

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

Muriel Bowser  
Mayor



Karima Holmes  
Director

January 12, 2017

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

Dear Chairman Allen:

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

Thank you for the opportunity to provide prehearing responses to your questions related to the Office of Unified Communications' FY17 performance.

Sincerely,

A handwritten signature in dark ink, appearing to read "Karima Holmes", is positioned above the printed name and title.

Karima Holmes  
Director

### General Questions

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

**See attachment A, information collected on December 21, 2017.**

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

#### **I. Office of the Director**

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

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

Under the direct supervision of the Director, this office is responsible for assisting the Director in guiding and managing the overall strategic direction and success of the Agency. This office is also expected to exercise originality and initiative in carrying out responsibilities. It ensures that the different divisions within the organization achieve agreed-upon goals while maximizing opportunities to achieve the mission of the Agency. It provides oversight of both internal and external communications as well as agency budget and purchasing activities. It also manages the practical implementation of programmatic and technological enhancements of new programs between internal agency divisions and external agency partners.

#### **Public Information and Community Outreach Division**

The primary function of Public Information and Community Outreach Division is to serve as media liaison and frequently as the official communications Division for the agency. Working with the Director, operational staff, and subject matter experts within the organization, the Division responds to all press inquiries in a timely and informative fashion. In addition, the Division identifies potential news items involving the agency and/or its personnel and works to gain the attention of news media. It develops promotional messaging and maintains the agency's social media

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

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

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

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

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

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

#### **911 Operations Division**

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

responders to provide updates, coordinate support from additional units, and to support on-scene responder safety as necessary.

### **311 Operations Division**

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

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

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

OPSD develops, implements, and coordinates training with industry associations, partnering agencies, as well as internal departmental divisions. Training is conducted strategically to maintain a functional workforce that yields effective and efficient services to the citizens and visitors of the District. In addition, the division identifies shortfalls and best practices through a thorough Quality Assurance program. This identification allows for the agency to develop employees and programs that best address any quality improvement needs. The combination of training and quality assurance ensures that agency goals and objectives are met. The Office directs the activities of the Transcription Division, which serves as the custodian of records and utilizes highly specialized archival systems to research files related to all 911 and 311 communications. The purpose of this research is to provide audio files and other data to partnering local and federal government agencies, as well as the general public. Transcriptionists often testify in court

on behalf of the agency to authenticate 911 calls and/or to explain event chronologies in both criminal & civil proceedings under direct examination by OAG and USAO Attorneys.

**VI. Office of the Chief of Administration**

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

- b. Please provide a narrative explanation of any changes to the organizational chart made during the previous year.

**The only change made to the organization chart in FY17 was the move of the public information officer and community outreach staff from directly under the Director to reporting to the Office of the Chief of Staff.**

2. Please provide a current Schedule A for the agency which identifies each position by program and activity, with the employee's title/position, salary, fringe benefits, and length of time with the agency. Please note the date that the information was collected. The Schedule A should also indicate if the position is continuing/term/temporary/contract or if it is vacant or frozen. Please separate salary and fringe and indicate whether the position must be filled to comply with federal or local law.

**See attachment B, information collected on December 19, 2017. None of the OUC's positions must be filled to comply with federal or local law.**

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

Name	Agency	Reason	Date
Nicole Donnelly	OCTO	Data Discovery	January 2017

**This detail is included in the annual GIS MOU between OUC and OCTO. There is no projected date of return for this detail, but it can be terminated at any time at the request of either agency.**

4. Please provide the Committee with:

- a. A list of all employees who received or retained cellphones, personal digital assistants, or similar communications devices at agency expense in FY17 and FY18, to date;

<b>EMPLOYEE/CONTRACTOR NAME</b>	<b>STATUS</b>	<b>CELL PHONE</b>	<b>Wi-Fi/ DEVICES</b>	<b>TABLET/ IPADS</b>
ALAN ETTER	Active	X		
ALEXANDRIA JONES	Active	X		
ALFREDA MILLER	Active	X		
ALTON GADSTEN	Active	X		
ANGELO WESTFIELD	Active	X		
ARRELLE ANDERSON	Active	X		X
BASIL FLORES	Active	X		
BEATRIZ ORTEGA	Active	X		
BRIAN GRAGASIN	Active	X		
BRITTANY GALLOWAY	Active	X		
CALVIN WILLIAMS	Active	X		
CHRISTIAN WILLIAMS	Active	X		
CLYDE WILSON	Active	X		
COLIN QUINN	Active	X		
COLLEEN DREHER-KING	Active	X		
CYNTHIA LITTLE	Active	X		
DAG FISSEHA	Active	X		
DAVID BELT	Active	X		
DENISE STUTSON	Active	X		
DIONNE HAYES	Active	X		
DIONNE WILLIAMS	Active	X		
DONALD WEST	Active	X		
DOUGLAS KEMP	Active	X		
EDWARD WASHINGTON	Active	X		
ELMA MCCOY	Active	X		
ERICK HINES	Active	X		
FELIX IGBEDIOR	Active	X		
GAVIN SUAREZ	Active	X		
INGRID BUCKSELL	Active	X		
JAMES ROBERTS	Active	X		
JASMINE BURROUGHS	Active	X		
JAVIER HERNANDEZ	Active	X		

JAVIER MASCORRO	Active	X		
JEFFERY WOBBLETON	Active	X		
JEFFREY SCOTT	Active	X		
JESSICA DARBY	Active	X		
JOHN FRANK	Active	X		
JONATHAN PETERSON	Active	X		
JORDAN HASKELL	Active	X		
JUDY DUFF	Active	X		
KARIMA HOLMES	Active	X		X
KARL MILLARD	Active	X		
KATHY BURTON	Active	X		
KELLY BROWN	Active	X		
KIP ROSS	Active	X		
LADONNA WRIGHT	Active	X		
LAJUAN SULLIVAN	Active	X		
LAQUENCEYER JOHNSON	Active	X		
LAUREN JOHNSON	Active	X		
LAVEAR CREWS	Active	X		
LEO BUSTAN	Active	X		
LOUIS SIMPSON	Active	X		
MALENE HOLLINS	Active	X		
MARCELLUS WALKER	Active	X		
MARCIA KING	Active	X		
MARIA MIRANDA	Active	X		
MARSHA HOTT	Active	X		
MATTHEW THEISZ	Active	X		
MELAKU TEFERA	Active	X		
MIFI PIO	Active	X		
NICHOLE REID	Active	X		
RASHAD EDWARDS	Active	X		
RAYMOND ADDO	Active	X		
ROBIN SCOTT	Active	X		
ROCCO BALDINO	Active	X		
SELENA MACARTHUR	Active	X		
SETRENA FORD	Active	X		
SHEIKIA FORRESTER	Active	X		
STEPHEN ASARE	Active	X		
STEVE MATTHEWS	Active	X		
TAMMIE CREAMER	Active	X		

TEDDY KAVALERI	Active	X		
THOMAS MAN	Active	X		
TIM RAMLOGAN	Active	X		
TRACYE GILBERT	Active	X		
WANDA GATISON	Active	X		
YASMINE BROWN	Active	X		
YOLANDA TAYLOR-WEEMS	Active	X		
YVONNE MCMANUS	Active	X		

- b. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned, as well as a description of all vehicle accidents involving the agency's vehicles in FY17 and FY18, to date;

<b>Vehicle Make and Model</b>	<b>Location</b>	<b>Tag#</b>	<b>Assignment</b>	<b>Accidents</b>
Toyota Prius	UCC	10223	Administrative	none
Toyota Prius	UCC	10152	Administrative	OUC vehicle rear ended privately owned vehicle on I295, 5/10/17; no injuries reported.
Toyota Prius	UCC	10224	IT Department	none
Toyota Prius	UCC	10151	Administrative	none
Dodge Caravan	UCC	10183	Administrative	OUC vehicle was backed into HSEMA vehicle in UCC parking lot, 7/13/17; no injuries reported.
Chevrolet Silverado Pick up	UCC/PSCC	11510	Director/Radio Shop	none
Dodge Caravan	UCC	10186	Outreach use	none
Dodge 15 Passenger Van	UCC	10225	Emergency Vehicle	none
Chevrolet Silverado Pick up	PSCC	10192	Radio Shop	none
Dodge Caravan	PSCC	10188	Radio Shop	none
Dodge Caravan	PSCC	10187	Radio Shop	none
Dodge Caravan	PSCC	10184	Radio Shop	none
Dodge Caravan	PSCC	10185	Radio Shop	none
Dodge Caravan	PSCC	5664	Radio Shop	none
Dodge Caravan	PSCC	5745	Radio Shop	none
Trailer	PSCC	7836	Radio Shop	none



- c. A list of travel expenses, arranged by employee for FY17 and FY18, to date, including the justification for travel; and

FY '17 TRAVEL COSTS					
October 1, 2016 - September 30, 2017					
DATE	EMPLOYEE'S NAME	TITLE	TRAVEL EXPENSE	JUSTIFICATION	TRAVEL FREQUENCY
<b>FY 2017</b>					
10/24/2016 - 10/27/2016	Karina Holmes	Director	\$1,100.67	National Association of State 9-1-1 Administrators 2016 Interim Meeting, Kansas City, MO	One Time
11/02/2016 - 11/02/2016	Judith Duff	Chief of Professional Standards & Development	\$70.00	Hexagon CAD Users Conference, Conshohocken (Philadelphia) PA	One Time
03/08/2017 - 03/11/2017	Karina Holmes	Director	\$567.75	Dallas/Fort Worth 911 Emergency Communication Nurse Triage Operation, Dallas, TX	One Time
03/08/2017 - 03/11/2017	Judith Duff	Chief of Professional Standards & Development	\$1,098.88	Dallas/Fort Worth 911 Emergency Communication Nurse Triage Operation, Dallas, TX	One Time
03/08/2017 - 03/11/2017	Jeffrey Wobbleton	Chief of Operation	\$1,325.67	Dallas/Fort Worth 911 Emergency Communication Nurse Triage Operation, Dallas, TX	One Time
04/22/2017 - 04/26/2017	Karina Holmes	Director	\$310.50	Rave Summit, Atlanta, GA	One Time
04/23/2017 - 04/26/2017	Wanda Gattison	Public Affairs Specialist	\$1,264.31	Rave Summit, Atlanta, GA	One Time
04/24/2017 - 04/26/2017	Kelly Brown	Management Analyst	\$302.38	Rave Summit, Atlanta, GA	One Time
05/21/2017 - 05/25/2017	Erick Hines	311 Operations Manager	\$1,762.13	CS Week 311 Training or Conference Educate on topical customer/contact center issues, challenges and trends, Fort Worth, TX	One Time
06/02/2017 - 06/08/2017	Karina Holmes	Director	\$3,098.83	NASNA Spring Meeting and NENA Conference & EXPO 2017, San Antonio, TX	One Time
06/05/2017 - 06/06/2017	Teodros Kavaleri	Chief IT Officer	\$1,203.80	NENA Conference & EXPO 2017, San Antonio, TX	One Time
06/06/2017 - 06/11/2017	Teodros Kavaleri	Chief IT Officer	\$1,078.03	FirstNet State Plan Meeting / State Plans Kickoff Meeting, Dallas, TX	One Time
06/11/2017 - 06/14/2017	Teodros Kavaleri	Chief IT Officer	\$873.09	PSCR Stakeholders Meeting 2017, San Antonio, TX	One Time
06/13/2017 - 06/16/2017	Timothy Ramlogan	IT Program Manager	\$2,218.23	Hexagon Live 2017, Las Vegas, NV	One Time
08/13/2017 - 08/17/2017	Karina Holmes	Director	\$1,885.26	APCO 2017: 83rd Annual Conference and Expo, Denver, CO	One Time
<b>Total:</b>			<b>\$ 18,159.53</b>		

FY '18 TRAVEL COSTS					
October 1, 2017 - September 30, 2018					
DATE	EMPLOYEE'S NAME	TITLE	TRAVEL EXPENSE	JUSTIFICATION	TRAVEL FREQUENCY
<b>FY 2018</b>					
10/18/2017 - 10/20/2017	Anthony Covington	TEO	\$318.84	Mid Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/18/2017 - 10/20/2017	Brittany Fletcher	TEO	\$318.84	Mid Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/18/2017 - 10/20/2017	Cortnee Wilson	TEO	\$318.84	Mid Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/18/2017 - 10/20/2017	Frances Hall	TEO	\$160.00	Mid Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/18/2017 - 10/20/2017	Jahmela Barlow	TEO	\$160.00	Mid Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/18/2017 - 10/20/2017	Judy Duff	Chief, Professional Standards & Development	\$258.35	Mid Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/18/2017 - 10/20/2017	LaJuan Sullivan	Operations Manager	\$160.00	Mid Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/18/2017 - 10/20/2017	Latrice Covington	Dispatcher	\$160.00	Mid Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/18/2017 - 10/20/2017	Marcia King	Training Specialist	\$318.84	Mid Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/18/2017 - 10/20/2017	Mark Hunter	Dispatcher	\$318.84	Mid Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/18/2017 - 10/20/2017	Marlene Hollins	Training Development & Organizational Specialist	\$356.70	Mid Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/18/2017 - 10/20/2017	Robin R Scott	Training Development & Organizational Specialist	\$160.00	Mid Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/18/2017 - 10/20/2017	Sheldon Thorne	TEO	\$96.00	Mid Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/18/2017 - 10/20/2017	Tammie Creamer	Quality Assurance Specialist	\$318.84	Mid Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/18/2017 - 10/20/2017	Tiffany Fuller	Dispatcher	\$160.00	Mid Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/18/2017 - 10/20/2017	Trayshelle Jackson	Dispatcher	\$318.84	Mid Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
11/15/2017 - 11/16/2017	Karina Holmes	Director	\$96.00	Intergovernmental Meeting with the U.S. Department of Energy, San Antonio, TX	One Time
<b>Total:</b>			<b>\$ 3,998.93</b>		

- d. A list of the total workers' compensation payments paid in FY17 and FY18, to date, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.

<b>OUC Payments</b>	<b>Payment Type</b>		
<b>Fiscal Year</b>	<b>Indemnity</b>	<b>Medical</b>	<b>Grand Total</b>
FY 2017	\$ 281,123.28	\$ 22,879.27	\$ 304,002.55
FY 2018	\$ 30,741.17	\$ 2,450.58	\$ 33,191.75
<b>Grand Total</b>	<b>\$ 311,864.45</b>	<b>\$ 25,329.85</b>	<b>\$ 337,194.30</b>

**In FY17, 17 employees received worker's compensation payments. So far in FY18, 6 employees have received worker's compensation payments.**

5. For FY17 and FY18, to date, what was the total cost for mobile communications and devices, including equipment and service plans?

**The total cost for mobile communications and devices, including equipment and service plans for FY17 is \$1,078,200.87. This includes agency assigned cell phones and 1200 mobile data computer connections for MPD and FEMS emergency vehicles. The cost for these devices and plans was \$397,313.34 in FY18 to date.**

6. For FY17 and FY18, to date, please list all intra-District transfers to or from the agency and the purpose for each.

<b>FY 2017 Intra-District Summary - BUYER</b>			
<b>OFFICE OF UNIFIED COMMUNICATIONS</b>			
<b>SELLING AGENCY</b>	<b>DESCRIPTION OF SERVICES PROVIDED</b>	<b>FUNDING SENT</b>	<b>FUNDING DUE</b>
Department of Human Resources	DCHR to provide criminal background checks and drug testing	19,137	0
Department of Human Resources	DLP personnel services	85,747	0
DC fire and Emergency Medical Services	CPR training to employees	6,000	0
Office of the Chief Technology Officer	Provisioning and maintenance of telecommunications	189,204	0
<b>TOTAL</b>		<b>300,088</b>	<b>0</b>

FY 2017 Intra-District Summary - SELLER			
OFFICE OF UNIFIED COMMUNICATIONS			
BUYING AGENCY	DESCRIPTION OF SERVICES PROVIDED	FUNDING RECEIVED	FUNDING OWED
Alcoholic Beverage Regulation Administration	800MHZ Radio Communications	1,954	0
Department of Behavioral Health	800MHZ Radio Communications	33,566	0
Department of Human Services	800MHZ Radio Communications	1,954	0
DC Office of Aging	800MHZ Radio Communications	65,166	0
DC Public Library	800MHZ Radio Communications	26,066	0
DC Public Schools	800MHZ Radio Communications	39,099	0
Department of Consumer and Regulatory Affairs	800MHZ Radio Communications	1,954	0
Department of For-Hire Vehicles	800MHZ Radio Communications	13,032	0
Department of Energy and Environment	Low Income Energy Assistance Program	263,097	0
District Department of Transportation	800MHZ Radio Communications	75,369	0
Department of General Services	800MHZ Radio Communications	101,545	0
Department of Corrections	800MHZ Radio Communications	991,581	0
Department of Health	800MHZ Radio Communications	6,256	0
Department of Public Works	800MHZ Radio Communications	63,999	0
Department of Youth and Rehabilitation Services	800MHZ Radio Communications	88,116	0
Fire and EMS	800MHZ Radio Communications	116,987	0
Homeland Security and Emergency Mgmt Agency	800MHZ Radio Communications	6,515	0
Office of the Chief Medical Examiner	800MHZ Radio Communications	1,930	0
Serve DC	800MHZ Radio Communications	1,930	0
Dept. of Forensic Science	800MHZ Radio Communications	73,415	0
Fire and EMS - AMR	800MHZ Radio Communications	47,349	0
Office of the Chief Technology Officer	800MHZ Radio Communications	1,954	0
Metropolitan Police Department	800MHZ Radio Communications	821,469	0
TOTAL		2,844,302	0

FY 2018 Intra-District Summary - BUYER			
OFFICE OF UNIFIED COMMUNICATIONS			
SELLING AGENCY	DESCRIPTION OF SERVICES PROVIDED	FUNDING SENT	FUNDING DUE
Department of Human Resources	DLP personnel services	120,000	0
Department of Human Resources	Background and drug testing	18,534	0
TOTAL		138,534	0

FY 2018 Intra-District Summary - SELLER			
OFFICE OF UNIFIED COMMUNICATIONS			
BUYING AGENCY	DESCRIPTION OF SERVICES PROVIDED	FUNDING RECEIVED	FUNDING OWED
Department of Energy and Environment	Low Income Energy Assistance Program	309,125	0
Alcoholic Beverage Regulation Administration	800MHZ Radio Communications	1,993	
Department of Behavioral Health	800MHZ Radio Communications	26,591	
Department of Human Services	800MHZ Radio Communications	1,993	
DC Office of Aging	800MHZ Radio Communications	53,182	
DC Public Library	800MHZ Radio Communications	26,590	
DC Public Schools	800MHZ Radio Communications	39,886	
Department of Consumer and Regulatory Affairs	800MHZ Radio Communications	1,993	
Department of For-Hire Vehicles	800MHZ Radio Communications	13,294	
District Department of Transportation	800MHZ Radio Communications	93,070	
Department of General Services	800MHZ Radio Communications	41,493	
Department of Corrections	800MHZ Radio Communications	135,550	
Department of Health	800MHZ Radio Communications	5,777	
Department of Public Works	800MHZ Radio Communications	6,646	
Department of Youth and Rehabilitation Services	800MHZ Radio Communications	93,070	
Homeland Security and Emergency Mgmt Agency	800MHZ Radio Communications	6,646	
Office of the Chief Medical Examiner	800MHZ Radio Communications	1,993	
Serve DC	800MHZ Radio Communications	1,993	
Dept. of Forensic Science	800MHZ Radio Communications	26,590	
Fire and EMS - AMR	800MHZ Radio Communications	47,000	
Office of the Chief Technology Officer	800MHZ Radio Communications	1,993	
Dept. of Employment Services	311 Customer Service Support	250,000	
<b>TOTAL</b>		<b>1,186,468</b>	<b>0</b>

7. For FY17 and FY18, to date, please identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide:

- The revenue source name and code;
- The source of funding;
- A description of the program that generates the funds;
- The amount of funds generated by each source or program;
- Expenditures of funds, including the purpose of each expenditure; and
- The current fund balance.

OFFICE OF UNIFIED COMMUNICATIONS			
SPECIAL PURPOSE REVENUE - USE OF FUND AND BALANCE			
E911 Fund 1630			
	FY 2017	FY 2018 (actual as of Nov. 30)*	FY 2018 (estimated as of Nov. 30)*
<b>Beginning Fund Balance:</b>	6,937,911	6,937,911	7,366,895
Revenue Collections	11,187,070	19,387	19,387
Payment from the Courts:	0	0	
Interest Income:	0	0	
Less Expenditures (3500,3501):	10,758,087	1,853,557	1,853,557
			911/311 related Non-Personnel, supplies,equipment,maintenance and other support
<b>Ending Fund Balance:</b>	7,366,895	5,103,741.31	5,532,725.02

OFFICE OF UNIFIED COMMUNICATIONS			
SPECIAL PURPOSE REVENUE - USE OF FUND AND BALANCE			
2% Prepaid Wireless Fund 1631			
	FY 2017	FY 2018 (actual as of Nov. 30)*	FY 2018 (estimated as of Nov. 30)*
<b>Beginning Fund Balance:</b>	3,130,037	3,130,037	1,185,934
Revenue Collections	573,072	93,305	93,305
Payment from the Courts:	0	0	
Interest Income:	0	0	
Less Expenditures (3500,3501):	2,517,174	27,093	27,093
			911/311 related Non-Personnel, supplies,equipment,maintenance and other support
<b>Ending Fund Balance:</b>	1,185,934	3,196,249	1,252,146

\*NOTE: "Actual Fund Balance" calculation reflects SOAR G/L balance prior to year-end adjustments; "Estimated Fund Balance" calculation reflects projections after year-end adjustments).

8. For FY17 and FY18, to date, please list any purchase card spending by the agency, the employee making each expenditure, and the general purpose for each expenditure.

**See attachments C and D.**

9. Please list all memoranda of understanding ("MOU") entered into by your agency during FY17 and FY18, to date, as well as any MOU currently in force. For each, indicate the date on which the MOU was entered and the termination date.

FY17 MOUs				
Buyer	Seller	MOU Description	Date Entered	Date Terminated
DDOE	OUC	311 Services	10/1/2016	9/30/2017
OUC	OCTO	Capital Project Support Extension - Salesforce Integration, Avaya CMS Upgrade, Avaya CM / AES Upgrade, PSCC Move, Mobility VPN, Tier 4 Engineering, VESTA911 Integration Support, T1 to Ethernet	9/16/2016	9/30/2017
OUC	OCTO	Citywide MOU for Microsoft Office 365 Enterprise E1 Subscription Services for Participating Agencies	12/29/2016	9/30/2017

FY17 MOUs				
Buyer	Seller	MOU Description	Date Entered	Date Terminated
OUC	FEMS	CPR Training	4/10/2017	9/30/2017
OUC	OCTO	DCNet Services	3/29/2017	9/30/2017
OUC	DCHR	District Leadership Internship Program	10/16/2016	9/30/2017
OUC	OCTO	GIS Services	11/22/2016	9/30/2017
HSEMA	OUC	Grant Sub-award - 2016 Radio Cache	9/29/2016	11/29/2018
HSEMA	OUC	Grant Sub-award - 2017 Inauguration Radio Batteries	12/17/2016	4/29/2017
HSEMA	OUC	Grant Sub-award - CAD Information Sharing and Interoperability	9/29/2016	10/30/2018
HSEMA	OUC	Grant Sub-award - Emergency Communications Backup Vehicle	8/29/2017	10/30/2018
HSEMA	OUC	Grant Sub-award - Interoperable Communications Planning, Training, and Exercises	9/29/2016	11/29/2018
HSEMA	OUC	Grant Sub-award - NG911 Regional Interoperability Support	9/29/2016	8/31/2018
MPD	OUC	Marine Barracks Radio Services	12/15/2016	Until terminated in writing by all parties
OUC	OCTO	Microsoft 365 Enterprise E4 Step-Up Licenses	7/19/2017	9/30/2017
MPD	OUC	Radio MOU	2/15/2017	Until terminated in writing by all parties
ABRA	OUC	Radio Services - FY17 Extension	3/28/2017	9/30/2017
DBH	OUC	Radio Services - FY17 Extension	4/6/2017	9/30/2017
DC Water	OUC	Radio Services - FY17 Extension	3/15/2017	9/30/2017
DCHA	OUC	Radio Services - FY17 Extension	11/17/2016	9/30/2017
DCOA	OUC	Radio Services - FY17 Extension	9/19/2016	9/30/2017
DCPL	OUC	Radio Services - FY17 Extension	9/29/2016	9/30/2017
DCPS	OUC	Radio Services - FY17 Extension	9/29/2017	9/30/2017
DCRA	OUC	Radio Services - FY17 Extension	11/4/2016	9/30/2017
DDOT	OUC	Radio Services - FY17 Extension	1/23/2017	9/30/2017
DFHV	OUC	Radio Services - FY17 Extension	2/14/2017	9/30/2017
DFS	OUC	Radio Services - FY17 Extension	12/6/2016	9/30/2017
DGS	OUC	Radio Services - FY17 Extension	11/17/2016	9/30/2017
DHS	OUC	Radio Services - FY17 Extension	12/1/2016	9/30/2017
DOC	OUC	Radio Services - FY17 Extension	6/15/2017	9/30/2017
DOH	OUC	Radio Services - FY17 Extension	11/19/2016	9/30/2017
DPR	OUC	Radio Services - FY17 Extension	10/31/2016	9/30/2017
DPW	OUC	Radio Services - FY17 Extension	3/28/2017	9/30/2017
DYRS	OUC	Radio Services - FY17 Extension	11/4/2016	9/30/2017
FEMS	OUC	Radio Services - FY17 Extension	4/13/2017	9/30/2017
HSEMA	OUC	Radio Services - FY17 Extension	7/6/2017	9/30/2017
OCME	OUC	Radio Services - FY17 Extension	3/1/2017	9/30/2017

FY17 MOUs				
Buyer	Seller	MOU Description	Date Entered	Date Terminated
OCTO	OUC	Radio Services - FY17 Extension	7/6/2017	9/30/2017
Serve DC	OUC	Radio Services - FY17 Extension	2/14/2017	9/30/2017
UDC	OUC	Radio Services - FY17 Extension	12/9/2016	9/30/2017
FEMS	OUC	Radio Services for AMR	5/25/2017	9/30/2017
MPD	OUC	Radio System Upgrade	5/9/2017	9/30/2017
OUC	DCHR	Suitability Screening	10/1/2016	9/30/2017

FY18 MOUs				
Buyer	Seller	MOU Description	Date Entered	Date Terminated
ABRA	OUC	Citywide MOU for Radio Services	11/21/2017	9/30/2018
DBH	OUC	Citywide MOU for Radio Services	11/21/2017	9/30/2018
DCOA	OUC	Citywide MOU for Radio Services	11/21/2017	9/30/2018
DCPL	OUC	Citywide MOU for Radio Services	11/21/2017	9/30/2018
DCPS	OUC	Citywide MOU for Radio Services	11/21/2017	9/30/2018
DCRA	OUC	Citywide MOU for Radio Services	11/21/2017	9/30/2018
DDOT	OUC	Citywide MOU for Radio Services	11/21/2017	9/30/2018
DFHV	OUC	Citywide MOU for Radio Services	11/21/2017	9/30/2018
DFS	OUC	Citywide MOU for Radio Services	11/21/2017	9/30/2018
DGS	OUC	Citywide MOU for Radio Services	11/21/2017	9/30/2018
DHS	OUC	Citywide MOU for Radio Services	11/21/2017	9/30/2018
DOC	OUC	Citywide MOU for Radio Services	11/21/2017	9/30/2018
DOH	OUC	Citywide MOU for Radio Services	11/21/2017	9/30/2018
DPR	OUC	Citywide MOU for Radio Services	11/21/2017	9/30/2018
DPW	OUC	Citywide MOU for Radio Services	11/21/2017	9/30/2018
DYRS	OUC	Citywide MOU for Radio Services	11/21/2017	9/30/2018
HSEMA	OUC	Citywide MOU for Radio Services	11/21/2017	9/30/2018
OCME	OUC	Citywide MOU for Radio Services	11/21/2017	9/30/2018
OCTO	OUC	Citywide MOU for Radio Services	11/21/2017	9/30/2018
Serve DC	OUC	Citywide MOU for Radio Services	11/21/2017	9/30/2018
OUC	OCTO	DC Net Services	12/13/2017	9/30/2018
OUC	DCHR	District Leadership Internship Program	11/20/2017	9/30/2018
OUC	OCTO	GIS Services	10/26/2017	9/30/2018
HSEMA	OUC	Grant Sub-award - 2017 Radio Cache	10/4/2017	9/30/2019
HSEMA	OUC	Grant Sub-award - CAD Information Sharing and Interoperability	10/4/2017	10/7/2019
HSEMA	OUC	Grant Sub-award - Interoperable Communications Planning, Training, and Exercises	10/4/2017	10/7/2018
OUC	DCHR	Suitability Screening	8/24/2017	9/30/2018



10. Please list the ways, other than MOU, in which the agency collaborated with analogous agencies in other jurisdictions, with federal agencies, or with non-governmental organizations in FY17 and FY18, to date.

**The OUC continues to benefit from congenial and collaborative relationships with many analogous agencies in other jurisdictions, with federal agencies, and with non-governmental organizations. In particular, the Director serves as the Vice Chair of COG's 911 Director's Subcommittee and as the District's state representative with the National Association of State 911 Administrators. These groups direct and advise on public policy issues impacting 911 and are comprised of subject matter experts from across the region and the nation.**

**In addition, the agency participates on both the Statewide Interoperability Communication Committee (SEIC) and the Interoperability Communication Committee. These committees are stakeholder-driven, multi-jurisdictional, and multi-disciplinary groups, established for the purpose of enhancing interoperable and emergency communications. Also, the OUC continues its partnerships with industry associations, such as APCO and NENA, both of which seek to forge relationships between PSAPs and help set standardized performance measures.**

**Lastly, the agency is a long-standing member of the nationally recognized ENGAGE311, which is a collaboration of 311 municipal and customer service centers throughout North America. ENGAGE311 provides an avenue for 311 centers to demo products and systems, network with industry peers and vendors, and to focus on advancing 311 programs with specialized information on customer service, knowledge management, employee initiatives, business process improvements, open data, and open government initiatives.**

11. Please list all capital projects in the financial plan and provide an update on all capital projects under the agency's purview in FY17 and FY18, to date, including the amount budgeted, actual dollars spent, and any remaining balances. In addition, please provide:
- a. An update on all capital projects begun, in progress, or concluded in FY16, FY17, and FY18, to date, including the amount budgeted, actual dollars spent, and any remaining balances.
  - b. An update on all capital projects planned for FY18, FY19, FY20, FY21, FY22, and FY23.
  - c. A description of whether the capital projects begun, in progress, or concluded in FY16, FY17, or FY18, to date, had an impact on the operating budget of the agency. If so, please provide an accounting of such impact.

**See attachments E and F.**

12. Please provide a list of all budget enhancement requests (including capital improvement needs) for FY17 and FY18, to date. For each, include a description of the need and the amount of funding requested.

**FY18 Enhancement:**

The Local funds budget includes an increase of \$1,383,589 and 28.0 FTEs in the Non-Emergency Operations (311) division to support 28 positions as part of the Learn, Earn, Advance, Prosper (L.E.A.P.) program.

**FY17 Enhancement:**

The Office of Unified Communications' Local funds budget includes an increase of \$50,000 in the Technology Operations division, of which \$10,000 is one-time funding. This enhancement supports the agency's CPR application and the associated licensing fees.

13. Please list, in chronological order, each reprogramming in FY17 and FY18, to date, that impacted the agency, including those that moved funds into the agency, out of the agency, and within the agency. Include the revised, final budget for your agency after the reprogrammings for FY17 and FY18, to date. For each reprogramming, list the date, amount, rationale, and reprogramming number.

OFFICE OF UNIFIED COMMUNICATIONS									
FY 2017 REPROGRAMMING LIST									
	LOCAL							Starting Budget	Final Budget
FISCAL YEAR	FUND	DATE	SOAR DOC #	PROG	CSG	DESCRIPTION	AMOUNT		
2017	0100	7/12/2017	BJUC1500	2010	0011	Reprogrammed from Personnel services to Non- Personnel services within programs to support enhancements to 911 and 311 services	\$1,500,000	\$6,285,618	\$4,785,618
2017	0100	7/12/2017	BJUC1500	2040	0040	Reprogrammed from Personnel services to Non- Personnel services within programs to support enhancements to 911 and 311 services	\$225,000	\$0	\$225,000
2017	0100	7/12/2017	BJUC1500	2010	0040		\$250,000	\$0	\$250,000
2017	0100	7/12/2017	BJUC1500	4010	0070		\$400,000	\$0	\$400,000
2017	0100	7/12/2017	BJUC1500	4020	0070		\$625,000	\$0	\$625,000

**There have been no reprogrammings thus far in FY18.**

14. Please list each grant or sub-grant received by your agency in FY17 and FY18, to date. List the date, amount, source, purpose of the grant or sub-grant received, and amount expended.

<b>ID</b>	<b>Sub-award Title / Purpose</b>	<b>Grant Type</b>	<b>Source</b>	<b>Period of Performance</b>	<b>Amount Awarded</b>	<b>Amount Spent / Obligated</b>
1UCSH5	Emergency Communications and 911 Backup Vehicle	SHSP	US Department of Homeland Security Federal Emergency Management Agency  Pass-Through Entity - HSEMA	8/1/2017 - 8/31/2018	\$540,000.00	\$0.00
1UCUA5	2015 Radio Cache - District of Columbia (Continuation)	UASI	US Department of Homeland Security Federal Emergency Management Agency  Pass-Through Entity - HSEMA	9/1/2015 - 5/31/2017	\$164,947.00	\$150,266.60
1UCUA6	2016 Radio Cache - District of Columbia (Continuation)	UASI	US Department of Homeland Security Federal Emergency Management Agency  Pass-Through Entity - HSEMA	9/1/2016 - 5/31/2018	\$164,947.00	\$22,822.50
1UCUA7	2017 Radio Cache - District of Columbia (Continuation)	UASI	US Department of Homeland Security Federal Emergency Management Agency  Pass-Through Entity - HSEMA	9/1/2017 - 5/31/2019	\$172,846.00	\$0
2UCUA5	2015 CAD Information Sharing and Interoperability (Continuation) (DCERS)	UASI	US Department of Homeland Security Federal Emergency Management Agency  Pass-Through Entity - HSEMA	9/1/2015 - 9/30/2017	\$300,000.00	\$296,323.82
2UCUA6	2016 CAD Information Sharing and Interoperability (Continuation) (DCERS)	UASI	US Department of Homeland Security Federal Emergency Management Agency  Pass-Through Entity - HSEMA	9/1/2016 - 9/30/2018	\$300,000.00	\$217,102.25
2UCUA7	2017 CAD Information Sharing and Interoperability (Continuation) (DCERS)	UASI	US Department of Homeland Security Federal Emergency Management Agency  Pass-Through Entity - HSEMA	9/1/2017 - 9/30/2018	\$300,000.00	\$0

ID	Sub-award Title / Purpose	Grant Type	Source	Period of Performance	Amount Awarded	Amount Spent / Obligated
3UCUA5	Next Generation 9-1-1 Regional Interoperability Support	UASI	US Department of Homeland Security Federal Emergency Management Agency  Pass-Through Entity - HSEMA	9/1/2015 - 8/31/2018	\$194,910.00	\$69,358.00
3UCUA6	2016 Interoperable Communications Planning, Training, and Exercises (Continuation) (DCERS)	UASI	US Department of Homeland Security Federal Emergency Management Agency  Pass-Through Entity - HSEMA	9/1/2016 – 9/30/2017	\$270,000.00	\$253,942.61
3UCUA7	2017 Interoperable Communications Planning, Training, and Exercises (Continuation) (DCERS)	UASI	US Department of Homeland Security Federal Emergency Management Agency  Pass-Through Entity - HSEMA	9/1/2017 – 9/30/2018	\$270,000.00	\$0
4UCUA5	Radio Battery Replacement for Law Enforcement	UASI	US Department of Homeland Security Federal Emergency Management Agency  Pass-Through Entity - HSEMA	9/1/2015 – 2/28/2017	\$400,780.00	\$400,780.00

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

**There are no FTEs dependent on grant funding.**

15. Please list each contract, procurement, and lease, entered into, extended, and option years exercised by your agency during FY17 and FY18, to date. For each contract, please provide the following information, where applicable:

- The name of the contracting party;
- The nature of the contract, including the end product or service;
- The dollar amount of the contract, including amount budgeted and amount actually spent;
- The term of the contract;
- Whether the contract was competitively bid;
- The name of the agency's contract monitor and the results of any monitoring activity; and

g. The funding source.

**See attachment G.**

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

**The agency has no pending lawsuits.**

17. Please list all settlements entered into by the agency or by the District on behalf of the agency in FY17 or FY18, to date, and provide the parties' names, the amount of the settlement, and if related to litigation, the case name and a brief description of the case. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).

**National Association of Government Employees R3-07 v. District of Columbia Office of Unified Communications, FMCS Case No. 140102-52263-A. This settled a grievance arising out of incidents that occurred in June 2013 concerning the separation of an employee. The matter settled for \$68,420.**

18. Please list the administrative complaints or grievances that the agency received in FY17 and FY18, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to agency policies or procedures that have resulted from complaints or grievances received. For any complaints or grievances that were resolved in FY17 or FY18, to date, describe the resolution.

MATTER	SOURCE	DATE RCV'D	RESPONSE PROCESS	RESULTING AGENCY POLICY CHANGES
570-2016-00460	EEOC	12/18/15	Agency filed position statement.	None; matter dismissed with no probable cause finding.

19. Please describe the agency's procedures for investigating allegations of sexual harassment or misconduct committed by or against its employees. List and describe any allegations received by the agency in FY17 and FY18, to date, whether or not those allegations were resolved.

**The agency's current sexual harassment policy follows Mayor's Order 2004-171. Managers and supervisors are required to report and document any complaints of harassment. The agency EEO officer is responsible for investigating allegations of**

**sexual harassment, which may involve the Metropolitan Police Department as necessary. Pending final resolution of a sexual harassment complaint, OUC may at its own discretion, or upon the request of a complainant, initiate temporary administrative actions, such as moving personnel. If the EEO officer's investigation reveals that the complaint cannot be resolved internally within 60 days, the EEO officer provides the employee with an exit letter closing the investigation. If the EEO officer finds evidence to support the allegation(s), the EEO officer will notify the employee who allegedly engaged in the conduct of its inappropriateness, and instruct the employee to cease the conduct. Other disciplinary action may follow. The agency's policy will be updated to ensure consistency with the new Mayor's Order 2017-313.**

**No allegations were received by the agency in FY17 or thus far in FY18.**

20. Please list and describe any ongoing investigations, audits, or reports on the agency or any employee of the agency, or any investigations, studies, audits, or reports on the agency or any employee of the agency that were completed during FY17 and FY18, to date.

**None**

- a. Please provide a copy of the agency's study to assess the status of the agency's special purpose revenue/E-911 Fund.

**The study has not yet been finalized. The agency will forward a copy to the Council once the report is complete.**

21. Please describe any spending pressures the agency experienced in FY17 and any anticipated spending pressures for the remainder of FY18. Include a description of the pressure and the estimated amount. If the spending pressure was in FY17, describe how it was resolved, and if the spending pressure is in FY18, describe any proposed solutions.

**The OUC did not experience any spending pressures in FY17 and does not anticipate any spending pressures in FY18.**

22. Please provide a copy of the agency's FY17 performance plan. Please explain which performance plan objectives were completed in FY17 and whether they were completed on time and within budget. If they were not, please provide an explanation.

**See attachment H.**

23. Please provide a copy of your agency's FY18 performance plan as submitted to the Office of the City Administrator.

**See attachment I.**

24. Please describe any regulations promulgated by the agency in FY17 or FY18, to date, and the status of each.

**No regulations have been promulgated by the agency in FY17 or FY18, to date.**

25. Please provide the number of FOIA requests for FY17 and FY18, to date, that were submitted to your agency. Include the number granted, partially granted, denied, and pending. In addition, please provide the average response time, the estimated number of FTEs required to process requests, the estimated number of hours spent responding to these requests, and the cost of compliance.

**See attachment J to view the FY17 report.**

**The agency has received 12 FOIA requests thus far in FY18. Of the requests received 3 were granted, 5 were denied, 3 are pending and 1 was withdrawn. The estimated number of hours spent responding to these requests was 10 hours by 2 FTEs.**

26. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or contracted for during FY17 and FY18, to date. Please state the status and purpose of each. Please submit a hard copy to the Committee if the study, research paper, report, or analysis is complete.

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

**The study has not yet been finalized. The agency will forward a copy to the Council once the report is complete.**

27. Please separately list each employee whose salary was \$100,000 or more in FY17 and FY18, to date. Provide the name, position number, position title, program, activity, salary, and fringe. In addition, state the amount of any overtime or bonus pay received by each employee on the list.

Fiscal Year	Program Number	Activity Number	Employee Name	Position Number	Position Title	Salary	Fringe	Overtime Pay	Bonus Pay
17	1060	1060	Day, Adrienne	00077559	General Counsel	\$144,450.00	\$44,201.70	\$0.00	\$0.00
17	1090	1090	Omekam,Chris C	00009047	Management Analyst	\$104,423.00	\$31,953.44	\$0.00	\$0.00
17	1090	1090	Holmes,Karima N.	00032319	Director, OUC	\$169,950.00	\$52,004.70	\$0.00	\$0.00
17	1090	1090	Brown,Kelly A	00045509	Management Analyst	\$111,131.00	\$34,006.09	\$0.00	\$0.00
17	1090	1090	Ross,Kipling	00073737	Program Manager	\$133,935.55	\$40,984.28	\$0.00	\$0.00
17	1090	1090	Blank	00075491	Chief of Staff	\$132,745.00	\$40,619.97	\$0.00	\$0.00
17	1090	1090	Wobbleton,Jeffrey L	00077343	Chief of Operations	\$138,020.00	\$42,234.12	\$0.00	\$0.00
17	1090	1090	Mcmanus,Yvonne D.	00077756	Chief Administrative Officer	\$134,803.31	\$41,249.81	\$0.00	\$0.00
17	110F	110F	Blank	00051008	Agency Fiscal Officer	\$148,900.00	\$45,563.40	\$0.00	\$0.00
17	4030	4030	Kavaleri,Teodros	00025334	Chief Info Tech Officer	\$143,936.82	\$44,044.67	\$0.00	\$0.00
17	4030	4030	Blank	00084817	IT Program Manager	\$119,591.00	\$36,594.85	\$0.00	\$0.00
17	4030	4030	Blank	00084833	Telecommunications Manager	\$108,306.91	\$32,058.85	\$0.00	\$0.00

Fiscal Year	Program Number	Activity Number	Employee Name	Position Number	Position Title	Salary	Fringe	Overtime Pay	Bonus Pay
18	1060	1060	Hayes,Dionne	00077559	General Counsel	\$142,000.00	\$42,032.00	\$0.00	\$0.00
18	1090	1090	Omekam,Chris C	00009047	Management Analyst	\$104,423.00	\$30,909.21	\$0.00	\$0.00
18	1090	1090	Holmes,Karima N.	00032319	Director, OUC	\$180,081.41	\$53,304.10	\$0.00	\$0.00
18	1090	1090	Brown,Kelly A	00045509	Management Analyst	\$114,199.00	\$33,802.90	\$0.00	\$0.00
18	1090	1090	Ross,Kipling	00073737	Program Manager	\$133,935.55	\$39,644.92	\$0.00	\$0.00
18	1090	1090	Anderson,Arrelle D	00075491	Chief of Staff	\$120,000.00	\$35,520.00	\$0.00	\$0.00
18	1090	1090	Wobbleton,Jeffrey L	00077343	Chief of Operations	\$138,020.00	\$40,853.92	\$0.00	\$0.00
18	1090	1090	Mcmanus,Yvonne D.	00077756	Chief Administrative Officer	\$148,290.14	\$43,893.88	\$0.00	\$0.00
18	1090	1090	Bucksell,Ingrid N	00092098	Communications Specialist	\$101,927.00	\$30,170.39	\$0.00	\$0.00
18	110F	110F	Kemp,Douglas	00051008	Agency Fiscal Officer	\$156,681.00	\$46,377.58	\$0.00	\$0.00
18	2040	2040	Duff,Judith	00088552	Chief of Professional Standard	\$109,624.54	\$32,448.86	\$0.00	\$0.00
18	4030	4030	Kavaleri,Teodros	00025334	Chief Info Tech Officer	\$143,936.82	\$42,605.30	\$0.00	\$0.00
18	4030	4030	Blank	00084817	IT Program Manager	\$119,591.00	\$35,398.94	\$0.00	\$0.00
18	4030	4030	MacArthur,Selena	00084833	Telecommunications Manager	\$108,306.91	\$32,058.85	\$0.00	\$0.00

28. Please list in descending order the top 25 overtime earners in your agency in FY17 and FY18, to date, if applicable. For each, state the employee's name, position number, position title, program, activity, salary, fringe, and the aggregate amount of overtime pay earned.



Office of Unified Communications										
TOP 25 - FY 2017 OVERTIME EARNERS BY EMPLOYEE										
Agency Code	Fiscal Year	Program Number	Activity Number	Employee Name	Position Number	Position Title	Salary	Fringe	Overtime Pay	Worker's Comp
UC0	17	2020	2020	Williams, Tracey P	19135	Dispatcher	\$77,804.00	\$23,808.02	\$59,683.86	0.00
UC0	17	2020	2020	Tasker, Teresa L	18439	Dispatcher	\$72,760.00	\$22,264.56	\$59,583.34	0.00
UC0	17	2020	2020	Williams, Michelle P	32025	Dispatcher	\$77,804.00	\$23,808.02	\$58,633.13	0.00
UC0	17	2020	4020	Wilson, Clyde O	3977	Electronics Engineer	\$97,340.00	\$29,786.04	\$57,068.88	0.00
UC0	17	2020	2020	Abraha, Nebeyeluel A	23512	Dispatcher	\$65,088.00	\$19,266.05	\$56,904.77	0.00
UC0	17	2020	2020	Ross, Danielle L	11543	Dispatcher	\$72,760.00	\$21,536.96	\$55,342.94	0.00
UC0	17	2020	2020	Johnson, Victoria M	23028	Dispatcher	\$77,804.00	\$23,029.98	\$53,390.50	0.00
UC0	17	2020	2020	Ramsey, Christa J	17203	Dispatcher	\$70,842.00	\$21,677.65	\$47,729.20	0.00
UC0	17	2020	2020	Richardson, Anthony F	22576	Dispatcher	\$74,678.00	\$22,851.47	\$43,042.90	0.00
UC0	17	2020	2020	Velasco, Ana M	7934	Dispatcher	\$77,804.00	\$23,808.02	\$40,435.38	0.00
UC0	17	2020	2020	Hernandez, Nury M	15077	Dispatcher	\$72,760.00	\$22,264.56	\$40,284.13	0.00
UC0	17	2020	2020	Serpas, Dominga D	19348	Dispatcher	\$77,804.00	\$23,808.02	\$40,156.26	0.00
UC0	17	2020	2020	Brown, Sharane H	18117	Dispatcher	\$77,804.00	\$23,808.02	\$37,305.84	0.00
UC0	17	2020	2020	Marable, Michael M	22757	Dispatcher	\$77,804.00	\$23,029.98	\$36,915.73	0.00
UC0	17	2020	2020	Sanford, Virginia G	12153	Dispatcher	\$72,760.00	\$21,536.96	\$33,881.18	0.00
UC0	17	2020	4020	Matthews, Stephen D	8593	Sup. Electronics Engineer	\$99,657.79	\$29,498.71	\$33,588.40	0.00
UC0	17	2020	2010	Hall, Frances M	31980	Telecomm Equipment Operator	\$61,389.00	\$18,785.03	\$32,112.06	0.00
UC0	17	2020	1087	Akinsola, Aladegoke E	19453	Telecomm Equipment Operator	\$64,545.00	\$19,105.32	\$31,385.21	0.00
UC0	17	2020	1087	Johnson, Lauren M	88619	Asst Watch Commander	\$75,800.23	\$22,436.87	\$29,170.95	0.00
UC0	17	2020	2020	Sanders, Gloria G	17052	Dispatcher	\$77,804.00	\$23,808.02	\$28,964.18	0.00
UC0	17	2020	2020	Joy, Keisha A	24649	Dispatcher	\$70,842.00	\$20,969.23	\$27,285.05	0.00
UC0	17	2020	2020	Brown, Eric P	7357	Dispatcher	\$77,804.00	\$23,808.02	\$27,189.38	0.00
UC0	17	2020	2010	Fergusson, Amber L	33628	Telecomm Equipment Operator	\$49,725.00	\$15,215.85	\$24,930.80	0.00
UC0	17	2010	2010	Covington, Latrice R	5299	Asst Watch Commander	\$83,168.00	\$24,617.73	\$24,647.77	0.00
UC0	17	2020	2010	Fletcher, Brittney	85197	Telecomm Equipment Operator	\$48,303.00	\$14,780.72	\$24,403.15	0.00
AGENCY GRAND TOTAL							\$1,852,654.02	\$559,309.84	\$1,004,034.99	\$0.00

Office of Unified Communications							
TOP 25 - FY 2018 OVERTIME EARNERS BY EMPLOYEE							
Program Number	Activity Number	Employee Name	Position Number	Position Title	Salary	Fringe	Overtime Pay thru 12/20
2020	2020	Hernandez, Nury M	15077	Dispatcher	\$72,760.00	\$21,536.96	9972.65
2020	2020	Abraha, Nebeyeluel A	23512	Dispatcher	\$65,088.00	\$19,266.05	9295.66
4020	4020	Wilson, Clyde O	3977	Electronics Engineer	\$97,340.00	\$28,812.64	7862.09
2020	2020	Tasker, Teresa L	18439	Dispatcher	\$72,760.00	\$21,536.96	7004.87
1087	1087	Akinsola, Aladegoke E	19453	Telecomm Equipment Operator	\$64,545.00	\$19,105.32	6007.54
2020	2020	Brooks, Brenda A	22754	Dispatcher	\$77,804.00	\$23,029.98	5708.3
4020	4020	Matthews, Stephen D	8593	Sup. Electronics Engineer	\$99,657.79	\$29,498.71	5366.18
2020	2020	Neal Jr., Hubert V	26971	Dispatcher	\$68,924.00	\$20,401.50	5300.13
2020	2020	Adams, Charmisa L	14944	Dispatcher	\$72,760.00	\$21,536.96	5166.39
2020	2020	Richardson, Anthony F	22576	Dispatcher	\$74,678.00	\$22,104.69	4778.96
2010	2010	Walker, Anthony R	88529	Telecommunications Equipment O	\$42,456.00	\$12,566.98	4687.91
2020	2020	Sanford, Virginia G	12153	Dispatcher	\$72,760.00	\$21,536.96	4479.29
2020	2020	Williams, Tracey P	19135	Dispatcher	\$77,804.00	\$23,029.98	4431.48
2020	2020	Covington, Latrice R	5299	Asst Watch Commander	\$83,168.00	\$24,617.73	4109.03
2020	2020	Joy, Keisha A	24649	Dispatcher	\$70,842.00	\$20,969.23	3911.89
2020	2020	Fuller, Tiffany K	27260	Dispatcher	\$68,924.00	\$20,401.50	3905.48
2020	2020	Williams, Michelle P	32025	Dispatcher	\$77,804.00	\$23,029.98	3871.28
2010	2010	Johnson, Lauren M	88619	Asst Watch Commander	\$75,800.23	\$22,436.87	3766.54
2020	2020	Oliver, Alice M	88612	Dispatcher	\$67,006.00	\$19,833.78	3683.18
2020	2020	Brown, Crystal L	23182	Dispatcher	\$77,804.00	\$23,029.98	3612.87
2020	2020	Marable, Michael M	22757	Dispatcher	\$77,804.00	\$23,029.98	3401.2
2010	2010	McEachin, Mark	18978	Telecommunications Equipment O	\$42,456.00	\$12,566.98	3277.76
2020	2020	Johnson, Victoria M	23028	Dispatcher	\$77,804.00	\$23,029.98	3210.13
2020	2020	Ross, Danielle L	11543	Dispatcher	\$72,760.00	\$21,536.96	3174.75
2020	2020	Serpas, Dominga D	19348	Dispatcher	\$77,804.00	\$23,029.98	3142.08
					\$1,829,313.02	\$541,476.65	\$123,127.64

29. For FY17 and FY18, to date, please provide a list of employee bonuses or special pay granted that identifies the employee receiving the bonus or special pay, the amount received, and the reason for the bonus or special pay.

**No employee bonuses or special pay was granted in FY17 or thus far in FY18.**

30. Please provide each collective bargaining agreement that is currently in effect for agency employees. Please include the bargaining unit and the duration of each agreement. Please note if the agency is currently in bargaining and its anticipated completion.

