February 19, 2015

The Honorable Kenyan McDuffie
Chairman, Committee on the Judiciary
Council of the District of Columbia
1350 Pennsylvania Avenue, N.W., Suite 506
Washington, DC 20004

Dear Chairman McDuffie:

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.

1. Please provide a complete, up-to-date organizational chart for each division within the agency. Please include an explanation of the roles and responsibilities for each division and subdivision.
    a) Please include a list of employees (name and title) for each subdivision and the number of vacant positions.

Description	Org Chart
Agency Org Chart	OUC Strategic Plan – Org Chart by Perform
Emergency (911) Operations Division	OUC Council Question – Emergency
Non-Emergency (311) Operations Division	OUC Council Question – Non-Emerg
Technology Operations Division	OUC Council Question – Tech Oper

Transcription and Quality Division	OUC Council Question - Transcripti
Agency Management Program	OUC Council Question - Agency M;

Also provided as attachments.

b) Please provide a narrative explanation of any organizational changes made during FY14 and FY15, to date.

The OUC made several organizational changes during FY14 and FY15. The Agency Management program division added a Training and Organizational Development Officer. In the Technology Operations division, the OUC realigned several positions to create the following positions: Deputy Chief Information Officer, IT Program Manager, Infrastructure Manager, and Applications Manager. The Non-Emergency (311) Operations division is undergoing a realignment and will be adding an Operations Manager and 311 Call Center Operations Supervisor.

2. Please provide a complete, up-to-date position listing for your agency. Please include the following information:
   a) Title of position
   b) Name of employee or indicate that the position is vacant, unfunded, or proposed.
   c) Date employee began the position
   d) Salary, fringe benefits, specific grade, series, and step of position
   e) Job status (continuing/term/temporary/contract)
   Please list this information by program and activity.

   SEE ATTACHED

3. 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.

4. Please list all employees detailed to or from your agency. Please provide the reason for the detail, the date of detail, and the projected date of return.

   There are no employees detailed to or from the OUC.

5. Please provide the following:
   a) A list of all employees who receive cellphones, personal digital assistants, or similar communications devices at the agency's expense.

Title	Name	Cell Phone	Wireless Card/ Wi-Fi Device	Tablet/I Pad
Human Resources Officer (Recruiting)	Morris ,T' Juan Alexander	YES		
Program Analyst	Ford, Setrena D	YES		
Training and Organizational De	Hott, Marsha A	YES		
Supervisory Attorney Advisor	Evans, Gregory Michael	YES		YES
Asst Watch Commander	Rodriguez, Gladys	YES		
Program Analyst	Taylor-Weems, Yolanda	YES		
Director, OUC	Greene, Jennifer	YES	YES	YES
Management Analyst	Brown, Kelly A	YES		
Program Analyst	Miranda, Macorazon V	YES		
Deputy Director	Ponder, Gizele Richards	YES		YES
Chief of Operations	Williams, Stephen	YES	YES	YES
Public Affairs Specialist	Gattison, Wanda D.	YES	YES	YES

Title	Name	Cell Phone	Wireless Card/ Wi-Fi Device	Tablet/I Pad
Chief Administrative Officer	Mcmanus, Yvonne D.	YES		
Agency Fiscal Officer	El Khatib, Ashraf	YES	YES	
Asst Watch Commander	Sullivan, Lajuan N	YES		
Asst Watch Commander	Campbell, Renee M	YES		
Asst Watch Commander	Millard, Karl	YES		
Asst Watch Commander	Crews, Lavear P	YES		
Asst Watch Commander	Lawrence, Calandra T	YES		
Assistant Operations Manager	Washington, Edward K	YES		
Asst Watch Commander	Mccoy, Elma D	YES		
Asst Watch Commander	Johnson, La Quenceyer	YES		
Asst Watch Commander	Hollins, Marlene S	YES		
Asst Watch Commander	Williams Jr., Calvin V	YES		
Asst Watch Commander	Gatlin, Cheryl P	YES		
Customer Service Rep.	Stays, Barbara J	YES		
Asst Watch Commander	Boone, Dione N.	YES		
Asst Watch Commander	Gadsden, Alton T	YES		

Title	Name	Cell Phone	Wireless Card/ Wi-Fi Device	Tablet/I Pad
Asst Watch Commander	Lunsford, Andre D	YES		
Dispatcher	Creamer, Tammie N	YES	YES	
OPERATIONS MGR	Bucksell, Ingrid N	YES	YES	
Call Center Operations Supervi	Morgan, Mary L	YES	YES	
Electronics Engineer	Wilson, Clyde O	YES	YES	
Sup. Electronics Engineer	Matthews, Stephen D	YES	YES	
Electronics Engineer	(blank)	YES		
Deputy Chief Information Ofcr.	Mascorro, Javier	YES		
Electronics Technician	Pearson, Karl A	YES		
Information Technology Special	Flores, Basil M.	YES	YES	
Chief Info Tech Officer	Kavaleri, Teodros	YES	YES	YES
Information Technology Special	Fisseha, Dagnachew	YES		
Management Analyst	Brown, Yasmin N	YES		
Program Analyst	Dreher, Colleen V	YES		
Information Technology Special	Belt, David P	YES		
IT Program Manager	Ramlogan, Timothy S	YES	YES	
Program Manager	Galloway, Brittany	YES		

Title	Name	Cell Phone	Wireless Card/ Wi-Fi Device	Tablet/I Pad
Inventory Management Specialist	Roberts, James	YES		
IT Program Manager	Goshu, Tibebegebriel	YES		
Program Analyst	Stutson, Denise E	YES		

a) An explanation of how the agency manages and limits mobile communication and device costs;

The OUC follows the procedures listed below to manage / limit mobile communication and device costs:

1. **Each mobile communication device request is thoroughly reviewed and an appropriate data plan is identified for each user to limit and manage overages.**
2. **The OUC runs "zero usage reports" on a monthly basis; numbers with zero usage undergo additional review and based on the outcome, are scheduled for disconnection or are reassigned.**
3. **Agency Telecom Coordinators (ATC's) are required to certify telephone numbers twice a year. Numbers that aren't certified are scheduled for suspension / disconnection.**

b) A total costs for communication devices and service plans for FY14 and FY15, to date;

The FY 14 budget for Wireless was $215,504.14. The FY 15 budget for Wireless is $469,105.26, with $156,368 spent to date.

The significant increase is due to the recent absorption of approximately 1025 numbers from MPD and a portion of FEMS's account. Additionally, as part of the FEMS tablet and Panasonic rollout, the OUC ordered new numbers to deploy in the field. The OUC is currently in the process of auditing MPD accounts to suspend / disconnect numbers with zero usage; this will result in a significant cost savings for the remainder of FY15.

b) A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned;

Vehicle	Tag#	Assignment
Toyota Prius	10152	Administrative
Toyota Prius	10223	Administrative
Toyota Prius	10224	Administrative
Dodge Caravan	10186	Admin, 911/311

			Outreach
Dodge Caravan	10183	Radio Shop
Toyota Prius	10151	Administrative
Ford, 15 Passenger	10225	911 OPS
Dodge Caravan	10188	Radio Shop
Dodge Caravan	10187	Radio Shop
Dodge Caravan	715664	Radio Shop
Chevy Silverado	10192	Radio Shop
Dodge Caravan	10184	Radio Shop
Dodge Caravan	10185	Radio Shop
Dodge Caravan	715745	Radio Shop
Trailer	717836	Radio Shop

c) A list of employee bonuses or special award pay granted in FY14 and FY15, to date

No bonuses or special award pay was granted in FY14 or in FY15 to date.

d) A list of travel expenses, arranged by employee;

FY14 TRAVEL EXPENSES				
DATE	**EMPLOYEE'S NAME**	**TITLE**	**TRAVEL EXPENSE**	**JUSTIFICATION, LOCATION**
07/27/2014 - 07/27/2014	Alfreda Miller	Dispatcher	$ 30.00	Summer Chapter Meeting, Glen Burnie, MD
07/27/2014 - 07/27/2014	Andre Lunsford	Assistant Watch Commander	$ 30.00	Summer Chapter Meeting, Glen Burnie, MD
08/03/2014 - 08/06/2014	Andre Lunsford	Assistant Watch Commander	$ 1,037.75	APCO 2014 80th Annual Conference & Expo, New Orleans, LA
04/29/2014 - 05/03/2014	Bertha Stover	Red Team Dispatcher	$ 1,328.52	Navigator 2014 Conference, Orlando, FL
04/30/2014 - 04/30/2014	Bridget M. Lewis	Dispatcher	$ 15.00	APCO Spring Conference, Glen Burnie, MD
07/27/2014 -	Bridget M. Lewis	Dispatcher	$ 30.00	Summer Chapter Meeting, Glen Burnie, MD

07/27/2014				
04/30/2014 - 04/30/2014	Debbie Ann Knox	Dispatcher	$ 15.00	APCO Spring Conference, Glen Burnie, MD
07/27/2014 - 07/27/2014	Donnett Hensen	Dispatcher	$ 30.00	Summer Chapter Meeting, Glen Burnie, MD
04/30/2014 - 04/30/2014	Edward Washington	Assistant Watch Commander	$ 15.00	APCO Spring Conference, Glen Burnie, MD
04/29/2014 - 05/03/2014	Elma McCoy	Supervisor	$ 1,305.32	Navigator 2014 Conference, Orlando, FL
04/29/2014 - 05/03/2014	Eric Brown	Red Team Dispatcher	$ 1,292.92	Navigator 2014 Conference, Orlando, FL
04/30/2014 - 04/30/2014	Gizele Richards Ponder	Deputy Director	$ 15.00	APCO Spring Conference, Glen Burnie, MD
06/15/2014 - 06/19/2014	Gizele Richards Ponder	Deputy Director	$ 2,329.70	NENA Conference, Nashville, TN
07/27/2014 - 07/27/2014	Gizele Richards Ponder	Deputy Director	$ 30.00	Summer Chapter Meeting, Glen Burnie, MD
04/30/2014 - 04/30/2014	Ingrid Bucksell	Operations Manager	$ 15.00	APCO Spring Conference, Glen Burnie, MD
05/05/2014 - 05/08/2014	Jennifer Greene	Director	$ 146.00	2014 Whole Community Preparedness Summit, Boston, MA
05/31/2014 - 06/05/2014	Jennifer Greene	Director	$ 1,582.90	Hexagon Live/ICON Award, Las Vegas, NV
06/12/2014 - 06/15/2014	Jennifer Greene	Director	$ 666.45	NASNA Meeting, Nashville, TN
06/15/2014 - 06/19/2014	Jennifer Greene	Director	$ 2,228.20	NENA Conference, Nashville, TN
08/03/2014 - 08/06/2014	Jennifer Greene	Director	$ 964.75	APCO 2014 80th Annual Conference & Expo, New Orleans, LA
04/30/2014 -	Joyce Hall	Dispatcher	$ 15.00	APCO Spring Conference, Glen Burnie, MD

Date	Name	Title	Amount	Event
04/30/2014				
04/29/2014 - 05/03/2014	Karoline Rodriguez	Call Taker	$ 1,277.92	Navigator 2014 Conference, Orlando, FL
04/30/2014 - 04/30/2014	Kelly Jenkins	Dispatcher	$ 15.00	APCO Spring Conference, Glen Burnie, MD
07/27/2014 - 07/27/2014	La Vear Crews	Assistant Watch Commander	$ 30.00	Summer Chapter Meeting, Glen Burnie, MD
04/30/2014 - 04/30/2014	LeJuane Ribbon	Assistant Watch Commander	$ 15.00	APCO Spring Conference, Glen Burnie, MD
07/27/2014 - 07/27/2014	Marlene Hollins	Assistant Watch Commander	$ 30.00	Summer Chapter Meeting, Glen Burnie, MD
05/04/2014 - 05/06/2014	Mary Morgan	311 Operations Supervisor	$ 1,003.50	Annual 311 Synergy Group Meeting, San Antonio, TX
04/30/2014 - 04/30/2014	Robin Scott	Dispatcher	$ 15.00	APCO Spring Conference, Glen Burnie, MD
04/30/2014 - 04/30/2014	Stephen Williams	Chief of Operations	$ 15.00	APCO Spring Conference, Glen Burnie, MD
05/31/2014 - 06/05/2014	Stephen Williams	Chief of Operations	$ 1,661.90	Hexagon Live/ICON Award, Las Vegas, NV
07/27/2014 - 07/27/2014	Stephen Williams	Chief of Operations	$ 30.00	Summer Chapter Meeting, Glen Burnie, MD
08/03/2014 - 08/06/2014	Stephen Williams	Chief of Operations	$ 866.57	APCO 2014 80th Annual Conference & Expo, New Orleans, LA
05/31/2014 - 06/05/2014	Teodros Kavaleri	Chief IT Officer	$ 1,599.90	Hexagon Live/ICON Award, Las Vegas, NV
08/03/2014 - 08/06/2014	Teodros Kavaleri	Chief IT Officer	$ 857.75	APCO 2014 80th Annual Conference & Expo, New Orleans, LA
04/30/2014 - 04/30/2014	Tracy A. Beatty	Dispatcher	$ 15.00	APCO Spring Conference, Glen Burnie, MD
04/30/2014 -	Wanda Gattison	Public Information	$ 15.00	APCO Spring Conference, Glen Burnie, MD

04/30/2014		Officer		
05/04/2014 - 05/06/2014	Wanda Gattison	Public Information Officer	$ 1,066.22	Annual 311 Synergy Group Meeting, San Antonio, TX

e) A list of the total overtime and workman's compensation payments paid in FY14 and FY15, to date

Expenditure	Fiscal Year	
	2014	**2015**
Workers Compensation	$ 86,844	$ 29,095
Overtime Cost	$ 1,113,402	$ 566,533

6. Please provide a chart showing your agency's approved budget and actual spending, by division, for FY14 and FY15, to date. In addition, please describe any variance between the appropriation and actual expenditures.

