

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of Unified Communications

Muriel Bowser
Mayor



Karima Holmes
Director

February 1, 2019

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' FY18 performance.

Sincerely,

A handwritten signature in cursive script that reads "Karima Holmes".

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. 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 various 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 OUC's 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 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 911 Operations

Reporting directly to the Director, this office is responsible for the day-to-day planning, design, development, and coordination of all 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 to 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 support on-scene responder safety as necessary.

V. Office of the Chief of 311 Operations

Reporting directly to the Director, this office is responsible for the day-to-day planning, design, development, and coordination of all police and fire/EMS non-emergency and city services, including the following:

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 trash pick-ups, and recycling collection through a number of platforms, including 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 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. Furthermore, the 311 Division does not close service request tickets--this is the responsibility of the respective agency. 311 Operations recently implemented a police non-emergency option. Residents and visitors of the District can now call 311 to report all police non-emergencies. The OUC and MPD define a non-emergency call as any call related to an incident that does not pose an immediate threat to the safety of individuals and/or incidents that occurred at least one hour before the initial request for police assistance is made.

VI. Office of the Chief of Professional Standards

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

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 and civil proceedings under direct examination by OAG and USAO attorneys.

VII. 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 other 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 organizational chart in FY18 was the separation of 911/311 Operations into two distinct functions aligned with separate division heads who each report directly to the agency director.

- 2. Please provide a current Schedule A for the agency which identifies each position by program and activity codes, with the employee’s name, 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

- 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 vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned, as well as a description of all vehicle collisions involving the agency's vehicles in FY18 and FY19, to date; and

Vehicle Make and Model	Location	Tag#	Assignment	Accidents
Toyota Prius	UCC	10223	Administrative	none
Toyota Prius	UCC	10152	Administrative	none
Toyota Prius	UCC	10224	IT Department	none
Toyota Prius	UCC	10151	Administrative	none
Dodge Caravan	UCC	10183	Administrative	none
Chevrolet Silverado Pick up	UCC/PSCC	711510	Director	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	715664	Radio Shop	none
Dodge Caravan	PSCC	715745	Radio Shop	none
Trailer	PSCC	717836	Radio Shop	none
Dodge Ram	UCC	7112051	THOR Support	none
Tractor	UCC	7112073	THOR Tractor	none
Trailer	UCC	7112492	THOR	none
Trailer	UCC	7112493	THOR Support	none

***Unified Communications Center (UCC) 2720 MLK. Ave. SE; Public Safety Communications Center (PSCC)
310 McMillian Dr. NW**

- b. A list of travel expenses, arranged by employee for FY18 and FY19, to date, including the justification for travel.

**FY18 TRAVEL COSTS
October 1, 2017 - September 30, 2018**

DATE	EMPLOYEE'S NAME	TITLE	TOTAL EXPENSE	JUSTIFICATION	TRAVEL FREQUENCY
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	Karima Holmes	Director	\$96.00	Intergovernmental Meeting with the U.S. Department of Energy, San Antonio, TX	One Time
12/11/2017 - 12/13/2017	Marlene Hollins	Training Development &	\$388.54	9-1-1 Telecommunicator First Responders Disability Awareness	One Time

		Organizational Specialist		Training Event, Cambridge, MD	
12/11/2017 - 12/13/2017	Robin R Scott	Training Development & Organizational Specialist	\$160.00	9-1-1 Telecommunicator First Responders Disability Awareness Training Event, Cambridge, MD	One Time
4/15/2018 - 4/18/2018	Arrelle Anderson	Chief of Staff	\$741.98	Annual user summit brings clients together to share best practices and hands-on product training, Denver, CO	One Time
4/15/2018 - 4/19/2018	Wanda Gattison	Public Affairs Specialist	\$1,821.59	Annual user summit brings clients together to share best practices and hands-on product training, Denver, CO	One Time
4/29/2018 - 5/1/2018	Stephen Matthews	Radio Cache Manager	\$1,002.22	MTUGMid-Atlantic Region Meeting, Charleston, SC	One Time
4/29/2018 - 5/3/2018	Wanda Gattison	Public Affairs Specialist	\$1,716.25	Engage 311 Conference, Tampa, FL	One Time
4/29/2018 - 5/3/2018	Erick Hines	311 Operations Manager	\$2,033.33	Engage 311 Conference, Tampa, FL	One Time
6/04/2018 - 6/9/2018	Teodros Kavaleri	Chief IT Officer	\$2,985.27	2018 PSCR Public Safety Broadband Stakeholder Meeting/Conference, San Diego, CA	One Time
6/15/2018 - 6/19/2018	Karima Holmes	Director	\$2,348.64	NENA 2018 Conference and Expo & NASNA 2018 Annual Meeting Agenda, Nashville, TN	One Time

6/15/2018 6/21/2018	-	Teodros Kavaleri	Chief IT Officer	\$3,617.99	NENA 2018 Conference and Expo, Nashville, TN	One Time
7/25/2018 7/27/2018	-	Karima Holmes	Director	\$219.10	Northeast Workshops to Enhance Emergency Communications Governance, Philadelphia, PA	One Time
7/26/2018 7/27/2018	-	Teodros Kavaleri	Chief IT Officer	\$320.29	Northeast Workshops to Enhance Emergency Communications Governance, Philadelphia, PA	One Time
8/05/2018 8/09/2018	-	Karima Holmes	Director	\$2,281.42	APCO 2018, APCO International's Annual Conference & Expo, Las Vegas, NV	One Time
8/04/2018 8/09/2018	-	Mark Hunter	Training & Organizational Development Officer	\$2,654.97	APCO 2018, APCO International's Annual Conference & Expo, Las Vegas, NV	One Time
8/03/2018 8/09/2018	-	Tiffany Fuller	Dispatcher	\$416.00	APCO 2018, APCO International's Annual Conference & Expo, Las Vegas, NV	One Time
8/19/2018 8/25/2018	-	Judy Duff	Chief Professional Standards & Development	\$2,462.58	Training; Criteria Based Dispatch Train the Trainer, Seattle, WA	One Time
8/19/2018 8/25/2018	-	Marlene Hollins	Training and Development Specialist	\$2,071.65	Training; Criteria Based Dispatch Train the Trainer, Seattle, WA	One Time
8/19/2018 8/25/2018	-	Robin Scott	Training and Development Specialist	\$2,071.65	Training; Criteria Based Dispatch Train the Trainer, Seattle, WA	One Time
8/19/2018 8/25/2018	-	Beatriz Ortega	Training and Development Specialist	\$2,071.65	Training; Criteria Based Dispatch Train	One Time

				the Trainer, Seattle, WA	
9/24/2018 - 9/28/2018	Karima Holmes	Director	\$3,782.10	Dreamforce 2018, San Francisco, CA	One Time
9/24/2018 - 9/28/2018	Kelly Brown	Special Assistant	\$3,012.53	Dreamforce 2018, San Francisco, CA	One Time
9/24/2018 - 9/28/2018	Teodros Kavaleri	Chief IT Officer	\$3,662.72	Dreamforce 2018, San Francisco, CA	One Time
9/24/2018 - 9/28/2018	Wanda Gattison	Public Information Officer	\$3,794.28	Dreamforce 2018, San Francisco, CA	One Time
FY18 Total			\$49,635.68		

FY19 TRAVEL COSTS
October 1, 2018 – December 31, 2019

DATE	EMPLOYEE'S NAME	TITLE	TOTAL EXPENSE	JUSTIFICATION	TRAVEL FREQUENCY
FY 2019					
10/17/2018 - 10/19/2018	Alexandria Jones	Assistant Watch Commander	\$283.01	Training Symposium / APCO Mid-Eastern Chapter, Ocean City, MD	One Time
10/17/2018 - 10/19/2018	Alice Oliver	Dispatcher	\$376.02	Training Symposium / APCO Mid-Eastern Chapter, Ocean City, MD	One Time
10/17/2018 - 10/19/2018	Alita Darby	Dispatcher	\$190.00	Training Symposium / APCO Mid-Eastern Chapter, Ocean City, MD	One Time
10/17/2018 - 10/19/2018	Anthony Walker	Telecommunications Equipment Operator	\$376.02	Training Symposium / APCO Mid-Eastern Chapter, Ocean City, MD	One Time
10/17/2018 - 10/19/2018	Arrelle Anderson	Chief of Staff	\$376.02	Training Symposium / APCO Mid-Eastern Chapter, Ocean City, MD	One Time
10/17/2018 - 10/19/2018	Beatriz Ortega	Program Analyst	\$190.00	Training Symposium / APCO Mid-Eastern Chapter, Ocean City, MD	One Time

10/17/2018 - 10/19/2018	Cheri Johnson	Dispatcher	\$376.02	Training Symposium / APCO Mid-Eastern Chapter, Ocean City, MD	One Time
10/17/2018 - 10/19/2018	Dione Williams	Assistant Watch Commander	\$376.02	Training Symposium / APCO Mid-Eastern Chapter, Ocean City, MD	One Time
10/17/2018 - 10/19/2018	Eugene Billingsley	Dispatcher	\$376.02	Training Symposium / APCO Mid-Eastern Chapter, Ocean City, MD	One Time
10/17/2018 - 10/19/2018	Jatondra Fair	Dispatcher	\$190.00	Training Symposium / APCO Mid-Eastern Chapter, Ocean City, MD	One Time
10/17/2018 - 10/19/2018	Jennifer Morsell	Dispatcher	\$190.00	Training Symposium / APCO Mid-Eastern Chapter, Ocean City, MD	One Time
10/17/2018 - 10/19/2018	Judy Duff	Chief, Professional Standards & Development	\$501.02	Training Symposium / APCO Mid-Eastern Chapter, Ocean City, MD	One Time
10/17/2018 - 10/19/2018	Karen Anderson	Dispatcher	\$190.00	Training Symposium / APCO Mid-Eastern Chapter, Ocean City, MD	One Time
10/17/2018 - 10/19/2018	Keisha Joy	Dispatcher	\$376.02	Training Symposium / APCO Mid-Eastern Chapter, Ocean City, MD	One Time
10/17/2018 - 10/19/2018	LaDonna Wright	Assistant Watch Commander	\$190.00	Training Symposium / APCO Mid-Eastern Chapter, Ocean City, MD	One Time
10/17/2018 - 10/19/2018	Lauren Camper	Telecommunications Equipment Operator	\$376.02	Training Symposium / APCO Mid-Eastern Chapter, Ocean City, MD	One Time
10/17/2018 - 10/19/2018	Mark Hunter	Training and Organizational Development Specialist	\$408.88	Training Symposium / APCO Mid-Eastern Chapter, Ocean City, MD	One Time
10/17/2018 - 10/19/2018	Nury Hernandez	Dispatcher	\$376.02	Training Symposium / APCO Mid-Eastern Chapter, Ocean City, MD	One Time
10/17/2018 - 10/19/2018	Trayshelle Jackson	Quality Assurance Specialist	\$376.02	Training Symposium / APCO Mid-Eastern	One Time

				Chapter, Ocean City, MD	
10/17/2018 - 10/19/2018	William Brown-Mooney	Telecommunications Equipment Operator	\$190.00	Training Symposium / APCO Mid-Eastern Chapter, Ocean City, MD	One Time
10/30/2018 - 11/01/2018	Zahid Chohan	IT Systems Manager	\$975.70	APCO Emerging Technology Forum, Pittsburgh, PA	One Time
11/04/2018 - 11/07/2018	Selena MacArthur	CAD/Telecommunications Program Manager	\$1,656.84	Hexagon Public Safety Users Conference, Westminster, CO	One Time
11/04/2018 - 11/07/2018	LaJuan Sullivan	Chief of Operations	\$1,445.27	Hexagon Public Safety Users Conference, Westminster, CO	One Time
FY19 Q1 Total			\$10,360.92		

5. For FY18 and FY19, to date, please list all intra-District transfers to or from the agency and the purpose for each transfer.

FY 2018 Intra-District Summary - BUYER			
OFFICE OF UNIFIED COMMUNICATIONS			
SELLING AGENCY	DESCRIPTION OF SERVICES PROVIDED	FUNDING SENT	FUNDING DUE
Department of Human Resources	DCHR to provide Criminal background checks and drug testing	18,534	0
Department of Human Resources	DLP Personnel services	120,000	0
OFRM	RTS Services	3,876	0
Office of the Chief Technology Officer	Provisioning and maintenance of telecommunications	462,072	0
Office of the Chief Technology Officer	Support for OUC Cisco equipment	150,045	0
FEMS	CPR/AED certification and recertification training	8,250	0
Office of the City Administrator	OPR-approved records retention schedule services	27,557	0
TOTAL		790,334	0

FY 2018 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	1,993	0
Department of Behavioral Health	800MHZ Radio Communications	26,591	0
Department of Human Services	800MHZ Radio Communications	1,993	0
DC Office of Aging	800MHZ Radio Communications	53,183	0
DC Public Library	800MHZ Radio Communications	26,591	0
DC Public Schools	800MHZ Radio Communications	39,887	0
Department of Consumer and Regulatory Affairs	800MHZ Radio Communications	1,993	0
Department for Hire Vehicles	800MHZ Radio Communications	88,684	0
Department of Energy and Environment	Low Income Energy Assistance Program	309,125	0
District Department of Transportation	800MHZ Radio Communications	258,200	0
District Department of Transportation	Avaya/CTI Integration	21,299	0
Department of General Services	800MHZ Radio Communications	53,494	0
Department of Corrections	800MHZ Radio Communications	176,533	0
Department of Health	800MHZ Radio Communications	5,777	0
Department of Public Works	800MHZ Radio Communications	58,597	0
Department of Youth and Rehabilitation Services	800MHZ Radio Communications	116,021	0
Fire and EMS	800MHZ Radio Communications	195,716	0
Homeland Security and Emergency Mgmt Agency	800MHZ Radio Communications	6,649	0
Office of the Chief Medical Examiner	800MHZ Radio Communications	4,193	0
Serve DC	800MHZ Radio Communications	1,993	0
Dept. of Forensic Science	800MHZ Radio Communications	80,590	0
Fire and EMS - AMR	800MHZ Radio Communications	66,741	0
Fire and EMS - 311		26,570	0
Office of the Chief Technology Officer	800MHZ Radio Communications	1,954	0
Metropolitan Police Department	800MHZ Radio Communications	821,469	0
Metropolitan Police Department	Radio Replacement	139,349	0
Metropolitan Police Department	NSID Radio Procurement	171,884	0
Department of Energy and Environment	800MHZ Radio Communications	14,797	0
Department of Parks and Recreation	800MHZ Radio Communications	13,481	0
Department of Employment Services	800MHZ Radio Communications	250,000	0
TOTAL		3,035,349	0

6. For FY18 and FY19, 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 2018	FY 2019 (actual as of Dec. 31)*	
Beginning Fund Balance:	7,437,247	6,438,357	
Revenue Collections	11,433,041	50,892	Assessed on Carriers providing 911 services
Payment from the Courts:	0	0	
Interest Income:	0	0	
Less Expenditures (3500,3501):	12,431,930	1,685,920	911/311 related Non-Personnel, supplies, equipment, maintenance and other support
Ending Fund Balance:	6,438,357	4,803,329.95	

***NOTE: "Actual Fund Balance" calculation reflects SOAR G/L balance after FY2018 year-end adjustments**

OFFICE OF UNIFIED COMMUNICATIONS			
SPECIAL PURPOSE REVENUE - USE OF FUND AND BALANCE			
2% Prepaid Wireless Fund 1631			
	FY 2018	FY 2019 (actual as of Dec. 31)*	Programs that generate the funds
Beginning Fund Balance:	1,185,934	1,168,711	
Revenue Collections	534,191	121,984	Assessed to Consumers at a Point of Sale
Payment from the Courts:	0	0	NA
Interest Income:	0	0	NA
Less Expenditures (3500,3501):	551,415	205,591	911/311 related Non-Personnel, supplies, equipment, maintenance and other support
Ending Fund Balance:	1,168,711	1,085,104	

***NOTE: "Actual Fund Balance" calculation reflects SOAR G/L balance after FY2018 year-end adjustments**

7. For FY18 and FY19, to date, please list any purchase card spending by the agency, the employee making each expenditure, and the general purpose for each expenditure.

See Attachment

8. Please list all memoranda of understanding (“MOU”) entered into by your agency during FY18 and FY19, 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.

FY18 MOUs				
Buyer	Seller	MOU Description	Date Entered	Date Terminated
OUC	DCHR	Suitability Screenings	8/24/2017	9/30/2018
OUC	OCTO	GIS / Data Analyst	10/1/2017	9/30/2018
OUC	DCHR	DLP Internship	11/20/2017	9/30/2018
OUC	OCTO	DC Net	12/13/2017	9/30/2018
OUC	OCTO	Cisco SmartNet Support	10/1/2017	9/30/2018
OUC	OCTO / OCA	MS Office 365 Enterprise Subscription Services	11/16/2017	9/30/2018
OUC	OS / OCA	Citywide - Record Retention	10/17/2017	9/30/2018
OUC	FEMS	CPR Training	3/26/2018	9/30/2018
OCME	OUC	Radio – Custom Support Services	9/11/2018	9/30/2018
DDOT	OUC	Radio – Custom Support Services	8/30/2018	9/30/2018
DCPL	OUC	Radio – Custom Support Services	11/21/2017	9/30/2018
MPD	OUC	New Radios for NSID Vehicles	8/16/2018	9/30/2018
DFHV	OUC	Radio – Custom Support Services	8/16/2018	9/30/2018
FEMS / DCRA	OUC	In Building Wireless	4/4/2018	9/30/2018
DOES	OUC	Customer Service SOPs	11/8/2018	9/30/2018
DOEE	OUC	311 - Low Income Energy Assistance Program	9/5/2017	9/30/2018
CITYWIDE	OUC	Radio – Radio System Usage	11/21/2017	9/30/2018

FY18 MOUs				
Buyer	Seller	MOU Description	Date Entered	Date Terminated
DCHA	OUC	Radio	11/6/2017	9/30/2018
DC Water	OUC	Radio	12/5/2017	9/30/2018
DPR	OUC	Radio – Custom Support Services	1/8/2018	9/30/2018
DFS	OUC	Radio – Custom Support Services	8/2/2018	9/30/2018
DDOT	OUC	Salesforce Call Center Integration & Maintenance	1/8/2018	9/30/2018
DYRS	OUC	Radio – Custom Support Services	1/9/2018	9/30/2018
DPW	OUC	Radio – Custom Support Services	1/17/2018	9/30/2018
DGS	OUC	Radio – Custom Support Services	2/21/2018	9/30/2018
DOC	OUC	Radio – Custom Support Services	3/26/2018	9/30/2018
MPD	OUC	Radio – Lost & Stolen Equipment	5/24/2018	9/30/2018
DOEE	OUC	311 Licenses	5/14/2018	9/30/2018
FEMS	OUC	Radio & Other IT Support Services	3/6/2018	9/30/2018
FEMS-AMR	OUC	Radio	4/26/2018	9/30/2018
FEMS	OUC	311	2/21/2018	9/30/2018

FY19 MOUs				
Buyer	Seller	MOU Description	Date Entered	Date Terminated
OUC	DCHR	Suitability Screenings	10/9/2018	9/30/2019
OUC	DCHR	DLP Internship	10/29/2018	9/30/2019
OUC	OCTO	GIS & Data Analyst	10/1/2018	9/30/2019

FY19 MOUs				
Buyer	Seller	MOU Description	Date Entered	Date Terminated
OUC	OCTO	DCNet	1/17/2019	9/30/2019
DOEE	OUC	311 - Low Income Energy Assistance Program	10/16/2018	9/30/2019
CITYWIDE	OUC	Radio – Radio System Usage	10/10/2018	9/30/2019
DCHA	OUC	Radio	10/16/2018	9/30/2019
HSEMA	OUC	1UCSH8 - 2018 Interoperable Communications Planning, Training, and Exercises	10/16/2018	9/30/2019
HSEMA	OUC	2UCUA8 - 2018 CAD Information Sharing and Interoperability	10/16/2018	9/30/2019
HSEMA	OUC	1UCUA8 - 2018 Radio Cache	10/16/2018	9/30/2019
DC Water	OUC	Radio	1/11/2019	9/30/2019
DYRS	OUC	Radio - Custom Support Services	11/29/2018	9/30/2019
DOEE	OUC	311 Licenses	Draft	9/30/2019
FEMS	OUC	311 Licenses	Draft	9/30/2019
FEMS	OUC	Radio and IT Services	Draft	9/30/2019
FEMS-AMR	OUC	Radio – Radio System Usage	Draft	9/30/2019
HSEMA	OUC	PSCC Generator	Draft	9/30/2019
DOC	OUC	Radio - Custom Support Services	Draft	9/30/2019
DGS	OUC	Radio - Custom Support Services	Draft	9/30/2019
DPR	OUC	Radio - Custom Support Services	Draft	9/30/2019
DPW	OUC	Radio - Custom Support Services	Draft	9/30/2019
HSEMA	OUC	Radio - Custom Support Services	Draft	9/30/2019
DFS	OUC	Radio - Custom Support Services	12/12/2018	9/30/2019

9. Please summarize and provide the status of all existing capital projects and those in the financial plan, including a brief description, the amount budgeted by fiscal year, actual dollars spent, and any remaining balances (by type of funds). In addition, please provide:
- An update on all capital projects concluded in FY17, FY18, and FY19, to date, including the amount budgeted, actual dollars spent, any remaining balances, and whether the project had an impact on the operating budget of the agency. If so, please provide an accounting of such impact.

Project Code	Title	STATUS			Operating Budget Impact	Comment
		FY17	FY18	FY19		
AFC02C	IT Hardware 911/311 Systems				None	Funding Allotment begins in 2020 and will be used to support replacement/upgrade schedule IT Hardware
CERCEC	UCC Electrical Reconfiguration			Begun	None	Design is underway
DCCUCC	911/311 Dispatch Consoles			Begun	None	Installation of New Dispatch Consoles at the UCC to begin in March 2019
DWB02C	IT Software 911/311 Applications			Begun	None	The FY19 funding will be used for upgrading CAD software to a new version. Procurement processing has begun.
PL403C	Underground Commercial Power Feed to UCC		Concluded		None	
UC302C	MDC Replacement for MPD and FEMS				None	Funding Allotment begins in 2020
UC303C	Radio Replacement for MPD and FEMS				None	Funding Allotment begins in 2020
UC304C	911/311 Radio Critical Infrastructure			Begun	None	Replacement of PSCC emergency power generator is scheduled to begin in March 2019. Design of remaining building systems is underway.

Please see attached Capital Improvement Plans for detailed financial breakdowns for each project.

10. Please provide a list of all budget enhancement requests (including capital improvement needs) for FY18 and FY19, to date. For each, include a description of the need, the amount of funding requested, and whether the request was approved or denied.

FY18 Enhancement

- An increase to Local Funds of \$1,383,589 and 28.0 FTEs in the Non-Emergency Operations Division (311) to support 28 positions as part of the Learn, Earn, Advance, Prosper (L.E.A.P.) program - APPROVED**

FY19 Enhancements

- A one-time increase to Local funds of \$735,000 in the Technology Operations Division to support nonpersonnel services costs for contracts and software maintenance - APPROVED**
- A one-time funding increase of \$112,500 in the Non-Emergency Operations Division (311) to reflect development costs for the integration of Department**

of Parks and Recreation’s (DPR) service request types with 311 via the mobile app and \$52,000 and 1.0 FTE in the 311 Operations Division for a Customer Service Representative for the management of DPR’s service requests processed via the mobile app. - APPROVED

11. Please list, in chronological order, each reprogramming in FY18 and FY19, to date, that impacted the agency, including those that moved funds into the agency, out of the agency, and within the agency. For each reprogramming, list the date, amount, program and activity codes, rationale, and reprogramming number.

OFFICE OF UNIFIED COMMUNICATIONS							
FY 2018 REPROGRAMMING LIST							
	LOCAL						
FISCAL YEAR	FUND	DATE	SOAR DOC #	PROG	CSG	DESCRIPTION	AMOUNT
2018	0100	9/30/2018	BJFLREPE8			Reprogram to Corrections for their shortfall in overtime	\$796,244
2018	0100	9/18/2018	BJDQRE01			To support the Commission on Judicial Disabilities and Tenure to meet their PS cost needs	\$20,000
						Final Budget	816,244
						Special Purpose Reveune	Starting Budget
							\$1,115,338
FISCAL YEAR	FUND	DATE	SOAR DOC #			DESCRIPTION	AMOUNT
2018	1630	7/12/2018	BJUC0569			To cover cost for 311 Salesforce license renewal, THOR and other contractual services	569,078
2018	1630	9/30/2018	BJUC1962			To fund radio services and maintenance for DCHA and DCWA	\$196,260
2018	1630	7/9/2018	BJUC3500			To replace current 311 application with cloud based solution	\$350,000
						Final Budget	1,115,338

OFFICE OF UNIFIED COMMUNICATIONS							
FY 2019 REPROGRAMMING LIST							
	LOCAL						
FISCAL YEAR	FUND	DATE	SOAR DOC #	PROG	CSG	DESCRIPTION	AMOUNT
							\$0.00
Special Purpose Revenue (1630)						Starting Budget	\$1,826,046
FISCAL YEAR	FUND	DATE	SOAR DOC #	PROG	CSG	DESCRIPTION	AMOUNT
19	1630	12/12/2018	BJUC1826	Various	Various	To fulfill spending requirements for IT maintenance and support for CAD maintenance, Motorola Radio System maintenance, PS cost for IT FTE's and other initiatives within the agency	\$1,826,046
						Final Budget	\$1,826,046

12. Please list each grant or sub-grant received or distributed by your agency in FY18 and FY19, to date. List the date, amount, source, purpose of the grant or sub-grant received or distributed, and amount expended.

ID	Sub-award Title / Purpose	Grant Type	Source	Period of Performance	Amount Awarded	Amount Spent / Obligated
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	\$540,000.00

ID	Sub-award Title / Purpose	Grant Type	Source	Period of Performance	Amount Awarded	Amount Spent / Obligated
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	\$162,097.00
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	\$3,842.00

ID	Sub-award Title / Purpose	Grant Type	Source	Period of Performance	Amount Awarded	Amount Spent / Obligated
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	\$224,980.25
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
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	\$186,050.40

ID	Sub-award Title / Purpose	Grant Type	Source	Period of Performance	Amount Awarded	Amount Spent / Obligated
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	\$265,253.67

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

The agency has no FTEs that are dependent on grant funding.

13. Please list each contract, procurement, and lease, entered into, extended, and option years exercised by the agency during FY18 and FY19, to date. For each contract, please provide the following information, where applicable:

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

See Attachment

14. 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.

15. Please list all settlements entered into by the agency or by the District on behalf of the agency in FY18 or FY19, 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.).

V. W.¹ - Non-monetary settlement of an administrative complaint.

16. Please list the administrative complaints or grievances that the agency received in FY18 and FY19, to date, broken down by source. Please describe any changes to agency policies or procedures that have resulted from complaints or grievances received. For any complaints or grievances that were resolved in FY18 or FY19, to date, describe the resolution.

FY18

Source	Description	Result
Union	Step 3 Grievance - Shift Change Selection Process	Reversal of Proposal
Union	Step 3 Grievance - Past Practice - Committee Members	Adhered to CBA Contractual Provisions
Union	Step 2 Grievance - Leave Restriction	Reversal Due to Untimely Proposal

FY19

Source	Description	Result
Union	Step 2 - Grievance - Shift Selection	Reversal of Proposal
Union	Step 2 - Grievance - Performance Evaluation	Referred to RRC for Resolution
Union	Step 1/2 - Grievance - Verbal Counseling	Not Subject to Grievance Process
Union	Step 2 - Grievance - Employee Conduct	Union/Management Collaborated to Resolve
Union	Step 3 - Employee Conduct	Union/Management Collaborated to Resolve

17. Please list and describe any complaints or allegations of sexual harassment or other forms of sexual misconduct received by the agency in FY18 and FY19, to date, whether or not those complaints or allegations were resolved.

The agency investigated two separate incidents/complaints as follows:

1. Male accuser alleged harassment by female perpetrator. Both were contractors. Matter investigated by the OUC, findings then shared with contracting entity, which

¹ Due to privacy concerns under federal law, the complainant's name has not been disclosed.

assumed responsibility for the matter and responded by separating the female employee.

2. Female accuser alleged sexual harassment by male supervisor. Both individuals were contractors of another government agency, assigned to the UCC facility. Matter initially investigated by the OUC, findings referred to contracting agency for action.

18. Please list and describe any ongoing investigations, audits, or reports on or of the agency, or any investigations, studies, audits, or reports on the agency that were completed in FY18 and FY19, to date.

On January 11, 2018, SB & Company completed the 911 Fund Audit for September 30, 2016 and 2017.

19. Please describe any spending pressures the agency experienced in FY18 and any anticipated spending pressures for the remainder of FY19. Include a description of the pressure and the estimated amount. If the spending pressure was in FY18, describe how it was resolved, and if the spending pressure is in FY19, describe any proposed solutions.

The OUC did not have any spending pressures in FY18. The agency does not currently project a spending pressure for the remainder of FY19.

20. Please provide a copy of the agency's FY18 performance plan. Please explain which performance plan objectives were completed in FY18 and whether they were completed on time and within budget. If they were not, please provide an explanation.

See Attachment

21. Please provide a copy of your agency's FY19 performance plan as submitted to the Office of the City Administrator.

See Attachment

22. Please describe any regulations promulgated by the agency in FY18 or FY19, to date, and the status of each.

No regulations have been promulgated by the agency in FY18 or FY19, to date.

23. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or for which it contracted in FY18 and FY19, 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.

There were no studies, research papers, reports, and analyses that the agency prepared or contracted for in FY18 and FY19, to date. However, the agency did

submit its annual response to the Federal Communications Commission regarding the collection and use of 911/E911 fees.

24. Please separately list each employee whose salary was \$100,000 or more in FY18 and FY19, 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.

FY 2018 LIST OF EMPLOYEE(S) SALARY OF \$100,000 OR MORE										
Agency Code	Fiscal Year	Program Number	Activity Number	Employee Name	Position Number	Position Title	Salary	Fringe	Overtime Pay	Bonus Pay
UCO	18	1090	1090	Holmes, Karima N.	00032319	Director, OUC	185,483.85	\$54,903.22	\$0.00	\$0.00
UCO	18	110F	110F	Kemp, Douglas	00051008	Agency Fiscal Officer	161,382.00	\$47,769.07	\$0.00	\$0.00
UCO	18	1090	1090	Mcmanus, Yvonne D.	0007756	Chief Administrative Officer	152,738.85	\$45,210.70	\$0.00	\$850.00
UCO	18	4030	4030	Kavaleri, Teodros	00025334	Chief Info Tech Officer	148,254.92	\$43,883.46	\$0.00	\$850.00
UCO	18	1060	1060	Hayes, Dionne	00077559	General Counsel	146,260.00	\$43,292.96	\$0.00	\$850.00
UCO	18	1090	1090	Ross, Kipling	00073737	Program Manager	137,953.62	\$40,834.27	\$0.00	\$850.00
UCO	18	4030	4030	Gregg, Lisa C.	00084817	Deputy Chief Information Ofcr.	136,727.00	\$40,471.19	\$0.00	\$0.00
UCO	18	1090	1090	Anderson, Arrelle D	00075491	Chief of Staff	135,960.00	\$40,244.16	\$0.00	\$0.00
UCO	18	4030	4030	Chohan, Zahid	00027062	IT Program Manager	126,178.00	\$37,348.69	\$0.00	\$0.00
UCO	18	1090	1090	Brown, Kelly A	00095155	Special Assistant	123,945.00	\$36,687.72	\$0.00	\$850.00
UCO	18	1090	1090	Sullivan, Lajuan N	00095178	Chief of Operations (911)	113,940.00	\$33,726.24	\$0.00	\$850.00
UCO	18	2040	2040	Duff, Judith	00088552	Chief of Professional Standard	112,913.28	\$33,422.33	\$0.00	\$850.00
UCO	18	4030	4030	MacArthur, Selena	00084833	Telecommunications Manager	111,556.12	\$33,020.61	\$0.00	\$850.00
UCO	18	1090	1090	Bucksell, Ingrid N	00092098	Communications Specialist	108,145.00	\$32,010.92	\$0.00	\$850.00
UCO	18	1090	1090	Omekam, Chris C	00009047	Management Analyst	107,556.00	\$31,836.58	\$0.00	\$0.00
UCO	18	2020	2020	Millard, Karl	00069788	OPERATIONS MGR	102,649.00	\$30,384.10	\$0.00	\$850.00
UCO	18	2020	2020	Washington, Edward K	00088773	OPERATIONS MGR	102,648.44	\$30,383.94	\$0.00	\$850.00
UCO	18	4020	4020	Matthews, Stephen D	00008593	Sup. Electronics Engineer	102,647.52	\$30,383.67	\$0.00	\$850.00
UCO	18	5010	5010	Stutson, Denise E	00045510	Program Analyst	102,206.00	\$30,252.98	\$0.00	\$850.00
UCO	18	1090	1090	Gattison, Wanda D.	00088157	Public Information Officer	102,000.00	\$30,192.00	\$0.00	\$850.00
UCO	18	1090	1090	Taylor-Weems, Yolanda	00010471	Program Analyst	100,261.00	\$29,677.26	\$0.00	\$850.00
UCO	18	4020	4020	Igbedior, Felix N	00024204	Electronics Engineer	100,261.00	\$29,677.26	\$0.00	\$850.00
UCO	18	4020	4020	Wilson, Clyde O	00003977	Electronics Engineer	100,261.00	\$29,677.26	\$0.00	\$850.00
UCO	18	4030	4030	Brown, Yasmin N	00077755	Program Analyst	100,261.00	\$29,677.26	\$0.00	\$850.00
UCO	18	4030	4030	Flores, Basil M.	00003004	Information Technology Special	100,261.00	\$29,677.26	\$0.00	\$850.00
AGENCY GRAND TOTAL							\$3,022,449.60	\$894,645.08	\$0.00	\$16,150.00

FY 2019 LIST OF EMPLOYEE(S) SALARY OF \$100,000 OR MORE										
Agency Code	Fiscal Year	Program Number	Activity Number	Employee Name	Position Number	Position Title	Salary	Fringe	Overtime Pay	Bonus Pay
UCO	19	1090	1090	Holmes, Karima N.	00032319	Director, OUC	189,193.53	55,812.09	\$0.00	\$0.00
UCO	19	130F	130F	Kemp, Douglas	00051008	Agency Fiscal Officer	164,609.00	48,559.66	\$0.00	\$0.00
UCO	19	1090	1090	Mcmanus, Yvonne D.	00077756	Chief Administrative Officer	155,793.62	45,959.12	\$0.00	\$850.00
UCO	19	4030	4030	Kavalari, Teodros	00025334	Chief Info Tech Officer	151,220.02	44,609.91	\$0.00	\$850.00
UCO	19	1060	1060	Hayes, Dionne	00077559	General Counsel	149,185.20	44,009.63	\$0.00	\$850.00
UCO	19	1090	1090	Ross, Kipling	00073737	Program Manager	140,712.69	41,510.24	\$0.00	\$850.00
UCO	19	1090	1090	Anderson, Arrelle D.	00075491	Chief of Staff	138,679.20	40,910.36	\$0.00	\$0.00
UCO	19	4040	4040	Chohan, Zahid	00027062	IT Program Manager	128,701.56	37,966.96	\$0.00	\$0.00
UCO	19	1090	1090	Brown, Kelly A.	00095155	Special Assistant	126,423.00	37,294.79	\$0.00	\$850.00
UCO	19	3020	3020	Hines, Erick Daniel	00096939	Chief of Operations (311)	116,219.00	34,284.61	\$0.00	\$850.00
UCO	19	1090	1090	Sullivan, Lajuan N.	00095178	Chief of Operations (911)	116,218.80	34,284.55	\$0.00	\$850.00
UCO	19	2040	2040	Duff, Judith	00088552	Chief of Professional Standard	115,171.54	33,975.60	\$0.00	\$850.00
UCO	19	4030	4030	MacArthur, Selena	00084833	Telecommunications Manager	113,787.24	33,567.24	\$0.00	\$850.00
UCO	19	1090	1090	Bucksell, Ingrid N.	00092098	Communications Specialist	110,308.00	32,540.86	\$0.00	\$850.00
UCO	19	1090	1090	Omekam, Chris C.	00009047	Management Analyst	109,710.00	32,364.45	\$0.00	\$0.00
UCO	19	2020	2020	Millard, Karl	00069788	OPERATIONS MGR	104,701.98	30,887.08	\$0.00	\$850.00
UCO	19	2020	2020	Washington, Edward H.	00088773	OPERATIONS MGR	104,701.41	30,886.92	\$0.00	\$850.00
UCO	19	4020	4020	Matthews, Stephen D.	00008593	Sup. Electronics Engineer	104,700.47	30,886.64	\$0.00	\$850.00
UCO	19	5010	5010	Stutson, Denise E.	00045510	Program Analyst	104,252.00	30,754.34	\$0.00	\$850.00
UCO	19	1090	1090	Gattison, Wanda D.	00088157	Public Information Officer	104,040.00	30,691.80	\$0.00	\$850.00
UCO	19	1090	1090	Taylor-Weems, Yolande	00010471	Program Analyst	102,268.00	30,169.06	\$0.00	\$850.00
UCO	19	4020	4020	Igbedior, Felix N.	00024204	Electronics Engineer	102,268.00	30,169.06	\$0.00	\$850.00
UCO	19	4020	4020	Wilson, Clyde O.	00003977	Electronics Engineer	102,268.00	30,169.06	\$0.00	\$850.00
UCO	19	4030	4030	Brown, Yasmin N.	00077755	Program Analyst	102,268.00	30,169.06	\$0.00	\$850.00
UCO	19	4030	4030	Flores, Basil M.	00003004	Information Technology Special	102,268.00	30,169.06	\$0.00	\$850.00
UCO	19	4030	4030	Galloway, Brittany	00095040	Program Analyst	101,523.00	29,949.29	\$0.00	\$850.00
AGENCY GRAND TOTAL							\$3,161,191.26	\$932,551.42	\$0.00	\$17,850.00

25. Please list in descending order the top 25 overtime earners in your agency in FY18 and FY19, 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.

TOP 25 - FY 2018 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
UCO	18	4020	4020	Wilson,Clyde O	00003977	Electronics Engineer	97,340.00	28,812.64	68,339.07	
UCO	18	2020	2020	Tasker,Teresa L	00018439	Dispatcher	72,760.00	21,536.96	66,006.20	
UCO	18	2020	2020	Abrha,Nebeyeluel A	00023512	Dispatcher	65,088.00	19,266.05	57,443.58	
UCO	18	2020	2020	Ross,Danielle L	00011543	Dispatcher	72,760.00	21,536.96	55,897.18	
UCO	18	4020	4020	Matthews,Stephen D	00008593	Sup. Electronics Engineer	99,657.79	29,498.71	42,462.84	
UCO	18	2020	2020	Williams,Tracey P	00019135	Dispatcher	77,804.00	23,029.98	42,384.44	
UCO	18	2020	2020	Velasco, Ana M	00007934	Dispatcher	81,740.00	24,195.04	41,477.72	
UCO	18	2020	2020	Ramsey,Christa J	00017203	Dispatcher	70,842.00	20,969.23	37,681.01	
UCO	18	2020	2020	Hernandez, Nury M	00015077	Dispatcher	81,740.00	24,195.04	37,238.88	
UCO	18	2020	2020	Sanford, Virginia G	00012153	Dispatcher	81,740.00	24,195.04	36,721.10	
UCO	18	2020	2020	Williams,Michelle P	00032025	Dispatcher	77,804.00	23,029.98	34,585.26	
UCO	18	2020	2020	Serpas,Dominga D	00019348	Dispatcher	77,804.00	23,029.98	34,315.96	
UCO	18	2020	2020	Richardson,Anthony F	00022576	Dispatcher	74,678.00	22,104.69	33,881.40	
UCO	18	2020	2020	Johnson,Victoria M	00023028	Dispatcher	77,804.00	23,029.98	33,073.02	
UCO	18	2010	2010	Walker,Anthony R	00088529	Telecommunications Equipment Operator	42,456.00	12,566.98	32,724.72	
UCO	18	2020	2020	Neal Jr., Hubert V	00026971	Dispatcher	79,535.00	23,542.36	31,188.12	
UCO	18	2010	2010	Johnson,Lauren M	00088619	Asst Watch Commander	75,800.23	22,436.87	30,834.84	
UCO	18	2020	2020	Adams,Charmisa L	00014944	Dispatcher	72,760.00	21,536.96	30,555.84	
UCO	18	2020	2020	Joy, Keisha A	00024649	Dispatcher	79,535.00	23,542.36	25,325.03	
UCO	18	2020	2020	Brooks, Brenda A	00022754	Dispatcher	83,945.00	24,847.72	24,788.01	
UCO	18	2020	2020	Oliver,Alice M	00088612	Dispatcher	67,006.00	19,833.78	23,969.78	
UCO	18	2020	2020	Marable,Michael M	00022757	Dispatcher	77,804.00	23,029.98	23,136.01	
UCO	18	4020	4020	West, Donald A	00020955	Electronics Technician	83,287.00	24,652.95	22,585.53	
UCO	18	2020	2020	Higgs, Raquel	00014040	Dispatcher	81,740.00	24,195.04	21,748.24	
UCO	18	2020	2020	Brown,Sharane H	00018117	Dispatcher	77,804.00	23,029.98	20,659.47	
AGENCY GRAND TOTAL							1,931,234.02	571,645.27	909,023.25	\$0.00

TOP 25 - FY 2019 OVERTIME EARNERS BY EMPLOYEE										
Agency Code	Fiscal Year	Program Number	Activity Number	Employee Name	Position Number	Position Title	Salary	Fringe	Overtime Pay thru 12/31	Worker's Comp
UCO	19	1087	1087	Akinsola,Aladegoke E	00019453	Telecomm Equipment Operator	67,812.00	20,004.54	21,027.38	
UCO	19	2020	2020	Ross,Danielle L	00011543	Dispatcher	83,945.00	24,763.78	17,927.37	
UCO	19	2020	2020	Tasker,Teresa L	00018439	Dispatcher	83,945.00	24,763.78	16,326.08	
UCO	19	4020	4020	Wilson,Clyde O	00003977	Electronics Engineer	102,268.00	30,169.06	15,380.64	
UCO	19	2020	2020	Abrha,Nebeyeluel A	00023512	Dispatcher	75,125.00	22,161.88	14,385.50	
UCO	19	2020	2020	Velasco,Ana M	00007934	Dispatcher	81,740.00	24,113.30	14,314.91	
UCO	19	2010	2010	Vance,Jettia M.	00032031	Telecommunications Equipment O	45,809.00	13,513.66	13,258.21	
UCO	19	2010	2010	Walker,Anthony R	00088529	Telecomm Equipment Operator	50,747.00	14,970.37	13,023.26	
UCO	19	2020	2020	Ramsey,Christa J	00017203	Dispatcher	81,740.00	24,113.30	11,979.00	
UCO	19		2020	Adams,Charmisa L	00014944	Dispatcher	81,740.00	24,113.30	11,544.39	
UCO	19	2020	2020	Johnson,Victoria M	00023028	Dispatcher	81,740.00	24,113.30	11,466.96	
UCO	19	2020	2020	Williams,Tracey P	00019135	Dispatcher	81,740.00	24,113.30	10,170.12	
UCO	19	2020	2020	Fuller,Tiffany K	00027260	Dispatcher	77,330.00	22,812.35	9,982.26	
UCO	19	2010	2010	Hall,Frances M	00031980	Telecomm Equipment Operator	64,496.00	19,026.32	9,285.02	
UCO	19	2020	2020	Serpas,Dominga D	00019348	Dispatcher	83,945.00	24,763.78	8,819.46	
UCO	19	2020	2020	Williams,Michelle P	00032025	Dispatcher	77,804.00	23,029.98	8,818.26	
UCO	19	2020	2020	Branch,Katrina L	00022961	Dispatcher	79,535.00	23,462.83	6,689.46	
UCO	19	4020	4020	Matthews,Stephen D	00008593	Sup. Electronics Engineer	99,657.79	29,498.71	8,423.02	
UCO	19	2010	2010	Jackson,Chardon	00005351	Telecomm Equipment Operator	50,747.00	14,970.37	8,082.06	
UCO	19	2020	2020	Sanford,Victoria G	00012153	Dispatcher	81,740.00	24,113.30	6,471.47	
UCO	19	2020	2020	Oliver,Alice M	00088612	Dispatcher	67,006.00	19,833.78	6,384.35	
UCO	19	2020	2020	Brown,Sharane H	00018117	Dispatcher	83,945.00	24,763.78	6,003.88	
UCO	19	1087	1087	Elliott, TeQuay L	00032214	Telecomm Equipment Operator	45,809.00	13,559.46	5,910.11	
UCO	19	2020	2020	Joy,Keisha A	00024649	Dispatcher	79,535.00	23,462.83	5,716.58	
UCO	19	2020	2020	Nazario, Sylvia Yvette	00027648	Dispatcher	83,945.00	24,763.78	5,993.18	
AGENCY GRAND TOTAL							\$1,893,845.79	\$558,974.78	\$269,382.93	

26. For FY18 and FY19, 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.

A performance incentive was awarded to the employees of the agency that contributed to the outstanding delivery of public safety service and the implementation of numerous strategic enhancements throughout FY18.