**See attachment K.**

**a. Bargaining unit: The National Association of Government Employees (NAGE) includes all employees of the Office of Unified Communications, excluding all management officials, supervisors, confidential employees, and employees engaged in personnel work in other than a purely clerical capacity, and employees engaged in administering the provisions of Title XVII of the District of Columbia Comprehensive Merit Personnel Act of 1978, D.C. Law 2-1139.**

**b. Agreement duration: The agreement was set to expire on September 30, 2017, but it has been extended, pending negotiation of a new agreement. The parties are in the initial stages of bargaining, so there is no anticipated completion date at this time.**

31. If there are any boards or commissions associated with your agency, please provide a chart listing the names, confirmation dates, terms, wards of residence, and attendance of each member. Include any vacancies. Please also attach agendas and minutes of each board or commission meeting in FY17 or FY18, to date, if minutes were prepared. Please inform the Committee if the board or commission did not convene during any month.

**There are no boards or commissions associated with the Office of Unified Communications.**

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

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

33. Please provide a list of any additional training or continuing education opportunities made available to agency employees. For each additional training or continuing education program, please provide the subject of the training, the names of the trainers, and the number of agency employees that were trained.

**See attachment L.**

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

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

Agency Operations

35. Please describe any initiatives that the agency implemented in FY17 or FY18, to date, to improve the internal operations of the agency or the interaction of the agency with outside parties. Please describe the results, or expected results, of each initiative.

**In FY17, the agency drafted and published its 2-year strategic plan. This plan is an internal document that is being used as a roadmap to guide daily operations and long-term successes for the agency. The plan is flexible, allowing revision as priorities change and success is achieved. The goal is to ensure that all employees are easily able to align their daily contributions with at least one of the six Focus Areas (Qualified and Engaged Staff, Customer Service and Citizen Engagement, Strong Partnerships, Continuous Training, Balanced Technology, and Proper Governance).**

**In addition, the agency worked diligently to strengthen its relationships with all its partner agencies, from those in the public safety cluster to those that provide services requested through 311 platforms. Accordingly, the agency continued regular meetings and its participation in specialized task force groups to address long-standing mutual concerns about the provision of core services. These collaborations were highly successful in FY17.**

36. What are the agency's top five priorities? Please explain how the agency expects to address these priorities in FY18. How did the agency address its top priorities listed for this question last year?

**1) Qualified and Engaged Staff - *Utilize District resources to attract and hire the most qualified personnel, while engaging current employees in ways that create excitement about contributing to the OUC team. This will be achieved in the following ways:***

- **Recruitment** – Enhance recruitment opportunities by utilizing resources available through DCHR, DOES, and other organizations within the District.
- **OUC Programs and Events** – Increase employee knowledge of agency’s mission through OUC programs and events.
- **Agency-wide Inclusion** – Increase participation and sharing of ideas, resources, and information with all OUC teams.

**2) Customer Service and Citizen Engagement** - *Empower employees to take pride in providing great customer service while engaging with others, which will impact citizens’ comfort and familiarity when accessing 311/911 services. This will be achieved in the following ways:*

- **Customer Service Standards** - Implement new customer service standards that will improve the quality of customer service provided to staff, citizens, and partnering agencies during all engagements and interaction.
- **Strategic Communications Plans** - Execute comprehensive communications plans that serve as the blueprint for OUC's messaging, community engagement initiatives, and agency events for daily operations and during a time of crisis.
- **Awareness of 311 Services** - Create a footprint of 311 locally, regionally, and nationally.

**3) Strong Partnerships** - *Maintain strong partnerships with other District agencies and industry leaders that support the mission of the Office of Unified Communications. This will be achieved in the following ways:*

- **Effective Communications** - Create opportunities that strengthen communications and relationships between OUC and other District Government agencies.
- **Citizen Safety & Resources** - Support FEMS/MPD/HSEMA with District-wide initiatives to ensure that our citizens have access to resources that positively impact their safety.
- **Multi-Agency Emergency Response Plans** - Contribute to the development of Multi-Agency Emergency Response Plans that protect employees and citizens.
- **National Exposure** - Increase networking opportunities and exposure of OUC Personnel at industry events and conferences.

**4) Continuous Training** - *Ensure that employees and partnering agencies have training opportunities that will increase job knowledge and improve the quality of performance. This will be achieved in the following ways:*

- **Job Knowledge** - Provide greater access to training curricula that advance employee job knowledge.
- **Career Advancement** - Create more opportunities to increase staff enrollment and completion rates in certification courses that contribute to career advancement.
- **Multi-Agency Training** - Offer multi-disciplinary, cross- training courses that allow OUC, MPD, and FEMS personnel to better understand the operation of each agency.
- **OUC Training Institute**- Create a training program that is nationally recognized and certified by APCO.

**5) Balanced Technology** - *Ensure that appropriate infrastructure and resources are available to balance the operational and technical responsibilities of the Office of Unified Communications. This will be achieved in the following ways:*

- **Call Center Management** - Ensure that the OUC is maximizing technological opportunities for call center management and operations.
- **Enhancements of 311 Operation** - Integrate necessary systems or applications to advance 311 interfaces with citizens.

**6) Proper Governance** - *Assure that the Office of Unified Communications has policies and procedures that govern operations and fiscal management. This will be achieved in the following ways:*

- **Policies & Procedures** - Develop and enforce policies and procedures that govern our employees daily.
- **Budget & Vendor Management** - Ensure that budget and vendor relations are aligned with fiscal responsibility measures of the Government of the District of Columbia.
- **Complaint Management & Investigative Data Requests** - Implement a management system that monitors customer service and frequency of investigative data requests for partnering agencies.
- **Data Management & Reporting** - Improve data management and reporting mechanisms that monitor citizen use of District-wide safety resources and employee use of call operation resources.

**Last year, the agency addressed its top 5 priorities as follows:**

**1) Advance PSAP to NG911 Environment** - Replaced aging computer components to expand the capabilities of the existing 9-1-1 telecommunication equipment.

**2) Public Safety Industry Leadership - Agency director continued to serve as the Vice Chair of COG's 911 Director's Subcommittee and as the District's state representative with the National Association of State 911 Administrators.**

**3) Address 911 Misuse - Collaborated with FEMS to develop and promote a targeted, customized outreach strategy to help educate residents about access to healthcare and implemented a Citizen Engagement Academy to engage and empower residents and highlight 911 misuse.**

**4) Strengthen Relationships with 311 Service Partners – Remained actively engaged in biweekly meetings with agency partners to streamline business processes, modify service level agreements and formulate a messaging template for customer updates.**

**5) Maintain Positive Employee Morale - Partnered with union leadership to develop budget neutral, morale building activities and initiatives and instituted an internal detail program which enables employees to explore career, professional, and personal development opportunities within divisions across the agency.**

37. Please list each new program implemented by the agency during FY17 and FY18, 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.

**1) The Office of Professional Standards (OPSD) was formally established in FY17. The budget for OPSD in FY18 is \$921K.**

**OPSD was established in April of 2016 with the employment of the Chief and followed by the first of the team members beginning in May 2016. Since that time, OPSD has offered over 85,000 hours of training for employees, which includes 4 call taker (new hire & 311 promotional) and 3 dispatcher (promoted employees) academies; conducted over 600 hours of teachable moments and call review; and participated with other agencies in 9 industry/specialty conferences.**

**OPSD has also established a training collaboration with the MPD Training Academy, where OUC employees report to the academy to provide dispatching while the recruits are being trained. This interaction provides participants with the opportunity to participate in more realistic scenarios in a controlled environment. OPSD has begun talks with the FEMS academy to provide the same collaboration for their recruits.**

**Most importantly, the success of this initiative can be seen in the improved daily performance on the operations floor.**

**2) In FY17, the agency implemented an interagency detail program with support from the union. Thus far, this opportunity enabled 10 employees to explore other agency divisions for a 90-day period. These divisions include Transcription, OPSD, and Communications. We believe this opportunity boosts morale and gives employees a better understanding of the mission and overall functioning of the agency. No funding was required to implement this initiative.**

38. How does the agency measure programmatic success? Please discuss any changes to outcomes measurement in FY17 and FY18, to date.

**The agency develops its yearly performance plans around its KPIs, which gauge successes by division. When possible, these key performance indicators are based on national standards and best practices. There were no changes to the outcomes measurements in FY17 or FY18, to date.**

39. What are the top metrics regularly used by the agency to evaluate its operations? Please be specific about which data points are monitored by the agency.

**The top metrics regularly used by the agency to evaluate its operations are as follows:**

**911 Ops**

**Percent of calls answered within 10 seconds;**

**Percent of Priority 1 calls in which call to queue is 90 seconds or less; and**

**Percent of Priority 1 calls in which queue to dispatch is 60 seconds or less.**

**311 Ops**

**Percent of calls answered by a live agent within 90 seconds; and**

**Percent of calls handled by a live agent within 4 minutes.**

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

**The OUC is a member of the following organizations:**

**APCO (Association of Public Safety Communications Organization);**

**NENA (National Emergency Number Association);**

**911 Goes to Washington;**

**NASNA (National Association of State 911 Administrators);**

**COG – 911 Director’s Subcommittee;**

**911.GOV; and**

**ENGAGE311.**

41. Please explain the impact on your agency of any legislation passed at the federal level during FY17 and FY18, to date, which significantly affected agency operations.

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

42. Please describe any steps the agency took in FY17 and FY18, to date, to improve the transparency of agency operations.

**In FY17 and FY18, to date, the OUC participated in nearly 100 community engagement events, touching all eight wards of the city. These events included ANC, CAC, PSA, and Neighborhood Association meetings; agency tours; public education programs at several schools; DPR's Spring Break Camps, and the Mayor's Annual Senior Symposium. Director Holmes personally attended many of these events, where she openly discussed the agency's performance and initiatives to improve programming and services provided by the OUC.**

**A highlight in FY17 was the agency's collaboration with the Mayor's Office of Community Relations and Services (MOCRS) to host the agency's first Open House event for Ward 7 and Ward 8 community leaders on June 27, 2017. This East of the River collaboration showcased the latest technology and improvements to DC311 and DC911. 311 Super Users were recognized and acknowledged for their diligent reporting, given an Operations tour and live demonstrations of Text to 311, Text to 911, and the 911 call taking/dispatching process. The next Open House event is tentatively scheduled for February 7, 2018, as the agency plans to continue this forum for citizen engagement with all eight wards. Additionally, OUC Operations continued its active role in the Metropolitan Police Department's ongoing Community Engagement Academy, where, thus far, eight cohorts of District residents have visited and toured OUC Operations and learned about 911's role in emergency response.**

**The Director maintains an open-door policy open for the agency, regularly inviting all interested parties to tour the center and see first-hand how public safety communications are managed in the District.**

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



<b>Database type</b>	<b>Database</b>	<b>Purpose</b>	<b>Database Age</b>	<b>Planned or Completed Replacement</b>
911 Telephony	AVAYA IQ/CMS	The Avaya IQ/CMS database contains performance statistics for the system. The public does not have access to this database; only select OUC personnel and contractors have access to this data. The Call Management System (CMS) database displays call statistics.	6 YRS	FY18
911 Telephony	ECaTS	This database contains 911 call detail records and 911 carrier trunk utilization call statistics. The public does not have access to this database.	7 YRS	FY17 - Completed
911 Telephony	PSN	This database contains call records and 911 wireless call statistics and analytics. The public does not have access to this database.	3 YRS	FY20
911 Telephony	NICE 911 Audio and Screen Capture Recording	This database contains 911 audio and screen recordings. The public only has access to this data upon the submission of a FOIA request.	3 YRS	FY17 - Completed
311 Telephony	NICE 311 Audio and Screen Capture Recording	This database contains 311 audio and screen recordings. The public only has access to this data upon the submission of a FOIA request.	3 YRS	FY17 - Completed
311 Telephony	Salesforce	This database contains 311 service requests and other data. The public does have access to most of the data in this database.	3 YRS	N/A
311 Telephony	311 Customer Relations Management (CRM)	This database contains 311 Open/Close service request types. This data is available to the public via DC Open data	3 YRS	N/A
IT	IT Trouble Ticket Systems (RemedyForce)	This database contains IT trouble tickets and an inventory of IT assets. The public does not have access to this database.	4 YRS	N/A – Managed by OCTO
IT	Asset Management (RemedyForce CMBD)	This database contains IT trouble tickets and an inventory of IT assets. The public does not have access to this database.	4 YRS	N/A – Managed by OCTO
CAD	CAD Database	Computer Aided Dispatch (CAD) data is stored in the CAD database. Because this data often contains Personally Identifiable Information, the OUC only provides the public with access upon submission of a FOIA request.	9 YRS	FY17 - Completed

Radio	Radio System Database	The OUC has multiple radio databases that include RF sites, dispatch consoles, radios/talk group information, and radio GPS. The public does not have access to this database.	5 YRS	FY17-FY21
IT	QuickBase	Agency internal operational tracking application for MOUs, purchase requisitions, union time management, carrier telephony details, and IT project tracker. The public does not have access to this database.	9 YRS	N/A – Managed by OCTO

44. Please provide a detailed description of any new technology acquired in FY17 and FY18, to date, including the cost, where it is used, and what it does. Please explain if there have been any issues with implementation.

New Technology	Total Cost	Description of Technology	Implementation Issues
Next Generation 911-VIPER, ICC <ul style="list-style-type: none"> <li>Text-to-911</li> </ul>	\$1,695,033.25	<p>The OUC is in the final stages of migrating the current E9-1-1 architecture to a Next Generation 9-1-1 (NG911) solution. The NG9-1-1 solution will support emerging technologies (such as Text-to-9-1-1) and provide a robust and efficient 9-1-1 call processing services. In addition, the new NG9-1-1 infrastructure will provide redundancy within a secure private IP-based network. The OUC plans to complete the deployment of the NG9-1-1 system Spring 2018. The OUC will launch integrated MSRP text thru the VIPER CCI/Hexagon ICC CAD integrated solution.</p> <ul style="list-style-type: none"> <li>MSRP Text is the ability for someone to Text-to-9-1-1 and attach streaming video, pictures and files. Integrated MSRP text</li> </ul>	No issues to report.

		<p>will enable Text-to-9-1-1 to route to the ACD queue, and receive the same priority as a voice call.</p> <ul style="list-style-type: none"> <li>Text-to-9-1-1 via web browser, was officially launched in May 2017 through the Mayor's office.</li> </ul>	
RAVE Command View	\$32,500	RAVE Command grants OUC the ability to view SMART 9-1-1 users and SMARTFacility users. SMARTFacility was introduced to enable locations and businesses access to create an emergency profile that provides first responders and 9-1-1 operators access to the building information including special provisions, building plans, and points of contact.	No issues to report.
PulsePoint	\$45,000 (via grant from CTIA – Cellular Telecommunications Industry Association)	PulsePoint is a public-facing smartphone app that will alert users when a cardiac emergency is happening near them. When a cardiac arrest incident is placed into the District's 911 Computer-Aided dispatch (CAD) system, an alert will automatically be sent to any person within 0.25 miles of the cardiac emergency who has registered for notifications with PulsePoint. These alerts will include the victim's location as well as the nature of the emergency.	No issues to report.
Atrus AED	\$20,000	Atrus is an integrated program that allows an OUC operator to see the location of Automated External Defibrillators (AED), a battery-operated device that delivers a shock to a person in cardiac arrest in an effort to restore a regular cardiac	No issues to report.

		rhythm, near the site of an individual in cardiac arrest. The OUC operator can then direct the caller or a bystander to access the device for fast deployment.	
Radio System Dispatch console redundancy and Group Services (Motorola)	\$2,000,000	This provided the OUC with additional radio system redundancy and dispatch console redundancy with automated failover in case of power outage in one building and replaced outdated T1 backhaul technology with Ethernet backhaul. It also provided enhanced services to MPD and FEMS radio users to allow radio updates over the air, messaging to radios, and faster GPS location.	No issues to report.

45. How many in-person training programs took place in FY17 and FY18, to date?

**The agency provided a total of 57 in-person, 911 specific training programs in FY17 – FY18, to date; 47 in FY17 and 10 in FY18 to date.**

**The agency provided a total of 5 in-person, 311 specific training programs in FY17-FY18, to date.**

46. What training deficiencies, if any, did the agency identify during FY17 and FY18, to date?

**The agency is working to ensure that tenured operations employees receive refresher and new business process training so that all employees are up to speed on the current OUC policies & procedures.**

**Additionally, the FEMS AQUA team is currently reviewing all CPR calls and providing the analyzed data to the agency's Office of Professional Standards and Development to ensure uniformity in this call type management across the 911 operation.**

47. Please provide the agency's training schedule for new hires and on-board call takers (both 911 and 311) and dispatchers during FY17 and FY18, to date.

**See attachments M and N.**

48. How is the agency ensuring that MPD officers, firefighters, and EMS providers are cross-trained with call takers and dispatchers?

**The agency has benefited greatly from enhanced relationships with both MPD and FEMS. These relationships have supported a free flow of information between the agencies which has resulted in quicker issue resolution.**

**With specific regard to cross training, OUC personnel participate in MPD's weeklong Crisis Intervention training during which agency personnel receive the same training that MPD Officers receive for handling these types of incidents. OUC 911 dispatchers also participate in MPD officer simulation exercises by providing real time dispatching in training scenarios at their training academy.**

**Recently, FEMS developed and provided four-hour training on best practices in recognizing medical issues to all OUC operational personnel. The training was very well received and enhanced employees' understanding of medical terminology often used when they are interacting with callers.**

**As part of their training curriculums, MPD and FEMS cadets are required to sit with call takers and dispatchers while they are still in the academy. OUC personnel also routinely do ride-alongs with MPD and FEMS.**

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

**In compliance with this Act, the agency's Office of Professional Standards & Development (OPSD) has done the following:**

**a. Established the minimum hours of annual training at 40 hours per person and established the required certifications for Public Safety Telecommunicators as WALES / NCIC; Basic Telecommunicator; Emergency Dispatch Protocol System for police, fire, and EMS incidents; and CPR. The required certification for Public Safety Communications Training Officers is CTO Training.**

**b. Aligned with the following National Public Safety Associations standards:**

- 911.gov;**
- APCO (Association of Public Safety Communications Officials);**
- NENA (National Emergency Number Association); and**
- IEAD (International Academies of Emergency Dispatch).**

**c. Scheduled training in FY17 to address required topics of CPR (on-going throughout the year), TDD/TTY (March & September 2017), and Stress Management (April 2017).**

**d. Established team of Quality Assurance Specialists to provide:**

- i. Individual feedback of randomly reviewed calls;**
- ii. On-going training for protocol usage and improved performance; and**
- iii. Assistance to the training unit with identifying training gaps and efficiency of employees and programs.**

**e. Established formal evaluation tools to assess employee knowledge, skill, and ability to perform duties as prescribed.**

50. Please describe the leadership structure of call takers and dispatchers (e.g. Assistant Watch Commanders, Watch Commanders, etc.). How many FTEs are in each position?

## 911

<b>Leadership Structure</b>	<b>Description</b>	<b>Number of FTEs</b>
Chief of Operations	Manages 911 and 311 operations	1
Operations Manager(s)	Oversees 911 Operations	1
Watch Commander (s)	Manages shift of 911 call takers, FEMS dispatchers, and MPD dispatchers	4
Assistant Watch Commander(s)	Handles the daily functions of the 911 shift to include call takers, FEMS dispatchers, and MPD dispatchers	10

Leadership Structure	Description	Number of FTEs
Operations Manager(s)	Manages 311 Operations	1
311 Supervisors	Manages multiple shifts of 311 call takers including the telephone reporting unit	2

51. How has the “quick send” functionality in the 911 call processing system improved dispatch times?

**“Quick send” triggers the automatic submission of call details, for priority incidents, to the dispatch zone for relay to MPD and/or FEMS responders. Since initiation, the time between call receipt and dispatch of emergency responders has decreased by at least 25 seconds.**

52. How does the agency measure the percentage of callers to 911 and 311 that are high-volume utilizers?

**The OUC’s primary goal is ensure that we provide an appropriate response to all emergency and non-emergency calls in the District. While we recognize that some “super users” may account for a considerable number of inappropriate calls, we remain steadfast in our mission support our partner servicing agencies in response to callers’ needs. Also, there are individuals with terminal conditions that may need to call frequently, which is absolutely considered an appropriate use of the 911 system. For this reason, we do not measure the percentage of high volume utilizers, but instead maintain our focus on the most efficient management of all calls.**

**In this vein, in FY17 and continuing in FY18, the agency continued its collaboration with FEMS to carry out the implementation of a Nurse Triage Line which will be accessed through the 9-1-1 system. The intent is to support a more holistic and preventative health care environment by diverting non-emergency patients to alternative care providers. Eventually, we anticipate that this call management program would reduce the strain of non-emergency calls on the 9-1-1 system.**

53. In FY17 and FY18, to date, how did the agency address 911 misuse? What were the most common types of 911 misuse?

**The FY17, the OUC began a collaboration with FEMS to develop a targeted, customized outreach strategy to help educate residents about access to healthcare. This campaign seeks to address the departure from ingrained practices and policies, on the part of both 9-1-1 callers and the health care services that they use, which have resulted in a default use of the 9-1-1 system.**

**Also in FY17, the agency initiated its Citizen Engagement Academy by hosting several open houses to promote 911 and 311 education. Over 100 residents participated in these open houses where the agency encouraged neighborhood reporting, empowered residents to use conveniently available tools, marketed 311 reporting options, and highlighted 911 misuse.**

**While the OUC does not formally track the types of 911 misuse, we believe that it often occurs as a result of the need for education and access to non- emergency healthcare resources.**

54. Please detail the status of the following projects:

- a. UCC electrical reconfiguration;
- b. IT and Communications Upgrades;
- c. Integration of Citywide Security Cameras with CAD system;
- d. NG9-1-1, including Text-to-911;
- e. Design and Coordination of Public Safety Wireless Network;
- f. Upgrade of power backup system at communications sites;
- g. PSCC reconfiguration/enhancements; and
- h. New Dispatch Protocol System.
- i. Regional and intra-district operability

<b>Project</b>	<b>Description</b>	<b>Status</b>
UCC Electrical Reconfiguration	The 2 <sup>nd</sup> power feed installation and integration at the UCC was completed on March 19, 2017. However, on October 27, the building experienced a ground fault at one of the breakers on the Switchgear. The fault caused a partial power loss to the building for a couple of hours. Further investigation as to the cause of the failure revealed several weaknesses in the reliability and availability of	This project is in progress.



	power to this center for mission critical communications. Short term recommendations to improve reliability are beginning to be implemented while the agency explores long term solutions.	
IT and Communications Upgrades	The OUC worked with OCTO DCNet to enhance and upgrade the IT LAN / WAN infrastructure. The enhancement enabled the OUC to replace outdated network elements and provide a fully redundant and highly scalable / reliable network infrastructure. The network also enables the OUC to deliver a quality and secure connectivity between agencies for interagency traffic, Next Generation 9-1-1 interoperability, and future business requirements for voice and video applications over IP multimedia services (Voice over IP, WLAN access points, IP surveillance cameras, and other IT). OCTO DCNET and OUC completed network firewall enhancements.	This project is complete.
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.	Other solutions are being leveraged at this time.

NG9-1-1, including Text-to-911	The OUC is in the final stages of migrating the current E9-1-1 architecture to a Next Generation 9-1-1 (NG911) solution. The NG9-1-1 solution will support emerging technologies (such as Text-to-9-1-1) and provide a robust and efficient 9-1-1 call processing services. In addition, the new NG9-1-1 infrastructure will provide redundancy within a secure private IP-based network. The OUC plans to complete the deployment of the NG9-1-1 system in FY2018.	This is an ongoing project.
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 through FirstNet. FirstNet has awarded the contract to AT&T wireless to build a nationwide Public Safety broadband network. The Mayor has made the decision to opt-in to the FirstNet/AT&T model.	This project is in progress, OCTO is leading this initiative.
Upgrade of Power Backup System at Communications Sites	This project refreshed and replaced aging radio communication sites, backup power UPS, and HVAC units at the 10 radio sites.	This project is completed.

PSCC Reconfiguration/enhancements	This project includes redesigning the PSCC to accommodate 9-1-1 and 3-1-1 operations in a long-term COOP situation. The redesign of the PSCC would enable the accommodation to support twice as many 311 call-taker workstation positions than is currently possible. Backup Generator, HVAC, call center console equipment upgrades, and other enhancements will occur as well. The agency completed an engineering assessment in previous fiscal years.	This is an ongoing project. In FY17, Approximately \$200K was invested in the PSCC to enhance the building for 24/7 operations. Prior to this year, the PSCC had not been operated 24/7 since 2005. The following items were addressed: paint, carpet, security, lighting, asphalt, operations floor chairs, enhanced food vending, deep cleaning, and break room furniture. Additional maintenance items will be addressed as needed. In FY18, the agency will complete the space redesign and select a vendor.
New Dispatch Protocol System	This project will replace ProQA and will enable the OUC to deploy Criteria Based Dispatch (eCBD). The District will, in conjunction, launch a Nurse Triage Line (NTL) to support low acuity BLS type calls.	This project is in progress.
Regional and intra-district operability	The OUC maintains interoperable communication with partners throughout the National Capital Region for mutual aid and other related cross boundary activities. Rather than a project, this is a core function performed by the agency.	Ongoing

55. Please provide, as of January 1, 2018, the number of 911 call takers and the number of 911 call taker vacancies.

<b>Position</b>	<b>Filled</b>	<b>Vacant</b>
Telecommunication Equipment Operator	105	9

- a. In FY17 and FY18, to date, how many 911 call takers were transferred, resigned, or otherwise left the agency?

<b>Telecommunication Equipment Operator</b>	<b>Count</b>
Resigned	6
Terminated	7
<b>Total</b>	<b>13</b>

56. Please provide, as of January 1, 2018, the number of 911 dispatchers and the number of 911 dispatcher vacancies.

<b>Position</b>	<b>Filled</b>	<b>Vacant</b>
Dispatchers	99	2

- a. In FY17 and FY18, to date, how many 911 dispatchers were transferred, resigned, or otherwise left the agency?

<b>Dispatcher</b>	<b>Count</b>
Resigned	2 (1 Retired)
Terminated	1
<b>Total</b>	<b>3</b>

57. 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 FY17 and FY18, to date, by 911 and 311 calls.

Through December 31, 2017.

**FY17 - 911**

**Queues**

Interval	#days		Shift	Avg Pos Staff	Calls	Calls Per Pos		Shift	Avg Pos Staff	Calls	Calls Per Pos
Oct 2016	31		6A-6P	16	66,251	134		6P-6A	17	48,882	93
Nov 2016	30		6A-6P	16	62,744	131		6P-6A	18	42,359	78
Dec 2016	31		6A-6P	17	61,802	117		6P-6A	18	42,764	77
Jan 2017	31		6A-6P	19	62,497	106		6P-6A	17	42,894	81
Feb 2017	28		6A-6P	18	56,020	113		6P-6A	17	38,827	83
Mar 2017	31		6A-6P	17	62,549	118		6P-6A	16	42,829	88
Apr 2017	30		6A-6P	17	62,504	121		6P-6A	15	46,653	102
May 2017	31		6A-6P	15	59,268	131		6P-6A	13	43,086	106
Jun 2017	30		6A-6P	14	58,446	136		6P-6A	13	41,964	105
Jul 2017	31		6A-6P	15	55,170	120		6P-6A	13	43,511	108
Aug 2017	31		6A-6P	16	60,479	125		6P-6A	11	33,655	96
Sep 2017	30		6A-6P	16	59,476	122		6P-6A	12	31,800	90

**FY18 - 911**

**Queues**

Interval	#days		Shift	Avg Pos Staff	Calls	Calls Per Pos		Shift	Avg Pos Staff	Calls	Calls Per Pos
Oct 2017	31		6A-6P	18	59,142	123		6P-6A	16	32,506	93
Nov 2017	30		6A-6P	18	54,498	127		6P-6A	16	29,201	92
Dec 2017	31		6A-6P	18	47,022	114		6P-6A	16	27,178	94

**FY17 - 311**
**Queues**

Interval	#days		Shift	Avg Pos Staff	Calls	Calls Per Pos		Shift	Avg Pos Staff	Calls	Calls Per Pos		Shift	Avg Pos Staff	Calls	Calls Per Pos
Oct 2016	31		7A-3P	32	67,601	68		3P-11P	16	25,241	52		11P-7A	4	2,882	25
Nov 2016	30		7A-3P	31	61,491	65		3P-11P	16	22,209	46		11P-7A	4	2,230	20
Dec 2016	31		7A-3P	32	59,847	61		3P-11P	17	21,312	41		11P-7A	4	2,205	19
Jan 2017	31		7A-3P	28	59,784	69		3P-11P	18	17,222	31		11P-7A	6	11,910	59
Feb 2017	28		7A-3P	25	52,986	76		3P-11P	13	13,163	36		11P-7A	8	13,451	61
Mar 2017	31		7A-3P	25	61,129	79		3P-11P	15	17,942	39		11P-7A	8	14,706	61
Apr 2017	30		7A-3P	23	54,227	78		3P-11P	16	16,774	36		11P-7A	7	11,150	55
May 2017	31		7A-3P	26	58,118	72		3P-11P	16	16,925	33		11P-7A	8	14,262	55
Jun 2017	30		7A-3P	27	59,534	75		3P-11P	16	17,315	36		11P-7A	8	14,085	61
Jul 2017	31		7A-3P	23	54,109	76		3P-11P	15	17,429	37		11P-7A	7	9,791	46
Aug 2017	31		7A-3P	24	56,818	77		3P-11P	16	17,336	35		11P-7A	8	12,424	52
Sep 2017	30		7A-3P	23	53,172	78		3P-11P	16	16,119	33		11P-7A	6	10,421	60

**FY18 - 311**
**Queues**

Interval	#days		Shift	Avg Pos Staff	Calls	Calls Per Pos		Shift	Avg Pos Staff	Calls	Calls Per Pos		Shift	Avg Pos Staff	Calls	Calls Per Pos
Oct 2017	31		7A-3P	33	61,321	59		3P-11P	21	24,396	38		11P-7A	4	3,008	27
Nov 2017	30		7A-3P	30	58,124	65		3P-11P	19	20,455	36		11P-7A	3	2,240	21
Dec 2017	31		7A-3P	29	53,341	59		3P-11P	19	19,604	33		11P-7A	4	1,969	15

Through December 31, 2017. Numbers for FY17 differ from last report due to an Avaya IQ issue that was updated in July.

58. Please provide the average number of dispatchers on duty per shift and the average number of calls dispatched by each individual for that shift. Please itemize each month in FY17 and FY18, to date.

Through December 31, 2017. OUC typically operates with 6 FEMS dispatchers and 12-14 MPD dispatchers per shift.

**FY17 - 911 Queues**

Interval	#days	Shift	Avg Pos Staff	Dispatches	Dispatch Per Pos	Shift	Avg Pos Staff	Dispatches	Dispatch Per Pos
Oct 2016	31	6A-6P	19	29,442	50	6P-6A	19	32,612	55
Nov 2016	30	6A-6P	19	24,741	43	6P-6A	19	30,874	54
Dec 2016	31	6A-6P	19	25,086	43	6P-6A	19	30,199	51
Jan 2017	31	6A-6P	19	25,277	43	6P-6A	19	30,540	52
Feb 2017	28	6A-6P	19	22,890	43	6P-6A	19	27,921	52
Mar 2017	31	6A-6P	19	24,825	42	6P-6A	19	31,066	53
Apr 2017	30	6A-6P	19	27,705	49	6P-6A	19	31,610	55
May 2017	31	6A-6P	19	27,928	47	6P-6A	19	33,169	56
Jun 2017	30	6A-6P	19	28,325	50	6P-6A	19	32,234	57
Jul 2017	31	6A-6P	19	30,080	51	6P-6A	19	31,584	54
Aug 2017	31	6A-6P	19	27,987	48	6P-6A	19	31,874	54
Sep 2017	30	6A-6P	19	27,986	49	6P-6A	19	32,676	57

**FY18 - 911 Queues**

Interval	#days	Shift	Avg Pos Staff	Dispatches	Dispatch Per Pos	Shift	Avg Pos Staff	Dispatches	Dispatch Per Pos
Oct 2017	31	6A-6P	19	28,462	48	6P-6A	19	32,119	55
Nov 2017	30	6A-6P	19	24,145	42	6P-6A	19	29,530	52
Dec 2017	31	6A-6P	19	24,335	41	6P-6A	19	29,439	50

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

- a. Please categorize each number by language spoken.

**The agency employs a total of 19 bi-lingual 911 call takers and dispatchers: 15 Spanish, 2 Amharic, 1 Farsi, and 1 Yoruba.**

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

Position Title	Name	Agency Division/Department	Foreign Language(s) Spoken/Written	Schedule	12 Hour
Dispatcher	Sebastian Murillo	911	Spanish	DAY 2	Yes
Tele. Equip Op	Brenda Alvalos	911	Spanish	DAY 1	Yes
Dispatcher	Rachel Higgs	911	Spanish	DAY 1	Yes
Dispatcher	Nury Nemandez	911	Spanish	DAY 2	Yes
Dispatcher	Anna Velasco	911	Spanish	DAY 2	Yes
Dispatcher	Celia Vargas	911	Spanish	DAY 1	Yes
Dispatcher	Dominga Serpas	911	Spanish	DAY 1	Yes
Tele. Equip Op	Aurelina Fana	911	Spanish	NIGHT 1	Yes
Dispatcher	Michelle Williams	911	Spanish	DAY 2	Yes
Tele. Equip Op	Carmen Lopez	911	Spanish	NIGHT 2	Yes
Dispatcher	Sylvia Nazario	911	Spanish	DAY 1	Yes
Tele. Equip Op	Fernando Granados	911	Spanish	DAY 2	Yes
Tele. Equip Op	Wilson Tobar	911	Spanish	NIGHT 1	Yes
Tele. Equip Op	Anna Huitz	911	Spanish	NIGHT 1	Yes
Tele. Equip Op	Marisela Montero	911	Spanish	DAY 2	Yes
Dispatcher	Nebeyou Tefera	911	Amharic	DAY 1	Yes
Dispatcher	Nebeyelul Abrha	911	Amharic	DAY 1	Yes
Tele. Equip Op	McMills Sowah	911	Farsi	NIGHT 1	Yes
Tele. Equip Op	Atkinsola Aladegoke	911	Yoruba	NIGHT 1	Yes



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

**Yes, the agency does believe that it has adequately accommodated callers who were non-English language speakers. In fact, in FY17, OUC handled 10,364 calls from LEP/NEP callers via our partnership with Language Line Solutions, who provide professional phone translation services for 311 and 911 callers. Additionally, in August 2017, the Office of Human Rights hosted two Language Access training opportunities at OUC where 60 front line employees were trained. The community engagement team also relies on bi-lingual staff and the appropriate translated documents to support outreach events.**

60. For each month in FY17 and FY18, to date, please provide the total number of 911 calls abandoned, answered, answered within five seconds, and dispatched.

	Abandoned	Answered	Answered within 5 Seconds	Dispatched
<b>October 2016</b>	4,081	109,691	101,256	62,054
<b>November 2016</b>	2,978	99,713	93,698	55,615
<b>December 2016</b>	2,449	98,302	93,437	55,285
<b>January 2017</b>	1,661	99,767	96,203	55,817
<b>February 2017</b>	2,547	89,616	84,754	50,811
<b>March 2017</b>	3,708	99,494	92,668	55,891
<b>April 2017</b>	5,899	103,495	93,072	59,315
<b>May 2017</b>	8,470	104,352	89,402	61,097
<b>June 2017</b>	5,662	108,432	96,635	60,559
<b>July 2017</b>	3,390	112,267	104,938	61,664
<b>August 2017</b>	2,733	107,836	101,306	59,861
<b>September 2017</b>	2,111	103,655	98,518	60,662
<b>October 2017</b>	2,521	106,029	99,985	60,581
<b>November 2017</b>	3,362	97,782	91,111	53,675
<b>December 2017</b>	2,791	92,319	86,385	53,774
<b>Total Average</b>	54,363	1,532,750	1,423,368	866,661

Dispatched count is for FEMS and MPD through December 31, 2017

61. For each month in FY17 and FY18, to date, please provide the agency's average answer time, processing time, and dispatch time for 911 calls. Please provide the agency's average answer time for 311 calls.

	911 Avg Answer Time	911 Avg Processing Time	911 Average Dispatch Time	311 Avg Answer Time
October 2016	00:00:03	00:01:48	00:04:55	00:01:41
November 2016	00:00:03	00:01:50	00:04:38	00:01:55
December 2016	00:00:02	00:01:51	00:04:37	00:01:34
January 2017	00:00:01	00:01:52	00:04:36	00:01:18
February 2017	00:00:03	00:01:50	00:04:16	00:01:00
March 2017	00:00:04	00:01:51	00:04:23	00:01:09
April 2017	00:00:06	00:01:54	00:05:01	00:01:30
May 2017	00:00:09	00:01:56	00:05:39	00:01:06
June 2017	00:00:05	00:02:05	00:05:47	00:00:56
July 2017	00:00:03	00:01:55	00:05:13	00:01:17
August 2017	00:00:02	00:01:54	00:05:45	00:01:27
September 2017	00:00:02	00:01:52	00:05:03	00:01:06
October 2017	00:00:02	00:01:53	00:05:19	00:01:06
November 2017	00:00:03	00:01:53	00:04:56	00:00:41
December 2017	00:00:03	00:01:54	00:04:54	00:00:40
Total Average	00:00:04	00:01:53	00:05:00	00:01:16
911 Processing/ Dispatch times for MPD and FEMS, all priorities. Avg Processing Time = Call to Queue Time; Avg Dispatch Time = Queue to Dispatch Time, through December 31,2017				

62. In table format, please provide the number of 911 calls dispatched to the wrong location or for the wrong purpose in FY17 and FY18, to date. Group the calls by Fire, EMS, or MPD, and cause for error.

**The agency had 2 “blown address” incidents in FY17 and FY18, to date; both occurred in FY17 and were reported by FEMS. Both instances were due to call taker error. When the agency is made aware of such errors, the employee at fault is counseled and is provided refresher training as appropriate.**

63. How does the agency track 911 calls that are dispatched as BLS but escalate to ALS en route to the hospital? How does the agency track 911 calls that are dispatched as ALS but are later found to be BLS? What percentage of transports do these calls represent? How has the agency modified its policies and procedures in response to these issues? Please also provide any relevant data to the Committee.

**OUC does not currently have a method to track this information. Once a patient is en route, any changes to the situation are monitored and tracked by FEMS in their**

**ePCR system. CAD updates with changes in the unit status, but OUC does not have information on whether a BLS situation escalates to ALS enroute to hospital. This also applies to ALS events later found to be BLS events; OUC does not have a way to track this information. We are in the process of working with FEMS to establish the best method for determining which ALS events were downgraded to BLS.**

64. Please provide the average “drop time” by month and by provider (FEMS or AMR) in FY17 and FY18, to date.

	<b>FEMS Avg Drop Time</b>	<b>AMR Avg Drop Time</b>
<b>October 2016</b>	00:41:49	00:36:10
<b>November 2016</b>	00:40:48	00:35:23
<b>December 2016</b>	00:39:20	00:34:45
<b>January 2017</b>	00:39:19	00:34:57
<b>February 2017</b>	00:41:50	00:37:42
<b>March 2017</b>	00:41:22	00:38:49
<b>April 2017</b>	00:42:25	00:40:14
<b>May 2017</b>	00:44:14	00:40:22
<b>June 2017</b>	00:42:59	00:38:47
<b>July 2017</b>	00:42:19	00:38:44
<b>August 2017</b>	00:42:46	00:39:28
<b>September 2017</b>	00:42:59	00:41:16
<b>October 2017</b>	00:40:44	00:40:08
<b>November 2017</b>	00:40:04	00:39:04
<b>December 2017</b>	00:41:21	00:41:16
<b>Total Average</b>	00:41:37	00:38:28

Through December 31,2017

65. Please describe how the agency improved collaboration among FEMS and MPD in FY17 and FY18, to date.

**In FY 17, OUC launched an OUC/FEMS Communications Task Force that meets twice a month to identify trends and challenges that may impact response and performance on FEMS related calls/incidents. The task force collaborated to align the agencies to achieve the operational and emergency response goals of both agencies. In FY17, the task force successfully identified ways to improve communication, response times, policy enhancements, and call operations on the FIRE/EMS radio channels.**

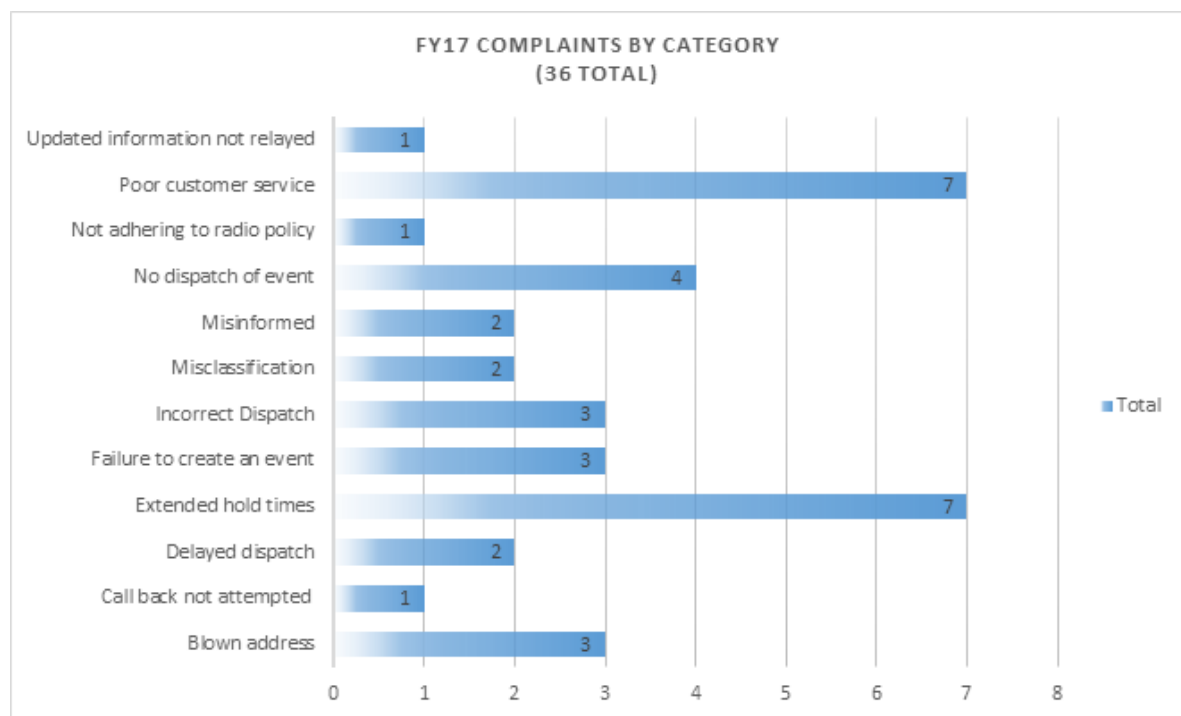
**In FY17, OUC and MPD worked closely to assess MPD’s emergency response plans. To date, OUC/MPD have initialized an internal task force with the MPD Liaison Officer and OUC Personnel that will examine activities like the intra-agency**

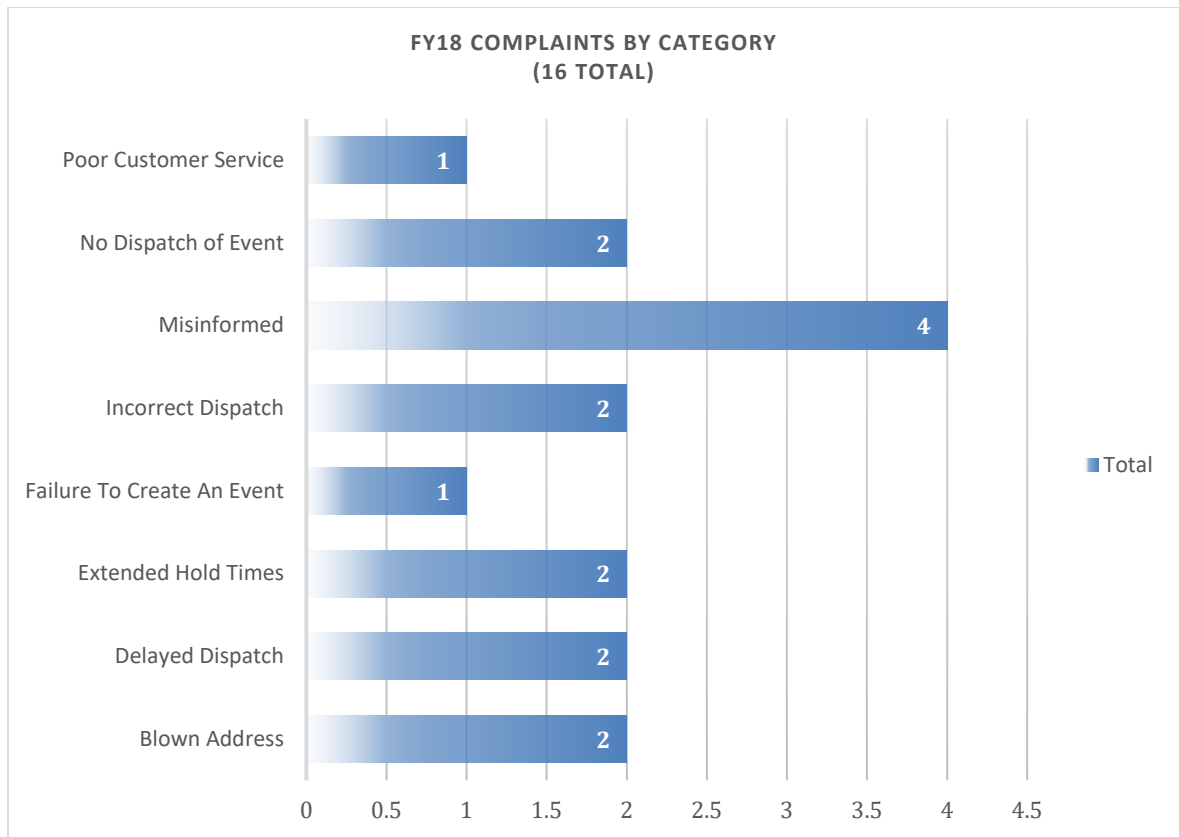
data request process, as well as the emergency response plans to further promote collaboration.

The agency also collaborated with both FEMS and MPD to develop new call taking and dispatching guidelines in preparation for the agency’s transition to a new protocol. We anticipate the full transition to Criteria Based Dispatching by the Summer of 2018.

Lastly, in FY17, the agency continued its collaboration with FEMS to carry out the implementation of a Nurse Triage Line which will be accessed through the 9-1-1 system. Part of this work included the development of a targeted, customized outreach strategy to help educate residents about access to healthcare.

66. Please provide in table format the number of complaints related to 911 services in FY17 and FY18, to date. What does the agency classify as a “complaint”?
- Indicate how many rose to the level of joint investigation.
  - Include the category of each complaint.



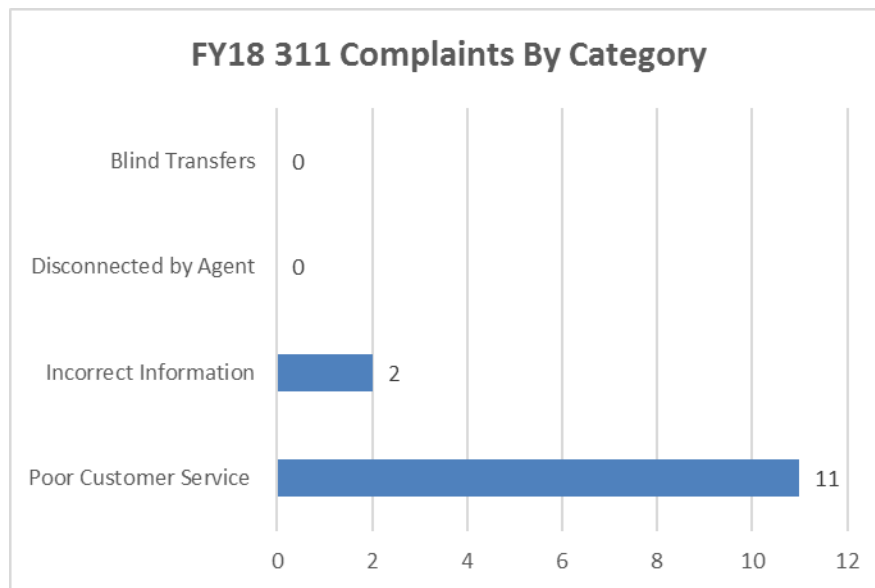
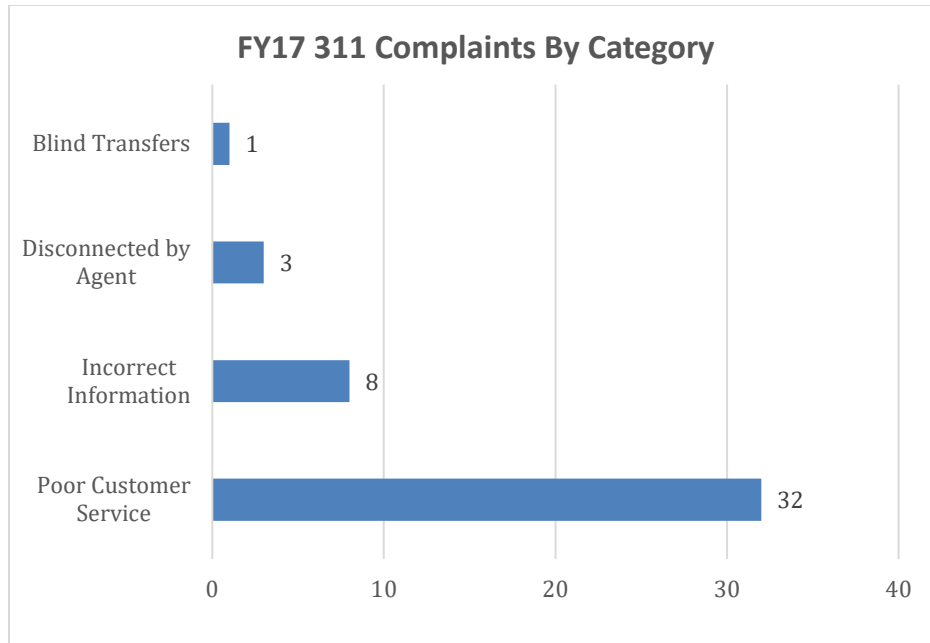


**OUC defines a “complaint” as any feedback received from an individual in which they believe that the management of a request or the customer service provided was unsatisfactory.**

**The OUC collaborates with MPD and FEMS to jointly investigate all complaints regarding calls for services.**

67. Please provide in table format the number of complaints related to 311 services in FY17 and FY18, to date.

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



**There were no 311 complaints in FY17 or thus far in FY18 that rose to the level of joint investigation.**

68. Please provide a chart indicating all 311 calls in FY17 and FY18, to date, categorized by the agency's services requested.

**See attachments O, P, Q and R.**

69. Please provide, as of January 1, 2018, the number of 311 call takers and the number of 311 call taker vacancies.

Position	Filled	Vacancies
Customer Service Representative	81	4

- a. In FY17 and FY18, to date, how many 311 call takers were transferred, resigned, or otherwise left the agency?

Customer Service Representative	Count
Resignation	6 (3-Retired)
Termination	3
<b>Total</b>	<b>9</b>

- b. How many of the LEAP FTEs hired in FY16 are still with the agency?

**45-Hired, 3-Separated**

70. Regarding replacement of equipment:

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

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

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

**The OUC budgets for future replacement schedule equipment and software upgrades within its capital budget. There are three capital projects that support replacement schedule items: UC302 (\$11.6M MDCs for both MPD and FEMS); UC303 (\$25M Radios for both MPD and FEMS); and AFC02 (\$1.7M IT Hardware 911/311).**

**Other funding sources include SPR and sub-grant funding. The OUC adheres to the OCFO and OCP's finance and procurement processes in relation to financing projects.**

71. How has call volume changed over the last three fiscal years?

	FY15	FY16	FY17	% Change
<b>Total 3-1-1 Incoming Calls (VDN)</b>	1,802,897	1,721,709	1,759,279	-2.42%
<b>Total 9-1-1 Calls Received</b>	1,464,934	1,407,012	1,282,610	-12.45%

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

**The agency has heavily promoted self-service methods of submitting 311 requests like Text to 311, Live Chat, Twitter, DC311 mobile app, and the web site portal; 311Online.**

**OUC's social media team continues to grow and thrive. The agency has created a robust 311 team comprised of management and customer service representatives who now both monitor progress, respond to constituents, and submit service requests via Twitter 7 days per week. The number of Twitter followers has increased to over 9,700.**

b. Did the agency conduct a Citizen Engagement Academy in FY17 or FY18, to date?

**Yes, on June 27, 2017, OUC collaborated with the Mayor's Office of Community Relations and Services (MOCRS) to host the agency's first Open House event for Ward 7 and Ward 8 community leaders. This East of the River collaboration showcased the latest technology and improvements to DC311 and DC911. 311 Super Users were recognized and acknowledged for their diligent reporting, given an Operations tour and live demonstrations of Text to 311, Text to 911, and the 911 call taking/dispatching process. The next Open House event is tentatively scheduled for February 7<sup>th</sup>, as the agency plans to continue this forum for citizen engagement with all eight wards. Additionally, OUC Operations is an integral part of the Metropolitan Police Department's ongoing Community Engagement Academy, where, thus far, eight Cohorts of District residents visited and toured OUC Operations and learned about 911's role in emergency response.**

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

- a. Continuing education classes;
- b. Training; and
- c. Certification?