Division	FY15 Budget	FY15 Actual as of 2/10/15	FY14 Budget	FY14 Actual	Variance	FY14 Variance Comment
1000 - AGENCY MANAGEMENT PROGRAM	5,323,113	1,136,953	4,371,577	4,764,182	(392,606)	The variance is attributed to overages in additional gross pay, overtime and telecommunications fixed costs.
2000 - EMERGENCY OPERATIONS (911) DIVISION	19,150,095	5,006,359	19,765,426	20,126,548	(361,122)	The variance is attributed to overages in additional gross pay and overtime.
3000 - NON-EMERGENCY OPERATIONS (311) DIVISION	4,728,761	1,127,707	3,916,873	4,128,144	(211,271)	The variance is attributed to overages in additional gross pay, overtime and fringe benefits.
4000 - TECHNOLOGY OPERATIONS DIVISION	14,157,609	2,758,062	12,716,539	9,545,893	3,170,646	The variance is due to less spending on new IT equipment

						and radios.
5000 - TRANSCRIPTION & QUALITY DIVISION	415,780	109,179	67,148	447,077	(379,928)	The employees within this division were reassigned from other divisions in FY14, however, while the personnel costs were allocated to this division, the corresponding budget did not transfer until FY15.

7. Please list any reprogramming, in or out, which occurred in FY14 or FY15, to date. For each reprogramming, please list the total amount of the reprogramming, the original purposes for which the funds were dedicated, and the reprogrammed use of funds.

Office of Unified Communications FY 2014 REPROGRAMMING LIST (within fund)						
					Starting Budget	**$28,096,329**
FISCAL YEAR	**FUND**	**DATE**	**SOAR DOC #**	**Original Purpose**	**DESCRIPTION**	**AMOUNT**
2014	0100 (Local)	5/30/2014	14-0780	Personnel Services	IT Upgrades	$1,458,337
2014	0100 (Local)	9/15/2014	14-1228	Personnel Services	New Training Curriculum for 238 call takers	$1,473,699
					Final Budget	**$28,096,329**

The OUC has not submitted any reprogramming requests in FY15 to date.

8. Please provide a complete accounting for all intra-District transfers received by or transferred from the agency during FY14 or FY15, to date.

FY 2014 Intra-District Summary - BUYER		
Agency Name (Code): Office of Unified Communications (UC0)		
SELLING AGENCY	**DESCRIPTION OF SERVICES PROVIDED**	**FUNDING SENT**
The Office Of the Attorney General (CB0)	General Counsel	152,028
DC Department of Human Resources (BE0)	Executive Leadership Training	10,000
DC Fire And EMS (FB0)	CPR Training for OUC employees	4,800
Office of the Chief Technology Officer DC-Net (TO0)	24/7 remote monitoring access for IT Services	571,883
TOTAL		**$738,711**

FY 2014 Intra-District Summary - SELLER		
Agency Name (Code): Office of Unified Communications (UC0)		
BUYING AGENCY	**DESCRIPTION OF SERVICES PROVIDED**	**FUNDING RECEIVED**
DC Office of Parks And Recreations (HA0)	Radio Network Services and Maintenance	1,615
DC Office of Consumer And Regulatory Affairs (CR0)	Radio Network Services and Maintenance	1,273
District Department of Environment (KG0)	Radio Network Services and Maintenance	272,717
Department Of Health (HC0)	Radio Network Services and Maintenance	9,242
Department of Youth Rehabilitation Services (JX0)	Radio Network Services and Maintenance	63,038
Department Of Human Services (JA0)	Radio Network Services and Maintenance	4,018

District Department of Public Works (KT0)	Radio Network Services and Maintenance	115,031
DC Homeland Security & EMA	Radio Network Services and Maintenance	27,522
Department of Behavioral Health(RM0)	Radio Network Services and Maintenance	23,246
DC Office on Aging (BY0)	Radio Network Services and Maintenance	38,628
DC Public Library (CE0)	Radio Network Services and Maintenance	10,399
DC Public Schools (GA0)	Radio Network Services and Maintenance	11,192
DC Serve DC (AA0)	Radio Network Services and Maintenance	1,196
Office fo the Chief Technology Officer	Radio Network Services and Maintenance	6,600
Office of Chief Medical Examiner (FX0)	Radio Network Services and Maintenance	1,268
Metropolitan Police Department (FA0)	Radio Network Services and Maintenance	181,480
DC Fire & EMS(FB0)	Radio Network Services and Maintenance	74,955
Department of Forensic Sciences	Radio Network Services and Maintenance	84,523
Department of Corrections (FL0)	Radio Network Services and Maintenance	61,436
Department of General Services Protective Services Division	Radio Network Services and Maintenance	70,357
District Department of Transportation (KA0)	Network Services and Maintenance	152,423
District Of Columbia Taxicab Commission (TC0)	Radio Network Services and Maintenance	1,291
TOTAL		**$1,213,450**

FY 2015 Intra-District Summary - BUYER		
Agency Name (Code): Office of Unified Communications (UC0)		
SELLING AGENCY	**DESCRIPTION OF SERVICES PROVIDED**	**FUNDING SENT**
DC Fire & EMS (FB0)	CPR Training for OUC Emergency Operations staff	6,400
TOTAL		**$6,400**

FY 2015 Intra-District Summary - SELLER		
Agency Name (Code): Office of Unified Communications (UC0)		
BUYING AGENCY	**DESCRIPTION OF SERVICES PROVIDED**	**FUNDING RECEIVED**
District Department of Environment (KG0)	311 customer service support for online and 311 mobile service request applications	15,750
District Department of Environment (KG0)	311 customer service support for LIHEAP callers	278,178
TOTAL		**$293,928**

9. Please identify any special purpose revenue accounts maintained by, used by, or available for use by the agency during FY14 or FY15, to date. For each account, please list the following:
   a) The revenue source name and code;

   E911/311 Fund, code 1630 and 1631 (Prepaid Wireless)

   b) The source of funding;

   Fees assessed on telecommunications carriers providing 911 services in the District and a 2% fee for all prepaid telecommunications retail transactions in the District.

   c) A description of the program that generates the funds;

The Fund was established as a means to defray technology upgrade costs incurred by OUC at the District's Public Safety Point (PSAP) in providing the 9 1 1 / 3 1 1 call system.

Each carrier is responsible for remitting 9-1-1 Fund assessments to the District on a monthly or quarterly basis. Each carrier is also authorized to state on the customer invoice a separate line item stating the amount of the levied pursuant to Title 34. (The 9-1-1 assessment is assessed on all carriers, VSPs and/or service providers.)

All providers of local service, including wireline, wireless and Voice-over-Internet-Protocol (VoIP) Service Providers (VSPs) providing service in the District of Columbia are required to contribute to the Fund as defined in Title 34, Subtitle 5, Telecommunications.

Assessment	Amount	Note
Wireline	.76	Per exchange access line in the District of Columbia.
Wireless	.76	For each telephone number that has a District of Columbia billing address.
VoIP	.76	For each line, trunk or path that can access to, connect with or interface with 911 service based on primary place of use.
Centrex Line	.62	Per Centrex line in the District of Columbia.
PBX Station	.62	Per private branch exchange station in the District of Columbia. The PBX tax per station will be converted into a per trunk tax based on the ratio of 8 PBX stations to one PBX trunk. This applies to all PBX Trunks , analog, digital, etc.

d) The amount of funds generated by each source or program in FY14 and FY15, to date; and

Fund Name	Revenue Collections	
	2014	**2015**
Fund 1630 - E911/311 Fee	10,697,938	2,615,790
Fund 1631 - Pre-paid Wireless	575,811	152,121

e) Expenditures of funds, including the purpose of each expenditure, for FY14 and FY15, to date.

Special Purpose Revenue Fund
Fund 1630 - E911/311 Fees
Office of Unified Communications

Expenditures	Fiscal Year	
	2014	**2015**
Supplies	78,209	20,000
Telephone, Teletype, Telegram	1,239,859	1,473,424
Professional Services	3,263,501	7,781,791
Contractual Services	1,358,331	1,297,390
Information Technology	3,734,277	319,893
Other	58,576	-
Total Expenditures	**9,654,544**	**10,892,498**

Special Purpose Revenue Fund
Fund 1631 - Pre-Paid Wireless
Office of Unified Communications

Expenditures	Fiscal Year	
	2014	**2015**
	0	0

10. Please provide a list of all projects for which your agency currently has capital funds available. Please include the following:
    a) A description of each project;
    b) The amount of capital funds available for each project;
    c) A status report on each project, including a timeframe for completion; and
    d) Planned remaining spending on the project.

1) <u>**Underground Commercial Power Feed to UCC (PL403C)**</u>

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. At this time, the project is in the final stages of design completion. The total approved budget for the project is $8million, of which $7Million was allocated for FY14 and $1Million is allocated for FY15. Completion is expected before the end of 2015.

2) <u>**IT and Communications Upgrades (UC2TDC)**</u>

This project is comprised of the following sub-projects:
- **Upgrade to Radio Communication & Data Center Sites**
  - ✓ **This project includes replacing/upgrading radio communication sites and 911/311 call center backup environmental and power equipment including HVAC and UPS (12 sites). It will also include enhancing facility security at the remote sites by installing surveillance cameras.**
  - ✓ **This project is in progress. The estimated completion date is August 2015.**

- **Integration of Citywide Security Cameras with CAD system**
  - **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.**
  - **This project has not yet begun. The estimated completion date is TBD.**

- **Mobile Data Terminal Upgrades and Licenses**
  - ✓ **This project includes 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 in progress. The estimated completion date is March 2015. No additional funding is required for this initiative.**

- **Implementation of Next Generation 911**
  - ✓ **This project involves implementing Next Generation 9-1-1 call taking to include the ability to receive text messages and video in emergency situations from callers.**
  - ✓ **This project is in progress. The estimated completion date for this initiative is 6/2016.**

- **Design and Coordination of Public Safety wireless Network**
  - ✓ **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.**
  - ✓ **This project is in progress. The estimated completion date for this initiative is 12/31/2015.**

- **Upgrade of power backup system at communications sites**
  - ✓ This project consists renewing aging radio communication sites backup power equipment including generators and UPS (10 sites).
  - ✓ This project is in progress. The estimated completion date for this initiative is August 2015.

- **PSCC reconfiguration/enhancements**
  - ✓ 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 of 100% more 311 call-takers than currently possible. Equipment upgrades and other enhancements will occur as well.
  - ✓ This project is in progress. The estimated completion date for this initiative FY2016.

- **Fire Radio fleet replacement**
  - ✓ This project involves the replacement of 1000 front line FEMS radios to P25 Phase 2.
  - ✓ This project is complete. No additional funding is required for this initiative.

- **MPD Mobile VPN and Mobile Router project**
  - ✓ This project consists of deploying mobile router solutions for the District's frontline first response units. This will allow for a greater number of wireless devices to be connected and thus increase officer safety as well as improve response times.

- **Capital Enhancements of the Secondary PSAP site**
  - ✓ 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). This project has an approved budget for $31 million, of which $28 million was allocated for FY14, $2 million in FY2015, and $1 million for FY2016.

Implementing Agy	Project #	Project Title	Lifetime Budget	Balance
AM0	PL403C	Underground Commercial Power Feed to UCC	$7,000,000	$520,608
UC0	UC2TDC	IT and Communications Upgrades	$26,171,626	$126,080

11. Please provide a complete accounting of all federal grants received for FY14 and FY15, to date.

OUC's grant funds and are derived from sub-grants through HESMA. The following is a list of OUC's sub-grants:

Grant Name	Name of Grantor	Total Grant Amount	Current Grant Balance	Grant Expiration
Funding Request for Motorola Portable Radio	Urban Areas Security Initiative (UASI)	$ 450,000	$ -	15-Sep
CAD Information Sharing and Interoperability (DCERS)	FEMA	$ 300,000	$ 300,000	15-Sep
Radio System Planning, Training and Exercises	Urban Areas Security Initiative (UASI)	$ 250,000	$ 250,000	15-Sep
2013 Radio Cache	Urban Areas Security Initiative (UASI)	$ 115,000	$ 115,000	15-Sep
2014 Radio Cache	Urban Areas Security Initiative (UASI)	$ 97,450	$ 97,450	15-Sep
		$ 1,212,450	**$ 762,450**	

12. What steps were taken during FY14 to reduce agency energy use?

At the conclusion of FY 2013, the OUC replaced its entire fleet of aging vehicles. Maintenance costs and reliability were becoming an on-going issue, and given our critical role in emergency operations, we took immediate steps to guarantee operation of the fleet in emergency situations.

Specifically, the agency replaced the minivans utilized by the radio engineers for maintenance and testing around the District, incorporated a pick-up truck for hauling equipment and towing trailers, and replaced 4 vehicles used for administrative travel with hybrid vehicles. We also replaced the agency's 16-passenger van used for emergency movement of operations from the UCC to the PSCC. Our overall fleet costs, including gas and maintenance were subsequently reduced in FY 2014.

During FY 2014, the OUC also upgraded the UPS (Uninterrupted Power Supply) systems at the UCC and PSCC. The upgrade to the Mitsubishi 9900B 500kVA offered about a 3% increase in efficiency, which results in 7.89kW savings per month, and just shy of $10,000 per year in electricity costs.

13. Please identify any legislative requirements that the agency lacks sufficient resources to properly implement.

There are no legislative requirements that the agency lacks sufficient resources to properly implement.

14. Please list all regulations for which the agency is responsible for oversight or implementation. Please list by chapter and subject heading, including the date of the most recent revision.

OUC is responsible for oversight of 62 D.C.R. 103 (January 2, 2015) EMERGENCY RESPONDER RADIO COVERAGE.

15. Please list each new program implemented by the agency during FY14 and FY15, 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.

Project Name	Description	Project Cost	Implementation Date
New Employee Training Program	Formalized and enhanced employee training curriculum and certified facilitators to provide onsite training.	$2250	01/2014
Employee	Enhanced pre-employment screening	$40,000	08/2014

Project Name	Description	Project Cost	Implementation Date
Onboarding Procedures	process to include background checks, psychological testing, typing assessment, computer aptitude and public safety suitability screening.		
Employee Rewards and Recognition Program	Instituted annual recognition program to promote strong work ethic and recognize individual and group accomplishments.	$300	02/ 2014

16. Please provide a list of all studies, research papers, and analyses ("studies") the agency requested, prepared, or contracted for during FY14 and FY15, to date. Please state the status and purpose of each study.

1. **Next Generation 9-1-1 (NG911) Consulting Services –**
   a. **Analyze and recommend regulatory and agency business process changes**
   b. **Prepare baseline documentation of all 911 related systems and business processes:**
      i. **existing business processes**
      ii. **system workflows**
      iii. **data flows**
      iv. **training materials**

   This analysis is ongoing.

