73,131.00	20,769.20	93,900.20
	00012597	Dispatcher	Billingsley,Eugene		10	7 F	0100	1	68,778.00	19,532.95	88,310.95
	00013925	Dispatcher	Gardner,Deniqua		10	2 F	0100	1	59,468.00	16,888.91	76,356.91
	00013958	Dispatcher	Walston,Deborah M		11	7 F	0100	1	73,500.00	20,874.00	94,374.00
	00014040	Dispatcher	Higgs,Raquel		10	7 F	0100	1	68,778.00	19,532.95	88,310.95
	00014138	Dispatcher	Davis,Larvenia A		10	7 F	0100	1	68,778.00	19,532.95	88,310.95
	00014259	Dispatcher	Herndon,Delisa L		10	7 F	0100	1	68,778.00	19,532.95	88,310.95
	00014298	Dispatcher	Dayne,Melissa		10	7 F	0100	1	68,778.00	19,532.95	88,310.95
	00014767	Dispatcher	Champion Bey,Таheyуer		11	7 F	0100	1	73,500.00	20,874.00	94,374.00
	00014944	Dispatcher	Adams,Charmisa L		10	7 F	0100	1	68,778.00	19,532.95	88,310.95
	00015061	Dispatcher	Townsend,Shauntze D		10	7 F	0100	1	68,778.00	19,532.95	88,310.95
	00015077	Dispatcher	Hernandez,Nury M		10	7 F	0100	1	68,778.00	19,532.95	88,310.95
	00017052	Dispatcher	Sanders,Gloria G		11	8 F	0100	1	75,538.00	21,452.79	96,990.79
	00017061	Training Specialist	Williams,Roslynd W		12	2 F	0100	1	76,160.00	21,629.44	97,789.44
	00017203	Dispatcher	Ramsey,Christa J		10	7 F	0100	1	68,778.00	19,532.95	88,310.95
	00017238	Dispatcher	Alexander Wingate,Karen D		11	8 F	0100	1	75,538.00	21,452.79	96,990.79
	00017301	Dispatcher	Bennett,Bianca		10	7 F	0100	1	68,778.00	19,532.95	88,310.95
	00017533	Dispatcher	Hall,JuWanna M		11	8 F	0100	1	75,538.00	21,452.79	96,990.79
	00017690	Dispatcher	Tyson,Theodosia T		10	8 F	0100	1	70,640.00	20,061.76	90,701.76
	00017704	Dispatcher	Morgan,Sharon Y		10	7 F	0100	1	68,778.00	19,532.95	88,310.95
	00017971	Dispatcher	Thurston,Michelle		11	8 F	0100	1	75,538.00	21,452.79	96,990.79
	00018117	Dispatcher	Brown,Sharane H		11	8 F	0100	1	75,538.00	21,452.79	96,990.79
	00018188	Dispatcher	Boyd,Jacqueline		10	7 F	0100	1	68,778.00	19,532.95	88,310.95
	00018195	Dispatcher	Henson,Donnett V		10	7 F	0100	1	68,778.00	19,532.95	88,310.95
	00018273	Dispatcher	Rice Robinson,Gayle E		11	7 F	0100	1	73,500.00	20,874.00	94,374.00
	00018290	Dispatcher	Shields,Michele D		11	7 F	0100	1	73,500.00	20,874.00	94,374.00
	00018346	Dispatcher	Poole,Lora A		11	7 F	0100	1	73,500.00	20,874.00	94,374.00
	00018439	Dispatcher	Tasker,Teresa L		10	8 F	0100	1	70,640.00	20,061.76	90,701.76
	00018471	Dispatcher	Black,Sherry Jean		11	9 F	0100	1	77,576.00	22,031.58	99,607.58
	00018570	Dispatcher	Perry,Carissa		10	2 F	0100	1	59,468.00	16,888.91	76,356.91
	00018783	Dispatcher	Scott,Robin R		11	6 F	0100	1	71,462.00	20,295.21	91,757.21
	00018947	Dispatcher	Gaston,Kendel		10	6 F	0100	1	66,916.00	19,004.14	85,920.14
	00019135	Dispatcher	Williams,Tracey P		11	7 F	0100	1	73,500.00	20,874.00	94,374.00
	00019308	Dispatcher	Proctor,Mary J		10	10 F	0100	1	74,364.00	21,119.38	95,483.38
	00019348	Dispatcher	Serpas,Dominga D		11	8 F	0100	1	75,538.00	21,452.79	96,990.79
	00020804	Dispatcher	Johnson,Stewart H		11	8 F	0100	1	75,538.00	21,452.79	96,990.79
	00021054	Dispatcher	Lewis,Bridget M		11	6 F	0100	1	71,462.00	20,295.21	91,757.21
	00021981	Dispatcher	Carr,Jacqueline		10	7 F	0100	1	68,778.00	19,532.95	88,310.95
	00021987	Dispatcher	Scruggs,Janie L		10	8 F	0100	1	70,640.00	20,061.76	90,701.76
	00022297	Dispatcher	Bethea,Wanda Y		10	8 F	0100	1	70,640.00	20,061.76	90,701.76
	00022322	Dispatcher	Trent,Iris		10	7 F	0100	1	68,778.00	19,532.95	88,310.95
	00022338	Dispatcher	Reid,Nichole M		11	7 F	0100	1	73,500.00	20,874.00	94,374.00
	00022576	Dispatcher	Richardson,Anthony F		10	8 F	0100	1	70,640.00	20,061.76	90,701.76
	00022754	Dispatcher	Brooks,Brenda A		11	8 F	0100	1	75,538.00	21,452.79	96,990.79
	00022757	Dispatcher	Marable,Michael M		11	7 F	0100	1	73,500.00	20,874.00	94,374.00
	00022847	Dispatcher	Washington,Amber D		10	2 F	0100	1	59,468.00	16,888.91	76,356.91
	00022863	Dispatcher	Little,Cynthia T		11	7 F	0100	1	73,500.00	20,874.00	94,374.00
	00022961	Dispatcher	Branch,Katrina L		11	5 F	0100	1	69,424.00	19,716.42	89,140.42

Activity	Posn Nbr	Title	Name	Grade	Step	Vac Stat	Fund Code	FTE x Dist %	Salary	Fringe Cost @ 28.4%	Total Comp.
	00022980	Dispatcher	Carter,Nicole	10	7	F	0100	1	68,778.00	19,532.95	88,310.95
	00023028	Dispatcher	Johnson,Victoria M	11	7	F	0100	1	73,500.00	20,874.00	94,374.00
	00023182	Dispatcher	Brown,Crystal L	11	7	F	0100	1	73,500.00	20,874.00	94,374.00
	00023230	Dispatcher	Jones,Keena Y	11	8	F	0100	1	75,538.00	21,452.79	96,990.79
	00023248	Dispatcher	Simms,Swayne	11	7	F	0100	1	73,500.00	20,874.00	94,374.00
	00023512	Training Specialist	Johnson,Lauren M	11	8	F	0100	1	73,131.00	20,769.20	93,900.20
	00023795	Dispatcher	Jenkins,Kelly	11	7	F	0100	1	73,500.00	20,874.00	94,374.00
	00024649	Dispatcher	Joy,Keisha A	10	6	F	0100	1	66,916.00	19,004.14	85,920.14
	00024875	Dispatcher	Wilder,Briyana L	10	2	F	0100	1	59,468.00	16,888.91	76,356.91
	00025316	Dispatcher	Hunter,Mark C	10	2	F	0100	1	59,468.00	16,888.91	76,356.91
	00025666	Dispatcher	Williams,Vivian	10	7	F	0100	1	68,778.00	19,532.95	88,310.95
	00025840	Dispatcher	Morris,Carolyn M	11	8	F	0100	1	75,538.00	21,452.79	96,990.79
	00025851	Dispatcher	Taylor,Andrea D	11	7	F	0100	1	73,500.00	20,874.00	94,374.00
	00025925	Dispatcher	King,Kevin M	11	8	F	0100	1	75,538.00	21,452.79	96,990.79
	00026738	Dispatcher	Johnson Stewart,Veronica A	11	9	F	0100	1	77,576.00	22,031.58	99,607.58
	00026783	Dispatcher	Holley,Lenora E	10	7	F	0100	1	68,778.00	19,532.95	88,310.95
	00026920	Dispatcher	Carruth,Wendy M	10	6	F	0100	1	66,916.00	19,004.14	85,920.14
	00026953	Dispatcher	Millard,Ava O	11	7	F	0100	1	73,500.00	20,874.00	94,374.00
	00026971	Dispatcher	Davis,Charlotte A	11	8	F	0100	1	75,538.00	21,452.79	96,990.79
	00026984	Dispatcher	Glenn,Michael C	11	7	F	0100	1	73,500.00	20,874.00	94,374.00
	00027023	Dispatcher	Mccullough Collins,Shondel	10	7	F	0100	1	68,778.00	19,532.95	88,310.95
	00027062	Dispatcher	Wright,Ladonna M	10	7	F	0100	1	68,778.00	19,532.95	88,310.95
	00027260	Dispatcher	Fuller,Tiffany K	10	5	F	0100	1	65,054.00	18,475.34	83,529.34
	00027478	Dispatcher	Beatty,Tracy A	11	7	F	0100	1	73,500.00	20,874.00	94,374.00
	00027648	Dispatcher	Nazario,Sylvia Yvette	11	8	F	0100	1	75,538.00	21,452.79	96,990.79
	00031989	Dispatcher	Creamer,Tammie N	11	7	F	0100	1	73,500.00	20,874.00	94,374.00
	00032014	Dispatcher	Anderson,Karen	10	7	F	0100	1	68,778.00	19,532.95	88,310.95
	00032016	Dispatcher	Williams,Devon L	10	5	F	0100	1	65,054.00	18,475.34	83,529.34
	00032017	Dispatcher	Malry,James A	10	2	F	0100	1	59,468.00	16,888.91	76,356.91
	00032019	Training Specialist	Miller,Alfreda E	11	7	F	0100	1	71,212.00	20,224.21	91,436.21
	00032025	Dispatcher	Williams,Michelle P	11	8	F	0100	1	75,538.00	21,452.79	96,990.79
	00032053	Dispatcher	Pross,Gregory M	10	2	F	0100	1	59,468.00	16,888.91	76,356.91
	00032054	Dispatcher	Wise,Raynise L	10	7	F	0100	1	68,778.00	19,532.95	88,310.95
	00032085	Dispatcher	White,Jacqueline E	11	7	F	0100	1	73,500.00	20,874.00	94,374.00
	00032242	Dispatcher	Turner,Jennifer M	10	7	F	0100	1	68,778.00	19,532.95	88,310.95
	00036698	Dispatcher	Knox,Debbie Ann	10	10	F	0100	1	74,364.00	21,119.38	95,483.38
	00069788	OPERATIONS MGR	Bucksell,Ingrid N	14	0	F	0100	1	96,755.14	27,478.46	124,233.60
<b>2020 Total</b>								<b>102</b>	<b>7,229,235.14</b>	<b>2,053,102.78</b>	<b>9,282,337.92</b>

Activity	Posn Nbr	Title	Name	Grade	Step	Vac Stat	Fund Code	FTE x Dist %	Salary	Fringe Cost @ 28.4%	Total Comp.	
3020	00001009	Customer Service Rep.	Davis,Janet L		8	10	F	0100	1	57,962.00	16,461.21	74,423.21
	00002187	311 Operations Team Leader	Pierce,Linda D		9	10	F	0100	1	63,798.00	18,118.63	81,916.63
	00002950	Customer Service Rep.	Cato,Adrienne		7	10	F	0100	1	53,845.00	15,291.98	69,136.98
	00003707	Customer Service Rep.	Sasagawa Coleman,Sumie		7	10	F	0100	1	53,845.00	15,291.98	69,136.98
	00007411	Call Center Operations Supervi	WALKER JR,MARCELLUS C.		12	0	F	0100	1	73,161.00	20,777.72	93,938.72
	00008524	Customer Service Rep.	Scott,Tamica M		6	6	F	0100	1	43,470.00	12,345.48	55,815.48
	00009169	Customer Service Rep.	Epps,Nancy L		7	10	F	0100	1	53,845.00	15,291.98	69,136.98
	00011801	Call Center Operations Supervi	Hines,Erick Daniel		12	0	F	0100	1	73,161.35	20,777.82	93,939.17
	00012941	Customer Service Rep.	Peters,Doretha		8	10	F	0100	1	57,962.00	16,461.21	74,423.21
	00014268	Customer Service Rep.	Parris,Khalilah B.		6	7	F	0100	1	44,761.00	12,712.12	57,473.12
	00016753	Customer Service Rep.	Ifill,Raquel		6	4	F	0100	1	40,888.00	11,612.19	52,500.19
	00019387	Customer Service Rep.	Marshall,Zarnita L		6	3	F	0100	1	39,597.00	11,245.55	50,842.55
	00021559	Customer Service Rep.	MAGRI,ANTHONY		7	7	F	0100	1	49,570.00	14,077.88	63,647.88
	00023180	Customer Service Rep.	Zanelli,Juan-Martin C.		6	7	F	0100	1	44,761.00	12,712.12	57,473.12
	00023887	Customer Service Rep.	Mccracken,Shavon		8	10	F	0100	1	57,962.00	16,461.21	74,423.21
	00026651	Customer Service Rep.	Williams,Cynthia R		7	8	F	0100	1	50,995.00	14,482.58	65,477.58
	00031983	311 Operations Team Leader	Zackery,Shadonna M		9	6	F	0100	1	57,466.00	16,320.34	73,786.34
	00031984	311 Operations Team Leader	Lawson,Darlene		9	6	F	0100	1	57,466.00	16,320.34	73,786.34
	00032058	Customer Service Rep.	Cade,Patricia L.		7	5	F	0100	1	46,720.00	13,268.48	59,988.48
	00032068	Customer Service Rep.	Jones,Sabrina F		6	7	F	0100	1	44,761.00	12,712.12	57,473.12
	00032069	Customer Service Rep.	Williams,Lynn R		6	4	F	0100	1	40,888.00	11,612.19	52,500.19
	00045518	Customer Service Rep.	Starks,Barbara J		6	5	F	0100	1	42,179.00	11,978.84	54,157.84
	00045523	Customer Service Rep.	Pittman-Brice,Sharron M		7	5	F	0100	1	46,720.00	13,268.48	59,988.48
	00046844	Customer Service Rep.	Troublefield,Shelita		6	5	F	0100	1	42,179.00	11,978.84	54,157.84
	00047370	Customer Service Rep.	Nevels,Cynthia		6	4	F	0100	1	40,888.00	11,612.19	52,500.19
	00047372	Customer Service Rep.	Jefferson,Kimberly L		6	5	F	0100	1	42,179.00	11,978.84	54,157.84
	00047375	Customer Service Rep.	Washington,Janice Marie		7	5	F	0100	1	46,720.00	13,268.48	59,988.48
	00047376	Customer Service Specialist	Cureton,Mary A		9	7	F	0100	1	59,049.00	16,769.92	75,818.92
	00047377	311 Operations Team Leader	Curley,Phyllis		9	7	F	0100	1	59,049.00	16,769.92	75,818.92
	00047378	311 Operations Team Leader	Drumming,Lillian J		9	6	F	0100	1	57,466.00	16,320.34	73,786.34
	00047413	Customer Service Specialist	Hawkins,Akime E		9	6	F	0100	1	57,466.00	16,320.34	73,786.34
	00047414	Customer Service Specialist	McNeill,Toye R		9	6	F	0100	1	57,466.00	16,320.34	73,786.34
	00047415	Customer Service Specialist	Wash III,John		9	7	F	0100	1	59,049.00	16,769.92	75,818.92
	00047416	Customer Service Rep.	Williams,Ebony A		6	5	F	0100	1	42,179.00	11,978.84	54,157.84
	00047417	Customer Service Specialist	Chavarria Guzman,Nancy		9	6	F	0100	1	57,466.00	16,320.34	73,786.34
	00050958	Customer Service Rep.	Best,Laverne		6	6	F	0100	1	43,470.00	12,345.48	55,815.48
	00050959	Customer Service Rep.	Green,Thearl R		6	6	F	0100	1	43,470.00	12,345.48	55,815.48
	00051081	Customer Service Rep.	Darby,Jessica A		6	5	F	0100	1	42,179.00	11,978.84	54,157.84
	00051082	Customer Service Rep.	Hailstorks,Amanda T		6	5	F	0100	1	42,179.00	11,978.84	54,157.84
	00051114	Customer Service Rep.	Hailstorks,India A		6	5	F	0100	1	42,179.00	11,978.84	54,157.84
	00051149	Customer Service Rep.	Watson,Ikeisha S		6	5	F	0100	1	42,179.00	11,978.84	54,157.84
	00070725	Customer Service Rep.	Chambers,Domonique C		6	5	F	0100	1	42,179.00	11,978.84	54,157.84
	00073021	Customer Service Rep.	Marrow,Vanessa O		7	8	F	0100	1	50,995.00	14,482.58	65,477.58
	00073022	Customer Service Rep.	Fogg,Dion A.		6	6	F	0100	1	43,470.00	12,345.48	55,815.48
	00073023	Customer Service Rep.	Schanck,Catina V.		6	9	F	0100	1	47,343.00	13,445.41	60,788.41
	00073314	Customer Service Rep.	Maichew,Melaku M		6	6	F	0100	1	43,470.00	12,345.48	55,815.48
	00073315	Customer Service Rep.	Atkinson,Lisa R		6	10	F	0100	1	48,634.00	13,812.06	62,446.06
	00073316	Customer Service Rep.	Woody,Gerald L		6	9	F	0100	1	47,343.00	13,445.41	60,788.41
	00073317	Customer Service Rep.	POPE,NICOLE R		6	10	F	0100	1	48,634.00	13,812.06	62,446.06
	00073318	Customer Service Rep.	Dolmo,Diana B		6	10	F	0100	1	48,634.00	13,812.06	62,446.06
	00073320	Customer Service Rep.	Jones,Valerie L		6	5	F	0100	1	42,179.00	11,978.84	54,157.84
	00073578	Customer Service Rep.	Perkins,Angie Marie		6	5	F	0100	1	42,179.00	11,978.84	54,157.84
	00073679	Customer Service Rep.	Brown,Bessel R		6	3	F	0700	1	39,597.00	11,245.55	50,842.55
	00073681	Customer Service Rep.	Sargent,James		6	2	F	0700	1	38,306.00	10,878.90	49,184.90
	00073682	Customer Service Rep.	Carr,Shannon		6	3	F	0700	1	39,597.00	11,245.55	50,842.55
	00073683	Customer Service Rep.	Nelson,Michael L.		6	1	F	0700	1	37,015.00	10,512.26	47,527.26
	00073685	Customer Service Rep.	Jones,Quantia		6	1	F	0700	1	37,015.00	10,512.26	47,527.26
	00073687	Customer Service Rep.	Priestley,Rodney L.		6	3	F	0700	1	39,597.00	11,245.55	50,842.55
	00077736	Customer Service Rep.	Carr,Doreen Y		8	10	F	0100	1	57,962.00	16,461.21	74,423.21
	00077738	Customer Service Rep.	DULITSKAYA,MARIAM		8	10	F	0100	1	57,962.00	16,461.21	74,423.21
	00077740	Customer Service Rep.	Lee,Jungja K		8	10	F	0100	1	57,962.00	16,461.21	74,423.21
	00077741	Customer Service Rep.	Parris,Norberto R		8	10	F	0100	1	57,962.00	16,461.21	74,423.21
	00077743	Customer Service Rep.	Sarwar,Spozmai		8	10	F	0100	1	57,962.00	16,461.21	74,423.21
	00085196	Customer Service Rep.	Bailey,Norman		6	1	F	0100	0.5	18,507.50	5,256.13	23,763.63
	00085556	Customer Service Rep.	Mills,Amber		6	1	F	0100	0.5	18,507.50	5,256.13	23,763.63



Activity	Posn Nbr	Title	Name	Grade	Step	Vac Stat	Fund Code	FTE x Dist %	Salary	Fringe Cost @ 28.4%	Total Comp.
3020	00085561	Customer Service Rep.	Bragg,Priscilla A.	6	1	F	0100	0.5	18,507.50	5,256.13	23,763.63
	00087659	Call Center Operations Supervi	Forrester,Sheikia	12	0	F	0100	1	73,161.00	20,777.72	93,938.72
<b>3020 Total</b>								<b>65.5</b>	<b>3,227,275.85</b>	<b>916,546.34</b>	<b>4,143,822.19</b>

Activity	Posn Nbr	Title	Name	Grade	Step	Vac Stat	Fund Code	FTE x Dist %	Salary	Fringe Cost @ 28.4%	Total Comp.
4020	00003977	Electronics Engineer	Wilson,Clyde O	12	10	F	0100	1	94,504.00	26,839.14	121,343.14
	00008593	Sup. Electronics Engineer	Matthews,Stephen D	14	0	F	0100	1	96,755.14	27,478.46	124,233.60
	00020955	Electronics Technician	West,Donald A	11	10	F	0100	1	76,969.00	21,859.20	98,828.20
	00024204	Electronics Engineer	Igbedior,Felix N	12	10	F	0100	1	94,504.00	26,839.14	121,343.14
	00024253	Electronics Technician	Williams,James T	11	9	F	0100	1	75,050.00	21,314.20	96,364.20
	00031981	Deputy Chief Information Ofcr.	Mascorro,Javier	15	0	F	0100	1	126,883.64	36,034.95	162,918.59
	00048786	Electronics Technician	Tefera,Melaku	11	5	F	0100	1	67,374.00	19,134.22	86,508.22
00077755	Electronics Technician	Pearson,Karl A	11	9	F	0100	1	75,050.00	21,314.20	96,364.20	
<b>4020 Total</b>								<b>8</b>	<b>707,089.78</b>	<b>200,813.50</b>	<b>907,903.28</b>
4030	00003004	Information Technology Special	Flores,Basil M.	12	10	F	0100	1	94,504.00	26,839.14	121,343.14
	00025334	Chief Info Tech Officer	Kavaleri,Teodros	16	0	F	0100	1	139,744.49	39,687.44	179,431.93
	00051037	Information Technology Special	Fisseha,Dagnachew	12	7	F	0100	1	87,625.00	24,885.50	112,510.50
	00051148	Management Analyst	Brown,Yasmin N	12	10	F	0100	1	94,504.00	26,839.14	121,343.14
	00051431	Program Analyst	Dreher,Colleen V	12	5	F	0100	1	83,039.00	23,583.08	106,622.08
	00051454	Information Technology Special	Belt,David P	12	6	F	0100	1	85,332.00	24,234.29	109,566.29
	00084817	IT Program Manager	Ramlogan,Timothy S	14	0	F	0100	1	96,755.11	27,478.45	124,233.56
	00084818	Program Manager	Galloway,Brittany	13	0	F	0100	1	84,135.55	23,894.50	108,030.05
	00084832	Inventory Management Specialis	Roberts,James	11	2	F	0100	1	61,617.00	17,499.23	79,116.23
	00084833	IT Program Manager	Chakravarthi,Madhavan	14	0	F	0100	1	120,000.00	34,080.00	154,080.00
	<b>4030 Total</b>								<b>10</b>	<b>947,256.15</b>	<b>269,020.75</b>
5010	00032005	Telecomm Transcriptionist	Awash,Zerihun Z	5	8	F	0100	1	41,552.00	11,800.77	53,352.77
	00032007	Telecomm Transcriptionist	Foreman,Katrina Y	5	7	F	0100	1	47,902.00	13,604.17	61,506.17
	00032008	Telecomm Transcriptionist	Danson,Santo G	5	6	F	0100	1	39,226.00	11,140.18	50,366.18
	00032009	Telecomm Transcriptionist	Ford,Robin M	5	7	F	0100	1	47,902.00	13,604.17	61,506.17
	00032011	Telecomm Transcriptionist	Shelton Jr.,Jesse	5	7	F	0100	1	47,902.00	13,604.17	61,506.17
	00045510	Program Analyst	Stutson,Denise E	13	7	F	0100	1	93,819.00	26,644.60	120,463.60
<b>5010 Total</b>								<b>6</b>	<b>318,303.00</b>	<b>90,398.05</b>	<b>408,701.05</b>
<b>Grand Total</b>								<b>308.3</b>	<b>19,985,197.20</b>	<b>5,675,796.00</b>	<b>25,660,993.20</b>

Office Of Unified Communications Vacancy List as of January 29, 2016

Activity	Posn Nbr	Title	Grade	Step	Vac Stat	Fund Code	Values		Salary	Fringe Cost @ 28.4%	Total Comp.	Status
							FTE x Dist %					
1060	00077559	General Counsel		1	0	V	0100	1	128,063.50	36,370.03	164,433.53	Offer Extended – Scheduled to Start on 02/21/16
<b>1060 Total</b>								<b>1</b>	<b>128,063.50</b>	<b>36,370.03</b>	<b>164,433.53</b>	
1090	00088157	Public Affairs Specialist		12	0	V	0100	1	68,294.00	19,395.50	87,689.50	Offer Extended – Start Date Pending
<b>1090 Total</b>								<b>1</b>	<b>68,294.00</b>	<b>19,395.50</b>	<b>87,689.50</b>	
2010	00014211	Telecommunications Equipment O		5	0	V	0100	1	41,218.00	11,705.91	52,923.91	Pending Next Scheduled Class – Summer 2016
	00027569	Telecomm Equipment Operator		8	0	V	0100	1	48,877.00	13,881.07	62,758.07	Pending Next Scheduled Class – Summer 2016
<b>2010 Total</b>								<b>2</b>	<b>90,095.00</b>	<b>25,586.98</b>	<b>115,681.98</b>	
<b>Grand Total</b>								<b>4</b>	<b>286,452.50</b>	<b>81,352.51</b>	<b>367,805.01</b>	

Posn Stat	Posn Nbr	Title	Name	Emplid	Hire Date	DAYS OF SERVICE	YEARS OF SERVICE
						(Unofficial)	(Unofficial)
A	00000155	Telecomm Equipment Operator	MURILLO,SEBASTIAN	00031966	3/20/2006	3551.00	9.86
A	00001009	Customer Service Rep.	Davis,Janet L	00025250	9/6/1978	13465.00	37.40
A	00001893	Dispatcher	Fana,Aurelina	00001910	6/16/2003	4545.00	12.63
A	00002187	311 Operations Team Leader	Pierce,Linda D	00016402	9/8/1992	8423.00	23.40
A	00002851	Asst Watch Commander	Sullivan,Lajuan N	00027390	12/10/1984	11211.00	31.14
A	00002950	Customer Service Rep.	Cato,Adrienne	00002977	5/22/2000	5649.00	15.69
A	00003004	Information Technology Special	Flores,Basil M.	00043194	11/10/2008	2601.00	7.23
A	00003243	Dispatcher	Bender,Ricky D.	00003270	10/15/1995	7306.00	20.29
A	00003626	Telecomm Equipment Operator	Lopez,Carmen E	00003648	6/16/2003	4545.00	12.63
A	00003707	Customer Service Rep.	Sasagawa Coleman,Sumie	00003736	10/21/2002	4780.00	13.28
A	00003977	Electronics Engineer	Wilson,Clyde O	00037397	11/27/2007	2944.00	8.18
A	00004170	Asst Watch Commander	Campbell,Renee M	00018616	9/30/1996	6960.00	19.33
A	00004326	Dispatcher	Stover,Bertha A	00004370	9/30/1996	6960.00	19.33
A	00004610	Dispatcher	Huitz,Ana M	00084749	1/26/2015	365.00	1.01
A	00004835	Dispatcher	Johnson,Cheri L	00004887	9/28/1998	6243.00	17.34
A	00004970	Telecommunications Equipment O	Sullivan,Charmaine C.	00030132	9/21/2015	130.00	0.36
A	00005293	Telecomm Equipment Operator	Bell,Charlee N	00014527	9/21/2015	130.00	0.36
A	00005299	Dispatcher	Covington,Latrice R	00005361	5/1/1990	9270.00	25.75
A	00005351	Telecomm Equipment Operator	Howard,Carla M	00005414	4/8/2002	4973.00	13.81
A	00005506	Dispatcher	Alexander,Denise E	00022900	7/6/1987	10285.00	28.57
A	00005677	Asst Watch Commander	Millard,Karl	00005743	10/1/1984	11280.00	31.33
A	00005933	Telecommunications Equipment O	Banks,Constance M	00084727	1/26/2015	365.00	1.01
A	00006011	Dispatcher	Banks,Jamel A	00043424	12/8/2008	2573.00	7.15
A	00006112	Dispatcher	Fair,Jatondra R	00084698	1/26/2015	365.00	1.01
A	00006151	Telecomm Equipment Operator	Jones,Alexandria A	00006221	9/8/2003	4463.00	12.40
A	00006252	Asst Watch Commander	Crews,Lavear P	00017182	11/20/1989	9431.00	26.20
A	00006851	Asst Watch Commander	Lawrence,Calandra T	00022356	5/5/1992	8546.00	23.74
A	00007009	Dispatcher	TEFERA,NEBEYOU T	00031640	2/6/2006	3595.00	9.99
A	00007120	Dispatcher	Thompson,Shirayne M	00007215	4/12/1999	6049.00	16.80
A	00007357	Dispatcher	Brown,Eric P	00007466	7/6/1998	6325.00	17.57
A	00007411	Call Center Operations Supervi	WALKER JR,MARCELLUS C.	00036023	7/23/2007	3068.00	8.52
A	00007934	Dispatcher	Velasco,Ana M	00008033	9/8/1992	8423.00	23.40
A	00008119	Dispatcher	Vargas,Celia	00008217	1/20/1987	10451.00	29.03
A	00008524	Customer Service Rep.	Scott,Tamica M	00036119	7/23/2007	3068.00	8.52
A	00008593	Sup. Electronics Engineer	Matthews,Stephen D	00023511	3/12/1990	9319.00	25.89
A	00009047	Management Analyst	Omekam,Chris C	00013393	12/16/2012	1125.00	3.13
A	00009169	Customer Service Rep.	Epps,Nancy L	00009267	1/6/1980	12985.00	36.07
A	00009686	Dispatcher	Faltz,Kristen N	00023896	6/30/2003	4530.00	12.58
A	00009807	Dispatcher	Daniels,Cynthia A	00009905	10/6/2003	4435.00	12.32
A	00010471	Program Analyst	Taylor-Weems,Yolanda	00043552	12/22/2008	2559.00	7.11
A	00011543	Dispatcher	Ross,Danielle L	00011648	9/14/1998	6257.00	17.38
A	00011589	Telecomm Equipment Operator	Percy,Kara	00084719	1/26/2015	365.00	1.01
A	00011801	Call Center Operations Supervi	Hines,Erick Daniel	00035478	5/14/2007	3137.00	8.71
A	00012153	Training Specialist	Sanford,Virginia G	00012262	5/22/2000	5649.00	15.69
A	00012597	Dispatcher	Billingsley,Eugene	00012712	5/8/2000	5663.00	15.73
A	00012941	Customer Service Rep.	Peters,Doretha	00013054	7/1/1980	12810.00	35.58
A	00013371	Telecomm Equipment Operator	Brown-Williams,Demita	00084717	9/21/2015	130.00	0.36
A	00013720	Assistant Operations Manager	Washington,Edward K	00006612	8/8/1994	7733.00	21.48
A	00013925	Dispatcher	Gardner,Deniqua	00084739	1/26/2015	365.00	1.01
A	00013929	Telecomm Equipment Operator	Wilson,Cortnee	00088600	9/21/2015	130.00	0.36
A	00013958	Dispatcher	Walston,Deborah M	00014072	9/11/1989	9500.00	26.39
A	00014040	Dispatcher	Higgs,Raquel	00014160	7/28/2003	4503.00	12.51
A	00014085	Telecomm Equipment Operator	Walker,Phyllis L	00014200	11/14/1994	7637.00	21.21
A	00014138	Dispatcher	Davis,Larvenia A	00014251	6/16/2003	4545.00	12.63
A	00014211	Telecommunications Equipment O				41791.00	116.09
A	00014259	Dispatcher	Herndon,Delisa L	00014375	2/23/2004	4298.00	11.94
A	00014268	Customer Service Rep.	Parris,Khalilah B.	00034217	12/26/2006	3275.00	9.10
A	00014298	Dispatcher	Dayne,Melissa	00014416	3/22/1999	6069.00	16.86
A	00014410	Telecomm Equip Operator - Bili	Abrha,Nebeveluel A	00031615	2/2/2006	3599.00	10.00
A	00014411	Telecomm Equipment Operator	Richardson,Sabrina A	00014533	8/16/1999	5925.00	16.46
A	00014522	Telecomm Equipment Operator	Whitfield,Tasyha	00043365	12/8/2008	2573.00	7.15
A	00014683	Telecomm Equipment Operator	Williams,Laveda A	00014816	6/30/2003	4530.00	12.58
A	00014728	Training Specialist	Banks,Marcellus A	00014866	6/30/2003	4530.00	12.58
A	00014767	Dispatcher	Champion Bey,Taheyyer	00014913	7/11/1996	7040.00	19.56
A	00014792	Telecomm Equipment Operator	Morris,Crystal L	00043484	12/8/2008	2573.00	7.15
A	00014944	Dispatcher	Adams,Charmisa L	00015095	8/7/1996	7014.00	19.48
A	00015061	Dispatcher	Townsend,Shauntze D	00023776	1/23/2005	3968.00	11.02
A	00015077	Dispatcher	Hernandez,Nury M	00015226	7/28/2003	4503.00	12.51
A	00016708	Telecommunications Equipment O	Smith,Traveon	00030783	1/26/2015	365.00	1.01
A	00016753	Customer Service Rep.	Ifill,Raquel	00065505	7/18/2011	1633.00	4.54
A	00017028	Telecommunications Equipment O	Johnson,Arielle Imani	00084722	1/26/2015	365.00	1.01
A	00017051	Telecommunications Equipment O	Beamon,Elautanyce T	00068757	4/20/2015	281.00	0.78
A	00017052	Dispatcher	Sanders,Gloria G	00017173	11/20/1988	9791.00	27.20
A	00017061	Training Specialist	Williams,Rosylnd W	00018712	9/30/1996	6960.00	19.33
A	00017203	Dispatcher	Ramsey,Christa J	00017326	6/30/2003	4530.00	12.58
A	00017238	Dispatcher	Alexander Wingate,Karen D	00017361	11/22/1988	9789.00	27.19
A	00017301	Dispatcher	Bennett,Bianca	00017426	5/8/2000	5663.00	15.73
A	00017437	Training Specialist	Neal Jr.,Hubert V	00017567	10/10/1990	9111.00	25.31
A	00017501	Telecomm Equipment Operator	Wallace,Rashad J	00084720	1/26/2015	365.00	1.01
A	00017533	Dispatcher	Hall,JuWanna M	00017663	11/5/1990	9086.00	25.24
A	00017550	Telecommunications Equipment O	Smith,Masika	00084740	1/26/2015	365.00	1.01
A	00017690	Dispatcher	Tyson,Theodosia T	00017821	7/17/1989	9554.00	26.54
A	00017704	Dispatcher	Morgan,Sharon Y	00017835	12/26/1995	7235.00	20.10
A	00017783	Asst Watch Commander	Mccoq,Elma D	00017918	7/20/1987	10271.00	28.53
A	00017971	Dispatcher	Thurston,Michelle	00018108	8/27/1982	12034.00	33.43
A	00017983	Telecomm Equipment Operator	Lee,Vera D	00018121	5/26/1998	6365.00	17.68
A	00018117	Dispatcher	Brown,Sharane H	00018257	12/7/1987	10134.00	28.15
A	00018141	Telecomm Equipment Operator	Harris,Deita	00018280	7/17/1989	9554.00	26.54
A	00018188	Dispatcher	Boyd,Jacqueline	00018328	2/24/2004	4297.00	11.94
A	00018195	Dispatcher	Henson,Donnett V	00018334	5/8/2000	5663.00	15.73
A	00018273	Dispatcher	Rice Robinson,Gayle E	00018414	10/6/1987	10195.00	28.32