**The agency is finalizing an update to its official training policy. Currently:**

- a) Continuing Education is identified as 40 hours yearly per employee;**
- b) The process for Training New Employees is 16 weeks of classroom instruction and 12 weeks of chairside instruction; and**
- c) Certification is determined by the protocol/guideline vendor. Currently, Priority Dispatch requires 24 credit hours of training, annually.**

**73. How does the agency prioritize stress management for call takers and dispatchers?**

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

**In FY17, the agency secured a vendor which provided stress management sessions for employees. These sessions provided participants with very specific tips and tools to help them reduce and manage stress.**

**Agency management also regularly sponsors and partners with the Labor Management Partnership Council (LMPC) to host activities which serve to boost morale. One such highly successful event, “It’s Spooky Not to Know Your Address” Halloween themed program, served the dual purpose of providing 911 education to the community while also helping to boost employee morale.**

**Throughout the fiscal year, the agency continued its outstanding service recognition activities, which included presenting employees with achievement awards such as baby delivery and CPR provision pins, to name a few.**

**74. Does the agency have a mechanism by which call takers are updated on recently constructed infrastructure, such as the Wharf?**

**Yes, in fact, the agency is a routine participant in related tabletop and incident simulation exercises in coordination with its public safety partners. For example, prior to the grand opening at the Wharf, the agency’s operations employees participated in an incident simulation conducted to demonstrate the ability to quickly establish an onsite incident command structure and exercise operational**

**communication activities, which included new address notifications and address verification through CAD.**

75. When was the last time the CAD was updated?

**CAD was last updated in October 2016 to 9.3 MR5.**

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

- a. How have staff been trained to assist users of the app?
- b. Have any technical issues arisen since the app's deployment, and if so, how were these issues resolved?

**The agency's Office of Professional Standards and Development provided training to every operations employee to ensure they can assist users of the app. Employees were also provided with FAQ and reminder handouts in the weeks following the initial training.**

**The agency is not aware of any technical issues that have arisen since the app's deployment.**

77. At the agency's FY17-18 performance oversight hearing, Chairperson Allen noted that some 311 service requests are being deemed "closed" rather than "referred for action" when a request is transferred to another agency for resolution. Please provide an update on the agency's efforts to resolve this issue and provide accurate case statuses to District residents.

**As part of the work conducted by the 311working group, which is hosted by the EOM in cooperation with servicing agencies, the agency is in the process of implementing the "Transfer of Case" feature. This feature provides all agencies the ability to transfer a misdirected service request to the appropriate agency. The customer's original request will be transferred to a more appropriate case type but case retains the original SR number. An email notification of transfer is sent to customer with the original number. The flex notes and the SLA change to reflect the new service request type. Then, the original case is given a new service request number and the status is changed to "closed."**

78. How has the agency worked to integrate DCRA's services into 311?

**The integration of DCRA services and 311 is currently in progress. Service requests for Vacant Property and Illegal Construction have been created and are in the**

testing phase. We have identified a technical issue related to the two-way interface with the operating systems and engineers are currently working to resolve the issue. The timeline for migration of the Property Maintenance service request type is currently being reevaluated. DCRA and OUC have agreed that additional time is needed to assess the operational impacts of the migration of Vacant Property and Illegal Construction prior to launching Property Maintenance, which is a much more complex service. Accordingly, next steps regarding this service request type are still under consideration. OUC looks forward to continuing to partner with DCRA to integrate services into 311.

79. Please provide an update on the agency's work to establish a nurse triage line. When does the agency think the triage line will be operational?

- a. What is the staffing for the triage line? How were these FTEs identified and hired?
- b. How much money has been expended for the triage line as of January 1, 2018?

OUC has had a strong partnership with FEMS with regard to the NTF and the program is tentatively scheduled to launch in April 2018. The staffing levels will result from a contractual agreement between FEMS and a vendor. One nurse will be located in the call center at the Office of Unified Communications and the remaining staff will be located in a centralized call center run by the vendor. The FTEs were identified and hired through a FEMS vendor. FEMS is managing all finance and contract and procurement activities.

80. How has the agency streamlined its call taker scripts to ensure that the process is rapid, accurate, and customer-friendly?

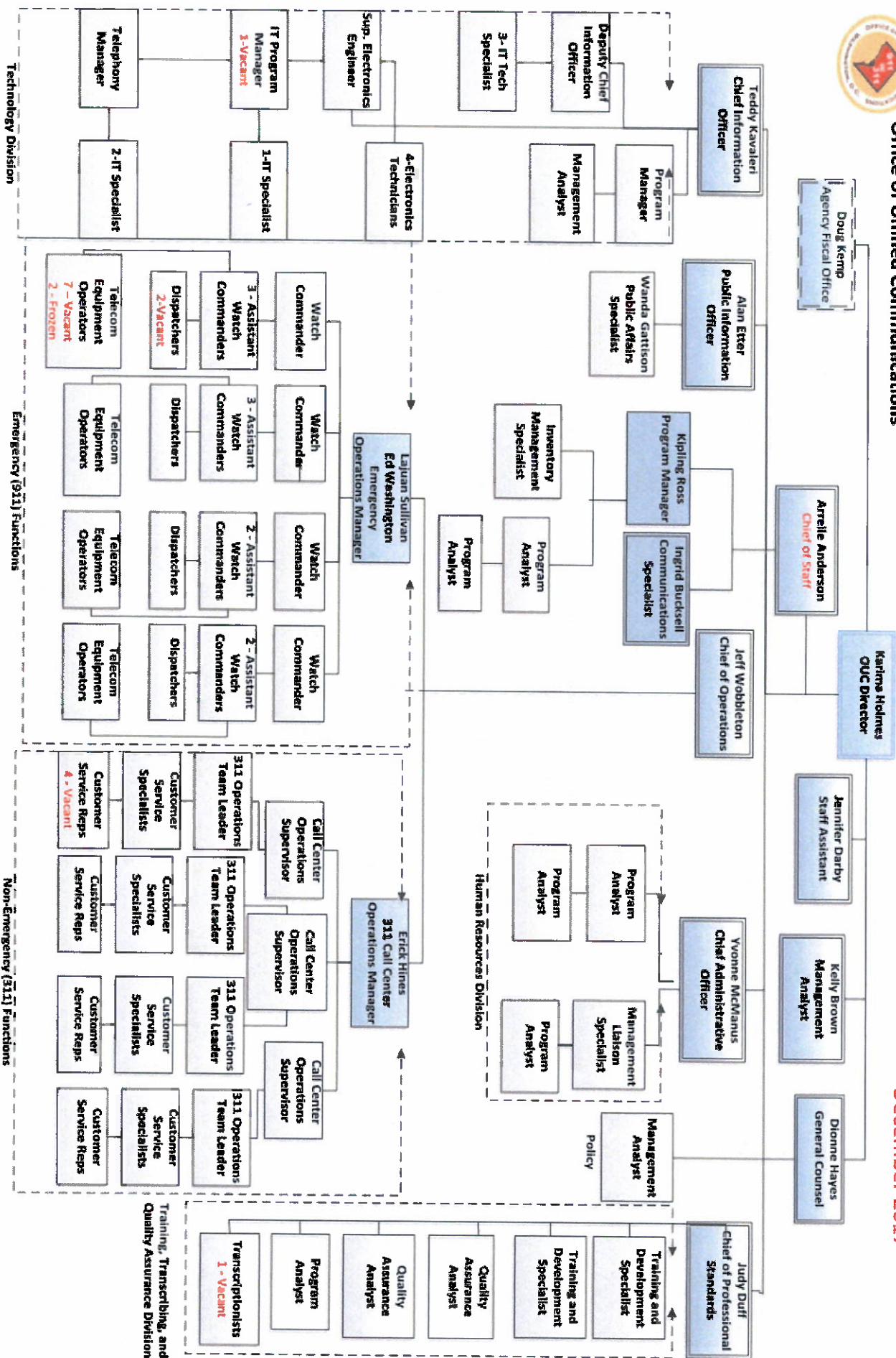
As part of the work conducted by the 311 working group, which is hosted by the EOM in cooperation with servicing agencies, the agency worked to modify the language used on the web portal and mobile app to make it more user-friendly and easier and faster to navigate for users.

In FY17, the agency began work to integrate a new 911 dispatching protocol, Criteria Based Dispatching (CBD). The CBD program is based on the premise that the presentation of the patient, in terms of their chief complaint, signs, and symptoms, should drive the response. CBD scripts are more streamlined and less redundant than the currently used protocols. We anticipate that this will decrease caller frustration, as well as call to dispatch times.



## Office of Unified Communications

December 2017



**Office Of Unified Communications  
FY 2018 SCHEDULE A**

Agency Code	Fiscal Year	Program Code	Activity Code	Filled, Vacant or Frozen	Position Number	Position Title	Employee Name	Hire Date	Lenth of Service	Grade	Step	Salary	Fringe	FTE	Reg/Temp/ Term	Hiring Status	Filled by Law Y/N
UC0	18	1010	1010	Filled	00063296	Program Analyst	Gay,Gina V	11/25/1989	28	12	6	\$81,260.00	\$24,052.96	1.00	Reg		
UC0	18	1010	1010	Filled	00088571	Program Analyst	Ortega,Beatriz	10/15/2007	10	12	3	\$74,711.00	\$22,114.46	1.00	Reg		
UC0	18	1010	1010	Filled	00088774	Management Liaison Specialist	Ford,Setrena D	4/13/1998	20	13	5	\$91,438.00	\$27,065.65	1.00	Reg		
UC0	18	1010	1010	Filled	00088832	Program Analyst	Westfield,Angelo	12/1/2014	3	11	1	\$56,852.00	\$16,828.19	1.00	Reg		
UC0	18	1060	1060	Filled	00077559	General Counsel	Hayes,Dionne	10/25/2010	7	1	0	\$142,000.00	\$42,032.00	1.00	Reg		
UC0	18	1087	1087	Filled	00003626	Telecomm Equipment Operator	Lopez,Carmen E	6/16/2003	15	8	8	\$61,389.00	\$18,171.14	1.00	Reg		
UC0	18	1087	1087	Filled	00014410	Telecomm Equipment Operator	Corbin,Brishay	9/5/2017	0	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	1087	1087	Filled	00019368	Telecomm Equipment Operator	Avalos,Brenda Y	10/29/2007	10	7	6	\$55,413.00	\$16,402.25	1.00	Reg		
UC0	18	1087	1087	Filled	00019453	Telecomm Equipment Operator	Akinsola,Aladegoke E	10/4/2001	16	8	10	\$64,545.00	\$19,105.32	1.00	Reg		
UC0	18	1087	1087	Filled	00026160	Telecomm Equipment Operator	Sowah,McMills E	8/7/2006	11	7	6	\$55,413.00	\$16,402.25	1.00	Reg		
UC0	18	1087	1087	Filled	00032122	Telecomm Equip Operator - Bili	Granados,Fernando A.	2/6/2006	12	8	8	\$61,389.00	\$18,171.14	1.00	Reg		
UC0	18	1087	1087	Filled	00032214	Telecomm Equipment Operator	Elliott,TeKuay L.	9/5/2017	0	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	1087	1087	Vacant	00032237	Telecomm Equipment Operator				7	1	\$48,303.00	\$14,297.69	1.00	Reg		
UC0	18	1090	1090	Filled	00009047	Management Analyst	Omekam,Chris C	12/16/2012	5	13	10	\$104,423.00	\$30,909.21	1.00	Reg		
UC0	18	1090	1090	Filled	00010471	Program Analyst	Taylor-Weems,Yolanda	12/22/2008	9	12	9	\$94,978.00	\$28,113.49	1.00	Reg		
UC0	18	1090	1090	Filled	00013371	Staff Assistant	Darby,Jessica A	12/8/2008	9	9	1	\$47,185.00	\$13,966.76	1.00	Reg		
UC0	18	1090	1090	Filled	00032319	Director, OUC	Holmes,Karina N.	1/19/2016	2	E5	0	\$180,081.41	\$53,304.10	1.00	Reg		
UC0	18	1090	1090	Filled	00045509	Management Analyst	Brown,Kelly A	10/5/1998	19	14	7	\$114,199.00	\$33,802.90	1.00	Reg		
UC0	18	1090	1090	Filled	00065403	Program Analyst	Miranda,Macorazon V	8/18/1997	20	12	8	\$92,616.00	\$27,414.34	1.00	Reg		
UC0	18	1090	1090	Filled	00073737	Program Manager	Ross,Kipling	6/22/1998	20	14	0	\$133,935.55	\$39,644.92	1.00	Reg		
UC0	18	1090	1090	Filled	00075491	Chief of Staff	Anderson,Arrelle D	5/30/2017	1	15	0	\$120,000.00	\$35,520.00	1.00	Reg		
UC0	18	1090	1090	Filled	00077343	CHIEF OF OPERATIONS	Wobbleton,Jeffrey L	11/19/2012	5	16	0	\$138,020.00	\$40,853.92	1.00	Reg		
UC0	18	1090	1090	Filled	00077698	Public Affairs Specialist	Gattison,Wanda D.	11/24/2008	9	12	10	\$89,992.00	\$26,637.63	1.00	Reg		
UC0	18	1090	1090	Filled	00077756	Chief Administrative Officer	Mcmanus,Yvonne D.	2/12/2001	17	15	0	\$148,290.14	\$43,893.88	1.00	Reg		
UC0	18	1090	1090	Filled	00088157	Public Information Officer	Etter,Alan E	5/31/2016	2	13	0	\$99,910.00	\$29,573.36	1.00	Reg		
UC0	18	1090	1090	Filled	00092098	Communications Specialist	Bucksell,Ingrid N	6/9/1997	21	14	3	\$101,927.00	\$30,170.39	1.00	Reg		
UC0	18	110F	110F	Filled	00051008	Agency Fiscal Officer	Kemp,Douglas	12/7/2009	8	15	10	\$156,681.00	\$46,377.58	1.00	Reg		
UC0	18	2010	2010	Filled	00000155	Telecomm Equipment Operator	Johnson,Erin Denise	9/5/2017	0	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00004970	Telecomm Equipment Operator	Sullivan,Charmaine C.	9/21/2015	2	7	1	\$48,303.00	\$14,297.69	1.00	Reg		
UC0	18	2010	2010	Filled	00005293	Telecomm Equipment Operator	Bell,Charlee N	9/21/2015	2	7	1	\$48,303.00	\$14,297.69	1.00	Reg		
UC0	18	2010	2010	Filled	00005351	Telecomm Equipment Operator	Jackson,Chardon	7/11/2016	1	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00005677	Asst Watch Commander	Alexander,Denise E	7/6/1987	30	12	0	\$87,000.00	\$25,752.00	1.00	Reg		
UC0	18	2010	2010	Filled	00006151	Telecomm Equipment Operator	Groomes,Melissa S.	9/5/2017	0	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00006252	Asst Watch Commander	Crews,Lavear P	11/20/1989	28	12	0	\$80,966.85	\$23,966.19	1.00	Reg		
UC0	18	2010	2010	Filled	00011589	Telecomm Equipment Operator	Percy,Kara	1/26/2015	3	7	7	\$56,835.00	\$16,823.16	1.00	Reg		
UC0	18	2010	2010	Filled	00013929	Telecomm Equipment Operator	Wilson,Cortnee	9/21/2015	2	7	1	\$48,303.00	\$14,297.69	1.00	Reg		
UC0	18	2010	2010	Filled	00014085	Telecomm Equipment Operator	Walker,Phyllis L	11/14/1994	23	8	10	\$64,545.00	\$19,105.32	1.00	Reg		
UC0	18	2010	2010	Filled	00014411	Telecomm Equipment Operator	Richardson,Sabrina A	8/16/1999	18	8	9	\$62,967.00	\$18,638.23	1.00	Reg		
UC0	18	2010	2010	Filled	00014522	Telecomm Equipment Operator	Whitfield,Tasyha	12/8/2008	9	7	7	\$56,835.00	\$16,823.16	1.00	Reg		
UC0	18	2010	2010	Filled	00014683	Telecomm Equipment Operator	Williams,Laveda A	6/30/2003	14	8	8	\$61,389.00	\$18,171.14	1.00	Reg		
UC0	18	2010	2010	Filled	00014728	Telecomm Equipment Operator	Banks,Marcellus A	6/30/2003	14	8	9	\$62,967.00	\$18,638.23	1.00	Reg		
UC0	18	2010	2010	Filled	00014792	Telecomm Equipment Operator	Morris,Crystal L	12/8/2008	9	7	7	\$56,835.00	\$16,823.16	1.00	Reg		
UC0	18	2010	2010	Vacant	00016708	Telecommunications Equipment O			0	5	0	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00017028	Telecomm Equipment Operator	Johnson,Arielle Imani	1/26/2015	3	7	2	\$49,725.00	\$14,718.60	1.00	Reg		
UC0	18	2010	2010	Filled	00017051	Telecomm Equipment Operator	Beamon,Elautanyce T	4/20/2015	3	7	1	\$48,303.00	\$14,297.69	1.00	Reg		

UC0	18	2010	2010	Filled	00017437	Telecomm Equipment Operator	Robinson,Bedriya	9/5/2017	0	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00017501	Training Specialist	Wallace,Rashad J	1/26/2015	3	7	2	\$49,725.00	\$14,718.60	1.00	Reg		
UC0	18	2010	2010	Filled	00017550	Telecommunications Equipment O	Schanck,Catina V.	9/26/2010	7	5	10	\$52,779.00	\$15,622.58	1.00	Reg		
UC0	18	2010	2010	Filled	00017783	Asst Watch Commander	Mccoy,Elma D	7/20/1987	30	12	0	\$78,747.35	\$23,309.22	1.00	Reg		
UC0	18	2010	2010	Filled	00017983	Telecomm Equipment Operator	Lee,Vera D	5/26/1998	20	8	9	\$62,967.00	\$18,638.23	1.00	Reg		
UC0	18	2010	2010	Filled	00018141	Telecomm Equipment Operator	Harris,Deita	7/17/1989	28	8	9	\$62,967.00	\$18,638.23	1.00	Reg		
UC0	18	2010	2010	Filled	00018492	Telecommunications Equipment O	Wood,Jenee A.	9/5/2017	0	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00018646	Telecomm Equipment Operator	Barnes,Lakita	9/5/2017	0	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00018978	Telecommunications Equipment O	McEachin,Mark	7/11/2016	1	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00019132	Telecomm Equipment Operator	Brawner,Rasheena K	6/30/2003	14	8	8	\$61,389.00	\$18,171.14	1.00	Reg		
UC0	18	2010	2010	Filled	00020434	Telecomm Equipment Operator	Norville,Sambeth	1/26/2015	3	7	2	\$49,725.00	\$14,718.60	1.00	Reg		
UC0	18	2010	2010	Filled	00021097	Telecomm Equipment Operator	Caldwell,Crystal F	3/26/1990	28	8	10	\$64,545.00	\$19,105.32	1.00	Reg		
UC0	18	2010	2010	Filled	00021171	Asst Watch Commander	Johnson,La Quencey c	11/29/1993	24	12	0	\$78,657.31	\$23,282.56	1.00	Reg		
UC0	18	2010	2010	Filled	00021632	Telecomm Equipment Operator	Benford,Deborah G	4/4/2005	13	8	8	\$61,389.00	\$18,171.14	1.00	Reg		
UC0	18	2010	2010	Filled	00022344	Watch Commander	Wright,Ladonna M	5/8/2000	18	13	0	\$86,660.00	\$25,651.36	1.00	Reg		
UC0	18	2010	2010	Filled	00022400	Telecomm Equipment Operator	HENSON-MCGILL,MONICA F	2/6/2006	12	8	7	\$59,811.00	\$17,704.06	1.00	Reg		
UC0	18	2010	2010	Filled	00022476	Telecomm Equipment Operator	Staunton,Brittani A.	9/5/2017	0	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00022501	Telecomm Equipment Operator	Simmons,Shavon	9/21/2015	2	7	1	\$48,303.00	\$14,297.69	1.00	Reg		
UC0	18	2010	2010	Filled	00023017	Telecommunications Equipment O	Camper,Lauren	1/23/2017	1	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00023228	Training Specialist	Covington Jr.,Anthony	9/21/2015	2	9	3	\$54,299.00	\$16,072.50	1.00	Reg		
UC0	18	2010	2010	Filled	00023671	Telecomm Equipment Operator	Sharpe,Robynn J.	9/5/2017	0	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00024944	Telecomm Equipment Operator	Sapp,DeReece	9/21/2015	2	7	1	\$48,303.00	\$14,297.69	1.00	Reg		
UC0	18	2010	2010	Filled	00025666	Telecomm Equipment Operator	Williams,Vivian	2/27/2003	15	8	10	\$64,545.00	\$19,105.32	1.00	Reg		
UC0	18	2010	2010	Filled	00025934	Telecommunications Equipment O	Richardson, Frank	1/23/2017	1	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00026259	Telecomm Equipment Operator	Williams,Angela Maria	7/23/2007	10	7	7	\$56,835.00	\$16,823.16	1.00	Reg		
UC0	18	2010	2010	Filled	00026494	Telecomm Equipment Operator	Jones,Sharon L	3/19/1992	26	8	10	\$64,545.00	\$19,105.32	1.00	Reg		
UC0	18	2010	2010	Filled	00026789	Telecomm Equipment Operator	Washington,Nikita A	8/25/1999	18	8	9	\$62,967.00	\$18,638.23	1.00	Reg		
UC0	18	2010	2010	Filled	00026838	Telecomm Equipment Operator	Small,Davia	6/16/1993	25	8	10	\$64,545.00	\$19,105.32	1.00	Reg		
UC0	18	2010	2010	Filled	00027113	Telecomm Equipment Operator	Pratt,Erricka	5/15/2017	1	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00027141	Telecommunications Equipment O	Washington,Shalita	1/23/2017	1	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00027291	Telecomm Equipment Operator	Saunders,Tonia J	1/26/2015	3	7	2	\$49,725.00	\$14,718.60	1.00	Reg		
UC0	18	2010	2010	Filled	00027416	Telecomm Equipment Operator	Barlow,Jahmela M	9/21/2015	2	7	1	\$48,303.00	\$14,297.69	1.00	Reg		
UC0	18	2010	2010	Vacant	00027569	Telecomm Equipment Operator			0	8	0	\$50,343.00	\$14,901.53	1.00	Reg		
UC0	18	2010	2010	Filled	00031978	Telecomm Equipment Operator	Houser,Erika	1/24/2005	13	8	8	\$61,389.00	\$18,171.14	1.00	Reg		
UC0	18	2010	2010	Filled	00031979	Telecomm Equipment Operator	Barnes-Garvin,Yvette M	4/4/2005	13	8	8	\$61,389.00	\$18,171.14	1.00	Reg		
UC0	18	2010	2010	Filled	00031980	Telecomm Equipment Operator	Hall,Frances M	4/4/2005	13	8	8	\$61,389.00	\$18,171.14	1.00	Reg		
UC0	18	2010	2010	Filled	00031982	Telecommunications Equipment O	Waldron,Nakia R	1/23/2017	1	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00031985	Telecommunications Equipment O	Jennings,Marisha	1/23/2017	1	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00031995	Telecomm Equipment Operator	Davis,Tamainia D.	12/8/2008	9	7	7	\$56,835.00	\$16,823.16	1.00	Reg		
UC0	18	2010	2010	Filled	00031998	Telecomm Equipment Operator	Martin,Robin	9/21/2015	2	7	1	\$48,303.00	\$14,297.69	1.00	Reg		
UC0	18	2010	2010	Vacant	00032006	Telecommunications Equipment O			0	5	0	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00032031	Telecommunications Equipment O	Vance,Jettia M.	9/5/2017	0	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00032032	Telecomm Equipment Operator	Duke,Karen M.	1/24/2005	13	8	8	\$61,389.00	\$18,171.14	1.00	Reg		
UC0	18	2010	2010	Filled	00032048	Telecommunications Equipment O	Williams,Jasmine D.	9/5/2017	0	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00032049	Customer Service Rep.	Enoch,Michelle Yvonne	6/16/2003	15	8	10	\$59,701.00	\$17,671.50	1.00	Reg		
UC0	18	2010	2010	Filled	00032051	Telecomm Equipment Operator	Carey,Letitia	5/15/2017	1	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00032052	Telecomm Equipment Operator	Scott,Asante' H.	12/8/2008	9	7	7	\$56,835.00	\$16,823.16	1.00	Reg		
UC0	18	2010	2010	Filled	00032097	Telecomm Equipment Operator	Sherrod,Gabrielle	9/5/2017	0	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00032109	Telecomm Equipment Operator	Jackson,April D.	12/8/2008	9	7	6	\$55,413.00	\$16,402.25	1.00	Reg		
UC0	18	2010	2010	Filled	00032123	Asst Watch Commander	Reid,Nichole M	4/26/1999	19	12	0	\$80,247.30	\$23,753.20	1.00	Reg		
UC0	18	2010	2010	Filled	00032211	Telecomm Equipment Operator	Washington,Anitra H	4/18/2005	13	8	7	\$59,811.00	\$17,704.06	1.00	Reg		

UC0	18	2010	2010	Filled	00032213	Telecommunications Equipment O	DuBose,Sonnette Latrice	1/23/2017	1	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00032233	Telecomm Equipment Operator	Leake,Kandace A	1/24/2005	13	8	8	\$61,389.00	\$18,171.14	1.00	Reg		
UC0	18	2010	2010	Vacant	00032234	Telecomm Equipment Operator			0	5	0	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00032236	Telecommunications Equipment O	Reyes,Juanita	7/18/2016	1	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00032239	Telecommunications Equipment O	Brown Mooney,William	7/18/2016	1	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00032241	Telecomm Equipment Operator	Daniels,Tiffany A	5/15/2017	1	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00032263	Telecomm Equip Operator - Bili	Montero,Marisela J.	2/6/2006	12	8	8	\$61,389.00	\$18,171.14	1.00	Reg		
UC0	18	2010	2010	Filled	00033628	Telecomm Equipment Operator	Fergusson,Amber L	1/26/2015	3	7	2	\$49,725.00	\$14,718.60	1.00	Reg		
UC0	18	2010	2010	Filled	00033673	Asst Watch Commander	Williams,Dione N.	3/25/2002	16	12	0	\$78,657.65	\$23,282.66	1.00	Reg		
UC0	18	2010	2010	Filled	00074923	Asst Watch Commander	Little,Cynthia T	5/4/1992	26	12	0	\$80,247.30	\$23,753.20	1.00	Reg		
UC0	18	2010	2010	Filled	00085197	Telecomm Equipment Operator	Fletcher,Brittney	9/21/2015	2	7	1	\$48,303.00	\$14,297.69	1.00	Reg		
UC0	18	2010	2010	Vacant	00085557	Telecomm Equipment Operator			0	7	0	\$48,303.00	\$14,297.69	1.00	Reg		
UC0	18	2010	2010	Filled	00088526	Telecommunications Equipment O	Chambers,Domonique C	11/9/2009	8	5	5	\$47,044.00	\$13,925.02	1.00	Reg		
UC0	18	2010	2010	Filled	00088527	Telecommunications Equipment O	Kee,Julius	6/27/2016	1	5	2	\$43,603.00	\$12,906.49	1.00	Reg		
UC0	18	2010	2010	Vacant	00088528	Telecommunications Equipment O	(blank)	(blank)	0	5	0	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00088529	Telecommunications Equipment O	Walker,Anthony R	7/18/2016	1	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00088530	Telecommunications Equipment O	Williams,Lynn R	7/18/2011	6	5	2	\$43,603.00	\$12,906.49	1.00	Reg		
UC0	18	2010	2010	Filled	00088531	Telecomm Equipment Operator	Johnson,Erin Diandra	9/5/2017	0	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00088532	Telecommunications Equipment O	Thompson,Mya	6/27/2016	1	5	2	\$43,603.00	\$12,906.49	1.00	Reg		
UC0	18	2010	2010	Filled	00088533	Telecommunications Equipment O	Dammons,Desirae	6/27/2016	1	5	2	\$43,603.00	\$12,906.49	1.00	Reg		
UC0	18	2010	2010	Filled	00088534	Telecomm Equipment Operator	Parris,Khalilah B.	12/26/2006	11	5	5	\$47,044.00	\$13,925.02	1.00	Reg		
UC0	18	2010	2010	Vacant	00088535	Telecommunications Equipment O			0	5	0	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00088536	Telecommunications Equipment O	Haggins,Rajhnnissha	7/11/2016	1	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00088537	Telecommunications Equipment O	(blank)	(blank)	0	5	0	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00088538	Telecommunications Equipment O	Wallace,Derrick	9/5/2017	0	5	1	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00088542	Telecommunications Equipment O	Ifill,Raquel	7/18/2011	6	5	2	\$43,603.00	\$12,906.49	1.00	Reg		
UC0	18	2010	2010	Filled	00088543	Telecommunications Equipment O	Deria,Miriam	6/27/2016	1	5	2	\$43,603.00	\$12,906.49	1.00	Reg		
UC0	18	2010	2010	Filled	00088544	Telecommunications Equipment O	Bailey,Janay	6/27/2016	1	5	2	\$43,603.00	\$12,906.49	1.00	Reg		
UC0	18	2010	2010	Vacant	00088545	Telecommunications Equipment O			0	5	0	\$42,456.00	\$12,566.98	1.00	Reg		
UC0	18	2010	2010	Filled	00088546	Telecommunications Equipment O	Jefferson,Kimberly L	12/8/2008	9	5	5	\$47,044.00	\$13,925.02	1.00	Reg		
UC0	18	2010	2010	Filled	00088547	Telecommunications Equipment O	Cromer,Raven	6/27/2016	1	5	2	\$43,603.00	\$12,906.49	1.00	Reg		
UC0	18	2010	2010	Filled	00088619	Asst Watch Commander	Johnson,Lauren M	2/12/1998	20	12	0	\$75,800.23	\$22,436.87	1.00	Reg		
UC0	18	2010	2010	Filled	00088620	Asst Watch Commander	Jones,Alexandria A	9/8/2003	14	12	0	\$75,355.83	\$22,305.33	1.00	Reg		
UC0	18	2010	2010	Filled	00088772	Watch Commander	Millard,Karl	10/1/1984	33	13	0	\$86,660.00	\$25,651.36	1.00	Reg		
UC0	18	2010	2010	Filled	00090671	Watch Commander	Miller,Alfreda E	4/28/2015	3	13	0	\$86,660.08	\$25,651.38	1.00	Reg		
UC0	18	2010	2010	Filled	00090672	Watch Commander	Gadsden,Alton T	10/14/1986	31	13	0	\$86,819.78	\$25,698.65	1.00	Reg		
UC0	18	2010	2010	Filled	00090673	Watch Commander	Williams Jr.,Calvin V	12/13/1985	32	13	0	\$86,660.08	\$25,651.38	1.00	Reg		
UC0	18	2020	2020	Filled	00001893	Dispatcher	Fana,Aurelina	6/16/2003	15	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Filled	00003243	Dispatcher	Bender,Ricky D.	10/15/1995	22	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00004326	Dispatcher	Stover,Bertha A	9/30/1996	21	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00004610	Dispatcher	Huitz,Ana M	1/26/2015	3	10	3	\$63,170.00	\$18,698.32	1.00	Reg		
UC0	18	2020	2020	Filled	00004835	Dispatcher	Johnson,Cheri L	9/28/1998	19	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00005299	Asst Watch Commander	Covington,Latrice R	5/1/1990	28	12	0	\$83,168.00	\$24,617.73	1.00	Reg		
UC0	18	2020	2020	Filled	00006011	Dispatcher	Banks,Jamel A	12/8/2008	9	10	3	\$63,170.00	\$18,698.32	1.00	Reg		
UC0	18	2020	2020	Filled	00006112	Dispatcher	Fair,Jatondra R	1/26/2015	3	10	3	\$63,170.00	\$18,698.32	1.00	Reg		
UC0	18	2020	2020	Filled	00007009	Dispatcher	TEFERA,NEBEYOU T	2/6/2006	12	10	6	\$68,924.00	\$20,401.50	1.00	Reg		
UC0	18	2020	2020	Filled	00007120	Dispatcher	Thompson,Shirayne M	4/12/1999	19	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00007357	Dispatcher	Brown,Eric P	7/6/1998	19	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00007934	Dispatcher	Velasco,Ana M	9/8/1992	25	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00008119	Dispatcher	Vargas,Celia	1/20/1987	31	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00009686	Dispatcher	Faltz,Kristen N	6/30/2003	14	10	5	\$67,006.00	\$19,833.78	1.00	Reg		



UC0	18	2020	2020	Filled	00009807	Dispatcher	Daniels,Cynthia A	10/6/2003	14	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Filled	00011543	Dispatcher	Ross,Danielle L	9/14/1998	19	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Filled	00012153	Dispatcher	Sanford,Virginia G	5/22/2000	18	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Filled	00012597	Dispatcher	Billingsley,Eugene	5/8/2000	18	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Filled	00013925	Dispatcher	MURILLO,SEBASTIAN	3/20/2006	12	10	2	\$61,252.00	\$18,130.59	1.00	Reg		
UC0	18	2020	2020	Filled	00013958	Dispatcher	Walston,Deborah M	9/11/1989	28	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00014040	Dispatcher	Higgs,Raquel	7/28/2003	14	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Filled	00014138	Dispatcher	Sampson,Larvenia A	6/16/2003	15	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Filled	00014259	Dispatcher	Herndon,Delisa L	2/23/2004	14	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Filled	00014298	Dispatcher	Dayne,Melissa	3/22/1999	19	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Filled	00014767	Dispatcher	Champion Bey,Taheyyer	7/11/1996	21	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00014944	Dispatcher	Adams,Charmisa L	8/7/1996	21	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Filled	00015061	Dispatcher	Geter,Yolanda T	10/4/2008	9	10	5	\$67,006.00	\$19,833.78	1.00	Reg		
UC0	18	2020	2020	Filled	00015077	Dispatcher	Hernandez,Nury M	7/28/2003	14	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Vacant	00017052	Dispatcher			0	11	1	\$63,111.00	\$18,680.86	1.00	Reg		
UC0	18	2020	2020	Filled	00017061	Dispatcher	Williams,Rosylnd W	9/30/1996	21	11	7	\$75,705.00	\$22,408.68	1.00	Reg		
UC0	18	2020	2020	Filled	00017203	Dispatcher	Ramsey,Christa J	6/30/2003	14	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Filled	00017238	Dispatcher	Alexander Wingate,Karen D	11/22/1988	29	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00017301	Dispatcher	Bennett,Bianca	5/8/2000	18	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Filled	00017533	Dispatcher	Hall,JuWanna M	11/5/1990	27	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00017690	Dispatcher	Tyson,Theodosia T	7/17/1989	28	10	9	\$74,678.00	\$22,104.69	1.00	Reg		
UC0	18	2020	2020	Filled	00017704	Dispatcher	Morgan,Sharon Y	12/26/1995	22	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Filled	00017971	Dispatcher	Thurston,Michelle	8/27/1982	35	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00018117	Dispatcher	Brown,Sharane H	12/7/1987	30	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00018188	Dispatcher	Thompson,Jacqueline	2/24/2004	14	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Filled	00018195	Dispatcher	Henson,Donnett V	5/8/2000	18	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Filled	00018273	Dispatcher	Rice Robinson,Gayle E	10/6/1987	30	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00018290	Dispatcher	Shields,Michele D	4/22/1991	27	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00018346	Dispatcher	Tate,Manuel L	7/23/2007	10	10	2	\$61,252.00	\$18,130.59	1.00	Reg		
UC0	18	2020	2020	Filled	00018439	Dispatcher	Tasker,Teresa L	10/25/1999	18	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Filled	00018471	Dispatcher	Black,Sherry Jean	8/18/1986	31	11	10	\$82,002.00	\$24,272.59	1.00	Reg		
UC0	18	2020	2020	Filled	00018570	Dispatcher	Perry,Carissa	1/26/2015	3	10	3	\$63,170.00	\$18,698.32	1.00	Reg		
UC0	18	2020	2020	Filled	00018783	Dispatcher	Burrell,Angela D	4/14/2008	10	10	5	\$67,006.00	\$19,833.78	1.00	Reg		
UC0	18	2020	2020	Filled	00018947	Dispatcher	Gaston,Kendel	8/30/1999	18	10	7	\$70,842.00	\$20,969.23	1.00	Reg		
UC0	18	2020	2020	Filled	00019135	Dispatcher	Williams,Tracey P	5/24/1999	19	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00019308	Dispatcher	Proctor,Mary J	6/23/1985	33	10	10	\$76,596.00	\$22,672.42	1.00	Reg		
UC0	18	2020	2020	Filled	00019348	Dispatcher	Serpas,Dominga D	12/7/1987	30	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00020804	Dispatcher	Johnson,Stewart H	11/22/1991	26	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00021054	Dispatcher	Lewis,Bridget M	1/6/1997	21	11	7	\$75,705.00	\$22,408.68	1.00	Reg		
UC0	18	2020	2020	Filled	00021981	Dispatcher	Carr,Jacqueline	8/10/1992	25	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Filled	00021987	Dispatcher	Freeman,Tyneeka L	4/18/2005	13	10	3	\$63,170.00	\$18,698.32	1.00	Reg		
UC0	18	2020	2020	Filled	00022297	Dispatcher	Bethea,Wanda Y	5/5/1997	21	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Filled	00022322	Dispatcher	Trent,Iris	3/10/2003	15	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Filled	00022338	Dispatcher	Tobar,Wilson A	2/6/2006	12	10	3	\$63,170.00	\$18,698.32	1.00	Reg		
UC0	18	2020	2020	Filled	00022576	Dispatcher	Richardson,Anthony F	7/28/2003	14	10	9	\$74,678.00	\$22,104.69	1.00	Reg		
UC0	18	2020	2020	Filled	00022754	Dispatcher	Brooks,Brenda A	5/6/1990	28	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00022757	Dispatcher	Marable,Michael M	12/11/1995	22	11	8	\$77,804.00	\$23,029.98	1.00	Reg		



UC0	18	2020	2020	Filled	00022847	Dispatcher	Glasker,Keturah T	4/18/2005	13	10	4	\$65,088.00	\$19,266.05	1.00	Reg		
UC0	18	2020	2020	Vacant	00022863	Dispatcher			0	10	0	\$59,334.00	\$17,562.86	1.00	Reg		
UC0	18	2020	2020	Filled	00022961	Dispatcher	Branch,Katrina L	2/20/1996	22	11	6	\$73,606.00	\$21,787.38	1.00	Reg		
UC0	18	2020	2020	Filled	00022980	Dispatcher	Carter,Nicole	12/17/2001	16	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Filled	00023028	Dispatcher	Johnson,Victoria M	1/4/1994	24	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00023182	Dispatcher	Brown,Crystal L	1/13/1997	21	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00023230	Dispatcher	Jones,Keena Y	7/12/1993	24	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00023248	Dispatcher	Simms,Swayne	3/15/1999	19	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00023512	Dispatcher	Abrrha,Nebeyeluel A	2/2/2006	12	10	4	\$65,088.00	\$19,266.05	1.00	Reg		
UC0	18	2020	2020	Filled	00023795	Dispatcher	Jenkins,Kelly	2/3/1997	21	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00024649	Dispatcher	Joy,Keisha A	6/30/2003	14	10	7	\$70,842.00	\$20,969.23	1.00	Reg		
UC0	18	2020	2020	Filled	00024875	Dispatcher	Wilder,Briyana L	6/21/2010	8	10	3	\$63,170.00	\$18,698.32	1.00	Reg		
UC0	18	2020	2020	Filled	00025316	Dispatcher	Hunter,Mark C	1/26/2015	3	10	3	\$63,170.00	\$18,698.32	1.00	Reg		
UC0	18	2020	2020	Filled	00025840	Dispatcher	Morris,Carolyn M	1/23/1992	26	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00025851	Dispatcher	Taylor,Andrea D	5/27/1997	21	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00025925	Dispatcher	King,Kevin M	10/31/1988	29	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00026738	Dispatcher	Johnson Stewart,Veronica A	10/26/1987	30	11	10	\$82,002.00	\$24,272.59	1.00	Reg		
UC0	18	2020	2020	Filled	00026783	Dispatcher	Holley,Lenora E	6/17/1992	26	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Filled	00026920	Dispatcher	Carruth,Wendy M	8/16/1999	18	10	7	\$70,842.00	\$20,969.23	1.00	Reg		
UC0	18	2020	2020	Filled	00026953	Dispatcher	Millard,Ava O	12/21/1987	30	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00026971	Dispatcher	Neal Jr.,Hubert V	10/10/1990	27	10	6	\$68,924.00	\$20,401.50	1.00	Reg		
UC0	18	2020	2020	Filled	00026984	Dispatcher	Glenn,Michael C	12/7/1993	24	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00027023	Dispatcher	Mccullough Collins,Shondel	3/27/1996	22	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Filled	00027062	Dispatcher	Steen,Tamika L	7/22/2007	10	10	3	\$63,170.00	\$18,698.32	1.00	Reg		
UC0	18	2020	2020	Filled	00027260	Dispatcher	Fuller,Tiffany K	4/18/2005	13	10	6	\$68,924.00	\$20,401.50	1.00	Reg		
UC0	18	2020	2020	Filled	00027478	Dispatcher	Beatty,Tracy A	4/12/1999	19	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00027648	Dispatcher	Nazario,Sylvia Yvette	9/8/1992	25	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00031989	Dispatcher	Ross,Evelyn D	11/9/2009	8	10	2	\$61,252.00	\$18,130.59	1.00	Reg		
UC0	18	2020	2020	Filled	00032014	Dispatcher	Anderson,Karen	5/1/2005	13	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Filled	00032016	Dispatcher	Williams,Devon L	8/4/2008	9	10	6	\$68,924.00	\$20,401.50	1.00	Reg		
UC0	18	2020	2020	Filled	00032017	Dispatcher	Malry,James A	1/26/2015	3	10	3	\$63,170.00	\$18,698.32	1.00	Reg		
UC0	18	2020	2020	Filled	00032019	Dispatcher	Jackson,Trayshelle V	4/18/2005	13	10	4	\$65,088.00	\$19,266.05	1.00	Reg		
UC0	18	2020	2020	Filled	00032025	Dispatcher	Williams,Michelle P	5/16/1993	25	11	8	\$77,804.00	\$23,029.98	1.00	Reg		
UC0	18	2020	2020	Filled	00032053	Dispatcher	Pross,Gregory M	1/26/2015	3	10	3	\$63,170.00	\$18,698.32	1.00	Reg		
UC0	18	2020	2020	Filled	00032054	Dispatcher	Wise,Raynise L	9/6/1994	23	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Filled	00032085	Asst Watch Commander	Clements,Jacqueline E	5/4/1992	26	12	0	\$83,168.00	\$24,617.73	1.00	Reg		
UC0	18	2020	2020	Filled	00032242	Dispatcher	Morsell,Jennifer M	4/18/2005	13	10	8	\$72,760.00	\$21,536.96	1.00	Reg		
UC0	18	2020	2020	Filled	00036698	Dispatcher	Knox,Debbie Ann	9/29/1986	31	10	10	\$76,596.00	\$22,672.42	1.00	Reg		
UC0	18	2020	2020	Filled	00069788	OPERATIONS MGR	Sullivan,Lajuan N	12/10/1984	33	14	0	\$99,659.00	\$29,499.06	1.00	Reg		
UC0	18	2020	2020	Filled	00088608	Dispatcher	Morris,Erica L	7/24/1994	23	10	6	\$68,924.00	\$20,401.50	1.00	Reg		
UC0	18	2020	2020	Filled	00088610	Dispatcher	Howard,Carla M	4/8/2002	16	10	5	\$67,006.00	\$19,833.78	1.00	Reg		
UC0	18	2020	2020	Filled	00088612	Dispatcher	Oliver,Alice M	6/16/2003	15	10	5	\$67,006.00	\$19,833.78	1.00	Reg		
UC0	18	2020	2020	Filled	00088613	Dispatcher	Abdul-Wahid,Jarita L	7/23/2007	10	10	3	\$63,170.00	\$18,698.32	1.00	Reg		
UC0	18	2020	2020	Filled	00088614	Dispatcher	Scott,Deonica S	8/22/2005	12	10	3	\$63,170.00	\$18,698.32	1.00	Reg		
UC0	18	2020	2020	Filled	00088615	Dispatcher	Jones,Shannon	6/16/2003	15	10	5	\$67,006.00	\$19,833.78	1.00	Reg		
UC0	18	2020	2020	Filled	00088616	Dispatcher	Darby,Alita B	9/15/1997	20	10	5	\$67,006.00	\$19,833.78	1.00	Reg		
UC0	18	2020	2020	Filled	00088617	Dispatcher	Young,Tiffani N	4/4/2005	13	10	4	\$65,088.00	\$19,266.05	1.00	Reg		
UC0	18	2020	2020	Filled	00088773	OPERATIONS MGR	Washington,Edward K	8/8/1994	23	14	0	\$99,658.68	\$29,498.97	1.00	Reg		

UC0	18	2040	2040	Filled	00088541	Training Specialist	King,Marcia K	9/5/1995	22	9	10	\$65,709.00	\$19,449.86	1.00	Reg		
UC0	18	2040	2040	Filled	00088551	Quality Assurance Specialist	Creamer,Tammie N	5/27/1997	21	13	4	\$88,841.00	\$26,296.94	1.00	Reg		
UC0	18	2040	2040	Filled	00088552	Chief of Professional Standard	Duff,Judith	4/18/2016	2	14	0	\$109,624.54	\$32,448.86	1.00	Reg		
UC0	18	2040	2040	Filled	00088705	Quality Assurance Specialist	Gilbert,Tracye	5/23/2016	2	13	2	\$83,647.00	\$24,759.51	1.00	Reg		
UC0	18	2040	2040	Filled	00092109	Training and Organizational De	Hott,Marsha A	8/25/2014	3	13	4	\$88,841.00	\$26,296.94	1.00	Reg		
UC0	18	2040	2040	Filled	00092110	Training and Organizational De	Scott,Robin R	5/5/2003	15	13	1	\$81,050.00	\$23,990.80	1.00	Reg		
UC0	18	2040	2040	Filled	00092111	Training and Organizational De	Hollins,Marlene S	5/27/1997	21	13	4	\$88,841.00	\$26,296.94	1.00	Reg		
UC0	18	3020	3020	Filled	00001009	Customer Service Rep.	Phillips,Barbara	9/6/2016	1	6	1	\$38,128.00	\$11,285.89	1.00	Term		
UC0	18	3020	3020	Filled	00002187	311 Operations Team Leader	Pierce,Linda D	9/8/1992	25	9	10	\$65,709.00	\$19,449.86	1.00	Reg		
UC0	18	3020	3020	Filled	00003707	Customer Service Rep.	Sasagawa Coleman,Sumie	10/21/2002	15	7	10	\$55,462.00	\$16,416.75	1.00	Reg		
UC0	18	3020	3020	Filled	00005933	Customer Service Rep.	Carr,Shannon	6/27/2011	6	6	4	\$42,115.00	\$12,466.04	1.00	Reg		
UC0	18	3020	3020	Filled	00007411	Call Center Operations Supervi	WALKER JR,MARCELLUS C.	7/23/2007	10	12	0	\$75,355.83	\$22,305.33	1.00	Reg		
UC0	18	3020	3020	Filled	00008524	Customer Service Rep.	Scott,Tamica M	7/23/2007	10	6	7	\$46,102.00	\$13,646.19	1.00	Reg		
UC0	18	3020	3020	Filled	00009169	Customer Service Rep.	Epps,Nancy L	1/6/1980	38	7	10	\$55,462.00	\$16,416.75	1.00	Reg		
UC0	18	3020	3020	Filled	00012941	Customer Service Rep.	Peters,Doretha	7/1/1980	37	8	10	\$59,701.00	\$17,671.50	1.00	Reg		
UC0	18	3020	3020	Filled	00014211	Customer Service Rep.	Nelson,Michael L.	8/21/2011	6	6	3	\$40,786.00	\$12,072.66	1.00	Reg		
UC0	18	3020	3020	Filled	00014268	Customer Service Rep.	Eccles,Charmaine W	12/12/2016	1	6	1	\$38,128.00	\$11,285.89	1.00	Term		
UC0	18	3020	3020	Filled	00019387	Customer Service Rep.	Marshall,Zarnita L	1/4/2010	8	6	5	\$43,444.00	\$12,859.42	1.00	Reg		
UC0	18	3020	3020	Filled	00021559	Customer Service Rep.	Herring,Kiara M	9/6/2016	1	6	1	\$38,128.00	\$11,285.89	1.00	Term		
UC0	18	3020	3020	Filled	00023180	Customer Service Rep.	Zanelli,Juan-Martin C.	12/26/2006	11	6	7	\$46,102.00	\$13,646.19	1.00	Reg		
UC0	18	3020	3020	Filled	00023887	Customer Service Rep.	Mccracken,Shavon	1/29/2001	17	8	10	\$59,701.00	\$17,671.50	1.00	Reg		
UC0	18	3020	3020	Filled	00026651	Customer Service Rep.	Williams,Cynthia R	11/4/2002	15	7	9	\$53,994.00	\$15,982.22	1.00	Reg		
UC0	18	3020	3020	Filled	00031983	311 Operations Team Leader	Zackery,Shadonna M	6/22/1994	24	9	7	\$60,819.00	\$18,002.42	1.00	Reg		
UC0	18	3020	3020	Filled	00031984	311 Operations Team Leader	Lawson,Darlene	4/8/2002	16	9	7	\$60,819.00	\$18,002.42	1.00	Reg		
UC0	18	3020	3020	Filled	00032058	Customer Service Rep.	Cruz,Stephanie	11/27/2017	0	6	1	\$38,128.00	\$11,285.89	1.00	Term		
UC0	18	3020	3020	Filled	00032068	Customer Service Rep.	Williams,Sabrina F	11/13/2007	10	6	8	\$47,431.00	\$14,039.58	1.00	Reg		
UC0	18	3020	3020	Filled	00032069	Customer Service Rep.	Morris,Anjel	7/11/2016	1	6	2	\$39,457.00	\$11,679.27	1.00	Term		
UC0	18	3020	3020	Vacant	00032212	Customer Service Rep.			0	7	1	\$39,063.00	\$11,562.65	0.80	Reg		
UC0	18	3020	3020	Filled	00045518	Customer Service Rep.	Blanks,George	11/13/2017	0	6	1	\$38,128.00	\$11,285.89	1.00	Term		
UC0	18	3020	3020	Filled	00045523	Customer Service Rep.	Pittman-Brice,Sharron M	3/17/2008	10	7	6	\$49,590.00	\$14,678.64	1.00	Reg		
UC0	18	3020	3020	Filled	00046844	Customer Service Rep.	Quigley Jr.,Walter D	9/6/2016	1	6	1	\$38,128.00	\$11,285.89	1.00	Term		
UC0	18	3020	3020	Filled	00047370	Customer Service Rep.	Nevels,Cynthia	7/18/2011	6	6	5	\$43,444.00	\$12,859.42	1.00	Reg		
UC0	18	3020	3020	Filled	00047372	Customer Service Rep.	Middleton,Tearsha	9/6/2016	1	6	1	\$38,128.00	\$11,285.89	1.00	Term		
UC0	18	3020	3020	Filled	00047375	Customer Service Rep.	Washington,Janice Marie	3/31/2008	10	7	6	\$49,590.00	\$14,678.64	1.00	Reg		
UC0	18	3020	3020	Filled	00047376	Customer Service Specialist	Cureton,Mary A	9/6/1988	29	9	8	\$62,449.00	\$18,484.90	1.00	Reg		
UC0	18	3020	3020	Filled	00047377	Customer Service Specialist	Curley,Phyllis	2/1/1999	19	9	8	\$62,449.00	\$18,484.90	1.00	Reg		
UC0	18	3020	3020	Filled	00047378	Customer Service Specialist	Scruggs,Janie L	2/28/1990	28	9	10	\$65,709.00	\$19,449.86	1.00	Reg		
UC0	18	3020	3020	Filled	00047413	Customer Service Specialist	Hawkins,Akime E	4/18/2005	13	9	7	\$60,819.00	\$18,002.42	1.00	Reg		
UC0	18	3020	3020	Filled	00047414	Customer Service Specialist	McNeill,Toye R	11/13/2001	16	9	7	\$60,819.00	\$18,002.42	1.00	Reg		
UC0	18	3020	3020	Filled	00047415	Customer Service Specialist	Wash III,John	1/8/2002	16	9	8	\$62,449.00	\$18,484.90	1.00	Reg		
UC0	18	3020	3020	Filled	00047416	Customer Service Rep.	Williams,Ebony A	12/8/2008	9	6	6	\$44,773.00	\$13,252.81	1.00	Reg		
UC0	18	3020	3020	Filled	00047417	Customer Service Specialist	Chavarria Guzman,Nancy	4/7/2003	15	9	7	\$60,819.00	\$18,002.42	1.00	Reg		
UC0	18	3020	3020	Filled	00050958	Customer Service Rep.	Best,Laverne	6/12/2006	12	6	7	\$46,102.00	\$13,646.19	1.00	Reg		
UC0	18	3020	3020	Filled	00050959	Customer Service Rep.	Green,Thearl R	6/12/2006	12	6	7	\$46,102.00	\$13,646.19	1.00	Reg		
UC0	18	3020	3020	Filled	00051081	Customer Service Rep.	Smalley,Colandria A.	9/6/2016	1	6	1	\$38,128.00	\$11,285.89	1.00	Term		
UC0	18	3020	3020	Filled	00051082	Customer Service Rep.	Hailstorks,Amanda T	12/8/2008	9	6	6	\$44,773.00	\$13,252.81	1.00	Reg		
UC0	18	3020	3020	Filled	00051114	Customer Service Rep.	Garnett,India A	10/31/2008	9	6	6	\$44,773.00	\$13,252.81	1.00	Reg		
UC0	18	3020	3020	Filled	00051149	Customer Service Rep.	Watson,Ikeisha S	10/26/2009	8	6	6	\$44,773.00	\$13,252.81	1.00	Reg		
UC0	18	3020	3020	Vacant	00070725	Customer Service Rep.			0	6	0	\$38,128.00	\$11,285.89	1.00	Reg		
UC0	18	3020	3020	Filled	00073021	Customer Service Rep.	Marrow,Vanessa O	10/7/1989	28	7	9	\$53,994.00	\$15,982.22	1.00	Reg		
UC0	18	3020	3020	Filled	00073022	Customer Service Rep.	Fogg,Dion A.	9/26/2010	7	6	7	\$46,102.00	\$13,646.19	1.00	Reg		

