GOVERNMENT OF THE DISTRICT OF COLUMBIA Office of Unified Communications

Muriel Bowser Mayor



Karima Holmes Director

January 23, 2020

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' FY19 performance.

Sincerely,

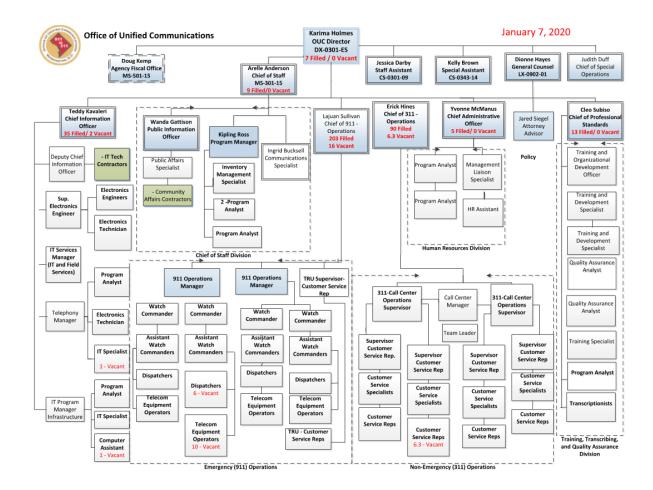
Karima Holmes

KannitaOns

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.



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.

VIII. Office of the Chief of Special Operations and Investigations

This office is responsible for managing special projects that include but are not limited to executive investigations, curriculum development and extensive research and data analysis to assess suitability of new initiatives that will potentially have considerable impact on agency-wide operations. The nature of this work is confidential and highly complex and requires the compilation of detailed reports, presentations and other documents that can be used by the Agency Director to make critical decisions directly related to carrying out the agency's core mission.

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 FY19 was the addition of the Chief of Special Operations position which reports to the Agency Director. The work of this office includes the completion of confidential investigations and research and data analysis fundamental to the implementation of special initiatives and programs.

2. Please provide a current Schedule A for the agency which identifies each <u>position by program and activity</u>, with the employee's title/position, salary, fringe benefits, and <u>length of time with the agency</u>. 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.

Please see attachment labeled Q#2 OUC FY20 Schedule A.

3. Please list all employees detailed to or from your agency during FY19 and FY20, to date. 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	Date of Return
Nicole Donnelly	OCTO	Data Discovery	January 2017 - Present	Indefinite

- 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 FY19 and FY20, to date; and

Vehicle Make and Model	Location	Tag#	Assignment	Accidents
Toyota Prius	UCC	10223	Administrative	N/A
Toyota Prius	UCC	10152	Administrative	N/A

Toyota Prius	UCC	10224	Administrative	5/18/19, a 911 Dispatcher was hit in the back by another vehicle while sitting still waiting for the light. The vehicle rear and bumper were damaged in the collision.
Toyota Prius	UCC	10151	Administrative	N/A
Dodge Caravan	UCC	10183	Administrative	N/A
Chevrolet Silverado Pick Up	UCC	11510	Director	N/A
Dodge Caravan	UCC	10186	Outreach Use	N/A
Dodge 15 Passenger van	UCC	10225	Emergency Vehicle	8/30/19, an IT Staffer was sideswiped by another vehicle when exiting 295 returning to OUC from Department of Public Works' Fleet Division. The passenger side mirror was knocked off.
Chevrolet Silverado Pick Up	PSCC	10192	Radio Shop	N/A
Dodge Caravan	PSCC	10188	Radio Shop	8/22/19, a Radio Technician was in the process of moving the OUC Radio Shop Van 10188, when he struck the rear tire of Truck Company 9, causing damage to the rear bumper and tail lights of the OUC vehicle. The OUC HR, DCFEMS Safety Officer, Battalion Chief 4 and MPD were notified.
Dodge Caravan	PSCC	10187	Radio Shop	N/A
Dodge Caravan	PSCC	10184	Radio Shop	N/A
Dodge Caravan	PSCC	10185	Radio Shop	N/A
Dodge Caravan	PSCC	5664	Radio Shop	N/A
Dodge Caravan	PSCC	5745	Radio Shop	N/A
Trailer	PSCC	7836	Radio Shop	N/A
Dodge Ram	UCC	12051	THOR Support	N/A
Tractor	UCC	12073	THOR Support	N/A
Chevrolet Yukon	UCC	12052	THOR Support	N/A
Trailer	UCC	12492	THOR	N/A
Trailer	UCC	12493	THOR Support	N/A

b. A list of travel expenses, arranged by employee for FY19 and FY20, to date, including the justification for travel.

FY19 TRAVEL COSTS

DATES	EMPLOYEE'S NAME	TITLE	TOTAL EXPENSE	JUSTIFICATION	TRAVEL FREQUENCY
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 Chapter, Ocean City, MD	One Time
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
01/21/2019 - 01/25/2019	Selena MacArthur	CAD/Telecommunications Program Manager	\$1,597.96	NG9-1-1 Standards & Best Practices Conference, Orlando, FL	One Time
04/07/2019 - 04/11/2019	Arrelle Anderson	Chief of Staff	\$1,296.48	Training or Conference - Rave Summit, Orlando, FL	One Time
04/07/2019 - 04/11/2019	Yolanda Taylor- Weems	Program Analyst	\$824.84	Training or Conference - Rave Summit, Orlando, FL	One Time
04/07/2019 - 04/11/2019	Wanda Gattison	Public Information Officer	\$2,193.80	2019 Engage 311 Conference, Phoenix, AZ	One Time
04/07/2019 - 04/11/2019	Erick Hines	Chief of 311 Operations	\$2,003.02	2019 Engage 311 Conference, Phoenix, AZ	One Time
04/08/2019 - 04/12/2019	Karima Holmes	Director	\$4,430.44	Executive Communication Skills, Charlottesville, VA	One Time
05/05/2019 - 05/09/2019	Abigail Forrester	Operations Supervisor	\$1,651.32	2019 AGCCP Annual Conference -Inspiring Views, Sarasota, FL	One Time