Posn Stat	Posn Nbr	Title	Name	Emplid	Hire Date	DAYS OF SERVICE	YEARS OF SERVICE
						(Unofficial)	(Unofficial)
A	00018290	Dispatcher	Shields,Michele D	00018431	4/22/1991	8919.00	24.78
A	00018346	Dispatcher	Poole,Lora A	00018490	9/8/1992	8423.00	23.40
A	00018439	Dispatcher	Tasker,Teresa L	00018583	10/25/1999	5856.00	16.27
A	00018471	Dispatcher	Black,Sherry Jean	00011359	8/18/1986	10603.00	29.45
A	00018492	Telecomm Equipment Operator	Geter,Yolanda T	00018636	10/4/2008	2637.00	7.33
A	00018570	Dispatcher	Perry,Carissa	00084738	1/26/2015	365.00	1.01
A	00018646	Training Specialist	Tobar,Wilson A	00031633	2/6/2006	3595.00	9.99
A	00018713	Asst Watch Commander	Rodriguez,Gladys	00018852	1/5/1987	10466.00	29.07
A	00018783	Dispatcher	Scott,Robin R	00027061	5/5/2003	4586.00	12.74
A	00018947	Dispatcher	Gaston,Kendel	00019093	8/30/1999	5910.00	16.42
A	00018978	Telecomm Equipment Operator	Payne,Linda E.	00028871	4/18/2005	3883.00	10.79
A	00019132	Telecomm Equipment Operator	Brawner,Rasheena K	00019283	6/30/2003	4530.00	12.58
A	00019135	Dispatcher	Williams,Tracey P	00019287	5/24/1999	6007.00	16.69
A	00019308	Dispatcher	Proctor,Mary J	00025896	6/23/1985	11018.00	30.61
A	00019348	Dispatcher	Serpas,Dominga D	00019509	12/7/1987	10134.00	28.15
A	00019368	Telecomm Equipment Operator	Avalos,Brenda Y	00037078	10/29/2007	2972.00	8.26
A	00019387	Customer Service Rep.	Marshall,Zarnita L	00060242	1/4/2010	2187.00	6.08
A	00019453	Telecomm Equipment Operator	Akinsola,Aladegoke E	00019621	10/4/2001	5157.00	14.33
A	00020434	Telecommunications Equipment O	Norville,Sambeth	00084696	1/26/2015	365.00	1.01
A	00020804	Dispatcher	Johnson,Stewart H	00020965	11/22/1991	8709.00	24.19
A	00020955	Electronics Technician	West,Donald A	00021112	2/6/1973	15475.00	42.99
A	00021054	Dispatcher	Lewis,Bridget M	00006324	1/6/1997	6865.00	19.07
A	00021097	Telecomm Equipment Operator	Caldwell,Crystal F	00021249	3/26/1990	9305.00	25.85
A	00021171	Asst Watch Commander	Johnson,La Quencey c	00010482	11/29/1993	7982.00	22.17
A	00021559	Customer Service Rep.	MAGRI,ANTHONY	00028961	5/2/2005	3869.00	10.75
A	00021632	Telecomm Equipment Operator	Glasker,Keturah T	00029076	4/18/2005	3883.00	10.79
A	00021981	Dispatcher	Carr,Jacqueline	00022133	8/10/1992	8451.00	23.48
A	00021987	Dispatcher	Scruggs,Janie L	00022139	2/28/1990	9330.00	25.92
A	00022297	Dispatcher	Bethea,Wanda Y	00022451	5/5/1997	6746.00	18.74
A	00022322	Dispatcher	Trent,Iris	00022476	3/10/2003	4641.00	12.89
A	00022338	Dispatcher	Reid,Nichole M	00022492	4/26/1999	6035.00	16.76
A	00022344	SUPVY TRAINING SPEC	Hollins,Marlene S	00026000	5/27/1997	6724.00	18.68
A	00022400	Telecomm Equipment Operator	HENSON-MCGILL,MONICA F	00031634	2/6/2006	3595.00	9.99
A	00022476	Telecomm Equipment Operator	Morris,Erica L	00017817	7/24/1994	7747.00	21.52
A	00022501	Telecomm Equipment Operator	Simmons,Shavon	00088599	9/21/2015	130.00	0.36
A	00022576	Dispatcher	Richardson,Anthony F	00022732	7/28/2003	4503.00	12.51
A	00022754	Dispatcher	Brooks,Brenda A	00022909	5/6/1990	9265.00	25.74
A	00022757	Dispatcher	Marable,Michael M	00022912	12/11/1995	7250.00	20.14
A	00022847	Dispatcher	Washington,Amber D	00084752	1/26/2015	365.00	1.01
A	00022863	Dispatcher	Little,Cynthia T	00023020	5/4/1992	8547.00	23.74
A	00022961	Dispatcher	Branch,Katrina L	00023118	2/20/1996	7181.00	19.95
A	00022980	Dispatcher	Carter,Nicole	00023138	12/17/2001	5084.00	14.12
A	00023017	Telecomm Equipment Operator	Jones,Shannon	00023176	6/16/2003	4545.00	12.63
A	00023028	Dispatcher	Johnson,Victoria M	00023187	1/4/1994	7947.00	22.08
A	00023180	Customer Service Rep.	Zanelli,Juan-Martin C.	00034219	12/26/2006	3275.00	9.10
A	00023182	Dispatcher	Brown,Crystal L	00023341	1/13/1997	6858.00	19.05
A	00023228	Telecomm Equipment Operator	Covington Jr.,Anthony	00088576	9/21/2015	130.00	0.36
A	00023230	Dispatcher	Jones,Keena Y	00023391	7/12/1993	8119.00	22.55
A	00023248	Dispatcher	Simms,Swayne	00023409	3/15/1999	6076.00	16.88
A	00023278	Asst Watch Commander	Williams Jr.,Calvin V	00023439	12/13/1985	10848.00	30.13
A	00023512	Training Specialist	Johnson,Lauren M	00023670	2/12/1998	6469.00	17.97
A	00023671	Telecomm Equipment Operator	Ross,Evelyn D	00059736	11/9/2009	2242.00	6.23
A	00023795	Dispatcher	Jenkins,Kelly	00023960	2/3/1997	6838.00	18.99
A	00023887	Customer Service Rep.	Mccracken,Shavon	00007096	1/29/2001	5402.00	15.01
A	00024204	Electronics Engineer	Igbedior,Felix N	00037900	10/18/2014	463.00	1.29
A	00024253	Electronics Technician	Williams,James T	00024418	9/5/1995	7346.00	20.41
A	00024649	Dispatcher	Joy,Keisha A	00004547	6/30/2003	4530.00	12.58
A	00024875	Dispatcher	Wildner,Briyana L	00061645	6/21/2010	2020.00	5.61
A	00024944	Telecommunications Equipment O	Sapp,DeReece	00088601	9/21/2015	130.00	0.36
A	00025316	Dispatcher	Hunter,Mark C	00084723	1/26/2015	365.00	1.01
A	00025334	Chief Info Tech Officer	Kavaleri,Teodros	00028745	4/4/2005	3897.00	10.83
A	00025666	Dispatcher	Williams,Vivian	00025822	2/27/2003	4654.00	12.93
A	00025840	Dispatcher	Morris,Carolyn M	00017599	1/23/1992	8648.00	24.02
A	00025851	Dispatcher	Taylor,Andrea D	00026011	5/27/1997	6724.00	18.68
A	00025925	Dispatcher	King,Kevin M	00026087	10/31/1988	9810.00	27.25
A	00025934	Telecomm Equipment Operator	Darby,Ailita B	00026095	9/15/1997	6616.00	18.38
A	00026160	Telecomm Equipment Operator	Sowah,McMills E	00032948	8/7/2006	3414.00	9.48
A	00026259	Telecomm Equipment Operator	Williams,Angela Maria	00036019	7/23/2007	3068.00	8.52
A	00026494	Telecomm Equipment Operator	Jones,Sharon L	00026672	3/19/1992	8592.00	23.87
A	00026651	Customer Service Rep.	Williams,Cynthia R	00026827	11/4/2002	4767.00	13.24
A	00026738	Dispatcher	Johnson Stewart,Veronica A	00026913	10/26/1987	10175.00	28.26
A	00026783	Dispatcher	Holley,Lenora E	00026956	6/17/1992	8504.00	23.62
A	00026789	Telecomm Equipment Operator	Washington,Nikita A	00026962	8/25/1999	5916.00	16.43
A	00026838	Telecomm Equipment Operator	Small,Davia	00027008	6/16/1993	8145.00	22.63
A	00026920	Dispatcher	Carruth,Wendy M	00000815	8/16/1999	5925.00	16.46
A	00026953	Dispatcher	Millard,Ava O	00027127	12/21/1987	10120.00	28.11
A	00026971	Dispatcher	Davis,Charlotte A	00027146	6/17/1990	9224.00	25.62
A	00026984	Dispatcher	Glenn,Michael C	00027160	12/7/1993	7974.00	22.15
A	00027023	Dispatcher	Mccullough Collins,Shondel	00027199	3/27/1996	7144.00	19.84
A	00027062	Dispatcher	Wright,Ladonna M	00027239	5/8/2000	5663.00	15.73
A	00027113	Telecomm Equipment Operator	Oliver,Alice M	00027290	6/16/2003	4545.00	12.63
A	00027141	Telecomm Equipment Operator	Henderson,Deonica S	00030304	8/22/2005	3759.00	10.44
A	00027260	Dispatcher	Fuller,Tiffany K	00029022	4/18/2005	3883.00	10.79
A	00027291	Telecommunications Equipment O	Saunders,Tonia J	00084703	1/26/2015	365.00	1.01
A	00027416	Telecomm Equipment Operator	Barlow,Jahmela M	00061850	9/21/2015	130.00	0.36
A	00027478	Dispatcher	Beatty,Tracy A	00027656	4/12/1999	6049.00	16.80
A	00027569	Telecomm Equipment Operator				41791.00	116.09
A	00027648	Dispatcher	Nazario,Sylvia Yvette	00027830	9/8/1992	8423.00	23.40
A	00031978	Telecomm Equipment Operator	Abraham,Erika	00028294	1/24/2005	3967.00	11.02
A	00031979	Telecomm Equipment Operator	Barnes-Garvin,Yvette M	00028735	4/4/2005	3897.00	10.83
A	00031980	Telecomm Equipment Operator	Hall,Frances M	00028787	4/4/2005	3897.00	10.83

Posn Stat	Posn Nbr	Title	Name	Emplid	Hire Date	DAYS OF SERVICE	YEARS OF SERVICE
						(Unofficial)	(Unofficial)
A	00031981	Deputy Chief Information Ofcr.	Mascorro,Javier	00032950	8/25/2014	516.00	1.43
A	00031982	Telecomm Equipment Operator	Abdul-Wahid,Jarita L	00036018	7/23/2007	3068.00	8.52
A	00031983	311 Operations Team Leader	Zackery,Shadonna M	00019551	6/22/1994	7779.00	21.61
A	00031984	311 Operations Team Leader	Lawson,Darlene	00025205	4/8/2002	4973.00	13.81
A	00031985	Telecomm Equipment Operator	Young,Tiffani N	00028780	4/4/2005	3897.00	10.83
A	00031989	Dispatcher	Creamer,Tammie N	00014833	5/27/1997	6724.00	18.68
A	00031995	Telecomm Equipment Operator	Davis,Tamainia D.	00043398	12/8/2008	2573.00	7.15
A	00031998	Telecommunications Equipment O	Martin,Robin	00088683	9/21/2015	130.00	0.36
A	00032005	Telecomm Transcriptionist	Awash,Zerihun Z	00037589	12/24/2007	2917.00	8.10
A	00032006	Telecomm Equipment Operator	King,Marcia K	00023389	9/5/1995	7346.00	20.41
A	00032007	Telecomm Transcriptionist	Foreman,Katrina Y	00033070	8/21/2006	3400.00	9.44
A	00032008	Telecomm Transcriptionist	Danson,Santo G	00059883	11/23/2009	2228.00	6.19
A	00032009	Telecomm Transcriptionist	Ford,Robin M	00033065	8/21/2006	3400.00	9.44
A	00032011	Telecomm Transcriptionist	Shelton Jr.,Jesse	00027909	8/21/2006	3400.00	9.44
A	00032014	Dispatcher	Anderson,Karen	00022295	5/1/2005	3870.00	10.75
A	00032016	Dispatcher	Williams,Devon L	00039579	8/4/2008	2697.00	7.49
A	00032017	Dispatcher	Malry,James A	00039264	1/26/2015	365.00	1.01
A	00032019	Training Specialist	Miller,Alfreda E	00025508	4/28/2015	273.00	0.76
A	00032025	Dispatcher	Williams,Michelle P	00004028	5/16/1993	8175.00	22.71
A	00032031	Telecomm Equipment Operator	Burrell,Angela D	00038681	4/14/2008	2807.00	7.80
A	00032032	Telecomm Equipment Operator	Duke,Karen M.	00028321	1/24/2005	3967.00	11.02
A	00032048	Telecomm Equipment Operator	Tate,Manuel L	00036017	7/23/2007	3068.00	8.52
A	00032049	Telecomm Equipment Operator	Enoch,Michelle Yvonne	00016833	6/16/2003	4545.00	12.63
A	00032051	Telecomm Equipment Operator	Benford,Deborah G	00028781	4/4/2005	3897.00	10.83
A	00032052	Telecomm Equipment Operator	Scott,Asante' H.	00043392	12/8/2008	2573.00	7.15
A	00032053	Dispatcher	Pross,Gregory M	00084766	1/26/2015	365.00	1.01
A	00032054	Dispatcher	Wise,Raynise L	00026014	9/6/1994	7705.00	21.40
A	00032058	Customer Service Rep.	Cade,Patricia L.	00032713	7/18/2011	1633.00	4.54
A	00032068	Customer Service Rep.	Jones,Sabrina F	00037288	11/13/2007	2958.00	8.22
A	00032069	Customer Service Rep.	Williams,Lynn R	00065504	7/18/2011	1633.00	4.54
A	00032085	Dispatcher	White,Jacqueline E	00014567	5/4/1992	8547.00	23.74
A	00032097	Telecommunications Equipment O	Hoffmann,Tessie M	00084692	1/26/2015	365.00	1.01
A	00032109	Telecomm Equipment Operator	Jackson,April D.	00043390	12/8/2008	2573.00	7.15
A	00032122	Telecomm Equip Operator - Bili	Granados,Fernando A.	00031658	2/6/2006	3595.00	9.99
A	00032123	Asst Watch Commander	Gatlin,Cheryl P	00016381	1/25/1972	15846.00	44.02
A	00032145	Staff Assistant	Ortega,Beatriz	00036866	10/15/2007	2986.00	8.29
A	00032211	Telecomm Equipment Operator	Washington,Anitra H	00029038	4/18/2005	3883.00	10.79
A	00032212	Customer Service Rep.	Stays,Barbara J	00015876	11/8/2011	1523.00	4.23
A	00032213	Telecomm Equipment Operator	Williams,Clarence J	00029034	4/18/2005	3883.00	10.79
A	00032214	Training Specialist	Teos,Jorge S.	00031649	2/6/2006	3595.00	9.99
A	00032221	Human Resources Officer (Recru	Morris,T' Juan Alexander	00042646	10/6/2014	475.00	1.32
A	00032233	Telecomm Equipment Operator	Leake,Kandace A	00028293	1/24/2005	3967.00	11.02
A	00032234	Training Specialist	Freeman,Tyneeka L	00019510	4/18/2005	3883.00	10.79
A	00032236	Telecommunications Equipment O	Bowman,Dana	00088582	9/21/2015	130.00	0.36
A	00032237	Telecomm Equipment Operator	Espinosa-Rodriguez,Karoline	00039582	8/4/2008	2697.00	7.49
A	00032239	Telecomm Equipment Operator	Jackson,Trayshelle V	00029030	4/18/2005	3883.00	10.79
A	00032241	Telecomm Equipment Operator	Steen,Tamika L	00014260	7/22/2007	3069.00	8.53
A	00032242	Dispatcher	Turner,Jennifer M	00029028	4/18/2005	3883.00	10.79
A	00032263	Telecomm Equip Operator - Bili	Montero,Marisela J.	00031630	2/6/2006	3595.00	9.99
P	00032319	Acting Director, OUC	Holmes,Karima N.	00090004	1/19/2016	12.00	0.03
A	00033628	Telecommunications Equipment O	Fergusson,Amber L	00084713	1/26/2015	365.00	1.01
A	00033673	Asst Watch Commander	Boone,Dione N.	00018922	3/25/2002	4986.00	13.85
A	00036698	Dispatcher	Knox,Debbie Ann	00022008	9/29/1986	10562.00	29.34
A	00045509	Management Analyst	Brown,Kelly A	00005075	10/5/1998	6236.00	17.32
A	00045510	Program Analyst	Stutson,Denise E	00003634	2/12/2001	5389.00	14.97
A	00045518	Customer Service Rep.	Starks,Barbara J	00059733	11/9/2009	2242.00	6.23
A	00045523	Customer Service Rep.	Pittman-Brice,Sharron M	00038263	3/17/2008	2834.00	7.87
A	00046702	Asst Watch Commander	Gadsden,Alton T	00022878	10/14/1986	10547.00	29.30
A	00046844	Customer Service Rep.	Troublefield,Shelita	00039280	6/23/2008	2738.00	7.61
A	00047370	Customer Service Rep.	Nevels,Cynthia	00065463	7/18/2011	1633.00	4.54
A	00047372	Customer Service Rep.	Jefferson,Kimberly L	00043411	12/8/2008	2573.00	7.15
A	00047375	Customer Service Rep.	Washington,Janice Marie	00038469	3/31/2008	2820.00	7.83
A	00047376	Customer Service Specialist	Cureton,Mary A	00015795	9/6/1988	9865.00	27.40
A	00047377	311 Operations Team Leader	Curley,Phyllis	00027585	2/1/1999	6120.00	17.00
A	00047378	311 Operations Team Leader	Drumming,Lillian J	00029409	6/13/2005	3828.00	10.63
A	00047413	Customer Service Specialist	Hawkins,Akime E	00028932	4/18/2005	3883.00	10.79
A	00047414	Customer Service Specialist	McNeill,Toye R	00014800	11/13/2001	5118.00	14.22
A	00047415	Customer Service Specialist	Wash III,John	00024804	1/8/2002	5063.00	14.06
A	00047416	Customer Service Rep.	Williams,Ebony A	00043412	12/8/2008	2573.00	7.15
A	00047417	Customer Service Specialist	Chavarria Guzman,Nancy	00007720	4/7/2003	4614.00	12.82
A	00048786	Electronics Technician	Tefera,Melaku	00031652	11/1/2014	450.00	1.25
A	00050958	Customer Service Rep.	Best,Laverne	00032549	6/12/2006	3469.00	9.64
A	00050959	Customer Service Rep.	Green,Thearl R	00032531	6/12/2006	3469.00	9.64
A	00051008	AGENCY FISCAL OFFICER	Staats,Daryl	00007602	2/22/2000	5739.00	15.94
A	00051037	Information Technology Special	Fisheha,Dagnachew	00043550	12/22/2008	2559.00	7.11
A	00051081	Customer Service Rep.	Darby,Jessica A	00043419	12/8/2008	2573.00	7.15
A	00051082	Customer Service Rep.	Hailstorks,Amanda T	00043414	12/8/2008	2573.00	7.15
A	00051114	Customer Service Rep.	Hailstorks,India A	00042971	10/31/2008	2610.00	7.25
A	00051148	Management Analyst	Brown,Yasmin N	00030474	9/6/2005	3745.00	10.40
A	00051149	Customer Service Rep.	Watson,Ikeisha S	00059034	10/26/2009	2255.00	6.26
A	00051431	Program Analyst	Dreher,Colleen V	00018165	9/14/1987	10217.00	28.38
A	00051454	Information Technology Special	Belt,David P	00038628	4/14/2008	2807.00	7.80
A	00063296	Program Analyst	Gay,Gina V	00018937	11/25/1989	9426.00	26.18
A	00065403	Program Analyst	Miranda,Macorazon V	00036338	8/18/1997	6643.00	18.45
A	00069788	OPERATIONS MGR	Bucksell,Ingrid N	00003658	6/9/1997	6712.00	18.64
A	00070725	Customer Service Rep.	Chambers,Domonique C	00059774	11/9/2009	2242.00	6.23
A	00073021	Customer Service Rep.	Marrow,Vanessa O	00018699	10/7/1989	9474.00	26.32
A	00073022	Customer Service Rep.	Fogg,Dion A.	00038115	9/26/2010	1925.00	5.35
A	00073023	Customer Service Rep.	Schanck,Catina V.	00032702	9/26/2010	1925.00	5.35
A	00073314	Customer Service Rep.	Maichew,Melaku M	00043843	9/26/2010	1925.00	5.35
A	00073315	Customer Service Rep.	Atkinson,Lisa R	00007634	9/26/2010	1925.00	5.35

Posn Stat	Posn Nbr	Title	Name	Emplid	Hire Date	DAYS OF SERVICE	YEARS OF SERVICE
						(Unofficial)	(Unofficial)
A	00073316	Customer Service Rep.	Woody,Gerald L	00021754	7/23/2007	3068.00	8.52
A	00073317	Customer Service Rep.	POPE,NICOLE R	00032709	9/26/2010	1925.00	5.35
A	00073318	Customer Service Rep.	Dolmo,Diana B	00031620	9/26/2010	1925.00	5.35
A	00073320	Customer Service Rep.	Jones,Valerie L	00059732	7/31/2010	1980.00	5.50
A	00073578	Customer Service Rep.	Perkins,Angie Marie	00062319	7/19/2010	1992.00	5.53
A	00073679	Customer Service Rep.	Brown,Bessel R	00065389	6/27/2011	1654.00	4.59
A	00073681	Customer Service Rep.	Sargent,James	00084382	12/29/2014	392.00	1.09
A	00073682	Customer Service Rep.	Carr,Shannon	00065425	6/27/2011	1654.00	4.59
A	00073683	Customer Service Rep.	Nelson,Michael L.	00066103	8/21/2011	1600.00	4.44
A	00073685	Customer Service Rep.	Jones,Quantia	00084413	12/29/2014	392.00	1.09
A	00073687	Customer Service Rep.	Priestley,Rodney L.	00065352	6/27/2011	1654.00	4.59
A	00073737	Program Manager	Ross,Kipling	00007473	6/22/1998	6339.00	17.61
A	00074712	Program Analyst	Ford,Setrena D	00009322	4/13/1998	6408.00	17.80
A	00074923	Asst Watch Commander	Lunsford,Andre D	00027626	10/31/1988	9810.00	27.25
A	00075491	DEPUTY DIRECTOR	Ponder,Gizele Richards	00032908	8/7/2006	3414.00	9.48
A	00077343	Deputy Director of Operations	Wobbleton,Jeffrey L	00037680	11/19/2012	1152.00	3.20
A	00077559	General Counsel					
A	00077698	Public Affairs Specialist	Gattison,Wanda D.	00043280	11/24/2008	2587.00	7.19
A	00077736	Customer Service Rep.	Carr,Doreen Y	00027698	11/1/2004	4050.00	11.25
A	00077738	Customer Service Rep.	DULITSKAYA,MARIAM	00028959	5/2/2005	3869.00	10.75
A	00077740	Customer Service Rep.	Lee,Jungja K	00021294	1/26/2004	4325.00	12.01
A	00077741	Customer Service Rep.	Parris,Norberto R	00030428	9/6/2005	3745.00	10.40
A	00077743	Customer Service Rep.	Sarwar,Spozmai	00028216	1/12/2005	3979.00	11.05
A	00077755	Electronics Technician	Pearson,Karl A	00020988	7/12/1982	12079.00	33.55
A	00077756	Chief Administrative Officer	Mcmanus,Yvonne D.	00010354	2/12/2001	5389.00	14.97
A	00083437	Training and Organizational De	Hott,Marsha A	00009303	8/25/2014	516.00	1.43
A	00084817	IT Program Manager	Ramlogan,Timothy S	00064804	3/28/2011	1743.00	4.84
A	00084818	Program Manager	Galloway,Brittany	00080997	6/2/2014	599.00	1.66
A	00084832	Inventory Management Specialis	Roberts,James	00001855	5/22/2000	5649.00	15.69
A	00084833	IT Program Manager	Chakravarthi,Madhavan	00089667	12/14/2015	47.00	0.13
A	00085196	Customer Service Rep.	Bailey,Norman	00084404	12/29/2014	392.00	1.09
A	00085197	Telecomm Equipment Operator	Fletcher,Brittney	00088580	9/21/2015	130.00	0.36
A	00085556	Customer Service Rep.	Mills,Amber	00084407	12/29/2014	392.00	1.09
A	00085557	Telecomm Equipment Operator	Thorne,Sheldon	00088581	9/21/2015	130.00	0.36
A	00085561	Customer Service Rep.	Bragg,Priscilla A.	00084405	12/29/2014	392.00	1.09
A	00087659	Call Center Operations Supervi	Forrester,Sheikia	00084399	12/29/2014	392.00	1.09
A	00088157	Public Affairs Specialist					

Last Name	First Name	Position Title	Sex	Descr	Short Desc
Wobbleton	Jeffrey	Deputy Director of Operations	M	White, not of Hispanic origin	White
Bucksell	Ingrid	OPERATIONS MGR	F	American Indian/Alaskan Native	Indian
Washington	Edward	Assistant Operations Manager	M	Black, not of Hispanic origin	Black
Boone	Dione	Asst Watch Commander	F	Black, not of Hispanic origin	Black
Campbell	Renee	Asst Watch Commander	F	Black, not of Hispanic origin	Black
Crews	Lavear	Asst Watch Commander	F	Black, not of Hispanic origin	Black
Gadsden	Alton	Asst Watch Commander	M	Black, not of Hispanic origin	Black
Gatlin	Cheryl	Asst Watch Commander	F	Black, not of Hispanic origin	Black
Johnson	La	Asst Watch Commander	F	Black, not of Hispanic origin	Black
Lawrence	Calandra	Asst Watch Commander	F	Black, not of Hispanic origin	Black
Lunsford	Andre	Asst Watch Commander	M	Black, not of Hispanic origin	Black
Mccoy	Elma	Asst Watch Commander	F	Black, not of Hispanic origin	Black
Millard	Karl	Asst Watch Commander	M	Black, not of Hispanic origin	Black
Rodriguez	Gladys	Asst Watch Commander	F	Hispanic	Hispanic
Sullivan	Lajuan	Asst Watch Commander	F	Black, not of Hispanic origin	Black
Williams	Calvin	Asst Watch Commander	M	Black, not of Hispanic origin	Black
Hollins	Marlene	Asst Watch Commander	F	Black, not of Hispanic origin	Black
Adams	Charmisa	Dispatcher	F	Black, not of Hispanic origin	Black
Alexander	Denise	Dispatcher	F	Black, not of Hispanic origin	Black
Alexander Wingate	Karen	Dispatcher	F	Black, not of Hispanic origin	Black
Anderson	Karen	Dispatcher	F	Black, not of Hispanic origin	Black
Banks	Jamel	Dispatcher	M	Black, not of Hispanic origin	Black
Beatty	Tracy	Dispatcher	F	Black, not of Hispanic origin	Black
Bender	Ricky	Dispatcher	M	White, not of Hispanic origin	White
Bennett	Bianca	Dispatcher	F	Black, not of Hispanic origin	Black
Bethea	Wanda	Dispatcher	F	Black, not of Hispanic origin	Black
Billingsley	Eugene	Dispatcher	M	Black, not of Hispanic origin	Black
Black	Sherry	Dispatcher	F	Black, not of Hispanic origin	Black
Boyd	Jacqueline	Dispatcher	F	Black, not of Hispanic origin	Black
Branch	Katrina	Dispatcher	F	Black, not of Hispanic origin	Black
Brooks	Brenda	Dispatcher	M	Black, not of Hispanic origin	Black
Brown	Crystal	Dispatcher	F	Black, not of Hispanic origin	Black
Brown	Eric	Dispatcher	M	Black, not of Hispanic origin	Black
Brown	Sharane	Dispatcher	F	Black, not of Hispanic origin	Black
Carr	Jacqueline	Dispatcher	F	Black, not of Hispanic origin	Black
Carruth	Wendy	Dispatcher	F	Black, not of Hispanic origin	Black
Carter	Nicole	Dispatcher	F	Black, not of Hispanic origin	Black
Champion Bey	Taheyver	Dispatcher	F	Black, not of Hispanic origin	Black
Covington	Latrice	Dispatcher	F	Black, not of Hispanic origin	Black
Creamer	Tammie	Dispatcher	F	Black, not of Hispanic origin	Black
Daniels	Cynthia	Dispatcher	F	Black, not of Hispanic origin	Black
Davis	Charlotte	Dispatcher	F	Black, not of Hispanic origin	Black
Davis	Larvenia	Dispatcher	F	Black, not of Hispanic origin	Black
Dayne	Melissa	Dispatcher	F	Black, not of Hispanic origin	Black
Fair	Jatondra	Dispatcher	F	Black, not of Hispanic origin	Black
Faltz	Kristen	Dispatcher	F	Black, not of Hispanic origin	Black
Fana	Aurelina	Dispatcher	F	Hispanic	Hispanic
Fuller	Tiffany	Dispatcher	F	Black, not of Hispanic origin	Black
Gardner	Deniqua	Dispatcher	F	Black, not of Hispanic origin	Black
Gaston	Kendel	Dispatcher	F	Black, not of Hispanic origin	Black
Glenn	Michael	Dispatcher	M	Black, not of Hispanic origin	Black
Hall	JuWanna	Dispatcher	F	Black, not of Hispanic origin	Black
Henson	Donnett	Dispatcher	F	Black, not of Hispanic origin	Black
Hernandez	Nury	Dispatcher	F	Hispanic	Hispanic
Herndon	Delisa	Dispatcher	F	Black, not of Hispanic origin	Black
Higgs	Raquel	Dispatcher	F	White, not of Hispanic origin	White
Holley	Lenora	Dispatcher	F	Black, not of Hispanic origin	Black
Huitz	Ana	Dispatcher	F	Hispanic	Hispanic
Hunter	Mark	Dispatcher	M	Black, not of Hispanic origin	Black
Jenkins	Kelly	Dispatcher	M	Black, not of Hispanic origin	Black
Johnson	Cheri	Dispatcher	F	White, not of Hispanic origin	White
Johnson	Lauren	Dispatcher	F	Black, not of Hispanic origin	Black
Johnson	Stewart	Dispatcher	M	Black, not of Hispanic origin	Black
Johnson	Victoria	Dispatcher	F	White, not of Hispanic origin	White
Johnson Stewart	Veronica	Dispatcher	F	Black, not of Hispanic origin	Black
Jones	Keena	Dispatcher	F	Black, not of Hispanic origin	Black
Joy	Keisha	Dispatcher	F	Black, not of Hispanic origin	Black
King	Kevin	Dispatcher	M	Black, not of Hispanic origin	Black
Knox	Debbie	Dispatcher	F	Black, not of Hispanic origin	Black
Lewis	Bridget	Dispatcher	F	Black, not of Hispanic origin	Black
Little	Cynthia	Dispatcher	F	Black, not of Hispanic origin	Black
Malry	James	Dispatcher	M	Black, not of Hispanic origin	Black
Marable	Michael	Dispatcher	M	Black, not of Hispanic origin	Black
Mccullough Collins	Shondel	Dispatcher	F	Black, not of Hispanic origin	Black
Millard	Ava	Dispatcher	F	Black, not of Hispanic origin	Black
Miller	Alfreda	Dispatcher	F	Black, not of Hispanic origin	Black
Morgan	Sharon	Dispatcher	F	Black, not of Hispanic origin	Black
Morris	Carolyn	Dispatcher	F	Black, not of Hispanic origin	Black
Nazario	Sylvia	Dispatcher	F	Hispanic	Hispanic
Perry	Carissa	Dispatcher	F	Black, not of Hispanic origin	Black
Poole	Lora	Dispatcher	F	Black, not of Hispanic origin	Black



Last Name	First Name	Position Title	Sex	Descr	Short Desc
Proctor	Mary	Dispatcher	F	Black, not of Hispanic origin	Black
Pross	Gregory	Dispatcher	M	White, not of Hispanic origin	White
Ramsey	Christa	Dispatcher	F	Black, not of Hispanic origin	Black
Reid	Nichole	Dispatcher	F	Black, not of Hispanic origin	Black
Rice Robinson	Gayle	Dispatcher	F	Black, not of Hispanic origin	Black
Richardson	Anthony	Dispatcher	M	Black, not of Hispanic origin	Black
Ross	Danielle	Dispatcher	F	Black, not of Hispanic origin	Black
Sanders	Gloria	Dispatcher	F	Black, not of Hispanic origin	Black
Sanford	Virginia	Dispatcher	F	Black, not of Hispanic origin	Black
Scott	Robin	Dispatcher	F	Black, not of Hispanic origin	Black
Scruggs	Janie	Dispatcher	F	Black, not of Hispanic origin	Black
Serpas	Dominga	Dispatcher	F	Hispanic	Hispanic
Shields	Michele	Dispatcher	F	Black, not of Hispanic origin	Black
Simms	Swayne	Dispatcher	M	Black, not of Hispanic origin	Black
Stover	Bertha	Dispatcher	F	Black, not of Hispanic origin	Black
Tasker	Teresa	Dispatcher	F	Black, not of Hispanic origin	Black
Taylor	Andrea	Dispatcher	F	Black, not of Hispanic origin	Black
TEFERA	NEBEYOU	Dispatcher	M	Black, not of Hispanic origin	Black
Thompson	Shirayne	Dispatcher	F	Black, not of Hispanic origin	Black
Thurston	Michelle	Dispatcher	F	Black, not of Hispanic origin	Black
Townsend	Shauntze	Dispatcher	F	Black, not of Hispanic origin	Black
Trent	Iris	Dispatcher	F	Black, not of Hispanic origin	Black
Turner	Jennifer	Dispatcher	F	Black, not of Hispanic origin	Black
Tyson	Theodosia	Dispatcher	F	Black, not of Hispanic origin	Black
Vargas	Celia	Dispatcher	F	Hispanic	Hispanic
Velasco	Ana	Dispatcher	F	Hispanic	Hispanic
Walston	Deborah	Dispatcher	F	Black, not of Hispanic origin	Black
Washington	Amber	Dispatcher	F	Black, not of Hispanic origin	Black
White	Jacqueline	Dispatcher	F	Black, not of Hispanic origin	Black
Wilder	Briyana	Dispatcher	F	Black, not of Hispanic origin	Black
Williams	Devon	Dispatcher	F	Black, not of Hispanic origin	Black
Williams	Michelle	Dispatcher	F	Hispanic	Hispanic
Williams	Tracey	Dispatcher	F	Black, not of Hispanic origin	Black
Williams	Vivian	Dispatcher	F	Black, not of Hispanic origin	Black
Wise	Raynise	Dispatcher	F	Black, not of Hispanic origin	Black
Wright	Ladonna	Dispatcher	F	Black, not of Hispanic origin	Black
Williams	Rosylnd	Dispatcher	F	Black, not of Hispanic origin	Black
Abhra	Nebeyeluel	Telecomm Equip Operator - Bili	M	Hispanic	Hispanic
Granados	Fernando	Telecomm Equip Operator - Bili	M	Hispanic	Hispanic
Montero	Marisela	Telecomm Equip Operator - Bili	F	Hispanic	Hispanic
Teos	Jorge	Telecomm Equip Operator - Bili	M	Hispanic	Hispanic
Tobar	Wilson	Telecomm Equip Operator - Bili	M	Hispanic	Hispanic
Abdul-Wahid	Jarita	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Abraham	Erika	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Akinsola	Aladegoke	Telecomm Equipment Operator	M	Black, not of Hispanic origin	Black
Avalos	Brenda	Telecomm Equipment Operator	F	Hispanic	Hispanic
Banks	Marcellus	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Barlow	Jahmela	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Barnes-Garvin	Yvette	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Bell	Charlee	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Benford	Deborah	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Brawner	Rasheena	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Brown-Williams	Demita	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Burrell	Angela	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Caldwell	Crystal	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Covington Jr.	Anthony	Telecomm Equipment Operator	M	Black, not of Hispanic origin	Black
Darby	Alita	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Davis	Tamainia	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Duke	Karen	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Enoch	Michelle	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Espinosa-Rodriguez	Karoline	Telecomm Equipment Operator	F	Hispanic	Hispanic
Fletcher	Brittney	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Freeman	Tyneeka	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Geter	Yolanda	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Glasker	Keturah	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Hall	Frances	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Harris	Deita	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Henderson	Deonica	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
HENSON-MCGILL	MONICA	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Howard	Carla	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Jackson	April	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Jackson	Trayshelle	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Jones	Alexandria	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Jones	Shannon	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Jones	Sharon	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
King	Marcia	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Leake	Kandace	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Lee	Vera	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Lopez	Carmen	Telecomm Equipment Operator	F	Hispanic	Hispanic
Morris	Crystal	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Morris	Erica	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black