Last Name	First Name	Incentive Amount
Abdul-Wahid	Jarita	\$850.00
Abrha	Nebeyeluel	\$850.00
Adams	Charmisa	\$850.00
Alexander	Denise	\$850.00
Alexander Wingate	Karen	\$850.00
Anderson	Karen	\$850.00
Atkinson	Lisa	\$850.00
Avalos	Brenda	\$850.00
Awash	Zerihun	\$850.00
Bailey	Norman	\$850.00
Bailey	Janay	\$850.00
Banks	Marcellus	\$850.00
Banks	Jamel	\$850.00
Barnes	Lakita	\$850.00
Barnes-Garvin	Yvette	\$850.00
Beamon	Elauntanyce	\$850.00
Beatty	Tracy	\$850.00
Bell	Charlee	\$850.00
Belt	David	\$850.00
Bender	Ricky	\$850.00
Benford	Deborah	\$850.00
Bennett	Bianca	\$850.00
Best	Laverne	\$850.00
Bethea	Wanda	\$850.00
Billingsley	Eugene	\$850.00
Black	Sherry	\$850.00
Branch	Katrina	\$850.00
Brawner	Rasheena	\$850.00
Brooks	Brenda	\$850.00
Brown	Sharane	\$850.00
Brown	Crystal	\$850.00
Brown	Eric	\$850.00
Brown	Kelly	\$850.00
Brown	Yasmin	\$850.00
Brown	Bessel	\$850.00
Brown Mooney	William	\$850.00

Bucksell	Ingrid	\$850.00
Burrell	Angela	\$850.00
Camper	Lauren	\$850.00
Carey	Letitia	\$850.00
Carr	Jacqueline	\$850.00
Carr	Doreen	\$850.00
Carr	Shannon	\$850.00
Carruth	Wendy	\$850.00
Carter	Nicole	\$850.00
Chambers	Domonique	\$850.00
Champion Bey	Taheyver	\$850.00
Clark	Ronieka	\$850.00
Clements	Jacqueline	\$850.00
Corbin	Brishay	\$850.00
Covington	Latrice	\$850.00
Covington Jr.	Anthony	\$850.00
Crews	Lavear	\$850.00
Cromer	Raven	\$850.00
Cureton	Mary	\$850.00
Curley	Phyllis	\$850.00
Daniels	Cynthia	\$850.00
Danson	Santo	\$850.00
Darby	Alita	\$850.00
Darby	Jessica	\$850.00
Dayne	Melissa	\$850.00
Deria	Miriam	\$850.00
Dolmo	Diana	\$850.00
Dreher	Colleen	\$850.00
Duff	Judith	\$850.00
Duke	Karen	\$850.00
DULITSKAYA	MARIAM	\$850.00
Eccles	Charmaine	\$850.00
Elliott	TeKuay	\$850.00
Enoch	Michelle	\$850.00
Epps	Nancy	\$850.00
Evans	Sonnette	\$850.00
Fair	Jatondra	\$850.00
Faltz	Kristen	\$850.00
Fletcher	Brittney	\$850.00
Flores	Basil	\$850.00
Fogg	Dion	\$850.00

Ford	Setrena	\$850.00
Ford	Robin	\$850.00
Forrester	Sheikia	\$850.00
Freeman	Tyneeka	\$850.00
Fuller	Tiffany	\$850.00
Gadsden	Alton	\$850.00
Galloway	Brittany	\$850.00
Garnett	India	\$850.00
Gattison	Wanda	\$850.00
Gay	Gina	\$850.00
Geter	Yolanda	\$850.00
Glasker	Keturah	\$850.00
Glenn	Michael	\$850.00
Granados	Fernando	\$850.00
Green	Thearl	\$850.00
Groomes	Melissa	\$850.00
Hailstorks	Amanda	\$850.00
Hall	JuWanna	\$850.00
Harris	Deita	\$850.00
Hawkins	Akime	\$850.00
Hayes	Dionne	\$850.00
Henson	Donnett	\$850.00
Hernandez	Nury	\$850.00
Higgs	Raquel	\$850.00
Hines	Erick	\$850.00
Holley	Lenora	\$850.00
Hollins	Marlene	\$850.00
Hott	Marsha	\$850.00
Houser	Erika	\$850.00
Howard	Carla	\$850.00
Huitz	Ana	\$850.00
Hunter	Mark	\$850.00
Ifill	Raquel	\$850.00
Igbedior	Felix	\$850.00
Jackson	Trayshelle	\$850.00
Jackson	Chardon	\$850.00
Jenkins	Kelly	\$850.00
Jennings	Marisha	\$850.00
Johnson	Laquencyer	\$850.00
Johnson	Victoria	\$850.00
Johnson	Lauren	\$850.00

Johnson	Cheri	\$850.00
Johnson	Arielle	\$850.00
Johnson	Erin Denise	\$850.00
Johnson	Erin Diandra	\$850.00
Johnson Stewart	Veronica	\$850.00
Jones	Sharon	\$850.00
Jones	Keena	\$850.00
Jones	Alexandria	\$850.00
Jones	Valerie	\$850.00
Jones	Shannon	\$850.00
Joy	Keisha	\$850.00
Kavaleri	Teodros	\$850.00
Kee	Julius	\$850.00
King	Kevin	\$850.00
King	Marcia	\$850.00
Knox	Debbie	\$850.00
Lawson	Darlene	\$850.00
Leake	Kandace	\$850.00
Lee	Vera	\$850.00
Lee	Jungja	\$850.00
Lewis	Bridget	\$850.00
Lopez	Carmen	\$850.00
MacArthur	Selena	\$850.00
Maichew	Melaku	\$850.00
Malry	James	\$850.00
Marable	Michael	\$850.00
Marrow	Vanessa	\$850.00
Marshall	Zarnita	\$850.00
Matthews	Stephen	\$850.00
Mattox	Jennine	\$850.00
Mccoy	Elma	\$850.00
Mccracken	Shavon	\$850.00
Mccullough Collins	Shondel	\$850.00
McEachin	Mark	\$850.00
McGrier	Perrika	\$850.00
Mcmanus	Yvonne	\$850.00
McNeill	Toye	\$850.00
Middleton	Tearsha	\$850.00
Millard	Karl	\$850.00
Millard	Ava	\$850.00
Miller	Alfreda	\$850.00

Miranda	Macorazon	\$850.00
Montero	Marisela	\$850.00
Morgan	Sharon	\$850.00
Morris	Erica	\$850.00
Morris	Carolyn	\$850.00
Morris	Crystal	\$850.00
Morris	Anjel	\$850.00
Morsell	Jennifer	\$850.00
MURILLO	SEBASTIAN	\$850.00
Nazario	Sylvia	\$850.00
Neal	Hubert	\$850.00
Nelson	Michael	\$850.00
Nevels	Cynthia	\$850.00
Norfleet	Rochele	\$850.00
Norville	Sambeth	\$850.00
Oliver	Alice	\$850.00
Ortega	Beatriz	\$850.00
Palmer	Jazmin	\$850.00
Parris	Khalilah	\$850.00
Percy	Kara	\$850.00
Perkins	Angie	\$850.00
Perry	Carissa	\$850.00
Peters	Doretha	\$850.00
Phillips	Barbara	\$850.00
Pierce	Linda	\$850.00
Pittman-Brice	Sharron	\$850.00
Pope-Montgomery	Nicole	\$850.00
Pratt	Erricka	\$850.00
Proctor	Mary	\$850.00
Pross	Gregory	\$850.00
Quigley	Walter	\$850.00
Reyes	Juanita	\$850.00
Rice Robinson	Gayle	\$850.00
Richardson	Anthony	\$850.00
Richardson	Sabrina	\$850.00
Richardson	Frank	\$850.00
Reid	Nichole	\$850.00
Roberts	James	\$850.00
Robinson	Bedriya	\$850.00
Ross	Kipling	\$850.00
Ross	Danielle	\$850.00

Ross	Evelyn	\$850.00
Sampson	Larvenia	\$850.00
Sanford	Virginia	\$850.00
Sapp	DeReece	\$850.00
Sarwar	Spozmai	\$850.00
Sasagawa Coleman	Sumie	\$850.00
Saunders	Tonia	\$850.00
Schanck	Catina	\$850.00
Scott	Robin	\$850.00
Scott	Deonica	\$850.00
Scott	Tamica	\$850.00
Scott	Asante'	\$850.00
Scruggs	Janie	\$850.00
Serpas	Dominga	\$850.00
Sharpe	Robynn	\$850.00
Shields	Michele	\$850.00
Simmons	Shavon	\$850.00
Small	Davia	\$850.00
Smalley	Colandria	\$850.00
Staunton	Brittani	\$850.00
Stevenson	Blair	\$850.00
Stover	Bertha	\$850.00
Stutson	Denise	\$850.00
Sullivan	Lajuan	\$850.00
Sullivan	Charmaine	\$850.00
Tasker	Teresa	\$850.00
Tate	Manuel	\$850.00
Taylor-Mathis	Andrea	\$850.00
Taylor-Weems	Yolanda	\$850.00
TEFERA	NEBEYOU	\$850.00
Tefera	Melaku	\$850.00
Thompson	Shirayne	\$850.00
Thompson	Jacqueline	\$850.00
Thompson	Mya	\$850.00
Thurston	Michelle	\$850.00
Tobar	Wilson	\$850.00
Trent	Iris	\$850.00
Tyson	Theodosia	\$850.00
Vance	Jettia	\$850.00
Vargas	Celia	\$850.00
Velasco	Ana	\$850.00

Waldron	Nakia	\$850.00
Walker	Anthony	\$850.00
Walker JR	Marcellus	\$850.00
Walker-Williams	Cynthia	\$850.00
Wash	John	\$850.00
Washington	Edward	\$850.00
Washington	Nikita	\$850.00
Washington	Janice	\$850.00
Watson	Ikeisha	\$850.00
West	Donald	\$850.00
Whitfield	Tasyha	\$850.00
Wilder	Briyana	\$850.00
Williams	Calvin	\$850.00
Williams	Tracey	\$850.00
Williams	Michelle	\$850.00
Williams	Rosyland	\$850.00
Williams	James	\$850.00
Williams	Dione	\$850.00
Williams	Laveda	\$850.00
Williams	Angela	\$850.00
Williams	Sabrina	\$850.00
Williams	Devon	\$850.00
Williams	Ebony	\$850.00
Williams	Lynn	\$850.00
Williams	Jasmine	\$850.00
Wilson	Clyde	\$850.00
Wilson	Cortnee	\$850.00
Wood	Jenee	\$850.00
Woodland	Robinette	\$850.00
Woody	Gerald	\$850.00
Wright	Ladonna	\$850.00
Young	Tiffani	\$850.00
Young	Kieola	\$850.00
Zackery	Shadonna	\$850.00
Zanelli	Juan-Martin	\$850.00

27. Please provide each collective bargaining agreement that is currently in effect, **and differs from that submitted last year**, 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.

The collective bargaining agreement between OUC and the National Association of Government Employees, Local R3-07, effective October 1, 2015 – September 30, 2017, was extended by MOU until September 30, 2020. All terms remain the same.

28. 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.

There are no boards or commissions associated with the agency.

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

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

Agency Operations

30. Please describe any initiatives that the agency implemented in FY18 or FY19, 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 FY18, the OUC implemented several activities aimed at improving internal operations and better collaboration with its partners. Specifically, the OUC coordinates with MPD to host bi-weekly OUC/MPD Task Force meetings with the primary goal of identifying ways to improve communication, emergency operations, and responses to emergencies, in alignment with its KPIs. The group is currently engaged in taking a deeper dive into queue-to-dispatch performance. Other activities the OUC partners with other agencies on include 1) Role Specific Engagement Sessions, which offer hands on experiences for operations-level staff of both agencies to help garner respect for each other's roles and offers tools to combat challenges or misperceptions about each other's duties; and 2) OUC and MPD/FEMS Meet and Greets. Throughout the year, the OUC invites MPD and FEMS personnel in to meet with call takers and dispatchers so that the parties can enhance their interpersonal connections with each other. In most cases they had interacted extensively over the radio but had up to that point not met in person.

The OUC also participates on an OUC/FEMS taskforce which meets on a biweekly basis to maintain an open dialogue about shared concerns and programming overlap, with the ultimate goal of collaboratively improving emergency response. Some topics currently being covered include radio etiquette and streamlining radio channel use.

In FY18, the agency initiated an internal Major Projects Work Group. On a bi-weekly basis, project managers and other internal stakeholders meet to check in to assess manpower, movement, timelines, and resources and to coordinate efforts where possible. This helps the agency maintain a bird's-eye view of cross-cutting initiatives and goal progress.

Lastly, in FY19, the agency continued its participation in a 311 Working Group that was established by the Executive Office of the Mayor to help address mutual concerns about the provision of services across all agencies whose services can be requested through 311 platforms.

31. What are the agency's top five priorities? Please explain how the agency expects to address these priorities in FY19. 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.

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.

3) Strong Partnerships: Maintain strong partnerships with other District agencies and industry leaders that support the mission of the Office of Unified Communications.

4) Continuous Training: Ensure that employees and partnering agencies have training opportunities that will increase job knowledge and improve the quality of performance.

5) Balanced Technology: Ensure that appropriate infrastructure and resources are available to balance the operational and technical responsibilities of the Office of Unified Communications.

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

Qualified and Engaged Staff

- **Continued full integration of LEAP program staff as agency FTEs**
- **Supplemented Administrative and IT staff through DCHR's District Leadership Program**
- **Continued internal detail program**
- **Hosted inaugural State of the Agency event for all employees**
- **Held formal employee recognition ceremony**
- **Recruited operations staff for participation on agency's Community Action Team**

- Hosted events to celebrate national recognition weeks: National Public Safety Telecommunicator Week and Customer Service Week
- Held a management staff retreat/training event

Customer Service and Citizen Engagement

- Provided customer service training and shared revised standards agency-wide
- Revised radio communication protocol
- Redoubled QA/QI efforts
- Expanded 311 customer care partnership to include additional agencies/service request types
- Redoubled efforts around community outreach via social media platforms

Strong Partnerships

- Continued active participation on 311 Working Group
- Initiated OUC/MPD Task Force
- Continued active participation on OUC/FEMS Task Force
- Hosted OUC/FEMS/MPD Meet and Greets
- Integrated ATRUS AED/Pulse Point application
- Integrated Nurse Triage Line (NTL)
- Participated in multi-agency tabletop exercises
- Maintained memberships with NENA, APCO, Engage 311 and other industry groups
- Invited NAGE representatives to participate in management-led initiatives

Continuous Training

- Provided the following training opportunities: Continuing Dispatcher, radio user, MPD and FEMS multi-disciplinary, performance management, and refresher sessions

Balanced Technology

- Continued migration to NG911
- Acquired THOR and continued integration activities
- Overhauled telephony system
- Enhanced IVR systems
- Enhanced 311 mobile app and text capabilities
- Enabled photo integration for 311 service requests

32. Please list each new program implemented by the agency during FY18 and FY19, to date. For each initiative, please provide:

- a. A description of the initiative;
- b. The funding required to implement the initiative; and
- c. Any documented results of the initiative.

The OUC introduced the following key programs in FY18:

911 Criteria Based Dispatching (CBD) Protocol - CBD is a call taking protocol that gives call takers more latitude in call management by not requiring them to adhere strictly to a script. This enhances the efficiency of the dispatch process, reduces caller frustration due to more common sense-based caller interviewing/probing, and allows for more relevant triage of medical calls. In addition to helping to improve employee morale, the introduction of CBD resulted in significant cost savings related to training and software maintenance and support for the agency. Since implementation, the agency has seen a notable decline in negative feedback about caller interviewing/probing.

The total cost of implementation was \$108,794.

RAVE Panic Button Application - The Rave Panic Button app is a notification system that provides users with awareness of emergency situations that are occurring in their locations while providing critical site data to first responders. The app is available to all 35,000 DC Government employees, contractors, and vendors that occupy over 400 District of Columbia government buildings, including public and charter schools.

Each DC Government building is now considered a RAVE facility and designated program managers have a secure way to share critical information about each facility with 9-1-1 and other responders during an emergency. When a user pushes the panic button or calls 9-1-1 from a landline or their mobile phone from within the geographical boundaries of that location, the profile will immediately display on the Smart911 console to the 9-1-1 dispatcher. The preselected, required employees within the facility will also be notified. Then the appropriate first responders will be dispatched to follow their approved protocol for emergency responses.

This program was launched in May 2018 with a \$250,000 funding obligation for integration. Full deployment will be completed by September 30, 2019.

Nurse Triage Line Integration - In coordination with FEMS, the agency integrated programming that enables secondary telephonic medical triage (STMT) to transfer low acuity calls away from the emergency medical system to a secondary screening process that determines the most appropriate resources. The benefits of implementation include reduced wait times for ambulances as well as less overcrowding in emergency rooms.

The total cost of implementation was \$29,757.

AED Link/Pulse Point Integration – AED Link is a dispatch tool that provides the location of public access AEDs to 911 dispatchers. Pulse Point is a mobile application that alerts CPR-trained bystanders about nearby sudden cardiac arrest (SCA) events and lets them know the location of the closest AED. In FY18,

the Office of Unified Communications (OUC), in partnership with DCFEMS, introduced this application in the District, as well as a communications campaign to support it.

The total cost of implementation of AED Link was \$19,767. Funding for the Pulse Point integration was made possible through a donation from CTIA in the amount of \$25,000. CTIA is an advocacy group that represents the wireless communications industry.

Uber In-App Emergency Button Feature Integration - Uber Emergency Button was launched in the District in December of 2018. The feature allows DC Uber passengers to push an emergency button within the Uber app that notifies OUC of an emergency and instantly shares their real time location, car make/model, license plate number, and other trip details with call takers.

There was no cost to the agency for implementation of this program.

911 Education/Officer Friendly Collaboration – In FY18, OUC supported MPD’s reintroduction of their Officer Friendly Program in DC Public Schools. The Officer Friendly program targets elementary school-aged children with the goal of building a rapport through engagement and education while fostering a positive and trusting relationship between law enforcement and DC youth. The program consists of a grade-level appropriate classroom presentation with MPD officers and the use of the OUC’s 911 simulator, as well as appearances by OUC’s Cellphone Sally character.

There was no cost to the agency for implementation of this program.

Police Non-emergency Number Introduction –As of [date], residents and visitors of the District can now call 3-1-1 to report all police non-emergencies. The OUC and MPD define a non-emergency call as any call related to an incident that does not pose an immediate threat to the safety of individuals and/or incidents that occurred at least one hour before the initial request for police assistance is made.

In 2018, the agency received approximately 1.5 million 9-1-1 calls for service, and approximately 20 percent of those calls were for non-emergency incidents. To improve call taking efficiency, the agency developed a pathway for non-emergency calls using the current 3-1-1 call tree, previously utilized exclusively for city services and information. Now, after dialing 3-1-1, callers should press Option 1 to report police non-emergencies such as noise complaints, fender benders, vandalism, destruction of property, and for any crimes that have happened in the past with no reported injuries, and when the suspect is no longer on the scene. Once the call is processed with the operator, based on the findings, MPD will be dispatched to provide a response.

There was no cost to the agency for implementation of this program.

33. 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:

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**

For FY19, the agency added the following new KPI to its performance plan:

- **Percent of QA/QI 911 call reviews that receive a rating of 80% or better.**

This KPI is based on a national standard set forth by the Association of Public-Safety Communications Officials (APCO), which is a premier industry organization that provides complete expertise, professional development, technical assistance, advocacy and outreach for public safety communications practitioners worldwide. Specifically, this KPI is based on standard APCO ANS1.107.1-2015.

The QA/QI measure was added to demonstrate performance around call quality, which includes call taker/dispatcher tone of voice, adherence to protocol and other customer service related categories.

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**

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

The OUC participates on the OUC/MPD Task Force and the OUC/FEMS Task Force. Both work groups are aimed at using collaborative methods to address concerns that impact both agencies and to coordinate efforts to provide the most efficient response to emergency incidents.

In FY18, related to 311 Operations, the agency worked to strengthen its relationships with the agencies that provide services requested through 311 platforms. Accordingly, the OUC continued regular participation on a task force comprised of management level representatives from each agency and representatives from the Executive Office of the Mayor to address mutual concerns about the provision of core services. These collaborations were highly successful in FY18.

The OUC is a member of the following organizations:

**APCO (Association of Public Safety Communications Officials)
NENA (National Emergency Number Association)**

**NASNA (National Association of State 911 Administrators)
Council of Governments (COG) 911 Directors Committee
Council of Governments (COG) Regional Interoperability Working Group
Council of Governments (COG) Public Safety Communications Working Group
Council of Governments (COG) Radio Managers Committee
ENGAGE311**

35. Please explain the impact on your agency of any legislation passed at the federal level during FY18 and FY19, to date, which significantly affected agency operations.

There has been no legislation passed at the federal level during FY18 and FY19, to date, that significantly affects agency operations.

36. Please identify all electronic databases maintained by the agency, including the following:

- a. A detailed description of the information tracked within each system; and
- b. The age of the system and any discussion of substantial upgrades that have been made or are planned to the system.

Database type	Database	Purpose	Database Age	Planned or Completed Replacement
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.	7 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.	8 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.	4 YRS	FY20
911 Telephony	West Clear Stat	This database contains advanced browser-based reporting and data analysis solutions for retrieving and gathering VIPER 9-1-1 call center operation data.	1 YRS	FY 18
911 Telephony	NICE 911 Audio and Screen Capture Recording	911 screen capture data is only available for 30-days; 911 audio has a three-year retention schedule. 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	311 screen capture data is only available for 30-days; 311 audio has a 90-day retention schedule. The public only has access to this data upon the submission of a FOIA request.	90 DAYS	FY17 - Completed
311 Telephony	Salesforce 311 Customer Relations Management (CRM)	This database contains 311 service requests and other data. The public does have access to most of the data in this database. This database also contains 311 Open/Close service request types. This data is available to the public via DC Open data.	4 YRS	FY 19 – In progress
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.	5 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.	5 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.	10 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.	6 YRS	FY17-FY21
IT	QuickBase	Agency internal operational tracking application for MOUs, purchase requisitions, union time management, carrier telephony details, and IT	10 YRS	N/A – Managed by OCTO

		project tracker. The public does not have access to this database.		
IT	Mobile Router Tracking Database	This database system allows for detailed geographic tracking for all MPD and FEMS vehicles. This database allows MPD and FEMS to pull information about the whereabouts of each vehicle. The public does not have access to this database.	3 YRS	FY-19- Completed

37. Please provide a detailed description of any new technology acquired in FY18 and FY19, to date, including the cost, where it is used, and what it does. Please explain if there have there been any issues with implementation.

New Technology	Total Cost	Description of Technology	Implementation Issues
Rave Panic Alert	\$357,501.00	Rave Panic Button is an alert system that provides notification to DC Government employees, MPD/FEMS First Responders and the OUC. The app delivers critical response data to OUC 911 and MPD/FEMS first responders, giving them tools to coordinate a faster and more effective response.	No issues reported
RAPIDSOS/RapidLite	\$0.00	OUC deployed ancillary Enhanced Location Services (ELS) through SMART911 module. This interface enables the OUC to receive supplemental location data from RAVE Panic Alert, RapidSOS NG911 clearinghouse, Apple (iOS12 and upwards) and Android (version 4.0 and upwards).	No issues reported
LiveMUM	\$244,125.00	LiveMUM is a software that helps manage Fire and EMS resources by providing real time data on the status and location of the resources (fire engines, ambulances etc.). This software identifies geographical coverage gaps in Fire/EMS operations by performing real time analytics within the service area. It can also recommend redeployments that can potentially improve response times to Fire/EMS events.	No issues reported
THOR	540,000.00	This is a mobile 911 center that is capable of providing complete 911/311 call taking and dispatching services.	No issues reported

38. How many in-person training programs took place in FY18 and FY19, to date?

In FY18, 172 sessions for 42 different classes were offered to employees. Two hundred forty-one individual QA feedback sessions included refresher training.

In FY19, as of January 25, 2019, 23 sessions for 18 different classes have been offered to employees. Sixty-seven individual QA feedback sessions included refresher training.

39. What training deficiencies, if any, did the agency identify during FY18 and FY19, to date?

In FY18, the agency did not identify any training deficiencies, but conducted refresher training as prescribed to help maintain proficiency. These training modules included ATRUS, Smart911, police and medical call management and dispatching, Criteria Based Dispatching, customer service, radio use, NICE system, and geography.

In FY19 the agency is scheduled to continue to provide refresher training on these topics as prescribed and if the need is identified.

40. Please provide the agency's training schedule for new hires and on-board call takers (both 911 and 311) and dispatchers during FY18 and FY19, to date.

See Attachment

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

The agency capitalized on several opportunities to cross train with partner agencies. Specifically, in FY18, FEMS provided a four-hour medical training seminar on IAED Chief Complaints and one of our new dispatcher classes participated in the Fire OPS 101 session for the first time.

Also, in FY18, OUC personnel attended Crisis Intervention Officer and FBI Crisis Hostage Negotiation training with MPD officers. OUC personnel also assisted MPD in conducting various scenario training sessions with their new recruits. The agencies are also currently working together to develop a three-day communications training seminar for MPD recruits.

Lastly, OUC hosted the Bikes for Kids Team Builder and invited MPD and FEMS partners to participate. This activity was in keeping with the OUC's strategic plan focus area #3 – *"maintain strong partnerships with other District agencies and industry leaders that support the mission of the Office of Unified Communications."* During this event, each team began with some, but not all, the resources needed to completely build one child's bicycle. The equipment, tools, and bike parts necessary to finish a bicycle were provided to the other teams. The teams were required to collaborate, align strategies, and trade resources to successfully build the bikes. The teams built 20 bikes, which were donated to MPD for use on their community bike rides in October 2018. The first ride with the bikes was with the Woodland Terrace Community and many OUC employees rode alongside MPD officers.

42. How has the agency complied with Section 3021 of the Fiscal Year 2018 Budget Support Act of 2019, effective October 8, 2016 (D.C. Law 22-168)?

In compliance with the Act, the OUC is using the resources in the E911 fund to pay for personnel, technology hardware, software and software maintenance, contractual support, outreach, training, supplies, and equipment costs necessary to operate the District’s 911 and 311 systems.

Related to funding personnel, in FY19, the agency converted 23 IT contractors to FTEs. This will result in a savings of approximately \$800k.

43. Please provide an update on the agency’s implementation of 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?

All 911 operations/IT staff have been trained on the ATRUS program. Initial training was offered during launch and a refresher training module was provided along with the Rave Panic Button/Smart911 training.

b. Have any technical issues arisen since the app’s deployment, and if so, how were these issues resolved?

There have been no issues regarding the deployment of this program.

c. How many individuals have signed up for the app?

As of January 24, 2019, PulsePoint has 5,050 active users and a total of 11,620 subscriptions.

44. 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 Operations

Leadership Structure	Description	Number of FTEs
Chief of Operations	Manages 911 Operations	1
Operations Manager(s)	Oversees 911 Operations	2
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, including the telephone reporting unit	10
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311 Operations

Leadership Structure	Description	Number of FTEs
Chief of 311 Operations	Manages 311 Operations	1
Call Center Manager	Oversees 311 Operations	1
311 Supervisor	Manages multiple shifts of 311 call takers	2
Supervisory Customer Service Representative	Handles daily functions of 311 Operations	5

45. 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.

46. 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 it provides 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 serious 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.

47. In FY18 and FY19, to date, how did the agency address 911 misuse? What were the most common types of 911 misuse?

One of Mayor Bowser’s priority goals is to create a safer, stronger DC. Accordingly, OUC collaborated with its public safety partners to carefully review basic programs and services to identify where we could collectively make services more efficient for District residents.

Thus, in an effort to safeguard the 911 communications system and help reserve the 911 line for true emergencies, we looked at a number of ways to offload non-critical calls whenever possible. Accordingly, in partnership with FEMS, we introduced the Right Care, Right Now Nurse Triage Line (NTL) in the Spring of 2018. NTL connects 911 callers with less serious and non-life-threatening injuries and conditions to primary care providers near their homes, helping preserve resources for serious emergencies.

More recently, we re-introduced 311 as an avenue to request non-emergency police services. To achieve this, the OUC’s existing 311 and 911 call-handling systems were modified to force the prioritization of non-emergency calls. Now, after dialing 3-1-1, callers can press Option 1 to report police non-emergencies like noise complaints, fender benders, vandalism, destruction of property, and for any crimes that have happened in the past with no reported injuries, and when the suspect is no longer on the scene.

While the OUC does not formally track types of 911 misuse, we believe that it often occurs as a result of the need for education and access to non-emergency options and we are continually working to address both.

48. Please provide an update on the transition over to Next Generation 911 (“NG911”) technology.

In FY18, the solution vendor contract was awarded to AT&T to establish the regional first responder network. OUC is leveraging the regional contract to connect the District’s 911 system to this network. Once completed, this will allow for the more efficient transfer of 911 calls and all associated data between other PSAPs within the region. This work is ongoing.

49. Please provide an update on the Text to 911 program.

Text-to-911 was publicly launched in DC in June 2017. For residents unable to call 911, Text-to-911 has proven to be a stable and efficient avenue to request police, fire, and emergency medical services.

In FY18, OUC processed a total of 212 CAD event records for emergency services initiated via text, which consisted of 196 MPD events and 16 FEMS events.

The most common incident types managed through Text-to-911 have been Investigate the Trouble* (65), Disorderly (27), and Domestic Violence/Family Fight (10).

The highest volume of Text-to-911 requests were handled during the month of September 2018 (228).

***Investigate the Trouble is defined as an unknown emergency**

50. Please provide, as of January 1, 2019, the number of 911 call takers and the number of 911 call taker vacancies.

Number of 911 Call Takers	73
Number of 911 Call Taker Vacancies	25

- a. In FY18 and FY19, to date, how many 911 call takers were transferred, resigned, or otherwise left the agency?

911 Call Takers	
FY18	6
FY19 to Date	0

51. Please provide, as of January 1, 2019, the number of 911 dispatchers and the number of 911 dispatcher vacancies.

Number of 911 Dispatchers	107
Number of 911 Dispatcher Vacancies	0

- a. In FY18 and FY19, to date, how many 911 dispatchers were transferred, resigned, or otherwise left the agency?

Dispatchers	
FY18	1
FY19 to Date	0

52. 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 FY18 and FY19, to date, by 911 and 311 calls.

911									
Month	Shift	Avg Pos Staff	Avg Calls Per Pos	Shift	Avg Pos Staff	Avg Calls Per Pos			
Oct 2017	6A-6P	15	123	6P-6A	11	93			
Nov 2017	6A-6P	14	127	6P-6A	11	92			
Dec 2017	6A-6P	13	114	6P-6A	9	94			
Jan 2018	6A-6P	17	87	6P-6A	17	53			
Feb 2018	6A-6P	17	87	6P-6A	17	53			
Mar 2018	6A-6P	17	107	6P-6A	17	73			
Apr 2018	6A-6P	17	111	6P-6A	17	81			
May 2018	6A-6P	17	118	6P-6A	17	84			
Jun 2018	6A-6P	17	119	6P-6A	17	85			
Jul 2018	6A-6P	17	117	6P-6A	17	90			
Aug 2018	6A-6P	17	126	6P-6A	17	85			
Sep 2018	6A-6P	17	119	6P-6A	17	84			
Oct 2018	6A-6P	17	117	6P-6A	17	84			
Nov 2018	6A-6P	17	110	6P-6A	17	76			
Dec 2018	6A-6P	17	98	6P-6A	17	72			
Jan 2019	6A-6P	17	68	6P-6A	17	48			
311									
Month	Shift	Avg Pos Staff	Avg Calls Per Pos	Shift	Avg Pos Staff	Avg Calls Per Pos	Shift	Avg Pos Staff	Avg Calls Per Pos
Oct 2017	7A-3P	33	59	3P-11P	21	38	11P-7A	4	27
Nov 2017	7A-3P	30	65	3P-11P	19	36	11P-7A	3	21
Dec 2017	7A-3P	29	59	3P-11P	19	33	11P-7A	4	15
Jan 2018	7A-3P	29	70	3P-11P	20	39	11P-7A	4	23
Feb 2018	7A-3P	30	63	3P-11P	19	37	11P-7A	4	17
Mar 2018	7A-3P	30	67	3P-11P	18	43	11P-7A	4	22
Apr 2018	7A-3P	27	67	3P-11P	17	46	11P-7A	4	18
May 2018	7A-3P	33	61	3P-11P	20	41	11P-7A	4	21
Jun 2018	7A-3P	32	63	3P-11P	19	44	11P-7A	4	19
Jul 2018	7A-3P	31	63	3P-11P	17	47	11P-7A	4	21
Aug 2018	7A-3P	32	65	3P-11P	19	44	11P-7A	4	18
Sep 2018	7A-3P	29	65	3P-11P	17	45	11P-7A	4	18
Oct 2018	7A-3P	32	69	3P-11P	19	45	11P-7A	4	25
Nov 2018	7A-3P	30	64	3P-11P	17	39	11P-7A	4	21
Dec 2018	7A-3P	28	59	3P-11P	16	35	11P-7A	4	18
Jan 2019	7A-3P	29	46	3P-11P	18	28	11P-7A	4	13

53. 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 FY18 and FY19, to date.

The agency's 911 Operations Division is comprised of 4 teams working 12-hours shifts with an 8-hour swing shift on Sundays. The table below provides a view of the average number of dispatchers staffed during both day work and night work tours each month, and the average calls dispatched per individual.

Interval	Shift	Avg Pos Staff	Avg Dispatch Per Pos	Shift	Avg Pos Staff	Avg Dispatch Per Pos
Oct 2017	6A-6P	19	55	6P-6A	19	48
Nov 2017	6A-6P	19	52	6P-6A	19	42
Dec 2017	6A-6P	19	50	6P-6A	19	41

Jan 2018	6A-6P	19	51	6P-6A	19	42
Feb 2018	6A-6P	19	50	6P-6A	19	42
Mar 2018	6A-6P	19	51	6P-6A	19	41
Apr 2018	6A-6P	19	52	6P-6A	19	44
May 2018	6A-6P	19	54	6P-6A	19	46
Jun 2018	6A-6P	19	53	6P-6A	19	48
Jul 2018	6A-6P	19	55	6P-6A	19	50
Aug 2018	6A-6P	19	54	6P-6A	19	46
Sep 2018	6A-6P	19	58	6P-6A	19	48
Oct 2018	6A-6P	19	55	6P-6A	19	47
Nov 2018	6A-6P	19	51	6P-6A	19	42
Dec 2018	6A-6P	19	50	6P-6A	19	42
Jan 2019	6A-6P	19	35	6P-6A	19	29

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

- a. Please categorize each number by language spoken.
- b. Please detail how each bilingual dispatcher is deployed by shift.
- c. Does the agency believe it has adequately accommodated callers who are non-English language speakers? If so, please explain how.

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	Nebeyehul 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

Yes, the agency believes that it has adequately accommodated callers who are non-English language speakers. Not only do we employ many bilingual employees across our operations, we also partner with Language Line Solutions which provides professional phone translation services, which further enables efficient communication with LEP/NEP callers.

55. For each month in FY18 and FY19, to date, please provide the total number of 911 calls abandoned, answered, answered within five seconds, and dispatched.

	Abandoned	Answered	Answered within 5 sec	Dispatched
October 2017	2,521	106,029	99,985	60,581
November 2017	3,362	97,782	91,111	53,675

December 2017	2,910	95,458	89,280	53,774
January 2018	3,540	98,308	91,324	54,701
February 2018	3,496	88,303	81,443	48,983
March 2018	6,822	95,831	87,938	54,408
April 2018	7,092	98,206	87,964	54,708
May 2018	9,503	106,287	89,635	58,984
June 2018	8,217	103,834	89,510	57,637
July 2018	7,594	109,443	96,109	62,081
August 2018	9,208	111,257	98,645	58,902
September 2018	7,898	103,733	89,411	60,721
October 2018	7,327	105,909	93,300	59,914
November 2018	6,476	94,747	84,468	52,945
December 2018	5,863	89,595	80,368	53,832
January 2019	3,649	59,526	54,310	37,515

(January 2019 numbers through 1/22)

56. For each month in FY18 and FY19, 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 Avg Dispatch Time	311 Avg Answer Time
October 2017	00:00:02	0:01:53	0:05:19	00:01:06
November 2017	00:00:03	0:01:53	0:04:56	00:00:41
December 2017	00:00:03	0:01:54	0:04:54	00:00:34
January 2018	00:00:03	0:01:56	0:04:40	00:00:37
February 2018	00:00:03	0:01:53	0:04:32	00:00:25
March 2018	00:00:04	0:01:55	0:04:35	00:00:36
April 2018	00:00:05	0:01:50	0:05:12	00:00:39
May 2018	00:00:08	0:01:39	0:06:54	00:00:21
June 2018	00:00:06	0:01:38	0:07:22	00:00:20
July 2018	00:00:06	0:01:35	0:06:34	00:00:25
August 2018	00:00:05	0:01:37	0:06:56	00:00:21
September 2018	00:00:07	0:01:35	0:06:15	00:00:22
October 2018	00:00:05	0:01:37	0:06:48	00:00:46
November 2018	00:00:05	0:01:42	0:06:09	00:00:13
December 2018	00:00:05	0:01:40	0:05:35	00:00:15
January 2019	00:00:05	0:01:39	0:05:42	00:00:17

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 January 22,2019

57. In table format, please provide the number of 911 calls dispatched to the wrong location or for the wrong purpose in FY18 and FY19, to date. Group the calls by Fire, EMS, or MPD, and cause for error.

Fiscal Year	Agency	911- Wrong Location/Blown Address	Reason
FY18	EMS	911-Wrong Location/Blown Address	FEMS Error
FY18	FIRE	911- Wrong Location/Blown Address	Caller confusion
FY18	EMS	911-Wrong Location/Blown Address	OUC Operator Error
FY18	EMS	911-Wrong Location/Blown Address	OUC Operator Error
FY19	MPD	911-Wrong Location/Blown Address	OUC Operator Error

58. 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 track calls that escalate from BLS to ALS while en route to the hospital. Patient care is transferred to first responders once they arrive on scene.

In addition, OUC does not currently track 911 calls dispatched as ALS and later found to be BLS.

The OUC is unable to provide information on the percentage of transports these calls represent. However, OUC continues to partner closely with FEMS to implement response plan changes to ensure the most appropriate and efficient dispatching of resources occurs.

59. Please provide the average “drop time” by month and by provider (FEMS or AMR) in FY18 and FY19, to date.

	FEMS Avg Drop Time	AMR Avg Drop Time
October 2017	0:41:18	0:40:08
November 2017	0:41:05	0:39:04
December 2017	0:41:26	0:41:16
January 2018	0:41:05	0:42:12
February 2018	0:40:44	0:41:52
March 2018	0:40:20	0:41:25
April 2018	0:40:34	0:41:54

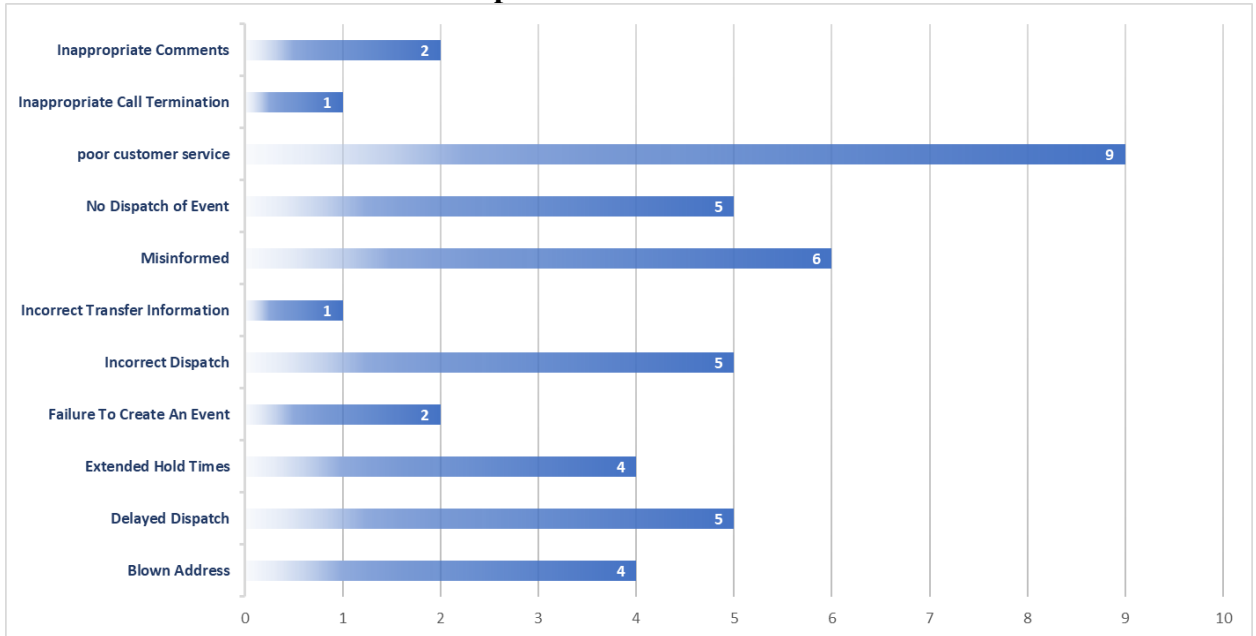
May 2018	0:40:32	0:43:23
June 2018	0:40:55	0:42:52
July 2018	0:41:05	0:43:10
August 2018	0:41:03	0:45:20
September 2018	0:42:47	0:45:37
October 2018	0:41:52	0:47:05
November 2018	0:41:32	0:45:39
December 2018	0:42:26	0:48:21
January 2019	0:44:05	0:48:53

January 2019 numbers through the 22nd

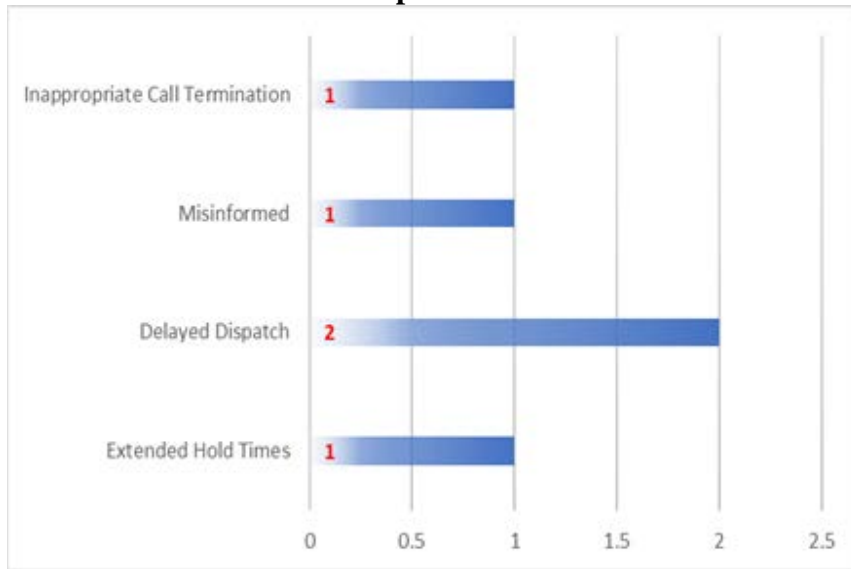
60. Please provide, in table format, the number of complaints related to 911 services in FY18 and FY19, to date. What does the agency classify as a “complaint”?