UC0	18	3020	3020	Filled	00073023	Customer Service Rep.	Young,Kieola	9/6/2016	1	6	1	\$38,128.00	\$11,285.89	1.00	Term		
UC0	18	3020	3020	Filled	00073314	Customer Service Rep.	Maichew,Melaku M	9/26/2010	7	6	7	\$46,102.00	\$13,646.19	1.00	Reg		
UC0	18	3020	3020	Filled	00073315	Customer Service Rep.	Atkinson,Lisa R	9/26/2010	7	6	10	\$50,089.00	\$14,826.34	1.00	Reg		
UC0	18	3020	3020	Filled	00073316	Customer Service Rep.	Woody,Gerald L	7/23/2007	10	6	10	\$50,089.00	\$14,826.34	1.00	Reg		
UC0	18	3020	3020	Filled	00073317	Customer Service Rep.	POPE,NICOLE R	9/26/2010	7	6	10	\$50,089.00	\$14,826.34	1.00	Reg		
UC0	18	3020	3020	Filled	00073318	Customer Service Rep.	Dolmo,Diana B	9/26/2010	7	6	10	\$50,089.00	\$14,826.34	1.00	Reg		
UC0	18	3020	3020	Filled	00073320	Customer Service Rep.	Jones,Valerie L	7/31/2010	7	6	6	\$44,773.00	\$13,252.81	1.00	Reg		
UC0	18	3020	3020	Filled	00073578	Customer Service Rep.	Perkins,Angie Marie	7/19/2010	7	6	6	\$44,773.00	\$13,252.81	1.00	Reg		
UC0	18	3020	3020	Filled	00073679	Customer Service Rep.	Norfleet,Rochele Z	9/6/2016	1	6	1	\$38,128.00	\$11,285.89	1.00	Term		
UC0	18	3020	3020	Filled	00073681	Customer Service Rep.	Stevenson,Blair	9/6/2016	1	6	1	\$38,128.00	\$11,285.89	1.00	Term		
UC0	18	3020	3020	Filled	00073682	Customer Service Rep.	Clark,Ronieka	9/6/2016	1	6	1	\$38,128.00	\$11,285.89	1.00	Term		
UC0	18	3020	3020	Vacant	00073683	Customer Service Rep.			0	6	0	\$38,128.00	\$11,285.89	1.00	Reg		
UC0	18	3020	3020	Filled	00073685	Customer Service Rep.	Bragg,Priscilla A.	12/29/2014	3	6	2	\$39,457.00	\$11,679.27	1.00	Reg		
UC0	18	3020	3020	Filled	00073687	Customer Service Rep.	Brown,Bessel R	6/27/2011	6	6	4	\$42,115.00	\$12,466.04	1.00	Reg		
UC0	18	3020	3020	Filled	00077736	Customer Service Rep.	Carr,Doreen Y	11/1/2004	13	8	10	\$59,701.00	\$17,671.50	1.00	Reg		
UC0	18	3020	3020	Filled	00077738	Customer Service Rep.	DULITSKAYA,MARIAM	5/2/2005	13	8	10	\$59,701.00	\$17,671.50	1.00	Reg		
UC0	18	3020	3020	Filled	00077740	Customer Service Rep.	Lee,Jungja K	1/26/2004	14	8	10	\$59,701.00	\$17,671.50	1.00	Reg		
UC0	18	3020	3020	Filled	00077741	Customer Service Rep.	Young,Courtney N	9/18/2017	0	6	1	\$38,128.00	\$11,285.89	1.00	Term		
UC0	18	3020	3020	Filled	00073687	Customer Service Rep.	Sarwar,Spozmai	1/12/2005	13	8	10	\$59,701.00	\$17,671.50	1.00	Reg		

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

**P/Card Transaction FY 2017**

	Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
1	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	09/21/16	TAPE,TRANS,6PK WDISP,CR - CREDIT	James Roberts	\$ (46.47)
2	UC0	Amazon	10/03/16	HP 950-951 XL Four Pack - Black & Color Inkjet Ink Set & Shipping	Tim Ramlogan	\$ 602.63
3	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	10/03/16	Round Conference Table	Kelly Brown	\$ 1,195.00
4	UC0	FedEx	10/03/16	Shipping - HR, Personnel Matter	Yvonne McManus	\$ 7.40
5	UC0	Comcast	10/03/16	Account #09529 410913-02-6 (September 2016 Billing)	Teddy Kavaleri	\$ 23.02
6	UC0	Comcast	10/03/16	Account #09529 406618-02-8 (September 2016 Billing)	Teddy Kavaleri	\$ 9.23
7	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	10/03/16	119626-24hr, Sip & Flip Aluminum Bottle - 24oz, 124527, Uptown Leather Journal & Shipping	Wanda Gattison	\$ 4,568.75
8	UC0	RESPOND & RESCUE SAFETY TRAINING	10/03/16	RESPOND & RESCUE SAFETY TRAINING OUC CPR AED 9,29.16 Invoice #000031	Judy Duff	\$ 195.00
9	UC0	The Escape Lounge on H Street	10/05/16	Escape the Oval Office for 25 people, Lounge Rental	Wanda Gattison	\$ 2,290.00
10	UC0	The Escape Lounge on H Street	10/11/16	Escape the Oval Office for 12 people, Lounge Rental	Wanda Gattison	\$ 1,678.00
11	UC0	The Escape Lounge on H Street	10/07/16	Escape the Oval Office for 25 people, Lounge Rental	Wanda Gattison	\$ 2,290.00
12	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	10/12/16	Office Supplies	Judy Duff	\$ 2,111.47
13	UC0	LINK Strategic Partners (SBE Certified Contractor) LSZR95582032019	10/13/16	Final Edits to OUC 311 PSA	Wanda Gattison	\$ 490.00
14	UC0	Amazon	10/14/16	Seagate Savvio 10K.5 900 GB 10000 RPM SAS 6-Gb/S 64MB Cache 2.5-Inch Internal Bare Drive (ST9900805SS) Shipping & Handling	Selena MacArthur	\$ 153.24
15	UC0	FedEx	10/17/16	Shipping - 1.) FEDEX USAIRBILL #8094 0672 1565, The purpose of this email is to provide justification for document delivery services to John McConnell of the Charles County Government from the OUC. Mr. McConnell, a stakeholder member of the region's COG 911 Director's subcommittee, sent an original copy of a time sensitive and highly confidential document to Director Holmes, also a stakeholder member of the subcommittee, for her signature. The original document was signed by the director and needed to be returned via FedEx to ensure expedited and priority delivery	Kelly Brown	\$ 5.55

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

**P/Card Transaction FY 2017**

	Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
16	UC0	RESPOND & RESCUE SAFETY TRAINING	10/17/16	RESPOND & RESCUE SAFETY TRAINING OUC CPR AED. 10.11.16 Invoice #000033	Judy Duff	\$ 195.00
17	UC0	LANDS' END BUSINESS OUTFITTERS	10/13/16	WR CS 3Q CVC BROADCLOTH Logo #1485669W, WR CS 3Q CVC BROADCLOTH Logo #1485669W, WR CS 3Q CVC BROADCLOTH Logo #1481083W, WR CS 3Q CVC BROADCLOTH Logo #1481083W & WR CS 3Q CVC BROADCLOTH Monogrammed	Kelly Brown	\$ 479.95
18	UC0	Amazon	10/14/16	Oklahoma Sound 70-MY Portable Presentation Lectern, 20" Length x 18-1/4" Width x 48-1/2" Height, Mahogany, Shipping & Handling	Javier Mascorro	\$ 172.83

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

**P/Card Transaction FY 2017**

	Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
19	UC0	Shred-it	10/17/16	Paper Shredding Services for September 29, 2016, Fuel	Kelly Brown	\$ 134.78
20	UC0	OneReach LLC	10/18/16	Professional Service Hours	Brittany Galloway	\$ 600.00
21	UC0	Spectrum Corporation	10/19/16	Spectrum Wallboard Ethernet Adapter, Ground Freight	Zahid Chohan	\$ 880.00
22	UC0	Amazon	10/20/16	SEAGATE ST9300605SS Savvio 300GB 10000 RPM SAS 6.0Gb/s 64MB cache 2.5 internal hard drive (Bare Drive)	Selena MacArthur	\$ 99.94
23	UC0	APCO International	10/25/16	Online CTO Instructors Course	Marsha Hott	\$ 489.00
24	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	10/25/16	Cha-Cha 42" Round Sitting Trumpet Base, OfficeSource armless Stackable Side Chair w/Chrome Frame & Installation	James Roberts	\$ 3,889.60
25	UC0	Amazon	10/25/16	Gardner Bender GSW-18 Medium Duty Toggle Switch 8A 125V DC / 10A 125V AC, Single Pole Single Throw, ON-OFF (includes faceplate), Stripped 6-Inch Leads	Tim Ramlogan	\$ 45.92
26	UC0	Ad Box Agency (SBE Certified Contractor) LSDZ46764092018	10/26/16	311 Business Card Magnets, 311 Big Grocery Bags, red with white imprint, 311 Grip Stylus Pens & Shipping	Wanda Gattison	\$ 4,050.00
27	UC0	Amazon	10/26/16	14.9CUFT Helium Kit	Wanda Gattison	\$ 52.99
28	UC0	Amazon	10/26/16	Foil Balloon Weight (pk of 12), Latex balloons (100 count), Curling Ribbon, Latex balloons (100 count) & Latex balloons (72 count)	Wanda Gattison	\$ 51.53
29	UC0	AffordableButtons.com	10/26/16	Custom UCC 10 Year Anniversary Buttons, Artwork & Shipping	Wanda Gattison	\$ 207.00
30	UC0	APCO International	10/27/16	2017 APCO Membership Dues	Wanda Gattison	\$ 2,304.00
31	UC0	Amazon	10/27/16	Seagate Savvio 10K.5 900 GB 10000 RPM SAS 6-Gb/S 64MB Cache 2.5-Inch Internal Bare Drive (ST9900805SS) Shipping & Handling - RETURNED - CREDIT	Selena MacArthur	\$ (131.00)
32	UC0	Ad Box Agency (SBE Certified Contractor) LSDZ46764092018	10/31/16	Smiley Guy Mobile Device Holder- one color imprint Colors Available - Red, White, Yellow and Blue, Size : 4-1/4"w x 3-3/4"h x 3-1/4"d, Imprint Area : 1" dia. across belly, Sticky Note Pads - 4" X 3" 25 Sheets, Stickers - 3"x5" with Full Color or three color imprint, Facebook 32"x 48" Photo Prop Signage, 12"x18" Easel Table Top Signage, 24"x 36" Easel Sign & Shipping Charge	Wanda Gattison	\$ 2,225.00
33	UC0	Comcast	10/31/16	Account #09529 406618-02-8 (October 2016 Billing)	Teddy Kavaleri	\$ 9.23
34	UC0	Comcast	10/31/16	Account #09529 410913-02-6 (October 2016 Billing)	Teddy Kavaleri	\$ 23.02

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

**P/Card Transaction FY 2017**

	Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
35	UC0	D.C. Labor Law Poster Service	10/31/16	Complete Set(s) of 2017 State & Federal Posters, 11% Discount by November 11	Yvonne McManus	\$ 79.50
36	UC0	HOMEWOOD SUITES BY HILTON	10/27/16	HOMEWOOD SUITES BY HILTON - Hotel for Karima Holmes - Kansas City, MO - October 24, 2016 to October 27, 2016.	Karima Holmes	\$ 439.71

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

**P/Card Transaction FY 2017**

	Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
37	UC0	Thomson Reuters - West	11/02/16	Subscription	Yvonne McManus	\$ 229.50
38	UC0	DIGIDOC, Inc. T/A Document Managers (SBE Certified Contractor) LSDR69359112018	11/02/16	Plantronics Y-Splitter Adapter, HW261N Over-Head 2 Ear, HW251N Over-Head 1 Ear & Shipping	Tim Ramlogan	\$ 2,463.42
39	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	11/03/16	RECYCLED PAPER 20# 8.5X11	James Roberts	\$ 770.00
40	UC0	Amazon	11/08/16	30 of: iPhone 6S Case, VRS Design [New High Pro Shield][Steel Silver] - [Military Grade Protection][Slim Fit] For Apple iPhone 6S 4.7, 6 of: Spigen Rugged Armor Galaxy S6 Case with Resilient Shock Absorption and Carbon Fiber Design for Galaxy S6 2015 - Black & Shipping & Handling	Brittany Galloway	\$ 558.98
41	UC0	Aerosol Monitoring & Analysis, Inc.	11/09/16	Environmental, Health & Safety - Professional Services Through October 31, 2016	Kip Ross	\$ 2,475.00
42	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	11/10/16	RECYCLED PAPER 20# 8.5X11	James Roberts	\$ 4,200.00
43	UC0	Haines	11/15/16	12 Month Lease Service from 12/01/2016 Directory - Annual Rate	Jeffrey Wobbleton	\$ 2,001.50
44	UC0	Amazon	11/15/16	2 of: Mda100	Selena MacArthur	\$ 113.44
45	UC0	Amazon	11/15/16	2 of: Plantronics Cable Assy 3.5 Mm Right Angle Plug with qd	Selena MacArthur	\$ 31.44
46	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	11/17/16	Office Supplies	Beatriz Ortega	\$ 98.03
47	UC0	Blankslate	11/18/16	Popville Blog Prime Display, Run Date 11-18-2016 thru 11-25-2016, 100,000 impressions & Consulting	Wanda Gattison	\$ 1,600.00
48	UC0	NENA	11/28/16	911GTW 2017 ENP Registration - Karima Holmes Discount (GTWEarlyENP)	Karima Holmes	\$ 365.00
49	UC0	Amazon	11/29/16	1 of: DayMinder Monthly Planner 2017, 8-1/2 x 11", Traditional, Color Selected For You May Vary (GC470-10)	Karima Holmes	\$ 23.09
50	UC0	Comcast	11/29/16	Account #09529 410913-02-6 (November 2016 Billing)	Teddy Kavaleri	\$ 23.02
51	UC0	Comcast	11/29/16	Account #09529 406618-02-8 (November 2016 Billing)	Teddy Kavaleri	\$ 9.23
52	UC0	Upco Lock & Safe Service	11/29/16	Open Stuck door Drill Open IC core on door Furnish and install (1) Medeco Mortise cylinder e-eky to match current key	Tim Ramlogan	\$ 405.00



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

**P/Card Transaction FY 2017**

	Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
53	UC0	IAED	11/29/16	Certification/Retesting - Invoice #SIN005753	Judy Duff	\$ 60.00
54	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	11/30/16	Verbatim 256GB Store'n' Go External SSD, 64GB USB 3.0 DATATRAVELER 120MB/R 45MB/W	Javier Mascorro	\$ 570.10

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

**P/Card Transaction FY 2017**

	Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
55	UC0	Amazon	12/01/16	iPhone 6S Plus 5.5" - Blue, 20 of: Samsung Galaxy S6 Case , MPERO FUSION M Dual Layered Silicone Polycarbonate Soft Non Slip Textured Mesh Case for Galaxy S6 [Perfect Fit & Precise Port Cut Outs] - Black & Shipping	Brittany Galloway	\$ 89.37
56	UC0	Amazon	12/01/16	10 of: iPhone 7 6S 6 Screen Protector, (3 Pack) Abestbox 9H HD Premium Tempered Glass for iPhone7/ 6s/ 6 (4.7 inch), Ultra Thin (0.26mm), 99.9% Light Transmission, Most Durable, 10 of: [3 Pack] Galaxy S6 Screen Protector, MaxTeck 0.26mm 9H Anti-Bubble Tempered Shatterproof Glass Screen Protector Film for Samsung Galaxy S6 [NOT Support SamSung S6 Edge], 1 of: Avery Easy Peel Address Labels for Laser Printers, 1 x 2.625 Inches, White, Pack of 750 (5260) & Shipping	Brittany Galloway	\$ 170.37
57	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	12/02/16	48" ROUND CONFERENCE TABLE - \$1,195.00 - Comments: 35% RESTOCKING FEE RETURNED - CREDIT	Kelly Brown	\$ (776.75)
58	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	12/06/16	60" ROUND TABLE, SPECIAL ORDER, Office Furniture Installation & Shipping	James Roberts	\$ 2,185.00
59	UC0	Class Marker	12/07/16	Professional Plan #2 annual subscription	Judy Duff	\$ 792.00
60	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	12/07/16	Pro I Commercial Microwave Oven, 1200 Watts,	James Roberts	\$ 1,389.00
61	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX21748122016	12/09/16	Vulcan Model No. 36S-6B Endurance™ Restau, Office Furniture Installation & Shipping	James Roberts	\$ 4,949.00
62	UC0	Executive Contractors LLC (SBE Certified Contractor) LSDR54593102018	12/12/16	Landscaping Services	Tim Ramlogan	\$ 2,480.00
63	UC0	Senoda Inc. (SBE Certified Contractor) LS48404092019	12/12/16	Business Cards - Angelo Westfield ( 500 count)	Wanda Gattison	\$ 112.00
64	UC0	NENA	12/12/16	Group Membership Dues FY 2017	Kip Ross	\$ 1,500.00
65	UC0	Amazon	12/15/16	10 of: [3 Pack] Galaxy S6 Screen Protector, MaxTeck 0.26mm 9H Anti-Bubble Tempered Shatterproof Glass Screen Protector Film for Samsung Galaxy S6 [NOT Support SamSung S6 Edge], 1 of: iPhone 7 6S 6 Screen Protector, (3 Pack) Abestbox 9H HD Premium Tempered Glass for iPhone7/ 6s/ 6 (4.7 inch), Ultra Thin (0.26mm), 99.9% Light Transmission, Most Durable - Refund	Brittany Galloway	\$ (81.60)
66	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	12/27/16	FILTER,MONTR,ANTIGL,19W, FILTER,ANTIGLARE,24",16:9, TONER,801C,CX410/510,CN, TONER,801M,CX410/510,MG & ONER,801Y,CX410/510,YL	Javier Mascorro	\$ 839.91
67	UC0	Sabour Construction Group, LLC. (SBE Certified Contractor) LSDZR17493052019	12/28/16	Receptacles in room 244 at PSCC needs to be check for voltage and correct wiring, Three of the receptacles has a reverse Hot Neutral reading on the outlets & Need to reverse the Hot and neutral wire on the three receptacles.	Tim Ramlogan	\$ 500.00
68	UC0	Amazon	01/05/17	1 of: mophie Battery Case for Apple iPhone 7 - Black	Brittany Galloway	\$ 106.35
69	UC0	Sabour Construction Group, LLC. (SBE Certified Contractor) LSDZR17493052019	01/05/17	Install two circuits to feed the two quad junction boxes in the middle of the floor, Install total of 4 receptacles, 2 Junction boxes, 2 quad receptacle cover plates & Test and verify voltage to the new installed receptacles.	Tim Ramlogan	\$ 2,500.00

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

**P/Card Transaction FY 2017**

	Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
70	UC0	Shred-it	01/06/17	Paper Shredding Services	Kelly Brown	\$ 136.04
71	UC0	Comcast	01/06/17	Account #09529 410913-02-6 (December 2016 Billing)	Teddy Kavaleri	\$ 23.02
72	UC0	Comcast	01/06/17	Account #09529 406618-02-8 (December 2016 Billing)	Teddy Kavaleri	\$ 9.23
73	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	01/06/17	CALENDAR,DSK PD/WALL,BK & Varidesk Height-Adj. Standing Pro Plus Desk 3	Kelly Brown & Yolanda Taylor-Weems	\$ 557.49
74	UC0	Digidoc Inc. dba Document Managers (SBE Certified Contractor) LSDR69359112018	01/09/17	P10 Headset Adapter	Javier Mascorro	\$ 1,708.95
75	UC0	Sabour Construction Group, LLC. (SBE Certified Contractor) LSDZR17493052019	01/10/17	Install two circuits to feed the two quad junction boxes in the middle on the floor, Install total of 6 receptacles, 3 quad receptacle cover plates & Troubleshoot 6 receptacles that has no power going to them in the Training Room at PSCC.	Tim Ramlogan	\$ 2,500.00
76	UC0	OAI	01/11/17	Job # 010517 KD & disposal of 11 stations	Solomom Tadesse	\$ 1,600.00
77	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	01/11/17	Office Supplies	Maria Miranda	\$ 460.44
78	UC0	Amazon	01/12/17	1 of: Bose SoundDock XT Speaker (White/Dark Gray) & 1 of: AmazonBasics Lightning Dock Clock Radio	Brittany Galloway	\$ 220.16
79	UC0	IAED	01/12/17	EMD: Deita Harris 1040853	Judy Duff	\$ 15.00
80	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	01/18/17	SPEAKERS,S-150 USB 2.0,BK	Brittany Galloway	\$ 379.80
81	UC0	Digidoc Inc. dba Document Managers (SBE Certified Contractor) LSDR69359112018	01/18/17	HW261N Over-Head 2 Ear, HW251N Over-Head 1 Ear & Shipping	Tim Ramlogan	\$ 3,727.63
82	UC0	Executive Contractors LLC (SBE Certified Contractor) LSDR54593102018	01/19/17	Louver Vent Panel Installation	Solomom Tadesse	\$ 475.00
83	UC0	Morgans, Inc., T/A Jimmie Muscatellos (SBE Certified Contractor) LZX18399062018	1/19/2017	Uniforms	James Roberts	\$ 3,289.60

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

**P/Card Transaction FY 2018**

	Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
1	UC0	Positive Promotions	09/19/17	Elite Pen Set & Shipping & Handling	Wanda Gattison	\$ 791.18
2	UC0	Amazon	09/19/17	Gold Round Metallic Mardi Grad Beads & Orange Round Metallic Mardi Grad Beads	Wanda Gattison	\$ 54.59
3	UC0	CSWeek.com	09/19/17	Latex Balloons 5 orange, 5 yellow, 5 white. \$6.95 / pkg. of 15, Banner 2 feet x 6 feet. \$22.95 / ea. Details..., Scratch Off Cards Add extra fun with scratchers. \$19.95 / pkg. of 2 & Handling & Shipping	Wanda Gattison	\$ 154.35
4	UC0	NENA	09/18/17	Webinar - Locating Wireless Callers - Karima Holmes	Karima Holmes	\$ 50.00
5	UC0	Southwest Airlines	10/04/17	Karima Holmes - Airfare to FT. Myers, FL - October 23 to October 26, 2017 - NASNA 2017 Fall Meeting	Karima Holmes	\$ 376.96
6	UC0	NASNA	10/04/17	Meeting Fees:Meeting Fee Fall 2017 - Fee for the meetings in Fort Myers, FL October 23 & 26, 2017	Karima Holmes	\$ 275.00
7	UC0	Amazon	10/06/17	1 of: Antibacterial Gym Wipes, Unscented, 700/Bucket (2ct.) & Shipping & Handling	James Roberts	\$ 82.00
8	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/06/17	SHREDDER,STCKNSHRDT500,BK, OIL,SHREDDER,16 OZ & BAG,SHREDDER,5000SRS,25BX	Lajuan Sullivan	\$ 2,037.95
9	UC0	Cloudinary	10/11/17	Cloudinary Monthly Advanced Extra Storage Plan from 2017-10-07 until 2017-11-06	Teddy Kavaleri	\$ 549.00
10	UC0	SurveyMonkey	10/11/17	Advantage Annual Plan (Team), Advantage Annual Plan Additional Seat (Team)(Comp) & Audience Credits	Arrelle Anderson	\$ 408.00
11	UC0	Southwest Airlines	10/11/17	Karima Holmes - Airfare to FT. Myers, FL - October 23 to October 26, 2017 - NASNA 2017 Fall Meeting - paid the difference in flight costs when flight arrangements are adjusted.	Karima Holmes	\$ 53.99
12	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/13/17	Office Supplies	Dionne Hayes	\$ 161.97
13	UC0	FedEx	10/13/17	Shipping - FEDEX USAIRBILL #787730156189 & 787730156189 - OUC Radio Shop used the FEDEX Account to mail (1) Mobile Radio Installation kit, and (1) MDC Docking Station to the vendor SEAGRAVE. FEDEX USAIRBILL #787730241980 & 787730241991 - OUC Radio Shop used the FEDEX Account to mail (1) Mobile Radio Installation kit, and (1) MDC Docking Station to the vendor PRECISION INSTALLATIONS, INC.	Stephen Matthews	\$ 131.48
14	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/16/17	Office Supplies	Yolanda Taylor-Weems	\$ 118.62
15	UC0	Cloudinary	10/10/17	The \$1.00 charge was pre-authorized in order to verify our credit card details by the credit card system	Teddy Kavaleri	\$ 1.00

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

**P/Card Transaction FY 2018**

	Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
16	UC0	Cloudinary	10/10/17	The \$-1.00 credit was made to reverse the transaction - Credit	Teddy Kavaleri	\$ (1.00)
17	UC0	GRAND HOTEL & SPA	10/13/17	Judy Duff - Hotel - Ocean City,MD - October 18, 2017 to October 20, 2017 - Mid Eastern APCO Chapter Fall Conference	Judy Duff	\$ 419.90
18	UC0	GRAND HOTEL & SPA	10/13/17	Judy Duff - Hotel - Ocean City,MD - October 18, 2017 to October 20, 2017 - Mid Eastern APCO Chapter Fall Conference	Judy Duff	\$ 167.96

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

**P/Card Transaction FY 2018**

	Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
19	UC0	GRAND HOTEL & SPA	10/13/17	Judy Duff - Hotel - Ocean City,MD - October 18, 2017 to October 20, 2017 - Mid Eastern APCO Chapter Fall Conference	Judy Duff	\$ 98.35
20	UC0	Comcast	10/18/17	Account #8299 70 001 5057308 (October 2017 Billing)	Teddy Kavaleri	\$ 44.94
21	UC0	Comcast	10/18/17	Account #8299 70 001 4998437 (October 2017 Billing)	Teddy Kavaleri	\$ 35.43
22	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/18/17	Office Supplies	Beatriz Ortega	\$ 489.88
23	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/18/17	Helium tank w/ balloons	Wanda Gattison	\$ 110.00
24	UC0	Amazon	10/19/17	Autumn Scarecrow Stakes, 4ct. - Shipping	Wanda Gattison	\$ 33.41
25	UC0	Amazon	10/19/17	UTZ Halloween Mini Cheese Balls, 60ct.	Wanda Gattison	\$ 71.92
26	UC0	Amazon	10/19/17	Helium Tank	Wanda Gattison	\$ 48.99
27	UC0	GRAND HOTEL & SPA	10/20/17	Judy Duff - Hotel - Ocean City,MD - October 18, 2017 to October 20, 2017 - Mid Eastern APCO Chapter Fall Conference	Judy Duff	\$ 30.00
28	UC0	GRAND HOTEL & SPA	10/20/17	Judy Duff - Hotel - Ocean City,MD - October 18, 2017 to October 20, 2017 - Mid Eastern APCO Chapter Fall Conference	Judy Duff	\$ 344.30
29	UC0	GRAND HOTEL & SPA	10/20/17	Judy Duff - Hotel - Ocean City,MD - October 18, 2017 to October 20, 2017 - Mid Eastern APCO Chapter Fall Conference	Judy Duff	\$ 149.72
30	UC0	GRAND HOTEL & SPA	10/20/17	Judy Duff - Hotel - Ocean City,MD - October 18, 2017 to October 20, 2017 - Mid Eastern APCO Chapter Fall Conference	Judy Duff	\$ 98.35
31	UC0	Amazon	10/19/17	Halloween Directional Sign	Wanda Gattison	\$ 10.40
32	UC0	Amazon	10/19/17	Straw Bale, 2ct.	Wanda Gattison	\$ 119.80
33	UC0	Amazon	10/19/17	Halloween Ballons, 50ct., Halloween Ghost Balloons, 48ct., Cemetery Halloween Signs, 3ct., Welch's Fruit Snacks, 80ct., Skittles + Starburst, 90ct., Wicker Baskets, 3ct., Boy & Girl Scarecrow + Baskets, 2ct., AA Batteries, 48ct., Orange Gumballs, Chocolate Variety Mix, Assorted Mix Fall Leaves, Zombie Hands Door Cover, Spooky Hanging Bats, 6ct., Command Hooks, 18ct., Halloween Plastic Spiders, 200ct., Nestle Candy Mix, Black Plastic Tablecloths, 4ct., Orange Plastic Tablecloths, 4ct., Black Gumballs & Shipping	Wanda Gattison	\$ 400.87
34	UC0	Amazon	10/19/17	Gumballs, Chocolate Variety Mix, Assorted Mix Fall Leaves, Zombie Hands Door Cover, Spooky Hanging Bats, 6ct., Command Hooks, 18ct., Halloween Plastic Spiders, 200ct., Nestle Candy Mix, Black Plastic Tablecloths, 4ct., Orange Plastic Tablecloths, 4ct., Black Gumballs & Shipping	Wanda Gattison	\$ 35.16

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

**P/Card Transaction FY 2018**

Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
UC0	Amazon	10/19/17	Halloween Candies	Wanda Gattison	\$ 17.58
UC0	Home Depot	10/19/17	Home Accents Holiday - 16in. Blow Mold Jack-O-Latern Scare Face, 12in. Blow Mold Jack-O-Latern with Evil Eyes, 72in. Scarecrow Stake Assorted, 72in. Scarecrow Stake Assorted, 72in. Scarecrow Stake Assorted, 5in. Inflatable Outdoor Pumpkin with Witch Hat, 5ft. Poseable Skeleton with LED & Latching 106Qt. Storage Box.	Wanda Gattison	\$ 256.75

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

**P/Card Transaction FY 2018**

	Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
37	UC0	FedEx	10/20/17	The OUC needs to pay FedEx Invoice #5-926-67968 for \$16.10. The shipment was processed as a "call tag", which overrode the prepaid shipping labels provided by the vendor. Call tags automatically bill a delivery to our FedEx account. Shipping - 1.) HR, Personnel Matter. 2.) OUC Radio Shop used the FEDEX Account to mail (1) Router to the vendor SEAGRAVE...the FEDEX Tracking Number 787931945932. 3.) the OUC Radio Shop used the FEDEX Account to mail (1) Router to the vendor PRECISION INSTALLATIONS, INC...the FEDEX Tracking Number 787932070133.	Tim Ramlogan, Yvonne McManus & Stephen Matthews	\$ 39.53
38	UC0	Grand Hotel & Spa	10/24/17	Judy Duff - Hotel - Ocean City,MD - October 18, 2017 to October 20, 2017 - Mid Eastern APCO Chapter Fall Conference	Judy Duff	\$ 98.35
39	UC0	Grand Hotel & Spa	10/24/17	Judy Duff - Hotel - Ocean City,MD - October 18, 2017 to October 20, 2017 - Mid Eastern APCO Chapter Fall Conference	Judy Duff	\$ 98.35
40	UC0	Grand Hotel & Spa	10/24/17	Judy Duff - Hotel - Ocean City,MD - October 18, 2017 to October 20, 2017 - Mid Eastern APCO Chapter Fall Conference - CREDIT	Judy Duff	\$ (98.35)
41	UC0	VARIDESK LLC	10/25/17	VARIDESK ProPlus 36™ & TheMat 34™	Dionne Hayes	\$ 445.00
42	UC0	WALMART	10/27/17	Orange Gumballs, Leaves, Straw Bale, Fog Fluid, Spiders, 144ct., Bats, Fruit Snacks, Chips, Pretzels, Black Table Cloths, 3ct., Black Gumballs, Tea Bags, 20ct, Tic Tacs, 12ct, Gummy Bears, 72ct., Slim Jims, 26ct., Almonds, 12ct., Granola Bars, 18ct. & Command Mini Hooks, 18ct.	Wanda Gattison	\$ 305.17
43	UC0	Amazon	10/27/17	Shipping Refund: \$5.26 for your Order 114-5324995-5049855 from A&Sdeals. Item: Dubble Bubble 1 Inch ORANGE Gumballs, 1 Pound (55 Pcs) - Refund	Wanda Gattison	\$ (5.26)
44	UC0	Amazon	10/27/17	Shipping Refund: \$11.19 for your Order 114-5324995-5049855 from Majestic Super Store. Item: Welch's Fruit Snacks, Mixed Fruit, Fat Free Snacks, (80-0.9oz. Pouches Per Box) - Refund	Wanda Gattison	\$ (11.19)
45	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/27/17	Toner	Selena MacArthur	\$ 158.00
46	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/27/17	Toner - CREDIT	Selena MacArthur	\$ (158.00)
47	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/31/17	Toner	Selena MacArthur	\$ 104.48
48	UC0	NENA	11/01/17	NENA - Group Membership 2018	Karima Holmes	\$ 1,500.00
49	UC0	National Grants Management Association (NGMA)	11/01/17	GMBok Training Washington, DC, November 28-30, 2017	Brittany Galloway	\$ 999.00
50	UC0	EVENTS DC	11/01/17	OUC Management Staff Retreat	Wanda Gattison	\$ 600.00
51	UC0	Amazon	11/02/17	37 of: Sticking Points: How to Get 4 Generations Working Together in the 12 Places They Come Apart, Shaw, Haydn	Wanda Gattison	\$ 420.21



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

**P/Card Transaction FY 2018**

	Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
52	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	11/02/17	Box, Suggestion, Steel	James Roberts	\$ 59.00
53	UC0	Amazon	11/07/17	1 of: Antibacterial Gym Wipes, Unscented, 700/Bucket (2ct.) & Shipping & Handling	James Roberts	\$ 86.49
54	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	11/07/17	PURIFIER,AIR,190,BK	Yvonne McManus	\$ 815.76

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

**P/Card Transaction FY 2018**

	Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
55	UC0	Creative Palette Mobile	11/09/17	Employee Appreciation Paint Party Staff Retreat Nov. 16th & Nov 17, 2017 & Corporate Mid-day rate	Wanda Gattison	\$ 2,023.00
56	UC0	Amazon	11/09/17	Order 114-5324995-5049855 - Refund	Wanda Gattison	\$ (174.75)
57	UC0	Comcast	11/13/17	Account #8299 70 001 5057308 (November 2017 Billing)	Teddy Kavaleri	\$ 44.94
58	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	11/15/17	Box, Suggestion, Steel - CREDIT	James Roberts	\$ (59.00)
59	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	11/16/17	AdirOffice Locking Drop Box - Wall Mounted	James Roberts	\$ 109.00
60	UC0	Lands' End Business Outfitters	11/15/17	Broadcloth Shirt Sz M, Monogram - "911", Broadcloth Shirt Sz M, Monogram - "911" & Broadcloth Shirt Sz M, Monogram - OUC Logo	Kelly Brown	\$ 132.00
61	UC0	Ad Box Promo Agency (SBE Certified Contractor) LSDZ46764092018	11/16/17	Instagram 32"x 48" Photo Prop Signage	Wanda Gattison	\$ 250.00
62	UC0	Comcast	11/22/17	Account #8299 70 001 4998437 (November 2017 Billing)	Teddy Kavaleri	\$ 35.43
63	UC0	Haines & Company, Inc.	11/27/17	12 Month Lease Service from 12/01/2017 Directory - Annual Rate & Delivery	Jeff Wobbleton	\$ 2,184.50
64	UC0	Amazon	11/28/17	1 of: Antibacterial Gym Wipes, Unscented, 700/Bucket (2ct.) & Shipping & Handling	James Roberts	\$ 86.49
65	UC0	APCO International Inc	11/29/17	Frequency coordination services	Teddy Kavaleri	\$ 840.00
66	UC0	FedEx	11/29/17	Shipping - 1.) OUC Radio Engineering Group used the FEDEX Account to ship radio installation equipment to the Pierce Manufacturing Company for installation on board (2) New DCFEMS Fire trucks. Listed below is the tracking number used...788027417560. 2.) Shipping - 1.) HR, Personnel Matter. Shipping - 1.) OUC Radio Engineering Group used the FEDEX Account to ship mdc installation equipment to the Pierce Manufacturing Company for installation on board (2) New DCFEMS Fire trucks. Listed below is the tracking number used...788178126401& Shipping - 1.) HR, Personnel Matter.	Yvonne McManus & Stephen Matthews	\$ 162.81
67	UC0	APCO International Inc	11/29/17	2018 APCO Membership Dues	Wanda Gattison	\$ 2,304.00
68	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	12/06/17	Desk Pad Monthly Calendar & Shipping	Kelly Brown	\$ 16.67
69	UC0	Lands' End Business Outfitters	12/06/17	Uniforms with Logo & Shipping	Kelly Brown	\$ 122.95
70	UC0	Ad Box Promo Agency (SBE Certified Contractor) LSDZ46764092018	12/06/17	Hand Sanitizer Pocket Spray with Key Chain & Two Tone Woven Bags	Wanda Gattison	\$ 4,920.00

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

**P/Card Transaction FY 2018**

	Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
71	UC0	Upco Lock & Safe Service	12/07/17	Installation new desk lock	Dionne Hayes	\$ 120.00
72	UC0	Sabour Construction Group, LLC (SBE Certified Contractor) LSDZR17493052019	12/07/17	TROUBLESHOOT WALL AXIAL EXHAUST FAN	Solomon Tadesse	\$ 525.00
73	UC0	ClassMarker	12/08/17	Yearly subscription for ClassMarker (Quiz tool)	Judy Duff	\$ 792.00
74	UC0	Capitol Power Group, LLC	12/08/17	Support for the transfer of power to the generator on December 12 during the installation of temporary power for our equipment shelter.	Solomon Tadesse	\$ 706.00
75	UC0	Amazon	12/11/17	1 of: Antibacterial Gym Wipes, Unscented, 700/Bucket (2ct.) & Shipping & Handling	James Roberts	\$ 86.49
76	UC0	FedEx	12/11/17	Shipping - 1.) OUC Radio Engineering group used the FEDEX Account to ship mobile and portable radios to the Motorola Depot for warranty work. Shipping - 2.) OUC FEDEX Account, that was used to ship MDC equipment to the vendor for warranty work.	Stephen Matthews	\$ 21.75
77	UC0	Comfort Inn & Suites	12/12/17	Marlene Hollins & Robin Scott - Hotel - Cambridge, MD - December 11, 2017 to December 13, 2017 -Training Development & Organizational Specialist	Judy Duff	\$ 102.84
78	UC0	Capitol Power Group, LLC	12/12/17	Troubleshoot and resolve alarms on both UPS units at the PSCC	Solomon Tadesse	\$ 755.00
79	UC0	APCO International Inc	12/12/17	Frequency coordination services	Teddy Kavalieri	\$ 210.00
80	UC0	APCO International Inc	12/12/17	Frequency coordination services - CREDIT	Teddy Kavalieri	\$ (210.00)

Capital LTD Activity and FY2018 - 2023 Planned Allotments - All Capital Funds (excl Intra-District funds)

(Project/Fund Detail with Lifetime Balances Only)

Source: SOAR/BFA

(Report Date: Jan 8, 2018)

UC0-OFFICE OF UNIFIED COMMUNICATIONS

Project No	Project Title	Implementing Agency	Approp Fund	Agy Fund	Lifetime Budget	LTD Allotments	Expenditures through FY 2014	Allotments in FY 2015	Expenditures in FY 2015	Allotments in FY 2016	Expenditures in FY 2016	Allotments in FY 2017	Expenditures in FY 2017	LTD Expenditures	Unspent Allotments	Encumbrances	Pre Encumbrances	ID Advances	LifeTime Balance	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	6-yr Total
AFC02C	IT HARDWARE 911/311 SYSTEMS	TO0	0300	0301	600,000	0	0	0	0	0	0	0	0	0	0	0	0	0	600,000	0	0	0	0	300,000	300,000	600,000
				0304	1,100,000	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1,100,000	0	0	800,000	300,000	0	0
CERCEC	UCC ELECTRICAL RECONFIGURATION	UC0	0300	0300	1,800,000	0	0	0	0	0	0	0	0	0	0	0	0	0	1,800,000	0	1,800,000	0	0	0	0	1,800,000
DCCUCC	911/311 DISPATCH CONSOLES	UC0	0300	0304	4,000,000	0	0	0	0	0	0	0	0	0	0	0	0	0	4,000,000	0	4,000,000	0	0	0	0	4,000,000
DWB02C	IT SOFTWARE (911/311 APPLICATIONS)	TO0	0300	0301	500,000	0	0	0	0	0	0	0	0	0	0	0	0	0	500,000	0	0	0	0	250,000	250,000	500,000
				0304	2,250,000	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2,250,000	0	750,000	750,000	750,000	0	0
PL403C	UNDERGROUND COMMERCIAL POWER FEED TO UCC	AM0	0300	0300	6,325,000	6,325,000	139,765	1,000,000	1,006,691	(675,000)	4,513,106	0	119,237	5,778,799	546,201	297,254	0	116,273	132,674	0	0	0	0	0	0	0
UC201C	PUBLIC SAFETY RADIO SYSTEM UPGRADE	UC0	0300	0300	13,941,384	13,941,384	13,537,249	(88,212)	0	0	0	(139,999)	0	13,537,249	404,135	0	0	0	404,135	0	0	0	0	0	0	0
UC2TDC	IT AND COMMUNICATIONS UPGRADES	UC0	0300	0300	28,160,000	28,160,000	10,697,020	2,000,000	10,418,112	675,000	4,594,397	485,000	1,086,871	26,796,401	1,363,600	939,136	410,000	400	14,063	0	0	0	0	0	0	0
UC302C	MDC REPLACEMENT FOR MPD & FEMS	UC0	0300	0304	9,500,000	0	0	0	0	0	0	0	0	0	0	0	0	0	9,500,000	0	0	9,500,000	0	0	0	9,500,000
UC303C	MPD/ FEMS RADIO REPLACEMENT	UC0	0300	0301	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6,750,000	6,750,000	
				0304	25,700,000	0	0	0	0	0	0	0	0	0	0	0	0	0	0	25,700,000	0	0	5,000,000	7,200,000	6,750,000	0
UC304C	911/311 RADIO CRITICAL INFRASTRUCTURE	UC0	0300	0304	11,700,000	4,900,000	0	0	0	0	0	0	0	0	4,900,000	410,086	0	0	11,289,914	4,900,000	1,900,000	4,900,000	0	0	0	11,700,000
Grand Total					105,576,385	53,326,385	24,374,035	2,911,788	11,424,802	0	9,107,504	345,001	1,206,108	46,112,449	7,213,936	1,646,476	410,000	116,673	57,290,787	4,900,000	8,450,000	20,950,000	8,250,000	7,300,000	7,300,000	57,150,000

Project Code	Title	STATUS			Operating Budget Impact	Comment
		FY16	FY17	FY18		
AFCO2C	IT Hardware 911/311 Systems				None	Funding Allotment begins in 2022
CERCEC	UCC Electrical Reconfiguration			Begun	None	
DCCUCC	911/311 Dispatch Consoles			Begun	None	
DWB02C	IT Software 911/311 Applications			Begun	None	
PL403C	Underground Commercial Power Feed to UCC		Concluded		None	
UC201C	Public Safety Radio System Upgrades	Concluded			None	
UC302C	MDC Replacement for MPD and FEMS				None	Funding Allotment begins in2020
UC303C	Radio Replacement fro MPD and FEMS				None	Funding Allotment begins in2020
UC304C	911/311 Radio Critical Infrastructure			Begun		



**FY17 - FY18 Contracts and Procurements**  
 FY18 Performance Oversight Response, Question 15

Office of Unified Communications

Fiscal Year	Vendor	PO #	Nature of Contract / Procurement	Procurement Type	Amount Budgeted	Amount Ordered	Amount Spent	Funding Source	Fund	Competed?	Justification	Contract Duration	Contract Term	Contract Value for Term	Contract Monitor	Contract Monitoring Results
FY17	AIRBUS DS COMMUNICATIONS	PO563098	FY17 - OUC - Airbus Maintenance and Managed Services Opt Yr 4 - SPR	Contract	\$218,542.00	\$218,542.00	\$218,542.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition	One 12 Month Base Yr with four 12 Month Option Periods	Option Year 4	\$823,469.00	Selena MacArthur	No Issues
FY17	AIRBUS DS COMMUNICATIONS	PO553544	FY17 - OUC - Airbus Spare Parts - SPR	Contract	\$20,729.00	\$20,729.00	\$20,729.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition	One 12 Month Base Yr with four 12 Month Option Periods	Option Year 3	\$801,103.00	Selena MacArthur	No Issues
FY17	AIRBUS DS COMMUNICATIONS	PO552006	FY17 - OUC - Airbus (Cassidian) Maintenance and Managed Services - Option Yr 3 - SPR	Contract	\$530,731.04	\$530,731.04	\$530,731.04	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition	One 12 Month Base Yr with four 12 Month Option Periods	Option Year 3	\$801,103.00	Selena MacArthur	No Issues
FY17	AllCom Global Services Inc	PO552939	FY17 - OUC - UCC UPS Battery Installation - SPR	Contract	\$11,029.70	\$11,029.70	\$11,029.70	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	No		Date of Award through September 30, 2018	Base Year	\$96,950.00	Teddy Kavaleri	No Issues
FY17	AT&T MOBILITY	PO565687	FY17 - OUC - NetMotion Mobility IQ and Diagnostic Software Licenses and Maintenance - UC2TDC	Contract	\$29,865.00	\$29,865.00	\$20,240.00	Capital - UC2TDC	0300 - CAPITAL FUND - OTHER	Yes	Cooperative Agreement	Base Period with two 12 Month Option Periods	Base Year	\$36,638.00	Tim Ramlogan	No Issues
FY17	AT&T MOBILITY	PO561186	FY17 - OUC - NetMotion MVPN Maintenance - SPR	Contract	\$36,638.00	\$36,638.00	\$36,638.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement	Base Period with two 12 Month Option Periods	Base Year	\$36,638.00	Tim Ramlogan	No Issues
FY17	Avila Visualizaiton Inc	PO556023	FY17 - OUC - E911 Wireless Call Routing Optimization - Opt Yr 1 - SPR	Contract	\$235,000.00	\$235,000.00	\$235,000.00	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	No	Exempt from Competition	One 12 Month Base Yr with four 12 Month Option Periods	Base Year	\$235,000.00	Selena MacArthur	No Issues
FY17	CARAHSOFT TECHNOLOGY CORPORATI	PO564208	FY17 - OUC - 311 Salesforce License Renewal - Option Yr 2 - SPR	Contract	\$471,168.40	\$471,168.40	\$471,168.40	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 2	\$471,168.40	Javier Mascorro	No Issues
FY17	COMPUTER AID, INC	PO566407-V2	IT Consultant (PIPELINE) - FY17 - OUC - System Administrator - Entry - SPR	Contract	\$23,822.40	\$23,822.40	\$20,794.97	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Base Year	\$55,000,000.00	Jan Whitener (OCTO)	No Issues
FY17	COMPUTER AID, INC	PO567365	IT Consultant (PIPELINE) - FY17 - OUC - Enterprise Architect - Senior - SPR	Contract	\$26,874.40	\$26,874.40	\$21,499.52	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Base Year	\$55,000,000.00	Jan Whitener (OCTO)	No Issues
FY17	COMPUTER AID, INC	PO566334	IT Consultant (PIPELINE) - FY17 - OUC - Subject Matter Expert - Technology Specific - Senior - SPR	Contract	\$50,534.40	\$50,534.40	\$30,162.72	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Base Year	\$55,000,000.00	Jan Whitener (OCTO)	No Issues
FY17	COMPUTER AID, INC	PO562566	IT Consultant (PIPELINE) - FY17 - OUC - Subject Matter Expert - Technology Specific - SPR	Contract	\$92,258.40	\$92,258.40	\$53,935.68	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Base Year	\$55,000,000.00	Jan Whitener (OCTO)	No Issues
FY17	COMPUTER AID, INC	PO560373-V2	IT Consultant (PIPELINE) - FY17 - OUC - IT Consultant - SPR	Contract	\$84,540.80	\$84,540.80	\$79,111.24	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Base Year	\$55,000,000.00	Jan Whitener (OCTO)	No Issues
FY17	COMPUTER AID, INC	PO560374	IT Consultant (PIPELINE) - FY17 - OUC - IT Consultant - SPR	Contract	\$81,625.60	\$81,625.60	\$80,350.20	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Base Year	\$55,000,000.00	Jan Whitener (OCTO)	No Issues
FY17	COMPUTER AID, INC	PO566335	IT Consultant (PIPELINE) - FY17 - OUC - IT Consultant - Master - SPR	Contract	\$62,049.60	\$62,049.60	\$48,411.62	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Base Year	\$55,000,000.00	Jan Whitener (OCTO)	No Issues
FY17	COMPUTER AID, INC	PO567728	IT Consultant (PIPELINE) - FY17 - OUC - System Administrator - Entry - SPR	Contract	\$13,930.00	\$13,930.00	\$9,527.13	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Base Year	\$55,000,000.00	Jan Whitener (OCTO)	No Issues
FY17	COMPUTER AID, INC	PO564908-V2	Modification - IT Consultant (PIPELINE) - FY17 - OUC - System Administrator - Entry - SPR	Contract	\$29,033.55	\$29,033.55	\$27,792.81	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Base Year	\$55,000,000.00	Jan Whitener (OCTO)	No Issues
FY17	Dell Marketing L.P.	PO556949	FY17 - OUC - Dell Compellent Server - SPR	Contract	\$132,934.48	\$132,934.48	\$132,934.47	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	Yes		One Year from the Date of the Award	Base Year	\$132,934.48	Teddy Kavaleri	No Issues
FY17	Dell Marketing L.P.	PO562338	FY17 - OUC - Smart911 Maintenance - SPR	Contract	\$77,501.00	\$77,501.00	\$77,501.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement	One 12 Month Base Yr with four 12 Month Option Periods	Option Year 1	\$77,501.00	Tim Ramlogan	No Issues
FY17	DIGITAL CONVENTIONS, LLC	PO552220-V3	FY17 - OUC - (Deobligate) Audio-Visual Implementation Maintenance Opt Yr 2 - SPR	Contract	\$99,562.69	\$99,562.69	\$99,262.69	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement	One 12 Month Base Yr with four 12 Month Option Periods	Option Year 2	\$99,562.69	Tim Ramlogan	No Issues
FY17	DIGITAL CONVENTIONS, LLC	PO556884	FY17 - DPIC - Task Order for Displays for Inauguration - UCSBP	Contract	\$11,020.00	\$11,020.00	\$11,020.00	DPIC - UCSBP	8115 - FEDERAL PAYMENTS - INAUGURATION	Yes	Cooperative Agreement	One 12 Month Base Yr with four 12 Month Option Periods	Option Year 2	\$99,562.69	Tim Ramlogan	No Issues
FY17	DIGITAL CONVENTIONS, LLC	PO566739-V2	FY17 - OUC - Audio Visual Maintenance Support - Opt Yr 3 - SPR	Contract	\$25,881.25	\$25,881.25	\$25,081.25	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement	One 12 Month Base Yr with four 12 Month Option Periods	Option Year 3	\$61,731.25	Tim Ramlogan	No Issues
FY17	INCAPSULATE, LLC	PO565055	FY17 - OUC - 311 Maintenance Support Services - Opt 3 - SPR	Contract	\$9,270.00	\$9,270.00	\$9,270.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 3	\$450,793.92	Teddy Kavaleri	No Issues
FY17	INCAPSULATE, LLC	PO564751	FY17 - OUC - 311 Enhancements - Opt Yr 3 - SPR	Contract	\$153,117.92	\$153,117.92	\$142,773.93	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 3	\$450,793.92	Teddy Kavaleri	No Issues
FY17	INCAPSULATE, LLC	PO551059	FY17 - OUC - 311 Maintenance Support Services - SPR	Contract	\$27,000.00	\$27,000.00	\$27,000.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 2	\$414,594.42	Teddy Kavaleri	No Issues
FY17	INCAPSULATE, LLC	PO560485-V2	FY17 - OUC - 311 Enhancements for MOCRS - SPR	Contract	\$42,720.45	\$42,720.45	\$36,039.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 2	\$414,594.42	Teddy Kavaleri	No Issues
FY17	INCAPSULATE, LLC	PO551060-V3	FY17 - OUC - 311 Enhancements - SPR	Contract	\$416,000.00	\$416,000.00	\$360,376.58	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 2	\$414,594.42	Teddy Kavaleri	No Issues