06/13/2019 - 06/16/2019	Karima Holmes	Director	\$2,218.30	NASNA June 2019 Meeting, Orlando, FL	One Time
07/14/2019 - 07/17/2019	Danielle Drumgoole	Public Affairs Specialist	\$1,542.18	9th Annual National Public Safety Educator Forum (NPEF) Conference, Virginia Beach, VA	One Time
08/11/2019 - 08/14/2019	Karima Holmes	Director	\$769.28	APCO NATIONAL CONFERENCE, Baltimore, MD	One Time

FY20 TRAVEL COSTS

DATE	EMPLOYEE'S NAME	TITLE	TOTAL EXPENSE	JUSTIFICATION	TRAVEL FREQUENCY
10/16/2019 - 10/18/2019	Anthony Covington	Telephone Equipment Operator	\$396.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Asante Scott	Telephone Equipment Operator	\$396.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Beatriz Ortega	Program Analyst	\$396.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Catina Schanck	Telephone Equipment Operator	\$200.00	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Chardon Jackson	Telephone Equipment Operator	\$200.00	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Charmisa Adams	Dispatcher	\$396.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Deonica Scott	Dispatcher	\$200.00	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Dione Williams	Assistant Watch Commander	\$200.00	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Edward Washington	911 Ops Supervisor	\$396.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Elma McCoy	Assistant Watch Commander	\$396.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Jettia Vance	Telephone Equipment Operator	\$200.00	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time

10/16/2019 - 10/18/2019	Judy Duff	Chief of Special Operations and Investigations	\$361.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Karen Alexander- Wingate	Dispatcher	\$396.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Karl Millard	911 Ops Supervisor	\$446.72	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Lakita Barnes	Telephone Equipment Operator	\$396.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	LaQuenceyer Johnson	Assistant Watch Commander	\$396.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Lynn Williams	Telephone Equipment Operator	\$200.00	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Melissa Dayne	Dispatcher	\$200.00	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Melissa Groomes	Telephone Equipment Operator	\$200.00	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Nichole Reid	Assistant Watch Commander	\$200.00	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Raven Cromer	Telephone Equipment Operator	\$396.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Sebastian Murillo	Dispatcher	\$200.00	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Tekuay Elliott	Telephone Equipment Operator	\$396.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Vera Lee	Telephone Equipment Operator	\$200.00	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Wanda Bathea	Dispatcher	\$396.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Wanda Gattison	Public Information Officer	\$396.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
11/19/2019 - 11/22/2019	Selena MacArthur	CAD/Telecommunciations Program Manager	\$248.50	LiveMUM FEMS Application Training User Conference, San Diego, CA	One Time

5. Please list all memoranda of understanding ("MOU") entered into by the agency during FY19 and FY20, 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.

	FY19 MOUs						
Buyer	Seller	MOU Description	Date Entered	Date Terminated			
CITYWIDE	OUC	Radio – Radio System Usage	10/10/2018	9/30/2019			
DC Water	OUC	Radio	1/11/2019	9/30/2019			
DCHA	OUC	Radio	10/16/2018	9/30/2019			
DCPL	OUC	Radio - Custom Support Services	7/16/2019	9/30/2019			
DFHV	OUC	311 Licenses	9/16/2019	9/30/2019			
DFS	OUC	Radio - Custom Support Services	12/12/2018	9/30/2019			
DGS	OUC	Radio - Custom Support Services	5/3/2019	9/30/2019			
DOC	OUC	Radio - Custom Support Services	6/4/2019	9/30/2019			
DOEE	OUC	311 - Low Income Energy Assistance Program	10/16/2018	9/30/2019			
DPR	OUC	Radio - Custom Support Services	7/17/2019	9/30/2019			
DPW	OUC	Radio - Custom Support Services	6/27/2019	9/30/2019			
DYRS	OUC	Radio - Custom Support Services	11/29/2018	9/30/2019			
FEMS	OUC	311 Licenses	8/26/2019	9/30/2019			
FEMS	OUC	Radio and IT Services	8/26/2019	9/30/2019			
FEMS-AMR	OUC	Radio – Radio System Usage	8/1/2019	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			
HSEMA	OUC	Radio - Custom Support Services	5/22/2019	9/30/2019			
HSEMA	OUC	PSCC Generator	8/13/2019	9/30/2019			
MPD	OUC	Radio MOU (Annual Auto-Renew)	2/15/2017	N/A			
UDC	OUC	Radio - Custom Support Services	9/13/2019	9/30/2019			
OUC	OVSJG	Domestic Violence Fatality Review Board - Access to 911 Recordings	9/7/2018	9/30/2020			

FY19 MOUs					
Buyer	Seller	MOU Description	Date Entered	Date Terminated	
OUC	ОСТО	GIS & Data Analyst	10/1/2018	9/30/2019	
OUC	DCHR	Suitability Screenings	10/9/2018	9/30/2019	
OUC	DCHR	DLP Internship	10/29/2018	9/30/2019	
OUC	ОСТО	DCNet	1/17/2019	9/30/2019	
OUC	FEMS	CPR-AED Training	5/17/2019	9/30/2019	
OUC	ORM	THOR Insurance for APCO	7/25/2019	9/30/2019	

6. Please list the ways, other than MOU, in which the agency collaborated with analogous agencies in other jurisdictions, with federal agencies, or with non-governmental organizations in FY19 and FY20, to date.

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

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

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

7. For FY19 and FY20, to date, please list all intra-District transfers to or from the agency, and include a narrative description of the purpose of each transfer.