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

911 Complaints – FY18



911 Complaints – FY19



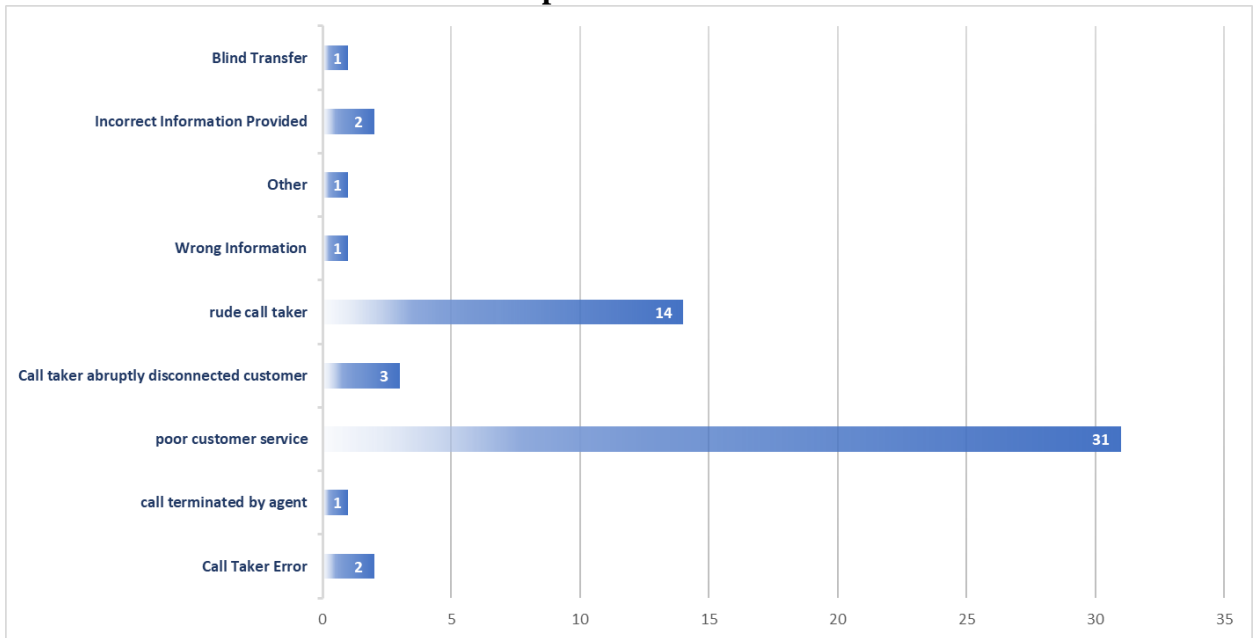
OUC defines a “complaint” as any feedback received from an individual in which she/he believes that the management of a request or the customer service provided was unsatisfactory.

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

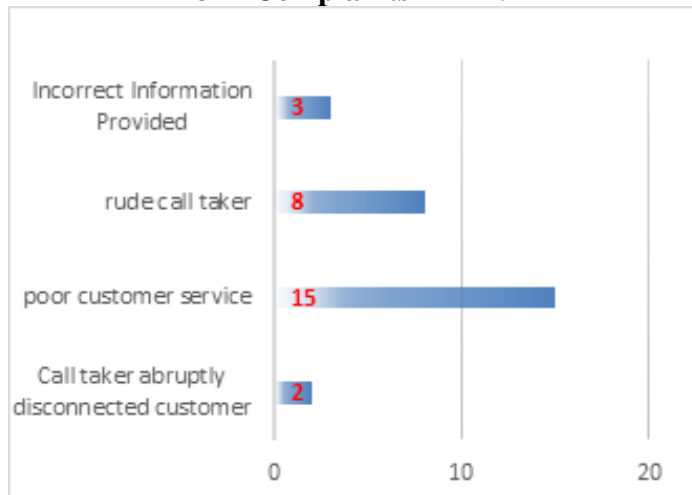
61. Please provide, in table format, the number of complaints related to 311 services in FY18 and FY19, to date.

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

311 Complaints – FY18



311 Complaints – FY19



The OUC collaborates with all of its partner agencies to jointly investigate complaints regarding service requests made via 311 platforms.

- 62. Please provide a chart indicating all 311 calls in FY18 and FY19, to date, categorized by the agency’s services requested.

See Attachment

63. Please provide, as of January 1, 2019, the number of 311 call takers and the number of 311 call taker vacancies.

Number of 311 Call Takers	83
Number of 311 Call Taker Vacancies	3.3

a. In FY18 and FY19, to date, how many 311 call takers were transferred, resigned, or otherwise left the agency?

311 Call Takers	
FY18	8
FY19 to Date	0

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

The OUC currently employs 37 LEAP participants that have been converted to full time positions. Thirty-three (33) former LEAP participants work within the 311 division and 4 have been promoted to 911 TEO positions.

64. 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 replacements of equipment and software upgrades within its capital budget. The current 6-year plan has funding allocated within four capital projects that support replacement schedule items: UC302 (\$11.6M MDCs for both MPD and FEMS); UC303 (\$25M Radios for both MPD and FEMS); DWB02 (\$2.5M IT Software; and AFC02 (\$1.7M IT Hardware 911/311).

Other funding sources include Special Purpose revenue and sub-grant funding from HSEMA. The OUC adheres to the OCFO and OCP’s finance and procurement processes in relation to financing projects.

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

	FY16	FY17	FY18	% Change
Total 3-1-1 Incoming Calls (VDN)	1,721,709	1,759,279	1,690,354	-3.92%
Total 9-1-1 Calls Received	1,407,012	1,282,610	1,286,681	0.32%

- 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 monitor progress, respond to constituents, and submit service requests via Twitter seven days per week. The number of Twitter followers for the @311DCgov account has grown to over 12,000, increasing by 2,000 new followers in FY18.

- b. Did the agency conduct a Citizen Engagement Academy in FY18 or FY19, to date?

The agency, together with the Mayor’s Office of Community Relations determined that attending community meetings with smaller, targeted groups would be more effective for promoting key agency services and initiatives. Representatives from the OUC attended community gatherings in all eight wards and hosted a total of seven 311 community pop-ups, both at DCRA to promote new service requests, and with the Mayor’s Office of the Clean City to promote 311 services at their monthly Roll Off Days.

On a quarterly basis, OUC Operations continues to be an integral part of the MPD’s ongoing Community Engagement Academy, in which District residents visit and tour OUC Operations and learn about 911’s role in emergency response in the District.

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

The OCTO Geographic Information System (GIS) team and the Department of Consumer and Regulatory Affairs (DCRA) deploy all new street additions and changes, including the adding of house numbers on a street. DCGIS updates the GIS data and DCRA names all streets.

DCGIS sends this updated map data to the OUC Computer Aided Dispatch (CAD) team. The team thereafter deploys a CAD Map update roll. This occurs approximately four times a year. The OUC CAD team is working towards the goal

of obtaining updates in 30-day increments. In the interim, if a new address or infrastructure has been identified by 911 Operations personnel, the information is forwarded to the OUC CAD team who then advises GIS that an update is required.

(*Note - Next Generation 911 (NG911) end state is to route calls based on geospatial data and not via ALI/MSAG. This means that the ALI database will be removed and replaced with real-time GIS data. At that time, GIS data will be used to identify locations.)

67. Please provide an update on how call takers are trained to dispatch to “points of interest”.

Geography training is provided to all new call takers and dispatchers and refresher modules are provided regularly via lecture, written materials, and tours of the District. Periodically throughout the year, these refreshers are also provided during roll call.

The agency has found that participation in tabletop and incident simulation exercises in coordination with its public safety partners is also an effective tool to help support this learning. 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.

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

The last major CAD update was completed in October 2016.

69. How has the agency worked to integrate DCRA’s services into 311?

Thus far, OUC has partnered with DCRA to implement two service request types: “Vacant Private Property Inspection” and “Illegal Construction.” Currently DCRA is working with its service request platform developer to enhance the interface with OUC’s service request platform to improve input, tracking, and customer notification functions related to service request status updates and closures. Upon completion of this interface enhancement, 311 will begin to triage calls for “Grass and Weeds Mowing.”

70. Please provide an update on the agency’s work on the Nurse Triage Line (“NTL”).

a. What type of training has the agency provided for call takers on the NTL?

NTL training was provided in combination with a 20-hour Criteria Based Dispatching medical course prior to roll out. Refresher training opportunities related to NTL are offered regularly, typically during roll call.

b. What is the staffing for the NTL?

OUC does not manage staffing for NTL.

- c. How much has been expended for the NTL in FY19, as of January 1, 2019? FY18?

The OUC did not expend any funds for the NTL in FY18, or as of January 1, 2019 in FY19.

- d. Please provide a monthly breakdown of how many calls were transferred to the NTL since it began in April 2018, as well as a breakdown of how many of those calls were transferred back to 911.

	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Totals	
Total:	398	693	717	789	685	606	740	756	1168	881	7433	
Sent back:	84	133	148	109	58	88	95	131	178	190	1214	16.33%
After hours:	80	138	175	289	259	203	230	194	372	63	2003	26.95%
Study Reject:	130	255	264	223	214	165	243	273	372	366	2499	33.62%

- e. How does the agency plan to improve the program in its second year of implementation?

The agency will continue its support of FEMS’s public outreach campaign to help communicate the benefits of preserving 911 resources for emergencies. In the second year of implementation, OUC looks forward to maintaining its close partnership and coordination with FEMS in identifying and implementing operational improvements to the program. Lastly, the OUC’s Office of Professional Standards and Development and its 911 Operations Division remain committed to identifying ways maintain an optimal level of customer care in managing calls selected for transfer to the NTL.

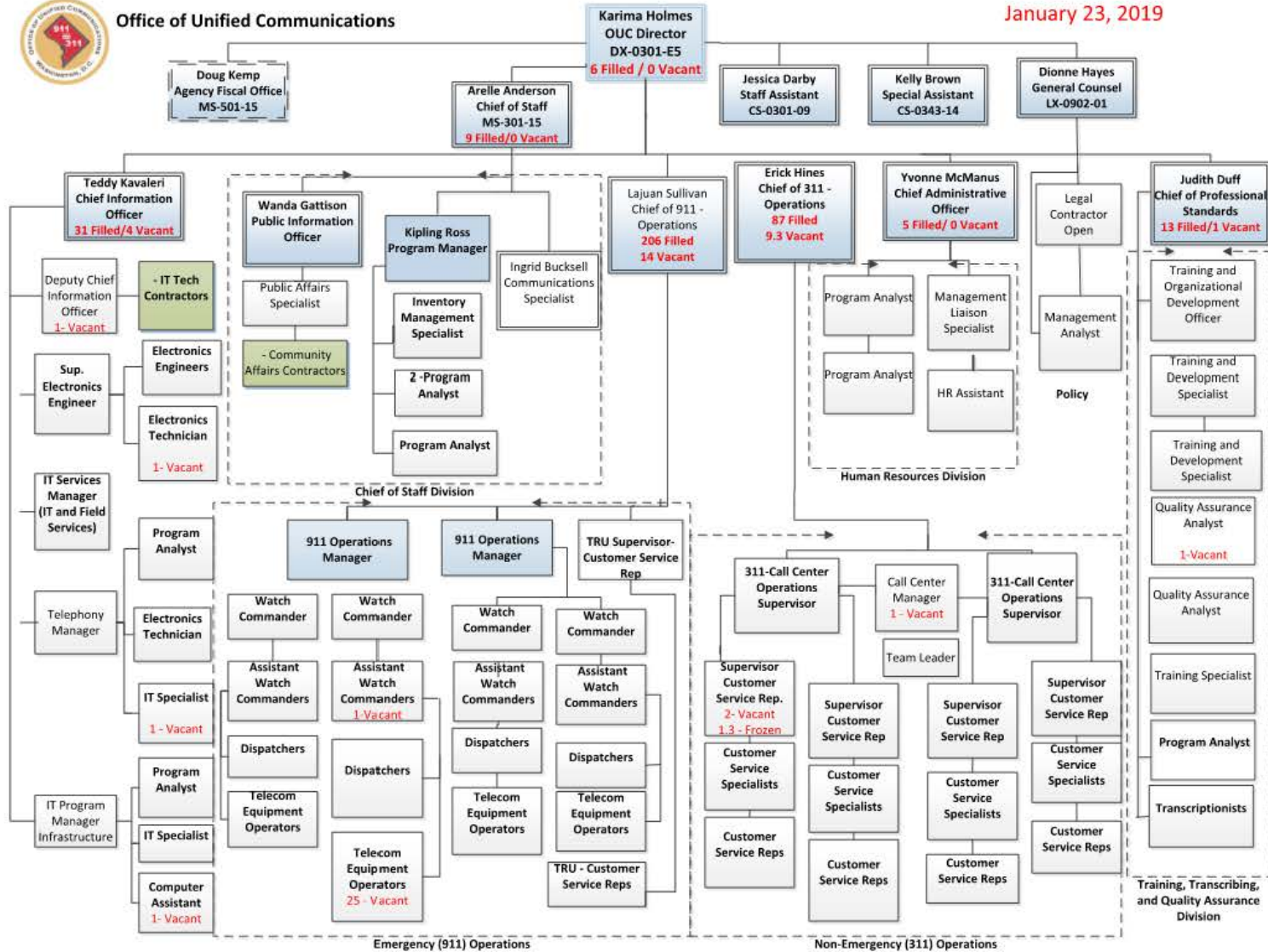
71. How has the agency streamlined its call taker scripts to ensure that the process is rapid, accurate, and customer-friendly?

In FY18, the OUC launched the Criteria Based Dispatching (CBD) protocol system for 911 call taking. CBD gives call takers more latitude in call management by not requiring them to adhere strictly to a script. This enhances the efficiency of the dispatch process, reduces caller frustration due to the more common sense-based caller interviewing/probing, and allows for more relevant triage of medical calls.



Office of Unified Communications

January 23, 2019



**Office Of Unified Communications
FY 2019 SCHEDULE A**

Vacancy Status	FTE
Filled	357.0
Vacant	28.3
Total	385.30

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
UCO	19	1010	1010	Filled	00063296	Program Analyst	Gay,Gina V	11/25/1989	29	12	7	87,664.00	25,860.88	1.00	Reg		
UCO	19	1010	1010	Filled	00088774	Management Liaison Specialist	Ford,Setrena D	4/13/1998	20	13	6	98,794.00	29,144.23	1.00	Reg		
UCO	19	1010	1010	Filled	00092109	Training and Organizational De	Hott,Marsha A	8/25/2014	4	13	5	96,065.00	28,339.18	1.00	Reg		
UCO	19	1010	1010	Filled	00096631	Human Resources Assistant	Crawford,Porschia L	6/3/2013	5	9	1	49,570.00	14,623.15	1.00	Reg		
UCO	19	1060	1060	Filled	00077559	General Counsel	Hayes,Dionne	10/25/2010	8	1	0	149,185.20	44,009.63	1.00	Reg		
UCO	19	1087	1087	Filled	00003626	Telecomm Equipment Operator	Lopez,Carmen E	6/16/2003	15	8	8	64,496.00	19,026.32	1.00	Reg		
UCO	19	1087	1087	Filled	00014410	Telecomm Equipment Operator	Corbin,Brishay	9/5/2017	1	5	2	45,809.00	13,513.66	1.00	Reg		
UCO	19	1087	1087	Filled	00019368	Telecomm Equipment Operator	Avalos,Brenda Y	10/29/2007	11	8	7	62,838.00	18,537.21	1.00	Reg		
UCO	19	1087	1087	Filled	00019453	Telecomm Equipment Operator	Akinsola,Aladegoke E	10/4/2001	17	8	10	67,812.00	20,004.54	1.00	Reg		
UCO	19	1087	1087	Filled	00026160	Telecomm Equipment Operator	Sowah,McMills E	8/7/2006	12	8	7	62,838.00	18,537.21	1.00	Reg		
UCO	19	1087	1087	Filled	00032122	Telecomm Equipment Operator	Granados,Fernando A.	2/6/2006	12	8	8	64,496.00	19,026.32	1.00	Reg		
UCO	19	1087	1087	Filled	00032214	Telecomm Equipment Operator	Elliott,TeKuay L.	9/5/2017	1	5	2	45,809.00	13,513.66	1.00	Reg		
UCO	19	1087	1090	Filled	00009047	Management Analyst	Omekam,Chris C	12/16/2012	6	13	10	109,710.00	32,364.45	1.00	Reg		
UCO	19	1090	1090	Filled	00010471	Program Analyst	Taylor-Weems,Yolanda	12/22/2008	10	12	10	102,268.00	30,169.06	1.00	Reg		
UCO	19	1090	1090	Filled	00013371	Staff Assistant	Darby,Jessica A	12/8/2008	10	9	2	51,155.00	15,090.73	1.00	Reg		
UCO	19	1090	1090	Filled	00032319	Director, OUC	Holmes,Karima N.	1/19/2016	3	E5	0	189,193.53	55,812.09	1.00	Reg		
UCO	19	1090	1090	Filled	00065403	Program Analyst	Miranda,Macorazon V	8/18/1997	21	12	8	97,304.00	28,704.68	1.00	Reg		
UCO	19	1090	1090	Filled	00073737	Program Manager	Ross,Kipling	6/22/1998	20	14	0	140,712.69	41,510.24	1.00	Reg		
UCO	19	1090	1090	Filled	00075491	Chief of Staff	Anderson,Arrelle D	5/30/2017	1	15	0	138,679.20	40,910.36	1.00	Reg		
UCO	19	1090	1090	Filled	00077698	Public Affairs Specialist	Drumgoole,Danielle	10/29/2018	0	12	1	73,906.00	21,802.27	1.00	Reg		
UCO	19	1090	1090	Filled	00077756	Chief Administrative Officer	Mcmanus,Vvonne D.	2/12/2001	17	15	0	155,793.62	45,959.12	1.00	Reg		
UCO	19	1090	1090	Filled	00084832	Inventory Management Specialis	Roberts,James	5/22/2000	18	11	5	72,907.00	21,507.57	1.00	Reg		
UCO	19	1090	1090	Filled	00088157	Public Information Officer	Gattison,Wanda D.	11/24/2008	10	13	0	104,040.00	30,691.80	1.00	Reg		
UCO	19	1090	1090	Filled	00092098	Communications Specialist	Bucksell,Ingrid N	6/9/1997	21	14	4	110,308.00	32,540.86	1.00	Reg		
UCO	19	1090	1090	Filled	00095040	Program Analyst	Galloway,Brittany	6/2/2014	4	13	7	101,523.00	29,949.29	1.00	Reg		
UCO	19	1090	1090	Filled	00095155	Special Assistant	Brown,Kelly A	10/5/1998	20	14	9	126,423.00	37,294.79	1.00	Reg		
UCO	19	1090	1090	Filled	00095178	Chief of Operations (911)	Sullivan,Lajuan N	12/10/1984	34	15	0	116,218.80	34,284.55	1.00	Reg		
UCO	19	130F	130F	Filled	00051008	Agency Fiscal Officer	Kemp,Douglas	12/7/2009	9	15	10	164,609.00	48,559.66	1.00	Reg		
UCO	19	2010	2010	Filled	00000155	Telecomm Equipment Operator	Johnson,Erin Denise	9/5/2017	1	5	2	45,809.00	13,513.66	1.00	Reg		
UCO	19	2010	2010	Filled	00004970	Telecomm Equipment Operator	Sullivan,Charmaine C.	9/21/2015	3	8	2	54,548.00	16,091.66	1.00	Reg		
UCO	19	2010	2010	Filled	00005293	Telecommunications Equipment O	(blank)	(blank)		5	0	44,604.00	13,158.18	1.00	Reg		
UCO	19	2010	2010	Filled	00005351	Telecomm Equipment Operator	Jackson,Chardon	7/11/2016	2	7	1	50,747.00	14,970.37	1.00	Reg		
UCO	19	2010	2010	Filled	00005677	Asst Watch Commander	Alexander,Denise E	7/6/1987	31	12	0	91,402.20	26,963.65	1.00	Reg		
UCO	19	2010	2010	Filled	00006151	Telecomm Equipment Operator	Groomes,Melissa S.	9/5/2017	1	5	2	45,809.00	13,513.66	1.00	Reg		
UCO	19	2010	2010	Filled	00006252	Asst Watch Commander	Crews,Lavear P	11/20/1989	29	12	0	85,063.77	25,093.81	1.00	Reg		
UCO	19	2010	2010	Filled	00011589	Telecommunications Equipment O	(blank)	(blank)		5	0	44,604.00	13,158.18	1.00	Reg		
UCO	19	2010	2010	Filled	00013929	Telecommunications Equipment O	(blank)	(blank)		5	0	44,604.00	13,158.18	1.00	Reg		
UCO	19	2010	2010	Filled	00014411	Telecomm Equipment Operator	Richardson,Sabrina A	8/16/1999	19	8	10	67,812.00	20,004.54	1.00	Reg		
UCO	19	2010	2010	Filled	00014522	Telecomm Equipment Operator	Whitfield,Tasyha	12/8/2008	10	8	7	62,838.00	18,537.21	1.00	Reg		
UCO	19	2010	2010	Filled	00014683	Telecomm Equipment Operator	Williams,Laveda A	6/30/2003	15	8	8	64,496.00	19,026.32	1.00	Reg		
UCO	19	2010	2010	Filled	00014728	Telecommunications Equipment O	(blank)	(blank)		5	0	44,604.00	13,158.18	1.00	Reg		
UCO	19	2010	2010	Filled	00014792	Telecomm Equipment Operator	Morris,Crystal L	12/8/2008	10	8	7	62,838.00	18,537.21	1.00	Reg		
UCO	19	2010	2010	Vacant	00016708	Telecommunications Equipment O	(blank)	(blank)		5	0	44,604.00	13,158.18	1.00	Reg	Recruiting	
UCO	19	2010	2010	Filled	00017028	Telecommunications Equipment O	(blank)	(blank)		5	0	44,604.00	13,158.18	1.00	Reg		
UCO	19	2010	2010	Filled	00017051	Telecomm Equipment Operator	Beamon,Elautanyce T	4/20/2015	3	8	2	54,548.00	16,091.66	1.00	Reg		
UCO	19	2010	2010	Filled	00017437	Telecomm Equipment Operator	Robinson,Bedriya	9/5/2017	1	5	2	45,809.00	13,513.66	1.00	Reg		
UCO	19	2010	2010	Filled	00017550	Telecommunications Equipment O	Schanck,Catina V.	9/26/2010	8	5	10	55,449.00	16,357.46	1.00	Reg		
UCO	19	2010	2010	Filled	00017783	Asst Watch Commander	Mccoy,Elma D	7/20/1987	31	12	0	82,731.97	24,405.93	1.00	Reg		
UCO	19	2010	2010	Filled	00017983	Telecomm Equipment Operator	Lee,Verla D	5/26/1998	20	8	10	67,812.00	20,004.54	1.00	Reg		
UCO	19	2010	2010	Filled	00018141	Telecomm Equipment Operator	Harris,Deita	7/17/1989	29	8	10	67,812.00	20,004.54	1.00	Reg		
UCO	19	2010	2010	Filled	00018492	Telecommunications Equipment O	Wood,Jenee A.	9/5/2017	1	5	2	45,809.00	13,513.66	1.00	Reg		
UCO	19	2010	2010	Filled	00018646	Telecomm Equipment Operator	Barnes,Lakita	9/5/2017	1	5	2	45,809.00	13,513.66	1.00	Reg		
UCO	19	2010	2010	Filled	00018978	Telecomm Equipment Operator	McEachin,Mark	7/11/2016	2	7	1	50,747.00	14,970.37	1.00	Reg		
UCO	19	2010	2010	Filled	00019132	Telecomm Equipment Operator	Brawner,Rasheena K	6/30/2003	15	8	9	66,154.00	19,515.43	1.00	Reg		
UCO	19	2010	2010	Filled	00020434	Telecommunications Equipment O	(blank)	(blank)		5	0	44,604.00	13,158.18	1.00	Reg		
UCO	19	2010	2010	Filled	00021097	Telecomm Equipment Operator	Caldwell,Crystal F	3/26/1990	28	8	10	67,812.00	20,004.54	1.00	Reg		
UCO	19	2010	2010	Filled	00021171	Asst Watch Commander	Johnson,La Quencycey c	11/29/1993	25	12	0	82,637.37	24,378.02	1.00	Reg		
UCO	19	2010	2010	Filled	00021632	Telecomm Equipment Operator	Benford,Deborah G	4/4/2005	13	8	9	66,154.00	19,515.43	1.00	Reg		
UCO	19	2010	2010	Filled	00022344	Asst Watch Commander	Wright,Ladonna M	5/8/2000	18	12	0	79,635.72	23,492.54	1.00	Reg		

UCO	19	2010	2010	Filled	00022476	Telecomm Equipment Operator	Staunton,Brittani A.	9/5/2017	1	5	2	45,809.00	13,513.66	1.00	Reg	
UCO	19	2010	2010	Filled	00022501	Telecomm Equipment Operator	Simmons,Shavon	9/21/2015	3	8	2	54,548.00	16,091.66	1.00	Reg	
UCO	19	2010	2010	Filled	00023017	Telecomm Equipment Operator	Camper,Lauren	1/23/2017	2	7	1	50,747.00	14,970.37	1.00	Reg	
UCO	19	2010	2010	Filled	00023228	Telecomm Equipment Operator	Covington Jr.,Anthony	9/21/2015	3	8	2	54,548.00	16,091.66	1.00	Reg	
UCO	19	2010	2010	Filled	00023671	Telecomm Equipment Operator	Sharpe,Robynn J.	9/5/2017	1	5	2	45,809.00	13,513.66	1.00	Reg	
UCO	19	2010	2010	Filled	00024944	Telecommunications Equipment O	McGrier, Perrika	9/6/2016	2	5	0	44,604.00	13,158.18	1.00	Reg	
UCO	19	2010	2010	Filled	00025666	Telecomm Equipment Operator	Williams,Vivian	2/27/2003	15	8	10	67,812.00	20,004.54	1.00	Reg	
UCO	19	2010	2010	Filled	00025934	Telecomm Equipment Operator	Richardson, Frank	1/23/2017	2	7	1	50,747.00	14,970.37	1.00	Reg	
UCO	19	2010	2010	Filled	00026259	Telecomm Equipment Operator	Williams,Angela Maria	7/23/2007	11	8	7	62,838.00	18,537.21	1.00	Reg	
UCO	19	2010	2010	Filled	00026494	Telecomm Equipment Operator	Jones,Sharon L.	3/19/1992	26	8	10	67,812.00	20,004.54	1.00	Reg	
UCO	19	2010	2010	Filled	00026789	Telecomm Equipment Operator	Washington,Nikita A	8/25/1999	19	8	10	67,812.00	20,004.54	1.00	Reg	
UCO	19	2010	2010	Filled	00026838	Telecomm Equipment Operator	Small,Davia	6/16/1993	25	8	10	67,812.00	20,004.54	1.00	Reg	
UCO	19	2010	2010	Filled	00027113	Telecomm Equipment Operator	Pratt,Erricka	5/15/2017	1	7	1	50,747.00	14,970.37	1.00	Reg	
UCO	19	2010	2010	Filled	00027291	Telecomm Equipment Operator	Saunders,Tonia J	1/26/2015	3	8	4	57,864.00	17,069.88	1.00	Reg	
UCO	19	2010	2010	Filled	00027416	Telecommunications Equipment O	Herring,Kiara M	9/6/2016	2	5	1	44,604.00	13,158.18	1.00	Reg	
UCO	19	2010	2010	Filled	00031978	Telecomm Equipment Operator	Houser,Erika	1/24/2005	13	8	9	66,154.00	19,515.43	1.00	Reg	
UCO	19	2010	2010	Filled	00031979	Telecomm Equipment Operator	Barnes-Garvin,Yvette M	4/4/2005	13	8	9	66,154.00	19,515.43	1.00	Reg	
UCO	19	2010	2010	Filled	00031980	Telecomm Equipment Operator	Hall,Frances M	4/4/2005	13	8	9	66,154.00	19,515.43	1.00	Reg	
UCO	19	2010	2010	Filled	00031982	Telecomm Equipment Operator	Waldron,Nakia R	1/23/2017	2	7	1	50,747.00	14,970.37	1.00	Reg	
UCO	19	2010	2010	Filled	00031985	Telecomm Equipment Operator	Jennings,Marisha	1/23/2017	2	7	1	50,747.00	14,970.37	1.00	Reg	
UCO	19	2010	2010	Filled	00031998	Telecomm Equipment Operator	Martin,Robin	9/21/2015	3	8	2	54,548.00	16,091.66	1.00	Reg	
UCO	19	2010	2010	Filled	00032031	Telecommunications Equipment O	Vance,Jettia M.	9/5/2017	1	5	2	45,809.00	13,513.66	1.00	Reg	
UCO	19	2010	2010	Filled	00032032	Telecomm Equipment Operator	Duke,Karen M.	1/24/2005	13	8	9	66,154.00	19,515.43	1.00	Reg	
UCO	19	2010	2010	Filled	00032048	Telecommunications Equipment O	Williams,Jasmine D.	9/5/2017	1	5	2	45,809.00	13,513.66	1.00	Reg	
UCO	19	2010	2010	Filled	00032049	Customer Service Rep.	Enoch,Michelle Yvonne	6/16/2003	15	8	10	62,723.00	18,503.29	1.00	Reg	
UCO	19	2010	2010	Filled	00032051	Telecomm Equipment Operator	Carey,Letitia	5/15/2017	1	7	1	50,747.00	14,970.37	1.00	Reg	
UCO	19	2010	2010	Filled	00032052	Telecomm Equipment Operator	Scott,Asante' H.	12/8/2008	10	8	7	62,838.00	18,537.21	1.00	Reg	
UCO	19	2010	2010	Filled	00032109	Telecomm Equipment Operator	Jackson,April D.	12/8/2008	10	8	7	62,838.00	18,537.21	1.00	Reg	
UCO	19	2010	2010	Filled	00032123	Asst Watch Commander	Reid,Nichole M	4/26/1999	19	12	0	84,307.81	24,870.80	1.00	Reg	
UCO	19	2010	2010	Filled	00032213	Telecomm Equipment Operator	Evans,Sonnette Latrice	1/23/2017	2	7	1	50,747.00	14,970.37	1.00	Reg	
UCO	19	2010	2010	Filled	00032233	Telecomm Equipment Operator	Leake,Kandace A	1/24/2005	13	8	9	66,154.00	19,515.43	1.00	Reg	
UCO	19	2010	2010	Filled	00032236	Telecomm Equipment Operator	Reyes,Juanita	7/18/2016	2	7	1	50,747.00	14,970.37	1.00	Reg	
UCO	19	2010	2010	Filled	00032239	Telecomm Equipment Operator	Brown Mooney,William	7/18/2016	2	7	1	50,747.00	14,970.37	1.00	Reg	
UCO	19	2010	2010	Filled	00032241	Telecomm Equipment Operator	Daniels,Tiffany A	5/15/2017	1	7	1	50,747.00	14,970.37	1.00	Reg	
UCO	19	2010	2010	Filled	00032263	Telecomm Equip Operator - Bili	Montero,Marisela J.	2/6/2006	12	8	8	64,496.00	19,026.32	1.00	Reg	
UCO	19	2010	2010	Filled	00033628	Telecomm Equipment Operator	Fergusson,Amber L	1/26/2015	3	8	4	57,864.00	17,069.88	1.00	Reg	
UCO	19	2010	2010	Filled	00033673	Asst Watch Commander	Williams,Dione N.	3/25/2002	16	12	0	82,637.73	24,378.13	1.00	Reg	
UCO	19	2010	2010	Vacant	00074923	Asst Watch Commander	(blank)	(blank)		12	0	95,003.00	28,025.89	1.00	Reg	Recruiting
UCO	19	2010	2010	Filled	00085197	Telecomm Equipment Operator	Fletcher,Brittney	9/21/2015	3	8	2	54,548.00	16,091.66	1.00	Reg	
UCO	19	2010	2010	Filled	00088526	Telecomm Equipment Operator	Chambers,Domonique C	11/9/2009	9	7	2	52,241.00	15,411.10	1.00	Reg	
UCO	19	2010	2010	Filled	00088527	Telecomm Equipment Operator	Kee,Julius	6/27/2016	2	7	1	50,747.00	14,970.37	1.00	Reg	
UCO	19	2010	2010	Filled	00088529	Telecomm Equipment Operator	Walker,Anthony R	7/18/2016	2	7	1	50,747.00	14,970.37	1.00	Reg	
UCO	19	2010	2010	Filled	00088530	Telecomm Equipment Operator	Williams,Lynn R	7/18/2011	7	8	2	54,548.00	16,091.66	1.00	Reg	
UCO	19	2010	2010	Filled	00088531	Telecomm Equipment Operator	Johnson,Erin Diandra	9/5/2017	1	5	2	45,809.00	13,513.66	1.00	Reg	
UCO	19	2010	2010	Filled	00088532	Telecomm Equipment Operator	Thompson,Mya	6/27/2016	2	8	2	54,548.00	16,091.66	1.00	Reg	
UCO	19	2010	2010	Filled	00088533	Telecomm Equipment Operator	Dammons,Desirae	6/27/2016	2	8	2	54,548.00	16,091.66	1.00	Reg	
UCO	19	2010	2010	Filled	00088534	Telecomm Equipment Operator	Parris,Khalilah B.	12/26/2006	12	7	3	53,735.00	15,851.83	1.00	Reg	
UCO	19	2010	2010	Filled	00088536	Telecomm Equipment Operator	Haggins,Rajhnishsha	7/11/2016	2	7	1	50,747.00	14,970.37	1.00	Reg	
UCO	19	2010	2010	Filled	00088542	Telecomm Equipment Operator	Ifill,Raquel	7/18/2011	7	8	2	54,548.00	16,091.66	1.00	Reg	
UCO	19	2010	2010	Filled	00088543	Telecomm Equipment Operator	Deria,Miriam	6/27/2016	2	8	2	54,548.00	16,091.66	1.00	Reg	
UCO	19	2010	2010	Filled	00088544	Telecomm Equipment Operator	Bailey,Janay	6/27/2016	2	8	2	54,548.00	16,091.66	1.00	Reg	
UCO	19	2010	2010	Filled	00088546	Telecomm Equipment Operator	Granados,Kimberly L	12/8/2008	10	8	2	54,548.00	16,091.66	1.00	Reg	
UCO	19	2010	2010	Filled	00088547	Telecomm Equipment Operator	Crome,Raven	6/27/2016	2	8	2	54,548.00	16,091.66	1.00	Reg	
UCO	19	2010	2010	Filled	00088619	Asst Watch Commander	Johnson,Lauren M	2/12/1998	20	12	0	79,635.72	23,492.54	1.00	Reg	
UCO	19	2010	2010	Filled	00088620	Asst Watch Commander	Jones,Alexandria A	9/8/2003	15	12	0	79,168.84	23,354.81	1.00	Reg	
UCO	19	2010	2010	Filled	00088772	Watch Commander	Richardson,Anthony F	7/28/2003	15	13	0	91,045.08	26,858.28	1.00	Reg	
UCO	19	2010	2010	Filled	00090671	Watch Commander	Miller,Alfreda E	4/28/2015	3	13	0	91,045.08	26,858.30	1.00	Reg	
UCO	19	2010	2010	Filled	00090672	Watch Commander	Gadsden,Alton T	10/14/1986	32	13	0	91,212.86	26,907.79	1.00	Reg	
UCO	19	2010	2010	Filled	00090673	Watch Commander	Williams Jr.,Calvin V	12/13/1985	33	13	0	91,045.08	26,858.30	1.00	Reg	
UCO	19	2010	2010	Filled	00095916	Telecommunications Equipment O	Raymond,Kenya	3/20/2017	1	5	0	44,604.00	13,158.18	1.00	Reg	
UCO	19	2010	2010	Filled	00096917	Telecommunications Equipment O	Smalley,Colandria A.	9/6/2016	2	5	0	44,604.00	13,158.18	1.00	Reg	
UCO	19	2010	2010	Filled	00096919	Telecommunications Equipment O	Davis,Me'Shel	4/17/2018	0	5	0	44,604.00	13,158.18	1.00	Reg	
UCO	19	2010	2010	Filled	00096920	Telecommunications Equipment O	(blank)	(blank)		5	0	44,604.00	13,158.18	1.00	Reg	
UCO	19	2010	2010	Vacant	00096921	Telecommunications Equipment O	(blank)	(blank)		5	0	44,604.00	13,158.18	1.00	Reg	Recruiting
UCO	19	2010	2010	Vacant	00096922	Telecommunications Equipment O	(blank)	(blank)		5	0	44,604.00	13,158.18	1.00	Reg	Recruiting
UCO	19	2010	2010	Vacant	00096923	Telecommunications Equipment O	(blank)	(blank)		5	0	44,604.00	13,158.18	1.00	Reg	Recruiting
UCO	19	2010	2010	Vacant	00096924	Telecommunications Equipment O	(blank)	(blank)		5	0	44,604.00	13,158.18	1.00	Reg	Recruiting
UCO	19	2010	2010	Vacant	00096925	Telecommunications Equipment O	(blank)	(blank)		5	0	44,604.00	13,158.18	1.00	Reg	Recruiting

UCO	19	2010	2010	Vacant	00096926	Telecommunications Equipment O	(blank)	(blank)		5	0	44,604.00	13,158.18	1.00	Reg	Recruiting	
UCO	19	2010	2010	Vacant	00096927	Telecommunications Equipment O	(blank)	(blank)		5	0	44,604.00	13,158.18	1.00	Reg	Recruiting	
UCO	19	2010	2010	Vacant	00096928	Telecommunications Equipment O	(blank)	(blank)		5	0	44,604.00	13,158.18	1.00	Reg	Recruiting	
UCO	19	2010	2010	Vacant	00096929	Telecommunications Equipment O	(blank)	(blank)		5	0	44,604.00	13,158.18	1.00	Reg	Recruiting	
UCO	19	2010	2010	Vacant	00096930	Telecommunications Equipment O	(blank)	(blank)		5	0	44,604.00	13,158.18	1.00	Reg	Recruiting	
UCO	19	2010	2010	Vacant	00096931	Telecommunications Equipment O	(blank)	(blank)		5	0	44,604.00	13,158.18	1.00	Reg	Recruiting	
UCO	19	2010	2010	Vacant	00096932	Telecommunications Equipment O	(blank)	(blank)		5	0	44,604.00	13,158.18	1.00	Reg	Recruiting	
UCO	19	2020	2020	Filled	00001893	Dispatcher	Fana,Aurelina	6/16/2003	15	11	8	81,740.00	24,113.30	1.00	Reg		
UCO	19	2020	2020	Filled	00003243	Dispatcher	Bender,Ricky D.	10/15/1995	23	11	9	83,945.00	24,763.78	1.00	Reg		
UCO	19	2020	2020	Filled	00004326	Dispatcher	Stover,Bertha A	9/30/1996	22	11	9	83,945.00	24,763.78	1.00	Reg		
UCO	19	2020	2020	Filled	00004610	Dispatcher	Huitz,Ana M	1/26/2015	3	11	4	72,920.00	21,511.40	1.00	Reg		
UCO	19	2020	2020	Filled	00004835	Dispatcher	Johnson,Cheri L	9/28/1998	20	11	9	83,945.00	24,763.78	1.00	Reg		
UCO	19	2020	2020	Filled	00005299	Dispatcher	Covington,Latrice R	5/1/1990	28	11	9	83,945.00	24,763.78	1.00	Reg		
UCO	19	2020	2020	Filled	00006011	Dispatcher	Banks,Jamel A	12/8/2008	10	11	4	72,920.00	21,511.40	1.00	Reg		
UCO	19	2020	2020	Filled	00006112	Dispatcher	Fair,Jatondra R	1/26/2015	3	11	4	72,920.00	21,511.40	1.00	Reg		
UCO	19	2020	2020	Filled	00007009	Dispatcher	TEFERA,NEBEYOU T	2/6/2006	12	11	6	77,330.00	22,812.35	1.00	Reg		
UCO	19	2020	2020	Filled	00007120	Dispatcher	Thompson,Shirayne M	4/12/1999	19	11	9	83,945.00	24,763.78	1.00	Reg		
UCO	19	2020	2020	Filled	00007357	Dispatcher	Brown,Eric P	7/6/1998	20	11	9	83,945.00	24,763.78	1.00	Reg		
UCO	19	2020	2020	Filled	00007934	Dispatcher	Velasco,Ana M	9/8/1992	26	11	9	83,945.00	24,763.78	1.00	Reg		
UCO	19	2020	2020	Filled	00008119	Dispatcher	Vargas,Celia	1/20/1987	32	11	9	83,945.00	24,763.78	1.00	Reg		
UCO	19	2020	2020	Filled	00009686	Dispatcher	Faltz,Kristen N	6/30/2003	15	11	6	77,330.00	22,812.35	1.00	Reg		
UCO	19	2020	2020	Filled	00009807	Dispatcher	Daniels,Cynthia A	10/6/2003	15	11	8	81,740.00	24,113.30	1.00	Reg		
UCO	19	2020	2020	Filled	00011543	Dispatcher	Ross,Danielle L	9/14/1998	20	11	9	83,945.00	24,763.78	1.00	Reg		
UCO	19	2020	2020	Filled	00012153	Dispatcher	Sanford,Virginia G	5/22/2000	18	11	8	81,740.00	24,113.30	1.00	Reg		
UCO	19	2020	2020	Filled	00012597	Dispatcher	Billingsley,Eugene	5/8/2000	18	11	8	81,740.00	24,113.30	1.00	Reg		
UCO	19	2020	2020	Filled	00013925	Dispatcher	MURILLO,SEBASTIAN	3/20/2006	12	11	2	68,510.00	20,210.45	1.00	Reg		
UCO	19	2020	2020	Filled	00013958	Dispatcher	Walston,Deborah M	9/11/1989	29	11	9	83,945.00	24,763.78	1.00	Reg		
UCO	19	2020	2020	Filled	00014040	Dispatcher	Higgs,Raquel	7/28/2003	15	11	8	81,740.00	24,113.30	1.00	Reg		
UCO	19	2020	2020	Filled	00014138	Dispatcher	Sampson,Larvenia A	6/16/2003	15	11	8	81,740.00	24,113.30	1.00	Reg		
UCO	19	2020	2020	Filled	00014259	Dispatcher	Herndon,Delisa L	2/23/2004	14	11	8	81,740.00	24,113.30	1.00	Reg		
UCO	19	2020	2020	Filled	00014298	Dispatcher	Dayne,Melissa	3/22/1999	19	11	8	81,740.00	24,113.30	1.00	Reg		
UCO	19	2020	2020	Filled	00014767	Dispatcher	Champion Bey,Taheyyer	7/11/1996	22	11	9	83,945.00	24,763.78	1.00	Reg		
UCO	19	2020	2020	Filled	00014944	Dispatcher	Adams,Charmisa L	8/7/1996	22	11	8	81,740.00	24,113.30	1.00	Reg		
UCO	19	2020	2020	Filled	00015061	Dispatcher	Geter,Yolanda T	10/4/2008	10	11	5	75,125.00	22,161.88	1.00	Reg		
UCO	19	2020	2020	Filled	00015077	Dispatcher	Hernandez,Nury M	7/28/2003	15	11	8	81,740.00	24,113.30	1.00	Reg		
UCO	19	2020	2020	Filled	00017061	Dispatcher	Williams,Roslynd W	9/30/1996	22	11	8	81,740.00	24,113.30	1.00	Reg		
UCO	19	2020	2020	Filled	00017203	Dispatcher	Ramsey,Christa J	6/30/2003	15	11	8	81,740.00	24,113.30	1.00	Reg		
UCO	19	2020	2020	Filled	00017238	Dispatcher	Alexander Wingate,Karen D	11/22/1988	30	11	9	83,945.00	24,763.78	1.00	Reg		
UCO	19	2020	2020	Filled	00017301	Dispatcher	Bennett,Bianca	5/8/2000	18	11	8	81,740.00	24,113.30	1.00	Reg		
UCO	19	2020	2020	Filled	00017533	Dispatcher	Hall,JuWanna M	11/5/1990	28	11	9	83,945.00	24,763.78	1.00	Reg		
UCO	19	2020	2020	Filled	00017690	Dispatcher	Tyson,Theodosia T	7/17/1989	29	11	9	83,945.00	24,763.78	1.00	Reg		
UCO	19	2020	2020	Filled	00017704	Dispatcher	Morgan,Sharon Y	12/26/1995	23	11	8	81,740.00	24,113.30	1.00	Reg		
UCO	19	2020	2020	Filled	00017971	Dispatcher	Thurston,Michelle	8/27/1982	36	11	9	83,945.00	24,763.78	1.00	Reg		
UCO	19	2020	2020	Filled	00018117	Dispatcher	Brown,Sharane H	12/7/1987	31	11	9	83,945.00	24,763.78	1.00	Reg		
UCO	19	2020	2020	Filled	00018188	Dispatcher	Thompson,Jacqueline	2/24/2004	14	11	8	81,740.00	24,113.30	1.00	Reg		
UCO	19	2020	2020	Filled	00018195	Dispatcher	Henson,Donnett V	5/8/2000	18	11	8	81,740.00	24,113.30	1.00	Reg		
UCO	19	2020	2020	Filled	00018273	Dispatcher	Rice Robinson,Gayle E	10/6/1987	31	11	9	83,945.00	24,763.78	1.00	Reg		
UCO	19	2020	2020	Filled	00018290	Dispatcher	Shields,Michele D	4/22/1991	27	11	9	83,945.00	24,763.78	1.00	Reg		
UCO	19	2020	2020	Filled	00018346	Dispatcher	Tate,Manuel L	7/23/2007	11	11	3	70,715.00	20,860.93	1.00	Reg		
UCO	19	2020	2020	Filled	00018439	Dispatcher	Tasker,Teresa L	10/25/1999	19	11	9	83,945.00	24,763.78	1.00	Reg		
UCO	19	2020	2020	Filled	00018471	Dispatcher	Black,Sherry Jean	8/18/1986	32	11	10	86,150.00	25,414.25	1.00	Reg		
UCO	19	2020	2020	Filled	00018570	Dispatcher	Perry,Carissa	1/26/2015	3	11	4	72,920.00	21,511.40	1.00	Reg		
UCO	19	2020	2020	Filled	00018783	Dispatcher	Burrell,Angela D	4/14/2008	10	11	5	75,125.00	22,161.88	1.00	Reg		
UCO	19	2020	2020	Filled	00018947	Dispatcher	Gaston,Kendel	8/30/1999	19	11	8	81,740.00	24,113.30	1.00	Reg		
UCO	19	2020	2020	Filled	00019135	Dispatcher	Williams,Tracey P	5/24/1999	19	11	9	83,945.00	24,763.78	1.00	Reg		
UCO	19	2020	2020	Filled	00019308	Dispatcher	Proctor,Mary J	6/23/1985	33	11	10	86,150.00	25,414.25	1.00	Reg		
UCO	19	2020	2020	Filled	00019348	Dispatcher	Serpas,Dominga D	12/7/1987	31	11	9	83,945.00	24,763.78	1.00	Reg		
UCO	19	2020	2020	Filled	00020804	Dispatcher	Johnson,Stewart H	11/22/1991	27	11	9	83,945.00	24,763.78	1.00	Reg		
UCO	19	2020	2020	Filled	00021054	Dispatcher	Lewis,Bridget M	1/6/1997	22	11	8	81,740.00	24,113.30	1.00	Reg		
UCO	19	2020	2020	Filled	00021981	Dispatcher	Carr,Jacqueline	8/10/1992	26	11	8	81,740.00	24,113.30	1.00	Reg		
UCO	19	2020	2020	Filled	00021987	Dispatcher	Freeman,Tyneeka L	4/18/2005	13	11	4	72,920.00	21,511.40	1.00	Reg		
UCO	19	2020	2020	Filled	00022297	Dispatcher	Bethea,Wanda Y	5/5/1997	21	11	9	83,945.00	24,763.78	1.00	Reg		
UCO	19	2020	2020	Filled	00022322	Dispatcher	Trent,Iris	3/10/2003	15	11	8	81,740.00	24,113.30	1.00	Reg		
UCO	19	2020	2020	Filled	00022338	Dispatcher	Tobar,Wilson A	2/6/2006	12	11	4	72,920.00	21,511.40	1.00	Reg		
UCO	19	2020	2020	Filled	00022576	Dispatcher	Creamer,Tammie N	5/27/1997	21	11	10	86,150.00	25,414.25	1.00	Reg		

