

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

Muriel Bowser  
Mayor



Karima Holmes  
Director

February 23, 2017

The Honorable Charles Allen  
Chairman, Committee on the Judiciary  
Council of the District of Columbia  
1350 Pennsylvania Avenue, N.W., Suite 402  
Washington, DC 20004

Dear Chairman Allen:

In response to the Committee on the Judiciary's performance oversight questions related to the Office of Unified Communications (OUC), I respectfully submit the following information.

General Questions

1. *Please provide a current organizational chart for the agency, including the number of vacant, frozen, and filled FTEs in each division or subdivision. Include the names and titles of all senior personnel and provide the date that the information was collected on the chart.*

**SEE ATTACHED**

- a. *Please provide an explanation of the roles and responsibilities for each division and subdivision.*

**I. Office of the Director**

The Office of the Director is responsible for planning, organizing, and promoting programs that enhance and expand emergency and non-emergency communications operations to the District of Columbia and its surrounding jurisdictions. It directs the development and overall operation of the OUC, establishes all related policies and procedures, and ensures agency alignment with the Deputy Mayor for Public Safety and Justice and the Mayor.

**II. Office of the Chief of Staff**

Under the direct supervision of the Director, this office is responsible for assisting the Director in guiding and managing the overall strategic direction and success of the Agency. This office is also expected to exercise originality and initiative in carrying out responsibilities. It ensures that the different divisions, within the organization, achieve the agreed upon goals while maximizing opportunities to achieve the mission of the Agency. Provides oversight of agency budget and purchasing activities and manages the practical



implementation of programmatic and technological enhancements of new programs between internal agency divisions and external agency partners.

### **III. Office of the Chief of Operations**

Working under the administrative supervision of the Director, this office is responsible for the day-to-day planning, designing, developing, and coordinating of all emergency and non-emergency operations, to include the following:

#### **911 Operations Division**

The 911 Operations Division receives all 911 calls as the sole Public Safety Answering Point (PSAP) in the District. Highly trained call takers utilize specialized systems to answer calls and follow specific protocols to probe callers and ensure the most appropriate responses to their needs. Call takers enter caller provided information to create incident records and electronically transfer each incident record onsite to highly trained dispatchers. These dispatchers are responsible for coordinating responses to incidents on behalf of the MPD and FEMS. Dispatchers also communicate with on-scene first responders to provide updates, coordinate support from additional units, and to support on-scene responder safety as necessary.

#### **311 Operations Division**

The 311 Operations Division is the access point for residents and visitors requiring DC government services and/or information. This division supports the submission of scheduled service requests such as trash removal, pothole repair, bulk pick-ups and recycling collection through a number of platforms, including via telephone, web and mobile application. Users can also engage with the Division to report a missed scheduled service, inquire about city agency phone numbers and hours of operation, and to pursue other customer service-related items. To be clear, the OUC is not responsible for the provision of city services. Instead, the city agencies that provide such services have service level agreements which outline the expected level of performance for each request type. Accordingly, the 311 Division serves as a one-stop conduit for convenient access to methods of requesting services from partner agencies and following up on their status. Further, the 311 Division does not close service request tickets, this is the responsibility of the respective agency.

### **IV. Office of the Chief of Professional Standards**

This Office of Professional Standards and Development is responsible for the training of new employees as well as continuing dispatch education and developmental training for incumbent employees from call takers to management. This division is also responsible for quality assurance and improvement of performance.

OPSD develops, implements, and coordinates training with industry associations, partnering agencies, as well as internal departmental divisions. Training is conducted strategically to maintain a functional workforce that yields effective and efficient services to the citizens and visitors of the District. In addition, the division will identify shortfalls

and best practices through a thorough Quality Assurance program. This identification will allow for the agency to develop employees and programs that best address any quality improvement needs. The combination of training and quality assurance will be heavily engaged in order to ensure the agency goals and objectives are met. Direct the activities of the Transcription Division which serves as the custodian of records and utilizes highly specialized archival systems to research files related to all 911 and 311 communications. The purpose of this research is to provide audio files and other data to partnering, local and federal government agencies, as well as the general public. Transcriptionists often testify in court on behalf of the agency to authenticate 911 calls and/or to explain event chronologies in both criminal & civil proceedings under direct examination by OAG and AUSO Attorneys.

## **V. Office of the Chief of Administration**

This office is responsible for independently planning, designing, developing, coordinating and directing the oversight of all administrative functions to include human resources, payroll and personnel administrative programs supporting the management staff and personnel employed in the agency. In addition, Administrative Services oversees the employee performance management system, new employee onboarding and policy adherence for OUC personnel.

## **VI. Office of the Chief Information Officer**

The Technology Division provides centralized, District-wide coordination and management of public safety and other city services communications technology, including voice radio, 911/311 telephony, computer aided dispatch systems (CAD), citizen interaction relationship management (CIRM) systems, mobile data computing systems (MDC) and other technologies, including wireless and data communication systems and resources.

In addition, the Division develops and enforces policy directives and standards regarding public safety and non-public safety communications; operates and maintains of public safety and non-public safety voice radio technology; manages building facilities that support public safety voice radio technology and call center technology; and reviews and approves all agency proposals, purchase orders, and contracts for the acquisition of public safety voice radio technology and call center technology systems, resources, and services.

## **VII. Office of the Public Information Officer**

The primary function of the Office of the Public Information Officer is to serve as media liaison and frequently official spokesperson for the agency. Working with the Director, operational staff and subject matter experts within the organization, the respond to all press inquiries in a timely and informative fashion. In addition, identify potential news items involving the agency and/or its personnel and work to gain attention of news media. Develops promotional messaging and maintains the agency's social media strategy and

itinerary. Serves as primary liaison between the agency and the Executive Officer of the Mayor (EOM) Communications staff to keep EOM informed of emerging and on-going matters. Serve on various citywide task forces designed to develop strategy and direction in communications activities, and coordinate special events, such as press conferences, open houses, and community meetings as assigned by the Director.

*b. Please provide a narrative explanation of any changes made during the previous year.*

In effort to create an environment that fosters continuous learning and development and leverages quality control results to improve performance, the Office of Unified Communications aligned critical positions to ensure the maximization of resources necessary to achieve the agency's performance goals. Specifically, during FY2016 the agency instituted an Office of Professional Standards and Development (OPSD), which is composed of the newly on-boarded Division Chief, Training and Development Specialists and Program Analysts. The division establishes and carries out the agency's newly formalized process for conducting quality control across call taking and dispatching functions. Since implementation, the OPSD has logged close to 9000 training hours. In addition, the quality review of calls with staff has resulted in 50 documented and at least 100 additional spontaneous teachable moments, enhanced awareness of tone of voice, methods and general performance across the agency's 911 and 311 operations. Due in part to their work thus far, recent minor adjustments made to both the call taking and dispatching processes have resulted in incremental improvements in performance around 911 call to queue and queue to dispatch times.

Since the inception of OPSD, designed to aid in the professional development of new and existing employees, the agency has been successful in on-boarding 35 Emergency Operations employees, selecting a new 911- Operations Manager and realigning the Emergency Operations supervisory team to reestablish the 4-Watch Commanders through internal selection and promoting 5 Assistant Watch Commanders. The agency maximized the benefits of funding resulting from 5 Assistant Watch Commander separations, which provided funding for the resulting promotions and newly added positions and is able to maintain its authorized FTE total of 342.3.

Further maximization of resources include the replacement of the Deputy Director position with a Chief of Staff who is closely aligned to assist the Director in guiding and managing the overall strategic direction and success of the Agency. The incorporation of the position and division will ensure that the different divisions, within the organization, achieve the agreed upon goals while maximizing opportunities to achieve the mission of the Agency.

Under the new structure, all current positions will remain the same. However, with the addition of two (2) new division heads (Chief of Staff and Chief of Professional Standards), the reports to structure will change, narrowing the span of control and aligning resources to the logical management source. This realignment will allow for a more efficient reporting structure.

2. *Please provide a current Schedule A for the agency which identifies all employees by title/position, current salaries, fringe benefits, and program. The Schedule A should also indicate if the positions are continuing/term/temporary/contract and whether they are vacant or frozen positions.*
  - a. *For each vacant position, please provide the status of the agency's efforts to fill the position, as well as the position number, title, program number, activity number, grade, salary, and fringe associated with each position. Separate salary and fringe. Please also indicate whether the position must be filled to comply with federal or local law.*
  - b. *For each filled position, please provide the employee's length of service with the agency.*

**SEE ATTACHED**

3. *Please list all employees detailed to or from your agency, if any. For each employee identified, please provide the name of the agency the employee is detailed to or from, the reason for the detail, the date of the detail, and the employee's projected date of return.*

There are no employees detailed to or from the OUC.

4. *Please provide the Committee with:*
  - a. *A list of all employees who received or retained cellphones, personal digital assistants, or similar communications devices at agency expense in FY16 and FY17, to date;*

Full Name	Cell Phone	Wi-Fi/ Devices	Tablet/IPad with WiFi
Alan Etter	X		
Alexandria Jones	X		
Alfreda Miller	X		
Alton Gadsden	X		
Angelo Westfield	X		
Basil Flores	X		
Beatriz Ortega	X		
Boris Diago	X		
Brian Gragasin	X		
Brittany Galloway	X		
Calvin Williams	X		
Chris Omekan	X		
Clyde Wilson	X		
Colin Quinn	X		
Colleen Dreher	X		
Cynthia Little	X		
Dagnachew Fisseha	X		
David Belt	X		

<b>Full Name</b>	<b>Cell Phone</b>	<b>Wi-Fi/ Devices</b>	<b>Tablet/IPad with WiFi</b>
Denise Stutson	X		
Dione Williams	X		
Donald West	X		
Edward Washington	X		
Elma Mccoy	X		
Erick Hines	X		
Felix Igbedior	X		
Gavin Suares	X		
Gina Gay	X		
Ingrid Bucksell	X		
James Roberts	X		
Javier Hernandez	X		
Javier Mascorro	X		
Jeffrey Scott	X		
Jeffrey Wobbleton	X		
John Frank	X		
Jonathan Peterson	X		
Judith Duff	X		
Justin Williams	X		
Karima Holmes	X		X
Karl Millard	X		
Karl Pearson	X		
Kathy Burton	X		
Kelly Brown	X		
Kevin Hartwig	X		
Kipling Ross	X		
Ladonna Wright	X		
Lajuan Sullivan	X		
Laquencyer Johnson	X		
Lauren Williams	X		
Lavear Crews	X		
Leo Bustan	X		
Macorazon Miranda	X		
Marcellus Walker, Jr	X		
Marlene Hollins	X		
Marsha Hott	X		
Mathew Theisz	X		
Melaku Tefera	X		
Nichole Reid	X		
Raymond Addo	X		

Full Name	Cell Phone	Wi-Fi/ Devices	Tablet/IPad with WiFi
Setrena Ford	X		
Sheikia Forrester	X		
Stephen Asare	X		
Stephen Matthews	X		
Tammie Creamer	X		
Teodros Kavaleri	X		
Thomas Man	X		
Timothy Ramlogan	X		
Tracye Gilbert	X		
Vu Hoang	X		
Wanda Gattison	X		
Yasmin Brown	X		
Yolanda Taylor-Weems	X		
Yvonne McManus	X		

*b. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned, as well as a description of all vehicle accidents involving the agency's vehicles in FY16 and FY17, to date;*

Vehicle Make and Model	Location	Tag#	Assignment	Accidents
Toyota Prius	UCC	10223	Director	none
Toyota Prius	UCC	10152	Administrative	none
Toyota Prius	UCC	10224	I.T Department	none
Toyota Prius	UCC	10151	Administrative	none
Dodge Caravan	UCC	10183	Administrative	none
Chevrolet Silverado Pick up	UCC/PSCC	11510	Director/Radio Shop	none
Dodge Caravan	UCC	10186	Outreach	none
Dodge 15 Passenger Van	UCC	10225	Emergency Vehicle	none
Chevrolet Silverado Pick up	PSCC	10192	Radio Shop	none
Dodge Caravan	PSCC	10188	Radio Shop	none
Dodge Caravan	PSCC	10187	Radio Shop	none
Dodge Caravan	PSCC	10184	Radio Shop	none
Dodge Caravan	PSCC	10185	Radio Shop	none
Dodge Caravan	PSCC	5664	Radio Shop	none
Dodge Caravan	PSCC	5745	Radio Shop	none
Trailer	PSCC	7836	Radio Shop	none

*c. A list of employee bonuses or special award pay granted in FY16 and FY17, to date;*

There have been no bonuses or special award pay granted in FY16 and FY17 to date.

- d. *A list of travel expenses, arranged by employee for FY16 and FY17, to date, including the justification for travel; and*

FY '16 TRAVEL COSTS					
October 1, 2015 - September 30, 2016					
DATE	EMPLOYEE'S NAME	TITLE	TRAVEL EXPENSE	JUSTIFICATION	TRAVEL FREQUENCY
10/06/2015 - 10/08/2015	Timothy Ramlogan	IT Infrastructure Program Manager	\$1,899.44	2015 Fall SPOC FirstNet Meeting, Westminster, CO	One Time
04/23/2016 - 04/27/2016	Teodros Kavaleri	Chief Information Officer (CIO)	\$1,442.91	311 Synergy Conference, Phoenix, AZ	One Time
04/23/2016 - 04/27/2016	Wanda Gattison	Public Affairs Specialist	\$1,731.76	311 Synergy Conference, Phoenix, AZ	One Time
04/23/2016 - 04/27/2016	Erick Hines	311 Operations Manager	\$1,396.24	311 Synergy Conference, Phoenix, AZ	One Time
04/23/2016 - 04/27/2016	Sharon Pittman-Brice	311 Customer Service Representative	\$1,416.03	311 Synergy Conference, Phoenix, AZ	One Time
04/23/2016 - 04/27/2016	Anthony Magni	311 Customer Service Representative	\$1,947.23	311 Synergy Conference, Phoenix, AZ	One Time
04/26/2016 - 04/29/2016	Marsha Hott	Training and Organizational Development Officer	\$302.00	Navigator Conference, Maryland	One Time
04/26/2016 - 04/29/2016	Judith Duff	Chief of Professional Standards & Development	\$104.00	Navigator Conference, Maryland	One Time
06/06/2016 - 06/09/2016	Teodros Kavaleri	Chief Information Officer (CIO)	\$1,507.30	2016 PSCR Public Safety Broadband Stakeholder Meeting, San Diego, CA	One Time
06/06/2016 - 06/09/2016	Timothy Ramlogan	OUC Telephony / Infrastructure Manager	\$1,543.26	2016 PSCR Public Safety Broadband Stakeholder Meeting, San Diego, CA	One Time
06/10/2016 - 06/12/2016	Karima Holmes	Director	\$1,092.84	Annual NASNA State 911 Administrators Meeting, Indianapolis, IN	One Time
06/12/2016 - 06/16/2016	Karima Holmes	Director	\$1,970.02	2016 NENA Conference & Expo, Indianapolis, IN	One Time
09/11/2016 - 09/15/2016	Judith Duff	Chief of Professional Standards & Development	\$2,404.24	Training - IAED / Priority Dispatch, Cambridge, MD	One Time
			<b>Total: \$ 18,757.27</b>		

FY '17 TRAVEL COSTS					
October 1, 2016 - September 30, 2017					
DATE	EMPLOYEE'S NAME	TITLE	TRAVEL EXPENSE	JUSTIFICATION	TRAVEL FREQUENCY
10/24/2016 - 10/27/2016	Karima Holmes	Director	\$1,100.67	National Association of State 9-1-1 Administrators 2016 Interim Meeting, Kansas City, MO	One Time
11/02/2016 - 11/02/2016	Judith Duff	Chief of Professional Standards & Development	\$70.00	Hexagon CAD Users Conference	One Time
			<b>Total: \$ 1,170.67</b>		

- e. *A list of the total overtime and workers' compensation payments paid in FY16 and FY17, to date, including the number of employees who received overtime and workers' compensation payments.*



In FY16, the OUC spent \$2.37M in overtime, which is an average of \$8,078 for each operational employee (911/311/Radio). For FY17, as of 2/21/17, the OUC has spent \$826K in overtime, which is an average of \$2,810 for each operational employee (911/311/Radio).

There are seventeen different (17) OUC employees who received workers' compensation benefits for FY 16 & FY 17. That averages to about \$15,865.56 per employee for both years.

5. *Regarding the use of communication devices:*

- a. *What procedures are in place to track which individuals or units are assigned mobile devices (including, but not limited to smartphones, laptops, and tablet computers)? Please include how the usage of these devices is controlled.*

Each mobile communication device request is thoroughly reviewed and an appropriate data plan is identified for each user to limit and manage overages. Communication devices issued to DC Government employees are tracked and managed in various systems, including Fixed Cost Management System (FCMS), the Verizon Portal, RemedyForce, and Quickbase. In addition, all mobile communication devices have Airwatch Software installed on them. This software allows the agency to remotely manage all OUC mobile devices. The OUC conducts a monthly review of all data plans and bills to monitor usage control.

- b. *How does your agency limit the costs associated with its mobile devices?*

The OUC runs "zero usage reports" on a quarterly basis; devices with zero usage undergo additional review and based on the outcome, are scheduled for disconnection or are reassigned. Agency Telecom Coordinators (ATC's) are required to certify telephone numbers twice a year. Numbers that aren't certified are included for suspension/disconnection.

- c. *For FY16 and FY17, to date, what was the total cost including, but not limited to, equipment and service plans for mobile communications and devices?*

	FY16	FY17**
<b>Landline &amp; Data</b>	<b>\$832,152.40</b>	<b>\$278,333.28</b>
GSA Networx - Long Distance	\$27,473.96	\$7,970.28
LANGUAGE LINE SERVICES	\$123,562.32	\$41,018.92
Level3 WITS3	\$200.29	\$66.76
Verizon FEDERAL/ WITS 3	\$269,939.26	\$89,988.28
Zayo Group (formerly Above.net)	\$336.84	\$122.40
VERIZON AFS - Landline	\$164.10	\$0.00
DCNET	\$410,475.63	\$139,166.64

<b>Wireless</b>	<b>\$875,408.09</b>	<b>\$291,610.44</b>
AT&T Wireless	\$2,668.93	\$0.00
SPRINT/ NEXTEL	\$851.59	\$265.48
VERIZON WIRELESS	\$871,887.57	\$291,344.96
<b>RTS</b>	<b>\$16,726.00</b>	<b>\$13,445.62</b>
RTS Fund excluding DCNET	\$2,166.00	\$12,735.00
RTS Fund for DCNET	\$14,560.00	\$710.62
	<b>\$1,724,286.49</b>	<b>\$583,389.34</b>

\*\*FY17 Spending from 10/1/2016 to 1/31/2017

6. For FY16 and FY17, to date, please list all intra-District transfers to or from the agency.

FY 2017 Intra-District Summary - BUYER			
Office of Unified Communications			
SELLING AGENCY	DESCRIPTION OF SERVICES PROVIDED	FUNDING SENT	FUNDING DUE
Dept. of Human Resources	CRIMINAL BACKGROUND CHECKS AND DRUG TESTING	19,137	
Dept. of Human Resources	PERSONNEL SERVICES	85,747	
Office of the Chief Technology Officer (OCTO)	MicroSoft Office Licensing	28,320	
Office of the Chief Technology Officer (OCTO)	GIS Services and Computer Aided Dispatch System	170,700	
<b>TOTAL</b>		<b>303,904</b>	<b>0</b>
FY 2017 Intra-District Summary - SELLER			
Office of Unified Communications			
BUYING AGENCY	DESCRIPTION OF SERVICES PROVIDED	FUNDING RECEIVED	FUNDING OWED
District Department of Energy and Environment	Low Income Energy Assistance Program	325,000	0
<b>TOTAL</b>		<b>325,000</b>	<b>0</b>

7. For FY16 and FY17, to date, please identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide: (1) the revenue source name and code; (2) the source of funding; (3) a description of the program that generates the funds; (4) the amount of funds generated by each source or program; (5) expenditures of funds, including the purpose of each expenditure; and (6) the current fund balance.

OFFICE OF UNIFIED COMMUNICATIONS			
SPECIAL PURPOSE REVENUE - USE OF FUND BALANCE			
E911 Fund 1630			
	<b>FY 2016</b>	<b>FY 2017 (as of Jan,31)</b>	
<b>Beginning Fund Balance:</b>	<b>9,334,925</b>	<b>6,937,911</b>	
Revenue Collections	11,281,071	2,031,367	Assessed on Carriers providing 911 Services
Transfers In (Steam):	1,148,430	0	Transferred from DOC Steam Fund
Interest Income:	0	0	
Less Expenditures (3500,3501):	14,826,515	2,636,295	Non-Personnel, Supplies, equipment, maintenance and support
<b>Ending Fund Balance:</b>	<b>6,937,911</b>	<b>6,332,983</b>	
2% Prepaid Wireless Fund 1631			
	<b>FY 2016</b>	<b>FY 2017 (as of Jan 31)</b>	
<b>Beginning Fund Balance:</b>	<b>2,534,518</b>	<b>3,130,037</b>	
Revenue Collections	595,519.00	194,958	Assessed to consumers at the point of sale
Transfers In:	0	0	
Interest Income:	0	0	
Less Expenditures (3500,3501):	0	1,354,416	Non-Personnel, Supplies, equipment, maintenance and support
<b>Ending Fund Balance:</b>	<b>3,130,037.00</b>	<b>1,970,579.00</b>	

8. For FY16 and FY17, to date, please list any purchase card spending by the agency, the employee making each expenditure, and the general purpose for each expenditure.

#### **FY 2016 P-Card Transactions**

<b>Vendor</b>	<b>Description</b>	<b>Requester Name</b>	<b>Amount Paid</b>
IAED	Recertification/Retesting - Invoice #161785R, #161814 & #161840	Yvonne McManus	\$ 415.00
Comcast	Account #09529 410913-02-6 (September 2015 Billing)	Teddy Kavaleri	\$ 22.94
Comcast	Account #09529 406618-02-8 (September 2015 Billing)	Teddy Kavaleri	\$ 6.89
IAED	Recertification - Invoice #161909 & 161936	Yvonne McManus	\$ 100.00
Motorola Solutions	CABLE KEYLOADING ADAPTER CGAI, LINE CORD:AC PWR,6, 18AWG, BTRY: MC55XX, 3600MAH,1.5X	Stephen Matthews	\$ 598.75
FedEx	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
Common Cents Cabling and Contracting	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
FedEx	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
Common Cents Cabling and Contracting	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
IAED	Recertification - Invoice #160518 & #160506	Yvonne McManus	\$ 115.00
NENA	Membership Dues FY 2016	Kip Ross	\$ 675.00

Comcast	Account #09529 410913-02-6 (October 2015 Billing)	Teddy Kavaleri	\$ 22.94
IAED	Recertification - Invoice #162245 & #162253	Yvonne McManus	\$ 100.00
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Office Supplies	Yolanda Taylor-Weems & Maria Miranda	\$ 525.55
DISCOUNTMUGS.COM	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
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Office Supplies	Setrena Ford	\$ 230.26
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Office Supplies	Beatriz Ortega	\$ 984.07
FedEx	Shipping - HR, Personnel Matter	Yvonne McManus	\$ 30.90
Shred-it	Paper Shredding Services for October 8, 2015, Fuel	Kelly Brown	\$ 59.83
RESPOND & RESCUE SAFETY TRAINING	RESPOND & RESCUE SAFETY TRAINING OUC CPR/AED x 6 10.21.2015	Yvonne McManus	\$ 390.00
RESPOND & RESCUE SAFETY TRAINING	RESPOND & RESCUE SAFETY TRAINING OUC CPR/AED x 5 10.27.2015	Yvonne McManus	\$ 325.00
FedEx	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
Thomson Reuters - West	Subscription	Yvonne McManus	\$ 220.50

IAED	Recertification/Retesting - Invoice #162111, #162165, #162173, #162386, #162423, #162450R & #161609	Yvonne McManus	\$ 2,105.00
IAED	Recertification/Retesting - Invoice #, #161625, #162472 & #162555	Yvonne McManus	\$ 480.00
Avaya	SM R6.X ONLY USER LICENSE, SS SM R6.X ONLY USER PP & SAL POLICY SRVR LIC R1.5 DWNLD	Guy Jounnelle	\$ 1,325.00
Comcast	Account #09529 406618-02-8 (October 2015 Billing)	Teddy Kavalieri	\$ 6.89
IAED	Recertification/Retesting - Invoice #162125, #162139R, #162422, #162617, #162627 & #162628	Yvonne McManus	\$ 965.00
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Office Supplies	Beatriz Ortega	\$ 308.85
Mitsubishi Electric Power Products, Inc.	UPS Load Transfer	Tim Ramlogan	\$ 1,640.00
AEROFLEX WICHITA	CALIBRATION/REPAIR, STORAGE FEE (3 MONTHS) & ON GOING FREIGHT	Stephen Matthews	\$ 1,104.69
AEROFLEX WICHITA	CALIBRATION/REPAIR, STORAGE FEE (3 MONTHS) & ON GOING FREIGHT- <b>TAX - CREDIT</b>	Stephen Matthews	\$ <b>(94.90)</b>
Wireless Communications	REFURBISH ASTRO CONSOLETT, MODIFIED THE CODEPLUG, PMD, PROGRAMMED & ASSEMBLED (labor)	Stephen Matthews	\$ 828.00
IAED	Recertification/Retesting - Invoice #162710, #162719, #162738R, #162750R, #162761W & #162784	Yvonne McManus	\$ 740.00
IAED	Recertification/Retesting - Invoice #162837, #162900, #162906R & #162908R	Yvonne McManus	\$ 325.00
Comcast	Account #09529 410913-02-6 (November 2015 Billing)	Teddy Kavalieri	\$ 22.94
IAED	Recertification/Retesting - Invoice #162940 & #163019R	Yvonne McManus	\$ 160.00

VARIDESK	VARIDESK Pro 36, VARIDESK - The Mat & Shipping	Kip Ross	\$ 920.00
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Office Supplies	Dag Fisseha	\$ 546.40
FedEx	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
Sabour Construction Group, LLC (SBE Certified Contractor) LSZR90174032016	¾ Rigid Couplings, EMT Comp, 3/4 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
Sabour Construction Group, LLC (SBE Certified Contractor) LSZR90174032016	1 Electrician (labor), 1 Electrician Helper (labor)	Tim Ramlogan	\$ 1,593.84
VARIDESK	VARIDESK Pro 36, VARIDESK - The Mat & Shipping	Kip Ross	\$ 460.00
LexisNexis	Official DC Code 2015 Supplement Package & Index	Alex Morris	\$ 447.61
Champion Trophies	Trophies	Wanda Gattison	\$ 1,821.45
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Toner	Dag Fisseha	\$ 629.94
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Supplies	James Roberts	\$ (52.24)
Comcast	Account #09529 410913-02-6 (December 2015 Billing)	Teddy Kavalieri	\$ 22.94

Comcast	Account #09529 406618-02-8 (November & December 2015 Billing)	Teddy Kavaleri	\$ 13.78
Haines	12 Month Lease Service from 12/01/2015 Directory - Annual Rate	Ingrid Bucksell	\$ 2,001.50
Wireless Communications	CHECKED OUT 2 CONSOLETES AND DESKSETS- AFTER SOME TESTING DISCOVERED BAD CABLES AND 1 DESKSET NOT OPERATIONAL	Stephen Matthews	\$ 759.00
IAED	Recertification/Retesting - Invoice #162861, #163062R, #163141, #162168, #162174R, #162176R, #162177R, & #162260	Yvonne McManus	\$ 1,315.00
Society for Human Resource Management	SHRM/PRO-SHRM - Professional Membership 01-Mar-2016 to 28-Feb- 2017	T. Alex Morris	\$ 190.00
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Office Supplies	Ingrid Bucksell	\$ 4,835.89
Avaya	SM R6.X ONLY USER LICENSE, SS SM R6.X ONLY USER PP & SAL POLICY SRVR LIC R1.5 DWNLD - <b>CREDIT</b>	Guy Jounelle	\$ (228.69)
Amazon	3 of: T-fal A821SI Initiatives Nonstick Inside and Out Dishwasher Safe Oven Safe Cookware Set, 18-Piece, Charcoal, Shipping	Ingrid Bucksell	\$ 280.93
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Office Supplies - <b>CREDIT</b>	Ingrid Bucksell	\$ (3,056.61)
Securis	Onsite Hard Drive Shredding for 500 Public Safety Laptops	Teddy Kavaleri	\$ 2,455.00
Shred-it	Paper Shredding Services for December 7, 2015, Fuel	Kelly Brown	\$ 114.87
Pepco	CUSTOMER REQUESTED OUTAGE TO REPLACE SWITCHGEAR. Speedpay Fee	Tim Ramlogan	\$ 1,658.75
Domino's Pizza	Pizza - Blizzard 2016 (Storm Federal Reimbursement)	Gizele Richards	\$ 631.42



CritiCall / Biddle Consulting Group, Inc.	CritiCall Elite Service Plan Renewal - One Year	Marsha Hott	\$ 1,859.00
RESPOND & RESCUE SAFETY TRAINING	RESPOND & RESCUE SAFETY TRAINING OUC CPR/AED X 4. 01/14/2016	Yvonne McManus	\$ 260.00
RESPOND & RESCUE SAFETY TRAINING	RESPOND & RESCUE SAFETY TRAINING OUC CPR/AED X 12. 01/14/2016	Yvonne McManus	\$ 780.00
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Soft Vinyl Hi-Back Chair	T. Alex Morris	\$ 281.40
FedEx	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
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	DESK PAD,17X22 MONTH,BY, SOAP,GOJO FOAM AB	James Roberts	\$ 1,562.15
Teltronics, Inc.	Troubleshoot, Repair and Reprogram	Stephen Matthews	\$ 300.00
Survey Technologies, Inc.	Tile Analysis Software Includes activation of Tile Option on both test system and analysis	Majid Bejjaji	\$ 1,750.00
Comcast	Account #09529 410913-02-6 (January 2016 Billing)	Teddy Kavalieri	\$ 23.02
Comcast	Account #09529 406618-02-8 (January 2016 Billing)	Teddy Kavalieri	\$ 9.23
AffordableButtons.com	2.75 x 1.75" Rect (h) Custom Buttons, Shipping & Handling	Wanda Gattison	\$ 133.66
INTERIOR CONCEPTS CORPORATION	Installation	James Roberts	\$ 1,415.00

IAED	Recertification/Retesting - Invoice #162385R, #162386R, #163217, #163334, #163296R, #163302R, #163303R, #163307R, #163366, #163379W, #163390, #163400 & #163427	Yvonne McManus	\$ 1,200.00
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	FILTER,PRVCY,COMPUTR,BK, PEN,RBL,GEL 207,BE & NOTE,3X3,18PAD CAB,BRITES	Yolanda Taylor-Weems & Maria Miranda	\$ 636.23
FedEx	Shipping - 1.) FEDEX USAIRBILL #8053 1794 0955, was used to ship (2) Tactical BDA's to MODTECH Corporation, for upgrading. 2.) Shipping - HR, Personnel Matter.	Yvonne McManus & Stephen Matthews	\$ 48.08
Teltronics, Inc.	Troubleshoot and Repair	Stephen Matthews	\$ 2,303.00
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Toner	Setrena Ford	\$ 347.94
Trophy Awards Manufacturing, Inc.	Acrylic Ripple Awards for Grade DC winners and Shipping & Handling	Wanda Gattison	\$ 326.06
Senoda, Inc. (SBE Certified Contractor) LS17288092016	OUC Notecards & Envelopes/Printing and Shipping & Handling	Wanda Gattison	\$ 812.00
Senoda, Inc. (SBE Certified Contractor) LS17288092016	OUC Business Cards / Printing and Shipping & Handling	Wanda Gattison	\$ 611.00
Teltronics, Inc.	Troubleshoot and Repair	Stephen Matthews	\$ 329.00
Teltronics, Inc.	Troubleshoot and Repair...CREDIT	Stephen Matthews	\$ (329.00)
Amazon	Fintie iPad Air 2 Case - 360 Degree Rotating Stand Case with Smart Cover Auto Sleep / Wake Feature for Apple iPad Air 2 (iPad 6) 2014 Model, Black	Javier Mascorro	\$ 25.24
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Toner - CREDIT	Dag Fisseha	\$ (524.95)

AffordableButtons.com	L1.75 x 2.75 Rectangular custom pin for those who worked Jonas blizzard, Shipping & Handling	Wanda Gattison	\$	47.84
Harris Teeter	Breakfast Tray, fruits, sugar, coffee, juice, bread... - Blizzard 2016 (Storm Federal Reimbursement)	Gizele Richards	\$	440.23
Giant's	Wheat Bread, eggs, Ham & Cheese, ice, butter, snacks, breakfast... - Blizzard 2016 (Storm Federal Reimbursement)	Gizele Richards	\$	287.11
Full Yums Sub Shop	Sub Sandwiches - Blizzard 2016 (Storm Federal Reimbursement)	Gizele Richards	\$	280.10
MATCHBOX CHINATOWN	Pizza, Soda - Blizzard 2016 (Storm Federal Reimbursement)	Gizele Richards	\$	744.70
Harris Teeter	Breakfast Tray, fruits, sugar, coffee, juice, bread... <b>TAX - CREDIT</b>	Gizele Richards	\$	<b>(5.21)</b>
MATCHBOX CHINATOWN	Pizza, Soda... <b>TAX - CREDIT</b>	Gizele Richards	\$	<b>(67.70)</b>
IAED	Recertification - Invoice #163471, #163486, #163476W, #163494 & #163499	Yvonne McManus	\$	515.00
OneReach	OneReach Platform Fee	Teddy Kavalieri	\$	500.00
FedEx	Shipping - 1.) FEDEX USAIRBILL #7755 6689 9745, was used to send a fed-ex package to Ms Anna Agolli on 6th ST SE. This package contained materials ( 4 cd's event chronologies ) in reference to a FOIA appeal that was filed by Ms. Agolli with the Mayor's office (APPEAL 2016-17) . After answering the appeal via email; I advised Ms. Agolli that the other materials would be delivered to her door and put in her hand...Tammie Creamer	Tammie Creamer	\$	7.13
Comcast	Account #09529 410913-02-6 (February 2016 Billing)	Teddy Kavalieri	\$	23.02
Comcast	Account #09529 406618-02-8 (February 2016 Billing)	Teddy Kavalieri	\$	9.23

Aerosol Monitoring & Analysis, Inc.	Environmental, Health & Safety	T. Alex Morris & Kip Ross	\$ 2,475.00
Amazon	Mophie juice pack Air for iPhone 6/6s (2,750 mAh) - Black	Kelly Brown	\$ 106.35
NENA	Public Sector 1, Adjustment for upgrade from Public Sector I to Public Sector 2. Applied to invoice on 2/23/2016	Wanda Gattison	\$ 825.00
NENA	Webinar - Social Media & the 9-1-1 Center - Wanda Gattison	Wanda Gattison	\$ 50.00
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	BLK LEATHER BIG & TALL HI BACK CHAIR, FLAG,REDI-TAG,240/PK,AST, BNDR,11X8.5 VYL 1.5",BK & INDEX,MAKER,8CLR DST,BE	Kelly Brown	\$ 928.44
DIGIDOC, Inc. T/A Document Manager (SBE Certified Contractor) LSDR69359112018	P-10 Adapters	Dag Fisseha	\$ 2,059.80
David Clark Company, Inc.	Replace: Hardware, Seals, clean plug, Mic, Cord and Shipping and Handling	Stephen Matthews	\$ 535.45
FedEx	Shipping - HR, Personnel Matter	Yvonne McManus	\$ 31.34
Champion	Trophies/Plaque & Shipping	Wanda Gattison	\$ 238.50
AGCCP	Annual Membership, Karima Holmes, Erick Hines, Jeff Wobbleton, Marcellus Walker, Sheikia Forrester & Wanda Gattison	Wanda Gattison	\$ 100.00
David Clark Company, Inc.	Replace: Hardware, Seals, clean plug, Mic, Cord and Shipping and Handling	Stephen Matthews	\$ 939.70
NFF, Inc. (SBE Certified Contractor) LSDZX38559022017	PROMO 12MO ACAD SUB PHOTOSHOP CC ALL LVL1 1-49 OPT NAMED, ACAD 12MO LICS SUB ACROBAT PRO DC ALL MAC WIN NAMED L1 1-49 OPTS	Javier Mascorro	\$ 1,040.00
David Clark Company, Inc.	Replace: Hardware, Seals, clean plug, Mic, Cord and Shipping and Handling	Stephen Matthews	\$ 405.90

Airbus DS Communications, Inc.	Shipping Charges	Selena MacArthur	\$	661.28
Zoro	RF Adaptor Kit	Majid Bejjaji	\$	729.24
Cobham	Open-Short-Load VSWR Calibrator	Majid Bejjaji	\$	701.54
Amazon	Mobile Folding Cart, Shipping & Handling	Majid Bejjaji	\$	675.29
IAED	Recertification/Retesting - Invoice #163766, #163772, #163826, #163897R, #163909R, #163960, #163997 & #164021	Yvonne McManus	\$	1,495.00
NFF, Inc. (SBE Certified Contractor) LSDZX38559022017	12MO SUB PHOTOSHOP CC ALL MAC WIN L1 1-9, 12MO LICS SUB ACROBAT PRO DC ALL MAC WIN L1 1-49 0PTS	Tim Ramlogan	\$	163.53
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Surge, 6 Outlet, 6 FT CD, BK	Dag Fisseha	\$	167.88
Amazon	Car Mount, Spigen® [Air Vent Magnetic] Car Mount Holder [Quad Neodymium Core] Car Mount Phone Holder for Galaxy S7 S6 Edge Note 5 4 LG G5 G4 iPhone 6 6S SE Plus Nexus 5x 6P More - Black (SGP11583), iPhone 6 Case, Spigen® [Thin Fit] Exact-Fit [Smooth Black] Premium SF Coated Non Slip Surface with Excellent Grip Case for iPhone 6 (2014) - Smooth Black (SGP10936) and Shipping	Teddy Kavalieri	\$	24.04
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Ball Point Stick Pen, Earthwise Recycled Writing Pad 8 1/2- 11 3/4	Denise E. Stutson	\$	66.85
AllAboutPins.com	1" CustomYears of ServiceSoft Enamel Lapel Pins, with (1) 8mm Post and Butterfly Clutch packaged in individual poly bags	Wanda Gattison	\$	931.00
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	REST,WRST,CRYSTAL,MSPD,BE, PUNCH,3 HOLE,GEL,PD,30SHT	T. Alex Morris	\$	78.97

APCO International, Inc	Annual Group Membership Dues for FY 2016, Tier 1, 22 full members; unlimited online members	Wanda Gattison	\$ 2,304.00
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	MAH/BLK GUEST SIDE CHAIR, MAH/BLK SIDE CHAIR W/O CASTERS	Kelly Brown	\$ 1,459.80
IAED	Recertification - Invoice #164062, #164139, & #164248	Yvonne McManus	\$ 300.00
FedEx	Shipping - HR, Personnel Matter	Yvonne McManus	\$ 29.99
Shred-it	Paper Shredding Services for February 18, 2016, Fuel	Kelly Brown	\$ 60.97
Foremost Productions	Call 911 Emergency Full Color Magnet, Call 911 in an Emergency Temporary Tattoo, Four Pack Crayons, Dial 911, Dial 911 Info Magnet, Stock & Shipping & Handling	Wanda Gattison	\$ 805.45
Foremost Productions	In an Emergency Dial 911 Mood Pencil, Learn about 911 Coloring & Activity Book, Shipping & Handling	Wanda Gattison	\$ 723.00
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Office Supplies	Wanda Gattison	\$ 1,088.50
McGruff Stuff	Emergency 911 Wristbands	Wanda Gattison	\$ 388.40
FedEx	Shipping - 1.) FEDEX USAIRBILL #8053 1794 1804, which was used to ship Electronic Radio Equipment (DVRs/Installation Kits), to FRAZER LTD., in Houston, TX.	Stephen Matthews	\$ 64.80
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	PAD,NRULED,LTR,4/PK,WH, PEN,INTENSITY PERM,BE, STAPLER,ECON,FULL, DISPENSER,TPE 1"CORE,BK, ENVELOPE,#10,24#,RECY,WE, FOLDER,HANG,LTR25/BX1/5YW, STAPLES,STANDARD,5M, CLIP,JUMBO,SMOOTH,1M/PK, HIGHLIGHTER,DESK,FYW, MARKER,SHARPIE,FINE PT,BK & PAD,POST-IT 3X3 12,CAYW	Erick Hines	\$ 956.81

Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Motorola LS2208 handheld barcode scan	Tim Ramlogan	\$ 597.00
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	HP - Imsourcing HP 300 GB 2.5" Internal hard	Tim Ramlogan	\$ 1,284.88
Comcast	Account #09529 406618-02-8 (March 2016 Billing)	Teddy Kavaleri	\$ 9.23
Comcast	Account #09529 410913-02-6 (March 2016 Billing)	Teddy Kavaleri	\$ 23.02
Carahsoft	Heroku - 1,000 Add-on Credit	Teddy Kavaleri	\$ 702.00
Emergency 911 Security (SBE Certified Contractor) LSDZR11852092016	High Security Cylinder Keyed, Labor Installation	Tim Ramlogan	\$ 722.50
Carahsoft	Live Agent unlimited Edition	Teddy Kavaleri	\$ 1,513.40
Priority Dispatch; Navigator Conference; Pre Conference Sessions	Executive Workshop- Karima Holmes, Jeffrey Wobbleton, Presidential Leadership-Ingrid Bucksell, Denise Stutson, Train Them to Retain Them-Marsha Hott, Marlene Hollins, Advanced Aqua Course- Ed Washington, Karl Millard, System Administration-Madhavan Chakravarthi, Basil Flores & ACE- Chief of Professional Responsibility, Lajuan Sullivan	Marsha Hott	\$ 1,881.00
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Legal Pads 5x8; Ruled	Wanda Gattison	\$ 298.75
Medical Emblem, Co.	PN 0907-CPR Save Lapel Pin, PN 2605 - Stork Lapel Pin, PN 3506 - Handcuff Lapel Pin	Wanda Gattison	\$ 557.50
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Soap, GOJO Foam AB	James Roberts	\$ 899.85

FedEx	Shipping - HR, Personnel Matter	Yvonne McManus	\$	36.09
IAED	Recertification/Retesting - Invoice #164189, #164307R, #164332, #164365, #164450 & #164516W	Yvonne McManus	\$	395.00
Capital Services & Supplies <b>(SBE Certified Contractor)</b> <b>LSZX21748122016</b>	Compaq - PWR SUPPLY, 220W, PDP- 121P, 277 **SPECIAL ORDER** No Returns - Exchanges	Tim Ramlogan	\$	168.00
CS Week.org	311 Synergy Conference 2016 Registration Fees, Phoenix, AZ April 23- 27, 2016, Gattison, Kavaleri, Hines (with speaker's discount), Pittman-Brice, Magri	Wanda Gattison	\$	695.00
Expedia.com	Airline Travel to Phoenix, AZ, 311 Synergy Conference April 23-27, 2016, (Gattison, Kavaleri, Pittman-Brice, Magri, and Hines, Confirmation # RUMPMU	Wanda Gattison	\$	1,931.00
Sheraton Grand Hotel	311 Synergy Conference, Phoenix, AZ April 23-27, 2016, (4 nights), (Magri), Confirmation # 621684208 and 661684228	Wanda Gattison	\$	896.06
Sheraton Grand Hotel	311 Synergy Conference, Phoenix, AZ April 23-27, 2016, (4 nights), (Gattison), Confirmation # 621684208	Wanda Gattison	\$	896.06
Sheraton Grand Hotel	311 Synergy Conference, Phoenix, AZ April 23-27, 2016, (4 nights), (Kavaleri), Confirmation # 621684208	Wanda Gattison	\$	540.34
Sheraton Grand Hotel	311 Synergy Conference, Phoenix, AZ April 23-27, 2016, (4 nights), (Hines), Confirmation # 621684208	Wanda Gattison	\$	540.34
Sheraton Grand Hotel	311 Synergy Conference, Phoenix, AZ April 23-27, 2016, (4 nights), (Pittman- Brice), Confirmation # 621684208 and 661684228	Wanda Gattison	\$	540.33
Loggly	Loggly Enterprise Annual - Valid through March 31, 2016	Teddy Kavaleri	\$	4,992.00
Comcast	Account #09529 410913-02-6 (April 2016 Billing)	Teddy Kavaleri	\$	23.02
Comcast	Account #09529 406618-02-8 (April 2016 Billing)	Teddy Kavaleri	\$	9.23



Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	435508-B21 - Network Adapter - Plug-in Card	Tim Ramlogan	\$	196.77
IAED	Recertification/Retesting - Invoice #164578, #164619, #164623, #164628, #164635, #164723 & #164763	Yvonne McManus	\$	380.00
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Office Supplies	Judy Duff	\$	205.94
FedEx	Shipping - 1.) FEDEX USAIRBILL # 8075 3668 5853 Shipping - HR, Personnel Matter. 2.) OUC Radio Engineering Group used FEDEX USAIRBILL #8053 1794 0988, to ship (2) New Installation Kits to Frazer LTD., for New DCFEMS Units. 3.) OUC Radio Engineering Group used FEDEX USAIRBILL #8053 1794 1790 to ship (8) Installation Kits to FESC EMERGENCY SALES, for DCFEMS New Ambulance Units. Shipping - 1.) FEDEX USAIRBILL # 8075 3668 5810 Shipping - HR, Personnel Matter. 2.) FEDEX USAIRBILL #8053 1794 1311 OUC Mobile Data Computer Shop shipped (2) routers to MODTECH, for the installation on the Tactical Bi-Directional Amplifier, in which the OUC owns.	Yvonne McManus & Stephen Matthews	\$	174.10
Shred-it	Paper Shredding Services for April 14, 2016, Fuel	Kelly Brown	\$	121.94
Spectracom	LAN Time Analyzer Professional Unlimited Client Edition & Freight	Tim Ramlogan	\$	216.00
TELTRONICS	VHF PORTABLE RADIO HT 750, VHF PORTABLE RADIO EX 560 XLS	Stephen Matthews	\$	1,645.00
TELTRONICS	VHF ANTENNA WHIPS	Stephen Matthews	\$	330.00
Paessler Software Store	PRTG 1000 - 12 maintenance months	David Belt	\$	675.00
APCO International	Leadership in Policy Awards Dinner (Karima Holmes) Invoice #341008	Kelly Brown	\$	185.00

APCO International	Leadership in Policy Awards Dinner (Teddy Kavaleri) Invoice #341009,	Kelly Brown	\$	185.00
APCO International	Leadership in Policy Awards Dinner (Judy J. Duff) Invoice #341010	Kelly Brown	\$	185.00
APCO International	Leadership in Policy Awards Dinner (Lt. Adam Buck) Invoice #341011	Kelly Brown	\$	185.00
APCO International	Broadband Summit 2016 - Local & State Government - Karima Holmes	Kelly Brown	\$	50.00
APCO International	Broadband Summit 2016 - Local & State Government - Teddy Kavaleri	Kelly Brown	\$	50.00
Amazon	29 CFR 1910 OSHA General Industry Regulations, National Safety Compliance, Inc.	Yolanda Taylor-Weems	\$	43.94
NASNA	Memberships:2016-Dues - NASNA Member Dues 2016 (July 1, 2016-June 30, 2017)	Karima Holmes	\$	500.00
IAED	Recertification/Retesting - Invoice #164966, & #165015R	Judy Duff	\$	140.00
Common Cents Cabling and Contracting	Installation services to install 2 APC cabinets. One cabinet in the OUC Data Center B235. One cabinet in PSCC Data Center, Cabinets will be bolted with four 1/2 inch all threads to the Concrete floor and grounded to the existing main ground line. Install 3 CAT 6 cables from 3 GPS clocks to closet 138. Provide and install 3 pair of vertical wire manager systems.	Zahid Chohan	\$	2,495.00
The Monster Mural	Public Safety Customized Mural Sheets, Box & Shipping	Wanda Gattison	\$	355.00
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	MOUSE,WIRELESS,M325,BK	Teddy Kavaleri	\$	59.98
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Dell-IMSourcing 300 GB 3.5" Internal HD	Dag Fisseha	\$	215.98

Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	PORCELAIN MAGNETIC WHITEBOARD, 72 X 48, ALUMINUM FRAME	James Roberts Judy Duff	\$	279.99
RESPOND & RESCUE SAFETY TRAINING	RESPOND & RESCUE SAFETY TRAINING OUC Adult/Child CPR/AED x5. 05.11.16	Judy Duff	\$	325.00
RESPOND & RESCUE SAFETY TRAINING	RESPOND & RESCUE SAFETY TRAINING OUC Adult/Child CPR/AED x5. 05.12.16	Judy Duff	\$	325.00
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	TONER,801K,CX410/510,BK	Javier Mascorro	\$	207.96
Comcast	Account #09529 410913-02-6 (May 2016 Billing)	Teddy Kavalieri	\$	23.02
Comcast	Account #09529 406618-02-8 (May 2016 Billing)	Teddy Kavalieri	\$	9.23
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Dell-IMSourcing 300 GB 3.5" Internal Har - CREDIT	Dag Fisseha	\$	(215.98)
RESPOND & RESCUE SAFETY TRAINING	RESPOND & RESCUE SAFETY TRAINING OUC CPR/AED 5.24.2016 Invoice #000012	Judy Duff	\$	260.00
Carahsoft	Analytics Cloud - Wave Platform *Includes Government Cloud Premier+ Success Plan (UE) Start Date:05/31/2016 End Date: 06/14/2016	Teddy Kavalieri	\$	259.98
NENA	NENA 2016 Conference & Expo June 11- 16, 2016 in Indianapolis, Indiana - Full Conference NENA Member ENP - Karima Holmes	Karima Holmes	\$	649.00
IAED	Recertification/Retesting - Invoice #165070, #165160W, #165244, #165299, #165301, #165303 & #165311	Judy Duff	\$	910.00
FedEx	Shipping - HR, Personnel Matter	Yvonne McManus	\$	33.84
Optimum Fiberoptics, Inc.	LC-LC DX 50UM 10G MM RISER 100FT, INTERDUCT, 1.5 INCH ORANGE - 100FT	Zahid Chohan	\$	257.95

District of Columbia Bar	Registration Fee for "ADA Employment Law and Litigation Update 2016" training program from 5:30-7:30 pm on 06/29/16	Adrianne Day	\$	99.00
Amazon	Plantronics Audio 655 USB Multimedia Headset with Noise Canceling Microphone - Compatible with PC and Mac	Dag Fisseha	\$	374.11
APCO International	APCO Registered Public Safety Leadership Program COURSE #41568 - June 15, 2016 - Karima Holmes	Karima Holmes	\$	995.00
Amazon	Canon EOS 70D DSLR Camera Digideals Video Microphone Bundle with Lens, Stand and Accessories (14 Items)	Alan Etter	\$	1,199.00
Casual Male XL	Executive Leather Office Chair, Shipping and Discount	Yvonne McManus	\$	504.95
Optimum Fiberoptics, Inc.	Optimum did not deliver the Inner duct for fiber, the vendor has refunded \$77.95 for the both material and shipping cost. CREDIT	Zahid Chohan	\$	(77.95)
EMBASSY SUITES DWNTWN INDIANAPOLIS, IN	Annual NASNA State 911 Administrators Meeting - 6/10/16 to 6/12/16 - Karima Holmes - Indianapolis, IN	Karima Holmes	\$	250.38
Federal Business Council, Inc.	Registration - 2016 PSCR Public Safety Broadband Stakeholder Meeting - Teddy Kavalieri - San Diego, CA - 06-06-2016 to 06-09-2016	Teddy Kavalieri	\$	119.00
Federal Business Council, Inc.	Registration - 2016 PSCR Public Safety Broadband Stakeholder Meeting - Tim Ramlogan - San Diego, CA - 06-06-2016 to 06-09-2016	Tim Ramlogan	\$	119.00
American Airlines	Airfare for Teddy Kavalieri - 2016 PSCR Public Safety Broadband Stakeholder Meeting - San Diego, CA - 06-06-2016 to 06-09-2016	Teddy Kavalieri	\$	521.20
American Airlines	Airfare for Teddy Kavalieri - 2016 PSCR Public Safety Broadband Stakeholder Meeting - San Diego, CA - 06-06-2016 to 06-09-2016	Teddy Kavalieri	\$	40.50
American Airlines	Airfare for Tim Ramlogan - 2016 PSCR Public Safety Broadband Stakeholder Meeting - San Diego, CA - 06-06-2016 to 06-09-2016	Tim Ramlogan	\$	521.20
American Airlines	Airfare for Tim Ramlogan - 2016 PSCR Public Safety Broadband Stakeholder Meeting - San Diego, CA - 06-06-2016 to 06-09-2016	Tim Ramlogan	\$	40.50
EMBASSY SUITES DWNTWN INDIANAPOLIS, IN	2016 NENA Conference & Expo - 6/12/16 to 6/16/16 - Karima Holmes - Indianapolis, IN	Karima Holmes	\$	1,118.52

Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	MOUSE,B100 USB,BK	Marsha Hott	\$	449.50
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	KEYBOARD,WRLS DT,MK320	Brittany Galloway	\$	167.96
Digidoc Inc. dba Document Managers (SBE Certified Contractor) LSDR69359112018	Plantronics Y-Splitter Adapter	Marsha Hott	\$	839.80
RESPOND & RESCUE SAFETY TRAINING	RESPOND & RESCUE SAFETY TRAINING OUC CPR/AED x4. 6.2.16 Invoice #000014	Judy Duff	\$	260.00
RESPOND & RESCUE SAFETY TRAINING	RESPOND & RESCUE SAFETY TRAINING OUC CPR AED 6.16.16. X3 Invoice #000016	Judy Duff	\$	195.00
Deep Surplus	5ft 180 Degree Bale Lock Male to 90 Degree Female with Extra Strong Strain Relief Telco/Cat 5E Amphenol Cable, PVC Gray, 6" Black Cable Ties UV Rated (100 pieces)- Light Duty, 4" Black Cable Ties UV Rated (100 Pieces)- Light Duty & 6" Black Push Mount Cable Ties, (100 pieces)	Zahid Chohan	\$	196.51
Comcast	Account #09529 410913-02-6 (June 2016 Billing)	Teddy Kavalieri	\$	23.02
Comcast	Account #09529 406618-02-8 (June 2016 Billing)	Teddy Kavalieri	\$	9.23
Shred-it	Paper Shredding Services for June 9, 2016, Fuel	Kelly Brown	\$	121.94
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Office supplies	Maria Miranda	\$	70.94
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	CREDENZA,DBLE,VENEER,CH, DESK,DBL PDSTL,VENEER,CH, STAND,MACHINE W/SORTER,MY & Office Furniture Installation	Kip Ross	\$	3,862.88

Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Office supplies	Marsha Hott	\$ 1,790.68
FactoryOutletStore	Replacement Adapter for Adapter for Dell PA-10	Brittany Galloway	\$ 45.96
W.B. Mason Co., Inc.	Endorse Work Mid-back Mesh Back Big and Tall, Synchro Tilt, Arm: All-Adjustable w/Pivot, CASTER: All Surface, Black Mesh, Gr 1 UPH, Centurion, COLOR: Black, Base: Standard Plastic Black & No Head Rest, Delivery and Installation During Normal Business Hours	Kip Ross	\$ 2,452.70
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	RECYCLED PAPER 20# 8.5X11	James Roberts	\$ 980.00
FedEx	Shipping - HR, Personnel Matter	Yvonne McManus	\$ 10.45
RESPOND & RESCUE SAFETY TRAINING	RESPOND & RESCUE SAFETY TRAINING OUC CPR AED 6.23.16 Invoice #000019	Judy Duff	\$ 260.00
IAED	Recertification/Retesting - Invoice #165318W, #165385, #165493, #165631, #165755, #165833, #165861, #165909 & #165952	Judy Duff	\$ 875.00
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	INDEX,ECO,5TAB,6PK,COLOR	Marsha Hott	\$ 157.00
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	ENVELOPE,STRING,10X13 & CABINET,JUMBO,24D,BK	Edward Washington	\$ 1,876.98
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	DESK PAD,BWNLNE,MNTHLY	Edward Washington	\$ 135.83
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	CANDY,LIFSVR,5 FLAVOR, FOOD,SWEET THAI CHILI,ALM, FOOD,DK,CHOC,MOCHA,ALMND & FOOD,KIND NUTS & SPICES	Kelly Brown	\$ 89.96

Amazon	Canon EF-S 18-55mm IS STM, CANON Tiffen 58mm UV Protection Filter Canon EW-63C Lens Hood For EF-S 18-55mm f/3.5-5.6 IS STM Lens	Alan Etter	\$	287.06
Senoda Inc. <b>(SBE Certified Contractor)</b> <b>LS17288092016</b>	PRINTING - BUSINESS CARDS	Wanda Gattison	\$	474.00
Amazon	Black Document Frame - Made to Display Certificates sized 8.5x11 Inch with Mat and 11x14 Inch - Document Frame, Certificate Frame, University Diploma, Malden Portrait Gallery No.8 Picture Frame, Black, Craig Frames 1WB3BK 11 by 17-Inch Picture Frame, Smooth Wrap Finish, 1-Inch Wide, Black & Shipping & Handling	Kelly Brown	\$	85.49
Capital Services & Supplies <b>(SBE Certified Contractor)</b> <b>LSZX21748122016</b>	Share a Keyboard, Mouse and Dual DVI Displays	Javier Mascorro	\$	249.00
Amazon	Dell 146GB 6Gb/s SAS Enterprise Class Hard Drive With Poweredge Tray 2.5" SFF 15000 RPM 16MB Cache - X162K 0X162K ST9146852SS For R610 R620 R710 R715	Javier Mascorro (Selena MacArthur)	\$	68.49
Survey Monkey	Survey Monkey Select - Annual Membership	Wanda Gattison	\$	228.00
RESPOND & RESCUE SAFETY TRAINING	RESPOND & RESCUE SAFETY TRAINING OUC CPR AED. X4. 7.12.16 Invoice #000021	Judy Duff	\$	260.00
Deep Surplus	5ft 180 Degree Bale Lock Male to 90 Degree Female with Extra Strong Strain Relief Telco/Cat 5E Amphenol Cable, PVC Gray & Plenum Fire Rated Black Velcro (3/4" Width), 75' Roll, Cut to length as required	Zahid Chohan	\$	241.38
FedEx	Shipping - HR, Personnel Matter	Yvonne McManus	\$	3.63
Thomson Reuters - West	Subscription	Yvonne McManus	\$	575.50
Digidoc Inc. dba Document Managers <b>(SBE Certified Contractor)</b> <b>LSDR69359112018</b>	HW 26IN OverHead 2 Ears, A10 & Shipping	Javier Mascorro	\$	3,611.55

Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	OUC QUIET ROOM, recliner, artwork - motivational prints, computer desk, & installation	Wanda Gattison	\$ 4,255.00
FedEx	Inside Delivery Collect	Javier Mascorro	\$ 237.00
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	DIVIDER,TABS,3HOLE,5COLOR, 48 sets per carton	Marsha Hott	\$ 39.36
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Hoshizaki H9655-11 Filter	James Roberts	\$ 308.00
Digidoc Inc. dba Document Managers (SBE Certified Contractor) LSDR69359112018	H171N OVER EAR & Shipping	Zahid Chohan	\$ 176.83
Capitol Mosquito Control	2016 Seasonal Commercial Property natural mosquito barrier - all areas in and around sidewalk, entrance, gardens and courtyard. Treatment every 14 days, Mid-Season Discount	Tim Ramlogan	\$ 842.50
Pembroke West Associates, Inc. (SBE Certified Contractor) LSDX36347062019	WEEKLY PILL DISPENSER ASSORTED COLORS(White, Frost White, Pink, Blue, Neon Green) WITH BLACK IMPRINT, SCREEN CHARGE & Shipping & Handling	Wanda Gattison	\$ 968.00
Amazon	Plantronics MX10 Universal Amplifier for Headsets	Tim Ramlogan	\$ 92.59
RESPOND & RESCUE SAFETY TRAINING	RESPOND & RESCUE SAFETY TRAINING OUC CPR AED 8.8.16 Invoice #000025	Judy Duff	\$ 1,300.00
IAED	Recertification/Retesting - Invoice #166225, #166074W & #166079W	Judy Duff	\$ 615.00
Ideal System Solution	Present Tense Time Client NT site License	Tim Ramlogan	\$ 818.85
Shred-it	Paper Shredding Services for August 4, 2016, Fuel	Kelly Brown	\$ 61.54



Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Toner	Tim Ramlogan	\$	207.96
Senoda Inc. (SBE Certified Contractor) LS17288092016	Printing - 500 Business Cards - Jeff Wobbleton & Shipping	Wanda Gattison	\$	102.00
Southwest Airlines	Southwest Airlines - Airfare for Karima Holmes - Kansas City, MO - Fall NASNA Mtg	Kelly Brown	\$	206.96
Teltronic	CORD ASSY,RAD.INTFC	Stephen Matthews	\$	1,140.00
US Government Printing Office	Printing Calltaker Manual	Marsha Hott	\$	454.62
Comcast	Account #09529 410913-02-6 (July 2016 Billing)	Teddy Kavalieri	\$	23.02
Comcast	Account #09529 406618-02-8 (July 2016 Billing)	Teddy Kavalieri	\$	9.23
FedEx	Shipping - 1.) FEDEX USAIRBILL #809418950479 used FedEx to ship back 10 Havis docking stations for repairs. These are the docking stations used in MPD and FEMS vehicles for silent dispatch. (2) FEDEX USAIRBILL #809406721061 used to ship a USB drive to PSN for CAD reports and visualizations that PSN will perform for the OUC. Since the files are so large, the plan is to ship them the files via USB, via FedEx	Tim Ramlogan & Selena MacArthur	\$	40.02
Labor Law Center	1 Year Compliance Protection Plan-District of Columbia Complete State & Federal	Yvonne McManus	\$	251.96
NASNA	Meeting Fees: Meeting Fee Fall 2016, Fee for the meeting in Kansas City, MO - Karima Holmes	Karima Holmes	\$	230.00
IAED	Certification/Retesting - Invoice #165986W, #166029R & #SIN002956	Judy Duff	\$	195.00
Arcade Electronics	PPA DH - PIN/F RS232 FEMALE PINS - 100/PKG, PDA DH - PIN/M RS232 MALE PINS - 100/PKG, PDA-DH-9HP 9 PIN CRIMP-MALE, PDA-DH-9HS 9	Tim Ramlogan	\$	28.80

	PIN CRIMP-FEMALE, 9 PIN MELALIZED PLAST HOOD,		
Wireless Communications, Inc.	DC Fire Truck 15 Install of 2 GPS Antennas & Router, Install 2 Tablets & Mounts & Sensor, Work Ticket D3074	Stephen Matthews	\$ 2,100.00
Wireless Communications, Inc.	XTL MOBILE RADIO	Stephen Matthews	\$ 367.50
THE HAMILTON GROUP, INC (SBE Certified Contractor) <b>LSDZR49367022019</b>	NCR FORM FRONT PRINTING ONLY WITH NUMBERING, GRAPHIC DESIGN	Ingrid Bucksell	\$ 395.00
Wireless Communications, Inc.	APX MOBILE RADIO	Stephen Matthews	\$ 735.00
Wireless Communications, Inc.	XTL MOBILE RADIO	Stephen Matthews	\$ 367.50
Amazon	Digi - Acceleport Xem PCI Host Adapter	Tim Ramlogan	\$ 214.75
Amazon	Digi - Acceleport Xem PCI Host Adapter	Tim Ramlogan	\$ 390.59
Capital Services & Supplies (SBE Certified Contractor) <b>LSZX21748122016</b>	Office Supplies	Robin Scott	\$ 1,658.23
Occoutdoors Inc	Polly Tuff 8 foot Picnic Table	Kip Ross	\$ 1,251.71
Teltronic	HT 750 PORTABLE RADIO SN.004TNS2464, HT 750 PORTABLE RADIO SN. 672TDJ6251 & HT 750 PORTABLE RADIO SN. 672HDJ1019	Stephen Matthews	\$ 568.50
Amazon	Digi - Acceleport Xem PCI Host Adapter - Reason for refund: Item out of stock - CREDIT	Tim Ramlogan	\$ (390.59)
PCN Strategies (SBE Certified Contractor) <b>LSZR26991042018</b>	AMU1084CCLF 10x8x4 NEMA 4X Fiberglass Enclosure w/ Quick-Release Latch Clear Hinged Cover Flange	Tim Ramlogan	\$ 282.36
Comcast	Account #09529 410913-02-6 (August 2016 Billing)	Teddy Kavalieri	\$ 23.02

Comcast	Account #09529 406618-02-8 (August 2016 Billing)	Teddy Kavaleri	\$ 9.23
The Home Depot	LARGE BOX 18"X18"X24" EXTREME PACKAGING TAPE DISP	Stephen Matthews	\$ 143.40
Executive Contractors, LLC <b>(SBE Certified Contractor)</b> <b>LSDR54593102018</b>	Remove existing exterior door hardware, remove and replace with new striker furnish and install a Von Duprin 99 series surface Exit door devices with top and bottom rods.	Tim Ramlogan	\$ 1,950.00
Executive Contractors, LLC <b>(SBE Certified Contractor)</b> <b>LSDR54593102018</b>	PSCC entrance door repair, Remove existing door hardware, Furnish and install a Von Duprin surface Exit door devices & Repair outside fence gate. The gate to the building does not close Repair the rolling mechanism	Tim Ramlogan	\$ 1,600.00
SENODA, INC. <b>(SBE Certified Contractor)</b> <b>LS48404092019</b>	PRINTING - BUSINESS CARDS, QTY. 500 - HOLMES SHIPPING	Wanda Gattison	\$ 102.00
Priority Dispatch Corp.	Registration - Judy Duff - Cambridge, MD - September 11 - 15, 2016	Judy Duff	\$ 1,650.00
Capital Services & Supplies <b>(SBE Certified Contractor)</b> <b>LSZX21748122016</b>	Office Supplies	Beatriz Ortega	\$ 795.62
Modtech, Corp.	Annual Maintenance	Brittany Galloway	\$ 500.00
Amazon	Digi - Acceleport Xem PCI Host Adapter	Tim Ramlogan	\$ 362.50
Floor Register Resources	8 x 12 Heavy Gauge Steel Floor Grill	Javier Mascorro	\$ 79.63
U-Haul	Van Trailer Rental	Tim Ramlogan	\$ 66.45
U-Haul	Van Trailer Rental	Tim Ramlogan	\$ 151.63
Comfort Inn & Suites	IAED / Priority Dispatch - Training - Judith Duff - Cambridge, MD - 09/11/16 to 09/15/16	Judy Duff	\$ 372.92

**Total:****\$ 169,420.36****FY 2017 P-Card Transactions**

<b>Vendor</b>	<b>Description</b>	<b>Requester Name</b>	<b>Amount Paid</b>
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	TAPE,TRANS,6PK WDISP,CR - CREDIT	James Roberts	\$ (46.47)
Amazon	HP 950-951 XL Four Pack - Black & Color Inkjet Ink Set & Shipping	Tim Ramlogan	\$ 602.63
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Round Conference Table	Kelly Brown	\$ 1,195.00
FedEx	Shipping - HR, Personnel Matter	Yvonne McManus	\$ 7.40
Comcast	Account #09529 410913-02-6 (September 2016 Billing)	Teddy Kavalieri	\$ 23.02
Comcast	Account #09529 406618-02-8 (September 2016 Billing)	Teddy Kavalieri	\$ 9.23
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	119626-24hr, Sip & Flip Aluminum Bottle - 24oz, 124527, Uptown Leather Journal & Shipping	Wanda Gattison	\$ 4,568.75
RESPOND & RESCUE SAFETY TRAINING	RESPOND & RESCUE SAFETY TRAINING OUC CPR AED 9.29.16 Invoice #000031	Judy Duff	\$ 195.00
The Escape Lounge on H Street	Escape the Oval Office for 25 people, Lounge Rental	Wanda Gattison	\$ 2,290.00
The Escape Lounge on H Street	Escape the Oval Office for 12 people, Lounge Rental	Wanda Gattison	\$ 1,678.00
The Escape Lounge on H Street	Escape the Oval Office for 25 people, Lounge Rental	Wanda Gattison	\$ 2,290.00

Capital Services & Supplies (SBE Certified Contractor) <b>LSZX21748122016</b>	Office Supplies	Judy Duff	\$ 2,111.47
LINK Strategic Partners (SBE Certified Contractor) <b>LSZR95582032019</b>	Final Edits to OUC 311 PSA	Wanda Gattison	\$ 490.00
Amazon	Seagate Savvio 10K.5 900 GB 10000 RPM SAS 6-Gb/S 64MB Cache 2.5-Inch Internal Bare Drive (ST9900805SS) Shipping & Handling	Selena MacArthur	\$ 153.24
FedEx	Shipping - 1.) FEDEX USAIRBILL #8094 0672 1565, The purpose of this email is to provide justification for document delivery services to John McConnell of the Charles County Government from the OUC. Mr. McConnell, a stakeholder member of the region's COG 911 Director's subcommittee, sent an original copy of a time sensitive and highly confidential document to Director Holmes, also a stakeholder member of the subcommittee, for her signature. The original document was signed by the director and needed to be returned via FEDEX to ensure expedited and priority delivery	Kelly Brown	\$ 5.55
RESPOND & RESCUE SAFETY TRAINING	RESPOND & RESCUE SAFETY TRAINING OUC CPR AED. 10.11.16 Invoice #000033	Judy Duff	\$ 195.00
LANDS' END BUSINESS OUTFITTERS	WR CS 3Q CVC BROADCLOTH Logo #1485669W, WR CS 3Q CVC BROADCLOTH Logo #1485669W, WR CS 3Q CVC BROADCLOTH Logo #1481083W, WR CS 3Q CVC BROADCLOTH Logo #1481083W & WR CS 3Q CVC BROADCLOTH Monogrammed	Kelly Brown	\$ 479.95
Amazon	Oklahoma Sound 70-MY Portable Presentation Lectern, 20" Length x 18-1/4" Width x 48-1/2" Height, Mahogany, Shipping & Handling	Javier Mascorro	\$ 172.83
Shred-it	Paper Shredding Services for September 29, 2016, Fuel	Kelly Brown	\$ 134.78
OneReach LLC	Professional Service Hours	Brittany Galloway	\$ 600.00

Spectrum Corporation	Spectrum Wallboard Ethernet Adapter, Ground Freight	Zahid Chohan	\$ 880.00
Amazon	SEAGATE ST9300605SS Savvio 300GB 10000 RPM SAS 6.0Gb/s 64MB cache 2.5 internal hard drive (Bare Drive)	Selena MacArthur	\$ 99.94
APCO International	Online CTO Instructors Course	Marsha Hott	\$ 489.00
Capital Services & Supplies <b>(SBE Certified Contractor)</b> <b>LSZX21748122016</b>	Cha-Cha 42" Round Sitting Trumpet Base, OfficeSource armless Stackable Side Chair w/Chrome Frame & Installation	James Roberts	\$ 3,889.60
Amazon	Gardner Bender GSW-18 Medium Duty Toggle Switch 8A 125V DC / 10A 125V AC, Single Pole Single Throw, ON-OFF (includes faceplate), Stripped 6-Inch Leads	Tim Ramlogan	\$ 45.92
Ad Box Agency <b>(SBE Certified Contractor)</b> <b>LSDZ46764092018</b>	311 Business Card Magnets, 311 Big Grocery Bags, red with white imprint, 311 Grip Stylus Pens & Shipping	Wanda Gattison	\$ 4,050.00
Amazon	14.9CUFT Helium Kit	Wanda Gattison	\$ 52.99
Amazon	Foil Balloon Weight (pk of 12), Latex balloons (100 count), Curling Ribbon, Latex balloons (100 count) & Latex balloons (72 count)	Wanda Gattison	\$ 51.53
AffordableButtons.com	Custom UCC 10 Year Anniversary Buttons, Artwork & Shipping	Wanda Gattison	\$ 207.00
APCO International	2017 APCO Membership Dues	Wanda Gattison	\$ 2,304.00
Amazon	Seagate Savvio 10K.5 900 GB 10000 RPM SAS 6-Gb/S 64MB Cache 2.5-Inch Internal Bare Drive (ST9900805SS) Shipping & Handling - RETURNED - CREDIT	Selena MacArthur	\$ (131.00)
Ad Box Agency <b>(SBE Certified Contractor)</b> <b>LSDZ46764092018</b>	Smiley Guy Mobile Device Holder- one color imprint Colors Available - Red, White, Yellow and Blue, Size : 4-1/4"w x 3-3/4"h x 3-1/4"d, Imprint Area : 1" dia. across belly, Sticky Note Pads - 4" X 3" 25 Sheets, Stickers - 3"x5" with Full Color or three color imprint, Facebook 32"x 48" Photo Prop Signage, 12"x18" Easel Table Top Signage, 24"x 36" Easel Sign & Shipping Charge	Wanda Gattison	\$ <b>2,225.00</b>

Comcast	Account #09529 406618-02-8 (October 2016 Billing)	Teddy Kavaleri	\$ 9.23
Comcast	Account #09529 410913-02-6 (October 2016 Billing)	Teddy Kavaleri	\$ 23.02
D.C. Labor Law Poster Service	Complete Set(s) of 2017 State & Federal Posters, 11% Discount by November 11	Yvonne McManus	\$ 79.50
HOMEWOOD SUITES BY HILTON	HOMEWOOD SUITES BY HILTON - Hotel for Karima Holmes - Kansas City, MO - October 24, 2016 to October 27, 2016.	Karima Holmes	\$ 439.71
Thomson Reuters - West	Subscription	Yvonne McManus	\$ 229.50
DIGIDOC, Inc. T/A Document Managers <b>(SBE Certified Contractor)</b> <b>LSDR69359112018</b>	Plantronics Y-Splitter Adapter, HW261N Over-Head 2 Ear, HW251N Over-Head 1 Ear & Shipping	Tim Ramlogan	\$ 2,463.42
Capital Services & Supplies <b>(SBE Certified Contractor)</b> <b>LSZX21748122016</b>	RECYCLED PAPER 20# 8.5X11	James Roberts	\$ 770.00
Amazon	30 of: iPhone 6S Case, VRS Design [New High Pro Shield][Steel Silver] - [Military Grade Protection][Slim Fit] For Apple iPhone 6S 4.7, 6 of: Spigen Rugged Armor Galaxy S6 Case with Resilient Shock Absorption and Carbon Fiber Design for Galaxy S6 2015 - Black & Shipping & Handling	Brittany Galloway	\$ 558.98
Aerosol Monitoring & Analysis, Inc.	Environmental, Health & Safety - Professional Services Through October 31, 2016	Kip Ross	\$ 2,475.00
Capital Services & Supplies <b>(SBE Certified Contractor)</b> <b>LSZX21748122016</b>	RECYCLED PAPER 20# 8.5X11	James Roberts	\$ 4,200.00
Haines	12 Month Lease Service from 12/01/2016 Directory - Annual Rate	Jeffrey Wobbleton	\$ 2,001.50
Amazon	2 of: Mda100	Selena MacArthur	\$ 113.44

Amazon	2 of: Plantronics Cable Assy 3.5 Mm Right Angle Plug with qd	Selena MacArthur	\$ 31.44
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Basic Office Supplies	Beatriz Ortega	\$ 98.03
Blankslate	Popville Blog Prime Display, Run Date 11-18-2016 thru 11-25-2016, 100,000 impressions & Consulting	Wanda Gattison	\$ <b>1,600.00</b>
NENA	911GTW 2017 ENP Registration - Karima Holmes Discount (GTWEarlyENP)	Karima Holmes	\$ 365.00
Amazon	1 of: DayMinder Monthly Planner 2017, 8-1/2 x 11", Traditional, Color Selected For You May Vary (GC470-10)	Karima Holmes	\$ 23.09
Comcast	Account #09529 410913-02-6 (November 2016 Billing)	Teddy Kavalieri	\$ 23.02
Comcast	Account #09529 406618-02-8 (November 2016 Billing)	Teddy Kavalieri	\$ 9.23
Upco Lock & Safe Service	Open Stuck door Drill Open IC core on door Furnish and install (1) Medeco Mortise cylinder e-eky to match current key	Tim Ramlogan	\$ 405.00
IAED	Certification/Retesting - Invoice #SIN005753	Judy Duff	\$ 60.00
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Verbatim 256GB Store'n' Go External SSD, 64GB USB 3.0 DATATRAVELER 120MB/R 45MB/W	Javier Mascorro	\$ 570.10
Amazon	20 of: iPhone 6 Plus / iPhone 6S Plus Case, MPERO IMPACT SR Series Kickstand Case for Apple iPhone 6 Plus / iPhone 6S Plus 5.5" - Blue, 20 of: Samsung Galaxy S6 Case , MPERO FUSION M Dual Layered Silicone Polycarbonate Soft Non Slip Textured Mesh Case for Galaxy S6 [Perfect Fit & Precise Port Cut Outs] - Black & Shipping	Brittany Galloway	\$ <b>89.37</b>



Amazon	10 of: iPhone 7 6S 6 Screen Protector, (3 Pack) Abestbox 9H HD Premium Tempered Glass for iPhone7/ 6s/ 6 (4.7 inch), Ultra Thin (0.26mm), 99.9% Light Transmission, Most Durable, 10 of: [3 Pack] Galaxy S6 Screen Protector, MaxTeck 0.26mm 9H Anti-Bubble Tempered Shatterproof Glass Screen Protector Film for Samsung Galaxy S6 [NOT Support SamSung S6 Edge], 1 of: Avery Easy Peel Address Labels for Laser Printers, 1 x 2.625 Inches, White, Pack of 750 (5260) & Shipping	Brittany Galloway	\$ 170.37
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	48" ROUND CONFERENCE TABLE - \$1,195.00 - Comments: 35% RESTOCKING FEE RETURNED - CREDIT	Kelly Brown	\$ (776.75)
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	60" ROUND TABLE, SPECIAL ORDER, Office Furniture Installation & Shipping	James Roberts	\$ 2,185.00
Class Marker	Professional Plan #2 annual subscription	Judy Duff	\$ 792.00
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Pro I Commercial Microwave Oven, 1200 Watts,	James Roberts	\$ 1,389.00
Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	Vulcan Model No. 36S-6B Endurance™ Restau, Office Furniture Installation & Shipping	James Roberts	\$ 4,949.00
Executive Contractors LLC (SBE Certified Contractor) LSDR54593102018	Landscaping Services	Tim Ramlogan	\$ 2,480.00
Senoda Inc. (SBE Certified Contractor) LS48404092019	Business Cards - Angelo Westfield ( 500 count)	Wanda Gattison	\$ 112.00
NENA	Group Membership Dues FY 2017	Kip Ross	\$ 1,500.00
Amazon	10 of: [3 Pack] Galaxy S6 Screen Protector, MaxTeck 0.26mm 9H Anti-Bubble Tempered Shatterproof Glass Screen Protector Film for Samsung Galaxy S6 [NOT Support SamSung S6 Edge], 1 of: iPhone 7 6S 6 Screen Protector, (3	Brittany Galloway	\$ (81.60)

	Pack) Abestbox 9H HD Premium Tempered Glass for iPhone7/ 6s/ 6 (4.7 inch), Ultra Thin (0.26mm), 99.9% Light Transmission, Most Durable - Refund		
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	FILTER,MONTR,ANTIGL,19W, FILTER,ANTIGLARE,24",16:9, TONER,801C,CX410/510,CN, TONER,801M,CX410/510,MG & ONER,801Y,CX410/510,YL	Javier Mascorro	\$ 839.91
Sabour Construction Group, LLC. (SBE Certified Contractor) LSDZR17493052019	Receptacles in room 244 at PSCC needs to be check for voltage and correct wiring, Three of the receptacles has a reverse Hot Neutral reading on the outlets & Need to reverse the Hot and neutral wire on the three receptacles.	Tim Ramlogan	\$ 500.00
Amazon	1 of: mophie Battery Case for Apple iPhone 7 - Black	Brittany Galloway	\$ 106.35
Sabour Construction Group, LLC. (SBE Certified Contractor) LSDZR17493052019	· Install two circuits to feed the two quad junction boxes in the middle of the floor, Install total of 4 receptacles, 2 Junction boxes, 2 quad receptacle cover plates & Test and verify voltage to the new installed receptacles.	Tim Ramlogan	\$ 2,500.00
Shred-it	Paper Shredding Services	Kelly Brown	\$ 136.04
Comcast	Account #09529 410913-02-6 (December 2016 Billing)	Teddy Kavalieri	\$ 23.02
Comcast	Account #09529 406618-02-8 (December 2016 Billing)	Teddy Kavalieri	\$ 9.23
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	CALENDAR,DSK PD/WALL,BK & Varidesk Height-Adj. Standing Pro Plus Desk 3	Kelly Brown & Yolanda Taylor-Weems	\$ 557.49
Digidoc Inc. dba Document Managers (SBE Certified Contractor) LSDR69359112018	P10 Headset Adapter	Javier Mascorro	\$ 1,708.95
Sabour Construction Group, LLC. (SBE Certified Contractor) LSDZR17493052019	Install two circuits to feed the two quad junction boxes in the middle on the floor, Install total of 6 receptacles, 3 quad receptacle cover plates & Troubleshoot 6 receptacles that has no power going to them in the Training Room at PSCC.	Tim Ramlogan	\$ 2,500.00

OAI	Job # 010517 KD & disposal of 11 stations	Solomom Tadesse	\$ 1,600.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	Office Supplies	Maria Miranda	\$ 460.44
Amazon	1 of: Bose SoundDock XT Speaker (White/Dark Gray) & 1 of: AmazonBasics Lightning Dock Clock Radio	Brittany Galloway	\$ 220.16
IAED	EMD: Deita Harris 1040853	Judy Duff	\$ 15.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	SPEAKERS,\$-150 USB 2.0,BK	Brittany Galloway	\$ 379.80
Digidoc Inc. dba Document Managers (SBE Certified Contractor) LSDR69359112018	HW261N Over-Head 2 Ear, HW251N Over-Head 1 Ear & Shipping	Tim Ramlogan	\$ 3,727.63
Executive Contractors LLC (SBE Certified Contractor) LSDR54593102018	Louver Vent Panel Installation	Solomom Tadesse	\$ 475.00

**Total:                      \$ 76,434.98**

9. Please list all memoranda of understanding (“MOU”) entered into by your agency during FY16 and FY17, to date, as well as any MOU currently in force. For each, indicate the date on which the MOU was entered and the termination date.

911 MOUs:

AGENCY NAME	FY16	FY17
ABRA	MOU Entered 03/01/16; Termination 09/30/16	Pending
DBH	MOU Entered 05/06/16; Termination 09/30/16	Pending
DCHA	MOU Entered 01/06/16; Termination 09/30/16	FY17 Extension Entered 11/17/16; Termination 09/30/17
DCOA	MOU Entered 04/13/16; Termination 09/30/16	FY17 Extension Entered 09/19/16; Termination 09/30/17
DCPL	MOU Entered 03/18/16;	FY17 Extension Entered 09/29/16;

	Termination 09/30/16	Termination 09/30/17
DCPS	MOU Entered 05/09/16; Termination 09/30/16	FY17 Extension Entered 11/04/16; Termination 09/30/17
DCRA	MOU Entered 02/02/16; Termination 09/30/16	FY17 Extension Entered 11/04/16 Termination 09/30/17  Modification Entered 02/14/17
DDOT	MOU Entered 02/22/16; Termination 09/30/16	FY17 Extension Entered 01/23/17; Termination 09/30/17
DFHV	MOU Entered 08/03/16; Termination 09/30/16	FY17 Extension Entered 02/14/17; Termination 09/30/17
DFS	MOU Entered 05/06/16; Termination 09/30/16	FY17 Extension Entered 12/06/16; Termination 09/30/17  Modification Entered 02/06/17
DGS-PSD	MOU Entered 06/02/16; Termination 09/30/16	MOU Entered 11/17/16; Termination 09/30/17  Modification Entered 02/06/17
DHS	MOU Entered 02/11/16; Termination 09/30/16	FY17 Extension Entered 12/01/16; Termination 09/30/17
DOC	MOU Entered 02/11/16; Termination 09/30/16	Pending
DOH	MOU Entered 02/18/16; Termination 09/30/16	FY17 Extension Entered 11/19/16; Termination 09/30/17
DPR	MOU Entered 05/06/16; Termination 09/30/16  Modification Entered 10/31/16; Termination 09/30/16	Pending
DPW	MOU Entered 01/06/16; Termination 09/30/16	Pending
DYRS	MOU Entered 01/27/16; Termination 09/30/16	FY17 Extension Entered 11/04/16; Termination 09/30/17  Modification Entered 01/09/17
FEMS	MOU Entered 05/06/16; Termination 09/30/16	Pending
HSEMA	MOU Entered 12/17/15; Termination 09/30/16	Pending
OCME	MOU Entered 04/13/16; Termination 09/30/16	Pending
OCTO	MOU Entered 01/06/16; Termination 09/30/16	Pending
Serve DC	MOU Entered 01/06/16;	FY17 Extension Entered 02/14/17

	Termination 09/30/16	Termination 09/30/17
UDC	MOU Entered 09/06/16; Termination 09/30/16	FY17 Extension Entered 12/06/16; Termination 09/30/17
DC Water	MOU Entered 05/23/16; Termination 09/30/16	Pending

311 MOUs:

AGENCY NAME	FY16	FY17
DDOE	MOU Entered 10/01/15; Termination 09/30/15	MOU Entered 10/01/16; Termination 09/30/17

Other MOUs:

AGENCY NAME	MOU PURPOSE	FY16	FY17
DGS	In-Building Wireless Public Safety Signals Upgrade	Extension Entered 03/24/16; Termination 09/30/16	N/A
HSEMA	Grant Sub-award; 2017 Inauguration Radio Batteries	N/A	Entered 12/17/16; Termination 04/29/17
HSEMA	Uninterrupted Power Supply Battery	MOU Entered 08/19/16; Termination 09/30/16	N/A
OCTO	GIS	MOU Entered 01/07/16; Termination 09/30/16	MOU Entered 11/22/16; Termination 09/30/17
OCTO	SalesForce Integration, Avaya CMS Upgrade, Avaya CM/AES Upgrade, PSCC Move, Mobility VPN, Tier 4 Engineering, VESTA911 Integration Support, TI to Ethernet	Period of Performance Extension Entered 03/01/16; Termination 09/30/16	N/A

10. *Please list the ways, other than MOU, in which the agency collaborated with analogous agencies in other jurisdictions, with federal agencies, or with non-governmental organizations in FY16 and FY17, to date.*

The OUC continues to benefit from collaborative relationships with many analogous agencies in other jurisdictions, with federal agencies and with non-governmental organizations. In particular, the director serves as the Vice Chair of COG's 911 Director's Subcommittee and as the District's state representative with the National Association of State 911 Administrators. These groups direct and advise on public policy issues impacting 911 and are comprised of subject matter experts from across the region and the nation. In addition, the agency participates on both the Statewide Interoperability Communication Committee (SEIC) and the Interoperability Communication Committee. These committees are stakeholder-driven, multi-jurisdictional, and multi-disciplinary groups, established for the purpose of enhancing interoperable and emergency communications. Lastly, the OUC continues its partnerships with industry associations, such as APCO and NENA, both of which seek to forge relationships between PSAPs and help set standardized performance measures.

11. *Please list all currently open capital projects, including an update on all capital projects under the agency's purview in FY16 and FY17, to date, and the amount budgeted, actual dollars spent, and any remaining balances. In addition, please provide:*

- a. *An update on all capital projects begun, in progress, or concluded in FY15, FY16, and FY17, to date, including the amount budgeted, actual dollars spent, and any remaining balances.*
- b. *An update on all capital projects planned for FY17, FY18, FY19, FY20, FY21, and FY22.*
- c. *Do the capital projects begun, in progress, or concluded in FY15, FY16, or FY17, to date, have an impact on the operating budget of the agency? If so, please provide an accounting of such impact.*

**SEE ATTACHED**

**\*None of the agency's capital projects have an impact on the operating budget of the agency.**

12. *Please provide a list of all budget enhancement requests (including, but not limited to, capital improvement needs) for FY16 and FY17, to date. For each, include a description of the need and the amount of funding requested.*

We are working with the Mayor's Budget Office and the Deputy Mayor for Public Safety and Justice on developing our budget. Budget enhancement requests for recent past fiscal years are being reviewed as part of this process. We will be happy to share the Mayor's FY18 budget, including our agency's budget enhancements, once it has been submitted to the Council.

13. *Please list, in chronological order, every reprogramming in FY16 and FY17, to date, that impacted the agency, including those that moved funds into the agency, out of the agency, and*

*within the agency. Include the revised, final budget for your agency after the reprogrammings for FY16 and FY17. For each reprogramming, list the date, amount, rationale, and reprogramming number.*

<b>OFFICE OF UNIFIED COMMUNICATIONS</b>					
<b>FY 2016 REPROGRAMMING LIST</b>					
<b>LOCAL</b>			<b>Starting Budget</b>		
<b>FISCAL YEAR</b>	<b>FUND</b>	<b>DATE</b>	<b>SOAR DOC #</b>	<b>DESCRIPTION</b>	<b>AMOUNT</b>
16	0100	06/14.2016	BJUC0150	TRAINING FOR NEW 911 OPERATIONS HIRES	\$150,000
16	0100	09/15/016	BJUC0300	Building Enhancements for PSCC	\$300,000
<b>Final Budget</b>					<b>\$450,000</b>

<b>CAPITAL FUNDS</b>			<b>Starting Budget</b>		<b>\$27,000,000</b>
<b>FISCAL YEAR</b>	<b>FUND</b>	<b>DATE</b>	<b>SOAR DOC #</b>	<b>DESCRIPTION</b>	<b>AMOUNT</b>
2016	0300	12/29/2015	BSEDS02C	Reprogramming from KA0/EDS02C	\$249,615
2016	0300	1/11/2016	BSUC2TDA	IT UPGRADES	\$475,000
<b>Final Budget</b>					<b>\$27,724,615</b>

<b>FY 2017 REPROGRAMMING LIST</b>					
<b>SPECIAL PURPOSE REVENUE</b>			<b>Starting Budget</b>		
<b>FISCAL YEAR</b>	<b>FUND</b>	<b>DATE</b>	<b>SOAR DOC #</b>	<b>DESCRIPTION</b>	<b>AMOUNT</b>

17	1630	11/28/2016	BJUC0192	TO SUPPORT TETEELECOMM AND MOBILE DATA SOFTWARE	1,929,030.00
<b>Final Budget</b>					<b>\$1,929,030</b>

14. Please list each grant or sub-grant received by your agency in FY16 and FY17, to date. List the date, amount, and purpose of the grant or sub-grant received.

Grant Number	Description / Purpose	Amount	Grant Period of Performance
3UCUA6	Interoperable Communications Planning, Training, and Exercises	\$270,000.00	9/1/2016 – 9/30/2017
1UCUA6	Radio Cache - District of Columbia	\$164,947.00	9/1/2016 – 9/30/2018
2UCUA6	CAD Information Sharing and Interoperability	\$300,000.00	9/1/2016 – 9/30/2017
1UCUA5	Radio Cache - District of Columbia	\$164,947.00	9/1/2015 – 5/31/2017
2UCUA5	CAD Information Sharing and Interoperability	\$300,000.00	9/1/2015 – 5/31/2017
3UCUA5	Next Generation 9-1-1 Regional Interoperability Support	\$81,600.00	9/1/2015 – 9/30/2017
4UCUA5	Radio Battery Replacement for Law Enforcement	\$400,780.00	9/1/2015 – 2/28/2017
1UCUA4	Radio Cache - District of Columbia	\$87,450.00	9/1/2014 – 7/31/2016
2UCUA4	CAD Information Sharing and Interoperability	\$300,000.00	9/1/2014 – 5/31/2016
3UCUA4	Radio System Planning, Training and Exercises	\$250,000.00	9/1/2014 – 7/31/2016

15. How many FTEs are dependent on grant funding? What are the terms of this funding? If it is set to expire, what plans, if any, are in place to continue funding the FTEs?

The OUC does not have any grant funded FTEs.

16. Please list all pending lawsuits that name the agency as a party. Identify which cases on the list are lawsuits that potentially expose the District of Columbia to significant financial liability and/or will result in a change in agency practices, and the current status of the litigation. Please provide the extent of each claim, regardless of its likelihood of success. For those identified, please include an explanation about the issues involved in each case.

a. [Litigant Name Redacted] v. District of Columbia Government, *et al.*, 2016 CA 009224 B

- *Current status:* Initial Scheduling Conference 03/17/17
- *Extent of claim:* Claim for damages in the amount of \$10M against MPD, and \$1M against each individual named. The litigant requested to be transported to a specific hospital and was told by the 911 call taker that no guarantee could be made in that regard. FEMS transported the litigant to closest hospital and the litigant subsequently requested that MPD take a police report, claiming to have been kidnapped by FEMS. MPD declined to do so. The litigant then filed a Freedom of Information Act (FOIA) request for the 911 records. OUC released the records, and the litigant appealed, claiming that OUC altered



the records and removed portions of the recordings. The Executive Office of the Mayor denied the appeal.

- *Significant liability/Change in agency practice:* OUC does not anticipate significant financial liability or changes in agency practice to result from this matter. The petition fails to assert a viable claim for damages. The litigant previously filed four additional lawsuits alleging the same facts, and the D.C. Superior Court dismissed those matters. *See* 2016 CA 004292 B; 2016 CA 003631 B; 2016 CA 003265 B; 2016 CA 003036 B.

b. [Litigant Name Redacted] v. District of Columbia Government, *et al.*, 2016 CA 008668 B

- *Current status:* Initial Scheduling Conference 06/09/17
- *Extent of claim:* See explanation for 2016 CA 009224 B (above).
- *Significant liability/Change in agency practice:* See explanation for 2016 CA 009224 B (above).

17. Please provide the total number of administrative complaints or grievances that the agency received in FY16 and FY17, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to agency policies or procedures that have resulted from complaints or grievances received.

MATTER	SOURCE	DATE RCV'D	RESPONSE PROCESS	RESULTING AGENCY POLICY CHANGES
Class Grievance Step 1	Union	02/09/17	Pending	N/A; Matter pending
J-0077-16	OEA	08/15/16	Agency filed response & motion to dismiss	None; Matter dismissed for employee failure to prosecute
570-2016-01637	US EEOC	06/21/16	No agency action required	None; Matter dismissed with no finding of discrimination
2016-DOES-00975	OAH	06/08/16	Agency filed appeal of award of unemployment insurance benefits	None; Agency prevailed
16-U-07	PERB	02/05/16	Agency liaised with OLRCB as representative	None; Matter dismissed for lack of jurisdiction
570-2016-00460	OHR	12/18/15	Agency position Statement filed 03/18/16	N/A; Matter pending
570-2016-00225	US EEOC	11/06/15	Notice of filing only; No action required of agency at this time	N/A; Matter pending
15-1048-DC(CN) 10C-2015-00971	OHR	11/06/15	Agency filed position statement & engaged in mediation	None; Matter dismissed with no finding of discrimination
16-064-	OHR	11/06/15	Agency filed position	None; Matter settled;

DC(CN) 10C-2016- 00053			statement & engaged in mediation	Employee agreed to reassignment & demotion
Grievance/ complaint	Union	10/14/16	Agency & Union met informally & resolved the complaint	New procedure was developed to ensure consistency of deployment selections
Grievance	Union	10/26/15	Agency filed position statement	Penalty was reduced

*18. Please list and describe any ongoing investigations, audits, or reports on the agency or any employee of the agency, or any investigations, studies, audits, or reports on the agency or any employee of the agency that were completed during FY16 and FY17, to date.*

*Audit:* On January 31, 2017, the Office of the Inspector General completed the FY15 and FY16 audit of the E911/E311 Fund.

*19. Please describe any anticipated spending pressures for the remainder of FY17. Include a description of the pressure, the estimated amount, and any proposed solutions.*

At this time the OUC is not projecting any spending pressures for FY17.

*20. Please provide a copy of the agency's FY16 performance plan. Please explain which performance plan objectives were completed in FY16 and whether they were completed on time and within budget. If they were not, please provide an explanation.*

**SEE ATTACHED**

*21. Please provide a copy of your agency's FY17 performance plan as submitted to the Office of the City Administrator.*

**SEE ATTACHED**

*22. Please provide the number of FOIA requests for FY16 and FY17, to date, submitted to your agency. Include the number granted, partially granted, denied, and pending. In addition, please provide the average response time, the estimated number of FTEs required to process requests, the estimated number of hours spent responding to these requests, and the cost of compliance.*

**SEE ATTACHED**

*23. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or contracted for during FY16 and FY17, to date. Please state the status and purpose of each. Please submit a hard copy to the Committee.*

In FY16, the OUC engaged a vendor to conduct a study to assess the status of the OUC's special purpose revenue/E-911 Fund. The purpose of this work is to determine remittance trends, number of connections gained or lost, identify carrier reporting discrepancies and to analyze the current rate effect and its impact on the fund. The study is ongoing in FY17.

24. Please separately list each employee whose salary was \$100,000 or more in FY16 and FY17, to date. Provide the name, position number, position title, program number, activity number, salary, and fringe. In addition, state the amount of any overtime or bonus pay received by each employee on the list.

Fiscal Year	Program Number	Activity Number	Employee Name	Position Number	Position Title	Salary	Fringe	Overtime Pay	Bonus Pay
16	1090	1090	Holmes, Karima N.	00032319	Director	\$165,000.00	\$47,025.00	\$0.00	\$0.00
16	110F	110F	Staats, Daryl	00051008	AGENCY FISCAL OFFICER	\$144,563.00	\$41,200.46	\$0.00	\$0.00
16	4030	4030	Kavaleri, Teodros	00025334	Chief Info Tech Officer	\$139,744.49	\$39,827.18	\$0.00	\$0.00
16	1060	1060	Day, Adrienne E	00077559	General Counsel	\$135,000.00	\$38,475.00	\$0.00	\$0.00
16	1090	1090	Wobbleton, Jeffrey L	00077343	CHIEF OF OPERATIONS	\$134,000.00	\$38,190.00	\$0.00	\$0.00
16	1090	1090	McManus, Yvonne D.	00077756	Chief Administrative Officer	\$130,877.00	\$37,299.95	\$0.00	\$0.00
16	1090	1090	Ross, Kipling	00073737	Program Manager	\$130,034.51	\$37,059.84	\$0.00	\$0.00
16	4020	4020	Mascorro, Javier	00031981	Deputy Chief Information Ofcr.	\$126,883.64	\$36,161.84	\$0.00	\$0.00
16	1090	1090	Brown, Kelly A	00045509	Management Analyst	\$107,895.00	\$30,750.08	\$0.00	\$0.00
16	1090	1090	Omekam, Chris C	00009047	Management Analyst	\$101,385.00	\$28,894.73	\$0.00	\$0.00
						<b>\$1,315,382.64</b>	<b>\$374,884.05</b>	<b>\$0.00</b>	<b>\$0.00</b>

Fiscal Year	Program Number	Activity Number	Employee Name	Position Number	Position Title	Salary	Fringe	Overtime Pay	Bonus Pay
17	1090	1090	Holmes, Karima N.	00032319	Director, OUC	\$169,950.00	\$52,004.70	\$0.00	\$0.00
17	110F	110F	Blank	00051008	AGENCY FISCAL OFFICER	\$148,900.00	\$45,563.40	\$0.00	\$0.00
17	1060	1060	Day, Adrienne E	00077559	General Counsel	\$144,450.00	\$44,201.70	\$0.00	\$0.00
17	4030	4030	Kavaleri, Teodros	00025334	Chief Info Tech Officer	\$143,936.82	\$44,044.67	\$0.00	\$0.00
17	1090	1090	Wobbleton, Jeffrey L	00077343	CHIEF OF OPERATIONS	\$138,020.00	\$42,234.12	\$0.00	\$0.00
17	1090	1090	Mcmanus, Yvonne D.	00077756	Chief Administrative Officer	\$134,803.31	\$41,249.81	\$0.00	\$0.00
17	1090	1090	Ross, Kipling	00073737	Program Manager	\$133,935.55	\$40,984.28	\$0.00	\$0.00
17	1090	1090	Blank	00075491	Chief of Staff	\$132,745.00	\$40,619.97	\$0.00	\$0.00
17	4020	4020	Mascorro, Javier	00031981	Deputy Chief Information Ofcr.	\$130,690.15	\$39,991.19	\$0.00	\$0.00
17	4030	4030	Blank	00084833	Telecommunications Manager	\$119,591.00	\$36,594.85	\$0.00	\$0.00
17	1090	1090	Brown, Kelly A	00045509	Management Analyst	\$111,131.00	\$34,006.09	\$0.00	\$0.00
17	1090	1090	Omekam, Chris C	00009047	Management Analyst	\$104,423.00	\$31,953.44	\$0.00	\$0.00
						<b>\$1,612,575.83</b>	<b>\$493,448.20</b>	<b>\$0.00</b>	<b>\$0.00</b>

25. Please list in descending order the top 25 overtime earners in your agency in FY16 and FY17, to date, if applicable. For each, state the employee's name, position number, position title, program number, activity number, salary, fringe, and the aggregate amount of overtime pay earned.