2. **OUC Operational Analysis and Consulting Services –**
   Provide the OUC with a thorough analysis of the "As-Is" state of the OUC, an operational vision for the OUC, and the technologies and business processes needed to attain the documented vision. In addition, the strategic plan shall provide a breakdown of the costs / cost drivers associated with current and envisioned services and functions of the OUC. Ultimately, the strategic plan shall serve as a critical tool in evolving the OUC as a leader in emergency and non-emergency communication services.

   This analysis is ongoing.

3. **E911 Wireless Calls Routing Optimization and Consulting Services –**

   Gathering and analyzing of empirical call data for wireless service provider (WSP) cellular towers providing E911 service in the District of Columbia.

   This scope seeks support in the following three main areas:

1. **E911 Reporting and Analytics package: including call summary, abandoned call analysis, call handling, and parsed call data display**
2. **Data visualization Dashboards: including near real-time and playback call location by cell tower and sector**
3. **Wireless 911 optimization: provide a technical overview and identify technical routing errors in the District's wireless telecommunication infrastructure including detailed monthly analysis and reporting that includes:**
    a. **Specific type of error (e.g., wrong antenna direction, addressing, incorrect ESN)**
    b. **Resolution process**
    c. **Validation of correction**
    d. **Validation of new issues created**
    e. **Mitigation plan**
    f. **represent the District in dealing with wireless carriers for resolution**

This analysis is ongoing.

17. Please explain the impact on your agency of any legislation passed at the federal level during FY14 or FY15, to date, that significantly affected agency operations. If regulation is the shared responsibility of multiple agencies, please note.

    There was no new legislation in FY14 or in FY15 to date that has significantly affected OUC operations.

18. Please provide a list of all MOUs in place during FY15.

Project Name	Brief Description	Agreement Term
ITServUS	Between OUC and OCTO - Provide IT Services for OUC	10/2014 - 09/2015
DC Fire & EMS	Between OUC and FEMS - Provide CPR training for OUC Emergency Operations	10/2014 – 9/2015
DC Net Support	Between OUC and OCTO - Provide IT Services for OUC	10/2014 - 09/2015
Radio Service and Support	Between OUC and various agencies to provide radio support, maintenance and training	10/2014 - 09/2015
DDOE – LIHEAP Support	Between OUC and DDOE – OUC to schedule appointments for residents in need of emergency energy assistance for DDOE	10/2014 - 09/2015

19. Please list each contract, procurement, lease, and grant ("contract") awarded, entered into, extended and option years exercised, by the agency during FY14 and FY15, 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 (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 or not;
f) The name of the agency's contract monitor and the results of any monitoring activity; and
g) Funding source.

*All contracts listed below expired on September 30, 2014.

Operating Contracts FY14

PO Number	Vendor Name	Description	FY	Fund Detail	Total Amt	Expenditures	Comp. Bid	CA
PO483296	OST, INC.	FY14 - PRIORITY 1 - OUC - CONTINUATION - ITSA RADIO DATA ANALYST - SPR	14	1630	144518.40	-107555.04	Yes	T. Kavaleri
PO483699	OST, INC.	FY14A - OUC - ITSA - CONTINUATION - RADIO PROGRAM MANAGER - SPR	14	1630	70128.96	-70128.96	Yes	T. Kavaleri
PO483699	OST, INC.	FY14A - OUC - ITSA - CONTINUATION - RADIO PROGRAM MANAGER - SPR	14	1630	55619.52	-55619.52	Yes	T. Kavaleri
PO483699	OST, INC.	FY14A - OUC - ITSA - CONTINUATION - RADIO PROGRAM MANAGER - SPR	14	1630	96729.60	-49573.92	Yes	T. Kavaleri
PO483701	OST, INC.	FY14A - OUC - ITSA - NEW - SENIOR RADIO PROGRAM MANAGER - SPR	14	1630	125257.60	-84232.74	Yes	T. Kavaleri
PO483931	OST, INC.	FY14A - OUC- ITSA CONTINUATION OF CORE SENIOR TELECOMMUNICATIONS PM - SPR	14	1630	206606.40	-174994.64	Yes	T. Kavaleri
PO483966	OST, INC.	FY14 - OUC - ITSA SENIOR SYSTEMS ENGINEER MDC - SPR	14	1630	88145.20	-88145.20	Yes	T. Kavaleri
PO483966	OST, INC.	FY14 - OUC - ITSA SENIOR SYSTEMS ENGINEER MDC - SPR	14	1630	111139.60	-71953.32	Yes	T. Kavaleri
PO483967	OST, INC.	FY14A - OUC - ITSA CONTINUATION OF LEGACY RF ENGINEER - SPR	14	100	17245.80	0.00	Yes	T. Kavaleri
PO483967	OST, INC.	FY14A - OUC - ITSA CONTINUATION OF LEGACY RF ENGINEER - SPR	14	1630	199284.80	-175499.98	Yes	T. Kavaleri
PO483970	OST, INC.	FY14 - OUC - ITSA IT APPLICATION ADMINISTRATOR AND ANALYST - SPR	14	1630	159224.00	-118346.30	Yes	T. Kavaleri
PO483973	OST, INC.	FY14A - OUC - ITSA CONTINUATION OF EMERGING SENIOR INSTALLER/QUALITY ANALYST - SPR	14	1630	69506.00	-69506.00	Yes	T. Kavaleri
PO483973	OST, INC.	FY14A - OUC - ITSA CONTINUATION OF EMERGING SENIOR INSTALLER/QUALITY ANALYST - SPR	14	1630	87638.00	-58551.25	Yes	T. Kavaleri
PO483976	OST, INC.	FY14A - OUC- ITSA CONTINUATION OF 911 FUND NETWORK AND REGULATORY ANALYST - SPR	14	1630	150217.60	-67074.33	Yes	T. Kavaleri
PO484210	OST, INC.	FY14A - OUC - ITSA - BUSINESS IT CONSULTANT	14	1630	199284.80	-177392.24	Yes	T. Kavaleri

PO#	Vendor	Description						
PO484254	OST, INC.	FY14A - OUC - ITSA CONTINUATION/NEW POP - EMERGING RF PROGRAM MANAGER - SPR	14	1630	251496.96	-203547.80	Yes	T. Kavaleri
PO485637	DIGITAL CONVENTIONS, LLC	FY14 - OUC - AUDIO VISUAL MAINTENANCE AND SERVICES - SPR	14	1630	10000.00	-8107.50	Yes	T. Kavaleri
PO485637	DIGITAL CONVENTIONS, LLC	FY14 - OUC - AUDIO VISUAL MAINTENANCE AND SERVICES - SPR	14	1630	10000.00	-8107.50	Yes	T. Kavaleri
PO486387	NATIONAL ACADEMIES OF EMERGENC	FY14 - OUC - IAED RECERTIFICATION FEE MEDICAL, FIRE, OR POLICE	14	100	17500.00	-12305.00	Yes	T. Kavaleri
PO486428	INTERIOR CONCEPTS CORPORATION	FY14 - OUC - CARRYOVER - UCC CALL CENTER FURNITURE REPAIR - SPR	14	1630	11847.48	-5500.00	Yes	T. Kavaleri
PO486555	TELEVATE LLC	FY14 - OUC - CARRYOVER - TELEVATE REBANDING - SPR	14	1630	4472.50	0.00	Yes	T. Kavaleri
PO486566	CITY GENERAL, INC.	FY14 - OUC - IT SYSTEMS ELECTRICAL MAINTENANCE - SPR	14	1630	10000.00	-6388.00	Yes	T. Kavaleri
PO486607	DATA NET SYSTEMS CORP	FY14 - OUC - UCC AND PSCC DATA SUPPORT SERVICES - SPR	14	1630	10000.00	0.00	Yes	T. Kavaleri
PO486815	PC NET, INC.	FY14 - OUC - CARRYOVER - MOBILITY ON-SITE SUPPORT - SPR	14	1630	137500.00	0.00	Yes	T. Kavaleri
PO487023	SYNIVERSE TECHNOLOGIES, INC.	FY14A - OUC - SOLE SOURCE - SYNIVERSE TECHNOLOGIES LATALINK SS& RENEWAL - SPR	14	1630	43061.40	-35884.50	Yes	T. Kavaleri
PO487050	TELTRONIC INC	FY14 - OUC - CARRYOVER - RADIO REPLACEMENT PARTS IDIQ - OPTION YEAR 2 - SPR	14	1630	283876.54	-246182.84	Yes	T. Kavaleri
PO487131	PURVIS SYSTEMS INCORPORATED	FY14 - OUC - CARRYOVER - FIRE STATION ALERTING SYSTEM - OPTION YEAR 2 - SPR	14	1630	225099.81	-175077.63	Yes	T. Kavaleri
PO487135	MOTOROLA, INC.	FY14 - OUC - CARRYOVER OPTION YEAR 3 RADIO SYSTEM MAINTENANCE - SPR	14	1630	294058.92	-246221.25	Yes	T. Kavaleri
PO487209	ORION SYSTEMS GROUP, LLC	FY14A - OUC - UCC CAMERAS - SPR	14	1630	18890.00	-18578.00	Yes	T. Kavaleri
PO487373	PROCOM CORPORATION	FY14 - OUC - CARRYOVER - RADIO REPLACEMENT BATTERIES IDIQ - OK CMWT	14	1630	20000.00	-19971.36	Yes	T. Kavaleri
PO487685	MEDICAL PRIORITY CONSULTANTS,	FY14 - OUC - PROQA (MEDICAL, FIRE, POLICE DISPATCH) SOFTWARE AND MAINTENANCE - CARRY OVER - SPR	14	1630	44250.00	-20789.84	Yes	T. Kavaleri
PO487700	AVAYA, INC.	FY14 - OUC - AVAYA AES UPGRADE AND MAINTENANCE	14	1630	21274.40	-10637.20	Yes	T. Kavaleri
PO487887	TELECOMMUNICATIONS DEV CORP	FY14 - OUC - INTEROPERABLE STRATEGIC PLANNING AND CONTENT MANAGEMENT PLAN	14	1630	72881.92	-72579.08	Yes	T. Kavaleri

PO488710	MOTOROLA SOLUTIONS, INC.	FY14 - CARRYOVER - P25 REBANDING RADIO AND FLASHES - SPR	14	1630	71404.63	0.00	Yes	T. Kavaleri
PO488712	MOTOROLA SOLUTIONS, INC.	FY14 - OUC - CARRYOVER - P25 AND ENCRYPTION FLASH UPGRADES - SPR	14	1630	62275.00	0.00	Yes	T. Kavaleri
PO488985	MOTOROLA, INC.	FY14 - OUC - CARRYOVER - MPD REPLACEMENT BATTERIES AND MOBILE RADIO INSTALLATION - SPR	14	1630	33131.39	-2393.09	Yes	T. Kavaleri
PO489155	TECKNOMIC LLC	FY14 - OUC - RADIO ANTENNA AND TOWER SITE MAINTENANCE - SPR	14	1630	112165.87	-34321.86	Yes	T. Kavaleri
PO489327	DIRECT APPS, INC.	FY14 - OUC - PUBLIC SAFETY - ECATS EMERGENCY CALL TRACKING SYSTEM MAINTENANCE- SPR	14	1630	19200.00	-16000.00	Yes	T. Kavaleri
PO490460	DIGI DOCS INC/DOCUMENT MGERS	FY14 - OUC - PUBLIC SAFETY TELEPHONY HEADSETS - SPR	14	1630	10000.00	-5412.40	Yes	T. Kavaleri
PO490460	DIGI DOCS INC/DOCUMENT MGERS	FY14 - OUC - PUBLIC SAFETY TELEPHONY HEADSETS - SPR	14	1630	10000.00	-5412.40	Yes	T. Kavaleri
PO490598	OST, INC.	FY14 - OUC - ITSA - PUBLIC SAFETY TELECOMMUNICATIONS ANALYST - SPR	14	1630	122636.80	-96193.24	Yes	T. Kavaleri
PO490715	MDM OFFICE SYSTEMS DBA	FY14 - OUC - TONER BPA	14	1630	25000.00	-7042.10	Yes	T. Kavaleri
PO490715	MDM OFFICE SYSTEMS DBA	FY14 - OUC - TONER BPA	14	1630	25000.00	-7042.08	Yes	T. Kavaleri
PO490797	PC NET, INC.	FY14 - MOBILE DATA TABLET PRE-DEPLOYMENT - SPR	14	1630	23480.00	-22490.00	Yes	T. Kavaleri
PO491601	OST, INC.	FY14 - OUC - ITSA - NEW - SENIOR SYSTEMS ENGINEER - MDC 2 - SPR	14	100	4311.45	-569.44	Yes	T. Kavaleri
PO491601	OST, INC.	FY14 - OUC - ITSA - NEW - SENIOR SYSTEMS ENGINEER - MDC 2 - SPR	14	1630	122636.80	-93487.25	Yes	T. Kavaleri
PO491921	MOTOROLA, INC.	FY14 - OUC - RADIO SYSTEM MAINTENANCE OPTION YEAR 4 - SPR	14	1630	122529.01	-76553.80	Yes	T. Kavaleri
PO491921	MOTOROLA, INC.	FY14 - OUC - RADIO SYSTEM MAINTENANCE OPTION YEAR 4 - SPR	14	1630	409998.38	-256159.19	Yes	T. Kavaleri
PO491929	MOTOROLA, INC.	FY14 - OUC - P25 SYSTEMS TRAINING - SPR	14	1630	41954.00	-31622.00	Yes	T. Kavaleri
PO491945	OST, INC.	FY14 - OUC - ITSA - NEW - SENIOR SYSTEMS ENGINEER - MDC 1 - SPR	14	1630	122636.80	-23377.64	Yes	T. Kavaleri
PO492108	MEDICAL PRIORITY CONSULTANTS,	FY14 - OUC - TRAINING AND ACCREDITATION ACTIVITIES THROUGH PRIORITY DISPATCH SYSTEMS (PDS)	14	100	10400.00	0.00	Yes	G. Richards
PO492108	MEDICAL PRIORITY CONSULTANTS,	FY14 - OUC - TRAINING AND ACCREDITATION ACTIVITIES THROUGH PRIORITY DISPATCH SYSTEMS (PDS)	14	1630	5750.00	0.00	Yes	G. Richards
PO492517	OST, INC.	FY14 - OUC - ITSA - RF ENGINEER - SPR	14	1630	122636.80	-69462.25	Yes	T. Kavaleri