UCO	19	2020	2020	Filled	00022754	Dispatcher	Brooks,Brenda A	5/6/1990	28	11	9	83,945.00	24,763.78	1.00	Reg	
UCO	19	2020	2020	Filled	00022757	Dispatcher	Marable,Michael M	12/11/1995	23	11	9	83,945.00	24,763.78	1.00	Reg	
UCO	19	2020	2020	Filled	00022847	Dispatcher	Glasker,Keturah T	4/18/2005	13	11	5	75,125.00	22,161.88	1.00	Reg	
UCO	19	2020	2020	Filled	00022863	Dispatcher	Johnson,Arielle Imani	1/26/2015	3	10	1	62,340.00	18,390.30	1.00	Reg	
UCO	19	2020	2020	Filled	00022961	Dispatcher	Branch,Katrina L	2/20/1996	22	11	7	79,535.00	23,462.83	1.00	Reg	
UCO	19	2020	2020	Filled	00022980	Dispatcher	Carter,Nicole	12/17/2001	17	11	8	81,740.00	24,113.30	1.00	Reg	
UCO	19	2020	2020	Filled	00023028	Dispatcher	Johnson,Victoria M	1/4/1994	25	11	9	83,945.00	24,763.78	1.00	Reg	
UCO	19	2020	2020	Filled	00023182	Dispatcher	Brown,Crystal L	1/13/1997	22	11	9	83,945.00	24,763.78	1.00	Reg	
UCO	19	2020	2020	Filled	00023230	Dispatcher	Jones,Keena Y	7/12/1993	25	11	9	83,945.00	24,763.78	1.00	Reg	
UCO	19	2020	2020	Filled	00023248	Dispatcher	Simms,Swayne	3/15/1999	19	11	9	83,945.00	24,763.78	1.00	Reg	
UCO	19	2020	2020	Filled	00023512	Dispatcher	Abrrha,Nebeyeluel A	2/2/2006	12	11	5	75,125.00	22,161.88	1.00	Reg	
UCO	19	2020	2020	Filled	00023795	Dispatcher	Jenkins,Kelly	2/3/1997	21	11	9	83,945.00	24,763.78	1.00	Reg	
UCO	19	2020	2020	Filled	00024649	Dispatcher	Joy,Keisha A	6/30/2003	15	11	7	79,535.00	23,462.83	1.00	Reg	
UCO	19	2020	2020	Filled	00024875	Dispatcher	Wilder,Briyana L	6/21/2010	8	11	4	72,920.00	21,511.40	1.00	Reg	
UCO	19	2020	2020	Filled	00025840	Dispatcher	Morris,Carolyn M	1/23/1992	27	11	9	83,945.00	24,763.78	1.00	Reg	
UCO	19	2020	2020	Filled	00025851	Dispatcher	Taylor,Andrea D	5/27/1997	21	11	9	83,945.00	24,763.78	1.00	Reg	
UCO	19	2020	2020	Filled	00025925	Dispatcher	King,Kevin M	10/31/1988	30	11	9	83,945.00	24,763.78	1.00	Reg	
UCO	19	2020	2020	Filled	00026738	Dispatcher	Johnson Stewart,Veronica A	10/26/1987	31	11	10	86,150.00	25,414.25	1.00	Reg	
UCO	19	2020	2020	Filled	00026783	Dispatcher	Holley,Lenora E	6/17/1992	26	11	8	81,740.00	24,113.30	1.00	Reg	
UCO	19	2020	2020	Filled	00026920	Dispatcher	Carruth,Wendy M	8/16/1999	19	11	7	79,535.00	23,462.83	1.00	Reg	
UCO	19	2020	2020	Filled	00026953	Dispatcher	Millard,Ava O	12/21/1987	31	11	9	83,945.00	24,763.78	1.00	Reg	
UCO	19	2020	2020	Filled	00026971	Dispatcher	Neal Jr.,Hubert V	10/10/1990	28	11	7	79,535.00	23,462.83	1.00	Reg	
UCO	19	2020	2020	Filled	00026984	Dispatcher	Glenn,Michael C	12/7/1993	25	11	9	83,945.00	24,763.78	1.00	Reg	
UCO	19	2020	2020	Filled	00027023	Dispatcher	Mccullough Collins,Shondel	3/27/1996	22	11	8	81,740.00	24,113.30	1.00	Reg	
UCO	19	2020	2020	Filled	00027260	Dispatcher	Fuller,Tiffany K	4/18/2005	13	11	6	77,330.00	22,812.35	1.00	Reg	
UCO	19	2020	2020	Filled	00027478	Dispatcher	Beatty,Tracy A	4/12/1999	19	11	8	81,740.00	24,113.30	1.00	Reg	
UCO	19	2020	2020	Filled	00027648	Dispatcher	Nazario,Sylvia Yvette	9/8/1992	26	11	9	83,945.00	24,763.78	1.00	Reg	
UCO	19	2020	2020	Filled	00031989	Dispatcher	Ross,Evelyn D	11/9/2009	9	11	2	68,510.00	20,210.45	1.00	Reg	
UCO	19	2020	2020	Filled	00032014	Dispatcher	Anderson,Karen	5/1/2005	13	11	8	81,740.00	24,113.30	1.00	Reg	
UCO	19	2020	2020	Filled	00032016	Dispatcher	Williams,Devon L	8/4/2008	10	11	6	77,330.00	22,812.35	1.00	Reg	
UCO	19	2020	2020	Filled	00032017	Dispatcher	Malry,James A	1/26/2015	3	11	4	72,920.00	21,511.40	1.00	Reg	
UCO	19	2020	2020	Filled	00032019	Dispatcher	Norville,Sambeth	1/26/2015	3	10	1	62,340.00	18,390.30	1.00	Reg	
UCO	19	2020	2020	Filled	00032025	Dispatcher	Williams,Michelle P	5/16/1993	25	11	9	83,945.00	24,763.78	1.00	Reg	
UCO	19	2020	2020	Filled	00032053	Dispatcher	Pross,Gregory M	1/26/2015	3	11	4	72,920.00	21,511.40	1.00	Reg	
UCO	19	2020	2020	Filled	00032054	Dispatcher	Wilson,Cortnee	9/21/2015	3	10	1	62,340.00	18,390.30	1.00	Reg	
UCO	19	2020	2020	Filled	00032085	Dispatcher	Clements,Jacqueline E	5/4/1992	26	11	8	81,740.00	24,113.30	1.00	Reg	
UCO	19	2020	2020	Filled	00032242	Dispatcher	Morsell,Jennifer M	4/18/2005	13	11	8	81,740.00	24,113.30	1.00	Reg	
UCO	19	2020	2020	Filled	00036698	Dispatcher	Knox,Debbie Ann	9/29/1986	32	11	10	86,150.00	25,414.25	1.00	Reg	
UCO	19	2020	2020	Filled	00069788	OPERATIONS MGR	Millard,Karl	10/1/1984	34	14	0	104,701.98	30,887.08	1.00	Reg	
UCO	19	2020	2020	Filled	00088608	Dispatcher	Morris,Erica L	7/24/1994	24	11	6	77,330.00	22,812.35	1.00	Reg	
UCO	19	2020	2020	Filled	00088610	Dispatcher	Howard,Carla M	4/8/2002	16	11	5	75,125.00	22,161.88	1.00	Reg	
UCO	19	2020	2020	Filled	00088612	Dispatcher	Oliver,Alice M	6/16/2003	15	11	5	75,125.00	22,161.88	1.00	Reg	
UCO	19	2020	2020	Filled	00088613	Dispatcher	Abdul-Wahid,Jarita L	7/23/2007	11	11	3	70,715.00	20,860.93	1.00	Reg	
UCO	19	2020	2020	Filled	00088614	Dispatcher	Scott,Deonica S	8/22/2005	13	11	3	70,715.00	20,860.93	1.00	Reg	
UCO	19	2020	2020	Filled	00088615	Dispatcher	Jones,Shannon	6/16/2003	15	11	5	75,125.00	22,161.88	1.00	Reg	
UCO	19	2020	2020	Filled	00088616	Dispatcher	Darby,Alita B	9/15/1997	21	11	5	75,125.00	22,161.88	1.00	Reg	
UCO	19	2020	2020	Filled	00088617	Dispatcher	Young,Tiffani N	4/4/2005	13	11	4	72,920.00	21,511.40	1.00	Reg	
UCO	19	2020	2020	Filled	00088773	OPERATIONS MGR	Washington,Edward K	8/8/1994	24	14	0	104,701.41	30,886.92	1.00	Reg	
UCO	19	2020	2020	Filled	00096933	Dispatcher	Sapp,DeReece	9/21/2015	3	10	1	62,340.00	18,390.30	1.00	Reg	
UCO	19	2020	2020	Filled	00096934	Dispatcher	Bell,Charlee N	9/21/2015	3	10	1	62,340.00	18,390.30	1.00	Reg	
UCO	19	2020	2020	Filled	00096935	Dispatcher	Banks,Marcellus A	6/30/2003	15	10	5	70,396.00	20,766.82	1.00	Reg	
UCO	19	2040	2040	Vacant	00088551	Quality Assurance Specialist	(blank)	(blank)		13	0	70,396.00	20,766.82	1.00	Reg	Recruiting
UCO	19	2040	2040	Filled	00088552	Chief of Professional Standard	Duff,Judith	4/18/2016	2	14	0	70,396.00	20,766.82	1.00	Reg	
UCO	19	2040	2040	Filled	00088571	Program Analyst	Ortega,Beatriz	10/15/2007	11	12	4	70,396.00	20,766.82	1.00	Reg	
UCO	19	2040	2040	Filled	00088705	Quality Assurance Specialist	Jackson,Trayshelle V	4/18/2005	13	13	1	70,396.00	20,766.82	1.00	Reg	
UCO	19	2040	2040	Filled	00092110	Training and Organizational De	Scott,Robin R	5/5/2003	15	13	2	70,396.00	20,766.82	1.00	Reg	
UCO	19	2040	2040	Filled	00092111	Training and Organizational De	Hollins,Marlene S	5/27/1997	21	13	5	70,396.00	20,766.82	1.00	Reg	
UCO	19	2040	2040	Filled	00094846	Training and Organizational De	Hunter,Mark C	1/26/2015	3	13	0	70,396.00	20,766.82	1.00	Reg	
UCO	19	2040	2040	Filled	00096818	Training Specialist	King,Marcia K	9/5/1995	23	11	8	70,396.00	20,766.82	1.00	Reg	
UCO	19	3020	3020	Filled	0001009	Customer Service Rep.	Phillips,Barbara	9/6/2016	2	6	2	41,454.00	12,228.93	1.00	Reg	
UCO	19	3020	3020	Filled	0003707	Customer Service Representativ	Sasagawa Coleman,Sumie	10/21/2002	16	8	10	62,723.00	18,503.29	1.00	Reg	
UCO	19	3020	3020	Filled	00005933	Customer Service Rep.	Carr,Shannon	6/27/2011	7	7	3	47,473.00	14,004.54	1.00	Reg	
UCO	19	3020	3020	Filled	00007411	Call Center Operations Supervi	WALKER JR,MARCELLUS C.	7/23/2007	11	12	0	79,168.84	23,354.81	1.00	Reg	
UCO	19	3020	3020	Filled	00008524	Customer Service Rep.	Scott,Tamica M	7/23/2007	11	7	6	52,099.00	15,369.21	1.00	Reg	
UCO	19	3020	3020	Filled	00009169	Customer Service Representativ	Epps,Nancy L	1/6/1980	39	8	10	62,723.00	18,503.29	1.00	Reg	

UCO	19	3020	3020	Filled	00012941	Customer Service Rep.	Peters,Doretha	7/1/1980	38	8	10	62,723.00	18,503.29	1.00	Reg		
UCO	19	3020	3020	Filled	00014211	Customer Service Rep.	Nelson,Michael L.	8/21/2011	7	7	3	47,473.00	14,004.54	1.00	Reg		
UCO	19	3020	3020	Filled	00019387	Customer Service Rep.	Marshall,Zarrita L	1/4/2010	9	7	4	49,015.00	14,459.43	1.00	Reg		
UCO	19	3020	3020	Vacant	00021559	Customer Service Rep.	(blank)	(blank)		6	1	41,454.00	12,228.93	1.00	Term	Recruiting	
UCO	19	3020	3020	Filled	00023180	Customer Service Rep.	Zanelli,Juan-Martin C.	12/26/2006	12	7	7	53,641.00	15,824.10	1.00	Reg		
UCO	19	3020	3020	Filled	00023887	Customer Service Rep.	Mccracken,Shavon	1/29/2001	17	8	10	62,723.00	18,503.29	1.00	Reg		
UCO	19	3020	3020	Filled	00026651	Customer Service Representativ	Walker-Williams,Cynthia R	11/4/2002	16	8	9	61,170.00	18,045.15	1.00	Reg		
UCO	19	3020	3020	Filled	00031984	311 Operations Team Leader	Lawson,Darlene	4/8/2002	16	9	7	63,898.00	18,849.91	1.00	Reg		
UCO	19	3020	3020	Filled	00032058	Customer Service Rep.	Cruz,Stephanie	11/27/2017	1	6	2	41,454.00	12,228.93	1.00	Reg		
UCO	19	3020	3020	Filled	00032068	Customer Service Rep.	Williams,Sabrina F	11/13/2007	11	7	7	53,641.00	15,824.10	1.00	Reg		
UCO	19	3020	3020	Filled	00032069	Customer Service Rep.	Morris,Anjel	7/11/2016	2	7	1	44,389.00	13,094.76	1.00	Term		
UCO	19	3020	3020	Vacant	00032212	Customer Service Rep.	(blank)	(blank)		7	1	41,039.00	12,106.51	0.80	Reg		
UCO	19	3020	3020	Filled	00045518	Customer Service Rep.	Blanks,George	11/13/2017	1	6	2	41,454.00	12,228.93	1.00	Reg		
UCO	19	3020	3020	Filled	00045523	Customer Service Rep.	Bordeaux,Colin J.	4/30/2018	0	6	1	40,058.00	11,817.11	1.00	Reg		
UCO	19	3020	3020	Filled	00046844	Customer Service Rep.	Quigley Jr.,Walter D	9/6/2016	2	6	2	41,454.00	12,228.93	1.00	Reg		
UCO	19	3020	3020	Filled	00047370	Customer Service Rep.	Nevels,Cynthia	7/18/2011	7	7	4	49,015.00	14,459.43	1.00	Reg		
UCO	19	3020	3020	Filled	00047372	Customer Service Rep.	Middleton,Tearsha	9/6/2016	2	6	2	41,454.00	12,228.93	1.00	Reg		
UCO	19	3020	3020	Filled	00047375	Customer Service Representativ	Washington,Janice Marie	3/31/2008	10	8	6	56,511.00	16,670.75	1.00	Reg		
UCO	19	3020	3020	Filled	00047376	Customer Service Specialist	Cureton,Mary A	9/6/1988	30	9	9	67,324.00	19,860.58	1.00	Reg		
UCO	19	3020	3020	Filled	00047377	Customer Service Specialist	Curley,Phyllis	2/1/1999	19	9	8	65,611.00	19,355.25	1.00	Reg		
UCO	19	3020	3020	Filled	00047378	Customer Service Specialist	Scruggs,Janie L	2/28/1990	28	9	10	69,037.00	20,365.92	1.00	Reg		
UCO	19	3020	3020	Filled	00047413	Customer Service Specialist	Hawkins,Akime E	4/18/2005	13	9	8	65,611.00	19,355.25	1.00	Reg		
UCO	19	3020	3020	Filled	00047414	Customer Service Specialist	McNeill,Toye R	11/13/2001	17	9	8	65,611.00	19,355.25	1.00	Reg		
UCO	19	3020	3020	Filled	00047415	Customer Service Specialist	Wash III,John	1/8/2002	17	9	9	67,324.00	19,860.58	1.00	Reg		
UCO	19	3020	3020	Filled	00047416	Customer Service Rep.	Williams,Ebony A	12/8/2008	10	7	5	50,557.00	14,914.32	1.00	Reg		
UCO	19	3020	3020	Filled	00047417	Customer Service Specialist	Chavarria Guzman,Nancy	4/7/2003	15	9	8	65,611.00	19,355.25	1.00	Reg		
UCO	19	3020	3020	Filled	00050958	Customer Service Rep.	Best,Laverne	6/12/2006	12	7	6	52,099.00	15,369.21	1.00	Reg		
UCO	19	3020	3020	Filled	00050959	Customer Service Rep.	Green,Thearl R	6/12/2006	12	7	6	52,099.00	15,369.21	1.00	Reg		
UCO	19	3020	3020	Vacant	00051081	Customer Service Rep.	(blank)	(blank)		6	1	41,454.00	12,228.93	1.00	Term	Recruiting	
UCO	19	3020	3020	Filled	00051082	Customer Service Rep.	Hailstorks,Amanda T	12/8/2008	10	7	5	50,557.00	14,914.32	1.00	Reg		
UCO	19	3020	3020	Filled	00051114	Customer Service Rep.	Garnett,India A	10/31/2008	10	7	5	50,557.00	14,914.32	1.00	Reg		
UCO	19	3020	3020	Filled	00051149	Customer Service Rep.	Watson,ikeisha S	10/26/2009	9	7	5	50,557.00	14,914.32	1.00	Reg		
UCO	19	3020	3020	Filled	00070725	Customer Service Rep.	Thompson,Tomalika	4/17/2018	0	6	1	40,058.00	11,817.11	1.00	Reg		
UCO	19	3020	3020	Filled	00073022	Customer Service Rep.	Fogg,Dion A.	9/26/2010	8	7	6	52,099.00	15,369.21	1.00	Reg		
UCO	19	3020	3020	Filled	00073023	Customer Service Rep.	Young,Kieola	9/6/2016	2	6	2	41,454.00	12,228.93	1.00	Reg		
UCO	19	3020	3020	Filled	00073314	Customer Service Rep.	Maichew,Melaku M	9/26/2010	8	7	6	52,099.00	15,369.21	1.00	Reg		
UCO	19	3020	3020	Filled	00073315	Customer Service Rep.	Atkinson,Lisa R	9/26/2010	8	7	9	56,725.00	16,733.88	1.00	Reg		
UCO	19	3020	3020	Filled	00073316	Customer Service Rep.	Woody,Gerald L	7/23/2007	11	7	9	56,725.00	16,733.88	1.00	Reg		
UCO	19	3020	3020	Filled	00073317	Customer Service Rep.	Pope-Montgomery,Nicole R	9/26/2010	8	7	9	56,725.00	16,733.88	1.00	Reg		
UCO	19	3020	3020	Filled	00073318	Customer Service Rep.	Dolmo,Diana B	9/26/2010	8	7	9	56,725.00	16,733.88	1.00	Reg		
UCO	19	3020	3020	Filled	00073320	Customer Service Rep.	Jones,Valerie L	7/31/2010	8	7	5	50,557.00	14,914.32	1.00	Reg		
UCO	19	3020	3020	Filled	00073578	Customer Service Rep.	Perkins,Angie Marie	7/19/2010	8	7	5	50,557.00	14,914.32	1.00	Reg		
UCO	19	3020	3020	Filled	00073679	Customer Service Rep.	Norfleet,Rochelle Z	9/6/2016	2	6	2	41,454.00	12,228.93	1.00	Term		
UCO	19	3020	3020	Filled	00073681	Customer Service Rep.	Stevenson,Blair	9/6/2016	2	6	2	41,454.00	12,228.93	1.00	Term		
UCO	19	3020	3020	Filled	00073682	Customer Service Rep.	Clark,Ronika	9/6/2016	2	6	2	41,454.00	12,228.93	1.00	Term		
UCO	19	3020	3020	Filled	00073683	Customer Service Rep.	Williams,Kimara	4/17/2018	0	6	1	40,058.00	11,817.11	1.00	Term		
UCO	19	3020	3020	Filled	00073685	Customer Service Rep.	Bragg,Priscilla A.	12/29/2014	4	7	2	45,931.00	13,549.65	1.00	Reg		
UCO	19	3020	3020	Filled	00073687	Customer Service Rep.	Brown,Bessel R	6/27/2011	7	7	3	47,473.00	14,004.54	1.00	Reg		
UCO	19	3020	3020	Filled	00077736	Customer Service Rep.	Carr,Doreen Y	11/1/2004	14	8	10	62,723.00	18,503.29	1.00	Reg		
UCO	19	3020	3020	Filled	00077738	Customer Service Rep.	DULITSKAYA,MARIAM	5/2/2005	13	8	10	62,723.00	18,503.29	1.00	Reg		
UCO	19	3020	3020	Filled	00077740	Customer Service Rep.	Lee,Jungja K	1/26/2004	14	8	10	62,723.00	18,503.29	1.00	Reg		
UCO	19	3020	3020	Filled	00077741	Customer Service Rep.	Young,Courtney N	9/18/2017	1	6	2	41,454.00	12,228.93	1.00	Reg		
UCO	19	3020	3020	Filled	00077743	Customer Service Rep.	Sarwar,Spozmai	1/12/2005	14	8	10	62,723.00	18,503.29	1.00	Reg		
UCO	19	3020	3020	Filled	00085196	Customer Service Rep.	Woodland,Robinette D	9/6/2016	2	6	2	41,454.00	12,228.93	1.00	Reg		
UCO	19	3020	3020	Vacant	00085561	Customer Service Rep.	(blank)	(blank)		6	0	40,058.00	11,817.11	0.50	Temp	Recruiting	

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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
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

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Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
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

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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 Billing) (October 2017	Teddy Kavaleri	\$ 44.94
21 UC0	Comcast	10/18/17	Account #8299 70 001 4998437 Billing) (October 2017	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
35 UC0	Amazon	10/19/17	Halloween Candies	Wanda Gattison	\$ 17.58
36 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

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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
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

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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
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

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73	UC0	ClassMarker	12/08/17	Yearly subscription for ClassMarker (Quiz tool)	Judy Duff	\$ 792.00
74	UC0	Amazon	12/11/17	1 of: Antibacterial Gym Wipes, Unscented, 700/Bucket (2ct.) & Shipping & Handling	James Roberts	\$ 86.49
75	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
76	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
77	UC0	Capitol Power Group, LLC	12/12/17	Troubleshoot and resolve alarms on both UPS units at the PSCC	Solomon Tadesse	\$ 755.00
78	UC0	Champion	12/14/17	Acrylic Award with Logo & Engrave	Wanda Gattison	\$ 156.80
79	UC0	Comfort Inn & Suites	12/15/17	Marlene Hollins & Robin Scott - Hotel - Cambridge, MD - December 11, 2017 to December 13, 2017 -Training Development & Organizational Specialist	Judy Duff	\$ 205.68
80	UC0	SENODA, INC. (SBE Certified Contractor) LS48404092019	01/03/18	PRINTING - BUSINESS CARDS - QTY. 500 - DIRECTOR KARIMA HOLMES	Kelly Brown	\$ 112.00
81	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	01/03/18	TABLE,IFLEX FILE CBNT,CH, HOOK,ONE,OVER-PANEL,BK & PEN,UB 207 NEEDLE,BE	Dionne Hayes	\$ 260.95
82	UC0	Comcast	01/03/18	Account #8299 70 001 5057308 Billing) (December 2017	Teddy Kavaleri	\$ 44.94
83	UC0	Comcast	01/03/18	Account #8299 70 001 4998437 Billing) (December 2017	Teddy Kavaleri	\$ 35.43
84	UC0	NENA	01/05/18	ENP Registration - Karima Holmes	Kelly Brown	\$ 365.00
85	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
86	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	01/05/18	HEATER,MINI TOWER,17",BK	Kelly Brown	\$ 59.99
87	UC0	DIGIDOC, Inc. T/A Document Managers (SBE Certified Contractor) LSZR69359112018	01/09/18	HW720 Headsets & Shipping	Selena MacArthur	\$ 128.95
88	UC0	SENODA, INC. (SBE Certified Contractor) LS48404092019	01/09/18	Printing - GOING AWAY POSTER & SHIPPING	Kelly Brown	\$ 107.00
89	UC0	Biddle Consulting Group, Inc. / CritiCall	01/09/18	CritiCall Elite Service Plan Renewal	Judy Duff	\$ 1,859.00
90	UC0	Wireless Communications, Inc.	01/11/18	APX Portable Antenna - Work Ticket D03424/Invoice D10014	Stephen Matthews	\$ 300.00

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91	UC0	FedEx	01/11/18	Shipping - 1.) HR, Personnel Matter. 2.) OUC-MDC Shop shipped warranty docking stations back to the manufacturer for repairs using the following FEDEX Tracking Numbers 788893476594 & 788893476609.	Yvonne McManus & Stephen Matthews	\$ 156.25
92	UC0	Thomson Reuters	01/11/18	Westlaw Special Offer	Kipling Ross	\$ 223.30
93	UC0	Capitol Power Group, LLC	01/18/18	Emergency Service to diagnose malfunctioning switch at the UDC	Teddy Kavaleri	\$ 1,580.00
94	UC0	APCO International Inc	01/18/18	CTO Recertification	Marsha Hott	\$ 1,395.00
95	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	01/11/18	Planner, Daily, Pro & Shipping	Jessica Darby	\$ 32.94
96	UC0	Dell	01/16/18	VLA INDESIGN CC MLP MULTI NORTH AM LANGUAGE LIC SUBS PER USER	Selena MacArthur	\$ 64.07
97	UC0	Trophy Awards Manufacturing, Inc.	01/16/18	Ripple Acrylic Award, Laser Etched Imprint Method & SHIPPING & HANDLING	Wanda Gattison	\$ 427.34
98	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	01/18/18	CALENDAR, DESK PAD, 12 MO, BINDER & SHIPPING	Jessica Darby	\$ 37.23
99	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	01/23/18	HEATER,MINI TOWER,17",BK	Jessica Darby	\$ 59.99
100	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	01/24/18	PLANNER,MONTHLY,GY	Jessica Darby	\$ 31.44
101	UC0	All About Pins	01/24/18	1" Custom Soft Enamel Lapel Pins	Wanda Gattison	\$ 297.19
102	UC0	Capitol Power Group LLC	01/24/18	Replace the Module Component on 1/11/2018	Teddy Kavaleri	\$ 2,500.00
103	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	01/25/18	Office Supplies	LaJuan Sullivan	\$ 1,541.59
104	UC0	Comcast	01/25/18	Account #8299 70 001 5057308 Billing)	(January 2018 Teddy Kavaleri	\$ 45.05
105	UC0	Comcast	01/25/18	Account #8299 70 001 4998437 Billing)	(January 2018 Teddy Kavaleri	\$ 35.51
106	UC0	DIGIDOC, Inc. T/A Document Managers (SBE Certified Contractor) LSR69359112018	01/26/18	Plantronics 655 DSP Ear Cup Headset, 8 @ \$40.77	Selena MacArthur	\$ 326.16
107	UC0	Oroliia - Spectracom	01/31/18	Premium Support Software	Selena MacArthur	\$ 2,995.00
108	UC0	iKey	01/31/18	iKey keyboard repairs - damaged cases	Selena MacArthur	\$ 853.00

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109	UC0	APCO International	01/31/18	APCO Tier Membership Dues	Selena MacArthur	\$ 92.00
110	UC0	Amazon	02/01/18	4 of: Great Northern Popcorn Portion Pack, 8 Ounce (Pack of 12)	Wanda Gattison	\$ 75.52
111	UC0	Amazon	02/01/18	1 of: Winware Stainless Steel Dredges 10-Ounce with Handle, 1 of: Morton Iodized Salt, 26 oz, Pack of 2, 1 of: 1 oz. Popcorn Bag, Burst Design, 1000 per Case, 1 of: Stainless Steel Popcorn Scoop & Shipping	Wanda Gattison	\$ 62.40
112	UC0	Amazon	02/01/18	Popcorn Machine & Shipping	Wanda Gattison	\$ 605.66
113	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	02/01/18	WIPES,GYM,PROF CKET	James Roberts	\$ 284.97
114	UC0	Amazon	02/06/18	4 of: IDS RJ45 Y Splitter Adapter Splitter Cable, RJ45 Male to Female Network Adapter 1 to 2 Port Female CAT 5/CAT 6 LAN Ethernet Socket Connector Adapter, 2 of: Cerrxian RJ45 Female to 2 Female Splitter Coupler LAN Ethernet Network 1 to 2 Adapter (2-Pack) & Shipping & Handling	Selena MacArthur	\$ 60.85
115	UC0	Southwest Airlines	02/07/18	Wanda Gattison - Airfare to Tampa, FL - April 29, 2018 to May 3, 2018 - Engage 311 Conference.	Wanda Gattison & Erick Hines	\$ 215.96
116	UC0	Southwest Airlines	02/07/18	Erick Hines - Airfare to Tampa, FL - April 29, 2018 to May 3, 2018 - Engage 311 Conference	Wanda Gattison & Erick Hines	\$ 215.96
117	UC0	CS Week 311	02/07/18	ENGAGE311 Conference Registraton - Wanda Gattison - Tampa, FL - April 29, 2018 to May 3, 2018	Wanda Gattison	\$ 298.00
118	UC0	CS Week 311	02/07/18	ENGAGE311 Conference Registraton - Erick Hines - Tampa, FL - April 29, 2018 to May 3, 2018	Erick Hines	\$ 595.00
119	UC0	Motorola Trunked Users Group	02/08/18	MTUG Annual Membership Dues Level Two Group Membership	Selena MacArthur	\$ 500.00
120	UC0	Laser Art, Inc. (SBE) Certified Contractor LSDZ65995102019	02/13/18	LABEL,EXHIBIT,U-CREATE,WE	Dionne Hayes	\$ 10.01
121	UC0	Amazon	02/14/18	1 of: Lindy USB Port Blocker - Pack of 4, Blue (40452), 1 of: Lindy USB Port Blocker - Pack of 10 - Blue 40462 & Shipping & Handling	Selena MacArthur	\$ 62.51
122	UC0	Champion	02/15/18	Flame Acrylic Series Blue Tint Award, Custom Plate Engraved, Custom Porfolio W/ OUC Inscription & 8X10 Walnut Pin Plaque	Wanda Gattison	\$ 1,099.45
123	UC0	Amazon	02/16/18	4 of: UGREEN Ethernet Adapter USB 2.0 to 10/100 Network RJ45 Lan Wired Adapter for Nintendo Switch, Wii, Wii U, Macbook, Chromebook, Windows 10, 8.1, Mac OS, Surface Pro, Linux ASIX AX88772 Chipset (Black) & Shipping & Handling	Selena MacArthur	\$ 62.91
124	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	02/22/18	Varidesk Height-Adj. Standing Pro Plus Desk 3	Judy Duff	\$ 495.00
125	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	02/22/18	Office Supplies	Porschia Crawford	\$ 498.26

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126	UC0	FedEx	02/23/18	Shipping - OUC Radio Engineering Group used the OUC FEDEX Account to ship the (1) complete mobile radio installation kit to PIERCE MANUFACTURING INC., the tracking number used was #789301021280, Shipping - 1.) HR, Personnel Matter. 2.) FEDEX Invoice #6-065-60142, was used to ship docking station keyboard to the vendor for repairs. (Kevin Hartwig) & Shipping - 1.) HR, Personnel Matter. 2.) OUC MDC Group used the OUC FEDEX Account to ship the defective Docking Stations, back to HAVIS MANUFACTURING INC	Yvonne McManus & Stephen Matthews	\$ 271.50
127	UC0	Comcast	02/27/18	Account #8299 70 001 5057308 (February 2018 Billing)	Teddy Kavalari	\$ 45.05
128	UC0	Comcast	02/27/18	Account #8299 70 001 4998437 (February 2018 Billing)	Teddy Kavalari	\$ 35.51
129	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	02/27/18	WIPES,GYM,700/CNT	James Roberts	\$ 165.98
130	UC0	Sabour Construction Group, LLC. (SBE Certified Contractor) LSDZR17493052019	02/27/18	Troubleshoot Circuit 17 in Panel CL1-3 Station 160-73&74	Solomon Tadesse	\$ 1,824.00
131	UC0	Tessco	02/28/18	N F to N F Adapter, Mini-UHF Male/UHF Female, Atten. 2W, 12dB, 18GHz, 800-2500MHz 7 / 10dBi Patch, Mini-UHF Female / N Malem 700-2200 10dB DirectCoup, 4.3- 10 Female to N Male & Shipping	Stephen Matthews	\$ 3,701.50
132	UC0	Tessco	02/28/18	4.3- 10 Female to N Female & Shipping	Stephen Matthews	\$ 46.57
133	UC0	DIGIDOC, Inc. T/A Document Managers (SBE Certified Contractor) LSDR69359112018	03/05/18	Plantronics U10p-s Handset Audio Cable Adapter - For Phone (38099-01) WLM & shipping	Selena MacArthur	\$ 132.70
134	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	03/05/18	Office Supplies	Kip Ross	\$ 147.83
135	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	03/06/18	Office Supplies	Porschia Crawford	\$ 89.02
136	UC0	FedEx	03/06/18	Shipping - 1.) HR, Personnel Matter. 2.) Radio Engineering Group used the OUC FEDEX Account to ship radio installation equipment to SEAGRAVE Inc., on February 22, 2018. The FEDEX Tracking Number for this transaction is: 789673610378. 3.) OUC IT Group used the OUC FEDEX Account to return a loaner ROUTER back to the vendor OROLIA SPECTRACOM., on February 22, 2018. The FEDEX Tracking Number for this transaction is: 789843565710	Stephen Matthews, Gina Gay & Jessica Darby	\$ 56.43
137	UC0	Laser Art, Inc. (SBE Certified Contractor) LSDZ65995102019	03/07/18	PLANNER,WALL,REVRSABL,32X48	Beatriz Ortega	\$ 54.38
138	UC0	Laser Art, Inc. (SBE Certified Contractor) LSDZ65995102019	03/07/18	PLANNER,WALL,REVRSABL,32X48 - CREDIT	Beatriz Ortega	\$ (54.38)
139	UC0	Frontier	03/07/18	Wanda Gattison - Airfare to Denver, CO - April 15, 2018 to April 19, 2018 - Annual user summit brings clients together to share best practices and hands-on product training.	Wanda Gattison	\$ 228.60
140	UC0	Southwest Airlines	03/07/18	Arrelle Anderson - Airfare to Denver, CO - April 15, 2018 to April 18, 2018 - Annual user summit brings clients together to share best practices and hands-on product training.	Arrelle Anderson	\$ 334.97
141	UC0	Southwest Airlines	03/07/18	Arrelle Anderson - Airfare to Denver, CO - April 15, 2018 to April 18, 2018 - Annual user summit brings clients together to share best practices and hands-on product training. EarlyBird	Arrelle Anderson	\$ 15.00
142	UC0	Southwest Airlines	03/07/18	Arrelle Anderson - Airfare to Denver, CO - April 15, 2018 to April 18, 2018 - Annual user summit brings clients together to share best practices and hands-on product training. EarlyBird	Arrelle Anderson	\$ 15.00

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143	UC0 Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	03/08/18	TONER,801C,CX410/510,CN	Selena MacArthur	\$ 179.97
144	UC0 SENODA, INC. (SBE Certified Contractor) LS48404092019	03/08/18	Printing & Binding 220 CBD Booklets	Judy Duff	\$ 1,654.00
145	UC0 Laser Art, Inc. (SBE) Certified Contractor LSDZ65995102019	03/09/18	REST,WRIST FOAM,BK & REST,WRIST MOUSEPD,BK	Gina Gay	\$ 31.30
146	UC0 The Monster Mural LLC	03/13/18	TEN total sheets @ \$36/sheet (Uncustomized price for reprints) & Box & shipping	Wanda Gattison	\$ 375.00
147	UC0 Laser Art, Inc. (SBE) Certified Contractor LSDZ65995102019	03/07/18	PLANNER,WALL,REVSABL,32X48	Beatriz Ortega	\$ 69.94
148	UC0 Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	03/14/18	Recycled Paper	James Roberts	\$ 972.00
149	UC0 Laser Art, Inc. (SBE) Certified Contractor LSDZ65995102019	03/14/18	BUCKET,GYM WIPES,ANTBCTRL	James Roberts	\$ 1,659.80
150	UC0 Amazon	03/14/18	Headset QD(Quick Disconnect) Connector TO USB Adapter Cable with Volume Adjuster, Mute for Speaker and Microphone separately Compatible with Plantronics QD plug, Headset QD (Quick Disconnect) cable for Plantronics headsets with single 3.5mm plug for smartphones mobile phones ,laptop etc & Shipping & Handling	Selena MacArthur	\$ 45.12
151	UC0 Capital Services & Supplies (SBE) Certified Contractor LSZX17481122019	03/15/18	Toner Black 801k CX410/510	Selena MacArthur	\$ 158.85
152	UC0 Laser Art, Inc. (SBE) Certified Contractor LSDZ65995102019	03/15/18	BAGS,SHREDDER,420/480	Setrena Ford	\$ 45.99
153	UC0 PRECISION CAPITAL PARTNERS (SBE Certified Contractor) LSD14284042020	03/20/18	EA. Plush Leather Power Electric Recliner Living Room Chair (Black) & Removal and Disposal of Recliner	James Roberts	\$ 773.88
154	UC0 YourMembership.com, Inc	03/20/18	NENA Career Board, Job ID: 39960445, Job Name: IT Program Manager, Job Title: IT Program Manager	Jessica Darby	\$ 100.00
155	UC0 YourMembership.com, Inc	03/20/18	APCO International, Job ID: 40011907, Job Name: IT Program Manager, Job Title: IT Program Manager	Jessica Darby	\$ 255.00
156	UC0 Tesco	02/27/18	698-1000 MHz Circulator & Shipping	Stephen Matthews	\$ 1,236.66
157	UC0 Comcast	03/28/18	Account #8299 70 001 5057308 Billing) (March 2018	Teddy Kavaleri	\$ 45.05
158	UC0 Comcast	03/28/18	Account #8299 70 001 4998437 (March 2018 Billing)	Teddy Kavaleri	\$ 35.51
159	UC0 Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	03/28/18	Office Supplies	Selena MacArthur	\$ 512.79
160	UC0 Ad Box Agency Group (SBE Certified Contractor) LSDZ46764092018	03/30/18	With one color logo on full chest and one color imprint on the back of shirt, X-small - 2, Small - 32, Med -66, Large - 88, Xlarge - 101, size 2XLarge, size 3XLarge, 4XLarge - 5 XLarge - 1, Early Bird Discount & Shipping Charge	Wanda Gattison	\$ 2,903.20