Last Name	First Name	Position Title	Sex	Descr	Short Desc
MURILLO	SEBASTIAN	Telecomm Equipment Operator	M	Hispanic	Hispanic
Oliver	Alice	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Payne	Linda	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Percy	Kara	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Richardson	Sabrina	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Ross	Evelyn	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Scott	Asante'	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Simmons	Shavon	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Small	Davia	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Sowah	McMills	Telecomm Equipment Operator	M	Black, not of Hispanic origin	Black
Steen	Tamika	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Tate	Manuel	Telecomm Equipment Operator	M	Black, not of Hispanic origin	Black
Thorne	Sheldon	Telecomm Equipment Operator	M	Black, not of Hispanic origin	Black
Walker	Phyllis	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Wallace	Rashad	Telecomm Equipment Operator	M	Black, not of Hispanic origin	Black
Washington	Anitra	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Washington	Nikita	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Whitfield	Tasyha	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Williams	Angela	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Williams	Clarence	Telecomm Equipment Operator	M	Black, not of Hispanic origin	Black
Williams	Laveda	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Wilson	Cortnee	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Young	Tiffani	Telecomm Equipment Operator	F	Black, not of Hispanic origin	Black
Banks	Constance	Telecommunications Equipment O	F	Black, not of Hispanic origin	Black
Beamon	Elauntanyce	Telecommunications Equipment O	F	Black, not of Hispanic origin	Black
Bowman	Dana	Telecommunications Equipment O	F	Black, not of Hispanic origin	Black
Fergusson	Amber	Telecommunications Equipment O	F	Black, not of Hispanic origin	Black
Hoffmann	Tessie	Telecommunications Equipment O	F	Black, not of Hispanic origin	Black
Johnson	Arielle	Telecommunications Equipment O	F	Black, not of Hispanic origin	Black
Martin	Robin	Telecommunications Equipment O	F	Black, not of Hispanic origin	Black
Norville	Sambeth	Telecommunications Equipment O	F	Asian or Pacific Islander	Asian
Sapp	DeReece	Telecommunications Equipment O	F	Black, not of Hispanic origin	Black
Saunders	Tonia	Telecommunications Equipment O	F	Black, not of Hispanic origin	Black
Smith	Maska	Telecommunications Equipment O	F	Black, not of Hispanic origin	Black
Smith	Traveon	Telecommunications Equipment O	M	Black, not of Hispanic origin	Black
Sullivan	Charmaine	Telecommunications Equipment O	F	Black, not of Hispanic origin	Black
Neal	Hubert	Telecommunications Equipment O	M	Black, not of Hispanic origin	Black
Hines	Erick	Call Center Operations Supervi	M	Black, not of Hispanic origin	Black
Forrester	Sheikia	Call Center Operations Supervi	F	Black, not of Hispanic origin	Black
WALKER JR	MARCELLUS	Call Center Operations Supervi	M	Black, not of Hispanic origin	Black
Curley	Phyllis	311 Operations Team Leader	F	Black, not of Hispanic origin	Black
Drumming	Lillian	311 Operations Team Leader	F	Black, not of Hispanic origin	Black
Lawson	Darlene	311 Operations Team Leader	F	Black, not of Hispanic origin	Black
Pierce	Linda	311 Operations Team Leader	F	Black, not of Hispanic origin	Black
Zackery	Shadonna	311 Operations Team Leader	F	Black, not of Hispanic origin	Black
Atkinson	Lisa	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Bailey	Norman	Customer Service Rep.	M	Black, not of Hispanic origin	Black
Best	Laverne	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Bragg	Priscilla	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Brown	Bessel	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Cade	Patricia	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Carr	Doreen	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Carr	Shannon	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Cato	Adrienne	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Chambers	Domonique	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Darby	Jessica	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Davis	Janet	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Dolmo	Diana	Customer Service Rep.	F	Hispanic	Hispanic
DULITSKAYA	MARIAM	Customer Service Rep.	F	White, not of Hispanic origin	White
Epps	Nancy	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Fogg	Dion	Customer Service Rep.	M	Black, not of Hispanic origin	Black
Green	Thearl	Customer Service Rep.	M	Black, not of Hispanic origin	Black
Hailstorks	Amanda	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Hailstorks	India	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Ifill	Raquel	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Jefferson	Kimberly	Customer Service Rep.	F	Black, not of Hispanic origin	Asian
Jones	Quantia	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Jones	Sabrina	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Jones	Valerie	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Lee	Jungja	Customer Service Rep.	F	All Other Asian o Pacific Is	AO Asian
MAGRI	ANTHONY	Customer Service Rep.	M	White, not of Hispanic origin	White
Maichew	Melaku	Customer Service Rep.	M	Black, not of Hispanic origin	Black
Marrow	Vanessa	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Marshall	Zarnita	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Mccracken	Shavon	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Mills	Amber	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Nelson	Michael	Customer Service Rep.	M	Black, not of Hispanic origin	Black
Nevels	Cynthia	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Parris	Khailiah	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Parris	Norberto	Customer Service Rep.	M	Hispanic	Hispanic
Perkins	Angie	Customer Service Rep.	F	Black, not of Hispanic origin	Black

Last Name	First Name	Position Title	Sex	Descr	Short Desc
Peters	Doretha	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Pittman-Brice	Sharon	Customer Service Rep.	F	Black, not of Hispanic origin	Black
POPE	NICOLE	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Priestley	Rodney	Customer Service Rep.	M	Black, not of Hispanic origin	Black
Sargent	James	Customer Service Rep.	M	White, not of Hispanic origin	White
Sarwar	Spozmai	Customer Service Rep.	F	Asian or Pacific Islander	Asian
Sasagawa Coleman	Sumie	Customer Service Rep.	F	All Other Asian o Pacific Is	AO Asian
Schanck	Catina	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Scott	Tamica	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Troublefield	Sheilita	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Washington	Janice	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Watson	Ikeisha	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Williams	Cynthia	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Williams	Ebony	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Williams	Lynn	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Woody	Gerald	Customer Service Rep.	M	Black, not of Hispanic origin	Black
Zanelli	Juan-Martin	Customer Service Rep.	M	Hispanic	Hispanic
Chavarria Guzman	Nancy	Customer Service Specialist	F	Hispanic	Hispanic
Cureton	Mary	Customer Service Specialist	F	Black, not of Hispanic origin	Black
Hawkins	Akime	Customer Service Specialist	F	Black, not of Hispanic origin	Black
McNeill	Toye	Customer Service Specialist	F	Black, not of Hispanic origin	Black
Wash	John	Customer Service Specialist	F	Black, not of Hispanic origin	Black
Starks	Barbara	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Kavaleri	Teodros	Chief Info Tech Officer	M	Black, not of Hispanic origin	Black
Mascorro	Javier	Deputy Chief Information Ofcr.	M	Hispanic	Hispanic
Chakravarthi	Madhavan	IT Program Manager	M	Asian or Pacific Islander	Asian
Ramlogan	Timothy	IT Program Manager	M	White, not of Hispanic origin	White
Galloway	Brittany	Program Manager	F	Black, not of Hispanic origin	Black
Matthews	Stephen	Sup. Electronics Engineer	M	Black, not of Hispanic origin	Black
Igbedior	Felix	Electronics Engineer	M	Black, not of Hispanic origin	Black
Wilson	Clyde	Electronics Engineer	M	Black, not of Hispanic origin	Black
Pearson	Karl	Electronics Technician	M	Black, not of Hispanic origin	Black
Tefera	Melaku	Electronics Technician	M	Black, not of Hispanic origin	Black
West	Donald	Electronics Technician	M	Black, not of Hispanic origin	Black
Williams	James	Electronics Technician	M	Black, not of Hispanic origin	Black
Belt	David	Information Technology Special	M	Black, not of Hispanic origin	Black
Fisseha	Dagnachew	Information Technology Special	M	Black, not of Hispanic origin	Black
Flores	Basil	Information Technology Special	M	Black, not of Hispanic origin	Not Report
Brown	Yasmin	Management Analyst	F	Black, not of Hispanic origin	Black
Dreher	Colleen	Program Analyst	F	Black, not of Hispanic origin	Black
Ponder	Gizele	DEPUTY DIRECTOR	F	Black, not of Hispanic origin	Black
Mcmanus	Yvonne	Chief Administrative Officer	F	Black, not of Hispanic origin	Black
Morris	T' Juan	Human Resources Officer (Recru	M	Black, not of Hispanic origin	Black
Ford	Setrena	Program Analyst	F	Black, not of Hispanic origin	Black
Hott	Marsha	Training and Organizational De	F	White, not of Hispanic origin	White
Gattison	Wanda	Public Affairs Specialist	M	Black, not of Hispanic origin	Black
Gay	Gina	Program Analyst	F	Black, not of Hispanic origin	Black
Ortega	Beatriz	Staff Assistant	F	Hispanic	Hispanic
Stays	Barbara	Customer Service Rep.	F	Black, not of Hispanic origin	Black
Omekam	Chris	Management Analyst	M	Black, not of Hispanic origin	Black
Ross	Kipling	Program Manager	M	Black, not of Hispanic origin	Black
Miranda	Macorazon	Program Analyst	F	Filipino	Filipino
Taylor-Weems	Yolanda	Program Analyst	F	Black, not of Hispanic origin	Black
Roberts	James	Inventory Management Specialis	M	Black, not of Hispanic origin	Black
Stutson	Denise	Program Analyst	F	Black, not of Hispanic origin	Black
Awash	Zerihun	Telecomm Transcriptionist	M	Black, not of Hispanic origin	Black
Danson	Santo	Telecomm Transcriptionist	M	Black, not of Hispanic origin	Black
Ford	Robin	Telecomm Transcriptionist	F	Black, not of Hispanic origin	Black
Foreman	Katrina	Telecomm Transcriptionist	F	Black, not of Hispanic origin	Black
Shelton	Jesse	Telecomm Transcriptionist	M	Black, not of Hispanic origin	Black
Holmes	Karima	Acting Director, OUC	F	Black, not of Hispanic origin	Black
Brown	Kelly	Management Analyst	F	Black, not of Hispanic origin	Black
Staats	Daryl	AGENCY FISCAL OFFICER	M	Black, not of Hispanic origin	Black

**FY 2015 BUDGET VERSUS ACTUAL SPENDING BY PROGRAM AND FUND**

**OFFICE OF UNIFIED COMMUNICATIONS**

PROGRAM TITLE	LOCAL			FEDERAL PAYMENTS			FEDERAL GRANTS			SPECIAL PURPOSE REVENUE			INTRA-DISTRICT FUNDS			GROSS FUNDS		
	FY 2015 Budget	FY 2015 Actuals	FY 2015 Balance	FY 2015 Budget	FY 2015 Actuals	FY 2015 Balance	FY 2015 Budget	FY 2015 Actuals	FY 2015 Balance	FY 2015 Budget	FY 2015 Actuals	FY 2015 Balance	FY 2015 Budget	FY 2015 Actuals	FY 2015 Balance	FY 2015 Budget	FY 2015 Actuals	FY 2015 Balance
Agency Management Program	3,481,424	2,999,399	482,025	0	0	0	0	0	0	1,498,551	1,787,160	(288,609)	0	0	0	4,979,975	4,786,559	193,416
Agency Financial Operations	154,730	152,754	1,976	0	0	0	0	0	0	0	0	0	0	0	0	154,730	152,754	1,976
Emergency Operatons	16,923,808	17,610,624	(686,816)	0	0	0	0	0	0	1,328,644	1,332,590	(3,946)	0	0	0	18,252,452	18,943,214	(690,762)
Non Emergency Operations	4,419,833	3,891,061	528,772	0	0	0	0	0	0	0	0	0	293,928	293,928	0	4,713,761	4,184,989	528,772
Technology Operations	1,967,609	2,052,188	(84,579)	0	0	0	0	0	0	11,045,260	10,764,713	280,547	525,389	525,389	0	13,538,258	13,342,290	195,968
Transcription and Quality Division	405,780	398,560	7,220							10,000	0	10,000				415,780	398,560	17,220
<b>TOTAL</b>	<b>27,353,184</b>	<b>27,104,586</b>	<b>248,598</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13,882,455</b>	<b>13,884,463</b>	<b>(12,008)</b>	<b>819,317</b>	<b>819,317</b>	<b>0</b>	<b>41,639,176</b>	<b>41,409,806</b>	<b>246,590</b>

FY 2015 Balance	FY 2015 GROSS VARIANCE EXPLANATIONS:
193,416	Salary lapse from vacant positions
1,976	Salary lapse from vacant positions
(690,762)	Overtime Expenditures exceeded activity's budget
528,772	Salary lapse from vacant positions
195,968	Salary lapse from vacant positions
17,220	Salary lapse from vacant positions
<b>246,590</b>	

FY 2015 BUDGET VERSUS ACTUAL SPENDING BY PROGRAM AND FUND

OFFICE OF UNIFIED COMMUNICATIONS

PROGRAM TITLE	LOCAL			FEDERAL PAYMENTS			FEDERAL GRANTS			SPECIAL PURPOSE REVENUE			INTRA-DISTRICT FUNDS			GROSS FUNDS		
	FY 2016 Budget	FY 2016 Actuals	FY 2016 Balance	FY 2016 Budget	FY 2016 Actuals	FY 2016 Balance	FY 2016 Budget	FY 2016 Actuals	FY 2016 Balance	FY 2016 Budget	FY 2016 Actuals	FY 2016 Balance	FY 2016 Budget	FY 2016 Actuals	FY 2016 Balance	FY 2016 Budget	FY 2016 Actuals	FY 2016 Balance
Agency Management Program	3,087,764	914,170	2,173,594	0	0	0			0	2,402,134	194,764	2,207,370	0	0	0	5,489,898	1,108,934	4,380,964
Agency Financial Operations	171,734	56,904	114,830	0	0	0			0	0	0	0	0	0	0	171,734	56,904	114,830
Emergency Operatons	18,004,718	6,507,524	11,497,194	0	0	0			0	1,584,250	544,401	1,039,849	0	0	0	19,588,968	7,051,925	12,537,043
Non Emergency Operations	4,472,756	1,317,775	3,154,981	0	0	0			0	15,000	0	15,000	299,345	104,805	194,540	4,787,101	1,422,580	3,364,521
Technology Operations	2,044,583	674,197	1,370,386	0	0	0			0	12,960,000	2,632,841	10,327,159	0	0	0	15,004,583	3,307,038	11,697,545
Transcription and Quality Division	415,336	140,428	274,908							10,000	0	10,000				425,336	140,428	284,908
<b>TOTAL</b>	<b>28,196,891</b>	<b>9,610,998</b>	<b>18,585,893</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>16,971,384</b>	<b>3,372,006</b>	<b>13,599,378</b>	<b>299,345</b>	<b>104,805</b>	<b>194,540</b>	<b>45,042,284</b>	<b>12,947,381</b>	<b>32,379,811</b>

FY 2016 Balance	FY 2016 GROSS VARIANCE EXPLANATIONS:
4,380,964	
114,830	
12,537,043	
3,364,521	
11,697,545	
284,908	
<b>32,379,811</b>	

## FY 2015 Intra-District Summary - BUYER

### OFFICE OF UNIFIED COMMUNICATIONS

SELLING AGENCY	DESCRIPTION OF SERVICES PROVIDED	FUNDING SENT	FUNDING DUE
OCTO	Providing and maintenance of telecommunications services	446,409	0
OCTO	DCNET Services	443,366	0
DCFEMS	CPR Training for agency personnel	6,400	0
<b>TOTAL</b>		<b>896,175</b>	<b>0</b>









<b>OFFICE OF UNIFIED COMMUNICATIONS</b>
<b>SPECIAL PURPOSE REVENUE - USE OF FUND AND BALANCE</b>

<b>E911 Fund 1630</b>		
	<b>FY 2015</b>	<b>FY 2016</b>
<b>Beginning Fund Balance:</b>	<b>11,565,554.00</b>	<b>9,304,212</b>
Revenue Collections	11,571,475.00	36,666
Payment from the Courts:	0	0
Interest Income:	0	0
Less Expenditures (3500,3501):	13,832,817	12,820,564
<b>Ending Fund Balance:</b>	<b>9,304,212.00</b>	<b>(3,479,686.00)</b>

**FY 2015 Contracts**

Supplier	PO ID	Ordered Date	Description/ Funding Source (SPR, Capital, Grant)	Requester Name	Contract Amount	Amt Invoiced	Amount Left to Invoice	Competitive Bid (Yes/No)
ALPHATEC, P.C.	PO498308-V2	2-Mar-15	FY14 - OUC - AE Services for the Upgrade of ATS, Switchgear and Generator for PSCC of OUC - UC2TDC	Macorazon V. Miranda	\$ 124,887.29	\$120,626.76	\$4,260.53	YES
ASSOC PUBLIC SAFETY COMMUNICAT	PO513682	5-Jan-15	FY15 - OUC - APCO Training Services - SPR	Macorazon V. Miranda	\$ 37,910.00	\$37,910.00	\$0.00	
ASSOC PUBLIC SAFETY COMMUNICAT	PO516829-V2	30-Mar-15	FY15 - OUC - APCO Communications Training Services - SPR	Macorazon V. Miranda	\$ 12,059.00	\$12,059.00	\$0.00	
ASSOC PUBLIC SAFETY COMMUNICAT	PO525838	12-Aug-15	FY15 - OUC - APCO Certified Training Services - SPR	Macorazon V. Miranda	\$ 49,312.00	\$49,312.00	\$0.00	
ASSOC PUBLIC SAFETY COMMUNICAT	PO526285	17-Aug-15	FY15 - OUC - APCO Registrations for Summer Chapter Meeting - SPR	Macorazon V. Miranda	\$ 291.00	\$291.00	\$0.00	
AT&T	PO507830	21-Oct-14	FY15 OUC - CARRYOVER - E911 Wireless calls routing optimization SPR	Macorazon V. Miranda	\$ 209,975.00	\$209,975.00	\$0.00	
AT&T	PO524094	21-Jul-15	FY15 - OUC - E911 Wireless Call Routing Optimization and Consulting Services - Option Yr 1 - SPR	Macorazon V. Miranda	\$ 43,833.87	\$43,833.87	\$0.00	
ATRUS INC	PO507518	17-Oct-14	FY15 - UC0 - Atrus Automated External Defibrillators (AED) Link - SPR	Macorazon V. Miranda	\$ 18,970.00	\$9,485.00	\$0.00	
AVAYA, INC.	PO513655	5-Jan-15	OUC - FY15 Avaya PBX/CMS/IQ Upgrade UC2TDC	Teddy Kavaleri	\$ 489,680.36	\$102,480.74	\$387,199.62	
AVID SYSTEMS, LLC	PO516527	6-Mar-15	FY15 - OUC - Senior Mobile App Developer (Capital) - UC2TDC	Macorazon V. Miranda	\$ 9,975.00	\$0.00	\$1.00	
Aspect Software, Inc	PO513859	8-Jan-15	FY15 - OUC - Renewal Parking Meter IVR SMS Service - SPR	Macorazon V. Miranda	\$ 3,000.00	\$3,000.00	\$0.00	
CAMPAIGN COMPLETE LLC DBA ONER	PO518438	9-Apr-15	FY15 - OUC - Text 911 and 311 - SPR	Macorazon V. Miranda	\$ 37,200.00	\$37,200.00	\$0.00	
CITY GENERAL, INC.	PO509116-V2	13-Nov-14	FY15 - OUC Fletcher Johnson Emergency Standby Generator Connection SPR	Macorazon V. Miranda	\$ 8,451.00	\$8,451.00	\$0.00	
COMMERCIAL CARPETS OF AMERICA	PO527569	8-Sep-15	FY15 - OUC - Operations Floor and Surrounding Offices Carpet Replacement - SPR	Macorazon V. Miranda	\$ 92,732.00	\$92,732.00	\$0.00	
COMMERCIAL CARPETS OF AMERICA	PO527786	14-Sep-15	FY15 - OUC - 911 Call Center-Painting of 8 Perimeter Offices - SPR	Macorazon V. Miranda	\$ 7,935.92	\$7,935.92	\$0.00	
COMSYS INFORMATION TECHNOLOGY	PO505754	1-Oct-14	FY15 - OUC - CARRYOVER - CAD Automated Alarm Protocols - SPR	Macorazon V. Miranda	\$ 5,900.00	\$0.00	\$0.00	
CRITICAL POWER GROUP, INC.	PO506768	9-Oct-14	FY15 - OUC - CARRYOVER - UPS, Generator and HVAC Radio Site Maintenance - SPR	Macorazon V. Miranda	\$ 10,401.04	\$9,516.09	\$0.00	

**FY 2015 Contracts**

Supplier	PO ID	Ordered Date	Description/ Funding Source (SPR, Capital, Grant)	Requester Name	Contract Amount	Amt Invoiced	Amount Left to Invoice	Competitive Bid (Yes/No)
Capital Services and Supplies	PO524574-V2	19-Aug-15	FY15 - OUC - Supervisor Office Furniture and Desks - SPR	Macorazon V. Miranda	\$ 11,374.89	\$11,374.89	\$0.00	
Capital Services and Supplies	PO525228	5-Aug-15	FY15 - OUC - Ice Machine - Breakroom - SPR	Macorazon V. Miranda	\$ 8,020.00	\$8,020.00	\$0.00	
Carahsoft Technology Corporation	PO514670	27-Jan-15	FY15 - OUC - 311 Customer Relationship Management (CRM) Salesforce.com Restricted Use Application Licenses - SPR	Macorazon V. Miranda	\$ 21,281.10	\$21,281.10	\$0.00	
Carahsoft Technology Corporation	PO522780	30-Jun-15	FY15 - OUC - CRM Salesforce application licenses - Option Year 1 - SPR	Macorazon V. Miranda	\$ 379,607.81	\$379,607.81	\$0.00	
CommSys, Inc.	PO506763-V2	6-Mar-15	FY15 - OUC - CARRYOVER - CAD Automated Alarm Protocols - SPR	Macorazon V. Miranda	\$ 15,900.00	\$10,100.00	\$0.00	
DATA NET SYSTEMS CORP	PO512252-V3	15-Sep-15	FY15 - OUC - Field Support for CAD 9.3 and Mobile Pubic Safety Upgrade (MPS) - SPR	Macorazon V. Miranda	\$ 21,730.60	\$21,721.60	\$0.00	
DIGI DOCS INC DOCUMENT MGRERS	PO515930-V2	4-Jun-15	FY15 - OUC - Public Safety Telephony Headsets - SPR	Macorazon V. Miranda	\$ 16,550.00	\$16,524.79	\$0.00	
Daikin Applied Americas Inc.	PO520696-V2	23-Jul-15	FY15 - OUC - UCC CRAC and Chiller replacement- UC2TDC	Macorazon V. Miranda	\$ 868,543.19	\$ 868,543.19	\$3,684.00	
Dell Computer Corp.	PO517419	24-Mar-15	FY15 - OUC - Vesta 911 Hardware Cabinets - SPR	Macorazon V. Miranda	\$ 4,000.26	\$4,000.26	\$0.00	
Dell Computer Corp.	PO517744	31-Mar-15	FY15 - OUC - Smart 911 Maintenance - SPR	Macorazon V. Miranda	\$ 73,421.05	\$73,421.05	\$0.00	
Dell Computer Corp.	PO521151	1-Jun-15	FY15 - OUC - 911 CAD 9.3 DELL Server Support - SPR	Macorazon V. Miranda	\$ 31,283.75	\$31,283.75	\$0.00	
Dell Computer Corp.	PO521518-V3	15-Sep-15	FY15 - OUC - Data Center Cabinets - SPR	Macorazon V. Miranda	\$ 36,276.16	\$24,083.20	\$0.00	
Dell Computer Corp.	PO521593	9-Jun-15	FY15 - OUC -Server RAM and SAN Storage Upgrades - SPR	Macorazon V. Miranda	\$ 54,917.20	\$54,853.20	\$0.00	
Digital Conventions	PO506800	9-Oct-14	FY15- OUC - CARRYOVER - AV Support for Director's Conference Room - SPR	Macorazon V. Miranda	\$ 4,842.50	\$3,000.00	\$0.00	
Digital Conventions	PO507511-V4	27-Apr-15	FY15 - OUC - CARRYOVER -Phase 3 - audio-visual implementation and maintenance services SPR	Macorazon V. Miranda	\$ 134,288.19	\$133,274.59	\$0.00	
Digital Conventions	PO508369	24-Oct-14	FY15 - OUC - UCC 3rd Floor Conference Room A/V Processing and Control System Replacement - SPR	Macorazon V. Miranda	\$ 14,572.00	\$14,572.00	\$0.00	
Digital Conventions	PO525038-V2	24-Sep-15	FY15 - OUC - audio-visual implementation and maintenance services - option yr 1 - SPR	Macorazon V. Miranda	\$ 45,000.00	\$30,525.00	\$0.00	

**FY 2015 Contracts**

Supplier	PO ID	Ordered Date	Description/ Funding Source (SPR, Capital, Grant)	Requester Name	Contract Amount	Amt Invoiced	Amount Left to Invoice	Competitive Bid (Yes/No)
DirectApps Inc	PO506794-V2	12-Mar-15	FY15 - OUC - Public Safety - eCATS Emergency Call Tracking System Maintenance- SPR	Macorazon V. Miranda	\$ 24,000.00	\$19,200.00	\$0.00	
Dupont Computers	PO523451-V2	31-Aug-15	OUC - FY15 - Backhaul Conversion from T1 to Ethernet: Power Upgrade - SPR	Macorazon V. Miranda	\$ 19,829.44	\$9,365.08	\$0.00	
Dupont Computers	PO527742	11-Sep-15	FY15 - OUC - Printing Service for Training - SPR	Macorazon V. Miranda	\$ 3,721.76	\$3,721.76	\$0.00	
ELTEK	PO518034	2-Apr-15	FY15 - OUC - Power Equipment to Support OUC LAN/WAN Infrastructure Electronics - UC2TDC	Macorazon V. Miranda	\$ 96,915.00	\$96,914.91	\$0.09	
Eaton Corporation	PO506851	9-Oct-14	FY15 - OUC - CARRYOVER - PSCC ATS Replacement - UC2TDC	Macorazon V. Miranda	\$ 13,597.00	\$0.00	\$13,597.00	
GRAYBAR ELECTRIC CO INC	PO516856	13-Mar-15	FY15 - OUC - Cables & Hardware to Support OUC LAN/WAN Infrastructure Electronics - UC2TDC	Macorazon V. Miranda	\$ 56,849.21	\$56,849.21	\$0.00	
HI-TECH SOLUTION, INC.	PO514337	20-Jan-15	FY15 - OUC - HP MONITORS - SPR	Macorazon V. Miranda	\$ 5,611.20	\$5,611.20	\$0.00	
INTERGRAPH CORPORATION	PO506145-V4	22-Jan-15	FY15 - OUC - CAD Maintenance - SPR	Macorazon V. Miranda	\$ 1,808,476.08	\$1,721,585.24	\$0.00	
INTERGRAPH CORPORATION	PO508902	30-Oct-14	FY15 - OUC - CAD 9.3 Integration Required Software - SPR (Options Year 1)	Macorazon V. Miranda	\$ 14,078.00	\$14,078.00	\$0.00	YES
Incapsulate, LLC	PO498476-V5	17-Mar-15	FY14 - OUC - 311 CRM Implementation Services UC2TDC	Macorazon V. Miranda	\$ 852,760.00	\$848,488.25	\$0.00	
Incapsulate, LLC	PO522531-V2	14-Sep-15	FY15 - OUC - 311 Services - Option Year 1 - SPR	Macorazon V. Miranda	\$ 125,000.00	\$93,259.53	\$0.00	
Integrated Power Sources of VA	PO516742	11-Mar-15	FY15 - OUC - Batteries & Installation to Support OUC LAN / WAN Infrastructure Electronics - UC2TDC	Macorazon V. Miranda	\$ 83,800.00	\$83,800.00	\$0.00	
Interior Concepts	PO506806-V2	4-Aug-15	FY15 - UCO - UCC Call Center Furniture Repair - SPR	Macorazon V. Miranda	\$ 6,792.70	\$5,945.22	\$0.00	
LAW ENFORCMENT PSYCHOLOGICAL	PO506465	7-Oct-14	FY15 - OUC - CARRYOVER - Consulting Service Support for Employment Screening and Hiring Program	Macorazon V. Miranda	\$ 37,500.00	\$27,420.00	\$0.00	
LONG FENCE COMPANY INC	PO514611	26-Jan-15	FY15 - OUC -Fletcher Johnson Radio Site Security Fence - SPR	Macorazon V. Miranda	\$ 43,800.00	\$43,800.00	\$0.00	
M C DEAN INC	PO511994	4-Dec-14	FY15 - OUC - CARRYOVER - UPS Maintenance - SPR	Macorazon V. Miranda	\$ 15,088.00	\$15,088.00	\$0.00	
M. DAVID VAUGHN	PO523131	7-Jul-15	FY15 - UCO Arbitration Services - M. DAVID VAUGHN - (Arbitrator) - SPR	Macorazon V. Miranda	\$ 12,000.00	\$3,020.63	\$0.00	

**FY 2015 Contracts**

Supplier	PO ID	Ordered Date	Description/ Funding Source (SPR, Capital, Grant)	Requester Name	Contract Amount	Amt Invoiced	Amount Left to Invoice	Competitive Bid (Yes/No)
MAURICE ELECTRICAL SUPPLY	PO522724-V2	14-Jul-15	FY15 - OUC - PSCC Switchgear Replacement - UC2TDC	Macorazon V. Miranda	\$ 294,292.28	\$0.00	\$294,292.28	YES
MEDICAL PRIORITY CONSULTANTS,	PO513952-V2	12-Aug-15	FY15 - OUC - Training and Certification (Medical, Fire, Police Dispatch) - SPR	Macorazon V. Miranda	\$ 56,500.00	\$52,400.00	\$0.00	
MEDICAL PRIORITY CONSULTANTS,	PO522529	24-Jun-15	OUC - For Invoice Payment Only - SPR	Macorazon V. Miranda	\$ 34,220.00	\$0.00	\$0.00	
MEDICAL PRIORITY CONSULTANTS,	PO523277	9-Jul-15	FY15 - OUC - ED-Q Certification Course	Macorazon V. Miranda	\$ 10,000.00	\$8,000.00	\$0.00	
MEDICAL PRIORITY CONSULTANTS,	PO524808	30-Jul-15	FY15 - OUC - ProQA (Medical, Fire, Police Dispatch) Software and Maintenance - Option Yr 2 - SPR	Macorazon V. Miranda	\$ 12,703.00	\$12,703.00	\$0.00	
MEDICAL PRIORITY CONSULTANTS,	PO525278	5-Aug-15	FY15 - OUC - ED-Q Certification Course Registrant (Fire, Police & Medical)	Macorazon V. Miranda	\$ 25,000.00	\$0.00	\$0.00	
MEDICAL PRIORITY CONSULTANTS,	PO525281	5-Aug-15	FY15 - OUC - ProQA Software Training	Macorazon V. Miranda	\$ 4,500.00	\$0.00	\$0.00	
MORGANS INC	PO507203	14-Oct-14	FY15 - OUC - CARRYOVER -Uniforms for the Employees of the Office of Unified Communications	Macorazon V. Miranda	\$ 98,217.00	\$87,907.72	\$0.00	
MOTOROLA, INC.	PO506666-V2	3-Jun-15	FY15 - OUC - Motorola Service Agreement for FY15	Macorazon V. Miranda	\$ 2,802,368.00	\$2,777,033.79	\$0.00	
MOTOROLA, INC.	PO506886	9-Oct-14	FY15 - OUC - MCD 5000 Deskset - SPR	Macorazon V. Miranda	\$ 13,770.00	\$13,770.00	\$0.00	
MOTOROLA, INC.	PO507542-V2	15-Sep-15	FY15 - OUC - P25 Radio Installation Costs- SPR	Macorazon V. Miranda	\$ 1.00	\$0.00	\$0.00	
MOTOROLA, INC.	PO507834	21-Oct-14	FY15 - OUC - CARRYOVER - Radio System Maintenance Option Year 4 - SPR	Macorazon V. Miranda	\$ 20,463.02	\$20,463.00	\$0.02	
MOTOROLA, INC.	PO513303	23-Dec-14	FY15 - OUC - CARRYOVER -CSR Annual System Maintenance - SPR	Macorazon V. Miranda	\$ 58,138.03	\$40,137.99	\$0.00	
MOTOROLA, INC.	PO513521	29-Dec-14	FY15 - OUC P25 Radio System - Geo Redundant Prime Site Upgrade - UC2TDC	Teddy Kavaleri	\$ 154,417.00	\$0.00	\$154,417.00	
MOTOROLA, INC.	PO513648-V2	3-Jun-15	FY15 - OUC P25 Radio System - T1 to Ethernet Upgrade - UC2TDC	Teddy Kavaleri	\$ 304,708.73	\$0.00	\$304,708.73	
MOTOROLA, INC.	PO515078	3-Feb-15	FY15 - OUC - Portable Radios for DC Water - Grant - 1UCUA3	Macorazon V. Miranda	\$ 450,000.00	\$450,000.00	\$0.00	YES
MOTOROLA, INC.	PO516538-V5	14-Jul-15	FY15 - OUC - CSR Annual System Maintenance - SPR	Macorazon V. Miranda	\$ 70,205.00	\$70,205.00	\$0.00	

**FY 2015 Contracts**

Supplier	PO ID	Ordered Date	Description/ Funding Source (SPR, Capital, Grant)	Requester Name	Contract Amount	Amt Invoiced	Amount Left to Invoice	Competitive Bid (Yes/No)
MOTOROLA, INC.	PO517679	30-Mar-15	FY15 - OUC - Radio Manager Licenses - SPR	Macorazon V. Miranda	\$ 9,000.00	\$9,000.00	\$0.00	
MOTOROLA, INC.	PO518589	13-Apr-15	FY15 - OUC - DYRS Facility Frequency Search and Licensing Services- SPR	Macorazon V. Miranda	\$ 12,924.00	\$5,808.00	\$0.00	
MOTOROLA, INC.	PO518742	15-Apr-15	FY15 - OUC - APX Test Radios and Retrofit Kit - SPR	Macorazon V. Miranda	\$ 24,391.25	\$24,391.25	\$0.00	
MOTOROLA, INC.	PO518743	15-Apr-15	FY15 - OUC - Radios for ABRA - SPR	Macorazon V. Miranda	\$ 47,361.00	\$47,361.00	\$0.00	
MOTOROLA, INC.	PO519409	28-Apr-15	FY15 - OUC - Radios for DYRS - SPR	Macorazon V. Miranda	\$ 35,156.00	\$35,156.00	\$0.00	
MOTOROLA, INC.	PO519410	28-Apr-15	FY15 - OUC - Equipment Spares for the Public Safety System Radio Network - SPR	Macorazon V. Miranda	\$ 36,862.21	\$36,862.21	\$0.00	
MOTOROLA, INC.	PO520347	14-May-15	FY15 - OUC - Radios for OAG - SPR	Macorazon V. Miranda	\$ 13,233.00	\$13,233.00	\$0.00	
MOTOROLA, INC.	PO521905	12-Jun-15	FY15 - OUC - Installation and Configuration of WAVE Wireline Solution - SPR	Macorazon V. Miranda	\$ 112,386.00	\$102,386.00	\$0.00	
Mitsubishi Electric	PO517430	24-Mar-15	FY15 - OUC - UPS EQUIPMENT FOR RADIO SITES- UC2TDC	Macorazon V. Miranda	\$ 183,124.36	\$183,124.36	\$0.00	
ModTech Corporation	PO515735	18-Feb-15	FY15 - OUC - Radio Cache BI Directional Amplifier (Capital)- UC2TDC	Macorazon V. Miranda	\$ 88,056.00	\$88,056.00	\$0.00	
NATIONAL ACADEMIES OF EMERGENC	PO508035	22-Oct-14	FY15 - OUC - CARRYOVER - IAED Recertification Fee Medical, Fire, or Police	Macorazon V. Miranda	\$ 2,915.00	\$2,915.00	\$0.00	
NICE SYSTEMS INC.	PO513654	1-Jan-15	FY15 - OUC - NICE System Upgrade - UC2TDC	Macorazon V. Miranda	\$ 694,515.00	\$448,356.00	\$246,159.00	YES
Networking For Future, Inc.	PO515922-V2	11-Aug-15	OUC - UCC/PSCC Network Infrastructure Upgrade -UC2TDC	Macorazon V. Miranda	\$ 1,809,072.46	\$1,627,839.74	\$181,232.72	YES
OLENDER REPORTING, INC.	PO523055	6-Jul-15	FY15 - OUC - Court Reporter Services	Macorazon V. Miranda	\$ 2,124.00	\$609.55	\$0.00	
PC NET, INC.	PO498351-V2	22-Jun-15	FY14 - OUC - Public Safety Mobile Routing and Computing Solution - UC2TDC	Macorazon V. Miranda	\$ 12,505,520.00	\$12,281,039.00	\$224,481.00	YES
PC NET, INC.	PO506779-V3	7-Apr-15	FY15 - OUC - CARRYOVER - Mobility On-Site Support - SPR	Macorazon V. Miranda	\$ 206,503.22	\$165,909.15	\$0.00	
PC NET, INC.	PO510811-V3	13-Apr-15	FY15 - OUC - Mobile Data Computing Solution Professional Services MVPN (SmithMicro)- SPR	Macorazon V. Miranda	\$ 73,500.00	\$73,500.00	\$0.00	