PO492758	COMMSYS, INC	FY14 - OUC - CAD AUTOMATED ALARM PROTOCOLS - SPR	14	1630	10000.00	-4100.00	Yes	T. Kavaleri
PO492789	XEROX DIRECT	FY14 - UC0 - MANAGED PRINT SERVICES - SPR	14	1630	11513.58	-2570.78	Yes	T. Kavaleri
PO493332	MOTOROLA, INC.	FY14 - OUC - CSR ANNUAL SYSTEM MAINTENANCE - SPR	14	1630	160552.00	-120413.97	Yes	T. Kavaleri
PO493333	MOTOROLA SOLUTIONS, INC.	FY14 - OUC - CSR ANNUAL SYSTEM MAINTENANCE - SPR	14	1630	18000.00	0.00	Yes	T. Kavaleri
PO493635	VERIZON FEDERAL, INC	FY14 - OUC - VERIZON ALI PAYMENT FEB - SEP - SPR	14	1630	115881.75	-101396.54	Yes	T. Kavaleri
PO493635	VERIZON FEDERAL, INC	FY14 - OUC - VERIZON ALI PAYMENT FEB - SEP - SPR	14	1630	812533.05	-710966.41	Yes	T. Kavaleri
PO494045	VOXEO CORPORATION	FY14 - UC0 - PARKING METER IVR SMS SERVICE - SPR	14	1630	3000.00	0.00	Yes	T. Kavaleri
PO494050	INTERGRAPH CORPORATION	FY14 - OUC - CAD MAINTENANCE - SPR	14	1630	1282844.28	-1002507.78	Yes	T. Kavaleri
PO494231	OLENDER REPORTING, INC.	FY14 - OUC - COURT REPORTER SERVICES	14	1630	1062.00	-603.20	Yes	T. Kavaleri
PO494418	PROCOM CORPORATION	FY14 - OUC - RADIO REPLACEMENT BATTERIES OPTION YEAR 2 - SPR	14	1630	30000.00	-29972.09	Yes	T. Kavaleri
PO494475	OST, INC.	FY14 - OUC - ITSA RF ENGINEER 2 - SPR	14	100	4311.45	0.00	Yes	T. Kavaleri
PO494475	OST, INC.	FY14 - OUC - ITSA RF ENGINEER 2 - SPR	14	1630	148505.50	-56527.90	Yes	T. Kavaleri
PO494580	OST, INC.	FY14 - OUC - ITSA IT APPLICATION ADMINISTRATOR AND ANALYST 2 - SPR	14	1630	85736.00	-57508.20	Yes	T. Kavaleri
PO494586	OST, INC.	FY14 - OUC - ITSA IT APPLICATION ADMINISTRATOR AND ANALYST 1 - SPR	14	1630	85736.00	-56111.15	Yes	T. Kavaleri
PO494936	M C DEAN INC	FY14 - OUC - CARRYOVER - UPS MAINTENANCE - SPR	14	1630	15088.00	0.00	Yes	T. Kavaleri
PO495306	OST, INC.	FY14 - OUC - ITSA IT APPLICATION ADMINISTRATOR AND ANALYST 4 - SPR	14	1630	85736.00	-44781.75	Yes	T. Kavaleri
PO495313	OST, INC.	FY14 - OUC - ITSA IT APPLICATION ADMINISTRATOR AND ANALYST 3 - SPR	14	1630	85736.00	-43939.70	Yes	T. Kavaleri
PO496151	4-LOBOS, INC.	FY14 - OUC RADIO SIBLEY HOSPITAL ANTENNA TOWER BRICK FACADE	14	1630	66900.00	-16650.00	Yes	T. Kavaleri
PO496488	MOTOROLA SOLUTIONS, INC.	FY14 - P25 FEMS MOBILE INSTALLATION - SPR	14	1630	216000.00	0.00	Yes	T. Kavaleri
PO496919	DIGITAL CONVENTIONS, LLC	FY14 -UC0 - AV SUPPORT FOR DIRECTOR'S CONFERENCE ROOM - SPR	14	1630	24979.00	-5839.00	Yes	T. Kavaleri
PO497077	CASSIDIAN COMMUNICATIONS, INC.	FY14 - OUC - CASSIDIAN OPTION YEAR 1 - SPR	14	1630	440000.00	-436445.51	Yes	T. Kavaleri

PO497077	CASSIDIAN COMMUNICATIONS, INC.	FY14 - OUC - CASSIDIAN OPTION YEAR 1 - SPR	14	1630	320547.00	-317957.49	Yes	T. Kavaleri
PO497165	DELL COMPUTER CORP	FY14 - 911 CAD 9.3 HARDWARE DELL SERVERS	14	1630	200000.00	0.00	Yes	T. Kavaleri
PO497165	DELL COMPUTER CORP	FY14 - 911 CAD 9.3 HARDWARE DELL SERVERS	14	1630	111006.71	0.00	Yes	T. Kavaleri
PO497276	CARAHSOFT TECHNOLOGY CORPORATI	FY14 - OUC CRM SALESFORCE APPLICATION LICENSES	14	1630	86416.00	0.00	Yes	T. Kavaleri
PO497276	CARAHSOFT TECHNOLOGY CORPORATI	FY14 - OUC CRM SALESFORCE APPLICATION LICENSES	14	1630	138007.09	0.00	Yes	T. Kavaleri
PO497461	MOTOROLA SOLUTIONS, INC.	FY14 - OUC - P25 FSA FLASH UPGRADE - SPR	14	1630	21600.00	0.00	Yes	T. Kavaleri
PO497746	CRITICAL POWER GROUP, INC.	FY14 - OUC - UPS, GENERATOR AND HVAC RADIO SITE MAINTENANCE - SPR	14	1630	7017.00	-5400.47	Yes	T. Kavaleri
PO497746	CRITICAL POWER GROUP, INC.	FY14 - OUC - UPS, GENERATOR AND HVAC RADIO SITE MAINTENANCE - SPR	14	1630	42983.00	-33080.89	Yes	T. Kavaleri
PO497746	CRITICAL POWER GROUP, INC.	FY14 - OUC - UPS, GENERATOR AND HVAC RADIO SITE MAINTENANCE - SPR	14	1630	50000.00	-38481.36	Yes	T. Kavaleri
PO497879	UNITED STATES TOWER SVCS LTD	FY14 - OUC - P25 RADIO - 4D HUGHES TOWER REINFORCEMENT - SPR	14	1630	55121.95	-46584.35	Yes	T. Kavaleri
PO498901	MOTOROLA, INC.	FY14 - OUC - FIRE STATION ALERTING SYSTEM - RADIO PROGRAMMING CABLE - SPR	14	1630	7978.80	-7978.68	Yes	T. Kavaleri
PO499032	PURVIS SYSTEMS INCORPORATED	FY14 - OUC - FIRE STATION ALERTING SYSTEM - OPTION YEAR 3 - SPR	14	1630	75868.25	0.00	Yes	T. Kavaleri
PO499078	M C DEAN INC	FY14 - OUC - PSCC UPS REPLACEMENT SUPPORT - SPR	14	1630	12500.00	-10000.00	Yes	T. Kavaleri
PO499222	OST, INC.	FY14 - OUC - ITSA - NEW - RADIO INTEROPERABILITY TRAINER - SPR	14	1630	48165.60	-4816.56	Yes	T. Kavaleri
PO499541	INTERGRAPH CORPORATION	FY14 - OUC CAD MAP ADMINISTRATION UTILITY SW - SPR	14	1630	12708.00	0.00	Yes	T. Kavaleri
PO499930	TELECOMMUNICATIONS DEV CORP	FY14 - OUC - INTEROPERABLE STRATEGIC PLANNING AND CONTENT MANAGEMENT PLAN	14	1630	27330.30	-15687.32	Yes	T. Kavaleri
PO500129	MOTOROLA SOLUTIONS, INC.	FY14 - OUC - 65 MOBILE RADIO INSTALLATION KITS - SPR	14	1630	18511.48	0.00	Yes	T. Kavaleri

PO500145	PC NET, INC.	FY14 - OUC - SMITHMICRO MOBILE VPN MAINTENANCE WARRANTY - SPR	14	100	41169.70	0.00	Yes	T. Kavaleri
PO500229	AT&T	FY14 - OUC - E911 WIRELESS CALLS ROUTING OPTIMIZATION SPR	14	1630	209975.00	0.00	Yes	T. Kavaleri
PO501113	EATON CORPORATION	FY14 - OUC - UCC PLC EMERGENCY EVALUATION - SPR	14	100	7280.00	0.00	Yes	T. Kavaleri
PO501180	OST, INC.	FY14 - OUC - ITSA - NEW - NETWORK ENGINEER - SPR	14	1630	45988.80	0.00	Yes	T. Kavaleri
PO501877	DIGITAL CONVENTIONS, LLC	FY14 - OUC - PHASE 3 - AUDIO-VISUAL IMPLEMENTATION AND MAINTENANCE SERVICES SPR	14	1630	19500.00	0.00	Yes	T. Kavaleri
PO501877	DIGITAL CONVENTIONS, LLC	FY14 - OUC - PHASE 3 - AUDIO-VISUAL IMPLEMENTATION AND MAINTENANCE SERVICES SPR	14	1630	35000.00	0.00	Yes	T. Kavaleri
PO501877	DIGITAL CONVENTIONS, LLC	FY14 - OUC - PHASE 3 - AUDIO-VISUAL IMPLEMENTATION AND MAINTENANCE SERVICES SPR	14	1630	83895.84	0.00	Yes	T. Kavaleri
PO502117	POLICYSTAT, LLC	FY14 - OUC AGENCY POLICY MANAGEMENT SOFTWARE	14	1630	4865.00	0.00	Yes	C. Omekham
PO502187	MITSUBISHI ELECTRIC POWER	FY14 - OUC - UPS MONITORING FOR UCC	14	1630	4130.00	0.00	Yes	T. Kavaleri
PO502187	MITSUBISHI ELECTRIC POWER	FY14 - OUC - UPS MONITORING FOR UCC	14	1630	196.06	0.00	Yes	T. Kavaleri
PO502226	ALL PRO MOVING & TRANSFER	FY14 - OUC - UCC UNINTERRUPTIBLE POWER SUPPLY RIGGING - SPR	14	1630	7058.00	0.00	Yes	T. Kavaleri
PO502276	ORION SYSTEMS GROUP, LLC	FY14 - OUC - VISITOR ENTRANCE TURNSTILE UPGRADE	14	1630	42565.00	0.00	Yes	K.Ross
PO502319	CAPITAL SERVICES AND SUPPLIES	FY14 - OUC - KITCHEN CAFETERIA APPLIANCE	14	100	7379.00	0.00	Yes	K.Ross
PO502638	OST, INC.	FY14 - OUC - ITSA - NEW RF ENGINEER - LOCAL	14	100	24910.60	0.00	Yes	T. Kavaleri
PO502792	PC NET, INC.	FY14 - OUC - PROFESSIONAL ENGINEERING DEVELOPMENT SERVICES (SMITHMICRO)- SPR	14	100	24500.00	0.00	Yes	T. Kavaleri
PO502844	TECKNOMIC LLC	FY14 - OUC - UCC UPS NETWORK CABLE INSTALLATION - SPR	14	100	4800.00	0.00	Yes	T. Kavaleri
PO502854	PAIGE INTERNATIONAL	FY14 - OUC - UCC DATA CENTER FIBER RUN - SPR	14	100	3448.46	0.00	Yes	T. Kavaleri
PO502859	CITY GENERAL, INC.	FY14 - OUC - UCC DATA CENTER TRANSECTOR EXTENSION - SPR	14	100	3984.00	0.00	Yes	T. Kavaleri
PO502899	SKY,LLC DBA/US OFFICE SOLUTION	FY14 - OUC - RADIO SITES AND UCC BATTERIES - SPR	14	100	8005.56	0.00	Yes	T. Kavaleri

PO Number	Vendor Name	Description			Total Amt	Expenditures	Comp. Bid	CA
PO502953	HI-TECH SOLUTION, INC.	FY14 - OUC - HP WORKSTATIONS FOR UCC/PSCC - SPR	14	1630	31095.80	0.00	Yes	T. Kavaleri
PO503409	CAPITAL SERVICES AND SUPPLIES	FY14 - OUC - GENERAL IT SUPPLIES - SPR	14	1630	5897.48	0.00	Yes	T. Kavaleri
PO503413	MOTOROLA SOLUTIONS, INC.	FY14 - OUC - DIGITAL VEHICULAR REPEATER SYSTEMS (DVRS) UPGRADES - SPR	14	100	12500.00	0.00	Yes	T. Kavaleri
PO503418	MOTOROLA SOLUTIONS, INC.	FY14 - OUC - APX 6000 RADIOS (MULTI-UNIT CHARGERS) - SPR	14	100	24585.60	0.00	Yes	T. Kavaleri
PO503643	OST, INC.	IT Staff Augmentation	14	100	17371.50	0.00	Yes	T. Kavaleri
PO503645	OST, INC.	IT Staff Augmentation	14	100	6801.30	0.00	Yes	T. Kavaleri
PO503646	OST, INC.	IT Staff Augmentation	14	100	4311.45	0.00	Yes	T. Kavaleri
PO503647	OST, INC.	IT Staff Augmentation	14	100	3444.75	0.00	Yes	T. Kavaleri
PO503662	MOTOROLA SOLUTIONS, INC.	FY14 - OUC - DEPT OF FORENSIC SCIENCE (DFS) MOBILE RADIOS - SPR	14	1630	80883.35	0.00	Yes	T. Kavaleri

Capital Contracts FY14

PO Number	Vendor Name	Description	Total Amt	Expenditures	Comp. Bid	CA
PO387400	MOTOROLA, INC.	FY12A - OUC - P25 CONSOLETTES - CAPITAL	763154.08	-763154.08	Yes	T. Kavaleri
PO387400	MOTOROLA, INC.	FY12A - OUC - P25 CONSOLETTES - CAPITAL	1003680.53	-806742.70	Yes	T. Kavaleri
PO387400	MOTOROLA, INC.	FY12A - OUC - P25 CONSOLETTES - CAPITAL	0.00	-107006.00	Yes	T. Kavaleri
PO388762	ARJ GROUP INC		112393.84	-112393.84	Yes	T. Kavaleri
PO388762	ARJ GROUP INC		61600.16	-15000.00	Yes	T. Kavaleri
PO413314	MOTOROLA, INC.	FY12A - OUC - P25 PUBLIC SAFETY RADIOS MPD MOBILES & REMAINING PORTABLES - CAPITAL	4558102.31	-174691.13	Yes	T. Kavaleri
PO413314	MOTOROLA, INC.	FY12A - OUC - P25 PUBLIC SAFETY RADIOS MPD MOBILES & REMAINING PORTABLES - CAPITAL	0.00	-4378893.42	Yes	T. Kavaleri
PO460085	TWIN CONTRACTING CORPORATION	FY13A - OUC - CHANGE ORDER - P25 RADIO TOWER CONSTRUCTION AT SIBLEY HOSPITAL - CAPITAL UC201	24904.00	-16079.40	Yes	T. Kavaleri