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161	UC0	Oriental Trading	03/30/18	Sand Bucket Assortment (dozen), Goldtone Winner Medals (dozen) & Rainbow Relay Batons (dozen)	Wanda Gattison	\$ 43.96
162	UC0	Amazon	03/30/18	plastic tablecloths (pk of 6), burlap potato sacks race bags, Olympic games banner, Double Dutch ropes, 5 inch playground balls (pk of 4), Twine 200 ft & Great Northern Popcorn (case)	Wanda Gattison	\$ 138.48
163	UC0	Amazon	03/30/18	helium tank	Wanda Gattison	\$ 47.70
164	UC0	PRECISION CAPITAL PARTNERS (SBE Certified Contractor) LSD14284042020	03/30/18	EA. Plush Leather Power Electric Recliner Living Room Chair (Black)	James Roberts	\$ 699.88
165	UC0	NASNA	04/03/18	Meeting Fees:June Meeting Fee 2018 / Annual Meeting Fee-June 2018 - Karima Holmes	Karima Holmes	\$ 265.00
166	UC0	Trophy Awards Mfg., Inc.	04/04/18	Ripple Acrylic Award, Diamond Acrylic Award, Black & White Logo Recreation	Judy Duff	\$ 800.86
167	UC0	PAESSLER - PRTG	04/05/18	2018-2019 Maintenance Plan Renewal - 1 year for OUC PAESSLER PRTG Monitoring tool	Selena MacArthur	\$ 605.62
168	UC0	FedEx	04/09/18	HR, Personnel Matter. Was used to ship documents to OUC personnel, Was used to ship Mobile Radio & DVRS Installation Kits to The SEAGRAVE Company for NEW DCFEMS Fire Apparatus, Was used to ship Mobile Data Computer Installation Kits to The SEAGRAVE Company for NEW DCFEMS Fire Apparatus & Was used to ship additional Mobile Radio, Mobile Data Computer & DVRS Installation Kits to The SEAGRAVE Company for NEW DCFEMS FIRE Apparatus	Stephen Matthews & Gina Gay	\$ 475.58
169	UC0	JetBlue	04/11/18	Stephen Matthews - Airfare to Charleston, SC - April 29, 2018 to May 1, 2018 - MTUG Mid-Atlantic Region Meeting	Stephen Matthews	\$ 210.40
170	UC0	Southwest Airlines	04/11/18	Teddy Kavaleri - Airfare to San Diego, CA - June 4, 2018 to June 9, 2018 - PSCR Public Safety Broadband Stakeholder Meeting (Conference)	Teddy Kavaleri	\$ 450.28
171	UC0	Embassy Suites by Hilton San Diego Bay Downtown	04/11/18	Teddy Kavaleri - Hotel to San Diego, CA - June 4, 2018 to June 9, 2018 - PSCR Public Safety Broadband Stakeholder Meeting (Conference)	Teddy Kavaleri	\$ 1,919.23
172	UC0	Federal Business Council, Inc. - 2018 PSCR Stakeholder Meeting	04/11/18	Teddy Kavaleri - Registration to San Diego, CA - June 4, 2018 to June 9, 2018 - PSCR Public Safety Broadband Stakeholder Meeting (Conference)	Teddy Kavaleri	\$ 238.00
173	UC0	Champion Trophies	04/12/18	8 x10 Walnut Finish Plaque, OUC Logo & Engraving	Wanda Gattison	\$ 129.90
174	UC0	Champion Trophies	04/13/18	8 x10 Walnut Finish Plaque, OUC Logo & Engraving - CREDIT	Wanda Gattison	\$ (0.80)
175	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	04/13/18	EASEL,TRI-POD,SLV & MARKERBOARD,4X4	LaJuan Sullivan	\$ 1,485.95
176	UC0	Wireless Communications, Inc.	04/17/18	Programmed 3 New Desksets S/N 2021TA0023, 0024 & 0027 to link up with an APX Console-checked out another desk set-work ticket 16430 4.5 hours	Stephen Matthews	\$ 690.00
177	UC0	Grand Hyatt Denver	04/20/18	Wanda Gattison - Hotel in Denver, CO - April 15, 2018 to April 19, 2018 - Annual user summit brings clients together to share best practices and hands-on product training.	Wanda Gattison	\$ 1,106.56
178	UC0	Amazon	04/20/18	2 of: Zebra/Motorola Symbol DS4308-SR Next Generation Handheld Omnidirectional Barcode Scanner/Imager (1-D, 2-D and PDF417) with USB Cable, 1 of: IntelliScanner Asset Tags - Pre-Printed Barcode Labels (roll of 500) & Shipping	Brittany Galloway	\$ 343.77

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179	UC0 Robinsons, LLC (SBE Certified Contractor) LSDZR17493052019	04/20/18	UDC radio site fuel tank room exhaust fan replacement labor & Wall Axial Exhaust Fan	Selena MacArthur	\$ 1,735.75
180	UC0 Comcast	04/24/18	Account #8299 70 001 5057308 Billing) (April 2018)	Teddy Kavaleri	\$ 45.05
181	UC0 Comcast	04/24/18	Account #8299 70 001 4998437 (April 2018 Billing)	Teddy Kavaleri	\$ 35.51
182	UC0 APCO International	04/26/18	Registration for 2018 Broadband Summit	Judy Duff	\$ 1,400.00
183	UC0 Dorris Consulting International	04/27/18	Government Tickets for Yasmin Brown - Service to the Citizen Awards: Champions of Change Program - Event Date: Tuesday, May 1, 2018	Yasmin N. Brown	\$ 70.00
184	UC0 Dorris Consulting International	04/27/18	Government Tickets for Sheikia Forrester - Service to the Citizen Awards: Champions of Change Program - Event Date: Tuesday, May 1, 2018	Yasmin N. Brown	\$ 70.00
185	UC0 NENA	04/30/18	Teddy Kavaleri - Registration to Nashville, TN - June 15, 2018 to June 21, 2018 - NENA 2018 Conference and Expo	Teddy Kavaleri	\$ 599.00
186	UC0 Southwest Airlines	04/30/18	Teddy Kavaleri - Airfare to Nashville, TN - June 15, 2018 to June 21, 2018 - NENA 2018 Conference and Expo	Teddy Kavaleri	\$ 363.96
187	UC0 Francis Marion Hotel	05/01/18	Stephen Matthews - Hotel - Charleston, SC - April 29, 2018 to May 1, 2018 - MTUG Mid-Atlantic Region Meeting	Stephen Matthews	\$ 499.32
188	UC0 Southwest Airlines	05/03/18	Karima Holmes - Airfare to Nashville, TN - June 15, 2018 to June 19, 2018 - NENA 2018 Conference and Expo & NASNA 2018 Annual Meeting Agenda	Karima Holmes	\$ 383.96
189	UC0 NENA	05/03/18	Karima Holmes - Registration to Nashville, TN - June 15, 2018 to June 19, 2018 - NENA 2018 Conference	Karima Holmes	\$ 549.00
190	UC0 DOUBLETREE BY HILTON NASHVILLE DOWNTOWN	05/03/18	Teddy Kavaleri - Hotel to Nashville, TN - June 15, 2018 to June 21, 2018 - NENA 2018 Conference and Expo	Teddy Kavaleri	\$ 2,213.97
191	UC0 DOUBLETREE BY HILTON NASHVILLE DOWNTOWN	05/04/18	Teddy Kavaleri - Hotel to Nashville, TN - June 15, 2018 to June 21, 2018 - NENA 2018 Conference and Expo - CREDIT - The dates on the receipt did not match what we have in our records.	Teddy Kavaleri	\$ (2,213.97)
192	UC0 DOUBLETREE BY HILTON NASHVILLE DOWNTOWN	05/04/18	Teddy Kavaleri - Hotel to Nashville, TN - June 15, 2018 to June 21, 2018 - NENA 2018 Conference and Expo	Teddy Kavaleri	\$ 2,213.97
193	UC0 Global Industrial	05/08/18	Plastic Folding Bulk Shipping Container BC4845-25BLACK 48x45x25 1500 lb. Capacity & Freight	Selena MacArthur	\$ 1,231.86
194	UC0 Westin Tampa Waterside	05/09/18	Wanda Gattison - Hotel in Tampa, FL - April 29, 2018 to May 3, 2018 - Engage 311 Conference	Wanda Gattison	\$ 936.32
195	UC0 Westin Tampa Waterside	05/09/18	Erick Hines - Hotel in Tampa, FL - April 29, 2018 to May 3, 2018 - Engage 311 Conference	Erick Hines	\$ 936.32
196	UC0 Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	05/11/18	Formatted Pocket Seal Embosser, 2" dia.	Dionne Hayes	\$ 44.90

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Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid	
197	UC0	FedEx	05/14/18	Shipping - FEDEX INVOICE #1-675-09434 - This invoice was used to ship a DEMO ROUTER back to the SIERRA WIRELESS MANUFACTURER. FEDEX INVOICE #6-138-41246 - This invoice was used to ship ELECTRONIC Radio Equipment to PRECISION INSTALLATION (PIERCE), for New DCFEMS FIRE APPARATUS. FEDEX INVOICE #6-146-03464 - 1 VHR Personnel Matter. 2) This invoice was used to ship Electronic Radio Equipment to SEAGRAVE for New	Stephen Matthews & Setrena Ford	\$ 334.31
198	UC0	DISTRICT OF COLUMBIA LABOR LAW POSTER SERVICE	05/14/18	2018 Complete Set(s) of Fed and State Posters-DC	YVONNE MCMAMUS	\$ 89.50
199	UC0	MTB Enterprises DBA TomahWares (SBE Certified Contractor) LSDZR73488112018	05/15/18	Mini Strategic Report Printing (50) 8.5 in. x 11 in. 16 pages; full-color; bleed; saddle stitch; 100 lb. paper gloss; 16pt Cardstock Gloss (cover). Turnaround: 2 business days; Delivery: 1 Day-Transit	Arrelle Anderson	\$ 1,192.21
200	UC0	PRECISION CAPITAL PARTNERS (SBE Certified Contractor) LSD14284042020	05/15/18	EA. U Shape Office Desk 90" x 90", Mahogany & EA. 18W 5 Shelf Bookcase, Mahogany	James Roberts	\$ 2,879.88
201	UC0	Comcast	05/16/18	Account #8299 70 001 5057308 (May 2018 Billing)	Teddy Kavaleri	\$ 45.05
202	UC0	Comcast	05/16/18	Account #8299 70 001 4998437 (May 2018 Billing)	Teddy Kavaleri	\$ 35.51
203	UC0	Thomson Reuters	05/23/18	West's District of Columbia Code Annotated Full Set	Dionne Hayes	\$ 592.41
204	UC0	Poll Everywhere	05/23/18	Convention Plan	Wanda Gattison	\$ 199.00
205	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	05/25/18	DelightBox SLV12 Balloon Weight, Silver, Linen Tablecloth 60 x 102-Inch Rectangula, WORTHINGTON CYLINDER CORP 347138 14.9 cu, Rhode Island Novelty 144 Piece Beaded Ne, Weoxpr 144pes Two Kinds of Noisemakers B, Settings Cutlery Forks 1000 Count Dispos & Big Party Pack Beverage Napkins 5-Inch,	Wanda Gattison	\$ 220.10
206	UC0	D.C. Bar	05/30/18	Active Membership DC Bar Dues (Law License)	Dionne Hayes	\$ 317.00
207	UC0	VMInnovations	06/05/18	Little Giant Ladder Systems 22-Foot Multi-Position Aluminum LT Ladder	Teddy Kavaleri	\$ 213.99
208	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	06/05/18	Filter, MED True HEPA, WH, Filter, MED, Carbon, 4/pk, BK & Shipping	James Roberts	\$ 464.00
209	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	06/07/18	COPY PAPER,LTR,20LB,96B 5000/CS	James Roberts	\$ 997.65
210	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	06/08/18	BATTERY,COPPRTP,AA,BULK, BATTERY,COPPRTP,AAA,BULK, 16GB DTPV30, 256BIT AES ENCRYPTED USB 3.0, 16GB USB 3.0 DATATRAVELER 1 G4 & Seagate STEA1000400 1 TB External Hard Drive	Selena MacArthur	\$ 790.78
211	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	06/08/18	Office Supplies	Judy Duff	\$ 1,886.08
212	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	06/09/18	Office Supplies	Judy Duff	\$ 1,617.31
213	UC0	PRECISION CAPITAL PARTNERS (SBE Certified Contractor) LSD14284042020	06/11/18	EA. LEATHER RECLINER LIVING ROOM CHAIR W/ HAND LEVER RECLINE	James Roberts	\$ 635.94
214	UC0	APCO/YourMembership	06/12/18	Job Posting	Jessica Darby	\$ 255.00

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Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid	
215	UC0	FedEx	06/12/18	Shipping - OUC Radio Engineering Group used the FEDEX Account, to ship Electronic Radio Installation Kits to Precision Inc, for installation on board (9) New DCFEMS Apparatus. Listed below is the invoice used #6-190-26709 & Shipping - OUC Radio Engineering Group used the FEDEX Account, to ship Electronic Radio Installation Kits to Precision Inc, for installation on board (9) New DCFEMS Apparatus. Listed below is the invoice used #6-196-45270	Stephen Matthews	\$ 169.31
216	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	06/12/18	Office Supplies	Jessica Darby	\$ 167.89
217	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	06/19/18	REFRIGERATOR,3.3CUFT,BK	LaJuan Sullivan	\$ 189.99
218	UC0	SENODA, INC. (SBE Certified Contractor) LS48404092019	06/20/18	PRINTING - BUSINESS CARDS - QTY. 500 - GATTISON & Shipping	Wanda Gattison	\$ 112.00
219	UC0	Embassy Suites by Hilton Nashville	06/20/18	Karima Holmes - Hotel to Nashville, TN - June 15, 2018 to June 19, 2018 - NENA 2018 Conference and Expo & NASNA 2018 Annual Meeting Agenda	Karima Holmes	\$ 816.76
220	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	06/21/18	C2G 6ft Select High Speed HDMI Cable with Eth. C2G 15ft High Speed HDMI Cable with Ethernet, POINTER, PRSNTER R400,RLSR & C2G Select 25ft High Speed HDMI Cable with Et	Selena MacArthur	\$ 323.62
221	UC0	Comcast	06/22/18	Account #8299 70 001 5057308 (June 2018 Billing)	Teddy Kavaleri	\$ 45.05
222	UC0	Comcast	06/22/18	Account #8299 70 001 4998437 (June 2018 Billing)	Teddy Kavaleri	\$ 35.51
223	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	06/26/18	FAN,PEDESTAL,16",BK	Selena MacArthur	\$ 37.12
224	UC0	DOUBLETREE BY HILTON NASHVILLE DOWNTOWN	06/27/18	Teddy Kavaleri - Hotel to Nashville, TN - June 15, 2018 to June 21, 2018 - NENA 2018 Conference and Expo	Teddy Kavaleri	\$ 0.06
225	UC0	FedEx	06/27/18	Shipping - HR, Personnel Matter, OUC Radio Engineering Group used the FEDEX Account to ship mobile radio and mobile data computers to PRECISION Installation for the installation of electronic radio equipment on New DCFEMS Fire Trucks & OUC RADIO ENGINEERING GROUP used the FEDEX Account to ship mobile radio installation kits to SEAGRAVE Inc, to be installed on board New DCFEMS Fire Trucks.	Stephen Matthews, Gina Gay & Setrena Ford	\$ 663.41
226	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	06/29/18	Office Supplies	Maria Miranda	\$ 230.81
227	UC0	Ad Box Promo Agency (SBE Certified Contractor) LSDZ46764092018	07/03/18	Table Cover 6' Table Throw (Full-Color Imprint, One Location) - Poplin Woven Throw Style Table Cover RED with Full Color OAG imprint on full front & Shipping	Wanda Gattison	\$ 403.00
228	UC0	APCO	07/03/18	Mark Hunter - Registration to Las Vegas, NV - August 4, 2018 to August 9, 2018 - APCO Conference	Mark Hunter	\$ 420.00
229	UC0	Southwest Airlines	07/03/18	Mark Hunter - Airfare to Las Vegas, NV - August 4, 2018 to August 9, 2018 - APCO Conference	Mark Hunter	\$ 377.60
230	UC0	eBay	07/06/18	Unlocked-Sierra-AirPrime-MC7700-100Mbps-HSPA-4G-LTE-700MHz-WWAN-module-Card-GPS	Selena MacArthur	\$ 23.00
231	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	07/11/18	Label Cartridge for BMP21 Series, ID PAL, Lab	Selena MacArthur	\$ 196.00
232	UC0	THE VENETIAN & PALAZZO RESORTS	07/12/18	Mark Hunter - Hotel to Las Vegas, NV - August 4, 2018 to August 9, 2018 - APCO Conference. A one night's deposit is due at the time of booking.	Mark Hunter	\$ 244.90

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Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid	
233	UC0	APCO	07/12/18	Registration - APCO/Mena Joint Summer Meeting/Training	Judy Duff	\$ 720.00
234	UC0	APCO	07/13/18	Coordination of RINS channels for DC-OUC	Guy Jouannelle	\$ 360.00
235	UC0	IKEA	07/13/18	Supplies / General	Kip Ross	\$ 168.96
236	UC0	Sheraton Philadelphia Downtown	07/17/18	Teddy Kavaleri - Hotel to Philadelphia, PA - July 26, 2018 to July 27, 2018 - Training or Conference	Teddy Kavaleri	\$ 187.47
237	UC0	Sheraton Philadelphia Downtown	07/17/18	Karima Holmes - Hotel to Philadelphia, PA - July 25, 2018 to July 27, 2018 - Training or Conference	Karima Holmes	\$ 323.50
238	UC0	American Airlines	07/18/18	Karima Holmes - Airfare to Las Vegas, NV - August 5, 2018 to August 9, 2018 - APCO Conference	Karima Holmes	\$ 500.40
239	UC0	American Airlines	07/18/18	Karima Holmes - Airfare to Las Vegas, NV - August 5, 2018 to August 9, 2018 - APCO Conference	Karima Holmes	\$ 84.04
240	UC0	THE VENETIAN & PALAZZO RESORTS	07/18/18	Karima Holmes - Hotel to Las Vegas, NV - August 5, 2018 to August 9, 2018 - APCO Conference - Deposit	Karima Holmes	\$ 1,007.95
241	UC0	THE VENETIAN & PALAZZO RESORTS	07/18/18	Karima Holmes - Hotel to Las Vegas, NV - August 5, 2018 to August 9, 2018 - APCO Conference - Deposit	Karima Holmes	\$ 327.67
242	UC0	Comcast	07/20/18	Account #8299 70 001 5057308 Billing) (July 2018	Teddy Kavaleri	\$ 45.05
243	UC0	Comcast	07/20/18	Account #8299 70 001 4998437 (July 2018 Billing)	Teddy Kavaleri	\$ 35.51
244	UC0	eBay	07/20/18	ehwic-4g-lte-a Cisco 4G LTE Wireless WAN Card for THOR Router	Selena MacArthur	\$ 178.95
245	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	07/20/18	Bag, Shredder 5000SRS, 25 BX	James Roberts	\$ 74.85
246	UC0	SENODA, INC. (SBE Certified Contractor) LS48404092019	07/23/18	PRINTING - BUSINESS CARDS - Robin Scott	Judy Duff	\$ 112.00
247	UC0	Mophie	07/23/18	Mophie Juice Pack Air - Made for iPhone 8 & iPhone 7, 15w usb wall charger - black & pro switch-tip cable usb-a to lightning & micro-usb - 1.2m	Brittany Galloway-Mynatt	\$ 239.80
248	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	08/03/18	BOARD,MARK-WPE,72X48,AL	Selena MacArthur	\$ 468.84
249	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	08/03/18	SCISSORS,ECON,8,STR,SS, DISPENSER,TAPE,1"CORE,BK, PEN,BPT,RNDSTC,GRP,MED,RD, PEN,BPT,RNDSTC,GRP,MED,BK, PEN,BPT,RNDSTC,GRP,MED,BE & STAPLER,DSK,FULL STRIP,BK	Selena MacArthur	\$ 58.09
250	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	08/03/18	BOOK,JOURNAL,47#,BK	Lisa Gregg	\$ 22.77

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251	UC0 Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	08/03/18	KEYBOARD,WRLS DT,MK550,BK	Selena MacArthur	\$ 445.00
252	UC0 Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	08/03/18	2TB WD Elements™ USB 3.0 high-capacity port & 16GB DTPV30, 256BIT AES ENCRYPTED USB 3.0	Selena MacArthur	\$ 524.00
253	UC0 Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	08/03/18	MOUSE,WIRELS, M185,BK	Selena MacArthur	\$ 98.00
254	UC0 Loggly	08/06/18	Annual Enterprise service contract for 1GB/90 Day Retention @ \$416/mo. - \$4992 annual.	Selena MacArthur	\$ 4,992.00
255	UC0 Viavi	08/07/18	AC25044 Antenna (BNC) (800 MHz)	Selena MacArthur	\$ 157.96
256	UC0 www.batteryupgrade.com	08/07/18	External battery pack (18000 mAh) for Panasonic Toughbook CF-31	Selena MacArthur	\$ 187.02
257	UC0 Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	08/07/18	iPhone Charger, Pantom Wall Chargers and Cert SPECIAL ORDER. NO RETURNS/EXCHANGES & iPhone 6 Case,CHTech Double Durable Shockproo SPECIAL ORDER. NO RETURNS/EXCHANGES.	Selena MacArthur	\$ 161.84
258	UC0 Best Buy	08/07/18	Sony Handycam AX53 4K Flash Memory Camcorder, RODE - VideoMic GO On-Camera Shotgun Microphone & Lowepro - Fastpack BP 250 AW II Camera Backpack & Manfrotto - 67" Tripod	Marlene Hollins	\$ 1,413.84
259	UC0 Best Buy	08/07/18	TAX - CREDIT	Marlene Hollins	\$ (76.87)
260	UC0 www.batteryupgrade.com	08/08/18	External battery pack (18000 mAh) for Panasonic Toughbook CF-31- CREDIT	Selena MacArthur	\$ (187.02)
261	UC0 Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	08/10/18	Cable Clamp - 100 pack (1/4 inch, Black) & Reliable Hardware Company RH-5112BO-A 1/ & Shipping	Selena MacArthur	\$ 42.85
262	UC0 PHILADELPHIA 201 HOTEL	08/10/18	Karima Holmes - Hotel to Philadelphia, PA - July 25, 2018 to July 27, 2018 - Training or Conference - CREDIT	Karima Holmes	\$ (323.50)
263	UC0 United / Alaska Airlines / Expedia	08/15/18	Judy Duff - Airfare to Seattle, WA - August 19, 2018 to August 25, 2018 - Training; Criteria Based Dispatch Train the Trainer	Judy Duff	\$ 746.99
264	UC0 United / Alaska Airlines / Expedia	08/15/18	Marlene Hollins - Airfare to Seattle, WA - August 19, 2018 to August 25, 2018 - Training; Criteria Based Dispatch Train the Trainer	Judy Duff	\$ 746.99
265	UC0 United / Alaska Airlines / Expedia	08/15/18	Robin Scott - Airfare to Seattle, WA - August 19, 2018 to August 25, 2018 - Training; Criteria Based Dispatch Train the Trainer	Judy Duff	\$ 746.99
266	UC0 United / Alaska Airlines / Expedia	08/15/18	Beatriz Ortega - Airfare to Seattle, WA - August 19, 2018 to August 25, 2018 - Training; Criteria Based Dispatch Train the Trainer	Judy Duff	\$ 746.99
267	UC0 United / Alaska Airlines / Expedia	08/15/18	Judy Duff, Marlene Hollins, Robin Scott & Beatriz Ortega - Airfare to Seattle, WA - August 19, 2018 to August 25, 2018 - Training; Criteria Based Dispatch Train the Trainer - Expedia Booking Fee	Judy Duff	\$ 15.00
268	UC0 FedEx	08/16/18	Shipping - HR, Personnel Matter.	Setrena Ford	\$ 32.18

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Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid	
269	UC0	Ramada by Wyndham Kent Seattle Area	08/21/18	Judy Duff - Hotel - Seattle, WA - August 19, 2018 to August 25, 2018 - Training; Criteria Based Dispatch Train the Trainer	Judy Duff	\$ 843.66
270	UC0	Ramada by Wyndham Kent Seattle Area	08/21/18	Marlene Hollins - Hotel - Seattle, WA - August 19, 2018 to August 25, 2018 - Training; Criteria Based Dispatch Train the Trainer	Judy Duff	\$ 843.66
271	UC0	Ramada by Wyndham Kent Seattle Area	08/21/18	Robin Scott - Hotel - Seattle, WA - August 19, 2018 to August 25, 2018 - Training; Criteria Based Dispatch Train the Trainer	Judy Duff	\$ 843.66
272	UC0	Ramada by Wyndham Kent Seattle Area	08/21/18	Beatriz Ortega - Hotel - Seattle, WA - August 19, 2018 to August 25, 2018 - Training; Criteria Based Dispatch Train the Trainer	Judy Duff	\$ 843.66
273	UC0	Comcast	08/22/18	Account #8299 70 001 5057308 (August 2018 Billing)	Teddy Kavaleri	\$ 45.05
274	UC0	Comcast	08/22/18	Account #8299 70 001 4998437 (August 2018 Billing)	Teddy Kavaleri	\$ 35.51
275	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	08/24/18	WATER,ALPINE,SPRG,35BTL & REST,WRIST,EXT.PLATFRM,BK	Porschia Crawford	\$ 36.32
276	UC0	LaborLawCenter	08/24/18	District of Columbia & Federal Labor Law Poster & Replacement Poster Plan	Yvonne McManus	\$ 125.98
277	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	08/29/18	Sealed Battery Replacement for 12V 7.5AH 8ah	Teddy Kavaleri	\$ 98.00
278	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	08/24/18	WIPES,GYM,700/CNT	James Roberts	\$ 497.94
279	UC0	Southwest Airlines	08/31/18	Teddy Kavaleri - Airfare to San Francisco, CA - Sept. 22, 2018 to Sept. 30, 2018 - Dreamforce 2018	Teddy Kavaleri	\$ 454.60
280	UC0	Southwest Airlines	08/31/18	Karima Holmes - Airfare to San Francisco, CA - Sept. 24, 2018 to Sept. 28, 2018 - Dreamforce 2018	Karima Holmes	\$ 632.60
281	UC0	Southwest Airlines	08/31/18	Wanda Gattison - Airfare to San Francisco, CA - Sept. 24, 2018 to Sept. 28, 2018 - Dreamforce 2018	Wanda Gattison	\$ 632.60
282	UC0	Southwest Airlines	08/31/18	Kelly Brown - Airfare to San Francisco, CA - Sept. 24, 2018 to Sept. 28, 2018 - Dreamforce 2018	Kelly Brown	\$ 632.60
283	UC0	Networking for Future Inc. (NFF) (SBE Certified Contractor) LSZX20681122019	08/29/18	2 ADDITIONAL ADOBE ACROBAT PRO LICENSES	Selena MacArthur	\$ 187.40
284	UC0	CAM Physical Therapy and Wellness Services LLC.	09/04/18	Ergonomic Assessment Time- 30 minutes, Travel Time - 1 Hour, Ergonomic Assessment Time- 45 minutes, Travel Time - 1 hour & Report Time - 2 Hours	Yvonne McManus	\$ 1,312.50
285	UC0	Dreamforce 2018	09/04/18	Kelly Brown - Registration - San Francisco, CA - Sept. 24, 2018 to Sept. 28, 2018 - Dreamforce 2018	Kelly Brown	\$ 1,864.00
286	UC0	American Business Supplies (SBE Certified Contractor) LSZ30551122018	09/04/18	Alera Reception Lounge Series Guest Chair, Mahogany/Tan Fabric	James Roberts	\$ 1,525.00

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Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid	
287	UC0	FedEx	09/05/18	Shipping - 1.) HR, Personnel Matter, FED EX INVOICE #6-218-26361 was used by Gina Gay to ship OUC official documents to Tata Williams (employee). Shipping - 1.) FED EX INVOICE #6-232-50979 was used by the OUC radio Engineering group to ship electronic radio equipment to Precision Installation for New DCFEMS Installs. Shipping - 1.) FED EX INVOICE #6-261-11561 was used by the OUC Radio Engineering Group to purchase packing tape to seal boxes being shipped. Shipping - 1.) FED EX INVOICE #6-246-52898 was used by the OUC Radio Engineering Group to ship electronic test equipment back to the vendor for warranty work & Shipping - 1.) FED EX INVOICE #6-267-65702, WHICH WAS USED TO SEND (1) COMPLETE MOBILE RADIO INSTALLATION KIT TO LDV, WHICH IS BUILDING OUT (1) NEW COMMAND VEHICLE (HSEMA).	Stephen Matthews & Gina Gay	\$ 342.94
288	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	09/05/18	TONER & CABINET,30 KEY SLOTS,SV	Selena MacArthur	\$ 530.92
289	UC0	Events DC	09/05/18	Events DC License Fee	Wanda Gattison	\$ 900.00
290	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	09/06/18	REST,WRIST,EXT.PLATFRM,BK	Porschia Crawford	\$ 38.52
291	UC0	Oriental Trading	09/07/18	Flower Mega Lei Assortment	Wanda Gattison	\$ 99.98
292	UC0	CSWEEK.COM	09/07/18	Banner, Latex Balloons, Gift Bags & Shipping & Handling	Wanda Gattison	\$ 81.45
293	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	09/10/18	DESK PAD,22X17,WH/BR, PLANNER,MONTHLY,GY & NOTEBOOK,MODERN JEN DOTS	Jessica Darby	\$ 62.47
294	UC0	Claremont Club & Spa, A Fairmont Hotel	09/11/18	Karima Holmes - Hotel - San Francisco, CA - Sept. 24, 2018 to Sept. 28, 2018 - Dreamforce 2018	Karima Holmes	\$ 2,691.64
295	UC0	Claremont Club & Spa, A Fairmont Hotel	09/11/18	Teddy Kavaleri - Hotel - San Francisco, CA - Sept. 24, 2018 to Sept. 28, 2018 - Dreamforce 2018	Teddy Kavaleri	\$ 2,691.64
296	UC0	Claremont Club & Spa, A Fairmont Hotel	09/11/18	Wanda Gattison - Hotel - San Francisco, CA - Sept. 24, 2018 to Sept. 28, 2018 - Dreamforce 2018	Wanda Gattison	\$ 2,691.64
297	UC0	SENODA, INC. (SBE Certified Contractor) LS48404092019	09/17/18	PRINTING - BUSINESS CARDS - QTY. 500 - SHIPPING - STUTSON	Wanda Gattison	\$ 112.00
298	UC0	Comcast	09/17/18	Account #8299 70 001 5057308 Billing) (September 2018	Teddy Kavaleri	\$ 45.05
299	UC0	Comcast	09/17/18	Account #8299 70 001 4998437 Billing) (September 2018	Teddy Kavaleri	\$ 35.51
300	UC0	National Business Furniture, LLC	09/17/18	High Back Mesh Chair Black Mesh/Chrome Frame	Porschia Crawford	\$ 699.00
301	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	09/18/18	PAD,MOUSE,GEL WCLOTH,BK & Shipping	Porschia Crawford	\$ 18.44
302	UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	09/18/18	Copy Paper	James Roberts	\$ 295.60
303	UC0	FedEx	09/21/018	Shipping - 1.) HR, Personnel Matter. 2.) OUC Radio Services Group used the FEDEX Account to ship test equipment back to vendor for warranty work. FEDEX Invoice #6-290-31769, was used during this shipment.	Stephen Matthews & Porschia Crawford	\$ 101.78

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304 UC0	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	09/25/18	Great Northern Popcorn 1 Case (40) of 8 Ounce & 1 oz. Popcorn Bag, Burst Design, 1000 per Cas	Arrelle Anderson	\$ 353.84

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Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
1 UCO	Peak Performance Solutions	10/01/18	CJISOnline.com:CJISOnline CJIS Online Security Training and Testing Service Coverage Dates: September 2018- August 2019 Includes the following: * Hosting Service * Telephone and Email Support * Online Training and Question Updates for all Security Policy Changes * Unlimited Vendor Training Access * Level 1 Security Training Course(English and Spanish Ver.) * Level 2 Security Training Course * Level 3 Security Training Course * Level 4 Security Training Course	Lisa Gregg	\$ 814.66
2 UCO	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/02/18	Copy Paper	James Roberts	\$ 624.00
3 UCO	AINS	10/03/18	FOIExpress Basic Training & FOIExpress Advanced Document Review	Ingrid Bucksell	\$ 950.00
4 UCO	INTERNATIONAL PUBLIC SAFETY ASSOCIATION	10/11/18	Registration Fee for International Public Safety Association's Fall Conference - Karima Holmes	Karima Holmes	\$ 200.00
5 UCO	American Airlines	10/11/18	Lisa Gregg - Airfare to Pittsburgh, PA - October 30, 2018 to November 1, 2018 - APCO Emerging Technology Forum	Lisa Gregg	\$ 407.40
6 UCO	American Airlines	10/11/18	Zahid Chohan - Airfare to Pittsburgh, PA - October 30, 2018 to November 1, 2018 - APCO Emerging Technology Forum	Zahid Chohan	\$ 407.40
7 UCO	American Airlines	10/11/18	Selena MacArthur - Airfare to Westminster, CO - November 4, 2018 to November 7, 2018 - Hexagon Public Safety Users Conference	Selena MacArthur	\$ 429.60
8 UCO	American Airlines	10/11/18	LaJuan Sullivan - Airfare to Westminster, CO - November 4, 2018 to November 7, 2018 - Hexagon Public Safety Users Conference	LaJuan Sullivan	\$ 429.60
9 UCO	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/12/18	Office Supplies	James Roberts	\$ 43.74
10 UCO	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/12/18	Office Supplies	Porschia Crawford	\$ 275.10
11 UCO	Ad Box Promo Agency (SBE Certified Contractor) LSDZ61014082021	10/12/18	Retractable Pens, Keep A Smile In Your Voice, Mop Topper™ Jr. Stylus Pen With Pillow Box	Arrelle Anderson	\$ 1,308.75
12 UCO	INTERNATIONAL PUBLIC SAFETY ASSOCIATION	10/12/18	Registration Fee for International Public Safety Association's Fall Conference - LaJuan Sullivan	LaJuan Sullivan	\$ 200.00
13 UCO	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/12/18	VERTICAL BLACK MESH CHAIR, BLACK HEADREST FOR 9966 CHAIRS & Office Furniture Installation	Porschia Crawford	\$ 602.00
14 UCO	National Employment Law Institute	10/16/18	Registration - Dionne Hayes - Employment Law Conference	Dionne Hayes	\$ 945.00

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P/Card Transaction FY 2019

Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
15 UCO	APCO	10/16/18	Registrations - 19 Employees to Ocean City, MD - October 17, 2018 to October 19, 2018 - APCO Conference	Judy Duff	\$ 475.00
16 UCO	Grand Hotel Ocean City	10/17/18	Hotel - 20 Employees to Ocean City, MD - October 17, 2018 to October 19, 2018 - APCO Conference	Judy Duff	\$ 2,325.25
17 UCO	Comcast	10/23/18	Account #8299 70 001 5057308 Billing) (October 2018	Selena MacArthur	\$ 45.05
18 UCO	Comcast	10/23/18	Account #8299 70 001 4998437 Billing) (October 2018	Selena MacArthur	\$ 35.51

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Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
19 UCO	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/23/18	ES700 Digital Automatic Time Recorder	LaJuan Sullivan	\$ 309.99
20 UCO	SENODA, INC. (SBE Certified Contractor) LS48404092019	10/26/18	PRINTING - BUSINESS CARDS, QTY. 500 EACH - HUNTER & JACKSON & SHIPPING	Wanda Gattison	\$ 216.00
21 UCO	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/26/18	Office Supplies	Selena MacArthur	\$ 1,980.67
22 UCO	Hexagon Public Safety	10/26/18	Selena MacArthur - Registration - Westminster, CO - November 4, 2018 to November 7, 2018 - Hexagon Public Safety Users Conference	Selena MacArthur	\$ 160.33
23 UCO	Hexagon Public Safety	10/26/18	LaJuan Sullivan - Registration - Westminster, CO - November 4, 2018 to November 7, 2018 - Hexagon Public Safety Users Conference	LaJuan Sullivan	\$ 160.33
24 UCO	SUPRETECH, INC. (SBE Certified Contractor) LSDZR96362032019	10/26/18	Crimp Supply 2 Amp Gray ATC/ATO Fuses - (pack of 25) 2 amps Fuse type: ATO , ATC , AF , 257 , APR Gray 32 VDC rating	Zahid Chohan	\$ 44.87
25 UCO	PCN Strategies, Inc. (SBE Certified Contractor) LSZR12380022021	10/29/18	HP VESA Mount Solution, Mounting kit (wall arm) - promo - for Workstation Z2 Mini G3 Entry, Z2 Mini G3 Performance & Overnight Shipping	Stephen Asare	\$ 857.72
26 UCO	Grand Hotel Ocean City	10/31/18	Hotel - TAX - 20 Employees to Ocean City, MD - October 17, 2018 to October 19, 2018 - APCO Conference	Judy Duff	\$ 133.50
27 UCO	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/31/18	Office Supplies	Porschia Crawford	\$ 229.90
28 UCO	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/31/18	INKCART,950XL,BK & INKCART,951 TRI COMBO	Selena MacArthur	\$ 209.92
29 UCO	Wireless Communications, Inc.	10/31/18	SMA Antenna Connector	Stephen Matthews	\$ 26.40
30 UCO	FedEx	11/02/18	Shipping - HR, Personnel Matter.	Setrena Ford	\$ 35.18
31 UCO	Personnel Concepts	11/02/18	Shipping	Porschia Crawford	\$ 5.95
32 UCO	DENVER MARRIOTT WESTMINSTER	11/08/18	LaJuan Sullivan - Hotel - Westminster, CO - November 4, 2018 to November 7, 2018 - Hexagon Public Safety Users Conference	LaJuan Sullivan	\$ 507.36
33 UCO	DENVER MARRIOTT WESTMINSTER	11/08/18	LaJuan Sullivan - Hotel - Westminster, CO - November 4, 2018 to November 7, 2018 - Hexagon Public Safety Users Conference CREDIT	LaJuan Sullivan	\$ (51.42)
34 UCO	DENVER MARRIOTT WESTMINSTER	11/08/18	Selena MacArthur - Hotel - Westminster, CO - November 4, 2018 to November 7, 2018 - Hexagon Public Safety Users Conference	Selena MacArthur	\$ 455.94
35 UCO	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	11/09/18	SONIC-Plastic Seat and Back, Armless, 4 Leg Base (Std CH Legs), Stacks 5 High on Floor, Stacks 10 High on Dolly, 2 Day	James Roberts	\$ 2,799.00
36 UCO	PRECISION CAPITAL PARTNERS LLC (SBE Certified Contractor) LSD14284042020	11/14/18	EA. Series Executive High-Back Chair, Black Vinyl & Assembly	James Roberts	\$ 2,729.97

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Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid		
37	UCO	Comcast	11/27/18	Account #8299 70 001 5057308 Billing)	(November 2018)	Selena MacArthur	\$ 45.05
38	UCO	Comcast	11/27/18	Account #8299 70 001 4998437 Billing)	(November 2018)	Selena MacArthur	\$ 35.51
39	UCO	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	11/27/18	Office Supplies		Jessica Darby	\$ 237.46
40	UCO	ClassMarker Pty Ltd	11/27/18	Yearly Subscription to ClassMarker Testing		Mark Hunter	\$ 792.00
41	UCO	PCN Strategies, Inc. (SBE Certified Contractor) LSZR12380022021	11/27/18	HP Wall Mount for Workstation & Shipping		Stephen Asare	\$ 918.18
42	UCO	NENA	11/28/18	2019 Membership Dues		Kelly Brown	\$ 1,550.00
43	UCO	Haines & Company, Inc.	11/28/18	12 Month Lease Service from 12/01/2018 Directory - Annual Rate		LaJuan Sullivan	\$ 2,232.50
44	UCO	FedEx	11/28/18	Shipping - 1.) HR, Personnel Matter.		Gina Gay	\$ 9.43
45	UCO	FedEx	11/28/18	Shipping - OUC Radio Services Group used the FEDEX Account to ship (3) New APX mobile radio kits to Seagraves Inc., for the installation on board (3) New Fire Trucks.		Stephen Matthews	\$ 112.62
46	UCO	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	12/04/18	Office Supplies		Mark Hunter	\$ 149.69
47	UCO	SENODA, INC. (SBE Certified Contractor) LS48404092019	12/05/18	PRINTING - NOTECARDS & ENVELOPES		Wanda Gattison	\$ 402.00
48	UCO	PCN Strategies, Inc. (SBE Certified Contractor) LSZR12380022021	12/05/18	HP Wall Mount for Workstation & Shipping - CREDIT		Stephen Asare	\$ (857.72)
49	UCO	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	12/05/18	Wipes		James Roberts	\$ 483.12
50	UCO	Chief Operating Officer Business Forum, Inc.	12/05/18	Annual Dues - COO Forum Annual Membership Dues		Arrelle Anderson	\$ 1,000.00
51	UCO	NASNA	12/11/18	NASNA MEMBER DUES 2018-2019 (July 1, 2018- June 30, 2019)		Karima Holmes	\$ 500.00
52	UCO	Walmart	12/11/18	Holiday Supplies		Danielle Drumgoole	\$ 158.81
53	UCO	Comcast	12/12/18	Account #8299 70 001 5057308 Billing)	(December 2018)	Selena MacArthur	\$ 45.05
54	UCO	DIGIDOC, Inc. T/A Document Managers (SBE Certified Contractor) LSDR69359112018	12/13/18	Logitech - H390 USB Headset with Noise-Canceling Microphone - Black, 30 @ \$29.99 & Shipping and Delivery		Selena MacArthur	\$ 946.86

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Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid	
55	UCO	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	12/13/18	Mouse	Selena MacArthur	\$ 441.15
56	UCO	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	12/13/18	InkCart HP	Selena MacArthur	\$ 93.14
57	UCO	APCO International	12/13/18	2019 APCO Membership Dues	Danielle Drumgoole	\$ 2,304.00
58	UCO	SENODA, INC. (SBE Certified Contractor) LS48404092019	01/03/19	PRINTING - BUSINESS CARDS - QTY. 500 - DRUMGOOLE & SHIPPING	Danielle Drumgoole	\$ 112.00
59	UCO	Comcast	01/03/19	Account #8299 70 001 4998437 Billing) (December 2018	Selena MacArthur	\$ 35.51
60	UCO	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	01/03/19	Office Supplies	Yolanda Taylor-Wcems & Maria Miranda	\$ 111.44
61	UCO	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	01/04/19	Copy Paper	James Roberts	\$ 780.00
62	UCO	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	01/04/19	Case	Selena MacArthur	\$ 97.16
63	UCO	Global Industrial	01/09/19	Plastic Folding Bulk Shipping Container BC4845-25BLACK 48x45x25 1500 lb Capacity & Shipping	RaCharne Wims	\$ 3,334.33
64	UCO	MOTOROLA TRUNKED USERS GROUP	01/09/19	GROUP MEMBERSHIP - LEVEL TWO	Stephen Matthews	\$ 470.00
65	UCO	Laser Art, Inc. (SBE Certified Contractor) LSDZ65995102019	01/09/19	IPHONE XR BATTERY CASE W/Qi, WIRELESS CHARGING COMP.	Selena MacArthur	\$ 59.95
66	UCO	METRO LAB	01/10/19	Fingerprint Live scan x 5	Stephen Matthews	\$ 350.00
67	UCO	FedEx	01/11/19	Shipping - 1.) OUC Radio Services Group used the Office of Unified Communications FEDEX Account Invoice #6-353-42594, to ship the AEROFLEX Test equipment back to the manufacturer for warranty work.	Stephen Matthews	\$ 17.99
68	UCO	PRECISION CAPITAL PARTNERS (SBE Certified Contractor) LSD14284042020	01/15/19	EA. Amana Heavy Duty Commercial Microwave Oven, Stainless Steel- 2200W	James Roberts	\$ 4,747.22
69	UCO	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	01/16/19	Office Supplies	Porschia Crawford	\$ 270.39
70	UCO	Uline	01/16/19	Storage Totes & Shipping	RaCharne Wims	\$ 1,299.49
71	UCO	United Airlines	01/16/19	Selena MacArthur - Airfare to Orlando, FL - January 21, 2019 - NG9-1-1 Standards & Best Practices Conference	Selena MacArthur	\$ 214.30
72	UCO	NENA	01/16/19	Selena MacArthur - Registration to Orlando, FL - January 21, 2019- to January 25, 2019- NG9-1-1 Standards & Best Practices Conference	Selena MacArthur	\$ 325.00

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Agency	Vendor	Ordered Date	Description	Requester Name	Amount Paid
73 UCO	Alban Cat	01/23/19	5 Gallon of diesel oil 15W40 for Thor portable generator	Zahid Chohan	\$ 59.27
74 UCO	Tecknomic	01/23/19	Add/replace antenna Connectors, Repair or replace loose antenna bases & Antenna line sweeping	Zahid Chohan	\$ 2,089.75
75 UCO	Comcast	01/23/19	Account #8299 70 001 5057308 Billing) (January 2019	Selena MacArthur	\$ 48.42
76 UCO	Comcast	01/23/19	Account #8299 70 001 4998437 Billing) (January 2019	Selena MacArthur	\$ 35.37
77 UCO	DIGIDOC, Inc. T/A Document Managers (SBE Certified Contractor) LSDR69359112018	01/24/19	HW261N (two car), HW251N (one car), & shipping	Selena MacArthur	\$ 541.22
78 UCO	Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	01/24/19	WIPES,GYM,700/CNT, DOORSTOP,N-SKID,1/CD,BN	James Roberts	\$ 506.52

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: Feb 5, 2019)