FY 2019 Intra-District Summary - BUYER						
OFFICE OF UNIFIED COMM	IUNICATIONS					
SELLING AGENCY	DESCRIPTION OF SERVICES PROVIDED	FUNDING SENT	FUNDING DUE			
Department of Human Resources	DLP Personnel services	21,340	0			
Department of Human Resources	Background and Drug testing	19,244	0			
Department of Public Works	Fleet Services	29,383	0			
OFRM	RTS Services	37,293	0			
FEMS	PSJC Shared Services Support	10,000	0			
FEMS	CPR Training	8,250	0			
ОСТО	DC Net Services	464,535	0			
ОСТО	Provisioning and maintenance of telecommunications	577,480	0			
Medical Liability Captive Ins Agy	Auto insurance	5,000	0			
ОСР	P-Card	179,000	0			
TOTAL		1,351,525	0			

FY 2019 Intra-District Summary - SELLER OFFICE OF UNIFIED COMMUNICATIONS **FUNDING FUNDING BUYING AGENCY DESCRIPTION OF SERVICES PROVIDED RECEIVED OWED** Department of Energy and Low Income Energy Assistance Program 313,859 0 Environment 800MHZ Radio Communications Alcoholic Beverage Regulation 1,993 0 Adminisrtation 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 39,887 0 DC Public Library 800MHZ Radio Communications 76,920 0 DC Public Schools 800MHZ Radio Communications 26,591 0 Department of Consumer and 800MHZ Radio Communications 1,993 0 Regulatory Affairs 6,647 Department for Hire Vehicles 800MHZ Radio Communications 0 District Department of Transportation 800MHZ Radio Communications 93.070 0 Department of General Services 800MHZ Radio Communications 40,198 0 176,533 Department of Corrections 800MHZ Radio Communications 0 Department of Health 800MHZ Radio Communications 10,431 0 Department of Public Works 800MHZ Radio Communications 52,960 0 Department of Youth and 800MHZ Radio Communications 303,319 0 Rehabilitation Services 800MHZ Radio Communications Homeland Security and Emergency 10,647 0 Mgmt Agency 800MHZ Radio Communications Office of the Chief Medical Examiner 1.993 0 800MHZ Radio Communications 1,993 0 Dept. of Forensic Science 800MHZ Radio Communications 148,496 0 Office of the Chief Technology 800MHZ Radio Communications 1,993 0 Officer Dept. of Parks and Recreation 800MHZ Radio Communications 11,731 0 Department for Hire Vehicles 311 Custom Costs 11,785 0 **TOTAL** 1,361,622 0

FY 2020 Intra-District Summary - BUYER					
OFFICE OF UNIFIED COMMUN	ICATIONS				
SELLING AGENCY	DESCRIPTION OF SERVICES PROVIDED	FUNDING SENT	FUNDING DUE		
OCP	P-Card	118,000	0		
Office of the Chief Technology Officer	Provisioning and maintenance of telecommunications	217,217	0		
Dept. of Public Works	Fleet	20,000	0		
Office of the Chief Technology Officer	DC Net	180,700	0		
TOTA		535,917	0		

FY 2020 Intra-District Summary - SELLER OFFICE OF UNIFIED COMMUNICATIONS **FUNDING FUNDING DESCRIPTION OF SERVICES PROVIDED BUYING AGENCY RECEIVED OWED** Alcoholic Beverage Regulation 800MHZ Radio Communications 1,993 0 Adminisrtation 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 39,887 0 DC Public Library 800MHZ Radio Communications 26,591 0 DC Public Schools 800MHZ Radio Communications 26,591 0 Department of Consumer and Regulatory 800MHZ Radio Communications 1,993 0 Affairs Department for Hire Vehicles 800MHZ Radio Communications 6.647 0 Department of Energy and Environment Low Income Energy Assistance Program 340,295 0 District Department of Transportation 800MHZ Radio Communications 93,071 0 Department of General Services 800MHZ Radio Communications 40,198 0 Department of Corrections 800MHZ Radio Communications 176,533 0 Department of Health 800MHZ Radio Communications 10,431 0 Department of Public Works 800MHZ Radio Communications 52,960 0 Department of Youth and Rehabilitation 800MHZ Radio Communications 89,429 0 Services Homeland Security and Emergency 800MHZ Radio Communications 6,647 0 Mgmt Agency Serve DC 800MHZ Radio Communications 1,993 0 Dept. of Forensic Science 800MHZ Radio Communications 26,591 0 Office of the Chief Technology Officer 800MHZ Radio Communications 1,993 0 Dept. of Parks and Recreation 800MHZ Radio Communications 0 11,731

8. For FY19 and FY20, 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:

984,155

0

a. The revenue source name and code;

TOTAL

- b. The source of funding;
- c. A description of the program that generates the funds;
- d. The amount of funds generated by each source or program;
- e. Expenditures of funds, including the purpose of each expenditure;
- f. Whether expenditures from the fund are regulated by statute or policy; and
- g. The current fund balance.

SPECIAL PURPOSE REVENUE - USE OF FUND AND BALANCE E911 Fund 1630

	FY 2019	FY 2019 (actual as of Dec. 31)*	
Beginning Fund Balance:	6,438,387	30,520,488	
Revenue Collections	35,801,194	92,598	Assessed on carriers providing 911 services
Payment from the Courts:	0		
Interest Income:	339,795	0	
Less Expenditures			911/311 related Personnel, supplies, equipment, maintenance and
(3500,3501):	12,058,889	4,742,034	other support
Ending Fund	, -,	, , , , , , ,	1.0
Balance:	30,520,488	25,871,052	64 EX7 2010

^{*}NOTE: "Actual Fund Balance" calculation (Column D) reflects SOAR G/L balance after FY 2019 year-end adjustments)

SPECIAL PURPOSE REVENUE - USE OF FUND AND BALANCE 2% Prepaid Wireless Fund 1631

	FY 2019	FY 2020	Programs that
	112017	(actual as of Dec 31)	generate funds
Beginning Fund			
Balance:	1,185,934	422,008	
			Assessed to
			Consumers at Point
Revenue Collections	460, 951	114,155	of Sale
Payments from the			
Courts:	0	0	N/A
Interest Income:	0	0	N/A

Less Expenditures			911/311 related
(3500, 3501):	1,224,876	0	non-Personnel,
			supplies,
			equipment,
			maintenance and
			other support
Ending Fund			
Balance:	422,008	536,163	

^{*}NOTE: "Actual Fund Balance" calculation (Column D) reflects SOAR G/L balance after FY 2019 year-end adjustments)

9. For FY19 and FY20, to date, please list all purchase card spending by the agency, the employee making each expenditure, and the general purpose of each expenditure.