Agency Code	Fiscal Year	Program Number	Activity Number	Employee Name	Position Number	Position Title	Salary	Fringe	Overtime Pay
UC0	16	2020	2020	Williams,Michelle P	00032025	Dispatcher	75,538.00	21,528.33	70,269.90
UC0	16	2010	2010	Miller,Alfreda E	00090671	Watch Commander	84,136.00	23,978.76	59,253.39
UC0	16	2020	2020	Ramsey,Christa J	00017203	Dispatcher	68,778.00	19,601.73	56,053.46
UC0	16	2020	2020	Williams,Tracey P	00019135	Dispatcher	73,500.00	20,947.50	55,535.90
UC0	16	2020	2020	Brown,Sharane H	00018117	Dispatcher	75,538.00	21,528.33	55,211.36
UC0	16	2020	2020	Abrha,Nebeyeluel A	00023512	Dispatcher	61,330.00	17,479.05	51,278.91
UC0	16	2020	2020	Tasker,Teresa L	00018439	Dispatcher	70,640.00	20,132.40	50,776.87
UC0	16	2020	2020	Marable,Michael M	00022757	Dispatcher	73,500.00	20,947.50	49,791.32
UC0	16	2020	2020	Serpas,Dominga D	00019348	Dispatcher	75,538.00	21,528.33	49,177.01
UC0	16	2010	2010	Johnson,Lauren M	00088619	Asst Watch Commander	73,592.46	20,973.85	47,834.88
UC0	16	2020	2020	Oliver,Alice M	00088612	Dispatcher	63,192.00	18,009.72	45,865.80
UC0	16	2020	2020	Johnson,Victoria M	00023028	Dispatcher	73,500.00	20,947.50	45,030.49
UC0	16	2020	2020	Sanford,Victoria G	00012153	Dispatcher	68,778.00	19,601.73	44,654.05
UC0	16	2020	2020	Brown,Crystal L	00023182	Dispatcher	73,500.00	20,947.50	42,151.13
UC0	16	4020	4020	Wilson,Clyde O	00003977	Electronics Engineer	94,504.00	26,933.64	37,816.40
UC0	16	2020	2020	Knox,Debbie Ann	00036698	Dispatcher	74,364.00	21,193.74	35,401.70
UC0	16	2010	2010	Gadsden,Alton T	00090672	Watch Commander	84,291.05	24,022.95	31,560.21
UC0	16	2020	2020	Velasco,Ana M	00007934	Dispatcher	73,500.00	20,947.50	29,651.24
UC0	16	2020	2020	Ross,Danielle L	00011543	Dispatcher	70,640.00	20,132.40	28,803.46
UC0	16	2020	2020	Adams,Charmisa L	00014944	Dispatcher	68,778.00	19,601.73	28,200.96
UC0	16	2020	2020	Covington,Latrice R	00005299	Dispatcher	73,500.00	20,947.50	28,129.20
UC0	16	2010	2010	Jones,Sharon L	00026494	Telecomm Equipment Operator	62,665.00	17,859.53	28,082.36
UC0	16	2020	2020	Stover,Bertha A	00004326	Dispatcher	75,538.00	21,528.33	27,596.07
UC0	16	2020	2020	Poole,Lora A	00018346	Dispatcher	73,500.00	20,947.50	26,886.98
UC0	16	2020	2020	Millard,Ava O	00026953	Dispatcher	73,500.00	20,947.50	26,828.02
<b>AGENCY GRAND TOTAL</b>							<b>\$1,835,840.51</b>	<b>\$523,214.55</b>	<b>\$1,051,841.07</b>

Agency Code	Fiscal Year	Program Number	Activity Number	Employee Name	Position Number	Position Title	Salary	Fringe 30.6%	Overtime Pay
UC0	17	2020	2020	Ross,Danielle L	00011543	Dispatcher	72,760.00	22,264.56	27,843.54
UC0	17	2020	2020	Brown,Sharane H	00018117	Dispatcher	77,804.00	23,808.02	24,940.01
UC0	17	2020	2020	Tasker,Teresa L	00018439	Dispatcher	72,760.00	22,264.56	20,807.52
UC0	17	2020	2020	Williams,Tracey P	00019135	Dispatcher	77,804.00	23,808.02	20,587.75
UC0	17	2020	2020	Ramsey,Christa J	00017203	Dispatcher	70,842.00	21,677.65	20,049.03
UC0	17	2020	2020	Williams,Michelle P	00032025	Training Specialist	83,168.00	25,449.41	18,336.99
UC0	17	2020	2020	Johnson,Victoria M	00023028	Dispatcher	77,804.00	23,808.02	17,985.25
UC0	17	2020	2020	Serpas,Dominga D	00019348	Dispatcher	77,804.00	23,808.02	17,819.84
UC0	17	2020	2020	Velasco,Ana M	00007934	Dispatcher	77,804.00	23,808.02	15,366.12
UC0	17	2020	2020	Covington,Latrice R	00005299	Dispatcher	77,804.00	23,808.02	13,713.83
UC0	17	2020	2020	Marable,Michael M	00022757	Dispatcher	77,804.00	23,808.02	13,554.37
UC0	17	1087	1087	Akinsola,Aladegoke E	00019453	Telecomm Equipment Operator	64,545.00	19,750.77	12,901.07
UC0	17	2020	2020	Scott,Robin R	00018783	Training Specialist	80,806.00	24,726.64	11,716.11
UC0	17	4020	4020	Wilson,Clyde O	00003977	Electronics Engineer	97,340.00	29,786.04	11,652.73
UC0	17	2020	2020	Sanders,Gloria G	00017052	Dispatcher	77,804.00	23,808.02	11,484.61
UC0	17	2010	2010	Gadsden,Alton T	00090672	Watch Commander	86,819.78	26,566.85	11,442.67
UC0	17	2010	2010	Fletcher,Brittney	00085197	Telecomm Equipment Operator	43,603.00	13,342.52	11,383.09
UC0	17	2010	2010	Davis,Tamainia D.	00031995	Telecomm Equipment Operator	55,413.00	16,956.38	10,869.23
UC0	17	2010	2010	Hall,Frances M	00031980	Telecomm Equipment Operator	61,389.00	18,785.03	10,593.02
UC0	17	2020	2020	Abrha,Nebeyeluel A	00023512	Dispatcher	65,088.00	19,916.93	9,831.68
UC0	17	2020	2020	Davis,Larvenia A	00014138	Dispatcher	70,842.00	21,677.65	9,737.24
UC0	17	2020	2020	Joy,Keisha A	00024649	Dispatcher	68,924.00	21,090.74	9,119.07
UC0	17	2020	2020	Hernandez,Nury M	00015077	Training Specialist	77,299.00	23,653.49	8,935.26
UC0	17	2020	2020	Johnson,Cheri L	00004835	Dispatcher	77,804.00	23,808.02	8,726.70
UC0	17	2020	2020	Alexander,Denise E	00005506	Training Specialist	87,892.00	26,894.95	8,707.19
<b>AGENCY GRAND TOTAL</b>							<b>\$1,859,726.78</b>	<b>\$569,076.39</b>	<b>\$58,103.92</b>

26. For FY16 and FY17, to date, please provide a list of employee bonuses or special award pay granted that identifies the employee receiving the bonus or special pay, the amount received, and the reason for the bonus or special pay.

There have been no bonuses or special award pay granted in FY16 and FY17 to date.

27. *Please provide each collective bargaining agreement that is currently in effect for agency employees. Please include the bargaining unit and the duration of each agreement.*

**SEE ATTACHED**

- a. *Bargaining unit:* All employees of the Government of the District of Columbia Office of Unified Communications, excluding all management officials, supervisors, confidential employees, and employees engaged in personnel work in other than a purely clerical capacity, and employees engaged in administering the provisions of Title XVII of the District of Columbia Comprehensive Merit Personnel Act of 1978, D.C. Law 2-1139.
- b. *Agreement duration:* Expires September 30, 2017

28. *If there are any boards or commissions associated with your agency, please provide a chart listing the names, confirmation dates, terms, and wards of residence of each member. Include any vacancies. Please also attach agendas and minutes of each board or commission meeting in FY16 or FY17, to date, if minutes were prepared. Please inform the Committee if the board or commission did not convene during any month.*

There are no boards or commissions associated with the OUC.

29. *Please list all reports or reporting currently required of the agency in the District of Columbia Code or Municipal Regulations. Provide a description of whether the agency is in compliance with these requirements, and if not, why not (e.g. the purpose behind the requirement is moot, etc.).*

There are no reports or reporting currently required of the agency in the District of Columbia Code or Municipal Regulations.

30. *Please list each contract, procurement, lease, and grant awarded, entered into, extended and option years exercised, by your agency during FY16 and FY17, to date. For each contract, please provide the following information, where applicable:*

- a. *The name of the contracting party;*  
b. *The nature of the contract, including the end product or service;*  
c. *The dollar amount of the contract, including budgeted amount and actually spent;*  
d. *The term of the contract;*  
e. *Whether the contract was competitively bid;*  
f. *The name of the agency's contract monitor and the results of any monitoring activity;*  
and  
g. *Funding source.*

**SEE ATTACHED**

*31. Please provide a list of any additional training or continuing education opportunities made available to agency employees. For each additional training or continuing education program, please provide the subject of the training, as well as the number of agency employees that were trained.*

During FY16 OUC Training provided 56 different classes, 13 roll call mini-training sessions, 12 CDE (Continuing Dispatch Education) Articles, 50 documented teachable moments and also supported employee participation in 4 industry conferences. There was also one academic training session for new TEOs.

	Trainings Avail	Number Attended
<b>Classes</b>	<b>56</b>	<b>1392</b>
911 Center Supervisors		7
Active Shooter		10
Adult Learning & Documenting Performance		15
AMR 3rd Party BLS Provider		43
APCO CTO training		12
Customer Service		137
APCO Telecommunicator Course		12
APD Train the Trainers (online self-help triage tool)		3
Change Management in 911		7
Civil Rights		1
Coaching and Mentoring		20
Communications Center Supervisors 4th Edition		15
CPR Certification		49
CTO Development		18
Disaster Planning for the PSAP		10
Discrimination		16
EFD		29
EFD Advanced		15
EMD		5
EMD / ProQA Refresher		42
EMD Advanced		19
EMD Refresher		42
EMD, EFD, EPD Advanced		13
EMD, EPD & EFD Q classes (all 3 taken together)		30
Emergency Preparedness		7
Employee Conduct & Leave		11
Employee Conduct and Leave Personnel Management (8 hr)		35
EPD		5
EPD-Q		7
Geography (4 hr class)		14
Geography and Navigation (1 hr class)		33

Handling Employees With tact and Sill	59	
Hands Only CPR	166	
Human Rights Legislative update	82	
Human Trafficking Awareness	1	
I/CAD for Trainers	14	
IT Troubleshooting	24	
Labor Management Partnership Training Union	24	
Language Access Cultures/Diversity in DC overview & resources	12	
Leadership in the 911 Center	4	
Liability in the 911 Center	22	
MPD Self Dispatch Training	15	
NG911 for the PSAP	4	
Pro Q A Refresher	26	
Project Management	10	
ProQA Training Corse	46	
Reasonable Suspicion / MSS training	4	
Resiliency Training	33	
Resume Writing and Interviewing	13	
Social Media & 911 Center	5	
Supervisor Union Training	13	
Suspicious Activity	12	
Tactical Dispatch for the Telecommunicator	9	
Team Building	36	
Technology for the Center Manager	1	
Victims Plea Meeting Expectations	18	
<b>Roll Call</b>	<b>13</b>	<b>1950</b>
10-33/Handling field unit emergencies	150	averaged
Auto Accept EMD EFD EPD	150	
Crime Reporting for Citizens	150	
Criminal Research Specialist Unit	150	
MPD body worn cameras & dispatcher role	150	
New Metro Code & Response for Fire Alarm	150	
Obvious & spontaneous information Roll call 7/12-14	150	
Plain Language Dispatch	150	
Plain Language Medical Dispatch	150	
Planning for Blossom Cherry Festival	150	
Protective Services Dispatch Protocol	150	
Street Car Response Plan	150	
Taxi Cab Panic Buttons	150	
<b>CDE (Trade Magazine/On-line)</b>	<b>12</b>	<b>7</b>
Changer	1	
Clock is Ticking Fire	2	

Preparation is Everything	1
Dispatcher Revolution Universal	1
More than Just Pain	1
Overdose	1

<b>Teachable Moments</b>	<b>50</b>
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<b>Conferences</b>	<b>3</b>	<b>89</b>
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<b>UCT Training</b>
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	Students	Weeks
1601C classroom (6/20 to 10/1)	19	15

FY17 to date, OUC Training provided 15 different classes, 2 roll call mini-training sessions, 4 CDE (Continuing Dispatch Education) Articles, 85 call review meetings and supported participation in 2 industry conferences. There were also 3 academic training sessions and 2 OJT training sessions for TEOs and Dispatchers.

	Trainings Avail	Number Attended
<b>Classes</b>	<b>15</b>	<b>327</b>
CTO Training		15
IT Troubleshooting		24
Victims Plea Meeting Expectations		18
Human Trafficking Awareness		1
Supervisor Union Training		11
Disaster Planning for the PSAP		7
Structure Fire Response plan changes & updates		25
Liability in the 911 center		7
GEM 911		10
EPD		4
EMD		4
EMD Q		11
TDD/TTY refresher		182
ProQA Refresher		2
ProQA Refresher for QAs		6

<b>Roll Call</b>	<b>2</b>	<b>300</b>
National Q Tips from QA		150
Associated & Copied Call Slips		150

averaged

<b>Conferences</b>	<b>2</b>	<b>12</b>
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**New Hire & Promotional Training****5****50**

Students

Weeks

2 classroom training academies

17

12

1 classroom training academy

16

16

2 chair side (OJT) – 1 includes extended time

17

18

32. *Does the agency conduct annual performance evaluations of all its employees? Who conducts such evaluations? What steps are taken to ensure that all agency employees are meeting individual job requirements?*

Yes, individual performance evaluations are conducted for all active agency employees. Evaluations are conducted by each individual's immediate supervisor. To ensure that all employees are meeting individual job requirements, supervisors develop individual employee performance plans and meet with employees regularly to review their individual goals and critical indicator results. In addition, a mid-year and year-end performance review is conducted with each active employee.

Agency Operations

1. *Please describe any initiatives that the agency implemented in FY16 or FY17, to date, to improve the internal operations of the agency or the interaction of the agency with outside parties. Please describe the results, or expected results, of each initiative.*

**Call Flow Task Force** - The OUC's Call Flow Task Force hosted regular internal meetings through FY16 to ensure 911 calls are consistently dispatched quickly and accurately. Since its initiation, this workgroup identified several areas where efficiencies can be gained. As a result the following actions have been taken:

- Enabled the "quick send" functionality in the 911 call processing system. Quick send triggers the automatic submission of call details, for priority incidents, to the dispatch zone for relay to MPD and/or FEMS responders. Since initiation, the time between call receipt and dispatch of emergency responders has decreased by at least 20 seconds. The workgroup continues to review and correct event type misalignments, increasing accuracy of dispatch and the initiation of more proper responses.
- Instituted full cross-training/unified curriculum for all new 911 Dispatchers to ensure their ability to adeptly deploy response plans and manage units for police, fire and emergency medical service events; require regular rotations between disciplines to maintain skills
- Identified the need for and began to:
  - offer continuing education "mini academies" to ensure consistency in practice between new and tenured employees

- develop a CAD event management worksheet for use during COOP activations
  - draft plain English descriptions of event types for all EMS protocols and enter them in CAD; descriptions for FEMS events are complete and entry is ongoing in coordination with FEMS's response plan updates
  - provide cross training to all dispatchers for FEMS radio channels to support more flexible manpower distribution
- Coordinated with MPD to develop back end user training for mobile data units deployed in the field

**QA/QI** – In FY16, the agency's Office of Professional Standards and Development (OPSD) initiated a formalized process for conducting quality control across call taking and dispatching functions.

This quality review initiative has resulted in numerous teachable moments, enhanced awareness of tone of voice, methods and general performance across the agency's 911 and 311 operations. Due in part to this work, recent minor adjustments made to both the call taking and dispatching processes have resulted in incremental improvements in performance around 911 call to queue and queue to dispatch times.

2. *What are the agency's top five priorities? Please explain how the agency expects to address these priorities in FY17.*

- a. **Advance PSAP to NG911 Environment** – Thus far in FY17, the agency has continued its efforts to ensure the continuation of reliable and robust 9-1-1 telecommunication services by replacing the aging computer components and expanding the capabilities of the existing 9-1-1 telecommunication equipment to support Next Generation 9-1-1 (NG9-1-1). A key feature of this initiative is the integration of Text-to-911 functionality at the OUC. The agency will be prepared to fully integrate the MSRP solution which will enable the delivery of pictures, text and video in the same queue as 911 voice calls, with the same priority by April 2017.
- b. **Public Safety Industry Leadership** – The Office of Unified Communications has been recognized numerous times within the public safety communications field for its forward thinking approach to streamlining communications, increasing efficiency and enhancing public safety response. In addition to shaving seconds off emergency response times, the OUC has enhanced coordination among the numerous municipal and federal public safety entities and with industry organizations.

Accordingly, the agency will seek to maintain its active role in this regard. In fact, the director will continue to serve as the Vice Chair of COG's 911 Director's Subcommittee and as the District's state representative with the National Association of State 911 Administrators. These groups direct and advise on public policy issues impacting 911 and are comprised of subject matter experts from across the region and the nation. Continued involvement with industry associations, such as APCO and NENA, both of which seek to forge relationships between PSAPs and help set standardized performance

measures, is also expected. In particular, the director, who holds an Emergency Number Professional (ENP) Certification from the National Emergency Number Association (NENA) and is working toward completion of her Registered Public Safety Leader (RPL) certification from the Association of Public Safety Communications Officials (APCO), is also a member of the APCO's Standards Development Subcommittee.

The agency will endeavor to stay on the forefront of public safety communications and solidify its role as a model for other jurisdictions. In fact, the OUC has hosted numerous tours for groups from around the world and the nation, has been featured in various trade magazines and periodicals and has been asked to pilot countless software applications and programs. In addition, in FY16, the agency was called upon numerous times by federal partners and authorities as subject matter experts on radio interoperability, public safety communications technology and call taking and dispatching operations.

- c. **Address 911 Misuse** - The OUC will collaborate with FEMS to develop and promote a targeted, customized outreach strategy to help educate residents about access to healthcare. This campaign will seek to address the departure from ingrained practices and policies, on the part of both 9-1-1 callers and the health care services that they use, which have resulted in a default use of the 9-1-1 system.

This spring the agency will also develop and implement a Citizen Engagement Academy. This pilot program would specifically engage and empower residents and highlight 911 misuse. To support this initiative, OUC plans to work with a vendor to develop related PSA's.

- d. **Strengthen Relationships with 311 Service Partners** – In FY16 and thus far in FY17 the OUC has sought to enhance communication, collaboration and cross-training opportunities with service agency partners (DPW, DOT, DMV, DDOE and others) to close gaps in performance and ensure that customers' perception of the District's service continuum is accurate. In particular, the 311 Division continues to work with the agencies to clarify their respective roles in the customer service request process for all stakeholders, including the general public. The agency also updates service request messaging to more accurately reflect request statuses and to outline next steps for more adequate management of customer expectations.

The agency has actively engaged in biweekly meetings with agency partners to streamline business processes, modify service level agreements and formulate a messaging template for customer updates. In addition to biweekly meetings, OUC has also participated in training for end users and 311 agents.

- e. **Maintain Positive Employee Morale** – In FY16, agency management partnered with union leadership to develop costless, morale building activities and initiatives to revitalize a depressed work force. This has enhanced employee morale and confidence; results show in their performance through customer service and interagency collaborations. In FY17, this vital partnership will continue as agency management employs innovative management techniques and carves out career, professional and personal development opportunities for employees across the agency.

Lastly, the director will maintain her open door policy, which allows employees to voice their opinions and offer feedback without fear of reprisal. In FY16, the director opened her calendar to all agency employees interested in speaking with her about topics of their choice for 15 minutes per slot. Nearly 75% of the agency's employees participated. Additionally, employees regularly request to meet with the director one-on-one and she continues to accommodate every request.

3. *Please list each new program implemented by the agency during FY16 and FY17, to date. For each initiative please provide:*
  - a. *A description of the initiative;*
  - b. *The funding required to implement to the initiative; and*
  - c. *Any documented results of the initiative.*

**Detailed Employee Track** – Through this initiative interested employees are selected to rotate to other divisions within the agency for up to 3 months. This enables them to explore other possible career opportunities and provides them with a better picture of how all divisions support the agency's mission.

**LEAP Integration**– In FY16, the agency on-boarded and fully trained 32 individuals from the District's LEAP (Learn, Earn, Advance and Prosper) program to support 311 operations and programs. These staff members are directly responsible for helping to decrease customer hold time and call abandon rates and increase calls answered within service level.

**New and Improved 311 Operations** – In FY16, the agency conceptualized, proposed, and produced a successful renewal of 311 services for the District. Through this programming, the agency launched an enhanced 311 mobile app, web portal, and social media feeds, and increased access to city services through Text-to-311.

4. *How does the agency measure programmatic success? Please discuss any changes to outcomes measurement in FY16 and FY17, to date.*

The agency develops its yearly performance plans around its KPIs, which gauge successes by division. When possible, these key performance indicators are based on national standards and best practices.

In FY16, the agency moved to adjust its KPI for speed of answer for 911 calls, from percentage of calls answered within 5 seconds, to percentage of calls answered within 10 seconds, to match NENA's recommended standard.

**\*Standard for answering 9-1-1 Calls. Ninety percent (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) shall be answered within ten (10) seconds during the busy hour (the hour each day with the greatest call volume, as defined in the NENA Master Glossary).**

5. *Please list the task forces and organizations of which the agency is a member.*

The OUC is a member of the following organizations:

APCO (Association of Public Safety Communications Organization)

NENA (National Emergency Number Association)

911 Goes to Washington

NASNA (National Association of State 911 Administrators)

COG – 911 Director’s Subcommittee

911.GOV

6. *Please explain the impact on your agency of any legislation passed at the federal level during FY16 and FY17, to date, which significantly affected agency operations. If regulations are the shared responsibility of multiple agencies, please note.*

There has been no legislation passed at the federal level during FY16 and FY17, to date, which significantly affects agency operations.

7. *Please describe any steps the agency took in FY16 and FY17, to date, to improve the transparency of agency operations.*

In FY16, OUC participated in 81 community engagement events, touching all 8 Wards of the city. These events included ANC, CAC, PSA, and Neighborhood Association meetings, agency tours, and public education programs at several schools, DPR’s Spring Break Camps, and the Mayor’s Annual Senior Symposium. The agency director personally attended many of these events, where she openly discussed the agency’s performance and initiatives to improve programming and services provided by the OUC.

The director has also issued an open invitation to all interested parties to tour the center and see first-hand how public safety communications is managed in the District.

During the fiscal year, she also created a new twitter handle, @OUCDirector, and publishes the agency’s call volume stats on a daily basis.

8. *Please identify all electronic databases maintained by your agency, including the following:*
- a. A detailed description of the information tracked within each system;*
  - b. The age of the system and any discussion of substantial upgrades that have been made or are planned to the system; and*
  - c. Whether the public can be granted access to all or part of each system.*

Database Type	Database	Purpose	System Age	Planned Upgrade
911	AVAYA IQ/CMS	The Avaya IQ/CMS database contains performance statistics for the system. The public does not have access to this database; only select OUC personnel and contractors have access to this data. The Call Management System (CMS) database displays call statistics.	5 YRS	FY16
911	ECaTS	This database contains call records and statistics. The public does not have access to this database.	6 YRS	FY17
911	PSN	This database contains call records and statistics. The public does not have access to this database.	2 YRS	FY20
911 & 311	911/311 Audio Recordings (NICE)	This database contains 911/311 recordings. The public only has access to this data upon the submission of a FOIA request.	4 YRS	FY17
311	Salesforce	This database contains 311 service requests and other data. The public has access to most of the data in this database.	2 YRS	N / A
IT	IT Trouble Ticket System (RemedyForce)	This database contains IT trouble tickets and an inventory of agency assets. The public does not have access to this database.	3 YRS	N / A - Managed by OCTO
IT	Asset Management (RemedyForce CMBD)	This database contains IT trouble tickets and an inventory of IT assets. The public does not have access to this database.	3 YRS	N / A - Managed by OCTO
CAD	CAD Database	Computer Aided Dispatch (CAD) data is stored in the CAD database. Because this data often contains Personally Identifiable Information, the OUC only provides the public with access upon submission of a FOIA request.	FY04	FY17
Radio	Radio System Database	The OUC has multiple radio databases that include RF sites, dispatch consoles, radios / talk group information, and radio GPS. The public does not have access to this database.	4 YRS	FY17 - FY21
IT	Quickbase	Agency internal operational tracking. The public does not have access to this database.	3 YRS	N / A - Managed by OCTO

9. Please provide a detailed description of any new technology acquired in FY16 and FY17, to date, including the cost, where it is used, and what it does. Please explain if there have been any issues with implementation.

New Technology	Total Cost	Description of Technology	Implementation Issues
<b>WAVE</b>	\$292,622.78	WAVE is a Radio Over IP solution provided by Motorola. WAVE allows smartphone users to communicate over a commercial network over their own talk groups, and to communicate with P25 users through a radio gateway. The solution enables public safety communications beyond the citywide radio system coverage footprint. It is also advantageous to secondary agencies that need radio services and communications capabilities with public safety agencies. During FY17, the OUC procured additional WAVE user licenses and installed a redundant WAVE server.	No issues to report.
<b>Next Generation 911 – VIPER, ICC, and Text-to-911</b>	\$1,695,033.25	The OUC is in the final stages of migrating the current E9-1-1 architecture to a Next Generation 9-1-1 (NG911) solution. The NG9-1-1 solution will support emerging technologies (such as Text-to-9-1-1) and provide a robust, and efficient 9-1-1 call processing services. In addition, the new NG9-1-1 infrastructure will provide redundancy within a secure private IP-based network. The OUC successfully installed the NG9-1-1 CPE System (VIPER CCI) and the CAD Integrated Comms Controller (ICC) in fall 2016. The OUC plans to complete the deployment of the NG9-1-1 system Spring 2017. The OUC will launch integrated MSRP text thru the VIPER CCI/Hexagon ICC CAD integrated solution. MSRP Text is the ability for someone to Text-to-9-1-1 and attach streaming video, pictures and files. Integrated MSRP text will enable Text-to-9-1-1 to route to the ACD queue, and receive the same priority as a voice call. Text-to-9-1-1 will be launched in mid-May through the Mayor's office.	No issues to report.

New Technology	Total Cost	Description of Technology	Implementation Issues
<b>NetMotion / Mobile VPN</b>	\$236,097.54	NetMotion Mobility is an intelligent solution that not only secures connections and data for mobile data computers installed in Police and Fire vehicles, but enhances and optimizes network connectivity to ensure business-critical applications are always accessible. It is a component of NetMotion's Mobile Performance Management solution that accelerates, optimizes and secures all mobile device traffic supporting any network, application or operating system.	No issues to report.
<b>Text-to-311</b>	\$106,080.00	The OUC went live with the Text-to-311 service Fall 2016. Text-to-311 is designed to provide 311 constituents another method to receive DC Government agency contact information, check the status of existing service requests, and submit new service requests for "featured" services. Users can access Text-to-311 services by texting any word to "32311".	No issues to report.
<b>ePO</b>	\$0 ( <i>OCTO Managed Solution</i> )	Policy Orchestrator (ePo) provides OUC a single point of view into its security management of all OUC's endpoints, including servers hosted in data centers, desktops within the agency, and mobile devices such as laptops and tablets deployed in the DC Public Safety fleets. Dashboards allow agency users to quickly view its security posture for a number of facets such as agent version, number of managed devices, devices by operating system (OS) and threats detected within the last 24 hours.	No issues to report.

*10. How many in-person training programs took place in FY16 and FY17, to date?*

In FY 16, 118 in-person training opportunities were made available and 1 training academy for new TEOs.

In FY 17 to date, 19 in-person training opportunities, 1 on-the-job training session for TEOs, 1 on-the-job training session (in progress) for Dispatchers, 1 training academy for Dispatchers and 2 classroom academies (in progress /1 for TEOs and 1 for Dispatchers) were made available.

- a. What training deficiencies, if any, did the agency identify during FY16 and FY17, to date?*

The deficiencies that have been identified are:



- 1) Lack of consistent training for tenured employees to address new equipment, continuing education, and employee development;
  - 2) lack of an organized training program to address training needs of new hires and promoted employees;
  - 3) need for training and quality assurance teams to monitor, train and support daily operations; and
  - 4) training standards agency-wide for new hire / promoted employees as well as tenured employees.
- b. *Please provide OUC's training schedule for new hires and on-board call takers (both 911 and 311) during FY16 and FY17, to date.*

**New hire training:**

**311**

New employees received six (6) weeks of training or 240 hours and two (2) weeks of supervised call handling. The training program included the following:

- Agency and DC Government Overview and Orientation
- DMV—title and registration, parking, suspensions, boot, towing, etc.
- DDOE
- Customer Care
- TRU
- 311 Geography
- Workstation Systems/Application Training

**911 – TEOs**

New TEOs receive sixteen (16) weeks of academic training or 640 hours and twelve (12) weeks or 480 hours of OJT with a certified training officer. The training program included the following:

- Agency and DC Government Overview / Orientation
- Role of 911 call taker and role in public safety
- Overview of other public safety agencies within DC (example: MPD, FEMS, Housing Authority, Park Police, Metro Police, Capital police)
- Ethics
- Language Access
- DCHR training on GLBT
- Nationally Certified Dispatch Instruction: Police, Fire, and Emergency Services - Protocols and Software (Priority Dispatch)
- Nationally Certified Courses: Basic Public Safety Telecommunications 1
- CPR
- Geography
- Customer Service and dealing with distraught callers
- Telephony / NG911
- Smart 911
- Liability
- Stress Management

- NCIC/WALES/CJIS
- Computer Aided Dispatch (CAD) – i/Call Taker
- 311 and Telephone Reporting Unit: Roles, Responsibilities and Coding
- National Incident Management
- Additional targeted and scenario-based training related to OUC and public safety partner codes, policies and procedures

#### 911- Dispatchers (dual discipline)

Newly promoted dispatchers receive twelve (12) weeks of academic training or 480 hours and twelve (12) weeks or 480 hours of OJT with a certified training officer. The training program included the following:

- Role of a dispatcher for police and fire/ems services
- Radio use and etiquette
- Response plans for police and fire/ems incidents
- Structure, overview and ride out with MPD and FEMS personnel
- Computer Aided Dispatch (CAD) – i/dispatcher
- NCIC/WALES/CJIS
- Geography
- Manual dispatching
- HSEMA / ICS training
- Additional targeted and scenario-based training related to OUC and public safety partner codes, policies and procedures

- c. *How is OUC integrating MPD officers, and FEMS firefighters and EMS providers to complete joint training classes with OUC public call takers and dispatchers?*

Each OUC training class is scheduled to spend one day of academic training at MPD & FEMS training academies as well as ride-alongs with the sister agencies to observe them perform their daily tasks. Also, MPD's training academy is utilizing OUC dispatchers for portions of their recruit training classes. Lastly, OUC and FEMS training staff members have met in reference to utilizing dispatchers for portions of their recruit training classes as well as participating in some of the academic training alongside FEMS recruits. FEMS recruits are doing 'sit-alongs' with OUC call takers and dispatchers to observe them perform their daily tasks.

- d. *How has OUC complied with Section 3142 of the Fiscal Year 2017 Budget Support Act of 2016, effective October 8, 2016 (D.C. Law 21-160)?*

Office of Professional Standards & Development (OPSD) has

- a. Established the minimum hours of annual training at 40 hours person and established the required certifications for Public Safety Telecommunicators as WALES / NCIC, Basic Telecommunicator, Emergency Dispatch Protocol System for police, fire and EMS incidents, and CPR. The required certification for Public Safety Communications Training Officers is CTO Training.
- b. Aligned with the following National Public Safety Associations standards:

- 911.gov
- APCO (Association of Public Safety Communications Officials)
- NENA (National Emergency Number Association)
- IEAD (International Academies of Emergency Dispatch)
- c. Scheduled training in FY17 to address required topics of CPR (on-going throughout the year), TDD/TTY (March & September 2017) and Stress Management (April 2017)
- d. Established team of Quality Assurance Specialists to provide
  - i. individual feedback of randomly reviewed calls
  - ii. on-going training for protocol usage and improved performance
  - iii. assists training unit with identifying training gaps and efficiency of employees and programs
- e. Established formal evaluation tools to assess employee knowledge, skill and ability to perform duties as prescribed.

*11. Please detail the status of the following projects:*

- a. Underground Commercial Power Feed to UCC;*
- b. IT and Communications Upgrades;*
- c. Integration of Citywide Security Cameras with CAD system*
- d. Mobile Data Terminal Upgrades and Licenses;*
- e. Next Generation 9-1-1;*
- f. Design and Coordination of Public Safety wireless Network;*
- g. Upgrade of power backup system at communications sites;*
- h. PSCC reconfiguration/enhancements;*
- i. Fire Radio fleet replacement; and*
- j. Capital Enhancements of the Secondary PSAP site.*

Project	Description	Status
<b>Underground Commercial Power Feed to UCC</b>	This project adds an underground commercial power feed from a grid other than the one currently servicing the Unified Communications Center (UCC). It will reduce the facility's exposure to disrupted commercial power. The facility houses the OUC's emergency and non-emergency call centers, HSEMA's Emergency Operations Center (EOC), and serves as the Mayor's Disaster Hub in incidents of natural and man-made disasters. This project is being managed by the Department of General Services	The final phase of this project is the installation / programming of the Programmable Logic Controller (PLC), scheduled Spring 2017.

<b>Project</b>	<b>Description</b>	<b>Status</b>
<b>IT and Communication Upgrades</b>	The OUC worked with OCTO DCNet to enhance and upgrade the IT LAN / WAN infrastructure. The enhancement enabled the OUC to replace outdated network elements and provide a fully redundant and highly scalable / reliable network infrastructure. The network also enables the OUC to deliver a quality and secure connectivity between agencies for inter-agency traffic, Next Generation 9-1-1 interoperability, and future business requirements for voice and video applications over IP multimedia services (Voice over IP, WLAN access points, IP surveillance cameras, and other IT technology devices).	This project is complete.
<b>Integration of Citywide Security Cameras with CAD System</b>	This project includes connecting security cameras and other complementary systems to the CAD system for use by both dispatchers/call takers as well as units in the field.	Other solutions are being leveraged at this time.
<b>Mobile Data Terminals Upgrades and Licenses</b>	This project included procuring new MDC hardware and associated application licenses to replace end of service devices currently in use by the DC Public Safety fleet, which includes MPD and FEMS.	This project is complete.
<b>Next Generation 9-1-1</b>	This project will be implemented in a phased approach. The OUC will implement NG9-1-1 with a CAD integrated 9-1-1 call handling and 9-1-1 call routing replacement. The NG911 plan for the OUC will include a NG9-1-1 interoperability with neighboring jurisdictions, and implement components for i3 routing shortly thereafter. Next Generation 9-1-1 integrated call handling equipment will enable the District of Columbia to include the 9-1-1 call handling and the ability to receive text messages and video in emergency situations from callers.	This project is in progress. The OUC plans to deploy the CAD integrated 9-1-1 call handling and the 9-1-1 call routing replacement Spring 2017.

<b>Project</b>	<b>Description</b>	<b>Status</b>
<b>Design and Coordination of Public Safety wireless Network</b>	This project consists of supporting the design and coordination for implementing a public safety dedicated broadband network in collaboration with the FCC and the Commerce Department thru FirstNet. FirstNet recently issued a RFP for a vendor. This is a multi-year, collaborative initiative with various public safety entities at local, state and federal levels.	This project is in progress. OCTO is leading this initiative.
<b>Upgrade of power backup system at communications sites</b>	This project will refresh and replace aging radio communication sites backup power equipment including generators and UPS (10 sites).	Project is complete on all sites except for Rhode Island Avenue Site. The OUC expects the Rhode Island Avenue Site power upgrade to be completed Summer 2017.
<b>PSCC reconfiguration / enhancements</b>	This project includes redesigning the PSCC to accommodate 911 and 311 operations in a long-term COOP situation. The redesign of the PSCC would enable the accommodation to support (double) 311 call-taker workstation positions than currently possible. Equipment upgrades and other enhancements will occur as well. A complete architectural and engineering assessment has been completed.	Ongoing. Approximately \$200K was invested in the PSCC to enhance the building for 24/7 operations. Prior to this year, the PSCC had not been operated 24/7 since 2005. The following items were addressed: paint, carpet, security, lighting, asphalt, operations floor chairs, enhanced food vending, deep cleaning, and break room furniture. Additional maintenance items will be addressed as needed.
<b>Fire Radio fleet replacement</b>	This project involved the replacement of 1000 front line FEMS radios to P25 Phase 2.	This project is complete.
<b>Capital Enhancements of the Secondary PSAP site</b>	The OUC replaced three (3) unreliable Automatic Transfer Switches (ATS) at the Public Safety Communications Center (PSCC). In addition, the OUC replaced aging and unreliable utility switchgear, generator switchgear, generators, critical cooling system and implemented Building Automation System (BAS) at the Public Safety Communications Center (PSCC). ATS was replaced in FY14.	Ongoing. A capital budget enhancement was submitted for FY18 in the amount of \$11.7M. Upon approval these funds will be used along with the previously approved \$3.5M in FY19 to replace the outdated major building systems and reconfigure the space at the PSCC.

12. In table format, please provide the number of 911 calls dispatched to the wrong location or for the wrong purpose in FY16 and FY17, to date. Group the calls by Fire, EMS, or MPD, and cause for error.

Agency	Cause	Total
MPD	Call Taker Error	1
Fire	Call Taker Error	1
EMS	Call Taker Error	4

13. Please provide, as of January 31, 2017, the number of 911 universal call takers and the number of 911 call taker vacancies.

As of January 31, 2017	
Total Universal Call Takers	197
911 Telecommunication Operator Vacancies	22

a. In FY16 and FY17, to date, how many 911 universal call takers were transferred, resigned, or otherwise left the agency?

	FY16	FY17
Transferred	0	0
Resigned/Terminated	6	1
Left the Agency	1	0

14. Please provide the average number of call takers on duty per shift and the average number of calls taken by each individual for that shift. Please itemize each month in FY16 and FY17, to date, by 911 and 311 calls.

**SEE ATTACHED**

15. How many 911 bilingual call takers and dispatchers does the agency employ?

**The agency employs 21 bilingual call takers and dispatchers.**

a. Please categorize each number by language spoken.

Spanish	Farsi	Amharic	Yoraba	Total
17	1	2	1	21

b. Please detail how each bilingual dispatcher is deployed by shift.

		Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
6:00 am-4:30 pm	Spanish	7	7	3	6	5	9	7
	Farsi	0	0	0	0	0	0	0

	<b>Amharic</b>	0	0	0	0	0	0	0
	<b>Yoraba</b>	0	0	0	0	0	0	0
<b>12:00 pm-10:30 pm</b>	<b>Spanish</b>	1	1	2	2	3	3	3
	<b>Farsi</b>	0	0	0	0	0	0	0
	<b>Amharic</b>	1	1	2	1	1	1	1
	<b>Yoraba</b>	0	0	0	0	0	0	0
<b>8:00 pm-6:30 pm</b>	<b>Spanish</b>	3	2	1	1	1	2	2
	<b>Farsi</b>	0	0	1	1	0	1	1
	<b>Amharic</b>	0	0	0	0	0	0	0
	<b>Yoraba</b>	1	1	1	0	1	0	0

*c. Does the agency believe it has adequately accommodated callers who are non English-language speakers? If so, please explain how.*

In addition to on-site interpretation, by speed dial, operators have immediate access to Language Line Solutions (LLS). LLS provides interpreters, over-the-phone in more than 200 languages, with priority call placement for 9-1-1 services.

16. For each month in FY16 and FY17, to date, please provide the total number of 911 calls abandoned, answered, answered within five seconds, and calls dispatched.

**SEE ATTACHED**

17. For each month in FY16 and FY17, to date, please provide the agency's average answer time for 911 and 311 calls.

<b>FY16</b>	<b>911 Avg. Answer Time (Avg. Wait Dur.)</b>	<b>311 Avg. Answer Time (Avg. Wait Dur.)</b>
Oct 2015	00:00:01	00:02:06
Nov 2015	00:00:01	00:03:08
Dec 2015	00:00:01	00:02:59
Jan 2016	00:00:02	00:03:54
Feb 2016	00:00:01	00:02:39
Mar 2016	00:00:01	00:03:52
Apr 2016	00:00:02	00:03:27
May 2016	00:00:03	00:04:12
Jun 2016	00:00:03	00:06:01
Jul 2016	00:00:04	00:06:14

Aug 2016	00:00:02	00:04:26
Sep 2016	00:00:03	00:02:49
<b>FY17 (through 2/12/17)</b>	<b>911 Avg. Answer Time (Avg. Wait Dur.)</b>	<b>311 Avg. Answer Time (Avg. Wait Dur.)</b>
Oct 2016	00:00:03	00:01:27
Nov 2016	00:00:03	00:01:32
Dec 2016	00:00:02	00:01:16
Jan 2017	00:00:01	00:01:04
Feb 2017	00:00:03	00:00:29

*18. Please describe how the agency improved collaboration among the Fire and Emergency Medical Services Department and the Metropolitan Police Department in FY16 and FY17, to date.*

In FY16, the OUC sought to re-establish a more collaborative working relationship with its allied agencies, focusing intently on opening the lines of communication to resolve issues and address matters of public concern in a more holistic manner. One of the hallmarks of this effort is regularly scheduled, one-on-one, monthly meetings between the OUC director and the MPD and FEMS's chiefs.

A recent notable example of this collaboration is work on the integration of the private ambulance service. Numerous meetings were held, including key staff from both agencies, in which overarching strategic goals were discussed. Those goals were taken to the operational level where policy, procedures and implementation strategies were developed.

In addition, OUC and FEMS conducted a very extensive review of the call taking and dispatching process. This review extended over an 8 month period and looked at all areas of the call flow process. During the gap analysis phase, areas of change were identified, including issues related to response plans and training. This work is directly responsible for improved responsiveness to EMS and fire calls.

OUC and MPD are currently conducting the same gap analysis of police related call operations. Accordingly, MPD has already made some adjustments to their response plans and related training curriculum and remains engaged with OUC to expand the operational review to other critical areas including the Telephone Reporting Unit.

*19. Please also provide a chart indicating average times in which 911 calls were dispatched. Calculate the time starting with the call taker answering the call to the time the responder was dispatched.*

**SEE ATTACHED**

*20. How does a call taker or CAD prioritize urgency of medical calls when multiple calls are waiting for transport?*

ProQA, the call triage software used in the PSAP, utilizes predetermined, national standardized questions to prioritize medical symptoms or fluid emergency situations to determine which pre-



assigned response will be sent to each incident. Priority is assigned based on the callers' answers to the questions. Calls are dispatched by order of system-assigned priority.

21. Please provide in table format the number of complaints related to 911 services in FY16 and FY17, to date.

- a. Indicate how many rose to the level of joint investigation.
- b. Include the category of each complaint.

Complaint Type	Total
Delayed Dispatch	16
Failed to Create an Event	8
Incorrect Dispatch	7
Misclassification	7
Poor Customer Service	6
Blown Address	6
Failed to Dispatch Event	4
Failure to Adhere to Policy	2
Abrupt Call Termination	1
Failure to Implement Protocol	1
Failure to Relay Incident Updates	1

**\*No complaints received related to 911 service rose to the level of joint investigation.**

22. Please provide in table format the number of complaints related to 311 services in FY16 and FY17, to date.

- a. Indicate how many rose to the level of joint investigation.
- b. Include the category of each complaint.

Complaint Type	Total
Poor Customer Service	13
Call Taker Rudeness	5
Abrupt Call Termination	2
Provided Wrong Information	5

**\* No complaints received related to 311 service rose to the level of joint investigation.**

23. Please provide a chart indicating all 311 calls in FY16 and FY17, to date, categorized by the agency's services requested.

**SEE ATTACHED**

24. Regarding replacement of equipment:

- a. *Please describe OUC's replacement schedule for its 911 communications equipment and its 311 communications equipment.*

Replacement schedules are based on shelf life of hardware and equipment, including necessary warranties and software licenses for applications and the OUC's public safety grade network.

- b. *Does OUC budget for future replacements? If so, where are these funds located (e.g. the E911 Fund, the capital budget)? Please explain what is reserved, and why.*

Yes, the OUC does budget for future replacements. Funding sources include SPR, Capital, and sub-grant funding. The OUC actively participates in the Capital Budget request process and provides a list of the critical needs. The OUC adheres to the OCFO and OCP's finance and procurement processes in relation to financing projects.

25. *What strategies is the agency employing to reduce call volume?*

In FY16, OUC attended 81 community engagement events, touching all 8 Wards of the city. These events included ANC, CAC, PSA, and Neighborhood Association meetings, agency tours, and public education programs at several schools, DPR's Spring Break Camps, and at the Mayor's Annual Senior Symposium. Director Holmes personally attended several events, where she highlighted when to call 911 vs. 311, and endorsed self-service reporting avenues, like the new Text to 311, 311 online reporting, Live Chat, and the enhanced DC311 mobile application. Additionally, the agency promoted these improvements to the community by online marketing with mobile geofencing and a Metrobus campaign with WMATA, on the popular Popville blog, and through social media on both Twitter (@OUCDirector 417 followers and @311DCgov over 8K followers) and Facebook. In FY16 to current date:

- Mobile App decreased calls by – 99,916
- Web Portal decreased calls by- 61,453
- Twitter decreased calls by- 338
- Text decreased calls by -742

Additionally, OUC is a member of the Integrated Healthcare Collaborative (IHC) which was created in April 2016 by Dr. Robert P. Holman, DC Fire and EMS's Interim Medical Director, with the goal of developing recommendations for District agencies to more efficiently target the delivery of emergency resources and to connect patients to comprehensive health care. One of the IHC's recommendations is to implement a Nurse Triage Line accessed through the 9-1-1 system. The primary mission would be to support a more holistic and preventative health care environment by diverting non-emergency patients to alternative care providers. Eventually, this call management program would reduce the strain of non-emergency calls on the 9-1-1 system. Several cities have reported financial savings after integrating triage nurses into the 9-1-1 call process while still maintaining strong caller outcomes and satisfaction. The OUC is scheduled to participate in best practices visits to observe such a solution currently in operation.

*a. What public education programs will OUC create to manage emergency call misuse?*

The OUC will collaborate with FEMS to develop and promote a targeted, customized outreach strategy to help educate residents about access to healthcare. This campaign will seek to address the departure from ingrained practices and policies, on the part of both 9-1-1 callers and the health care services that they use, which have resulted in a default use of the 9-1-1 system.

This Spring the agency will develop and implement a Citizen Engagement Academy by hosting several agency open houses to promote OUC brand awareness. The mission of this program is to empower residents, market issue reporting options, and highlight 911 misuse. To support this initiative, OUC plans to work with a vendor to develop related PSA's.

*26. What are the agency's current requirements for the following:*

*a. Continuing education classes;*

Forty (40) hours per person annually. This includes twenty-four (24) hours required to satisfy the annual requirements of our protocol provider (IAED).

*b. Training; and*

OPSD has identified several areas of training that will be required on a regular basis. These include:

- TDD/TTY training (every 6 months)
- Active Shooter (biannually)
- Language Access (biannually)
- Stress management (biannually)
- NG911 updates & progress (annually)
- LGBTQ (biannually)
- Sexual Harassment (biannually)
- Resume writing (annually)
- Interviewing skills (annually)
- Management / Supervisor (annually)
- Compressions only CPR (biannually)
- CAD review (quarterly)
- Customer Service and dealing with hysterical callers (annually)

*c. Certification.*

OUC requires all 911 call takers / dispatchers to be certified in the following:

- CPR (biannual recertification)
- WALES/NCIC/CJIS (biannual recertification)

- Nationally certified Emergency Dispatch Protocols (Medical, Police and Fire disciplines) (biannual recertification)
- Nationally certified Basic telecommunicator course

911 Trainers are required to maintain the same certifications as the call takers/dispatchers and the following:

- Nationally certified status for CTO (biannual recertification)

*27. Does OUC have a mechanism by which call takers are updated on recently constructed infrastructure, and in particular, new housing stock?*

OCTO DCGIS makes routine updates to ensure address validation. Related updates to the 911 CAD system takes place every 90 to 180 days. Once an update has been released, training is provided by OUC or OCTO DCGIS.

OUC employees also relay changes to the CAD team related to new construction and/or name changes that are forwarded to OCTO DCGIS for updating.

*28. When was the last time the CAD system was updated?*

Maintenance Release 5 (MR5) was applied to CAD 9.3 in November 2016.

*29. How does OUC prioritize stress management for call takers and dispatchers?*

The OUC understands the notion of secondary trauma. As a result, we have an active employee assistance program through INOVA Health, which offers a myriad of counseling services (via phone or onsite) in areas such as work-life, wellness, and Rapid Response Critical Incident. The OUC provides unrestricted employee access to a “Quiet Room”; which provides a calm yet peaceful environment for decompression, away from the call floor. In addition, supervisors routinely monitor employee behavior at the conclusion of high risk events, such as infant death, suicides, injured officer/fireman, multi-fatality incidents, etc. Employees are also given additional break times, as needed.

The OUC recently brought in a United States Navy Seal, Ed Nagarrio, to provide stress management sessions for employees, which provided participants with very specific tips and tools to help them reduce and manage stress. Another innovative tool being explored by the agency is the ADP app, sponsored by the Department of Behavioral Health. This program helps users identify stressors, explore coping strategies and build personal resilience plans. The OUC hopes to introduce this dynamic app to employees next year.

Agency management also regularly sponsors and partners with the LMPC to host activities which serve to boost morale. A few of these activities include celebrations of Cinco de Mayo, a hot cocoa bar, and a holiday bow/centerpiece making class. Also, in FY16, the agency implemented its outstanding service recognition activities, which includes presenting employees

with years of service pins, lifesaving and apprehension awards and CPR provision certificates, to name a few.

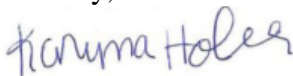
30. *Please provide an update on the agency's progress on implementing Section 3112 of the Fiscal Year 2017 Budget Support Act of 2016, effective October 8, 2016 (D.C. Law 21-160), which required the creation of a CPR/AED emergency medical application.*

The OUC has been working closely with FEMS on implementing the AED program. OUC and FEMS are in the final stages of reviewing and approving the vendor's technical solution that will pair AED need as entered in CAD with the closest known AED device.

31. *It has come to the Committee's attention that some 311 service requests are being deemed "closed" rather than "referred for action" when a request is transferred to another agency for resolution. Please provide an update on OUC's efforts to resolve this issue and provide accurate case statuses to District residents.*

During FY16 the agency was actively engaged in biweekly meetings with agency partners and the "closed" status issue was one of the primary concerns that the group sought to collaboratively address. Specifically, the group was successful at streamlining business processes, modifying service level agreements, and formulating an email messaging template which offers more specified customer updates. OUC also continues to participate in training sessions with end users and provide additional related training to 311 agents.

Sincerely,

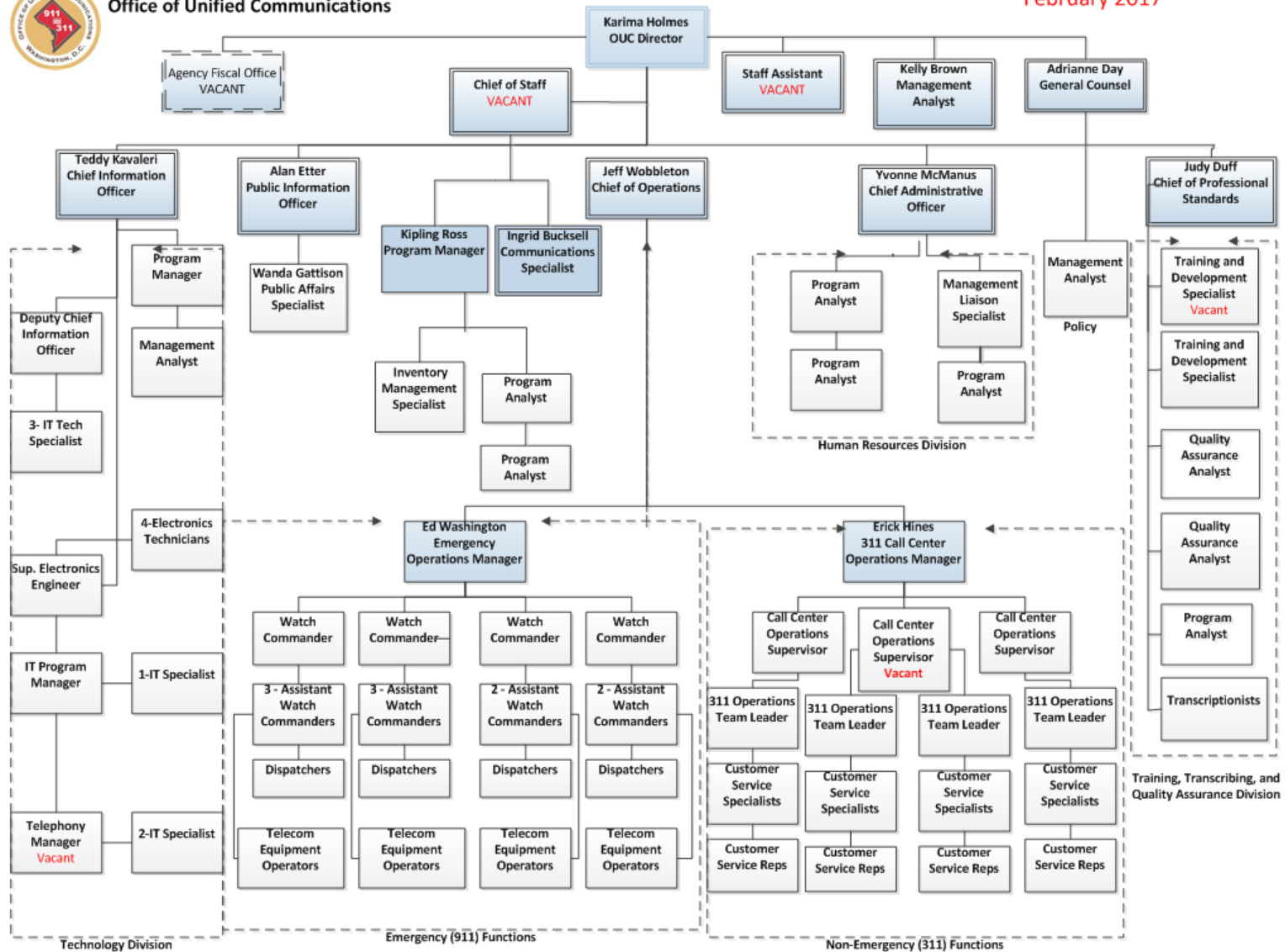
A handwritten signature in blue ink that reads "Karima Holmes". The signature is written in a cursive, flowing style.