UC0-OFFICE OF UNIFIED COMMUNICATIONS

Project No	Project Title	Implementing Agency	Approp Fund	Agy Fund	Lifetime Budget	LTD Allotments	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	TOO	0300	0301	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	300,000	300,000	600,000	
				0304	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	800,000	300,000	0	0
		UC0	0300	0304	2,000,000	0	0	0	0	0	0	0	0	0	0	2,000,000	0	0	0	0	0	0	0	
CERCEC	UCC ELECTRICAL RECONFIGURATION	UC0	0300	0300	3,000,000	3,000,000	0	0	0	0	0	3,000,000	46,261	534,232	0	2,419,507	0	1,800,000	0	0	0	0	0	1,800,000
DCCUCC	911/311 DISPATCH CONSOLES	UC0	0300	0304	4,000,000	4,000,000	0	0	0	0	0	4,000,000	862,332	873,028	0	2,264,640	0	4,000,000	0	0	0	0	0	4,000,000
DWB02C	IT SOFTWARE (911/311 APPLICATIONS)	TOO	0300	0301	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	250,000	250,000	500,000	
				0304	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	750,000	750,000	750,000	0	0
		UC0	0300	0301	1,000,000	0	0	0	0	0	0	0	0	0	0	1,000,000	0	0	0	0	0	0	0	0
				0304	1,500,000	750,000	0	0	0	0	0	750,000	0	0	0	1,500,000	0	0	0	0	0	0	0	0
PL403C	UNDERGROUND COMMERCIAL POWER FEED TO UCC	AM0	0300	0300	6,325,000	6,325,000	(675,000)	4,513,107	0	119,237	5,778,799	546,201	5,567	0	0	540,634	0	0	0	0	0	0	0	0
UC302C	MDC REPLACEMENT FOR MPD & FEMS	UC0	0300	0304	8,000,000	0	0	0	0	0	0	0	0	0	0	8,000,000	0	0	9,500,000	0	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	6,750,000	6,750,000	
				0304	21,443,000	0	0	0	0	0	0	0	0	0	0	0	0	21,443,000	0	0	5,000,000	7,200,000	6,750,000	0
UC304C	911/311 RADIO CRITICAL INFRASTRUCTURE	UC0	0300	0304	7,972,057	4,072,057	0	0	0	0	0	4,072,057	2,622,609	48,978	0	5,300,470	4,900,000	1,900,000	4,900,000	0	0	0	0	11,700,000
Grand Total					55,240,057	18,147,057	(675,000)	4,513,107	0	119,237	5,778,799	12,368,258	3,536,769	1,456,238	0	44,468,251	4,900,000	8,450,000	20,950,000	8,250,000	7,300,000	7,300,000	57,150,000	

Vendor - Name	Nature of Contract / Procurement	Amount Ordered	Funding Source	Procurement Type (Competitively bid)	Contract Term	Contract Monitor
Ad Box Promo Agency, LLC	FY18 - OUC - Customer Service Week Marketing Collateral - SPR	\$6,927.14	911 / SPR	Small Purchase	Award- 9/30/18	Arrelle Anderson
Aeroflex Wichita	FY18 - OUC - Aeroflex Radio Analysis Tool Maintenance - SPR	\$4,923	911 / SPR	Small Purchase	Award- 9/30/18	Stephen Matthews
AIRBUS DS COMMUNICATIONS	FY18 - OUC - Airbus Maintenance and Managed Services - SPR	\$349,172.50	911 / SPR	Exempt From Competition	Option Yr 4	Selena MacArthur
Alphatec, PC	FY18 - OUC - A/E Services for the PSCC Emergency Power System Upgrades - UC304	\$158,573.45	Capital - UC	Exempt From Competition	Base Year	Kip Ross
ASPECT SOFTWARE, INC	FY18 - OUC - Parking Meter IVR SMS Service - SPR	\$3,000	911 / SPR	Exempt From Competition	Award- 9/30/18	Selena MacArthur
ASSOC PUBLIC SAFETY COMMUNICAT	FY18 - OUC - APCO PST Training - SPR	\$5,731	911 / SPR	Exempt From Competition	Award- 9/30/18	Judy Duff
ASSOC PUBLIC SAFETY COMMUNICAT	FY18 - OUC - APCO CTO Training - SPR	\$11,670	911 / SPR	Exempt From Competition	Award- 9/30/18	Judy Duff
ASSOC PUBLIC SAFETY COMMUNICAT	FY18 - OUC - APCO Interoperability Training Services - 3UCUA7	\$18,825	Grant	Exempt From Competition		Brittany Galloway
ASSOC PUBLIC SAFETY COMMUNICAT	FY18 - OUC - APCO Bullying and Negativity in the Comm Center Course - SPR	\$25,472	911 / SPR	Exempt from Competition	Award- 9/30/18	Judy Duff
AT&T	FY18 - OUC - NetMotion MVPN Maintenance Renewal - SPR	\$39,431	911 / SPR	Cooperative Agreement	Option Yr 2	Solomon Tadesse
AT&T MOBILITY	FY18 - OUC - NetMotion Mobility IQ and Diagnostic Maintenance - SPR	\$5,865	911 / SPR	Cooperative Agreement	Option Yr 2	Solomon Tadesse
Avila Visualizaiton Inc	FY18 - OUC - E911 Wireless Routing Optimization, Opt Yr 1 - SPR	\$235,000	911 / SPR	Exempt From Competition	Option Yr 1	Selena MacArthur
Avila Visualizaiton Inc	FY18 - OUC - Phase 2 of the NCR Wireless 9-1-1 Infrastructure Configuration & Performance Survey - 3UCUA5	\$50,000	Grant	Exempt From Competition	Award- 9/30/18	Selena MacArthur
B & H FOTO & ELECTORNICS CORP	FY18 - OUC - THOR Microwave Communication - SPR	\$8,837.97	911 / SPR	1630 - 911 & 311 Assessments	Award- 9/30/18	Solomon Tadesse
BENNETT GROUP INC	FY18 - OUC - PSCC Generator Replacement - UC304	\$2,399,943.95	Capital - UC304		12/18/18-12/31/19	Kip Ross
BRIAR PATCH SHREDDING AND R	FY18 - OUC - Shredding and Recycling Services - SPR	\$2,480	911 / SPR	DCSS	Award- 9/30/18	Kip Ross
CAMPAIGN COMPLETE LLC DBA ONER	FY18 - OUC - Text to 311 Software and Maintenance Services - SPR	\$74,400	911 / SPR	Exempt From Competition	Award- 9/30/18	Teddy Kavaleri
CAPITAL SERVICES AND SUPPLIES	FY18 - OUC - (Deobligate) Radio Cache Pelican Cases - 1UCUA6	\$0	Grant			Teddy Kavaleri
CAPITAL SERVICES AND SUPPLIES	FY18 - OUC - Replacement Desktop UPS Batteries - SPR	\$6,764.50	911 / SPR	DCSS	Award- 9/30/18	Zahid Chohan
Capitol Power Group LLC	FY18 - OUC - UPS, Generator, and HVAC Radio Site Maintenance - SPR	\$24,065	911 / SPR	BPA	Award- 9/30/18	Tim Ramlogan
Capitol Power Group LLC	FY18 - OUC - UPS, Generator, and HVAC Radio Site As-Needed Repairs - SPR	\$25,000	911 / SPR	BPA	Award- 9/30/18	Solomon Tadesse
Capitol Power Group LLC	FY18 - OUC - UPS, Generator, and HVAC Radio Site As-Needed Repairs - 2 - SPR	\$25,000	911 / SPR	Single quote	Award- 9/30/18	Solomon Tadesse
Capitol Power Group LLC	FY18 - OUC - Battery Monitoring System - SPR	\$836.50	911 / SPR	Single quote	Award- 9/30/18	Solomon Tadesse
Capitol Power Group LLC	FY18 - OUC - Water Leak Detection Rope Water Sensor - SPR	\$8,322	911 / SPR	BPA	Award- 9/30/18	Solomon Tadesse
CARASOFT TECHNOLOGY CORPORATI	FY18 - OUC - DDOT Salesforce InGenius Licenses - SPR	\$10,000	MOU	Exempt From Competition	Award- 9/30/18	Teddy Kavaleri
CARASOFT TECHNOLOGY CORPORATI	FY18 - OUC - 311 Salesforce Application Licenses, Opt Yr 3 - SPR	\$490,888.45	911 / SPR	GSA	Option Yr 3	Teddy Kavaleri
CDW GOVERNMENT INC	FY18 - OUC - THOR CAD Workstations - SPR	\$32,333.20	911 / SPR	Exempt From Competition	Award- 9/30/18	Selena MacArthur
Cloudinary, Inc.	FY18 - OUC - 3-1-1 Cloudinary Services - SPR	\$6,039	911 / SPR	Exempt From Competition	Award- 9/30/18	Teddy Kavaleri
CommSys, Inc	FY18 - OUC - CAD Automated Alarm Protocols - SPR	\$10,000	911 / SPR	Exempt From Competition	Award- 9/30/18	Teddy Kavaleri
COMPUTER AID INC	New - IT Consultant (Pipeline) - FY18 - OUC - IT Consultant (Journeyman) - SPR	\$97,796.16	911 / SPR	Competitive Sealed Bid	Award- 9/30/18	Teddy Kavaleri
COMPUTER AID INC	New - IT Consultant (Pipeline) - FY18 - OUC - System Administrator (Entry) - SPR	\$60,350.08	911 / SPR	Competitive Sealed Bid	Award- 9/30/18	Teddy Kavaleri
COMPUTER AID INC	New - IT Consultant (Pipeline) - FY18 - OUC - IT Consultant (Journeyman) - SPR	\$60,023.04	911 / SPR	Competitive Sealed Bid	Award- 9/30/18	Selena MacArthur

COMPUTER AID INC	New - IT Consultant (Pipeline) - FY18 - OUC - System Administrator (Entry) - SPR	\$27,781.60	911 / SPR	Competitive Sealed Bid	Award- 9/30/18	Selena MacArthur
COMPUTER AID INC	New - IT Consultant (Pipeline) - FY18 - OUC - Subject Matter Expert - Technology Specific - Senior - SPR	\$38,988	911 / SPR	Competitive Sealed Bid	Award- 9/30/18	Stephen Matthews
COMPUTER AID INC	New - IT Consultant (Pipeline) - FY18 - OUC - Enterprise Architect - (Senior) - SPR	\$39,927.68	911 / SPR	Competitive Sealed Bid	Award- 9/30/18	Selena MacArthur
COMPUTER AID INC	De-Encumbrance - IT Consultant (PIPELINE) - FY18 - OUC - IT Consultant - Master - 2UCUA6	\$4,395.18	Grant	Competitive Sealed Bid	Award- 9/30/18	Selena MacArthur
COMPUTER AID, INC	New - IT Consultant (Pipeline) - FY18 - OUC - IT Consultant (Master) - SPR	\$27,686	911 / SPR	Competitive Sealed Bid	Award- 9/30/18	Teddy Kavaleri
COMPUTER AID, INC	Continuation - IT Consultant (PIPELINE) - FY18 - OUC - Enterprise Architect - Senior - SPR	\$195,607.24	911 / SPR	Competitive Sealed Bid	Award- 9/30/18	Tim Ramlogan
COMPUTER AID, INC	New - IT Consultant (Pipeline) - FY18 - OUC - IT Consultant (Journeyman) - SPR	\$88,573.44	911 / SPR	Competitive Sealed Bid	Award- 9/30/18	Teddy Kavaleri
COMPUTER AID, INC	Modification - IT Consultant (PIPELINE) - FY18 - OUC - Subject Matter Expert - Technology Specific - Senior - SPR	\$157,198.08	911 / SPR	Competitive Sealed Bid	Award- 9/30/18	Stephen Matthews
COMPUTER AID, INC	Modification - IT Consultant (PIPELINE) - FY18 - OUC - IT Consultant - Master - SPR	\$207,219.81	911 / SPR	Competitive Sealed Bid	Award- 9/30/18	Tim Ramlogan
COMPUTER AID, INC	Modification - IT Consultant (PIPELINE) - FY18 - OUC - System Administrator - Entry - SPR	\$89,102.25	911 / SPR	Competitive Sealed Bid	Award- 9/30/18	Tim Ramlogan
COMPUTER AID, INC	Modification - IT Consultant (PIPELINE) - FY18 - OUC - System Administrator - Entry - SPR	\$81,616.54	911 / SPR	Competitive Sealed Bid	Award- 9/30/18	Tim Ramlogan
COMPUTER AID, INC	DeEncumbrance - IT Consultant (PIPELINE) - FY18 - OUC - System Administrator - Entry - SPR	\$26,254.27	911 / SPR	Competitive Sealed Bid	Award- 9/30/18	Tim Ramlogan
COMPUTER AID, INC	De-encumbrance - IT Consultant (PIPELINE) - FY18 - OUC - IT Consultant- Journeyman - SPR	\$59,870.92	911 / SPR	Competitive Sealed Bid	Award- 9/30/18	Tim Ramlogan
COMPUTER AID, INC	De-encumbrance - IT Consultant (PIPELINE) - FY18 - OUC - IT Consultant- Journeyman - SPR	\$67,596.20	911 / SPR	Competitive Sealed Bid	Award- 9/30/18	Tim Ramlogan
COMPUTER AID, INC	De-encumbrance - IT Consultant (Pipeline) - FY18 - OUC - IT Consultant (Journeyman) - SPR	\$36,811.01	911 / SPR	Competitive Sealed Bid	Award- 9/30/18	Selena MacArthur
COMPUTER AID, INC	New - IT Consultant (Pipeline) - FY18 - OUC - System Administrator (Entry) - SPR	\$19,447.12	911 / SPR	Competitive Sealed Bid	Award- 9/30/18	Selena MacArthur
CRITICAL POWER GROUP, INC.	FY18 - OUC - Purchase and Install UPS at Rhode Island Radio Site - SPR	\$17,923.16	911 / SPR	Blanket Purchase Order	Award- 9/30/18	Tim Ramlogan
CRITICAL POWER GROUP, INC.	FY18 - OUC - UPS, Generator, and HVAC Radio Site Maintenance - SPR	\$0	911 / SPR	1630 - 911 & 311 Assessments		Tim Ramlogan
Dell Marketing L.P.	FY18 - OUC - Smart911 - Rave Command View Licenses - SPR	\$32,500	911 / SPR	Cooperative Agreement	Option Yr 2	Teddy Kavaleri
Dell Marketing L.P.	FY18 - OUC - Datacenter Infrastructure Assessment - SPR	\$10,057.62	911 / SPR	Cooperative Agreement	Base Yr	Tim Ramlogan
Dell Marketing L.P.	FY18 - OUC - Dell Precision Rack - SPR	\$4,635.95	911 / SPR	Cooperative Agreement	Base Yr	Selena MacArthur
Dell Marketing L.P.	FY18 - OUC - VMWare License Renewal - SPR	\$7,792.21	911 / SPR	Exempt From Competition	Award- 9/30/18	Selena MacArthur
Dell Marketing L.P.	FY18 - OUC - Smart911 License Renewal and Rave Panic Button - SPR	\$357,501	911 / SPR	Cooperative Agreement	Option Yr 2	Teddy Kavaleri
Dell Marketing L.P.	FY18 - OUC - Servers, Memory Upgrade, and VMWare Software - SPR	\$76,610.29	911 / SPR	1630 - 911 & 311 Assessments	Base Yr	Selena MacArthur
Dell Marketing L.P.	FY18 - OUC - Warranty upgrade to DELL laptops - SPR	\$2,774.25	911 / SPR	Cooperative Agreement	Award- 9/30/18	Selena MacArthur
Dell Marketing L.P.	FY18 - OUC - THOR VMWare Desktop Virtualization - SPR	\$15,891.18	911 / SPR	Cooperative Agreement	Award- 9/30/18	Zahid Chohan
Dell Marketing L.P.	FY18 - OUC - Microsoft Enterprise and Standard SQL licenses - SPR	\$168,802.77	911 / SPR	GSA	Award- 9/30/18	Lisa Gregg
DIGI DOCS INC	FY18 - OUC - Public Safety Telephony Headsets - SPR	\$17,823.62	911 / SPR	DCSS	Award- 9/30/18	Selena MacArthur
DOCUMENT MGRERS	FY18 - OUC - Public Safety Headsets - SPR	\$9,875	911 / SPR	DCSS	Award- 9/30/18	Selena MacArthur
DIGI DOCS INC	FY18 - OUC - Audio-Visual Maintenance Support, Option Yr 3 - SPR	\$72,500.99	911 / SPR	Cooperative Agreement	Option Yr 4	Selena MacArthur

Digital Conventions, LLC	FY18 - OUC - Audio-Visual Maintenance Support, Opt Yr 4 - SPR	\$25,000	911 / SPR	Cooperative Agreement	Option Yr 4	Teddy Kavaleri
Direct Apps, Inc.s	FY18 - OUC - Public Safety ECaTS Emergency Call Tracking System Maintenance - SPR FY18 - OUC - Catering Services for 9-1-1 Essential Personnel During a Declared Emergency - SPR	\$21,828	911 / SPR	Exempt from Competition	Award- 9/30/18	Selena MacArthur
DUTCHMILL CATERERS		\$6,970	911 / SPR	BPA	Award- 9/30/18	Kip Ross
EATON CORPORATION EN-PRO MANAGEMENT, INC.	FY18 - OUC - Replace the existing mechanical interlock system with a new electrically interlocked system - CERCE FY18 - OUC - AED Link Software License - SPR	\$30,576	Capital - CE	Small Purchase	Award- 9/30/18	Solomon Tadesse
EXCALIBUR LEGAL STAFFING	FY18 - OUC - Temporary Contract Attorney - SPR	\$19,767	911 / SPR	Exempt from Competition	Award- 9/30/18	Teddy Kavaleri
FirstWatch Solutions Inc	FY18 - OUC - Temporary Contract Attorney - SPR FY18 - OUC - FirstWatch Annual Support and Maintenance - 2UCUA6 FY18 - OUC - Installation of UCC Pallet Shelves - SPR	\$73,920	911 / SPR	DCSS	Base	Dionne Hayes
GENERAL SERVICES INC Human Performance Consulting	FY18 - OUC - FirstWatch Annual Support and Maintenance - 2UCUA6 FY18 - OUC - Installation of UCC Pallet Shelves - SPR	\$13,999	Grant	Exempt From Competition	Exempt from Compe	Teddy Kavaleri
INCAPSULATE, LLC	FY18 - OUC - Resilience Training - SPR FY18 - OUC - 311 Salesforce Maintenance - Opt 3 - SPR	\$13,755	911 / SPR	DCSS	Award- 9/30/18	Zahid Chohan
INCAPSULATE, LLC	FY18 - OUC - Resilience Training - SPR FY18 - OUC - 311 Salesforce Maintenance - Opt 3 - SPR	\$15,000	911 / SPR	Exempt From Competition	Exempt from Compe	Judy Duff
INCAPSULATE, LLC	FY18 - OUC - 311 Salesforce Enhancements - Opt Yr 3 - SPR	\$27,810	911 / SPR	Competitive Sealed Bid	Option Yr 3	Selena MacArthur
INCAPSULATE, LLC	FY18 - OUC - DDOT Salesforce / Avaya CTI Call Center Integration and Maintenance - SPR	\$260,596	911 / SPR	GSA	Option Yr 3	Selena MacArthur
INCAPSULATE, LLC	FY18 - OUC - 311 Salesforce Maintenance - SPR	\$11,299.08	MOU	GSA	Option Yr 3	Teddy Kavaleri
Integrated Research, Inc.	FY18 - OUC - Prognosis Stress Test Services - SPR	\$30,900	911 / SPR	GSA	Option Yr 3	Selena MacArthur
Intergraph Corporation	FY18 - OUC - Prognosis Stress Test Services - SPR FY18 - OUC - CAD Maintenance, Opt Yr 4 - SPR	\$11,635.74	911 / SPR	Exempt From Competition	Award- 9/30/18	Selena MacArthur
Intergraph Corporation	FY18 - OUC - CAD Maintenance, Opt Yr 4 - SPR FY18 - OUC - CAD 3rd Resident System Administrator (RSA) 2UCUA6	\$1,522,298.56	911 / SPR	Exempt From Competition	Option Yr 4	Tim Ramlogan
KEYSTONE PLUS CONSTRUCTION COR	FY18 - OUC - CAD 3rd Resident System Administrator (RSA) 2UCUA6 FY18 - OUC - Replace Carpet Tiles at PSCC - SPR	\$217,102.25	Grant	Exempt From Competition	Option Yr 4	Teddy Kavaleri
KEYSTONE PLUS CONSTRUCTION COR	FY18 - OUC - Replace Carpet Tiles at PSCC - SPR	\$835.63	911 / SPR	DCSS	Award- 9/30/18	Solomon Tadesse
Lafayette Group Inc	FY18 - OUC - PSCC Quiet Room Repairs FY18 - OUC - COMT Training and Cache Team Peer Review - 1UCUA6	\$5,190.10	911 / SPR	DCSS	Award- 9/30/18	Kip Ross
Lafayette Group Inc	FY18 - OUC - COMT Training and Cache Team Peer Review - 1UCUA6 FY18 - OUC - Lafayette Interoperability Training Services - 3UCUA7	\$40,281.34	Grant	Exempt From Competition	Option Yr 2	Teddy Kavaleri
Lafayette Group Inc	FY18 - OUC - Lafayette Interoperability Training Services - 3UCUA7 FY18 - OUC - COMT and COML Training Course for the Radio Cache - 1UCUA6	\$63,563.63	Grant	Exempt From Competition	Option Yr 2	Brittany Galloway
Lafayette Group Inc	FY18 - OUC - COMT and COML Training Course for the Radio Cache - 1UCUA6 FY18 - OUC - Response Interoperability Simulation Tool (RIST) Training and Tabletop Exercise - 3UCUA7	\$35,442.40	Grant	Exempt From Competition	Option Yr 2	Stephen Matthews
MC Dean, Inc.	FY18 - OUC - Response Interoperability Simulation Tool (RIST) Training and Tabletop Exercise - 3UCUA7 FY18 - OUC - PLC Preventive Maintenance - SPR	\$91,337.53	Grant	Exempt From Competition	Option Yr 2	Judy Duff
Medical Priority Consultants	FY18 - OUC - PLC Preventive Maintenance - SPR FY18 - OUC - ProQA Software Maintenance - SPR	\$6,130	911 / SPR	Single Quote	Award- 9/30/18	Solomon Tadesse
Medical Priority Consultants	FY18 - OUC - ProQA Software Maintenance - SPR FY18 - OUC - Protocol Training and Certification - SPR	\$96,250	911 / SPR	Exempt From Competition	Option Yr 3	Brittany Galloway
Metia Solutions Inc	FY18 - OUC - Protocol Training and Certification - SPR FY18 - OUC - CBD Software Customization Services - SPR	\$18,020	911 / SPR	Exempt from Competition	Option Yr 3	Judy Duff
MISSION CRITICAL PARTNERS, INC	FY18 - OUC - CBD Software Customization Services - SPR	\$97,874	911 / SPR	Exempt From Competition	Base	Teddy Kavaleri
ModTech Corporation	FY18 - OUC - Emergency Communications and Systems-Related Services - UC304	\$294,600	Capital - UC	Cooperative Agreement	Base	Kip Ross
MORGANS INC	FY18 - OUC - BDA Maintenance - SPR FY18 - OUC - Employee Uniforms - SPR	\$8,181	911 / SPR	1630 - 911 & 311 Assessments	Award- 9/30/18	Guy Jouannelle
Motorola Solutions	FY18 - OUC - Employee Uniforms - SPR FY18 - OUC - Motorola Radio Cache Training - 1UCUA6	\$1,044.05	911 / SPR	Competitive Sealed Bid	Award- 9/30/18	Kip Ross
Motorola Solutions	FY18 - OUC - Motorola Radio Cache Training - 1UCUA6 FY18 - OUC - Replacement Intrinsically Safe APX batteries for the Radio Cache - 1UCUA6	\$20,155	Grant	Exempt From Competition	Award- 9/30/18	Teddy Kavaleri
Motorola Solutions	FY18 - OUC - Replacement Intrinsically Safe APX batteries for the Radio Cache - 1UCUA6 FY18 - OUC - Radio Cache Console and Deskset - 1UCUA6	\$21,811.20	Grant	Cooperative Agreement	Option Yr 2	Teddy Kavaleri
Motorola Solutions	FY18 - OUC - Radio Cache Console and Deskset - 1UCUA6 FY18 - OUC - Intrinsically Safe APX Radio Batteries for FEMS - SPR	\$16,048.90	Grant	Cooperative Agreement	Option Yr 2	Teddy Kavaleri
Motorola Solutions	FY18 - OUC - Intrinsically Safe APX Radio Batteries for FEMS - SPR	\$149,100	911 / SPR	Cooperative Agreement	Option Yr 2	Stephen Matthews
Motorola Solutions	FY18 - OUC - Radio Replacement Parts - SPR	\$125,664	911 / SPR	Cooperative Agreement	Option Yr 2	Stephen Matthews

Motorola Solutions	FY18 - OUC - DVRS Maintenance, Opt Yr 2 - SPR	\$49,780	911 / SPR	Exempt From Competition	Base	Stephen Matthews
Motorola Solutions	FY18 - OUC - Replacement Radios for MPD - SPR	\$127,882.75	MOU	Cooperative Agreement	Option Yr 2	Kip Ross
Motorola Solutions	FY18 - OUC - Radio Earpieces for MPD - MOU	\$11,440.50	MOU	Cooperative Agreement	Option Yr 2	Guy Jouannelle
Motorola Solutions	FY18 - OUC - 10 Radios for DC Department of Forensic Science - MOU	\$51,999.70	MOU	Cooperative Agreement	Option Yr 2	Guy Jouannelle
Motorola Solutions	FY18 - OUC - Mobile Radios for THOR - SPR	\$81,196.72	911 / SPR	Cooperative Agreement	Option Yr 2	Guy Jouannelle
Motorola Solutions	FY18 - OUC - THOR Headsets - SPR	\$1,498.50	911 / SPR	Exempt From Competition	Base Yr	Guy Jouannelle
Motorola Solutions	FY18 - OUC - Motorola Service Agreement - Year 2 - SPR	\$2,926,363.67	911 / SPR	Cooperative Agreement	Option Yr 2	Stephen Matthews
Motorola Solutions	FY18 - OUC - Radio Parts and Accessories - SPR	\$124,855.40	911 / SPR	Cooperative Agreement	Option Yr 2	Guy Jouannelle
Motorola Solutions	FY18 - OUC - DFHV Radios - MOU	\$71,389.75	MOU	Cooperative Agreement	Option Yr 2	Guy Jouannelle
Motorola Solutions	FY18 - OUC - MPD - NSID Radios - MOU	\$169,384.38	MOU	Cooperative Agreement	Option Yr 2	Guy Jouannelle
Motorola Solutions	FY18 - OUC - WAVE licenses for DDOT - MOU	\$164,079	MOU	Cooperative Agreement	Option yr 2	Guy Jouannelle
MTB Enterprises	FY18 - OUC - Strategic Plan Redesign - SPR	\$8,999	911 / SPR	DCSS	Award- 9/30/18	Arrelle Anderson
MTB Enterprises	FY18 - OUC - Strategic Plan Mini Report Printing - SPR	\$2,773.93	911 / SPR	DCSS	Award- 9/30/18	Arrelle Anderson
MTB Enterprises	FY18 - OUC - Strategic Plan Marketing Collateral - SPR	\$8,997.99	911 / SPR	DCSS	Award- 9/30/18	Arrelle Anderson
MTB Enterprises	FY18 - OUC - OUC Strategic Plan Animated Video - SPR	\$9,998.89	911 / SPR	DCSS	Award- 9/30/18	Arrelle Anderson
MTB Enterprises	FY18 - OUC - OUC Strategic Plan Promotional Items and Banner - SPR	\$1,944.63	911 / SPR	DCSS	Award- 9/30/18	Arrelle Anderson
NATIONAL ACADEMIES OF EMERGENC	FY18 - OUC - Recertification Services from International Academies of Emergency Dispatch - SPR	\$11,500	911 / SPR	Exempt From Competition	Award- 9/30/18	Judy Duff
National Emergency Number Asso	FY18 - OUC - NENA Interoperability Training Services - 3UCUA7	\$27,200	Grant	Exempt From Competition	Award- 9/30/18	Brittany Galloway
National Emergency Number Asso	FY18 - OUC - NENA OPSD Training Courses - SPR	\$34,000	911 / SPR	Exempt from Competition	Award- 9/30/18	Judy Duff
Networking for Future, Inc.	FY18 - OUC - Cabling Services for UCC Call Floor Supervisor Workstations - SPR	\$5,052.53	911 / SPR	Competitive Sealed Bid	Base Yr	Tim Ramlogan
Networking for Future, Inc.	FY18 - OUC - Acrobat Pro and Creative Cloud Licenses - SPR	\$2,906.28	911 / SPR	Exempt From Competition	Award- 9/30/18	Selena MacArthur
Networking for Future, Inc.	FY18 - OUC - THOR Cisco Switches Upgrade - SPR	\$41,720.03	911 / SPR	Competitive Sealed Bid	Base Yr	Zahid Chohan
NFF Inc	FY18 - OUC - Avaya Cabling Work at OUC and PSCC - SPR	\$8,418.75	911 / SPR	DCSS	Award- 9/30/18	Zahid Chohan
PC Net, Inc.	FY18 - OUC - Radio Cache Rugged Tablets - 1UCUA6	\$11,026	Grant	Cooperative Agreement	Option Yr 3	Teddy Kavaleri
PC Net, Inc.	FY18 - OUC - Public Safety Mobile Routing and Computing Solution - Opt Yr 3 - SPR	\$685,300.50	911 / SPR	Cooperative Agreement	Option Yr 4	Tim Ramlogan
PC Net, Inc.	FY18 - OUC - Public Safety Mobile Routing and Computing Solution, Opt Yr 4 - SPR	\$249,105	911 / SPR	Cooperative Agreement	Option Yr 4	Solomon Tadesse
PC Net, Inc.	FY18 - OUC - Airlink MG90 Mobile Router for THOR - UC2TDC	\$5,172.12	Capital - U	DCSS	Award- 9/30/18	Solomon Tadesse
ProCom Corp.	FY18 - OUC - Replacement XTS batteries for the Radio Cache - 1UCUA6	\$14,998.40	Grant		Award- 9/30/18	Teddy Kavaleri
PROFESSIONAL MGMT CONSULTING	FY18 - OUC - OUC Strategy and Project Management Officer - SPR	\$48,125.10	911 / SPR	1630 - 911 & 311 Assessments	Award- 9/30/18	Arrelle Anderson
Public Health Seattle King Cty	FY18 - OUC - Criteria Based Dispatch Software and Training - SPR	\$102,847.40	911 / SPR	Exempt From Competition	Award- 9/30/18	Judy Duff
Public Safety Group	FY18 - OUC - Public Safety Group Interoperability Training - 3UCUA7	\$16,000	Grant		Award- 9/30/18	Brittany Galloway
Public Safety Group	FY18 - OUC - Suicide Intervention Training - SPR	\$9,600	911 / SPR	Exempt from Competition	Award- 9/30/18	Judy Duff
Public Safety Training Consultants	FY18 - OUC - (Deobligate) Public Safety Training Consultants Interoperability Training - 3UCUA7	\$0	Grant	1630 - 911 & 311 Assessments	Award- 9/30/18	Brittany Galloway
Purvis System Inc.	FY18 - OUC - Fire Station Alerting System Maintenance and Warranty - SPR	\$237,112.50	911 / SPR	Exempt from Competition	Award- 9/30/18	Tim Ramlogan
Purvis System Inc.	FY18 - OUC - FSAS Central Servers Virtualization and Migration - SPR	\$26,900	911 / SPR	1630 - 911 & 311 Assessments	Award- 9/30/18	Tim Ramlogan

Purvis System Inc.	FY18 - OUC - Installation of FSAS Station Control Units - SPR	\$16,900	911 / SPR	1630 - 911 & 311 Assessments	Award- 9/30/18	Tim Ramlogan
Purvis System Inc.	FY18 - OUC - Fire Station Alerting IP Subnet Changes - SPR	\$19,040	911 / SPR	1630 - 911 & 311 Assessments	Award- 9/30/18	Selena MacArthur
Purvis System Inc.	FY18 - OUC - Fire Station Alerting System Maintenance and Warranty, Opt Yr 2 - SPR	\$81,412.50	911 / SPR	Exempt From Competition	Option Yr 2	Selena MacArthur
RINGS LEIGHTON LIMITED	FY18 - OUC - OUC Gallery Wall - SPR	\$6,585	911 / SPR	Single Quote	Award- 9/30/18	Wanda Gattison
Robinsons LLC	FY18 - OUC - OP8-20 installation at the PSCC - UC2TDC	\$8,918	Capital - UCDCSS		Award- 9/30/18	Solomon Tadesse
Sabour Construction Group	FY18 - OUC - Installation of Emergency Circuit, Receptacle, and Breaker - SPR	\$7,005	911 / SPR	DCSS	Award- 9/30/18	Teddy Kavaleri
SeeClickFix, LLC	FY18 - OUC - SeeClickFix - SPR	\$13,333	911 / SPR	Exempt From Competition	Award- 9/30/18	Selena MacArthur
Senoda	FY18 - OUC - Strategic Plan Printing - SPR	\$1,267	911 / SPR	Single Quote	Award- 9/30/18	Arrelle Anderson
Senoda	FY18 - OUC - OPSD Strategic Plan Printing - SPR	\$3,620	911 / SPR	Single Quote	Award- 9/30/18	Judy Duff
Spectracom	FY18 - OUC - Spectracom Synchronized Display Clock - SPR	\$8,360	911 / SPR	Exempt From Competition	Award- 9/30/18	Zahid Chohan
Spectracom (Orolia USA)	FY18 - OUC - Spectracom NetClock-9483 GPS/GNSS Time Server - SPR	\$34,112	911 / SPR	Exempt From Competition	Award- 9/30/18	Zahid Chohan
Spectrum Corporation	FY18 - OUC - Spectrum Software Annual Maintenance Renewal - SPR	\$7,865	911 / SPR	Exempt From Competition	Award- 9/30/18	Zahid Chohan
Squire Tech Solutions LLC	FY18 - OUC - THOR Satellite Services - SPR	\$3,776	911 / SPR	Single Quote	Award- 9/30/18	Zahid Chohan
STOCKBRIDGE CONSULTING LL	FY18 - OUC - David Clark Headsets - SPR	\$10,800	911 / SPR	Small Purchase	Award- 9/30/18	Guy Jouannelle
Syniverse Technologies, Inc.	FY18 - OUC - Syniverse Technologies LATAlink SS7 Renewal - SPR	\$43,048.80	911 / SPR	Exempt From Competition	Award- 9/30/18	Selena MacArthur
TALLEY, INC	FY18 - OUC - In-building Coverage Collection & Analysis Tool - SPR	\$21,845	911 / SPR	Small Purchase	Award- 9/30/18	Guy Jouannelle
Team Building USA, Inc.	FY18 - OUC - OPSD Teambuilding Courses - SPR	\$15,936	911 / SPR	Exempt From Competition	Award- 9/30/18	Judy Duff
Tecknomic, LLC	FY18 - OUC - Radio Antenna and Tower Site Maintenance - Opt Yr 1 - SPR	\$80,881.25	911 / SPR	Exempt From Competition	Option Yr 1	Tim Ramlogan
Teltronic Inc	FY18 - OUC - Straps for FEMS Radios - SPR	\$8,000	911 / SPR	Single Quote	Award- 9/30/18	Guy Jouannelle
THE TRIAGE GROUP, LLC	FY18 - OUC - RF Engineer / Business Functions Analyst - SPR	\$180,496.80	911 / SPR	DCSS	Option Yr 1	Stephen Matthews
THE TRIAGE GROUP, LLC	FY18 - OUC - Sr. RF Consultant / Business Functions Consultant 3 - SPR	\$256,035	911 / SPR	DCSS	Option Yr 1	Stephen Matthews
THE TRIAGE GROUP, LLC	FY18 - OUC - Sr. MDC Consultant / Business Functions Consultant 3 - SPR	\$256,035	911 / SPR	DCSS	Option Yr 1	Tim Ramlogan
THE TRIAGE GROUP, LLC	FY18 - OUC - RF Data Analyst / Client Financial Management Analyst 1 - SPR	\$127,848.60	911 / SPR	DCSS	Option Yr 1	Stephen Matthews
THE TRIAGE GROUP, LLC	FY18 - OUC - (Deobligate) Interoperability Training Coordinator - SPR	\$37,073.75	911 / SPR	DCSS	Option Yr 1	Brittany Galloway
THE TRIAGE GROUP, LLC	FY18 - OUC - Interoperability Training Coordinator - 3UCUA7	\$51,691.40	Grant	DCSS	Option Yr 1	Brittany Galloway
THE TRIAGE GROUP, LLC	FY18 - OUC - Finance Technician - SPR	\$30,167.44	911 / SPR	DCSS	Option Yr 1	Kip Ross
THE TRIAGE GROUP, LLC	FY18 - OUC - Sr. CAD Project Manager - 2UCUA6	\$7,878	Grant	DCSS	Option Yr 1	Selena MacArthur
W.B. MAS ON COMPANY INC	FY18 - OUC - UCC Call Floor Chairs - SPR	\$14,438.75	911 / SPR	Request for Quote/Small Purchase	Award- 9/30/18	Kip Ross
West Central TX Council of Gov	FY18 - OUC - Cell Phone Sally Walk about Costume - SPR	\$7,000	911 / SPR	single Quote	Award- 9/30/18	Wanda Gattison
West Publishing Corp	FY18 - OUC - Westlaw Legal Research Service - SPR	\$1,039.80	911 / SPR	Exempt from Competition	Option Yr 2	Dionne Hayes
West Safety Services INC,	FY18 - OUC - THOR Shield Mobile Communications and Command Center - 1UCSH5	\$540,000	Grant		Award- 9/30/18	Jeff Wobbleton
West Safety Services INC,	FY18 - OUC - NG9-1-1 VIPER Maintenance - SPR	\$177,537	911 / SPR	Cooperative Agreement	Base Yr	Selena MacArthur
West Safety Services INC,	FY18 - OUC - ALI and LNG Services - SPR	\$613,468.87	911 / SPR	Cooperative Agreement	Base Yr	Selena MacArthur
West Safety Services INC,	FY18 - OUC - THOR Training Services - SPR	\$10,000	911 / SPR	Exempt From Competition	Exempt from Competition	Selena MacArthur
Winbourne Consulting LLC	FY18 - OUC - NG911 Telecommunications Infrastructure Support Services - Option Yr 3 - SPR	\$299,106.90	911 / SPR	RFP	Option Yr 3	Selena MacArthur

Winbourne Consulting LLC	FY18 - OUC - NG911 Regional Interoperability Support - 3UCUA5	\$66,696	Grant		Award- 9/30/18	Selena MacArthur
Xerox Corporation	FY18 - OUC - Xerox Managed Print Services - SPR	\$35,230.92	911 / SPR	Citywide	Base Yr	Teddy Kavaleri

Vendor - Name	Nature of Contract / Procurement	Amount Ordered	Funding Source	Procurement Type (Competitively bid)	Contract Term	Contract Monitor
ABC TECHNICAL SOLUTIONS I	FY19 - OUC - Laptops and Docking Stations for IT and Admin - SPR	\$34,668.60	911 / SPR	DCSS	Award- 9/30/19	Selena MacArthur
ASPECT SOFTWARE, INC	FY19 - OUC - Parking Meter IVR SMS Service - SPR	\$3,000	911 / SPR	Exempt From Competition	Award- 9/30/19	Zahid Chohan
ASSOC PUBLIC SAFETY COMMUNICAT ASSOCIATION OF PUBLIC SAFETY	FY19 - OUC - APCO Interoperability Training - 1UCSH8	\$8,955	Grant	Exempt From Competition	Award- 9/30/19	Judy Duff
Avila Visualzaiton Inc	FY19 - OPSD - APCO OPSD Training - SPR	\$43,200	911 / SPR	Exempt From Competition	Award- 9/30/19	Judy Duff
CAMPAIGN COMPLETE LLC DBA ONER	FY19 - OUC - E911 Wireless Call Routing Optimization - SPR	\$235,000	911 / SPR	Exempt From Competition	Option Yr 1	Selena MacArthur
CAPITAL SERVICES AND SUPPLIES	FY19 - OUC - Text to 311 Maintenance and Support Services - SPR	\$74,400	911 / SPR	Exempt From Competition	Award- 9/30/19	Zahid Chohan
Capitol Power Group LLC	FY19 - OUC - Cubicles for 3rd Floor at UCC - SPR	\$9,549.57	911 / SPR	DCSS	Award- 9/30/19	Kip Ross
CDW GOVERNMENT INC	FY19 - OUC - UPS, Generator, and HVAC Radio Site Maintenance& Break Fix Repairs - SPR	\$75,000	911 / SPR	Exempt From Competition	Award- 9/30/19	Solomon Tadesse
CommSys, Inc	FY19 - OUC - Additional Storage Cartridges for HP Backup Exec - SPR	\$1,297.24	911 / SPR	1630 - 911 & 311 Assessments	Award- 9/30/19	Zahid Chohan
COMPUTER AID INC	FY19 - OUC - CAD Automated Alarm Protocols - SPR	\$10,000	911 / SPR	Exempt From Competition	Award- 9/30/19	Lisa Gregg
COMPUTER AID INC	FY19 - OUC - System Administrator (Entry) - SPR	\$59,240.34	911 / SPR	Competitive Sealed Bid	Award- 9/30/19	Lisa Gregg
COMPUTER AID INC	FY19 - OUC - Subject Matter Expert - Technology Specific - Senior - SPR	\$162,450	911 / SPR	Competitive Sealed Bid	Award- 9/30/19	Lisa Gregg
DATA NET SYSTEMS CORP	FY19 - OUC - SQL Database Administrator - SPR	\$8,190	911 / SPR	Exempt From Competition	Award- 9/30/19	Lisa Gregg
DECCAN INTERNATIONAL	FY19 - OUC - LiveMUM - SPR	\$244,125	911 / SPR	Cooperative Agreement	Base Yr	Solomon Tadesse
Dell Computer Corp	FY19 - OUC - VMWare Horizon Licenses - SPR	\$17,996.44	911 / SPR	Exempt from Competition	Award- 9/30/19	Lisa Gregg
Dell Marketing L.P.	FY19 - OUC - Microsoft Enterprise and Standard SQL licenses - SPR	\$168,802.77	911 / SPR	GSA	Award- 9/30/19	Lisa Gregg
Dell Marketing L.P.	FY19 - OUC - Smart911 Rave Command View License Renewal - SPR	\$29,998.88	911 / SPR	Cooperative Agreement	Award- 9/30/19	Teddy Kavaleri
Denise Amber Lee Foundation	FY19 - OUC - Dell Pro Support - SPR	\$4,964.48	911 / SPR	Single Quote	Award- 9/30/19	Brian Gragasin
Digital Conventions, LLC	FY19 - OUC - OPSD Training – A Victim’s Plea, Meeting Expectations - SPR	\$15,000	911 / SPR	Exempt From Competition	Award- 9/30/19	Judy Duff
EN-PRO MANAGEMENT, INC.	FY19 - OUC - Audio-Visual Implementation and Maintenance Services - SPR	\$31,600	911 / SPR	Cooperative Agreement	Option Yr 4	Zahid Chohan
EXCALIBUR LEGAL STAFFING	FY19 - OUC - AED CPR Application Maintenance - SPR	\$19,767	911 / SPR	Exempt From Competition	Award- 9/30/19	Selena MacArthur
GENERAL SERVICES INC	FY19 - OUC - Contract Attorney Support Services - SPR	\$59,990	911 / SPR	DCSS	Option Yr 1	Dionne Hayes
INCAPSULATE, LLC	FY19 - OUC - UCC Pallet Shelves - SPR	\$6,877.50	911 / SPR	DCSS	Single Quote / DCSS	Zahid Chohan
INCAPSULATE, LLC	FY19 - OUC - 311 Salesforce Maintenance - SPR	\$12,360	911 / SPR	GSA	Option Yr 3	Zahid Chohan
Intergaph Corporation	FY19 - OUC - DC311 Capsule & Custom Enhancements - SPR	\$782,500	911 / SPR	Exempt From Competition	Base	n/a
LAW ENFORCMENT PSYCHOLOGICAL	FY19 - OUC - CAD Maintenance - SPR	\$556,454.67	911 / SPR	Letter	Base	n/a
MC Dean, Inc.	FY19 - OUC - Emergency Service Psychological Employment Screening and Hiring - SPR	\$23,000	911 / SPR	Exempt From Competition	Award- 9/30/19	Yvonne McMannus
Metia Solutions Inc	FY19 - OUC - PLC Preventive Maintenance - SPR	\$2,790	911 / SPR	Single Quote	Award- 9/30/19	Solomon Tadesse
	FY19 - OUC - Criteria Based Dispatch Software Customization & Maintenance - SPR	\$65,000	911 / SPR	Exempt From Competition	Option Yr 1	Solomon Tadesse