**FY17 - FY18 Contracts and Procurements**  
*FY18 Performance Oversight Response, Question 15*

Office of Unified Communications

Fiscal Year	Vendor	PO #	Nature of Contract / Procurement	Procurement Type	Amount Budgeted	Amount Ordered	Amount Spent	Funding Source	Fund	Competed?	Justification	Contract Duration	Contract Term	Contract Value for Term	Contract Monitor	Contract Monitoring Results
FY17	INTERGRAPH CORPORATION	PO552001	FY17 - OUC - CAD Maintenance, Opt Yr 3 - SPR	Contract	\$1,485,798.41	\$1,485,798.41	\$1,319,323.97	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition	One 12 Month Base Yr with four 12 Month Option Periods	Option Year 3	\$1,606,858.91	Teddy Kavaleri	No Issues
FY17	INTERGRAPH CORPORATION	PO560843-V2	FY17 - OUC - (Deobligation) Contract Mod to Add 3rd CAD Resident Systems Administrator - 2UCUA5	Contract	\$121,060.50	\$121,060.50	\$121,060.50	Grant - 2UCUA5	7200 - DOMESTIC PREPAREDNESS GRANTS - I/D	No	Exempt from Competition	One 12 Month Base Yr with four 12 Month Option Periods	Option Year 3	\$1,606,858.91	Teddy Kavaleri	No Issues
FY17	Lafayette Group Inc	PO557892	FY17 - OUC - Radio Cache Documentation Support Services - 1UCUA5	Contract	\$59,965.00	\$59,965.00	\$59,965.00	Grant - 1UCUA5	7200 - DOMESTIC PREPAREDNESS GRANTS - I/D	No	Exempt from Competition	One 12 Month Base Yr with four 12 Month Option Periods	Option Year 1	\$200,000.00	Teddy Kavaleri	No Issues
FY17	Lafayette Group Inc	PO554335	FY17 - OUC - Interoperability Training Support Services - 3UCUA6	Contract	\$71,676.00	\$71,676.00	\$71,041.71	Grant - 3UCUA6	7200 - DOMESTIC PREPAREDNESS GRANTS - I/D	No	Exempt from Competition	One 12 Month Base Yr with four 12 Month Option Periods	Option Year 1	\$200,000.00	Teddy Kavaleri	No Issues
FY17	Lafayette Group Inc	PO556697-V2	FY17 - OUC - (De-Obligate) COMT and COML Course - 3UCUA6	Contract	\$41,095.41	\$41,095.41	\$41,095.41	Grant - 3UCUA6	7200 - DOMESTIC PREPAREDNESS GRANTS - I/D	No	Exempt from Competition	One 12 Month Base Yr with four 12 Month Option Periods	Option Year 1	\$200,000.00	Teddy Kavaleri	No Issues
FY17	Lafayette Group Inc	PO560820	FY17 - Radio Interoperability Training Services - Opt Yr 1 - 3UCUA6	Contract	\$74,506.29	\$74,506.29	\$74,461.27	Grant - 3UCUA6	7200 - DOMESTIC PREPAREDNESS GRANTS - I/D	No	Exempt from Competition	One 12 Month Base Yr with four 12 Month Option Periods	Option Year 1	\$200,000.00	Teddy Kavaleri	No Issues
FY17	MOTOROLA SOLUTIONS, INC.	PO565461-V3	FY17 - OUC - P25 Radio System Data Enhancement - SPR	Contract	\$2,244,164.58	\$2,244,164.58	\$2,214,561.62	Intra-District and Local	0100 - LOCAL FUNDS	Yes	Cooperative Agreement	5 Year Contract	Year 1	\$5,188,726.40	Tim Ramlogan	No Issues
FY17	MOTOROLA SOLUTIONS, INC.	PO551989	FY17 - OUC - Motorola Service Agreement - SPR	Contract	\$2,944,561.82	\$2,944,561.82	\$2,860,185.92	Intra-District and 911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement	5 Year Contract	Year 1	\$5,188,726.40	Tim Ramlogan	No Issues
FY17	MOTOROLA SOLUTIONS, INC.	PO556947	FY17 - OUC - Replacement Batteries for MPD - SPR	Contract	\$400,780.80	\$400,780.80	\$400,780.80	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement	Date of Award through 9/30/17	Base Year	\$400,780.80	Tim Ramlogan	No Issues
FY17	MOTOROLA SOLUTIONS, INC.	PO554208	FY17 - DPIC - Radio Equipment and Accessories for 2017 Inauguration - UCSBP	Contract	\$239,264.50	\$239,264.50	\$239,264.50	DPIC - UCSBP	8115 - FEDERAL PAYMENTS - INAUGURATION	Yes	Cooperative Agreement	Date of Award through 3/13/17	Base Year	\$239,265.00	Tim Ramlogan	No Issues
FY17	MOTOROLA SOLUTIONS, INC.	PO556913	FY17 - OUC - Radio Parts - SPR	Contract	\$167,706.70	\$167,706.70	\$167,706.70	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement	Date of Award through 9/30/17	Base Year	\$167,706.00	Tim Ramlogan	No Issues
FY17	MOTOROLA SOLUTIONS, INC.	PO554084	FY17-DPIC-MC7100 Consoles - UCSBP	Contract	\$156,423.82	\$156,423.82	\$156,423.82	DPIC - UCSBP	8115 - FEDERAL PAYMENTS - INAUGURATION	Yes	Cooperative Agreement	Date of Award through 9/30/17	Base Year	\$156,423.82	Maria Miranda	No Issues
FY17	MOTOROLA SOLUTIONS, INC.	PO553593	FY17 - DPIC - Radio User IDs for 2017 Inauguration - UCSBP	Contract	\$83,130.00	\$83,130.00	\$83,130.00	DPIC - UCSBP	8115 - FEDERAL PAYMENTS - INAUGURATION	Yes	Cooperative Agreement	Date of Award through 9/30/17	Base Year	\$83,130.00	Brittany Galloway	No Issues
FY17	MOTOROLA SOLUTIONS, INC.	PO557492	FY17 - OUC - Radio Cache Replacement Consoles and Desksets - 1UCUA5	Contract	\$39,466.00	\$39,466.00	\$39,466.00	Grant - 1UCUA5	7200 - DOMESTIC PREPAREDNESS GRANTS - I/D	Yes	Cooperative Agreement	Date of Award through 9/30/17	Base Year	\$39,466.00	Tim Ramlogan	No Issues
FY17	MOTOROLA SOLUTIONS, INC.	PO557634	FY17 - DPIC - Redundant WAVE Server - Phase 1 - UCSBP	Contract	\$29,081.20	\$29,081.20	\$29,081.20	DPIC - UCSBP	8115 - FEDERAL PAYMENTS - INAUGURATION	Yes	Cooperative Agreement	Date of Award through 9/30/17	Base Year	\$29,081.20	Brittany Galloway	No Issues
FY17	MOTOROLA SOLUTIONS, INC.	PO556948	FY17 - OUC - Radio Cache Replacement Batteries for APX radios - 1UCUA5	Contract	\$19,084.80	\$19,084.80	\$19,084.80	Grant - 1UCUA5	7200 - DOMESTIC PREPAREDNESS GRANTS - I/D	Yes	Cooperative Agreement	Date of Award through 9/30/17	Base Year	\$19,084.80	Tim Ramlogan	No Issues
FY17	NICE SYSTEMS INC.	PO568119	FY17 - OUC - Increase NICE Storage Capacity for Screen Recorder - UC2TDC	Contract	\$11,200.00	\$11,200.00	\$11,200.00	Capital - UC2TDC	0300 - CAPITAL FUND - OTHER	Yes	Cooperative Agreement	One 12 Month Base Yr with two 12 Month Option Periods	Option Year 2	\$720,495.00	Teddy Kavaleri	No Issues
FY17	NICE SYSTEMS INC.	PO560342	FY17 OUC NICE Recording eXpress (NRX) solution - SPR	Contract	\$350,627.00	\$350,627.00	\$350,626.98	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	Yes	Cooperative Agreement	One 12 Month Base Yr with two 12 Month Option Periods	Option Year 2	\$720,495.00	Teddy Kavaleri	No Issues
FY17	PC NET, INC.	PO552218-V2	IT Consultant Contract - FY17 - OUC - IT Application Administrator and Analyst / Technician 2B - Local	Contract	\$35,500.00	\$35,500.00	\$35,500.00	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	No	ITSA / Pipeline Transition (Bridge Contract)	One 12 Month Base Yr with one 12 Month Option Period	Base Year	\$892,658.00	Jan Whitener (OCTO)	No Issues
FY17	PC NET, INC.	PO552217-V2	IT Consultant Contract - FY17 - OUC - IT Application Administrator and Analyst 3 / Sr Technician 2B - Local	Contract	\$40,230.00	\$40,230.00	\$40,230.00	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	No	ITSA / Pipeline Transition (Bridge Contract)	One 12 Month Base Yr with one 12 Month Option Period	Base Year	\$892,658.00	Jan Whitener (OCTO)	No Issues
FY17	PC NET, INC.	PO554853	FY17 - OUC - Public Safety Mobile Routing and Computing Solution - SPR	Contract	\$891,138.25	\$891,138.25	\$635,125.18	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 2	\$891,138.25	Teddy Kavaleri	No Issues
FY17	PC NET, INC.	PO564660-V2	FY17 - OUC - Public Safety Mobile Routing and Computing Solution - Opt Yr 3 - SPR	Contract	\$226,700.04	\$226,700.04	\$222,502.50	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 3	\$874,505.04	Teddy Kavaleri	No Issues
FY17	PTS INC	PO550987-V4	IT Consultant Contract - FY17 - OUC - IT Application Administrator and Analyst / Subject Matter Expert I - Local	Contract	\$63,900.00	\$63,900.00	\$63,864.50	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	No	ITSA / Pipeline Transition (Bridge Contract)	One 12 Month Base Yr with one 12 Month Option Period	Base Year	\$1,342,440.00	Tehsin Faruk (OCTO)	No Issues
FY17	PTS INC	PO550983-V4	IT Consultant Contract - FY17 - OUC - IT Application Administrator and Analyst / Subject Matter Expert I - Local	Contract	\$63,900.00	\$63,900.00	\$63,900.00	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	No	ITSA / Pipeline Transition (Bridge Contract)	One 12 Month Base Yr with one 12 Month Option Period	Base Year	\$1,342,440.00	Tehsin Faruk (OCTO)	No Issues
FY17	PURVIS SYSTEMS INCORPORATED	PO565420	FY17 - OUC - Fire Station Alerting System Maintenance and Warranty - Opt Yr 1 - SPR	Contract	\$79,037.50	\$79,037.50	\$79,037.49	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 1	\$325,650.00	Tim Ramlogan	No Issues
FY17	PURVIS SYSTEMS INCORPORATED	PO552222	FY17 - OUC - Fire Station Alerting System Maintenance and Warranty - SPR	Contract	\$237,112.50	\$237,112.50	\$237,112.47	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Base Year	\$316,150.00	Tim Ramlogan	No Issues
FY17	TDC GROUP, INC	PO552214-V2	IT Consultant Contract - FY17 - OUC - RF Engineer / Technical Administrator A- Local	Contract	\$0.00	\$0.00	\$0.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	PO issued in error	One 12 Month Base Yr with two 12 Month Option Periods	Base Year	\$915,373.80	Tehsin Faruk (OCTO)	No Issues
FY17	TDC GROUP, INC	PO552215-V2	IT Consultant Contract - FY17 - OUC - Sr Radio Program Manager / Project Director C- Local	Contract	\$0.00	\$0.00	\$0.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	PO issued in error	One 12 Month Base Yr with two 12 Month Option Periods	Base Year	\$915,373.80	Tehsin Faruk (OCTO)	No Issues



**FY17 - FY18 Contracts and Procurements**  
 FY18 Performance Oversight Response, Question 15

Office of Unified Communications

Fiscal Year	Vendor	PO #	Nature of Contract / Procurement	Procurement Type	Amount Budgeted	Amount Ordered	Amount Spent	Funding Source	Fund	Competed?	Justification	Contract Duration	Contract Term	Contract Value for Term	Contract Monitor	Contract Monitoring Results
FY17	TDC GROUP, INC	PO552216-V2	IT Consultant Contract - FY17 - OUC - RF Engineer / Technical Administrator A - Local	Contract	\$0.00	\$0.00	\$0.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	PO issued in error	One 12 Month Base Yr with two 12 Month Option Periods	Base Year	\$915,373.80	Tehsin Faruk (OCTO)	No Issues
FY17	TECKNOMIC LLC	PO551634	IT Consultant Contract - FY17 - OUC - Tier 2 Technician / Systems Analyst 1 - Local	Contract	\$78,960.00	\$78,960.00	\$76,492.51	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	No	ITSA / Pipeline Transition (Bridge Contract)	One 12 Month Base Yr with one 12 Month Option Period	Base Year	\$893,918.00	Tehsin Faruk (OCTO)	No Issues
FY17	TECKNOMIC LLC	PO551026-V2	IT Consultant Contract - FY17 - OUC - Tier 2 Technician / Systems Analyst 1 - Local	Contract	\$78,960.00	\$78,960.00	\$78,960.00	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	No	ITSA / Pipeline Transition (Bridge Contract)	One 12 Month Base Yr with one 12 Month Option Period	Base Year	\$893,918.00	Tehsin Faruk (OCTO)	No Issues
FY17	TECKNOMIC LLC	PO551027-V2	IT Consultant Contract - FY17 - OUC - Tier 2 Technician / Systems Analyst 1 - Local	Contract	\$78,960.00	\$78,960.00	\$78,960.00	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	No	ITSA / Pipeline Transition (Bridge Contract)	One 12 Month Base Yr with one 12 Month Option Period	Base Year	\$893,918.00	Tehsin Faruk (OCTO)	No Issues
FY17	TECKNOMIC LLC	PO550973-V2	IT Consultant Contract - FY17 - OUC - IT Consultant 6 / Consultant Lev. 2 - Local	Contract	\$206,864.00	\$206,864.00	\$204,084.27	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	No	ITSA / Pipeline Transition (Bridge Contract)	One 12 Month Base Yr with one 12 Month Option Period	Base Year	\$893,918.00	Tehsin Faruk (OCTO)	No Issues
FY17	TECKNOMIC LLC	PO552226-V2	FY17 - OUC - Radio Antenna and Tower Site Maintenance - SPR	Contract	\$82,181.95	\$82,181.95	\$52,776.50	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition	One 12 Month Base Yr with four 12 Month Option Periods	Base Year	\$82,181.95	Tim Ramlogan	No Issues
FY17	TELECOMMUNICATIONS DEV CORP	PO557690-V2	(DEOBLIGATE) IT Consultant Contract - FY17 - OUC - RF Engineer / Technical Administrator A - Local	Contract	\$22,655.26	\$22,655.26	\$22,610.13	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	ITSA / Pipeline Transition (Bridge Contract)	One 12 Month Base Yr with one 12 Month Option Period	Base Year	\$915,373.80	Tehsin Faruk (OCTO)	No Issues
FY17	TELECOMMUNICATIONS DEV CORP	PO557691-V2	IT Consultant Contract - FY17 - OUC - Sr Radio Program Manager / Project Director C- Local	Contract	\$58,000.00	\$58,000.00	\$53,867.50	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	ITSA / Pipeline Transition (Bridge Contract)	One 12 Month Base Yr with one 12 Month Option Period	Base Year	\$915,373.80	Tehsin Faruk (OCTO)	No Issues
FY17	TELECOMMUNICATIONS DEV CORP	PO557689-V2	IT Consultant Contract - FY17 - OUC - RF Engineer / Technical Administrator A- Local	Contract	\$149,831.60	\$149,831.60	\$149,718.79	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	ITSA / Pipeline Transition (Bridge Contract)	One 12 Month Base Yr with one 12 Month Option Period	Base Year	\$915,373.80	Tehsin Faruk (OCTO)	No Issues
FY17	TELECOMMUNICATIONS DEV CORP	PO552039	IT Consultant Contract - FY17 - OUC - Network Engineer / Technical Administrator A - Local	Contract	\$178,714.80	\$178,714.80	\$178,714.80	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	No	ITSA / Pipeline Transition (Bridge Contract)	One 12 Month Base Yr with one 12 Month Option Period	Base Year	\$915,373.80	Tehsin Faruk (OCTO)	No Issues
FY17	TELTRONIC INC	PO559938	FY17 OUC - Preventative Maintenance on DVRs David Clark System - Opt Yr 1 - SPR	Contract	\$26,084.00	\$26,084.00	\$26,084.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 1	\$26,084.00	Teddy Kavalieri	No Issues
FY17	THE TRIAGE GROUP, LLC	PO550995-V2	IT Consultant Contract - FY17 - OUC - Radio Data Analyst / Client Financial Management Analyst 1 - Local	Contract	\$127,848.60	\$127,848.60	\$121,197.93	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	ITSA / Pipeline Transition (Bridge Contract)	One 12 Month Base Yr with one 12 Month Option Period	Base Year	\$1,265,301.00	Brittany Galloway	No Issues
FY17	THE TRIAGE GROUP, LLC	PO550974-V3	IT Consultant Contract - FY17 - OUC - Legacy RF Engineer / Business Functions Analyst 3 - Local	Contract	\$195,538.20	\$195,538.20	\$190,433.24	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	ITSA / Pipeline Transition (Bridge Contract)	One 12 Month Base Yr with one 12 Month Option Period	Base Year	\$1,265,301.00	Brittany Galloway	No Issues
FY17	THE TRIAGE GROUP, LLC	PO551345-V2	IT Consultant Contract - FY17 - OUC - IT Consultant Level 6 / MDC Consultant / Business Functions Consultant 3 - Local	Contract	\$259,974.00	\$259,974.00	\$248,682.20	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	ITSA / Pipeline Transition (Bridge Contract)	One 12 Month Base Yr with one 12 Month Option Period	Base Year	\$1,265,301.00	Brittany Galloway	No Issues
FY17	THE TRIAGE GROUP, LLC	PO551635	IT Consultant Contract - FY17 - OUC - Emerging RF Program Manager / Business Functions Consultant 3 - Local	Contract	\$259,974.00	\$259,974.00	\$253,409.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	ITSA / Pipeline Transition (Bridge Contract)	One 12 Month Base Yr with one 12 Month Option Period	Base Year	\$1,265,301.00	Brittany Galloway	No Issues
FY17	West Safety Services INC,	PO552546	FY17 - OUC - ES911 All Database Managed Services - SPR	Contract	\$876,276.00	\$876,276.00	\$876,276.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement	One 12 Month Base Yr with four 12 Month Option Periods	Base Year	\$2,082,741.25	Selena MacArthur	No Issues
FY17	West Safety Services INC,	PO565273-V2	FY17 - OUC - (Deobligate) NG911 Viper Solution - Opt Yr 1 - SPR	Contract	\$168,039.00	\$168,039.00	\$0.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement	One 12 Month Base Yr with four 12 Month Option Periods	Option Year 1	\$715,486.67	Selena MacArthur	No Issues
FY17	Winbourne Consulting LLC	PO556326-V2	FY17 - OUC - NG911 Telecommunications Infrastructure Support Services - SPR	Contract	\$511,025.00	\$511,025.00	\$413,171.30	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 2	\$725,000.00	Teddy Kavalieri	No Issues
FY17	Winbourne Consulting LLC	PO556828	FY17 - OUC - Analysis of 911 Funding Sources - SPR	Contract	\$125,268.00	\$125,268.00	\$102,200.00	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 2	\$725,000.00	Teddy Kavalieri	No Issues
FY17	Winbourne Consulting LLC	PO557531-V2	FY17 - OUC - NG911 Regional Interoperability Support - 3UCUAS	Contract	\$46,600.00	\$46,600.00	\$34,358.00	Grant - 3UCUAS	7200 - DOMESTIC PREPAREDNESS GRANTS - I/D	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 2	\$725,000.00	Teddy Kavalieri	No Issues
FY18	AIRBUS DS COMMUNICATIONS	PO572133	FY18 - OUC - Airbus Maintenance and Managed Services - SPR	Contract	\$163,906.50	\$163,906.50	\$163,906.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition	One 12 Month Base Yr with four 12 Month Option Periods	Option Year 4	\$823,469.00	Selena MacArthur	No Issues
FY18	ALPHATEC, P.C.	PO576921	FY18 - OUC - A/E Services for the PSCC Emergency Power System Upgrades - UC304	Contract	\$115,485.99	\$115,485.99	\$0.00	Capital - UC304	0304 - SHORT - TERM BONDS	No	Exempt from Competition	Date of Award through September 30, 2018	Base Year	\$115,485.99	Brittany Galloway	No Issues
FY18	COMPUTER AID, INC	PO571145	Continuation - IT Consultant (PIPELINE) - FY18 - OUC - IT Consultant - Master - SPR	Contract	\$135,733.50	\$135,733.50	\$19,907.58	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 1	\$55,000,000.00	Jan Whitener (OCTO)	No Issues
FY18	COMPUTER AID, INC	PO571147	Continuation - IT Consultant (PIPELINE) - FY18 - OUC - Subject Matter Expert - Technology Specific - Senior - SPR	Contract	\$94,752.00	\$94,752.00	\$27,884.16	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 1	\$55,000,000.00	Jan Whitener (OCTO)	No Issues
FY18	COMPUTER AID, INC	PO571152	Continuation - IT Consultant (PIPELINE) - FY18 - OUC - IT Consultant - Journeyman - SPR	Contract	\$76,524.00	\$76,524.00	\$4,445.68	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 1	\$55,000,000.00	Jan Whitener (OCTO)	No Issues
FY18	COMPUTER AID, INC	PO571153	Continuation - IT Consultant (PIPELINE) - FY18 - OUC - IT Consultant - Journeyman - SPR	Contract	\$76,524.00	\$76,524.00	\$17,345.44	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 1	\$55,000,000.00	Jan Whitener (OCTO)	No Issues
FY18	COMPUTER AID, INC	PO571154	Continuation - IT Consultant (PIPELINE) - FY18 - OUC - System Administrator - Entry - SPR	Contract	\$52,237.50	\$52,237.50	\$10,323.13	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 1	\$55,000,000.00	Jan Whitener (OCTO)	No Issues





**FY17 - FY18 Contracts and Procurements**  
 FY18 Performance Oversight Response, Question 15

Office of Unified Communications

Fiscal Year	Vendor	PO #	Nature of Contract / Procurement	Procurement Type	Amount Budgeted	Amount Ordered	Amount Spent	Funding Source	Fund	Competed?	Justification	Contract Duration	Contract Term	Contract Value for Term	Contract Monitor	Contract Monitoring Results
FY18	COMPUTER AID, INC	PO571155	Continuation - IT Consultant (PIPELINE) - FY18 - OUC - System Administrator - Entry - SPR	Contract	\$52,111.50	\$52,111.50	\$7,940.80	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 1	\$55,000,000.00	Jan Whitener (OCTO)	No Issues
FY18	COMPUTER AID, INC	PO571156	Continuation - IT Consultant (PIPELINE) - FY18 - OUC - System Administrator - Entry - SPR	Contract	\$52,111.50	\$52,111.50	\$3,672.62	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 1	\$55,000,000.00	Jan Whitener (OCTO)	No Issues
FY18	COMPUTER AID, INC	PO571183	Continuation - IT Consultant (PIPELINE) - FY18 - OUC - Enterprise Architect - Senior - SPR	Contract	\$100,779.00	\$100,779.00	\$23,419.12	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 1	\$55,000,000.00	Jan Whitener (OCTO)	No Issues
FY18	COMPUTER AID, INC	PO573186-V2	New - IT Consultant (Pipeline) - FY18 - OUC - IT Consultant (Master) - SPR	Contract	\$27,686.00	\$27,686.00	\$0.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 1	\$55,000,000.00	Jan Whitener (OCTO)	No Issues
FY18	Dell Marketing L.P.	PO571033	FY18 - OUC - Smart911 - Rave Command View Licenses - SPR	Contract	\$32,500.00	\$32,500.00	\$0.00	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	Yes	Cooperative Agreement	One 12 Month Base Yr with four 12 Month Option Periods	Option Year 1	\$110,001.00	Tim Ramlogan	No Issues
FY18	DIGITAL CONVENTIONS, LLC	PO576509	FY18 - OUC - Audio-Visual Maintenance Support, Option Yr 3 - SPR	Contract	\$35,850.00	\$35,850.00	\$0.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement	One 12 Month Base Yr with four 12 Month Option Periods	Option Year 3	\$61,731.25	Tim Ramlogan	No Issues
FY18	INCAPSULATE, LLC	PO571427	FY18 - OUC - 311 Salesforce Maintenance - Opt 3 - SPR	Contract	\$27,810.00	\$27,810.00	\$6,180.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 3	\$450,793.92	Teddy Kavaleri	No Issues
FY18	INCAPSULATE, LLC	PO572132	FY18 - OUC - 311 Salesforce Enhancements - Opt Yr 3 - SPR	Contract	\$260,596.00	\$260,596.00	\$66,195.17	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 3	\$450,793.92	Teddy Kavaleri	No Issues
FY18	INTERGRAPH CORPORATION	PO571781-V2	FY18 - OUC - CAD Maintenance, Opt Yr 4 - SPR	Contract	\$1,522,298.56	\$1,522,298.56	\$1,182,175.56	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition	One 12 Month Base Yr with four 12 Month Option Periods	Option Year 4	\$1,739,400.81	Teddy Kavaleri	No Issues
FY18	INTERGRAPH CORPORATION	PO574118	FY18 - OUC - CAD 3rd Resident System Administrator (RSA) 2UCUA6	Contract	\$217,102.25	\$217,102.25	\$217,102.25	Grant - 2UCUA6	7200 - DOMESTIC PREPAREDNESS GRANTS - I/O	No	Exempt from Competition	One 12 Month Base Yr with four 12 Month Option Periods	Option Year 4	\$1,739,400.81	Teddy Kavaleri	No Issues
FY18	Metia Solutions Inc	PO574198	FY18 - OUC - CBD Software Customization Services - SPR	Contract	\$91,744.00	\$91,744.00	\$16,510.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition	One 12 Month Base Yr with four 12 Month Option Periods	Base Year	\$91,744.00	Brittany Galloway	No Issues
FY18	MISSION CRITICAL PARTNERS, INC	PO573610	FY18 - OUC - Emergency Communications and Systems-Related Services - UC304	Contract	\$294,600.00	\$294,600.00	\$0.00	Capital - UC304	0304 - SHORT - TERM BONDS	Yes	Cooperative Agreement	One 12 Month Base Yr with two 12 Month Option Periods	Base Year	\$294,600.00	Brittany Galloway	No Issues
FY18	MOTOROLA SOLUTIONS, INC.	PO571310-V2	FY18 - OUC - Motorola Service Agreement - Year 2 - SPR	Contract	\$3,007,479.79	\$3,007,479.79	\$0.00	Intra-District and 911 / SPR	0700 - INTRA-DISTRICT	Yes	Cooperative Agreement	5 Year Contract	Year 2	\$3,007,479.79	Tim Ramlogan	No Issues
FY18	PC NET, INC.	PO571556	FY18 - OUC - Public Safety Mobile Routing and Computing Solution - Opt Yr 3 - SPR	Contract	\$647,805.00	\$647,805.00	\$77,466.26	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 3	\$874,505.04	Teddy Kavaleri	No Issues
FY18	PURVIS SYSTEMS INCORPORATED	PO571555	FY18 - OUC - Fire Station Alerting System Maintenance and Warranty - SPR	Contract	\$237,112.50	\$237,112.50	\$52,691.66	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Exempt from Competition	One 12 Month Base Yr with four 12 Month Option Periods	Option Year 1	\$325,650.00	Tim Ramlogan	No Issues
FY18	TECKNOMIC LLC	PO571309-V2	FY18 - OUC - Radio Antenna and Tower Site Maintenance - Opt Yr 1 - SPR	Contract	\$82,181.95	\$82,181.95	\$9,037.50	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition	One 12 Month Base Yr with four 12 Month Option Periods	Option Year 1	\$82,181.95	Tim Ramlogan	No Issues
FY18	THE TRIAGE GROUP, LLC	PO571073	FY18 - OUC - RF Engineer / Business Functions Analyst - SPR	Contract	\$180,496.80	\$180,496.80	\$27,712.64	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	ITSA / Pipeline Transition (Bridge Contract)	One 12 Month Base Yr with one 12 Month Option Period	Option Year 1	\$904,308.00	Brittany Galloway	No Issues
FY18	THE TRIAGE GROUP, LLC	PO571074	FY18 - OUC - Sr. RF Consultant Business Functions Consultant 3 - SPR	Contract	\$256,035.00	\$256,035.00	\$38,405.25	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	ITSA / Pipeline Transition (Bridge Contract)	One 12 Month Base Yr with one 12 Month Option Period	Option Year 1	\$904,308.00	Brittany Galloway	No Issues
FY18	THE TRIAGE GROUP, LLC	PO571075	FY18 - OUC - Sr. MDC Consultant Business Functions Consultant 3 - SPR	Contract	\$256,035.00	\$256,035.00	\$37,814.40	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	ITSA / Pipeline Transition (Bridge Contract)	One 12 Month Base Yr with one 12 Month Option Period	Option Year 1	\$904,308.00	Brittany Galloway	No Issues
FY18	THE TRIAGE GROUP, LLC	PO571303	FY18 - OUC - RF Data Analyst Client Financial Management Analyst 1 - SPR	Contract	\$127,848.60	\$127,848.60	\$18,015.03	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	ITSA / Pipeline Transition (Bridge Contract)	One 12 Month Base Yr with one 12 Month Option Period	Option Year 1	\$904,308.00	Brittany Galloway	No Issues
FY18	THE TRIAGE GROUP, LLC	PO571312	FY18 - OUC - Interoperability Training Coordinator - SPR	Contract	\$83,892.60	\$83,892.60	\$13,049.97	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	No	ITSA / Pipeline Transition (Bridge Contract)	One 12 Month Base Yr with one 12 Month Option Period	Option Year 1	\$904,308.00	Brittany Galloway	No Issues
FY18	West Safety Services INC.	PO571149	FY18 - OUC - NG911 VIPER Maintenance and All Services - SPR	Contract	\$387,108.00	\$387,108.00	\$149,446.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement	One 12 Month Base Yr with four 12 Month Option Periods	Option Year 1	\$715,486.67	Selena MacArthur	No Issues
FY18	Winbourne Consulting LLC	PO571138	FY18 - OUC - NG911 Telecommunications Infrastructure Support Services - Option Yr 3 - SPR	Contract	\$204,752.00	\$204,752.00	\$0.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes		One 12 Month Base Yr with four 12 Month Option Periods	Option Year 3	\$500,000.00	Teddy Kavaleri	No Issues
FY18	XEROX CORPORATION	PO576121	FY18 - OUC - Xerox Managed Print Services - SPR	Contract	\$39,708.48	\$39,708.48	\$0.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Task Order off Citywide Contract	Base Period with three 12 Month Option Periods	Base Year	\$39,708.48	Brittany Galloway	No Issues
FY17	ALTERNATIVES RENEWABLE SOLUTION	PO560710-V2	FY17 - OUC - UCC Training Suite RQ	Procurement	\$147,149.10	\$147,149.10	\$147,149.10	Capital - UC2TDC	0300 - CAPITAL FUND - OTHER	Yes						
FY17	ASPECT SOFTWARE, INC	PO565745	FY17 - OUC - Parking Meter SMS Renewal - SPR	Procurement	\$3,001.44	\$3,001.44	\$3,000.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	ASSOC PUBLIC SAFETY COMMUNICAT	PO557928	FY17 - OUC - Public Safety Telecommunications (PST) Training	Procurement	\$14,805.00	\$14,805.00	\$9,870.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	ASSOC PUBLIC SAFETY COMMUNICAT	PO551546-V4	FY17 - OUC - CTO Training (APCO)	Procurement	\$29,175.00	\$29,175.00	\$29,175.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					



**FY17 - FY18 Contracts and Procurements**  
 FY18 Performance Oversight Response, Question 15

Office of Unified Communications

Fiscal Year	Vendor	PO #	Nature of Contract / Procurement	Procurement Type	Amount Budgeted	Amount Ordered	Amount Spent	Funding Source	Fund	Competed?	Justification	Contract Duration	Contract Term	Contract Value for Term	Contract Monitor	Contract Monitoring Results
FY17	ASSOC PUBLIC SAFETY COMMUNICAT	PO561776-V3	FY17 - OUC - APCO Interoperability Training Courses - 3UCUA6	Procurement	\$13,691.00	\$13,691.00	\$12,696.00	Grant - 3UCUA6	7200 - DOMESTIC PREPAREDNESS GRANTS - I/D	No	Exempt from Competition					
FY17	Avila Visualizaiton Inc	PO563626	FY17 - OUC - NCR Wireless 9-1-1 Infrastructure Configuration & Performance Survey (Phase 1) - 3UCUA5	Procurement	\$35,000.00	\$35,000.00	\$35,000.00	Grant - 3UCUA5	7200 - DOMESTIC PREPAREDNESS GRANTS - I/D	No	Exempt from Competition					
FY17	CAMPAIGN COMPLETE LLC DBA ONER	PO555135-V2	FY17 - OUC - Text to 311 Services and Support - SPR	Procurement	\$61,380.00	\$61,380.00	\$61,380.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	CAPITAL SERVICES AND SUPPLIES	PO557504	FY17 - OUC - MedComm, CAD Room Chairs	Procurement	\$14,999.50	\$14,999.50	\$14,999.50	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes						
FY17	CARAHSOFT TECHNOLOGY CORPORATI	PO556766	FY17 - OUC - InGenius Licenses - SPR	Procurement	\$22,602.33	\$22,602.33	\$22,602.33	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	CBS OUTDOOR	PO553374-V2	FY17 - OUC - 311 Metro Marketing	Procurement	\$0.00	\$0.00	\$0.00	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	No	Exempt from Competition					
FY17	CDW GOVERNMENT INC	PO564710	FY17 - OUC - HP Monitors - SPR Ready for Approval (6.22.17 - DJ)	Procurement	\$8,400.00	\$8,400.00	\$8,400.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement					
FY17	CDW GOVERNMENT INC	PO564570	FY17 - OUC - HP Backup Exec - SPR	Procurement	\$12,290.00	\$12,290.00	\$12,290.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement					
FY17	CDW GOVERNMENT INC	PO553197	FY17 - OUC - 911 Upgrade of CAD Workstations - SPR	Procurement	\$17,680.00	\$17,680.00	\$17,680.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement					
FY17	COMMSYS INC	PO551966	FY17 - OUC - CAD Automated Alarm Protocols - SPR	Procurement	\$10,000.00	\$10,000.00	\$3,400.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	Console Cleaning Specialist	PO563220	FY17 - OUC - Console Maintenance	Procurement	\$55,500.00	\$55,500.00	\$55,500.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	CRITICAL POWER GROUP, INC.	PO565056-V2	FY17 - OUC - Supply and Install UPS at Rhode Island Radio Site - UC2TDC	Procurement	\$10,748.50	\$10,748.50	\$10,748.50	Capital - UC2TDC	0300 - CAPITAL FUND - OTHER	Yes	BPA					
FY17	CRITICAL POWER GROUP, INC.	PO560706	FY17 - OUC - PSCC Battery Replacement - SPR	Procurement	\$58,853.69	\$58,853.69	\$58,853.69	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	BPA					
FY17	CRITICAL POWER GROUP, INC.	PO551537-V2	FY17 - OUC - UPS, Generator and HVAC Radio Site Maintenance - SPR	Procurement	\$25,022.00	\$25,022.00	\$7,029.50	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	DAIKIN APPLIED AMERICAS INC.	PO553167	FY17 - OUC - PSCC Shelter HVAC Installation - UC2TDC	Procurement	\$10,252.00	\$10,252.00	\$10,252.00	Capital - UC2TDC	0300 - CAPITAL FUND - OTHER	No						
FY17	Dell Marketing L.P.	PO567065	FY17 - OUC - Dell Workstations and Monitors - SPR	Procurement	\$340,044.60	\$340,044.60	\$340,044.60	Local	0100 - LOCAL FUNDS	Yes	Cooperative Agreement					
FY17	Dell Marketing L.P.	PO567206	FY17 - OUC - Datacenter Infrastructure Assessment - SPR	Procurement	\$10,057.62	\$10,057.62	\$0.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement					
FY17	Dell Marketing L.P.	PO567209	FY17 - OUC - Dell Extended Warranty - SPR	Procurement	\$7,017.82	\$7,017.82	\$7,017.82	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement					
FY17	Dell Marketing L.P.	PO568368-V2	FY17 - OUC - VMWare Server License Renewal - SPR	Procurement	\$7,837.46	\$7,837.46	\$7,837.40	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement					
FY17	Dell Marketing L.P.	PO564769	FY17 - OUC - Dell Latitude Laptops for Admin - SPR	Procurement	\$12,899.92	\$12,899.92	\$12,899.92	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement					
FY17	Dell Marketing L.P.	PO554905	FY17 - OUC - Dell Latitude Laptops - SPR	Procurement	\$16,868.40	\$16,868.40	\$16,868.40	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement					
FY17	Dell Marketing L.P.	PO556625	FY17 - OUC - VMWare Server Licenses - SPR	Procurement	\$24,485.28	\$24,485.28	\$24,485.28	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement					
FY17	Dell Marketing L.P.	PO568347	FY17 - OUC - Adobe Subscription and Network Interface Cards - SPR	Procurement	\$3,458.07	\$3,458.07	\$3,458.07	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	Yes	Cooperative Agreement					
FY17	DIGI DOCS INC DOCUMENT MGERS	PO568370	FY17 - OUC - Plantronics Vista M22 Headset Amplifier for Call Floor - SPR	Procurement	\$4,378.62	\$4,378.62	\$4,378.62	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Small Purchase - Single Quote					
FY17	DIGI DOCS INC DOCUMENT MGERS	PO563064	FY17 - OUC - Public Safety Headsets - SPR	Procurement	\$8,972.38	\$8,972.38	\$8,972.38	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Small Purchase - Single Quote					
FY17	DIGI DOCS INC DOCUMENT MGERS	PO568361	FY17 - OUC - Plantronics Headsets for Call Floor - SPR	Procurement	\$9,972.04	\$9,972.04	\$9,972.04	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Small Purchase - Single Quote					
FY17	DIGI DOCS INC DOCUMENT MGERS	PO559918	FY17 - OUC - A10 Adapters for UCC and PSCC - SPR	Procurement	\$6,224.85	\$6,224.85	\$6,224.85	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	DIGI DOCS INC DOCUMENT MGERS	PO552830	FY17 - OUC - Public Safety Telephony Replacement Headsets - SPR	Procurement	\$2,463.42	\$2,463.42	\$2,463.42	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	No	Small Purchase - Single Quote					
FY17	DIRECT APPS, INC.	PO566086	FY17 - OUC - NG911 / E911 wireless routing analytics and 9-1-1 staffing analytics module - UC2TDC	Procurement	\$7,800.00	\$7,800.00	\$0.00	Capital - UC2TDC	0300 - CAPITAL FUND - OTHER	No	Exempt from Competition					
FY17	DIRECT APPS, INC.	PO554336-V2	FY17 - OUC - Public Safety eCATS Emergency Call Tracking System Maintenance - SPR	Procurement	\$34,058.00	\$34,058.00	\$32,728.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	EDWARD J. GUTMAN	PO562017-V2	FY17 - UCO Arbitration Services - Edward J. Gutman	Procurement	\$4,625.00	\$4,625.00	\$4,625.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	FirstWatch Solutions Inc	PO565492	FY17 - OUC - FirstWatch Annual Support and Maintenance - SPR	Procurement	\$3,528.69	\$3,528.69	\$3,528.69	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Small Purchase - Single Quote					
FY17	GENERAL SERVICES INC	PO558260-V2	FY17 - OUC - Purchase and Install Pallet Shelves at PSCC - SPR	Procurement	\$24,179.16	\$24,179.16	\$24,179.16	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes						
FY17	GREAT AMERICAN CORP	PO568102	FY17 - OUC - Catering Services for Interoperability Training - 3UCUA6	Procurement	\$6,020.35	\$6,020.35	\$6,020.35	Grant - 3UCUA6	7200 - DOMESTIC PREPAREDNESS GRANTS - I/D	No	Small Purchase - Single Quote					
FY17	HEWLETT PACKARD COMPANY	PO553667	FY17 - OUC - 911/311 Monitors - SPR	Procurement	\$13,140.00	\$13,140.00	\$13,140.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement					
FY17	INOVA KELLAR CENTER	PO566920	FY17 - OUC - Stress Management Training	Procurement	\$2,000.00	\$2,000.00	\$0.00	Local	0100 - LOCAL FUNDS	No	Exempt from Competition					



**FY17 - FY18 Contracts and Procurements**  
FY18 Performance Oversight Response, Question 15

Office of Unified Communications

Fiscal Year	Vendor	PO #	Nature of Contract / Procurement	Procurement Type	Amount Budgeted	Amount Ordered	Amount Spent	Funding Source	Fund	Competed?	Justification	Contract Duration	Contract Term	Contract Value for Term	Contract Monitor	Contract Monitoring Results
FY17	Integrated Research, Inc.	PO561268-V2	FY17 - OUC - Prognosis StressTest Services - SPR	Procurement	\$22,868.35	\$22,868.35	\$22,868.35	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	KEYSTONE PLUS CONSTRUCTION COR	PO557741	FY17 - OUC - PSCC MedComm Rm	Procurement	\$1,799.96	\$1,799.96	\$1,799.96	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes						
FY17	KEYSTONE PLUS CONSTRUCTION COR	PO553639-V3	FY17 - OUC - PSCC Tier 1 building improvements	Procurement	\$217,067.45	\$217,067.45	\$205,117.94	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes						
FY17	KEYSTONE PLUS CONSTRUCTION COR	PO564993	FY17 - OUC - Replacement Fence at the PSCC - SPR	Procurement	\$13,362.00	\$13,362.00	\$13,362.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement					
FY17	KEYSTONE PLUS CONSTRUCTION COR	PO560275-V2	FY17 - OUC - PSCC Basement Renovation - SPR	Procurement	\$30,511.46	\$30,511.46	\$30,511.46	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement					
FY17	KEYSTONE PLUS CONSTRUCTION COR	PO554186	FY17 - OUC - PSCC Kitchen and Breakroom	Procurement	\$13,558.13	\$13,558.13	\$13,558.13	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	Yes	Cooperative Agreement					
FY17	KEYSTONE PLUS CONSTRUCTION COR	PO555566	FY17 - DPIC - PSCC Building - Training Room - Raised Flooring - UCSBP	Procurement	\$20,852.38	\$20,852.38	\$20,852.38	DPIC - UCSBP	8115 - FEDERAL PAYMENTS - INAUGURATION	Yes						
FY17	LAW ENFORCEMENT PSYCHOLOGICAL	PO551570-V2	FY17 - OUC - Consulting Services for Emergency Service Employment Screening and Hiring	Procurement	\$37,425.00	\$37,425.00	\$28,560.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	BPA					
FY17	MEDICAL PRIORITY CONSULTANTS.	PO552819	FY17 - OUC - ProQA Software and Maintenance - Oation Yr 3 - SPR	Procurement	\$83,892.00	\$83,892.00	\$83,892.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	MEDICAL PRIORITY CONSULTANTS.	PO557898	FY17 - OUC - Priority Dispatch Certification	Procurement	\$136,880.00	\$136,880.00	\$43,840.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	MEDICAL PRIORITY CONSULTANTS.	PO565942	FY17 - OUC - ProQA Software Maintenance - SPR	Procurement	\$13,750.00	\$13,750.00	\$13,750.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	MEDICAL PRIORITY CONSULTANTS.	PO555914-V2	FY17 - OUC - (Deobligate) Refresher Training	Procurement	\$0.00	\$0.00	\$0.00	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	No	Exempt from Competition					
FY17	MORGANS INC	PO566720-V2	FY17 - OUC - Uniforms for the Employees of the Office of Unified Communications	Procurement	\$31,249.80	\$31,249.80	\$30,205.75	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	PO issued referencing Citywide Contract					
FY17	MORGANS INC	PO569205	FY17 - OUC - Radio Cache Uniforms - 1UCUA6	Procurement	\$2,667.50	\$2,667.50	\$2,667.50	Grant - 1UCUA6	7200 - DOMESTIC PREPAREDNESS GRANTS - I/D	No	Small Purchase - Single Quote					
FY17	MOTOROLA SOLUTIONS, INC.	PO560848	FY17 - OUC - Mobile Radios for DGS - SPR	Procurement	\$49,039.04	\$49,039.04	\$49,039.04	Intra-District	0700 - INTRA-DISTRICT	Yes	Cooperative Agreement					
FY17	MOTOROLA SOLUTIONS, INC.	PO566316	FY17 - OUC - 10 Portable Radios for DFS - SPR	Procurement	\$60,385.70	\$60,385.70	\$60,385.70	Intra-District	0700 - INTRA-DISTRICT	Yes	Cooperative Agreement					
FY17	MOTOROLA SOLUTIONS, INC.	PO551949	FY17 - OUC - Battery Readers for FEMS - SPR	Procurement	\$1,036.00	\$1,036.00	\$1,036.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement					
FY17	MOTOROLA SOLUTIONS, INC.	PO565941	FY17 - OUC - Radio Replacement Batteries for FEMS - SPR	Procurement	\$34,080.00	\$34,080.00	\$34,080.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement					
FY17	MOTOROLA SOLUTIONS, INC.	PO561987	FY17 - OUC - Leather Radio Cases and Radio Mics - SPR	Procurement	\$43,820.00	\$43,820.00	\$43,820.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement					
FY17	MOTOROLA SOLUTIONS, INC.	PO563789	FY17 - OUC - Aeroflex Test Equipment - SPR	Procurement	\$55,411.20	\$55,411.20	\$55,411.20	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement					
FY17	MTB Enterprises	PO567385	FY17 - OUC - Development of OUC 911 and 311 Marketina Collateral - SPR	Procurement	\$4,999.00	\$4,999.00	\$4,999.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes						
FY17	MTB Enterprises	PO567384	FY17 - OUC - PSAs and Agency Profile - SPR	Procurement	\$7,950.00	\$7,950.00	\$7,950.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes						
FY17	MTB Enterprises	PO567388	FY17 - OUC - Text to 911 PSAs - 3UCUA6	Procurement	\$7,999.00	\$7,999.00	\$7,999.00	Grant - 3UCUA6	7200 - DOMESTIC PREPAREDNESS GRANTS - I/D	Yes						
FY17	National Emergency Number Asso	PO555584-V3	FY17 - OUC - NENA Courses for Interoperability Training - 3UCUA6	Procurement	\$42,000.00	\$42,000.00	\$41,500.00	Grant - 3UCUA6	7200 - DOMESTIC PREPAREDNESS GRANTS - I/D	No	Exempt from Competition					
FY17	NETWORKING FOR FUTURE INC	PO567477-V2	FY17 - OUC - UCC Call Floor Cabling - SPR	Procurement	\$27,649.64	\$27,649.64	\$22,597.11	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement					
FY17	NETWORKING FOR FUTURE INC	PO552547	FY17 - OUC - LAN / WAN and Firewall Maintenance Support - SPR	Procurement	\$168,749.40	\$168,749.40	\$168,749.40	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement					
FY17	NETWORKING FOR FUTURE INC	PO553874	FY17 - OUC - T1 Cable Extension - SPR	Procurement	\$14,579.80	\$14,579.80	\$14,579.80	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	Yes	Cooperative Agreement					
FY17	NETWORKING FOR FUTURE INC	PO556858	FY17 - DPIC - Cabling and Power Work for the Inauguration - UCSBP	Procurement	\$7,260.22	\$7,260.22	\$7,260.22	DPIC - UCSBP	8115 - FEDERAL PAYMENTS - INAUGURATION	No	Exempt from Competition					
FY17	Neubauer Consulting Engineers	PO565751	FY17 OUC Phase 1 4D Tower Design & Analysis - UC2TDC	Procurement	\$75,415.00	\$75,415.00	\$9,480.00	Capital - UC2TDC	0300 - CAPITAL FUND - OTHER	No	Exempt from Competition					
FY17	NICE SYSTEMS INC.	PO557860	FY17 - DPIC - Installation of NICE Licenses at the PSCC - UCSBP	Procurement	\$5,700.00	\$5,700.00	\$0.00	DPIC - UCSBP	8115 - FEDERAL PAYMENTS - INAUGURATION	No	Exempt from Competition					
FY17	OLENDER REPORTING INC.	PO561766	FY17 - OUC - Court Reporter Services	Procurement	\$1,980.00	\$1,980.00	\$1,701.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	OUTFRONT MEDIA LLC	PO555521	FY17 - OUC - 311 Metro Marketing	Procurement	\$84,625.00	\$84,625.00	\$84,625.00	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	No	Exempt from Competition					
FY17	PC NET, INC.	PO554449	FY17 - OUC - SmithMicro Mobile VPN Maintenance Warranty - SPR	Procurement	\$9,401.70	\$9,401.70	\$9,401.70	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	PC NET, INC.	PO556487	FY17 - OUC - Computrace Licenses - SPR	Procurement	\$17,962.10	\$17,962.10	\$17,962.10	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					



FY17 - FY18 Contracts and Procurements  
FY18 Performance Oversight Response, Question 15