PO ID	Supplier	Description	Amt Ordered	Amt Invoiced	Comp. Bid	CA
PO498308	ALPHATEC, P.C.	FY14 - OUC - AE SERVICES FOR THE UPGRADE OF ATS, SWITCHGEAR AND GENERATOR FOR PSCC OF OUC	96688.79	0.00	Yes	K.Ross
PO498351	PC NET, INC.	FY14 - OUC - PUBLIC SAFETY MOBILE ROUTING AND COMPUTING SOLUTION - UC2TDC	12505520.00	-1665075.00	Yes	T. Kavaleri
PO498476	INCAPSULATE, LLC	FY14 - OUC - 311 CRM IMPLEMENTATION SERVICES UC2TDC	500000.00	0.00	Yes	T. Kavaleri
PO500309	EATON CORPORATION	FY14 - OUC - PSCC ATS REPLACEMENT - UC2TDC	70241.41	0.00	Yes	T. Kavaleri
PO501095	NETWORKING FOR FUTURE INC	FY14 - OUC - UCC NETWORK DEVICES -UC2TDC	21473.92	0.00	Yes	T. Kavaleri
PO501510	CRITICAL POWER GROUP, INC.	FY14 - OUC - UPS WARRANTY - UC2TDC	82875.00	0.00	Yes	T. Kavaleri
PO501551	EN POINTE GOV INC.	FY14 - OUC - LANDESK CONFIGURATION FOR MDC - UC2TDC	68043.25	0.00	Yes	T. Kavaleri
PO502637	OST, INC.	FY14 - OUC - ITSA - IT CONSULTANT 6 - UC2TDC	53936.00	0.00	Yes	T. Kavaleri
PO502657	MITSUBISHI ELECTRIC POWER	FY14 - OUC - UPS REPLACEMENT FOR UCC - UC2TDC	165024.00	0.00	Yes	T. Kavaleri

*All contracts listed below expire on September 30, 2015.

FY 15 Contracts – All Funds

Supplier	PO ID	Fund	Description	Amt Ordered	Amt Invoiced	Comp. Bid	CA
ASSOC PUBLIC SAFETY COMMUNICAT	PO513682	1630	FY15 - OUC - APCO Training Services	$ 37,910.00	$ -	Yes	M. Hott
AT&T	PO507830	1630	FY15 OUC - CARRYOVER - E911 Wireless calls routing optimization SPR	$ 209,975.00	$ -	Yes	T. Kavaleri
ATRUS INC	PO507518	1630	FY15 - UC0 - Atrus Automated External Defibrillators (AED) Link	$ 18,970.00	$ 9,485.00	Yes	S. Williams
AVAYA, INC.	PO513655	Capital	OUC - FY15 Avaya PBX/CMS/IQ Upgrade UC2TDC	$ 489,680.36	$ -	Yes	T. Kavaleri

Aspect Software, Inc	PO513859	1630	FY15 - OUC - Renewal Parking Meter IVR SMS Service - SPR	$ 3,000.00	$ -	Yes	T. Kavaleri
CITY GENERAL, INC.	PO509116-V2	1630	FY15 - OUC Fletcher Johnson Emergency Standby Generator Connection SPR	$ 8,451.00	$ 8,451.00	Yes	T. Kavaleri
COMSYS INFORMATION TECHNOLOGY	PO505754	1630	FY15 - OUC - CARRYOVER - CAD Automated Alarm Protocols - SPR	$ 5,900.00	$ -	Yes	T. Kavaleri
CRITICAL POWER GROUP, INC.	PO506768	1630	FY15 - OUC - CARRYOVER - UPS, Generator and HVAC Radio Site Maintenance - SPR	$ 10,401.04	$ -	Yes	T. Kavaleri
Carahsoft Technology Corporation	PO514670	1630	FY15 - OUC - 311 Customer Relationship Management (CRM) Salesforce.com Restricted Use Application Licenses - SPR	$ 21,281.10	$ -	Yes	T. Kavaleri
CommSys, Inc.	PO506763	1630	FY15 - OUC - CARRYOVER - CAD Automated Alarm Protocols - SPR	$ 5,900.00	$ 500.00	Yes	T. Kavaleri
DATA NET SYSTEMS CORP	PO512252-V2	1630	FY15 - OUC - Field Support for CAD 9.3 and Mobile Pubic Safety Upgrade (MPS) - SPR	$ 19,987.60	$ -	Yes	T. Kavaleri
Digital Conventions	PO506800	1630	FY15- OUC - CARRYOVER - AV Support for Director's Conference Room - SPR	$ 4,842.50	$ -	Yes	T. Kavaleri
Digital Conventions	PO507511-V2	1630	FY15 - OUC - CARRYOVER - Phase 3 - audio-visual implementation and maintenance services SPR	$ 74,823.19	$ 58,227.09	Yes	T. Kavaleri
Digital Conventions	PO508369	1630	FY15 - OUC - UCC 3rd Floor Conference Room A/V Processing and Control System Replacement - SPR	$ 14,572.00	$ -	Yes	T. Kavaleri
DirectApps Inc	PO506794	1630	FY15 - OUC - Public Safety - eCATS Emergency Call Tracking System Maintenance- SPR	$ 4,800.00	$ 4,800.00	Yes	T. Kavaleri
Eaton Corporation	PO506851	1630	FY15 - OUC - CARRYOVER - PSCC ATS Replacement - UC2TDC	$ 13,597.00	$ -	Yes	T. Kavaleri
HI-TECH SOLUTION, INC.	PO514337	1630	FY15 - OUC - HP MONITORS - SPR	$ 5,611.20	$ -	Yes	T. Kavaleri
INTERGRAPH CORPORATION	PO506145-V4	1630	FY15 - OUC - CAD Maintenance - SPR	$ 1,808,476.08	###########	Yes	T. Kavaleri

INTERGRAPH CORPORATION	PO508902	1630	FY15 - OUC - CAD 9.3 Integration Required Software - SPR	$ 14,078.00	$ 14,078.00	Yes	T. Kavaleri
Incapsulate, LLC	PO498476-V4	1630	FY14 - OUC - 311 CRM Implementation Services UC2TDC	$ 752,760.00	$ 470,994.00	Yes	T. Kavaleri
Interior Concepts	PO506806	1630	FY15 - OUC - CARRYOVER - UCC Call Center Furniture Repair - SPR	$ 3,597.48	$ -	Yes	T. Kavaleri
LAW ENFORCMENT PSYCHOLOGICAL	PO506465	1630	FY15 - OUC - CARRYOVER - Consulting Service Support for Employment Screening and Hiring Program	$ 37,500.00	$ -	Yes	T. Kavaleri
LONG FENCE COMPANY INC	PO514611	1630	FY15 - OUC -Fletcher Johnson Radio Site Security Fence - SPR	$ 43,800.00	$ -	Yes	T. Kavaleri
M C DEAN INC	PO511994	1630	FY15 - OUC - CARRYOVER - UPS Maintenance - SPR	$ 15,088.00	$ -	Yes	T. Kavaleri
MEDICAL PRIORITY CONSULTANTS,	PO513952	1630	FY15 - OUC - Training and Certification (Medical, Fire, Police Dispatch)	$ 56,500.00	$ -	Yes	T. Kavaleri
MORGANS INC	PO507203	1630	FY15 - OUC - CARRYOVER - Uniforms for the Employees of the Office of Unified Communications	$ 98,217.00	$ 56,795.68	Yes	T. Kavaleri
MOTOROLA, INC.	PO506666	1630	FY15 - OUC - Motorola Service Agreement for FY15	$ 2,752,368.00	$ -	Yes	T. Kavaleri
MOTOROLA, INC.	PO506886	1630	FY15 - OUC - MCD 5000 Deskset - SPR	$ 13,770.00	$ -	Yes	T. Kavaleri
MOTOROLA, INC.	PO507542	1630	FY15 - OUC - P25 Radio Installation Costs- SPR	$ 81,316.75	$ -	Yes	T. Kavaleri
MOTOROLA, INC.	PO507834	1630	FY15 - OUC - CARRYOVER - Radio System Maintenance Option Year 4 - SPR	$ 20,463.02	$ -	Yes	T. Kavaleri
MOTOROLA, INC.	PO513303	1630	FY15 - OUC - CARRYOVER - CSR Annual System Maintenance - SPR	$ 58,138.03	$ -	Yes	T. Kavaleri
MOTOROLA, INC.	PO513521	Capital	FY15 - OUC P25 Radio System - Geo Redundant Prime SiteÂ¿ Upgrade - UC2TDC	$ 154,417.00	$ -	Yes	T. Kavaleri
MOTOROLA, INC.	PO513648	1630	FY15 - OUC P25 Radio System - T1 to Ethernet Upgrade - UC2TDC	$ 260,816.00	$ -	Yes	T. Kavaleri

NATIONAL ACADEMIES OF EMERGENC	PO508035	1630	FY15 - OUC - CARRYOVER - IAED Recertification Fee Medical, Fire, or Police	$ 2,915.00	$ 280.00	Yes	M. Hott
NICE SYSTEMS INC.	PO513654	Capital	FY15 - OUC - NICE System Upgrade - UC2TDC	$ 694,515.00	$ -	Yes	T. Kavaleri
PC NET, INC.	PO506779-V2	1630	FY15 - OUC - CARRYOVER - Mobility On-Site Support - SPR	$ 160,496.67	$ 62,446.65	Yes	T. Kavaleri
PC NET, INC.	PO510811-V2	1630	FY15 - OUC - Mobile Data Computing Solution Professional Services MVPN (SmithMicro)- SPR	$ 49,000.00	$ -	Yes	T. Kavaleri
PLANT EQUIPMENT INC.	PO513649	1630	FY15 OUC VESTA 4/NG911 and Sentinel ALI Upgrade -UC2TDC	$ 972,295.00	$ -	Yes	T. Kavaleri
PUBLIC WORKS SOLUTIONS LLC	PO506111-V2	1630	FY15 - OUC - Integration of Salesforce 311 with Department of Public Works Trakster System - UC2TDC	$ 21,170.00	$ 18,570.00	Yes	T. Kavaleri
Purvis Systems Incorporated	PO507416	1630	FY15 - OUC - Fire Station Alerting System - Option Year 3 - SPR	$ 227,604.78	$ -	Yes	T. Kavaleri
SPECTRUM CORPORATION	PO506816	1630	FY15 - OUC - Spectrum NeXorce Annual Maintenance Renewal - SPR	$ 6,585.00	$ -	Yes	T. Kavaleri
SYNIVERSE TECHNOLOGIES, INC.	PO508665	1630	FY15 - OUC - Sole Source - Syniverse Technologies LATALink SS7 Renewal - SPR	$ 43,061.40	$ 10,765.35	Yes	T. Kavaleri
SeeClickFix LLC	PO510060	1630	FY15 - OUC - Mobile 311 Application Maintenance & Development - SPR	$ 3,333.25	$ 3,333.25	Yes	T. Kavaleri
TECKNOMIC LLC	PO507673	1630	FY15 - OUC - Radio Antenna and Tower Site Maintenance - SPR	$ 133,255.72	$ -	Yes	T. Kavaleri
TELTRONIC INC	PO506319	1630	FY15 - OUC - CARRYOVER - Radio Replacement Parts IDIQ - Option Year 3 - SPR	$ 159,960.00	$ 159,960.00	Yes	T. Kavaleri
THE HAMILTON GROUP	PO513175	1630	FY15 - OUC - OUC MOBILITY WORKFORCE TABLETS - SPR	$ 37,513.00	$ 37,513.00	Yes	T. Kavaleri
UNITED STATES TOWER SVCS LTD	PO506787	1630	FY15 - OUC - CARRYOVER - P25 Radio - 4D Hughes Tower Reinforcement - SPR	$ 8,537.95	$ -	Yes	T. Kavaleri
VERIZON FEDERAL, INC	PO508670	1630	FY15 - OUC - - Verizon ALI Payment - SPR	$ 1,392,000.00	$ 464,207.40	Yes	T. Kavaleri

Veteran First Energy	PO513826	Capital	FY15 - OUC - HVAC Equipment for Radio Sites - UC2TDC	$ 153,642.00	$ 153,642.00	Yes	T. Ramlogan
Winbourne Consulting, LLC	PO507829	Capital	FY14 - OUC - NG911 Telecommunications Infrastructure - UC2TDC	$ 500,000.00	$ 51,685.00	Yes	T. Kavaleri
XEROX CORPORATION	PO508482	1630	FY15 - OUC - Managed Print Services Renewal- SPR	$ 23,027.16	$ -	Yes	T. Kavaleri
OST, Inc.	PO507388-V2	1630	Guy Jouannelle, RF Program Manager PoP: 10/1/2014 to 3/31/2015. Rate: $145.59 + HSF $5.55 = $151.14 Estimated Labor Hours: 780 hrs Engagement ID 251196	$ 117,889.20		Yes	T. Kavaleri
OST, Inc.	PO507392-V2	1630	Resource: Laxman Nakka, Business IT Consultant Level 4 PoP: 10/1/14 - 03/31/15 Rate: $90.26 + HSF $5.55 = $95.81 Estimated Labor Hours: 1100 hrs. Engagement ID 299850.	$ 105,391.00		Yes	T. Kavaleri
OST, Inc.	PO507396-V3	1630	Resource: Zahid Chohan Network Engineer PoP 10/1/2014 to 03/31/2015 Rate: $90.26+ HSF $5.55 = $95.81 Hours: 1000 Engagement ID 470549.	$ 95,810.00		Yes	T. Kavaleri
OST, Inc.	PO507398-V3	1630	Resource: Julius Debnam, IT Application Administrator and Analyst, PoP 10/01/2014 to 03/31/2015. Rate: $71.00+ HSF $5.55 = $76.55 Estimated Labor Hours: 1100 hrs Engagement ID 452605	$ 84,205.00		Yes	T. Kavaleri
OST, Inc.	PO507400-V3	1630	Resource: Agustinus Bustan, IT Application Administrator and Analyst, PoP 10/01/2014 to 03/31/2015. Rate: $71.00+ HSF $5.55 = $76.55 Estimated Labor Hours: 1100 hrs Engagement ID 452596.	$ 84,205.00		Yes	T. Kavaleri
OST, Inc.	PO507401-V3	1630	Resource: Maceo Clerkley, IT Application Administrator and Analyst, PoP 10/01/2014 to 03/31/2015. Rate: $71.00+ HSF $5.55 = $76.55 Estimated Labor Hours: 1100 hrs Engagement ID 454559.	$ 84,205.00		Yes	T. Kavaleri