MISSION CRITICAL PARTNERS, INC	FY19 - OUC - Emergency Communications and Systems-Related Services, Opt Yr 1 - UC304	\$248,381.50	Capital - UC	Cooperative Agreement	Option Yr 1	Kip Ross
Motorola Solutions	FY19 - OUC - DVRS Maintenance (continuation of base year) - SPR	\$27,060	911 / SPR	Exempt From Competition	Base Yr	Guy Jouannelle
Motorola Solutions	FY19 - OUC - Motorola Service Agreement, Year 3 - SPR	\$3,006,601.52	911 / SPR	Cooperative Agreement	Option yr 3	Guy Jouannelle
MTB Enterprises	FY19 - OUC - OUC Strategic Plan Animated Video and Collateral - SPR	\$5,680.47	911 / SPR	DCSS	Award- 9/30/19	Arrelle Anderson
N2GRATE GOVERNMENT SERVIC	FY19 - OUC - THOR Cisco Firewalls Replacement - SPR	\$25,444.10	911 / SPR	Request for Quote/Small Purchase	Award- 9/30/19	Zahid Chohan
National Emergency Number Asso	FY19 - OUC - NENA OPSD Training - SPR	\$105,750	911 / SPR	Exempt From Competition	Award- 9/30/19	Judy Duff
National Emergency Number Asso	FY19 - OUC - NENA Interoperability Training - 1UCSH8	\$8,000	Grant	Exempt From Competition	Award- 9/30/19	Judy Duff
NICE SYSTEMS INC.	FY19 - OUC - THOR NICE Recording Channels - SPR	\$77,680	911 / SPR	Cooperative Agreement	Option Yr 3	Zahid Chohan
NICE SYSTEMS INC.	FY19 - OUC - NICE Maintenance & Training Services - SPR	\$131,420	911 / SPR	1630 - 911 & 311 Assessments	Base Yr	Zahid Chohan
PC Net, Inc.	FY19 - OUC - Public Safety Mobile Routing and Computing Solution - SPR	\$150,665	911 / SPR	Cooperative Agreement	Option Yr 4	Solomon Tadesse
PROFESSIONAL MGMT CONSULTING	FY19 - OUC - Strategy and Project Management Officer, Opt Yr 1 - SPR	\$227,961	911 / SPR	DCSS	Option Yr 1	Arrelle Anderson
Public Safety Group	FY19 - OPSD - Suicide Intervention and Crisis Intervention Training - SPR	\$19,500	911 / SPR	Exempt from Competition	Award- 9/30/19	Judy Duff
Public Safety Group	FY19 - OUC - Public Safety Group Interoperability Training - 1UCSH8	\$26,000	Grant	Exempt from Competition	Award- 9/30/19	Judy Duff
Public Safety Group	FY19 - OUC - Public Safety Group OPSD Training - SPR	\$32,000	911 / SPR	Exempt from Competition	Award- 9/30/19	Judy Duff
PulsePoint Foundation	FY19 - OUC - PulsePoint License Renewal - SPR	\$13,000	911 / SPR	Exempt from Competition	Award- 9/30/19	Selena MacArthur
Purvis System Inc.	FY19 - OUC - Fire Station Alerting System Maintenance and Warranty, Opt Yr 2 - SPR	\$244,237.50	911 / SPR	Exempt From Competition	Award- 9/30/19	Zahid Chohan
Syniverse Technologies, Inc.	FY19 - OUC - Syniverse Technologies LATALink SS7 Renewal - SPR	\$43,048.80	911 / SPR	Exempt From Competition	Award- 9/30/19	Selena MacArthur
Team Building USA, Inc.	FY19 - OPSD - Re-Energizing The Trainer's Passion Training - SPR	\$18,100	911 / SPR	Exempt from Competition	Award- 9/30/19	Judy Duff
Tecknomic, LLC	FY19 - OUC - Radio Antenna and Tower Site Maintenance - Opt Yr 2 - SPR	\$84,007.13	911 / SPR	Exempt From Competition	Option Yr 2	Solomon Tadesse
Tecknomic, LLC	FY19 - THOR Microwave Antenna Installation - SPR	\$6,210.63	911 / SPR	DCSS	Award- 9/30/19	Solomon Tadesse
THE TRIAGE GROUP, LLC	FY19 - OUC - Interoperability Training Coordinator - SPR	\$35,251.84	911 / SPR	DCSS	Base Yr	Judy Duff
THE TRIAGE GROUP, LLC	FY19 - OUC - Finance Technician - SPR	\$54,600	911 / SPR	DCSS	Base Yr	Lisa Gregg
THE TRIAGE GROUP, LLC	FY19 - OUC - Sr. RF Consultant / Business Functions Consultant 3 - SPR	\$100,050.60	911 / SPR	DCSS	Base Yr	Lisa Gregg
THE TRIAGE GROUP, LLC	FY19 - OUC - Sr. MDC Consultant / Business Functions Consultant 3 - SPR	\$274,154.40	911 / SPR	DCSS	Base Yr	Lisa Gregg
THE TRIAGE GROUP, LLC	FY19 - OUC - RF Engineer / Business Functions Analyst - SPR	\$88,246.40	911 / SPR	DCSS	Base Yr	Lisa Gregg
Watson Furniture Group	FY19 - OUC - Cabling Installation - SPR	\$9,360	911/ SPR	Single Quote	Award- 9/30/19	Teddy Kavaleri
Wave Wireless	FY19 - OUC - Public Safety DAS Centralized Network Management System - SPR	\$2,500	911 / SPR	Small Purchase	Award- 9/30/19	Gavin Soares
West Publishing Corp	FY19 - OUC - Westlaw Legal Research Service - SPR	\$1,180.54	911 / SPR	Exempt From Competition	Option Yr 2	Dionne Hayes
West Safety Services INC,	FY19 - OUC - NG9-1-1 VIPER Maintenance - SPR	\$394,316	911 / SPR	Cooperative Agreement	Options Yr 1	Selena MacArthur
West Safety Services INC,	FY19 - OUC - NG9-1-1 ALI and LNG Services - SPR	\$408,830.67	911 / SPR	Letter	Base Yr	Selena MacArthur
West Safety Services INC,	FY19 - OUC - Public Safety eCATS Emergency Call Tracking System Maintenance - SPR	\$21,828	911 / SPR	Exempt From Competition	Award- 9/30/19	Selena MacArthur
Winbourne Consulting LLC	FY19 - OUC - NG911 Telecommunications Infrastructure Support Services - Opt Yr 4 - SPR	\$144,096	911 / SPR	RFP	Option Yr 4	Selena MacArthur
Xerox Corporation	FY19 - OUC - Managed Print Services, Opt Yr 1 - SPR	\$35,230.92	911 / SPR	Citywide	Option Yr 1	Selena MacArthur

Office of Unified Communications FY2018

FY2018 Performance Accountability Report

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

Mission

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

Summary of Services

The 911 Operations Division is responsible for answering 911 emergency calls and for dispatching MPD and FEMS to related incidents. The 311 Operations Division processes city service requests for multiple city agencies and handles telephone reporting of specific crimes. The Technology Operations Division operates and maintains public safety voice radio technology and oversees all land and mobile radio systems tied to the response network. The Transcription Division provides audio transcribing for the Metropolitan Police Department (MPD), the Fire and Emergency Medical Services (FEMS) and the 311 Operations Division of OUC. Agency Management administers programs supporting the call center and public safety communications. In addition, Agency Management oversees the employee performance management system, new employee training and in-service training for OUC personnel.

FY18 Top Accomplishments

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
911 Criteria Based Dispatching (CBD) Protocol Launch	CBD enhances the efficiency of the dispatch process. Benefits of this protocol include reduced caller frustration due to more common sense-based caller interviewing/probing, more relevant triage of medical patients and improved utilization of emergency response resources.	In addition to helping to improve employee morale, the introduction of CBD will also result in significant cost savings related to training and software maintenance and support for the agency.
Nurse Triage Line Integration	In coordination with FEMS, the agency integrated programming that enables secondary telephonic medical triage (STMT) to transfer low acuity calls away from the emergency medical system to a secondary screening process that determines the most appropriate resources. The benefits of implementation include reduced wait times for ambulances as well as less emergency room overcrowding.	Supporting a system that redirects patients to more appropriate healthcare resources and options can reduce the strain on the emergency dispatching system.
Industry and National Recognition - 311 Operations	In FY18, the agency employed several innovative technical strategies while transitioning LEAP program participants to FTEs under the 311 division. The combination of these efforts resulted in significant performance improvements. As a result, the operation received a "Service to the Citizen Award", which is given to organizations that demonstrate ingenuity in employing strategies and best practices for improving citizen experiences, and was also nationally recognized as a Trailblazer in the public sector by the industry's foremost CRM platform vendor.	The agency has recognized enhanced customer satisfaction with its core services, which has influenced employee morale.

2018 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.**

2018 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
1 - Provide efficient, professional and cost effective responses to 911 communications (4 Measures)									
Percent of 911 calls which move from queue to dispatch in 60 seconds or less	Quarterly	75%	68.6%	69.6%	55.6%	54%	60.8%	Unmet	The majority of all 911 calls are for police service. In the past fiscal year, the agency has seen the number of calls for service gradually increase. The time between queue to dispatch is directly related to MPD unit availability for dispatch.
Total number of sustained 911 complaints	Annually	0	Annual Measure	Annual Measure	Annual Measure	Annual Measure	25	Unmet	OUC received a total of 43 complaints in FY18. Customer service was the most frequent type of complaint received. In FY18, major systems and the infrastructure of the 911 call taking/dispatching system, including the telephony platform, the protocol system and the emergency medical call triaging methods were completely overhauled. As the agency's professional standards division continues to identify areas of concern, the agency anticipates that sustained complaints will decline. The agency manages approximately 1.4 million 911 calls annually and the number of complaints received in FY18 represents less than .01% of this call volume.
Percent of 911 calls in which call to queue is 90 seconds or less	Quarterly	75%	51.6%	49.8%	61.4%	66.6%	58.5%	Unmet	In FY18, the agency implemented Criteria Based Dispatching. This new common sense based protocol system enhances the efficiency of the dispatch process and the agency recognized steady improvement after implementation. The agency anticipates continued improved performance as 911 operations employees become more familiar with the new protocol system.
Percent of 911 calls answered within 10 seconds	Quarterly	90%	91.9%	89.2%	82.2%	83.3%	86.4%	Nearly Met	In April 2018, the agency replaced its aging telephony system. The timing of how calls are presented/dropped into queue has changed and there was a learning curve for call takers in the new system. In addition, the agency has seen a gradual

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
									increase in 911 calls, which impacts call taker availability. However, the agency anticipates continued gradual improvement in performance, such as what was seen since the introduction of the telephony system and through Q2& Q3 going forward.
2 - Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms. (2 Measures)									
Percent of 311 calls handled by a live agent in 4 minutes or less	Quarterly	97%	73.8%	73.8%	73.9%	75.2%	74.2%	Unmet	Performance around this KPI has improved greatly since FY16, and gradually so through FY17 to date. In FY18, the agency analyzed performance metrics and determined that DMV calls, among the top 3 of all customer call types, average 6-7 minutes in length. This performance impacts the overall call handling time average. In FY19, the agency will explore this metric to determine if performance can be improved.
Percent of 311 calls answered by a live agent within 90 seconds	Quarterly	80%	86.6%	93.5%	91.3%	92.7%	91%	Met	
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	Annually	99%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
Percent of time the OUC responds to radio equipment repair requests within 24 hours	Annually	99%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
Percent of tablet connectivity uptime	Quarterly	90%	98%	99%	99%	97%	98.3%	Met	
4 - Create and maintain a highly efficient, transparent and responsive District government.** (3 Measures)									
Total number of residents reached through community	Annually	15,000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	40,800	Met	

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
engagement and 911 education activities									
Percent of Time OUC's grade.dc.gov Customer Service Satisfaction Rating is "B" or Better	Quarterly	100%	100%	100%	100%	100%	100%	Met	
Percent of records requests fulfilled within mandated time frames	Annually	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	99.9%	Met	

**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 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
1 - Answers all incoming 911 calls (2 Measures)						
Total Number of Inbound 911 Calls	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1,286,681
Total number of events created in CAD	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	957,482
2 - Answers all incoming 311 calls (2 Measures)						
Total Number of Inbound 311 Calls	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1,690,354
Total number of service requests entered into the customer relationship management system by 311 agents	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	560,271
4 - Serves as custodian of all 911 and 311 communications records (1 Measure)						
Percent of agency held records released to stakeholders upon request	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%

2018 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
311 CALL TAKING ACTIVITY (1 Strategic Initiative)				
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.	Complete	In Q4 of FY18, the agency continued its participation on the EOM/DOT taskforce. The agency also added the "pet waste" service request type for the Office of the Clean City and a commercial enforcement service request type related to styrofoam and plastic for DDOE. Also in Q4, the agency began work on a platform interface with DGS to support parks and recreation maintenance and upkeep service request types.	
911 CALL TAKING ACTIVITY (4 Strategic initiatives)				
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.	Complete	Through Q4 of FY18, the OUC leveraged its industry partnerships and social media and outreach platforms to proactively publicize its critical programs and services. In particular, the OUC's 311 platform vendor, Salesforce, pushed video profiles and two live podcasts featuring 311 super users and LEAP participant integration success stories. In addition, the agency's radio equipment vendor, Motorola, created a series of 911 emergency services profiles on the agency and published them nationwide.	
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.	Complete	The first edition of the newsletter was sent to subscribers during the last week of July. In addition, the agency's community action team hosted information sessions at numerous events citywide, including ANC and neighborhood community meetings. MPD also allowed the agency to partner with their outreach teams to incorporate 911 education programming into their Officer Friendly program. In particular, the agency introduced the Cell Phone Sally character which has proven to be a valuable tool in teaching children how to call 911.	
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.	Complete	In Q2, OUC continued its participation in regular meetings to discuss the implementation of the NTL as well as its cooperation with FEMS on the development of a targeted, customized outreach strategy to help educate residents about access to healthcare. NTL went live on 4/19/18.	

Title	Description	Complete to Date	Status Update	Explanation
911 DISPATCHING ACTIVITY (2 Strategic initiatives)				
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.	Complete	Pulse Point was officially launched in November 2017. The program is operating as intended with no issues to report.	
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.	Complete	Through Q2, all emergency operations staff was trained on the new protocol and the agency's OPSD offered additional refresher and remedial support to employees upon request. The agency officially transitioned to the the new protocol on 4/19/18. The agency is currently working with the previous protocol vendor to decommission their product.	
INFORMATION TECHNOLOGY (3 Strategic initiatives)				
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.	Complete	Systems operations training was completed in Q3. OUC staff is now fully capable of operating the unit. Also in Q3, the unit's microwave connection was completed. The agency has since also hosted several tours for industry officials including FCC Chairman Michael O'Reilly. At this time network design activities are ongoing.	
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.	0-24%	The contract award for the back-up emergency power generator is estimated to be completed by November 15, 2018. DGS continues to review cost estimates for the design of the remaining building systems and space renovation.	Progress on this initiative is on track, but is a multi-phased project and completion was not expected this fiscal year.

Title	Description	Complete to Date	Status Update	Explanation
TRANSCRIPTION & QUALITY DIVISION (1 Strategic Initiative)				
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.	Complete	In Q4, in addition to upgrading the service request platform, the division fully on-boarded new staff support and redistributed the workload. As a result of these staff transitions, the division's responsiveness to requests improved significantly, enabling them to respond to 100% of their requests within the legislated time frames.	

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
TOT		21	10

2018 Key Performance Indicators

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target
1 - Provide efficient, professional and cost effective responses to 911 communications (4 Measures)									
Percent of 911 calls answered within 10 seconds	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	90%	90.3%	90%
Percent of 911 calls which move from queue to dispatch in 60 seconds or less	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	75%	66.7%	75%
Total number of sustained 911 complaints	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	0	17	0
Percent of 911 calls in which call to queue is 90 seconds or less	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	75%	53.4%	75%
2 - Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms. (2 Measures)									
Percent of 311 calls handled by a live agent in 4 minutes or less	<input type="checkbox"/>	89%	95%	86%	97%	44.4%	97%	73.1%	97%
Percent of 311 calls answered by a live agent within	<input type="checkbox"/>	61%	77%	69%	80%	39.8%	80%	80.4%	80%

90 seconds									
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"/>	99%	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"/>	99%	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	<input checked="" type="checkbox"/>	Not available	Not available	Not Available	Not Available	New Measure	New Measure	98	15,000
Percent of Time OUC's grade.dc.gov Customer Service Satisfaction Rating is "B" or Better	<input type="checkbox"/>	100%	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
1 - Provide efficient, professional and cost effective responses to 911 communications (2 Activities)					
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	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	Daily Service	0	2

	calls	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.				
TOT				2	6	
2 - Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms. (3 Activities)						
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	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	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	0
TOT				2	1	
3 - Provide state-of-the-art emergency and non-emergency communications (3 Activities)						
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	3
INFORMATION TECHNOLOGY	Develops public safety communications policies and maintains and purchases all	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	Key Project	0	0	0

	related equipment and facilities	contracts for the acquisition of public safety voice radio technology and call center technology systems, resources, and services.			
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
4 - Create and maintain a highly efficient, transparent and responsive District government.** (2 Activities)					
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
TOT				5	11

2018 Workload Measures

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY2016 Actual	FY 2017 Actual
1 - Answers all incoming 911 calls (2 Measures)					
Total Number of Inbound 911 Calls	<input type="checkbox"/>	Not available	Not Available	1,396,955	1,282,621
Total number of events created in CAD	<input type="checkbox"/>	Not available	Not Available	1,002,775	967,154
2 - Answers all incoming 311 calls (2 Measures)					
Total Number of Inbound 311 Calls	<input type="checkbox"/>	Not available	Not Available	1,748,447	1,028,834

Total number of service requests entered into the customer relationship management system by 311 agents	<input type="checkbox"/>	Not available	Not Available	395,877	579,693
4 - Serves as custodian of all 911 and 311 communications records (1 Measure)					
Percent of agency held records released to stakeholders upon request	<input type="checkbox"/>	Not available	Not Available	Not Available	10,220%

Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
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
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
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
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
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

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
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

Office of Unified Communications FY2019

Agency Office of Unified Communications

Agency Code UC0

Fiscal Year 2019

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.

2019 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.

2019 Key Performance Indicators

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
1 - Provide efficient, professional and cost effective responses to 911 communications. (5 Measures)					
Percent of 911 calls answered within 10 seconds	Up is Better	Not Available	90.3%	86.4%	90%
Percent of 911 calls which move from queue to dispatch in 60 seconds or less	Up is Better	Not Available	66.7%	60.8%	75%
Total number of sustained 911 complaints	Down is Better	Not Available	17	25	0
Percent of 911 calls in which call to queue is 90 seconds or less	Up is Better	Not Available	53.4%	58.5%	75%
Percentage of QA/QI 911 call reviews that receive a rating of 80% or better	Up is Better	Not Available	Not Available	Not Available	75%
2 - Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms. (2 Measures)					
Percent of 311 calls handled by a live agent in 4 minutes or less	Up is Better	44.4%	73.1%	74.2%	97%
Percent of 311 calls answered by a live agent within 90 seconds	Up is Better	39.8%	80.4%	91%	80%
3 - Provide state-of-the-art emergency and non-emergency communications. (3 Measures)					

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
Percent of time the OUC responds to Mobile Data Terminal repairs within 24 hours	Up is Better	99.9%	100%	100%	99%
Percent of time the OUC responds to radio equipment repair requests within 24 hours	Up is Better	100%	100%	100%	99%
Percent of tablet connectivity uptime	Up is Better	Not Available	96.4%	98.3%	90%
4 - Create and maintain a highly efficient, transparent and responsive District government. (12 Measures)					
Total number of residents reached through community engagement and 911 education activities	Up is Better	Not Available	14,700	40,800	15,000
Percent of Time OUC's grade.dc.gov Customer Service Satisfaction Rating is "B" or Better	Up is Better	100%	100%	100%	100%
Percent of records requests fulfilled within mandated time frames	Up is Better	Not Available	90.2%	99.9%	80%
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Up is Better	Not Available	No data available	99.4%	Not Available
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Up is Better	Not Available	100%	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Up is Better	Not Available	No data available	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Down is Better	0.1%	0%	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Average number of calendar days between requisition and purchase orders issued (Updated by OCA)	Up is Better	Not Available	15.2	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Up is Better	164.4%	122.9%	Waiting on Data	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)	Up is Better	Not Available	No data available	100%	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Down is Better	51.4%	52.3%	Waiting on Data	Not Available
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Down is Better	Not Available	Not Available	Not Available	New Measure

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Provide efficient, professional and cost effective responses to 911 communications. (2 Activities)			
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
2 - Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms. (3 Activities)			
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
3 - Provide state-of-the-art emergency and non-emergency communications. (3 Activities)			
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	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	Key Project

Operations Header	Operations Title	Operations Description	Type of Operations
	related equipment and facilities	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.	
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
4 - Create and maintain a highly efficient, transparent and responsive District government. (2 Activities)			
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

2019 Workload Measures

Measure	FY 2016	FY 2017	FY 2018
1 - Answers all incoming 911 calls (2 Measures)			
Total Number of Inbound 911 Calls	1,396,955	1,282,621	1,286,681
Total number of events created in CAD	1,002,775	967,154	957,482
2 - Answers all incoming 311 calls (2 Measures)			
Total Number of Inbound 311 Calls	1,748,447	1,028,834	1,690,354
Total number of service requests entered into the customer relationship management system by 311 agents	395,877	579,693	560,271
4 - Serves as custodian of all 911 and 311 communications records (1 Measure)			
Number of agency held records released to stakeholders upon request	Not Available	10,220	9126

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Answers all incoming 911 calls (2 Strategic initiatives)		
Regional Public Safety Communications Training Facility Establishment	In FY19, OUC's Office of Professional Standards & Development will lead the initiative to certify its training program & evolve to an accredited regional public safety communications training center. Public safety agencies use the APCO International Agency Training Program Certification (Project 33) as a formal mechanism to ensure their training programs meet APCO American National Standards (ANS). Once OUC meets Project 33 standards, the agency intends to move forward on pursuing the accreditation necessary to offer onsite continuing training opportunities to & with regional partners. This will expand the long-term liaison relationships OUC maintains with jurisdictions across the National Capital Region (NCR) & enhance the local network of public safety communications professionals.	09-30-2020
Non-Emergency Call Management	In FY19, the OUC will create a Non Emergency Call Handling Taskforce, in partnership with MPD, that will identify all non-emergency call types and establish protocols which outline the priority settings in relation to 911 calls handled through the call distribution queue of the telephony systems' Automatic Call Distribution (ACD) program. The intent of this activity is to ensure that truly emergent calls are handled first and as efficiently as possible.	09-30-2019
Dispatches MPD and FEMS units/apparatus in response to 911 calls (2 Strategic initiatives)		
Citywide Panic Button Implementation	<p>In FY19, the OUC will implement the Panic Button app across District government agencies and facilities. This app enables the immediate notification of on-site personnel during incidents and can initiate emergency procedures before first responders arrive.</p> <p>Other comparably-sized jurisdictions that have implemented the Panic Button are in New York: Nassau County (population 1.3M); Suffolk County (population 1.5M). Comprehensive user training has been highlighted as a factor in successful implementation, as it can decrease false alarms being triggered and improve site administrator management. OUC is also coordinating with the vendor/agency partners to avoid pitfalls around use of the app as a notification system rather than a public safety response mechanism. Lastly, OUC will remain engaged with site partners to ensure that accurate/updated floorplans and contact details are readily available during incident notifications.</p>	09-30-2019
Exploration of Methods to Improve Caller Location Accuracy	Wireless location accuracy depends largely on the capabilities of location determination technologies (LDT) used by wireless carriers to provide wireless E9-1-1 Phase II service. In FY19, the OUC will explore and seek to employ available emerging technologies that enhance the delivery of caller location information into the PSAP.	09-30-2019
Manages the District's public safety communications and city service request platforms and infrastructure (2 Strategic initiatives)		
PSCC Infrastructure Remodel	<p>In FY19, OUC will utilize capital funding to continue the remodel of 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.</p> <p>The emergency power generators will be installed and the design for the remaining building systems and space layout will be complete by the end of FY19.</p>	09-30-2020
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 FY19, the agency intends to complete efforts	09-30-2019

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
	to fully outfit the unit in preparation for use during exercises, special events and other activities as needed. 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.	
Supports city service request processing for servicing agencies (DPW, DOT, DOEE, etc.) (1 Strategic Initiative)		
311 Customer Care Partnership Expansion	In FY19, in partnership with DGS, OUC will incorporate the "facility maintenance" service request type to its 311 portfolio for DCPS and DPR.	09-30-2019

Dispatch Training

WEEK #1

Monday	11/26/2018	Instructor / Misc Info	Notes
0800	Roll Call		
0900	Introductions / Training Overview /		
1000	Rules and Expectations /		
1100	Terminology		
1150	Lunch		
1300			
1400	Terminology		
1500	Roles & Responsibilities		
1600			
Tuesday	11/27/2018		
0800	Roll Call		
0900	Phonetic Alphabet / Military Time		
1000	State Abbreviations		
1100	Policies		
1150	Lunch		
1300			
1400	Polcies		
1500			
1600			
Wednesday	11/28/2018		
0800	Roll Call		
0900			
1000	MPD overview		
1100			
1150	Lunch		
1300			
1400	MPD overview / Districts		
1500			
1600			
Thursday	11/29/2018		
0800	Roll Call		
0900			
1000	Districts / PSA / SECTOR / BEATS		
1100			
1150	Lunch		
1300			
1400	Districts / PSA / SECTOR / BEATS		
1500			
1600			
Friday	11/30/2018		
0800	Roll Call		
0900			
1000	DC street layout		
1100			
1150	Lunch		
1300	Geography		
1400			
1500	Review / Quiz		
1600			

Dispatch Training

WEEK #2

Monday	12/3/2018	Instructor / Misc Info	Notes
0800	Roll Call		
0900	i/Dispatcher		
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Tuesday	12/4/2018		
0800	Roll Call		
0830	i/Dispatcher		
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Wednesday	12/5/2018		
0800	Roll Call		
0900	i/Dispatcher		
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Thursday	12/6/2018		
0800	Roll Call		
0900	i/Dispatcher		
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Friday	12/7/2018		
0800	Roll Call		
0900	i/Dispatcher		
1000			
1100	Lunch		
1150			
1300	CAD practicals		
1400	Review & Test		
1500			
1600			

Dispatch Training

WEEK #3

Monday	12/10/2018	Instructor / Misc Info	Notes
0800	Roll Call		
0900	Radio Communications		
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Tuesday	12/11/2018		
0800	Roll Call		
0900	Hexagon presentation		
1000			
1100			
1150			
1300	i/Informer		
1400			
1500			
1600			Daily review
Wednesday	12/12/2018		
0800	Roll Call		
0900	Radio Communications		
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Thursday	12/13/2018		
0800	Roll Call		
0900	Radio Communications / observation		
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Friday	12/14/2018		
0800	Roll Call		
0900	Observation Review		
1000			
1100			
1150	Lunch		
1300	CAD practicals		
1400			
1500	Review & Test		
1600			

Dispatch Training

WEEK #4

Monday	12/17/2018	Instructor / Misc Info	Notes
0800	Roll Call	Police	
0900	Voicing Assignments		
1000			
1100			
1150	LUNCH		
1300	Reading an event record		
1400			
1500			
1600			
Tuesday	12/18/2018	Overview	
0800	Roll Call		
0900	Reading an event record practicals		
1000			
1100			
1150	LUNCH		
1300	Updating responders		
1400			
1500	Unit requests		
1600			
Wednesday	12/19/2018	Overview	
0800	Roll Call		
0900	Status checks / unit safety		
1000			
1100			
1150	LUNCH		
1300	Simulcast / Bolos		
1400			
1500	Practical Simulcast		
1600			
Thursday	12/20/2018	Overview	
0800	Roll Call		
0900	Notifications - MPD / FEMS / OUC		
1000			
1100			
1150	LUNCH		
1300	Outside agencies & MPD		
1400			
1500			
1600			
Friday	12/21/2018	Overview	
0800	Roll Call		
0900	Review / Quiz		
1000	Observation		
1100			
1150			
1300			
1400			
1500			
1600			

Dispatch Training

WEEK #5

Monday	12/24/2018	Instructor / Misc Info	Notes
0800	Roll Call	Police	
0900	Observation Review		
1000			
1100			
1150	Lunch		
1300	Geography - Interstates		
1400			
1500			
1600			
Tuesday	12/25/2018		
0800	Off - Christmas Holiday		
0900			
1000			
1100			
1200			
1250			
1400			
1500			
1600			
Wednesday	12/26/2018		
0800	Roll Call		
0900	Live Radio / Observation		
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Thursday	12/27/2018		
0800	Roll Call		
0900	Live Radio / Observation		
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Friday	12/28/2018		
0800	Roll Call		
0900	Live Radio / Observation		
1000			
1100			
1150			
1300			
1400	Review / quiz		
1500			
1600			

Monday	12/31/2018	Instructor / Misc Info	Notes
0800	Roll Call		
0900			
1000	Police Radio scenarios		
1100			
1150	Lunch		
1300			
1400	Police Radio scenarios		
1500			
1600			
Tuesday	1/1/2019		
0800			
0900			
1000			
1100			
1150	Off - New Year's Day Holiday		
1300			
1400			
1500			
1600			
Wednesday	1/2/2019		
0800	Roll Call		
0900			
1000	Police Radio scenarios		
1100			
1150	Lunch		
1300			
1400	CAD Review		
1500			
1600			
Thursday	1/3/2019		
0800	Roll Call		
0900			
1000	Police Review		
1100			
1150	Lunch		
1300			
1400	Police Observation		
1500			
1600			
Friday	1/4/2019		
0800	Roll Call		
0900			
1000	Police Radio scenarios		
1100			
1150	Lunch		
1300			
1400	Police Radio review / scenarios		
1500			
1600	Quiz		

Dispatch Training

WEEK #6

Monday	1/7/2019	Instructor / Misc Info	Notes
0800	Roll Call		
0900	Fire Training Overview		
1000	Firehouse Locations		
1100			
1150	Lunch		
1300	Fire terminology / Phonetic Alaphabet		
1400			
1500			
1600			
Tuesday	1/8/2019		
0800	Police Adacemy Scenarios		
0900			
1000			
1100			
1150			Lunch
1300	Fire Event types		
1400	Fire terminology Review		
1500			
1600			
Wednesday	1/9/2019		
0800	Police Adacemy Scenarios		
0900			
1000			
1100			
1150			Lunch
1300	Battalions / Fire house review		
1400			
1500			
1600			
Thursday	1/10/2019		
0800	Police Adacemy Scenarios		
0900			
1000			
1100			
1150			Lunch
1300	EMS Radio		
1400			
1500			
1600			
Friday	1/11/2019		
0800	Roll Call	FEMS on duty ELO	
0900	Fire operations		
1000			
1100			
1150	Lunch		
1300	ELO presentation		
1400	EMS Review		
1500			
1600	Quiz		

Dispatch Training

WEEK #7

Monday	1/14/2019	Instructor / Misc Info	Notes	
0800	Snow Emergency / assisted on phones		SNOW Emergency / suspended training	
0900				
1000				
1100				
1150				
1300				
1400				
1500				
1600				
Tuesday	1/15/2019	Overview		
0800	Roll Call			
0900	EMS Roles			
1000	Hospital / Special EMS operations			
1100				
1150	Lunch			
1300	MAYDAY			
1400	Mutual Aid Operaitons			
1500				
1600				
Wednesday	1/16/2019	Overview		
0800	Roll Call			
0900	Fire Radio overview			
1000				
1100				
1150	Lunch			
1300	FEMS phonetic Alphabet Review			
1400				
1500	Fire side Policies/Procedures			
1600				
Thursday	1/17/2019	Overview		
0800	Roll Call			
0900	Voicing EMS calls			
1000				
1100	President of Union presentation			
1150	Lunch			
1300	AMR and FEMS			
1400				
1500	AMR Presentation			AMR Supervisor Chief David
1600	FEMS Liaison Officer			
Friday	1/18/2019	Overview		
0800	Roll Call	Ricky Bender Presentation		
0900	Monitor EMS channels			
1000				
1100	EMS event types & responses			
1150	Lunch			
1300	EMS event types & responses			
1400	Fire dispatcher presentation			
1500	Review and Quiz			
1600				

Dispatch Training

WEEK #8

Monday	1/21/2019	Instructor / Misc Info	Notes
0800	MLK Holiday / off		
0900			
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Tuesday	1/22/2019		
0800	Roll Call		
0900	FIRE RADIO Channel 02		
1000			
1100			
1150	Lunch		
1300	Review the Fire Terminology		
1400	FIRE RADIO CHANNEL 02		
1500			
1600			
Wednesday	1/23/2019		
0800	Roll Call		
0900	Review Fire SOPs		
1000	Fire Apparatus		
1100			
1150	Lunch		
1300	Special Duties of Fire dispatching		
1400			
1500			
1600			
Thursday	1/24/2019		
0800	Roll Call		
0900	Voicing EMS Assignments		
1000			
1100			
1150	Lunch		
1300	Voicing Fire Assignments		
1400			
1500			
1600			
Friday	1/25/2019		
0800	Roll Call		
0900	Review special duties & voicing assignments		
1000			
1100			
1150	Lunch		
1300	Metro Station Assignments		
1400			
1500	Review / Quiz		
1600			

Dispatch Training

WEEK #9

Monday	1/28/2019	Instructor / Misc Info	Notes
0800	Roll Call		
0900	Event code / response plan review		
1000			
1100			
1150	Lunch		
1300	Event code / response plan review		
1400			
1500			
1600			
Tuesday	1/29/2019	Overview	
0800	Roll Call		
0900	Monitor EMS channel		
1000			
1100			
1150	Lunch		
1300	Monitor Fire channel & examples		
1400			
1500			
1600		Review monitored events	
Wednesday	1/30/2019	Overview	
0800	Roll Call		
0900	Monitor Fire channel & examples		
1000			
1100			
1150	Lunch		
1300	Monitor EMS channel		
1400			
1500			
1600		Review monitored events	
Thursday	1/31/2019	Overview	
0800	Voicing calls practicals		
0900			
1000			
1100			
1150	Lunch		
1300	Response Plan review		
1400			
1500	Radio Monitoring		
1600			
Friday	2/1/2019	Overview	
0800	Roll Call		
0900	Manual Dispatch		
1000			
1100			
1150	Lunch		
1300	Manual Dispatch Practicals		
1400			
1500	Review and quiz		
1600			

Dispatch Training

WEEK #11

Monday	2/11/2019	Instructor / Misc Info	Notes
0800	Roll Call		
0900	Dispatch Live / Fire Channel & 01		
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Tuesday	2/12/2019	Overview	
0800	Roll Call		
0900	Dispatch Live / rotation		
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Wednesday	2/13/2019	Overview	
0800	Roll Call		
0900	Dispatch Live / rotation		
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Thursday	2/14/2019	Overview	
0800	Roll Call		
0900	Dispatch Live / rotation		
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Friday	2/15/2019	Overview	
0800	Roll Call		
0900	Response plan review		
1000			
1100			
1150	Lunch		
1300	Battalions / Stations Review		
1400			
1500	Fire Review / Quiz		
1600			

Dispatch Training

WEEK #12

Monday	2/18/2019	Instructor / Misc Info	Notes
0800	MPD Review		
0900			
1000			
1100			
1150			
1300			
1400			
1500			
1600			
1600			
Tuesday	2/19/2019	Overview	
0800	MPD Review		
0900			
1000			
1100			
1150			
1300			
1400			
1500			
1600			
1600			
Wednesday	2/20/2019	Overview	
0800	MPD Review		
0900			
1000			
1100			
1150			
1300			
1400			
1500			
1600			
1600			
Thursday	2/21/2019	Overview	
0800	Forensic Science Unit Tour		
0900			
1000			
1100			
1150			
1300			
1400			
1500			
1600			
1600			
Friday	2/22/2019	Overview	
1430	MPD RIDE OUT		
1530			
1630			
1730			
1830			
1930			
2030			
2130			
2230			
2230			

Dispatch Training

WEEK #13

Monday	2/25/2019	Instructor / Misc Info	Notes
0800	Roll Call		Give 2 wk notices for chairside
0900	MPD live dispatching		
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Tuesday			
0800	Roll Call		
0900	MPD live dispatching		
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Wednesday			
0800	Roll Call		
0900	MPD live dispatching		
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Thursday			
0800	Roll Call		
0900	MPD live dispatching		
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Friday			
0800	Roll Call		
0900	MPD live dispatching		
1000			
1100			
1150			
1300			
1400			
1500			
1600			

Dispatch Training

WEEK #14

Monday	3/4/2019	Instructor / Misc Info	Notes	
0800	Roll Call			
0900	MPD / FEMS Live dispatching rotation			
1000				
1100				
1150				
1300				
1400				
1500				
1600				
Tuesday			3/5/2019	Overview
0800		Roll Call		
0900	MPD / FEMS Live dispatching rotation			
1000				
1100				
1150				
1300				
1400				
1500				
1600				
Wednesday		3/6/2019		Overview
0800		Roll Call		
0900	MPD / FEMS Live dispatching rotation			
1000				
1100				
1150				
1300				
1400				
1500				
1600				
Thursday		3/7/2019		Overview
0800		Roll Call		
0900	MPD / FEMS Live dispatching rotation			
1000				
1100				
1150				
1300				
1400				
1500				
1600				
Friday		3/8/2019		Overview
0800		Roll Call		
0900	MPD / FEMS Live dispatching rotation			
1000				
1100				
1150	Lunch			
1300	Review of live dispatching			
1400				
1500	Review / Quiz			
1600				

Dispatch Training

WEEK #14

Monday	3/11/2019	Instructor / Misc Info	Notes	
0800	Roll Call			
0900	Live Dispatching / Observation based on main assignment			
1000				
1100				
1150				
1300				
1400				
1500				
1600				
Tuesday			3/12/2019	Overview
0800		Roll Call		
0900	Live Dispatching / Observation based on main assignment			
1000				
1100				
1150				
1300				
1400				
1500				
1600				
Wednesday		3/13/2019		Overview
0800		Roll Call		
0900	Live Dispatching / Observation based on main assignment			
1000				
1100				
1150				
1300				
1400				
1500				
1600				
Thursday		3/14/2019		Overview
0800		Roll Call		
0900	Live Dispatching / Observation on other discipline			
1000				
1100				
1150				
1300				
1400				
1500				
1600				
Friday		3/15/2019		Overview
0800		Roll Call		
0900	Live Dispatching / Observation based on main assignment			
1000				
1100				
1150				
1300				
1400				
1500				
1600	Review / Quiz			

Dispatch Training

WEEK #14

Monday	3/18/2019	Instructor / Misc Info	Notes
0800	Roll Call		
0900			
1000			
1100			
1150	Live Dispatching / Observation based on main assignment		
1300			
1400			
1500			
1600			
1600			
Tuesday	3/19/2019	Overview	
0800	Roll Call		
0900			
1000			
1100			
1150	Live Dispatching / Observation based on main assignment		
1300			
1400			
1500			
1600			
1600			
Wednesday	3/20/2019	Overview	
0800	Roll Call		
0900			
1000			
1100			
1150	Live Dispatching / Observation based on main assignment		
1300			
1400			
1500			
1600			
1600			
Thursday	3/21/2019	Overview	
0800	Roll Call		
0900			
1000			
1100			
1150	Live Dispatching / Observation on other discipline		
1300			
1400			
1500			
1600			
1600			
Friday	3/22/2019	Overview	
0800	Roll Call		
0900			
1000			
1100			
1150	Live Dispatching / Observation based on main assignment		
1300			
1400			
1500			
1600			
1600			

Dispatch Training

WEEK #14

Monday	3/25/2019	Instructor / Misc Info	Notes	
0800	Roll Call			
0900	Live Dispatching / Observation based on main assignment			
1000				
1100				
1150				
1300				
1400				
1500				
1600				
Tuesday				3/26/2019
0800		Roll Call		
0900	Live Dispatching / Observation on other discipline			
1000				
1100				
1150				
1300				
1400				
1500				
1600				
Wednesday		3/27/2019		
0800		Roll Call		
0900	Live Dispatching / Observation based on main assignment			
1000				
1100				
1150				
1300				
1400				
1500				
1600				
Thursday		3/28/2019		
0800		Roll Call		
0900	Live Dispatching / Observation on other discipline			
1000				
1100				
1150				
1300				
1400				
1500				
1600				
Friday		3/29/2019		
0800		Roll Call		
0900	Review			
1000	Practical Exam			
1100	Lunch			
1150	Final Exam			
1300				
1400				
1500				
1600				

Call Taking Training

WEEK #1

Monday	9/4/2017	Instructor / Misc Info	Notes
0800	Labor Day / Day off	No Class	
0900			
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Tuesday	9/5/2017		
0800	Observation / M Henson-McGill		
0900	New Hires: DCHR @ 441		
1000			
1100			
1150	Lunch		
1300	OUC Welcome and Introductions		
1400	Orientation to Agency / Tour	Tiffany	
1500	Operations Overview	OPS	
1600	Training Program Overview		
Wednesday	9/6/2017		
0800	Roll Call		
0830	HR Q&A / Benefits	HR team	
0930	Transcription / 311 Overviews	Denise / 311 team	
1030	OUC Social Media / IT Overviews	Alan / IT	
1130	Lunch		
1300	Teambuilding		
1400		JT Taylor/Teambuilding USA	
1500			
1600			
Thursday	9/7/2017		
0800	Roll Call		
0830	Teambuilding		Remind class Active Shooter Tomorrow
1000		JT Taylor/Teambuilding USA	
1100			
1150			
1300			
1400			
1500			
1600			
Friday	9/8/2017		
0800	Active Shooter		
0900	Policies/Ops Overview/ Phonetic, Event Type & Military time overview		
1000			Active shooter cancelled due to Hurricane Irma
1100			
1150			
1300			
1400			
1500			
1600			

Call Taking Training

WEEK #2

Monday	9/11/2017	Instructor / Misc Info	Notes
0800	Roll call		
0900	i/CallTaker	LaJuan	
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Tuesday			9/12/2017
0800	Roll call		
0900	i/CallTaker	LaJuan	
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Wednesday			9/13/2017
0800	Roll call		
0900	i/CallTaker		
0930			
1100	Payroll, Leave, Election of Benefits	Bea	
1145	Lunch		
1245	i/CallTaker		
1400			
1530			
1600			
Thursday	9/14/2017		
0800	Roll call		
0830	i/CallTaker	LaJuan	
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Friday	9/15/2017		
0800	Roll call		
0900	i/CallTaker		
1000			
1100			
1150			
1300			
1400			
1500			
1600			

Call Taking Training

WEEK #3

Monday	9/18/2017	Instructor / Misc Info	Notes
0800	i/Calltaker Review, exercises		
0900			
1000			
1100			
1150		Lunch	
1300	i/Calltaker Review, exercises		
1430			
1500	i/Calltaker Test		
1600			
Tuesday	9/19/2017		
0800	Roll Call		
0900	Policy / Procedure Review		
1000			
1100			
1150	Lunch		
1300	Policy / Procedure Review		
1400	Intro to 911, Telecommunicator Roles & Responsibilities Review / Q & A		
1500			
1600			
Wednesday	9/20/2017		
0800	Roll Call		
0900	Policy / Procedure Review		
1000			
1100	Conversation Management		
1145	Lunch		
1300	Calltaking 101, Terminology, Professional, Customer Service	OPSD / Judy	
1400			
1500	Policy / Procedure Review		
1600			
Thursday	9/21/2017		
0800	Roll Call		
0830	Policy / Procedure Review		
1000	Liability / Court calls & videos		
1100			
1150	Lunch	Floor	
1300	NAGE	Debbie	
1400			
1500	CAD review		
1600	Q & A		
Friday	9/22/2017		
0800	Roll Call		
0900	Policy / Procedure Review		
1000	Q & A / Group work / Quiz		
1100			
1150	Lunch		
1300	Observation		
1400		Floor	
1500			
1600	Review Floor Observation		