**FY 2015 Contracts**

Supplier	PO ID	Ordered Date	Description/ Funding Source (SPR, Capital, Grant)	Requester Name	Contract Amount	Amt Invoiced	Amount Left to Invoice	Competitive Bid (Yes/No)
PC NET, INC.	PO516830	13-Mar-15	FY15 - OUC - Getac Tablets Office Docks - SPR	Macorazon V. Miranda	\$ 5,879.80	\$5,879.80	\$0.00	
PC NET, INC.	PO520393-V2	9-Jun-15	FY15 - OUC - Smithmicro Mobile VPN Maintenance Warranty - SPR	Macorazon V. Miranda	\$ 83,546.30	\$74,571.70	\$0.00	
PLANT EQUIPMENT INC.	PO513649	31-Dec-14	FY15 OUC VESTA 4/NG911 and Sentinel ALI Upgrade -UC2TDC	Macorazon V. Miranda	\$ 972,295.00	\$23,526.00	\$948,769.00	YES
PLANT EQUIPMENT INC.	PO520899-V2	30-Jun-15	FY15 - OUC - Airbus (Cassidian) Maintenance and Managed Services - Option Year 2 - SPR	Macorazon V. Miranda	\$ 271,688.67	\$271,688.67	\$0.00	YES
PROCOM CORPORATION	PO517349-V2	28-Aug-15	FY15 - OUC - Radio Replacement Batteries Option Year 3 - SPR	Macorazon V. Miranda	\$ 25,544.30	\$24,840.00	\$0.00	
PUBLIC WORKS SOLUTIONS LLC	PO506111-V3	13-May-15	FY15 - OUC - Integration of Salesforce 311 with Department of Public Works Trakster System - UC2TDC	Macorazon V. Miranda	\$ 24,570.00	\$24,340.00	\$230.00	
Purvis Systems Incorporated	PO507416	16-Oct-14	FY15 - OUC - Fire Station Alerting System - Option Year 3 - SPR	Macorazon V. Miranda	\$ 227,604.78	\$227,604.78	\$0.00	
Purvis Systems Incorporated	PO519411	30-Apr-15	FY15 - OUC - UCC LAB System Integration Assistance- UC2TDC	Macorazon V. Miranda	\$ 63,173.92	\$0.00	\$63,173.92	
Purvis Systems Incorporated	PO522018	22-Jun-15	FY15 - OUC - Fire Station Alerting System - Option Year 4 - SPR	Macorazon V. Miranda	\$ 76,794.78	\$76,734.78	\$0.00	
RSC ELECTRICAL & MECHANICAL CO	PO527905	16-Sep-15	FY15 - OUC - Radio Site Environmental Upgrade (Wall Mounted CRAC Systems) UC2TDC	Macorazon V. Miranda	\$ 50,800.00	\$0.00	\$50,800.00	
RSC ELECTRICAL & MECHANICAL CO	PO527906	16-Sep-15	FY15 - OUC - Radio Site Environmental Upgrade (Roof Mounted CRAC Systems) - UC2TDC	Macorazon V. Miranda	\$ 19,550.00	\$0.00	\$19,550.00	
Reingold LINK	PO516503	4-Mar-15	FY15 - OUC - PSA and Agency Profile Video Production	Macorazon V. Miranda	\$ 32,700.00	\$24,525.00	\$0.00	
SOE Lin & Associates, LLC	PO518394	8-Apr-15	FY15 - OUC - UCC LAB Architectural/Engineering Design Services- UC2TDC	Macorazon V. Miranda	\$ 12,575.00	\$10,159.88	\$2,415.12	
SPECTRACOM CORPORATION	PO518869	20-Apr-15	FY15 Spectracom Timing System maintenance renewal - SPR	Macorazon V. Miranda	\$ 2,995.00	\$2,995.00	\$0.00	
SPECTRUM CORPORATION	PO506816	9-Oct-14	FY15 - OUC - Spectrum NeXorce Annual Maintenance Renewal - SPR	Macorazon V. Miranda	\$ 6,585.00	\$6,585.00	\$0.00	
SPECTRUM CORPORATION	PO520882	26-May-15	FY15 - OUC - Spectrum neXorce VectraView Software Upgrade - SPR	Macorazon V. Miranda	\$ 29,984.00	\$29,984.00	\$0.00	
SYNIVERSE TECHNOLOGIES, INC.	PO508665	29-Oct-14	FY15 - OUC - Sole Source - Syniverse Technologies LATALink SS7 Renewal - SPR	Macorazon V. Miranda	\$ 43,061.40	\$43,061.40	\$0.00	



**FY 2015 Contracts**

Supplier	PO ID	Ordered Date	Description/ Funding Source (SPR, Capital, Grant)	Requester Name	Contract Amount	Amt Invoiced	Amount Left to Invoice	Competitive Bid (Yes/No)
Sabour Construction Group, LLC	PO526884	26-Aug-15	FY15 - OUC - NG911 LAN/WAN AC Electrical Power Work - Receptacles, Cables, and Transtectors Install - SPR	Macorazon V. Miranda	\$ 79,500.00	\$52,952.56	\$0.00	
SeeClickFix LLC	PO510060-V3	7-Aug-15	FY15 - OUC - Mobile 311 Application Maintenance & Development - SPR	Macorazon V. Miranda	\$ 13,333.00	\$13,333.00	\$0.00	No
Survey Technologies Incorporated	PO521644	10-Jun-15	FY15 - OUC - Coverage Analysis Tool - SPR	Macorazon V. Miranda	\$ 18,719.00	\$18,719.00	\$0.00	No
TECKNOMIC LLC	PO507673-V3	3-Aug-15	FY15 - OUC - Radio Antenna and Tower Site Maintenance - SPR	Macorazon V. Miranda	\$ 81,732.40	\$54,167.10	\$0.00	YES
TECKNOMIC LLC	PO523805	16-Jul-15	FY15 - OUC - Inspection and Installation of Shoreline Power Cables - SPR	Macorazon V. Miranda	\$ 9,500.00	\$9,500.00	\$0.00	Yes
TELECOMMUNICATIONS DEV CORP	PO521326	3-Jun-15	FY15 - OUC Strategic Plan (Technology Replacement Schedule) - SPR	Macorazon V. Miranda	\$ 10,000.00	\$7,281.24	\$0.00	No
TELTRONIC INC	PO506319-V2	2-Apr-15	FY15 - OUC - CARRYOVER - Radio Replacement Parts IDIQ - Parts Cases Straps - SPR	Macorazon V. Miranda	\$ 192,060.00	\$192,060.00	\$0.00	YES
THE HAMILTON GROUP	PO513175	19-Dec-14	FY15 - OUC - OUC MOBILITY WORKFORCE TABLETS - SPR	Macorazon V. Miranda	\$ 37,513.00	\$37,513.00	\$0.00	Yes
THIHA, INC	PO522086	17-Jun-15	FY15 - OUC - UCC LAB DEMO FACILITY DESIGN AND RENOVATION-UC2TDC	Macorazon V. Miranda	\$ 108,786.00	\$0.00	\$108,786.00	YES/BPA
UNITED STATES TOWER SVCS LTD	PO506787	9-Oct-14	FY15 - OUC - CARRYOVER - P25 Radio - 4D Hughes Tower Reinforcement - SPR	Macorazon V. Miranda	\$ 8,537.95	\$8,537.95	\$0.00	Yes
VERIZON FEDERAL, INC	PO508670-V2	24-Sep-15	FY15 - OUC - - Verizon ALI Payment - SPR	Macorazon V. Miranda	\$ 1,392,622.20	\$1,392,622.20	\$0.00	No
VOICE PRINT INTERNATIONAL, INC	PO522501	24-Jun-15	FY15 - OUC - DVLR Annual Maintenance Renewal - SPR	Macorazon V. Miranda	\$ 5,637.00	\$5,637.00	\$0.00	No
Veteran First Energy	PO513826	8-Jan-15	FY15 - OUC - HVAC Equipment for Radio Sites - UC2TDC (Capital)	Macorazon V. Miranda	\$ 153,642.00	\$153,642.00	\$0.00	Yes
WATSON FURNITURE SYSTEMS	PO521234	2-Jun-15	FY15 - OUC - UCC Lab Furniture - UC2TDC (Capital)	Macorazon V. Miranda	\$ 55,717.04	\$52,785.44	\$2,931.60	Yes'
Winbourne Consulting, LLC	PO507829-V2	22-Sep-15	FY14 - OUC - NG911 Telecommunications Infrastructure - UC2TDC (Capital)	Macorazon V. Miranda	\$ 500,000.00	\$474,345.00	\$5.00	YES
XEROX CORPORATION	PO508482	27-Oct-14	FY15 - OUC - Managed Print Services Renewal- SPR	Macorazon V. Miranda	\$ 23,027.16	\$22,982.69	\$44.47	No
Xerox State & Local Solutions, Inc.	PO519494	29-Apr-15	FY15 - OUC - Removal and Replacement of District Parking Meter Decals	Macorazon V. Miranda	\$ 64,550.00	\$64,550.00	\$0.00	No

**FY 2015 Contracts**

Supplier	PO ID	Ordered Date	Description/ Funding Source (SPR, Capital, Grant)	Requester Name	Contract Amount	Amt Invoiced	Amount Left to Invoice	Competitive Bid (Yes/No)
OST, Inc.	PO507388-V7	22-Sep-15	Guy Jouannelle, RF Program Manager PoP: 10/1/2014 to 09/30/2015. Rate: \$145.59 + HSF \$5.55 = \$151.14 Estimated Labor Hours: 1560 hrs Engagement ID 251196	Macorazon V. Miranda	\$ 300,768.60	\$297,594.56	\$3,174.04	Yes
OST, Inc.	PO507392-V2	9-Dec-14	Resource: Laxman Nakka, Business IT Consultant Level 4 PoP: 10/1/14 - 03/31/15 Rate: \$90.26 + HSF \$5.55 = \$95.81 Estimated Labor Hours: 1100 hrs. Engagement ID 299850.	Macorazon V. Miranda	\$ 105,391.00	\$104,911.96	\$479.04	Yes
OST, Inc.	PO507396-V7	24-Sep-15	Resource: Zahid Chohan Network Engineer PoP 10/1/2014 to 09/30/2015 Rate: \$90.26+ HSF \$5.55 = \$95.81 Hours: 1750 Engagement ID 470549	Macorazon V. Miranda	\$ 212,889.82	\$209,919.71	\$2,970.11	Yes
OST, Inc.	PO507398-V6	2-Jul-15	Resource: Julius Debnam, IT Application Administrator and Analyst, Extend the PoP to 9/30/15. Rate: \$71.00+ HSF \$5.55 = \$76.55 Estimated Labor Hours: 1900 hrs. Engagement ID 452605	Macorazon V. Miranda	\$ 179,127.00	\$176,064.27	\$3,062.73	Yes
OST, Inc.	PO507400-V6	6-Jul-15	Resource: Agustinus Bustan, IT Application Administrator and Analyst, PoP 10/01/2014 to 09/30/2015. Rate: \$71.00+ HSF \$5.55 = \$76.55 Estimated Labor Hours: 1800 hrs. Engagement ID 452596	Macorazon V. Miranda	\$ 176,524.30	\$176,274.78	\$249.52	Yes
OST, Inc.	PO507401-V4	13-Jul-15	Resource: Maceo Clerkley, IT Application Administrator and Analyst, PoP 10/01/2014 to 03/31/2015. Rate: \$71.00+ HSF \$5.55 = \$76.55 Estimated Labor Hours: 499hrs. Engagement ID 454559.	Macorazon V. Miranda	\$ 38,198.45	\$38,198.45	\$0.00	Yes
OST, Inc.	PO507402-V6	6-Jul-15	Resource: Jonathan Peterson, IT Application Administrator and Analyst extend the period of performance 10/1/14 - 9/30/15 Rate: \$71.00+ HSF \$5.55 = \$76.55 Estimated Labor Hours: 1800 hrs. Engagement ID 454558	Macorazon V. Miranda	\$ 183,720.00	\$179,892.54	\$3,827.46	Yes
OST, Inc.	PO507407-V4	6-Jul-15	Resource: Vu Hoang, IT Application Administrator and Analyst, extend PoP to 9/30/15. Rate: \$71.00+ HSF \$5.55 = \$76.55 Estimated Labor Hours: 1550 hrs. Engagement ID 390983.	Macorazon V. Miranda	\$ 157,157.15	\$157,080.60	\$76.55	Yes
OST, Inc.	PO507409-V5	16-Jun-15	Damon Bright, Senior Installer/Quality Analyst Period of Performance: 10/1/2014 - 09/30/2015 Rate: \$70.00 + HSF 5.55 = total \$75.55 Estimated Labor Hours: 1550 hrs Engagement ID 250600	Macorazon V. Miranda	\$ 156,388.50	\$149,664.56	\$6,723.94	Yes
OST, Inc.	PO507424-V4	30-Jun-15	Resource: Veeda Harris, Radio Data Analyst, PoP 10/01/14 to 09/30/2015 Rate: \$63.93 + HSF \$5.55 = \$69.48 Hours: 1550 Engagement ID 379249.	Macorazon V. Miranda	\$ 138,265.20	\$138,160.98	\$104.22	Yes
OST, Inc.	PO507426-V5	17-Jul-15	Resource: Roger Richmond, Senior Program Manager, PoP 10/01/2014 to 9/30/2015. Rate: \$145.00+ HSF \$5.55 = \$150.55 Estimated Labor Hours: 832 hrs. Engagement ID 407626.	Macorazon V. Miranda	\$ 154,614.85	\$151,301.31	\$3,313.54	Yes
OST, Inc.	PO507520-V6	22-Sep-15	Resource: Karim Abdullah - Public Safety Telecommunications Analyst PoP 10/1/2014 to 09/30/2015 Rate: \$90.26+ HSF \$5.55 = \$95.81 Hours: 1650 Engagement ID: 440842	Macorazon V. Miranda	\$ 191,811.62	\$190,757.66	\$1,053.96	Yes
OST, Inc.	PO507521-V5	1-Sep-15	Resource: Adam Tristan, RF Engineer, POP 10/01/2014 to 09/30/2015. Rate: \$90.26+ HSF \$5.55 = \$95.81 Estimated Labor Hours: 1650 hrs Engagement ID 359747	Macorazon V. Miranda	\$ 217,201.27	\$214,135.35	\$3,065.92	Yes
OST, Inc.	PO507524-V5	24-Sep-15	Gavin Suares, RF Engineer Period of Performance: 10/1/2014 to 09/30/2015. Rate: \$90.26 + HSF 5.55 = total \$95.81 Estimated Labor Hours: 1650 hrs. Engagement ID 250935	Macorazon V. Miranda	\$ 204,362.73	\$204,195.05	\$167.68	Yes
OST, Inc.	PO507525-V7	25-Aug-15	Resource: Augustine Robert Aufderheide PoP 10/01/2014 to 05/31/2015. Rate: \$90.26+ HSF \$5.55 = \$95.81 Estimated Labor Hours: 1000 hrs	Macorazon V. Miranda	\$ 135,475.34	\$177,631.74	-\$42,156.40	Yes
OST, Inc.	PO507526-V4	28-Jul-15	Resource: RAFAEL MALDONADO SR, Senior Systems Engineer - MDC, PoP 10/01/2014 to 09/30/2015. Rate: \$ 90.26+ HSF \$5.55 = \$95.81 Estimated Labor Hours: 1550 hrs. Engagement ID 391543.	Macorazon V. Miranda	\$ 137,008.30	\$136,960.42	\$47.88	Yes

**FY 2015 Contracts**

Supplier	PO ID	Ordered Date	Description/ Funding Source (SPR, Capital, Grant)	Requester Name	Contract Amount	Amt Invoiced	Amount Left to Invoice	Competitive Bid (Yes/No)
OST, Inc.	PO507641-V5	5-Aug-15	Resource: Solomon Tadesse, RF Program Manager, PoP 10/01/2014 to 09/30/2015. Rate: \$ 145.59+ HSF \$5.55 = \$151.14 Estimated Labor Hours: 1800 hrs. Engagement ID 410884	Macorazon V. Miranda	\$ 304,093.68	\$302,733.42	\$1,360.26	Yes
OST, Inc.	PO510817-V4	29-Apr-15	Resource: Douglas Lindsey, Radio Interoperability Trainer, PoP 1/8/2015 to 5/31/2015.	Macorazon V. Miranda	\$ 47,305.50	\$41,542.83	\$5,762.67	Yes
OST, Inc.	PO510970-V2	10-Dec-14	Resource: Bryan Lipscomb, Senior Systems Engineer-MDC, PoP 11/21/2014 to 11/30/2014.	Macorazon V. Miranda	\$ 47,305.50	\$31,307.64	\$15,997.86	Yes
OST, Inc.	PO518462-V4	13-Jul-15	Resource: Ryan Bryce, Senior Systems Engineer-MDC, PoP 4/10/2015 to 9/30/2015.	Macorazon V. Miranda	\$ 78,957.18	\$78,940.01	\$17.17	Yes
OST, Inc.	PO518862-V4	4-Sep-15	Resource: Laxman Nakka, Business IT Consultant Level 4 PoP: 10/1/14 - 09/30/15 Rate: \$90.26 + HSF \$5.55 = \$95.81 Estimated Labor Hours: 880 hrs. Engagement ID 2998501 (2UCUA4)	Macorazon V. Miranda	\$ 102,133.46	\$102,084.61	\$48.85	Yes
OST, Inc.	PO519886-V2	6-Jul-15	Resource Melanie Baisley - IT Consultant 6, PoP: 04/15/15-9/30/15 Rate: \$129.29 + HSF \$5.55 = \$134.84 Estimated Labor Hours:50 hrs Engagement # 376396	Macorazon V. Miranda	\$ 117,513.06	\$114,142.06	\$3,371.00	Yes
OST, Inc.	PO528091	18-Sep-15	Resource: Nick Kahla, RF Engineer, PoP 9/18/2015 to 9/30/2015. Rate: \$90.26 + HSF \$5.55 = \$95.81	Macorazon V. Miranda	\$ 38,324.00	\$1,820.39	\$36,503.61	Yes

FY 2016 Purchase Orders

Supplier	PO ID	Ordered Date	Description and Funding Source (SPR/Capital)	Requester Name	Amt Ordered	Amt Invoiced	Amount Left to Invoice	Competitive Bid YES/NO
AT&T	PO532077	27-Oct-15	FY16 - OUC - E911 Wireless Optimization and Consulting Services - Option Year 1	Macorazon V. Miranda	\$ 37,745.84	\$ -	\$ 37,745.84	YES
Avila Visualization Inc.	PO535415	15-Dec-15	FY16 - OUC - E911 Wireless Call Routing Optimization and Consulting Services (PSN) - SPR	Macorazon V. Miranda	\$ 188,000.00	\$ -	\$ 188,000.00	YES
CAMPAIGN COMPLETE LLC DBA ONER	PO532530	2-Nov-15	FY16 - OUC - Text to 3-1-1 Support Services - SPR	Macorazon V. Miranda	\$ 7,500.00	\$ -	\$ 7,500.00	NO
CRITICAL POWER GROUP, INC.	PO530153	2-Oct-15	FY16 - OUC - UPS, Generator and HVAC Radio Site Maintenance - SPR	Macorazon V. Miranda	\$ 25,022.00	\$ -	\$ 25,022.00	YES
CommSys, Inc.	PO531147	15-Oct-15	FY16 - OUC - CAD Automated Alarm Protocols - SPR	Macorazon V. Miranda	\$ 10,000.00	\$ 4,525.00	\$ 5,475.00	NO
Console Cleaning Specialist	PO533555	18-Nov-15	FY16 - OUC - Console Maintenance and Cleaning	Macorazon V. Miranda	\$ 92,850.00	\$ 16,800.00	\$ 76,050.00	NO
DIGI DOCS INC DOCUMENT MGRERS	PO531974	26-Oct-15	FY16 - OUC - Public Safety Telephony Headsets - SPR	Macorazon V. Miranda	\$ 5,950.37	\$ 5,950.37	\$ -	YES
Daikin Applied Americas Inc.	PO520696-V3	5-Nov-15	FY15 - OUC - UCC CRAC and Chiller replacement- UC2TDC	Macorazon V. Miranda	\$ 872,227.19	\$ 868,543.19	\$ 3,684.00	YES
Dell Computer Corp.	PO534221	25-Nov-15	FY16 - OUC - Data Center Dell Cabinets - SPR	Macorazon V. Miranda	\$ 25,097.52	\$ -	\$ 25,097.52	NO
Digital Conventions	PO531575	20-Oct-15	FY16 - OUC - Audio-Visual Implementation and Maintenance Services - Option yr 1 - SPR	Macorazon V. Miranda	\$ 73,965.00	\$ -	\$ 73,965.00	YES
DirectApps Inc	PO531963-V2	16-Dec-15	FY16 - OUC - Public Safety eCATS Emergency Call Tracking System Maintenance - SPR	Macorazon V. Miranda	\$ 19,200.00	\$ 17,600.00	\$ 17,600.00	NO
Dupont Computers	PO530486	7-Oct-15	FY16 - OUC - Backhaul Conversion from T1 to Ethernet: Power Upgrade - SPR	Macorazon V. Miranda	\$ 5,333.06	\$ 5,333.06	\$ 1,600.00	NO
INTERGRAPH CORPORATION	PO530941	13-Oct-15	FY16 - OUC - CAD Training	Macorazon V. Miranda	\$ 30,150.00	\$ 30,150.00	\$ -	NO
INTERGRAPH CORPORATION	PO531887-V3	2-Dec-15	FY16 - OUC - CAD Maintenance Option Yr 2 - SPR	Macorazon V. Miranda	\$ 1,416,781.44	\$ 479,448.00	\$ 937,333.44	YES
Incapsulate, LLC	PO530723-V3	23-Dec-15	FY16 - OUC - 311 Services - Option Year 1 - SPR	Macorazon V. Miranda	\$ 225,000.00	\$ 64,393.25	\$ 160,606.75	YES
M C DEAN INC	PO534399	1-Dec-15	FY16 - OUC - UPS Maintenance - SPR	Macorazon V. Miranda	\$ 24,153.00	\$ -	\$ 24,153.00	YES
MEDICAL PRIORITY CONSULTANTS,	PO530415	6-Oct-15	FY16 - OUC - Training and Certification (Medical, Fire, Police Dispatch)	Macorazon V. Miranda	\$ 48,700.00	\$ 13,260.00	\$ 35,440.00	NO
MEDICAL PRIORITY CONSULTANTS,	PO530493	7-Oct-15	FY16 - OUC - ProQA (Medical, Fire, Police Dispatch) Software and Maintenance - Option Year 2 - SPR	Macorazon V. Miranda	\$ 83,892.00	\$ -	\$ 83,892.00	NO

FY 2016 Purchase Orders

Supplier	PO ID	Ordered Date	Description and Funding Source (SPR/Capital)	Requester Name	Amt Ordered	Amt Invoiced	Amount Left to Invoice	Competitive Bid YES/NO
MEDICAL PRIORITY CONSULTANTS,	PO530625	8-Oct-15	FY16 -UCO - ED-Q Certification Course	Macorazon V. Miranda	\$ 2,000.00	\$ -	\$ 2,000.00	NO
MEDICAL PRIORITY CONSULTANTS,	PO530633	8-Oct-15	FY16 -UCO - ED-Q Certification Course Registrant (Fire, Police & Medical)	Macorazon V. Miranda	\$ 25,000.00	\$ 16,500.00	\$ 8,500.00	NO
MEDICAL PRIORITY CONSULTANTS,	PO531978	26-Oct-15	FY16 - OUC - New Upgraded Medical, Fire, and Police Cardset Trays	Macorazon V. Miranda	\$ 18,280.00	\$ 18,280.00	\$ -	NO
MORGANS INC	PO534868	7-Dec-15	FY16 - OUC - Uniforms for the Employees of the Office of Unified Communications	Macorazon V. Miranda	\$ 4,878.40	\$ -	\$ 4,878.40	YES
MOTOROLA, INC.	PO530445	6-Oct-15	FY16 - OUC - WAVE Annual Maintenance & Licenses - SPR	Macorazon V. Miranda	\$ 17,383.08	\$ -	\$ 17,383.08	NO
MOTOROLA, INC.	PO530523	7-Oct-15	FY16 - OUC - Installation and Configuration of WAVE Wireline Solution - SPR	Macorazon V. Miranda	\$ 10,000.00	\$ -	\$ 10,000.00	NO
MOTOROLA, INC.	PO531168-V3	10-Dec-15	FY16 - OUC - Motorola Service Agreement for FY16 (P25 Contract) - SPR	Macorazon V. Miranda	\$ 355,490.91	\$ 345,494.76	\$ 9,996.15	NO
MOTOROLA, INC.	PO535146	10-Dec-15	FY16 - OUC - Motorola Service Agreement for FY16 (New Contract) - SPR	Macorazon V. Miranda	\$ 958,711.57	\$ 345,494.76	\$ 613,216.81	NO
PC NET, INC.	PO531393	19-Oct-15	FY16 - OUC - Public Safety Mobile Routing and Computing Solution Option Yr 1 - SPR	Macorazon V. Miranda	\$ 891,138.00	\$ 113,852.50	\$ 777,285.50	YES
PC NET, INC.	PO532093	27-Oct-15	FY16 - OUC - Smithmicro Mobile VPN Maintenance Warranty - SPR	Macorazon V. Miranda	\$ 167,091.96	\$ 27,848.66	\$ 139,243.30	YES
PLANT EQUIPMENT INC.	PO513649-V2	16-Nov-15	FY15 (DeEncumbrance) - OUC - VESTA 4/NG911 and Sentinel ALI Upgrade - UC2TDC (Capital)	Macorazon V. Miranda	\$ 23,526.00	\$ 23,526.00	\$ -	NO
PLANT EQUIPMENT INC.	PO530817	9-Oct-15	FY16 - OUC - Airbus (Cassidian) Maintenance and Managed Services - Option Year 2 - SPR	Macorazon V. Miranda	\$ 527,470.67	\$ 387,753.23	\$ 139,717.44	NO
PROCOM CORPORATION	PO535017	8-Dec-15	FY16 - OUC -BPA - Radio Replacement Batteries Option Year 3 - SPR	Macorazon V. Miranda	\$ 24,999.30	\$ 7,110.90	\$ 17,888.40	YES
Purvis Systems Incorporated	PO531219-V2	1-Dec-15	FY16 - OUC - Fire Station Alerting System - Option Year 4 - SPR	Macorazon V. Miranda	\$ 239,118.16	\$ 51,156.52	\$ 187,961.64	YES
SPECTRUM CORPORATION	PO530506	7-Oct-15	FY16 - OUC - Spectrum NeXorce Annual Maintenance Renewal - SPR	Macorazon V. Miranda	\$ 7,544.00	\$ 7,544.00	\$ -	NO
SYNIVERSE TECHNOLOGIES, INC.	PO532677	4-Nov-15	FY16 - OUC - Syniverse Technologies LATALink SS7 Renewal - SPR	Macorazon V. Miranda	\$ 44,613.00	\$ 7,176.90	\$ 37,436.10	NO
Sabour Construction Group, LLC	PO530529-V3	8-Dec-15	FY16 - OUC - NG911 LAN/WAN AC Electrical Power Work - Receptacles, Cables, and Transtectors Install - SPR	Macorazon V. Miranda	\$ 32,547.44	\$ 29,292.69	\$ 3,254.75	YES
SeeClickFix LLC	PO535621	17-Dec-15	FY16 - OUC - SeeClickFix - 311 Mobile Application - SPR	Macorazon V. Miranda	\$ 13,333.00	\$ -	\$ 13,333.00	NO

FY 2016 Purchase Orders

Supplier	PO ID	Ordered Date	Description and Funding Source (SPR/Capital)	Requester Name	Amt Ordered	Amt Invoiced	Amount Left to Invoice	Competitive Bid YES/NO
TECKNOMIC LLC	PO532840	5-Nov-15	FY16 - OUC - Radio Antenna and Tower Site Maintenance - SPR	Macorazon V. Miranda	\$ 81,276.19	\$ 4,423.45	\$ 76,852.74	YES
VERIZON FEDERAL, INC	PO532240-V2	8-Dec-15	FY16 - OUC - Verizon ALI Payment - SPR	Macorazon V. Miranda	\$ 464,207.40	\$ 464,207.40	\$ -	NO
Winbourne Consulting, LLC	PO531889	23-Oct-15	FY16 - OUC - NG911 Telecommunications Infrastructure - SPR	Macorazon V. Miranda	\$ 434,070.00	\$ 85,235.00	\$ 348,835.00	NO
Wycliffe Enterprise, Inc. DBA	PO531950	26-Oct-15	FY15 - OUC - Public safety radio sites UPS and HVAC replacement - UC2TDC (Capital)	Macorazon V. Miranda	\$ 999,214.00	\$ -	\$ 999,214.00	YES
XEROX CORPORATION	PO532097	27-Oct-15	FY16 - OUC - Managed Print Services - SPR	Macorazon V. Miranda	\$ 23,027.16	\$ 284.00	\$ 22,746.16	NO
OST, Inc.	PO529587	1-Oct-15	Resource Melanie Baisley - IT Consultant 6, PoP: 10/1/2015 to 9/30/2016. Rate: \$129.29 + HSF \$4.77 = \$134.06 Estimated Labor Hours: 1920 hrs Engagement 474313	Macorazon V. Miranda	\$ 257,395.20	\$50,674.68	\$ 206,720.52	YES
OST, Inc.	PO529589-V2	22-Dec-15	Resource: Adam Tristan, RF Engineer, POP 10/01/2015 to 09/30/2016. Rate: \$90.26+ HSF \$4.77 = \$95.03 Estimated Labor Hours: 527 hrs Engagement ID 452330	Macorazon V. Miranda	\$ 50,080.81	\$34,876.01	\$ 15,204.80	YES
OST, Inc.	PO529631	1-Oct-15	Resource: Zahid Chohan Resource Title: Network Engineer PoP 10/1/2015 to 09/30/2016 Rate: \$90.26 + \$4.77 = \$95.03	Macorazon V. Miranda	\$ 182,457.60	\$48,560.33	\$ 133,897.27	YES
OST, Inc.	PO529644	1-Oct-15	Resource: Vu Hoang, IT Application Administrator and Analyst, PoP 10/1/15 to 9/30/16. Rate: \$71.00+ HSF \$4.77 = \$75.77 Estimated Labor Hours: 1920 hrs Engagement ID 390983	Macorazon V. Miranda	\$ 145,478.40	\$29,344.96	\$ 116,133.44	YES
OST, Inc.	PO529790	2-Oct-15	Resource: Gavin Suares Resource Title: RF Engineer Period of Performance: 10/1/2015 to 09/30/2016. Rate: \$90.26 + \$4.77 = \$95.03	Macorazon V. Miranda	\$ 182,457.60	\$33,070.44	\$ 149,387.16	YES
OST, Inc.	PO529792	2-Oct-15	Resource: Karim Abdullah - Public Safety Telecommunications Analyst PoP 10/1/2015 to 09/30/2016 Rate: \$90.26+ HSF \$4.77 = \$95.03 Hours: 1920 Engagement ID: 440842	Macorazon V. Miranda	\$ 182,457.60	\$38,012.00	\$ 144,445.60	YES
OST, Inc.	PO529876	2-Oct-15	Resource: Roger Richmond, Senior Program Manager, PoP 10/01/2015 to 9/30/2016. Rate: \$145.00+ HSF \$4.77 = \$149.77 Estimated Labor Hours: 500 hrs Engagement ID 407626.	Macorazon V. Miranda	\$ 74,885.00	\$25,460.90	\$ 49,424.10	YES

FY 2016 Purchase Orders

Supplier	PO ID	Ordered Date	Description and Funding Source (SPR/Capital)	Requester Name	Amt Ordered	Amt Invoiced	Amount Left to Invoice	Competitive Bid YES/NO
OST, Inc.	PO529886	2-Oct-15	Resource: Guy Jouannelle, RF Program Manager, PoP: 10/1/2015 to 09/30/2016. Rate: \$145.59 + HSF \$4.77 = \$150.36 Estimated Labor Hours: 320 hrs Engagement ID 251196	Macorazon V. Miranda	\$ 48,115.20	\$13,231.68	\$ 34,883.52	YES
OST, Inc.	PO529975	2-Oct-15	Resource: Veeda Harris, Radio Data Analyst, PoP 10/01/15 to 09/30/2016 Rate: \$63.93 + HSF \$4.77 = \$68.70 Hours: 1920 Engagement ID 379249	Macorazon V. Miranda	\$ 131,904.00	\$28,716.60	\$ 103,187.40	YES
OST, Inc.	PO530022	2-Oct-15	Resource: Jonathan Peterson, IT Application Administrator and Analyst, PoP 10/1/15 to 9/30/16 Rate: \$71.00+ HSF \$4.77 = \$75.77 Estimated Labor Hours: 1920 hrs Engagement ID 454558	Macorazon V. Miranda	\$ 145,478.40	\$36,445.38	\$ 109,033.02	YES
OST, Inc.	PO530023	2-Oct-15	Resource: Julius Debnam, IT Application Administrator and Analyst, PoP 10/1/15 to 9/30/16. Rate: \$71.00+ HSF \$4.77 = \$75.77. Estimated Labor Hours: 1920 hrs Engagement ID 452605	Macorazon V. Miranda	\$ 145,478.40	\$37,581.92	\$ 107,896.48	YES
OST, Inc.	PO530058	2-Oct-15	Resource: Solomon Tadesse, RF Program Manager, PoP 10/01/2015 to 09/30/2016. Rate: \$ 145.59 + HSF \$4.77 = \$150.36 Estimated Labor Hours: 1920 hrs. Engagement ID 410884	Macorazon V. Miranda	\$ 48,115.20	\$9,623.04	\$ 38,492.16	YES
OST, Inc.	PO530065	2-Oct-15	Resource: Agustinus Bustan, IT Application Administrator and Analyst, PoP 10/01/2015 to 09/30/2016. Rate: \$71.00+ HSF \$4.77 = \$75.77 Estimated Labor Hours: 1920 hrs Engagement ID 452596	Macorazon V. Miranda	\$ 145,478.40	\$35,990.75	\$ 109,487.65	YES
OST, Inc.	PO530119	2-Oct-15	Resource: Ryan Bryce, IT Application Administrator and Analyst, PoP 10/1/2015 to 09/30/2016. Rate: \$80.46 + HSF \$4.77 = \$85.23. Estimated Labor Hours: 1920 hrs Engagement ID: 515537	Macorazon V. Miranda	\$ 163,641.60	\$38,396.12	\$ 125,245.48	YES
OST, Inc.	PO530630	8-Oct-15	Resource: Soloman Tadesse, Mobile Data Computing IT Consultant, PoP 10/1/2015 to 9/30/2016. Rate: \$129.29+ HSF \$4.77 = \$134.06	Macorazon V. Miranda	\$ 257,395.20	\$35,928.09	\$ 221,467.11	YES
OST, Inc.	PO530631	8-Oct-15	Resource: Thomas Man, OUC IT Level 2 Technician, PoP 10/9/2015 to 9/30/2016. Rate: \$ 49.35+ HSF \$4.77 = \$54.12	Macorazon V. Miranda	\$ 103,910.40	\$20,511.48	\$ 83,398.92	YES
OST, Inc.	PO530632	8-Oct-15	Resource: Guy Jouannelle, RF Consultant, PoP 10/9/2015 to 9/30/2016. Rate: \$ 129.29 + HSF \$4.77 = \$134.06	Macorazon V. Miranda	\$ 257,395.20	\$41,759.69	\$ 215,635.51	YES

FY 2016 Purchase Orders

Supplier	PO ID	Ordered Date	Description and Funding Source (SPR/Capital)	Requester Name	Amt Ordered	Amt Invoiced	Amount Left to Invoice	Competive Bid YES/NO
OST, Inc.	PO530636	8-Oct-15	Resource: David Maxwell, OUC IT Level 2 Technician, PoP 10/9/2015 to 9/30/2016. Rate: \$49.35+ HSF \$4.77 = \$54.12	Macorazon V. Miranda	\$ 103,910.40	\$21,648.00	\$ 82,262.40	YES
OST, Inc.	PO532073-V2	8-Jan-16	Resource: Douglas Lindsey Resource Title: Radio Interoperability Trainer PoP: 10/1/2015 to 05/31/2016 Rate: \$80.46 + \$4.77 = \$85.23	Macorazon V. Miranda	\$ 17,813.07	\$16,619.85	\$ 1,193.22	YES
OST, Inc.	PO532075	27-Oct-15	Resource: Laxman Nakka Resource Title: Business IT Consultant Level 4 PoP: 10/1/15 - 05/31/16 Rate: \$90.26 + \$4.77 = \$95.03	Macorazon V. Miranda	\$ 78,114.66	\$49,225.54	\$ 28,889.12	YES
OST, Inc.	PO532296-V2	1-Dec-15	Resource: Abdelmajid Bejjaji, RF Engineer, PoP 12/2/2015 to 9/30/2016. Rate: \$90.26 + HSF \$4.77 = \$95.03	Macorazon V. Miranda	\$ 182,457.60	\$10,643.36	\$ 171,814.24	YES