	P/Card Transactions FY2019			
Vendor	Ordered Date	Description	Requester Name	Amount Paid
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
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/02/18	Copy Paper	James Roberts	624.00
AINS	10/03/18	FOIAxpress Basic Training & FOIAxpress Advanced Document Review	Ingrid Bucksell	950.00
INTERNATIONAL PUBLIC SAFETY ASSOCIATION	10/11/18	Registration Fee for International Public Safety Association's Fall Conference - Karima Holmes	Karima Holmes	200.00
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
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

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
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
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/12/18	Office Supplies	James Roberts	43.74
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/12/18	Office Supplies	Porschia Crawford	275.10
Ad Box Promo Agency (SBE Certified Contractor) LSDZ61014082021	10/12/18	Retractable Pens, Keep A Smile In Your Voice, Mop Topper TM Jr. Stylus Pen With Pillow Box	Arrelle Anderson	1308.75
INTERNATIONAL PUBLIC SAFETY ASSOCIATION	10/12/18	Registration Fee for International Public Safety Association's Fall Conference - LaJuan Sullivan	LaJuan Sullivan	200.00
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
National Employment Law Institute	10/16/18	Registration - Dionne Hayes - Employment Law Conference	Dionne Hayes	945.00
APCO	10/16/18	Registrations - 19 Employees to Ocean City, MD - October 17, 2018 to October 19, 2018 - APCO Conference	Judy Duff	475.00
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	2325.25
Comcast	10/23/18	Account #8299 70 001 5057308 (October 2018 Billing)	Selena MacArthur	45.05
Comcast	10/23/18	Account #8299 70 001 4998437 (October 2018 Billing)	Selena MacArthur	35.51

Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/23/18	ES700 Digital Automatic Time Recorder	LaJuan Sullivan	309.99
SENODA, INC. (SBE Certified Contractor) LS48404092019	10/26/18	PRINTING - BUSINESS CARDS, QTY. 500 EACH - HUNTER & JACKSON & SHIPPING	Wanda Gattison	216.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/26/18	Office Supplies	Selena MacArthur	1980.67
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
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
SUPRETECH, INC. (SBE Certified Contractor) LSDZR9636203201	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
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
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
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/31/18	Office Supplies	Porschia Crawford	229.90
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/31/18	INKCART,950XL,BK & INKCART,951 TRI COMBO	Selena MacArthur	209.92
Wireless Communications, Inc.	10/31/18	SMA Antenna Connector	Stephen Matthews	26.40
FedEx	11/02/18	Shipping - HR, Personnel Matter.	Setrena Ford	35.18
Personnel Concepts	11/02/18	Shipping	Porschia Crawford	5.95

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
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
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
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	2799.00
PRECISION CAPITAL PARTNERS LLC (SBE Certified Contractor) LSD14284042020	11/14/18	EA. Series Executive High-Back Chair, Black Vinyl & Assembly	James Roberts	2729.97
Comcast	11/27/18	Account #8299 70 001 5057308 (November 2018 Billing)	Selena MacArthur	45.05
Comcast	11/27/18	Account #8299 70 001 4998437 (November 2018 Billing)	Selena MacArthur	35.51
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	11/27/18	Office Supplies	Jessica Darby	237.46
ClassMarker Pty Ltd	11/27/18	Yearly Subscription to ClassMarker Testing	Mark Hunter	792.00
PCN Strategies, Inc. (SBE Certified Contractor) LSZR12380022021	11/27/18	HP Wall Mount for Workstation & Shipping	Stephen Asare	918.18
NENA	11/28/18	2019 Membership Dues	Kelly Brown	1550.00
Haines & Company, Inc.	11/28/18	12 Month Lease Service from 12/01/2018 Directory - Annual Rate	LaJuan Sullivan	2232.50
FedEx	11/28/18	Shipping - 1.) HR, Personnel Matter.	Gina Gay	9.43

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
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	12/04/18	Office Supplies	Mark Hunter	149.69
SENODA, INC. (SBE Certified Contractor) LS48404092019	12/05/18	PRINTING - NOTECARDS & ENVELOPES	Wanda Gattison	402.00
PCN Strategies, Inc. (SBE Certified Contractor) LSZR12380022021	12/05/18	HP Wall Mount for Workstation & Shipping - CREDIT	Stephen Asare	-857.72
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	12/05/18	Wipes	James Roberts	483.12
Chief Operating Officer Business Forum, Inc.	12/05/18	Annual Dues - COO Forum Annual Membership Dues	Arrelle Anderson	1000.00
NASNA	12/11/18	NASNA MEMBER DUES 2018-2019 (July 1, 2018- June 30, 2019)	Karima Holmes	500.00
Walmart	12/11/18	Holiday Supplies	Danielle Drumgoole	158.81
Comcast	12/12/18	Account #8299 70 001 5057308 (December 2018 Billing)	Selena MacArthur	45.05
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
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	12/13/18	Mouse	Selena MacArthur	441.15
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	12/13/18	InkCart HP	Selena MacArthur	93.14
APCO International	12/13/18	2019 APCO Membership Dues	Danielle Drumgoole	2304.00

SENODA, INC. (SBE Certified Contractor) LS48404092019	01/03/19	PRINTING - BUSINESS CARDS - QTY. 500 - DRUMGOOLE & SHIPPING	Danielle Drumgoole	112.00
Comcast	01/03/19	Account #8299 70 001 4998437 (December 2018 Billing)	Selena MacArthur	35.51
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	01/03/19	Office Supplies	Yolanda Taylor- Weems & Maria Miranda	111.44
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	01/04/19	Copy Paper	James Roberts	780.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	01/04/19	Case	Selena MacArthur	97.16
Global Industrial	01/09/19	Plastic Folding Bulk Shipping Container BC4845-25BLACK 48x45x25 1500 lb Capacity & Shipping	RaCharne Wims	3334.33
MOTOROLA TRUNKED USERS GROUP	01/09/19	GROUP MEMBERSHIP - LEVEL TWO	Stephen Matthews	470.00
Laser Art, Inc. (SBE Certified Contractor) LSDZ65995102019	01/09/19	IPHONE XR BATTERY CASE W/Qi, WIRELESS CHARGING COMP.	Selena MacArthur	59.95
METRO LAB	01/10/19	Fingerprint Live scan x 5	Stephen Matthews	350.00
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
PRECISION CAPITAL PARTNERS (SBE Certified Contractor) LSD14284042020	01/15/19	EA. Amana Heavy Duty Commercial Microwave Oven, Stainless Steel- 2200W	James Roberts	4747.22
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	01/16/19	Office Supplies	Porschia Crawford	270.39