OST, Inc.	PO507402-V3	1630	Resource: Jonathan Peterson, IT Application Administrator and Analyst, PoP 10/01/2014 to 3/31/2015. Rate: $71.00+ HSF $5.55 = $76.55 Estimated Labor Hours: 1100 hrs Engagement ID 454558.	$ 84,205.00		Yes	T. Kavaleri
OST, Inc.	PO507407-V2	1630	Resource: Vu Hoang, IT Application Administrator and Analyst, PoP 10/01/2014 to 03/31/2015. Rate: $71.00+ HSF $5.55 = $76.55 Estimated Labor Hours: 1000 hrs Engagement ID 390983.	$ 76,550.00		Yes	T. Kavaleri
OST, Inc.	PO507409-V3	1630	Damon Bright, Senior Installer/Quality Analyst Period of Performance: 10/1/2014 - 03/31/2015 Rate: $70.00 + HSF 5.55 = total $75.55 Estimated Labor Hours: 1000 hrs Engagement ID 250600	$ 75,550.00		Yes	T. Kavaleri
OST, Inc.	PO507424-V2	1630	Resource: Veeda Harris, Radio Data Analyst, PoP 10/01/14 to 03/31/2015 Rate: $63.93 + HSF $5.55 = $69.48 Hours: 1000 Engagement ID 379249.	$ 69,480.00		Yes	T. Kavaleri
OST, Inc.	PO507426-V2	1630	Resource: Roger Richmond, Senior Program Manager, PoP 10/01/2014 to 03/31/2015. Rate: $145.00+ HSF $5.55 = $150.55 Estimated Labor Hours: 832 hrs Engagement ID 407626.	$ 125,257.60		Yes	T. Kavaleri
OST, Inc.	PO507520-V3	1630	Resource: Karim Abdullah - Public Safety Telecommunications Analyst PoP 10/1/2014 to 03/31/2015 Rate: $90.26+ HSF $5.55 = $95.81 Hours: 550 Engagement ID: 440842	$ 105,391.00		Yes	T. Kavaleri
OST, Inc.	PO507521-V2	1630	Resource: Adam Tristan, RF Engineer, POP 10/01/2014 to 03/31/2015. Rate: $90.26+ HSF $5.55 = $95.81 Estimated Labor Hours: 1100 hrs Engagement ID 359747.	$ 105,391.00		Yes	T. Kavaleri

OST, Inc.	PO507524-V2	1630	Gavin Suares, RF Engineer Period of Performance: 10/1/2014 to 03/31/2015. Rate: $90.26 + HSF 5.55 = total $95.81 Estimated Labor Hours: 1100 hrs Engagement ID 250935	$ 105,391.00		Yes	T. Kavaleri
OST, Inc.	PO507525-V2	1630	Resource: Augustine "Robert" Aufderheide PoP 10/01/2014 to 03/31/2015. Rate: $90.26+ HSF $5.55 = $95.81 Estimated Labor Hours: 1000 hrs	$ 95,810.00		Yes	T. Kavaleri
OST, Inc.	PO507526-V2	1630	Resource: RAFAEL MALDONADO SR, Senior Systems Engineer - MDC, PoP 10/01/2014 to 03/31/2015. Rate: $ 90.26+ HSF $5.55 = $95.81 Estimated Labor Hours: 1000 hrs Engagement ID 391543.	$ 95,810.00		Yes	T. Kavaleri
OST, Inc.	PO507641-V2	1630	Resource: Solomon Tadesse, RF Program Manager, PoP 10/01/2014 to 03/31/2015. Rate: $ 145.59+ HSF $5.55 = $151.14 Estimated Labor Hours: 1000 hrs. Engagement ID 410884	$ 151,140.00		Yes	T. Kavaleri
OST, Inc.	PO510817-V3	1630	Resource: Douglas Lindsey, Radio Interoperability Trainer, PoP 1/8/2015 to 3/31/2015. Rate: $80.46+ HSF $5.55 = $86.01 Engagement ID 499372	$ 47,305.50		Yes	T. Kavaleri
OST, Inc.	PO510970-V2	1630	Resource: Bryan Lipscomb, Senior Systems Engineer-MDC, PoP 11/21/2014 to 11/30/2014. Rate: $80.46+ HSF $5.55 = $86.01 Engagement ID 491793	$ 47,305.50		Yes	T. Kavaleri

MOTOROLA, INC.	PO515078	Grant	FY15 - OUC - Portable Radios for DC Water - Grant 1UCUA3	$450,000.00		Yes	T. Kavaleri

20. Please identify all recommendations identified by the Office of the Inspector General, D.C. Auditor, or other federal or local oversight entities during the previous 3 years. Please provide an update on what actions have been taken to address these recommendations.

1) **The Office of the Inspector General, DC Auditor performed and completed an audit during the Summer of 2014 within the Office of Unified Communications' Non-Emergency Communications (311) Division. The auditor's office concluded that the internal controls in place were sufficient and are being implemented effectively, including supervision, call quality/customer service monitoring, external communication, risk assessment and mitigation, public information push (best practice), and providing value-added services to partner agencies (best practice). The Director provided a management response to the audit, which identifies all the recommendations of the conducted audit and compiles all the agencies planned actions to the recommendations. The recommendations and planned actions are as follows:**

- **Creating, circulating and training of staff on standard operating procedures**
  - o **Since the finalization of the audit and management response, the agency has completed a first-draft revision of the "Call Processing - Standard Operating Procedure." Completion of these SOPS should occur by the conclusion of March 2015. Once the documentation is completed, our training officer will coordinate refresher training sessions.**

- **Improving training and development**
  - o **Since the finalization of the audit and management response, the agency's training coordinator has been hired and is currently revising the core curriculum for all communications operations. A new class of 311 call takers has been hired and is currently being trained under the new curriculum.**
  - o
- **Maximizing the use of collected data**
  - o **The upgrade of the customer service request system is still progressing toward completion. The cloud-based tracking system which will be included in this enhancement will maximize the use of collected data and allow for better management of the data flow between 311 and its stakeholder agencies.**

2) **The Office of Unified Communications participates in an annual financial audit of the agency's Emergency 911/311 fund. This audit is required by the Council of the**

District of Columbia and is conducted by an independent auditor. For the past 3 years, the agency has received a clean audit opinion with no findings of deficiencies in internal controls considered to be material weaknesses.

21. 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 has access to all or part of each system.

    The OUC maintains the following databases:

    - **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.

    - **CMS Database**
      The Call Management System (CMS) database displays call statistics.

    - **Avaya IQ**
      The Avaya IQ 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.

    - **ECATs**
      This database contains call records and statistics. The public does not have access to this database.

    - **Radio System Database**
      Contains multiple data bases including RF sites, Dispatch Consoles, Radios & Talk group information and radio GPS. The public does not have access to this database.

    - **911 / 311 Audio Recording**
      This database contains 911/311 recordings. The public only has access to this data upon the submission of a FOIA request.

    - **311 CRM Data**
      This database contains 311 service requests and other data. The public does have access to most of the data in this database.

- **IT Trouble Ticket / Asset Mgmt**
  This database contains IT trouble tickets and an inventory of IT assets. The public does not have access to this database.

22. What has the agency done in FY14 and FY15, to date, to make agency activities more publicly transparent? In addition, please identify ways in which the activities of the agency and information retained by the agency could be made more transparent.

OUC is committed to a transparent and open form of government. The agency recently adopted FOIAXPRESS, an online application which makes it easier for the public to make requests under the Freedom of Information Act for information under OUC's purview.

On the agency website can be found links to information on the following:

1. **Public Employee Salary Information;**
2. **Statements of Policy;**
3. **OUC's FY14 Budget;**
4. **OUC's Organization chart;**
5. **OUC's 2014 Open Government Report;**
6. **P Card Purchases;**
7. **Awarded Contracts;**
8. **Performance Plans;**
9. **District-wide FOIA Reports; and**
10. **A link for the public to submit feedback on the agency via Grade DC**

OUC closely monitors the types of information regularly requested by the public in an effort to place this data on our agency website, thus reducing the need for some FOIA requests and making it easier for citizens to access information under the agency's purview.

23. Please identify any statutory or regulatory impediments to your agency's operations.

D.C. CODE § 34-1801 Emergency and Non-Emergency Number Telephone System Assessments Fund

The assessment has been declining steadily and there is no ability for the agency to audit whether the assessments being made are consistent with the intent of the statute. A further decline in the assessment could pose a serious impediment to the agency's mission.

24. How does the agency solicit feedback from customers? Please describe.

Since October 2012, the Office of Unified Communications has been a participant in the District's Grade.DC program. This program enables our customers to rate our

performance and offer feedback through the completion of short online surveys. Utilizing the data collected from these surveys and via our social media accounts, the OUC receives a daily assessment of our performance and a monthly overall grade. This allows the agency to pinpoint areas where improvement is needed. In addition, customers that complete the surveys are asked for their contact information which we use to personally engage with them. This is particularly useful when we receive negative feedback so that we can provide resolution to the issues presented.

Methods of soliciting customer participation in the Grade.DC program include the following:

- **311 customer service representatives ask customers to take the survey at the conclusion of their 311 calls**
- **Customers in queue hear messaging that explains the Grade.DC program**
- **Agency representatives provide handouts to participants of community events and meetings.**

a) What has the agency learned from this feedback?

We have learned that the public views the OUC, particularly 311 as a provider of outstanding service. A number of our 311 customer service representatives have received glowing accolades for their provision of service.

We have also learned that OUC should explore ways of better defining its role in city services for the public. Often the negative feedback we receive is related to the actual service provided by our partners.

Further, we have learned that closing out service request tickets prematurely by our partners remains an ongoing problem.

Lastly, we have learned that there is a growing population of residents who enjoy tweeting city service issues and utilizing the mobile app for reporting city service issues.

b) How has the agency changed its practices as a result of feedback?

Based on feedback from Grade.DC surveys the agency made a number of enhancements to improve customer service and boost agency morale.

- **Customers noted that the 311 call tree was too long and complicated. In response we shortened the basic option messages and added a new one that provides a message with more detailed instructions that callers can select to listen to.**
- **Increased opportunities to engage directly with customers through the Grade.DC program gave us the opportunity to better define OUC's role and limitations in resolving city service issues for the public.**

- **The agency used the data-based performance metrics to create an employee recognition program to acknowledge our agency's top performers.**

25. Please list and describe any ongoing investigations, audits, or reports on your agency or any employee of your agency, or any investigations, studies, audits, or reports on your agency or any employee of your agency that were completed during FY14 or FY15, to date.

    1) **Audit of Office of Unified Communications' Non-Emergency Communications (311) Division**

    2) **Annual Financial Audit of Emergency 911/311 Fund**

26. Please identify all recommendations identified by the Office of the Inspector General, D.C. Auditor, or other federal or local oversight entities during the previous year. Please provide an update on what actions have been taken to address these recommendations.

    Please see answer #20.

27. The agency recently transitioned to a 12-hour shift schedule. Did the agency accept employee input and feedback on the new work schedule?
    a) What measures has the agency taken to address any concerns?
    b) Has the agency discussed the change with the Department of Human Resources?
    c) What has the agency done to address the following:
       a) Stable scheduling;
       b) Time for training;
       c) A team-based approach to managing operations (same supervisor is over the same group of people);
       d) Guaranteed consecutive days off;
       e) One 31 day weekend per pay period (or 2 per month).

a) In June of 2013, the OUC implemented a 12 hour shift for emergency communications. Prior to the implementation, the agency completed Impacts and Effects bargaining with the employees' union leadership and conducted multiple roundtables with operations staff and supervisors. During these roundtable discussions, misconceptions about the shift change were clarified and employees were able to express their concerns. Some concerns were addressed quickly, while others, by their nature, took more time or simply could not be achieved. Specific considerations enacted include: post-transition consideration for those switching from day to night or night to day shifts, earlier leave book access, and refresher UCT training for dispatchers.

Since the nearly two years since implementing the 12 hour shift for emergency communications, the agency has rebalanced the RED team dispatchers one time. This rebalance redeployed our LEAD dispatchers to be evenly spaced over all the coverage shifts. There are plans to rebalance the shifts again for ALL emergency communications, once the most recent hiring class completes their training by late Spring 2015.

b) The Department of Human Resources (DCHR) was an integral part of the process and was consulted throughout the conception until the implementation of the 12 hours shift plan. DCHR provided counseling prior to impacts and effects bargaining, facilitated a working relationship with the Office of the Chief Technology Officer (OCTO) for necessary modifications to Peoplesoft and was available to both agency management and employees throughout the process.

c) Stable scheduling, team-based management, guaranteed consecutive days off, and one 3-day weekend per pay period are all benefits of the currently implemented 12 hour shift and have been well received at the agency. The OUC has also been able to provide more in-person training to emergency communications staff in the last two years. We have doubled our efforts to give employees the training opportunities that they requested while enhancing the quality of work performed by the agency.

28. Besides the implementation of a 12-hour shift schedule, how has the agency addressed inadequate staffing and chronic vacancies?

    The OUC, as a 24-hour operation that operates 365 days per year, faces the same obstacles related to staffing that other emergency communications centers and first responders agencies face across the country. Until recently, the agency did not have enough vacancies to support the hiring of a class of new emergency operations employees. In FY 2015, however, the agency was finally able to recruit and hire its first training class in a number of years. This hiring of individuals within both emergency and non-emergency operations adequately fills critical vacancies, allowing the agency to run more efficiently and enhancing the agency's ability to meet performance goals.

29. Please discuss the agency's approach to training.

    a) How many in-person training programs took place in FY14 and FY15, to date?

    In FY 2014, we offered OUC personnel 14 in-person training programs.
    In FY 2015, we have offered OUC personnel seven (7) in-person training programs to date.

    b) Please provide measurable results.