2016 ITSA

	Requesting Agency	Supplier	Purchase Order	Ordered Date	Order Total	Total Invoiced	Description	Requisition Requester	Price
	UC0	OST, Inc.	PO529587	1-Oct-15	\$ 257,395.20	\$50,674.68	Resource Melanie Baisley - IT Consultant 6, PoP: 10/1/2015 to 9/30/2016. Rate: \$129.29 + HSF \$4.77 = \$134.06 Estimated Labor Hours: 1920 hrs Engagement 474313	Macorazon V. Miranda	\$ 134.06
	UC0	OST, Inc.	PO529589-V2	22-Dec-15	\$ 50,080.81	\$34,876.01	Resource: Adam Tristan, RF Engineer, POP 10/01/2015 to 09/30/2016. Rate: \$90.26+ HSF \$4.77 = \$95.03 Estimated Labor Hours: 527 hrs Engagement ID 452330	Macorazon V. Miranda	\$ 95.03
	UC0	OST, Inc.	PO529631	1-Oct-15	\$ 182,457.60	\$48,560.33	Resource: Zahid Chohan Resource Title: Network Engineer PoP 10/1/2015 to 09/30/2016 Rate: \$90.26 + \$4.77 = \$95.03 Peoplefluent ID 470550	Macorazon V. Miranda	\$ 95.03
	UC0	OST, Inc.	PO529644	1-Oct-15	\$ 145,478.40	\$29,344.96	Resource: Vu Hoang, IT Application Administrator and Analyst, PoP 10/1/15 to 9/30/16. Rate: \$71.00+ HSF \$4.77 = \$75.77 Estimated Labor Hours: 1920 hrs Engagement ID 390983	Macorazon V. Miranda	\$ 75.77
	UC0	OST, Inc.	PO529790	2-Oct-15	\$ 182,457.60	\$33,070.44	Resource: Gavin Suares Resource Title: RF Engineer Period of Performance: 10/1/2015 to 09/30/2016. Rate: \$90.26 + \$4.77 = \$95.03 Peoplefluent ID 250936	Macorazon V. Miranda	\$ 95.03
	UC0	OST, Inc.	PO529792	2-Oct-15	\$ 182,457.60	\$38,012.00	Resource: Karim Abdullah - Public Safety Telecommunications Analyst PoP 10/1/2015 to 09/30/2016 Rate: \$90.26+ HSF \$4.77 = \$95.03 Hours: 1920 Engagement ID: 440842	Macorazon V. Miranda	\$ 95.03
	UC0	OST, Inc.	PO529876	2-Oct-15	\$ 74,885.00	\$25,460.90	Resource: Roger Richmond, Senior Program Manager, PoP 10/01/2015 to 9/30/2016. Rate: \$145.00+ HSF \$4.77 = \$149.77 Estimated Labor Hours: 500 hrs Engagement ID 407626.	Macorazon V. Miranda	\$ 149.77
	UC0	OST, Inc.	PO529886	2-Oct-15	\$ 48,115.20	\$13,231.68	Resource: Guy Jouannelle, RF Program Manager, PoP: 10/1/2015 to 09/30/2016. Rate: \$145.59 + HSF \$4.77 = \$150.36 Estimated Labor Hours: 320 hrs Engagement ID 251196	Macorazon V. Miranda	\$ 150.36
	UC0	OST, Inc.	PO529975	2-Oct-15	\$ 131,904.00	\$28,716.60	Resource: Veeda Harris, Radio Data Analyst, PoP 10/01/15 to 09/30/2016 Rate: \$63.93 + HSF \$4.77 = \$68.70 Hours: 1920 Engagement ID 379249	Macorazon V. Miranda	\$ 68.70
	UC0	OST, Inc.	PO530022	2-Oct-15	\$ 145,478.40	\$36,445.38	Resource: Jonathan Peterson, IT Application Administrator and Analyst, PoP 10/1/15 to 9/30/16 Rate: \$71.00+ HSF \$4.77 = \$75.77 Estimated Labor Hours: 1920 hrs Engagement ID 454558	Macorazon V. Miranda	\$ 75.77
	UC0	OST, Inc.	PO530023	2-Oct-15	\$ 145,478.40	\$37,581.92	Resource: Julius Debnam, IT Application Administrator and Analyst, PoP 10/1/15 to 9/30/16. Rate: \$71.00+ HSF \$4.77 = \$75.77. Estimated Labor Hours: 1920 hrs Engagement ID 452605	Macorazon V. Miranda	\$ 75.77
	UC0	OST, Inc.	PO530058	2-Oct-15	\$ 48,115.20	\$9,623.04	Resource: Solomon Tadesse, RF Program Manager, PoP 10/01/2015 to 09/30/2016. Rate: \$ 145.59 + HSF \$4.77 = \$150.36 Estimated Labor Hours: 1920 hrs. Engagement ID 410884	Macorazon V. Miranda	\$ 150.36
	UC0	OST, Inc.	PO530065	2-Oct-15	\$ 145,478.40	\$35,990.75	Resource: Agustinus Bustan, IT Application Administrator and Analyst, PoP 10/01/2015 to 09/30/2016. Rate: \$71.00+ HSF \$4.77 = \$75.77 Estimated Labor Hours: 1920 hrs Engagement ID 452596	Macorazon V. Miranda	\$ 75.77
	UC0	OST, Inc.	PO530119	2-Oct-15	\$ 163,641.60	\$38,396.12	Resource: Ryan Bryce, IT Application Administrator and Analyst, PoP 10/1/2015 to 09/30/2016. Rate: \$80.46 + HSF \$4.77 = \$85.23. Estimated Labor Hours: 1920 hrs Engagement ID: 515537	Macorazon V. Miranda	\$ 85.23

	Requesting Agency	Supplier	Purchase Order	Ordered Date	Order Total	Total Invoiced	Description	Requisition Requester	Price
	UC0	OST, Inc.	PO530630	8-Oct-15	\$ 257,395.20	\$35,928.09	Resource: Soloman Tadesse, Mobile Data Computing IT Consultant, PoP 10/1/2015 to 9/30/2016. Rate: \$129.29+ HSF \$4.77 = \$134.06 Engagement ID 550860	Macorazon V. Miranda	\$ 134.06
	UC0	OST, Inc.	PO530631	8-Oct-15	\$ 103,910.40	\$20,511.48	Resource: Thomas Man, OUC IT Level 2 Technician, PoP 10/9/2015 to 9/30/2016. Rate: \$ 49.35+ HSF \$4.77 = \$54.12 Engagement ID 550863	Macorazon V. Miranda	\$ 54.12
	UC0	OST, Inc.	PO530632	8-Oct-15	\$ 257,395.20	\$41,759.69	Resource: Guy Jouannelle, RF Consultant, PoP 10/9/2015 to 9/30/2016. Rate: \$ 129.29 + HSF \$4.77 = \$134.06 Engagement ID 550864	Macorazon V. Miranda	\$ 134.06
	UC0	OST, Inc.	PO530636	8-Oct-15	\$ 103,910.40	\$21,648.00	Resource: David Maxwell, OUC IT Level 2 Technician, PoP 10/9/2015 to 9/30/2016. Rate: \$49.35+ HSF \$4.77 = \$54.12 Engagement ID 550866	Macorazon V. Miranda	\$ 54.12
	UC0	OST, Inc.	PO532073-V2	8-Jan-16	\$ 17,813.07	\$16,619.85	Resource: Douglas Lindsey Resource Title: Radio Interoperability Trainer PoP: 10/1/2015 to 05/31/2016 Rate: \$80.46 + \$4.77 = \$85.23 Estimated Labor Hours 209 Engagement ID: 499372	Macorazon V. Miranda	\$ 85.23
	UC0	OST, Inc.	PO532075	27-Oct-15	\$ 78,114.66	\$49,225.54	Resource: Laxman Nakka Resource Title: Business IT Consultant Level 4 PoP: 10/1/15 - 05/31/16 Rate: \$90.26 + \$4.77 = \$95.03 Engagement ID 299850	Macorazon V. Miranda	\$ 95.03
	UC0	OST, Inc.	PO532296-V2	1-Dec-15	\$ 182,457.60	\$10,643.36	Resource: Abdelmajid Bejjaji, RF Engineer, PoP 12/2/2015 to 9/30/2016. Rate: \$90.26 + HSF \$4.77 = \$95.03 Engagement ID 558526	Macorazon V. Miranda	\$ 95.03

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	Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
1	UC0	Comcast	09/19/14	Account #09529 410913-02-6 (September 2014 Billing)	Teddy Kavaleri	\$ 23.02
2	UC0	Shred-it	10/16/14	Paper Shredding Services for October 6, 2014, Fuel	Kelly Brown	\$ 59.65
3	UC0	FedEx	10/16/14	Shipping - FEDEX USAIRBILL - The defective 24 " HP monitor was shipped back to the manufacturer after they shipped us a NEW replacement. Shipping - HR, Personnel Matter	Yvonne McManus & Dag Fisseha	\$ 32.27
4	UC0	Capital Services & Supplies (CBE Certified Contractor)	09/19/14	Office Supplies	Yvonne McManus	\$ 1,475.34
5	UC0	Labor Law Center	09/19/14	1 Year Compliance, Protection Plan	Yvonne McManus	\$ 251.96
6	UC0	Capital Services & Supplies (CBE Certified Contractor)	09/19/14	Clear Badge Holders, 50 Pack	Wanda Gattison	\$ 329.90
7	UC0	PEMBROKE WEST ASSOCIATES INC (CBE Certified Contractor)	09/19/14	Economy Tote with full color OUC LOGO, set-up charge and shipping	Wanda Gattison	\$ 2,490.00
8	UC0	APCO International	10/03/14	Registrations - FY 2015 APCO	Gizele Richards	\$ 1,945.00
9	UC0	Comcast	10/06/14	Account #09529 406618-02-8 (August 2014 Billing) & Account #09529 406618-02-8 (September 2014 Billing)	Teddy Kavaleri	\$ 13.64
10	UC0	FedEx	10/06/14	Shipping - HR, Personnel Matter	Yvonne McManus	\$ 6.57
11	UC0	Central Safe and Locksmith	10/07/14	2 1/4 solid brass door hasp, sesamee resettable keyless padlock	Stephen Matthews	\$ 231.00
12	UC0	Comcast	10/21/14	Account #09529 410913-02-6 (October 2014 Billing)	Teddy Kavaleri	\$ 23.02
13	UC0	City General, Inc. (CBE Certified Contractor)	10/23/14	80 Call-Floor Uninterruptible Power Supply Receptacles	Tim Ramlogan	\$ 1,212.00
14	UC0	City General, Inc. (CBE Certified Contractor)	10/27/14	Installation of 12 Alternating Current (AC) circuits at new Fletcher Johnson radio site	Tim Ramlogan	\$ 3,802.00
15	UC0	ProVantage	10/22/14	PortServer TS 2, Shipping	Javier Mascorro	\$ 605.08
16	UC0	FedEx	10/29/14	Shipping - HR, Personnel Matter	Yvonne McManus	\$ 6.57
17	UC0	Capital Services & Supplies (CBE Certified Contractor)	10/29/14	Cartridge HP 564X	Maria Miranda	\$ 118.43
18	UC0	Amazon	10/30/14	Ultimate Support JSKC80 Karma Pro Adjustable Cart - Small	Wanda Gattison	\$ 69.99

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	Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
19	UC0	Florida Avenue BP	11/04/14	Windshield Wiper Blades, Wheel Rotors, Brake Pads and CV BOOT	Stephen Matthews	\$ 1,485.48
20	UC0	PCN Strategies (CBE Certified Contractor)	11/07/14	Havis - CHR G RD,UNV,CNTRLMDL	Solomon Tadese	\$ 2,475.00
21	UC0	NFF (CBE Certified Contractor)	11/07/14	MICROSOFT Visual Studio Pro 2013 - License	Laxxman Nakka	\$ 385.09
22	UC0	Priority Install, LLC	11/12/14	Bracket, Equipment Bracket, 1 Piece 2.5' Mounting space	Stephen Matthews	\$ 617.40
23	UC0	Capital Services & Supplies (CBE Certified Contractor)	11/12/14	SanDisk Extreme 64GB USB 3.0 Flash Drive Model:SDCZ80-064G	Setrena Ford	\$ 94.50
24	UC0	KIMA Consulting LLC	11/13/14	Fellowes Hot Laminating Pouches 150PK, Fellowes Saturn 2 95 9.5 Thermal Cold Laminator	Solomon Tadese	\$ 200.90
25	UC0	FedEx	11/14/14	Shipping - HR, Personnel Matter	Yvonne McManus	\$ 31.88
26	UC0	Thomson Reuters - West	11/14/14	Subscription	Yvonne McManus	\$ 141.00
27	UC0	Shred-it	11/14/14	Paper Shredding Services for November 3, 2014, Fuel	Kelly Brown	\$ 59.39
28	UC0	Senoda, Inc. (CBE Certified Contractor)	11/14/14	Printing - QTY 500 Business Cards, Mascorro/Hott/Morris	Wanda Gattison	\$ 267.00
29	UC0	Comcast	11/17/14	Account #09529 406618-02-8 (October 2014 Billing)	Teddy Kavaleri	\$ 6.82
30	UC0	Comcast	11/19/14	Account #09529 406618-02-8 (November 2014 Billing)	Teddy Kavaleri	\$ 6.82
31	UC0	Comcast	11/19/14	Account #09529 410913-02-6 (November 2014 Billing)	Teddy Kavaleri	\$ 23.02
32	UC0	Critical Power Group, Inc.	10/27/14	Testing services on (2) MGE UPS: Test and Provide Report on the Unit's Capacitors, Test and Provide Report on the Unit's Transformers, Provide a comparison chart on standard specifications vs. findings, Provide Photographs of parts in current state, Provide an "Expert Summary" of findings	Tim Ramlogan	\$ 2,160.00
33	UC0	AINS	10/24/14	Registration - Denise Stutson	Denise Stutson	\$ 699.00
34	UC0	AINS	10/24/14	Registration - Tammie Creamer	Tammie Creamer	\$ 699.00
35	UC0	Marriott	11/05/14	Marriott Richmond, VA - Hotel for Stephen Williams - November 4, 2014 to November 5, 2014	Stephen Williams	\$ 308.06
36	UC0	Marriott	11/05/14	Marriott Richmond, VA - Hotel for Javier Mascorro - November 4, 2014 to November 5, 2014	Javier Mascorro	\$ 256.06

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37	UC0	FedEx	11/19/14	Shipping - HR, Personnel Matter	Yvonne McManus	\$ 47.10
38	UC0	Symantec	11/21/14	Refund	Karim Abdullah	\$ (6.72)
39	UC0	Capital Services & Supplies (CBE Certified Contractor)	11/20/14	CP1250 BATTERY 12V, 64 GB SANDISK 3.0 DRIVE	Dag Fisseha	\$ 962.70
40	UC0	Symantec	11/21/14	12 Months Essential Maintenance for SKU 14525999, SKU 14526027	Karim Abdullah	\$ 123.62
41	UC0	Haines	12/05/14	12 Month Lease Service 12/01/2014 Directory - Annual Rate	Stephen Williams	\$ 1,960.50
42	UC0	JKB, LLC (CBE Certified Contractor)	12/09/14	Document 1: 150 copies = 300 useable instruction sheets, Document 2: 150 copies = 300 useable instruction sheets, Document 3: 250 copies = 500 useable instruction sheets and Delivery Fee	Javier Mascorro	\$ 2,208.90
43	UC0	Amazon	12/10/14	STANLEY STMT73795 Mixed Tool Set, 210-Piece	James Roberts	\$ 107.10
44	UC0	FedEx	12/10/14	Shipping - 1.) FEDEX USAIRBILL #8741 8889 4397, was used to ship a 31' GPS antenna to LDV, Inc., for the New Mayor's Lincoln Navigator. 2.) HR, Personnel Matter	Yvonne McManus & Stephen Matthews	\$ 119.67
45	UC0	Amazon	12/10/14	DEWALT DW1361 Titanium Pilot Point Drill Bit Set, 21-Piece, DEWALT DG5542 12-Inch Tradesman's Tool Bag	James Roberts	\$ 65.98
46	UC0	CDW-G	12/11/14	Belkin RJ45 CAT5e Round Modular Plug, 50 Pack, Digi PortServer TS 2 Device Server and StarTech.com DB9 to DB25 Serial Cable Adapter - serial adapter	Zahid Chohan	\$ 1,000.79
47	UC0	NENA	12/11/14	Membership Dues FY 2015	Stephen Williams	\$ 675.00
48	UC0	SupreTech, Inc. (CBE Certified Contractor)	12/11/14	LENOVO : ThinkPad Yoga, Graphite Black, 12.5in FHD with Pen/Digitizer, Intel Core i5-4200U, 4GB, Intel HD Graphics, 256GB SSD (Opal Capable), No Optical , Webcam, Bluetooth, Intel 7260 ac/a/b/g/n + Bluetooth, No WWAN, 8 Cell, Win 8.1 Pro 64, 1 year Depot, LENOVO : ThinkPad OneLink Pro Dock, LENOVO : ThinkPad Mini-HDMI to VGA adapter, STARTECH.COM : Connect an HDMI Mini-equipped Smartphone or Portable Device to your HDMI-capable TV or Display	Alex Morris	\$ 1,952.02
49	UC0	Capital Services & Supplies (CBE Certified Contractor)	12/09/14	Freestanding Lateral File	Yvonne McManus	\$ 1,099.99
50	UC0	CDW-G	12/11/14	StarTech.com serial adapter and StarTech.com DB9 to DB25 Serial Cable Adapter - serial adapter	Zahid Chohan	\$ 63.00
51	UC0	KIMA CONSULTING LLC	12/16/14	WD My Passport Ultra 500GB Portable External USB 3.0 and SanDisk Extreme USB 3.0 Flash Drive	Karim Abdullah	\$ 2,625.00
52	UC0	Biddle Consulting Group, Inc.	12/17/14	CritiCall Elite first year maintenance renewal includes unlimited toll-free phone support, user's group web site and free, automatic software upgrades for one year. Expiration: March 8, 2016	Stephen Williams	\$ 1,859.00
53	UC0	FedEx	12/17/14	Shipping - FEDEX USAIRBILL #8741 8889 4412, which was used to ship warranty radios to the Motorola Repair Depot.	Stephen Matthews	\$ 35.18
54	UC0	Comcast	12/17/14	Account #09529 410913-02-6 (December 2014 Billing)	Teddy Kavaleri	\$ 23.02

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55	UC0	APCO International	12/17/14	Membership Dues - FY 2015 APCO	Stephen Williams	\$ 331.00
56	UC0	CDW-G	12/11/14	Black Box RS232 Data Sharer 4 Ports	Zahid Chohan	\$ 970.00
57	UC0	Shred-it	01/12/15	Paper Shredding Services for December 29, 2014, Fuel	Kelly Brown	\$ 59.12
58	UC0	Comcast	01/06/15	Account #09529 406618-02-8 (December 2014 Billing)	Teddy Kavaleri	\$ 6.82
59	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	01/07/15	Label, Classification Folders	Yvonne McManus	\$ 359.92
60	UC0	Crucial	01/08/15	2-2GB 240-PIN DIMM 256Mx64 DDR3 PC3-12800 UNBUFF, UPGRADE FOR A HP - COMPAQ HP Z200	Karim Abdullah	\$ 2,236.50
61	UC0	Anixter	01/13/15	XCC-BBXC-002, Shipping	Greg Morris	\$ 71.53
62	UC0	Mega Depot	01/16/15	Black Box, RS-232 Data Sharer 8-Port	Zahid Chohan	\$ 1,385.29
63	UC0	APCO International	01/08/15	Communications Center Supervisor Training #39473	Gizele Richards	\$ 1,945.00
64	UC0	Amazon	01/16/15	Craig Frames 11x17 poster frame, smooth finish, 2 inch frame, shipping	Wanda Gattison	\$ 32.28
65	UC0	Digital Conventions, LLC (SBE Certified Contractor) LSDZ85180072015	01/21/15	AVTEQ A/V Cart, Supports LCD screens up to 70", Standard 8RU 19" rack mount bracket, Easily supports your displays up to 350lbs while maintaining complete stability, One interior shelf, The Attona HDMI 4 by 2 Switcher (mirrored display outputs) has a high speed digital performance connection between four sources and a video displays, Peerless BearAir™ Wireless HD Multimedia System	Teddy Kavaleri	\$ 4,781.99
66	UC0	Senoda, Inc. (SBE Certified Contractor) LS17288092016	01/27/15	Printing-Business Cards, Quantity 500 each, Morris, Gochu, Ramlogan	Wanda Gattison	\$ 267.00
67	UC0	Amazon	01/27/15	Air Oasis 3000 Countertop Residential Sanifier - 3000 Sq Ft Coverage	Kip Ross	\$ 999.98
68	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	01/27/15	inkcart	James Roberts	\$ 779.75
69	UC0	JKB, LLC (SBE Certified Contractor) LSDZ16945062015	01/29/15	Color Printing on 8 1/2X11 Three Hole punched, Laminating 8 1/2X11, Delivery Fee	Kip Ross	\$ 2,495.75
70	UC0	Comcast	01/30/15	Account #09529 406618-02-8 (January 2015 Billing)	Teddy Kavaleri	\$ 6.82
71	UC0	Comcast	01/30/15	Account #09529 410913-02-6 (January 2015 Billing)	Teddy Kavaleri	\$ 23.02
72	UC0	JKB, LLC (SBE Certified Contractor) LSDZ16945062015	02/03/15	Color Printing on 8 1/2X11 Three Hole punched, Laminating 8 1/2X11	Kip Ross	\$ 2,465.75

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73	UC0	FedEx	02/09/15	Shipping - FEDEX USAIRBILL #8741 8889 4456, which was used to ship warranty radios to the Motorola Depot for repairs. Shipping - HR, Personnel Matter	Yvonne McManus & Stephen Matthews	\$ 84.86
74	UC0	Society For Human Resource Management	02/09/15	Membership Dues	Alex Morris	\$ 190.00
75	UC0	Lexmark	01/27/15	USB Cable (2-meter)	Javier Mascorro	\$ 39.98
76	UC0	Lexmark	01/29/15	USB Cable (2-meter) Credit	Javier Mascorro	\$ (2.18)
77	UC0	Sabour Construction Group, LLC (SBE Certified Contractor) LSZR90174032016	02/10/15	PR1XXS, SAD Replacement Surge Blox 20 ka, Master Electrician, Remove and Install 3 SAD Replacement Surge Blox 20 ka	Tim Ramlogan	\$ 1,546.20
78	UC0	Endura LLC	02/12/15	hcs 3/8-24 x 1 z5 Replace Handwheels, SAE F/W 3/8 Z Replace Handwheels	James Roberts	\$ 68.15
79	UC0	Trophy Awards Manufacturing, Inc.	02/13/15	Red Acrylic Ripple Award (ARAR), Handling, Shipping	Wanda Gattison	\$ 325.58
80	UC0	Digital Conventions, LLC (SBE Certified Contractor) LSDZ85180072015	02/12/15	Moving Truck, Storage Bins	Tim Ramlogan	\$ 2,520.00
81	UC0	JKB, LLC (SBE Certified Contractor) LSDZ16945062015	02/13/15	Color Printing on 8 1/2X 11 Three Hole punched, Delivery Fee	Marsha Hott	\$ 2,367.14
82	UC0	Orion Systems Group, LLC	02/13/15	Gunnebo Turnstiles	Kip Ross	\$ 2,168.00
83	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	01/07/15	Office Supplies	Veeda Harris	\$ 2,344.58
84	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	02/23/15	Office Supplies	Veeda Harris	\$ 89.90
85	UC0	Comcast	02/24/15	Account #09529 406618-02-8 (February 2015 Billing)	Teddy Kavaleri	\$ 10.34
86	UC0	Comcast	02/24/15	Account #09529 410913-02-6 (February 2015 Billing)	Teddy Kavaleri	\$ 22.94
87	UC0	Amazon	02/24/15	SF Cable: DB9 Male to 2 Female Serial Rs 232 Splitter Cable 12 Inches	Zahid Chohan	\$ 32.44
88	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	02/25/15	Office Supplies	Veeda Harris	\$ 69.98
89	UC0	LexisNexis	02/27/15	Official DC Code Advance Service 4th Quarter 2014	Yvonne McManus	\$ 196.80
90	UC0	LexisNexis	02/27/15	Official DC Code 2014 Volumes 22 & 22a	Yvonne McManus	\$ 167.19

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	Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
91	UC0	LexisNexis	02/27/15	Official DC Code Advance Service 4th Quarter 2014, Official DC Code 2014 Volumes 22 & 22a - CREDIT	Yvonne McManus	\$ (19.79)
92	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	02/24/15	Award Plaques / Frames	Wanda Gattison	\$ 339.80
93	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	02/25/15	Award Plaques / Frames - CREDIT	Wanda Gattison	\$ (339.80)
94	UC0	Lexmark	02/25/15	2 - Lexmark CX310dn	Javier Mascorro	\$ 1,030.00
95	UC0	Lexmark	03/02/15	2 - Lexmark CX310dn - CREDIT - Sales Tax	Javier Mascorro	\$ (56.00)
96	UC0	OneReach	03/11/15	OneReach Platform Fee	Stephen Williams	\$ 300.00
97	UC0	Wireless Communications	03/12/15	Rewired FEMS routers, Rewired FEMS touter to battery	Tim Ramlogan	\$ 2,001.00
98	UC0	Wireless Communications	03/16/15	Update FEMS Routers	Tim Ramlogan	\$ 2,346.00
99	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	03/18/15	Office Supplies	James Roberts	\$ 56.98
100	UC0	Comcast	03/19/15	Account #09529 406618-02-8 (March 2015 Billing)	Teddy Kavaleri	\$ 10.34
101	UC0	Comcast	03/19/15	Account #09529 410913-02-6 (March 2015 Billing)	Teddy Kavaleri	\$ 22.94
102	UC0	JKB, LLC (SBE Certified Contractor) LSDZ16945062015	02/19/15	Color Printing on 8 1/2X 11 Three Hole punched	Marsha Hott	\$ 2,337.14
103	UC0	K & R Promotional Products	03/19/15	Clear Acrylic Awards, Set up charge, Shipping	Wanda Gattison	\$ 1,243.48
104	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	03/20/15	8 - Port Combo VGA KVMP Switch, Serial RS-232 Port With Com Retention to any laptop or computer. WD800BB-80GB HD, PS/2 KVM Cable, 6ft.	Tim Ramlogan	\$ 1,002.93
105	UC0	The Monster Mural, LLC	03/26/15	Custom coloring sheets for 911 education, Shipping	Wanda Gattison	\$ 355.00
106	UC0	FedEx	03/26/15	Shipping - 1.) Shipping - HR, Personnel Matter. 2.) FEDEX USAIRBILL #8741 8888 9067 was used to ship defective radios under warranty back to the Motorola Repair Depot.	Yvonne McManus & Stephen Matthews	\$ 65.48
107	UC0	Shred-It	03/26/15	Paper Shredding Services for February 23, 2015, Fuel	Kelly Brown	\$ 57.25
108	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	03/27/15	Office Supplies	James Roberts	\$ 109.88



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109	UC0 Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	02/23/15	Award Plaques / Frames, Certificates, Holders	Wanda Gattison	\$ 593.12
110	UC0 Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	04/03/15	FROM: Cyntise Jackson <cjackson@capitalservices.net> "On order# 1904, there was an error in the credit card processing. Due to the fact that we were waiting for clarification on 1 of the items on this order, the initial invoice was closed out excluding that item. This caused the system to generate a second invoice for the excluded item the following day. We've voided the split charges and recharged the card for the correct amount. The invoice and the credit receipts are attached."	Mary Morgan	\$ 241.20
111	UC0 Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	04/03/15	FROM: Cyntise Jackson <cjackson@capitalservices.net> "On order# 1904, there was an error in the credit card processing. Due to the fact that we were waiting for clarification on 1 of the items on this order, the initial invoice was closed out excluding that item. This caused the system to generate a second invoice for the excluded item the following day. We've voided the split charges and recharged the card for the correct amount. The invoice and the credit receipts are attached."	Mary Morgan	\$ 517.10
112	UC0 Shred-It	04/02/15	Paper Shredding Services for March 23, 2015, Fuel	Kelly Brown	\$ 56.71
113	UC0 Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	04/03/15	Office Supplies	Mary Morgan	\$ 758.30
114	UC0 Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	04/03/15	FROM: Cyntise Jackson <cjackson@capitalservices.net> "On order# 1904, there was an error in the credit card processing. Due to the fact that we were waiting for clarification on 1 of the items on this order, the initial invoice was closed out excluding that item. This caused the system to generate a second invoice for the excluded item the following day. We've voided the split charges and recharged the card for the correct amount. The invoice and the credit receipts are attached."	Mary Morgan	\$ (517.10)
115	UC0 Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	04/03/15	FROM: Cyntise Jackson <cjackson@capitalservices.net> "On order# 1904, there was an error in the credit card processing. Due to the fact that we were waiting for clarification on 1 of the items on this order, the initial invoice was closed out excluding that item. This caused the system to generate a second invoice for the excluded item the following day. We've voided the split charges and recharged the card for the correct amount. The invoice and the credit receipts are attached."	Mary Morgan	\$ (241.20)
116	UC0 PCN Strategies	04/07/15	Havis - CHRGGRD,UNV,CNTRLMDDL,	Tim Ramlogan	\$ 2,475.00
117	UC0 Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	04/10/15	Office Supplies	Marsha Hott	\$ 382.87
118	UC0 Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	04/10/15	Office Supplies	Wanda Gattison	\$ 374.22
119	UC0 FedEx	04/14/15	Shipping - FEDEX USAIRBILL # 8741-8889-4401 is to ship defective mobile & portable radios under warranty back to the Motorola Depot for repairs.	Stephen Matthews	\$ 5.57
120	UC0 Comcast	04/15/15	Account #09529 410913-02-6 (April 2015 Billing)	Teddy Kavaleri	\$ 22.94
121	UC0 Carahsoft Technology Corp.	04/14/15	InGenius Connector Enterprise / Start Date: 04/15/2015 - End Date: 07/14/2016	Karim Abdullah	\$ 4,263.20
122	UC0 FedEx	04/15/15	The FEDEX Freight Bill is for a delivery of mobile and portable accessories.	Stephen Matthews	\$ 552.02
123	UC0 Senoda, Inc. (SBE Certified Contractor) LS17288092016	04/22/15	#10 Envelopes & Printing cost, 4 color Printing (LOGO)	Wanda Gattison	\$ 225.00
124	UC0 Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	04/23/15	DRIVE, 16GB,V3,MAX,BEBK	Dag Fisseha	\$ 114.95

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125	UC0	Paessler	04/23/15	PRTG Maintenance Plan	David Belt	\$ 675.00
126	UC0	Senoda, Inc. (SBE Certified Contractor) LS17288092016	05/01/15	Parking Meter Decal Outdoor Usage, Shipping	Brittany Galloway	\$ 2,300.00
127	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	05/06/15	CHAIR,BIG & TALL,BK, ARMS,HEIGHT ADJUSTABLE,BK, Office Furniture Installation	Setrena Ford	\$ 557.98
128	UC0	Comcast	05/06/15	Account #09529 406618-02-8 (April 2015 Billing)	Teddy Kavaleri	\$ 10.34
129	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	05/06/15	BOARD,RE-MARK-ABLE,72X48	Teddy Kavaleri	\$ 1,580.00
130	UC0	Priority Install LLC	05/07/15	Bracket, Equipment bracket, 1 Piece, 2.5' Mounting space	Stephen Matthews	\$ 617.40
131	UC0	Shred-it	05/08/15	Paper Shredding Services for April 20, 2015, Fuel	Kelly Brown	\$ 56.98
132	UC0	FedEx	05/08/15	Shipping - FEDEX USAIRBILL #805925172162 was used to ship an "In Motion mobile" router to Mod Tech to come up with a remote management solution of tactical BDA's recently purchased by OUC.	Javier Mascorro	\$ 32.76
133	UC0	IAED	05/12/15	Recertification	Yvonne McManus	\$ 2,300.00
134	UC0	FedEx	05/14/15	Shipping - in regards to 1.) FEDEX USAIRBILL # 8741 8889 4478, which was used to ship a defective KVL 4000 Keyloader to the Motorola Federal Technical Center for repairs. 2.) FEDEX USAIRBILL #8741 8889 4489, which was used to ship mobile radios under warranty back to the Motorola Depot for repairs. 3.) FEDEX USAIRBILL #8741 8889 4490, which was used to ship defective portable radios under warranty back to the Motorola Depot for repairs. 4.)	Stephen Matthews & Alex Morris	\$ 64.36
135	UC0	Comcast	05/19/15	Account #09529 410913-02-6 (May 2015 Billing)	Teddy Kavaleri	\$ 22.94
136	UC0	OneReach	05/22/15	OneReach Platform Fee	Stephen Williams	\$ 306.00
137	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	05/28/15	Office Supplies	Beatriz Ortega	\$ 811.06
138	UC0	Motorola Solutions	05/28/15	APX 05 HEAD MOTORCYCLE CABLE	Stephen Matthews	\$ 877.80
139	UC0	Comcast	06/01/15	Account #09529 406618-02-8 ( May 2015 Billing)	Teddy Kavaleri	\$ 10.34
140	UC0	DigiDoc Company (SBE Certified Contractor) LSDR97548012016	06/01/15	HW261N, HW251N & P-10 Adapter	Dag Fisseha	\$ 1,727.50
141	UC0	Tecknomic (SBE Certified Contractor) LSDZR63495052016	06/02/15	Install 12 STP CAT. 5e cable 90 feet under raised flooring.	Zahid Chohan	\$ 1,100.00
142	UC0	FedEx	06/03/15	Shipping - 1.) FEDEX USAIRBILL #8053 1794 1610, which was used to ship mobile and portable radios that are under warranty, back to the Motorola Depot for repairs. 2.) FEDEX USAIRBILL #8053 1794 1620, which was used to ship mobile and portable radios under warranty back to the Motorola Depot for repairs.	Stephen Matthews	\$ 49.32

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143	UC0	OneReach	06/04/15	OneReach Platform Fee - CREDIT	Stephen Williams	\$ (306.00)
144	UC0	IAED	06/03/15	Recertification - Invoice #160435, 160405W and 160474	Yvonne McManus	\$ 240.00
145	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	06/05/15	Office Supplies	Beatriz Ortega	\$ 807.99
146	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	06/05/15	Office Supplies - CREDIT	Beatriz Ortega	\$ (811.06)
147	UC0	PCN Strategies (SBE Certified Contractor) LSZR26991042017	06/08/15	Getac - CAPACITIVE STYLUS & TETHER FOR THE GETAC V110 AND F110 COMPUTERS	Tim Ramlogan	\$ 2,969.00
148	UC0	Collinson Enterprises	06/09/15	OUC Logo Challenge Coins	Wanda Gattison	\$ 2,475.00
149	UC0	Comcast	06/22/15	Account #09529 410913-02-6 (June 2015 Billing)	Teddy Kavaleri	\$ 22.94
150	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	06/22/15	Office Supplies	James Roberts	\$ 488.00
151	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	06/22/15	Office Supplies	Beatriz Ortega	\$ 116.58
152	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	06/22/15	Office Supplies	Beatriz Ortega	\$ 105.14
153	UC0	IAED	06/25/15	Recertification - Invoice #160782, 160783 and 160784R	Yvonne McManus	\$ 180.00
154	UC0	FedEx	07/01/15	Shipping - 1.) FEDEX USAIRBILL #8053 1794 0900 was used to ship defective GETAC tablets to the vendor for repairs. 2.) FEDEX USAIRBILL #8053 1794 0911 was used to ship mobile and portable radios under warranty, back to the Motorola Depot for repairs. 3.) FEDEX USAIRBILL #8741 8889 4467, which was used to ship APX mobile and portable radio to the Motorola Depot for warranty work.	Stephen Matthews	\$ 73.46
155	UC0	Comcast	07/01/15	Account #09529 406618-02-8 (June 2015 Billing)	Teddy Kavaleri	\$ 3.55
156	UC0	Wireless Communications Inc	07/06/15	Replace GPS antenna for a Fire Vehicle (Rescue Squad 1) located at Engine 2	Javier Mascorro	\$ 828.00
157	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	07/06/15	CD-R Discs/Printable/700MB/80 min/52x	Denise Stutson	\$ 119.70
158	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	07/09/15	iPhone 6 Otterbox Case, iPhone 6 Screen Protector	Wanda Gattison	\$ 395.64
159	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	07/09/15	DELL 60 WHR 6-CELL LITHIUM-ION PRIMARY BATTERY	Dag Fisseha	\$ 308.00
160	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	07/13/15	Vendor charged card by mistake...There were 2 separate order requests that were billed together on invoice# 2754 (invoice attached). However, that invoice has been voided and replaced by invoices 2792 & 2793.	Wanda Gattison & Dag Fisseha	\$ 703.64

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161	UC0 Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	07/13/15	Vendor charged card by mistake...There were 2 separate order requests that were billed together on invoice# 2754 (invoice attached). However, that invoice has been voided and replaced by invoices 2792 & 2793... <b>CREDIT</b>	Wanda Gattison & Dag Fisseha	\$ (703.64)
162	UC0 Comcast	07/17/15	Account #09529 410913-02-6 (July 2015 Billing)	Teddy Kavaleri	\$ 22.94
163	UC0 IAED	07/17/15	Recertification - Invoice #161084	Yvonne McManus	\$ 540.00
164	UC0 Motorola Solutions	07/09/15	HMN 1079B MOTORCYCLE MIC DB 9 PIN CONNECTION	Stephen Matthews	\$ 831.60
165	UC0 NASNA	07/21/15	NASNA Member Dues 2015-2016	Christopher Geldart	\$ 150.00
166	UC0 Carahsoft	07/23/15	Heroku - 1 Dyno	Javier Mascorro	\$ 3,069.48
167	UC0 Carahsoft	07/24/15	Heroku - 1 Dyno	Javier Mascorro	\$ 2,046.32
168	UC0 Motorola Solutions	07/20/15	Programming, Test & Alignment Cable	Stephen Matthews	\$ 248.40
169	UC0 DigiDoc Company (SBE Certified Contractor) LSDR97548012016	07/30/15	P-10 Adapter	Dag Fisseha	\$ 2,417.76
170	UC0 Sabour Construction Group LLC (SBE Certified Contractor) LSZR90174032016	07/22/15	Tools	Tim Ramlogan	\$ 600.94
171	UC0 Sabour Construction Group LLC (SBE Certified Contractor) LSZR90174032016	07/30/15	1,000 Ft., 50-Pair UTP PVC Solid 24 AWG (Gray in Color)	Tim Ramlogan	\$ 1,700.00
172	UC0 Comcast	07/31/15	Account #09529 406618-02-8 (July 2015 Billing)	Teddy Kavaleri	\$ 6.89
173	UC0 Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	08/06/15	Soap, Gojo Foam LUX	James Roberts	\$ 2,099.58
174	UC0 PCN Strategies (SBE Certified Contractor) LSZR26991042017	08/06/15	Havis - CHRGRD, UNV,CNTRLMDL	Tim Ramlogan	\$ 2,499.00
175	UC0 LaborLawCenter, Inc.	08/06/15	1CPPDC 1 Year Compliance Protection Plan-District of Columbia Complete State & Federal; 10% Off for CPP Renewal	Kip Ross	\$ 226.76
176	UC0 IAED	08/13/15	Recertification/Retesting - Invoice #161410R, #161415R, #161412R & #161333	Yvonne McManus	\$ 1,015.00
177	UC0 FedEx	08/18/15	Shipping - 1.) FEDEX USAIRBILL #8053 1794 1594, which was used to ship warranty radios back to the Motorola Depot for repairs.	Stephen Matthews	\$ 34.41
178	UC0 Comcast	08/18/15	Account #09529 410913-02-6 (August 2015 Billing)	Teddy Kavaleri	\$ 22.94