Karima Holmes



## Office of Unified Communications

February 2017



**Office of Unified Communications**

**FY 2017 Staffing Complement**

*As of February*

	Filled	Vacant/Frozen	Total Authorized FTEs
Authorized Local FTEs: 336.8	313.8	23.0	336.8
Authorized Intra-District FTEs: 6	2.0	4.0	6.0
Total Authorized FTE 342.8	315.8	27.0	342.8
Program Codes			
Program 1000 (excludes 1087)			
1010- Personnel	4	0	4
1060- Legal	1	0	1
1090- Performance Management-	11	2	13
110F- Budget CFO	0	1	1
Total of Program 1000	16	3	19
Program 2000 (includes activity 1087 lanaguage access TEO's)			
2010 - Call Taking Activity			
Watch Commander	4	0	4
Asst. Watch Commander	10	0	10
Telecommunications Equipment Operators (includes Bilingual Language access activity 1087)	88	13	101
Total of 2010	102	13	115
2020 - Operations Managers	1	0	1
2020 - Dispatchers	108	0	108
Total of 2020	109	0	109
2040 Quality Assurance/Training and Development	5	1	6
Total of 2040	5	1	6
Total of Program 2000	216	14	230
Program 3000			
3020 - Call Center Supervisors	3	1	4
3020 - 311 Operations Team Leaders	4	0	4
3020 - 311 Customer Service Specialists	6	0	6
3020- 311 Customer Service Reps.	46.8	9.0	55.8
Total of Program 3000	59.8	10	69.8
Program 4000			
4020 - Radio Operations	8	0	8
4030 - IT Operations	9	1	10
Total of Program 4000	17	1	18
Program 5000			
5010 - Transcription	6	0	6
Total of Program 5000	6	0	6
Total of FTE's	314.8	28.0	342.8

**OFFICE OF UNIFIED COMMUNICATIONS  
FY 2017 SCHEDULE A**

	Vacant	LOCAL	Intra-District	FTE
Filled		313.80		315.80
Vacant		23.00	4.00	27.00
Total		336.80	6.00	342.80

Agency Code	Fiscal Year	Fund	Program Code	Activity Code	Filled, Vacant or Frozen	Position Number	Position Title	Employee Name	Hire Date	Length of Service	Grade	Step	Salary	Fringe [30.6%]	FTE	Reg/Temp/Te	
UCD	17	0100	1010	1010	Filled	00063296	Program Analyst	Gay, Gina V	11/25/1989	27	12	6	81,260.00	24,865.56	1.00	Reg	
UCD	17	0100	1010	1010	Filled	00088571	Program Analyst	Ortega, Beatriz	10/15/2007	9	12	2	72,528.00	22,193.57	1.00	Reg	
UCD	17	0100	1010	1010	Filled	00088774	Management Liaison Specialist	Ford, Setrena D	4/13/1998	18	13	5	91,438.00	27,980.03	1.00	Reg	
UCD	17	0100	1010	1010	Filled	00088832	Program Analyst	Westfield, Angelo	12/1/2014	2	9	1	47,185.00	14,438.61	1.00	Reg	
UCD	17	0100	1060	1060	Filled	00077559	General Counsel	Day, Adrienne E	7/30/2001	15	1	0	144,450.00	44,201.70	1.00	Reg	
UCD	17	0100	1087	1087	Filled	00003626	Telecomm Equipment Operator	Lopez, Carmen E	6/16/2003	13	8	8	61,389.00	18,785.03	1.00	Reg	
UCD	17	0100	1087	1087	Filled	00019368	Telecomm Equipment Operator	Avalos, Brenda Y	10/29/2007	9	7	5	53,991.00	16,521.25	1.00	Reg	
UCD	17	0100	1087	1087	Filled	00019453	Telecomm Equipment Operator	Akinsola, Aladegeke E	10/4/2001	15	8	10	64,545.00	19,750.77	1.00	Reg	
UCD	17	0100	1087	1087	Filled	00026160	Telecomm Equipment Operator	Sowah, McMill E	8/7/2006	10	7	6	55,413.00	16,956.38	1.00	Reg	
UCD	17	0100	1087	1087	Filled	00032122	Telecomm Equip Operator - Bili	Gonzales, Fernando A.	2/6/2006	11	8	8	61,389.00	18,785.03	1.00	Reg	
UCD	17	0100	1087	1087	Filled	00032214	Telecomm Equipment Operator	Teos, Jorge S.	2/6/2006	11	8	8	61,389.00	18,785.03	1.00	Reg	
UCD	17	0100	1087	1087	Filled	00032237	Telecomm Equipment Operator	Espinosa-Rodriguez, Karoline	8/4/2008	8	7	6	55,413.00	16,956.38	1.00	Reg	
UCD	17	0100	1087	1087	Vacant	00000155	Telecomm Equipment Operator	Blank	N/A	N/A	5	1	42,456.00	12,991.54	1.00	Reg	
UCD	17	0100	1087	1087	Vacant	00014410	Telecomm Equipment Operator	Blank	N/A	N/A	5	1	42,456.00	12,991.54	1.00	Reg	
UCD	17	0100	1087	1087	Vacant	00018646	Telecomm Equipment Operator	Blank	N/A	N/A	5	1	50,343.00	15,404.96	1.00	Reg	
UCD	17	0100	1090	1090	Filled	00009047	Management Analyst	Omekam, Chris C	12/16/2012	4	13	10	104,423.00	31,953.44	1.00	Reg	
UCD	17	0100	1090	1090	Filled	00010471	Program Analyst	Taylor-Weems, Yolanda	12/22/2008	8	12	9	94,978.00	29,063.27	1.00	Reg	
UCD	17	0100	1090	1090	Filled	00032319	Director, OUC	Holmes, Karima N.	1/19/2016	1	E5	0	169,950.00	52,004.70	1.00	Reg	
UCD	17	0100	1090	1090	Filled	00045509	Management Analyst	Brown, Kelly A	10/5/1998	18	14	6	111,131.00	34,006.09	1.00	Reg	
UCD	17	0100	1090	1090	Filled	00065403	Program Analyst	Miranda, Macorazon V	8/18/1997	19	12	7	90,254.00	27,617.72	1.00	Reg	
UCD	17	0100	1090	1090	Filled	00073737	Program Manager	Ross, Kipling	6/22/1998	18	14	0	133,935.55	40,984.28	1.00	Reg	
UCD	17	0100	1090	1090	Filled	00077343	CHIEF OF OPERATIONS	Wobblenton, Jeffrey L	11/19/2012	4	16	0	138,020.00	42,234.12	1.00	Reg	
UCD	17	0100	1090	1090	Filled	00077698	Public Affairs Specialist	Gattison, Wanda D.	2/24/2008	8	12	10	89,992.00	27,537.55	1.00	Reg	
UCD	17	0100	1090	1090	Filled	00077756	Public Administrative Officer	Mcmanus, Yvonne D.	2/12/2001	15	15	0	134,803.31	41,249.81	1.00	Reg	
UCD	17	0100	1090	1090	Filled	00088157	Public Information Officer	Ettar, Alan E	5/31/2016	0	13	0	99,910.00	30,572.46	1.00	Reg	
UCD	17	0100	1090	1090	Filled	00092098	Communications Specialist	Bucksell, Ingrid N	8/8/1994	22	14	0	95,791.00	29,312.05	1.00	Reg	
UCD	17	0100	1090	1090	Vacant	00013371	Staff Assistant	Blank	N/A	N/A	9	1	47,185.00	14,438.61	1.00	Reg	
UCD	17	0100	1090	1090	Vacant	00075491	Chief of Staff	Blank	N/A	N/A	14	0	132,745.00	40,619.97	1.00	Reg	
UCD	17	0100	110F	110F	Vacant	00051008	AGENCY FISCAL OFFICER	Blank	N/A	N/A	0	15	8	148,900.00	45,563.40	1.00	Reg
UCD	17	0100	2010	2010	Filled	00004970	Telecomm Equipment Operator	Sullivan, Charmaine C.	9/21/2015	1	5	2	43,603.00	13,342.52	1.00	Reg	
UCD	17	0100	2010	2010	Filled	00005293	Telecomm Equipment Operator	Bell, Charles N	9/21/2015	1	5	2	43,603.00	13,342.52	1.00	Reg	
UCD	17	0100	2010	2010	Filled	00005677	Asst Watch Commander	Millard, Karl	10/1/1984	32	12	0	78,747.35	24,096.69	1.00	Reg	
UCD	17	0100	2010	2010	Filled	00006151	Telecomm Equipment Operator	Dyson, Alreyna	7/25/2016	0	5	1	42,456.00	12,991.54	1.00	Reg	
UCD	17	0100	2010	2010	Filled	00005351	Telecomm Equipment Operator	Jackson, Chardon	7/11/2016	0	5	1	42,456.00	12,991.54	1.00	Reg	
UCD	17	0100	2010	2010	Filled	00006252	Asst Watch Commander	Crews, Lavear P	11/20/1989	27	12	0	80,966.85	24,775.86	1.00	Reg	
UCD	17	0100	2010	2010	Filled	00011589	Telecomm Equipment Operator	Percy, Kara	1/26/2015	2	7	6	55,413.00	16,956.38	1.00	Reg	
UCD	17	0100	2010	2010	Filled	00013929	Telecomm Equipment Operator	Wilson, Cortnee	9/21/2015	1	5	2	43,603.00	13,342.52	1.00	Reg	
UCD	17	0100	2010	2010	Filled	00014085	Telecomm Equipment Operator	Walker, Phyllis L	11/14/1994	22	8	10	64,545.00	19,750.77	1.00	Reg	
UCD	17	0100	2010	2010	Filled	00014411	Telecomm Equipment Operator	Richardson, Sabrina A	8/16/1999	17	8	9	62,967.00	19,267.90	1.00	Reg	
UCD	17	0100	2010	2010	Filled	00014522	Telecomm Equipment Operator	Whitfield, Tashya	12/8/2008	8	7	6	55,413.00	16,956.38	1.00	Reg	
UCD	17	0100	2010	2010	Filled	00014683	Telecomm Equipment Operator	Williams, Laveda A	6/30/2003	13	8	7	59,811.00	18,302.17	1.00	Reg	
UCD	17	0100	2010	2010	Filled	00014728	Telecomm Equipment Operator	Banks, Marcellus A	6/30/2003	13	8	9	62,967.00	19,267.90	1.00	Reg	
UCD	17	0100	2010	2010	Filled	00014792	Telecomm Equipment Operator	Morris, Crystal L	12/8/2008	8	7	6	55,413.00	16,956.38	1.00	Reg	
UCD	17	0100	2010	2010	Filled	00017028	Telecomm Equipment Operator	Johnson, Ariele Imani	1/26/2015	2	7	2	49,725.00	15,215.85	1.00	Reg	
UCD	17	0100	2010	2010	Filled	00017051	Telecomm Equipment Operator	Beamon, Elautanyce T	4/20/2015	1	5	2	43,603.00	13,342.52	1.00	Reg	



UC0	17	0100	2010	2010	2010	Filled	00017501	Telecomm Equipment Operator	Wallace, Rashad J	1/26/2015	2	7	2	49,725.00	15,215.85	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00017550	Telecomm Equipment Operator	Schanck, Calina V.	9/26/2010	6	5	10	52,779.00	16,150.37	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00017783	Asst Watch Commander	Mccoy, Elma D	7/20/1987	29	12	0	78,747.35	24,096.69	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00017983	Telecomm Equipment Operator	Lee, Vera D	5/26/1998	18	8	9	62,967.00	19,267.90	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00018141	Telecomm Equipment Operator	Harris, Delta	7/17/1989	27	8	9	62,967.00	19,267.90	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00018492	Telecomm Equipment Operator	Geter, Yolanda T	10/4/2008	8	8	9	62,967.00	19,267.90	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00019132	Telecomm Equipment Operator	Branner, Rashauna K	6/30/2003	13	8	8	61,389.00	18,785.03	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00020434	Telecomm Equipment Operator	Norville, Sambeth	1/26/2015	2	7	2	49,725.00	15,215.85	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00021097	Telecomm Equipment Operator	Caldwell, Crystal F	3/26/1990	26	8	10	64,545.00	19,750.77	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00021171	Asst Watch Commander	Johnson, La Quencyer c	11/29/1993	23	12	0	78,657.31	24,069.14	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00021632	Telecomm Equipment Operator	Glaster, Keturah T	4/18/2005	11	8	8	61,389.00	18,785.03	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00022344	Asst Watch Commander	Wright, Ladonna M	5/8/2000	16	12	0	75,800.23	23,194.87	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00022400	Telecomm Equipment Operator	HENSON-MCGILL, MONICA F	2/16/2006	11	8	7	59,811.00	18,302.17	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00022501	Telecomm Equipment Operator	Simmons, Shavon	9/21/2015	1	5	2	43,603.00	13,342.52	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00023017	Telecomm Equipment Operator	Campier, Lauren	1/23/2017	0	5	1	42,456.00	12,991.54	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00023228	Telecomm Equipment Operator	Covington Jr., Anthony	9/21/2015	1	5	2	43,603.00	13,342.52	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00024944	Telecomm Equipment Operator	Sapp, DeReece	9/21/2015	1	5	2	43,603.00	13,342.52	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00025666	Telecomm Equipment Operator	Williams, Vivian	2/27/2003	13	8	10	64,545.00	19,750.77	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00025934	Telecomm Equipment Operator	Richardson, Frank	1/23/2017	0	5	1	42,456.00	12,991.54	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00026259	Telecomm Equipment Operator	Williams, Angela Maria	7/23/2007	9	7	7	56,835.00	17,391.51	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00026494	Telecomm Equipment Operator	Jones, Sharon L	3/19/1992	24	8	10	64,545.00	19,750.77	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00026789	Telecomm Equipment Operator	Washington, Nikita A	8/25/1999	17	8	9	62,967.00	19,267.90	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00026838	Telecomm Equipment Operator	Small, David	6/16/1993	23	8	10	64,545.00	19,750.77	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00027141	Telecomm Equipment Operator	Washington, Shalita	1/23/2017	0	5	1	42,456.00	12,991.54	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00027291	Telecomm Equipment Operator	Saunders, Tonia J	1/26/2015	2	7	2	49,725.00	15,215.85	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00027416	Telecomm Equipment Operator	Barlow, Jahmela M	9/21/2015	1	5	2	43,603.00	13,342.52	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00031978	Telecomm Equipment Operator	Houser, Etika	1/24/2005	12	8	8	61,389.00	18,785.03	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00031979	Telecomm Equipment Operator	Barnes-Garvin, Yvette M	4/4/2005	11	8	8	61,389.00	18,785.03	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00031980	Telecomm Equipment Operator	Hall, Frances M	4/4/2005	11	8	8	61,389.00	18,785.03	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00031982	Telecomm Equipment Operator	Waldron, Nakia R	1/23/2017	0	5	1	42,456.00	12,991.54	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00031985	Telecomm Equipment Operator	Jennings, Marisha	1/23/2017	0	5	1	42,456.00	12,991.54	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00031995	Telecomm Equipment Operator	Davis, Tamania D.	12/8/2008	8	7	6	55,413.00	16,956.38	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00031998	Telecomm Equipment Operator	Martin, Robin	9/21/2015	1	5	2	43,603.00	13,342.52	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00032006	Telecomm Equipment Operator	King, Marcia K	9/5/1995	21	8	10	64,545.00	19,750.77	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00032031	Telecomm Equipment Operator	Burrell, Angela D	4/14/2008	8	8	8	61,389.00	18,785.03	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00032032	Telecomm Equipment Operator	Duke, Karen M.	1/24/2005	12	8	8	61,389.00	18,785.03	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00032048	Telecomm Equipment Operator	Tate, Manuel L	7/23/2007	9	7	7	56,835.00	17,391.51	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00032049	Telecomm Equipment Operator	Enoch, Michelle Yvonne	6/16/2003	13	8	9	62,967.00	19,267.90	1.00	Reg
UC0	17	0100	2010	2010	2010	Vacant	00032051	Telecomm Equipment Operator	Blank	N/A	N/A	5	1	42,456.00	12,991.54	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00032052	Telecomm Equipment Operator	Scott, Asante' H.	12/8/2008	8	7	6	55,413.00	16,956.38	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00032097	Telecomm Equipment Operator	Hoffmann, Tessie M	1/26/2015	2	7	2	49,725.00	15,215.85	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00032109	Telecomm Equipment Operator	Jackson, April D.	12/8/2008	8	7	6	55,413.00	16,956.38	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00032123	Asst Watch Commander	Reid, Nichole M	4/26/1999	17	12	0	80,247.30	24,555.67	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00032211	Telecomm Equipment Operator	Washington, Anitra H	4/18/2005	11	8	7	59,811.00	18,302.17	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00032213	Telecomm Equipment Operator	DuBose, Sonnette Latrice	1/23/2017	0	5	1	42,456.00	12,991.54	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00032233	Telecomm Equipment Operator	Leake, Kandace A	1/24/2005	12	8	8	61,389.00	18,785.03	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00032236	Telecomm Equipment Operator	Reyes, Juanita	7/18/2016	0	5	1	42,456.00	12,991.54	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00032239	Telecomm Equipment Operator	Brown Mooney, William	7/18/2016	0	5	1	42,456.00	12,991.54	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00032263	Telecomm Equipment Operator	Montero, Marisela J.	2/6/2006	11	8	8	61,389.00	18,785.03	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00033628	Telecomm Equipment Operator	Fergusson, Amber L	1/26/2015	2	7	2	49,725.00	15,215.85	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00033673	Asst Watch Commander	Williams, Dione N	3/25/2002	14	12	0	78,657.65	24,069.24	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00074923	Asst Watch Commander	Little, Cynthia T	5/4/1992	24	12	0	80,247.30	24,555.67	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00085197	Telecomm Equipment Operator	Fletcher, Brittney	9/21/2015	1	5	2	43,603.00	13,342.52	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00085557	Telecomm Equipment Operator	Thorne, Sheldon	9/21/2015	1	5	2	43,603.00	13,342.52	1.00	Reg
UC0	17	0100	2010	2010	2010	Filled	00088526	Telecomm Equipment Operator	Chambers, Dornonique C	11/9/2009	7	5	5	47,044.00	14,395.46	1.00	Reg

UCD	17	0100	2010	2010	Filled	00088527	Telecomm Equipment Operator	Kee, Julius	6/27/2016	0	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Filled	00088528	Telecomm Equipment Operator	Dickens, Indigo	6/27/2016	0	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Filled	00088529	Telecomm Equipment Operator	Walker, Anthony	7/18/2016	0	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Filled	00088530	Telecomm Equipment Operator	Williams, Lynn R	7/18/2011	5	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Filled	00088531	Telecomm Equipment Operator	Masimini, Koleka	6/27/2016	0	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Filled	00088532	Telecomm Equipment Operator	Thompson, Mya	6/27/2016	0	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Filled	00088533	Telecomm Equipment Operator	Dammons, Desirae	6/27/2016	0	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Filled	00088534	Telecomm Equipment Operator	Gooding, Jaden	6/27/2016	0	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Filled	00088535	Telecomm Equipment Operator	Baylor, Marquis	6/27/2016	0	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Filled	00088536	Telecomm Equipment Operator	Haggins, Rajnisssha	7/11/2016	0	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Filled	00088537	Telecomm Equipment Operator	Tatum, Alyshia	6/27/2016	0	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Filled	00088538	Telecomm Equipment Operator	Coleman, Neoloni	6/27/2016	0	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Filled	00088541	Telecomm Equipment Operator	Sargent, James	12/29/2014	2	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Filled	00088542	Telecomm Equipment Operator	Ifill, Raquel	7/18/2011	5	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Filled	00088543	Telecomm Equipment Operator	Deria, Miriam	6/27/2016	0	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Filled	00088544	Telecomm Equipment Operator	Bailey, Janay	6/27/2016	0	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Filled	00088545	Telecomm Equipment Operator	Alexander, Cassandra	6/27/2016	0	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Filled	00088546	Telecomm Equipment Operator	Jefferson, Kimberly L	12/8/2008	8	5	4	45,897.00	14,044.48	1.00	Reg
UCD	17	0100	2010	2010	Filled	00088547	Telecomm Equipment Operator	Cromer, Raven	6/27/2016	0	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Filled	00088619	Asst Watch Commander	Johnson, Lauren M	2/12/1998	18	12	0	75,800.23	23,194.87	1.00	Reg
UCD	17	0100	2010	2010	Filled	00088620	Asst Watch Commander	Jones, Alexandria A	9/8/2003	13	12	0	75,355.83	23,058.88	1.00	Reg
UCD	17	0100	2010	2010	Filled	00088772	Watch Commander	Sullivan, Lajuan N	12/10/1984	32	13	0	86,660.00	27,129.96	1.00	Reg
UCD	17	0100	2010	2010	Filled	00090671	Watch Commander	Miller, Alfreda E	4/28/2015	1	13	0	86,660.08	26,517.98	1.00	Reg
UCD	17	0100	2010	2010	Filled	00090672	Watch Commander	Gaddis, Alton T	10/14/1986	30	13	0	86,819.78	26,566.85	1.00	Reg
UCD	17	0100	2010	2010	Filled	00090673	Watch Commander	Williams Jr., Calvin V	12/13/1985	31	13	0	86,660.08	26,517.98	1.00	Reg
UCD	17	0100	2010	2010	Vacant	00017437	Telecomm Equipment Operator	Blank	N/A	N/A	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Vacant	00018978	Telecomm Equipment Operator	Blank	N/A	N/A	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Vacant	00022476	Telecomm Equipment Operator	Blank	N/A	N/A	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Vacant	00023671	Telecomm Equipment Operator	Blank	N/A	N/A	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Vacant	00027113	Telecomm Equipment Operator	Blank	N/A	N/A	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Vacant	00032234	Telecomm Equipment Operator	Blank	N/A	N/A	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Vacant	00032241	Telecomm Equipment Operator	Blank	N/A	N/A	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Frozen	00016708	Telecomm Equipment Operator	Blank	N/A	N/A	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2010	2010	Frozen	00027569	Telecomm Equipment Operator	Blank	N/A	N/A	5	1	42,456.00	12,991.54	1.00	Reg
UCD	17	0100	2020	2020	Filled	00001893	Dispatcher	Fana, Aurelia	6/16/2003	13	10	7	70,842.00	21,677.65	1.00	Reg
UCD	17	0100	2020	2020	Filled	00003243	Dispatcher	Bender, Ricky D.	10/15/1995	21	11	8	77,804.00	23,808.02	1.00	Reg
UCD	17	0100	2020	2020	Filled	00004326	Dispatcher	Stover, Bertha A	9/30/1996	20	11	8	77,804.00	23,808.02	1.00	Reg
UCD	17	0100	2020	2020	Filled	00004610	Dispatcher	Huitz, Ana M	1/26/2015	2	10	3	63,170.00	19,330.02	1.00	Reg
UCD	17	0100	2020	2020	Filled	00004835	Dispatcher	Johnson, Cheryl L	9/28/1998	18	11	8	77,804.00	23,808.02	1.00	Reg
UCD	17	0100	2020	2020	Filled	00005299	Dispatcher	Covington, Latrice R	5/1/1990	26	11	8	77,804.00	23,808.02	1.00	Reg
UCD	17	0100	2020	2020	Filled	00005506	Dispatcher	Alexander, Denise E	7/6/1987	29	12	6	87,892.00	26,894.95	1.00	Reg
UCD	17	0100	2020	2020	Filled	00006011	Dispatcher	Banks, Jamel A	12/8/2008	8	10	3	63,170.00	19,330.02	1.00	Reg
UCD	17	0100	2020	2020	Filled	00006112	Dispatcher	Fair, Jatondra R	1/26/2015	2	10	3	63,170.00	19,330.02	1.00	Reg
UCD	17	0100	2020	2020	Filled	00007009	Dispatcher	TEFERA, NEBEYOU T	2/6/2006	11	10	6	68,924.00	21,090.74	1.00	Reg
UCD	17	0100	2020	2020	Filled	00007120	Dispatcher	Thompson, Shirayne M	4/12/1999	17	11	8	77,804.00	23,808.02	1.00	Reg
UCD	17	0100	2020	2020	Filled	00007357	Dispatcher	Brown, Eric P	7/6/1998	18	11	8	77,804.00	23,808.02	1.00	Reg
UCD	17	0100	2020	2020	Filled	00007934	Dispatcher	Velasco, Ana M	9/8/1992	24	11	8	77,804.00	23,808.02	1.00	Reg
UCD	17	0100	2020	2020	Filled	00008119	Dispatcher	Vargas, Celia	1/20/1987	30	11	8	77,804.00	23,808.02	1.00	Reg
UCD	17	0100	2020	2020	Filled	00009686	Dispatcher	Faltz, Kristen N	6/30/2003	13	10	5	67,006.00	20,503.84	1.00	Reg
UCD	17	0100	2020	2020	Filled	00009807	Dispatcher	Daniels, Cynthia A	10/6/2003	13	10	8	72,760.00	22,264.56	1.00	Reg
UCD	17	0100	2020	2020	Filled	00011543	Dispatcher	Ross, Danielle L	9/14/1998	18	10	8	72,760.00	22,264.56	1.00	Reg
UCD	17	0100	2020	2020	Filled	00012153	Dispatcher	Sanford, Virginia G	5/12/2000	16	10	8	72,760.00	22,264.56	1.00	Reg
UCD	17	0100	2020	2020	Filled	00012597	Dispatcher	Billingsley, Eugene	5/8/2000	16	10	8	72,760.00	22,264.56	1.00	Reg
UCD	17	0100	2020	2020	Filled	00013925	Dispatcher	MURILLO, SEBASTIAN	3/20/2006	10	10	1	59,334.00	18,156.20	1.00	Reg
UCD	17	0100	2020	2020	Filled	00013958	Dispatcher	Walston, Deborah M	9/11/1989	27	11	8	77,804.00	23,808.02	1.00	Reg

UC0	17	0100	2020	2020	2020	Filled	00014040	Dispatcher	Higgs, Raquel	7/28/2003	13	11	9	77,299.00	23,653.49	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00014138	Dispatcher	Davis, Larvenia A	6/16/2003	13	10	7	70,842.00	21,677.65	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00014259	Dispatcher	Herridon, Delisa L	2/23/2004	12	10	8	72,760.00	22,264.56	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00014298	Dispatcher	Dayne, Melissa	3/22/1999	17	10	7	70,842.00	21,677.65	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00014767	Dispatcher	Champion Bey, Tahyeer	7/11/1996	20	11	8	77,804.00	23,808.02	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00014944	Dispatcher	Adams, Charmisa L	8/7/1996	20	10	8	72,760.00	22,264.56	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00015061	Dispatcher	Barnett, Shauntze D	1/23/2005	12	10	7	70,842.00	21,677.65	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00015077	Dispatcher	Hernandez, Nury M	7/28/2003	13	11	9	77,299.00	23,653.49	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00017052	Dispatcher	Sanders, Gloria G	11/20/1988	28	11	8	77,804.00	23,808.02	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00017061	Dispatcher	Williams, Rosyland W	9/30/1996	20	12	3	80,806.00	24,726.64	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00017203	Dispatcher	Ramsey, Christa J	6/30/2003	13	10	7	70,842.00	21,677.65	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00017238	Dispatcher	Alexander, Wingate, Karen D	11/22/1988	28	11	8	77,804.00	23,808.02	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00017301	Dispatcher	Bennett, Blanca	5/8/2000	16	10	8	72,760.00	22,264.56	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00017533	Dispatcher	Hall, JuWanna M	11/5/1990	26	11	8	77,804.00	23,808.02	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00017690	Dispatcher	Tyson, Theodosia T	7/17/1989	27	10	9	74,678.00	22,851.47	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00017704	Dispatcher	Morgan, Sharon Y	12/26/1995	21	10	8	72,760.00	22,264.56	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00017971	Dispatcher	Thurston, Michelle	8/27/1982	34	11	8	77,804.00	23,808.02	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00018117	Dispatcher	Brown, Sharane H	12/7/1987	29	11	8	77,804.00	23,808.02	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00018188	Dispatcher	Thompson, Jacqueline	2/24/2004	12	10	8	72,760.00	22,264.56	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00018195	Dispatcher	Henson, Donnett V	5/8/2000	16	10	8	72,760.00	22,264.56	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00018273	Dispatcher	Rice, Robinson, Gayle E	10/6/1987	29	11	8	77,804.00	23,808.02	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00018290	Dispatcher	Shields, Michele D	4/22/1991	25	11	8	77,804.00	23,808.02	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00018346	Dispatcher	Poole, Lora A	9/8/1992	24	11	8	77,804.00	23,808.02	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00018439	Dispatcher	Tasker, Teresa L	10/25/1999	17	10	8	72,760.00	22,264.56	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00018471	Dispatcher	Black, Sherry Jean	8/18/1986	30	11	10	82,002.00	25,092.61	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00018570	Dispatcher	Perry, Carissa	1/26/2015	2	10	3	63,170.00	19,330.02	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00018783	Dispatcher	Scott, Robin R	5/5/2003	13	12	3	80,806.00	24,726.64	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00018947	Dispatcher	Gaston, Kendel	8/30/1999	17	10	7	70,842.00	21,677.65	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00019135	Dispatcher	Williams, Tracey P	5/24/1999	17	11	8	77,804.00	23,808.02	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00019308	Dispatcher	Proctor, Mary J	6/23/1985	31	10	10	76,596.00	23,438.38	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00019348	Dispatcher	Serpas, Dominga D	12/7/1987	29	11	8	77,804.00	23,808.02	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00020804	Dispatcher	Johnson, Stewart H	11/22/1991	25	11	8	77,804.00	23,808.02	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00021054	Dispatcher	Lewis, Bridget M	1/6/1997	20	11	7	75,705.00	23,165.73	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00021981	Dispatcher	Carr, Jacqueline	8/10/1992	24	10	8	72,760.00	22,264.56	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00021987	Dispatcher	Freeman, Tyneeka L	4/18/2005	11	10	3	63,170.00	19,330.02	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00022297	Dispatcher	Betha, Wanda Y	5/5/1997	19	10	8	72,760.00	22,264.56	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00022322	Dispatcher	Trent, Iris	3/10/2003	13	10	8	72,760.00	22,264.56	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00026971	Dispatcher	Neal Jr., Hubert V	10/10/1990	26	10	6	68,924.00	21,090.74	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00022338	Dispatcher	Tobar, Wilson A	2/6/2006	11	10	3	59,334.00	18,156.204	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00022576	Dispatcher	Richardson, Anthony F	7/28/2003	13	10	9	74,678.00	22,851.47	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00022754	Dispatcher	Brooks, Brenda A	5/6/1990	26	11	8	77,804.00	23,808.02	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00022757	Dispatcher	Marable, Michael M	12/11/1995	21	11	8	77,804.00	23,808.02	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00022847	Dispatcher	Washington, Amber D	1/26/2015	2	10	3	63,170.00	19,330.02	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00022862	Dispatcher	Benford, Deborah	4/4/2005	11	10	3	63,170.00	19,330.02	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00022961	Dispatcher	Branch, Katrina L	2/20/1996	20	11	6	73,606.00	22,523.44	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00022980	Dispatcher	Carter, Nicole	12/17/2001	15	10	8	72,760.00	22,264.56	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00023028	Dispatcher	Johnson, Victoria M	1/4/1994	23	11	8	77,804.00	23,808.02	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00023182	Dispatcher	Brown, Crystal L	1/13/1997	20	11	8	77,804.00	23,808.02	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00023230	Dispatcher	Jones, Keena Y	7/12/1993	23	11	8	77,804.00	23,808.02	1.00	Reg
UC0	17	0100	2020	2020	2020	Filled	00023248	Dispatcher	Simms, Swayne	3/15/1999	17	11	8	77,804.00	23,808.02	1.00	Reg

UC0	17	0100	2020	2020	Filled	00023512	Dispatcher	Abriha, Mebeyveluel A	2/2/2006	11	10	4	4	65,088.00	19,916.93	1.00	Reg
UC0	17	0100	2020	2020	Filled	00023795	Dispatcher	Jenkins, Kelly	2/3/1997	20	11	8	8	77,804.00	23,808.02	1.00	Reg
UC0	17	0100	2020	2020	Filled	00024649	Dispatcher	Joy, Keisha A	6/30/2003	13	10	6	6	68,924.00	21,090.74	1.00	Reg
UC0	17	0100	2020	2020	Filled	00024875	Dispatcher	Wilder, Briyana L	6/21/2010	6	10	3	3	63,170.00	19,330.02	1.00	Reg
UC0	17	0100	2020	2020	Filled	00025316	Dispatcher	Hunter, Mark C	1/26/2015	2	10	3	3	63,170.00	19,330.02	1.00	Reg
UC0	17	0100	2020	2020	Filled	00025840	Dispatcher	Morris, Carolyn M	1/23/1992	25	11	8	8	77,804.00	23,808.02	1.00	Reg
UC0	17	0100	2020	2020	Filled	00025851	Dispatcher	Taylor, Andrea D	5/27/1997	19	11	8	8	77,804.00	23,808.02	1.00	Reg
UC0	17	0100	2020	2020	Filled	00025925	Dispatcher	King, Kevin M	10/31/1988	28	11	8	8	77,804.00	23,808.02	1.00	Reg
UC0	17	0100	2020	2020	Filled	00026738	Dispatcher	Johnson, Stewart, Veronica A	10/26/1987	29	11	10	10	87,002.00	25,092.61	1.00	Reg
UC0	17	0100	2020	2020	Filled	00026783	Dispatcher	Holley, Lenora E	6/17/1992	24	10	8	8	72,760.00	22,264.56	1.00	Reg
UC0	17	0100	2020	2020	Filled	00026920	Dispatcher	Carroll, Wendy M	8/16/1999	17	10	6	6	68,924.00	21,090.74	1.00	Reg
UC0	17	0100	2020	2020	Filled	00026953	Dispatcher	Millard, Ava O	12/21/1987	29	11	8	8	77,804.00	23,808.02	1.00	Reg
UC0	17	0100	2020	2020	Filled	00026984	Dispatcher	Glenn, Michael C	12/27/1993	23	11	8	8	77,804.00	23,808.02	1.00	Reg
UC0	17	0100	2020	2020	Filled	00027023	Dispatcher	McCullough, Collins, Shondel	3/27/1996	20	10	8	8	72,760.00	22,264.56	1.00	Reg
UC0	17	0100	2020	2020	Filled	00027062	Dispatcher	Steen, Tamika L	7/22/2007	9	10	2	2	61,252.00	18,743.11	1.00	Reg
UC0	17	0100	2020	2020	Filled	00027260	Dispatcher	Fuller, Tiffany K	4/18/2005	11	10	6	6	68,924.00	21,090.74	1.00	Reg
UC0	17	0100	2020	2020	Filled	00027478	Dispatcher	Beatty, Tracy A	4/12/1999	17	11	8	8	77,804.00	23,808.02	1.00	Reg
UC0	17	0100	2020	2020	Filled	00027648	Dispatcher	Nazario, Sylvia Yvette	9/8/1992	24	11	8	8	77,804.00	23,808.02	1.00	Reg
UC0	17	0100	2020	2020	Filled	00031989	Dispatcher	Ross, Evelyn D	11/9/2009	7	10	1	1	59,334.00	18,156.20	1.00	Reg
UC0	17	0100	2020	2020	Filled	00032014	Dispatcher	Anderson, Karen	5/1/2005	11	10	8	8	72,760.00	22,264.56	1.00	Reg
UC0	17	0100	2020	2020	Filled	00032016	Dispatcher	Williams, Devon L	8/4/2008	8	10	5	5	67,006.00	20,503.84	1.00	Reg
UC0	17	0100	2020	2020	Filled	00032017	Dispatcher	Mahny, James A	1/26/2015	2	10	3	3	63,170.00	19,330.02	1.00	Reg
UC0	17	0100	2020	2020	Filled	00032019	Dispatcher	Jackson, Trayshelle V	4/18/2005	11	10	3	3	63,170.00	19,330.02	1.00	Reg
UC0	17	0100	2020	2020	Filled	00032025	Dispatcher	Williams, Michelle P	5/16/1993	23	12	4	4	83,168.00	25,449.41	1.00	Reg
UC0	17	0100	2020	2020	Filled	00032053	Dispatcher	Pross, Gregory M	1/26/2015	2	10	3	3	63,170.00	19,330.02	1.00	Reg
UC0	17	0100	2020	2020	Filled	00032054	Dispatcher	Wise, Raynise L	9/16/1994	22	10	7	7	70,842.00	21,677.65	1.00	Reg
UC0	17	0100	2020	2020	Filled	00032085	Dispatcher	White, Jacqueline E	5/4/1992	24	11	7	7	75,705.00	23,165.73	1.00	Reg
UC0	17	0100	2020	2020	Filled	00032242	Dispatcher	Morsell, Jennifer M	4/18/2005	11	10	7	7	70,842.00	21,677.65	1.00	Reg
UC0	17	0100	2020	2020	Filled	00036698	Dispatcher	Knox, Debbie Ann	9/29/1986	30	10	10	10	76,596.00	23,438.38	1.00	Reg
UC0	17	0100	2020	2020	Filled	00086608	Dispatcher	Morris, Erica L	7/24/1994	22	10	6	6	68,924.00	21,090.74	1.00	Reg
UC0	17	0100	2020	2020	Filled	00086612	Dispatcher	Howard, Carla M	4/8/2002	14	10	4	4	65,088.00	19,916.93	1.00	Reg
UC0	17	0100	2020	2020	Filled	00086613	Dispatcher	Oliver, Alice M	6/16/2003	13	10	4	4	65,088.00	19,916.93	1.00	Reg
UC0	17	0100	2020	2020	Filled	00086614	Dispatcher	Abdul-Wahid, Jarita L	7/23/2007	9	10	2	2	61,252.00	18,743.11	1.00	Reg
UC0	17	0100	2020	2020	Filled	00086615	Dispatcher	Scott, Deonika S	8/22/2005	11	10	2	2	61,252.00	18,743.11	1.00	Reg
UC0	17	0100	2020	2020	Filled	00086616	Dispatcher	Jones, Shannon	6/16/2003	13	10	5	5	67,006.00	20,503.84	1.00	Reg
UC0	17	0100	2020	2020	Filled	00086617	Dispatcher	Darby, Alta B	9/15/1997	19	10	5	5	67,006.00	20,503.84	1.00	Reg
UC0	17	0100	2020	2020	Filled	00086773	OPERATIONS MGR	Young, Tiffani N	4/4/2005	11	10	3	3	63,170.00	19,330.02	1.00	Reg
UC0	17	0100	2020	2020	Filled	00092109	Training and Organizational De	Washington, Edward K	8/8/1994	22	14	0	0	99,658.68	30,495.56	1.00	Reg
UC0	17	0100	2020	2020	Filled	00088551	Quality Assurance Specialist	Hott, Marsha A	8/25/2014	2	13	1	1	87,418.16	26,749.96	1.00	Reg
UC0	17	0100	2020	2020	Filled	00088552	Chief of Professional Standard	Creamer, Tammie N	5/27/1997	19	13	3	3	86,244.00	26,390.66	1.00	Reg
UC0	17	0100	2020	2020	Filled	00088705	Quality Assurance Specialist	Duff, Judith	4/18/2016	0	14	0	0	99,658.68	30,495.56	1.00	Reg
UC0	17	0100	2020	2020	Filled	00092110	Training and Organizational De	Gilbert, Tracye	5/23/2016	0	13	1	1	81,050.00	24,801.30	1.00	Reg
UC0	17	0100	2020	2020	Filled	00092111	Training and Organizational De	Hollins, Marlene S	5/27/1997	19	13	1	1	86,660.08	26,517.98	1.00	Reg
UC0	17	0100	2020	2020	Vacant	00092112	Training and Organizational De	Blank	N/A	N/A	13	1	1	81,050.00	24,801.30	1.00	Reg
UC0	17	0100	2020	2020	Filled	00002187	311 Operations Team Leader	Pierce, Linda D	9/8/1992	24	9	10	10	65,709.00	20,106.95	1.00	Reg
UC0	17	0100	2020	2020	Filled	00003707	Customer Service Rep.	Sasagawa Coleman, Sumie	10/21/2002	14	7	10	10	55,462.00	16,971.37	1.00	Reg
UC0	17	0100	2020	2020	Filled	00005933	Customer Service Rep.	Carr, Shannon	6/27/2011	5	6	3	3	40,786.00	12,480.52	1.00	Reg
UC0	17	0100	2020	2020	Filled	00007411	Call Center Operations Supervi	WALKER JR, MARCELLUS C.	7/23/2007	9	12	0	0	75,355.83	23,058.88	1.00	Reg
UC0	17	0100	2020	2020	Filled	00008524	Customer Service Rep.	Scott, Tamika M	7/23/2007	9	6	7	7	46,102.00	14,107.21	1.00	Reg
UC0	17	0100	2020	2020	Filled	00009169	Customer Service Rep.	Epps, Nancy L	1/6/1980	37	7	10	10	55,462.00	16,971.37	1.00	Reg
UC0	17	0100	2020	2020	Filled	00012941	Customer Service Rep.	Peters, Doretha	7/1/1980	36	8	10	10	59,701.00	18,268.51	1.00	Reg
UC0	17	0100	2020	2020	Filled	00014211	Customer Service Rep.	Nelson, Michael L	8/21/2011	5	6	1	1	38,128.00	11,667.17	1.00	Reg
UC0	17	0100	2020	2020	Filled	00014268	Customer Service Rep.	Parrits, Khalil B.	12/26/2006	10	6	7	7	46,102.00	14,107.21	1.00	Reg
UC0	17	0100	2020	2020	Filled	00019387	Customer Service Rep.	Marshall, Zarnita L	1/4/2010	7	6	4	4	42,115.00	12,887.19	1.00	Reg
UC0	17	0100	2020	2020	Filled	00021559	Customer Service Rep.	MAGRANTHONY	5/2/2005	11	7	8	8	52,526.00	16,072.96	1.00	Reg

UCD	17	0100	3020	3020	Filled	00023180	Customer Service Rep.	Zandell, Juan-Martin C.	12/26/2006	10	6	7	46,102.00	14,107.21	1.00	Reg
UCD	17	0100	3020	3020	Filled	00023887	Customer Service Rep.	McCracken, Shavon	1/29/2001	16	8	10	59,701.00	18,268.51	1.00	Reg
UCD	17	0100	3020	3020	Filled	00026651	Customer Service Rep.	Williams, Cynthia R	11/4/2002	14	7	9	53,994.00	16,522.16	1.00	Reg
UCD	17	0100	3020	3020	Filled	00031983	311 Operations Team Leader	Zackery, Shadonna M	6/22/1994	22	9	7	60,819.00	18,610.61	1.00	Reg
UCD	17	0100	3020	3020	Filled	00031984	311 Operations Team Leader	Lawson, Darlene	4/8/2002	14	9	6	59,189.00	18,111.83	1.00	Reg
UCD	17	0100	3020	3020	Filled	00032058	Customer Service Rep.	Cade, Patricia L.	7/18/2011	5	7	6	49,590.00	15,174.54	1.00	Reg
UCD	17	0100	3020	3020	Filled	00032068	Customer Service Rep.	Williams, Sabrina F	11/13/2007	9	6	6	47,431.00	14,513.89	1.00	Reg
UCD	17	0100	3020	3020	Filled	00045518	Customer Service Rep.	Stays, Barbara J	11/8/2001	5	7	5	26,694.60	8,168.55	0.80	Term
UCD	17	0100	3020	3020	Filled	00045523	Customer Service Rep.	Starks, Barbara J	11/9/2009	7	6	5	43,444.00	13,293.86	1.00	Reg
UCD	17	0100	3020	3020	Filled	00045523	Customer Service Rep.	Pittman-Brice, Sharron M	3/17/2008	8	7	6	49,590.00	15,174.54	1.00	Reg
UCD	17	0100	3020	3020	Filled	00046844	Customer Service Rep.	Champeon, Sheltia Genelle	6/23/2008	8	6	6	44,773.00	13,700.54	1.00	Reg
UCD	17	0100	3020	3020	Filled	00047370	Customer Service Rep.	Nevels, Cynthia	7/18/2011	5	6	5	43,444.00	13,293.86	1.00	Reg
UCD	17	0100	3020	3020	Filled	00047375	Customer Service Rep.	Washington, Janice Marie	3/31/2008	8	7	6	49,590.00	15,174.54	1.00	Reg
UCD	17	0100	3020	3020	Filled	00047376	Customer Service Specialist	Cureton, Mary A	9/6/1988	28	9	8	62,449.00	19,109.39	1.00	Reg
UCD	17	0100	3020	3020	Filled	00047377	311 Operations Team Leader	Curley, Phyllis	2/1/1999	18	9	7	60,819.00	18,610.61	1.00	Reg
UCD	17	0100	3020	3020	Filled	00047378	Customer Service Specialist	Scruggs, Janie L	2/28/1990	26	9	10	65,709.00	20,106.95	1.00	Reg
UCD	17	0100	3020	3020	Filled	00047413	Customer Service Specialist	Hawkins, Akime E	4/18/2005	11	9	7	60,819.00	18,610.61	1.00	Reg
UCD	17	0100	3020	3020	Filled	00047414	Customer Service Specialist	McNeill, Toye R	11/13/2001	15	9	7	60,819.00	18,610.61	1.00	Reg
UCD	17	0100	3020	3020	Filled	00047415	Customer Service Specialist	Wash III, John	1/8/2002	15	9	8	62,449.00	19,109.39	1.00	Reg
UCD	17	0100	3020	3020	Filled	00047416	Customer Service Rep.	Williams, Ebony A	12/8/2008	8	6	6	44,773.00	13,700.54	1.00	Reg
UCD	17	0100	3020	3020	Filled	00047417	Customer Service Specialist	Chavaria Gurman, Nancy	4/7/2003	13	9	7	60,819.00	18,610.61	1.00	Reg
UCD	17	0100	3020	3020	Filled	00050958	Customer Service Rep.	Best, Laverne	6/12/2006	10	6	6	44,773.00	13,700.54	1.00	Reg
UCD	17	0100	3020	3020	Filled	00050959	Customer Service Rep.	Green, Thearl R	6/12/2006	10	6	6	44,773.00	13,700.54	1.00	Reg
UCD	17	0100	3020	3020	Filled	00051081	Customer Service Rep.	Darby, Jessica A	12/8/2008	8	6	6	44,773.00	13,700.54	1.00	Reg
UCD	17	0100	3020	3020	Filled	00051082	Customer Service Rep.	Hallstorks, Amanda T	12/8/2008	8	6	6	44,773.00	13,700.54	1.00	Reg
UCD	17	0100	3020	3020	Filled	00051114	Customer Service Rep.	Hallstorks, India A	10/31/2008	8	6	6	44,773.00	13,700.54	1.00	Reg
UCD	17	0100	3020	3020	Filled	00051149	Customer Service Rep.	Watson, Keisha S	10/26/2009	7	6	6	44,773.00	13,700.54	1.00	Reg
UCD	17	0100	3020	3020	Filled	00073021	Customer Service Rep.	Marrow, Vanessa O	10/7/1989	27	7	9	53,994.00	16,522.16	1.00	Reg
UCD	17	0100	3020	3020	Filled	00073022	Customer Service Rep.	Fogg, Dion A.	9/26/2010	6	6	6	44,773.00	13,700.54	1.00	Reg
UCD	17	0100	3020	3020	Filled	00073314	Customer Service Rep.	Maichew, Melaku M	9/26/2010	6	6	7	46,102.00	14,107.21	1.00	Reg
UCD	17	0100	3020	3020	Filled	00073315	Customer Service Rep.	Atkinson, Lisa R	9/26/2010	6	6	10	50,089.00	15,327.23	1.00	Reg
UCD	17	0100	3020	3020	Filled	00073316	Customer Service Rep.	Woody, Gerald L	7/23/2007	9	6	10	50,089.00	15,327.23	1.00	Reg
UCD	17	0100	3020	3020	Filled	00073317	Customer Service Rep.	POPE, NICOLE R	9/26/2010	6	6	10	50,089.00	15,327.23	1.00	Reg
UCD	17	0100	3020	3020	Filled	00073318	Customer Service Rep.	Dolmo, Diana B	9/26/2010	6	6	10	50,089.00	15,327.23	1.00	Reg
UCD	17	0100	3020	3020	Filled	00073320	Customer Service Rep.	Jones, Valerie L	7/31/2010	6	6	6	44,773.00	13,700.54	1.00	Reg
UCD	17	0100	3020	3020	Filled	00073578	Customer Service Rep.	Perkins, Angie Marie	7/19/2010	6	6	5	43,444.00	13,293.86	1.00	Reg
UCD	17	0100	3020	3020	Filled	00073685	Customer Service Rep.	Bragg, Priscilla A.	12/29/2014	2	6	1	38,128.00	11,667.17	1.00	Reg
UCD	17	0100	3020	3020	Filled	00073687	Customer Service Rep.	Brown, Bessel R	6/27/2011	5	6	3	40,786.00	12,480.52	1.00	Reg
UCD	17	0100	3020	3020	Filled	00077736	Customer Service Rep.	Carr, Doreen Y	11/1/2004	12	8	10	59,701.00	18,268.51	1.00	Reg
UCD	17	0100	3020	3020	Filled	00077740	Customer Service Rep.	DULTSKAYA, MARIAM	5/2/2005	11	8	10	59,701.00	18,268.51	1.00	Reg
UCD	17	0100	3020	3020	Filled	00077741	Customer Service Rep.	Lee, Jungla K	1/26/2004	13	8	10	59,701.00	18,268.51	1.00	Reg
UCD	17	0100	3020	3020	Filled	00077743	Customer Service Rep.	Parris, Norberto R	9/6/2005	11	8	10	59,701.00	18,268.51	1.00	Reg
UCD	17	0100	3020	3020	Filled	00087659	Call Center Operations Supervi	Sarwar, Sposmal	1/12/2005	12	8	10	59,701.00	18,268.51	1.00	Reg
UCD	17	0100	3020	3020	Filled	00088539	Customer Service Rep.	Forrester, Sheila	12/29/2014	2	12	0	75,355.83	23,058.88	1.00	Reg
UCD	17	0100	3020	3020	Filled	00088540	Customer Service Rep.	Matto, Jennine	7/11/2016	0	6	1	38,128.00	11,667.17	1.00	Term
UCD	17	0100	3020	3020	Filled	00088570	Call Center Operations Mgr	Bailey, Norman	12/29/2014	2	6	1	38,128.00	11,667.17	1.00	Reg
UCD	17	0100	3020	3020	Filled	00001009	Customer Service Rep.	Hines, Erick Daniel	5/14/2007	9	13	0	86,660.08	26,517.98	1.00	Reg
UCD	17	0100	3020	3020	Vacant	00016753	Customer Service Rep.	Blank	N/A	N/A	6	0	38,128.00	11,667.17	1.00	Reg
UCD	17	0100	3020	3020	Frozen	00047372	Customer Service Rep.	Blank	N/A	N/A	6	1	38,128.00	11,667.17	1.00	Reg
UCD	17	0100	3020	3020	Frozen	00070725	Customer Service Rep.	Blank	N/A	N/A	6	1	38,128.00	11,667.17	1.00	Reg
UCD	17	0100	3020	3020	Vacant	00073023	Customer Service Rep.	Blank	N/A	N/A	6	1	21,125.00	6,464.25	0.50	Reg
UCD	17	0100	3020	3020	Vacant	00091961	Call Center Operations Supervi	Blank	N/A	N/A	12	1	90,428.00	27,670.97	1.00	Reg
UCD	17	0100	3020	3020	Frozen	00095561	Customer Service Rep.	Blank	N/A	N/A	6	1	19,064.00	5,833.58	0.50	Term
UCD	17	0700	3020	3020	Filled	00032069	Customer Service Rep.	Morris, Anjel	7/11/2016	0	6	1	38,128.00	11,667.17	1.00	Term