Uline	01/16/19	Storage Totes & Shipping	RaCharne Wims	1299.49
United Airlines	01/16/19	Selena MacAthur - Airfare to Orlando, FL - January 21, 2019 - NG9-1-1 Standards & Best Practices Conference	Selena MacArthur	214.30
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
Alban Cat	01/23/19	5 Gallon of diesel oil 15W40 for Thor portable generator	Zahid Chohan	59.27
Tecknomic	01/23/19	Add/replace antenna Connectors, Repair or replace loose antenna bases & Antenna line sweeping	Zahid Chohan	2089.75
Comcast	01/23/19	Account #8299 70 001 5057308 (January 2019 Billing)	Selena MacArthur	48.42
Comcast	01/23/19	Account #8299 70 001 4998437 (January 2019 Billing)	Selena MacArthur	35.37
DIGIDOC, Inc. T/A Document Managers (SBE Certified Contractor) LSDR69359112018	01/24/19	HW261N (two ear), HW251N (one ear), & shipping	Selena MacArthur	541.22
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	01/24/19	WIPES,GYM,700/CNT, DOORSTOP,N- SKID,1/CD,BN	James Roberts	506.52
Rings Leighton Creative Services	01/30/19	30-20x30 prints	Wanda Gattison	1450.00
Carahsoft	01/30/19	Unlimited Edition Government Cloud, Einstein Analytics Plus - Unlimited Edition, **Estimated Credit is dependant on a OM -\$3,368.04 contract/PO execution date on or before 1/31/19**	Jonathan Peterson	456.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	01/30/19	Office Supplies	Judy Duff	2236.06
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	01/30/19	Office Supplies	Jessica Dardy	114.58

Allaboutpins.com	01/31/19	1' Custom Soft Enamel Lapel Pins	Wanda Gattison	245.00
DC Labor Law Poster Service	02/01/19	2019 Complete Set(s) of Fed and State Posters- DC	Porschia Crawford	89.50
FedEx	02/05/19	Shipping - FEDEX INVOICE #6-402-18329 - HR, Personnel Matter. Shipping - FEDEX Invoice #6-422-86219, which was used to ship OUC Radio Engineering Groups David Clark Headsets back to the manufacturer for a quote and repairs & Shipping - FEDEX INVOICE #6-436-71619 - FedEx shipping costs were applied to return demo phone to AT&T Mobility. We were testing the demo phone on AT&T's public safety, first responders FirstNet network.	Stephen Matthews, Setrena Ford & Selena MacArthur	63.50
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	02/06/19	Office Supplies	Colleen Dreher-King	57.59
NENA	02/06/19	Registration - Zahid Chohan - NENA ENP Exam Prep Boot Camp - February 16th	Zahid Chohan	50.00
NENA	02/06/19	Registration - Colleen Dreher-King - 9-1-1 Goes to Washington - Feb 13-16, 2019	Colleen Dreher-King	435.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	02/08/19	Office Supplies	Dionne Hayes	111.18
NENA	02/08/19	Registration - Teddy Kavaleri - 9-1-1 Goes to Washington - Feb 13-16, 2019	Teddy Kavaleri	435.00
Standard Office Supply (SBE Certified Contractor) LSX47064082019	02/12/19	Verbatim Store n' Go V3 - USB 3.0 Drive 64GB Black/Gray	Zahid Chohan	353.50
Washington Area Bicyclist Association	02/12/19	Training class (3 hours class and 2 hours travel) & Class and materials development (16 hours)	Mark Hunter	1050.00
Carahsoft	02/12/19	Customer Community Logins, Unlimited Edition Government Cloud 10% NET Price / \$100 & **Estimated Credit is dependant on a contract/PO execution date on or before 2/15/19** -\$1,814.43	Jonathan Peterson	787.00

NENA	02/12/19	NENA ENP Exam Prep Boot Camp (non-gtw attendee) - Dag Fisseha - Registration	Dag Fisseha	50.00
Biddle Consulting Group, Inc./CritiCall	02/12/19	CritiCall Elite Service Plan Renewal One (1) Year: Training and Assessment tool. Expiration: March 8, 2020	Teddy Kavaleri	1859.00
APCO International	02/12/19	CTO Recertifications, 16 CTO Recertifications at \$30.00 /1 Instructor recertification at \$95.00	Trayshelle Jackson	575.00
DIGIDOC, Inc. T/A Document Managers (SBE Certified Contractor) LSDR07410082021	02/13/19	HW261N (two ear), HW251N (one ear), & shipping	Selena MacArthur	3958.21
David Clark	02/14/19	Repair & Replace	Stephen Matthews	905.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	02/14/19	INKCART,HP564,CMY,3/PK, INKCART,564XL,BK & STAPLER,DSK,LGT TCH,OR/GY	Maria Miranda	381.89
David Clark	02/14/19	Repair & Replace	Stephen Matthews	941.60
Comcast	02/19/19	Account #8299 70 001 5057308 (February 2019 Billing)	Selena MacArthur	48.42
Comcast	02/19/19	Account #8299 70 001 4998437 (February 2019 Billing)	Selena MacArthur	35.37
FedEx	02/22/19	Shipping - FEDEX INVOICE #6-444-21435 – used FedEx to ship a keyboard RMA. The keyboards are used in the police and fire vehicles. Shipping - FEDEX INVOICE #6-450-42993 - HR, Personnel Matter.	Kevin Hartwig & Setrena Ford	58.91
APCO International	02/26/19	CTO Instructor Recertification Fee (5th edition) Judy Duff	Judu Duff	95.00
Trophy Awards	02/27/19	Ripple Acrylic Award	Wanda Gattison	368.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	02/28/19	Office Supplies	Danielle Drumgoole	144.54