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179	UC0	Central Safe & Lock-Smith	08/18/15	REKEY IC CORE, DUPLICATE KEYS	Stephen Matthews	\$ 83.00
180	UC0	Heartland Services Inc.	08/24/15	LATCH COVER, ANTENNA COVER WIRELESS, ANTENNA COVER WIRELESS, DC-IN LID RUBBER,PP, O/W WHOLE UNIT DIAGNOSTICS FEE, O/W BOX CHARGE, O/W BOARD REPAIR FEE, HARDWARE REPAIR/REPLACE INS(\$3,000 MAX), O/W EXPEDITE FEE, Shipping/Handling	Stephen Matthews	\$ 647.10
181	UC0	City General, Inc (SBE Certified Contractor) LSDZ60747112016	08/24/15	Generator Cables, Includes delivery and pickup, Include labor to ring out and terminate cables at each end, Excludes male and female pigtails, Exclude (250') cables runs for single phase service up to 400 amps, Excludes labor to layout cable runs.	Tim Ramlogan	\$ 1,483.00
182	UC0	City General, Inc (SBE Certified Contractor) LSDZ60747112016	08/24/15	Terminate Generator Cables, Includes delivery and pickup, Include labor to ring out and terminate cables at each end, Excludes male and female pigtails, Exclude (250') cables runs for single phase service up to 400 amps, Excludes labor to layout cable runs.	Tim Ramlogan	\$ 1,500.00
183	UC0	Heroku	08/21/15	Heroku Licensing	Javier Mascorro	\$ 72.75
184	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	08/27/15	Frame, Award Plaques, Award Certificates (15/pk)	Wanda Gattison	\$ 458.71
185	UC0	IAED	08/27/15	Retesting - Invoice #161580R	Yvonne McManus	\$ 30.00
186	UC0	Tecknomic (SBE Certified Contractor) LSDZR63495052016	08/27/15	Install 11 Voice and data drop in room 160L and reuse the existing line. Labor to build 10 patch cords 5 feet long.	Tim Ramlogan	\$ 1,900.00
187	UC0	Comcast	09/02/15	Account #09529 406618-02-8 (August 2015 Billing)	Teddy Kavaleri	\$ 6.89
188	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	09/02/15	Copy Paper	James Roberts	\$ 2,011.75
189	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	09/02/15	Toner	James Roberts	\$ 208.96
190	UC0	FedEx	09/03/15	Shipping - 1.) FEDEX USAIRBILL #8053 1794 1609, to ship warranty portable radios to the Motorola Depot for repairs.	Stephen Matthews	\$ 24.66
191	UC0	Shred-it	09/03/15	Paper Shredding Services for July 13, 2015, Fuel	Kelly Brown	\$ 56.98
192	UC0	Ohlin Sales Inc. / OSI Batteries	09/03/15	OSBEAPX7000 APX Battery Elimator & Freight	Guy Jouannelle	\$ 887.00
193	UC0	RESPOND & RESCUE SAFETY TRAINING	09/04/15	RESPOND & RESCUE SAFETY TRAINING OUC CPR/AED 8.26.15 x 4,	Yvonne McManus	\$ 260.00
194	UC0	RESPOND & RESCUE SAFETY TRAINING	09/04/15	RESPOND & RESCUE SAFETY TRAINING OUC CPR / AED 8.27.15 x 5	Yvonne McManus	\$ 325.00
195	UC0	Alimayu Oding Design	09/02/15	Conceptualization and Design of 311.; Web Banners for digital media, Two-sided 4-color post card, Trifold FAQ Brochure, and One pager/FAQ's Carousel image for the agency web site	Wanda Gattison	\$ 1,000.00
196	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	09/09/15	TONER,801K,CX410/510,BK	Dag Fisseha	\$ 207.96

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197	UC0	IAED	09/09/15	Recertification - Invoice #161631, #161674, & #161731	Yvonne McManus	\$ 520.00
198	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	09/10/15	PAPER,LTR,250PK,110# ,WE & Shipping	Kelly Brown	\$ 31.93
199	UC0	Heroku	08/28/15	Heroku Licensing - <b>CREDIT</b>	Javier Mascorro	\$ (63.74)
200	UC0	Champion Trophies	09/11/15	Ceremony Awards, #103 Star Riser Trophy, #107 Star Paperweight, Engraving Cost & Navy Leatherette Diploma Covers with Logo Mounted	Wanda Gattison	\$ 1,530.50
201	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	09/14/15	78" High Jumbo Cabinets, Monthly Desk Pad Calendar, 24/7 Daily Appt Book Monthly Planner and Brn Kraft String & Button Box Interoffice Envelope	Ingrid Bucksell	\$ 2,242.74
202	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	09/15/15	Recycled Classification Folders	Setrena Ford	\$ 255.10
203	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	09/16/15	Office Supplies	Marsha Hott	\$ 355.24
204	UC0	FedEx	09/16/15	Shipping - FEDEX GROUND BILL #8601 4100 9807, which was used to ship return items to Motorola.	Stephen Matthews	\$ 29.60
205	UC0	Motorola Federal Technical Center	09/15/15	KVL - Repairs to the Power Outlet Port, and Software Update	Stephen Matthews	\$ 1,436.00

**Total: \$ 145,828.53**

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	Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
1	UC0	IAED	09/18/15	Recertification/Retesting - Invoice #161785R, #161814 & #161840	Yvonne McManus	\$ 415.00
2	UC0	Comcast	10/02/15	Account #09529 410913-02-6 (September 2015 Billing)	Teddy Kavaleri	\$ 22.94
3	UC0	Comcast	10/02/15	Account #09529 406618-02-8 (September 2015 Billing)	Teddy Kavaleri	\$ 6.89
4	UC0	IAED	10/02/15	Recertification - Invoice #161909 & 161936	Yvonne McManus	\$ 100.00
5	UC0	Motorola Solutions	10/06/15	CABLE KEYLOADING ADAPTER CGAI, LINE CORD:AC PWR,6, 18AWG, BTRY: MC55XX, 3600MAH,1.5X	Stephen Matthews	\$ 598.75
6	UC0	FedEx	10/06/15	Shipping - 1.) FEDEX USAIRBILL #7742 6797 9737, which was used to ship 4 routers to Inmotion to diagnose and troubleshoot by Inmotion support.	Tim Ramlogan	\$ 89.29
7	UC0	Common Cents Cabling and Contracting	10/08/15	Installation services to install 4 APC cabinets in the OUC Data Center B235. Cabinets will be bolted with four 1/2 inch all threads to the Concrete floor and grounded to the existing main ground line.	Zahid Chohan	\$ 2,400.00
8	UC0	FedEx	10/09/15	Shipping - 1.) FEDEX USAIRBILL #8053 1794 0922, which was used to ship warranty mobile and portable radios to the Motorola Depot for repairs. 2.) FEDEX USAIRBILL #774573707427 was used to return the docking station that were shipped to HAVIS INC., for repairs.	Stephen Matthews & Tim Ramlogan	\$ 62.29
9	UC0	Common Cents Cabling and Contracting	10/14/15	Installation services to install 4 data equipment cabinets in the PSCC Data Center. Cabinets will be bolted with four 1/2 inch all threads to the Concrete floor and grounded to the existing ground line.	Zahid Chohan	\$ 2,380.00
10	UC0	IAED	10/15/15	Recertification - Invoice #160518 & #160506	Yvonne McManus	\$ 115.00
11	UC0	NENA	10/16/15	Membership Dues FY 2016	Kip Ross	\$ 675.00
12	UC0	Comcast	10/21/15	Account #09529 410913-02-6 (October 2015 Billing)	Teddy Kavaleri	\$ 22.94
13	UC0	IAED	10/21/15	Recertification - Invoice #162245 & #162253	Yvonne McManus	\$ 100.00
14	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	10/21/15	Office Supplies	Yolanda Taylor-Weems & Maria Miranda	\$ 525.55
15	UC0	DISCOUNTMUGS.COM	10/21/15	TOT209 (BLACKCLEAR) Print On : Front Side Imprint, Imprint Color : (4+ Full Color), Imprint : Custom graphic (Uploaded) & BPK59 (BLACK), Print On : Front Side Imprint, Imprint Color : (4+ Full Color), Imprint : Custom graphic (Waiting)	Kip Ross	\$ 2,350.00
16	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	10/21/15	Office Supplies	Setrena Ford	\$ 230.26
17	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	10/21/15	Office Supplies	Beatriz Ortega	\$ 984.07
18	UC0	FedEx	10/23/15	Shipping - HR, Personnel Matter	Yvonne McManus	\$ 30.90

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19	UC0	Shred-it	10/23/15	Paper Shredding Services for October 8, 2015, Fuel	Kelly Brown	\$ 59.83
20	UC0	RESPOND & RESCUE SAFETY TRAINING	10/29/15	RESPOND & RESCUE SAFETY TRAINING OUC CPR/AED x 6 10.21.2015	Yvonne McManus	\$ 390.00
21	UC0	RESPOND & RESCUE SAFETY TRAINING	10/29/15	RESPOND & RESCUE SAFETY TRAINING OUC CPR/AED x 5 10.27.2015	Yvonne McManus	\$ 325.00
22	UC0	FedEx	11/03/15	Shipping - 1.) FEDEX USAIRBILL #8053 1794 0944, which was used to ship (8) mobile radio installation kits to LDV Inc., in Burlington, WI., for the MPD New Command Vehicle.	Stephen Matthews	\$ 73.51
23	UC0	Thomson Reuters - West	11/03/15	Subscription	Yvonne McManus	\$ 220.50
24	UC0	IAED	11/03/15	Recertification/Retesting - Invoice #162111, #162165, #162173, #162386, #162423, #162450R & #161609	Yvonne McManus	\$ 2,105.00
25	UC0	IAED	11/04/15	Recertification/Retesting - Invoice #, #161625, #162472 & #162555	Yvonne McManus	\$ 480.00
26	UC0	Avaya	11/03/15	SM R6.X ONLY USER LICENSE, SS SM R6.X ONLY USER PP & SAL POLICY SRVR LIC R1.5 DWNLD	Guy Journelle	\$ 1,325.00
27	UC0	Comcast	11/05/15	Account #09529 406618-02-8 (October 2015 Billing)	Teddy Kavaleri	\$ 6.89
28	UC0	IAED	11/05/15	Recertification/Retesting - Invoice #162125, #162139R, #162422, #162617, #162627 & #162628	Yvonne McManus	\$ 965.00
29	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	11/05/15	Office Supplies	Beatriz Ortega	\$ 308.85
30	UC0	Mitsubishi Electric Power Products, Inc.	11/06/15	UPS Load Transfer	Tim Ramlogan	\$ 1,640.00
31	UC0	AEROFLEX WICHITA	11/06/15	CALIBRATION/REPAIR, STORAGE FEE (3 MONTHS) & ON GOING FREIGHT	Stephen Matthews	\$ 1,104.69
32	UC0	AEROFLEX WICHITA	11/10/15	CALIBRATION/REPAIR, STORAGE FEE (3 MONTHS) & ON GOING FREIGHT- <b>TAX - CREDIT</b>	Stephen Matthews	\$ (94.90)
33	UC0	Wireless Communications	11/12/15	REFURBISH ASTRO CONSOLETTTE, MODIFIED THE CODEPLUG, PM'D, PROGRAMMED & ASSEMBLED (labor)	Stephen Matthews	\$ 828.00
34	UC0	IAED	11/12/15	Recertification/Retesting - Invoice #162710, #162719, #162738R, #162750R, #162761W & #162784	Yvonne McManus	\$ 740.00
35	UC0	IAED	11/17/15	Recertification/Retesting - Invoice #162837, #162900, #162906R & #162908R	Yvonne McManus	\$ 325.00
36	UC0	Comcast	11/17/15	Account #09529 410913-02-6 (November 2015 Billing)	Teddy Kavaleri	\$ 22.94



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37 UC0	IAED	11/30/15	Recertification/Retesting - Invoice #162940 & #163019R	Yvonne McManus	\$ 160.00
38 UC0	VARIDESK	12/01/15	VARIDESK Pro 36, VARIDESK - The Mat & Shipping	Kip Ross	\$ 920.00
39 UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	12/01/15	Office Supplies	Dag Fisseha	\$ 546.40
40 UC0	FedEx	12/04/15	Shipping - 1.) FEDEX USAIRBILL #8053 1794 0933, which was used to ship mobile and portable radios under warranty, back to the Motorola Depot for repairs. 2.) FEDEX USAIRBILL #8053 1794 0966, which was used to ship (1) complete APX VHF mobile radio installation kit to LDV, Inc., for the New MPD Command Bus.	Stephen Matthews	\$ 49.81
41 UC0	Sabour Construction Group, LLC (SBE Certified Contractor) LSZR90174032016	12/14/15	¾ Rigid Couplings, EMT Comp, ¾ Steel EMT Comp, ¾ LT Conn, LT ¾ Gray LIQ-TITE, THHN-10-Black, THHN-10-Red, THHN-10-Blue, THHN-10-Green, 30Amp Eaton Breaker, ¾ MNRL Lack Straps	Tim Ramlogan	\$ 2,048.87
42 UC0	Sabour Construction Group, LLC (SBE Certified Contractor) LSZR90174032016	12/14/15	1 Electrician (labor), 1 Electrician Helper (labor)	Tim Ramlogan	\$ 1,593.84
43 UC0	VARIDESK	12/14/15	VARIDESK Pro 36, VARIDESK - The Mat & Shipping	Kip Ross	\$ 460.00
44 UC0	LexisNexis	12/15/15	Official DC Code 2015 Supplement Package & Index	Alex Morris	\$ 447.61
45 UC0	Champion Trophies	12/16/15	Trophies	Wanda Gattison	\$ 1,821.45
46 UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	12/23/15	Toner	Dag Fisseha	\$ 629.94
47 UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	12/30/15	Supplies	James Roberts	\$ (52.24)
48 UC0	Comcast	01/05/16	Account #09529 410913-02-6 (December 2015 Billing)	Teddy Kavaleri	\$ 22.94
49 UC0	Comcast	01/05/16	Account #09529 406618-02-8 (November & December 2015 Billing)	Teddy Kavaleri	\$ 13.78
50 UC0	Haines	01/06/16	12 Month Lease Service from 12/01/2015 Directory - Annual Rate	Ingrid Bucksell	\$ 2,001.50
51 UC0	Wireless Communications	01/07/16	CHECKED OUT 2 CONSOLETES AND DESKSETS- AFTER SOME TESTING DISCOVERED BAD CABLES AND 1 DESKSET NOT OPERATIONAL	Stephen Matthews	\$ 759.00
52 UC0	IAED	01/08/16	Recertification/Retesting - Invoice #162861, #163062R, #163141, #162168, #162174R, #162176R, #162177R, & #162260	Yvonne McManus	\$ 1,315.00
53 UC0	Society for Human Resource Management	01/08/16	SHRM/PRO-SHRM - Professional Membership 01-Mar-2016 to 28-Feb-2017	T. Alex Morris	\$ 190.00
54 UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	01/08/16	Office Supplies	Ingrid Bucksell	\$ 4,835.89

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55	UC0	Avaya	11/03/15	SM R6.X ONLY USER LICENSE, SS SM R6.X ONLY USER PP & SAL POLICY SRVR LIC R1.5 DWNLD - CREDIT	Guy Jounnelle	\$ (228.69)
56	UC0	Amazon	01/11/16	3 of: T-fal A821SI Initiatives Nonstick Inside and Out Dishwasher Safe Oven Safe Cookware Set, 18-Piece, Charcoal, Shipping	Ingrid Bucksell	\$ 280.93
57	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	01/08/16	Office Supplies - CREDIT	Ingrid Bucksell	\$ (3,056.61)
58	UC0	Securis	01/15/16	Onsite Hard Drive Shredding for 500 Public Safety Laptops	Teddy Kavaleri	\$ 2,455.00
59	UC0	Shred-it	01/11/16	Paper Shredding Services for December 7, 2015, Fuel	Kelly Brown	\$ 114.87
60	UC0	Pepco	01/27/16	CUSTOMER REQUESTED OUTAGE TO REPLACE SWITCHGEAR. Speedpay Fee	Tim Ramlogan	\$ 1,658.75
61	UC0	Domino's Pizza	01/22/16	Pizza - Blizzard 2016	Gizele Richards	\$ 631.42
62	UC0	CritiCall / Biddle Consulting Group, Inc.	01/26/16	CritiCall Elite Service Plan Renewal - One Year	Marsha Hott	\$ 1,859.00
63	UC0	RESPOND & RESCUE SAFETY TRAINING	01/26/16	RESPOND & RESCUE SAFETY TRAINING OUC CPR/AED X 4. 01/14/2016	Yvonne McManus	\$ 260.00
64	UC0	RESPOND & RESCUE SAFETY TRAINING	01/26/16	RESPOND & RESCUE SAFETY TRAINING OUC CPR/AED X 12. 01/14/2016	Yvonne McManus	\$ 780.00
65	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	01/26/16	Soft Vinyl Hi-Back Chair	T. Alex Morris	\$ 281.40
66	UC0	FedEx	01/27/16	Shipping - 1.) FEDEX USAIRBILL # 8053 1794 1631, was used to ship the AEROFLEX test equipment back to the manufacturer for calibration. 2.) Shipping - HR, Personnel Matter. Shipping - 1.) FEDEX USAIRBILL # 8053 1794 0977 was used to ship David Clark headsets to the manufacturer for repairs. Shipping - 1.) Shipping - HR, Personnel Matter.	Yvonne McManus & Stephen Matthews	\$ 113.10
67	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	01/27/16	DESK PAD,17X22 MONTH,BY, SOAP,GOJO FOAM AB	James Roberts	\$ 1,562.15
68	UC0	Teltronics, Inc.	01/28/16	Troubleshoot, Repair and Reprogram	Stephen Matthews	\$ 300.00
69	UC0	Survey Technologies, Inc.	01/28/16	Tile Analysis Software Includes activation of Tile Option on both test system and analysis	Majid Bejjaji	\$ 1,750.00
70	UC0	Harris Teeter	01/22/16	Breakfast Tray, fruits, sugar, coffee, juice, bread...	Gizele Richards	\$ 440.23
71	UC0	Giant's	01/23/16	Wheat Bread, eggs, Ham & Cheese, ice, butter, snacks, breakfast...	Gizele Richards	\$ 287.11
72	UC0	Full Yums Sub Shop	01/23/16	Sub Sandwiches	Gizele Richards	\$ 280.10

Office of Unified Communications  
 2720 Martin Luther King Jr. Ave. SE  
 Washington, DC 20032

P/Card Transaction FY 2016

Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
73 UC0	Harris Teeter	01/27/16	Breakfast Tray, fruits, sugar, coffee, juice, bread... <b>TAX - CREDIT</b>	Gizele Richards	\$ (5.21)

**Total:**      **\$ 49,461.53**

<b>OFFICE OF UNIFIED COMMUNICATIONS</b>
<b>SPECIAL PURPOSE REVENUE - USE OF FUND AND BALANCE</b>

<b>E911 Fund 1630</b>		
	<b>FY 2015</b>	<b>FY 2016</b>
<b>Beginning Fund Balance:</b>	<b>11,565,554.00</b>	<b>9,304,212</b>
Reveune Collections	11,571,475.00	36,666
Payment from the Courts:	0	0
Interest Income:	0	0
Less Expenditures (3500,3501):	13,832,817	12,820,564
<b>Ending Fund Balance:</b>	<b>9,304,212.00</b>	<b>(3,479,686.00)</b>

**FY15 - 911 Queues**

Interval	#days	Shift	Avg Pos Staff	Calls Per Pos	Shift	Avg Pos Staff	Calls Per Pos
Oct 2014	31	6A-6P	17	131	6P-6A	14	111
Nov 2014	30	6A-6P	16	130	6P-6A	14	100
Dec 2014	31	6A-6P	16	127	6P-6A	14	100
Jan 2015	31	6A-6P	16	126	6P-6A	14	98
Feb 2015	28	6A-6P	17	122	6P-6A	14	97
Mar 2015	31	6A-6P	16	133	6P-6A	14	108
Apr 2015	30	6A-6P	17	137	6P-6A	15	108
May 2015	31	6A-6P	17	144	6P-6A	15	115
Jun 2015	30	6A-6P	17	151	6P-6A	15	117
Jul 2015	31	6A-6P	17	150	6P-6A	16	115
Aug 2015	31	6A-6P	17	144	6P-6A	15	118
Sep 2015	30	6A-6P	16	156	6P-6A	15	112

**FY16 - 911 Queues**

Interval	#days	Shift	Avg Pos Staff	Calls Per Pos	Shift	Avg Pos Staff	Calls Per Pos
Oct 2015	31	6A-6P	17	141	6P-6A	17	97
Nov 2015	30	6A-6P	17	134	6P-6A	16	95
Dec 2015	31	6A-6P	18	120	6P-6A	18	84
Jan 2016	31	6A-6P	18	112	6P-6A	17	84

FY15 - 311 Queues										
Interval	#days	Shift	Avg Pos Staff	Calls Per Pos	Shift	Avg Pos Staff	Calls Per Pos	Shift	Avg Pos Staff	Calls Per Pos
Oct 2014	31	7A-3P	22	117	3P-11P	8	114	11P-7A	2	57
Nov 2014	30	7A-3P	19	115	3P-11P	7	104	11P-7A	2	36
Dec 2014	31	7A-3P	20	116	3P-11P	8	97	11P-7A	2	42
Jan 2015	31	7A-3P	19	120	3P-11P	8	104	11P-7A	2	64
Feb 2015	28	7A-3P	22	111	3P-11P	8	114	11P-7A	2	65
Mar 2015	31	7A-3P	23	114	3P-11P	9	111	11P-7A	2	61
Apr 2015	30	7A-3P	22	112	3P-11P	9	103	11P-7A	3	31
May 2015	31	7A-3P	20	110	3P-11P	8	107	11P-7A	2	44
Jun 2015	30	7A-3P	22	113	3P-11P	9	104	11P-7A	3	33
Jul 2015	31	7A-3P	22	100	3P-11P	9	96	11P-7A	3	33
Aug 2015	31	7A-3P	20	102	3P-11P	8	104	11P-7A	3	25
Sep 2015	30	7A-3P	22	100	3P-11P	8	99	11P-7A	2	37
FY16 - 311 Queues										
Interval	#days	Shift	Avg Pos Staff	Calls Per Pos	Shift	Avg Pos Staff	Calls Per Pos	Shift	Avg Pos Staff	Calls Per Pos
Oct 2015	31	7A-3P	19	107	3P-11P	8	98	11P-7A	2	40
Nov 2015	30	7A-3P	19	106	3P-11P	8	89	11P-7A	3	33
Dec 2015	31	7A-3P	20	95	3P-11P	8	84	11P-7A	2	34
Jan 2016	31	7A-3P	20	95	3P-11P	9	89	11P-7A	2	58

**OFFICE OF UNIFIED COMMUNICATIONS**

**FY 2015 REPROGRAMMING LIST**

**LOCAL**

**Starting Budget \$28,250,102**

FISCAL YEAR	FUND	DATE	SOAR DOC #	DESCRIPTION	AMOUNT
2015	0100	7/10/2015	BJUCKTKG	Transfer from WorkForce Investment	\$800,000

**Final Budget \$29,050,102**

**FEDERAL PAYMENT**

**Starting Budget**

FISCAL YEAR	FUND	DATE	SOAR DOC #	DESCRIPTION	AMOUNT

**Final Budget \$0**

**FEDERAL GRANT**

**Starting Budget**

FISCAL YEAR	FUND	DATE	SOAR DOC #	DESCRIPTION	AMOUNT

**Final Budget \$0**

OFFICE OF UNIFIED COMMUNICATIONS					
FY 2016 REPROGRAMMING LIST					
LOCAL			Starting Budget		
FISCAL YEAR	FUND	DATE	SOAR DOC #	DESCRIPTION	AMOUNT
					\$0
Final Budget					\$0

CAPITAL FUNDS			Starting Budget \$27,000,000		
FISCAL YEAR	FUND	DATE	SOAR DOC #	DESCRIPTION	AMOUNT
2016	0300	12/29/2015	BSEDS02C	Reprogramming from KAO/EDS02C	\$249,615
Final Budget					\$27,249,615

FEDERAL GRANT			Starting Budget		
FISCAL YEAR	FUND	DATE	SOAR DOC #	DESCRIPTION	AMOUNT
Final Budget					\$0





Agency ID	Pri	Count	C2Q	Q2D	C2D
DCFEMS	0	24	00:01:39	00:00:30	00:02:10
	1	121,399	00:01:41	00:00:44	00:02:24
	2	35,432	00:01:26	00:00:48	00:02:14
	3	36,098	00:01:35	00:00:45	00:02:20
<b>DCFEMS</b>		<b>192,953</b>	<b>00:01:37</b>	<b>00:00:45</b>	<b>00:02:22</b>

Agency ID	Pri	Count	C2Q	Q2D	C2D
MPD	0	24	00:02:02	00:02:47	00:04:48
	1	64,836	00:01:37	00:01:45	00:03:22
	2	292,310	00:01:29	00:02:58	00:04:28
	3	241,477	00:01:20	00:02:51	00:04:11
<b>MPD</b>		<b>598,647</b>	<b>00:01:26</b>	<b>00:02:47</b>	<b>00:04:14</b>

		<b>791,600</b>	<b>00:01:29</b>	<b>00:02:15</b>	<b>00:03:45</b>
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Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2014	OCTOBER	DCFEMS	0	10	00:01:55	00:00:24	00:02:19
			1	9,927	00:01:40	00:00:30	00:02:09
			2	3,180	00:01:28	00:00:33	00:02:01
			3	3,266	00:01:36	00:00:30	00:02:06
		<b>DCFEMS</b>		<b>16,383</b>	<b>00:01:37</b>	<b>00:00:31</b>	<b>00:02:07</b>
Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2014	OCTOBER	MPD	0	8	00:02:23	00:04:06	00:06:29
			1	5,951	00:01:38	00:01:40	00:03:18
			2	25,756	00:01:30	00:02:56	00:04:25
			3	22,275	00:01:18	00:02:47	00:04:05
	<b>MPD</b>		<b>53,990</b>	<b>00:01:26</b>	<b>00:02:44</b>	<b>00:04:09</b>	
	<b>OCTOBER</b>			<b>70,373</b>	<b>00:01:29</b>	<b>00:02:11</b>	<b>00:03:39</b>



**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
**Office of Unified Communications**

**PUBLIC SAFETY**  
**PUBLIC SERVICE**

Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2014	NOVEMBER	DCFEMS	0	11	00:01:34	00:00:30	00:02:04
			1	8,831	00:01:42	00:00:31	00:02:13
			2	2,753	00:01:31	00:00:33	00:02:03
			3	3,033	00:01:36	00:00:29	00:02:05
		<b>DCFEMS</b>		<b>14,628</b>	<b>00:01:39</b>	<b>00:00:31</b>	<b>00:02:10</b>
Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2014	NOVEMBER	MPD	0	14	00:01:55	00:02:02	00:03:57
			1	4,783	00:01:39	00:01:39	00:03:18
			2	22,914	00:01:30	00:02:48	00:04:18
			3	19,242	00:01:18	00:02:51	00:04:09
	<b>MPD</b>		<b>46,953</b>	<b>00:01:27</b>	<b>00:02:41</b>	<b>00:04:08</b>	
	<b>NOVEMBER</b>			<b>61,581</b>	<b>00:01:30</b>	<b>00:02:08</b>	<b>00:03:38</b>



Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2014	DECEMBER	DCFEMS	0	1	00:00:50	00:00:14	00:01:04
			1	8,584	00:01:43	00:00:50	00:02:33
			2	2,278	00:01:29	00:00:58	00:02:27
			3	2,945	00:01:35	00:00:53	00:02:28
		<b>DCFEMS</b>		<b>13,808</b>	<b>00:01:39</b>	<b>00:00:52</b>	<b>00:02:31</b>
Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2014	DECEMBER	MPD	0	2	00:01:35	00:03:22	00:04:57
			1	4,614	00:01:37	00:01:51	00:03:28
			2	20,347	00:01:30	00:03:02	00:04:32
			3	16,683	00:01:21	00:02:59	00:04:20
	<b>MPD</b>		<b>41,646</b>	<b>00:01:27</b>	<b>00:02:52</b>	<b>00:04:20</b>	
	<b>DECEMBER</b>			<b>55,454</b>	<b>00:01:30</b>	<b>00:02:20</b>	<b>00:03:51</b>
<b>2014</b>				<b>187,408</b>	<b>00:01:30</b>	<b>00:02:13</b>	<b>00:03:42</b>



Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2015	JANUARY	DCFEMS	1	7,819	00:01:43	00:00:48	00:02:31
			2	2,044	00:01:29	00:00:51	00:02:20
			3	2,493	00:01:37	00:00:52	00:02:29
		<b>DCFEMS</b>		<b>12,356</b>	<b>00:01:39</b>	<b>00:00:49</b>	<b>00:02:28</b>
Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2015	JANUARY	MPD	1	3,703	00:01:36	00:01:37	00:03:13
			2	17,414	00:01:29	00:02:44	00:04:13
			3	14,476	00:01:18	00:02:42	00:04:00
		<b>MPD</b>		<b>35,593</b>	<b>00:01:26</b>	<b>00:02:36</b>	<b>00:04:01</b>
	<b>JANUARY</b>			<b>47,949</b>	<b>00:01:29</b>	<b>00:02:07</b>	<b>00:03:36</b>



Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2015	FEBRUARY	DCFEMS	1	9,831	00:01:44	00:00:48	00:02:32
			2	2,388	00:01:31	00:00:48	00:02:19
			3	2,707	00:01:38	00:00:46	00:02:24
		<b>DCFEMS</b>		<b>14,926</b>	<b>00:01:41</b>	<b>00:00:48</b>	<b>00:02:29</b>
Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2015	FEBRUARY	MPD	1	3,809	00:01:35	00:01:39	00:03:14
			2	20,052	00:01:28	00:02:35	00:04:03
			3	16,448	00:01:18	00:02:35	00:03:53
		<b>MPD</b>		<b>40,309</b>	<b>00:01:25</b>	<b>00:02:29</b>	<b>00:03:54</b>
	<b>FEBRUARY</b>			<b>55,235</b>	<b>00:01:29</b>	<b>00:02:01</b>	<b>00:03:30</b>



Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2015	MARCH	DCFEMS	1	9,839	00:01:45	00:00:45	00:02:30
			2	2,703	00:01:30	00:00:51	00:02:20
			3	3,011	00:01:37	00:00:45	00:02:22
		<b>DCFEMS</b>		<b>15,553</b>	<b>00:01:41</b>	<b>00:00:46</b>	<b>00:02:27</b>
Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2015	MARCH	MPD	1	5,060	00:01:35	00:01:36	00:03:11
			2	24,210	00:01:28	00:02:39	00:04:08
			3	19,935	00:01:18	00:02:36	00:03:54
		<b>MPD</b>		<b>49,205</b>	<b>00:01:25</b>	<b>00:02:31</b>	<b>00:03:56</b>
	<b>MARCH</b>			<b>64,758</b>	<b>00:01:29</b>	<b>00:02:05</b>	<b>00:03:34</b>



Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2015	APRIL	DCFEMS	1	10,021	00:01:43	00:00:47	00:02:29
			2	2,813	00:01:30	00:00:46	00:02:16
			3	3,029	00:01:38	00:00:45	00:02:23
		<b>DCFEMS</b>		<b>15,863</b>	<b>00:01:40</b>	<b>00:00:46</b>	<b>00:02:26</b>
Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2015	APRIL	MPD	1	5,559	00:01:36	00:01:47	00:03:23
			2	25,271	00:01:30	00:02:58	00:04:28
			3	20,572	00:01:23	00:02:47	00:04:10
		<b>MPD</b>		<b>51,402</b>	<b>00:01:28</b>	<b>00:02:45</b>	<b>00:04:13</b>
	<b>APRIL</b>			<b>67,265</b>	<b>00:01:31</b>	<b>00:02:15</b>	<b>00:03:46</b>





Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2015	MAY	DCFEMS	1	10,852	00:01:41	00:00:46	00:02:27
			2	3,512	00:01:27	00:00:52	00:02:19
			3	3,193	00:01:36	00:00:47	00:02:23
		<b>DCFEMS</b>		<b>17,557</b>	<b>00:01:37</b>	<b>00:00:47</b>	<b>00:02:24</b>
Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2015	MAY	MPD	1	6,302	00:01:34	00:01:47	00:03:21
			2	28,067	00:01:29	00:03:02	00:04:31
			3	22,306	00:01:21	00:02:54	00:04:15
		<b>MPD</b>		<b>56,675</b>	<b>00:01:27</b>	<b>00:02:50</b>	<b>00:04:16</b>
	<b>MAY</b>			<b>74,232</b>	<b>00:01:29</b>	<b>00:02:19</b>	<b>00:03:48</b>



Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2015	JUNE	DCFEMS	1	11,449	00:01:39	00:00:45	00:02:24
			2	3,321	00:01:25	00:00:50	00:02:14
			3	3,051	00:01:33	00:00:48	00:02:22
		<b>DCFEMS</b>		<b>17,821</b>	<b>00:01:35</b>	<b>00:00:47</b>	<b>00:02:22</b>
Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2015	JUNE	MPD	1	5,974	00:01:39	00:01:50	00:03:29
			2	26,935	00:01:30	00:03:06	00:04:36
			3	22,405	00:01:24	00:03:02	00:04:26
		<b>MPD</b>		<b>55,314</b>	<b>00:01:29</b>	<b>00:02:56</b>	<b>00:04:24</b>
	<b>JUNE</b>			<b>73,135</b>	<b>00:01:30</b>	<b>00:02:22</b>	<b>00:03:52</b>



Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2015	JULY	DCFEMS	0	1	00:01:19	00:01:49	00:03:08
			1	11,602	00:01:37	00:00:43	00:02:20
			2	3,399	00:01:22	00:00:49	00:02:11
			3	3,012	00:01:31	00:00:45	00:02:17
		<b>DCFEMS</b>		<b>18,014</b>	<b>00:01:33</b>	<b>00:00:44</b>	<b>00:02:17</b>
Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2015	JULY	MPD	1	6,450	00:01:37	00:01:49	00:03:26
			2	28,554	00:01:28	00:03:16	00:04:44
			3	23,281	00:01:21	00:03:05	00:04:25
		<b>MPD</b>		<b>58,285</b>	<b>00:01:26</b>	<b>00:03:01</b>	<b>00:04:27</b>
	<b>JULY</b>		<b>76,299</b>	<b>00:01:28</b>	<b>00:02:26</b>	<b>00:03:54</b>	



Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2015	AUGUST	DCFEMS	1	11,337	00:01:36	00:00:43	00:02:20
			2	3,536	00:01:18	00:00:51	00:02:09
			3	3,146	00:01:31	00:00:47	00:02:18
		<b>DCFEMS</b>		<b>18,019</b>	<b>00:01:32</b>	<b>00:00:45</b>	<b>00:02:17</b>
Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2015	AUGUST	MPD	1	6,383	00:01:38	00:01:49	00:03:27
			2	26,743	00:01:27	00:03:13	00:04:40
			3	22,231	00:01:20	00:02:59	00:04:19
		<b>MPD</b>		<b>55,357</b>	<b>00:01:25</b>	<b>00:02:57</b>	<b>00:04:23</b>
	<b>AUGUST</b>			<b>73,376</b>	<b>00:01:27</b>	<b>00:02:23</b>	<b>00:03:50</b>



Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2015	SEPTEMBER	DCFEMS	0	1	00:01:14	00:00:34	00:01:48
			1	11,307	00:01:39	00:00:46	00:02:25
			2	3,505	00:01:19	00:00:55	00:02:14
			3	3,212	00:01:34	00:00:54	00:02:28
		<b>DCFEMS</b>		<b>18,025</b>	<b>00:01:34</b>	<b>00:00:49</b>	<b>00:02:24</b>
Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2015	SEPTEMBER	MPD	1	6,248	00:01:37	00:01:53	00:03:30
			2	26,047	00:01:30	00:03:09	00:04:39
			3	21,623	00:01:20	00:02:53	00:04:13
		<b>MPD</b>		<b>53,918</b>	<b>00:01:27</b>	<b>00:02:53</b>	<b>00:04:20</b>
	<b>SEPTEMBER</b>		<b>71,943</b>	<b>00:01:29</b>	<b>00:02:20</b>	<b>00:03:49</b>	
<b>2015</b>				<b>604,192</b>	<b>00:01:29</b>	<b>00:02:16</b>	<b>00:03:45</b>



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Agency ID	Pri	Count	C2Q	Q2D	C2D
DCFEMS	1	42,051	00:01:39	00:00:40	00:02:20
	2	12,109	00:01:23	00:00:46	00:02:09
	3	11,508	00:01:39	00:00:42	00:02:21
<b>DCFEMS</b>		<b>65,668</b>	<b>00:01:36</b>	<b>00:00:42</b>	<b>00:02:18</b>

Agency ID	Pri	Count	C2Q	Q2D	C2D
MPD	0	1	00:00:01	00:01:37	00:01:38
	1	23,366	00:01:42	00:01:46	00:03:28
	2	101,191	00:01:29	00:02:51	00:04:20
	3	82,416	00:01:25	00:02:45	00:04:10
<b>MPD</b>		<b>206,974</b>	<b>00:01:29</b>	<b>00:02:41</b>	<b>00:04:10</b>

		<b>272,642</b>	<b>00:01:31</b>	<b>00:02:11</b>	<b>00:03:42</b>
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Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2015	OCTOBER	DCFEMS	1	11,281	00:01:37	00:00:43	00:02:20
			2	3,459	00:01:20	00:00:50	00:02:10
			3	3,027	00:01:37	00:00:48	00:02:26
		<b>DCFEMS</b>		<b>17,767</b>	<b>00:01:34</b>	<b>00:00:46</b>	<b>00:02:19</b>
Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2015	OCTOBER	MPD	1	6,251	00:01:37	00:01:49	00:03:26
			2	27,136	00:01:29	00:03:04	00:04:34
			3	22,149	00:01:24	00:02:51	00:04:15
		<b>MPD</b>		<b>55,536</b>	<b>00:01:28</b>	<b>00:02:50</b>	<b>00:04:18</b>
	<b>OCTOBER</b>		<b>73,303</b>	<b>00:01:29</b>	<b>00:02:18</b>	<b>00:03:48</b>	



Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2015	NOVEMBER	DCFEMS	1	10,027	00:01:36	00:00:38	00:02:14
			2	2,824	00:01:23	00:00:42	00:02:05
			3	2,806	00:01:38	00:00:38	00:02:16
		<b>DCFEMS</b>		<b>15,657</b>	<b>00:01:34</b>	<b>00:00:39</b>	<b>00:02:13</b>
Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2015	NOVEMBER	MPD	0	1	00:00:01	00:01:37	00:01:38
			1	6,004	00:01:40	00:01:44	00:03:24
			2	24,848	00:01:29	00:02:51	00:04:20
			3	20,098	00:01:21	00:02:45	00:04:06
	<b>MPD</b>		<b>50,951</b>	<b>00:01:27</b>	<b>00:02:41</b>	<b>00:04:08</b>	
<b>NOVEMBER</b>			<b>66,608</b>	<b>00:01:29</b>	<b>00:02:10</b>	<b>00:03:39</b>	





Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2015	DECEMBER	DCFEMS	1	10,168	00:01:41	00:00:36	00:02:16
			2	2,962	00:01:22	00:00:41	00:02:02
			3	2,913	00:01:38	00:00:36	00:02:14
		<b>DCFEMS</b>		<b>16,043</b>	<b>00:01:37</b>	<b>00:00:37</b>	<b>00:02:13</b>
Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2015	DECEMBER	MPD	1	5,902	00:01:45	00:01:47	00:03:32
			2	25,151	00:01:29	00:02:49	00:04:18
			3	20,299	00:01:25	00:02:48	00:04:13
	<b>MPD</b>		<b>51,352</b>	<b>00:01:29</b>	<b>00:02:41</b>	<b>00:04:10</b>	
	<b>DECEMBER</b>			<b>67,395</b>	<b>00:01:31</b>	<b>00:02:10</b>	<b>00:03:41</b>
<b>2015</b>				<b>207,306</b>	<b>00:01:30</b>	<b>00:02:13</b>	<b>00:03:43</b>



Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2016	JANUARY	DCFEMS	1	10,575	00:01:44	00:00:43	00:02:27
			2	2,864	00:01:29	00:00:51	00:02:19
			3	2,762	00:01:45	00:00:45	00:02:30
		<b>DCFEMS</b>		<b>16,201</b>	<b>00:01:41</b>	<b>00:00:45</b>	<b>00:02:26</b>
Year	Month	Agency	Pri	Count	C2Q	Q2D	C2D
2016	JANUARY	MPD	1	5,209	00:01:48	00:01:42	00:03:30
			2	24,056	00:01:30	00:02:38	00:04:08
			3	19,870	00:01:30	00:02:35	00:04:05
		<b>MPD</b>		<b>49,135</b>	<b>00:01:32</b>	<b>00:02:31</b>	<b>00:04:03</b>
	<b>JANUARY</b>			<b>65,336</b>	<b>00:01:34</b>	<b>00:02:03</b>	<b>00:03:38</b>
<b>2016</b>				<b>65,336</b>	<b>00:01:34</b>	<b>00:02:03</b>	<b>00:03:38</b>



**FY 2015 PERFORMANCE PLAN  
Office of Unified Communications**

**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.

**PERFORMANCE PLAN DIVISIONS**

- Emergency (911) Operations Division
- Non-Emergency (311) Operations Division
- Technology Operations Division
- Transcription and Quality Division
- Agency Management<sup>1</sup>

**AGENCY WORKLOAD MEASURES**

Measure	FY 2012 Actual	FY 2013 Actual	FY2014 Actual
Total number of inbound 911 calls	1,428,429	1,368,582	1,276,943
Total number of inbound 311 calls	2,070,106	1,272,290	1,201,351
Total number of service requests entered into the customer relationship management system by 311 call takers	355,530	164,427	198,529

***Emergency (911) Operations Division***

<sup>1</sup> The (1000) Agency Management division includes (100F) Agency Financial Operations.