Call Taking Training

WEEK #4

Monday	9/25/2017	Instructor / Misc Info	Notes
0800	Active Shooter		
0900			
1000			
1100			
1150			At UCC all Week
1300			
1430			
1500			
1600			
Tuesday	9/26/2017		
0800	Roll Call		
0900	ICC Training		
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Wednesday		9/27/2017	
0800	Roll Call		
0900	ICC Cutover		
1000			
1100			
1145			
1300			
1400			
1500			
1600			
Thursday		9/28/2017	
0800	Roll Call		
0830	Policy / Procedure Review		
1000	Scavenger Hunt - know co-workers		
1100			
1150			
1300			
1400			
1500	Review Scavenger Hunt		
1600	Q & A		
Friday	9/29/2017		
0800	Roll Call		
0900	Active Listening Exercises		
1000			
1100			
1150	Lunch		
1300	Active Listening Exercises		
1400			
1500	Review / Q&A / Quiz		
1600			

Call Taking Training

WEEK #5

Monday	10/2/2017	Instructor / Misc Info	Notes
0800	Roll Call		
0900	CAD scenario		
1000			
1100			
1150		Lunch	
1300	CAD scenario		
1400			
1500			
1600			
Tuesday	10/3/2017		
0800	Roll Call		
0900	Geography		
1000			
1100		John Streat - FEMS	
1150			go w/dispatchers
1300			
1400			
1500			
1600			
Wednesday	10/4/2017		
0800	Roll Call		
0900	Where's Waldo exercise		
0930			
1100			
1145			
1245			
1400			
1500			
1600			
Thursday	10/5/2017		
0800	Roll Call		
0830	GIS		
1000		Dave Cook OCTO	
1100			go w/dispatchers
1150	Lunch		
1300	Legal Issues and You	Dionne	
1400			
1500	Ethics	BEGA Video	
1600	Q & A		
Friday	10/6/2017		
0800	Roll Call		
0900	Latitude / Longitude Scenarios/Observe live calls		Lat & Long cancelled -instructor sick
1000			
1100	Scenarios/Observe live calls	Sebastian Murillo	
1150		Lunch	
1300	AFLAC presentaiton		
1400	Scenarios / observe live calls		
1500			
1600	CAD Review / Test		

Call Taking Training

WEEK #6

Monday	10/9/2017	Instructor / Misc Info	Notes
0800	Columbus Day / off	no class	
0900			
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Tuesday	10/10/2017		
0800	Roll Call		
0900	EPD	Priority Dispatch Tracye	
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Wednesday			10/11/2017
0800	Roll Call		
0900	EPD	Priority Dispatch Tracye	
0930			
1100			
1145			
1245			
1400			
1500			
1600			
Thursday			10/12/2017
0800	Roll Call		
0830	EPD	Priority Dispatch Tracye	
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Friday			10/13/2017
0800	Roll Call		
0900	ProQA	Priority Dispatch Tracye	
1000			
1100			
1150			
1300			
1400			
1500			
1600			

Call Taking Training

WEEK #7

Monday	10/16/2017	Instructor / Misc Info	Notes
0800	Roll call		media center
830	PST1		
1000			
1100		APCO Instructor (Natalie Duran)	
1150			
1300			
1400			
1500			
1600			
Tuesday	10/17/2017		
0800	Roll call		
830	PST1		media center
1000			
1100			
1150		APCO Instructor (Natalie Duran)	
1300			
1400			
1500			
1600			
Wednesday	10/18/2017		
0800	Roll call		
830	PST1		media center
0930			
1100			
1145		APCO Instructor (Natalie Duran)	
1245			
1400			
1500			
1600			
Thursday	10/19/2017		
0800	Roll call		
0830	PST1		
1000			media center
1100		APCO Instructor (Natalie Duran)	
1150			
1300			
1400			
1500			
1600			
Friday	10/20/2017		
0800	Roll call		
0830	PST1		
1000			
1100		APCO Instructor (Natalie Duran)	
1150			
1300			
1400			
1500			
1600			

Call Taking Training

WEEK #8

Monday	10/23/2017	Instructor / Misc Info	Notes
0800	Roll Call		
0900	Police Scenarios & Event Types		
1000			
1100			
1150		Lunch	
1300	Police Scenarios & Event Types		
1400			
1500			
1600			
Tuesday	10/24/2017		
0800	Roll Call		
0900	EFD		
1000			
1100		Priority Dispatch	
1150			
1300			
1400			
1500			
1600			
Wednesday	10/25/2017		
0800	Roll Call		
0900	EFD		
0930			
1100		Priority Dispatch	
1145			
1245			
1400			
1500			
1600			
Thursday	10/26/2017		
0800	Roll Call		
0830	CPR		
1000			
1100		Patricia Harris / Forrest	
1150			
1300			
1400			
1500			
1600			
Friday	10/27/2017		
0800	Roll Call		
0900	Scenarios / EFD		
1000			
1100			
1150	Lunch		
1300	Scenarios / EPD & EFD		
1400			
1500			
1600			

Call Taking Training

WEEK #9

Monday	10/30/2017	Instructor / Misc Info	Notes
0800	Roll Call		
0900	FEMS Academy Visiti		
1000		confirmed w/	
1100		Capt Stroman	
1150			(Confirmed)
1300			Remind class to wear clothes to assist with lrg group of kids
1400	Prepare for It's spooly w/comms team		
1500			
1600			
Tuesday	10/31/2017		
0800	Roll Call		
0900	Observation & Assisting w/"It's Spooky not knowing Your Address"		
1000			
1100			
1150		UCC	
1300			
1400			
1500			
1600			
Wednesday	11/1/2017		
0800	Roll Call		
0900	EMD		
0930			
1100			
1145		Priority Dispatch Instructor	(Confirmed)
1245			
1400			
1500			
1600			
Thursday	11/2/2017		
0800	Roll Call		
0830	EMD		
1000			
1100			
1150		Priority Dispatch Instructor	
1300			
1400			
1500			
1600			
Friday	11/3/2017		
0800	Roll Call		
0900	Scenarios / EMD		
1000			
1100	Lunch		
1150			
1300	Scenarios / EMD		
1400			
1500			
1600			

Call Taking Training

WEEK #10

Monday	11/6/2017	Instructor / Misc Info	Notes	
0800	Roll Call			
0900	Scenarios			
1000				
1100				
1150	Lunch			
1300	CAD Review			
1400				
1500				
1600				
Tuesday	11/7/2017			
0800	Roll Call			
0900	MPD Academy			
1000				
1100		Lt Parson / new date		
1150				
1300				
1400				
1500				
1600				
Wednesday	11/8/2017			
0800	Roll Call			
0900	Scenarios			
0930				
1100	Lunch			
1145				
1245				
1400				
1500				
1600	Scenarios			
Thursday	11/9/2017			
0800	Roll Call			
0830	Scenarios			
1000				
1100				
1150	Lunch			
1300	Q & A / Group work / Quiz			
1400				
1500	Observation			
1600				
Friday	11/10/2017			
0800	MPD RIDE OUT			
0900				
1000				
1100		Various /Districts 1430-2230		
1150				
1300				
1400				
1500				
1600				

Call Taking Training

WEEK #11

Monday	11/13/2017	Instructor / Misc Info	Notes
0800	Roll Call		
0900	EMS Scenarios		
1000			
1100			
1150		Lunch	
1300	EMS Scenarios		
1400			
1500			
1600			
Tuesday	11/14/2017		
0800	Roll Call		
0900	All discipline Scenarios		Remind class of FEMS ride out Wed /Thurs & Off Friday
1000			
1100			
1150	Lunch		
1300	All discipline Scenarios		
1400			
1500			
1600			
Wednesday	11/15/2017		
0700	Roll Call		
	FEMS Ride Out		
		Various Stations	
1900			
Thursday	11/16/2017		
0700	Roll Call		
	FEMS Ride Out		
		Various Stations	
1900			
Friday	11/17/2017		
0800	off / shift adjustment for ride outs		
0900			
1000			
1100			
1150			
1300			
1400			
1500			
1600			

Call Taking Training

WEEK #12

Monday	11/20/2017	Instructor / Misc Info	Notes
0800	Roll Call		
0900	ICC (New Phone System) NG11 Longitude & Latitude Review		
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Tuesday	11/21/2017		
0800	Roll Call		
0900	TDD/TTY		
1000			
1100			
1150			
1300	Scenarios		
1400			
1500			
1600			
Wednesday	11/22/2017		
0800	Roll Call		
0900	Geography Review		Remind class off Thanksgiving only
0930			
1100			
1145	Lunch		
1245	Scenarios		
1400			
1500			
1600			
Thursday	11/23/2017		
0800	Thanksgiving - Off		
0830			
1000			
1100			
1150		no class	
1300			
1400			
1500			
1600			
Friday	11/24/2017		
0800	Roll Call		
0900	Review / Quiz / Group Activities		
1000			
1100			
1150	Lunch		
1300	Observation		
1400		floor	
1500			
1600		Review Observation	

Call Taking Training

WEEK #13

Monday	11/27/2017	Instructor / Misc Info	Notes
0800	Roll Call		
0900	WALES/ NCIC/ CJIS Class (i/informer)		
1000			14 Day letters for Chairside
1100			
1150			
1300			
1400			
1500			
1600			
Tuesday	11/28/2017		
0800	Roll Call		
0900	WALES Scenarios		
1000			
1100			
1150	Lunch		
1300	WALES Scenarios		
1400			
1500			
1600			
Wednesday	11/29/2017		
0800	Roll Call		
0900	Scenarios		
0930			
1100			
1145	Lunch		
1245	Scenarios		
1400			
1500			
1600			
Thursday	11/30/2017		
0800	Roll Call		
0830	Geography		
1000			
1100		Trail Ride out	
1150			
1300			
1400			
1500			
1600			
Friday	12/1/2017		
0800	Roll Call		
0900	Review / Quiz / Activities		
1000			
1100			
1150	Lunch		
1300	Observation		
1400		Floor	
1500			
1600		Review Observations	

Call Taking Training

WEEK #14

Monday	12/4/2017	Instructor / Misc Info	Notes
0800	Roll Call		
0900	Review Event Types		
1000			
1100			
1150	Lunch		
1300	Scenarios / Live Calls		
1400			
1500			
1600			
Tuesday	12/5/2017		
0800	Roll Call		
0900	Scenarios / Live Calls		
1000			
1100			
1150	Lunch		
1300	Scenarios / Live Calls		
1400			
1500			
1600			
Wednesday	12/6/2017		
0800	Roll Call		
0900	Scenarios / Live Calls		
0930			
1100			
1145	Lunch		
1245	Scenarios / Live Calls		
1400			
1500			
1600			
Thursday	12/7/2017		
0800	Roll Call		
0830	Geography		
1000			
1100			
1150		City Wide ride out	
1300			
1400			
1500			
1600			
Friday	12/8/2017		
0800	Roll Call		
0900	Scenarios / Live Calls		
1000			
1100			
1150			
1300	Review / Quiz / Activity		
1400		Floor	
1500			
1600			

Call Taking Training

WEEK #15

Monday	12/11/2017	Instructor / Misc Info	Notes
0800	Roll Call		
0900	Scenarios / Live Calls		Some to do on-line ICS 100,200 while other on live calls
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Tuesday	12/12/2017		
0800	Roll Call		
0900	Scenarios / Live Calls		
1000			
1100			
1150			
1300			
1400			
1500			
1600			
Wednesday	12/13/2017		
0800	Roll Call		
0900	Scenarios / Live Calls		
0930			
1100			
1145			
1245			
1400			
1500			
1600			
Thursday	12/14/2017		
0800	Roll Call		
0830	Scenarios / Live Calls		
1000			
1100			
1150			
1300	Geography		
1400			
1500			
1600			
Friday	12/15/2017		
0800	Roll Call		
0900	Scenarios / Live Calls		
1000			
1100			
1150			
1300	Review / Quiz / Activity		
1400			
1500			
1600			

Call Taking Training

WEEK #16

Monday	12/18/2017	Instructor / Misc Info	Notes
0800	Roll Call		
0900	Review Policy & Procedures		
1000			
1100			
1200	Lunch		
1300	Uniform Fitting		
1400		Muscatello's	
1500			
1600			
Tuesday	12/19/2017		
0800	Roll Call		
0900	Scenarios / Live calls		
1000			
1100			
1150	Lunch		
1300	Scenarios / Live calls		
1400			
1500	Discussion / Review calls		
1600			
Wednesday	12/20/2017		
0800	Roll Call		
0900	Scenarios / Live calls		
0930			
1100			
1145	Lunch		
1245	Scenarios / Live calls		
1400			
1500	Discussion / Review calls		
1600			
Thursday	12/21/2017		
0800	Roll Call		
0830	Review for Final		
1000			
1100			
1150	Lunch		
1300	Scenarios / Live calls		
1400			
1500			
1600			
Friday	12/22/2017		
0800	Roll Call		
0900	Review for Final / Q & A		
1000			
1100			
1150	Lunch		
1300	Final Exam		
1400			
1500			
1600			

Call Taking Training

WEEK #8

Monday	10/16/2017	Instructor / Misc Info	Notes
0800	Roll Call		
0900	Police Scenarios / Event Types		
1000			
1100			
1150		Lunch	
1300	Police Scenarios / Event Types		
1400			
1500			
1600			
Tuesday	10/17/2017		
0800	Roll Call		
0900	MPD Academy		
1000			
1100		MPD Academy	MPA email sent 9/3
1150		9 to 5	with dispatchers
1300		Lt Parson	
1400			
1500			
1600			
Wednesday	10/18/2017		
0800	Roll Call		
0900	Police Scenarios / Event Types		
0930			
1100			
1145			
1245	Police Scenarios / Event Types		Remind class that Friday is ride outs & shift is 1430-2230.
1400			
1500			
1600			
Thursday	10/19/2017		
0800	Roll Call		
0830	CPR		
1000		PR Harris Academy	email sent 9/3
1100			
1150			Remind class that Friday is ride outs & shift is 1430-2230.
1300	Police Scenarios / Event Types		
1400			
1500			
1600			
Friday	10/20/2017		
1430	MPD RIDE OUT		
1530			
1630			
1730			
1830		Various /Districts	(email sent to Ben for procedure)
1930		1430-2230	
2030			
2130			
2230			

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of Unified Communications

Muriel Bowser
Mayor



Karima Holmes
Director

General 311 Training

Day 1:

- DCHR orientation
- Introductions/Icebreaker (provide name, how many years of customer service do you have, reason why you choose OUC)
- 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:

- 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)
- **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:

- Review of all Salesforce service requests
- Chairside observation
- Classroom follow up to review chairside observations

Day 11-12:

- Chairside observation (new employee in the “driver seat”)

GOVERNMENT OF THE DISTRICT OF COLUMBIA
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Karima Holmes
Director

- Feedback (One on one feedback session to determine additional training needs)

Begin Call Taking with Guided Support (in combination with support)

- **Week 4:**
 - Active Listening Skills for Professionals (30 minutes)

 - Delivering Feedback (23 minutes)

- **Week 5:**
 - Receiving Feedback (20 minutes)

 - Being a Receptive Communication partner (25 minutes)

- **Week 6:**
 - Essential Skills for Professional Telephone Calls (1 hr.)

 - Customer Service Confrontation and Conflict (1 hr.)

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of Unified Communications

Muriel Bowser
Mayor



Karima Holmes
Director

311 Customer Service Training for DMV Calls

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

DAY 1- Sections

Basic ticket information

What is a ticket and who issues them

Payments Options

To Contest

PowerPoint Presentation 1-10

1st QUIZ

DAY 2

Recap day (1)
Go over quiz #1

Understanding DPW

To pay ticket and boot fees:

PowerPoint Presentation 11-20

2nd Quiz

Day 3

Recap day (2)
Go over quiz 2

GOVERNMENT OF THE DISTRICT OF COLUMBIA
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Mayor



Karima Holmes
Director

Retrieving a Towed Vehicle

Admit with explanation

Motion to Vacate

PowerPoint Presentation 21-30

****3rd Quiz****

Appeal Reconsideration or Motion to Vacate Decisions:

Appeals Form (Print off line)

How to Appeal Decisions of the Traffic Adjudication Appeals Board:

PowerPoint Presentation 31-40

****4th Quiz ****

Day 4

Recap day 3

Quiz 3

What is CCU

CCU CUSTOMER SERVICE LOCATION:

PowerPoint Presentation 41- 47

Day 5

Review quiz 4

Review of days 1-4

Q&A

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of Unified Communications

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Mayor



Karima Holmes
Director

Introduction To DMV Non Ticket:

Real ID Non-Driver Identification Card

REAL ID Driver License

Driver's License Suspension

Certified/ Uncertified Driver Record

Senior Driver

Medical Stops/ Requirements

Handicap Placard

Vehicle Registration

Vehicle Registration Renewals

Insurance

Inspections

Parking Reciprocity

Adjudication Services

Central Collections Unit

Salesforce Service Request

FY18 Service Requests

Service Request Name: Yard Waste - Missed
(3,212 records)

Opened Date: FY 2018 **(3,212 records)**

Service Request Name: Wire Down/Power
Outage **(184 records)**

Opened Date: FY 2018 **(184 records)**

Service Request Name: Vacant Lot - Public
Property Only **(672 records)**

Opened Date: FY 2018 **(672 records)**

Service Request Name: Utility Repair Issue **(582 records)**

Opened Date: FY 2018 **(582 records)**

Service Request Name: TRU Report **(3,512 records)**

Opened Date: FY 2018 **(3,512 records)**

Service Request Name: Tree Removal **(2,351 records)**

Opened Date: FY 2018 **(2,351 records)**

Service Request Name: Tree Pruning **(3,369 records)**

Opened Date: FY 2018 **(3,369 records)**

Service Request Name: Tree Planting **(2,320 records)**

Opened Date: FY 2018 **(2,320 records)**

Service Request Name: Tree Inspection **(5,234 records)**

Opened Date: FY 2018 (5,234 records)

Service Request Name: Trash Collection - Missed (10,768 records)

Opened Date: FY 2018 (10,768 records)

Service Request Name: Trash Cart Repair (749 records)

Opened Date: FY 2018 (749 records)

Service Request Name: Trash Cart - Delivery (2,755 records)

Opened Date: FY 2018 (2,755 records)

Service Request Name: Traffic Signal Issue (3,298 records)

Opened Date: FY 2018 (3,298 records)

Service Request Name: Traffic Safety Investigation (1,301 records)

Opened Date: FY 2018 (1,301 records)

Service Request Name: Ticket Ombudsman (1,660 records)

Opened Date: FY 2018 (1,660 records)

Service Request Name: Supercan - Repair (535 records)

Opened Date: FY 2018 (535 records)

Service Request Name: Supercan - Delivery (2,451 records)

Opened Date: FY 2018 (2,451 records)

Service Request Name: Streetlight Repair Investigation (12,406 records)

Opened Date: FY 2018 (12,406 records)

Service Request Name: Street Cleaning (4,623 records)

Opened Date: FY 2018 (4,623 records)

Service Request Name: Streetcar (4 records)

Opened Date: FY 2018 (4 records)

Service Request Name: Snow Towing (5 records)

Opened Date: FY 2018 (5 records)

Service Request Name: Snow Ticket Reimbursement (3 records)

Opened Date: FY 2018 (3 records)

Service Request Name: Snow Sidewalk Shoveling Enforcement Exemption (997 records)

Opened Date: FY 2018 (997 records)

Service Request Name: Snow Removal Complaints for Sidewalks (74 records)

Opened Date: FY 2018 (74 records)

Service Request Name: Snow Other (Snow Vehicle / Property Damage) (6 records)

Opened Date: FY 2018 (6 records)

Service Request Name: Snow Metro Bus Shelter/Stop (8 records)

Opened Date: FY 2018 (8 records)

Service Request Name: Snow/Ice Removal (Roadways AND Bridge walkways ONLY) **(102 records)**

Opened Date: FY 2018 **(102 records)**

Service Request Name: Snow/Ice Removal **(376 records)**

Opened Date: FY 2018 **(376 records)**

Service Request Name: Signed Street Sweeping Missed **(154 records)**

Opened Date: FY 2018 **(154 records)**

Service Request Name: Sidewalk Repair **(4,390 records)**

Opened Date: FY 2018 **(4,390 records)**

Service Request Name: Shut the Door (DOEE) **(10 records)**

Opened Date: FY 2018 **(10 records)**

Service Request Name: School Crossing Guard **(30 records)**

Opened Date: FY 2018 **(30 records)**

Service Request Name: Sanitation Enforcement **(11,790 records)**

Opened Date: FY 2018 **(11,790 records)**

Service Request Name: Salesforce DC311 Application Request **(1 record)**

Opened Date: FY 2018 **(1 record)**

Service Request Name: Rodent Inspection and Treatment **(5,763 records)**

Opened Date: FY 2018 **(5,763 records)**

Service Request Name: Roadway Striping / Markings **(831 records)**

Opened Date: FY 2018 **(831 records)**

Service Request Name: Roadway Signs **(11,724 records)**

Opened Date: FY 2018 **(11,724 records)**

Service Request Name: Roadway Repair **(1,860 records)**

Opened Date: FY 2018 **(1,860 records)**

Service Request Name: Resident Parking Permit **(138 records)**

Opened Date: FY 2018 **(138 records)**

Service Request Name: Residential Snow Removal (ServeDC) **(8 records)**

Opened Date: FY 2018 **(8 records)**

Service Request Name: Residential Parking Permit Violation **(9,082 records)**

Opened Date: FY 2018 **(9,082 records)**

Service Request Name: Recycling - School Program **(2 records)**

Opened Date: FY 2018 **(2 records)**

Service Request Name: Recycling- Information Request **(22 records)**

Opened Date: FY 2018 **(22 records)**

Service Request Name: Recycling - Commercial Only **(1 record)**

Opened Date: FY 2018 **(1 record)**

Service Request Name: Recycling Collection - Missed **(6,147 records)**

Opened Date: FY 2018 **(6,147 records)**

Service Request Name: Recycling Cart - Repair **(355 records)**

Opened Date: FY 2018 **(355 records)**

Service Request Name: Recycling Cart Delivery **(2,570 records)**

Opened Date: FY 2018 **(2,570 records)**

Service Request Name: Rat Replacement Containers **(213 records)**

Opened Date: FY 2018 **(213 records)**

Service Request Name: Public Space Litter Can-Installation/Removal/Repair **(510 records)**

Opened Date: FY 2018 **(510 records)**

Service Request Name: Public Space Litter Can-Collection **(904 records)**

Opened Date: FY 2018 **(904 records)**

Service Request Name: Pothole **(9,698 records)**

Opened Date: FY 2018 **(9,698 records)**

Service Request Name: Pet Waste Complaint **(171 records)**

Opened Date: FY 2018 **(171 records)**

Service Request Name: Parking Meter Repair **(40,961 records)**

Opened Date: FY 2018 (40,961 records)

Service Request Name: Parking Enforcement (40,480 records)

Opened Date: FY 2018 (40,480 records)

Service Request Name: Out of State Parking Violation (ROSA) (3,757 records)

Opened Date: FY 2018 (3,757 records)

Service Request Name: Neighborhood Clean-Up (57 records)

Opened Date: FY 2018 (57 records)

Service Request Name: Leaf Season Collection (766 records)

Opened Date: FY 2018 (766 records)

Service Request Name: Insect Treatment (243 records)

Opened Date: FY 2018 (243 records)

Service Request Name: Illegal Poster (682 records)

Opened Date: FY 2018 (682 records)

Service Request Name: Illegal Fireworks (7 records)

Opened Date: FY 2018 (7 records)

Service Request Name: Illegal Dumping (6,649 records)

Opened Date: FY 2018 (6,649 records)

Service Request Name: Hypothermia Shelter Information (760 records)

Opened Date: FY 2018 (760 records)

Service Request Name: How Is My Driving - Compliment (20 records)

Opened Date: FY 2018 (20 records)

Service Request Name: How Is My Driving - Complaint (595 records)

Opened Date: FY 2018 (595 records)

Service Request Name: Homeless Services - Winter/Hypothermia Season (35 records)

Opened Date: FY 2018 (35 records)

Service Request Name: Grass and Weeds Mowing (1,419 records)

Opened Date: FY 2018 (1,419 records)

Service Request Name: Graffiti Removal (6,205 records)

Opened Date: FY 2018 (6,205 records)

Service Request Name: FEMS - Smoke Alarm Application (962 records)

Opened Date: FY 2018 (962 records)

Service Request Name: FEMS - Honor Guard (1 record)

Opened Date: FY 2018 (1 record)

Service Request Name: FEMS - Fire Safety Inspection (52 records)

Opened Date: FY 2018 (52 records)

Service Request Name: FEMS - Community Events (757 records)

Opened Date: FY 2018 (757 records)

Service Request Name: Eviction (1 record)

Opened Date: FY 2018 (1 record)

**Service Request Name: Emergency -
Transportation (1 record)**

Opened Date: FY 2018 (1 record)

**Service Request Name: Emergency - Power
Outage/Wires Down (42 records)**

Opened Date: FY 2018 (42 records)

**Service Request Name: Emergency No-Parking
Verification (16,979 records)**

Opened Date: FY 2018 (16,979 records)

**Service Request Name: Emergency - Heating
and Cooling (2 records)**

Opened Date: FY 2018 (2 records)

**Service Request Name: Emergency - Flooding (5
records)**

Opened Date: FY 2018 (5 records)

**Service Request Name: DYRS - Placement
Violations (1,010 records)**

Opened Date: FY 2018 (1,010 records)

**Service Request Name: DOEE - Nuisance Odor
Complaints (171 records)**

Opened Date: FY 2018 (171 records)

**Service Request Name: DOEE - General
Environmental Concerns (231 records)**

Opened Date: FY 2018 (231 records)

Service Request Name: DOEE – Foam and Straw Ban **(19 records)**

Opened Date: FY 2018 **(19 records)**

Service Request Name: DOEE - Engine Idling Tips **(78 records)**

Opened Date: FY 2018 **(78 records)**

Service Request Name: DOEE - Construction – Erosion Runoff **(240 records)**

Opened Date: FY 2018 **(240 records)**

Service Request Name: DOEE - Bag Law Tips **(8 records)**

Opened Date: FY 2018 **(8 records)**

Service Request Name: DMV - Vehicle Title Issues **(1,318 records)**

Opened Date: FY 2018 **(1,318 records)**

Service Request Name: DMV - Vehicle Registration Issues **(4,042 records)**

Opened Date: FY 2018 **(4,042 records)**

Service Request Name: DMV - Vehicle Insurance Lapse **(208 records)**

Opened Date: FY 2018 **(208 records)**

Service Request Name: DMV - Vehicle Inspection Issues **(37 records)**

Opened Date: FY 2018 **(37 records)**

Service Request Name: DMV - Ticket Payment Dispute **(197 records)**

Opened Date: FY 2018 (197 records)

Service Request Name: DMV - Refunds - Tickets (414 records)

Opened Date: FY 2018 (414 records)

Service Request Name: DMV - Processing Center Manager (134 records)

Opened Date: FY 2018 (134 records)

Service Request Name: DMV - Online Processing Issues (396 records)

Opened Date: FY 2018 (396 records)

Service Request Name: DMV - Offset Tracking (34 records)

Opened Date: FY 2018 (34 records)

Service Request Name: DMV - Hearings (366 records)

Opened Date: FY 2018 (366 records)

Service Request Name: DMV - Forms, Applications, and Manuals Request (437 records)

Opened Date: FY 2018 (437 records)

Service Request Name: DMV - eTIMS Ticket Alert Services Issues (161 records)

Opened Date: FY 2018 (161 records)

Service Request Name: DMV - Drivers License/ID Reinstatement (188 records)

Opened Date: FY 2018 (188 records)

Service Request Name: DMV - Drivers License/ID Issues (6,244 records)

Opened Date: FY 2018 (6,244 records)

Service Request Name: DMV - Driver Record Issues (97 records)

Opened Date: FY 2018 (97 records)

Service Request Name: DMV - Driver and Vehicle Services Refund (198 records)

Opened Date: FY 2018 (198 records)

Service Request Name: DMV - Copy of Ticket (1,161 records)

Opened Date: FY 2018 (1,161 records)

Service Request Name: DMV - Appeal (73 records)

Opened Date: FY 2018 (73 records)

Service Request Name: DMV - Adjudication Supervisor (509 records)

Opened Date: FY 2018 (509 records)

Service Request Name: DHS - IRIS Update (1 record)

Opened Date: FY 2018 (1 record)

Service Request Name: Dead Animal Collection (2,926 records)

Opened Date: FY 2018 (2,926 records)

Service Request Name: DDS - Theft of Personal Property (1 record)

Opened Date: FY 2018 (1 record)

Service Request Name: DDS - Suicide Attempt or Threat (2 records)

Opened Date: FY 2018 (2 records)

Service Request Name: DDS - Serious Physical Injury (2 records)

Opened Date: FY 2018 (2 records)

Service Request Name: DDS - Serious Medication Error (4 records)

Opened Date: FY 2018 (4 records)

Service Request Name: DDS - Missing Person (7 records)

Opened Date: FY 2018 (7 records)

Service Request Name: DDS - Incident Requiring Law Enforcement/Emergency Allegation (5 records)

Opened Date: FY 2018 (5 records)

Service Request Name: DDS - Emergency Inpatient Hospitalization (45 records)

Opened Date: FY 2018 (45 records)

Service Request Name: DDS - Death (8 records)

Opened Date: FY 2018 (8 records)

Service Request Name: DDS - Abuse or Neglect Allegation (10 records)

Opened Date: FY 2018 (10 records)

Service Request Name: DCRA - Vacant Private Property Inspection (2,457 records)

Opened Date: FY 2018 (2,457 records)

Service Request Name: DCRA - Illegal Construction (927 records)

Opened Date: FY 2018 (927 records)

Service Request Name: DC Government Information (342,371 records)

Opened Date: FY 2018 (342,371 records)

Service Request Name: Container Removal (1,906 records)

Opened Date: FY 2018 (1,906 records)

Service Request Name: Christmas Tree Removal-Seasonal (158 records)

Opened Date: FY 2018 (158 records)

Service Request Name: CFSA Missing/Absconded (2,910 records)

Opened Date: FY 2018 (2,910 records)

Service Request Name: Bus/Rail Issues (232 records)

Opened Date: FY 2018 (232 records)

Service Request Name: Bulk Collection (53,842 records)

Opened Date: FY 2018 (53,842 records)

Service Request Name: Bicycle Services (377 records)

Opened Date: FY 2018 (377 records)

Service Request Name: Alley Repair (1,002 records)

Opened Date: FY 2018 (1,002 records)

Service Request Name: Alley Cleaning (6,212 records)
Opened Date: FY 2018 (6,212 records)
Service Request Name: Abandoned Vehicle - On Public Property (5,903 records)
Opened Date: FY 2018 (5,903 records)
Service Request Name: Abandoned Vehicle - On Private Property (1,087 records)
Opened Date: FY 2018 (1,087 records)
Service Request Name: Abandoned Bicycle (1,263 records)
Opened Date: FY 2018 (1,263 records)
Service Request Name: 311Force Reported Issues (1 record)
Opened Date: FY 2018 (1 record)
Service Request Name: - (23 records)
Opened Date: FY 2018 (23 records)
Grand Totals (693,022 records)

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FY19 Service Requests

Service Request Name: Yard Waste - Missed
(856 records)

Opened Date: FY 2019 (856 records)

Service Request Name: Wire Down/Power
Outage (42 records)

Opened Date: FY 2019 (42 records)

Service Request Name: Vacant Lot - Public
Property Only (119 records)

Opened Date: FY 2019 (119 records)

Service Request Name: Utility Repair Issue (167
records)

Opened Date: FY 2019 (167 records)

Service Request Name: TRU Report (646
records)

Opened Date: FY 2019 (646 records)

Service Request Name: Tree Removal (424
records)

Opened Date: FY 2019 (424 records)

Service Request Name: Tree Pruning (665
records)

Opened Date: FY 2019 (665 records)

Service Request Name: Tree Planting (557
records)

Opened Date: FY 2019 (557 records)

Service Request Name: Tree Inspection (1,128
records)

Opened Date: FY 2019 (1,128 records)

Service Request Name: Trash Collection - Missed (4,832 records)

Opened Date: FY 2019 (4,832 records)

Service Request Name: Trash Cart Repair (201 records)

Opened Date: FY 2019 (201 records)

Service Request Name: Trash Cart - Delivery (743 records)

Opened Date: FY 2019 (743 records)

Service Request Name: Traffic Signal Issue (1,006 records)

Opened Date: FY 2019 (1,006 records)

Service Request Name: Traffic Safety Investigation (520 records)

Opened Date: FY 2019 (520 records)

Service Request Name: Ticket Ombudsman (702 records)

Opened Date: FY 2019 (702 records)

Service Request Name: Supercan - Repair (198 records)

Opened Date: FY 2019 (198 records)

Service Request Name: Supercan - Delivery (848 records)

Opened Date: FY 2019 (848 records)

Service Request Name: Streetlight Repair Investigation (3,859 records)

Opened Date: FY 2019 (3,859 records)

Service Request Name: Street Cleaning (582 records)

Opened Date: FY 2019 (582 records)

Service Request Name: Streetcar (2 records)

Opened Date: FY 2019 (2 records)

Service Request Name: Snow Towing (5 records)

Opened Date: FY 2019 (5 records)

Service Request Name: Snow Ticket Reimbursement (1 record)

Opened Date: FY 2019 (1 record)

Service Request Name: Snow Sidewalk Shoveling Enforcement Exemption (647 records)

Opened Date: FY 2019 (647 records)

Service Request Name: Snow Removal Complaints for Sidewalks (418 records)

Opened Date: FY 2019 (418 records)

Service Request Name: Snow Other (Snow Vehicle / Property Damage) (7 records)

Opened Date: FY 2019 (7 records)

Service Request Name: Snow Metro Bus Shelter/Stop (25 records)

Opened Date: FY 2019 (25 records)

Service Request Name: Snow/Ice Removal (Roadways AND Bridge walkways ONLY) (298 records)

Opened Date: FY 2019 (298 records)

Service Request Name: Snow/Ice Removal (864 records)

Opened Date: FY 2019 (864 records)

Service Request Name: Signed Street Sweeping Missed (14 records)

Opened Date: FY 2019 (14 records)

Service Request Name: Sidewalk Repair (1,188 records)

Opened Date: FY 2019 (1,188 records)

Service Request Name: Shut the Door (DOEE) (17 records)

Opened Date: FY 2019 (17 records)

Service Request Name: School Crossing Guard (13 records)

Opened Date: FY 2019 (13 records)

Service Request Name: Sanitation Enforcement (3,204 records)

Opened Date: FY 2019 (3,204 records)

Service Request Name: Rodent Inspection and Treatment (1,537 records)

Opened Date: FY 2019 (1,537 records)

Service Request Name: Roadway Striping / Markings (366 records)

Opened Date: FY 2019 (366 records)

Service Request Name: Roadway Signs (3,930 records)

Opened Date: FY 2019 (3,930 records)

Service Request Name: Roadway Repair (580 records)

Opened Date: FY 2019 (580 records)

Service Request Name: Resident Parking Permit (38 records)

Opened Date: FY 2019 (38 records)

Service Request Name: Residential Parking Permit Violation (3,132 records)

Opened Date: FY 2019 (3,132 records)

Service Request Name: Recycling- Information Request (10 records)

Opened Date: FY 2019 (10 records)

Service Request Name: Recycling - Commercial Only (1 record)

Opened Date: FY 2019 (1 record)

Service Request Name: Recycling Collection - Missed (1,908 records)

Opened Date: FY 2019 (1,908 records)

Service Request Name: Recycling Cart - Repair (115 records)

Opened Date: FY 2019 (115 records)

Service Request Name: Recycling Cart Delivery (786 records)

Opened Date: FY 2019 (786 records)

Service Request Name: Rat Replacement Containers **(150 records)**

Opened Date: FY 2019 **(150 records)**

Service Request Name: Public Space Litter Can-Installation/Removal/Repair **(126 records)**

Opened Date: FY 2019 **(126 records)**

Service Request Name: Public Space Litter Can-Collection **(279 records)**

Opened Date: FY 2019 **(279 records)**

Service Request Name: Pothole **(4,014 records)**

Opened Date: FY 2019 **(4,014 records)**

Service Request Name: Pet Waste Complaint **(110 records)**

Opened Date: FY 2019 **(110 records)**

Service Request Name: Parking Meter Repair **(13,658 records)**

Opened Date: FY 2019 **(13,658 records)**

Service Request Name: Parking Enforcement **(12,346 records)**

Opened Date: FY 2019 **(12,346 records)**

Service Request Name: Out of State Parking Violation (ROSA) **(1,257 records)**

Opened Date: FY 2019 **(1,257 records)**

Service Request Name: OUC NYE Test **(1 record)**

Opened Date: FY 2019 (1 record)

Service Request Name: Neighborhood Clean-Up (2 records)

Opened Date: FY 2019 (2 records)

Service Request Name: Leaf Season Collection (899 records)

Opened Date: FY 2019 (899 records)

Service Request Name: Insect Treatment (24 records)

Opened Date: FY 2019 (24 records)

Service Request Name: Illegal Poster (234 records)

Opened Date: FY 2019 (234 records)

Service Request Name: Illegal Fireworks (1 record)

Opened Date: FY 2019 (1 record)

Service Request Name: Illegal Dumping (4,052 records)

Opened Date: FY 2019 (4,052 records)

Service Request Name: Hypothermia Shelter Information (613 records)

Opened Date: FY 2019 (613 records)

Service Request Name: How Is My Driving - Compliment (8 records)

Opened Date: FY 2019 (8 records)

Service Request Name: How Is My Driving - Complaint (177 records)

Opened Date: FY 2019 (177 records)

Service Request Name: Grass and Weeds Mowing (169 records)

Opened Date: FY 2019 (169 records)

Service Request Name: Graffiti Removal (1,468 records)

Opened Date: FY 2019 (1,468 records)

Service Request Name: FEMS - Smoke Alarm Application (398 records)

Opened Date: FY 2019 (398 records)

Service Request Name: FEMS - Fire Safety Inspection (11 records)

Opened Date: FY 2019 (11 records)

Service Request Name: FEMS - Community Events (217 records)

Opened Date: FY 2019 (217 records)

Service Request Name: Emergency - Power Outage/Wires Down (8 records)

Opened Date: FY 2019 (8 records)

Service Request Name: Emergency No-Parking Verification (4,765 records)

Opened Date: FY 2019 (4,765 records)

Service Request Name: Emergency - Flooding (2 records)

Opened Date: FY 2019 (2 records)

Service Request Name: DYRS - Placement Violations (275 records)

Opened Date: FY 2019 (275 records)

Service Request Name: DOEE - Reporting Electronics in Trash (5 records)

Opened Date: FY 2019 (5 records)

Service Request Name: DOEE - Nuisance Odor Complaints (31 records)

Opened Date: FY 2019 (31 records)

Service Request Name: DOEE – Foam and Straw Ban (8 records)

Opened Date: FY 2019 (8 records)

Service Request Name: DOEE - Engine Idling Tips (16 records)

Opened Date: FY 2019 (16 records)

Service Request Name: DOEE - Energy Benchmarking (1 record)

Opened Date: FY 2019 (1 record)

Service Request Name: DOEE - Construction – Erosion Runoff (79 records)

Opened Date: FY 2019 (79 records)

Service Request Name: DOEE - Bag Law Tips (2 records)

Opened Date: FY 2019 (2 records)

Service Request Name: DMV - Vehicle Title Issues (572 records)

Opened Date: FY 2019 (572 records)

Service Request Name: DMV - Vehicle Registration Issues (1,974 records)

Opened Date: FY 2019 (1,974 records)

Service Request Name: DMV - Vehicle Insurance Lapse (5 records)

Opened Date: FY 2019 (5 records)

Service Request Name: DMV - Vehicle Inspection Issues (9 records)

Opened Date: FY 2019 (9 records)

Service Request Name: DMV - Ticket Payment Dispute (64 records)

Opened Date: FY 2019 (64 records)

Service Request Name: DMV - Refunds - Tickets (146 records)

Opened Date: FY 2019 (146 records)

Service Request Name: DMV - Processing Center Manager (69 records)

Opened Date: FY 2019 (69 records)

Service Request Name: DMV - Online Processing Issues (151 records)

Opened Date: FY 2019 (151 records)

Service Request Name: DMV - Offset Tracking (1 record)

Opened Date: FY 2019 (1 record)

Service Request Name: DMV - Hearings (95 records)

Opened Date: FY 2019 (95 records)

Service Request Name: DMV - Forms, Applications, and Manuals Request (150 records)

Opened Date: FY 2019 (150 records)

**Service Request Name: DMV - eTIMS Ticket
Alert Services Issues (53 records)**

Opened Date: FY 2019 (53 records)

**Service Request Name: DMV - Drivers
License/ID Reinstatement (134 records)**

Opened Date: FY 2019 (134 records)

**Service Request Name: DMV - Drivers
License/ID Issues (2,482 records)**

Opened Date: FY 2019 (2,482 records)

**Service Request Name: DMV - Driver Record
Issues (38 records)**

Opened Date: FY 2019 (38 records)

**Service Request Name: DMV - Driver and
Vehicle Services Refund (74 records)**

Opened Date: FY 2019 (74 records)

**Service Request Name: DMV - Copy of Ticket
(388 records)**

Opened Date: FY 2019 (388 records)

**Service Request Name: DMV - Appeal (18
records)**

Opened Date: FY 2019 (18 records)

**Service Request Name: DMV - Adjudication
Supervisor (243 records)**

Opened Date: FY 2019 (243 records)

**Service Request Name: Dead Animal Collection
(948 records)**

Opened Date: FY 2019 (948 records)

Service Request Name: DDS - Serious Physical Injury (2 records)

Opened Date: FY 2019 (2 records)

Service Request Name: DDS - Missing Person (2 records)

Opened Date: FY 2019 (2 records)

Service Request Name: DDS - Incident Requiring Law Enforcement/Emergency Allegation (1 record)

Opened Date: FY 2019 (1 record)

Service Request Name: DDS - Emergency Inpatient Hospitalization (3 records)

Opened Date: FY 2019 (3 records)

Service Request Name: DDS - Death (1 record)

Opened Date: FY 2019 (1 record)

Service Request Name: DCRA - Vacant Private Property Inspection (780 records)

Opened Date: FY 2019 (780 records)

Service Request Name: DCRA - Illegal Construction (564 records)

Opened Date: FY 2019 (564 records)

Service Request Name: DC Government Information (131,878 records)

Opened Date: FY 2019 (131,878 records)

Service Request Name: Container Removal (617 records)

Opened Date: FY 2019 (617 records)

Service Request Name: Christmas Tree Removal-Seasonal (314 records)

Opened Date: FY 2019 (314 records)

Service Request Name: CFSA Missing/Absconded (1,013 records)

Opened Date: FY 2019 (1,013 records)

Service Request Name: Bus/Rail Issues (91 records)

Opened Date: FY 2019 (91 records)

Service Request Name: Bulk Collection (16,948 records)

Opened Date: FY 2019 (16,948 records)

Service Request Name: Bicycle Services (120 records)

Opened Date: FY 2019 (120 records)

Service Request Name: Alley Repair (242 records)

Opened Date: FY 2019 (242 records)

Service Request Name: Alley Cleaning (717 records)

Opened Date: FY 2019 (717 records)

Service Request Name: Abandoned Vehicle - On Public Property (1,863 records)

Opened Date: FY 2019 (1,863 records)

Service Request Name: Abandoned Vehicle - On Private Property (279 records)

Opened Date: FY 2019 (279 records)

Service Request Name: Abandoned Bicycle (335 records)

Opened Date: FY 2019 (335 records)

Service Request Name: 311Force Reported Issues (1 record)

Opened Date: FY 2019 (1 record)

Service Request Name: - (7 records)

Opened Date: FY 2019 (7 records)

Grand Totals (245,999 records)

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