UC0	17	0700	3020	3020	Filled	00073681	Customer Service Rep.	McEachin, Mark	7/11/2016	0	6	1	38,128.00	11,667.17	1.00	Term
UC0	17	0700	3020	3020	Vacant	00073679	Customer Service Rep.	Blank	N/A	N/A	6	0	38,128.00	11,667.17	1.00	Term
UC0	17	0700	3020	3020	Vacant	00073682	Customer Service Rep.	Blank	N/A	N/A	6	0	38,128.00	11,667.17	1.00	Term
UC0	17	0700	3020	3020	Vacant	00073683	Customer Service Rep.	Blank	N/A	N/A	6	0	38,128.00	11,667.17	1.00	Term
UC0	17	0700	3020	3020	Vacant	00085196	Customer Service Rep.	Blank	N/A	N/A	6	0	38,128.00	11,667.17	1.00	Term
UC0	17	0100	4020	4020	Filled	00003977	Electronics Engineer	Wilson, Clyde O	11/27/2007	9	12	10	97,340.00	29,786.04	1.00	Reg
UC0	17	0100	4020	4020	Filled	00008593	Sup. Electronics Engineer	Mathews, Stephen D	3/12/1990	26	14	0	99,557.79	30,495.28	1.00	Reg
UC0	17	0100	4020	4020	Filled	00020955	Electronics Technician	West, Donald A	2/16/1973	44	11	10	79,275.00	24,258.15	1.00	Reg
UC0	17	0100	4020	4020	Filled	00024204	Electronics Engineer	Igeedor, Felix N	10/18/2014	2	12	10	97,340.00	29,786.04	1.00	Reg
UC0	17	0100	4020	4020	Filled	00024253	Electronics Technician	Williams, James T	9/5/1995	21	11	10	79,275.00	24,258.15	1.00	Reg
UC0	17	0100	4020	4020	Filled	00031981	Deputy Chief Information Ofcr.	Mascorro, Javier	8/25/2014	2	15	0	130,690.15	39,991.19	1.00	Reg
UC0	17	0100	4020	4020	Filled	00048786	Electronics Technician	Tefera, Melaku	11/1/2014	2	11	6	71,371.00	21,839.53	1.00	Reg
UC0	17	0100	4020	4020	Filled	00077755	Electronics Technician	Pearson, Karl A	7/12/1982	34	11	9	77,299.00	23,553.49	1.00	Reg
UC0	17	0100	4030	4030	Filled	00003004	Information Technology Special	Flores, Basil M.	11/10/2008	8	12	10	97,340.00	29,786.04	1.00	Reg
UC0	17	0100	4030	4030	Filled	00025334	Chief Info Tech Officer	Kavalen, Teodros	4/4/2005	11	16	0	143,936.82	44,044.67	1.00	Reg
UC0	17	0100	4030	4030	Filled	00051037	Information Technology Special	Fisseha, Dagnachew	12/22/2008	8	12	7	90,254.00	27,617.72	1.00	Reg
UC0	17	0100	4030	4030	Filled	00051148	Management Analyst	Brown, Yasmin N	9/6/2005	11	12	10	97,340.00	29,786.04	1.00	Reg
UC0	17	0100	4030	4030	Filled	00051431	Program Analyst	Dreher, Colleen V	9/14/1987	29	12	6	87,892.00	26,894.95	1.00	Reg
UC0	17	0100	4030	4030	Filled	00051454	Information Technology Special	Belt, David P	4/14/2008	8	12	7	90,254.00	27,617.72	1.00	Reg
UC0	17	0100	4030	4030	Filled	00084817	IT Program Manager	Ramlogan, Timothy S	3/28/2011	5	14	0	99,657.76	30,495.27	1.00	Reg
UC0	17	0100	4030	4030	Filled	00084818	Program Manager	Galloway, Brittany	6/2/2014	2	13	0	86,659.62	26,517.84	1.00	Reg
UC0	17	0100	4030	4030	Filled	00084832	Inventory Management Specialis	Roberts, James	5/22/2000	16	11	3	65,443.00	20,025.56	1.00	Reg
UC0	17	0100	4030	4030	Vacant	00084833	Telecommunications Manager	Blank	N/A	N/A	14	0	119,591.00	36,594.85	1.00	Reg
UC0	17	0100	5010	5010	Filled	00032005	Telecomm Transcriptionist	Awash, Zerihun Z	12/24/2007	9	5	8	42,799.00	13,096.49	1.00	Reg
UC0	17	0100	5010	5010	Filled	00032007	Telecomm Transcriptionist	Foreman, Katrina Y	8/21/2006	10	5	7	49,338.00	15,097.43	1.00	Reg
UC0	17	0100	5010	5010	Filled	00032008	Telecomm Transcriptionist	Danson, Santo G	11/23/2009	7	5	6	40,403.00	12,363.32	1.00	Reg
UC0	17	0100	5010	5010	Filled	00032009	Telecomm Transcriptionist	Ford, Robin M	8/21/2006	10	5	7	49,338.00	15,097.43	1.00	Reg
UC0	17	0100	5010	5010	Filled	00032011	Telecomm Transcriptionist	Shelton Jr, Jesse	8/21/2006	10	5	7	49,338.00	15,097.43	1.00	Reg
UC0	17	0100	5010	5010	Filled	00045510	Program Analyst	Stutson, Denise E	2/12/2001	15	13	7	96,632.00	29,569.39	1.00	Reg
GRAND TOTAL													\$ 22,271,374.28	\$ 6,815,040.53	342.80	Reg

**Capital LTD Activity and FY2017 - 2022 Planned Allotments - All Capital Funds (excl***(Project/Fund Detail with Lifetime Balances Only)***UC0-OFFICE OF UNIFIED COMMUNICATIONS**

<b>Project No</b>	<b>Project Title</b>	<b>Implementing Agency</b>	<b>Agy Fund</b>	<b>Lifetime Budget</b>	<b>LTD Allotments</b>
PL403C	UNDERGROUND COMMERCIAL POWER FEED TO UCC	AM0	0300	6,325,000	6,325,000
UC2TDC	IT AND COMMUNICATIONS UPGRADES	UC0	0300	27,675,001	27,675,001
UC302C	MDC REPLACEMENT FOR MPD & FEMS	UC0	0304	1,500,000	0
UC303C	MPD/ FEMS RADIO REPLACEMENT	UC0	0304	2,000,000	0
UC304C	911/311 RADIO CRITICAL INFRASTRUCTURE	UC0	0304	3,500,000	0
<b>Grand Total</b>				<b>41,000,001</b>	<b>34,000,001</b>

**Intra-District funds)**

<b>Allotments in FY 2014</b>	<b>Expenditures in FY 2014</b>	<b>Allotments in FY 2015</b>	<b>Expenditures in FY 2015</b>	<b>Allotments in FY 2016</b>	<b>Expenditures in FY 2016</b>
6,000,000	139,765	1,000,000	1,006,691	(675,000)	4,513,107
25,000,000	10,697,020	2,000,000	10,418,112	675,001	4,594,397
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
<b>31,000,000</b>	<b>10,836,785</b>	<b>3,000,000</b>	<b>11,424,802</b>	<b>1</b>	<b>9,107,504</b>



LTD Expenditures	Unspent Allotments	Encumbrances	Pre Encumbrances	ID Advances	LifeTime Balance	FY 2017	FY 2018	FY 2019
5,659,562	665,438	227,579	76,000	0	361,859	0	0	0
25,709,530	1,965,471	1,732,247	113,200	400	119,624	0	0	0
0	0	0	0	0	1,500,000	0	0	0
0	0	0	0	0	2,000,000	0	0	0
0	0	0	0	0	3,500,000	0	0	3,500,000
<b>31,369,092</b>	<b>2,630,909</b>	<b>1,959,826</b>	<b>189,200</b>	<b>400</b>	<b>7,481,483</b>	<b>0</b>	<b>0</b>	<b>3,500,000</b>

FY 2020	FY 2021	FY 2022	6-yr Total
0	0	0	0
0	0	0	0
1,500,000	0	0	1,500,000
2,000,000	0	0	2,000,000
0	0	0	3,500,000
3,500,000	0	0	7,000,000

# Office of Unified Communications FY2016

**Agency** 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.

**Summary of Services** The 911 Operations Division is responsible for answering 911 emergency calls and for dispatching MPD and FEMS to related incidents. The 311 Operations Division processes city service requests for multiple city agencies 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 Transcription Division provides audio transcribing for the Metropolitan Police Department (MPD), the Fire and Emergency Medical Services (FEMS) and the 311 Operations Division of OUC. 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.

## 2016 Objectives

### FY16 Objectives

Objective Number	Objective Description
<b>Agency Management (3 Objectives)</b>	
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.
2	Solidify the agency's brand image and name recognition in conjunction with its service portfolio.
3	Pursue rulemakings to implement the statutory and Mayoral authority that has been delegated to OUC.
<b>Emergency (911) Operations Division (1 Objective)</b>	
1	Provide efficient, professional and cost effective responses to 911 communications.
<b>Non-Emergency (311) Operations Division (1 Objective)</b>	
1	Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms.
<b>Technology Operations Division (1 Objective)</b>	
1	Provide State-Of-The-Art Emergency and Non-Emergency Communications Technology.
<b>Transcription Division (1 Objective)</b>	
1	Provide consistent support to Federal and District partners to ensure quality information is transferred in a timely manner.

## 2016 Key Performance Indicators

Measure	Division	Frequency of Reporting	FY 2013	FY 2014	FY 2015	FY 2015 Target	FY 2016 Target
<b>1 - Provide efficient, professional and cost effective responses to 911 communications. (1 Measure)</b>							
Percent of calls answered within 5 seconds		Quarterly	92	92	91	97	97

<b>1 - Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms. (2 Measures)</b>							
Percent of 311 calls answered by a live agent within 90 seconds		Quarterly	82	61	69	77	80
Percent of 311 calls handled by a live agent in 4 minutes or less		Quarterly	0	89	86	95	97
<b>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. (1 Measure)</b>							
Percent of expendable budget spent with Certified Business Enterprises		Annually	100	100	100	50	100
<b>1 - Provide State-Of-The-Art Emergency and Non-Emergency Communications Technology. (2 Measures)</b>							
Percent of time the OUC responds to Mobile Data Terminal repairs within 24 hours		Annually	99	99	99	99	99
Percent of time the OUC responds to radio equipment repair requests within 24 hours		Annually	99	99	99	99	99
<b>2 - Solidify the agency's brand image and name recognition in conjunction with its service portfolio. (1 Measure)</b>							
Total number of community engagement and 911 education activities		Annually	0	82	69	60	70

## 2016 Workload Measures

Measure	Frequency of Reporting	FY 2013	FY 2014	FY 2015
<b>Workload Measure (3 Measures)</b>				
Total Number of inbound 911 calls	Quarterly	1,368,582	1,276,943	1,438,990
Total Number of Inbound 311 Calls	Quarterly	1,272,290	1,201,351	1,775,228
Total Number of Service Requests Entered Into the Customer Relationship Management System by 311 Call Takers	Quarterly	315,217	343,049	335,478

## 2016 Initiatives

Objective Number	Objective Title	Initiative Number	Initiative Title	Initiative Description
<b>Agency Management - 1 (4 Initiatives)</b>				
1		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.

1		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.
1		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.
1		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.

TOT

#### **Agency Management - 2 (2 Initiatives)**

2		2.1	Continue 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" and providing information about how call taking protocols support the most efficient response to calls for service. The agency will also seek to continue its proactive engagement with the community through regular participation in neighborhood and community meetings and other activities.
2		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.

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#### **Agency Management - 3 (3 Initiatives)**

3		3.1	Devise and seek the publication of citywide radio system standards	<p>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.</p> <p>The purpose of this effort is to pursue rulemakings that implement OUC's statutory authority (DC Official Code § 1-327.54(3), (5)-(9) &amp; DC Official Code § 34-1802(a-1)), and the Mayoral authority that has been delegated to OUC in Mayor's Order 2009-85.</p>
3		3.2	Devise and seek the publication of call center standards	<p>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.</p> <p>The purpose of this effort is to pursue rulemakings that implement OUC's statutory authority (DC Official Code § 1-327.54(3), (5)-(9) &amp; DC Official Code § 34-1802(a-1)), and the Mayoral authority that has been delegated to OUC in Mayor's Order 2009-85.</p>

3		3.3	Devise and seek the publication of 911 assessment fund administration standards	<p>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.</p> <p>The purpose of this effort is to pursue rulemakings that implement OUC's statutory authority (DC Official Code § 1-327.54(3), (5)-(9) &amp; DC Official Code § 34-1802(a-1)), and the Mayoral authority that has been delegated to OUC in Mayor's Order 2009-85.</p>
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<b>Emergency (911) Operations Division - 1 (3 Initiatives)</b>				
1		1.1	Enhance Customer Service Experience	In the previous fiscal year, the Transcription Division surveyed its clients to gauge their level of satisfaction with service delivery, to include the current modes and methods of delivery, interactions with division staff and service request turn-around times. In FY17, the Division will seek to enhance its performance by implementing suggestions and recommendations gleaned from these client surveys.
1		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.
1		1.4	Market the availability of Smart911 in the District to support efforts to provide enhanced and more efficient dispatching.	<p>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.</p> <p>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.</p>

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<b>Non-Emergency (311) Operations Division - 1 (3 Initiatives)</b>				
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1		1.1	Introduce NG311 Enhancements	The 311 Division will begin to offer the following enhancements to help improve the overall user experience: Text to 311, improved web portal, upgraded mobile app and a live chat feature.
1		1.2	Strengthen relationships with service agency partners and define role in service request process	<p>In FY16, the Division will seek to enhance communication, collaboration and cross-training opportunities with service agency partners (DPW, DOT, DMV, DDOE and others) to close gaps in performance and ensure that the customers' perception of the District's service continuum is accurate. In particular, the 311 Division will work with the agencies to clarify their respective roles in the customer service request process for all stakeholders, including the general public.</p> <p>The agency will also update service request messaging to more accurately reflect request statuses and to outline next steps for more adequate management of customer expectations.</p>
1		1.2	Enhance customer interaction methods with Text-to-311 solution.	<p>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.</p> <p>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.</p>

TOT

#### Technology Operations Division - 1 (4 Initiatives)

1			Devise and Initiate Radio Tower (1700 RI Ave) Relocation Plan	The current radio tower site at 1700 Rhode Island Ave NE is being re-purposed. In FY16, the IT Division began initial analysis and identification of relocation sites to support this move. In FY17, the Division will undertake other high level tasks and project planning activities including seeking zoning and neighborhood approval, FCC notification, FAA notification and approval, and design, delivery and installation of all related equipment at the new site.
1		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.



1		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.
1		1.4	Activate onsite simulation lab	The OUC recently installed a state of the art testing and simulation lab. In FY17 the agency intends to fully activate the lab and 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. Activation of the lab will afford the agency the more dynamic ability to safely test program modifications without impacting live operations.
TOT				
<b>Transcription Division - 1 (3 Initiatives)</b>				
1		1.1	Analyze Call Flow Task Force Findings	In the previous fiscal year, the agency developed a Call Flow Task Force, comprised of key management and operations staff, to support its top to bottom assessment of the 911 call intake and management process. Much of the groups' focus was on the use of protocols and identifying and addressing any impediments to quick and accurate dispatching. In FY 17, the assessment results will be analyzed and efforts to implement any necessary call management adjustments will be made.
1		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.
1		1.3	Explore feasibility of integrating redaction software with digital voice logger recording software.	In FY16, the division will conclude its survey of stakeholders, which was undertaken to determine how its customer base could be better served. Based on results of the survey, the division will move forward in its exploration of methods to enhance interactions with stakeholders, as well as the current medium of offerings.
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<b>TOT</b>				

## Office of Unified Communications FY2017

**Agency** Office of Unified Communications

Agency Code UC0

Fiscal Year 2017

**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.

▼ 2017 Strategic Objectives

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

## 2017 Key Performance Indicators

[illegible]

Budget- Federal Funds returned	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Customer Service-Meeting Service Level Agreements	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Vacancy Rate	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Employee District residency	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Employee Onboard Time	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Performance Management-Employee Performance Plan Completion	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Total number of community engagement and 911 education activities	<input type="checkbox"/>	Annually		82	60	69	70	73	80
Percent of Time OUC's grade.dc.gov Customer Service Satisfaction Rating is "B" or Better	<input type="checkbox"/>	Quarterly		Not available	80%	100%	100%	100%	100%
Percent of records requests fulfilled within mandated time frames	✓	Annually		Not available	Not available	Not available	Not available	New Measure	80%

## 2017 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Provide efficient, professional and cost effective responses to 911 communications (2 Activities)</b>			
911 CALL TAKING ACTIVITY	Answers all incoming 911 calls	The 911 Operations Division receives all 911 calls in the District. Highly trained call takers utilize specialized telephony systems to answer calls and follow specific protocols to probe callers and ensure the most appropriate responses to their needs. In particular, call takers often provide crisis intervention services provide pre-arrival instructions for emergency medical calls. Call takers also enter caller provided information to create incident records and electronically transfer each incident record onsite to highly trained dispatchers. 911 call takers handle over 1.4 million calls annually.	Daily Service
911 DISPATCHING ACTIVITY	Dispatches MPD and FEMS units/apparatus in response to 911 calls	Highly trained 911 dispatchers coordinate responses to incidents on behalf of MPD and FEMS. Using the Computer Aided Dispatch (CAD) system, dispatchers support and assist in the coordination of on-scene incident responses by first responder units and apparatus. Dispatchers are also responsible for monitoring units' availability in the field and communicating with on-scene first responders to keep them apprised of new information or changes and to coordinate support from additional units as necessary. The 911 Operations Division manages over 400,000 CAD events annually.	Daily Service
<b>2 - Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms. (3 Activities)</b>			
311 CALL TAKING ACTIVITY	Answers all incoming 311 calls	The 311 Operations Division is the access point for residents and visitors requiring DC government services and/or information. The Division supports the dissemination of general information about the government, including telephone numbers, agency program details, agency hours of operation and other information. The Division handles approximately 2.1 million calls annually.	Daily Service
311 CALL TAKING ACTIVITY	Supports city service request processing for servicing agencies (DPW, DOT, DOEE, etc.)	The Division supports the submission of scheduled service requests such as trash removal, pothole repair, bulk pick-ups and recycling collection, on behalf of partnering service agencies like DPW and DOT, through a number of platforms, including via telephone, web and mobile app. The agency also schedules driver's license testing for DMV and coordinates appointments for energy assistance applicants on behalf of the DOEE. In total, the Division currently takes over 120 service types for 12 different District agencies.	Daily Service
311 CALL TAKING ACTIVITY	Provides service request status updates and information for servicing agencies	The Division engages with the public to take reports of missed scheduled services and provide service request status information to callers. To be clear, the OUC is not responsible for the provision of city services. Instead, the city agencies that provide such services have service level agreements which outline the expected level of performance for each request type. Further, the 311 Division does not close service request tickets.	Daily Service
<b>3 - Provide state-of-the-art emergency and non-emergency communications (3 Activities)</b>			

INFORMATION TECHNOLOGY	Manages the District's public safety communications and city service request platforms and infrastructure	The Information Technology Division provides centralized, District-wide coordination and management of public safety and other city services communications technology, including voice radio, 911/311 telephony, computer aided dispatch systems (CAD), citizen interaction relationship management (CIRM) systems, mobile data computing systems (MDC) and other technologies, including wireless and data communication systems and resources.	Key Project
INFORMATION TECHNOLOGY	Develops public safety communications policies and maintains and purchases all related equipment and facilities	The Information Technology Division develops and enforces policy directives and standards regarding public safety and non-public safety communications; operates and maintains of public safety and non-public safety voice radio technology; manages building facilities that support public safety voice radio technology and call center technology; and reviews and approves all agency proposals, purchase orders, and contracts for the acquisition of public safety voice radio technology and call center technology systems, resources, and services.	Key Project
INFORMATION TECHNOLOGY	Provides 24 hour technical support and maintenance on all public safety communications devices and equipment	The Information Technology Division provides 24x7, highly specialized tech support and maintenance for public safety communications devices, including tablets and radios, deployed to MPD and FEMS users in the field.	Daily Service
<b>4 - Create and maintain a highly efficient, transparent and responsive District government.** (2 Activities)</b>			
TRANSCRIPTION & QUALITY DIVISION	Serves as custodian of all 911 and 311 communications records	The Transcription Division serves as the custodian of records and utilizes highly specialized archival systems to research files related to all 911 and 311 communications. The purpose of this research is to locate and create discrete audio files and other data to the general public to fulfill FOIA requests, to local public safety agencies for internal administrative reviews and to federal government agencies for use during criminal and civil court proceedings.	Daily Service
TRANSCRIPTION & QUALITY DIVISION	Authenticates 911 and 311 records in criminal and civil proceedings	Transcriptionists testify in court to authenticate 911 and 311 records and/or to explain event chronologies in both criminal & civil proceedings, under direct examination by judiciary entities.	Daily Service

## 2017 Workload Measures

Measure	New Measure/ Benchmark Year	Add Historical and Target Data (FY17)	Numerator Title	Units	Frequency of Reporting	FY 2014	FY 2015	FY 2016 Actual
<b>1 - Answers all incoming 911 calls (2 Measures)</b>								
Total Number of Inbound 911 Calls	<input type="checkbox"/>		Total number of 911 calls answered	Number of Inbound 911 Calls	Annually	1276943	1438990	1396955
Total number of events created in CAD	<input type="checkbox"/>		Total number of CAD events created by 911 Operations personnel	Total number of CAD events created	Annually	849507	916820	1002775
<b>2 - Answers all incoming 311 calls (2 Measures)</b>								
Total Number of Inbound 311 Calls	<input type="checkbox"/>		Total number of 311 calls answered	Total number of inbound 311 calls	Annually	1201351	1775228	1748447
Total number of service requests entered into the customer relationship management system by 311 agents	<input type="checkbox"/>		Total number of 311 service requests entered by live agents	Total number of service requests entered by live agents	Annually	343049	335478	395877
<b>4 - Serves as custodian of all 911 and 311 communications records (1 Measure)</b>								
Total number of agency held records released to stakeholders upon request	<input checked="" type="checkbox"/>		Total number of agency held records released to stakeholders upon request	Total number of records released	Annually	Not available	Not available	New Measure

## 2017 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>311 CALL TAKING ACTIVITY (3 Strategic initiative-operation links)</b>		
Introduce NG311 Enhancements	The 311 Division will begin to offer the following enhancements to help improve the overall user experience: Text to 311, improved web portal, upgraded mobile app and a live chat feature.	09-30-2017

Strengthen relationships with service agency partners and define role in service request process	<p>In FY16, the Division will seek to enhance communication, collaboration and cross-training opportunities with service agency partners (DPW, DOT, DMV, DDOE and others) to close gaps in performance and ensure that the customers' perception of the District's service continuum is accurate. In particular, the 311 Division will work with the agencies to clarify their respective roles in the customer service request process for all stakeholders, including the general public.</p> <p>The agency will also update service request messaging to more accurately reflect request statuses and to outline next steps for more adequate management of customer expectations.</p>	09-30-2017
Broaden 311 Call Management Portfolio	The 311 Division will seek to further expand its capacity to manage additional call volume from District agency programs. In particular, the agency will on-board and fully train staff from the District's LEAP program to help support the current volume as well as the influx from newly incorporated programs. Agencies that may migrate call volume to 311 in FY17 include DCRA and DGS.	09-30-2017
<b>911 CALL TAKING ACTIVITY (1 Strategic Initiative-Operation Link)</b>		
Analyze Call Flow Task Force Findings	In the previous fiscal year, the agency developed a Call Flow Task Force, comprised of key management and operations staff, to support its top to bottom assessment of the 911 call intake and management process. Much of the groups' focus was on the use of protocols and identifying and addressing any impediments to quick and accurate dispatching. In FY 17, the assessment results will be analyzed and efforts to implement any necessary call management adjustments will be made.	09-30-2017
<b>INFORMATION TECHNOLOGY (4 Strategic initiative-operation links)</b>		
Activate onsite simulation lab	The OUC recently installed a state of the art testing and simulation lab. In FY17 the agency intends to fully activate the lab and 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. Activation of the lab will afford the agency the more dynamic ability to safely test program modifications without impacting live operations.	09-30-2017
Devise and Initiate Radio Tower (1700 RI Ave) Relocation Plan	The current radio tower site at 1700 Rhode Island Ave NE is being re-purposed. In FY16, the IT Division began initial analysis and identification of relocation sites to support this move. In FY17, the Division will undertake other high level tasks and project planning activities including seeking zoning and neighborhood approval, FCC notification, FAA notification and approval, and design, delivery and installation of all related equipment at the new site.	09-30-2017
Upgrade IT Infrastructure in Preparation for NG911 Environment	<p>The agency is moving forward on efforts to ensure the continuation of reliable and robust 9-1-1 telecommunication services by replacing the aging computer components and expanding the capabilities of the existing 9-1-1 telecommunication equipment to support Next Generation 9-1-1 (NG9-1-1).</p> <p>A key feature of this this initiative is the integration of Text-to-911 functionality at the OUC.</p>	09-30-2017
Implement Use of Radio Mobile Application	The OUC operates a Radio Over IP solution that allows smartphone users to communicate over a prioritized public safety network within unique, specified talk groups. The agency plans to integrate an app, for which functionality can be enabled on smart devices to mimic existing Motorola Radio equipment including the push-to-talk function and access to GPS tracking data. The app also has the capacity to facilitate communication with P25 users through a radio gateway. The solution enables public safety communications beyond the city-wide system coverage footprint in a more, nimble, user-friendly and convenient manner. It is also advantageous to secondary agencies that need radio services and communications capabilities with the District's public safety agencies.	09-30-2017
<b>TRANSCRIPTION &amp; QUALITY DIVISION (1 Strategic Initiative-Operation Link)</b>		
Enhance Customer Service Experience	In the previous fiscal year, the Transcription Division surveyed its clients to gauge their level of satisfaction with service delivery, to include the current modes and methods of delivery, interactions with division staff and service request turn-around times. In FY17, the Division will seek to enhance its performance by implementing suggestions and recommendations gleaned from these client surveys.	09-30-2017

Agency Name

Office of Unified Communications

Annual Freedom of Information Act Report for Fiscal Year 2016  
October 1, 2015 through September 30, 2016

FOIA Officer Reporting Kelly Brown

PROCESSING OF FOIA REQUESTS

1. Number of FOIA requests received during reporting period ..... 144
2. Number of FOIA requests pending on October 1, 2015..... 90
3. Number of FOIA requests pending on September 30, 2016..... 122
4. The average number of days unfilled requests have been pending before each public body as of September 30, 2016 .....

DISPOSITION OF FOIA REQUESTS

5. Number of requests granted, in whole..... 40
6. Number of requests granted, in part, denied, in part..... 29
7. Number of requests denied, in whole..... 11
8. Number of requests withdrawn..... 2
9. Number of requests referred or forwarded to other public bodies..... 2
10. Other disposition ..... 13

NUMBER OF REQUESTS THAT RELIED UPON EACH FOIA EXEMPTION

11. Exemption 1 - D.C. Official Code § 2-534(a)(1)..... 0
12. Exemption 2 - D.C. Official Code § 2-534(a)(2)..... 32
13. Exemption 3 - D.C. Official Code § 2-534(a)(3)
  - Subcategory (A)..... 5
  - Subcategory (B)..... 0
  - Subcategory (C) ..... 4
  - Subcategory (D) ..... 0
  - Subcategory (E) ..... 0
  - Subcategory (F) ..... 0
14. Exemption 4 - D.C. Official Code § 2-534(a)(4) ..... 0
15. Exemption 5 - D.C. Official Code § 2-534(a)(5)..... 0



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

#### TIME-FRAMES FOR PROCESSING FOIA REQUESTS

23. Number of FOIA requests processed within 15 days.....22  
 24. Number of FOIA requests processed between 16 and 25 days.....14  
 25. Number of FOIA requests processed in 26 days or more.....74  
 26. Median number of days to process FOIA Requests.....89

#### RESOURCES ALLOCATED TO PROCESSING FOIA REQUESTS

27. Number of staff hours devoted to processing FOIA requests.....285  
 28. Total dollar amount expended by public body for processing FOIA requests.....\$12,953.25

#### FEES FOR PROCESSING FOIA REQUESTS

29. Total amount of fees collected by public body..... $\emptyset$

#### 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 ..... $\emptyset$

#### 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]."

**WORKING CONDITIONS  
AGREEMENT**

**BETWEEN**

**DISTRICT OF COLUMBIA GOVERNMENT**

**OFFICE OF UNIFIED COMMUNICATIONS**

**AND**

**NATIONAL ASSOCIATION OF  
GOVERNMENT EMPLOYEES**

**SERVICE EMPLOYEES INTERNATIONAL UNION**

**LOCAL R3-07**

**Effective October 1, 2015 - September 30, 2017**



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## **PREAMBLE**

### **SECTION A:**

This Agreement is entered into between the District of Columbia Office of Unified Communications (hereinafter referred to as "the Agency" or "OUC") and the National Association of Government Employees/Service Employees International Union, Local R3-07 (hereinafter referred to as "the Union" or "NAGE"), and collectively known as "the Parties".

### **SECTION B:**

The Parties to this Agreement hereby recognize that the collective bargaining relationship reflected in this Agreement is of mutual benefit and the result of good faith collective bargaining between the parties. Further, both parties agree to establish and promote a sound and effective labor-management relationship in order to achieve mutual understanding of practices, procedures and matters affecting conditions of employment and to continue working toward this goal.

### **SECTION C:**

The Parties hereto affirm without reservation the provisions of this Agreement, and agree to honor and support the commitment contained herein. The Parties agree to resolve whatever differences may arise between them through avenues for resolving dispute agreed to through negotiations of this Agreement.

### **SECTION D:**

The purpose of this Agreement is:

1. To promote fair and reasonable working conditions;
2. To promote harmonious relations between the parties;
3. To establish an equitable and orderly procedure for the resolution of differences;
4. To protect the rights and interests of the employee, the Union and the Agency;
5. To improve the morale of employees in service to the District of Columbia; and
6. To promote the efficient and professional operations of the Agency.

## SECTION E:

It is the intent and purpose of the Parties hereto to promote and improve the efficiency and quality and service provided by the Agency. Therefore, in consideration of mutual covenants and promises contained herein, OUC and the Union do hereby agree as follows:

### **ARTICLE 1            RECOGNITION**

#### Section A:

1. National Association of Government Employees/Service Employees International Union, Local R3-07, is hereby recognized as the sole and exclusive representative for all employees in the bargaining unit as described in Section B of this Article.
2. The Union, as the exclusive representative of all employees in the unit, has the right, as provided in the D.C. Official Code §§1-617.01 – 1-617.17 (2001 Ed.) to negotiate agreements covering all employees in the Unit and is responsible for representing the interests of all such employees without discrimination and without regard to membership in the labor organization.

#### Section B:

The bargaining unit represented by the Union is as follows:

All employees of the Government of the District of Columbia Office of Unified Communications, excluding all management officials, supervisors, confidential employees, and employees engaged in personnel work in other than a purely clerical capacity, and employees engaged in administering the provisions of Title XVII of the District of Columbia Comprehensive Merit Personnel Act of 1978, D.C. Law 2-1139.

PERB Case No. 12-RC-02, Certification No. 153 (April 26, 2013).

#### Section C:

Nothing in this Article shall be construed as a waiver of any Agency or Union right.

## **ARTICLE 2**

## **MANAGEMENT RIGHTS AND RESPONSIBILITIES**

### Section A:

The sole rights of management are prescribed in the Comprehensive Merit Personnel Act (CMPA) under D.C. Official Code §1-617.08 (2001 Ed.) and shall be recognized in accordance with the CMPA.

### Section B:

All matters shall be deemed negotiable except those that are proscribed by D.C. Official Code §1-617.08 and decisions issued by the Public Employee Relations Board as a result of negotiability petition appeals.

### Section C:

This Article shall not preclude the Union's right to bargain, upon request, over the impact and effect of decisions made pursuant to D.C. Official Code §1-617.08.

## **ARTICLE 3**

## **EMPLOYEE RIGHTS**

### Section A:

All persons shall be treated fairly, equitably, and respectfully in accordance with laws, rules and regulations. All employees shall conduct themselves in a professional and businesslike manner, characterized by mutual courtesy, in their day-to-day working relationships.

### Section B:

Instructions and guidance shall be given in a reasonable and constructive manner and in an atmosphere that will avoid unnecessary embarrassment before other employees or the public. When possible, any discussions with employees concerning counseling or evaluations will be conducted so as to insure the privacy of employees.

### Section C:

The Agency and the Union agree that employees have the right to join, organize or affiliate with, or to refrain from joining, organizing, or affiliating with the Union. This right extends to participating in the management of the Union, or acting as a representative of the Union, including representation of its views to the Office of the Mayor, and City Council.

Section D:

Employees shall be free from interference, restraint, coercion and discrimination in the exercise of their right to organize and designate representatives of their own choosing for the purpose of collective bargaining and labor-management cooperation.

**ARTICLE 4                    NON-DISCRIMINATION**

Section A:

In accordance with the D.C. Human Rights Act of 1977, as amended, D. C. Official Code §2-1401.01 et seq., (Act) the Agency and the Union agree not to discriminate for or against employees covered by this Agreement on the basis of actual or perceived: race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, family responsibilities, matriculation, political affiliation, disability, genetic information, disability, status as a victim of an intra-family offense, or place of residence or business. Sexual harassment is a form of sex discrimination which is prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited. Discrimination in violation of the Act may not be tolerated. Violators will be subjected to disciplinary action.

Section B:

1. In accordance with District law and regulations, the Agency agrees to implement its personnel management policies, procedures or practices in accordance with EEO procedures and statutes. Employees have a right to the representation of their choosing throughout the EEO Complaint process.
2. Should the employee choose to be represented by the Union, the Union representative shall be permitted to participate in meetings with the employee and Agency to resolve the matter.
3. Pursuant to §4-104.03 of the District Municipal Regulations, the Agency agrees to make reasonable accommodations for the religious needs of employees, including the needs of those who observe the Sabbath on a day other than Sunday, when that accommodation can be made without undue disruption to the business of the Agency.

Section C:

The Agency agrees to provide the Union with a copy of the Affirmative Action Plan, upon request, and to make the plan available to employees on-line. The Parties agree that EEO complaints shall be processed in accordance with District law, rules and regulations and posted as required by law.

#### Section D:

The Union recognizes its responsibility as bargaining agent and agrees to represent all employees in the unit without discrimination.

#### Section E:

The names and telephone numbers of the Agency EEO Counselors shall be posted in the Agency. The Union shall be promptly notified in writing of the names and telephone numbers of the Agency's EEO counselors. The names of other District EEO counselors may be accessed by employees on the Office of Human Rights website at [www.dc.ohr.gov](http://www.dc.ohr.gov).

#### Section F:

The Agency shall ensure that all Agency EEO counselors receive the necessary education and training from the Office of Human Rights to ensure they can effectively perform the duties and responsibilities of the EEO counselor.

#### Section G:

The Agency and the Union recognize that sexual harassment is a form of misconduct that undermines the integrity of the employment relationship and adversely affects employee opportunities. All employees must be allowed to work in an environment free from unsolicited and unwelcome sexual overtures. Sexual harassment is defined in Equal Employment Opportunity rules governing complaints of discrimination in the District of Columbia Government (31 DCR 56):

"Sexual harassment" means unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- (1) Submission to such conduct is made either explicitly or implicitly a term or condition of employment;
- (2) Submission to or rejection of such conduct by an employee is used as the basis for employment decisions affecting such employee; or
- (3) Such conduct has the purpose of or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may include, but is not limited to:

- (a) verbal harassment or abuse,
- (b) subtle pressure for sexual activity,
- (c) patting or pinching,
- (d) brushing against another employee's body, and
- (e) demands for sexual favors.

#### Section H:

Alleged violation of the rights and obligations in this Article are not subject to the grievance and arbitration procedures in this collective bargaining agreement and said claims must be filed by the employee or his/her representative with the appropriate administrative agency or court as provided by the relevant statute. This does not preclude the non-EEO aspects of mixed grievances (where clear distinction can be made and where such complaints are within the scope of the grievance procedure as defined within this Agreement) from going through the negotiated procedure.

#### Section I:

Through the procedures established for labor-management cooperation, each party shall advise the other of equal employment opportunity programs of which they are aware. The Agency shall ensure that problems brought to its attention under this Article are addressed in accordance with District laws, rules and regulations.

### **ARTICLE 5                      EMPLOYEE LISTS AND INFORMATION**

#### Section A:

Quarterly, upon request from the Union, the Agency shall, within fourteen (14) calendar days, provide the Union with a list of specific or all employees in the bargaining unit, including all of the following information:

- 1. Name;
- 2. Job Title, series and grade;
- 3. Service Computation Date;
- 4. "Not to Exceed" dates for term employees; and



5. Appointment status.

Section B:

Quarterly, upon request from the Union, the Agency shall provide the Union with Vacancy Announcements and a list of bargaining unit:

1. New hires;
2. Separations
3. Transfers;
4. Reassignments; and
5. Details in excess of forty-five (45) days.

**ARTICLE 6                      POSITION MANAGEMENT AND CLASSIFICATION**

Section A:

The OUC shall endeavor to maintain current and accurate position descriptions. Each position covered in the bargaining unit that is in existence or is established or changed must be accurately described in writing, and classified to the proper occupational title, series, schedule and grade.

Section B:

Changes to a position shall be incorporated in the position description to assure that the position is correctly classified/graded to the proper title, series, schedule and grade in accordance with all applicable laws, rules, and regulations.

Section C:

Upon request, employees shall be furnished a current, accurate, approved copy of the description of the position to which assigned at the time of the assignment, or upon request. Employees detailed or reassigned to established positions shall be given position descriptions at the time of assignment. Employees detailed to an unestablished position shall be furnished with statements of duties at the time of assignment to the detail.

#### Section D:

Upon request from the Union, the Agency shall make available a current, accurate, approved copy of the description of the position to which bargaining unit employees are assigned. The Union shall be given five business days to review substantial changes in job descriptions prior to implementation.

#### Section E:

In accordance with D.C. Code §1-611.01, the Agency agrees to follow the principles of equal pay for equal work. Violations of classification shall be appealed through the procedures outlined in the District Personnel Manual, Chapter 11A and are not subject to the grievance and arbitration provisions of this Agreement. Violations of equal pay for equal work may be grieved pursuant to the grievance and arbitration provision of this Agreement.

### **ARTICLE 7                      CAREER DEVELOPMENT AND UPWARD MOBILITY**

#### Section A:

Consistent with the D.C. Municipal Regulations regarding employee development, it is the Agency's intention to provide career development opportunities for bargaining unit employees for the purpose of developing their skills so that they may perform at their highest possible levels in their positions and advance in accordance with individual potential and abilities.

#### Section B:

1. The Parties agree that career development of employees is a matter of primary importance. As a part of the performance planning process, the Agency will discuss ways to assist employees in implementing individual career development plans by providing easy access to information on training opportunities, publicizing current career development training programs, advising employees of requirements needed to enter career development training programs, scheduling career development training and making resources available to cover approved expenses for career development training subject to budgetary considerations.
2. Several times a year, the Agency shall inform all bargaining unit employees of training programs and career development opportunities offered that relate to the OUC mission and/or the employees' career development. The Agency shall only be required to distribute training opportunities that it has knowledge of.
3. Employees shall be given reasonable opportunities to discuss opportunities with their supervisors and/or other Agency or personnel officials.

4. When an institution of higher learning provides for accreditation of on-the-job experience, upon the employee's request, the Agency shall submit verification of such experience.
5. Each employee shall be allotted time, as outlined by the training program, to attend training for related career development during his/her tour of duty, as long as their attendance does not disrupt the normal operations of the Agency.

Section C:

1. Requests for career development training and educational opportunities shall support or relate to the overall mission of the agency or its operations. Such request for career development training and educational opportunities shall be approved or denied within seven (7) business days of receipt by the Agency.
2. A record of satisfactorily completed training courses may be filed by each employee in their Official Personnel File.

Section D:

1. The Parties recognize the importance of career development training opportunities and upward mobility. The Labor-Management Committee established in this Agreement shall, on a periodic basis, perform the following functions:
  - a. Review existing policies and practices, with respect to career development training opportunities and recommend changes in existing programs;
  - b. Recommend the adoption of new programs, policies and practices; and
  - c. Review and offer comments on programs proposed by the Agency.
2. The Labor-Management Committee may, if it deems necessary, establish a subcommittee to address these issues. The Committee will develop an upward mobility plan that will be submitted to the Director.
3. The upward mobility plan and any recommendations submitted shall be given careful consideration by the Director. The Committee shall be informed within a reasonable period of time of the status of its recommendations.

## **ARTICLE 8                    CAREER LADDER**

### **Section A:**

Career ladder is defined as a series of positions in the same line of work whose duties increase in difficulty from the entrance level to the level established as full performance. Employees may be promoted in it without further competition until reaching the full-performance level. Although initial competition covers the entire career ladder, such promotions are not guaranteed. The following requirements must be met each time such promotion is made:

1.        Time in grade;
2.        Demonstration to the satisfaction of the supervisor the ability to perform at the next higher level;
3.        Meeting appropriate minimum qualifications, including selection criteria; and
4.        There shall be a demonstrated need for the higher-level work to be performed.

### **Section B:**

An employee may receive successive career ladder promotions until he/she reaches full performance level in a career ladder series, after meeting the qualifications required for each level.

## **ARTICLE 9                    SAFETY AND HEALTH**

### **Section A:**

The Agency shall provide the employees with reasonably safe and healthy working conditions in accordance with the D.C. Official Code, §§1-620.01 – 1-620.08 (2001 Ed.). It shall ensure the implementation and enforcement of all applicable District and Federal laws, rules and regulations regarding health and safety. The Union will cooperate in these efforts by encouraging its members to work in a safe manner and to obey established safety practices and regulations.

1. Protective devices and protective equipment shall be provided by the Agency and shall be used by all employees when required, unless otherwise deemed unsafe by the Agency.
2. Employees shall not be required to work alone in areas where their health and safety would be endangered by working alone.
3. Employees shall not be required to operate equipment that the Agency deems unsafe to use when, by doing so, they may injure themselves or others.

#### Section B:

The Agency shall ensure that training is available, in cardiopulmonary resuscitation (CPR) and First Aid. The Agency shall provide First Aid Kits for each level of the Agency's facility. The Agency shall promptly contact outside emergency medical or other appropriate employees services when an emergency occurs which warrants this type of assistance.

#### Section C:

The Agency shall make every reasonable effort to provide and maintain clean, sanitary and stocked restroom facilities for bargaining unit employees.

#### Section D:

The Agency agrees to maintain the work place and its equipment in good condition. The Union and the Agency shall make every effort to prevent accidents of any kind. If accidents occur, the prime consideration will be the welfare of the injured employee. As promptly as the situation allows, accidents are to be reported to the supervisor by the injured employee and/or his/her co-workers. The supervisor must report injuries to the Agency's Risk Management Officer. Deficiencies in this area shall be addressed consistent with the applicable rules and regulations.

#### Section E:

When an employee identifies what he/she believes to be an unsafe or unhealthy working condition, the employee shall notify his/her supervisor, who shall investigate the matter and take prompt and appropriate action. If an unsafe or unhealthy condition is determined to exist by the supervisor, the affected employee(s) may not, on a case by case basis, be required to perform duties in the affected area. During this period, the supervisor may require the employee(s) to perform their duties in another work area or to perform other duties outside the affected area.

#### Section F:

When the Agency is aware of a workplace inspection or investigation which is conducted by an Agency safety representative or by an outside Agency, such as Office of Risk Management, OSHA or NIOSH, in response to a complaint by the Union or bargaining unit employee, the Union shall be given the opportunity to participate, to the extent permitted by the investigating Agency, and to provide information as to issues of concern to bargaining unit employees. During the course of any such inspection or investigation, any employee may bring to the attention of the inspector any unsafe or unhealthy working condition. In response to a complaint by the Union or bargaining unit employee, the Agency will provide the Union with inspection findings and any associated abatements.

#### Section G:

Employees shall be protected against penalty or reprisal for reporting any unsafe or unhealthy working condition or practice, assisting in the investigation of such conditions, or for participating in any occupational safety and health programs and activities.

#### Section H:

The Agency agrees to prepare and post evacuation instructions in case of emergency at all Agency locations where bargaining unit employees are assigned. The Agency will take appropriate action to ensure that employees are familiar with the proper means of exiting the building during emergency situations that require the evacuation of the premises. Periodic emergency evacuation exercises will be scheduled to ensure that employees are familiar with evacuation procedures in collaboration with the Department of General Services.

#### Section I:

A continuous review of security/safety measures shall be the joint responsibility of the Agency and the Union.

#### Section J:

The Agency agrees to provide an employee lunchroom which may be used by employees during their lunch period. The Union recognizes that the lunchroom is a shared space and that, at times, it may be unavailable for use as a lunch area. If this situation occurs, Management shall identify where employees may eat lunch.

#### Section K:

The Agency and the Union mutually recognize the need for protection of employees from assault and intimidation at the work place and will work cooperatively towards that end. The Parties agree that mutual respect between supervisors, employees, and co-workers is integral to the efficient performance of the Agency. Behaviors that contribute to a hostile, humiliating or intimidating work environment, including abusive language or behavior, are unacceptable and will not be tolerated. The Parties agree to work cooperatively to prevent and end this kind of treatment.

#### Section L:

The Agency agrees to provide a quiet room where employees may rest and regroup.

#### Section M:

The Parties agree that the wellness of employees can reduce healthcare costs and improve attendance and work productivity. Reasonable efforts will be made by the Agency and the Union to promote wellness habits such as increased physical activity and healthy diets and ongoing mental health activities. The Parties agree to discuss the Agency's wellness program in the Labor-Management Committee.

#### Section N:

The Agency and the Union agree that stress defusing is an appropriate matter for discussion during the Parties' Labor-Management Cooperation Committee. The Parties agree to work to develop the stress defusing guidelines during the Labor-Management Cooperation Committee.

#### Section O:

The Employee Assistance Program (EAP) is designed to provide confidential and professional assessment, counseling, and referral services for employees who are experiencing personal problems that impair or have the potential to impair their work performance. The Parties acknowledge that early identification, documentation and referral of an employee for help can result in improved job performance and employee morale. The EAP offers services for family and marital problems, financial difficulties, emotional or mental illness, and substance abuse problems. Participation in EAP is not mandatory and will be administered consistent with the District Personnel Manual. Involvement in the EAP program shall be on the basis of self-referral or agency referral.

#### Section P - Self Referrals:

If an employee is on duty and recognizes that he/she needs assistance and wishes to consult with an EAP counselor, the employee will request approval from his/her duty supervisor to meet with an EAP counselor during their tour of duty. Such request will not require in-depth explanation of the problems involved. Consistent with the DPM, employees shall be granted up to two hours of administrative leave for an initial EAP appointment. Employees may use any accrued annual leave, sick leave, earned compensatory time off, leave without pay or may request advance sick leave to participate in an approved EAP program.

#### Section Q – Agency Referrals:

1. This type of referral shall be initiated by a manager when management recognizes that there are serious performance and/or attendance problems. The manager shall refer the employee to the EAP. The employee's record of compliance and participation in the EAP shall be released to the Agency only with the employee's consent.

2. The Agency may consider, in appropriate cases, whether a referral to EAP is warranted to assist the employee in improving his/her work performance and/or attendance.
3. Participation in the EAP is not a prerequisite to the Agency addressing performance and/or attendance problems nor does it restrict the Agency from taking appropriate disciplinary actions in accordance with the disciplinary article of this Agreement, or any other appropriate administrative action.

## **ARTICLE 10            TRAINING, LICENSING AND CERTIFICATIONS**

### **Section A – Required Training:**

Training that is required and/or a condition of employment shall be at the expense of the Agency. If possible, the training shall be conducted during the employee's regular tour of duty. If such training cannot be conducted during the employee's regular tour of duty, then the employee shall be compensated in accordance with the Compensation Units 1 & 2 Agreement.

### **Section B:**

When it is determined by the Agency that employees holding certain positions are required to be certified or licensed as a condition of employment, obtaining such certification or licensing shall be at the expense of the Agency, subject to Section C below.

### **Section C - Retesting:**

In the event an employee fails the initial test (1<sup>st</sup> test) associated with training for the license or certification, the Agency agrees to provide refresher training or retraining and allow the employee to retest. Should the employee fail the retest (2<sup>nd</sup> test), any additional costs associated with taking a third test shall be at the expense of the employee.

### **Section D:**

If any employee fails to pass the certification or licensing examination after the 3<sup>rd</sup> test, then the employee may be subject to disciplinary action.

## **ARTICLE 11            PERSONNEL FILES**

### **Section A:**

The official personnel files of all employees in the bargaining unit covered by this Agreement shall be maintained by the D.C. Department of Human Resources (DCHR).



#### Section B:

Employees shall have the right to examine the contents of their Official Personnel Folder, upon request in accordance with regulations and procedures issued by DCHR, and shall have the right to obtain copies of any official documents therein, subject to the D.C. Official Code §1-631.05.

#### Section C:

1. In accordance with D.C. Code §1-631.05, each employee shall have the right to present information immediately germane to any information contained in his or her official personnel record and seek to have irrelevant, immaterial or untimely information removed from the record.
2. In seeking to have irrelevant, immaterial or untimely information removed from the record, the employees may present evidence, which will be attached to the material to which it relates, if consistent with DPM regulations
3. If DCHR determines that the material contained in the OPF is irrelevant, immaterial or untimely, the material shall be removed from the employee's OPF.

#### Section D:

Information other than a record of official personnel action is untimely if it concerns an event more than three (3) years in the past upon which an adverse action to an employee may be based. Immaterial, irrelevant, or untimely information shall be removed from the official record upon a finding by the agency head that the information is of such a nature. Prior to the removal of any information in the file, the Employer shall notify the employee and give him/her an opportunity to be heard.