## SUMMARY OF SERVICES

The 911 Operations Division receives and processes 911 calls accurately and efficiently. Police and fire incidents are created through Computer Aided Dispatch (CAD) and transferred to DCFEMS and/or DCMPD, as well as additional agencies in the National Capitol Region (NCR), by voice transmission and computer to computer aided dispatch. Emergency Operations personnel receive ongoing training and updates through the agency's Training Unit.

### **OBJECTIVE 1: Provide efficient, professional and cost effective responses to 911 calls.**

#### **INITIATIVE 1.1: Implement operations shift model adjustments based on analysis of performance data.**

In June 2013, the agency implemented a new shift model, from 10 hours to 12.5 hour shifts. Throughout FY13 and in FY14, the agency performed a comprehensive review of the 12.5 shift model to evaluate its success and to determine whether other adjustments were necessary. Upon the completion of this assessment, the agency intends to make any other further adjustments to ensure optimal performance of the operation.

**Completion Date: June, 2015.**

#### **INITIATIVE 1.2: Market the availability of Smart911 in the District to support efforts to provide enhanced and more efficient dispatching (One City Action Plan 3.1.6, Age-Friendly DC Goal: Domain # 9).**

In FY12, the OUC officially launched the Smart911 initiative. With Smart911, citizens can create a free safety profile for their household providing critical, lifesaving data to 9-1-1 in the event of an emergency call. First responders will have access to vital information like floor plans, medical conditions and more before they arrive at a scene.

In FY14, continued its collaboration with the Office of the Chief Technology Officer (OCTO), using the Digital Inclusion Mobile Tech Lab, "Connect DC," to pursue community outreach efforts at various citywide events. In FY15, the agency will also seek to proactively pursue other opportunities to showcase the SMART911 application and reach specific targeted populations, including seniors and youth.

**Completion Date: January, 2016.**

### **KEY PERFORMANCE INDICATORS – 911 Operations Division**

Measures	FY 2013 Actual	FY 2014 Target	FY 2014 Actual	FY 2015 Projections	FY 2016 Projections	FY 2017 Projection
Percent of 911 calls answered within 5 seconds	92%	97%	92%	97%	97%	97%
Percent of 911 calls (wire line and wireless) abandoned	3%	2.5%	3.6%	2.5%	2.5%	2.5%



Measures	FY 2013 Actual	FY 2014 Target	FY 2014 Actual	FY 2015 Projections	FY 2016 Projections	FY 2017 Projection
Percent of current call takers trained and active as Universal Call Takers	91.46%	100%	100%	100%	100%	100%
Percent of current call takers that are conversationally bi-lingual	14.63%	20%	14.63%	20%	20%	20%
Percent of day's minimum staffing levels met.	100%	100%	100%	100%	100%	100%
Percent of calls in which call to queue is 90 seconds or less	55%	80%	77.23%	80%	80%	80%

### *Non-Emergency (311) Operations Division*

#### **SUMMARY OF SERVICES**

The 311 Operations Division is the access point for residents and visitors requiring DC government services and/or information.

#### **OBJECTIVE 1: Provide efficient, professional and cost effective responses to 311 calls.**

##### **INITIATIVE 1.1: Analyze 311's portfolio to explore ways of optimizing the customer experience.**

In FY15, the agency will continue to work with servicing agencies, including DPW, DDOT, DMV and others to support better call volume management and service request submission automation.

The agency will also continue its work on the development of a customer service call driver tool. This too will enable the agency to clearly articulate the financial support needed to integrate a servicing agency's program call volume. **Completion Date: January, 2015.**

##### **INITIATIVE 1.2: Upgrade 311 service request application.**

The agency will upgrade the application with the most robust and highest integrated service request management technology available. In addition, though this enhancement, the OUC anticipates providing customers with a more interactive platform and easier access to service request status updates. **Completion Date: December, 2014**



**OBJECTIVE 2: Empower 311 Operations to provide specialized public safety support to emergency operations during emergency events.**

**INITIATIVE 1.1: Pilot emergency liaison training to 311 customer service representatives (Age-Friendly DC Goal: Domain # 9).**

Emergency Liaison training equips individuals with the tools to synthesize incoming information during crisis situations and provide situation updates and intelligence to emergency response personnel. In tandem with this training, 311 representatives will also learn to use SMART Prepare. SMARTPrepare is a tool that securely maintains information about city residents which can be used by public safety officials to plan for and respond during disasters and emergencies like power outages, transportation interruptions and evacuations.

**INITIATIVE 1.2: Market the availability of SMARTPrepare in the District (Age-Friendly DC Goal: Domain # 9).**

In FY12, the OUC officially launched Smart911, which enables citizens to create free safety profiles for their households, thus providing critical, lifesaving data to 9-1-1 in the event of an emergency call. In FY14, the OUC continued its collaboration with the Office of the Chief Technology Officer (OCTO), using the Digital Inclusion Mobile Tech Lab, “Connect DC,” to pursue community outreach efforts at various citywide events.

Also in FY14, the OUC coordinated the procurement of the complimentary application SMARTPrepare, which enables residents to provide public safety officials with data that can be useful during disaster and crisis responses. Through FY15 the agency will market its availability to bolster its ability to provide emergency services for vulnerable populations within the community. **Completion Date: September, 2016.**

**KEY PERFORMANCE INDICATORS – 311 Operations Division**

Measures	FY 2013 Actual	FY 2014 Target	FY 2014 Actual	FY 2015 Projection	FY 2016 Projection	FY 2017 Projection
Percent of calls abandoned for 311	4%	8%	11%	8%	8%	8%
Percent of 311 calls answered within 90 seconds	82%	75%	61%	77%	80%	80%
Percent of calls handled in 4 minutes or less	94%	95%	89%	95%	97%	97%



## *Technology Operations Division*

### **SUMMARY OF SERVICES**

The Technology Division of the OUC 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.

### **OBJECTIVE 1: Provide State-Of-The-Art Emergency and Non-Emergency Communications Technology.**

#### **INITIATIVE 1.1: Phase 3 of the upgrade to the District's radio system.**

Under this initiative the OUC will continue the multi-year upgrade of current radio technologies to the Project 25 (P25) standard. This final phase of the initiative will upgrade all DCFEMS radios and upgrade the 800 MHz radio system infrastructure. This initiative will significantly enhance the District's ability to maintain robust radio interoperability both among District agencies, as well as with regional partners and enhance system redundancy. **Completion Date: January, 2015.**

#### **INITIATIVE 1.2: Maintain the District's mobile data computing capabilities.**

In FY14, the Technology Division began replacing all MDC equipment for all MPD and FEMS users. The agency will continue this effort in FY15 and will also implement Mobile VPN, Mobile routers, and Radio Over IP in first responder vehicles as well. This initiative will enhance mobile computing capabilities by allowing field users to have persistent wireless connectivity, single sign-on, robust data security, multiple wireless access capability, and the ability to securely connect multiple wireless devices. **Completion Date: September, 2014.**

#### **INITIATIVE 1.3: Upgrade 911/311 Telephony Workstations.**

Under this initiative the OUC will continue the upgrade of all 911/311 Telephony Workstations to run on Windows 7 and the latest version of the Computer Telephony Integration (CTI) application. This technology refresh will allow agents to switch to a more robust sound module that will not be susceptible to server failovers or power fluctuations. This upgrade will help position the District to start building the foundation for NG911 future deployment. **Completion Date: September, 2015.**

#### **INITIATIVE 1.4: Upgrade the agency's computer aided dispatching system.**

The agency will upgrade its Computer Aided Dispatch (CAD) application to the latest available version compatible with Windows 7. This will improve response time, fostering better reporting and information sharing, and bettering inter-agency communications. **Completion Date: December, 2014.**



**INITIATIVE 1.5: Onsite simulation lab installation.**

The OUC will install a state of the art Testing and Simulation Lab that will feature new technology systems, software and applications. This lab will support the OUC’s efforts to bolster the agency’s technical infrastructure by enabling onsite product and equipment demonstrations and simulations. **Completion Date: January, 2015.**

**KEY PERFORMANCE INDICATORS – Technology Operations Division**

Measures	FY 2013 Actual	FY 2014 Target	FY 2014 Actual	FY 2015 Projection	FY 2016 Projection	FY 2017 Projection
Percent of time radio system is available	99%	99%	99%	99%	99%	99%
Percent of time 911/311 telephony system is available	99%	99%	99%	99%	99%	99%
Percent of time Computer Aided Dispatch (CAD) system is available	99%	99%	99%	99%	99%	99%
Percent of time OUC responds to Mobile Data Terminal repairs within 24hrs	99%	99%	99%	99%	99%	99%

**Transcription Division**

**SUMMARY OF SERVICES**

The Transcription Section provides audio transcriptions of conversations between field providers, call takers, dispatchers, and callers requesting services of DCMPD, DCFEMS and other public safety and governmental organizations.

**OBJECTIVE 1: Provide consistent support to our Federal and District partners to ensure quality information is transferred in a timely manner.**

**INITIATIVE 1.1: Maximize operational efficiency by leveraging full use an enhanced request management system.**

The agency will implement a solution that provides comprehensive tracking of all incoming requests. The intent is to streamline and standardize the process for managing the workflow process related to requests for 911/311 communication data. This enhancement will also enable the agency to run reports and measure performance. **Completion Date: December, 2014.**





## KEY PERFORMANCE INDICATORS – *Transcription Division*

Measures	FY 2013 Actual	FY 2014 Target	FY 2014 Actual	FY 2015 Projection	FY 2016 Projection	FY 2017 Projection
Assistant United States Attorney package completion within mandated timeline	100%	100%	100%	100%	100%	100%
Office of Attorney General package completion within mandated timeline	100%	100%	100%	100%	100%	100%
Completion of internal investigations within 72 hours	100%	100%	100%	100%	100%	100%

### *Agency Management*

#### **SUMMARY OF SERVICES**

Agency Management administers programs supporting 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.

#### **OBJECTIVE 1: Provide Quality Administrative Support For All Agency Personnel To Support Customer Service and Public Safety Communications.**

##### **INITIATIVE 1.1: Hold employees accountable for performance based on results of issues identified in FY13 through the individual performance planning process.**

Each supervisor and manager has been trained to use the evaluation tools necessary to provide fair and individual assessments of employee performance. Each employee of the OUC will be provided with their individual performance plan and will be held accountable for performance. Supervisors and managers will be responsible for pinpointing areas of improvement for each employee under their supervision and for taking the appropriate action to support the remediation those issues, through training or other actions where necessary. **Completion Date: December, 2014.**

**INITIATIVE 1.2: Initiate all the components related to recruitment to enhance the operations staffing of the agency.** The agency will seek to round out its staffing and professional support resources through dedicated efforts to recruit, assess and hire qualified personnel, as well as by initiating and leveraging partnerships with industry groups and other District agencies.

**Completion Date: June, 2016**

##### **INITIATIVE 1.3: Enhance training instruction for recertification and in-service training.**

The agency will secure the support of dedicated personnel to manage the agency's training initiatives, curriculums, applications and programs. Through this initiative, the



agency will seek to institutionalize a formalized educational program as well as resource development opportunities and plans for all personnel. **Completion Date: October, 2015.**

**INITIATIVE 1.4: Update Emergency Response plans for the UCC and PSCC.**

The agency will update emergency evacuation plans with support from the Office of Risk Management and under the General Industry Standard 29 CFR 1910.38. These plans will include required evacuation plans and ensure that the agency has a plan of action to secure the safety of its employees in the event of an emergency.

**Completion Date: October, 2015.**

**OBJECTIVE 2: Solidify the Agency's Brand Image And Name Recognition In Conjunction With Its Service Portfolio.**

**INITIATIVE 2.1: Initiate a public education, identification, branding and marketing campaign (Age-Friendly DC Goal: Domain # 7).**

The OUC is will continue to undertake identification, branding and marketing efforts to ensure that the vast array of specialized services provided by the agency as well as its role in the public safety arena are clearly understood by agency partners and the community at large. In particular, the agency will develop PSAs that will provide agency overview information, as well as specific 911 and 311 Operations service information.

**Completion Date: January, 2015.**

**INITIATIVE 2.2: Create a proactive schedule of interaction with District residents (Age-Friendly DC Goal: Domain # 7).** The agency intends to begin initiating agency sponsored events and other programs that enable it to provide educational and promotional materials, including new developed PSAs, to targeted populations within the community. While doing so, the agency will continue to maintain its support of partner agency sponsored events and other regular programming such as neighborhood community meetings and events.

**OBJECTIVE 3: Oversee the implementation of agency-wide priorities.**

**INITIATIVE 3.1: Conduct agency sustainability assessment using OCA approved criteria developed by DDOE and OP in accordance with Mayor's Order 2013-209 (Sustainable DC Governance Goal 1, Action 1.2; Built Environment Goal 3)**

Within one hundred twenty (120) days after the City Administrator approves sustainability assessment criteria developed jointly by the District Department of the Environment and the Office of Planning, each agency head subject to the authority of the mayor shall use the criteria to evaluate the sustainability of their respective operations in accordance with the requirements of Mayor's Order 2013-209, the Sustainable DC Transformation Order, and submit to his or her responsible Deputy Mayor and the Office



of the City Administrator the results of the agency's internal assessment. **Completion Date: April 2015**

**KEY PERFORMANCE INDICATORS – Agency Management**

<b>Measures</b>	<b>FY 2013 Actual</b>	<b>FY 2014 Target</b>	<b>FY 2014 Actual</b>	<b>FY 2015 Projection</b>	<b>FY 2016 Projection</b>	<b>FY 2017 Projection</b>
Total Number of community engagement and 911 education activities	41	40	82	60	70	80
Percent of time OUC's grade.dc.gov customer satisfaction rating is rated "B" or better	100%	75%	100%	80%	80%	80%
Percent of expendable budget spent with Certified Business Enterprises	64%	50%	100%	50%	50%	50%



## FY 2015 Performance Accountability Report OFFICE OF UNIFIED COMMUNICATIONS

### INTRODUCTION

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives' progress and key performance indicators (KPIs).

### 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.

### OVERVIEW – AGENCY PERFORMANCE

The following section provides a summary of OUC performance in FY 2015 by listing OUC's top three accomplishments, and a summary of its progress achieving its initiatives and progress on key performance indicators.

### TOP THREE ACCOMPLISHMENTS

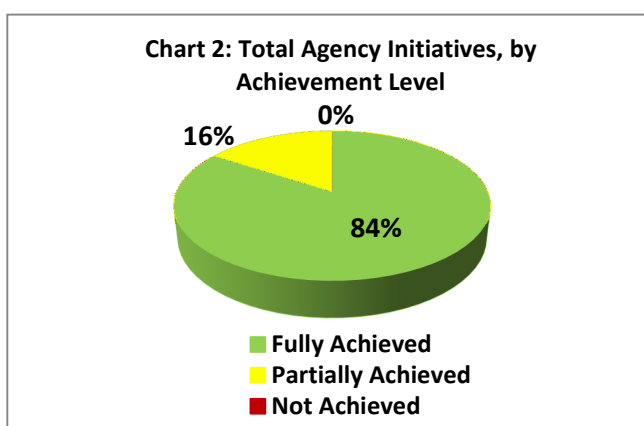
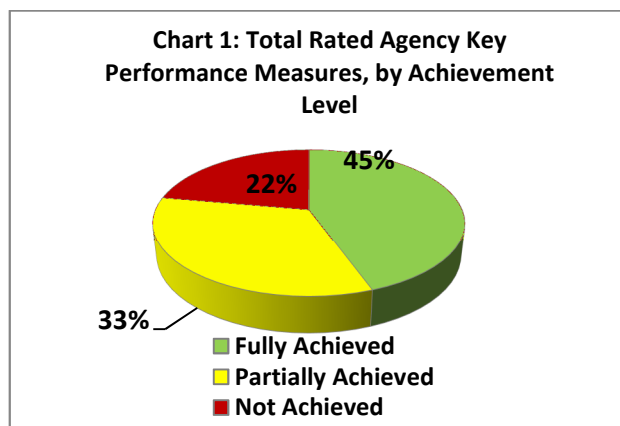
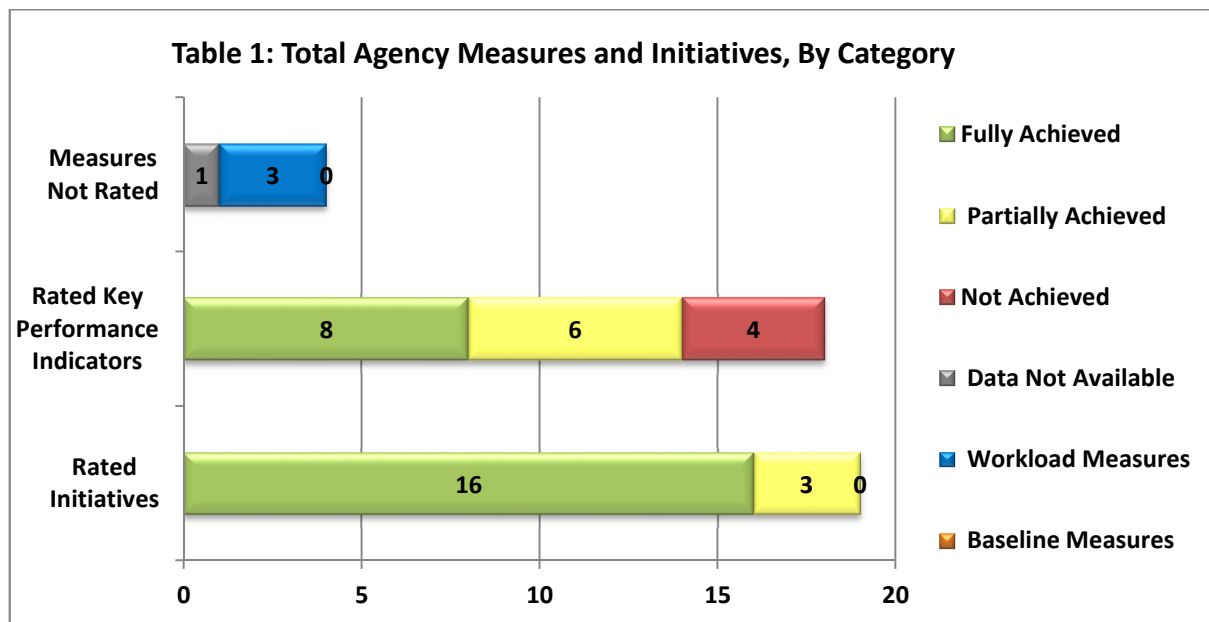
The top three accomplishments of OUC in FY 2015 are as follows:

- ✓ Integration of Next Generation 311 Client Relationship Manager (SalesForce).
- ✓ Full Class of TEOs and Dispatchers Released to 911 Operations.
- ✓ Onsite Simulation Lab Installation.



## SUMMARY OF PROGRESS TOWARD COMPLETING FY 2015 INITIATIVES AND PROGRESS ON KEY PERFORMANCE INDICATORS

Table 1 (see below) shows the overall progress the OUC made on completing its initiatives, and how overall progress is being made on achieving the agency's objectives, as measured by their key performance indicators.





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

In FY 2015, OUC fully achieved more than 80 percent its initiatives and almost half of its rated key performance measures. **Table 1** provides a breakdown of the total number of performance metrics OUC uses, including key performance indicators and workload measures, initiatives, and whether or not some of those items were achieved, partially achieved or not achieved. **Chart 1** displays the overall progress being made on achieving OUC objectives, as measured by their rated key performance indicators. Please note that chart 2 contains only rated performance measures. Rated performance measures do not include measures where data is not available, workload measures or baseline measures. **Chart 2** displays the overall progress OUC made on completing its initiatives, by level of achievement.

The next sections provide greater detail on the specific metrics and initiatives for OUC in FY 2015.

## PERFORMANCE INITIATIVES – ASSESSMENT DETAILS

### Emergency (911) Operations Division

#### OBJECTIVE 1: Provide efficient, professional and cost effective responses to 911 calls.

##### **INITIATIVE 1.1: Implement operations shift model adjustments based on analysis of performance data. (Age-Friendly DC Goal: Domain #9).**

In June 2013, the agency implemented a new shift model, from 10 hours to 12.5 hour shifts. Throughout FY13 and in FY14, the agency performed a comprehensive review of the 12.5 shift model to evaluate its success and to determine whether other adjustments were necessary. Upon the completion of this assessment, the agency intends to make any other further adjustments to ensure optimal performance of the operation.

**Completion Date: June 2015.**

##### **Performance Assessment Key: Fully Achieved.**

- Analysis of operations performance following the implementation 12.5 hour shift was conducted throughout FY15. In fact, the agency recorded surging call volume and made a number of adjustments to ensure optimal performance throughout the fiscal year. Specifically, minimum staffing levels were adjusted and the operation's SWING day was moved from Friday to Sunday. Sunday has historically seen lower call volume, even with the overall increase in call volume. Preliminary data suggests that the average speed of answer and abandoned call rate has improved on Fridays, and has remained steady on Sundays.



**INITIATIVE 1.2: Market the availability of Smart911 in the District to support efforts to provide enhanced and more efficient dispatching. (Age-Friendly DC Goal: Domain #9).**

In FY12, the OUC officially launched the Smart911 initiative. With Smart911, citizens can create a free safety profile for their household providing critical, lifesaving data to 9-1-1 in the event of an emergency call. First responders will have access to vital information like floor plans, medical conditions and more before they arrive at a scene.









In FY14, the OUC continued its collaboration with the Office of the Chief Technology Officer (OCTO), using the Digital Inclusion Mobile Tech Lab, “Connect DC,” to pursue community outreach efforts at various citywide events. In FY15, the agency will also seek to proactively pursue other opportunities to showcase the SMART911 application and reach specific targeted populations, including seniors and youth.

**Completion Date: January 2016.**

 **Performance Assessment Key: Fully Achieved.**

In FY15, the agency participated in 69 events citywide to support SMART911 registration. The agency also provided SMART911 materials for countless other events participated in by the Homeland Security and Emergency Management Agency, the Fire and Emergency Medical Services Department and the DC Office on Aging.

**KEY PERFORMANCE INDICATORS-911 Operations Division**

   	KPI	Measure	FY 2014 YE Actual	FY 2015 YE Target	FY 2015 YE Revised Target	FY 2015 YE Actual	FY 2015 YE Rating	Budget Program
	1.1	Percent of 911 calls answered within 5 seconds	92%	97%	97%	92.44%	95.3%	EMERGENCY OPERATIONS (911) DIVISION
	1.2	Percent of 911 calls (wire line and wireless) abandoned	3.6%	2.5%	2.5%	3.51%	71.26%	EMERGENCY OPERATIONS (911) DIVISION
	1.3	Percent of current call takers trained and active as Universal Call Takers	95%	100%	100%	100%	100%	EMERGENCY OPERATIONS (911) DIVISION
	1.4	Percent of current call takers that are conversationally bi-lingual	14.63%	20%	20%	14.71%	73.53%	EMERGENCY OPERATIONS (911) DIVISION



●	1.5	Percent of day's minimum staffing levels met	100%	100%	100%	100%	100%	EMERGENCY OPERATIONS (911) DIVISION
●	1.6	Percent of calls in which call to queue is 90 seconds or less	77.23%	80%	80%	50%	50%	EMERGENCY OPERATIONS (911) DIVISION

### Non-Emergency (311) Operations Division

#### OBJECTIVE 1: Provide efficient, professional and cost effective responses to 311 calls.

##### **INITIATIVE 1.1: Analyze 311's portfolio to explore ways of optimizing the customer experience.**

In FY15, the agency will continue to work with servicing agencies, including DPW, DDOT, DMV and others to support better call volume management and service request submission automation.

The agency will also continue its work on the development of a customer service call driver tool. This tool will enable the agency to clearly articulate the financial support needed to integrate a servicing agency's program call volume.

**Completion Date: January 2015.**

##### ● **Performance Assessment Key: Fully Achieved.**

The agency continued participation in regular stakeholder meetings to plan for service request management enhancements and program modifications throughout the fiscal year. In particular, the OUC partnered closely with DPW and DDOT to ensure the smooth transition to the upgraded 311 service request application, hosting weekly focus groups and daily discussions to address specific areas of concern prior to roll out. Since roll out at the end of FY15, the OUC has provided system training and maintenance support and will continue to do so throughout FY16.

Lastly, the agency continued its efforts to develop a cost driver tool to more clearly illustrate the cost of services provided and managed by the agency. Specifically, efforts were undertaken to revise the costing method to assign agencies usage cost bands based on their prior year's usage rate. As a result, a number of radio MOUs were revised, approved and executed using the newly developed costing & MOU template.

##### **INITIATIVE 1.2: Upgrade 311 service request application.**

The agency will upgrade the application with the most robust and highest integrated service request management technology available. In addition, through this enhancement, the OUC anticipates providing customers with a more interactive platform and easier access to service request status updates.





**Completion Date: December 2014.**

● **Performance Assessment Key: Fully Achieved.**

The OUC fully migrated to an upgraded 311 system in July 2015. The new system delivers improved services featuring an enhanced citizen's portal, a more user friendly mobile application, and better mapping.

**OBJECTIVE 2: Empower 311 Operations to provide specialized public safety support to emergency operations during emergency events.**

**INITIATIVE 1.1: Pilot emergency liaison training to 311 customer service representatives.**

Emergency Liaison training equips individuals with the tools to synthesize incoming information during crisis situations and provide situation updates and intelligence to emergency response personnel. In tandem with this training, 311 representatives will also learn to use SMART Prepare. SMARTPrepare is a tool that securely maintains information about city residents which can be used by public safety officials to plan for and respond during disasters and emergencies like power outages, transportation interruptions and evacuations.

**Completion Date: Not Given.**

● **Performance Assessment Key: Fully Achieved.**

Operations staff completed both emergency liaison training as well as training on how to use SMART Prepare.

**INITIATIVE 1.2: Market the availability of SMARTPrepare in the District.**

In FY12, the OUC officially launched Smart911, which enables citizens to create free safety profiles for their households, thus providing critical, lifesaving data to 9-1-1 in the event of an emergency call. In FY14, the OUC continued its collaboration with the Office of the Chief Technology Officer (OCTO), using the Digital Inclusion Mobile Tech Lab, "Connect DC," to pursue community outreach efforts at various citywide events.








Also in FY14, the OUC coordinated the procurement of the complimentary application SMARTPrepare, which enables residents to provide public safety officials with data that can be useful during disaster and crisis responses. Through FY15 the agency will market its availability to bolster its ability to provide emergency services for vulnerable populations within the community.

**Completion Date: September 2016.**

● **Fully Achieved:** In FY15, the agency participated in 69 events citywide to supporting SMART911 registration and disseminating information about SMARTPrepare. The agency also provided SMARTPrepare materials for countless other events participated in by the Homeland Security and Emergency Management Agency, the Fire and Emergency Medical Services Department and the DC Office on Aging.



### KEY PERFORMANCE INDICATORS-Non Emergency (311) Operations Division

   	KPI	Measure	FY 2014 YE Actual	FY 2015 YE Target	FY 2015 YE Revised Target	FY 2015 YE Actual	FY 2015 YE Rating	Budget Program
	1.1	Percent of calls abandoned for 311	11%	8%	8%	13.44%	59.5%	NON-EMERGENCY OPERATIONS (311) DIVISION
	1.2	Percent of 311 calls answered within 90 seconds	61%	77%	77%	66.36%	86.19%	NON-EMERGENCY OPERATIONS (311) DIVISION
	1.3	Percent of calls handled in 4 minutes or less	89%	95%	95%	83.12%	87.49%	NON-EMERGENCY OPERATIONS (311) DIVISION


### Technology Operations Division

#### OBJECTIVE 1: Provide State-Of-The-Art Emergency and Non-Emergency Communications Technology.

##### **INITIATIVE 1.1: Phase 3 of the upgrade to the District's radio system.**

Under this initiative the OUC will continue the multi-year upgrade of current radio technologies to the Project 25 (P25) standard. This final phase of the initiative will upgrade all DCFEMS radios and upgrade the 800 MHz radio system infrastructure. This initiative will significantly enhance the District's ability to maintain robust radio interoperability both among District agencies, as well as with regional partners and enhance system redundancy. **Completion Date: January 2015.**

##### **Performance Assessment Key: Fully Achieved.**

-  The OUC completed Phase 3 of the District's radio system on schedule in FY15. Phase 3 consisted of upgrading the 800 MHz radio system infrastructure and all DCFEMS radios. This multi-year upgrade significantly enhanced system redundancy and the District's ability to maintain robust radio interoperability among District agencies and regional partners.

##### **INITIATIVE 1.2: Maintain the District's mobile data computing capabilities.**

In FY14, the Technology Division began replacing all MDC equipment for all MPD and FEMS users. The agency will continue this effort in FY15 and will also implement Mobile VPN,



Mobile routers, and Radio Over IP in first responder vehicles as well. This initiative will enhance mobile computing capabilities by allowing field users to have persistent wireless connectivity, single sign-on, robust data security, multiple wireless access capability, and the ability to securely connect multiple wireless devices.

**Completion Date: September 2014.**

● ***Performance Assessment Key: Fully Achieved.***

The OUC replaced MDC equipment for all MPD and FEMS users in December 2014. Mobile VPN was successfully implemented on 1400 devices, enabling all devices to operate through MVPN in a secure manner. In addition, mobile routers were implemented in over 750 units/vehicles. This initiative enhanced mobile routing capabilities and enabled users to have consistent wireless connectivity, robust data security, multiple wireless access capability and the ability to securely connect multiple wireless devices.

**INITIATIVE 1.3: Upgrade 911/311 Telephony Workstations.**

Under this initiative the OUC will continue the upgrade of all 911/311 Telephony Workstations to run on Windows 7 and the latest version of the Computer Telephony Integration (CTI) application. This technology refresh will allow agents to switch to a more robust sound module that will not be susceptible to server failovers or power fluctuations. This upgrade will help position the District to start building the foundation for NG911 future deployment.

**Completion Date: September 2015.**

● ***Performance Assessment Key: Fully Achieved.***

The first phase of the 911/311 telephony upgrade is complete. Related systems and application enhancements for both the 911 and 311 Operations programs were also finalized in preparation for the 911 CTI integration. The next phase of the upgrade (911 CTI Integration) will be completed by September 2016. This work better positions the District for easier progression toward the NG911 environment.

**INITIATIVE 1.4: Upgrade the agency's computer aided dispatching system.**

The agency will upgrade its Computer Aided Dispatch (CAD) application to the latest available version compatible with Windows 7. This will improve response time, fostering better reporting and information sharing, and bettering inter-agency communications.

**Completion Date: December 2014.**

● ***Performance Assessment Key: Fully Achieved.***

The OUC successfully upgraded the agency's Computer Aided Dispatch (CAD) application in December 2014. The new application, CAD 9.3, has improved response times, provides enhanced reporting and analytical features, and improves inter-agency communication and data sharing.

**INITIATIVE 1.5: Onsite simulation lab installation.**

The OUC will install a state of the art Testing and Simulation Lab that will feature new technology systems, software and applications. This lab will support the OUC's efforts to



bolster the agency’s technical infrastructure by enabling onsite product and equipment demonstrations and simulations.

**Completion Date: January 2015.**

**Performance Assessment Key: Fully Achieved.**

- The OUC successfully concluded phase 1 of the onsite testing and simulation lab by completing construction and the furniture installation. OUC will complete phase 2 of the lab, which includes system integration, in early FY16.

**KEY PERFORMANCE INDICATORS-Technology Operations Division**

   	KPI	Measure	FY 2014 YE Actual	FY 2015 YE Target	FY 2015 YE Revised Target	FY 2015 YE Actual	FY 2015 YE Rating	Budget Program
	1.1	Percent of time radio system is available	99%	99%	99%	100%	100%	TECHNOLOGY OPERATIONS DIVISION
	1.2	Percent of time 911/311 telephony system is available	99%	99%	99%	100%	100%	EMERGENCY OPERATIONS (911) DIVISION
	1.3	Percent of time Computer Aided Dispatch (CAD) system is available	99%	99%	99%	100%	100%	EMERGENCY OPERATIONS (911) DIVISION
	1.4	Percent of time OUC responds to Mobile Data Terminal repairs within 24hrs	99%	99%	99%	97.95%	98.94%	TECHNOLOGY OPERATIONS DIVISION

**Transcription Division**

**OBJECTIVE 1: Provide consistent support to our Federal and District partners to ensure quality information is transferred in a timely manner.**

**INITIATIVE 1.1: Maximize operational efficiency by leveraging full use an enhanced request management system.**

The agency will implement a solution that provides comprehensive tracking of all incoming requests. The intent is to streamline and standardize the process for managing the workflow










process related to requests for 911/311 communication data. This enhancement will also enable the agency to run reports and measure performance.