    In FY14, the agency received the Citizen-Engaged Community award for 2013 – 2015. This award was issued by the Public Technology Institute and recognizes excellence in multi-channel contact centers.

    The agency also finished FY14 with an overall grade of A- in the Grade.DC program.

c) What training deficiencies, if any, did the agency experience during FY14 and FY15, to date?

Employee feedback revealed a desire for more in-person training opportunities. As a result, the agency increased the number of in-person sessions.

In addition, operations assessments that took place in FY14 revealed the need for a more formalized on-boarding training program and a revised educational curriculum. To address this need, the agency hired a Training Coordinator, developed a new hire training program and pursued new educational training units to deploy to staff and round out the training program offerings.

d) Please provide OUC's training schedule for new hires and on-board call takers (both 911 and 311) during FY14.

FY 2014 – Training for 911 and 311 On-Board Employees

Certified Emergency Dispatcher Recertification	40 hours
APCO Institute's Public Safety Telecommunicator I	40 hours
APCO Active Shooter Training	8 hours
DDOE course on handling mold calls	3 hours
FOIA Express	72 hours
Remedy Ticket Transcription Request – New System Training	1 hour
MPD's Active Shooter training	8 hours
Smart Prepare Training for 311 Emergency Liaison Officers	2 hours
CPR (certified instruction)	4 hours
CAD Refresher/Map Exercises	1 hour
Chemical Suicide	1 hour
Language Access Line	3 hours
Ethics	4 hours
WALES	2 hours
Communications Training Officer	3 days

New hires: OUC did not have any 911 or 311 new hires in FY14.

e) Please also provide the projected training schedule for FY15.

FY 2015 – Training for On-Board Employees

Health and Wellness in the Dispatch Center:

Developing a Culture of Movement in the Workplace	1 hour (completed)
APCO Communication Training Officer Course	3 days (completed)
Certified Emergency Medical Dispatch (Priority Dispatch)	2 days (completed)

Certified Emergency Fire Dispatch (Priority Dispatch)	2 days (completed)
Certified Emergency Police Dispatch (Priority Dispatch)	2 days (completed)
Emergency Dispatch Police, Fire, Medical Universal Day	1 day (completed)
APCO Active Shooter Incidents for Public Safety Communications	8 hours (completed)
Wales	2 hours (completed)

Additional Training Planned

APCO Public Safety Telecommunicator 1	40 hours (February)
SalesForce 311	8 hours (March)
ProQA upgrade and refresher training	16 hours (June)
VESTA 911	8 hours (July)
Text to 911 (upon implementation)	TBD
Ethics	TBD
Language Access Line	TBD
GLBT online training	TBD
Sexual Harassment online training	TBD
Cyber Security	TBD
Customer Care	TBD

311 New Hire Training (4 Weeks)

Introduction to 311
Introduction to DMV
DMV Training
DDOE
Telephone Reporting Unit
Geography
Cyber Security
Call Management
Supervised Call Handling

911 New Hire Training (TEO - 9 weeks) (Dispatcher - 12 weeks)

Introduction to OUC, 311, 911, and TRU
CAD Calltaker and Dispatcher
Geography
Wales/NCIC
Public Safety Telecommunicator I
Active Shooter Incidents
Emergency Medical Dispatch
Emergency Police Dispatch
Emergency Fire Dispatch
DC Code

Introduction to MPD and FEMS
Sentinel
Chemical Suicide
Drug Trends
WRTAC Overview and Introduction
Suspicious Activity Reports and Terrorism
Telephone Rebid Procedures
Ride Alongs (Police, Fire, and Emergency)
National Incident Management System
Managing Assignments
Specialized Units

30. Does the agency's command center qualify for national certification?

The agency itself is not nationally certified, however, our 911 employees are Nationally Certified as Emergency Dispatchers. In FY14, the agency began the process of becoming certified by APCO under the APCO – P33 Training Program Certification. One of the initial steps in this process is for all emergency operations front line employees to obtain the APCO Public Safety Telecommunicator designation. Most of the agency's Emergency Operations employees were trained in FY14 and this training continues in FY15. The goal is for all Emergency Operations employees to be trained by the 3rd quarter of FY15.

a) Why are medical calls dispatched over 2 channels?

All DCFEMS calls are dispatched on one main channel. After the units are dispatched, the units switch to another frequency depending on the type of call and location of call. EMS calls in NE/SE utilize one channel after dispatch and EMS calls in NW/SW utilize a different channel. This is done to minimize the amounts of radio traffic on a particular channel allowing units to effectively and efficiently communicate with each other and dispatch

31. Has the agency implemented Phase 2 cell phone data location capability? If not, why?
   a) What shortcomings has the agency experienced as a result of not implementing Phase 2 cell phone data location capability?

The OUC has had Phase 2 cell phone data location capability for over ten years. If for any reason location data does not display, call dispatchers are trained to rebid (or retransmit / refresh) to get an estimated latitude / longitude of the caller.

32. 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
    j) Capital Enhancements of the Secondary PSAP site

i. Underground Commercial Power Feed to UCC

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. At this time, the project is in the final stages of design completion. The total approved budget for the project is $8million, of which $7Million is allocated for FY14 and $1Million is allocated for FY15. Completion is expected by 2015.

ii. IT and Communications Upgrades

This project is comprised of the following sub-projects:
- **Upgrade to Radio Communication & Data Center Sites**
    - ✓ This project consists of replacing/upgrading radio communication sites and 911/311 call center backup environmental and power equipment including HVAC and UPS (12 sites). It will also include enhancing facility security at the remote sites by installing surveillance cameras.
    - ✓ This project is in progress. The estimated completion date is August 2015.

- **Integration of Citywide Security Cameras with CAD system**
    - This project consists of connecting the security cameras and systems in the city to the CAD system for use by both dispatchers/call takers as well as units in the field.
    - This project hasn't started. The estimated completion date is TBD.

- **Mobile Data Terminal Upgrades and Licenses**
    - ✓ This project consists of procuring new MDC hardware and associated application licenses to replace end of service devices currently in use by the DC Public Safety fleet (MPD, FEMS...etc.)
    - ✓ This project is in progress. The estimated completion date is March 2015. No additional funding is required for this initiative.

- **Implementation of Next Generation 911**
  - ✓ This project involves implementing Next Generation 9-1-1 call taking to include the ability to receive text messages and video in emergency situations from callers.
  - ✓ This project is in progress. The estimated completion date for this initiative is 6/2016.

- **Design and Coordination of Public Safety wireless Network**
  - ✓ This project consists of supporting the design and coordination for implementing a public safety dedicated broadband network in collaboration with FCC and Commerce Department thru FirstNet.
  - ✓ This project is in progress. The estimated completion date for this initiative is 12/31/2015.

- **Upgrade of power backup system at communications sites**
  - ✓ This project consists renewing aging radio communication sites backup power equipment including Generator and UPS (10 sites).
  - ✓ This project is in progress. The estimated completion date for this initiative August 2015.

- **PSCC reconfiguration/enhancements**
  - ✓ This project consists of redesigning the PSCC to accommodate 911 and 311 operations in a long-term COOP situation. The redesign of the PSCC would allow us to accommodate 100% more 311 call-takers, while also upgrading the equipment for both 911 and 311 operations at the PSCC
  - ✓ This project is in progress. The estimated completion date for this initiative FY2016.

- **Fire Radio fleet replacement**
  - ✓ This project involves the replacement of 1000 front line FEMS radios to P25 Phase 2.
  - ✓ This project is complete. No additional funding is required for this initiative.

- **MPD Mobile VPN and Mobile Router project**
  - ✓ This project consists of deploying mobile router solutions for the District's frontline first response units. This will allow for greater number of wireless devices to be connected and thus increase officer safety as well as improve response times.

- **Capital Enhancements of the Secondary PSAP site**
  - ✓ The OUC replaced three (3) unreliable Automatic Transfer Switches (ATS) at the Public Safety Communications Center (PSCC) in a live 911 environment. Completed. In addition, the OUC replaced aging and unreliable utility switchgear, generator switchgear, generators, critical cooling system and implement Building Automation System (BAS) at the Public Safety Communications Center (PSCC). This project has an approved budget for $31 million, of which $28 million

is allocated for FY14, $2 million in FY2015, and $1 million for
FY2016.

33. Please explain the auditing process for fees associated with the 1630 and 1631 funds.
    a) Please provide a full accounting of the E911 Fund for FY13, FY14, and FY15, to date. A
       full accounting includes the starting balance and revenues, itemization by source of
       funding (e.g. E911 tax revenue, interest earned, transferred from the consumer protection
       fund, etc.), a list of expenditures, and current balance.

**Annually the OCFO engages an independent auditor to develop an independent
auditor's report on internal control over financial reporting and on compliance and
other matters based on an audit of financial statements performed in accordance with
Government Auditing Standards.**

	2015 as of 2/10/15	2014	2013	2012	2014-2013 Variance	% Variance	2013-2012 Variance	% Variance
Revenue								
User Fees	$2,767,911	$11,273,749	$11,991,135	$12,064,942	($717,386)	-5.98%	($73,807)	-0.61%
Total Revenue	$2,767,911	11,273,749	11,991,135	12,064,942	-717,386	-5.98%	-73,807	-0.61%
Expenditures								
Telephone, Teletype, Telegram	54,122	1,239,859	1,036,811	31,251	203,048	19.58%	1,005,560	100.00%
Professional Fees	698,025	3,263,501	3,034,619	3,496,005	228,882	7.54%	-461,386	-13.20%
Contractual Services	348000	1,358,331	1,455,983	1,637,653	-97,652	-6.71%	-181,670	-11.09%
Information Technology	1628725	3,751,850	4,461,904	3,578,693	-710,054	-15.91%	883,211	24.68%
Other	500	136,785	365,642	65,145	-228,857	-62.59%	300,497	461.27%
Total Expenditures	2,729,372	9,750,326	10,354,959	8,808,747	-604,633	-5.84%	1,546,212	17.55%
Transfer from Other Fund		1,071,455	-	-	1,071,455	100.00%	-	-
Interest Income		8,671	16,802	14,222	-8,131	-48.39%	2,580	18.14%
Change in Fund Balance		$2,603,549	$1,652,978	$3,270,417	$950,571	57.51%	($1,617,439)	49.46%

The total fund balance as of 10/1/14 is $14,139,210.

34. Please list all pending lawsuits that name the agency as a party. Please identify which cases will potentially expose the District to significant liability or might require the agency amend their practices. Please provide a brief explanation of each case.

The National Association of Government Employees, Local R3-07 (NAGE) has filed suit at Superior Court. NAGE alleges that OUC has violated the collective bargaining agreement (CBA) in regards to allowing union employees to attend union meetings while on duty. The Union filed a grievance under the CBA. The Office of Labor Relations and Collective Bargaining refused to strike arbitrators, asserting that the matter was not within the scope of the CBA and therefore, non-arbitrable.

35. Please provide, as an attachment, a copy of your agency's fiscal year 2014 performance plan.
    a) Please explain which performance plan objectives were completed and whether or not they were completed on-time and within budget. If they were not, please provide an explanation.
    b) Please provide,   an attachment, a copy of your agency's fiscal year 2015 performance plan submitted to the Office of the City Administrator.

SEE ATTACHMENT

36. Please indicate how the agency has implemented the 2014 recommendations of the Deputy Mayor of Public Safety and Justice *Report on 1309 Rhode Island Ave., NE: January 25, 2014* including:
    a) Dispatching protocol;
    b) In service refresher training;
    c) Technology updates;
    d) Status updates; and
    e) Review of entire dispatch process.

The OUC has implemented changes, specifically as a result of the incident at 1309 Rhode Island Ave., NE on January 25, 2014, including:

a) **Dispatching Protocol: Previously, the dispatch was announced over the main dispatch channel, and dispatch information was sent and made available to FEMS operations employees via message reader boards, print-outs and thru the Mobile Data Terminals. Currently, after the initial dispatch in the main line, the dispatch is repeated over the specific response channel once units are/should be route.**
b) **In-Service training: In FY14 the OUC held over 15 sessions of in-service training. These trainings covered topics ranging from geography to Active Shooter as well as many others.**
c) **Technology Updates: In early FY15, the OUC upgraded the I/Mobile system to Mobile for Public Safety (MPS). This upgrade provided more functionality and features that make updates to events more apparent.**
d) **Status Updates: Dispatchers are now responsible for orally checking on the status of any unit taking more than two minutes to leave the station and eight minutes to arrive on scene.**

e) **Review of Entire Dispatch Process: The OUC participated in the Deputy Mayor's Taskforce and worked with labor unions from OUC and FEMS to discuss reforms and reasonable improvements to the dispatch process. The meetings were productive and several ideas were exchanged between participants. The group also looked at best practices concerning dispatch, medical response, and proper communication techniques.**

37. What are the agency's top five priorities? Please provide a detailed explanation for how the agency expects to achieve or work toward these priorities in FY15.

    1) <u>**Next Generation 911 Roadmap Development and Implementation**</u>

    In 2011, the Next Generation 911 i3 standard was adopted by NENA. The i3 solution supports end to end IP connectivity and gateways to accommodate legacy wireline and wireless origination networks that are non-IP. Implementing the i3 solution will require a transition from the existing legacy originating network and 911 interconnections to next generation interconnections.

    In the Next Generation 9-1-1 environment, the public will be able to make voice, text, or video emergency "calls" from any communications device via Internet Protocol-based networks. The PSAP of the future will also be able to receive data from personal safety devices such as Advanced Automatic Collision Notification systems, medical alert systems, and sensors of various types. The new infrastructure envisioned by the NG9-1-1 project will support "long distance" 9-1-1 services, as well as transfer of emergency calls to other PSAPs—including any accompanying data. In addition, the PSAP will be able to issue emergency alerts to wireless devices in an area via voice or text message, and to highway alert systems.

    In FY13, OUC drafted a NG911 strategic plan to provide a preliminary project scope and which serves as a guiding document for agency as the NG911 environment and infrastructure takes shape. Thus, as planned, and in accordance with NG 911 standards, the OUC continued the evaluation systems and applications for compatibility in FY14. In addition, the agency upgraded all 911/311 Telephony Workstations to run on Windows 7 and the latest version of the Computer Telephony Integration (CTI) application.

    In FY15, the agency plans to continue other system reengineering projects which will support the establishment of an integrated emergency call management system that can exchange voice, data, text, photographs and live video between callers and the Public Safety Answering Point (PSAP).