Office of Unified Communications

Fiscal Year	Vendor	PO #	Nature of Contract / Procurement	Procurement Type	Amount Budgeted	Amount Ordered	Amount Spent	Funding Source	Fund	Competed?	Justification	Contract Duration	Contract Term	Contract Value for Term	Contract Monitor	Contract Monitoring Results
FY17	PC NET, INC.	PO565460	FY17 - OUC - Image Consulting Services - SPR	Procurement	\$9,950.00	\$9,950.00	\$9,950.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Small Purchase - Single Quote					
FY17	PEPCO	PO568379	FY17 - OUC - Pepco Outage at PSCC for Switchgear Testing - UC2TDC	Procurement	\$3,459.00	\$3,459.00	\$0.00	Capital - UC2TDC	0300 - CAPITAL FUND - OTHER	No	Exempt from Competition					
FY17	PROCOM CORPORATION	PO561191-V2	FY17 - OUC - Radio Holsters - SPR	Procurement	\$79,866.00	\$79,866.00	\$79,866.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement					
FY17	PROCOM CORPORATION	PO556279	FY17 - OUC - Radio Cache Replacement Batteries - 1UCUA5	Procurement	\$7,950.40	\$7,950.40	\$7,950.40	Grant - 1UCUA5	7200 - DOMESTIC PREPAREDNESS GRANTS - I/D	Yes	BPA					
FY17	PROCOM CORPORATION	PO562034	FY17 - OUC - Radio Cache Replacement Batteries - 1UCUA5	Procurement	\$12,422.50	\$12,422.50	\$12,422.50	Grant - 1UCUA5	7200 - DOMESTIC PREPAREDNESS GRANTS - I/D	Yes	Exempt from Competition					
FY17	Public Safety Group	PO560330	FY17 - OUC - Intervention Training	Procurement	\$23,000.00	\$23,000.00	\$9,600.00	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	No	Exempt from Competition					
FY17	PURVIS SYSTEMS INCORPORATED	PO568161	FY17 - OUC - FSAS Central Servers Virtualization and Migration - SPR	Procurement	\$86,400.00	\$86,400.00	\$59,500.00	Local	0100 - LOCAL FUNDS	No	Exempt from Competition					
FY17	PURVIS SYSTEMS INCORPORATED	PO563574	FY17 - OUC - FSAS iNet Viewer Replacement - SPR	Procurement	\$12,750.00	\$12,750.00	\$12,750.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	PURVIS SYSTEMS INCORPORATED	PO563575	FY17 - OUC - FSAS Security Update - SPR	Procurement	\$16,995.00	\$16,995.00	\$16,995.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	Sabour Construction Group, LLC	PO569337	FY17 - OUC - UCC Electrical Power Work - UC2TDC	Procurement	\$21,198.02	\$21,198.02	\$21,198.02	Capital - UC2TDC	0300 - CAPITAL FUND - OTHER	Yes						
FY17	Sabour Construction Group, LLC	PO555048	FY17 - OUC - Backhaul Conversion from T1 to Ethernet: Power Upgrade - SPR	Procurement	\$3,780.00	\$3,780.00	\$3,780.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Small Purchase - Single Quote					
FY17	Sabour Construction Group, LLC	PO554700	FY17 - OUC - Removal of old UPS units at 4D Radio Site - SPR	Procurement	\$8,625.00	\$8,625.00	\$8,625.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Small Purchase - Single Quote					
FY17	Sabour Construction Group, LLC	PO554694	FY17 - OUC - Replace surge arresters at three remote radio site locations - SPR	Procurement	\$13,452.00	\$13,452.00	\$13,452.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes						
FY17	Sabour Construction Group, LLC	PO553224	FY17 - OUC - Electrical Circuits Clean Up at the PSCC - SPR	Procurement	\$4,142.32	\$4,142.32	\$4,142.32	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	No	Small Purchase - Single Quote					
FY17	SECLICKFIX LLC	PO552064-V2	FY17 - OUC - SeeClickFix - 311 Mobile Application - SPR	Procurement	\$13,333.00	\$13,333.00	\$13,333.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	SKY LLC DBA/US OFFICE SOLUTION	PO567744	FY17 - OUC - Replacement Chairs and Tables - SPR	Procurement	\$9,737.00	\$9,737.00	\$9,737.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes						
FY17	SPECTRUM CORPORATION	PO551578	FY17 - OUC - Spectrum NeXorCe Software Annual Maintenance Renewal - SPR	Procurement	\$7,884.00	\$7,884.00	\$7,884.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	SYNIVERSE TECHNOLOGIES, INC.	PO557753	FY17 - OUC - Syniverse Technologies LATA Link SS7 Renewal - SPR	Procurement	\$43,048.80	\$43,048.80	\$43,048.80	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	Team Building USA, Inc.	PO551251	FY17 - OUC - Team Building & Customer Service Training	Procurement	\$7,700.00	\$7,700.00	\$7,700.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	Team Building USA, Inc.	PO557521	FY17 - OUC - Team Building Training	Procurement	\$16,800.00	\$16,800.00	\$16,800.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	TECKNOMIC LLC	PO558589	FY17 - OUC - RF Health and Safety Training - SPR	Procurement	\$6,250.00	\$6,250.00	\$6,250.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	TELECOMMUNICATIONS DEV CORP	PO551985	FY17 - OUC - Interoperability Training Support Services - SPR	Procurement	\$12,960.00	\$12,960.00	\$12,501.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	TELECOMMUNICATIONS DEV CORP	PO559001-V2	FY17 - OUC - (De-Obligate) Interoperability Training Support Services - 3UCUA6	Procurement	\$7,614.00	\$7,614.00	\$7,614.00	Grant - 3UCUA6	7200 - DOMESTIC PREPAREDNESS GRANTS - I/D	No	Exempt from Competition					
FY17	TELTRONIC INC	PO558641	FY17 - OUC - DVRS Maintenance - SPR	Procurement	\$16,407.00	\$16,407.00	\$16,407.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY17	TRICORE SYSTEMS LLC	PO555885	FY16 - OUC - Fletcher Johnson CCTV and access control - UC2TDC	Procurement	\$19,950.00	\$19,950.00	\$19,950.00	Capital - UC2TDC	0300 - CAPITAL FUND - OTHER	Yes						
FY17	TRICORE SYSTEMS LLC	PO555873	FY17 - OUC - CCTV Installation at the PSCC - SPR	Procurement	\$23,845.50	\$23,845.50	\$23,845.50	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	Yes						
FY17	VERITAS CONSULTING GROUP	PO552877	FY17 - OUC - Installation of Secure Card Entry System at PSCC - SPR	Procurement	\$3,093.00	\$3,093.00	\$3,093.00	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	No	Small Purchase - Single Quote	One 12 Month Base Yr with four 12 Month Option Periods	Option Year 1	\$850,000.00	Sonia Neblett	
FY17	VERITAS CONSULTING GROUP	PO567971-V2	FY17 - OUC - Installation of Security Cameras in PSCC Basement Secure Storage - SPR	Procurement	\$7,790.00	\$7,790.00	\$7,790.00	Local	0100 - LOCAL FUNDS	No	Small Purchase - Single Quote					
FY17	VERITAS CONSULTING GROUP	PO560310	FY17 - OUC - Install Aiphone in the Director's Suite - SPR	Procurement	\$5,511.00	\$5,511.00	\$5,511.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Small Purchase - Single Quote					
FY17	W.B. MASON COMPANY INC	PO555754	FY17 - OUC - Chairs - 9-1-1 and 3-1-1 staff	Procurement	\$54,353.00	\$54,353.00	\$54,353.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No						
FY17	Watson Furniture Group Inc	PO555994	FY17 - DPIC - Call Center Furniture for Inauguration - UCSBP	Procurement	\$99,966.93	\$99,966.93	\$99,966.93	DPIC - UCSBP	8115 - FEDERAL PAYMENTS - INAUGURATION	Yes						
FY17	West Central TX Council of Gov	PO565743	FY17 - OUC - Cell Phone Sally Walk about Costume - SPR	Procurement	\$7,000.00	\$7,000.00	\$0.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Small Purchase - Single Quote					
FY17	XEROX CORPORATION	PO551988-V4	FY17 - OUC - Managed Print Services - SPR	Procurement	\$51,470.20	\$51,470.20	\$49,880.05	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	PO issued referencing Citywide Contract					
FY18	ASSOC PUBLIC SAFETY COMMUNICAT	PO570931	FY18 - OUC - APCO PST Training - SPR	Procurement	\$5,731.00	\$5,731.00	\$5,731.00	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	No	Exempt from Competition					



FY17 - FY18 Contracts and Procurements  
FY18 Performance Oversight Response, Question 15

Office of Unified Communications

Fiscal Year	Vendor	PO #	Nature of Contract / Procurement	Procurement Type	Amount Budgeted	Amount Ordered	Amount Spent	Funding Source	Fund	Competed?	Justification	Contract Duration	Contract Term	Contract Value for Term	Contract Monitor	Contract Monitoring Results
FY18	ASSOC PUBLIC SAFETY COMMUNICAT	PO573361	FY18 - OUC - APCO CTO Training - SPR	Procurement	\$11,670.00	\$11,670.00	\$11,670.00	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	No	Exempt from Competition					
FY18	ASSOC PUBLIC SAFETY COMMUNICAT	PO577009	FY18 - OUC - APCO Bullying and Negativity in the Comm Center Course - SPR	Procurement	\$7,562.00	\$7,562.00	\$0.00	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	No	Exempt from Competition					
FY18	CAMPAIGN COMPLETE LLC DBA ONER	PO573667-V2	FY18 - OUC - Text to 311 Software and Maintenance Services - SPR	Procurement	\$74,400.00	\$74,400.00	\$74,400.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY18	Capitol Power Group LLC	PO575271	FY18 - OUC - UPS, Generator, and HVAC Radio Site Maintenance - SPR	Procurement	\$24,065.00	\$24,065.00	\$0.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	BPA					
FY18	Cloudinary, Inc.	PO575686	FY18 - OUC - 3-1-1 Cloudinary Services - SPR	Procurement	\$6,039.00	\$6,039.00	\$0.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY18	COMMSYS INC	PO576249	FY18 - OUC - CAD Automated Alarm Protocols - SPR	Procurement	\$10,000.00	\$10,000.00	\$700.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY18	COMSYS INFORMATION TECHNOLOGY	PO570919-V2	FY18 - OUC - (Deobligate) CAD Automated Alarm Protocols - SPR	Procurement	\$0.00	\$0.00	\$0.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY18	CRITICAL POWER GROUP, INC.	PO571045	FY18 - OUC - Purchase and Install UPS at Rhode Island Radio Site - SPR	Procurement	\$17,923.16	\$17,923.16	\$17,923.08	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	BPA					
FY18	CRITICAL POWER GROUP, INC.	PO571721-V2	FY18 - OUC - UPS, Generator, and HVAC Radio Site Maintenance - SPR	Procurement	\$0.00	\$0.00	\$0.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	BPA					
FY18	Dell Marketing L.P.	PO572191	FY18 - OUC - Datacenter Infrastructure Assessment - SPR	Procurement	\$10,057.62	\$10,057.62	\$10,057.62	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement					
FY18	Dell Marketing L.P.	PO576776	FY18 - OUC - Dell Precision Rack - SPR	Procurement	\$4,635.95	\$4,635.95	\$0.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement					
FY18	DIGI DOCS INC DOCUMENT MGRERS	PO576275	FY18 - OUC - Public Safety Telephony Headsets - SPR	Procurement	\$2,398.92	\$2,398.92	\$0.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Small Purchase - Single Quote					
FY18	DIRECT APPS, INC.	PO571239	FY18 - OUC - Public Safety ECoTS Emergency Call Tracking System Maintenance - SPR	Procurement	\$21,828.00	\$21,828.00	\$0.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY18	EN-PRO MANAGEMENT, INC.	PO571509	FY18 - OUC - AED Link Software License - SPR	Procurement	\$19,767.00	\$19,767.00	\$19,767.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY18	EXCALIBUR LEGAL STAFFING	PO574119	FY18 - OUC - Temporary Contract Attorney - SPR	Procurement	\$40,320.00	\$40,320.00	\$2,240.00	911 / SPR	1631 - PREPAID WIRELESS 911 CHARGES	No	Exempt from Competition					
FY18	Integrated Research, Inc.	PO574239	FY18 - OUC - Prognosis Stress Test Services - SPR	Procurement	\$11,635.74	\$11,635.74	\$0.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY18	KEYSTONE PLUS CONSTRUCTION COR	PO573673	FY18 - OUC - Replace Carpet Tiles at PSCC - SPR	Procurement	\$835.63	\$835.63	\$0.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes						
FY18	MEDICAL PRIORITY CONSULTANTS	PO571013	FY18 - OUC - ProQA Software Maintenance - SPR	Procurement	\$96,250.00	\$96,250.00	\$96,250.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY18	MEDICAL PRIORITY CONSULTANTS	PO571230-V2	FY18 - OUC - Protocol Training and Certification - SPR	Procurement	\$18,020.00	\$18,020.00	\$18,020.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY18	MORGANS INC	PO573931	FY18 - OUC - Employee Uniforms - SPR	Procurement	\$1,044.05	\$1,044.05	\$0.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes						
FY18	NATIONAL ACADEMIES OF EMERGENC	PO574291	FY18 - OUC - Recertification Services from International Academies of Emergency Dispatch - SPR	Procurement	\$11,500.00	\$11,500.00	\$0.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY18	NETWORKING FOR FUTURE INC	PO571238	FY18 - OUC - Cabling Services for UCC Call Floor Supervisor Workstations - SPR	Procurement	\$5,052.53	\$5,052.53	\$5,052.53	911 / SPR	1630 - 911 & 311 ASSESSMENTS	Yes	Cooperative Agreement					
FY18	PURVIS SYSTEMS INCORPORATED	PO571577	FY18 - OUC - FSAS Central Servers Virtualization and Migration - SPR	Procurement	\$26,900.00	\$26,900.00	\$0.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY18	PURVIS SYSTEMS INCORPORATED	PO571731	FY18 - OUC - Installation of FSAS Station Control Units - SPR	Procurement	\$16,900.00	\$16,900.00	\$0.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY18	SEECCLICKFIX LLC	PO570928	FY18 - OUC - SeeClickFix - SPR	Procurement	\$13,333.00	\$13,333.00	\$6,666.50	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY18	SYNERVERSE TECHNOLOGIES, INC.	PO572301	FY18 - OUC - Syniverse Technologies LATALink SS7 Renewal - SPR	Procurement	\$43,048.80	\$43,048.80	\$7,174.80	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Exempt from Competition					
FY18	West Central TX Council of Gov	PO570728	FY18 - OUC - Cell Phone Sally Walk about Costume - SPR	Procurement	\$7,000.00	\$7,000.00	\$7,000.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	Small Purchase - Single Quote					
FY18	WEST PUBLISHING CORP	PO577011	FY18 - OUC - Westlaw Legal Research Service - SPR	Procurement	\$1,039.80	\$1,039.80	\$0.00	911 / SPR	1630 - 911 & 311 ASSESSMENTS	No	PO issued referencing Citywide Contract					

## Office of Unified Communications FY2017

**Agency** Office of Unified Communications

**Agency Code** UC0

Fiscal Year 2017

**Mission** The mission of the Office of Unified Communications (OUC) is to provide a fast, professional, and cost-effective response to 911 calls for public safety and 311 calls for city services in the District of Columbia.

▼ 2017 Strategic Objectives

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

## 2017 Key Performance Indicators

[illegible]



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

## 2017 Operations

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

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

## 2017 Workload Measures

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

## 2017 Strategic Initiatives

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



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

## Office of Unified Communications FY2018

**Agency** Office of Unified Communications

**Agency Code** UC0

Fiscal Year 2018

**Mission** The mission of the Office of Unified Communications (OUC) is to provide a fast, professional, and cost-effective response to 911 calls for public safety and 311 calls for city services in the District of Columbia.

## 2018 Strategic Objectives

Objective Number	Strategic Objective	# of Measures	# of Operations
1	Provide efficient, professional and cost effective responses to 911 communications	4	2
2	Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms.	2	3
3	Provide state-of-the-art emergency and non-emergency communications	3	3
4	Create and maintain a highly efficient, transparent and responsive District government.**	12	2
<b>TOT</b>		<b>21</b>	<b>10</b>

## 2018 Key Performance Indicators

[illegible]

Percent of 311 calls handled by a live agent in 4 minutes or less	<input type="checkbox"/>	Not available	95%	86%	97%	44.4%	97%	73.1%	97%
Percent of 311 calls answered by a live agent within 90 seconds	<input type="checkbox"/>	Not available	77%	69%	80%	39.8%	80%	80.4%	80%

### 3 - Provide state-of-the-art emergency and non-emergency communications (3 Measures)

Percent of time the OUC responds to Mobile Data Terminal repairs within 24 hours	<input type="checkbox"/>	Not available	99%	99%	99%	99.9%	99%	100%	99%
Percent of time the OUC responds to radio equipment repair requests within 24 hours	<input type="checkbox"/>	Not available	99%	99%	99%	100%	99%	100%	99%
Percent of tablet connectivity uptime	<input type="checkbox"/>	Not available	Not available	Not available	Not available	Not Available	90%	96.4%	90%

### 4 - Create and maintain a highly efficient, transparent and responsive District government.\*\* (3 Measures)

Total number of residents reached through community engagement and 911 education activities	✓	Not available	Not available	Not available	Not available	New Measure	New Measure	New Measure	15000
Percent of Time OUC's grade.dc.gov Customer Service Satisfaction Rating is "B" or Better	<input type="checkbox"/>	Not available	80%	100%	100%	100%	100%	100%	100%

Percent of records requests fulfilled within mandated time frames	<input type="checkbox"/>	Not available	Not available	Not available	Not available	Not Available	80%	90.2%	80%
---	--------------------------	---------------	---------------	---------------	---------------	---------------	-----	-------	-----

We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

## 2018 Operations

Operations Header	Operations Title	Operations Description	Type of Operations	# of Measures	# of Strategic Initiatives
<b>1 - Provide efficient, professional and cost effective responses to 911 communications (2 Activities)</b>					
911 CALL TAKING ACTIVITY	Answers all incoming 911 calls	The 911 Operations Division receives all 911 calls in the District. Highly trained call takers utilize specialized telephony systems to answer calls and follow specific protocols to probe callers and ensure the most appropriate responses to their needs. In particular, call takers often provide crisis intervention services provide pre-arrival instructions for emergency medical calls. Call takers also enter caller provided information to create incident records and electronically transfer each incident record onsite to highly trained dispatchers. 911 call takers handle over 1.4 million calls annually.	Daily Service	2	4
911 DISPATCHING ACTIVITY	Dispatches MPD and FEMS units/apparatus in response to 911 calls	Highly trained 911 dispatchers coordinate responses to incidents on behalf of MPD and FEMS. Using the Computer Aided Dispatch (CAD) system, dispatchers support and assist in the coordination of on-scene incident responses by first responder units and apparatus. Dispatchers are also responsible for monitoring units' availability in the field and communicating with on-scene first responders to keep them apprised of new information or changes and to coordinate support from additional units as necessary. The 911 Operations Division manages over 400,000 CAD events annually.	Daily Service	0	2
TOT				2	6
<b>2 - Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms. (3 Activities)</b>					

311 CALL TAKING ACTIVITY	Answers all incoming 311 calls	The 311 Operations Division is the access point for residents and visitors requiring DC government services and/or information. The Division supports the dissemination of general information about the government, including telephone numbers, agency program details, agency hours of operation and other information. The Division handles approximately 2.1 million calls annually.	Daily Service	2	0
311 CALL TAKING ACTIVITY	Supports city service request processing for servicing agencies (DPW, DOT, DOEE, etc.)	The Division supports the submission of scheduled service requests such as trash removal, pothole repair, bulk pick-ups and recycling collection, on behalf of partnering service agencies like DPW and DOT, through a number of platforms, including via telephone, web and mobile app. The agency also schedules driver's license testing for DMV and coordinates appointments for energy assistance applicants on behalf of the DOEE. In total, the Division currently takes over 120 service types for 12 different District agencies.	Daily Service	0	1
311 CALL TAKING ACTIVITY	Provides service request status updates and information for servicing agencies	The Division engages with the public to take reports of missed scheduled services and provide service request status information to callers. To be clear, the OUC is not responsible for the provision of city services. Instead, the city agencies that provide such services have service level agreements which outline the expected level of performance for each request type. Further, the 311 Division does not close service request tickets.	Daily Service	0	0
TOT				2	1
<b>3 - Provide state-of-the-art emergency and non-emergency communications (3 Activities)</b>					
INFORMATION TECHNOLOGY	Manages the District's public safety communications and city service request platforms and infrastructure	The Information Technology Division provides centralized, District-wide coordination and management of public safety and other city services communications technology, including voice radio, 911/311 telephony, computer aided dispatch systems (CAD), citizen interaction relationship management (CIRM) systems, mobile data computing systems (MDC) and other technologies, including wireless and data communication systems and resources.	Key Project	0	3

INFORMATION TECHNOLOGY	Develops public safety communications policies and maintains and purchases all related equipment and facilities	The Information Technology Division develops and enforces policy directives and standards regarding public safety and non-public safety communications; operates and maintains of public safety and non-public safety voice radio technology; manages building facilities that support public safety voice radio technology and call center technology; and reviews and approves all agency proposals, purchase orders, and contracts for the acquisition of public safety voice radio technology and call center technology systems, resources, and services.	Key Project	0	0
INFORMATION TECHNOLOGY	Provides 24 hour technical support and maintenance on all public safety communications devices and equipment	The Information Technology Division provides 24x7, highly specialized tech support and maintenance for public safety communications devices, including tablets and radios, deployed to MPD and FEMS users in the field.	Daily Service	0	0
TOT				0	3
<b>4 - Create and maintain a highly efficient, transparent and responsive District government.** (2 Activities)</b>					
TRANSCRIPTION & QUALITY DIVISION	Serves as custodian of all 911 and 311 communications records	The Transcription Division serves as the custodian of records and utilizes highly specialized archival systems to research files related to all 911 and 311 communications. The purpose of this research is to locate and create discrete audio files and other data to the general public to fulfill FOIA requests, to local public safety agencies for internal administrative reviews and to federal government agencies for use during criminal and civil court proceedings.	Daily Service	1	1
TRANSCRIPTION & QUALITY DIVISION	Authenticates 911 and 311 records in criminal and civil proceedings	Transcriptionists testify in court to authenticate 911 and 311 records and/or to explain event chronologies in both criminal & civil proceedings, under direct examination by judiciary entities.	Daily Service	0	0
TOT				1	1
<b>TOT</b>				<b>5</b>	<b>11</b>

## 2018 Workload Measures

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY2016 Actual	FY 2017 Actual
<b>1 - Answers all incoming 911 calls (2 Measures)</b>					

Total Number of Inbound 911 Calls	<input type="checkbox"/>	Not available	Not available	1396955	1282621
Total number of events created in CAD	<input type="checkbox"/>	Not available	Not available	1002775	967154
<b>2 - Answers all incoming 311 calls (2 Measures)</b>					
Total Number of Inbound 311 Calls	<input type="checkbox"/>	Not available	Not available	1748447	1028834
Total number of service requests entered into the customer relationship management system by 311 agents	<input type="checkbox"/>	Not available	Not available	395877	579693
<b>4 - Serves as custodian of all 911 and 311 communications records (1 Measure)</b>					
Percent of agency held records released to stakeholders upon request	<input type="checkbox"/>	Not available	Not available	Not Available	10220%

## Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Answers all incoming 911 calls (3 Strategic initiatives)</b>		
Targeted Community Engagement	OUC will enhance citywide partnerships with government agencies and community groups to showcase the 911 and 311 operations. The intent is to gain constituent buy in and support, minimize confusion and decrease service related complaints. This activity will also provide a channel to allow citizens to interact more directly with OUC personnel and enable the agency to proactively educate the public on OUC's role in the public service continuum.	03-31-2018
911 Education Campaign	OUC will launch a PR campaign that will aim to educate the public on appropriate uses of the 911 system. The campaign will utilize broadcast and social media outlets to educate the residents on what circumstances constitute an appropriate call to 911 and what to expect when interacting with 911 call takers.	11-30-2017
Nurse Triage Line Integration	FEMS and OUC will work to integrate a third party vendor that will provide Secondary Telephonic Medical Triage (STMT) to transfer low acuity 911 callers away from the emergency medical system to a secondary screening process to determine appropriate resources.	02-28-2018
<b>Dispatches MPD and FEMS units/apparatus in response to 911 calls (2 Strategic initiatives)</b>		
PulsePoint Launch	PulsePoint is a mobile application that alerts CPR-trained bystanders about a nearby sudden cardiac arrest (SCA) event and lets them know the location of the closest AED. In FY 2018, the Office of Unified Communications (OUC), in partnership with DCFEMS, will introduce this application in the District, as well as a communications campaign to support it.	10-31-2017
Launch New Dispatch Protocol System	In FY18, OUC will continue its partnership with FEMS to implement "criteria based" dispatching to enhance the efficiency of the dispatch process. Results of this transition will include less caller frustration due to a more common sense based interview protocol, more relevant triage of medical patients, improved utilization of emergency medical response resources and significant cost savings related to software training, maintenance and support.	03-31-2018
<b>Manages the District's public safety communications and city service request platforms and infrastructure (2 Strategic initiatives)</b>		

THOR Mobile Command Unit Integration	Tactical Homeland Operations Response (THOR) is a two-story, 80-foot long mobile communications command center designed to help public-safety answering points (PSAPs) maintain operations when their call centers are down or overwhelmed by traffic in crisis situations. In FY18 the agency intends to finalize the procurement of the vehicle, which was secured through HSEMA grant funds, and begin to fully outfit it. THOR is capable of supporting up to 17 call-taker or dispatch positions and can be used as a full service PSAP during COOP scenarios.	12-31-2017
PSCC Infrastructure Remodel	In FY18, OUC will utilize capital funding to remodel the Public Safety Call Center (PSCC), the OUC's secondary operations site. The remodel will be completed in a phased approach spanning three years. Work to be completed includes upgrading electrical systems, HVAC upgrades, alarm systems, UPS replacement battery, space configurations, audio/visual display and redesign of the call floor to improve the work environment for operations staff and the advancement of technology to better align with industry standards.	09-30-2020
<b>Serves as custodian of all 911 and 311 communications records (1 Strategic Initiative)</b>		
Streamline Records Request Process	In FY18, the agency will seek to further streamline and centralize its records request process. In particular, these requests include those that are not subject to provisions granted under FOIA, such as intra-District requests made by other DC govt agencies.	09-30-2018
<b>Supports city service request processing for servicing agencies (DPW, DOT, DOEE, etc.) (1 Strategic Initiative)</b>		
311 Customer Care Partnership Expansion	In FY18, OUC will add DCRA, DGS and OCFO (Central Collections Unit) as new clients to fulfill service requests and respond to customer service needs for identified services.	12-31-2017

Created on Dec. 15, 2016 at 3:17 PM (EST). Last updated by [Katz, Lia \(EOM\)](#) on June 6 5:49 PM at 5:49 PM (EDT). Owned by [Katz, Lia \(EOM\)](#).



Agency Name

Office of Unified Communications

Annual Freedom of Information Act Report for Fiscal Year 2017  
October 1, 2016 through September 30, 2017

FOIA Officer Reporting Kelly Brown

PROCESSING OF FOIA REQUESTS

1. Number of FOIA requests received during reporting period .....	155
2. Number of FOIA requests pending on October 1, 2016.....	122
3. Number of FOIA requests pending on September 30, 2017.....	84
4. The average number of days unfilled requests have been pending before each public body as of September 30, 2017 .....	

DISPOSITION OF FOIA REQUESTS

5. Number of requests granted, in whole.....	45
6. Number of requests granted, in part, denied, in part.....	74
7. Number of requests denied, in whole.....	42
8. Number of requests withdrawn.....	12
9. Number of requests referred or forwarded to other public bodies.....	11
10. Other disposition .....	(duplicates) 9

NUMBER OF REQUESTS THAT RELIED UPON EACH FOIA EXEMPTION

11. Exemption 1 - D.C. Official Code § 2-534(a)(1).....	0
12. Exemption 2 - D.C. Official Code § 2-534(a)(2).....	83
13. Exemption 3 - D.C. Official Code § 2-534(a)(3)	
Subcategory (A).....	16
Subcategory (B).....	0
Subcategory (C) .....	27
Subcategory (D) .....	0
Subcategory (E) .....	0
Subcategory (F) .....	0
14. Exemption 4 - D.C. Official Code § 2-534(a)(4) .....	0
15. Exemption 5 - D.C. Official Code § 2-534(a)(5).....	0

16. Exemption 6 - D.C. Official Code § 2-534(a)(6)	
Subcategory (A).....	0
Subcategory (B).....	0
17. Exemption 7 - D.C. Official Code § 2-534(a)(7).....	0
18. Exemption 8 - D.C. Official Code § 2-534(a)(8).....	0
19. Exemption 9 - D.C. Official Code § 2-534(a)(9).....	0
20. Exemption 10 - D.C. Official Code § 2-534(a)(10).....	0
21. Exemption 11 - D.C. Official Code § 2-534(a)(11).....	0
22. Exemption 12 - D.C. Official Code § 2-534(a)(12).....	0

<b>TIME-FRAMES FOR PROCESSING FOIA REQUESTS</b>
---

23. Number of FOIA requests processed within 15 days.....	60
24. Number of FOIA requests processed between 16 and 25 days.....	52
25. Number of FOIA requests processed in 26 days or more.....	81
26. Median number of days to process FOIA Requests.....	56

<b>RESOURCES ALLOCATED TO PROCESSING FOIA REQUESTS</b>
--

27. Number of staff hours devoted to processing FOIA requests.....	260
28. Total dollar amount expended by public body for processing FOIA requests.....	\$11,700

<b>FEES FOR PROCESSING FOIA REQUESTS</b>
--

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

<b>PROSECUTIONS PURSUANT TO SECTION 207(d) OF THE D.C. FOIA</b>
---

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

<b>QUALITATIVE DESCRIPTION OR SUMMARY STATEMENT</b>
---

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

In FY17, the OUC saw a spike in the volume of FOIA requests, but became more efficient at processing these requests within mandated timeframes. Early in the fiscal year, the agency redefined its policies and practices around the fulfillment of requests and sought support from public safety partner agencies (MPD and FEMS) to ensure that the process for managing misdirected requests was less convoluted and convenient for requestors.

**OFFICE OF UNIFIED COMMUNICATIONS**

**AND**

**NATIONAL ASSOCIATION OF  
GOVERNMENT EMPLOYEES**

**SERVICE EMPLOYEES INTERNATIONAL UNION**

**LOCAL R3-07**

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

## Contents

	PREAMBLE .....	4
ARTICLE 1	RECOGNITION .....	5
ARTICLE 2	MANAGEMENT RIGHTS AND RESPONSIBILITIES .....	6
ARTICLE 3	EMPLOYEE RIGHTS .....	6
ARTICLE 4	NON-DISCRIMINATION .....	7
ARTICLE 5	EMPLOYEE LISTS AND INFORMATION .....	9
ARTICLE 6	POSITION MANAGEMENT AND CLASSIFICATION .....	10
ARTICLE 7	CAREER DEVELOPMENT AND UPWARD MOBILITY .....	11
ARTICLE 8	CAREER LADDER .....	13
ARTICLE 9	SAFETY AND HEALTH .....	13
ARTICLE 10	TRAINING, LICENSING AND CERTIFICATIONS .....	17
ARTICLE 11	PERSONNEL FILES .....	17
ARTICLE 12	NEW TECHNOLOGY .....	19
ARTICLE 13	PROBATIONARY EMPLOYEES .....	20
ARTICLE 14	DISTRIBUTION OF AGREEMENT AND ORIENTATION OF EMPLOYEES .....	20
ARTICLE 15	REORGANIZATION/REALIGNMENT .....	21
ARTICLE 16	GOVERNING LAWS AND REGULATIONS .....	22
ARTICLE 17	UNION SECURITY AND UNION DUES DEDUCTION .....	22
ARTICLE 18	LEAVE ADMINISTRATION .....	23
ARTICLE 19	DISCIPLINE .....	27
ARTICLE 20	VACANCY ANNOUNCEMENTS .....	28
ARTICLE 21	GRIEVANCE/ARBITRATION PROCEDURE .....	29
ARTICLE 22	DETAILS AND TEMPORARY PROMOTIONS .....	36
ARTICLE 23	ADMINISTRATION OF OVERTIME .....	37
ARTICLE 24	SCHEDULING/HOURS OF WORK .....	39
ARTICLE 25	UNION REPRESENTATION .....	39
ARTICLE 26	CONTRACTING OUT .....	43
ARTICLE 27	REDUCTION IN FORCE .....	43
ARTICLE 28	LABOR-MANAGEMENT COOPERATION COMMITTEE .....	44
ARTICLE 29	SENIORITY .....	45
ARTICLE 30	FACILITIES AND SERVICES .....	45
ARTICLE 31	BULLETIN BOARDS .....	46

ARTICLE 32	DISTRICT PERSONNEL MANUAL.....	46
ARTICLE 33	SAVINGS CLAUSE.....	46
ARTICLE 34	DURATION AND FINALITY OF AGREEMENT .....	47

## **PREAMBLE**

### SECTION A:

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

### SECTION B:

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

### SECTION C:

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

### SECTION D:

The purpose of this Agreement is:

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

## SECTION E:

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

### **ARTICLE 1            RECOGNITION**

#### Section A:

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

#### Section B:

The bargaining unit represented by the Union is as follows:

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

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

#### Section C:

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

## **ARTICLE 2**

## **MANAGEMENT RIGHTS AND RESPONSIBILITIES**

### Section A:

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

### Section B:

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

### Section C:

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

## **ARTICLE 3**

## **EMPLOYEE RIGHTS**

### Section A:

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

### Section B:

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

### Section C:

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



#### Section D:

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

### **ARTICLE 4                   NON-DISCRIMINATION**

#### Section A:

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

#### Section B:

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

#### Section C:

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

#### Section D:

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

#### Section E:

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

#### Section F:

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

#### Section G:

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

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

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

Sexual harassment may include, but is not limited to:

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

#### Section H:

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

#### Section I:

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

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

#### Section A:

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

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

5. Appointment status.

#### Section B:

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

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

### **ARTICLE 6                    POSITION MANAGEMENT AND CLASSIFICATION**

#### Section A:

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

#### Section B:

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

#### Section C:

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

#### Section D:

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

#### Section E:

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

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

#### Section A:

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

#### Section B:

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

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

Section C:

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

Section D:

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

## **ARTICLE 8                    CAREER LADDER**

### **Section A:**

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

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

### **Section B:**

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

## **ARTICLE 9                    SAFETY AND HEALTH**

### **Section A:**

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

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

#### Section B:

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

#### Section C:

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

#### Section D:

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

#### Section E:

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

#### Section F:

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



#### Section G:

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

#### Section H:

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

#### Section I:

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

#### Section J:

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

#### Section K:

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

#### Section L:

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

#### Section M:

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

#### Section N:

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

#### Section O:

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

#### Section P - Self Referrals:

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

#### Section Q – Agency Referrals:

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

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

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

### Section A – Required Training:

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

### Section B:

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

### Section C - Retesting:

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

### Section D:

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

## **ARTICLE 11            PERSONNEL FILES**

### Section A:

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

#### Section B:

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

#### Section C:

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

#### Section D:

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

#### Section E:

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

#### Section F:

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

Section G:

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

Section H:

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

Section I:

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

Section J:

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

Section K:

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

**ARTICLE 12            NEW TECHNOLOGY**

Section A:

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

#### Section B:

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

#### Section C:

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

#### Section D:

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

#### Section E:

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

### **ARTICLE 13            PROBATIONARY EMPLOYEES**

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

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

#### Section A:

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

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

Section B:

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

**ARTICLE 15                    REORGANIZATION/REALIGNMENT**

Section A:

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

Section B:

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

Section C:

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

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

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

### Section A:

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

### Section B:

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

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

### Section A:

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

### Section B:

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



#### Section C:

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

#### Section D:

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

#### Section E:

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

#### Section F:

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

### **ARTICLE 18 LEAVE ADMINISTRATION**

#### Section A – General:

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

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

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

#### Section B – Annual Leave:

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

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

#### Section C – Sick Leave:

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

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

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

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

#### Section E – Leave without Pay:

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

#### Section F – Paid Family Leave:

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

#### Section G – Court Leave:

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

#### Section H – Funeral Leave:

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

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

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

## ARTICLE 19            DISCIPLINE

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

### Section A:

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

### Section B:

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

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

#### Section C:

1. An employee or his/her Union representative shall be provided up to four (4) hours of official time to prepare for his/her response to a proposed corrective action and up to eight (8) hours of official time to prepare for his/her response to a proposed adverse action.
2. If the Agency has reason to counsel an employee, it shall be done so as not to unnecessarily embarrass the employee before other employees or the public.
3. At any investigatory interview which the employee reasonably believes may result in discipline, an employee may request to have a Union representative present at said meeting. Such requests shall not be denied.

### **ARTICLE 20            VACANCY ANNOUNCEMENTS**

#### Section A:

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

#### Section B:

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

#### Section C:

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

#### Section D:

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

Section E:

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

**ARTICLE 21                    GRIEVANCE/ARBITRATION PROCEDURE**

Section A:

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

Section B:

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

Section C – Presentation of Grievance:

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

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

#### Section D – Procedure:

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



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

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

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

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

#### Section E – Grievance Mediation:

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

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

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

#### Section F - Arbitration:

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

#### Section G:

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

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

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

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

#### Section I:

If, before the selection process begins, either party maintains that the panel of arbitrators is unacceptable, a request for a new panel from AAA or FMCS shall be made. Subsequent requests can be made until the parties receive an acceptable panel.

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

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

have the power to commit errors of law or legal reasoning and the award may be vacated by a court or other competent jurisdiction on appeal.

13. The arbitrator's award shall be binding upon both Parties.
14. A statement of the arbitrator's fees and expenses shall accompany the award. The fees and expenses of the arbitrator shall be borne equally by the Parties. Either Party may appeal the arbitrator's award in accordance with applicable law and regulations.

#### Section J – General:

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

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

#### Section A:

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

#### Section B:

1. When an employee is detailed to a higher graded position for more than ninety (90) days, he/she shall receive the higher rate of pay as acting pay, effective the pay period which begins on or after the ninety-first (91<sup>st</sup>) day. The applicable rate of pay will be determined by application of D.C. Government procedures concerning grade and step placement.

2. For details in excess of thirty (30) working days, the detail shall be documented, a copy given to the employee and a copy made a part of the employee's official personnel file.
3. An employee shall not be detailed to perform duties outside of an official description for more than ninety (90) working days.
4. A career employee may be given a temporary promotion to meet a temporary need. A temporary promotion of 120 working days or less may be made without regard to merit promotion requirements.

Section C:

This provision shall not apply to training programs.

Section D:

Details shall not be made as a means of retaliation.

Section E:

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

**ARTICLE 23                      ADMINISTRATION OF OVERTIME**

Section A:

1. Overtime work shall be distributed equally among employees who possess the required skill set of the position. Individual employee qualifications shall be considered when decisions are made on which employees shall be called for overtime work.
2. Factors to be considered when authorizing anticipated and unanticipated overtime: Absent operational emergencies, the Agency will make every effort to prevent employees from working a combination of regular and/or overtime assignments that do not allow for eight (8) consecutive hours off duty within each twenty-four (24) hour period. This twenty-four (24) hour period begins when the employee first reports to work (either on regular time or on an overtime basis) after an off-duty period.

#### Section B:

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

#### Section C:

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

#### Section D:

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



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

### Section A:

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

### Section B:

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

### Section C:

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

### Section D:

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

### Section E – Rest Periods:

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

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

## **ARTICLE 25            UNION REPRESENTATION**

### Section A:

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

### Section B:

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

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

#### Section C:

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

#### Section D:

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

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

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

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

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

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

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

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

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

1. Assisting employees in the preparation and/or presentation of grievances, complaints and appeals;
2. Investigating alleged violations of the Parties collective bargaining agreement;

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

#### Section H:

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

#### Section I:

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

#### Section J:

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

#### Section K:

The union agrees that grievances should preferably be investigated, received, processed and presented at a time when Agency performance standards will not be compromised unless

otherwise authorized. The Agency will not prevent Union representatives from representing employee at reasonable times consistent with the provision of this Agreement.

**Section L:**

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

**ARTICLE 26            CONTRACTING OUT**

**Section A:**

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

**Section B:**

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

**ARTICLE 27            REDUCTION IN FORCE**

**Section A:**

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

**Section B:**

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

**Section C:**

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

#### Section D:

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

### **ARTICLE 28            LABOR-MANAGEMENT COOPERATION COMMITTEE**

#### Section A:

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

#### Section B:

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

#### Section C:

1. The standing members of the LMCC appointed by the Union shall be granted official time to attend the LMCC meetings. If such member(s) attend(s) meetings that fall outside of his/her normal tour of duty, the Agency will attempt to modify their tour of duty. If the employee's tour of duty cannot be modified, the meeting will be rescheduled.
2. The Union shall notify the Agency at least one (1) day in advance of any scheduled meeting if an alternate will attend in the absence of the appointed member. The Agency shall grant official time to the alternate member.

Section D:

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

**ARTICLE 29            SENORITY**

Section A:

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

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

Section B:

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

Section C – Seniority List:

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

**ARTICLE 30            FACILITIES AND SERVICES**

Section A:

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

1.        The use of facilities will not involve any additional expense to the District Government other than the normal expenses which are incurred for items such as heating and lighting.

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

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

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

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

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

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

##### Section A:

In the event any article, section or portion of the Agreement should be held invalid and unenforceable by any Court or higher authority of competent jurisdiction, such decision shall apply only to the specified article, section or portion thereof specified in the decision; and upon issuance of such a decision, the Agency and the Union agree to immediately negotiate a substitute for the invalidated article, section or portion thereof.



Section B:

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

**ARTICLE 34                      DURATION AND FINALITY OF AGREEMENT**

Section A:

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

Section B:

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

Section C:

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

Section D:

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

Section E:

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

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

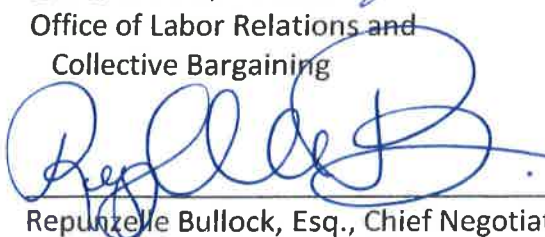
FOR THE OFFICE OF UNIFIED  
COMMUNICATIONS



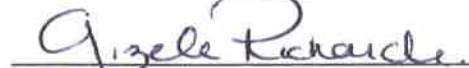
Karima Holmes, Director  
Office of Unified Communications



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



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



Gizele Richards, Negotiation Team  
Member



Yvonne McManus, Negotiation Team  
Member

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



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



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

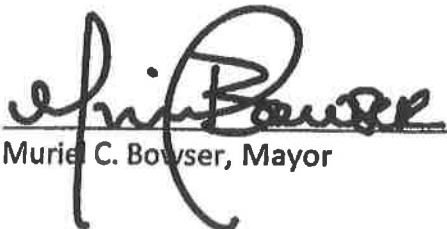
\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## APPROVAL

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

  
Muriel C. Bowser, Mayor

Oct 1, 2016-December 31, 2017

Total Training Hours **55362**

Fulfilled **22** requests from MPD training academy to assist w/recruit scenario training (42 employees assisted)

**FY17 (training hours)**

Classes including: **4661**

CDE Article / Refreshers

Teachable Moments **211**

5 Conferences **264**

37 attendees

**FY18 Oct 1 to Dec 31 (training hours)**

Classes including: **1042**

CDE Article / Refreshers

Teachable Moments **368**

1 Conference **256**

16 Attendees

**New Hire training hours for FY17 & 1st qrtr FY18**

UCT Training (32 employees) **29680**

Dispatcher Training (21 employees) **18880**

Training with MPD Recruits at MPD academy

18 Dates / 36 employees

4 dates / 6 employees

## New Employee &amp; Promotional

**48480****UCT****29680**

1701C		Students	Hrs	Weeks	Total
	Classroom	14	40	16	8960
	chairside	14	40	12	6720
1703C					
	Classroom	4	40	16	2560
	chairside	4	40	12	1920
1705c					
	Classroom	14	40	16	8960
	chairside (started 12/24/17)	14	40	1	560

**Dispatcher****18800**

Class 1602D						
	classroom	6	40	1	240	*only 1 week in FY17; classroom started in FY16
	chairside	6	40	14	3360	
Class 1702D						
	classroom	11	40	14	6160	*Chairside took longer than expected due to the size of the class, they did not get the same amount of on-hands experience as the other classes *Before end of chairside, 1 self demoted back to UCT
	chairside	10	40	14	5600	
	chairside	1	40	12	480	
	Extended Chairside	1	40	6	240	
Class 1705D						
	classroom	4	40	16	2560	
	chairside (started 12/24/17)	4	40	1	160	

FY2017 Conferences			<b>264</b>
	#Attendees	Hrs	
Hexagon Users Conference	11	8	<b>88</b>
APCO Broadband Summit	6	16	<b>96</b>
Winter APCO Conference	1	4	<b>4</b>
Spring APCO Conference	13	4	<b>52</b>
Summer APCO Conference	6	4	<b>24</b>
FY2018 Conferences			<b>256</b>
	#Attendees	Hrs	
Fall APCO Conference	16	16	<b>256</b>

Attendees are listed on the far right side of the CE Breakdown sheets

	FY2017	FY18 1st Qtr
Teachable Moments & QA Review	<b>211</b>	<b>370</b>
Total Number of Continuing Education Hours	<b>4661</b>	<b>1042</b>
Conferences	<b>264</b>	<b>256</b>

Total Number of classes offered	47	10
Total Number of Attendees	995	215

#### FY17

Class Offered:	# of Attendees	Class Hrs	Total Training hrs
CTO Training	36	24	864
CTO OPSD Training	31	8	248
IT Troubleshooting	24	4	96
Victims Plea Meeting Expectations	18	8	144
Human Trafficking Awareness	2	1	2
Supervisor Union Training	11	4	44
Disaster Planning for the PSAP	12	8	96
Structure Fire Response plan changes & updates	25	1	25
GEM 911	10	2	20
Liability in the 911 Center	7	8	56
EAP	16	1	16
Reasonable Suspicion Trng	28	1	28
EPD	4	24	96
EPD Sit Along	2	3	6
EMD	10	24	240
EMD Q	18	16	288
EFD	1	24	24
EFDQ	4	16	64
CPR	26	4	104
Hands Heart CPR	29	1	29
TDD /TTY Refresher	182	1	182
TTY TOT	6	2	12
ProQA Class for FEMS	6	4	24
AQUA/ProQA	4	8	32
ICC-Intergraph Communications Controller	169	3	507
ICC-Refresher Training	98	1	98
Stress Relief Webinar	21	1	21
Tactical Dispatch	18	8	144
Aging in the Community APCO	2	1	2
ICS 300 (2/7-8/17)	4	16	64
ICS 400 (2/9-10/17)	4	16	64
Admin Retreat	34	8	272
Intersection of NG911, the Internet of Things and Smart Cities Webinar	6	2	12
Disaster Ops and Com Center	3	8	24
NENA Supervisor Course	4	24	96
Sexual Harassment	17	2	34
FBI Hostage Negotiations	12	16	192
Suicide Intervention	23	8	184
OHRLanguage Access	55	1	55
Active Shooter	3	24	72

GIS & NG911 for PSAP	4	8	32
Preventing Telecommunicator Tunnel Vision	6	8	48
	995		4661

FY18 Sept - Dec 31st

Class Offered:	# of Attendees	Class Hrs	Total Training hrs
Fire OPS 101	7	8	56
FEMS EMD Refresher	120	4	480
CTO Refresher SEG & DORs	2	2	4
EFD	16	6	96
3SI Train the Trainer	2	2	4
MPD CIO Training	2	40	80
CTO Class	7	24	168
CBD KICK OFF	41	2	82
Motorola Radio I	13	4	52
Motorola Radio II	5	4	20
	215		1042



[illegible]



[illegible]

[illegible]





[illegible]

Hunter	Mark	12/4/17					11/10/17				10/20/17
Ifill	Raquel										
Jackson	April	12/21/17									
Jackson	Chardon	12/21/17					11/9/17				
Jackson	Trayshelle	11/18/17									10/20/17
Jefferson	Kimberly	11/6/17									
Jenkins	Kelly										
Jennings	Marisha										
Johnson	Arielle	11/14/17									
Johnson	Cheri										
Johnson	Stewart	12/18/17									
Johnson	Victoria	11/18/17				11/15/17	11/10/17				
Johnson-Stewart	Veronica										
Jones	Keena										
Jones	Shannon										
Jones	Sharon	11/13/17									
Joy	Keisha	11/14/17					11/10/17				
Kee	Julius										
King	Kevin										
Knox	Debbie		10/25/17								
Leake	Kandace	11/28/17									
Lee	Vera	12/11/17									
Lewis	Bridget										
Lopez	Carmen	11/21/17									
Malry	James										
Marable	Michael	12/16/17									
Martin	Robin	12/2/17									
Mccullough-Collins	Shondel	11/18/17					11/10/17				
McEachin	Mark	11/9/17					11/9/17				
Millard	Ava	12/16/17									
Montero	Marisela	12/5/17									
Morgan	Sharon	12/9/17									
Morris	Carolyn	12/2/17									
Morris	Crystal	11/15/17					11/10/17				
Morris	Erica	12/9/17					11/10/17				
Morsell-Turner	Jennifer	11/6/17									
Murillo	Sebastian	11/30/17					11/10/17				
Nazario	Sylvia	11/28/17									
Neal	Hubert	12/2/17					11/10/17				
Norville	Sambeth	12/5/17					11/10/17				
Oliver (Rawlings)	Alice	12/2/17									
Parris	Khaliliah	11/27/17									
Percy (Grant)	Kara	12/15/17				12/8/17	11/9/17	10/24/17			



[illegible]







Herring	Kiara
Hood	Tiauna
Jones	Sabrina
Jones	Shaquanna
Jones	Valerie
Lawson	Darlene
Mahoney	William
Maichew	Melaku
Marrow	Vanessa
Mccracken	Shavon
McGrier	Perrika
McRae	Dexter
Nelson	Michael
Phillips	Barbara
Pierce	Linda
Pope	Nicole
Quigley	Walter
Roberts	Sharday
Sasagawa (Coleman)	Sumie
Sawar	Spozmai
Scott	Tamica
Scruggs	Janie
Smalley	Colandria
Smith	Masika
Smith	Traveon
Tefera	Melaku
Tillman	Shawnee
Troublefield	Shelita
Wash	John
Washington	Janice
Whitaker	Natasha
Williams	Ebony
Woody	Gerald

Date	Name (First Name Last Name)	Event Or Case Number	QA Review	Recertification	Retesting	Teachable Moment	Other - explain
7/28/17	Anthony Covington	301752	x				
7/28/17	Anthony Covington	323795	x				
7/28/17	Anthony Covington	315860	x				
7/28/17	Anthony Covington	320428	x				
7/28/17	Anthony Covington	322508	x				
7/28/17	Dominique Chambers	316011	x				
7/28/17	Dominique Chambers	312194	x				
7/28/17	Dominique Chambers	310569	x				
7/28/17	Dominique Chambers	312178	x				
7/28/17	Dominique Chambers	320007	x				
7/28/17	Dominique Chambers	322159	x				
7/28/17	Dominique Chambers	317936	x				
7/28/17	Dominique Chambers	323701	x				
7/28/17	Dominique Chambers	325830	x				
7/28/17	Dominique Chambers	323746	x				
7/28/17	Dominique Chambers	313971	x				
7/28/17	Dominique Chambers	322098	x				
7/28/17	Aladegoke Akinsola	299840	x				
7/28/17	Aladegoke Akinsola	299805	x				
7/28/17	Aladegoke Akinsola	299490	x				
7/28/17	Aladegoke Akinsola	300272	x				
7/28/17	Aladegoke Akinsola	306749	x				
7/28/17	Aladegoke Akinsola	305878	x				
7/28/17	Aladegoke Akinsola	308682	x				
7/28/17	Aladegoke Akinsola	308229	x				
7/28/17	Aladegoke Akinsola	308154	x				
7/28/17	Aladegoke Akinsola	317782	x				
7/28/17	Aladegoke Akinsola	315007	x				
7/28/17	Aladegoke Akinsola	312017	x				
7/28/17	Aladegoke Akinsola	324094	x				
7/28/17	Aladegoke Akinsola	322022	x				
5/22/17	Cortnee Willson				x-homi call		
5/22/17	Tonia Saunders	270889	X				
5/22/17	Tonia Saunders	270808	X				
5/22/17	Tonia Saunders	252382	X				
5/22/17	Tonia Saunders	538698	X				
5/22/17	Marquis Baylor	259232	X				
5/22/17	Marquis Baylor	271586	X				
5/22/17	Marquis Baylor	267181	X				
5/22/17	Marquis Baylor	267959	X				
5/22/17	Marquis Baylor	258929	X				
5/22/17	Marquis Baylor	255257	X				
5/22/17	Marquis Baylor	61244	X				
5/22/17	Marquis Baylor	271223	X				
5/22/17	Marquis Baylor	251762	X				
5/22/17	Marquis Baylor	259275	X				
5/22/17	Marquis Baylor	260716	X				
5/22/17	Marquis Baylor	250256	X				
5/22/17	Marquis Baylor	270069	X				
5/22/17	Marquis Baylor	272070	X				
5/22/17	Marquis Baylor	266714	X				
5/22/17	Marquis Baylor	261255	X				
5/22/17	Marquis Baylor	265163	X				
5/22/17	Marquis Baylor	272097	X				
5/22/17	Marquis Baylor	270534	X				
5/22/17	Marquis Baylor	267975	X				
5/22/17	Marquis Baylor	534997	X				
5/22/17	Marquis Baylor	60421	X				
5/22/17	Keturah Glasker	262977	X				
5/22/17	Keturah Glasker	268759	X				
5/22/17	Keturah Glasker	264327	X				
5/22/17	Keturah Glasker	252845	X				
5/22/17	Keturah Glasker	60485	X				
5/22/17	Keturah Glasker	264680	X				
5/22/17	Keturah Glasker	269981	X				
5/22/17	Shannon Jones	271947	X				
5/22/17	Shannon Jones	254836	X				
5/22/17	Shannon Jones	260434	X				
5/22/17	Cassandra Alexander	266448	X				

5/22/17	Alice Oliver	281822	X																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																							
---------	--------------	--------	---	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--





[illegible]