**Completion Date: December 2014.**

 **Performance Assessment Key: Fully Achieved.**

In FY15 the agency began utilizing the Remedy Force tracking system to better manage the process of handling incoming requests for 311/911 communication data. In fact, OUC partnered with OCTO to design specialty features in the system to enhance the front end user experience. This system enables the agency to easily run trending and performance reports.

**KEY PERFORMANCE INDICATORS-Transcription Division**

   	KPI	Measure	FY 2014 YE Actual	FY 2015 YE Target	FY 2015 YE Revised Target	FY 2015 YE Actual	FY 2015 YE Rating	Budget Program
	1.1	Percent of time assistant United States Attorney package completion within mandated timeline	100%	100%	100%	93.05%	93.05%	TRANSCRIPTION & QUALITY DIVISION
	1.2	Percent of Office of Attorney General package completion within mandated timeline	100%	100%	100%	90%	90%	TRANSCRIPTION & QUALITY DIVISION
	1.3	Percent of internal investigations completed within 72 hours	100%	100%	100%	0%	0%	TRANSCRIPTION & QUALITY DIVISION

**Agency Management**

**OBJECTIVE 1: Provide Quality Administrative Support For All Agency Personnel To Support Customer Service and Public Safety Communications.**



**INITIATIVE 1.1: Hold employees accountable for performance based on results of issues identified in FY13 through the individual performance planning process.**

Each supervisor and manager has been trained to use the evaluation tools necessary to provide fair and individual assessments of employee performance. Each employee of the OUC will be provided with their individual performance plan and will be held accountable for performance. Supervisors and managers will be responsible for pinpointing areas of improvement for each employee under their supervision and for taking the appropriate action to support the remediation those issues, through training or other actions where necessary.

**Completion Date: December 2014.**

● ***Performance Assessment Key: Fully Achieved.***

During FY14, 92.39% of employees had performance plans and the agency evidenced further improvement by FY15, realizing 100% compliance on this initiative.

**INITIATIVE 1.2: Initiate all the components related to recruitment to enhance the operations staffing of the agency.**

The agency will seek to round out its staffing and professional support resources through dedicated efforts to recruit, assess and hire qualified personnel, as well as by initiating and leveraging partnerships with industry groups and other District agencies.

**Completion Date: June 2016.**

● ***Performance Assessment Key: Fully Achieved.***

In FY15, the OUC added a total of 36 - 911 emergency operations personnel, including both telephone equipment operators and dispatchers, to its staffing pool. In addition, the agency's Human Resources Division introduced competency based screening to aid in identifying candidates most suitable for careers in public safety.

**INITIATIVE 1.3: Enhance training instruction for recertification and in-service training.**

The agency will secure the support of dedicated personnel to manage the agency's training initiatives, curriculums, applications and programs. Through this initiative, the agency will seek to institutionalize a formalized educational program as well as resource development opportunities and plans for all personnel.

**Completion Date: October 2015.**

● ***Performance Assessment Key: Fully Achieved.***

In early FY15, the agency developed and finalized a formal indoctrination program to assist in the development process for agency new hires. The training included in this program consisted of 392 hours of classroom instruction and 320 hours of on-the-job-training, which satisfies both fundamental and specialized training requirements. In addition, the agency hired a Training and Organizational Development Officer to manage and coordinate training programs and other related initiatives, while engaging the support of partner agencies including the Metropolitan Police and Fire and Emergency Service departments. Lastly, the agency introduced its Certified Training Officer program, in which the support of longer



tenured staff was enlisted to aid in bridging the gap between training exercises and the live operation.

**INITIATIVE 1.4: Update Emergency Response plans for the UCC and PSCC.**

The agency will update emergency evacuation plans with support from the Office of Risk Management and under the General Industry Standard 29 CFR 1910.38. These plans will include required evacuation plans and ensure that the agency has a plan of action to secure the safety of its employees in the event of an emergency.

**Completion Date: October 2015.**

● **Performance Assessment Key: Partially Achieved.**

In FY15 the agency reviewed existing plans and began drafting revisions. Due to several staffing transitions, the agency was unable to finalize the plans. However, at the end of FY15 a new Risk Officer was identified and the agency anticipates being able to complete plans for both sites in FY16.

**OBJECTIVE 2: Solidify the Agency's Brand Image And Name Recognition In Conjunction With Its Service Portfolio.**

**INITIATIVE 2.1: Initiate a public education, identification, branding and marketing campaign.**

The OUC will continue to undertake identification, branding and marketing efforts to ensure that the vast array of specialized services provided by the agency as well as its role in the public safety arena are clearly understood by agency partners and the community at large. In particular, the agency will develop PSAs that will provide agency overview information, as well as specific 911 and 311 Operations service information.

**Completion Date: January 2015.**

● **Performance Assessment Key: Partially Achieved.**

In FY15 the agency made aggressive efforts to engage with the public via social media, through its website and through participation in nearly 100 community events and activities. Also during the fiscal year, the agency worked with a vendor to secure still images and videos and also to develop scripting and conduct interviews for 3 PSAs; agency overview, 911 Operations and 311 Operations overviews. By the end of the fiscal year approximately 85% of this effort was complete. The agency anticipates airing the completed PSAs in FY16.

**INITIATIVE 2.2: Create a proactive schedule of interaction with District residents. (Age-Friendly DC Goal: Domain #7).**

The agency intends to begin initiating agency sponsored events and other programs that enable it to provide educational and promotional materials, including new developed PSAs, to targeted populations within the community. While doing so, the agency will continue to maintain its support of partner agency sponsored events and other regular programming such as neighborhood community meetings and events.

**(Completion Date: Not Given.)**



**Performance Assessment Key: Partially Achieved.**

- **Partially Complete:** In conjunction with the DC Office on Aging, the agency supported approximately 50 events during which educational and promotional materials were disseminated. The agency also hosted several focus groups to share program enhancements with targeted groups. In FY16, the agency anticipates the full implementation of a Citizen Engagement Academy to which targeted groups will be invited to participate.

**OBJECTIVE 3: Oversee the implementation of agency-wide priorities.**

**INITIATIVE 3.1: Conduct agency sustainability assessment using OCA approved criteria developed by DDOE and OP in accordance with Mayor’s Order 2013-209.**

Within one hundred twenty (120) days after the City Administrator approves sustainability assessment criteria developed jointly by the District Department of the Environment and the Office of Planning, each agency head subject to the authority of the mayor shall use the criteria to evaluate the sustainability of their respective operations in accordance with the requirements of Mayor’s Order 2013-209, the Sustainable DC Transformation Order, and submit to his or her responsible Deputy Mayor and the Office of the City Administrator the results of the agency’s internal assessment.

**Completion Date: April 2015.**

● **Performance Assessment Key: Fully Achieved.**

The agency completed its agency sustainability assessment using OCA approved criteria and submitted the results to the Office of the City Administrator.

**KEY PERFORMANCE INDICATORS-Agency Management**

	KPI	Measure	FY 2014 YE Actual	FY 2015 YE Target	FY 2015 YE Revised Target	FY 2015 YE Actual	FY 2015 YE Rating	Budget Program
	2.1	Total Number of community engagement and 911/311 education activities	82	60	60	69	115%	AGENCY MANAGEMENT PROGRAM
	2.2	Percent of time OUC’s grade.dc.gov customer satisfaction rating is rated “B” or better	100%	80%	80%	100%	100%	AGENCY MANAGEMENT PROGRAM





●	1.1	Percent of expendable budget spent with Certified Business Enterprises	100%	50%	50%	172.27%	344.53%	AGENCY FINANCIAL OPERATIONS
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**WORKLOAD MEASURES – APPENDIX**

**WORKLOAD MEASURES ●**

Measure Name	FY 2013 YE Actual	FY 2014 YE Actual	FY 2015 YE Actual	Budget Program
Total number of inbound 911 calls	1,368,582	1,276,943	1,464,934	OFFICE OF THE DIRECTOR
Total number of inbound 311 calls	1,272,290	1,201,351	1,802,897	OFFICE OF THE DIRECTOR
Total number of service requests entered into the customer relationship management system by 311 call takers	164,427	198,529	335,478	OFFICE OF THE DIRECTOR

	Date	Incident type	Incoming requester	Outgoing Responder	Key Points
1	<b>Complaint:</b> 9/25/2015 <b>Response:</b> 10/9/2015	911 Hold Time	Email from Helder Gil (Office of the City Administrator) alerting OUC management to constituent blogpost	Response to council and CA office from Gizele Richards (OUC Deputy Director of Administration)	*Caller hung up and called back four times, thereby placing her at the back of the queue each time *She was informed that by hanging up she kept going to the end of the queue and to not hang up * Hold times are typically 3 seconds or less
2	<b>Complaint:</b> 10/08/2015 <b>Response:</b> 10/9/2015	FEMS Dispatch Time	Email from Prince of Petworth (blog) to Barbara Mack (Council Office)	Response to council and CA office from Gizele Richards (OUC Deputy Director of Administration)	* The ambulance dispatch took much longer due to a failed interface between police and fire/EMS cross dispatching *Assured constituent this dispatch was an outlier and that we have updated our procedures
3	<b>Complaint:</b> 10/14/2015 <b>Response:</b> 10/15/2015	911 Hold Time	Email from constituent to Chris Geldart (OUC Interim Director)	Response to constituent from Chris Geldart (OUC Interim Director)	* 9th call received of 16 for Brookland gunshots *Tower that routed call to Prince George's County Emergency Comms even though located inside DC *Contacted AT&T Wireless to inquire why tower is routing emergency calls to Prince George's County * OUC working through a new technology to identify how calls are received and routed at all the towers in the District *Will allow us to communicate with the cell phone carriers when the proper alignment and routing of calls has been changed do to maintenance or other factors *Currently reliant on the carriers or the residents to inform us that calls are not properly being routed; encouraged consotituent to lobby carrier for more cell phone towers in neighborhood
4	<b>Complaint:</b> 11/02/2015 <b>Response:</b> 11/09/2015	MPD Dispatch Time	Email from constituent to MPD; email forwarded to Chris Geldart (OUC Interim Director)	Chris Geldart (OUC Interim Director) called constituent to explain error; sent response to Council/CA Office	*Call taker mistake *Resulted in an 18 min delay in service *Wrong association on the slip which causes cases to be thrown out *Reviewed record and administered appropriate discipline and training
5	<b>Complaint:</b> 11/12/2015 <b>Response:</b> 11/13/2015	911 Hold Time	Email from constituent to DC Council and Chris Geldart (OUC Interim Director)	Response to constituent from Chris Geldart (OUC Interim Director)	*Caller waited two minutes on hold to report gunshots *31 911 calls in just over one minutes for "sounds of gunshots" (20:49-20:50) *First calls for the event experienced no wait time *MPD 1D and 5D head shots *MOD Shotspotter technology reported shots fired
6	<b>Complaint:</b> 11/30/2015 <b>Response:</b> //2015	Delayed Response	Email from constituent to MPD; email forwarded to Chris Geldart (OUC Interim Director)		*Caller did not feel as though the call taker knew where the MET Branch trail was located *Call taker was aware, but asked many questions in regards to the location in order to properly verify the exact location *MET Branch Trail identification procedures were reviewed in subsequent roll calls
7	<b>Complaint:</b> 12/10/2015 <b>Response:</b> 12/10/2015	311 Hold Time	Email from constituent to MMB, forwarded to Councilwoman Cheh and Chris Geldart (OUC Interim Director)	Response to constituent and Councilwoman Cheh from Chris Geldart (OUC Interim Director)	*During first part of the 311 call, the automated system was walking constituent through the process *Automated system assists with routing calls to the appropriate agent *Option for a call back was selected but the call back information was never completed because of a computer configuration glitch that never allowed you to finish the call-back process *This problem was addressed and fixed that same evening.
8	<b>Complaint:</b> 01/01/2016 <b>Response:</b> 01/04/2016	Blown address	Alerted to HSEMA by FEMS	Chris Geldart (OUC Interim Director) sent a response to Council and CA Office; he also spoke to Paul Wagner (FOX 5 DC)	*Call taker mistake *Resulted in an 3 min delay in service *Incorrectly submitted 14th street, instead of 40th street *After realizing mistake, instead of updating ticket and contacting dispatcher, created a new ticket *New ticket looked like a duplicate, so it was deleted *Error was not detected until FEMS showed up at wrong address and contacted dispatch
9	<b>Complaint:</b> 01/12/2016 <b>Response:</b> //2016	Delayed Response/Wrong Jurisdiction	CM Allen's office	Chris Geldart had conversation with CM Allen regarding call routing in the SW Waterfront neighborhood	*Caller asserts that 911 response was never relayed to police *Call researched and found to have been answered by ARL county *Proper dispatch was followed by DC, once call was successfully transferred to the OUC



## FY 2016 PERFORMANCE PLAN Office of Unified Communications

### 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.

### PERFORMANCE PLAN DIVISIONS

- Emergency (911) Operations Division
- Non-Emergency (311) Operations Division
- Technology Operations Division
- Transcription and Quality Division
- Agency Management<sup>1</sup>

### AGENCY WORKLOAD MEASURES

Measure	FY 2013 Actual	FY2014 Actual	FY2015 Actual
Total number of inbound 911 calls	1,368,582	1,339,053 <sup>2</sup>	1,464,934
Total number of inbound 311 calls	1,944,673 <sup>3</sup>	1,847,933 <sup>4</sup>	1,802,897

<sup>1</sup> The (1000) Agency Management division includes (100F) Agency Financial Operations.

<sup>2</sup> This number takes into account the correct audited figure. The previously reported number of 1,276,943 had not been corrected to account for audited figures.

<sup>3</sup> This number takes into account the correct audited figure. The previously reported number of 1,272,290 had not been corrected to account for audited figures.

<sup>4</sup> This number takes into account the correct audited figure. The previously reported number of 1,201,351 had not been corrected to account for audited figures.



Total number of service requests entered into the customer relationship management system by 311 call takers	315,217 <sup>5</sup>	343,049 <sup>6</sup>	335,478
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### ***Emergency (911) Operations Division***

#### **SUMMARY OF SERVICES**

The 911 Operations Division receives and processes 911 calls accurately and efficiently. Police and fire incidents are created through Computer Aided Dispatch (CAD) and transferred to DCFEMS and/or DCPD, as well as additional agencies in the National Capitol Region (NCR), by voice transmission and computer to computer aided dispatch for response.

#### **OBJECTIVE 1: Provide efficient, professional and cost effective responses to 911 communications.**

##### **INITIATIVE 1.1: Review dispatch protocols to maintain adequate management of the increased volume of 911 calls.**

In June 2015, in response to the uptick in violent crime and the resultant call volume, OUC established a workgroup with partners from Fire and Emergency Medical Services and the Metropolitan Police Department to review dispatch protocols. Throughout FY16, this workgroup will continue to meet on a monthly basis to support citywide efforts to maintain and ensure seamless coordinated responses to emergency calls.

**Completion Date: September 2016.**

**District Priority Area: A Safer, Stronger DC**

**District Priority Goal: Make DC the safest big city in America**

**District Priority Goal: Transform emergency medical services in the District into a premier system**

##### **INITIATIVE 1.2: Strengthen relationships with local and regional stakeholders and other partners.**

In June 2015, OUC undertook an aggressive effort to forge enhanced working relationships with partner entities in the National Capital Region. The purpose of this effort is to maintain and ensure communication and coordination with stakeholders that support or are responsible for emergency response activities. Accordingly, throughout FY16, the agency will continue regularly scheduled meetings with special groups including MPD's District Commanders, FEMS Division Chiefs, WMATA's Metro Board of Directors and with COG. The agency will also continue its participation in related subcommittees hosted by COG.

**Completion Date: September 2016.**

**District Priority Area: A Safer, Stronger DC**

**District Priority Goal: Make DC the safest big city in America**

<sup>5</sup> This number takes into account the correct audited figure. The previously reported number of 164,427 had not been corrected to account for audited figures.

<sup>6</sup> This number takes into account the correct audited figure. The previously reported number of 198,529 had not been corrected to account for audited figures.



**District Priority Goal: Transform emergency medical services in the District into a premier system**

**INITIATIVE 1.3: Enhance customer interaction methods with Text-to-911 solution.**

In accordance with the Mayor’s priority to expand successful policing strategies by investing in new technology, in FY15 the OUC began testing Text-to-911 functionality over its redundant network, identifying gaps from an operational, technical and/or network perspective. This testing was conducted to prepare for NextGeneration 9-1-1 functionalities which will enable the delivery of text messages, streaming videos, and pictures into the OUC. After deployment, the 911 Operations manager will monitor stakeholder feedback on the enhancement to recommend phase 2 modifications.

**Completion Date: September 2016**

**District Priority Area: A Safer, Stronger DC**

**District Priority Goal: Make DC the safest big city in America**

**District Priority Goal: Make DC more efficient, effective, and responsive to residents’ needs through the use of smart technology**

**INITIATIVE 1.4: Market the availability of Smart911 in the District to support efforts to provide enhanced and more efficient dispatching.**

Smart911 is a program that enables citizens to create a free safety profile for their households. These profiles provide critical, lifesaving data, such as floor plans and medical conditions to 9-1-1 call takers and dispatchers, which they in turn provide to police, fire and emergency medical personnel before they arrive at a scene.

Through FY15, the agency continued its collaboration with DC Office on Aging, the Office of Human Rights, and the Homeland Security and Emergency Management Agency to participate in various citywide events, reaching a cross section of residents. In FY16, the agency will continue these partnerships and pursue other opportunities to showcase the SMART911 application to register more members of specific targeted populations, including seniors and youth.

**Completion Date: September 2016.**

**District Priority Area: A Safer, Stronger DC**

**District Priority Goal: Make DC the safest big city in America**

**District Priority Goal: Make DC more efficient, effective, and responsive to residents’ needs through the use of smart technology**

Measures	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Projections	FY 2017 Projections	FY 2018 Projections
Percent of 911 calls answered within 5 seconds	92%	97%	93%	97%	97%	97%
Percent of 911 calls (wire line and wireless) abandoned	3.6%	2.5%	3.1%	2.5%	2.5%	2.5%



Measures	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Projections	FY 2017 Projections	FY 2018 Projections
Percent of current call takers trained and active as Universal Call Takers	100%	100%	100%	100%	100%	100%
Percent of current call takers that are conversationally bi-lingual	14.63%	20%	14.63%	20%	20%	20%
Percent of days minimum staffing levels met.	100%	100%	100%	100%	100%	100%
Percent of calls in which call to queue is 90 seconds or less	77.23%	80%	50%	80%	80%	80%

### ***Non-Emergency (311) Operations Division***

#### **SUMMARY OF SERVICES**

The 311 Operations Division is the access point for residents and visitors requiring DC government services and/or information.

**OBJECTIVE 1: Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms.**

**INITIATIVE 1.1: Analyze 311's portfolio to explore ways of optimizing the customer experience.**

In FY15, the agency continued to work with servicing agencies, including DPW, DDOT, DMV and others to support better call volume management and service request submission automation.

In FY16, the agency will also continue its work on the development of a customer service call driver tool. This tool will enable the agency to clearly articulate the financial support needed to integrate a servicing agency's program call volume.

**Completion Date: September 2016.**

**District Priority Area: A Safer, Stronger DC**

**District Priority Goal: Make DC the safest big city in America**

**INITIATIVE 1.2: Enhance customer interaction methods with Text-to-311 solution.**

In FY15, the agency upgraded its service request application with the most robust and highest integrated service request management technology available. This enhancement enables the OUC to provide customers with a more interactive platform and easier access to service request status updates.



In FY16, the OUC will deploy an enhancement to the service request application which will feature the Text-to-311 capability. The 311 Operations manager will monitor stakeholder feedback on the enhancement to recommend phase 2 modifications.

**Completion Date: September 2016**

**District Priority Area: A Safer, Stronger DC**

**District Priority Goal: Make DC the safest big city in America**

**District Priority Goal: Make DC more efficient, effective, and responsive to residents' needs through the use of smart technology**

**KEY PERFORMANCE INDICATORS – 311 Operations Division**

Measures	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Projection	FY 2017 Projection	FY 2018 Projection
Percent of calls abandoned for 311	11%	8%	0.4%	8%	8%	8%
Percent of 311 calls answered within 90 seconds	61%	77%	69%	80%	80%	80%
Percent of 311 calls handled by a live agent in 4 minutes or less	89%	95%	86%	97%	97%	97%

**Technology Operations Division**

**SUMMARY OF SERVICES**

The Technology Division of the OUC 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.

**OBJECTIVE 1: Provide State-Of-The-Art Emergency and Non-Emergency Communications Technology.**

**INITIATIVE 1.1: Deploy a Text-to-911 solution.**

In accordance with the Mayor’s priority to expand successful policing strategies by investing in new technology, in FY15 the OUC began testing Text-to-911 functionality over its redundant network, identifying gaps from an operational, technical and/or network perspective. This testing was conducted to prepare for NextGeneration 9-1-1 functionalities which will enable the delivery of text messages, streaming videos, and pictures into the OUC. In FY16, the agency intends to fully deploy this solution.

**Completion Date: September 2016**

**District Priority Area: A Safer, Stronger DC**

**District Priority Goal: Make DC the safest big city in America**

**District Priority Goal: Make DC more efficient, effective, and responsive to residents' needs through the use of smart technology**



**INITIATIVE 1.2: Deploy a Text-to-311 solution.**

In FY15, the agency upgraded its service request application with the most robust and highest integrated service request management technology available. This enhancement enables the OUC to provide customers with a more interactive platform and easier access to service request status updates. In FY16, the OUC will deploy an enhancement to the service request application which will feature the Text-to-311 capability.

**Completion Date: September 2016**

**District Priority Area: A Safer, Stronger DC**

**District Priority Goal: Make DC the safest big city in America**

**District Priority Goal: Make DC more efficient, effective, and responsive to residents’ needs through the use of smart technology**

**INITIATIVE 1.3: Upgrade 911/311 Telephony Workstations.**

Under this initiative the OUC will continue the upgrade of all 911/311 telephony workstation and other equipment and conduct technology refreshes, which will protect system servers from failovers and power fluctuations. These enhancements will help better position the District for the NG911 environment.

**Completion Date: September 2016.**

**District Priority Area: A Safer, Stronger DC**

**District Priority Goal: Make DC the safest big city in America**

**District Priority Goal: Make DC more efficient, effective, and responsive to residents’ needs through the use of smart technology**

**INITIATIVE 1.5: Onsite simulation lab activation.**

In FY15, the OUC installed a state of the art testing and simulation lab. In FY16 the agency intends to simulate the use of new technology systems, software and applications in the lab. This lab supports the OUC’s efforts to bolster its technical infrastructure by enabling controlled onsite product demonstrations and other pilots prior to full integration with the agency’s live operations systems.

**Completion Date: September 2016.**

**District Priority Area: A Safer, Stronger DC**

**District Priority Goal: Make DC the safest big city in America**

**District Priority Goal: Make DC more efficient, effective, and responsive to residents’ needs through the use of smart technology**

**KEY PERFORMANCE INDICATORS – *Technology Operations Division***

Measures	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Projection	FY 2017 Projection	FY 2018 Projection
Percent of time radio system is available	99%	99%	99%	99%	99%	99%





Percent of time 911/311 telephony system is available	99%	99%	99%	99%	99%	99%
Percent of time the CAD system is available	99%	99%	99%	99%	99%	99%
Percent of time OUC responds to radio equipment repairs within 24hrs	99%	99%	98%	99%	99%	99%

### ***Transcription Division***

#### **SUMMARY OF SERVICES**

The Transcription Section provides audio transcriptions of conversations between field providers, call takers, dispatchers, and callers requesting services of DCMPD, DCFEMS and other public safety and governmental organizations.

**OBJECTIVE 1: Provide consistent support to Federal and District partners to ensure quality information is transferred in a timely manner.**

#### **INITIATIVE 1.1: Conduct a business process review.**

In FY16, a top to bottom assessment of the division's structure, process flow, and output will be performed to ensure the appropriate alignment of resources and to identify, document and address specific resource, equipment or other needs.

**Completion Date: September 2016**

**District Priority Area: A Safer, Stronger DC**

**District Priority Goal: Make DC the safest big city in America**

#### **INITIATIVE 1.2: Conduct a customer satisfaction survey.**

In FY16, the division will survey stakeholders to determine how their customer base could be better served. Based on results of the survey, the division will explore methods of enhancing of interactions with stakeholders and the medium of offerings.

**Completion Date: September 2016**

**District Priority Area: A Safer, Stronger DC**

**District Priority Goal: Make DC the safest big city in America**

#### **INITIATIVE 1.3: Explore feasibility of integrating redaction software with digital voice logger recording software.**

In FY16, the division will survey stakeholders to determine how their customer base could be better served. Based on results of the survey, the division will explore methods of enhancing of interactions with stakeholders and the medium of offerings.

**Completion Date: September 2016**

**District Priority Area: A Safer, Stronger DC**



**District Priority Goal: Make DC the safest big city in America**

**KEY PERFORMANCE INDICATORS – *Transcription Division***

Measures	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Projection	FY 2017 Projection	FY 2018 Projection
Assistant United States Attorney package completion within mandated timeline	100%	100%	93.05%	100%	100%	100%
Office of Attorney General package completion within mandated timeline	100%	100%	90%	100%	100%	100%
Completion of internal investigations within 72 hours	100%	100%	100%	100%	100%	100%

***Agency Management***

**SUMMARY OF SERVICES**

Agency Management administers programs supporting 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.

**OBJECTIVE 1: Provide quality administrative support for all agency personnel to support customer service and public safety communications and oversee the implementation of agency-wide priorities.**

**INITIATIVE 1.1: Develop standard operating procedures for each agency division and review, update and finalize the agency’s policies.**

The agency will draft standard operating procedures and develop an employee handbook. The agency will also review and update, or draft new agency-wide and 911/311 operations policies in alignment with CALEA standards.

**Completion Date: September 2017**

**District Priority Area: A Safer, Stronger DC**

**District Priority Goal: Make DC the safest big city in America**

**INITIATIVE 1.2: Initiate all the components related to recruitment to enhance the operations staffing of the agency.** The agency continue to round out its staffing and professional support resources through dedicated efforts to recruit, assess and hire qualified personnel, as well as by initiating and leveraging partnerships with industry groups and other District agencies.

**Completion Date: September 2016**

**District Priority Area: A Safer, Stronger DC**

**District Priority Goal: Make DC the safest big city in America**



**INITIATIVE 1.3: Enhance training instruction for recertification and in-service training.**

The agency will secure the support of dedicated personnel to manage the agency’s training initiatives, curriculums, applications and programs. Through this initiative, the agency will seek to institutionalize a formalized educational program as well as resource development opportunities and plans for all personnel. One of the primary focuses of this initiative is to ensure continuity and consistency in training delivery across all divisions.

**Completion Date: September 2016.**

**District Priority Area: A Safer, Stronger DC**

**District Priority Goal: Make DC the safest big city in America**

**District Priority Goal: Transform emergency medical services in the District into a premier system**

**INITIATIVE 1.4: Update Emergency Response plans for the UCC and PSCC.**

The agency will update emergency evacuation plans with support from the Office of Risk Management and under the General Industry Standard 29 CFR 1910.38. These plans will include required evacuation plans and ensure that the agency has a plan of action to secure the safety of its employees in the event of an emergency.

**Completion Date: September 2016.**

**District Priority Area: A Safer, Stronger DC**

**District Priority Goal: Make DC the safest big city in America**

**OBJECTIVE 2: Solidify the agency’s brand image and name recognition in conjunction with its service portfolio.**

**INITIATIVE 2.1: Initiate a public education, identification, and marketing campaign**

The OUC is will continue to undertake identification, branding and marketing efforts to ensure that the vast array of specialized services provided by the agency as well as its role in the public safety arena are clearly understood by agency partners and the community at large. In particular, the agency will air PSAs that will provide agency overview information, as well as specific 911 and 311 Operations service information. Elements of this campaign will also focus on decreasing the “misuse of 911 services”.

**Completion Date: September 2016.**

**District Priority Area: A Safer, Stronger DC**

**District Priority Goal: Make DC the safest big city in America**

**INITIATIVE 2.2: Create a proactive schedule of interaction with District residents**

The agency intends to begin initiating agency sponsored events and other programs that enable it to provide educational and promotional materials, including new developed PSAs, to targeted populations within the community. While doing so, the agency will continue to maintain its support of partner agency sponsored events and other regular



programming such as participation in neighborhood community meetings and other events.

**Completion Date: September 2016**

**District Priority Area: A Safer, Stronger DC**

**District Priority Goal: Make DC the safest big city in America**

**OBJECTIVE 3: Pursue rulemakings to implement the statutory and Mayoral authority that has been delegated to OUC.**

**INITIATIVE 3.1: Devise and seek the publication of citywide radio system standards**

The agency will develop standards that address the acquisition, operation, and maintenance of radio technology systems and services for all District agencies and departments; coordination with appropriate semi-governmental and private entities, the Federal Communications Commission, federal and state radio communications coordination organizations, and jurisdictions adjacent to or otherwise affecting the application or use of radio technology in the District; management of the building facilities supporting radio technology; radio communications towers, antennae, and related equipment and appurtenances used by District departments and agencies; processes for review of all agency proposals, purchase orders, and contracts for the acquisition of radio technology and call center technology systems, resources, and services, and recommend approval or disapproval to the Chief Procurement Officer in coordination with OCTO; and processes for review of radio technology budgets for District government departments and agencies in coordination with OCTO; development of information management plans, standards, systems, and procedures throughout the District government for radio technology; development of a radio technology strategic plan for the District.

The purpose of this effort is to pursue rulemakings that implement OUC's statutory authority (DC Official Code § 1-327.54(3), (5)-(9) & DC Official Code § 34-1802(a-1)), and the Mayoral authority that has been delegated to OUC in Mayor's Order 2009-85.

**Completion Date: September 2017**

**District Priority Area: A Safer, Stronger DC**

**District Priority Goal: Make DC the safest big city in America**

**INITIATIVE 3.2: Devise and seek the publication of call center standards**

The agency will develop standards that address standards for acquisition, operation, and maintenance of call center technology systems and services for all District agencies and departments; coordination with appropriate semi-governmental and private entities, and jurisdictions adjacent to or otherwise affecting the application or use of call center technology in the District; management of the building facilities supporting call center technology; and processes for review of call center technology budgets for District government departments and agencies in coordination with OCTO; development of



information management plans, standards, systems, and procedures throughout the District government for call center technology; processes for development of a call center technology strategic plan for the District.

The purpose of this effort is to pursue rulemakings that implement OUC’s statutory authority (DC Official Code § 1-327.54(3), (5)-(9) & DC Official Code § 34-1802(a-1)), and the Mayoral authority that has been delegated to OUC in Mayor’s Order 2009-85.

**Completion Date: September 2017**

**District Priority Area: A Safer, Stronger DC**

**District Priority Goal: Make DC the safest big city in America**

**INITIATIVE 3.3: Devise and seek the publication of 911 assessment fund administration standards**

The agency will develop standards that outline the process for assessment, collection, and enforcement of tax imposed upon all local exchange carriers, including wireline and wireless carriers and interconnected Voice Over Internet Protocol (“VoIP”) service providers, as defined by 47 C.F.R. § 9.3, that connect users who dial or enter the digits 9-1-1 to the District’s public safety answering points, a monthly tax calculated on the basis of each individual telephone line sold or leased in the District.

The purpose of this effort is to pursue rulemakings that implement OUC’s statutory authority (DC Official Code § 1-327.54(3), (5)-(9) & DC Official Code § 34-1802(a-1)), and the Mayoral authority that has been delegated to OUC in Mayor’s Order 2009-85.

**Completion Date: September 2017**

**District Priority Area: A Safer, Stronger DC**

**District Priority Goal: Make DC the safest big city in America**

**KEY PERFORMANCE INDICATORS – Agency Management**

Measures	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Projection	FY 2017 Projection	FY 2018 Projection
Total number of community engagement and 911 education activities	82	60	69	70	80	90
Percent of expendable budget spent with Certified Business Enterprises	100%	50%	100%	50%	50%	50%
Percent of time OUC’s grade.dc.gov customer satisfaction rating is rated “B” or better	100%	80%	100%	100%	100%	100%

<b><i>Originating Agency/Group</i></b>	<b><i>Type of Complaint</i></b>	<b><i>Outcome</i></b>
Office of Unified Communications	Call taker abruptly disconnected customer	Unsustainable
OUC	Call taker abruptly disconnected customer	Sustained
Citizen	call terminated by agent	Sustained
OUC	call terminated by agent	Sustained
Citizen	Incorrect Information Provided	Unsustainable
other agency employee	Misconduct	Sustained
Office of Unified Communications	Open line and put on hold	Sustained
Office of Unified Communications	Other	Sustained
Office of Unified Communications	Other	Sustained
OUC	poor customer service	Sustained
Office of Unified Communications	poor customer service	Sustained
Office of Unified Communications	poor customer service	Sustained
Citizen	poor customer service	Sustained
Citizen	poor customer service	Sustained
Office of Unified Communications	poor customer service	Sustained
Office of Unified Communications	poor customer service	Sustained
Office of Unified Communications	poor customer service	Sustained
OUC	poor customer service	Sustained
Office of Unified Communications	poor customer service	Sustained
OUC	poor customer service	Sustained
OUC	poor customer service	Sustained
Office of Unified Communications	poor customer service	Sustained
Citizen	rude call taker	Sustained
Citizen	rude call taker	Unsustainable
Citizen	rude call taker	Sustained
Citizen	rude call taker	Sustained
OUC	rude call taker	Unsustainable
Citizen	rude call taker	Unsustainable
Citizen	rude call taker	Sustained
Citizen	rude call taker	Unsustainable
Citizen	rude call taker	Unsustainable
Office of Unified Communications	rude call taker	Unsustainable
Office of Unified Communications	rude call taker	Unsustainable
Office of Unified Communications	rude call taker	Sustained
Office of Unified Communications	Wrong Information	Sustained
Citizen		Sustained
Citizen		Sustained

Agency Name

Office of Unified Communications

Annual Freedom of Information Act Report for Fiscal Year 2015  
October 1, 2014 through September 30, 2015

Kelly Brown

FOIA Officer Reporting

PROCESSING OF FOIA REQUESTS

- 1. Number of FOIA requests received during reporting period .....230
- 2. Number of FOIA requests pending on October 1, 2014.....5
- 3. Number of FOIA requests pending on September 30, 2015.....56
- 4. The average number of days unfilled requests have been pending before each public body as of September 30, 2015 .....N/A

DISPOSITION OF FOIA REQUESTS

- 5. Number of requests granted, in whole.....98
- 6. Number of requests granted, in part, denied, in part.....49
- 7. Number of requests denied, in whole.....10
- 8. Number of requests withdrawn.....0
- 9. Number of requests referred or forwarded to other public bodies.....3
- 10. Other disposition .....13

NUMBER OF REQUESTS THAT RELIED UPON EACH FOIA EXEMPTION

- 11. Exemption 1 - D.C. Official Code § 2-534(a)(1).....
- 12. Exemption 2 - D.C. Official Code § 2-534(a)(2).....52
- 13. Exemption 3 - D.C. Official Code § 2-534(a)(3)
  - Subcategory (A).....
  - Subcategory (B).....
  - Subcategory (C) .....
  - Subcategory (D) .....
  - Subcategory (E) .....
  - Subcategory (F) .....
- 14. Exemption 4 - D.C. Official Code § 2-534(a)(4) .....
- 15. Exemption 5 - D.C. Official Code § 2-534(a)(5).....

- 16. Exemption 6 - D.C. Official Code § 2-534(a)(6)
  - Subcategory (A).....
  - Subcategory (B).....
- 17. Exemption 7 - D.C. Official Code § 2-534(a)(7).....
- 18. Exemption 8 - D.C. Official Code § 2-534(a)(8).....
- 19. Exemption 9 - D.C. Official Code § 2-534(a)(9).....
- 20. Exemption 10 - D.C. Official Code § 2-534(a)(10).....
- 21. Exemption 11 - D.C. Official Code § 2-534(a)(11).....
- 22. Exemption 12 - D.C. Official Code § 2-534(a)(12).....

**TIME-FRAMES FOR PROCESSING FOIA REQUESTS**

- 23. Number of FOIA requests processed within 15 days.....60
- 24. Number of FOIA requests processed between 16 and 25 days.....49
- 25. Number of FOIA requests processed in 26 days or more.....65
- 26. Median number of days to process FOIA Requests.....20

**RESOURCES ALLOCATED TO PROCESSING FOIA REQUESTS**

- 27. Number of staff hours devoted to processing FOIA requests.....N/A
- 28. Total dollar amount expended by public body for processing FOIA requests.....N/A

**FEEES FOR PROCESSING FOIA REQUESTS**

- 29. Total amount of fees collected by public body.....0

**PROSECUTIONS PURSUANT TO SECTION 207(d) OF THE D.C. FOIA**

- 30. Number of employees found guilty of a misdemeanor for arbitrarily or capriciously violating any provision of the District of Columbia Freedom of Information Act .....0

**QUALITATIVE DESCRIPTION OR SUMMARY STATEMENT**

Pursuant to section 208(a)(9) of the D.C. FOIA, provide in the space below or as an attachment, “[a] qualitative description or summary statement, and conclusions drawn from the data regarding compliance [with the provisions of the Act].”