2) **Public Safety Broadband Data Network Planning**

In February 2012, Congress enacted the Middle Class Tax Relief and Job Creation Act of 2012, containing landmark provisions to create a much-needed nationwide interoperable broadband network for first responders and other public safety officials. The law's governing framework for the deployment and operation of this network, which is to be based on a single national network architecture, is the new "First Responder Network Authority" (FirstNet), an independent authority within NTIA. FirstNet will hold the spectrum license for the network, and is charged with taking "all actions necessary" to build, deploy, and operate the network, in consultation with Federal, State, tribal and local public safety entities, and other key stakeholders.
This broadband data network will fulfill a fundamental need of the public safety community and a key recommendation of the 9/11 Commission. Using the nationwide spectrum license, FirstNet will provide a single platform for daily public safety communications. FirstNet will be built to public-safety grade standards using Long-Term Evolution (LTE) wireless technology, the most advanced available today, enabling it to deliver greater coverage, capacity, connectivity, cybersecurity and resiliency than the current multiplicity of diverse public safety wireless systems across the nation currently.

Lastly, the Act provides financial support towards deployment of this network, including means to support State, regional, tribal and local jurisdictions' efforts to plan and work with FirstNet to ensure the network meets their wireless public safety communications needs. Thus, with FirstNet's support in beginning in FY14 through FY16, the OUC has embarked on a period of planning. Thus far, this planning phase has included equipment, system and application assessments and outreach to other agencies to identify additional end users and their equipment and application needs.

In FY15 the agency will continue to participate in FirstNet's weekly executive briefing sessions and all regional meetings to stay abreast of new developments on the national plan.

3) **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 reduced unnecessary duplication of communications resources and enhanced coordination among the numerous municipal and federal public safety entities operating in the city. These accomplishments along with the implementation of the latest in communications, computer aided dispatch, vehicle tracking, mobile computing, and other automated technologies have enabled the center to stay at the forefront of public safety communications and solidifies the center's 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.

To be specific, in FY14, the OUC hosted 23 Operations tours, which included public safety dignitaries from Korea, China, Australia, and current FCC Commissioner Jessica Rosenworcel to discuss 911 best practices in the District. The OUC anticipates continuing this practice of supporting other national and international industry groups in as they research best practices in public safety throughout FY15 and beyond.

In FY15 OUC will also continue work toward the installation of a state of the art testing and simulation lab onsite at the UCC that will feature new technology systems, software and applications. This lab will support the OUC's efforts to bolster its technical infrastructure by enabling onsite product and equipment demonstrations and simulations. The simulation lab will include a testing lab and a facility to provide in-depth demonstrations of OUC technologies and communications systems.

4) **Agency Identification, Branding and Marketing**

The OUC was created to provide the centralized, District-wide coordination and management of public safety voice radio technology and other public safety wireless communication systems and resources. As the organization expanded to handle approximately 1.3 million 911 calls, 900,000 CAD events, 1.2 million 311 calls, 350,000 city service requests and 11.5 Million radio transmissions the agency struggled to clearly establish its identity independent of the agencies from which communications operations were integrated.

After a decade since its inception, the OUC is prioritizing 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. Of

particular interest is the agency's implementation of the SMART911 program and its quest to provide enhanced 911 education opportunities to the public.

SMART911 enables residents to create a free safety profiles for their household, providing critical, lifesaving data to 9-1-1 in the event that someone in the household places a call to 911. The profiles give first responders access to vital information like floor plans, medical conditions and more before they arrive at the scene. In FY14, the OUC promoted SMART 911 registration and offered 911 education activities and sessions at dozens of events citywide, reaching more than 20,000 District residents.

In particular in FY14, the OUC partnered with:

✓ **DC Department on Aging (DCOA), signing up nearly 500 District seniors for Smart911, and providing information to 2000+ at 18 events.**
✓ **DC Department of Parks and Recreation (DPR) providing 911 Education to youth, and provided Smart 911 materials to their parents at 16 sessions at 13 DPR sites, directly touching 344 youth**
✓ **Office of Asian and Pacific Islander Affairs (OAPIA) to both host and attend multiple events to bring programming to their communities**
✓ **Office of the Chief Technology Officer (OCTO) to utilize the Connect DC Mobile Tech Lab for onsite Smart911 registration**
✓ **DC Senior Foster Care Program to register their 200 +members for Smart911/Smart Prepare**

Also in FY14, the OUC hosted 23 Operations tours, which included public safety dignitaries from Korea, China, Australia, and current FCC Commissioner Jessica Rosenworcel to discuss 911 best practices in the District.

Other efforts around agency branding that were initiated previously and will continue through FY15 include maintenance of a strong social media presence, year round community engagement and education activities and the development of public safety and city services messaging for broadcast and other local media outlets.

5) <u>PSCC (Back Up Center) Building Enhancement</u>

The OUC has maintained a portion of the facility located at 310 McMillan Drive as a back-up/relocation center since the OUC's move to the UCC in 2006. OUC's concerns about the physical structure, general maintenance and overall suitability of the property have resulted in OUC's desire to undertake a capital improvements project at the site.

This project consists of redesigning the PSCC to accommodate 911 and 311 operations in a long-term COOP situation. The redesign of the PSCC will allow the agency to accommodate 100% more 311 call-takers, while also upgrading the equipment for both 911 and 311 Operations.

In FY14 site assessments and project design activities were completed. In FY15 forward progress on this initiative is expected with construction at the site slated to begin in the spring.

38. In table format, please provide the number of 911 calls dispatched to the wrong location or for the wrong purpose in calendar year 2014 and calendar year 2015 to date. Group the calls by Fire, EMS, or MPD, and cause for error.

Calls Dispatched to Wrong Address or Purpose – Calendar Year 2014	
Response Needed	**Dispatch Issue**
FIRE	Wrong Address
FIRE	Wrong Address
FIRE	Wrong Address
F/EMS	Wrong Purpose
EMS	Wrong Address
EMS	Wrong Address
EMS	Delayed Address (Apt. # not collected)
EMS	Wrong Address
EMS	Wrong Address
EMS	Wrong Address
EMS	Wrong Address
MPD	Wrong Address
MPD	Wrong Address

Calls Dispatched to Wrong Address or Purpose – Calendar Year 2015	
Response Needed	**Dispatch Issue**
None to Date	None to Date

39. Please provide, as of January 31, 2015, the number of 911 universal call takers, and the number of 911 call taker vacancies.

40.

As of January 31, 2015:

Total Universal Call Takers – 75
Total 911 Call Taker Vacancies – 8

a) In FY14, how many 911 universal call takers were transferred, resigned, or otherwise left the agency? Please provide this information for FY15, to date.

FY14
Terminations – 2
Resignations – 5
Retirements – 1

FY15
Resignations – 1

b) How many universal call takers currently are trained but not active? If any, please explain why they are not active.

There is one (1) UCT that is trained but not active. This employee has been on extended Worker's Compensation Leave since June 2013.

41. 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 FY14 and FY15, to date, by 911 and 311 calls.

SEE ATTACHED

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

The agency employs 19 bilingual call takers and dispatchers.

a) Please categorize each number by language spoken.

- **Amharic – 2**
- **Farsi – 1**
- **Spanish – 15**
- **Yoruba – 1**

b) Please detail how each bilingual dispatcher is deployed by shift?

	Schedule 1		Total	Schedule 2		Total
	12 Hour	8 Hour		12 Hour	8 Hour	
Days	5	3	8	3	0	3
Evenings	N/A	2	2	N/A	8	8
Nights	4	3	7	7	3	10
Total	9	8		10	11	

c) Does the agency believe it has adequately accommodated callers who are not English speakers? If so, please explain why?

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.

43. What is the procedure for a call taker if there are no available police, fire, or EMS units for dispatch?
    a) How often does this happen?

If no units are available for dispatch, a dispatcher notifies a MPD or DCFEMS supervisor and advises them of the situation. Generally, however, these instances either self-resolve very quickly or alternate unit types are dispatched instead and/or mutual aid from surrounding jurisdictions is called in.

This is not a statistic that we track at this time.

44. For each month in FY14 and FY15, to date, please provide the total number of 911 calls, abandoned, answered, answered within 5 seconds, and calls dispatched.

FY14 911 Stats	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	FY14 TOTAL
Answered Calls	104,829	96,984	98,805	97,583	91,652	102,978	105,252	115,898	117,050	123,717	119,903	116,448	1,291,099
Abandoned Calls	4,164	3,781	3,038	2,775	1,810	4,907	6,310	6,112	3,528	4,748	3,273	3,211	47,657
Answered within 5 secs	95,955	89,040	93,135	91,321	87,848	93,345	91,986	102,593	108,528	113,908	112,141	109,417	1,189,217
Dispatched Calls (Priority 1, 2 and 3)	51812	48066	48293	48683	43042	49838	51949	56661	55002	55993	55442	55395	620176

FY15 911 Stats	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	FY15 TOTAL
Answered Calls	117,404	104,360	106,401	105,012									460,123
Abandoned Calls	3,430	2,006	2,091	2,108									10,227
Answered within 5 secs	110,183	100,067	102,075	100,593									468,640
Dispatched Calls (Priority 1, 2 and 3)	57628	50714	50694	51579									210615

45. For FY14 and FY15, to date, please provide the incremental average answer times for 311 calls.

FY14	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Average Speed Answer	00:39	00:32	00:32	00:45	00:52	1:09	1:07	1:03	0:51	0:48	0:44	0:58

FY15	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Average Speed Answer	00:58	00:44	00:47	1:01								

46. Describe how the agency improved collaboration among the Fire and Emergency Medical Services Department and the Metropolitan Police Department in FY14 and FY15, to date?

In order to fulfill the mission of the OUC, the agency must collaborate with MPD and FEMS on a regular basis. The first responder agencies participate in various face-to-face meetings, trainings, and exercises with command staff, field operations and labor unions. The agencies' IT management groups meet to coordinate IT related issues, voice/radio/data communication upgrades, and to further future collaborative efforts. The OUC also works on a daily basis with MPD and FEMS liaison officers, who are stationed at our facility.

In FY 15, the OUC in coordination with FEMS, will implement a program to register automated external defibrillators (AED) with AEDLink. This program will allow 911 call takers to know where AEDs are located so they can be found and used quickly when needed by callers to 911 for a person in cardiac arrest; this program has been heavily supported by FEMS management and they believe it will lead to increased chances of recovery for those individuals suffering from cardiac arrest. In FY14 the agency also implemented the Secondary Emergency Notification of Dispatch (SEND) program with MPD, which details the pertinent information officers need to provide to dispatchers, when they are first on the scene and a medical response is required.

47. For each month in FY14 and FY15, to date, please provide the agency's average (mean, median, or mode) answer time for 911 and 311 calls.

  a) Please also provide a chart indicating average time 911 were dispatched. Calculate the time starting with the call taker answering the call to the time the responder was dispatched (NOTE: Please do not calculate the call was sent to dispatch).

FY14 911 Stats	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Average Answer Time	:04	:04	:03	:01	:01	:01	:03	:04	:02	:03	:02	:02
Average Call to Dispatch Time	2:42	2:36	2:38	2:33	2:36	2:38	2:35	2:43	2:49	2:43	2:39	2:39

FY15 911 Stats	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Average Answer Time	:02	:01	:01	:01								
Average Call to Dispatch Time	2:40	2:40	2:54	2:47								

FY14 311 STATS	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Average Answer Time	00:39	00:32	00:32	00:45	00:52	1:09	1:07	1:03	0:51	0:48	0:44	0:58

FY15 311 STATS	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Average Answer Time	00:58	00:44	00:47	1:01								

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

Call takers process medical calls utilizing emergency medical dispatch. This system prioritizes the call based on how the caller responds to questions related to the incident. Each CAD event type has a priority assigned to it and the dispatcher utilizes this information to prioritize the dispatch.

If an incident is waiting on a transport unit, then a FEMS unit that is on scene will provide the priority of the patient and this information allows the dispatcher to determine prioritize transport units.

49. Please provide in table format the number of complaints related to 911 services in FY14 and FY15, to date.
    a) Indicate how many rose to the level of joint investigation.
    b) Include the category of each complaint.

911 - Type of Complaint	Number of Complaints	Joint Investigations
2014		
Poor Customer Service	13	1
No Response	3	
Delayed Response	13	
Being placed on hold or transferred	4	
Wrong priority or Wrong dispatched service	2	
Other	5	1
2015		
Poor Customer Service	4	
No Response	0	
Delayed Response	2	
Being placed on hold or transferred	0	
Wrong priority or Wrong dispatched service	2	
Other	0	

50. Please provide in table format the number of complaints related to 311 services in FY14 and FY15 to date.

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

311 - Type of Complaint	Number of Complaints	Joint Investigations
2014		
Service not provided	7	
Poor Customer Service	43	
Failure to provide SR#	0	
Inquiry	0	
Other	1	
2015		
Service not provided	0	
Poor Customer Service	2	
Failure to provide SR #	0	
Inquiry	0	
Other	0	

51. Please provide a chart indicating all 311 calls in FY14 and FY15, to date, categorized by the agency requested.

The OUC does not currently track this call data.

a) How does the agency ensure that call takers are referring the caller to the correct agency?

The agency regularly performs quality assurance monitoring on calls to 311 to make sure customer service representatives are following correct standards and procedures for processing each call, including referring callers to the correct agency.

52. Regarding replacement of equipment:
a) Please describe OUC's replacement schedule for its 911 communications equipment and its 311 communications equipment.

SEE ATTACHED

b) Does OUC budget for future replacement? If so, where (e.g. the E911 Fund, the capital budget)? Please explain what is reserved, and why.

OUC budgets for future replacement schedules. 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.

53. Please provide the monthly attrition rates for each month in FY14 and FY15, to date.

Month	13-Oct	13-Nov	13-Dec	14-Jan	14-Feb	14-Mar	14-Apr	14-May	14-Jun	14-Jul	14-Aug	14-Sep	14-Oct	14-Nov	14-Dec	15-Jan
Separations	1	1	4	1	1	2	2	1.5	3	1	4	3	3.5	3	1	3
Employees	317.3	316.3	312.3	311.3	310.3	308.3	306.3	304.8	301.8	300.8	296.8	293.8	290.3	287.3	286.3	305.3
Attrition Rate	0.315159	0.316156	1.28082	0.321234	0.322269	0.648719	0.652955	0.492126	0.994036	0.332447	1.347709	1.021103	1.205649	1.044205	0.349284	1.058948

Sincerely,

Jennifer Greene
Director