Uline	03/01/19	Rubbermaid Utility Cart - 54x25x33" & Shipping	RaCharne Wims	3369.66
Southwest Airlines	03/01/19	Arrelle Anderson - Airfare to Orlando, FL - April 7, 2019 to April 11, 2019 - Training / Conference - Rave Summit	Arrelle Anderson	211.96
Southwest Airlines	03/01/19	Yolanda Taylor-Weems - Airfare to Orlando, FL - April 7, 2019 to April 11, 2019 - Training / Conference - Rave Summit	Yolanda Taylor- Weems	257.96
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	03/04/19	Create Ultra HD Connections between YOUR HDMI, P10, AMP US & Connect a micro HDMI Equipped Smartphone	Selena MacArthur	2008.00
Champion Trophy	03/04/19	A6750 Acrylic Awards, Custom Logo, Custom Plate & Custom Engraving	Danielle Drumgoole	790.00
Capitol Power Group	03/04/19	THOR Portable Green Generator Parts/Load Bank & THOR Portable Green generator Labor, one man for 8 hours	Zahid Chohan	1543.00
NENA: THE 9-1-1 ASSOCIATION	03/04/19	ENP Reference Manual & Practice Test Bundle - Teddy Kavaleri	Teddy Kavaleri	200.00
AVL Technologies	03/05/19	GPS ANTENNA 12; BLACK, PCB, GPS, GLONASS RCVR & CABLE, GLONASS GPS, SMA to BNC	Zahid Chohan	966.98
APCO International Inc.	03/05/19	Membership Renewal - Selena MacArthur	Selena MacArthur	92.00
NENA: THE 9-1-1 ASSOCIATION	03/12/19	ENP Exam Spring 2019 - Initial Certification - Teodros Kavaleri - NENA Member	Teddy Kavaleri	420.00
NENA: THE 9-1-1 ASSOCIATION	03/12/19	ENP Exam Spring 2019 - Initial Certification - Zahid Chohan	Zahid Chohan	550.00
RELIABLE REPAIRS	03/12/19	Refrigerator not cooling	Kipling Ross	349.99
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	03/12/19	Office Supplies	Porschia Crawford	74.78
Standard Office Supply (SBE Certified	03/15/19	Office Supplies	Veeda Harris	127.08

Contractor) LSX47064082019				
NENA: THE 9-1-1 ASSOCIATION	03/15/19	ENP Recertification for Karima Holmes	Karima Holmes	300.00
MODTECH CORPORATION	03/19/19	TACTICAL BI-DIRECTIONAL AMPLIFIER POWER CORDS	Stephen Matthews	111.05
Comcast	03/19/19	Account #8299 70 001 5057308 (March 2019 Billing)	Selena MacArthur	48.42
Comcast	03/19/19	Account #8299 70 001 4998437 (March 2019 Billing)	Selena MacArthur	35.37
CS Week 311	03/19/19	2019 Engage 311 Conference Registraton - Wanda Gattison - Phoenix, AZ - April 7, 2019 to April 11, 2019	Wanda Gattison	298.00
Southwest Airlines	03/19/19	Wanda Gattison - Airfare to Phoenix, AZ - April 7, 2019 to April 11, 2019 - Engage 311 Conference	Wanda Gattison	408.50
Southwest Airlines	03/19/19	Erick Hines - Airfare to Phoenix, AZ - April 7, 2019 to April 11, 2019 - Engage 311 Conference	Erick Hines	512.50
U.S. Office of Personnel Management	03/20/19	Karima Holmes - Executive Communications Skills - Residential: meals and lodging are included in the tuition - April 8-12, 2019 - Charlottesville, VA.	Karima Holmes	4680.00
SENODA, INC. (SBE Certified Contractor) LS48404092019	03/22/19	PRINTING - BUSINESS CARDS - Latrice Covington & Shipping	Latrice Covington	112.00
MTB Enterprises DBA TomahWares (SBE Certified Contractor) LSDZR6644708202	03/22/19	311/911 Palm Card Printing	Wanda Gattison	399.97
Wireless Communications, Inc.	03/26/19	1/4 inch 50 Ohm Superflex Coax, Type N Male FSJ-1 Connectors & 1 Man Installation and Grounding	Zahid Chohan	1413.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	03/28/19	COPY PAPER,LTR,20LB,96B	James Roberts	295.60

Association of Govt Contact Center Professionals (AGCCP)	03/28/19	Agency AGCCP Membership Fee 2019	Wanda Gattison	100.00
FedEx	03/28/19	Shipping - FEDEX INVOICE #6-458-92892 - HR, Personnel Matter. Shipping - FEDEX INVOICE #6-471-79473 - FEDEX package was used to deliver Brittany Galloway's new phone to her. Since we had to complete our port process with ATTMO (migrating off Verizon Wireless), we shipped her new phone to Brittany for activation. Britany is ooo through May.	Yvonne McManus, Setrena Ford & Selena MacArthur	120.13
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	04/01/19	Office Supplies	Erick Hines	2279.04
U.S. Office of Personnel Management	04/03/19	Karima Holmes - Executive Communications Skills - Residential: meals and lodging are included in the tuition - April 8-12, 2019 - Charlottesville, VA. REFUND	Karima Holmes	-1160.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	04/04/19	Office Supplies	Selena MacArthur	195.64
FullSource	04/04/19	Radians SV22X-2ZOM Type R Class 2 Mesh Two-Tone X-Back Safety Vest - Orange & Shipping	Stephen Matthews	28.97
Business 21 Training	04/05/19	Influencing Others/Webinar	Ingrid Bucksell	175.20
LINK Strategic Partners	04/09/19	Project Management, Creative and Concept Planning, Design Edits & Finalize Design	Wanda Gattison	1750.00
Metro Stamp and Seal Co.	04/09/19	DC EXTRA VALUE PACKAGE, Beatriz Ortega, May 14, 2024, DC EXTRA VALUE PACKAGE, Gina V Gay, May 14, 2024 & DC EXTRA VALUE PACKAGE, Wanda D Gattison, May 14, 2024	Beatriz Ortega	202.35
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	04/09/19	REST,LE PETIT CUSHION,BK	Porschia Ctawford	63.90
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	04/09/19	WIPES,GYM,700/CNT	James Roberts	82.99