#### Section E:

Upon presentation of written authorization by an employee, the Union representative may examine the employee's personnel file and make copies of materials placed in his/her folder, consistent with the DCHR rules and regulations.

#### Section F:

Records of corrective actions or adverse actions shall be removed from an employee's official file in accordance with the District Personnel Manual (DPM).

Section G:

The rights of employees pertaining to their Official Personnel Files shall be extended to apply to any employee's personnel file maintained by the Agency.

Section H:

The access card signed by all those who have requested and been given access to the employee's file, as required by personnel regulations and procedures, shall be made available for review by the employee.

Section I:

In accordance with current personnel practices, employees shall receive a copy of all material placed in his/her personnel folder that may reasonably be expected to result in disciplinary action or may adversely affect the employee. Employees shall be asked to acknowledge receipt of the document by signing their name. The employee's signature does not imply agreement with the material, but simply indicates he or she received a copy.

Section J:

DCHR shall keep all arrest records, fingerprint records and other confidential criminal reports in a confidential file apart from the official personnel folder. No person shall have access to the confidential file without authorization from the Director of Human Resources (DCHR) or his/her designee.

Section K:

When an employee demonstrates that he/she was not asked to acknowledge receipt of materials placed in his/her personnel folder as provided in Section I of this Article, or there is no employee signature or witness acknowledgement of employee's refusal to sign, the employee will be given the opportunity to respond to the document and the response will be included in the folder.

**ARTICLE 12            NEW TECHNOLOGY**

Section A:

Both parties recognize the exclusive rights of Management to acquire and implement new technology. The Parties also recognize Management's obligation to provide the Union with advance notice and an opportunity for impact and effects bargaining upon request.

#### Section B:

Prior to implementation of any new technology that has an impact on the terms and working conditions of bargaining unit employees, the Union shall be provided with the opportunity to engage in impact and effects bargaining, upon request. Impact and effects bargaining will not delay the implementation of the new technology. The Agency agrees to provide notice to the Union of new technology, which would include a description of the new technology and the approximate timing for implementation.

#### Section C:

The Agency shall provide training to all bargaining unit employees impacted by the new technology. The Agency will attempt to provide training during the employees' regular tours of duty. If such training cannot be conducted during the employees' regular tour of duty, the employees shall be compensated in accordance with the Compensation Units 1 & 2 Agreement.

#### Section D:

The Parties agree that new technology does not include upgrades to any existing systems at the Agency, which do not change the working conditions of bargaining unit employees.

#### Section E:

When possible, the Agency shall provide the Union with 14 calendar days' notice prior to implementation of technology that is not at the Agency's sole discretion, but that impacts the working conditions of employees.

### **ARTICLE 13            PROBATIONARY EMPLOYEES**

Employees serving a probationary period shall be entitled by virtue of this Agreement to those rights and/or privileges in this Agreement, except those that exceed or are in conflict with the provisions of the Comprehensive Merit Personnel Act or District Personnel Manual section governing probationary periods.

### **ARTICLE 14            DISTRIBUTION OF AGREEMENT AND ORIENTATION OF EMPLOYEES**

#### Section A:

When the Agency conducts orientation sessions for new or rehired employees, sixty (60) minutes shall be allocated to the Union to make a presentation and distribute the Union's membership packet. The Agency and the Union shall make available electronic copies of this Agreement to management officials and bargaining employees respectively. The Agency will

provide the Union with seven (7) calendar days advance notice, prior to a scheduled orientation of an employee's appointment or reappointment.

Section B:

If the Agency fails to conduct an orientation, within thirty (30) calendar days of the employee's appointment or reappointment, the Agency shall allow the Union to conduct an orientation as outlined in Section A of this Article.

**ARTICLE 15                      REORGANIZATION/REALIGNMENT**

Section A:

1. Prior to the Agency's implementation of a realignment, the Agency will notify the Union, in writing, fifteen (15) calendar days in advance of such implementation.
2. The Agency shall inform the Union upon implementation of any realignment and provide details as to any changes in the internal structure or functions of the Agency as a result of the realignment.

Section B:

1. Prior to the Agency's implementation of a reorganization, the Agency shall notify the Union, in writing, thirty (30) calendar days in advance of such implementation.
2. Upon request, the Agency shall engage in impact and effect bargaining with the Union over the Agency's implementation of a reorganization.

Section C:

1. **Realignment** – An action which affects the internal structure or functions of an agency, but which does not constitute a reorganization.
2. **Reorganization** – The action taken for the purposes of carrying out the objectives of Section 2 of the Governmental Reorganization Procedures Act of 1981, effective 10-17-1981 (D.C. Law 4-42; D.C. Official Code §1-315.01 (2006 Repl.)), which results in the transfer, consolidation, abolishment, addition, or authorization with respect to functions and hierarchy, between or among agencies, and which affects the structure or structures thereof, and which is subject to adoption by legislative action, including consideration by the Council of the District of Columbia, in accordance with the Act; including but not limited to the: (1) transfer of the whole or part of an agency, or the whole or part of the functions thereof, to the jurisdiction and control of another agency; (2)

consolidation of the whole or part of an agency, or the whole or part of the functions thereof, with the whole or part of another agency or the functions thereof; (3) the abolishment of the whole or part of an agency wherein such agency or part thereof does not have or will not have any functions; or (4) authorization of an officer or agency head to delegate functions vested in specific officers or agency heads not presently authorized to be delegated, except as provided in D.C. Official Code §1-204.22(6) (2006 Repl. and 2011 Supp.)).

## **ARTICLE 16                    GOVERNING LAWS AND REGULATIONS**

### Section A:

In the event any D. C. Government-wide or Agency rules, regulations, or policies are in conflict with the provisions of this Agreement, this Agreement shall prevail.

### Section B:

If, during the life of this Agreement, a law or interpretation of the law by an adjudication or administrative body invalidates or requires an amendment to any part this agreement, the parties shall meet promptly upon request of either party to negotiate the change.

## **ARTICLE 17                    UNION SECURITY AND UNION DUES DEDUCTION**

### Section A:

The terms and conditions of employment contained in this Agreement shall apply to all bargaining unit employees without regard to Union membership. Employees covered by this Agreement have the right to join or to refrain from joining the Union.

### Section B:

1. Pursuant to D.C. Official Code §1-617.07 (2001 Ed.), the Employer shall deduct dues from the bi-weekly salaries of those employees who authorize the deduction of said dues. The dues check-off authorization may be cancelled by the employee at any time upon written notification to the Union and Employer. When Union dues are cancelled, the Employer shall withhold a service fee without written authorization.
2. The employee's authorization (D.C. Form 277) shall be forwarded to the Office of Labor Relations and Collective Bargaining (OLRCB).

#### Section C:

Each employee's Union dues and service fees shall be transmitted to the Union, minus \$0.10 to the OLRCB for the administrative costs associated with the collection of said dues and service fees.

#### Section D:

Payment of dues or service fees shall not be a condition of employment.

#### Section E:

1. The service fees for bargaining unit employees who are not members of the Union shall be equal to the proportionate share of the Union's costs of negotiating and administering the collective bargaining agreement and adjusting the grievances and disputes of bargaining unit employees.
2. The Union shall be solely responsible for providing notice of the service fee to bargaining unit employees who are not members.
3. The Union shall notify the Employer of the pro-rata amount to be paid for service fees should it result in a change in service fees payable by any unit member. The Union shall adhere to all applicable laws in this regard.

#### Section F:

The Union shall indemnify, defend and otherwise hold the Employer harmless against any and all claims, demands and other forms of liability, which may arise from the operation of this Article. In any case in which a judgment is entered against the Employer as a result of the deduction of dues or other fees, the amount held to be improperly deducted from an employee's pay and actually transferred to the Union by the Employer, shall be returned to the Employer or conveyed by the Union to the employee(s), as appropriate.

### **ARTICLE 18 LEAVE ADMINISTRATION**

#### Section A – General:

1. In an effort to provide the Union with an opportunity to educate employees with attendance issues prior to the issuance of a leave restriction letter, the Employer shall provide the Union President or his/her designee with a list of employees suspected of abusing leave, and/or employees who are continually late for duty. The Union president shall provide the Employer with a current list of authorized Union stewards who can participate in this activity. Upon receipt of the list, the

Union official and/or steward shall meet with those employees in an effort to educate them regarding the agency's attendance policies.

2. The Union agrees to meet with the employee within five (5) business days of receipt of written notice from the Employer. Should the Union agree with the Employer that leave abuse has been committed, the Union will inform the employee that future disciplinary or corrective actions may be taken in accordance with the negotiated Table of Penalties. When the circumstances outlined in this Article occur, the Union agrees that it will not initiate a grievance based on the merits. This procedure does not foreclose the imposition of corrective or adverse action when management deems necessary.
3. The Agency agrees to accept authorized medical certificates provided by employees, for sick leave use, within one (1) pay period after the employee receives written notice that management believes that an employee is engaging in a pattern or practice of leave abuse, as defined by the DPM.

#### Section B – Annual Leave:

1. The employee shall request annual leave from their immediate supervisor or the on-duty supervisor. Requests for annual leave will not be denied without sufficient cause and shall be based on upon factors which are reasonable, equitable and do not discriminate against any employee or group of employees. Leave previously approved will not be cancelled or rescheduled by the Employer without a good and sufficient reason, which shall be in writing.
2. Requests for three (3) days or less shall be requested at least two (2) days in advance. Requests for annual leave in excess of four (4) days or more shall be submitted at least five (5) days in advance. The supervisor or designee shall respond to the employee's leave request within twenty-four (24) hours of receipt of the request but no later than the employee's last tour of duty before the requested leave begins.
3. It is the responsibility of the employee to notify his/her supervisor of the need for emergency leave prior to the start of his/her tour of duty. Call in for emergency annual leave shall be at least one (1) hour before the start of the tour of duty, and will state the reason for the requested leave and the expected duration. If a one-hour notice is impossible due to the nature of the emergency, then the request should be submitted as soon as possible based on the individual's circumstances. In the event of an unforeseen emergency, a family member may contact the employee's supervisor; however, the employee must make direct contact with his/her supervisor or the next higher level manager as soon as practical but no later than the end of the employee's tour of duty.

4. Requests for annual leave on the same shift shall be approved on a first received basis. But in the event two or more requests for the same period are received on the same day and staffing requirements prevent the granting of all such requests, the conflict shall be resolved on the basis of employee seniority as defined in the Seniority Article.
5. For holidays with high demand, the LMC will develop a process that combines seniority and a lottery system for the purpose of approving leave.
6. Employees shall receive a lump sum payment for all annual leave not used at retirement, resignation or separation in accordance with the DPM rules and regulations.

#### Section C – Sick Leave:

1. Accrued sick leave shall be granted to employees incapacitated by illness and unable to perform their duties. Sick leave may also be used by employees to care for immediate family members as defined by the D.C. Family and Medical Leave Act. Such family members shall include the employee's spouse (including a person identified by an employee as his/her "domestic partner", as defined in D.C. Official Code §32-701 (2001 Ed.)). Employees shall request sick leave as soon as possible on the first day of sickness. Leave without pay (LWOP) may be granted at the sole discretion of the employer, when an employee does not have any accrued sick leave.
2. To the extent possible, sick leave shall be requested and approved in advance for visits to and/or appointments with doctors, dentists, practitioners, opticians, chiropractors, etc. and for the purpose of securing diagnostic examinations, treatments and x-rays.
3. Employees shall not be required to furnish a doctor's certificate to substantiate request for sick leave unless such leave exceeds three (3) work days of continuous duration or the employee is on sick leave restriction. Employees may submit medical certificates for sick leave for occurrences that are less than three (3) days in duration, management will document that a certificate was submitted for the occurrence.
4. The Agency may grant advance sick leave to permanent employees in amounts not to exceed 240 hours.
  - a. The request must be in writing and must be supported by an acceptable medical documentation.
  - b. All available accumulated sick and annual leave must be exhausted.



- c. The request should only be denied if the requirements of a. and b. are not met; or if there is reason to believe that the employee will not return to duty or may not be able to repay the advanced leave.

#### Section D – Family and Medical Leave:

The Agency shall grant employees FMLA leave in accordance with D.C. Official Code §32-501 *et seq.* (2006). Employees are entitled to apply for D.C. FMLA and Federal FMLA as outlined in the applicable rules and regulations thereof.

#### Section E – Leave without Pay:

An employee may be granted leave without pay, up to one (1) year, in the event of serious illness and upon expiration of accumulated sick leave in accordance with the provisions of the District of Columbia Personnel Manual (DPM).

#### Section F – Paid Family Leave:

The Agency shall comply with the District of Columbia's Paid Family Leave Benefit process in accordance with the District Personnel Manual and regulations.

#### Section G – Court Leave:

Court Leave will be granted in accordance with the Collective Bargaining Agreement for Compensation Units 1 & 2.

#### Section H – Funeral Leave:

Bereavement leave shall be granted in accordance with the Compensation Agreement for Compensation Units 1 & 2.

#### Section I – Paternity and Maternity Leave:

Paternity and maternity leave, including for a legal guardian, shall be granted in accordance with the District's Family and Medical Leave Act. Leave under Section I of this Article may be any combination of accumulated leave and then leave without pay.

## ARTICLE 19 DISCIPLINE

Employees shall be disciplined for cause in accordance with the provisions of the District Personnel Manual Chapter 16.

### Section A:

1. Employees have the right to advance notice where appropriate, and an opportunity to respond to proposed discipline pursuant to the provisions of Chapter 16 of the DPM.
  - a. **Admonition** – Any written communication from a supervisor or manager to an employee, up to but excluding an official reprimand, that advises or counsels the employee about conduct or performance deficiencies, and the possibility that future violations will result in corrective or adverse action.
  - b. **Corrective Action** – An official reprimand or a suspension of less than ten (10) days.
  - c. **Adverse Action** – Suspension of ten (10) days or more, a reduction in grade, or a removal:
    - (1) In the case of a proposed corrective action, employees shall receive an advance written notice of ten (10) days.
    - (2) In the case of a proposed adverse action, employees shall receive an advance written notice of fifteen (15) days.
2. The Agency shall take action only in accordance with the Progressive Discipline Table of Offenses as contained in the negotiated OUC Table of Penalty Guide.

### Section B:

1. Employees have the right to contest adverse actions through either the Office of Employee Appeals (OEA) or the negotiated grievance procedure. Corrective actions may only be contested through the grievance procedure. An employee shall be deemed to have selected his/her forum at the time of the initial filing. Once the selection has been made it cannot be changed.
2. Should the employee elect to appeal the action to OEA, such appeal shall be filed in accordance with OEA regulations.

3. Should the employee elect to grieve under the negotiated grievance procedure, the grievance must be filed pursuant to the Grievance and Arbitration article of this Contract.

#### Section C:

1. An employee or his/her Union representative shall be provided up to four (4) hours of official time to prepare for his/her response to a proposed corrective action and up to eight (8) hours of official time to prepare for his/her response to a proposed adverse action.

2. If the Agency has reason to counsel an employee, it shall be done so as not to unnecessarily embarrass the employee before other employees or the public.

3. At any investigatory interview which the employee reasonably believes may result in discipline, an employee may request to have a Union representative present at said meeting. Such requests shall not be denied.

## **ARTICLE 20            VACANCY ANNOUNCEMENTS**

#### Section A:

All vacancy announcements for positions covered by this Agreement shall be posted on all bulletin boards within the Agency for a minimum of ten (10) working days and posted on the District's web site located at [www.dchr.dc.gov](http://www.dchr.dc.gov).

#### Section B:

Employees must submit an application in the manner outlined in the announcement to be considered. The Agency will provide written notice to all unsuccessful candidates in the bargaining unit of their non-selection within thirty (30) working days after the selection has been made or when the position is unavailable.

#### Section C:

Where all other factors are equal among qualified applicants, as determined by the Agency, the vacancy shall be filled by the qualified applicant who has seniority in the Agency.

#### Section D:

Employees may individually or with a Union representative request a final review of a specific promotion action for which they applied and were not selected.

Section E:

The Union President or designee shall be provided with a copy of all vacancy announcements in the Agency.

**ARTICLE 21                      GRIEVANCE/ARBITRATION PROCEDURE**

Section A:

1. The purpose of this Article is to provide a mutually acceptable method for the prompt and equitable settlement of grievances.
2. Therefore, the Agency and the Union retain the right to settle any grievance in the enforcement of this Agreement through and including Step 4 of the grievance process. The Agency shall ensure that all settlements reached with respect to grievance resolution shall be implemented.

Section B:

1. A grievance is a complaint by any unit employee, the Union or Agency that there has been:
  - a. A violation, misapplication or misinterpretation of one of the following:
    - (1) This Agreement;
    - (2) The Compensation Agreement for Compensation Units 1 & 2; or
    - (3) Any claimed violation, misinterpretation or misapplication of a rule, regulation or order of the Office of Unified Communications that affects a term or condition of employment.

Section C – Presentation of Grievance:

1. This procedure is designed to enable the Parties to settle grievances at the lowest possible administrative level, where resolution is possible.
2. Categories of Grievance:
  - a. (1) Personal: A grievance of a personal nature requires signature of the aggrieved employee at Step 1, even if the grievant is represented by the Union.

- (2) In the case of an individual grievant proceeding without Union representation, the Union shall be given the opportunity, pursuant to advance notification, to be present and offer its view at any meeting held to adjust the grievance. A copy of any settlement agreement reached between the Parties or adjustment, decision or response made by the Agency will be sent to the Union.
  - b. Group: If a grievance involves a group of bargaining unit employees with in the Agency, the grievance may be filed by the Union on behalf of the group of employees at the appropriate step of the grievance procedure where resolution is possible. When filed by the Union, the grievance must be signed by the Union President or his/her designee; such designation must be in writing and signed by the Union President. A group grievance must contain all information specified in Step 1 of the grievance procedure and list the unit or group of employees affected and be signed by each member of the group.
  - c. Class: A grievance involving all the employees in the bargaining unit must be in writing and filed and signed by the Union President or his/her designee; such designation must be in writing and signed by the Union President. Grievances so filed will be processed only if the issue raised is common to all unit employees. A class grievance must contain all information specified in Step 1 of the grievance procedure and the Agency Head, or his/her designee shall respond in writing within 20 business days of its receipt.
3. Pursuant to D.C. Code §1-617.06(b), employees may present a grievance at any time without the intervention of the labor organization. In the event the group is not represented by the Union, the Union must be given the opportunity, pursuant to advance notification, to be present and offer its view at any meeting held to adjust the grievance. A copy of any settlement agreement reached between the Parties as adjustment, decision or response made by the Agency must be sent to the Union.

#### Section D – Procedure:

1. Step 1: The aggrieved employee and, should the employee so elect, a Union representative, shall orally or in writing, present and discuss the grievance with the on-duty supervisor or his/her designee, the Union also agrees to send notice to the grievance intake box that the Step 1 grievance has been initiated, within ten (10) business days of the occurrence of the event giving rise to the grievance or within ten (10) business days of the employee's knowledge of such event. The supervisor shall make a decision on the grievance and reply to the employee and

his/her representative within ten (10) business days after presentation of the grievance. The grievance at this and subsequent steps shall contain:

- a. Description of the nature of the grievance;
  - b. The date(s) on which the alleged violation occurred;
  - c. A complete citation to the contract provisions allegedly at issue;
  - d. A statement of the remedy or adjustment sought;
  - e. The signature of the aggrieved employee(s) and the Union representative, if applicable, according to the category of the grievance.
2. Step 2: If the grievance is not settled, the employee with or without his/her Union representative, shall submit a signed, written grievance to the Agency Labor Liaison within 15 business days following the Step 1 response or the date said response was due.
- The Agency Labor Liaison shall submit a signed, written response to the grievance to the employee or his/her Union representative within fifteen (15) business days of its receipt. If the aggrieved employee is not being represented by the Union, the management official must send a copy of the Step 2 response to the Union within fifteen (15) business days.
3. Step 3: If the grievance remains unsettled, the grievance shall be submitted to the Agency Director or his/her designee within fifteen (15) business days following receipt of the Step 2 response. Within 15 business days, the Agency Director or his/her designee:
- a. May meet with the aggrieved employee and his/her representative to attempt to resolve the grievance, and;
  - b. Shall respond in writing within 15 business days of the submission of the Step 3 grievance or the Step 3 meeting, if one occurred.
4. Step 4: If the grievance remains unsettled, the Union within 15 business days from receipt of the Director's response, shall advise the Director, Office of Labor Relations and Collective Bargaining (OLRCB) in a signed statement should the Union intend to request arbitration of the matter on behalf of the employee(s). Only OLRCB or the Union can refer a grievance to arbitration. If the Union does not demand arbitration within 15 business days of the receipt of the Director's decision, the Director's decision is final and binding.

Should the grievance not contain the required information, the grievant shall be so notified in writing and given five (5) business days from receipt of notification to resubmit the grievance. Failure to timely cure the deficiencies will result in the dismissal of the grievance and a determination that the grievant is not entitled to the requested remedy.

If the Agency fails to respond to a submitted grievance within the time limits specified in any step, the employee or the union may invoke the next step in the grievance process. If the Agency fails to provide a response at any step of the grievance process to a submitted grievance, the agency shall be limited in later proceedings to only rely upon evidence that was previously introduced in the grievance process.

#### Section E – Grievance Mediation:

The purpose of this Grievance Mediation procedure is to provide a method by which the Parties may mutually reach satisfactory solutions to grievances prior to the invocation of arbitration. The Parties recognize the necessity of carefully considering the circumstances of the particular grievances in deciding whether to utilize this procedure. This procedure, while broadening the channels of grievance resolution, must comply with District of Columbia laws, rules, regulations and the negotiated grievance procedure and shall only be invoked upon mutual agreement of the Parties in writing on a case-by-case basis.

##### 1. Selection:

- a. Should the Parties fail to resolve the grievance utilizing the grievance procedure set forth above (Section D), the Parties may, within ten (10) business days after the Union's request for arbitration pursuant to Step 4 of the grievance procedure, mutually agree to utilize the mediation process as set forth below.
- b. A joint request shall be submitted to the Federal Mediation and Conciliation Services (FMCS) or other appropriate authority that provides grievance mediation services, with which the Parties jointly agree. The mediator selected must have demonstrated expertise in public sector labor relations and in grievance mediation.
- c. The mediation session(s) must commence within thirty (30) days of the Agreement to mediate and must conclude prior to the date scheduled for the start of the arbitration requested pursuant to the procedures established in Section D of this Article.

##### 2. Mediation Procedure:

- a. Each party shall have representation at the mediation session.

- b. the Grievant(s) shall be present and participate at the Mediation session. In the case of a class or group grievance, a maximum of three (3) grievants of a class or group grievance shall be present as representatives of the class or group.
  - c. Mediation sessions shall be informal. The rules of evidence shall not apply.
  - d. The mediation session shall be confidential. No record of the session shall be made.
  - e. During the session, the mediator may meet individually or jointly with participants, however, he/she is not authorized to compel or impose a settlement.
  - f. The mediation session shall not exceed one (1) day unless the Parties agree otherwise.
3. Mediation Conclusion:
- a. The Parties shall sign their respective copies of any Settlement Agreement as a result of mediation.
  - b. Should both Parties accept the settlement, it shall not have precedent-setting value unless mutually agreed to on a case-by-case basis. Absent mutual agreement neither party may cite any settlement achieved through mediation in any other proceeding.

#### Section F - Arbitration:

The Parties agree that arbitration is the method of resolving grievances as defined in Section B above which have not been satisfactorily resolved pursuant to the grievance procedure and may be used by the Union to appeal disciplinary actions.

#### Section G:

Within twenty (20) business days of the decision of the Agency Director on a disciplinary action as the final Agency Action, the Union, on behalf of an employee, may advance the matter to arbitration.

#### Section H – Selection of an Arbitrator:

Except in cases of mutual agreement as to the appointment of an arbitrator, the party demanding the appointment of an arbitrator may file with either the American Arbitration



Association (AAA) or the Federal Mediation and Conciliation Services (FMCS). The AAA or FMCS shall be requested by the party demanding arbitration to provide a list of at least seven (7) arbitrators from the sub-regional Washington, D.C. Metropolitan Area from which an arbitrator shall be selected after receipt of the list by both parties. When either party requests a panel, the FMCS or AAA shall be provided with the name and address of the Office of Labor Relations and Collective Bargaining as the representative of the Employer. The Party requesting the panel shall bear the fees associated with the panel request and any initial administrative fees. Both the Employer and the Union may strike three (3) names from the list using the alternate strike method. The party requesting arbitration shall strike the first name.

Section I:

1. If, before the selection process begins, either party maintains that the panel of arbitrators is unacceptable, a request for a new panel from AAA or FMCS shall be made. Subsequent requests can be made until the parties receive an acceptable panel.
  - a. Either party may dispute that a valid collective bargaining agreement exists between the parties or that the substantive matter in dispute is not within the scope of the collective bargaining agreement.
    - (1) The Parties agree that under the current law in the District of Columbia, the substantive issue of whether a particular subject matter is subject to arbitration under the parties CBA is an issue for judicial determination. The threshold issue of arbitrability is within the exclusive jurisdiction of the District of Columbia Superior Court. See, *Washington Teachers' Union Local #6, et al. v. District of Columbia Public Schools*, 77 A.3d 441 (D.C. 2013). If legislation is passed changing the law or *Washington Teachers' Union* is overturned by the court, the Parties agree to immediately re-visit and re-negotiate this provision in order to determine the appropriate process for establishing arbitrability under this agreement. Disputes regarding whether a matter is or is not substantively arbitrable under the Parties' CBA will be decided under the rules outlined in D.C. Official Code §16-4407.
    - (2) If a Party asserts a matter is not substantively arbitrable and a Party files to compel or stay arbitration under the D.C. Official Code §16-4407, the unsuccessful party at Superior Court shall pay the filing costs/fees for filing in Superior Court of the successful Party.
  - b. Hearings shall be held in the Office of Labor Relations and Collective Bargaining Negotiation Center or another mutually agreeable location. If

any additional costs are involved, they shall be borne equally by the Parties.

- c. The arbitrator shall hear and decide only one (1) grievance in each case unless the Parties mutually agree to consolidate grievances.
- d. The arbitration hearing shall be informal and the rules of evidence shall not strictly apply.
- e. The hearing shall not be open to the public or persons not immediately involved.
- f. The witnesses shall be sequestered upon request of either party.
- g. Either party to the arbitration has the right to have a verbatim stenographic record made at its own expense. The expense may be shared upon mutual agreement in advance of the hearing. The stenographic company shall provide the Arbitrator a copy of the record. Stenographic records are not producible pursuant to a request by either party unless that party has paid for all or part of the cost of said record pursuant to a mutual agreement. If the Union intends to share the cost of the record of the hearing it must notify OLRCB at the time of selecting a hearing date. If at any point the Union wants a copy of the transcript they may request a copy for half the cost.
- h. The Parties may attempt to submit a written joint statement of the issue or issues to the arbitrator. If the parties cannot agree on a written statement, each party shall submit a statement to the arbitrator.
- i. The Parties shall exchange witness lists in writing five (5) calendar days prior to the date the hearing is commenced. District employees will be on-call and will be released to testify only on an "as-needed" basis. These lists may be amended for good cause shown.
- j. The arbitrator's award shall be in writing and shall set forth the arbitrator's findings, reasoning and conclusions within thirty (30) business days after the conclusion of the hearing or within thirty (30) business days after the arbitrator receives the briefs, if filed, whichever is later.
- K. The arbitrator shall not have the power to add to, subtract from, or modify the provisions of this Agreement through the award. The arbitrator shall confine his/her award to the issue(s) presented. The Arbitrator's award shall not conflict with any provision of applicable law.

The arbitrator shall not retain jurisdiction of the case once his/her decision is issued.

- l. The arbitrator shall have the authority to award appropriate remedies consistent with law. The arbitrator's authority shall be limited to determining whether the Agency has violated the provision(s) of this Agreement. The arbitrator shall not have the power to commit errors of law or legal reasoning and the award may be vacated by a court or other competent jurisdiction on appeal.
- m. The arbitrator's award shall be binding upon both Parties.
- n. A statement of the arbitrator's fees and expenses shall accompany the award. The fees and expenses of the arbitrator shall be borne equally by the Parties. Either Party may appeal the arbitrator's award in accordance with applicable law and regulations.

#### Section J – General:

- 1. All time limits shall be strictly observed unless the Parties mutually agree to extend said time limits.
- 2. The presentation and discussion of grievances shall be conducted at a time and place which will afford a fair and reasonable opportunity for both Parties and their witness(es) to attend. Such witness(es) shall be present only for the time necessary for them to present evidence. When discussions and hearings required under this procedure are held during the business hours of the participants, all unit employees required to be present shall be excused with pay for that purpose.
- 3. If either Party considers a grievance to be either substantively or procedurally non-grievable or non-arbitrable, that Party shall so notify the other Party prior to the date of the hearing.
- 4. A party does not waive its rights to present procedural defenses by failing to raise the issue before the start of the arbitration hearing.

## **ARTICLE 22                      DETAILS AND TEMPORARY PROMOTIONS**

### Section A:

A detail is the temporary official assignment of an employee to a different position or duties.

Section B:

1. When an employee is detailed to a higher graded position for more than ninety (90) days, he/she shall receive the higher rate of pay as acting pay, effective the pay period which begins on or after the ninety-first (91<sup>st</sup>) day. The applicable rate of pay will be determined by application of D.C. Government procedures concerning grade and step placement.
2. For details in excess of thirty (30) working days, the detail shall be documented, a copy given to the employee and a copy made a part of the employee's official personnel file.
3. An employee shall not be detailed to perform duties outside of an official description for more than ninety (90) working days.
4. A career employee may be given a temporary promotion to meet a temporary need. A temporary promotion of 120 working days or less may be made without regard to merit promotion requirements.

Section C:

This provision shall not apply to training programs.

Section D:

Details shall not be made as a means of retaliation.

Section E:

An employee on detail to a lower graded position shall maintain the pay for his/her original position.

**ARTICLE 23                      ADMINISTRATION OF OVERTIME**

Section A:

1. Overtime work shall be distributed equally among employees who possess the required skill set of the position. Individual employee qualifications shall be considered when decisions are made on which employees shall be called for overtime work.
2. Factors to be considered when authorizing anticipated and unanticipated overtime: Absent operational emergencies, the Agency will make every effort to prevent employees from working a combination of regular and/or overtime

assignments that do not allow for eight (8) consecutive hours off duty within each twenty-four (24) hour period. This twenty-four (24) hour period begins when the employee first reports to work (either on regular time or on an overtime basis) after an off-duty period.

#### Section B:

1. Anticipated Overtime – Work that is necessary to be performed on an overtime basis that is known and can reasonably be planned for and scheduled in advance.
2. Anticipated overtime assignments shall be scheduled and posted as soon as practical, but no less than forty-eight (48) hours in advance.
3. Employees working anticipated overtime are responsible for reporting for overtime assignments in accordance with the requirements of a regular tour of duty absent extraordinary circumstances. When such circumstances are encountered, the employee will make every effort to contact his/her on duty supervisory two hours in advance of the scheduled overtime for the purpose of requesting an excusal.

#### Section C:

1. **Unanticipated Overtime:** Work that is necessary to be performed on an overtime basis that is not known, or cannot reasonably be planned for or scheduled in advance. On duty employees:
  - a. Management shall first solicit volunteers who possess the required skill set when unanticipated overtime work is required.
2. **Forced Overtime:** In the event that an insufficient number of qualified individuals volunteer to perform the unanticipated overtime, management shall solicit from the pool of employees who possess the required skill set in inverse order of seniority.
  - a. Management will make every effort to notify employees two (2) hours in advance of the end of their tour of duty in the cases of forced overtime.

#### Section D:

When the Agency determines that the employees services on an overtime basis are not needed prior to the start of the assignment, every attempt will be made to notify the affected employees in sufficient time to prevent the employee from reporting for duty. In the event that an employee is not notified and he or she reports to duty, the employee shall be credited a minimum of two (2) hours of overtime, if he or she is dismissed.

## **ARTICLE 24            SCHEDULING/HOURS OF WORK**

### Section A:

Work schedules showing the employees tour of duty shall be posted or otherwise made known to the employee in writing.

### Section B:

Prior to any changes to the employee's work schedule, the employer shall provide the employee with a fourteen (14) day written notice, absent emergencies. The Employer will also furnish the employee with the reason(s) for the change in the work schedule.

### Section C:

An employee's schedule shall not be changed for brief periods of time or on short notice for the sole purpose of avoiding the payment of overtime.

### Section D:

When an employee is required to attend a mandatory training, when not scheduled for work, he or she shall be compensated consistent with the Compensation Units 1 & 2 Agreement.

### Section E – Rest Periods:

The Agency and the Union agree that rest periods will be provided as follows:

1.     One (1) thirty (30) minute break for every four hours worked, one of which will be an unpaid 30 minute lunch break as required by the DPM.
2.     One (1) fifteen (15) minute break applicable for every two (2) hours worked beyond the regular tour of duty. The same principle shall apply for overtime.

## **ARTICLE 25            UNION REPRESENTATION**

### Section A:

One (1) Chief Steward and up to (6) Shop Stewards shall be designated by the Union and shall be accorded recognition by the Agency as representatives for employees in the bargaining unit.

### Section B:

The Union will furnish the Agency a written list of elected officials, stewards and authorized employee representatives and submit changes quarterly and as they occur. Recognition will be

given to those representatives whose names have been submitted to the Agency for the purpose of official time.

#### Section C:

Stewards are authorized to perform and discharge the duties and responsibilities of their position as it relates to representing the employees of the unit. Request by Stewards to meet with employees or request of employees to meet with Stewards shall not require prior explanation to the supervisor of the problems involved other than to identify the area to be visited and the general nature of the Union business to be conducted. The supervisor may deny access based on workload or staffing reasons but will provide access at the earliest feasible opportunity.

#### Section D:

The Agency shall make every reasonable effort to notify the Union and the steward no later than (14) fourteen calendar days prior to placing Union representatives on details or making shift changes. In the case of reassignments or transfers, the requirements of Article 24 shall apply. In no case shall such action be taken as a means of punishment or retaliation.

#### Section E- Request for Official Union Time:

1. The Agency shall establish and maintain an electronic application that will allow any authorized Union official to submit request for the use of official time. The electronic application will keep a running tally of the number of official time hours used and remaining for both the Union President and the remaining Union officials during the weekly time period. The electronic application may be periodically updated to allow for enhancements which allow for greater efficiency and transparency. Any updates to the system shall be communicated to the Union prior to implementation.
2. A Union's representatives request to use official time shall be made by a reasonable date that allows the Agency to either approve, disapprove, or cancel such request at least one week prior to such meeting, except that a Union representative may request to use official time:
  - a. Participate or attend an unscheduled meeting; or
  - b. Engage in official time activities that could not have been scheduled a week prior to the requesting date. The Agency shall, in a reasonable time, either approve, disapprove, or cancel a request made pursuant to clause (a) or (b).
3. If a request to use official time is denied or cancelled, the Union representative for whom official time was requested shall be notified within 48 hours of such denial or cancellation of a rescheduled date on which the representative may use official time.

Such rescheduled date shall be within (5) five calendar days of the original request of official time.

4. If the Agency fails to respond to the initial request for official time the request shall be deemed approved.
5. A Union representative may use approved official time only after first reporting for his/her scheduled tour of duty.
6. Duty to Report - A Union representative, prior to using approved official time, shall submit the request for the use of official time through the electronic application. The Agency shall maintain records of official time used. The Agency shall provide copies to the Union upon request.
7. Recordation – A Union representative, prior to using approved official time, shall submit the request for the use of official time through the electronic application. The Agency shall maintain records of official time used. The Agency shall provide copies to the Union upon request.

#### Section F- Hours of Official Time:

1. The term “official time” as used in this agreement shall mean an approved absence from duty by a recognized Union official during regular hours of duty without loss of regular or premium pay and without charge to annual leave, sick leave or compensatory time, for conducting official union business as defined in Section G below. Official time may only be granted to Shop Stewards and elected officials whose names have been submitted to the Agency.
2. Up to 35 hours of official time per week may be used by the Union (to be distributed by the Union amongst its Steward and Officers, excluding the President) to engage in permissible official time activities. Up to 50 % of the number of hours that constitute the Union President’s weekly tour of duty may be used by the Union President, per week, to engage in permissible official time activities.

#### Section G- Permissible Official Time Activities:

Union representatives who are Agency Employees shall be permitted official time to engage in the following activities:

1. Assisting employees in the preparation and/or presentation of grievances, complaints and appeals;
2. Investigating alleged violations of the Parties collective bargaining agreement; attending negotiation sessions or impact and effects bargaining meetings as designated members



of a team or acting as alternate for absent member.

3. Preparation for and presentation in a hearing before a negotiated arbitrator, the PERB, the Office of Employee Appeals, the Office of Human Rights, and other applicable jurisdictional bodies;
4. Furnishing employees advice on their rights and privileges under the Parties collective bargaining agreement and applicable laws, rules and regulations;
5. Attending scheduled training to further the interest of improving the Labor-Management relationship;
6. Arranging for witnesses and obtaining other information or assistance relative to a grievance or appeal;
7. Attending Labor-Management Partnership Council meetings, Council oversight hearings involving the Agency, and any meetings in which the Union is invited and scheduled to meet with the Mayor or his/her designee, City Council, or Congress relating to labor-management relations; and
8. Travel to and from any of the activities listed above.

#### Section H:

The Parties understand and agree that workload and scheduling considerations may not always allow for the immediate release of Union representation from their work assignments. While discretion for release lies with the Agency, such permission for release shall not be unreasonably delayed.

#### Section I:

Non-employee union representatives must give two (2) hours of advance notice prior to entry into any Agency facility to conduct union business. Said notice must be provided to the Agency Labor Liaison or his/her designee.

#### Section J:

Upon entering a work area other than his/her own, the Union representative shall advise the appropriate supervisor of his/her presence and the name of the employee he/she desires to visit. In the event the Union representative wishes to visit a work area but not meet with a bargaining unit member, he/she must notify the appropriate supervisor upon arrival.

### **Section K:**

The union agrees that grievances should preferably be investigated, received, processed and presented at a time when Agency performance standards will not be compromised unless otherwise authorized. The Agency will not prevent Union representatives from representing employee at reasonable times consistent with the provision of this Agreement.

### **Section L:**

No Union official will be disadvantaged in the assessment of his/her performance based on the use of official union time.

## **ARTICLE 26            CONTRACTING OUT**

### **Section A:**

It is recognized that contracting out work that is normally performed by employees covered by this Agreement is of mutual concern to the Agency and the Union. When there will be a known adverse impact to bargaining unit employees, the Employer shall meet with the Union within thirty (30) business days prior to final action, except in emergencies.

### **Section B:**

The Agency agrees to meet with and provide the Union with a full opportunity to make its recommendations known to the Agency who will duly consider the Union's position and give reasons in writing to the Union for any contracting out action. The agency agrees to abide by appropriate District regulations regarding contracting out.

## **ARTICLE 27            REDUCTION IN FORCE**

### **Section A:**

The Agency agrees that reductions-in-force will be conducted in accordance with the procedures set forth in D.C. Official Code §1-624.02.

### **Section B:**

The Parties agree that an employee identified for separation from his/her position through a reduction-in-force action may appeal his/her separation only in accordance with D.C. Official Code §1-624.08. A reduction-in-force action is not a grievable matter under this Agreement.

### **Section C:**

In the event of a reduction-in-force, the Agency shall engage in impact and effects bargaining, upon request by the Union.

Section D:

When requested by the Union, the Agency agrees to provide the Union with information that is relevant and necessary for the Union to engage in impact and effects bargaining.

**ARTICLE 28                      LABOR-MANAGEMENT COOPERATION COMMITTEE**

Section A:

Consistent with the principles of the D.C. Labor-Management Partnership Council, the Parties agree to establish and support appropriate partnerships within the OUC. The Labor-Management Cooperation Committee shall be composed of equal number of high level officials representing each Party. The purpose of the meetings shall be to discuss different points of view and exchange views on working conditions, terms of employment, matters of common interest or other matters which either Party believes will contribute to improvement in the relations between them within the framework of this Agreement. It is understood that appeals, grievances or problems of individual employees shall not be subjects of discussion at these meetings, nor shall the meeting be for any other purpose which will modify, add to or detract from the provisions of this Agreement.

Section B:

The Committee shall establish itself within 30 days of signing and approval of this agreement and shall request labor management training within 60 days of establishing itself. Such training shall be conducted on a bi-annual basis. The parties shall make every attempt to have Federal Mediation and Conciliation Services (hereinafter referred to as the "FMCS") provide such training. Any cost associated with partnership training shall be shared equally by the Parties. The LMCC shall determine its guidelines and operating procedures at its inaugural meeting and memorialize such procedures in writing. All committee decisions shall be made by consensus only.

Section C:

1. The standing members of the LMCC appointed by the Union shall be granted official time to attend the LMCC meetings. If such member(s) attend(s) meetings that fall outside of his/her normal tour of duty, the Agency will attempt to modify their tour of duty. If the employee's tour of duty cannot be modified, the meeting will be rescheduled.

2. The Union shall notify the Agency at least one (1) day in advance of any scheduled meeting if an alternate will attend in the absence of the appointed member. The Agency shall grant official time to the alternate member.

#### Section D:

If issues of health and/or safety arise, either Party may demand a meeting of all or part of the committee to be scheduled as soon as is practicable. Sub-committees may also be formed to address specific and/or longstanding issues.

### **ARTICLE 29 SENORITY**

#### Section A:

Seniority shall be considered when making decisions regarding shift changes, leave approval and other working conditions. Seniority determination shall be made in the following order:

1. Service computation date.
2. Time in position.
3. Alphabetical order of surname shall be used when employees occupy the same position, hired or promoted on the same day.

#### Section B:

An employee(s) continuous service shall be broken by voluntary resignation, discharge for cause or retirement. If an employee returns to his former, or comparable, position within one-year, the seniority he had at the time of his/her departure will be restored but he/she shall not accrue additional seniority during his/her period of absence.

#### Section C – Seniority List:

The agency shall provide the Union, annually, with a list of names of employees represented by the Union. The list will be in seniority order as defined by this Article.

### **ARTICLE 30 FACILITIES AND SERVICES**

#### Section A:

The Agency agrees to the use of its facilities for meeting purposes for the Union subject to the following conditions:

1. The use of facilities will not involve any additional expense to the District Government other than the normal expenses which are incurred for items such as heating and lighting.
2. The Union agrees to notify the agency in writing at least five (5) days in advance that it intends to have a Union meeting within the tenant occupied space of OUC facilities.
3. To reserve the facility, the Union must send a request, via e-mail, to the Labor Liaison or his/her designee. The Labor Liaison/designee will respond within two (2) business days of the request. Failure to reply shall be construed as an approval of the Union's request.
4. The Union recognizes its responsibility in using District facilities to observe all applicable security and public safety regulations and to conduct its meetings in an orderly manner so as not to interfere with normal work operations, and assumes responsibility for all damages to District property occasioned by their use, and agrees to leave the facility in a clean and neat condition.
5. The Employer agrees to provide the Union with an office of a size to accommodate 2 desks, 2 computers, 4 chairs, a file cabinet, and a telephone for the purpose of conducting Union business. The office will lock.

#### **ARTICLE 31            BULLETIN BOARDS**

The Agency agrees to provide a reasonable amount of space on existing or new bulletin boards and in areas commonly used by employees in locations mutually acceptable to the Union and the Agency. The Union shall use this space for the purpose of advising members of meetings and any other legitimate Union information.

#### **ARTICLE 32            DISTRICT PERSONNEL MANUAL**

The Agency shall make available to the Union in its Personnel Office any portion of the D.C. Personnel Manual that is not available on the District's web site. The Agency shall furnish the Union with a copy of all Agency regulations.

#### **ARTICLE 33            SAVINGS CLAUSE**

##### Section A:

In the event any article, section or portion of the Agreement should be held invalid and unenforceable by any Court or higher authority of competent jurisdiction, such decision shall apply only to the specified article, section or portion thereof specified in the decision; and upon

issuance of such a decision, the Agency and the Union agree to immediately negotiate a substitute for the invalidated article, section or portion thereof.

Section B:

This collective bargaining agreement represents the complete agreement between the parties for the term and cancels and supersedes any and all previous agreements entered into between the Parties.

**ARTICLE 34                      DURATION AND FINALITY OF AGREEMENT**

Section A:

This Agreement shall remain in full force and effect until September 30, 2017. The Agreement will become effective upon ratification by the Union and Mayor's approval subject to the provisions of the D.C. Official Code §1-617.15 (2001 Ed.). If disapproved because certain provisions are asserted to be contrary to applicable law, or if not ratified by the Union, the Parties shall meet within thirty (30) days to negotiate a legally constituted replacement provision or the offensive provision shall be deleted.

Section B:

The Parties acknowledge that this contract represents the complete Agreement arrived at as a result of negotiating during which both parties had the unlimited right and opportunity to make demands and proposals with respect to any negotiable subject matter.

Section C:

The Employer and Union agree to waive their right to negotiate with respect to any subject matter covered in this Agreement for the duration of this contract, unless by mutual consent or as provided in this Agreement.

Section D:

In the event that a state of civil emergency is declared by the Mayor (civil disorder, natural disaster, etc.), the provisions of this Agreement may be suspended by the Mayor during the time of emergency.


Section E:

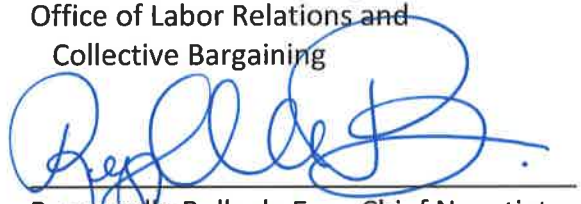
This agreement shall remain in effect until September 30, 2017. If either party desires to reopen the Agreement it will do so during the month of June 2017. The agreement may be rolled over for two (2) years.

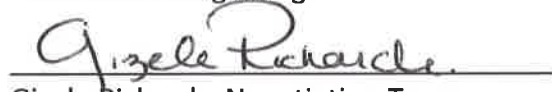
On this 23<sup>rd</sup> day of May, 2016, and witness thereto the parties hereto have set their signature.

FOR THE OFFICE OF UNIFIED  
COMMUNICATIONS

  
Karima Holmes, Director  
Office of Unified Communications


  
Lionel C. Sims, Director  
Office of Labor Relations and  
Collective Bargaining


  
Repunzelle Bullock, Esq., Chief Negotiator  
Office of Labor Relations and  
Collective Bargaining

  
Gizele Richards, Negotiation Team  
Member

  
Yvonne McManus, Negotiation Team  
Member

FOR NATIONAL ASSOCIATION OF  
GOVERNMENT EMPLOYEES, SERVICE  
EMPLOYEES INTERNATIONAL UNION,  
LOCAL R3-07

  
Lee Blackmon, Chief Negotiator  
Representative, NAGE, SEIU, Local R3-07

  
Robert Shore, Esq., Counsel for NAGE,  
SEIU, Local R3-07

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## APPROVAL

This working conditions collective bargaining agreement between the District of Columbia Government Office of Unified Communications and National Association of Government Employees, Local R3-07, Service Employees International Union, dated May 23, 2016 has been reviewed in accordance with §1-617.15 of the District of Columbia Official Code (2001 Ed.) and is hereby approved on this 25<sup>th</sup> day of May, 2016.