689 QA/Teachable moments reviewed by QA team  
plus 47 CPR calls reviewed by Training Team

**List each event/incident separately									
Employee Receiving Counseling				Check area					
Date	Last Name	First Name	Event Number	QA Review - enter compliance level*	Recertification	Retesting	Teachable Moment (Be specific)	Other - explain	OPSD Team Member
10/3/17	Whitfield	Tasyha	F170166523				advised that hanging is in case entry went over with her		Tammie
10/18/17	Kee	Julius	F170176043				Failed to launch CPR protocol correctly		TG
10/24/17	Beamon	Elautanyce	354073	HC					TG
10/24/17	Beamon	Elautanyce	341459	C					TG
10/24/17	Beamon	Elautanyce	348121	C					TG
10/24/17	Beamon	Elautanyce	352152	C					TG
10/24/17	Beamon	Elautanyce	344634	NC					TG
10/24/17	Beamon	Elautanyce	346466	PC					TG
10/24/17	Beamon	Elautanyce	346040	NC					TG
10/24/17	Beamon	Elautanyce	353820	NC					TG
10/24/17	Beamon	Elautanyce	356434	NC					TG
10/24/17	Dickens	Indigo	I20170586575				1716 I ST NW did not add EMS to an existing slip for a person sprayed with mace		Tammie
10/24/17	Higgins	Rajhnnisha	F170173873				advised to count out loud when doing CPR		Tammie
10/24/17	Kee	Julius	I20170586575				1716 I ST NW slip created for MPD not for EMS for mace sprayed		Tammie
10/24/17	Martin	Robin	344660	C					TG
10/24/17	Martin	Robin	352156	C					TG
10/24/17	Martin	Robin	353895	C					TG
10/24/17	Martin	Robin	346331	C					TG
10/24/17	Martin	Robin	354295	PC					TG
10/24/17	Martin	Robin	348495	NC					TG
10/24/17	Montero	Marisella	344840	HC					TG
10/24/17	Montero	Marisella	339503	HC					TG
10/24/17	Montero	Marisella	356388	HC					TG
10/24/17	Montero	Marisella	341294	C					TG
10/24/17	Montero	Marisella	348018	C					TG
10/24/17	Montero	Marisella	340509	NC					TG
10/26/17	Leake	Kandace	F170180423	X			97 yo female fell down/did not launch ProQA/CPR upon arrival from FEMS		TG
11/6/17	Barnes-Garvin	Yvette	348124	HC					TG
11/6/17	Barnes-Garvin	Yvette	333462	HC					TG
11/6/17	Beamon	Elautanyce	332069	C					TG
11/6/17	Duke	Karen	346703	HC					TG
11/6/17	Duke	Karen	337330	HC					TG
11/6/17	Duke	Karen	337701	HC					TG
11/6/17	Granados	Fernando	333925	NC					TG
11/6/17	Granados	Fernando	330499	C					TG
11/6/17	Granados	Fernando	339145	NC					TG
11/6/17	Mooney	William	348551	HC					TG
11/6/17	Mooney	William	346919	HC					TG
11/6/17	Mooney	William	346854	HC					TG
11/6/17	Mooney	William	336243	C					TG
11/6/17	Mooney	William	334056	C					TG
11/6/17	Mooney	William	332629	PC					TG
11/6/17	Mooney	William	350059	HC					TG
11/6/17	Mooney	William	330389	NC					TG
11/6/17	Washington	Nikita	326753	HC					TG
11/6/17	washington	nikita	351451	C					TG
11/7/17	Cromer	Raven	346905	NC					TG
11/7/17	Cromer	Raven	328890	NC					TG
11/7/17	Cromer	Raven	328509	NC					TG
11/7/17	Cromer	Raven	337097	NC					TG
11/7/17	Cromer	Raven	331000	HC					TG
11/7/17	Jones	Sharon	348139	NC					TG
11/7/17	Jones	Sharon	330658	C					TG
11/7/17	Jones	Sharon	330955	PC					TG
11/7/17	Jones	Sharon	337508	C					TG
11/7/17	Jones	Sharon	347154	C					TG
11/7/17	Jones	Sharon	346690	C					TG
11/7/17	Jones	Sharon	348819	C					TG
11/7/17	Martin	Robin	324735	NC					TG
11/7/17	Martin	Robin	333902	NC					TG
11/7/17	Martin	Robin	324230	C					TG
11/7/17	Montero	Marisella	324877	C					TG
11/7/17	Montero	Marisella	323039	C					TG
11/7/17	Montero	Marisella	348018	C					TG
11/7/17	Montero	Marisella	332012	C					TG
11/7/17	Morris	Crystal	348352	C					TG
11/7/17	Morris	Crystal	346734	C					TG
11/7/17	Morris	Crystal	336042	HC					TG
11/7/17	Morris	Crystal	334112	NC					TG
11/8/17	Dammons	Desirae	333612	HC					TG
11/8/17	Dammons	Desirae	357854	HC					TG
11/8/17	Dammons	Desirae	327671	C					TG
11/8/17	Dammons	Desirae	347225	C					TG
11/8/17	Dammons	Desirae	361182	C					TG
11/8/17	Dammons	Desirae	361182	C					TG
11/8/17	Dammons	Desirae	322309	LC					TG
11/8/17	Dammons	Desirae	325665	LC					TG
11/8/17	Dammons	Desirae	365127	LC					TG
11/8/17	Dammons	Desirae	323849	NC					TG
11/8/17	Dammons	Desirae	349206	NC					TG
11/8/17	Dammons	Desirae	365284	NC					TG
11/8/17	Dammons	Desirae	365325	TG					NC
11/8/17	Dammons	Desirae	365646	TG					NC
11/8/17	Davis	Tamainia	347181	C					TG
11/8/17	Davis	Tamainia	351378	LC					TG
11/8/17	Davis	Tamainia	349701	NC					TG
11/8/17	Harris	Deita	337519	NC					TG

\*HC High Compliance  
C Compliant  
PC Partial Compliance  
LC Low Compliance  
NC Non-compliant

11/8/17	Harris	Deita	330850	NC	TG
11/8/17	Johnson	Arielle	349842	NC	TG
11/8/17	Johnson	Arielle	347217	C	TG
11/8/17	Lee	Vera	335390	C	TG
11/8/17	Lee	Vera	336867	LC	TG
11/8/17	Lee	Vera	337918	C	TG
11/8/17	Lee	Vera	334887	NC	TG
11/8/17	Lee	Vera	349246	HC	TG
11/8/17	Lee	Vera	349599	LC	TG
11/8/17	Lee	Vera	350963	NC	TG
11/8/17	Small	Davia	345985	C	TG
11/14/17	BELL	CHARLEE	361942	NC	TC
11/14/17	BELL	CHARLEE	363445	LC	TC
11/14/17	BELL	CHARLEE	365391	C	TC
11/14/17	BELL	CHARLEE	365828	HC	TC
11/14/17	BELL	CHARLEE	369317	HC	TC
11/14/17	BELL	CHARLEE	369007	HC	TC
11/14/17	BELL	CHARLEE	369346	HC	TC
11/14/17	BELL	CHARLEE	371223	PC	TC
11/14/17	BELL	CHARLEE	357500	HC	TC
11/14/17	BELL	CHARLEE	355684	HC	TC
11/14/17	BELL	CHARLEE	355265	PC	TC
11/14/17	BELL	CHARLEE	355063	C	TC
11/14/17	BELL	CHARLEE	349894	C	TC
11/14/17	BELL	CHARLEE	349567	C	TC
11/14/17	BELL	CHARLEE	345908	C	TC
11/14/17	BELL	CHARLEE	341945	C	TC
11/14/17	BELL	CHARLEE	332981	C	TC
11/14/17	BELL	CHARLEE	344046	NC	TC
11/14/17	BELL	CHARLEE	347444	NC	TC
11/14/17	BELL	CHARLEE	327441	C	TC
11/14/17	BELL	CHARLEE	334867	NC	TC
11/14/17	JENNINGS	MARISHA	344088	HC	TC
11/14/17	JENNINGS	MARISHA	344039	HC	TC
11/14/17	JENNINGS	MARISHA	331190	C	TC
11/14/17	JENNINGS	MARISHA	347401	NC	TC
11/14/17	JENNINGS	MARISHA	349105	HC	TC
11/14/17	JENNINGS	MARISHA	341968	C	TC
11/14/17	JENNINGS	MARISHA	353236	HC	TC
11/14/17	JENNINGS	MARISHA	361418	NC	TC
11/14/17	JENNINGS	MARISHA	359763	C	TC
11/14/17	JENNINGS	MARISHA	360283	HC	TC
11/14/17	JENNINGS	MARISHA	355984	NC	TC
11/14/17	JENNINGS	MARISHA	358094	HC	TC
11/14/17	JENNINGS	MARISHA	327698	C	TC
11/14/17	JENNINGS	MARISHA	1201706759157		TC
11/14/17	JENNINGS	MARISHA	120170675473		TC
11/14/17	JENNINGS	MARISHA	F170189087		TC
11/14/17	MCEACHIN	MARK	120170675473		TC
11/14/17	MCEACHIN	MARK	351245	NC	TC
11/14/17	MCEACHIN	MARK	323904	HC	TC
11/14/17	MCEACHIN	MARK	334698	HC	TC
11/14/17	MCEACHIN	MARK	335013	LC	TC
11/14/17	MCEACHIN	MARK	334884	C	TC
11/14/17	MCEACHIN	MARK	338507	LC	TC
11/14/17	MCEACHIN	MARK	342052	LC	TC
11/14/17	MCEACHIN	MARK	342432	NC	TC
11/14/17	MCEACHIN	MARK	343900	NC	TC
11/14/17	MCEACHIN	MARK	344029	PC	TC
11/14/17	MCEACHIN	MARK	347293	C	TC
11/14/17	MCEACHIN	MARK	351547	LC	TC
11/14/17	MCEACHIN	MARK	353215	NC	TC
11/14/17	MCEACHIN	MARK	355555	LC	TC
11/14/17	MCEACHIN	MARK	359767	NC	TC
11/14/17	THOMPSON	MYA	334731	HC	TC
11/14/17	THOMPSON	MYA	336672	HC	TC
11/14/17	THOMPSON	MYA	353219	HC	TC
11/14/17	THOMPSON	MYA	320302	HC	TC
11/14/17	THOMPSON	MYA	320423	HC	TC
11/14/17	THOMPSON	MYA	324144	HC	TC
11/14/17	THOMPSON	MYA	327484	HC	TC
11/14/17	THOMPSON	MYA	329950	HC	TC
11/14/17	THOMPSON	MYA	332929	HC	TC
11/14/17	THOMPSON	MYA	341967	HC	TC
11/14/17	THOMPSON	MYA	347310	PC	TC
11/14/17	THOMPSON	MYA	349532	HC	TC
11/14/17	THOMPSON	MYA	355264	HC	TC
11/14/17	THOMPSON	MYA	355760	HC	TC
11/14/17	THOMPSON	MYA	120170675473		TC
11/14/17	THOMPSON	MYA	321721	HC	TC
11/14/17	THOMPSON	MYA	336940	HC	TC
11/14/17	THOMPSON	MYA	349005	HC	TC
11/14/17	THOMPSON	MYA	349029	HC	TC
11/14/17	THOMPSON	MYA	NUMBER NOT AVAILABLE	HC	TC
11/14/17	THOMPSON	MYA	358046	HC	TC
11/14/17	THOMPSON	MYA	359765	HC	TC
11/14/17	THOMPSON	MYA	F170169923		TC
11/14/17	WASHINGTON	SHALITA	323972	HC	TC
11/14/17	WASHINGTON	SHALITA	344199	NC	TC
11/14/17	WASHINGTON	SHALITA	329660	NC	TC
11/14/17	WASHINGTON	SHALITA	331561	C	TC
11/14/17	WASHINGTON	SHALITA	334548	NC	TC
11/14/17	WASHINGTON	SHALITA	335067	LC	TC
11/14/17	WASHINGTON	SHALITA	338266	C	TC
11/14/17	WASHINGTON	SHALITA	338231	NC	TC

TFSA...2ND CALL STILL WAITING WAS ENTERED INSTEAD OF THE PERTINENT INFORMATION THAT THE CALLER ADVISED  
 PERTINENT INFORMATION OMITTED; CALLER GAVE LAST KNOWN DIRECTION; CUSTOMER SERVICE AND CALMING TECHNIQUES  
 GREAT JOB WITH GETTING RIGHT TO "LETS DO CPR ... NOT PERFORMED BUT THE ATTEMPT  
 DON'T BE QUICK TO OFFER TO BE ANONYMOUS

PATIENT WITH CALLER ; DON'T STOP QUESTIONS BECAUSE CALLER SEES AN OFFICER

YOU ENTERED "2ND CALL" THE CLASSIFICATION WAS INCORRECT YOU SHOULD HAVE UPGRADED THE CALL

11/14/17	WASHINGTON	SHALITA	339942	NC	TC
11/14/17	WASHINGTON	SHALITA	345903	LC	TC
11/14/17	WASHINGTON	SHALITA	349146	NC	TC
11/14/17	WASHINGTON	SHALITA	351587	NC	TC
11/14/17	WASHINGTON	SHALITA	352669	NC	TC
11/14/17	WASHINGTON	SAHLITA	355085	LC	TC
11/14/17	WASHINGTON	SHALITA	355279	C	TC
11/14/17	WASHINGTON	SHALITA	356024	NC	TC
11/14/17	WASHINGTON	SHALITA	I20170659196	STOLEN AUTO WITH AN UPGRADED PRIORITY AS HE WAS WITH HIS VEHICLE ... DID NOT GET PARTICULARS ABOUT THE VEHICLE DO NOT RELY ON ANI ALI FOR NAME ... THE CALLER CAN BE SOMEONE OTHER THAN THE LISTED NAME MAKE SURE YOU GET A L/O FOR A VEHICLE LEAVING THE SCENE	TC
11/14/17	WASHINGTON	SHALITA	I20170675236		TC
11/14/17	WASHINGTON	SHALITA	I20170675216		TC
11/15/17	JACKSON	Chardone	359772	nc	TC
11/15/17	JACKSON	Chardone	355132	PC	TC
11/15/17	JACKSON	CHARDON	349937	PC	TC
11/15/17	JACKSON	CHARDON	342051	LC	TC
11/15/17	JACKSON	CHARDON	340408	NC	TC
11/15/17	JACKSON	CHARDON	338612	HC	TC
11/15/17	JACKSON	CHARDON	336573	LC	TC
11/15/17	JACKSON	CHARDON	327508	PC	TC
11/16/17	Dickens	Indigo	359278	PC	TC
11/16/17	DICKENS	Indigo	F170193125	CT WANTED TO REVIEW THIS... NO PROTOCOL UTILIZED ...	TC
11/16/17	HAGGINS	Rajhnnisha	361110		TC
11/16/17	HAGGINS	Rajhnnisha	354194		TC
11/16/17	HAGGINS	Rajhnnisha	354748		TC
11/16/17	HAGGINS	Rajhnnisha	352105	C	TC
11/16/17	HAGGINS	Rajhnnisha	350293	C	TC
11/16/17	HAGGINS	Rajhnnisha	339601	HC	TC
11/16/17	HAGGINS	Rajhnnisha	339309	HC	TC
11/16/17	HAGGINS	Rajhnnisha	343123	PC	TC
11/16/17	HAGGINS	Rajhnnisha	346162	LC	TC
11/16/17	HAGGINS	Rajhnnisha	I20170610305	YOU CAN NOT TELL A CALLER THAT A VICTIM IS GOING TO BE OK ... THIS VICTIM IS NOW DECEASED	TC
11/16/17	HAGGINS	Rajhnnisha	339646		TC
11/17/17	AKINSOLA	A	353751	C	TC
11/17/17	AKINSOLA	A	360265	HC	TC
11/17/17	AKINSOLA	A	336263	C	TC
11/17/17	AKINSOLA	A	336648	C	TC
11/17/17	AKINSOLA	A	341418	HC	TC
11/17/17	AKINSOLA	A	347005	hc	TC
11/17/17	AKINSOLA	A	NUMBER NOT AVAIL	C	TC
11/17/17	WAKKER	A NTHONY	351650	C	TC
11/17/17	WALKER	ANTHOINY	355077	HC	TC
11/17/17	WALKER	ANTHOINY	355268	HC	TC
11/17/17	WALKER	ANTHOINY	355604	HC	TC
11/17/17	WALKER	ANTHONY	357949	C	TC
11/17/17	WALKER	ANTHONY	355970	C	TC
11/17/17	WALKER	ANTHONY	361392	C	TC
11/17/17	WALKER	ANTHONY	359840	C	TC
11/17/17	WALKER	ANTHONY	339931	HC	TC
11/17/17	WALKER	ANTHONY	340402	C	TC
11/17/17	WALKER	ANTHONY	323901	HC	TC
11/17/17	WALKER	ANTHONY	325572	C	TC
11/17/17	WALKER	ANTHONY	329200	NC	TC
11/17/17	WALKER	ANTHONY	329604	C	TC
11/17/17	WALKER	ANTHONY	349074	LC	TC
11/17/17	WALKER	ANTHONY	331395	C	TC
11/17/17	WALKER	ANTHONY	366991	C	TC
11/17/17	WALKER	ANTHONY	347398	HC	TC
11/17/17	WALKER	ANTHONY	370848	HC	TC
11/17/17	WALKER	ANTHONY	362123	NC	TC
11/17/17	WALKER	ANTHONY	361392	C	TC
11/17/17	WALKER	ANTHONY	f170169923	DID NOT STOP PROTOCOL BECAUSE UNIT IS ON THE SCENE	TC
11/17/17	WALKER	ANTHONY	327632		TC
11/17/17	WALKER	ANTHONY	347402		TC
11/17/17	WALKER	ANTHONY	369285		TC
11/17/17	WALKER	ANTHONY	359840	C	TC
11/17/17	WALKER	ANTHONY	I20170675216	LOOK OUT FOR THE BODY OF THE VEHICLE ... DONT JUST ASK FOR A TAG	TC
11/18/17	AKINSOLA	A	368788		TC
11/18/17	AKINSOLA	A	360265		TC
11/18/17	AKINSOLA	A	366256		TC
11/18/17	AKINSOLA	A	370242	C	TC
11/18/17	McMills	Sowha	355106	C	TC
11/18/17	McMills	Sowha	353335	LC	TC
11/18/17	McMills	Sowha	333425	NC	TC
11/18/17	McMills	Sowha	355739	NC	TC
11/18/17	McMills	Sowha	359759	NC	TC
11/18/17	McMills	Sowha	359773	NC	TC
11/18/17	McMills	Sowha	363764	C	TC
11/18/17	McMills	Sowha	349878	NC	TC
11/18/17	McMills	Sowha	347396	NC	TC
11/18/17	McMills	Sowha	247406	NC	TC
11/18/17	McMills	Sowha	347466	LC	TC
11/18/17	McMills	Sowha	347449	PC	TC
11/18/17	McMills	Sowha	347363	PC	TC
11/18/17	McMills	Sowha	342046	NC	TC
11/18/17	McMills	Sowha	343620	NC	TC
11/18/17	McMills	Sowha	367740	NC	TC
11/18/17	McMills	Sowha	361907	NC	TC
11/18/17	McMills	SOWAH	338525	NC	TC
11/18/17	McMills	SOWAH	342050	NC	TC
11/18/17	McMills	SOWAH	F170189087	DO NOT DISCONNECT BECAUSE CALLER ADVSED POLICE/AMB ON THE SCENE	TC
11/20/17	Barnes-Garvin	Yvette	342891		TG
11/20/17	Barnes-Garvin	Yvette	359501		TG
11/20/17	Barnes-Garvin	Yvette	359943		TG
11/20/17	Barnes-Garvin	Yvette	359484		TG
11/20/17	Barnes-Garvin	Yvette	365913	nc	TG

11/20/17	Barnes-Garvin	Yvette	352158	c	TG
11/20/17	Barnes-Garvin	Yvette	354321	c	TG
11/20/17	Barnes-Garvin	Yvette	339533	nc	TG
11/20/17	Barnes-Garvin	Yvette	344425	hc	TG
11/20/17	Fletcher	Brittany	350597	PC	TG
11/20/17	Fletcher	Brittany	348530	C	TG
11/20/17	Fletcher	Brittany	365240	C	TG
11/20/17	Fletcher	Brittany	347518	C	TG
11/20/17	Fletcher	Brittany	367702	C	TG
11/20/17	Fletcher	Brittany	367233	HC	TG
11/20/17	Fletcher	Brittany	363936	HC	TG
11/20/17	Fletcher	Brittany	363966	HC	TG
11/20/17	Fletcher	Brittany	342079	HC	TG
11/20/17	Fletcher	Brittany	342079	HC	TG
11/20/17	Fletcher	Brittany	344521	HC	TG
11/20/17	Fletcher	Brittany	353960	c	TG
11/20/17	Fletcher	Brittany	341765	pc	TG
11/20/17	Fletcher	Brittany	351888	hc	TG
11/20/17	Fletcher	Brittany	351764	hc	TG
11/20/17	Fletcher	Brittany	353465	hc	TG
11/20/17	Fletcher	Brittany	352781	hc	TG
11/20/17	Fletcher	Brittany	352342	hc	TG
11/20/17	Fletcher	Brittany	343457	c	TG
11/20/17	Fletcher	Brittany	336057	hc	TG
11/20/17	Fletcher	Brittany	334181	hc	TG
11/20/17	Fletcher	Brittany	334212	hc	TG
11/20/17	Fletcher	Brittany	335316	hc	TG
11/20/17	Fletcher	Brittany	336508	hc	TG
11/20/17	Fletcher	Brittany	326788	hc	TG
11/20/17	Fletcher	Brittany	330986	hc	TG
11/20/17	Fletcher	Brittany	333938	hc	TG
11/20/17	Fletcher	Brittany	349966	hc	TG
11/20/17	Fletcher	Brittany	346389	hc	TG
11/20/17	Fletcher	Brittany	346840	hc	TG
11/20/17	Fletcher	Brittany	348027	hc	TG
11/20/17	Fletcher	Brittany	347584	hc	TG
11/20/17	Fletcher	Brittany	347689	hc	TG
11/20/17	Fletcher	Brittany	367240	hc	TG
11/20/17	Granados	Fernando	370279	pc	TG
11/20/17	Granados	Fernando	364879	nc	TG
11/20/17	Granados	Fernando	354049	nc	TG
11/20/17	Granados	Fernando	342627	lc	TG
11/20/17	Granados	Fernando	344437	nc	TG
11/20/17	Harris	Dietz	352221	c	TG
11/20/17	Harris	Dietz	331927	pc	TG
11/20/17	Harris	Dietz	353902	hc	TG
11/20/17	Harris	Dietz	359107	hc	TG
11/20/17	Harris	Dietz	351788	hc	TG
11/20/17	Harris	Dietz	364376	c	TG
11/20/17	Harris	Dietz	370290	c	TG
11/20/17	Harris	Dietz	364803	c	TG
11/20/17	Harris	Dietz	351894	c	TG
11/20/17	Harris	Dietz	356907	pc	TG
11/20/17	Jones	Alexandria	366743	NC	TG
11/20/17	Martin	Robin	364432	nc	TG
11/20/17	Martin	Robin	366042	nc	TG
11/20/17	Martin	Robin	366369	nc	TG
11/20/17	Martin	Robin	354295	pc	TG
11/20/17	Martin	Robin	352156	c	TG
11/20/17	Martin	Robin	353895	c	TG
11/20/17	Martin	Robin	344660	c	TG
11/20/17	Martin	Robin	367996	pc	TG
11/20/17	Martin	Robin	369919	pc	TG
11/20/17	Martin	Robin	368447	c	TG
11/20/17	Martin	Robin	364982	c	TG
11/20/17	Mooney	William	352150	c	TG
11/20/17	Mooney	William	341495	c	TG
11/20/17	Mooney	William	344831	hc	TG
11/20/17	Mooney	William	354034	hc	TG
11/20/17	Mooney	William	342504	nc	TG
11/20/17	Mooney	William	354019	hc	TG
11/20/17	Mooney	William	353783	c	TG
11/20/17	Mooney	William	356281	hc	TG
11/20/17	Mooney	William	365945	lc	TG
11/20/17	Mooney	William	366278	nc	TG
11/20/17	Mooney	William	364019	pc	TG
11/20/17	Mooney	William	369467	nc	TG
11/20/17	Mooney	William	369893	pc	TG
11/20/17	Mooney	William	362334	hc	TG
11/20/17	Morris	Crystal	344655	hc	TG
11/20/17	Morris	Crystal	356764	c	TG
11/20/17	Morris	Crystal	359164	pc	TG
11/20/17	Morris	Crystal	362822	hc	TG
11/20/17	Morris	Crystal	359164	pc	TG
11/21/17	Bailey	Janay	360370	hc	TG
11/21/17	Bailey	Janay	356306	hc	TG
11/21/17	Bailey	Janay	355369	hc	TG
11/21/17	Bailey	Janay	356322	c	TG
11/21/17	Bailey	Janay	360370	hc	TG
11/21/17	Bailey	Janay	359472	c	TG
11/21/17	Bailey	Janay	353001	hc	TG
11/21/17	Bailey	Janay	353092	hc	TG
11/21/17	Bailey	Janay	339510	hc	TG
11/21/17	Bailey	Janay	349646	hc	TG
11/21/17	Bailey	Janay	348046	c	TG

11/21/17	Bailey	Janay	337184	hc	TG
11/21/17	Bailey	Janay	334115	pc	TG
11/21/17	Bailey	Janay	339162	pc	TG
11/21/17	Bailey	Janay	365802	c	TG
11/21/17	Bailey	Janay	363310	hc	TG
11/21/17	Bailey	Janay	364462	hc	TG
11/21/17	Bailey	Janay	364352	hc	TG
11/21/17	Beaman	Elauntyce	341459	c	TG
11/21/17	Beaman	Elauntyce	353820	nc	TG
11/21/17	Beaman	Elauntyce	354073	hc	TG
11/21/17	Beaman	Elauntyce	360313	pc	TG
11/21/17	Beaman	Elauntyce	360889	nc	TG
11/21/17	Beaman	Elauntyce	356434	nc	TG
11/21/17	Beaman	Elauntyce	363954	lc	TG
11/21/17	Beaman	Elauntyce	368316	nc	TG
11/21/17	Beaman	Elauntyce	365530	hc	TG
11/21/17	Beaman	Elauntyce	2	c	TG
11/21/17	Beaman	Elauntyce	368527	c	TG
11/21/17	Beaman	Elauntyce	365295	pc	TG
11/21/17	Brawner	Rasheena	363283	nc	TG
11/21/17	Brawner	Rasheena	361228	c	TG
11/21/17	Brawner	Rasheena	363159	pc	TG
11/21/17	Brawner	Rasheena	367095	nc	TG
11/21/17	Brawner	Rasheena	367209	nc	TG
11/21/17	Brawner	Rasheena	334522	nc	TG
11/21/17	Brawner	Rasheena	361228	c	TG
11/21/17	Brawner	Rasheena	340176	nc	TG
11/21/17	Brawner	Rasheena	322246	nc	TG
11/21/17	Burrell	Angela	343824	hc	TG
11/21/17	Burrell	Angela	343221	hc	TG
11/21/17	Burrell	Angela	344106	hc	TG
11/21/17	Burrell	Angela	323922	c	TG
11/21/17	Burrell	Angela	337593	nc	TG
11/21/17	Burrell	Angela	338667	c	TG
11/21/17	CAMPER	LAUREN	323106	HC	TC
11/21/17	CAMPER	LAUREN	324287	HC	TC
11/21/17	CAMPER	LAUREN	324473	NC	TC
11/21/17	CAMPER	LAUREN	326924	HC	TC
11/21/17	CAMPER	LAUREN	330070	NC	TC
11/21/17	CAMPER	LAUREN	339245	HC	TC
11/21/17	CAMPER	LAUREN	339365	C	TC
11/21/17	CAMPER	LAUREN	344778	HC	TC
11/21/17	CAMPER	LAUREN	348261	C	TC
11/21/17	CAMPER	LAUREN	350394	C	TC
11/21/17	CAMPER	LAUREN	352703	C	TC
11/21/17	CAMPER	LAUREN	354773	HC	TC
11/21/17	CAMPER	LAUREN	357001	C	TC
11/21/17	CAMPER	LAUREN	357075	PC	TC
11/21/17	Chambers	Domonique	334874	hc	TG
11/21/17	Chambers	Domonique	336404	hc	TG
11/21/17	Chambers	Domonique	345200	hc	TG
11/21/17	Chambers	Domonique	341655	hc	TG
11/21/17	Chambers	Domonique	363618	pc	TG
11/21/17	Chambers	Domonique	370552	nc	TG
11/21/17	Chambers	Domonique	359987	c	TG
11/21/17	Chambers	Domonique	365259	hc	TG
11/21/17	Chambers	Domonique	362058	hc	TG
11/21/17	Chambers	Domonique	370944	hc	TG
11/21/17	Chambers	Domonique	338665	c	TG
11/21/17	Chambers	Domonique	350907	pc	TG
11/21/17	Chambers	Domonique	340067	c	TG
11/21/17	Chambers	Domonique	359987	c	TG
11/21/17	Cromer	Raven	362844	hc	TG
11/21/17	Cromer	Raven	362358	hc	TG
11/21/17	Cromer	Raven	360363	hc	TG
11/21/17	Cromer	Raven	359210	hc	TG
11/21/17	Cromer	Raven	359261	c	TG
11/21/17	Duke	Karen	364817	c	TG
11/21/17	Duke	Karen	353834	c	TG
11/21/17	Duke	Karen	344605	hc	TG
11/21/17	Duke	Karen	355268	hc	TG
11/21/17	Duke	Karen	354037	c	TG
11/21/17	Duke	Karen	367936	hc	TG
11/21/17	Duke	Karen	370013	hc	TG
11/21/17	FERGUSSON	AMBER	333698	C	TC
11/21/17	FERGUSSON	AMBER	339227	PC	TC
11/21/17	FERGUSSON	AMBER	342796	HC	TC
11/21/17	FERGUSSON	AMBER	345132	PC	TC
11/21/17	FERGUSSON	AMBER	346633	NC	TC
11/21/17	FERGUSSON	AMBER	348708	PC	TC
11/21/17	FERGUSSON	AMBER	354201	HC	TC
11/21/17	FERGUSSON	AMBER	359016	NC	TC
11/21/17	Geter	Yolanda	332969	hc	TG
11/21/17	Geter	Yolanda	338443	hc	TG
11/21/17	Geter	Yolanda	337281	hc	TG
11/21/17	Geter	Yolanda	336110	hc	TG
11/21/17	Geter	Yolanda	336119	hc	TG
11/21/17	Geter	Yolanda	346440	hc	TG
11/21/17	Geter	Yolanda	342929	hc	TG
11/21/17	Johnson	Arrielle	344571	nc	TG
11/21/17	Johnson	Arrielle	344627	hc	TG
11/21/17	Johnson	Arrielle	345269	hc	TG
11/21/17	Johnson	Arrielle	340108	nc	TG
11/21/17	Johnson	Arrielle	353011	nc	TG
11/21/17	Johnson	Arrielle	354275	c	TG

11/21/17	Johnson	Arrielle	356117	nc	TG
11/21/17	Johnson	Arrielle	359508	c	TG
11/21/17	Johnson	Arrielle	364787	c	TG
11/21/17	Johnson	Arrielle	370299	nc	TG
11/21/17	Johnson	Arrielle	359508	c	TG
11/21/17	Whitfield	Tasyha	363322	nc	TG
11/21/17	Whitfield	Tasyha	371134	hc	TG
11/21/17	Whitfield	Tasyha	361260	pc	TG
11/21/17	Whitfield	Tasyha	352989	nc	TG
11/21/17	Whitfield	Tasyha	353384	nc	TG
11/21/17	Whitfield	Tasyha	341886	nc	TG
11/21/17	Whitfield	Tasyha	342082	nc	TG
11/21/17	Whitfield	Tasyha	323927	nc	TG
11/21/17	Whitfield	Tasyha	321887	nc	TG
11/21/17	Whitfield	Tasyha	333435	pc	TG
11/21/17	Whitfield	Tasyha	336876	nc	TG
11/21/17	Whitfield	Tasyha	334962	nc	TG
11/21/17	Williams	Lynn	370897	hc	TG
11/21/17	Williams	Lynn	336927	hc	TG
11/21/17	Williams	Lynn	349702	hc	TG
11/21/17	Williams	Lynn	351312	hc	TG
11/21/17	Williams	Lynn	347688	hc	TG
11/21/17	Williams	Lynn	339733	pc	TG
11/21/17	Williams	Lynn	339862	hc	TG
11/21/17	Williams	Lynn	361247	hc	TG
11/21/17	Williams	Lynn	368782	hc	TG
11/21/17	Williams	Lynn	370940	hc	TG
11/21/17	Williams	Lynn	366693	hc	TG
11/21/17	Williams	Lynn	370597	c	TG
11/21/17	Williams	Lynn	370673	c	TG
11/21/17	Williams	Lynn	361247	hc	TG
11/21/17	Williams	Levada	361218	nc	TG
11/21/17	Williams	Levada	363651	nc	TG
11/21/17	Williams	Levada	357194	nc	TG
11/21/17	Williams	Levada	361176	c	TG
11/21/17	Williams	Levada	361218	nc	TG
11/21/17	Williams	Levada	351793	nc	TG
11/21/17	Williams	Levada	343712	c	TG
11/21/17	Williams	Levada	336410	lc	TG
11/21/17	Williams	Levada	349992	c	TG
11/21/17	Williams	Levada	323843	c	TG
11/22/17	Avalos	Brenda	341897	c	TG
11/22/17	Avalos	Brenda	357700	c	TG
11/22/17	Avalos	Brenda	366788	c	TG
11/22/17	Avalos	Brenda	363254	lc	TG
11/22/17	Avalos	Brenda	349601	c	TG
11/22/17	JEFFERSON	KIMBERLY	352068	NC	TC
11/22/17	JEFFERSON	KIMBERLY	347012	HC	TC
11/22/17	JEFFERSON	KIMBERLY	346537	NC	TC
11/22/17	JEFFERSON	KIMBERLY	341561	HC	TC
11/22/17	JEFFERSON	KIMBERLY	339648	PC	TC
11/22/17	Leake	Kandace	329796	c	TG
11/22/17	Leake	Kandace	323835	hc	TG
11/22/17	Leake	Kandace	325900	nc	TG
11/22/17	Leake	Kandace	329246	nc	TG
11/22/17	Leake	Kandace	357761	c	TG
11/22/17	Leake	Kandace	368844	nc	TG
11/22/17	Leake	Kandace	363270	nc	TG
11/22/17	RICHARDSON	SABRINA	342709	C	TC
11/22/17	RICHARDSON	SABRINA	352059	LC	TC
11/22/17	RICHARDSON	SABRINA	330987	C	TC
11/22/17	RICHARDSON	SABRINA	330220	PC	TC
11/22/17	RICHARDSON	SABRINA	328648	HC	TC
11/22/17	RICHARDSON	SABRINA	326696	LC	TC
11/22/17	RICHARDSON	FRANK	324347	HC	TC
11/22/17	RICHARDSON	FRANK	326766	C	TC
11/22/17	RICHARDSON	FRANK	330519	HC	TC
11/22/17	RICHARDSON	FRANK	332118	C	TC
11/22/17	RICHARDSON	FRANK	333866	HC	TC
11/22/17	RICHARDSON	FRANK	339216	HC	TC
11/22/17	RICHARDSON	FRANK	342780	HC	TC
11/22/17	RICHARDSON	FRANK	344708	HC	TC
11/22/17	RICHARDSON	FRANK	345055	HC	TC
11/22/17	RICHARDSON	FRANK	345131	HC	TC
11/22/17	RICHARDSON	FRANK	354198	HC	TC
11/22/17	RICHARDSON	FRANK	359242	C	TC
11/27/17	WILSON	CORTNEE	337074	C	TC
11/27/17	WILSON	CORTNEE	338595	C	TC
11/27/17	WILSON	CORTNEE	338898	HC	TC
11/27/17	WILSON	CORTNEE	349140	C	TC
11/27/17	WILSON	CORTNEE	349578	PC	TC
11/27/17	WILSON	CORTNEE	351207	HC	TC
11/27/17	WILSON	CORTNEE	353177	HC	TC
11/27/17	WILSON	CORTNEE	359789	C	TC
11/27/17	WILSON	CORTNEE	359718	C	TC
11/27/17	WILSON	CORTNEE	371192	HC	TC
11/28/17	MAURY JR	JAMES	336683	NC	TC
11/28/17	MAURY JR	JAMES	351161	NC	TC
12/1/17	Abrah	Nebeyelul	330869	pc	TG
12/1/17	Abrah	Nebeyelul	335246	hc	TG
12/1/17	Abrah	Nebeyelul	339423	hc	TG
12/1/17	Abrah	Nebeyelul	339416	hc	TG
12/1/17	Abrah	Nebeyelul	350074	hc	TG
12/1/17	Deria	Miriam	348888	hc	TG
12/1/17	Deria	Miriam	334577	nc	TG



12/1/17	Deria	Miriam	336905	c	TG
12/1/17	Deria	Miriam	325453	hc	TG
12/1/17	Deria	Miriam	322395	hc	TG
12/1/17	Deria	Miriam	322592	pc	TG
12/1/17	Deria	Miriam	344207	hc	TG
12/1/17	Deria	Miriam	339686	hc	TG
12/1/17	Deria	Miriam	361266	pc	TG
12/1/17	Deria	Miriam	363196	pc	TG
12/1/17	JACKSON	APRIL	324168	C	TC
12/1/17	JACKSON	APRIL	357954	C	TC
12/1/17	Lee	Vera	321820	c	TG
12/1/17	Lee	Vera	323889	hc	TG
12/1/17	Lee	Vera	328016	c	TG
12/1/17	Lee	Vera	329635	hc	TG
12/1/17	Lee	Vera	343745	hc	TG
12/1/17	Lee	Vera	339677	c	TG
12/1/17	Lee	Vera	339868	c	TG
12/1/17	Lee	Vera	355052	c	TG
12/1/17	Lee	Vera	357686	c	TG
12/1/17	Lee	Vera	354889	hc	TG
12/1/17	Neal	Hurbert	360374	nc	TG
12/1/17	Neal	Hurbert	367973	nc	TG
12/1/17	Neal	Hurbert	362193	c	TG
12/1/17	Neal	Hurbert	358409	hc	TG
12/1/17	Neal	Hurbert	356052	pc	TG
12/1/17	Neal	Hurbert	353831	hc	TG
12/1/17	Neal	Hurbert	360374	nc	TG
12/1/17	Sapp	Dereece	353014	hc	TG
12/1/17	Sapp	Dereece	328583	hc	TG
12/1/17	Sapp	Dereece	330025	hc	TG
12/1/17	Sapp	Dereece	329719	hc	TG
12/1/17	Sapp	Dereece	328507	c	TG
12/1/17	Sapp	Dereece	323942	hc	TG
12/1/17	Sapp	Dereece	323540	hc	TG
12/1/17	Sapp	Dereece	348762	hc	TG
12/1/17	Sapp	Dereece	336757	hc	TG
12/1/17	Sapp	Dereece	338417	c	TG
12/1/17	Sapp	Dereece	367877	c	TG
12/1/17	Sapp	Dereece	367753	c	TG
12/1/17	Sapp	Dereece	366687	hc	TG
12/1/17	Sapp	Dereece	370910	hc	TG
12/1/17	Sapp	Dereece	370634	hc	TG
12/1/17	WALDRON	NAKIA	322668	PC	TC
12/1/17	WALDRON	NAKIA	324235	C	TC
12/1/17	WALDRON	NAKIA	324763	C	TC
12/1/17	WALDRON	NAKIA	325146	NC	TC
12/1/17	WALDRON	NAKIA	330589	C	TC
12/1/17	WALDRON	NAKIA	337812	C	TC
12/1/17	WALDRON	NAKIA	339211	PC	TC
12/1/17	WALDRON	NAKIA	343085	C	TC
12/1/17	WALDRON	NAKIA	361113	PC	TC
12/2/17	THOMPSON	MYA	363866	HC	TC
12/2/17	THOMPSON	MYA	365762	HC	TC
12/2/17	THOMPSON	MYA	366965	HC	TC
12/2/17	THOMPSON	MYA	369049	HC	TC
12/2/17	THOMPSON	MYA	371160	HC	TC
12/4/17	Jones	Sharon	368327	c	TG
12/4/17	Jones	Sharon	360338	c	TG
12/4/17	Jones	Sharon	362049	c	TG
12/4/17	Jones	Sharon	361183	hc	TG
12/4/17	Jones	Sharon	362797	nc	TG
12/4/17	Jones	Sharon	368860	c	TG
12/4/17	Jones	Sharon	360547	pc	TG
12/4/17	Jones	Sharon	342180	pc	TG
12/4/17	Jones	Sharon	342113	c	TG
12/4/17	Jones	Sharon	340529	c	TG
12/4/17	Jones	Sharon	360338	c	TG
12/4/17	Jones	Sharon	361183	hc	TG
12/4/17	Jones	Sharon	358876	c	TG
12/4/17	Joy	Keisha	346100	nc	TG
12/4/17	Joy	Keisha	357757	pc	TG
12/4/17	Joy	Keisha	341283	lc	TG
12/4/17	Joy	Keisha	368404	c	TG
12/4/17	Montero	Marisella	344840	hc	TG
12/4/17	Montero	Marisella	340509	nc	TG
12/4/17	Montero	Marisella	341294	c	TG
12/4/17	Montero	Marisella	339503	hc	TG
12/4/17	Montero	Marisella	360306	hc	TG
12/4/17	Montero	Marisella	356388	hc	TG
12/4/17	Montero	Marisella	364799	pc	TG
12/4/17	Montero	Marisella	360306	hc	TG
12/4/17	Montero	Marisella	362368	hc	TG
12/4/17	Montero	Marisella	364087	c	TG
12/4/17	Montero	Marisella	363964	c	TG
12/4/17	Montero	Marisella	369918	hc	TG
12/4/17	Williams	Angela	330469	c	TG
12/4/17	Williams	Angela	348003	NC	TG
12/4/17	Williams	Angela	350167	nc	TG
12/4/17	Williams	Angela	348494	pc	TG
12/4/17	Williams	Angela	335706	hc	TG
12/4/17	Williams	Angela	336044	nc	TG
12/4/17	Williams	Angela	335629	nc	TG
12/4/17	Williams	Angela	343010	c	TG
12/4/17	Williams	Angela	339381	c	TG
12/4/17	Williams	Angela	340461	hc	TG

12/4/17	Williams	Angela	359143	c	TG
12/4/17	Williams	Angela	358169	pc	TG
12/4/17	Williams	Angela	364805	c	TG
12/12/17	Abraham-Houser	Erika	363183	nc	TG
12/12/17	Abraham-Houser	Erika	333431	c	TG
12/12/17	Abraham-Houser	Erika	351080	pc	TG
12/12/17	Abraham-Houser	Erika	348776	nc	TG
12/12/17	Abraham-Houser	Erika	338664	c	TG
12/12/17	Abraham-Houser	Erika	321790	pc	TG
12/12/17	Abraham-Houser	Erika	329765	c	TG
12/12/17	Abraham-Houser	Erika	333431	c	TG
12/12/17	Abraham-Houser	Erika	338664	c	TG
12/12/17	Abraham-Houser	Erika	321790	pc	TG
12/12/17	Davis	Tamainia	362016	hc	TG
12/12/17	Davis	Tamainia	343456	pc	TG
12/12/17	Davis	Tamainia	345213	hc	TG
12/12/17	Davis	Tamainia	355322	nc	TG
12/12/17	Deria	Miriam	373181	c	TG
12/12/17	Deria	Miriam	372636	HC	TG
12/12/17	Lee	Vera	372141	c	TG
12/12/17	Sapp	Dereece	371818	c	TG
12/12/17	Sapp	Dereece	372251	hc	TG
12/12/17	Sapp	Dereece	343380	hc	TG
12/12/17	Small	Davia	373114	c	TG
12/12/17	Small	Davia	361342	c	TG
12/12/17	Small	Davia	325512	pc	TG
12/12/17	Small	Davia	330077	lc	TG
12/12/17	Small	Davia	329762	c	TG
12/12/17	Small	Davia	343228	hc	TG
12/12/17	Small	Davia	341896	pc	TG
12/12/17	Small	Davia	361342	c	TG
12/12/17	Small	Davia	355337	pc	TG

11/15/17	Incident # F170178688	UCT# 7891 Yvette Barnes-Garvin	Date: 10/23/17	mk
11/19/17	Incident # F170180423	UCT# 7951 Kandace Leake	Date: 10/26/17	mk
11/19/17	Inc # F170188184	UCT # 7951 Kandace Leake	Date: 11/08/17	mk
11/20/17	Incident # F170183930	UCT # 11467 Brittany Fletcher	Date: 11/01/17	mk
11/20/17	Inc # F170187782	UCT # 11462 Tiffany Fuller	Date: 11/07/17	mk
11/20/17	Inc# F170189368	UCT # 6808 Nikita Washington	Date: 11/10/17	mk
11/30/17	Inc # F170189931	UCT# 29091533 Janay Bailey	Date: 11/11/17	mk
11/30/17	Inc # F170190467	UCT # 7976 Marisela Montero	Date: 11/12/17	mk
11/30/17	Inc # F170190603	UCT# 6696 A Akinsola	Date: 11/12/17	rs
11/30/17	Inc # F170190649	UCT # 11468 Robin martin	Date: 11/12/17	mk
11/30/17	Inc # F170193809	UCT # 29091595 Mark McEachin	Date: 11/18/17	rs
11/30/17	Inc# F170190215	UCT # 29091590 Rajjnissha Haggins	Date: 11/11/17	mk
11/30/17	Inc# F170191845	UCT # 29091588 Anthony Walker	Date: 11/17/17	mk
11/30/17	Incident # F170197805	UCT # 7976 Mariselo Montero	Date: 11/29/2017	mk
12/1/17	Inc# F170196926	UCT # 29091580 Mya Thompson	Date: 11/23/17	rs
12/1/17	Inc# F170200836	UCT# 70017 Kara Percy	Date: 11/30/17	rs
12/1/17	Inc# F170200953	UCT # 29091588 Anthony Walker	Date: 12/01/17	rs
12/1/17	Inc# F 170198515	UCT # 8007 Catina Schanck	Date: 11/26/17	rs
12/2/17	Incident # F170185194	UCT # 8488 Brenda Avalos	Date: 11/03/17	mk
12/2/17	Inc# F170191520	UCT # 6710 Rasheena Brawner	Date: 11/14/17	mk
12/2/17	Inc # F170191704	UCT # 8902 Tamaina Davis	Date: 11/14/17	mk
12/2/17	Inc# F170194176	UCT # 29065504 Lynn Williams	Date: 11/18/17	mk
12/2/17	Inc # F170195189	UCT # 11470 Dereece Sapp	Date: 11/20/17	mk
12/4/17	Incident # F170184915	UCT # 70008 Sambeth Norville	Date: 11/02/17	mfh
12/4/17	Incident # F170185127	UCT # 1279 Crystal Caldwell	Date: 11/03/17	mk
12/4/17	Inc# F170187407	UCT #1279 Crystal Caldwell	Date: 11/07/17	rs
12/4/17	Inc # 11/12/17	UCT# 29091581 Lauren Camper	Date: 11/12/17	mk
12/4/17	Inc # F170192862	UCT # 6741 Delta Harris	Date: 11/16/17	rs
12/4/17	Inc# F170195460	UCT # 6775 Carmen Lopez	Date: 11/20/17	mfh
12/4/17	Inc# F170197629	UCT# 8915 Crystal Morris	Date: 11/25/17	mk
12/6/17	Inc# F170196477	UCT # 29091585 Sonette Dubose	Date: 11/22/17	mk
12/6/17	Inc# F170199478	UCT# 7951 Kandace Leake	Date: 11/28/17	mk
12/7/17	Inc# F170196667	UCT# 6710 Rasheena Brawner	Date: 11/23/17	mk
12/7/17	Inc# F 170197805	UCT # 6814 Laveda Williams	Date: 11/25/17	mk
12/7/17	Inc# F170199398	UCT # 6710 Rasheena Brawner	Date: 11/28/17	mk
12/8/17	Inc# F170187466	UCT# 11472 Charmaine Sullivan	Date:11/07/17	mk
12/8/17	INC # F170205064	UCT # Ericka Pratt	Date# 12/08/17	rs
12/8/17	INC# F170202755	UCT # 11462 Elauntancye Beamon	Date: 12/04/17	mk
12/8/17	INC # F170202954	UCT # 6728 (Gabrielle Sherrod trainee)	Date: 12/04/17	rs
12/8/17	INC # F170205035	UCT # 11468 Robin martin	Date: 12/08/17	mk
12/8/17	INC # F170205079	UCT #8319 Angela Williams	Date: 12/08/17	mk
12/11/17	INC# F170201848	UCT# 29091585 Shalita Washington	Date: 12/02/17	mk
12/11/17	INC # F170202447	UCT# 5880 Virginia Sanford	Date: 12/03/17	mk
12/11/17	INC # F170203905	UCT # 8917 Tasyha Whitfield	Date: 12/06/17	mk
12/11/17	INC# F170204896	UCT # 2997492 Tiffany Daniels	Date: 12/07/17	mk
12/12/17	INC# F170201685	UCT# 7884 Erica Abraham-Houser	Date: 12/02/17	mk
12/12/17	INC# F170201729	UCT# 6814 Levada Williams	Date: 12/02/17	mk

# Call Taking Training

WEEK #1

Monday		Instructor / Misc Info	Notes
0800			
0900	New Hires: DCHR @ 441 In-		
1000	house tranfers: observation		
1100			
1150	Lunch		
1300	OUC Welcome and Introductions		Director will come as her schedule
1400	Teambuilding	JT Taylor/Teambuilding USA	allows
1500			
1600			
Tuesday			
0800	Roll Call		
0900			
1000			
1100		JT Taylor/Teambuilding USA	
1150	Teambuilding		
1300			
1400			
1500			
1600			
Wednesday			
0800	Roll Call		
0900	Training Program Overview	Wanda Gattison	
0930	Orientation to Agency / Tour		
1100	Chief of Operations Overview	Jeff Wobbleton	
1150	Lunch		
1245	HR Q&A / Benefits	Setrena Ford /Angelo Wesfield	
1400	Transcription / 311 Overviews	Jesse Shelton / Eric Hines	
1500	OUC Social Media / IT Overviews	Alan Etter / Teddy Kavaleri	
1600	Q&A		
Thursday			
0800	Roll Call		
0830	Intro to 911, Telecommunicator Roles		
1000	& Responsibilities		
1100	Conversation Management		formerly known as Controlling the Caller
1150	Lunch		
1300	Calltaking 101, Terminology,		
1400	Professional, Customer Service		
1500	Legal Issues and You	General Consel	
1600			
Friday			
0800	Roll Call		
0900	Review / Q & A		
1000	QA / Accreditation	Tracye / Tammie	
1100			
1150	Lunch		
1300	Weekly Activity		
1400			
1500			
1600			

Schedule Subject to Change

# Call Taking Training

WEEK #2

<b>Monday</b>		<b>Instructor / Misc Info</b>
0800	Roll Call	
0900	Policy/Procedure Review	
1000	Ethics	BEGA
1100		
1150	Lunch	
1300	Policy/Procedure Review	
1330	NAGE	Debbie Knox
1430	Calltaking Observations	
1600		
<b>Tuesday</b>		
0800	Roll Call	
0900	Teambuilding	
1000	Call reviews	
1100		
1150	Lunch	
1300	Policy/Procedure Review	
1400	Liability / Court calls & videos	Judy
1500		
1600		
<b>Wednesday</b>		
0800	Roll Call	
0900	Policy/Procedure Review	
1000	Observation	Floor
1100		
1150	Lunch	
1300	Payroll, Leave, Election of Benefits	
1400		Bea Ortega/Gina Gay
1500		
1600		
<b>Thursday</b>		
0800	Roll Call	
0830	Policy/Procedure Review	
1000	Scavenger Hunt - know co-workers	
1100		
1150		Floor
1300		
1400		
1500	Review Scavenger Hunt	
1600	Q & A	
<b>Friday</b>		
0800	Roll Call	
0900	Policy/Procedure Review	Marcia / Marsha Hott
1000	Q & A / Group work / Quiz	
1100		
1150	Lunch	
1300	Observation	
1400		Floor
1500		
1600	Review Floor Observation	Marcia / Judy

Schedule Subject to Change

# Call Taking Training

WEEK #3

<b>Monday</b>		<b>Instructor / Misc Info</b>
0800	<b>Public Safety Telecommunicator 1 (PST1)</b>	
0900		
1000		
1100		APCO Instructor
1200		(Natalie Duran)
1300		
1400		
1500		
1600		
<b>Tuesday</b>		
0800	<b>Roll call</b>	
0900	<b>Public Safety Telecommunicator 1 (PST1)</b>	
1000		
1100		
1200		APCO Instructor
1300		(Natalie Duran)
1400		
1500		
1600		
<b>Wednesday</b>		
0800	<b>Roll call</b>	
0900	<b>Public Safety Telecommunicator 1 (PST1)</b>	
0930		
1100		
1200		APCO Instructor
1245		(Natalie Duran)
1400		
1500		
1600		
<b>Thursday</b>		
0800	<b>Roll call</b>	
0830	<b>Public Safety Telecommunicator 1 (PST1)</b>	
1000		
1100		APCO Instructor
1200		(Natalie Duran)
1300		
1400		
1500		
1600		
<b>Friday</b>		
0800	<b>Roll call</b>	
0900	<b>Public Safety Telecommunicator 1 (PST1)</b>	
1000		
1100		APCO Instructor
1200		(Natalie Duran)
1300		
1400		
1500		
1600		

Schedule Subject to Change

# Call Taking Training

WEEK #4

<b>Monday</b>		<b>Instructor / Misc Info</b>
0800	Roll Call	
0900	iCalltaker(CAD)	LaJuan Sullivan
1000		
1100		
1150	Lunch	
1300	iCalltaker(CAD)	
1400		
1500		
1600		
<b>Tuesday</b>		
0800	Roll Call	
0900	Teambuilding	LaJuan Sullivan
1000		
1100		
1150	Lunch	
1300	iCalltaker(CAD)	
1400		
1500		
1600		
<b>Wednesday</b>		
0800	Roll Call	
0900	iCalltaker(CAD)	LaJuan Sullivan
0930		
1100		
1150	Lunch	
1245	iCalltaker(CAD)	
1400		
1500		
1600		
<b>Thursday</b>		
0800	Roll Call	
0830	iCalltaker(CAD)	LaJuan Sullivan
1000		
1100		
1150	Lunch	
1300	iCalltaker(CAD)	
1400		
1500		
1600		
<b>Friday</b>		
0800	Roll Call	
0900	iCalltaker(CAD)	LaJuan Sullivan
1000		
1100		
1150	Lunch	
1300	iCalltaker(CAD)	
1400		
1500		
1600		