Muriel C. Bowser, Mayor



Fiscal Year	RQ Number	PO Number	PO Amount	Amount Invoiced	Remaining PO Balance
FY16	RQ925980-V2	PO542991-V2	\$270,371.95	\$270,371.95	\$0.00
FY16	RQ907205	PO530817	\$527,470.67	\$527,470.23	\$0.44
FY17	RQ941810	PO553544	\$20,729	\$0.00	\$20,729.00
FY17	RQ939814	PO552006	\$530,731.04	\$0.00	\$530,731.04
FY16	RQ931027-V2	PO548367-V2	\$100,450	\$90,500.03	\$9,949.97
FY17	RQ942781	PO552939	\$11,029.70	\$11,029.70	\$0.00
FY16	RQ929641	PO545926	\$3,000	\$3,000.00	\$0.00
FY16	RQ905246	PO532077	\$37,745.84	\$37,745.84	\$0.00
FY16	RQ918567	PO540319	\$233,428	\$233,428.00	\$0.00
FY16	RQ911459-V2	PO535415-V2	\$225,600	\$225,600.00	\$0.00
FY17	RQ945512	PO556023	\$235,000	\$235,000.00	\$0.00

FY16	RQ924314	PO541745	\$37,200	\$37,200.00	\$0.00
FY17	RQ945093-V2	PO555135-V2	\$61,380	\$61,380.00	\$0.00
FY16	RQ910598	PO532530	\$7,500	\$0.00	\$7,500.00
FY16	RQ917923	PO537402	\$8,363.84	\$8,363.84	\$0.00
FY16	RQ924947-V2	PO543962-V2	\$423,597.73	\$423,597.73	\$0.00
FY16	RQ933938	PO548802	\$13,894.75	\$13,894.75	\$0.00
FY17	RQ947252	PO556766	\$22,602.33	\$22,602.33	\$0.00
FY16	RQ931300	PO547799	\$17,579.52	\$17,579.52	\$0.00
FY17	RQ943104	PO553197	\$17,680	\$17,680.00	\$0.00
FY16	RQ934890	PO548460	\$40,660	\$40,660.00	\$0.00
FY16	RQ906138	PO531147	\$10,000	\$7,800.00	\$2,200.00
FY17	RQ941265	PO551966	\$10,000	\$300.00	\$9,700.00
FY16	RQ933457	PO548179	\$6,132	\$6,132.00	\$0.00

FY16	RQ906190-V2	PO530153-V2	\$8,874	\$8,874.00	\$0.00
FY16	RQ929012	PO544552	\$25,022	\$18,429.00	\$6,593.00
FY17	RQ939802	PO551537	\$25,022	\$3,750.00	\$21,272.00
FY17	RQ942903	PO553167	\$10,252	\$10,252.00	\$0.00
FY17	RQ945247	PO554905	\$16,868.40	\$16,868.40	\$0.00
FY16	RQ912980	PO534221	\$25,097.52	\$25,097.52	\$0.00
FY16	RQ922747	PO541766	\$77,501	\$77,501.00	\$0.00
FY16	RQ931272-V2	PO547862-V3	\$41,901.52	\$41,805.92	\$95.60
FY16	RQ919670	PO539465	\$117,345.98	\$116,586.00	\$759.98
FY17	RQ945241	PO556949	\$132,934.48	\$116,984.47	\$15,950.01
FY17	RQ947259	PO556625	\$24,485.28	\$0.00	\$24,485.28
FY17	RQ942899	PO552830	\$2,463.42	\$2,463.42	\$0.00
FY16	RQ906305	PO531974	\$5,950.37	\$5,950.37	\$0.00
FY16	RQ924717	PO542266	\$9,867.42	\$9,867.42	\$0.00

FY16	RQ933238	PO547350	\$25,000	\$16,353.50	\$8,646.50
FY17	RQ947041	PO556884	\$11,020	\$0.00	\$11,020.00
FY16	RQ907086-V2	PO531575-V2	\$73,965	\$54,716.49	\$19,248.51
FY17	RQ939787	PO552220	\$85,000	\$52,193.94	\$32,806.06
FY16	RQ906279-V2	PO531963-V2	\$19,200	\$19,200.00	\$0.00
FY17	RQ939825	PO554336	\$32,728	\$1,600.00	\$31,128.00
FY16	RQ906831	PO530486	\$5,333.06	\$5,333.06	\$0.00
FY16	RQ931333-V2	PO546945-V2	\$9,450	\$9,450.00	\$0.00
FY16	RQ910586	PO539743	\$67,250	\$67,250.00	\$0.00
FY16	RQ911982	PO535568	\$99,640	\$99,640.00	\$0.00
FY17	RQ943117	PO558260	\$21,575	\$0.00	\$21,575.00
FY17	RQ943183	PO553667	\$13,140	\$13,140.00	\$0.00

FY16	RQ931988	PO547871	\$17,696	\$17,696.00	\$0.00
FY16	RQ931989-V2	PO548096-V2	\$18,513	\$10,293.00	\$8,220.00
FY16	RQ920087	PO538885	\$9,750	\$9,749.96	\$0.04
FY16	RQ907255-V4	PO530723-V4	\$150,000	\$146,394.95	\$3,605.05
FY17	RQ939807	PO551059	\$27,000	\$12,000.00	\$15,000.00
FY16	RQ926029-V3	PO543115-V3	\$157,000	\$103,754.38	\$53,245.62
FY17	RQ939809-V2	PO551060-V2	\$228,000	\$134,820.67	\$93,179.33
FY16	RQ907940	PO530941	\$30,150	\$30,150.00	\$0.00
FY16	RQ929650	PO545350	\$5,000	\$0.00	\$5,000.00
FY16	RQ919087	PO547564	\$318,848	\$79,712.00	\$239,136.00
FY16	RQ906130-V3	PO531887-V3	\$1,416,781.44	\$1,168,762.12	\$248,019.32
FY17	RQ939817	PO552001	\$1,485,798.41	\$1,188,691.91	\$297,106.50
FY16	RQ906142-V2	PO537545-V2	\$365,115	\$365,115.00	\$0.00
FY16	RQ914042	PO544849	\$1,376,185.25	\$1,092,485.25	\$283,700.00
FY17	RQ939797	PO552546	\$876,276	\$292,092.00	\$584,184.00

FY16	RQ917142-V3	PO540734-V3	\$135,044.71	\$135,044.71	\$0.00
FY17	RQ947052	PO556697	\$46,390.18	\$0.00	\$46,390.18
FY17	RQ943602	PO554335	\$71,676	\$21,886.56	\$49,789.44
FY17	RQ947237	PO557892	\$59,965	\$0.00	\$59,965.00
FY16	RQ907224	PO534399	\$24,153	\$24,153.00	\$0.00
FY16	RQ906213	PO530493	\$83,892	\$83,892.00	\$0.00
FY17	RQ941182	PO552819	\$83,892	\$83,892.00	\$0.00
FY16	RQ933290	PO547419	\$12,703	\$12,703.00	\$0.00
FY16	RQ907307	PO530633-v2	\$28,000	\$28,000.00	\$0.00
FY16	RQ907280	PO530415-V2	\$64,000	\$54,610.00	\$9,390.00
FY16	RQ915353	PO536177	\$43,992	\$43,992.00	\$0.00
FY16	RQ913918	PO536181	\$3,427.50	\$3,427.50	\$0.00
FY16	RQ915427-V3	PO536182-V2	\$3,427.50	\$3,427.50	\$0.00

FY16	RQ926881-V2	PO543289-V2	\$963,178.82	\$962,873.51	\$305.31
FY17	RQ941722	PO553593	\$83,130	\$83,130.00	\$0.00
FY16	RQ919677	PO538469	\$6,092.38	\$6,092.38	\$0.00
FY16	RQ907183	PO530445	\$17,383.08	\$17,383.08	\$0.00
FY16	RQ917965	PO537394	\$2,808	\$2,808.00	\$0.00
FY16	RQ928008	PO544549	\$13,632	\$13,632.00	\$0.00
FY16	RQ918894	PO540215	\$106,435	\$106,125.00	\$310.00
FY17	RQ941817	PO551949	\$1,036	\$0.00	\$1,036.00
FY16	RQ907052-V3	PO531168-V3	\$355,490.91	\$346,768.76	\$8,722.15
FY16	RQ907103	PO530523	\$10,000	\$0.00	\$10,000.00
FY16	RQ914140-V2	PO535146-V2	\$1,555,631.22	\$1,541,031.96	\$14,599.26
FY17	RQ947219	PO556948	\$19,950	\$0.00	\$19,950.00
FY17	RQ948279	PO557634	\$29,081.20	\$0.00	\$29,081.20

FY17	RQ947225	PO557492	\$39,466	\$0.00	\$39,466.00
FY17	RQ942909	PO554084	\$156,423.82	\$0.00	\$156,423.82
FY17	RQ943085	PO556913	\$167,706.70	\$0.00	\$167,706.70
FY17	RQ941869	PO554208	\$239,264.50	\$0.00	\$239,264.50
FY17	RQ947424	PO556947	\$400,780.80	\$0.00	\$400,780.80
FY17	RQ939776	PO551989	\$2,944,561.82	\$934,442.64	\$2,010,119.18
FY16	RQ920900	PO539737	\$9,410.04	\$9,410.04	\$0.00
FY16	RQ925928-V2	PO543526-V2	\$27,000	\$27,000.00	\$0.00
FY17	RQ945077	PO555584	\$12,000	\$12,000.00	\$0.00
FY16	RQ931287	PO547931	\$32,849.32	\$32,849.32	\$0.00
FY16	RQ919107	PO538534	\$26,346.90	\$26,346.90	\$0.00
FY17	RQ939806	PO552547	\$168,749.40	\$168,749.40	\$0.00
FY17	RQ944080	PO553874	\$14,579.80	\$0.00	\$14,579.80
FY17	RQ947250	PO556858	\$7,260.22	\$7,260.22	\$0.00
FY17	RQ948580	PO557860	\$5,700	\$0.00	\$5,700.00



FY16	RQ935602	PO548877	\$6,000	\$0.00	\$6,000.00
FY16	RQ931347	PO548169	\$25,980	\$13,080.00	\$12,900.00
FY16	RQ905218-V2	PO529792-V2	\$64,525.37	\$64,525.37	\$0.00
FY16	RQ905426-V3	PO529589-V3	\$34,876.01	\$34,876.01	\$0.00
FY16	RQ905285-V2	PO530058-V2	\$9,623.04	\$9,623.04	\$0.00
FY16	RQ905239-V3	PO530023-V3	\$96,606.75	\$96,606.75	\$0.00
FY16	RQ905203-V2	PO529886-V2	\$13,231.68	\$13,231.68	\$0.00
FY16	RQ907551-V3	PO532073-V3	\$16,619.85	\$16,619.85	\$0.00
FY16	RQ906259-V3	PO530631-V3	\$113,273.16	\$113,164.92	\$108.24
FY16	RQ905226-V2	PO530065-V2	\$150,024.60	\$149,835.18	\$189.42
FY16	RQ905428-V2	PO530022-V2	\$158,283.53	\$157,411.43	\$872.10

FY16	RQ906314-V2	PO530636-V2	\$28,683.60	\$27,709.44	\$974.16
FY16	RQ919572-V2	PO538707-V2	\$99,116.29	\$97,120.68	\$1,995.61
FY16	RQ905271-V2	PO529644-V2	\$147,372.65	\$142,886.31	\$4,486.34
FY16	RQ905435-V2	PO530119-V2	\$177,278.40	\$172,207.24	\$5,071.16
FY16	RQ907543-V3	PO532075-V2	\$98,165.99	\$91,323.83	\$6,842.16
FY16	RQ905286	PO529975	\$131,904	\$124,862.25	\$7,041.75
FY16	RQ905280	PO529790	\$182,457.60	\$173,287.21	\$9,170.39
FY16	RQ915342	PO536899	\$137,318.35	\$125,819.72	\$11,498.63
FY16	RQ905431	PO529587	\$257,395.20	\$239,163.04	\$18,232.16
FY16	RQ919503	PO539234	\$75,768	\$56,338.92	\$19,429.08
FY16	RQ906124	PO530632	\$257,395.20	\$232,661.13	\$24,734.07

FY16	RQ929645-V2	PO546418-V2	\$36,368.64	\$8,659.20	\$27,709.44
FY16	RQ906230	PO530630	\$257,395.20	\$228,505.27	\$28,889.93
FY16	RQ905232-V3	PO529631-V3	\$216,668.40	\$187,399.16	\$29,269.24
FY16	RQ905308-V4	PO529876-V3	\$121,314	\$90,685.75	\$30,627.95
FY16	RQ908691-V2	PO532296-V2	\$182,457.60	\$134,372.42	\$48,085.18
FY16	RQ923895	PO543839	\$7,500	\$7,500.00	\$0.00
FY17	RQ941720	PO554449	\$9,401.70	\$9,401.70	\$0.00
FY17	RQ947034	PO556487	\$17,962.10	\$17,962.10	\$0.00
FY17	RQ941289	PO552217	\$40,230	\$30,252.96	\$9,977.04
FY17	RQ941282	PO552218	\$35,500	\$24,708.00	\$10,792.00
FY16	RQ928003	PO543987	\$11,026	\$0.00	\$11,026.00

FY16	RQ907196-V2	PO532093	\$167,091.96	\$91,640.67	\$75,451.29
FY16	RQ906160-V2	PO531393-V2	\$791,327.25	\$713,198.48	\$78,128.77
FY17	RQ943198	PO554853	\$891,138.25	\$60,132.88	\$831,005.37
FY16	RQ914061	PO535017	\$24,999.30	\$24,999.30	\$0.00
FY16	RQ925667	PO542465	\$7,987.50	\$7,987.50	\$0.00
FY16	RQ926515	PO543734	\$7,950.40	\$7,950.40	\$0.00
FY16	RQ937280	PO549308	\$5,250	\$5,250.00	\$0.00
FY16	RQ932161-V2	PO546685-V2	\$0	\$0.00	\$0.00
FY17	RQ945083	PO556279	\$7,950.40	\$0.00	\$7,950.40
FY17	RQ939832-V4	PO550983-V4	\$63,900	\$46,079.00	\$17,821.00
FY17	RQ939830-V4	PO550987-V4	\$63,900	\$46,008.00	\$17,892.00

FY16	RQ928990	PO545256	\$80,000	\$80,000.00	\$0.00
FY16	RQ907098-V2	PO531219-V2	\$239,118.16	\$230,204.34	\$8,913.82
FY17	RQ939822	PO552222	\$237,112.50	\$105,383.32	\$131,729.18
FY16	RQ906818-V4	PO530529-V3	\$32,547.44	\$32,547.44	\$0.00
FY17	RQ945250	PO555048	\$3,780	\$3,780.00	\$0.00
FY17	RQ942792	PO553224	\$4,142.32	\$4,142.32	\$0.00
FY16	RQ931293	PO547349	\$13,452	\$13,452.00	\$0.00
FY17	RQ942808	PO554700	\$8,625	\$8,625.00	\$0.00
FY16	RQ918479	PO537560	\$9,281.13	\$9,281.13	\$0.00
FY17	RQ943124	PO554694	\$13,452	\$13,452.00	\$0.00
FY16	RQ919098	PO538113	\$17,814.90	\$17,814.88	\$0.02
FY16	RQ915405	PO535621	\$13,333	\$13,333.00	\$0.00

FY17	RQ939827-V2	PO552064-V2	\$13,333	\$6,666.50	\$6,666.50
FY16	RQ926005	PO542772	\$2,995	\$0.00	\$2,995.00
FY16	RQ907218	PO530506	\$7,544	\$7,544.00	\$0.00
FY17	RQ941132	PO551578	\$7,884	\$7,884.00	\$0.00
FY16	RQ906867	PO532677	\$44,613	\$44,613.00	\$0.00
FY17	RQ947038	PO557753	\$43,048.80	\$0.00	\$43,048.80
FY17	RQ949955	PO558589	\$6,250	\$0.00	\$6,250.00
FY16	RQ907056	PO532840	\$81,276.19	\$53,498.55	\$27,777.64
FY17	RQ939863-V2	PO551027-V2	\$78,960	\$25,563.31	\$53,396.69
FY17	RQ939872-V2	PO551026-V2	\$78,960	\$24,995.78	\$53,964.22
FY17	RQ941194	PO552226	\$81,549.92	\$8,846.70	\$72,703.22
FY17	RQ939879	PO551634	\$78,960	\$3,898.65	\$75,061.35
FY17	RQ939837-V2	PO550973-V2	\$206,864	\$85,202.11	\$121,661.89

FY16	RQ927682-V2	PO544534-V2	\$4,185	\$4,185.00	\$0.00
FY17	RQ941201	PO551985	\$12,960	\$12,501.00	\$459.00
FY16	RQ932648	PO546875	\$10,800	\$9,288.00	\$1,512.00
FY16	RQ920915	PO539346	\$10,000	\$7,709.44	\$2,290.56
FY17	RQ948280	PO557691	\$29,000	\$9,207.50	\$19,792.50
FY17	RQ948282	PO557690	\$81,234	\$14,667.25	\$66,566.75
FY17	RQ948281	PO557689	\$90,260	\$19,721.81	\$70,538.19
FY17	RQ941270	PO552039	\$178,714.80	\$63,091.74	\$115,623.06
FY16	RQ914600	PO539279	\$26,084	\$26,084.00	\$0.00
FY17	RQ949952	PO558641	\$16,407	\$0.00	\$16,407.00
FY17	RQ939835-V2	PO550995-V2	\$127,848.60	\$38,290.02	\$89,558.58

FY17	RQ939849-V2	PO550974-V2	\$180,496.80	\$59,254.00	\$121,242.80
FY17	RQ939834	PO551635	\$259,974	\$83,703.75	\$176,270.25
FY17	RQ939833-V2	PO551345-V2	\$259,974	\$83,572.45	\$176,401.55
FY17	RQ943097	PO555873	\$23,845.50	\$23,845.50	\$0.00
FY16	RQ931268	PO555885	\$19,950	\$0.00	\$19,950.00
FY16	RQ937202	PO549305	\$2,143	\$2,143.00	\$0.00
FY17	RQ942800	PO552877	\$3,093	\$3,093.00	\$0.00
FY16	RQ924327	PO545898	\$19,196	\$19,196.00	\$0.00
FY16	RQ906178-V4	PO532240-V4	\$812,362.95	\$812,362.95	\$0.00
FY17	RQ945517	PO555994	\$99,966.93	\$0.00	\$99,966.93
FY17	RQ942898	PO556828	\$125,268	\$49,676.50	\$75,591.50
FY17	RQ947245	PO557531	\$81,600	\$0.00	\$81,600.00
FY16	RQ907078-V3	PO531889-V3	\$723,022.50	\$585,594.00	\$137,428.50



FY17	RQ943107	PO556326	\$511,025	\$117,134.50	\$393,890.50
FY16	RQ907064-V4	PO532097-V4	\$43,182.40	\$34,553.43	\$8,628.97
FY17	RQ941301	PO551988	\$35,252.28	\$2,922.99	\$32,329.29

Vendor	PO Title	Description of Procurement	Funding Source
AIRBUS DS COMMUNICATIONS	FY16 - OUC - Airbus (Cassidian) Maintenance and Managed Services - Option Year 3	Airbus (Cassidian) Maintenance and Managed Services	911 Fund / SPR
AIRBUS DS COMMUNICATIONS	FY16 - OUC - Airbus (Cassidian) Maintenance and Managed Services - Option Year 2 - SPR	Airbus (Cassidian) Maintenance and Managed Services	911 Fund / SPR
AIRBUS DS COMMUNICATIONS	FY17 - OUC - Airbus Spare Parts - SPR	Spare Parts for Airbus Equipment	911 Fund / SPR
AIRBUS DS COMMUNICATIONS	FY17 - OUC - Airbus (Cassidian) Maintenance and Managed Services - Option Yr 3 - SPR	Airbus Maintenance Services (911 and 311 telephony)	911 Fund / SPR
AllCom Global Services Inc	FY16 - OUC - UPS Batteries Replacement - SPR	UPS Batteries Replacement	911 Fund / SPR
AllCom Global Services Inc	FY17 - OUC - UCC UPS Battery Installation - SPR	UCC UPS Battery Installation	911 Fund / SPR
ASPECT SOFTWARE, INC	FY16 - OUC - Parking Meter IVR SMS Service - SPR	Parking Meter IVR SMS Service	911 Fund / SPR
AT&T	FY16 - OUC - E911 Wireless Optimization and Consulting Services - Option Year 1	E911 Wireless Optimization and Consulting Services	911 Fund / SPR
AT&T	FY16 - OUC - NetMotion MVPN Software and Maintenance - UC2TDC and SPR	NetMotion MVPN Software and Maintenance	Split Funded - 911 Fund / SPR and Capital - UC2TDC
Avila Visualizaiton Inc	FY16 - OUC - E911 Wireless Call Routing Optimization and Consulting Services (PSN) - SPR	E911 Wireless Call Routing Optimization and Consulting Services (PSN)	911 Fund / SPR
Avila Visualizaiton Inc	FY17 - OUC - E911 Wireless Call Routing Optimization - Opt Yr 1 - SPR	E911 Wireless Call Routing Optimization	911 Fund / SPR

CAMPAIGN COMPLETE LLC DBA ONER	FY16 - OUC - Text to 3-1-1 Licenses Renewal - SPR	Text to 3-1-1 Licenses Renewal	911 Fund / SPR
CAMPAIGN COMPLETE LLC DBA ONER	FY17 - OUC - Text to 311 Services and Support - SPR	Text to 311 Services and Support	911 Fund / SPR
CAMPAIGN COMPLETE LLC DBA ONER	FY16 - OUC - Text to 3-1-1 Support Services - SPR	Text to 311 Support Services	911 Fund / SPR
CAPITAL SERVICES AND SUPPLIES	FY16 - OUC - UCC Work Space Furniture - SPR	UCC Work Space Furniture	911 Fund / SPR
CARAHSOFT TECHNOLOGY CORPORATI	FY16 - OUC - CRM Salesforce application licenses - Option Year 1 - SPR	CRM Salesforce application licenses	911 Fund / SPR
CARAHSOFT TECHNOLOGY CORPORATI	FY16 - OUC - InGenius Connector Enterprise Licenses - SPR	InGenius Connector Enterprise Licenses	911 Fund / SPR
CARAHSOFT TECHNOLOGY CORPORATI	FY17 - OUC - InGenius Licenses - SPR	InGenius Licenses	911 Fund / SPR
CDW GOVERNMENT INC	FY16 - OUC - RAM Upgrade of CAD Machines - 1x8GB RAM - SPR	RAM Upgrade of CAD Machines	911 Fund / SPR
CDW GOVERNMENT INC	FY17 - OUC - 911 Upgrade of CAD Workstations - SPR	911 Upgrade of CAD Workstations	911 Fund / SPR
CDW GOVERNMENT INC	FY16 - OUC - CAD Workstations - SPR	CAD Workstations	911 Fund / SPR
CommSys, Inc	FY16 - OUC - CAD Automated Alarm Protocols - SPR	CAD Automated Alarm Protocols	911 Fund / SPR
CommSys, Inc	FY17 - OUC - CAD Automated Alarm Protocols - SPR	CAD Automated Alarm Protocols	911 Fund / SPR
CORPORATE SYSTEMS RESOURCES	FY16 - OUC - RAM Upgrade of CAD Machines - 2x4GB RAM - SPR	RAM Upgrade of CAD Machines 2x4GB RAM	911 Fund / SPR

CRITICAL POWER GROUP, INC.	FY16 - OUC - (Deobligate) UPS, Generator and HVAC Radio Site Maintenance - SPR	UPS, Generator and HVAC Radio Site Maintenance	911 Fund / SPR
CRITICAL POWER GROUP, INC.	FY16 - OUC - UPS, Generator and HVAC Radio Site Maintenance - Opt Yr 2 - SPR	UPS, Generator and HVAC Radio Site Maintenance	911 Fund / SPR
CRITICAL POWER GROUP, INC.	OUC - FY17 - UPS, Generator and HVAC Radio Site Maintenance - SPR	UPS, Generator and HVAC Radio Site Maintenance	911 Fund / SPR
Daikin Applied Americas, Inc.	FY17 - OUC - PSCC Shelter HVAC Installation - UC2TDC	PSCC Shelter HVAC Installation	Capital - UC2TDC
Dell Computer Corp	FY17 - OUC - Dell Latitude Laptops - SPR	Dell Latitude Laptops	911 Fund / SPR
Dell Computer Corp	FY16 - OUC - Data Center Dell Cabinets - SPR	Data Center Dell Cabinets	911 Fund / SPR
Dell Computer Corp	FY16 - OUC - Smart 911 Maintenance - SPR	Smart 911 Maintenance	911 Fund / SPR
Dell Computer Corp	Fy16 - OUC - VMware Server License and Network Cards for OUC - UC2TDC	VMware Server License and Network Cards for OUC	Capital - UC2TDC
Dell Computer Corp	FY16 - OUC - (Deobligate) 911 CAD 9.3 DELL Server Replacement - Capital	911 CAD 9.3 DELL Server Replacement	Capital - UC2TDC
Dell Computer Corp	FY17 - OUC - Dell Compellent Server - SPR	Dell Compellent Server	911 Fund / SPR
Dell Computer Corp	FY17 - OUC - VMWare Server Licenses - SPR	VMWare Server Licenses	911 Fund / SPR
DIGI DOCS INC DOCUMENT MGRS	FY17 - OUC - Public Safety Telephony Replacement Headsets - SPR	Public Safety Telephony Replacement Headsets	911 Fund / SPR
DIGI DOCS INC DOCUMENT MGRS	FY16 - OUC - Public Safety Telephony Headsets - SPR	Public Safety Telephony Headsets	911 Fund / SPR
DIGI DOCS INC DOCUMENT MGRS	FY16 - OUC - Public Safety Telephony Replacement Headsets - SPR	Public Safety Telephony Replacement Headsets	911 Fund / SPR

Digital Conventions, LLC	FY16 - OUC - audio-visual implementation and maintenance services - Option Year 2 - SPR	Audio-Visual Implementation Maintenance	911 Fund / SPR
Digital Conventions, LLC	FY17 - DPIC - Displays for Inauguration - UCSBP	Displays for Inauguration	UCSBP
Digital Conventions, LLC	FY16 - OUC - (Deobligate) audio-visual implementation and maintenance services - option yr 1 - SPR	Audio-Visual Implementation Maintenance	911 Fund / SPR
Digital Conventions, LLC	FY17 - OUC - Audio-Visual Implementation Maintenance Opt Yr 2 - SPR	Audio-Visual Implementation Maintenance	911 Fund / SPR
Direct Apps, Inc.s	FY16 - OUC - Public Safety eCATS Emergency Call Tracking System Maintenance - SPR	Public Safety eCATS Emergency Call Tracking System Maintenance	911 Fund / SPR
Direct Apps, Inc.s	FY17 - OUC - Public Safety eCATS Emergency Call Tracking System Maintenance - SPR	Public Safety eCATS Emergency Call Tracking System Maintenance	911 Fund / SPR
DUPONT COMPUTERS	FY16 - OUC - Backhaul Conversion from T1 to Ethernet: Power Upgrade - SPR	Backhaul Conversion from T1 to Ethernet: Power Upgrade	911 Fund / SPR
Executive Contractors, LLC	FY16 - OUC - Installation of HVAC Duct at PSCC - UC2TDC	Installation of HVAC Duct at PSCC	Capital - UC2TDC
Executive Contractors, LLC	FY16 - OUC - Radio Shelter Repair for St Elizabeth, UDC, and GW - UC2TDC	Radio Shelter Repair for St Elizabeth, UDC, and GW	Capital - UC2TDC
FirstWatch Solutions Inc	FY16 - OUC - Firstwatch Software - 2UCUA4	Firstwatch Software	Grant
GENERAL SERVICES INC	FY17 - OUC - Purchase and Install Pallet Shelves at PSCC - SPR	Purchase and Install Pallet Shelves at PSCC	911 Fund / SPR
Hewlett Packard Company	FY17 - OUC - 911/311 Monitors - SPR	Additional 911/311 Monitors	911 Fund / SPR

Hewlett Packard Company	FY16 - OUC - HP Extended Warranty - SPR	HP Extended Warranty	911 Fund / SPR
Hewlett Packard Company	FY16 - OUC - 311 Monitors - SPR	311 Monitors	911 Fund / SPR
HI-TECH SOLUTION, INC.	FY16 - OUC - 311-operations Monitors - SPR	311 operations Monitors	911 Fund / SPR
INCAPSULATE, LLC	FY16 - OUC - (Deobligate) 311 Services - Option Year 1 - SPR	311 Services Maintenance and Enhancement Services	911 Fund / SPR
INCAPSULATE, LLC	FY17 - OUC - 311 Maintenance Support Services - SPR	311 Maintenance	911 Fund / SPR
INCAPSULATE, LLC	FY16 - OUC - 311 Services - Option Year 2 - SPR	311 Services	911 Fund / SPR
INCAPSULATE, LLC	FY17 - OUC - 311 Enhancements - SPR	311 Enhancements	911 Fund / SPR
Intergraph Corporation	FY16 - OUC - CAD Training - SPR	CAD Training	911 Fund / SPR
Intergraph Corporation	FY16 - OUC - OUC CAD EdgeFrontier Interface to DOH GER911 - 2UCUA5	OUC CAD EdgeFrontier Interface to DOH GER911	Grant
Intergraph Corporation	FY16 - NG911 Hexagon (Intergraph) CAD Integration - UC2TDC	NG911 Hexagon (Intergraph) CAD Integration	Capital - UC2TDC
Intergraph Corporation	FY16 - OUC - CAD Maintenance Option Yr 2 - SPR	CAD Maintenance Option Yr 2	911 Fund / SPR
Intergraph Corporation	FY17 - OUC - CAD Maintenance, Opt Yr 3 - SPR	CAD Maintenance, Opt Yr 3	911 Fund / SPR
INTRADO INC,	FY16 - OUC - (DeObligate) E911 ALI Database Managed Services - SPR	E911 ALI Database Managed Services	911 Fund / SPR
INTRADO INC,	FY16 - OUC - NG911 Intrado Viper Solution - UC2TDC	NG911 Intrado Viper Solution	Capital - UC2TDC
INTRADO INC,	FY17 - OUC - E911 ALI Database Managed Services - SPR	E911 ALI Database Managed Services	911 Fund / SPR

Lafayette Group Inc	FY16 - OUC - (Deobligate) Interoperability Radio Training Consulting Services - 3UCUA4	Interoperability Radio Training Consulting Services	Grant
Lafayette Group Inc	FY17 - OUC - COMT and COML Course - 3UCUA6	COMT and COML Course	Grant
Lafayette Group Inc	FY17 - OUC - Interoperability Training Support Services - 3UCUA6	Interoperability Training Support Services	Grant
Lafayette Group Inc	FY17 - OUC - Radio Cache Documentation Support Services - 1UCUA5	Radio Cache Documentation Support Services	Grant
MC Dean, Inc.	FY16 - OUC - UPS Maintenance - SPR	UPS Maintenance	911 Fund / SPR
Medical Priority Consultants	FY16 - OUC - ProQA (Medical, Fire, Police Dispatch) Software and Maintenance - Option Year 2 - SPR	ProQA (Medical, Fire, Police Dispatch) Software and Maintenance	911 Fund / SPR
Medical Priority Consultants	FY17 - OUC - ProQA Software and Maintenance - Option Yr 3 - SPR	ProQA Software and Maintenance	911 Fund / SPR
Medical Priority Consultants	FY16 - OUC - ProQA (Medical, Fire, Police Dispatch) Software and Maintenance - Option Yr 3 - SPR	ProQA (Medical, Fire, Police Dispatch) Software and Maintenance	911 Fund / SPR
Medical Priority Consultants	FY16 - OUC - ED-Q Certification Course - SPR	EDQ Certification Course	911 Fund / SPR
Medical Priority Consultants	FY16 - OUC - Training & Certification - SPR	Training & Certification	911 Fund / SPR
ModTech Corporation	FY16 - BDA Upgrade - 1UCUA4	BDA Upgrade	Grant
ModTech Corporation	FY16 - OUC - Annual BDA Maintenance - 1UCUA4	Annual BDA Maintenance	Grant
ModTech Corporation	FY16 - OUC - Annual BDA Maintenance - 1UCUA5	Annual BDA Maintenance	Grant

Motorola Solutions	FY16 - OUC - FY16 Motorola Service Agreement for June to Sept - SPR	FY16 Motorola Service Agreement for June to Sept	911 Fund / SPR
Motorola Solutions	FY17 - DPIC - Radio User IDs for 2017 Inauguration - UCSBP	Radio User IDs for 2017 Inauguration	UCSBP
Motorola Solutions	FY16 - OUC - DDOT Base Station - SPR	DDOT Base Station	911 Fund / SPR
Motorola Solutions	FY16 - OUC - WAVE Annual Maintenance & Licenses - SPR	WAVE Annual Maintenance & Licenses	911 Fund / SPR
Motorola Solutions	FY16 - OUC - Installation of WAVE Radio Over IP Encryption	Installation of WAVE Radio Over IP Encryption	911 Fund / SPR
Motorola Solutions	FY16 - OUC - Radio Cache Replacement APX Intrinsically Safe Batteries - 1UCUA4	Radio Cache Replacement APX Intrinsically Safe Batteries	Grant
Motorola Solutions	FY16 - OUC - Radios & Parts / MPD Battery Replacement - SPR	Radios & Parts / MPD Battery Replacement	911 Fund / SPR
Motorola Solutions	FY17 - OUC - Battery Readers for FEMS - SPR	Battery Readers for FEMS	911 Fund / SPR
Motorola Solutions	FY16 - OUC - (Deobligate) Motorola Service Agreement for FY16 (P25 Contract) - SPR	Motorola Service Agreement for FY16 (P25 Contract)	911 Fund / SPR
Motorola Solutions	FY16 - OUC - Installation and Configuration of WAVE Wireline Solution - SPR	Installation and Configuration of WAVE Wireline Solution	911 Fund / SPR
Motorola Solutions	FY16 - OUC - (Deobligate) Motorola Service Agreement for FY16 (New Contract) - SPR	Motorola Service Agreement for FY16 (New Contract)	911 Fund / SPR
Motorola Solutions	FY17 - OUC - Radio Cache Replacement Batteries for APX radios - 1UCUA5	Radio Cache Replacement Batteries for APX radios	Grant
Motorola Solutions	FY17 - DPIC - Redundant WAVE Server - Phase 1 - UCSBP	Redundant WAVE Server	UCSBP



Motorola Solutions	FY17 - OUC - Radio Cache Replacement Consolettes and Desksets - 1UCUA5	Radio Cache Replacement Consolettes and Desksets	Grant
Motorola Solutions	FY17-DPIC-MC7100 Consoles - UCSBP	MC7100 Consoles	UCSBP
Motorola Solutions	FY17 - OUC - Radio Parts - SPR	Radio Parts	911 Fund / SPR
Motorola Solutions	FY17 - DPIC - Radio Equipment and Accessories for 2017 Inauguration - UCSBP	Radio Equipment and Accessories for 2017 Inauguration	UCSBP
Motorola Solutions	FY17 - OUC - Replacement Batteries for MPD - SPR	Replacement Batteries for MPD	911 Fund / SPR
Motorola Solutions	FY17 - OUC - Motorola Service Agreement - SPR	Motorola Service Agreement	911 Fund / SPR
MVS Inc.	FY16 - OUC - NG Technology Hardware Demo Lab - SPR	NG Technology Hardware Demo Lab	911 Fund / SPR
National Emergency Number Asso	FY16 - OUC - NENA Radio Interoperability Training Courses - 3UCUA4	NENA Radio Interoperability Training Courses	Grant
National Emergency Number Asso	FY17 - OUC - NENA Courses for Interoperability Training - 3UCUA6	NENA Courses for Interoperability Training	Grant
Networking for Future, Inc.	FY16 - OUC - Secondary CTI Virtual Machine at PSCC and OUC - UC2TDC	Secondary CTI Virtual Machine at PSCC and OUC	Capital - UC2TDC
Networking for Future, Inc.	FY16 - OUC - NG911 LAN/WAN Cable Management - Capital	NG911 LAN/WAN Cable Management	Capital - UC2TDC
Networking for Future, Inc.	FY17 - OUC - LAN / WAN and Firewall Maintenance Support - SPR	LAN / WAN and Firewall Maintenance Support	911 Fund / SPR
Networking for Future, Inc.	FY17 - OUC - T1 Cable Extension - SPR	T1 Cable Extension	911 Fund / SPR
NFF Inc	FY17 - DPIC - Cabling and Power Work for the Inauguration - UCSBP	Cabling and Power Work for the Inauguration	UCSBP
NICE SYSTEMS INC.	FY17 - DPIC - Installation of NICE Licenses at the PSCC - UCSBP	Installation of NICE Licenses at the PSCC for inauguration	UCSBP

NICE SYSTEMS INC.	FY16 - OUC - NICE Training Services - SPR	NICE Training Services	911 Fund / SPR
NICE SYSTEMS INC.	FY16 - OUC - AQUA Integration and User Licenses - UC2TDC	AQUA Integration and User Licenses	Capital - UC2TDC
OST, Inc	ITSA (DeEncumbrance) - FY16 - OUC - Public Safety Telecommunications Analyst - SPR	IT Staff Augmentation / IT Support Services	911 Fund / SPR
OST, Inc	ITSA (DeEncumbrance) - FY16 - OUC - RF Engineer 2 - SPR	IT Staff Augmentation / IT Support Services	911 Fund / SPR
OST, Inc	ITSA (DeEncumbrance) - FY16 - OUC - Radio Program Manager - SPR	IT Staff Augmentation / IT Support Services	911 Fund / SPR
OST, Inc	ITSA Deencumbrance - FY16 - OUC - IT Application Administrator and Analyst 1 - SPR	IT Staff Augmentation / IT Support Services	911 Fund / SPR
OST, Inc	ITSA (DeEncumbrance) - FY16 - OUC - Emerging RF Program Manager - SPR	IT Staff Augmentation / IT Support Services	911 Fund / SPR
OST, Inc	ITSA Continuation (Deobligate) - FY16 - OUC - Radio Interoperability Trainer - 3UCUA4	IT Staff Augmentation / IT Support Services	Grant
OST, Inc	ITSA NEW - FY16 - OUC - OUC Tier 2 Technician - SPR	IT Staff Augmentation / IT Support Services	911 Fund / SPR
OST, Inc	ITSA Continuation - FY16 - OUC - IT Application Administrator and Analyst 2 - SPR	IT Staff Augmentation / IT Support Services	911 Fund / SPR
OST, Inc	ITSA Continuation - FY16 - OUC - IT Application Administrator and Analyst 4 - SPR	IT Staff Augmentation / IT Support Services	911 Fund / SPR

OST, Inc	ITSA NEW - FY16 - OUC - OUC Tier 2 Technician - SPR	IT Staff Augmentation / IT Support Services	911 Fund / SPR
OST, Inc	ITSA - Continuation - (Deobligate) FY16 - OUC - Business IT Consultant - 2UCUA5	IT Staff Augmentation / IT Support Services	Grant
OST, Inc	ITSA Continuation - FY16 - OUC - IT Application Administrator and Analyst - SPR	IT Staff Augmentation / IT Support Services	911 Fund / SPR
OST, Inc	ITSA Continuation - FY16 - OUC - IT Application Administrator and Analyst 3 - SPR	IT Staff Augmentation / IT Support Services	911 Fund / SPR
OST, Inc	ITSA Continuation (Deobligate) - FY16 - OUC - Business IT Consultant - 2UCUA4	IT Staff Augmentation / IT Support Services	Grant
OST, Inc	ITSA Continuation - FY16 - OUC - Radio Data Analyst - SPR	IT Staff Augmentation / IT Support Services	911 Fund / SPR
OST, Inc	ITSA Continuation - FY16 - OUC - Legacy RF Engineer - SPR	IT Staff Augmentation / IT Support Services	911 Fund / SPR
OST, Inc	ITSA New FY16 - OUC - RF Engineer 2 - SPR	IT Staff Augmentation / IT Support Services	911 Fund / SPR
OST, Inc	ITSA Continuation - FY16 - OUC - IT Consultant 6 - SPR	IT Staff Augmentation / IT Support Services	911 Fund / SPR
OST, Inc	RQ906314-V2 - ITSA NEW - FY16 - OUC - OUC Tier 2 Technician - SPR	IT Staff Augmentation / IT Support Services	911 Fund / SPR
OST, Inc	ITSA NEW - FY16 - OUC - IT Consultant Level 6 / RF Consultant - SPR	IT Staff Augmentation / IT Support Services	911 Fund / SPR

OST, Inc	ITSA NEW - FY16 - OUC - Customer Support 3 / OUC Tier 2 Technician - SPR	IT Staff Augmentation / IT Support Services	911 Fund / SPR
OST, Inc	ITSA NEW - FY16 - OUC - IT Consultant Level 6 / MDC Consultant - SPR	IT Staff Augmentation / IT Support Services	911 Fund / SPR
OST, Inc	ITSA Continuation - FY16 - OUC - Network Engineer - SPR	IT Staff Augmentation / IT Support Services	911 Fund / SPR
OST, Inc	ITSA Continuation - FY16 - OUC - Sr Radio Program Manager - SPR	IT Staff Augmentation / IT Support Services	911 Fund / SPR
OST, Inc	ITSA NEW - FY16 - OUC - RF Engineer - SPR	IT Staff Augmentation / IT Support Services	911 Fund / SPR
PC Net, Inc.	FY16 - OUC - Install OnBoard Mobility Management (oMM) Software - SPR	Install OnBoard Mobility Management (oMM) Software	911 Fund / SPR
PC Net, Inc.	FY17 - OUC - SmithMicro Mobile VPN Maintenance Warranty - SPR	SmithMicro Mobile VPN Maintenance Warranty	911 Fund / SPR
PC Net, Inc.	FY17 - OUC - Computrace Licenses - SPR	Computrace Licenses	911 Fund / SPR
PC Net, Inc.	IT Consultant Contract - FY17 - OUC - IT Application Administrator and Analyst 3 / Sr Technician 2B - Local	IT Support - Ryan Bryce	911 Fund / SPR
PC Net, Inc.	IT Consultant Contract - FY17 - OUC - IT Application Administrator and Analyst / Technician 2B - Local	IT Support - Vu Hoang	911 Fund / SPR
PC Net, Inc.	FY16 - OUC - (Deobligate) Rugged Tablets for Radio Cache - 1UCUA4	Rugged Tablets for Radio Cache	Grant

PC Net, Inc.	FY16 - OUC - Smithmicro Mobile VPN Maintenance Warranty - SPR	Smithmicro Mobile VPN Maintenance Warranty	911 Fund / SPR
PC Net, Inc.	FY16 - OUC - Public Safety Mobile Routing and Computing Solution Option Yr 1 - SPR	Public Safety Mobile Routing and Computing Solution Option Yr 1	911 Fund / SPR
PC Net, Inc.	FY17 - OUC - Public Safety Mobile Routing and Computing Solution - SPR	Public Safety Mobile Routing and Computing Solution	911 Fund / SPR
ProCom Corp.	FY16 - OUC - Radio Replacement Batteries Option Year 3 - SPR	Radio Replacement Batteries Option Year 3	911 Fund / SPR
ProCom Corp.	FY16 - OUC - Leather Cases for Motorola APX6000xe - SPR	Leather Cases for Motorola APX6000xe	911 Fund / SPR
ProCom Corp.	FY16 - OUC - Radio Cache Replacement Batteries - 1UCUA5	Radio Cache Replacement Batteries	Grant
ProCom Corp.	FY16 - OUC - Surveillance Kits for APX4000 and APX7000 Radios - SPR	Surveillance Kits for APX4000 and APX7000 Radios	911 Fund / SPR
ProCom Corp.	FY16 - OUC - (Deobligate) Radio Cache Replacement ICRI - 1UCUA4	Radio Cache Replacement ICRI	Grant
ProCom Corp.	FY17 - OUC - Radio Cache Replacement Batteries - 1UCUA5	Radio Cache Replacement Batteries	Grant
PTS Inc	IT Consultant Contract - FY17 - OUC - IT Application Administrator and Analyst / Subject Matter Expert I - Local	IT Support - Jonathan Peterson	911 Fund / SPR
PTS Inc	IT Consultant Contract - FY17 - OUC - IT Application Administrator and Analyst / Subject Matter Expert I - Local	IT Support - Agustinus Bustan	911 Fund / SPR

Purvis System Inc.	FY16 - OUC - Fire Station Alerting System Maintenance and Warranty - SPR	Fire Station Alerting System Maintenance and Warranty	911 Fund / SPR
Purvis System Inc.	FY16 - OUC - Fire Station Alerting System - Option Year 4 - SPR	Fire Station Alerting System	911 Fund / SPR
Purvis System Inc.	FY17 - OUC - Fire Station Alerting System Maintenance and Warranty - SPR	Fire Station Alerting System Maintenance and Warranty	911 Fund / SPR
Sabour Construction Group	FY16 - OUC - NG911 LAN/WAN AC Electrical Power Work - Receptacles, Cables, and Transtectors Install - SPR	NG911 LAN/WAN AC Electrical Power Work, Receptacles, Cables, and Transtectors Install	911 Fund / SPR
Sabour Construction Group	FY17 - OUC - Backhaul Conversion from T1 to Ethernet: Power Upgrade - SPR	Power Upgrade for Backhaul Conversion from T1 to Ethernet Project	911 Fund / SPR
Sabour Construction Group	FY17 - OUC - Electrical Circuits Clean Up at the PSCC - SPR	Electrical Circuits Clean Up at the PSCC	911 Fund / SPR
Sabour Construction Group	FY16 - OUC - Surge Protective Devices at OUC Radio Sites - UC2TDC	Surge Protective Devices at OUC Radio Sites	Capital - UC2TDC
Sabour Construction Group	FY17 - OUC - Removal of old UPS units at 4D Radio Site - SPR	Removal of old UPS units at 4D Radio Site	911 Fund / SPR
Sabour Construction Group	FY16 - OUC - NG911 LAN/WAN Power Cable Install - SPR	NG911 LAN/WAN Power Cable Install	911 Fund / SPR
Sabour Construction Group	FY17 - OUC - Replace surge arrestors at three remote radio site locations - SPR	Replace surge arrestors at three remote radio site locations	911 Fund / SPR
Sabour Construction Group	FY16 - OUC - NG911 LAN/WAN AC Electrical Power Work at PSCC - Capital	NG911 LAN/WAN AC Electrical Power Work at PSCC	Capital - UC2TDC
SeeClickFix, LLC	FY16 - OUC - SeeClickFix - 311 Mobile Application - SPR	SeeClickFix 311 Mobile Application	911 Fund / SPR

SeeClickFix, LLC	FY17 - OUC - SeeClickFix - 311 Mobile Application - SPR	SeeClickFix 311 Mobile Application	911 Fund / SPR
Spectracom	FY16 - OUC - (Deobligate) Spectracom Timing System maintenance renewal - SPR	Spectracom Timing System maintenance renewal	911 Fund / SPR
Spectrum Corporation	FY16 - OUC - Spectrum NeXorce Annual Maintenance Renewal - SPR	Spectrum NeXorce Annual Maintenance Renewal	911 Fund / SPR
Spectrum Corporation	FY17 - OUC - Spectrum Software Annual Maintenance Renewal - SPR	Spectrum Software Annual Maintenance Renewal	911 Fund / SPR
Syniverse Technologies, Inc.	FY16 - OUC - Syniverse Technologies LATALink SS7 Renewal - SPR	Syniverse Technologies LATALink SS7 Renewal	911 Fund / SPR
Syniverse Technologies, Inc.	FY17 - OUC - Syniverse Technologies LATALink SS7 Renewal - SPR	Syniverse Technologies LATALink SS7 Renewal	911 Fund / SPR
Tecknomic, LLC	FY17 - OUC - RF Health and Safety Training - SPR	RF Health and Safety Training	911 Fund / SPR
Tecknomic, LLC	FY16 - OUC - Radio Antenna and Tower Site Maintenance - SPR	Radio Antenna and Tower Site Maintenance	911 Fund / SPR
Tecknomic, LLC	IT Consultant Contract - FY17 - OUC - Tier 2 Technician / Systems Analyst 1 - Local	IT Support - Brian Gragasin	911 Fund / SPR
Tecknomic, LLC	IT Consultant Contract - FY17 - OUC - Tier 2 Technician / Systems Analyst 1 - Local	IT Support - Thomas Man	911 Fund / SPR
Tecknomic, LLC	FY17 - OUC - Radio Antenna and Tower Site Maintenance - SPR	Radio Antenna and Tower Site Maintenance	911 Fund / SPR
Tecknomic, LLC	IT Consultant Contract - FY17 - OUC - Tier 2 Technician / Systems Analyst 1 - Local	IT Support - Stephen Asare	911 Fund / SPR
Tecknomic, LLC	IT Consultant Contract - FY17 - OUC - IT Consultant 6 / Consultant Lev. 2 - Local	IT Support - Melanie Baisley	911 Fund / SPR

Telecommunications Dev Corp	FY16 - OUC - (Deobligate) Interoperability Communications Training Support Services - 3UCUA4	Interoperability Communications Training Support Services	Grant
Telecommunications Dev Corp	FY17 - OUC - Interoperability Training Support Services - SPR	Interoperability Training Support Services	911 Fund / SPR
Telecommunications Dev Corp	FY16 - OUC - Interoperability Communications Training Support Services - SPR	Interoperability Communications Training Support Services	911 Fund / SPR
Telecommunications Dev Corp	FY16 - OUC - Agency Strategic Replacement Plan including NG911 - SPR.	Agency Strategic Replacement Plan including NG911	911 Fund / SPR
Telecommunications Dev Corp	IT Consultant Contract - FY17 - OUC - Sr Radio Program Manager / Project Director C- Local	IT Support - Roger Richmond	911 Fund / SPR
Telecommunications Dev Corp	IT Consultant Contract - FY17 - OUC - RF Engineer / Technical Administrator A - Local	IT Support - Doug Scheffler	911 Fund / SPR
Telecommunications Dev Corp	IT Consultant Contract - FY17 - OUC - RF Engineer / Technical Administrator A- Local	IT Support - Matt Theisz	911 Fund / SPR
Telecommunications Dev Corp	IT Consultant Contract - FY17 - OUC - Network Engineer / Technical Administrator A - Local	IT Support - Zahid Chohan	911 Fund / SPR
Teltronic Inc	FY16 - OUC-DVRS Maintenance / David Clark Headsets	DVRS Maintenance / David Clark Headsets	911 Fund / SPR
Teltronic Inc	FY17 - OUC - DVRS Maintenance - SPR	DVRS Maintenance	911 Fund / SPR
THE TRIAGE GROUP, LLC	IT Consultant Contract - FY17 - OUC - Radio Data Analyst / Client Financial Management Analyst 1 - Local	IT Support - Veeda Harris	911 Fund / SPR



THE TRIAGE GROUP, LLC	IT Consultant Contract - FY17 - OUC - Legacy RF Engineer / Business Functions Analyst 3 - Local	IT Support - Gavin Suares	911 Fund / SPR
THE TRIAGE GROUP, LLC	IT Consultant Contract - FY17 - OUC - Emerging RF Program Manager / Business Functions Consultant 3 - Local	IT Support - Guy Jouannelle	911 Fund / SPR
THE TRIAGE GROUP, LLC	IT Consultant Contract - FY17 - OUC - IT Consultant Level 6 / MDC Consultant / Business Functions Consultant 3 - Local	IT Support - Solomon Tadesse	911 Fund / SPR
TRICORE SYSTEMS, LLC	FY17 - OUC - CCTV Installation at the PSCC - SPR	CCTV Installation at the PSCC	911 Fund / SPR
TRICORE SYSTEMS, LLC	FY16 - OUC - Fletcher Johnson CCTV and access control - UC2TDC	Fletcher Johnson CCTV and access control	Capital - UC2TDC
Veritas Consulting Group, LLC	FY16 - OUC - Emergency Repair to PSCC Doors - SPR	Emergency Repair to PSCC Doors	911 Fund / SPR
Veritas Consulting Group, LLC	FY17 - OUC - Installation of Secure Card Entry System at PSCC- SPR	Installation of Secure Card Entry System at PSCC	911 Fund / SPR
Veritas Consulting Group, LLC	FY16 - OUC - Electronic Card Readers and Security Cameras - SPR	Electronic Card Readers and Security Cameras	911 Fund / SPR
VERIZON FEDERAL, INC	FY16 - OUC - Verizon ALI Payment - SPR	Verizon ALI Payment	911 Fund / SPR
Watson Furniture Group	FY17 - DPIC - Call Center Furniture for Inauguration - UCSBP	Call Center Furniture for the Inauguration	UCSBP
Winbourne Consulting LLC	FY17 - OUC - Analysis of 911 Funding Sources - SPR	Analysis of 911 Funding Sources	911 Fund / SPR
Winbourne Consulting LLC	FY17 - OUC - NG911 Regional Interoperability Support - 3UCUA5	NG911 Regional Interoperability Support	Grant
Winbourne Consulting LLC	FY16 - OUC - NG911 Telecommunications Infrastructure - SPR	NG911 Telecommunications Infrastructure	911 Fund / SPR

Winbourne Consulting LLC	FY17 - OUC - NG911 Telecommunications Infrastructure Support Services - SPR	NG911 Telecommunications Infrastructure Support Services	911 Fund / SPR
XEROX DIRECT	FY16 - OUC - Managed Print Services - SPR	Managed Print Services	911 Fund / SPR
XEROX DIRECT	FY17 - OUC - Managed Print Services - SPR	Managed Print Services	911 Fund / SPR

Contract #	Procurement Method	Contract Value for Current Term	Contract Term	PO Term
CW21580	CompetitiveSealedBid-IFB	\$801,103.00	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 3
CW21580	CooperativeAgreements	\$760,547.00	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 2
CW21580	CompetitiveSealedBid-IFB	\$20,729	11/3/16 to 9/30/17	Base Year
CW21580	CompetitiveSealedBid-IFB	\$801,103.00	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 3
GS-07F-0377X	ExemptFromCompetition	\$100,450	9/23/16 to 9/30/16	Base Year
GS-07F-0377X / CW47218	CooperativeAgreements	\$11,029.70	10/28/16 to 9/30/17	Base Year
No Contract	No Contract	N / A	N / A	N / A
CW29945	CooperativeAgreements	\$226,475.00	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 1
cw15546	CooperativeAgreements	\$233,428.00	One 12 Month Base Yr with four 12 Month Option Periods	Option 4
CW41164	ExemptFromCompetition	\$225,600	One 12 Month Base Yr with four 12 Month Option Periods	Base Year
CW48690	ExemptFromCompetition	\$235,000	One 12 Month Base Yr with four 12 Month Option Periods	Base Year

No Contract	ExemptFromCompetition	N / A	N / A	N / A
No Contract	ExemptFromCompetition	N / A	N / A	N / A
No Contract	ExemptFromCompetition	N / A	N / A	N / A
C1888-V3	DCSupplySchedule	\$8,363.84	2/1/16 to 9/30/16	Base Year
CW37801-GS35F-0119Y	GSA-FederalSupplySchedule	\$414,594.42	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 1
CW37801-GS35F-0119Y	GSA-FederalSupplySchedule	\$431,682.88	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 2
No Contract	ExemptFromCompetition	N / A	N / A	N / A
Fairfax County #4400006325	CooperativeAgreements	\$17,579.52	8/18/16 to 9/30/16	Base Year
Fairfax County IT Hardware and Software (4400006325)	CooperativeAgreements	\$17,680.00	10/31/16 to 9/30/17	Base Year
Fairfax County IT Hardware and Software (4400006325)	CooperativeAgreements	\$40,660.00	9/1/16 to 9/30/16	Base Year
No Contract	SmallPurchase	N / A	N / A	N / A
No Contract	ExemptFromCompetition	N / A	N / A	N / A
C1884-V2	DCSupplySchedule	\$6,132.00	8/25/16 tp 9/30/16	Base Year

CW29207	SmallPurchase	\$100,000.00	One 12 Month Base Yr with two 12 Month Option Periods	Option Yr 1
CW29207	SmallPurchase	\$100,000.00	One 12 Month Base Yr with two 12 Month Option Periods	Option Yr 2
CW29207/BPA	ExemptFromCompetition	\$100,000.00	One 12 Month Base Yr with two 12 Month Option Periods	Option Yr 3
GS-07F-0377V	CooperativeAgreements	\$10,252	10/31/16 to 9/30/17	Base Year
VA-140331-DELL	CooperativeAgreements	\$16,868.40	One 24 Month Base with Three One Year Options	Option Yr 2
VA-140331-DELL	CooperativeAgreements	\$25,097.52	One 24 Month Base with Three One Year Options	Option Yr 1
VA-140401-Dell	CooperativeAgreements	\$77,501.00	One 24 Month Base with Three One Year Options	Option Yr 1
VA-140331-DELL	CooperativeAgreements	\$41,901.52	One 24 Month Base with Three One Year Options	Option Yr 1
VA-140331-DELL	CooperativeAgreements	\$117,345.98	One 24 Month Base with Three One Year Options	Option Yr 1
VA-140331 Dell / CW49046	CompetitiveSealedBid-IFB	\$132,934.48	One 24 Month Base with Three One Year Options	Option Yr 2
VA-140401-DELL	CooperativeAgreements	\$24,485.28	One 24 Month Base with Three One Year Options	Option Yr 2
C1133-V2	SingleQuote	\$2,463.42	10/27/16 to 9/30/17	Base Year
C12709	DCSupplySchedule	\$5,950.37	10/26/15 - 9/30/16	Base Year
C1872-V5	DCSupplySchedule	\$9,867.42	5/10/16 to 9/30/16	Base Year

WCSA-10-OCPS-09 / CW30442	ExemptFromCompetition	\$73,965.00	One 12 Month Base Yr with Option Yr 2 four 12 Month Option Periods	
WCSA-10-OCPS-09 / CW30442	CooperativeAgreements	\$73,965.00	One 12 Month Base Yr with Option Yr 2 four 12 Month Option Periods	
WCSA-10-OCPS-09 / CW30442	CooperativeAgreements	\$73,965.00	One 12 Month Base Yr with Option Yr 1 four 12 Month Option Periods	
WCSA-10-OCPS-09 / CW30442	CooperativeAgreements	\$73,965.00	One 12 Month Base Yr with Option Yr 2 four 12 Month Option Periods	
No Contract	ExemptFromCompetition	N / A	N / A	N / A
No Contract	ExemptFromCompetition	N / A	N / A	N / A
C1660-V3	DCSupplySchedule	\$5,333.06	10/7/15 to 9/30/16	Base Year
No Contract	SingleQuote	N / A	N / A	N / A
No Contract	SmallPurchase	N / A	N / A	N / A
No Contract	ExemptFromCompetition	N / A	N / A	N / A
No Contract	SmallPurchase	N / A	N / A	N / A
(VITA) VA-140331-HP	CooperativeAgreements	\$13,140	11/3/16 to 9/30/17	Base Year

VITA VA-140331-HP	CooperativeAgre ements	\$17,696	8/19/16 to 9/30/16	Base Year
VITA VA-140331-HP	CooperativeAgre ements	\$18,513	9/21/16 to 9/30/16	Base Year
C12265-V3	DCSupplySchedul e	\$9,750	3/1/16 to 9/30/17	Base Year
CW29609 / GS- 35F- 0158X	GSA- FederalSupplySch edule	\$720,566.40	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 1
CW29609 / GS- 35F- 0158X	CooperativeAgre ements	\$414,594.42	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 2
CW29609 / GS- 35F- 0158X	GSA- FederalSupplySch edule	\$414,594.42	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 2
CW29609 / GS- 35F- 0158X	CooperativeAgre ements	\$414,594.42	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 2
No Contract	ExemptFromCom petition	N / A	N / A	N / A
CW24576	SmallPurchase	\$1,735,629.44	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 2
CW24576	CompetitiveSeale dBid-IFB	\$1,735,629.44	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 2
CW24576	CompetitiveSeale dBid-IFB	\$1,735,629.44	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 2
CW24576	CompetitiveSeale dBid-IFB	\$1,606,859.41	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 3
CW40568	ExemptFromCom petition	\$876,276.00	One 12 Month Base Yr with four 12 Month Option Periods	Base Year
CW41292	CooperativeAgre ements	\$2,082,741.25	One 12 Month Base Yr with four 12 Month Option Periods	Base Year
CW41292	CooperativeAgre ements	\$2,082,741.25	One 12 Month Base Yr with four 12 Month Option Periods	Base Year

GS-23F-0134N / CW42804	ExemptFromCom petition	\$315,000.00	One 12 Month Base Yr with Option Yr 4	
GS-23F-0134N	GSA- FederalSupplySch edule	\$315,000.00	One 12 Month Base Yr with Option Yr 4 four 12 Month Option Periods	
GS-23F-0134N	CooperativeAgre ements	\$315,000.00	One 12 Month Base Yr with Option Yr 4 four 12 Month Option Periods	
GS-23F-0134N / CW42804	GSA- FederalSupplySch edule	\$315,000.00	One 12 Month Base Yr with Option Yr 4 four 12 Month Option Periods	
GS-35F-0226W	GSA- FederalSupplySch edule	\$24,153.00	12/1/2015 to 9/30/2016	Base Year
CW23207	CompetitiveSeale dBid-IFB	\$96,595.00	One 12 Month Base Yr with Option Yr 2 four 12 Month Option Periods	
CW23207	CompetitiveSeale dBid-IFB	\$96,595.00	One 12 Month Base Yr with Option Yr 3 four 12 Month Option Periods	
CW23207	ExemptFromCom petition	\$96,595.00	One 12 Month Base Yr with Option Yr 3 four 12 Month Option Periods	
CW23207	ExemptFromCom petition	\$96,595.00	One 12 Month Base Yr with Option Yr 3 four 12 Month Option Periods	
No Contract	ExemptFromCom petition	N / A	N / A	N / A
No Contract	ExemptFromCom petition	N / A	N / A	N / A
No Contract	ExemptFromCom petition	N / A	N / A	N / A
No Contract	ExemptFromCom petition	N / A	N / A	N / A



CW43795	CooperativeAgre ements	\$958,711.57	6/1/16 to 9/30/16	Base Year
HGAC RA05-15 / CW48124	CooperativeAgre ements	\$83,130.00	11/1/16 to 9/30/17	Base Year
CW40594	CooperativeAgre ements	\$958,711.57	11/15/15 to 2/15/16	Base Year
CW27392	CooperativeAgre ements	\$7,000,000.00	One 12 Month Base Yr with four 12 Month Option Periods	Option YR 2
CW27392	ExemptFromCom petition	\$7,000,000.00	One 12 Month Base Yr with four 12 Month Option Periods	Option YR 2
HGAC-90-2244 / CW40594	CooperativeAgre ements	\$958,711.57	6/24/16 to 9/30/16	Base Year
HGAC-RA05-15	CooperativeAgre ements	\$106,435.00	3/24/16 to 3/23/17	Base Year
DCTO-2008-C-0135	CooperativeAgre ements	\$1,036.00	10/19/16 to 9/30/17	Base Year
CW40594	CooperativeAgre ements	\$958,711.57	11/15/15 to 2/15/16	Base Year
CW27392	CooperativeAgre ements	\$7,000,000.00	One 12 Month Base Yr with four 12 Month Option Periods	Option YR 2
CW40594	CooperativeAgre ements	\$958,711.57	11/15/15 to 2/15/16	Base Year
HGAC-RA05- 15/CW49036	CompetitiveSeale dBid-IFB	\$19,950.00	12/23/2016 to 9/30/17	Base Year
HGAC-RA05- 15/CW49367	CooperativeAgre ements	\$29,081.20	1/12/17 to 9/30/17	Base Year

HGAC-RA05-15/CW49245	CooperativeAgreements	\$39,466.00	1/10/17 to 9/30/17	Base Year
HGAC-90-2244 / CW48160	CooperativeAgreements	\$156,423.82	11/9/16 to 9/30/17	Base Year
HGAC-RA05-15/CW48547	ExemptFromCompetition	\$167,706.70	12/23/2016 to 9/30/17	Base Year
HGAC RA05-15 / CW48246	CooperativeAgreements	\$239,265.00	11/9/16 to 3/13/17	Base Year
CW49044	CompetitiveSealedBid-IFB	\$400,780.80	12/23/16 to 9/30/17	Base Year
CW46293	ExemptFromCompetition	\$2,944,561.82	One 12 Month Base Yr with four 12 Month Option Periods	Base Year
C1651-V3	DCSupplySchedule	\$9,410.04	3/14/16 to 9/30/16	Base Year
No Contract	ExemptFromCompetition	N / A	N / A	N / A
No Contract	ExemptFromCompetition	N / A	N / A	N / A
CW30750 / WSCA NASPO #AR-233 (14-19)	CooperativeAgreements	\$32,849.32	8/22/16 to 9/30/17	Base Year
CW34256	CooperativeAgreements	\$26,346.90	2/24/16 to 9/30/16	N/A
CW34256	CooperativeAgreements	\$168,749.00	2/9/15 to 9/30/17	N/A
WSCA-NASPO #14-233(14-19)	CooperativeAgreements	N / A	11/7/16 to 9/30/17	Base Year
C12108-V5	DCSupplySchedule	\$7,260.22	12/22/16 to 9/30/17	Base Year
CW34019	ExemptFromCompetition	\$720,495.00	One 12 Month Base Yr with two 12 Month Option Periods	Option YR 2





DCTO-2008-C-0135	CompetitiveSealedProposal-RFP	\$75,000,000.00	One 12 Month Extension No. 7 from Base and 4 (1) Yr. Options	Extension No. 7
DCTO-2008-C-0135	CompetitiveSealedProposal-RFP	\$75,000,000.00	One 12 Month Extension No. 7 from Base and 4 (1) Yr. Options	Extension No. 7
DCTO-2008-C-0135	CompetitiveSealedProposal-RFP	\$75,000,000.00	One 12 Month Extension No. 7 from Base and 4 (1) Yr. Options	Extension No. 7
DCTO-2008-C-0135	CompetitiveSealedProposal-RFP	\$75,000,000.00	One 12 Month Extension No. 7 from Base and 4 (1) Yr. Options	Extension No. 7
DCTO-2008-C-0135	CompetitiveSealedProposal-RFP	\$75,000,000.00	One 12 Month Extension No. 7 from Base and 4 (1) Yr. Options	Extension No. 7
C13739	DCSupplySchedule	\$7,500	6/10/16 to 9/30/16	Base Year
CW14834	ExemptFromCompetition	\$9,401.70	11/15/16 to 9/30/17	Base Year
C1809	ExemptFromCompetition	\$17,962.10	12/15/2016 to 9/30/17	Base Year
CW47038	CompetitiveSealedBid-IFB	\$900,000.00	One 12 Month Base Yr with one 12 Month Option Periods	Base Year
CW47038	CompetitiveSealedBid-IFB	\$900,000.00	One 12 Month Base Yr with one 12 Month Option Periods	Base Year
NIPA #120471/CW27885	CooperativeAgreements	\$11,026	6/14/16 to 9/30/16	Base Year

CW14834	CooperativeAgre ements	\$167,091.96	10/27/15 to 9/30/16	Base Year
CW27885	CooperativeAgre ements	\$900,189.25	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 1
CW27885	CompetitiveSeale dProposal-RFP	\$891,138.25	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 2
DCPO-2012-Q-0396	SmallPurchase	\$121,544.30	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 3
DCPO-2012-B-0396	SmallPurchase	\$121,544.30	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 4
DCPO-2012-B-0396	SmallPurchase	\$121,544.30	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 4
BPA-CW27971	SmallPurchase	\$121,544.30	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 4
DCPO-2012-B- 0396/CW27971	SmallPurchase	\$121,544.30	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 4
DCPO-2012-B-0396 (BPA)	SmallPurchase	\$121,544.30	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 4
C14163	DCSupplySchedul e	PTS Inc	One 12 Month Base Yr with one 12 Month Option Periods	Base Year
C14163	DCSupplySchedul e	PTS Inc	One 12 Month Base Yr with one 12 Month Option Periods	Base Year

CW45147	ExemptFromCompetition	\$316,150.00	One 12 Month Base Yr with four 12 Month Option Periods	Base Year
DCTO-2009-C-0020	CompetitiveSealedProposal-RFP	\$239,118.16	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 4
CW45147	CompetitiveSealedBid-IFB	\$316,150.00	One 12 Month Base Yr with four 12 Month Option Periods	Base Year
CW38907	#N/A	\$79,500.00	12 Months	Base Year
No Contract	SingleQuote	N / A	N / A	N / A
No Contract	SingleQuote	N / A	N / A	N / A
No Contract	SmallPurchase	N / A	N / A	N / A
No Contract	SmallPurchase	N / A	N / A	N / A
No Contract	SmallPurchase	N / A	N / A	N / A
No Contract	SmallPurchase	N / A	N / A	N / A
CW38907	CompetitiveSealedBid-IFB	\$79,500.00	12 Months	Base Year
No Contract	ExemptFromCompetition	N / A	N / A	N / A

No Contract	ExemptFromCompetition	N / A	N / A	N / A
No Contract	ExemptFromCompetition	N / A	N / A	N / A
No Contract	ExemptFromCompetition	N / A	N / A	N / A
No Contract	ExemptFromCompetition	N / A	N / A	N / A
No Contract	SoleSource	N / A	N / A	N / A
No Contract	ExemptFromCompetition	N / A	N / A	N / A
C13542	ExemptFromCompetition	\$6,250	2/6/17 to 9/30/17	Base Year
DCPO-2012-C-0045	CompetitiveSealedProposal-RFP	\$131,144.50	One 12 Month Base Yr with one 12 Month Option Periods	Option Yr 4
C13223-V2 / CW47100	DCSupplySchedule	\$900,000.00	One 12 Month Base Yr with one 12 Month Option Periods	Base Year
C13223-V2 / CW47100	DCSupplySchedule	\$900,000.00	One 12 Month Base Yr with one 12 Month Option Periods	Base Year
cw47837	ExemptFromCompetition	\$81,549.92	One 12 Month Base Yr with one 12 Month Option Periods	Base Year
CW47100	CompetitiveSealedBid-IFB	\$900,000.00	One 12 Month Base Yr with one 12 Month Option Periods	Base Year
C13223-V2 / CW47100	DCSupplySchedule	\$900,000.00	One 12 Month Base Yr with one 12 Month Option Periods	Base Year



C12238-V3	DCSupplySchedule	\$4,185	10/12/16 to 9/30/17	Base Year
C12238-V3	ExemptFromCompetition	\$12,960	10/20/16 to 9/30/17	Base Year
C12238-V3	ExemptFromCompetition	\$10,800	8/3/16 to 9/30/16	Base Year
C12238-V3	DCSupplySchedule	\$10,000	3/7/16 to 9/30/16	Base Year
C12238-V3 / CW47103	DCSupplySchedule	\$915,373.80	One 12 Month Base Yr with one 12 Month Option Periods	Base Year
C12238-V3 / CW47103	DCSupplySchedule	\$915,373.80	One 12 Month Base Yr with one 12 Month Option Periods	Base Year
C12238-V3 / CW47103	DCSupplySchedule	\$915,373.80	One 12 Month Base Yr with one 12 Month Option Periods	Base Year
C12238-V3 / CW47103	DCSupplySchedule	\$915,373.80	One 12 Month Base Yr with one 12 Month Option Periods	Base Year
CW42438	SmallPurchase	\$26,084.00	One 12 Month Base Yr with four 12 Month Option Periods	Base Year
CW42438	ExemptFromCompetition	\$26,084.00	One 12 Month Base Yr with four 12 Month Option Periods	Base Year
C12301-V2 / CW47125	DCSupplySchedule	\$910,000.00	One 12 Month Base Yr with one 12 Month Option Periods	Base Year

C12301-V2 / CW47125	GSA- FederalSupplySch edule	\$910,000.00	One 12 Month Base Yr with one 12 Month Option Periods	Base Year
C12301-V2 / CW47125	CompetitiveSeale dBid-IFB	\$910,000.00	One 12 Month Base Yr with one 12 Month Option Periods	Base Year
C12301-V2 / CW47125	CompetitiveSeale dProposal-RFP	\$910,000.00	One 12 Month Base Yr with one 12 Month Option Periods	Base Year
C14037	DCSupplySchedul e	\$23,846	12/6/16 to 9/30/17	Base Year
C14037	DCSupplySchedul e	\$19,950	12/6/16 to 9/30/17	Base Year
C13842-V2	DCSupplySchedul e	\$2,143	9/21/16 to 9/30/16	Base Year
C13842-V2	DCSupplySchedul e	\$3,093	10/27/16 to 9/30/17	Base Year
C13842-V2	DCSupplySchedul e	\$19,196	7/19/16 tp 9/30/16	Base Year
Tariff Order No 16008	CooperativeAgre ements	\$812,363		
GS-27F-004GA	GSA- FederalSupplySch edule	\$99,967	12/7/16 to 9/30/17	Base Year
CW31972	CompetitiveSeale dProposal-RFP	\$725,000.00	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 2
CW31972	CompetitiveSeale dProposal-RFP	\$725,000.00	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 2
CW31972	CompetitiveSeale dProposal-RFP	\$723,022.50	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 1

CW31972	CompetitiveSealedProposal-RFP	\$725,000.00	One 12 Month Base Yr with four 12 Month Option Periods	Option Yr 2
GS-35F-0662M	GSA-FederalSupplySchedule	\$17,680.00	10/1/15 to 9/30/16	Base Year
GS-35F-0662M	CooperativeAgreements	\$17,579.52	10/1/16 to 9/30/17	Base Year

Contract Administrator	Grant Project #
Shani Jones	

Shani Jones

Shani Jones

Shani Jones

Tim Ramlogan

Tim Ramlogan

N / A

Teddy Kavaleri

Tim Ramlogan

Teddy Kavaleri

Teddy Kavaleri

N / A

N / A

N / A

Teddy Kavaleri

Teddy Kavaleri

N / A

N / A

N / A



Tim Ramlogan

Tim Ramlogan

Tim Ramlogan

Tim Ramlogan

N / A

N / A

N / A

N / A

N / A                      2UCUA4

N / A

Teddy Kavaleri

Teddy Kavaleri

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Teddy Kavaleri

N / A

Elwalid Sidahmed      2UCUA5  
(CA will be changed)

Elwalid Sidahmed  
(CA will be changed)

Elwalid Sidahmed  
(CA will be changed)

Elwalid Sidahmed  
(CA will be changed)

Javier Mascorro

Tim Ramlogan

Tim Ramlogan



Teddy Kavaleri	3UCUA4
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Teddy Kavaleri	3UCUA6
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Teddy Kavaleri	3UCUA6
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Teddy Kavaleri	1UCUA5
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Shani Jones	
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Shani Jones	
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Shani Jones	
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Shani Jones	
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N / A	
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N / A	1UCUA4
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N / A	1UCUA4
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N / A	1UCUA5
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Radio Systems  
Manager

Brittany Mynatt

Radio Systems  
Manager  
Radio Systems  
Manager

Radio Systems  
Manager

Radio Systems  
Manager      1UCUA4

Tim Ramlogan

Steve Matthews

Radio Systems  
Manager

Radio Systems  
Manager

Radio Systems  
Manager

Tim Ramlogan      1UCUA5

Brittany Mynatt

Tim Ramlogan      1UCUA5

Maria Miranda

Tim Ramlogan

Brittany Mynatt

Tim Ramlogan

Tim Ramlogan

N / A      3UCUA4

N / A      3UCUA6

Teddy Kavaleri

Teddy Kavaleri

Tim Ramlogan

Tim Ramlogan

Tim Ramlogan

Jan Whitener

Jan Whitener

Jan Whitener

Jan Whitener

Jan Whitener

Jan Whitener      3UCUA4

Jan Whitener

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Jan Whitener            2UCUA5

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Macorazon Miranda      1UCUA4

Macorazon Miranda

Macorazon Miranda

Office of Unified  
Communications

Office of Unified  
Communications

Office of Unified  
Communications

1UCUA5

Office of Unified  
Communications

Office of Unified  
Communications

1UCUA4

Office of Unified  
Communications

1UCUA5

Tim Ramlogan

Elwalid Sidahmed

Tim Ramlogan

Teddy Kavaleri

N / A

N / A

N / A

N / A

N / A

N / A

Teddy Kavaleri

N / A



N / A

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N / A

N / A

N / A

N / A

Elwalid Sidahmed

Tehsin Faruk

Tehsin Faruk

Tehsin Faruk

Tehsin Faruk

3UCUA4

Tehsin Faruk

Tehsin Faruk

Tehsin Faruk

Tehsin Faruk

Stephen Matthews

Stephen Matthews

Brittany Galloway

Brittany Galloway

Brittany Galloway

Brittany Galloway

Teddy Kavaleri

Teddy Kavaleri      3UCUA5

Teddy Kavaleri

Teddy Kavalari

Year	Month	Agency	Priority	Number of Calls for Service	Average Call to Dispatch Time
2015	October	EMS	1	8065	00:02:22
			2	2905	00:02:23
			3	2855	00:02:31
		EMS Total		13825	00:02:25
		FIRE	1	2808	00:02:35
			2	75	00:02:42
			3	43	00:02:04
		FIRE Total		2926	00:02:27
		MPD	1	5605	00:04:28
			2	23203	00:07:46
			3	17487	00:11:03
		MPD Total		46295	00:07:46
		October Total		63046	00:04:13
	November	EMS	1	7170	00:02:16
			2	2348	00:02:19
			3	2653	00:02:20
		EMS Total		12171	00:02:18
		FIRE	1	2519	00:02:27
			2	52	00:02:30
			3	49	00:02:27
		FIRE Total		2620	00:02:28
		MPD	0	1	00:01:38
			1	5411	00:04:22
			2	20918	00:07:24
			3	15618	00:11:07
		MPD Total		41948	00:06:08
		November Total		56739	00:03:53
	December	EMS	1	7219	00:02:19
			2	2470	00:02:15
			3	2769	00:02:20
		EMS Total		12458	00:02:18
		FIRE	1	2558	00:02:29
			2	79	00:02:31
			3	28	00:05:04
		FIRE Total		2665	00:03:21
		MPD	1	5336	00:04:28
			2	20229	00:07:20
			3	15857	00:11:07
		MPD Total		41422	00:07:38
		December Total		56545	00:04:26
		EMS	1	7497	00:02:51
			2	2414	00:02:40
			3	2687	00:07:04
		EMS Total		12598	00:04:12
			1	2679	00:02:56

January	FIRE	2	103	00:02:38
		3	47	00:03:02
	FIRE Total		2829	00:02:52
	MPD	1	4731	00:04:22
		2	19055	00:06:56
		3	15507	00:10:24
	MPD Total		39293	00:07:14
January Total			54720	00:04:46
February	EMS	1	7234	00:02:25
		2	2205	00:02:31
		3	2508	00:02:30
	EMS Total		11947	00:02:29
	FIRE	1	2396	00:02:39
		2	67	00:02:20
		3	37	00:05:48
	FIRE Total		2500	00:03:35
	MPD	0	1	00:00:21
		1	4374	00:04:13
		2	17419	00:06:30
		3	14166	00:09:46
	MPD Total		35960	00:05:12
February Total			50407	00:03:54
March	EMS	0	1	00:02:04
		1	8311	00:02:26
		2	2621	00:02:30
		3	2855	00:02:35
	EMS Total		13788	00:02:24
	FIRE	1	2291	00:02:42
		2	74	00:02:32
		3	53	00:02:38
	FIRE Total		2418	00:02:37
	MPD	1	5324	00:04:27
		2	20932	00:07:08
		3	16971	00:10:23
	MPD Total		43227	00:07:20
March Total			59433	00:03:57
April	EMS	1	7978	00:02:25
		2	2653	00:02:27
		3	2814	00:02:31
	EMS Total		13445	00:02:28
	FIRE	1	2183	00:02:38
		2	71	00:02:06
		3	42	00:02:08
	FIRE Total		2296	00:02:18
	MPD	0	1	00:02:41
		1	5354	00:04:33
2		21638	00:07:36	

2016

		3	16749	00:10:41
		MPD Total	43742	00:06:23
		<b>April Total</b>	<b>59483</b>	00:03:59
May	EMS	0	2	00:02:42
		1	8485	00:02:26
		2	2843	00:02:31
		3	3007	00:02:35
		EMS Total	14337	00:02:34
	FIRE	1	2473	00:02:43
		2	54	00:02:23
		3	39	00:02:27
		FIRE Total	2566	00:02:31
	MPD	1	6087	00:04:49
		2	22350	00:08:27
		3	18128	00:12:03
		MPD Total	46565	00:08:26
		<b>May Total</b>	<b>63468</b>	00:04:18
June	EMS	1	4808	00:02:15
		2	5996	00:02:23
		3	2885	00:02:18
		EMS Total	13689	00:02:18
	FIRE	1	2509	00:02:25
		2	69	00:02:05
		3	36	00:02:49
		FIRE Total	2614	00:02:26
	MPD	1	5858	00:04:39
		2	23092	00:08:29
		3	18121	00:12:26
		MPD Total	47071	00:08:31
		<b>June Total</b>	<b>63374</b>	00:04:25
July	EMS	0	1	00:01:16
		1	5435	00:02:04
		2	6402	00:02:15
		3	3348	00:02:12
		EMS Total	15186	00:01:57
	FIRE	1	2695	00:02:21
		2	197	00:04:07
		3	45	00:02:34
		FIRE Total	2937	00:03:01
	MPD	1	6098	00:04:52
		2	24578	00:08:37
		3	18163	00:13:49
		MPD Total	48839	00:09:06
		<b>July Total</b>	<b>66962</b>	00:04:25
	EMS	1	5040	00:02:02
		2	6440	00:02:12
		3	3231	00:02:09

	August	EMS Total		14711	00:02:08
		FIRE	1	2757	00:02:17
			2	88	00:02:31
			3	38	00:02:51
		FIRE Total		2883	00:02:33
		MPD	0	1	00:03:08
			1	5499	00:04:27
			2	21344	00:07:27
			3	17062	00:10:51
		MPD Total		43906	00:06:28
	August Total		61500	00:04:00	
	September	EMS	1	4722	00:02:05
			2	6322	00:02:14
			3	3172	00:02:15
		EMS Total		14216	00:02:11
		FIRE	1	2474	00:02:19
			2	102	00:01:59
			3	58	00:04:17
		FIRE Total		2634	00:02:52
		MPD	0	2	00:01:35
			1	5811	00:04:22
			2	21345	00:07:35
			3	16826	00:11:08
		MPD Total		43984	00:06:10
		September Total		60834	00:03:59
		FY16 Total			716511



All service requests

**Generated By:**

Erick Hines

Manager of Unified Communications

2/16/2017 11:55 AM

Filtered By:

Servicing Agency	Status								Grand Total
	Closed	Closed - Incomplete Information	Duplicate (Closed)	Duplicate (Opened)	Voided	Open	Close	In-Progress	
CPSA	2,815	0	0	0	9	221	0	0	3,045
DC-ICH	25	0	5	0	12	38	0	0	80
DDOE	3	0	0	0	0	0	0	0	3
DDOT	107,042	0	1	0	93	559	0	19,625	127,320
DDS	0	0	0	0	5	256	0	0	261
DMV	19,819	592	151	0	64	186	0	0	20,812
DOEE	513	15	23	0	32	586	0	0	1,205
DOH	4,326	1	0	0	7	316	0	0	4,650
DPW	228,375	547	5,925	203	2,103	2,578	45	1	239,778
FEMS	1,052	5	6	0	79	873	0	0	2,017
ORM	618	62	1	0	36	78	0	0	795
OUC	249,910	3	11	2	22	409	0	3	250,362
OUC - SNOW	56	0	0	0	9	34	0	0	99
Serve DC	6,214	0	173	0	39	25	0	0	6,451
<b>Grand Total</b>	620,776	1,226	6,296	206	2,515	6,316	45	19,629	657,053

Confidential Information - Do Not Distribute  
reserved.

## Cases by Origin and Source

### Generated By:

Erick Hines

DC Office of Unified Communications

2/16/2017 11:46 AM

### Filtered By:

(10/1/2015 to 2/15/2017)

Show: All service requests

Units: Hours

Service Request Name	Servicing Agency	Phone	311-App	Web	Email	311-API	Twitter	Grand Total
-	-	180	0	3	0	1	2	187
	<b>Subtotal</b>	180	0	3	0	1	2	187
311Force Reported Issues	OUC	53	6	113	0	9	0	181
	<b>Subtotal</b>	53	6	113	0	9	0	181
Abandoned Bicycle	DPW	115	46	860	0	301	0	1,322
	<b>Subtotal</b>	115	46	860	0	301	0	1,322
Abandoned Vehicle - On Private	DPW	1,229	24	215	6	211	2	1,695
	<b>Subtotal</b>	1,229	24	215	6	211	2	1,695
Abandoned Vehicle - On Public	DPW	4,069	218	957	4	992	7	6,257
	<b>Subtotal</b>	4,069	218	957	4	992	7	6,257
Alley Cleaning	DPW	6,095	214	952	6	764	13	9,818
	<b>Subtotal</b>	6,095	214	952	6	764	13	9,818
Alleylight Repair Investigation	DDOT	2,184	99	729	0	271	1	3,284
	<b>Subtotal</b>	2,184	99	729	0	271	1	3,284
Alley Repair	DDOT	633	80	523	0	394	4	1,635
	<b>Subtotal</b>	633	80	523	0	394	4	1,635
Bicycle Services	DDOT	96	22	118	0	128	3	367
	<b>Subtotal</b>	96	22	118	0	128	3	367
Bulk Collection	DPW	52,164	597	4,861	0	2,718	0	60,341
	<b>Subtotal</b>	52,164	597	4,861	0	2,718	0	60,341
Bus/Rail Issues	DDOT	188	10	57	0	79	1	335
	<b>Subtotal</b>	188	10	57	0	79	1	335
CFSA Missing/Absconded	CFSA	8	53	2,393	0	591	0	3,045
	<b>Subtotal</b>	8	53	2,393	0	591	0	3,045
Child Safety Seat Program	DDOT	7	1	1	0	3	0	12
	<b>Subtotal</b>	7	1	1	0	3	0	12
Christmas Tree Removal-Seasonal	DPW	555	0	0	1	0	2	558
	<b>Subtotal</b>	555	0	0	1	0	2	558
Citation	DDOT	1	0	0	0	0	0	1
	<b>Subtotal</b>	1	0	0	0	0	0	1

Container Removal	DPW	1,599	9	80	0	110	2	1,802
	<b>Subtotal</b>	1,599	9	80	0	110	2	1,802
Curb and Gutter Repair	DDOT	203	74	429	0	330	0	1,036
	<b>Subtotal</b>	203	74	429	0	330	0	1,036
DC Government Information	OUC	244,182	0	0	0	0	0	244,184
	<b>Subtotal</b>	244,182	0	0	0	0	0	244,184
DDS - Abuse or Neglect Allegation	DDS	50	0	0	0	0	0	50
	<b>Subtotal</b>	50	0	0	0	0	0	50
DDS - Death	DDS	12	0	0	0	0	0	12
	<b>Subtotal</b>	12	0	0	0	0	0	12
DDS - Emergency Inpatient	DDS	167	0	0	0	0	0	167
	<b>Subtotal</b>	167	0	0	0	0	0	167
DDS - Incident Requiring Law Enforcement/Emergency	DDS	15	0	0	0	0	0	15
	<b>Subtotal</b>	15	0	0	0	0	0	15
DDS - Missing Person	DDS	1	0	0	0	0	0	1
	<b>Subtotal</b>	1	0	0	0	0	0	1
DDS - Serious Medication Error	DDS	2	0	0	0	0	0	2
	<b>Subtotal</b>	2	0	0	0	0	0	2
DDS - Serious Physical Injury	DDS	12	0	0	0	0	0	12
	<b>Subtotal</b>	12	0	0	0	0	0	12
DDS - Suicide Attempt or Threat	DDS	2	0	0	0	0	0	2
	<b>Subtotal</b>	2	0	0	0	0	0	2
Dead Animal Collection	DPW	2,747	101	312	0	436	4	3,601
	<b>Subtotal</b>	2,747	101	312	0	436	4	3,601
DHS - IRIS Update	DOH	1	0	0	0	0	0	1
	<b>Subtotal</b>	1	0	0	0	0	0	1
DMV - Adjudication Supervisor	DMV	270	0	0	0	0	0	270
	<b>Subtotal</b>	270	0	0	0	0	0	270
DMV - Appeal	DMV	37	5	72	0	32	0	146
	<b>Subtotal</b>	37	5	72	0	32	0	146
DMV - Copy of Ticket	DMV	1,666	0	38	0	5	0	1,709
	<b>Subtotal</b>	1,666	0	38	0	5	0	1,709
DMV - Driver and Vehicle Services	DMV	218	0	16	0	7	0	241
	<b>Subtotal</b>	218	0	16	0	7	0	241
DMV - Driver Record Issues	DMV	132	0	0	0	0	0	132
	<b>Subtotal</b>	132	0	0	0	0	0	132
DMV - Drivers License/ID Issues	DMV	5,520	19	543	0	233	1	6,316
	<b>Subtotal</b>	5,520	19	543	0	233	1	6,316
DMV - Drivers License/ID	DMV	226	0	0	0	0	0	226
	<b>Subtotal</b>	226	0	0	0	0	0	226
DMV - eTIMS Ticket Alert Services	DMV	354	0	0	0	0	0	354
	<b>Subtotal</b>	354	0	0	0	0	0	354
DMV - Forms, Applications, and Manuals Request	DMV	767	0	0	0	0	0	767

	<b>Subtotal</b>	767	0	0	0	0	0	<b>767</b>
DMV - Hearings	DMV	543	0	26	0	17	0	<b>586</b>
	<b>Subtotal</b>	543	0	26	0	17	0	<b>586</b>
DMV - Offset Tracking	OUC	40	0	0	0	0	0	<b>40</b>
	<b>Subtotal</b>	40	0	0	0	0	0	<b>40</b>
DMV - Online Processing Issues	DMV	429	0	0	0	0	0	<b>429</b>
	<b>Subtotal</b>	429	0	0	0	0	0	<b>429</b>
DMV - Processing Center Manager	DMV	170	0	0	0	0	0	<b>170</b>
	<b>Subtotal</b>	170	0	0	0	0	0	<b>170</b>
DMV - Refunds - Tickets	DMV	497	0	32	0	6	0	<b>535</b>
	<b>Subtotal</b>	497	0	32	0	6	0	<b>535</b>
DMV - Ticket Payment Dispute	DMV	166	0	0	0	0	0	<b>166</b>
	<b>Subtotal</b>	166	0	0	0	0	0	<b>166</b>
DMV - Vehicle Inspection Issues	DMV	35	0	0	0	0	0	<b>35</b>
	<b>Subtotal</b>	35	0	0	0	0	0	<b>35</b>
DMV - Vehicle Insurance Lapse	DMV	230	0	0	0	0	0	<b>230</b>
	<b>Subtotal</b>	230	0	0	0	0	0	<b>230</b>
DMV - Vehicle Registration Issues	DMV	3,201	32	1,310	0	569	0	<b>5,112</b>
	<b>Subtotal</b>	3,201	32	1,310	0	569	0	<b>5,112</b>
DMV - Vehicle Title Issues	DMV	1,850	0	22	0	17	0	<b>1,889</b>
	<b>Subtotal</b>	1,850	0	22	0	17	0	<b>1,889</b>
DOEE - Bag Law Tips	DOEE	1	0	1	0	5	0	<b>7</b>
	<b>Subtotal</b>	1	0	1	0	5	0	<b>7</b>
DOEE - Ban on Foam Food	DOEE	10	0	11	0	9	0	<b>30</b>
	<b>Subtotal</b>	10	0	11	0	9	0	<b>30</b>
DOEE - Construction – Erosion	DOEE	11	66	75	0	287	0	<b>439</b>
	<b>Subtotal</b>	11	66	75	0	287	0	<b>439</b>
DOEE - Energy Benchmarking	DOEE	5	0	0	0	0	0	<b>5</b>
	<b>Subtotal</b>	5	0	0	0	0	0	<b>5</b>
DOEE - Engine Idling Tips	DOEE	6	7	21	0	44	0	<b>78</b>
	<b>Subtotal</b>	6	7	21	0	44	0	<b>78</b>
DOEE - General Environmental	DOEE	13	19	139	0	292	1	<b>464</b>
	<b>Subtotal</b>	13	19	139	0	292	1	<b>464</b>
DOEE - Nuisance Odor Complaints	DOEE	19	17	58	0	80	0	<b>174</b>
	<b>Subtotal</b>	19	17	58	0	80	0	<b>174</b>
DPW Correspondence Tracking	DPW	103	0	0	0	0	0	<b>103</b>
	<b>Subtotal</b>	103	0	0	0	0	0	<b>103</b>
DYRS - Placement Violations	OUC	6	20	1,509	0	380	0	<b>1,915</b>
	<b>Subtotal</b>	6	20	1,509	0	380	0	<b>1,915</b>
Emergency - Flooding	OUC	2	0	0	0	0	0	<b>2</b>
	<b>Subtotal</b>	2	0	0	0	0	0	<b>2</b>
Emergency - Heating and Cooling	OUC	1	0	0	0	0	0	<b>1</b>
	<b>Subtotal</b>	1	0	0	0	0	0	<b>1</b>
Emergency No-Parking	DPW	16,684	1	3	0	1	0	<b>16,689</b>

	<b>Subtotal</b>	16,684	1	3	0	1	0	<b>16,689</b>
Emergency - Power Outage/Wires	OUC	35	0	0	0	0	0	<b>35</b>
	<b>Subtotal</b>	35	0	0	0	0	0	<b>35</b>
Emergency - Senior Assistance	OUC	3	0	0	0	0	0	<b>3</b>
	<b>Subtotal</b>	3	0	0	0	0	0	<b>3</b>
Emergency - Supplies	OUC	1	0	0	0	0	0	<b>1</b>
	<b>Subtotal</b>	1	0	0	0	0	0	<b>1</b>
Emergency - Trees	OUC	200	0	1	0	0	0	<b>201</b>
	<b>Subtotal</b>	200	0	1	0	0	0	<b>201</b>
FEMS - Community Events	FEMS	1,131	2	25	1	51	0	<b>1,211</b>
	<b>Subtotal</b>	1,131	2	25	1	51	0	<b>1,211</b>
FEMS - Fire Safety Education	FEMS	2	0	0	0	0	0	<b>2</b>
	<b>Subtotal</b>	2	0	0	0	0	0	<b>2</b>
FEMS - Honor Guard	FEMS	1	0	0	0	0	0	<b>1</b>
	<b>Subtotal</b>	1	0	0	0	0	0	<b>1</b>
FEMS - Smoke Alarm Application	FEMS	448	15	270	0	70	0	<b>803</b>
	<b>Subtotal</b>	448	15	270	0	70	0	<b>803</b>
Graffiti Removal	DPW	578	208	4,223	0	1,132	4	<b>6,145</b>
	<b>Subtotal</b>	578	208	4,223	0	1,132	4	<b>6,145</b>
Grass and Weeds Mowing	DPW	607	59	398	0	312	2	<b>1,450</b>
	<b>Subtotal</b>	607	59	398	0	312	2	<b>1,450</b>
Homeless Services - Winter/Hypothermia Season	DC-ICH	62	0	5	0	1	0	<b>68</b>
	<b>Subtotal</b>	62	0	5	0	1	0	<b>68</b>
How Is My Driving - Complaint	ORM	598	9	60	0	79	1	<b>747</b>
	<b>Subtotal</b>	598	9	60	0	79	1	<b>747</b>
How Is My Driving - Compliment	ORM	19	0	1	0	28	0	<b>48</b>
	<b>Subtotal</b>	19	0	1	0	28	0	<b>48</b>
Hypothermia Shelter Information	OUC	284	0	0	0	0	0	<b>284</b>
	<b>Subtotal</b>	284	0	0	0	0	0	<b>284</b>
Illegal Dumping	DPW	2,031	665	1,213	0	3,466	2	<b>7,378</b>
	<b>Subtotal</b>	2,031	665	1,213	0	3,466	2	<b>7,378</b>
Illegal Fireworks	OUC	1	0	0	0	0	0	<b>1</b>
	<b>Subtotal</b>	1	0	0	0	0	0	<b>1</b>
Illegal Poster	DPW	42	25	58	0	116	5	<b>246</b>
	<b>Subtotal</b>	42	25	58	0	116	5	<b>246</b>
Insects	DOH	2	0	0	0	0	0	<b>2</b>
	<b>Subtotal</b>	2	0	0	0	0	0	<b>2</b>
Insect Treatment	DOH	150	6	19	0	11	0	<b>186</b>
	<b>Subtotal</b>	150	6	19	0	11	0	<b>186</b>
Leaf Season Collection	DPW	876	65	159	0	13	7	<b>1,120</b>
	<b>Subtotal</b>	876	65	159	0	13	7	<b>1,120</b>
Light-Light Pole	DDOT	13	0	0	0	0	0	<b>13</b>
	<b>Subtotal</b>	13	0	0	0	0	0	<b>13</b>

Light-Overhead Guide Sign	DDOT	2	0	0	0	0	0	2
	<b>Subtotal</b>	2	0	0	0	0	0	2
Light-Tunnel/Underpass Light	DDOT	20	0	0	0	0	0	20
	<b>Subtotal</b>	20	0	0	0	0	0	20
OUC NYE Test	OUC	8	1	5	0	3	0	17
	<b>Subtotal</b>	8	1	5	0	3	0	17
Out of State Parking Violation	DPW	1,924	180	588	0	1,192	2	3,887
	<b>Subtotal</b>	1,924	180	588	0	1,192	2	3,887
Parking Enforcement	DPW	32,202	1,612	2,224	1	8,747	53	44,841
	<b>Subtotal</b>	32,202	1,612	2,224	1	8,747	53	44,841
Parking Meter Repair	DDOT	5,576	7,702	850	0	33,097	3	47,228
	<b>Subtotal</b>	5,576	7,702	850	0	33,097	3	47,228
Pothole	DDOT	6,273	419	4,082	1	3,396	19	14,192
	<b>Subtotal</b>	6,273	419	4,082	1	3,396	19	14,192
Public Space Litter Can-Collection	DPW	300	40	89	0	168	4	601
	<b>Subtotal</b>	300	40	89	0	168	4	601
Public Space Litter Can-Installation/Removal/Repair	DPW	270	24	247	0	81	4	626
	<b>Subtotal</b>	270	24	247	0	81	4	626
Recycling Cart Delivery	DPW	1,355	32	553	0	263	0	2,203
	<b>Subtotal</b>	1,355	32	553	0	263	0	2,203
Recycling Cart - Repair	DPW	119	4	46	0	37	0	206
	<b>Subtotal</b>	119	4	46	0	37	0	206
Recycling Collection - Missed	DPW	5,166	218	659	1	1,199	11	7,254
	<b>Subtotal</b>	5,166	218	659	1	1,199	11	7,254
Recycling - Commercial Only	DPW	6	0	0	0	0	0	6
	<b>Subtotal</b>	6	0	0	0	0	0	6
Recycling- Information Request	DPW	13	4	16	0	7	0	40
	<b>Subtotal</b>	13	4	16	0	7	0	40
Recycling - School Program	DPW	1	0	0	0	2	0	3
	<b>Subtotal</b>	1	0	0	0	2	0	3
Report Invalid Address to GIS	OUC	2	0	0	0	0	0	2
	<b>Subtotal</b>	2	0	0	0	0	0	2
Residential Parking Permit	DPW	6,570	236	898	0	1,319	3	9,026
	<b>Subtotal</b>	6,570	236	898	0	1,319	3	9,026
Residential Snow Removal	Serve DC	6,451	0	0	0	0	0	6,451
	<b>Subtotal</b>	6,451	0	0	0	0	0	6,451
Resident Parking Permit	DDOT	108	12	104	0	79	0	303
	<b>Subtotal</b>	108	12	104	0	79	0	303
Roadway Marking Maintenance	DDOT	67	41	205	0	178	2	493
	<b>Subtotal</b>	67	41	205	0	178	2	493
Roadway Marking Modification	DDOT	24	4	68	0	39	2	137
	<b>Subtotal</b>	24	4	68	0	39	2	137
Roadway Marking Removal	DDOT	4	0	9	0	9	0	22

	<b>Subtotal</b>	4	0	9	0	9	0	<b>22</b>
Roadway Repair	DDOT	1,297	122	810	0	730	6	<b>2,965</b>
	<b>Subtotal</b>	1,297	122	810	0	730	6	<b>2,965</b>
Roadway Signs	DDOT	1,043	34	1,200	0	728	19	<b>3,024</b>
	<b>Subtotal</b>	1,043	34	1,200	0	728	19	<b>3,024</b>
Roadway Striping / Markings	DDOT	146	100	117	0	146	10	<b>519</b>
	<b>Subtotal</b>	146	100	117	0	146	10	<b>519</b>
Rodent Inspection and Treatment	DOH	2,870	149	721	0	717	1	<b>4,461</b>
	<b>Subtotal</b>	2,870	149	721	0	717	1	<b>4,461</b>
Safe Routes to School	DDOT	2	12	24	0	52	0	<b>90</b>
	<b>Subtotal</b>	2	12	24	0	52	0	<b>90</b>
SalesForce DC311 Application	OUC	1	0	0	0	0	0	<b>1</b>
	<b>Subtotal</b>	1	0	0	0	0	0	<b>1</b>
Sanitation Enforcement	DPW	6,208	331	1,071	0	1,153	15	<b>8,784</b>
	<b>Subtotal</b>	6,208	331	1,071	0	1,153	15	<b>8,784</b>
School Crossing Guard	DDOT	14	3	6	0	12	0	<b>35</b>
	<b>Subtotal</b>	14	3	6	0	12	0	<b>35</b>
School Transit Subsidy Program	DDOT	1	0	0	0	0	0	<b>1</b>
	<b>Subtotal</b>	1	0	0	0	0	0	<b>1</b>
Sidewalk Repair	DDOT	1,809	248	3,011	0	1,613	22	<b>6,704</b>
	<b>Subtotal</b>	1,809	248	3,011	0	1,613	22	<b>6,704</b>
Sidewalk Shoveling Enforcement	DPW	7,609	0	0	0	3	0	<b>7,616</b>
	<b>Subtotal</b>	7,609	0	0	0	3	0	<b>7,616</b>
Signed Street Sweeping Missed	DPW	115	23	17	0	106	0	<b>261</b>
	<b>Subtotal</b>	115	23	17	0	106	0	<b>261</b>
Sign New Investigation	DDOT	643	34	670	0	120	1	<b>1,468</b>
	<b>Subtotal</b>	643	34	670	0	120	1	<b>1,468</b>
Sign Removal investigation	DDOT	276	16	105	1	91	0	<b>489</b>
	<b>Subtotal</b>	276	16	105	1	91	0	<b>489</b>
Sign Replacement	DDOT	805	341	761	0	1,034	5	<b>2,946</b>
	<b>Subtotal</b>	805	341	761	0	1,034	5	<b>2,946</b>
Signs Conflicting	DDOT	75	8	59	0	48	1	<b>191</b>
	<b>Subtotal</b>	75	8	59	0	48	1	<b>191</b>
Snow/Ice Removal	DPW	5,795	0	2	1	12	0	<b>5,811</b>
	<b>Subtotal</b>	5,795	0	2	1	12	0	<b>5,811</b>
Snow/Ice Removal (Roadways AND Bridge walkways ONLY)	DPW	301	164	1,823	0	663	0	<b>2,951</b>
	<b>Subtotal</b>	301	164	1,823	0	663	0	<b>2,951</b>
Snow Metro Bus Shelter/Stop	DPW	99	5	36	0	10	0	<b>150</b>
	<b>Subtotal</b>	99	5	36	0	10	0	<b>150</b>
Snow Other	DPW	8	0	0	0	0	0	<b>8</b>
	<b>Subtotal</b>	8	0	0	0	0	0	<b>8</b>
Snow Removal Complaints for	DPW	198	28	381	0	531	0	<b>1,138</b>
	<b>Subtotal</b>	198	28	381	0	531	0	<b>1,138</b>

Snow Ticket Reimbursement	OUC - SNOW	93	0	6	0	0	0	99
	<b>Subtotal</b>	93	0	6	0	0	0	99
Snow Towing	DPW	101	0	1	0	2	0	104
	<b>Subtotal</b>	101	0	1	0	2	0	104
Streetcar	DDOT	7	1	1	0	2	0	11
	<b>Subtotal</b>	7	1	1	0	2	0	11
Street Cleaning	DPW	5,140	113	1,002	5	459	16	7,287
	<b>Subtotal</b>	5,140	113	1,002	5	459	16	7,287
Streetlight Repair Investigation	DDOT	8,558	726	3,826	0	4,092	16	17,219
	<b>Subtotal</b>	8,558	726	3,826	0	4,092	16	17,219
Supercan - Delivery	DPW	1,061	27	350	0	161	1	1,600
	<b>Subtotal</b>	1,061	27	350	0	161	1	1,600
Supercan - Repair	DPW	260	11	116	0	58	0	445
	<b>Subtotal</b>	260	11	116	0	58	0	445
Ticket Ombudsman	DMV	1,432	0	0	67	0	0	1,499
	<b>Subtotal</b>	1,432	0	0	67	0	0	1,499
Traffic Safety Investigation	DDOT	365	38	362	0	249	2	1,016
	<b>Subtotal</b>	365	38	362	0	249	2	1,016
Traffic Signal Issue	DDOT	1,702	186	958	0	900	30	3,776
	<b>Subtotal</b>	1,702	186	958	0	900	30	3,776
Trash Cart - Delivery	DPW	1,318	32	457	0	181	0	1,988
	<b>Subtotal</b>	1,318	32	457	0	181	0	1,988
Trash Cart Repair	DPW	220	14	136	0	73	0	443
	<b>Subtotal</b>	220	14	136	0	73	0	443
Trash Collection - Missed	DPW	7,902	288	975	0	1,580	4	10,752
	<b>Subtotal</b>	7,902	288	975	0	1,580	4	10,752
Tree Inspection	DDOT	3,174	72	877	2	459	13	4,598
	<b>Subtotal</b>	3,174	72	877	2	459	13	4,598
Tree Planting	DDOT	444	100	3,277	0	514	0	4,335
	<b>Subtotal</b>	444	100	3,277	0	514	0	4,335
Tree Pruning	DDOT	1,649	101	2,544	0	560	0	4,856
	<b>Subtotal</b>	1,649	101	2,544	0	560	0	4,856
Tree Removal	DDOT	1,017	104	1,247	0	546	1	2,916
	<b>Subtotal</b>	1,017	104	1,247	0	546	1	2,916
TRU Report	OUC	3,360	0	0	0	0	0	3,361
	<b>Subtotal</b>	3,360	0	0	0	0	0	3,361
Utility Repair Issue	DDOT	219	82	357	0	422	1	1,081
	<b>Subtotal</b>	219	82	357	0	422	1	1,081
Vacant Lot	DPW	375	44	224	0	161	7	812
	<b>Subtotal</b>	375	44	224	0	161	7	812
Wire Down/Power Outage	OUC	132	0	0	0	0	0	132
	<b>Subtotal</b>	132	0	0	0	0	0	132
Yard Waste - Missed	DPW	1,610	101	369	0	330	0	2,410
	<b>Subtotal</b>	1,610	101	369	0	330	0	2,410



<b>Grand Total</b>	492,781	16,981	61,453	97	82,935	338	<b>657,041</b>
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