Schedule Subject to Change

# Call Taking Training

WEEK #5

<b>Monday</b>		<b>Instructor / Misc Info</b>
0800	<b>Roll Call</b>	
0900	<b>Emergency Police Dispatch</b>	
1000		
1100		Priority Dispatch Instructor (Tracye Gilbert)
1150		
1300		
1400		
1500		
1600		
<b>Tuesday</b>		
0800	<b>Roll Call</b>	
0900	<b>Emergency Police Dispatch</b>	
1000		
1100		
1150		Priority Dispatch Instructor (Tracye Gilbert)
1300		
1400		
1500		
1600		
<b>Wednesday</b>		
0800	<b>Roll Call</b>	
0900	<b>Emergency Police Dispatch</b>	
0930		
1100		Priority Dispatch Instructor (Tracye Gilbert)
1150		
1300		
1400		
1500		
1600		
<b>Thursday</b>		
0800	<b>Roll Call</b>	
0830	<b>ProQA</b>	
1000		
1100		Priority Dispatch Instructor (Tracye Gilbert)
1150		
1300		
1400		
1500		
1600		
<b>Friday</b>		
0800	<b>Roll Call</b>	
0900	<b>ProQA / Scenarios</b>	
1000		
1100		Priority Dispatch Instructor (Tracye Gilbert)
1150		
1300		
1400		
1500		
1600		

Schedule Subject to Change

# Call Taking Training

WEEK #6

<b>Monday</b>		<b>Instructor / Misc Info</b>
0800	Roll Call	
0900	Police Scenarios / Event Types	
1000		
1100		
1150	Lunch	
1300	Police Scenarios / Event Types	
1400		
1500		
1600		
<b>Tuesday</b>		
0800	Roll Call	
0900	Teambuilding / Review exercise	
1000		
1100		
1150	Lunch	
1300	Police Scenarios / Event Types	
1400		
1500		
1600		
<b>Wednesday</b>		
0800	Roll Call	
0900	Police Scenarios / Event Types	
0930		
1100		
1150	Lunch	
1245	Police Scenarios / Event Types	
1400		
1500		
1600		
<b>Thursday</b>		
0800	Roll Call	
0830	Geography for Dispatchers	FEMS / Capt Streat
1000		
1100		
1150	Lunch	
1300	OCTO / GIS	OCTO / Mario
1400		
1500		
1600		
<b>Friday</b>		
0800	Roll Call	
0900	Review / Quiz / Group Activities	
1000		
1100		
1150	Lunch	
1300	Observation	Floor
1400		
1500		
1600		

Schedule Subject to Change



# Call Taking Training

WEEK #7

<b>Monday</b>		<b>Instructor / Misc Info</b>
0800	Roll Call	
0900	Police Scenarios / Event Types	
1000		
1100		
1150	Lunch	
1300	Police Scenarios / Event Types	
1400		
1500		
1600		
<b>Tuesday</b>		
0800	Roll Call	
0900	MPD Academy	
1000		
1100		MPD / Brett Parson
1150		
1300		
1400		
1500		
1600		
<b>Wednesday</b>		
0800	Roll Call	
0900	Police Scenarios / Event Types	
0930		
1100		
1150	Lunch	
1245	Police Scenarios / Event Types	
1400		
1500		
1600		
<b>Thursday</b>		
0800	Roll Call	
0830	Geography	
1000		
1100		
1150		
1300		NW Ride out
1400		
1500		
1600		
<b>Friday</b>		
TBD	MPD RIDE OUT	
TBD		
TBD		
TBD		
TBD		Various Districts
TBD		
TBD		
TBD		
TBD		
TBD		

Schedule Subject to Change

# Call Taking Training

WEEK #8

Monday		Instructor / Misc Info	Notes
0800	Roll Call		
0900	MPD ride out review		
1000			
1100			
1150	Lunch		
1300	MPD ride out review		
1400			
1500			
1600			
Tuesday			
0800	Roll Call		
0900	Geography review		
1000	Police scenarios		
1100			
1150	Lunch		
1300	Police scenarios		
1400			
1500			
1600			
Wednesday			
0800	Roll Call		
0900	Emergency Fire Dispatch	Priority Dispatch Instructor	
0930			
1100			
1150			
1245			
1400			
1500			
1600			
Thursday			
0800	Roll Call		
0830	Emergency Fire Dispatch	Priority Dispatch Instructor	
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Friday			
0800	Roll Call		
0900	Emergency Fire Dispatch	Priority Dispatch Instructor	
1000			
1100			
1150			
1300			
1400			
1500			
1600			

Schedule Subject to Change

# Call Taking Training

WEEK #9

<b>Monday</b>		<b>Instructor / Misc Info</b>
0800	Roll Call	
0900	Fire Scenarios	
1000		
1100		
1150		
	Lunch	
1300	Fire Scenarios	
1400		
1500		
1600		
<b>Tuesday</b>		
0800	Roll Call	
0900	Fire Scenarios	
1000		
1100		
1150		
	Lunch	
1300	Police & Fire Scenarios	
1400		
1500		
1600		
<b>Wednesday</b>		
0800	Roll Call	
0900	Police & Fire Scenarios	
0930		
1100		
1150		
	Lunch	
1245	CPR	
1400		FEMS Instructor
1500		
1600		
<b>Thursday</b>		
0800	FEMS Academy	
0830		
1000		
1100		
1150		FEMS Instructor
1300		
1400		
1500		
1600		
<b>Friday</b>		
0800	Roll Call	
0900	Geography	
1000		
1100		
1150		
1300		SW / SE Ride out
1400		
1500		
1600		

Schedule Subject to Change

# Call Taking Training

WEEK #10

<b>Monday</b>		<b>Instructor / Misc Info</b>
0800	Roll Call	
0900	Scenarios / EPD & EFD	
1000		
1100		
1150	Lunch	
1300	Scenarios / EPD & EFD	
1400		
1500		
1600		
<b>Tuesday</b>		
0800	Roll Call	
0900	Emergency Medical Dispatch	
1000		
1100		
1150		
1300		Priority Dispatch Instructor
1400		
1500		
1600		
<b>Wednesday</b>		
0800	Roll Call	
0900	Emergency Medical Dispatch	
0930		
1100		
1150		
1300		Priority Dispatch Instructor
1400		
1500		
1600		
<b>Thursday</b>		
0800	Roll Call	
0830	Emergency Medical Dispatch	
1000		
1100		
1150		Priority Dispatch Instructor
1300		
1400		
1500		
1600		
<b>Friday</b>		
0800	Roll Call	
0900	EMS Scenarios	
1000		
1100		
1150	Lunch	
1300	EMS Scenarios	
1400		
1500		
1600		

Schedule Subject to Change

# Call Taking Training

WEEK #11

<b>Monday</b>		<b>Instructor / Misc Info</b>
0800	Roll Call	
0900	EMS Scenarios	
1000		
1100		
1150	Lunch	
1300	EMS Scenarios	
1400		
1500		
1600		
<b>Tuesday</b>		
0800	Roll Call	
0900	EMD/EPD/EFD Scenarios	
1000		
1100		
1150	Lunch	
1300	EMD/EPD/EFD Scenarios	
1400		
1500		
1600		
<b>Wednesday</b>		
0700	Roll Call	
	12 hr FEMS Ride Out	
1900		
<b>Thursday</b>		
0700	Roll Call	
	12 hr FEMS Ride Out	
1900		
<b>Friday</b>		
0800	off / shift adjustment for ride outs	
0900		
1000		
1100		
1150		
1300		
1400		
1500		
1600		

Schedule Subject to Change

# Call Taking Training

WEEK #12

<b>Monday</b>		<b>Instructor / Misc Info</b>
0800	Roll Call	
0900	ICC (New Phone System)	
1000		
1100		
1150	Lunch	
1300	NG11 Longitude & Latitude	
1400		Selena
1500		Murillo
1600		
<b>Tuesday</b>		
0800	Roll Call	
0900	TDD/TTY	
1000		
1100		
1150	Lunch	
1300	Fire Scenarios	
1400		
1500		
1600		
<b>Wednesday</b>		
0800	Roll Call	
0900	Fire Scenarios	
0930		
1100		
1150	Lunch	
1245	Fire Scenarios	
1400		
1500		
1600		
<b>Thursday</b>		
0800	Roll Call	
0830	Scenarios	
1000		
1100		
1150	Lunch	
1300	Scenarios	
1400		
1500		
1600		
<b>Friday</b>		
0800	Roll Call	
0900	Review / Quiz / activity	
1000		
1100		
1150	Lunch	
1300	Observation	
1400		Floor
1500		
1600		

Schedule Subject to Change

# Call Taking Training

WEEK #13

<b>Monday</b>		<b>Instructor / Misc Info</b>
0800	Roll Call	
0900	<b>WALES/ NCIC/ CJIS Class</b>	
1000		
1100		Judy
1150	Lunch	
1300	<b>i/Informer</b>	
1400		Stewart Johnson
1500		
1600		
<b>Tuesday</b>		
0800	Roll Call	
0900	<b>WALES Returns</b>	
1000		
1100		
1150	Lunch	
1300	<b>Call take Scenarios</b>	
1400		
1500		
1600		
<b>Wednesday</b>		
0800	Roll Call	
0900	<b>Call take Scenarios</b>	
0930		
1100		
1150	Lunch	
1245	<b>Call take Scenarios</b>	
1400		
1500		
1600		
<b>Thursday</b>		
0800	Roll Call	
0830	<b>Geography</b>	
1000		
1100		Trail Ride out
1150		
1300		
1400		
1500		
1600		
<b>Friday</b>		
0800	Roll Call	
0900	<b>Review / Quiz / Activities</b>	
1000		
1100		
1150	Lunch	
1300	<b>Observation</b>	
1400		Floor
1500		
1600		

Schedule Subject to Change

# Call Taking Training

WEEK #14

<b>Monday</b>		<b>Instructor / Misc Info</b>
0800	Roll Call	
0900	Review Event Types	
1000		
1100		
1150	Lunch	
1300	Scenarios / Live Calls	
1400		
1500		
1600		
<b>Tuesday</b>		
0800	Roll Call	
0900	Scenarios / Live Calls	
1000		
1100		
1150	Lunch	
1300	Scenarios / Live Calls	
1400		
1500	Review Live Calls	
1600		
<b>Wednesday</b>		
0800	Roll Call	
0900	Scenarios / Live Calls	
0930		
1100		
1150	Lunch	
1245	Scenarios / Live Calls	
1400		
1500	Review Live Calls	
1600		
<b>Thursday</b>		
0800	Roll Call	
0830	Geography	
1000		
1100		
1150		City Wide ride out
1300		
1400		
1500		
1600		
<b>Friday</b>		
0800	Roll Call	
0900	Review / Quiz / Activity	
1000		
1100		
1150	Lunch	
1300	Observation	
1400		Floor
1500		
1600		

Schedule Subject to Change



# Call Taking Training

WEEK #15

<b>Monday</b>		<b>Instructor / Misc Info</b>
0800	<b>Roll Call</b>	
0900	<b>HSEMA &amp; ICS training</b>	
1000		
1100		
1150		POC: Erica Temple
1300		
1400		
1500		
1600		
<b>Tuesday</b>		
0800	<b>Roll Call</b>	
0900	<b>Scenarios / Live Calls</b>	
1000		
1100		
1150		
1300		
1400		
1500		
1600		
<b>Wednesday</b>		
0800	<b>Roll Call</b>	
0900	<b>Scenarios / Live Calls</b>	
0930		
1100		
1150		
1245		
1400		
1500		
1600		
<b>Thursday</b>		
0800	<b>Roll Call</b>	
0830	<b>Scenarios / Live Calls</b>	
1000		
1100		
1150	<b>Lunch</b>	
1300	<b>Geography</b>	Class Review
1400		
1500		
1600		
<b>Friday</b>		
0800	<b>Roll Call</b>	
0900	<b>Scenarios / Live Calls</b>	
1000		
1100		
1150	<b>Lunch</b>	
1300	<b>Review / Quiz / Activity</b>	
1400		
1500		
1600		

Schedule Subject to Change

# Call Taking Training

WEEK #16

<b>Monday</b>		<b>Instructor / Misc Info</b>
0800	Roll Call	
0900	Review Policy & Procedures	
1000		
1100		
1200	Lunch	
1300	Uniform Fitting	
1400		Muscatello's
1500		
1600		
<b>Tuesday</b>		
0800	Roll Call	
0900	Scenarios / Live calls	
1000		
1100		
1150	Lunch	
1300	Scenarios / Live calls	
1400		
1500	Discussion / Review calls	
1600		
<b>Wednesday</b>		
0800	Roll Call	
0900	Scenarios / Live calls	
0930		
1100		
1145	Lunch	
1245	Scenarios / Live calls	
1400		
1500	Discussion / Review calls	
1600		
<b>Thursday</b>		
0800	Roll Call	
0830	Review for Final	
1000		
1100		
1150	Lunch	
1300	Scenarios / Live calls	
1400		
1500		
1600		
<b>Friday</b>		
0800	Roll Call	
0900	Review for Final / Q & A	
1000		
1100		
1150	Lunch	
1300	Final Exam	
1400		
1500		
1600		

Schedule Subject to Change

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

Muriel Bowser  
Mayor



Karima Holmes  
Director

**General 311 Training**

**Day 1:**

- DCHR orientation
- Tour of Building (Breakroom, restrooms, quiet room, gym and employee entrance)
- Activation of Badges (confirm badge activation with HR)
- Set up email and PeopleSoft
- Provide 311 Management contact numbers
- Update new hire contact information
- Question and answer session to clarify concerns
- Side chair observations until the end of tour of duty

**Day 2:**

- Introductions/Icebreaker (provide name, how many years of customer service do you have, reason why you choose OUC)
- Review of Day 1
- Classroom session to review (agencies that we support)
- Side chair observations until the end of tour of duty

**Day 3:**

- Review of Day 2
- Watch customer service training videos: Customer Service Over the Phone; Be a Better Listener,
- Classroom review of **Salesforce** and continued overview of agencies in which OUC supports
- Chairside observations after lunch until the end of tour of duty

**Day 4:**

- **Self-Study Assignment:** Scavenger hunt to increase product knowledge (review of District government agencies and the Department of Energy)
  - **Self-Study Assignment:** Scavenger hunt to increase product knowledge (review of District government agencies and the Department of Energy)
- **Ops Manager Training:** One on one training with Ops Manager to review calls
- Side chair observations until the end of tour of duty

**Day 5:**

- Review of Day 3-4
- Classroom review of scavenger hunt
- DOEE Training
- Side chair observations until the end of tour of duty

**Day 6-10:**

- Deeper review of salesforce service requests
- Chairside observation
- Classroom follow up to review chairside observations

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

Muriel Bowser  
Mayor



Karima Holmes  
Director

**Day 11-12:**

- Chairside observation (new employee in the “driver seat”
- Feedback (One on one feedback session to determine additional training needs)

**Begin Call Taking with Guided Support (in combination with**

- **Week 4:** Active Listening Skills for Professionals (30 minutes)
- **Week 4:** Delivering Feedback (23 minutes)
- **Week 5:** Receiving Feedback (20 minutes)
- **Week 5:** Being a Receptive Communication partner (25 minutes)
- **Week 6:** Essential Skills for Professional Telephone Calls (1 hr.)
- **Week 6:** Customer Service Confrontation and Conflict (1 hr.)

**4<sup>th</sup> Month DMV Training Begins**

1. DMV Ticket Training (3 Weeks Classroom Training)
2. DMV Ticket (2 Weeks of Side by Side Training)
3. DMV Destiny Training (3 Weeks of Classroom Training)
4. DMV Destiny (2 Weeks of Side by Side Training)

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

Muriel Bowser  
Mayor



Karima Holmes  
Director

**DAY 1**

**Basic ticket information:**

Ticket Number  
State Plate/Tag  
License Number/DLN  
Last, First or First, Last \*

**What is a ticket and who issues them:**

When using this system enter all 3 of person(s) information DLN, Full Name, and Tag ALWAYS!  
(Ask the caller if they would like everything on their recorder or just what they are calling about.)

eTIMS shows Moving violations, Photo enforcements , and Parking tickets.

- Moving Violations (When a police officer issues a civilian a ticket.) \*\* Note Moving Violations can suspend or revoke\*\*
- Photo Enforcement (Is camera radar that picks up the speed of the car.)
- Parking Ticket (Tickets that's placed on the vehicle at the time of the violation)

**Do not pay the ticket if you want to contest the fine and/or penalty. You may not contest a ticket once you have paid either the fine and/or penalty.**

**Payments Option:**

- In -Person ( 955 L'Enfant Pl SW Washington, DC 20024)
- Online
- Phone
- Mail (PO BOX 37135 Washington DC, 20013)

**To Contest :**

- Online
- Mail- (PO BOX 37135 Washington DC, 20013)
- By phone
- In person-( 955 L'Enfant Pl SW Washington, DC 20024)

This MUST be within 30 calendar days of the date the ticket was issued. If you don't schedule a hearing within 30 calendar days, a penalty will be assessed. The penalty is the same amount as the ticket fine, meaning your ticket payment will double.

If you do not respond to a minor moving violation ticket, by either paying the ticket or requesting a hearing, within 60 calendar days of the date the ticket was issued, your driver license will be suspended —you will lose the right to drive. If you are not a DC resident, your privileges to drive in DC will be suspended. Booted or Towed Vehicles.

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

Muriel Bowser  
Mayor



Karima Holmes  
Director

**PowerPoint 1-10**

\*\*\*1<sup>st</sup> QUIZ\*\*\*

**DAY 2**

Recap day (1)

Go over quiz #1

**Understanding DPW**

The DC Department of Public Works (DPW) boots or tows vehicles in the District of Columbia that have two or more 61-day-old, unpaid tickets. A boot is a device attached to the vehicle's wheel to immobilize it. The boot can be safely removed only by DPW. A booted vehicle is subject to towing immediately, if the outstanding tickets and boot fee remain unpaid.

- Boots are normally removed less than 2 hours after fines have been paid.

A vehicle may be towed by DPW or the Metropolitan Police Department (MPD) if it is parked so as to create a traffic or safety hazard.

To release the booted or towed vehicle, you must pay the boot or tow fee and all outstanding parking tickets on the vehicle tag.

**To pay ticket and boot fees:**

- Online
- By phone
- In-person (955 L'Enfant Pl SW, Washington, DC 20024)

You can get a printout of all boot, tow, and tickets fees at the service window, and pay at the cashier's window. Payments may be made with, money order, or Visa or Master Card credit cards.

If you have a Visa or Master Card credit card, you can pay tickets and tow fees at DPW's One Stop Customer Service Centers at the Blue Plains Impoundment Lot # 4 (located at 5001 Shepherd Parkway, SW) Call 311 or 1-866-893-5023

NOTE: Until you pay the tow and ticket fees, you may remove only these items from your vehicle: checkbook, driver license, perishable items, medicine, and tools necessary for livelihood.

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

Muriel Bowser  
Mayor



Karima Holmes  
Director

DC Department of Public Works

Once you pay any storage fees owed, you must retrieve your vehicle that day, or additional storage fees will be charged (\$20 per day for most vehicles). These additional storage fees after 24hr may apply.

**PowerPoint 11-20**

\*\*\*2nd Quiz\*\*\*

**Day 3**

Recap day (2)  
Go over quiz 2

**Retrieving a Towed Vehicle:**

Once you have made all necessary payments, you **must** present your payment receipt, **vehicle registration**, and **valid driver license** to the impoundment lot# 4. If you are not the registered owner of the impounded vehicle, you must have a notarized statement authorizing you to pick up the vehicle.

If your vehicle is leased, you must show the leasing agreement or contract at the impoundment lot, as well.

You may not retrieve any vehicle that has expired vehicle tags. You must renew the vehicle's registration and bring the renewal documentation and/or vehicle tags with you to the impoundment lot, or have the vehicle towed.

If you do not claim the vehicle from the impoundment lot, it will be auctioned or sold as scrap.

**Admit with explanation**

DMV with all the information and documentation that supports your reasons for admitting with an explanation. If you do so in the first 30 calendar days, only the initial ticket fine will apply if you are found responsible. After 30 calendar days, a penalty equal to the fine will also apply. After 60 calendar days, you must file a special form, called a Motion to Vacate, to dispute the fines or penalties for your ticket. The Motion to Vacate form is available at the link below: You must contest the ticket within 120 calendar days;

**Motion to Vacate**

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

Muriel Bowser  
Mayor



Karima Holmes  
Director

Do not pay the ticket if you want to admit with an explanation. Once you pay the ticket, you no longer have the right to contest the ticket.

DC DMV cannot research any evidence for you, but you can provide any evidence, such as pictures identifying street signs, buildings, and your vehicle, police reports, and vehicle registration, that support your claims. DC DMV will consider only the evidence that you submit with your adjudication request.

DC DMV offers online or by-mail adjudication of parking or photo enforcement ticket fines and penalties.

#### DC DMV Online Ticket Adjudication

For by-mail adjudication, mark “admit with explanation” on the back of the parking or photo enforcement ticket you received, and mail it, and the evidence you have to support your claim, to the DC DMV Adjudication Services Office at the link below:

#### **PowerPoint 21-30**

\*\*3<sup>rd</sup> Quiz\*\*

#### **Appeal Reconsideration or Motion to Vacate Decisions:**

If you contested a ticket and were found liable, and you filed a Request for Reconsideration, and that also was denied, you still have an option to appeal the decision regarding your ticket. You can submit your appeal online or by mail to the Traffic Adjudication Appeals Board.

You can also go through the Appeals Board to appeal the decision if you filed a Motion to Vacate and the Motion was denied.

Detailed instructions on how to file an appeal are outlined on the Appeals form at the link below:

#### **Appeals Form (Print off line)**

Decision(s) That Can Be Appealed

You may appeal 3 types of decision:

- Denial of a Request for Reconsideration



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

Muriel Bowser  
Mayor



Karima Holmes  
Director

- Denial of a Motion to Vacate
- Suspension or revocation of your driver license

More information on appealing suspension or revocation of your driver license is available at the link below:

License Reinstatement

When to File an Appeal

Your appeal must be received by DC DMV within 30 calendar days from the date of the denial of your Request for Reconsideration, Motion to Vacate, or suspension or revocation of your driver license.

Online Appeals Request the cost is \$10.00 and you must pay the fine.

If the appeal is in person there is a transcript fee of \$50.00

To mail an appeal, complete the Appeals form at the link below:

Appeals Form

Pay the ticket fine and any penalties and an appeal fee for each ticket you are appealing. Instructions for payment are on the Appeals form.

NOTE: If you are appealing a minor moving violation, you must also pay what is called a transcript deposit. For each appeal, the Appeals Board will gather the documentation on the case into what is called the transcript. The cost of gathering the material for the transcript is the cost of the transcript; if this turns out to be less than the transcript deposit that you paid, you will be reimbursed the difference. If the cost of the transcript is more than the transcript deposit that you paid, you will be billed the difference. More information on DC DMV fees is available at the link below:

DC DMV Fees

You may not appear in person before or submit more evidence to the Appeals Board.

If You Win Your Case on Appeal

If the Appeals Board reverses the hearing examiner's decision, all fines, penalties, and fees will be refunded to you by mail.

**How to Appeal Decisions of the Traffic Adjudication Appeals Board:**

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

Muriel Bowser  
Mayor



Karima Holmes  
Director

If the Appeals Board decides that you are liable, and you want to appeal the Appeals Board's decision, you may. Within 30 calendar days of the Appeals Board's decision, you can file an application for an appeal in the Superior Court of the District of Columbia. Submit the appeals form (located at the link below) to the Office of the Civil Clerk:

**NOTE:** If you were found liable for a parking, photo enforcement, or minor moving violation ticket, you may ask DC DMV to reconsider that decision. You may file a motion for reconsideration online or by mail. You are required to file a Request for Reconsideration before appealing a ticket decision.

Your Request for Reconsideration must be received by DC DMV within 30 calendar days from the date of the hearing decision/record. To request reconsideration, you must be able to show DC DMV:

1. Newly discovered or newly available relevant evidence;
2. Additional evidence to establish your defense;
3. A likely error was committed by the hearing examiner, which might be something like failing to inform you of important information regarding the decision; or
4. A need for further discussion of the issues.

Your Request for Reconsideration must include all documents and evidence (i.e., vehicle registration, hardcopy photographs, diagrams, etc.) you have that show why the hearing examiner's decision should be reconsidered. Once filed, your request will be reviewed by the same hearing examiner who originally heard your case.

If your Request for Reconsideration is denied, you may file an appeal to the Traffic Adjudication Appeals Board within 30 calendar days of the denial of your Request for Reconsideration. More information on appealing is available at the Appeal Decision Regarding Your Ticket link below.

**PowerPoint 31-40**

\*\*4<sup>th</sup> Quiz \*\*

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

Muriel Bowser  
Mayor



Karima Holmes  
Director

**Day 4**

Recap day 3

Quiz 3

**What is CCU**

DMV no longer does payment plans however Central Collection Unit (CCU) may be able to assist to the customer.

\*\*\* The Department of Motor Vehicles is no longer responsible for the collection of delinquent tickets; or delinquent insurance lapse violations (91 days old or later). Collection of these delinquent debts is now handled by the CENTRAL COLLECTION UNIT (CCU).

\*\*\* If your debt is less than 91 days old, please go to Adjudication Services (955 L'Enfant PI SW, Washington DC 20024); call DMV at (202) 7374404 or 311; or contact Professional Account Management (PAM) at 866-353-7145 if you received a notice or telephone call from PAM.

**IMPORTANT:** Customers are advised to visit DMV Adjudication Services prior to calling or visiting the CCU in order to secure a complete printout of all outstanding DMV tickets, insurance lapse issues, etc.

**CCU TELEPHONE CONTACT INFORMATION:**

CCU Telephone Number: (202) 727-0771

CCU Telephone Hours: Monday - Friday, 8:15 AM - 4:15 PM

**CCU CUSTOMER SERVICE LOCATION:**

1101 4th Street, SW, 2nd Floor

Washington, DC 20024

CCU Walk-In Hours of Operation: Monday – Friday, 8:00AM – 4:00PM

VALID GOVERNMENT ISSUED PHOTO ID IS REQUIRED TO CONDUCT BUSINESS WITH THE CCU

In order to discuss payment options with the CCU:

- Customers must be unable to pay the balance due in full
- Aggregate ticket/fee/insurance lapse violations must exceed \$350.00
- Debts must be at least 91 days old
- Customers may be required to provide financial verification, including bank statements, verification of income, verification of necessary living expenses, etc.

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

Muriel Bowser  
Mayor



Karima Holmes  
Director

**IMPORTANT:** The CCU generally only considers installment payment agreements for qualifying District Residents. Payment agreement consideration for non-District residents, previously defaulted agreements, or for vehicles that have been booted, towed and/or impounded are prohibited. Customers that simply want to pay off tickets (single or multiple) can either pay online at [www.dmv.dc.gov](http://www.dmv.dc.gov), at DMV Adjudication Services, or through PAM, by calling them at 866-353-7145 (if the customer received a notice from PAM).

PowerPoint 41- 47

**Day 5**

Go over quiz 4

Recap of days 1-4

Q&A

**Introduction To DMV:**

**Real ID Non-Driver Identification Card**

<http://dmv.dc.gov/service/non-driver-identification-cards>

- Identification Cards
  - \*Free ID Cards (seniors over 65 yrs. old/homeless/CSOSA)
- Proof of Identity
- Proof of SSN
- Proof of DC Residency
- Forms

**REAL ID Driver License** <http://dmv.dc.gov/service/driver-licenses>

- G.R.A.D Program
- \*Learners Permit (MUST HOLD FOR 6 MONTH UNDER 21)
  - \*Provisional License
  - \*Forms 40 hours driving experience/10 hour
- Full License
- Limited Purpose License
- Commercial Driver's License
- Motorcycle Endorsements
  - \*Completion of Out of State Certification Class
  - \*Knowledge Test
  - \*Transferring Endorsement from another state

**Driver's License Suspension** <http://dmv.dc.gov/node/1119131>

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

Muriel Bowser  
Mayor



Karima Holmes  
Director

- DUI, DWI
  - \*Court Disposition
  - \*Out of State moving violations: Proof of payment
  - \*Pay all tickets 60 days or older
  - \*Reinstatement fee (\$98.00)
- Limited Occupational License
- DC Tickets Unanswered after 60 days
  - \*Pay all tickets 60 days or older
  - \*Reinstatement fee (\$98.00)
- Judgments

**Certified/ Uncertified Driver Record** <http://dmv.dc.gov/node/1119281>

- Online
- In Person

**Senior Driver** <http://dmv.dc.gov/service/senior-driver-information>

- Age
- Requirements
- Forms

**Medical Stops/ Requirements**

<http://dmv.dc.gov/service/dmv-medical-requirements>

- Medical Stops Reported by physician
  - \*online form
- Forms

**Handicap Placard** <http://dmv.dc.gov/service/disability-access-information>

- Forms
- Physical Disabilities
- Replacements
- Parking Spaces- Transfer to DDOT

**Vehicle Registration**

<http://dmv.dc.gov/service/initial-registration-new-or-used-vehicle>

- Title
  - \*Request from lien holder
  - \*Proper title transfer

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

Muriel Bowser  
Mayor



Karima Holmes  
Director

\*Excise Tax

- Proof of DC Inspection
- Proof of DC Insurance
- DC Driver's License
- Commercial Registration
- Fleet Registration
- Diplomat Registration

**Vehicle Registration Renewals**

<http://dmv.dc.gov/service/vehicle-registration-renewals>

- Online
- By Mail
- In Person

\*90 days or older

\*Must provide license and insurance

**Insurance** <http://dmv.dc.gov/service/vehicle-insurance>

- Insurance Lapse Information
- Insurance Verification Process (In-Person/Fax)
- Forms

**Inspections** <http://dmv.dc.gov/service/vehicle-inspections>

- Hours of Operation
- Types of Inspection

**Parking Reciprocity**

<http://dmv.dc.gov/service/parking-permits-and-reciprocity-permits>

- Residential
- Temporary & Part-Time Residents
- Visitor
- Health Care Provider
- New Car
- Rental Car
- Contractual Employee

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

Muriel Bowser  
Mayor



Karima Holmes  
Director

- Renewals of Parking Permits

**Adjudication Services** <http://dmv.dc.gov/service/ticket-services>

- Location  
\*955 L'Enfant Pl SW
- Hours of Operation  
\*Mon-Friday 8am-4pm
- Hearings/60-day adjudication process
- Motion to Vacate Judgment
- Appeals
- Reinstatement Hearings
- Limited Occupational License

**Central Collections Unit** <http://cfo.dc.gov/service/central-collection-unit>

- Payments Plans
- Settlements
- Discharges
- Insurance Payment Plans

**\*Salesforce Service Request\***

**\*PLEASE NOTE KEY THINGS NEED WHEN GOING TO THE DMV...**

**L~ LICENSE**

**I~ INSURANCE**

**T~ TITLE**

**E~ EMISSION**

**\*Once a tag is surrender a customer MAY NOT return to the DMV at a later date to retrieve those same tags.**

## SR Sum by Agency, Type, and Origin FY17

Filtered By:

Show: All service request histories

Date Field: Date/Time Closed equals Custom (10/1/2016 to 9/30/2017)

Servicing Agency not equal to

AND Service Request Type not equal to

Sorted By:

Servicing Agency: Servicing Agency - Sorted ascending

Service Request Type: Service Request Type - Sorted ascending

**Servicing Agency: CFSA (2,533 records)**

**Service Request Type: CFSA  
Missing/Absconded (2,533 records)**

**Servicing Agency: DC-ICH (10 records)**

**Service Request Type: Homeless Services -  
Winter/Hypothermia Season (10 records)**

**Servicing Agency: DDOT (80,133 records)**

**Service Request Type: Alleylight Repair (164  
records)**

**Service Request Type: Alleylight Repair  
Investigation (184 records)**

**Service Request Type: Alley Repair (495  
records)**

**Service Request Type: Bicycle Issues (2  
records)**

**Service Request Type: Bicycle Services (16  
records)**

**Service Request Type: Bus/Rail Issues (255  
records)**



**Service Request Type:** Child Safety Seat Program **(6 records)**

**Service Request Type:** Curb and Gutter Repair **(5 records)**

**Service Request Type:** Curb and Gutter Repair Investigation **(69 records)**

**Service Request Type:** Light-Infrastructure **(9 records)**

**Service Request Type:** Light-Light Pole **(29 records)**

**Service Request Type:** Light-Overhead Guide Sign Lighting Repair **(4 records)**

**Service Request Type:** Light-Tunnel/Underpass Light Repair **(15 records)**

**Service Request Type:** Marking Installation **(27 records)**

**Service Request Type:** Marking Maintenance **(53 records)**

**Service Request Type:** Marking Modification **(10 records)**

**Service Request Type:** Parking Meter Repair **(31,749 records)**

**Service Request Type:** Pothole **(7,009 records)**

**Service Request Type:** Resident Parking Permit **(67 records)**

**Service Request Type:** Roadway Marking Maintenance **(151 records)**

**Service Request Type:** Roadway Marking Modification **(91 records)**

**Service Request Type:** Roadway Marking Removal **(19 records)**

**Service Request Type: Roadway Repair (300 records)**

**Service Request Type: Roadway Signs (4,607 records)**

**Service Request Type: Roadway Striping / Markings (517 records)**

**Service Request Type: Safe Routes to School (2 records)**

**Service Request Type: School Crossing Guard (24 records)**

**Service Request Type: School Crossing Guard Program (1 record)**

**Service Request Type: Sidewalk Repair (1,055 records)**

**Service Request Type: Sign Missing Investigation (54 records)**

**Service Request Type: Sign New Investigation (750 records)**

**Service Request Type: Sign Removal investigation (138 records)**

**Service Request Type: Sign Replacement (512 records)**

**Service Request Type: Signs Conflicting (96 records)**

**Service Request Type: Streetcar (4 records)**

**Service Request Type: Streetlight Repair Investigation (12,658 records)**

**Service Request Type: Street Repair (16 records)**

**Service Request Type: Traffic Calming (54 records)**

**Service Request Type:** Traffic Safety Investigation **(1,006 records)**

**Service Request Type:** Traffic Signal Issue **(2,989 records)**

**Service Request Type:** Traffic Signal Maintenance **(116 records)**

**Service Request Type:** Tree Inspection **(4,592 records)**

**Service Request Type:** Tree Planting **(2,995 records)**

**Service Request Type:** Tree Pruning **(4,127 records)**

**Service Request Type:** Tree Removal **(2,598 records)**

**Service Request Type:** Utility Repair Investigation **(19 records)**

**Service Request Type:** Utility Repair Issue **(474 records)**

**Servicing Agency:** DDS **(1 record)**

**Service Request Type:** DDS - Death **(1 record)**

**Servicing Agency:** DMV **(17,274 records)**

**Service Request Type:** DMV - Adjudication Supervisor **(259 records)**

**Service Request Type:** DMV - Appeal **(97 records)**

**Service Request Type:** DMV - Copy of Ticket **(1,258 records)**

**Service Request Type:** DMV - Driver and Vehicle Services Refund **(217 records)**

**Service Request Type:** DMV - Driver Record Issues **(106 records)**

**Service Request Type:** DMV - Drivers License/ID Issues **(5,782 records)**

**Service Request Type:** DMV - Drivers License/ID Reinstatement **(180 records)**

**Service Request Type:** DMV - eTIMS Ticket Alert Services Issues **(298 records)**

**Service Request Type:** DMV - Forms, Applications, and Manuals Request **(613 records)**

**Service Request Type:** DMV - Hearings **(311 records)**

**Service Request Type:** DMV - Online Processing Issues **(384 records)**

**Service Request Type:** DMV - Processing Center Manager **(144 records)**

**Service Request Type:** DMV - Refunds - Tickets **(362 records)**

**Service Request Type:** DMV - Ticket Payment Dispute **(109 records)**

**Service Request Type:** DMV - Vehicle Inspection Issues **(27 records)**

**Service Request Type:** DMV - Vehicle Insurance Lapse **(229 records)**

**Service Request Type:** DMV - Vehicle Registration Issues **(4,677 records)**

**Service Request Type:** DMV - Vehicle Title Issues **(1,490 records)**

**Service Request Type:** Ticket Ombudsman **(731 records)**

**Servicing Agency:** DOEE **(505 records)**

**Service Request Type: DOEE - Bag Law Tips (8 records)**

**Service Request Type: DOEE - Ban on Foam Food Containers (12 records)**

**Service Request Type: DOEE - Construction – Erosion Runoff (182 records)**

**Service Request Type: DOEE - Engine Idling Tips (89 records)**

**Service Request Type: DOEE - General Environmental Concerns (3 records)**

**Service Request Type: DOEE - Nuisance Odor Complaints (211 records)**

**Servicing Agency: DOH (4,521 records)**

**Service Request Type: DHS - IRIS Update (1 record)**

**Service Request Type: Insect Treatment (118 records)**

**Service Request Type: Rodent Inspection and Treatment (4,402 records)**

**Servicing Agency: DPW (191,694 records)**

**Service Request Type: Abandoned Bicycle (971 records)**

**Service Request Type: Abandoned Vehicle - On Private Property (1,559 records)**

**Service Request Type: Abandoned Vehicle - On Public Property (5,310 records)**

**Service Request Type: Alley Cleaning (8,655 records)**

**Service Request Type: Bulk Collection (48,777 records)**

**Service Request Type: Christmas Tree Removal- Seasonal (303 records)**

**Service Request Type: Container Removal  
(1,620 records)**

**Service Request Type: Dead Animal Collection  
(2,886 records)**

**Service Request Type: DPW Correspondence  
Tracking (2 records)**

**Service Request Type: Emergency No-Parking  
Verification (14,278 records)**

**Service Request Type: Graffiti Removal (5,772  
records)**

**Service Request Type: Grass and Weeds  
Mowing (1,141 records)**

**Service Request Type: Illegal Dumping (5,967  
records)**

**Service Request Type: Illegal Poster (389  
records)**

**Service Request Type: Leaf Season Collection  
(594 records)**

**Service Request Type: Out of State Parking  
Violation (ROSA) (3,271 records)**

**Service Request Type: Parking Enforcement  
(36,983 records)**

**Service Request Type: Public Space Litter Can-  
Collection (485 records)**

**Service Request Type: Public Space Litter Can-  
Installation/Removal/Repair (844 records)**

**Service Request Type: Recycling Cart Delivery  
(2,229 records)**

**Service Request Type: Recycling Cart - Repair  
(230 records)**

**Service Request Type:** Recycling Collection - Missed **(6,154 records)**

**Service Request Type:** Recycling - Commercial Only **(1 record)**

**Service Request Type:** Recycling- Information Request **(30 records)**

**Service Request Type:** Recycling - School Program **(2 records)**

**Service Request Type:** Residential Parking Permit Violation **(8,436 records)**

**Service Request Type:** Sanitation Enforcement **(8,858 records)**

**Service Request Type:** Sidewalk Shoveling Enforcement Exemption **(1,722 records)**

**Service Request Type:** Signed Street Sweeping Missed **(118 records)**

**Service Request Type:** Snow/Ice Removal **(300 records)**

**Service Request Type:** Snow/Ice Removal (Roadways AND Bridge walkways ONLY) **(47 records)**

**Service Request Type:** Snow Metro Bus Shelter/Stop **(19 records)**

**Service Request Type:** Snow Other **(1 record)**

**Service Request Type:** Snow Removal Complaints for Sidewalks **(156 records)**

**Service Request Type:** Snow Towing **(2 records)**

**Service Request Type:** Street Cleaning **(5,923 records)**

**Service Request Type:** Supercan - Delivery **(1,601 records)**

**Service Request Type: Supercan - Repair (335 records)**

**Service Request Type: Trash Cart - Delivery (2,440 records)**

**Service Request Type: Trash Cart Repair (521 records)**

**Service Request Type: Trash Collection - Missed (9,567 records)**

**Service Request Type: Vacant Lot (699 records)**

**Service Request Type: Yard Waste - Missed (2,496 records)**

**Servicing Agency: FEMS (1,013 records)**

**Service Request Type: FEMS - 20/20 Vision Plan (5 records)**

**Service Request Type: FEMS - Community Events (709 records)**

**Service Request Type: FEMS - Fire Safety Education (2 records)**

**Service Request Type: FEMS - Fire Safety Inspection (1 record)**

**Service Request Type: FEMS - Honor Guard (16 records)**

**Service Request Type: FEMS - Smoke Alarm Application (280 records)**

**Servicing Agency: ORM (829 records)**

**Service Request Type: How Is My Driving - Complaint (777 records)**

**Service Request Type: How Is My Driving - Compliment (52 records)**

**Servicing Agency: OUC (382,751 records)**



**Service Request Type:** 311Force Reported Issues **(21 records)**

**Service Request Type:** DC Government Information **(376,286 records)**

**Service Request Type:** DMV - Offset Tracking **(129 records)**

**Service Request Type:** DYRS - Placement Violations **(1,461 records)**

**Service Request Type:** Emergency - Flooding **(4 records)**

**Service Request Type:** Emergency - Power Outage/Wires Down **(46 records)**

**Service Request Type:** Emergency - Senior Assistance **(2 records)**

**Service Request Type:** Emergency - Trees **(119 records)**

**Service Request Type:** Graffiti Removal-Customer Follow-up **(2 records)**

**Service Request Type:** Hypothermia Shelter Information **(1,589 records)**

**Service Request Type:** Illegal Fireworks **(78 records)**

**Service Request Type:** OUC NYE Test **(24 records)**

**Service Request Type:** Recycling Collection - Missed-Customer Follow Up **(9 records)**

**Service Request Type:** Recycling Container Delivery - Customer Follow up **(2 records)**

**Service Request Type:** Report Invalid Address to GIS Dept **(1 record)**

**Service Request Type:** Salesforce DC311  
Application Request **(22 records)**

**Service Request Type:** Sanitation Enforcement-  
Customer Follow up **(11 records)**

**Service Request Type:** Trash Collection- Missed  
Customer Follow up **(4 records)**

**Service Request Type:** Trash Container-Delivery-  
Customer Follow up **(4 records)**

**Service Request Type:** TRU Report **(2,745  
records)**

**Service Request Type:** Wire Down/Power  
Outage **(192 records)**

**Grand Totals (681,264 records)**

## SR Sum by Agency, Type, and Origin FY17

Filtered By:

Show: All service request histories

Date Field: Date/Time Closed equals Custom (10/1/2017 to 1/2

Servicing Agency not equal to

AND Service Request Type not equal to

Sorted By:

Servicing Agency: Servicing Agency - Sorted ascending

Service Request Type: Service Request Type - Sorted ascending

### Servicing Agency: CFSA (784 records)

**Service Request Type:** CFSA  
Missing/Absconded (784 records)

### Servicing Agency: DCRA (261 records)

**Service Request Type:** DCRA - Grass and Weeds  
(111 records)

**Service Request Type:** DCRA - Illegal  
Construction (14 records)

**Service Request Type:** DCRA - Trash and Debris  
(59 records)

**Service Request Type:** DCRA - Vacant Building  
(28 records)

**Service Request Type:** DCRA - Vacant Property  
Inspection (49 records)

### Servicing Agency: DDOT (21,013 records)

**Service Request Type:** Alleylight Repair  
Investigation (1 record)

**Service Request Type:** Alley Repair (71 records)

**Service Request Type: Bicycle Services (474 records)**

**Service Request Type: Bus/Rail Issues (67 records)**

**Service Request Type: Curb and Gutter Repair Investigation (7 records)**

**Service Request Type: Parking Meter Repair (9,239 records)**

**Service Request Type: Pothole (688 records)**

**Service Request Type: Resident Parking Permit (11 records)**

**Service Request Type: Roadway Marking Maintenance (3 records)**

**Service Request Type: Roadway Marking Modification (4 records)**

**Service Request Type: Roadway Marking Removal (1 record)**

**Service Request Type: Roadway Repair (59 records)**

**Service Request Type: Roadway Signs (1,619 records)**

**Service Request Type: Roadway Striping / Markings (123 records)**

**Service Request Type: Safe Routes to School (1 record)**

**Service Request Type: School Crossing Guard (1 record)**

**Service Request Type: Sidewalk Repair (374 records)**

**Service Request Type: Sign New Investigation (63 records)**

**Service Request Type:** Sign Removal  
investigation **(16 records)**

**Service Request Type:** Sign Replacement **(59 records)**

**Service Request Type:** Signs Conflicting **(20 records)**

**Service Request Type:** Streetcar **(1 record)**

**Service Request Type:** Streetlight Repair  
Investigation **(3,294 records)**

**Service Request Type:** Traffic Safety  
Investigation **(280 records)**

**Service Request Type:** Traffic Signal Issue **(824 records)**

**Service Request Type:** Tree Inspection **(691 records)**

**Service Request Type:** Tree Planting **(1,381 records)**

**Service Request Type:** Tree Pruning **(1,042 records)**

**Service Request Type:** Tree Removal **(502 records)**

**Service Request Type:** Utility Repair Issue **(97 records)**

**Servicing Agency:** DMV **(4,543 records)**

**Service Request Type:** DMV - Adjudication  
Supervisor **(75 records)**

**Service Request Type:** DMV - Appeal **(20 records)**

**Service Request Type:** DMV - Copy of Ticket  
**(312 records)**

**Service Request Type:** DMV - Driver and Vehicle Services Refund **(39 records)**

**Service Request Type:** DMV - Driver Record Issues **(15 records)**

**Service Request Type:** DMV - Drivers License/ID Issues **(1,567 records)**

**Service Request Type:** DMV - Drivers License/ID Reinstatement **(44 records)**

**Service Request Type:** DMV - eTIMS Ticket Alert Services Issues **(34 records)**

**Service Request Type:** DMV - Forms, Applications, and Manuals Request **(53 records)**

**Service Request Type:** DMV - Hearings **(75 records)**

**Service Request Type:** DMV - Online Processing Issues **(86 records)**

**Service Request Type:** DMV - Processing Center Manager **(34 records)**

**Service Request Type:** DMV - Refunds - Tickets **(94 records)**

**Service Request Type:** DMV - Ticket Payment Dispute **(42 records)**

**Service Request Type:** DMV - Vehicle Inspection Issues **(11 records)**

**Service Request Type:** DMV - Vehicle Insurance Lapse **(35 records)**

**Service Request Type:** DMV - Vehicle Registration Issues **(1,103 records)**

**Service Request Type:** DMV - Vehicle Title Issues **(302 records)**

**Service Request Type:** Ticket Ombudsman **(602 records)**

**Servicing Agency: DOEE (123 records)**

**Service Request Type:** DOEE - Bag Law Tips **(8 records)**

**Service Request Type:** DOEE - Ban on Foam Food Containers **(5 records)**

**Service Request Type:** DOEE - Construction – Erosion Runoff **(51 records)**

**Service Request Type:** DOEE - Engine Idling Tips **(14 records)**

**Service Request Type:** DOEE - General Environmental Concerns **(6 records)**

**Service Request Type:** DOEE - Nuisance Odor Complaints **(39 records)**

**Servicing Agency: DOH (1,881 records)**

**Service Request Type:** Bed Bugs **(1 record)**

**Service Request Type:** Insect Treatment **(71 records)**

**Service Request Type:** Rodent Inspection and Treatment **(1,809 records)**

**Servicing Agency: DPW (45,822 records)**

**Service Request Type:** Abandoned Bicycle **(77 records)**

**Service Request Type:** Abandoned Vehicle - On Private Property **(195 records)**

**Service Request Type:** Abandoned Vehicle - On Public Property **(1,200 records)**

**Service Request Type:** Alley Cleaning **(1,083 records)**

**Service Request Type:** Bulk Collection **(12,913 records)**

**Service Request Type: Container Removal (384 records)**

**Service Request Type: Dead Animal Collection (712 records)**

**Service Request Type: Emergency No-Parking Verification (3,473 records)**

**Service Request Type: Graffiti Removal (1,574 records)**

**Service Request Type: Grass and Weeds Mowing (187 records)**

**Service Request Type: Illegal Dumping (1,506 records)**

**Service Request Type: Illegal Poster (116 records)**

**Service Request Type: Leaf Season Collection (284 records)**

**Service Request Type: Out of State Parking Violation (ROSA) (889 records)**

**Service Request Type: Parking Enforcement (9,142 records)**

**Service Request Type: Public Space Litter Can-Collection (153 records)**

**Service Request Type: Public Space Litter Can-Installation/Removal/Repair (19 records)**

**Service Request Type: Recycling Cart Delivery (634 records)**

**Service Request Type: Recycling Cart - Repair (77 records)**

**Service Request Type: Recycling Collection - Missed (1,492 records)**



**Service Request Type:** Recycling- Information Request **(6 records)**

**Service Request Type:** Residential Parking Permit Violation **(1,796 records)**

**Service Request Type:** Sanitation Enforcement **(2,292 records)**

**Service Request Type:** Sidewalk Shoveling Enforcement Exemption **(162 records)**

**Service Request Type:** Signed Street Sweeping Missed **(25 records)**

**Service Request Type:** Snow/Ice Removal **(25 records)**

**Service Request Type:** Snow/Ice Removal (Roadways AND Bridge walkways ONLY) **(15 records)**

**Service Request Type:** Snow Metro Bus Shelter/Stop **(4 records)**

**Service Request Type:** Snow Other **(3 records)**

**Service Request Type:** Snow Removal Complaints for Sidewalks **(5 records)**

**Service Request Type:** Snow Sidewalk Shoveling Enforcement Exemption **(472 records)**

**Service Request Type:** Snow Towing **(5 records)**

**Service Request Type:** Street Cleaning **(807 records)**

**Service Request Type:** Supercan - Delivery **(456 records)**

**Service Request Type:** Supercan - Repair **(102 records)**

**Service Request Type: Trash Cart - Delivery (694 records)**

**Service Request Type: Trash Cart Repair (136 records)**

**Service Request Type: Trash Collection - Missed (1,990 records)**

**Service Request Type: Vacant Lot (101 records)**

**Service Request Type: Yard Waste - Missed (616 records)**

**Servicing Agency: FEMS (519 records)**

**Service Request Type: FEMS - Community Events (233 records)**

**Service Request Type: FEMS - Fire Safety Education (1 record)**

**Service Request Type: FEMS - Fire Safety Inspection (8 records)**

**Service Request Type: FEMS - Honor Guard (1 record)**

**Service Request Type: FEMS - Smoke Alarm Application (276 records)**

**Servicing Agency: ORM (219 records)**

**Service Request Type: How Is My Driving - Complaint (207 records)**

**Service Request Type: How Is My Driving - Compliment (12 records)**

**Servicing Agency: OUC (84,635 records)**

**Service Request Type: DC Government Information (83,396 records)**

**Service Request Type: DYRS - Placement Violations (279 records)**

**Service Request Type:** Emergency - Power  
Outage/Wires Down **(4 records)**

**Service Request Type:** Emergency -  
Transportation **(1 record)**

**Service Request Type:** Hypothermia Shelter  
Information **(252 records)**

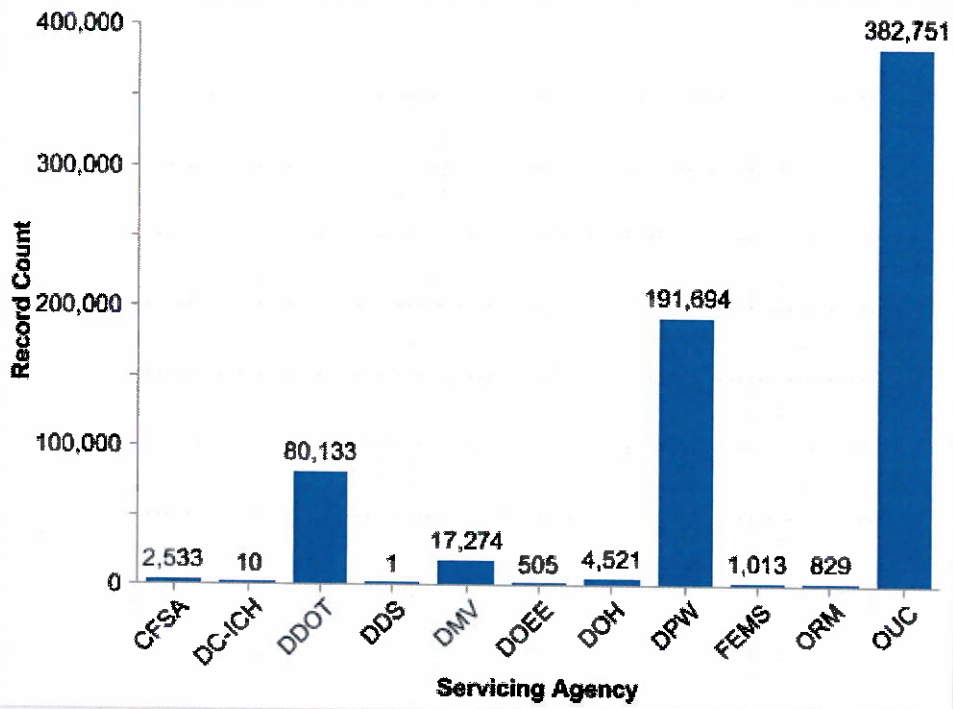
**Service Request Type:** Salesforce DC311  
Application Request **(1 record)**

**Service Request Type:** TRU Report **(667  
records)**

**Service Request Type:** Wire Down/Power  
Outage **(35 records)**

**Grand Totals (159,800 records)**

### 311 Request Type By Agency for FY17



**311 Request Type By Agency for FY18**