APCO Mid Eastern Chapter	04/09/19	APCO Mid Eastern Chapter Spring Training Meeting	Mark Hunter	600.00
Blue Microphones	04/09/19	Yeticaster kit - USB Microphone, Boom Arm, Shockmount	Mark Hunter	205.99
Paessler	04/10/19	#21230 PRTG 1000 - 12 maintenance months	Zahid Chohan	605.62
Hyatt Regency Phoenix	04/11/19	Erick Hines - Hotel to Phoenix, AZ - April 7, 2019 to April 11, 2019 - Engage 311 Conference	Erick Hines	1167.52
Hyatt Regency Phoenix	04/11/19	Wanda Gattison - Hotel to Phoenix, AZ - April 7, 2019 to April 11, 2019 - Engage 311 Conference	Wanda Gattison	1202.24
Hyatt Place Charlottesville	04/15/19	Karima Holmes - Hotel to Charlottesville, VA April 7, 2019 to April 12, 2019 - Executive Communications Skills	Karima Holmes	766.60
NENA: THE 9-1-1 ASSOCIATION	04/18/19	ENP Exam Summer 2019 - Re-Examination - Zahid Chohan	Zahid Chohan	150.00
Standard Office Supply (SBE Certified Contractor) LSX47064082019	04/18/19	Cartridge, Inkjet	Mia Murrell	579.80
Comcast	04/19/19	Account #8299 70 001 5057308 (April 2019 Billing)	Selena MacArthur	48.42
Comcast	04/19/19	Account #8299 70 001 4998437 (April 2019 Billing)	Selena MacArthur	35.37
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	04/19/19	Copy Paper	James Roberts	273.00
Printivity LLC	04/23/19	CALL 311 DDOT STREETCAR DECALS, Proof one image & SHIPPING	Wanda Gattison	906.00
American Airlines	04/24/19	Abigail Forrester - Airfare to Sarasota , FL - May 5, 2019 to May 9, 2019 - 2019 AGCCP Annual Conference -Inspiring Views	Abigail Forrester	299.30
Association of Government Contact Center Professionals - AGCCP	04/24/19	Abigail Forrester - Registration to Sarasota , FL - May 5, 2019 to May 9, 2019 - 2019 AGCCP Annual Conference -Inspiring Views	Abigail Forrester	350.00

Rings Leighton Creative Services	04/24/19	Ten Frames, Installation + Additional Print	Wanda Gattison	1704.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	04/25/19	WIPES,GYM,700/CNT	James Roberts	414.95
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	04/25/19	FitPro Ball Chair, Lamp & Festival Coat Stand with Umbrella Holder	Shani Jones	547.98
Wireless Communications	04/26/19	LOW PROFILE KNOW APX 6 & 7, TORQUE ADAPTOR & SHIPPING CHARGES	Stephen Matthews	2400.00
APCO International	04/26/19	Leadership in Policy Awards Dinner - Table Wanda Gattison	Wanda Gattison	1700.00
NASNA	04/29/19	Karima Holmes - Meeting Fees:June Meeting Fee 2019, Annual meeting registation fee- Orlando 2019	Karima Holmes	270.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	04/30/19	REST,WRIST MOUSEPD,BK	Yvonne McManus	84.75
ClassMarker	04/30/19	Yearly Subscription to ClassMarker Testing for 311	Mark Hunter	792.00
SolarWinds / Loggly	05/01/19	Loggly Enterprise - Annual Subscription	Zahid Chohan	4992.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	05/02/19	Cable Assy	Selena MacArthur	100.00
M.C.DEAN	05/03/19	Safety Equipment, Journeyman (Regular), Apprentice (Regular) & 40' boom lift straight	Kip Ross	1547.94
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	05/03/19	Adjustable LED Desk Lamp, 21 ½"	RaCharne Wims	479.90
Capital Services & Supplies (SBE Certified	05/07/19	COPY PAPER,LTR,20LB,96B	James Roberts	699.30

Contractor) LSZX17481122019				
Supretech, Inc. (SBE Certified Contractor) LSDZR2727602202 2	05/07/19	BN91-17814W Samsung One Connect Media	Selena MacArthur	199.99
Dell	05/08/19	Dell 24 Touch Monitor - P2418HT	Brian Gragasin	2290.00
Southwest Airlines	05/09/19	Karima Holmes - Airfare to Orlando, FL - June 13, 2019 to June 16, 2019 - NASNA June 2019 Meeting	Karima Holmes	300.96
Georgetown University School of Continuing Studies	05/09/19	SQL Fundamentals non-credit course	Mark Hunter	495.00
Lido Beach Resort	05/10/19	Abigail Forrester - Hotel - Sarasota , FL - May 5, 2019 to May 9, 2019 - 2019 AGCCP Annual Conference - Inspiring Views	Abigail Forrester	667.52
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	05/14/19	4 foot c/USB-C Cable and OTG Adapter- B & Samsung Earphone corded Turned by AKG	Selena MacArthur	369.00
Zoro	05/14/19	20A Fast Acting Blade Plastic Fuse 32VDC 2PK & Shipping	Donald West	9.71
SolarWinds / Loggly	05/15/19	Loggly ALC Ent - Annual Subscription, 5GB - 90 day ret. (Upgrade)	Zahid Chohan	2499.25
Amazon	05/16/19	Bussmann VP/ATC-20 20 Amp Fast Acting Blade Fuse, (Pack of 25) & Shipping	Donald West	18.12
FedEx	05/16/19	Shipping - FEDEX INVOICE #6-515-85014 - return shipment of device to OCTO, processed by the DLP. & HR, Personnel Matter & Shipping - FEDEX Invoice #6-522-48499 - HR, Personnel Matter.	Yvonne McManus, Setrena Ford & Selena MacArthur	51.59
Comcast	05/21/19	Account #8299 70 001 5057308 (May 2019 Billing)	Selena MacArthur	48.42
Comcast	05/21/19	Account #8299 70 001 4998437 (May 2019 Billing)	Selena MacArthur	35.37

Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	05/21/19	Two-shelf Wire Shelf Unit 26x18x34	Selena MacArthur	447.00
FedEx	05/28/19	Shipping - FEDEX Invoice #6-544-66365 was used to ship (15) mobile radio installation kits to LDV, Inc. for HSEMA. This Invoice has been approved.	Stephen Matthews	507.28
Executive Summits	05/28/19	Women's Leadership Summit	Karima Holmes	199.00
Lawrence Street Industries	05/28/19	30YD ROLL OFF DND - WO: 006551688 & LANDFILL TONNAGE FEE - WO: 0006551688	Kipling Ross	542.75
NST - National Seminars Training	05/28/19	The Conference on Leadership Development and Teambuilding	Brittany Galloway- Mynatt	774.00
NST - National Seminars Training	05/28/19	Overcome Your Fear of Public Speaking - 9/18/19	Brittany Galloway- Mynatt	1116.00
D.C. Bar	05/29/19	Dionne Hayes - Active Membership License Fee 2019-2020	Dionne Hayes	317.00
Amazon.com - MITXPC	05/29/19	Dual VESA & Wall Mount Bracket for M350 Digital signage Enclosure	Zahid Chohan	29.95
Amazon.com - ORVAC	05/29/19	3M Dual Lock Reclosable Fastener SJ3560 250 Clear, 1 in x 10 Ft with Bonus Scotch 1428 Multi-Purpose Scissors	Zahid Chohan	83.80
Amazon.com - Syncwire Products, BenfeiDirect, MITXPC	05/29/19	Scotch Permanent Mounting Tape, 1 Inch X 125 Inches, Amazon Basics USB 3.0 Extension Cable - A-Male to A-Female- 3.3 Feet)1 Meter, 10- Pack, Syncwire HDMI Cable 4K HDMI 2.0 Cable 10 ft., DisplayPort to HDMI Adapter 5 Pack, Benefei DP Display Port to HDMI converter Male to Female Gold-Plated Cord Compatible for Lenovo, Dell, HP, and Other Brand & Dual VESA & Wall Mount Bracket for M350 Digital signage Enclosure	Zahid Chohan	268.41
Softek Services Inc (SBE Certified Contractor) LSDZ49881062020	06/04/19	Advanced Excel Course 6/12/19 & Data Analysis Using Excel PowerPivot	Brittany Galloway- Mynatt	2447.73
PMT Institute	06/04/19	PMP Certification Training	Arrelle Anderson	1890.00

Rings Leighton Design Group	06/05/19	Four Additional Frames + Installation	Wanda Gattison	938.84
Mophie	06/06/19	Juice Pack Access - Apple iPhone XR (Black)	Brittany Galloway- Mynatt	99.95
Capstorm	06/11/19	License Transfer; The (2) license transfer fees included on this quote entitle the re-purposing of (1) CopyStorm, Oracle and (1) CopyStorm/Restore license by tying them to a new Salesforce Organization ID.	Zahid Chohan	1450.00
APCO International	06/11/19	CTO Recertifications plus late fee	Trayshelle Jackson	1650.00
APCO International	06/11/19	Broadband Summit 2019 - Local & State	Judy Duff	1200.00
Delta Air Lines	06/11/19	Karima Holmes - Airfare to Orlando, FL - June 13, 2019 - NASNA June 2019 Meeting	Karima Holmes	293.00
SENODA, INC. (SBE Certified Contractor) LS48404092019	06/18/19	PRINTING - BUSINESS CARDS, QTY. 500 - COVINGTON & SHIPPING	Judy Duff	112.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	06/18/19	First Aid Kit	Donald West	71.97
HOMEWOOD SUITES ORLANDO	06/18/19	Karima Holmes - Hotel to Orlando, FL - June 13, 2019 to June 16, 2019 - NASNA June 2019 Meeting	Karima Holmes	1065.42
Power Secure	06/19/19	Check the UCC Programmable Logic Controller at the UCC for proper functionality Travel Cost & Check the UCC Programmable Logic Controller at the UCC for proper functionality	Solomon Tadesse	1374.50
FedEx	06/19/19	Shipping - FEDEX INVOICE #6-551-50254 – Was used to ship electronic test equipment back to the manufacturer for recalibration & HR, Personnel Matter, Shipping - FEDEX INVOICE #6-566-02060 - Was used to ship electronic test equipment back to the manufacturer for recalibration	Stephen Matthews & Setrena Ford	545.39
Comcast	06/21/19	Account #8299 70 001 5057308 (June 2019 Billing)	Shani Jones	48.42

Comcast	06/21/19	Account #8299 70 001 4998437 (June 2019 Billing)	Shani Jones	35.37
SENODA, INC. (SBE Certified Contractor) LS48404092019	06/24/19	PRINTING - BUSINESS CARDS, QTY. 500 - JONES & SHIPPING	Shani Jones	112.00
FedEx	06/25/19	Shipping - FEDEX INVOICE #6-500-91663 – used FedEx to ship a box of broken IKey rugged keyboards to be repaired.	Kevin Hartwig	72.48
SENODA, INC. (SBE Certified Contractor) LS48404092019	06/26/19	PRINTING - BUSINESS CARDS QTY. 500 - ORTEGA & SHIPPING	Judy Duff	112.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	06/27/19	Office Supplies	Yolanda Taylor- Weems	64.79
Signs.com	06/28/19	Window Decal (Clear) 24" W x 24" H & Shipping	Kip Ross	31.35
National Public Safety Educator Forum (NPEF)	06/28/19	Danielle Drumgoole - Registration - Virginia Beach, VA - July 14, 2019 to July 17, 2019 - 9th Annual National Public Safety Educator Forum (NPEF) Conference.	Danielle Drumgoole	300.00
American Airlines	06/28/19	Danielle Drumgoole - Airfare to Virginia Beach, VA - July 14, 2019 to July 17, 2019 - 9th Annual National Public Safety Educator Forum (NPEF) Conference.	Danielle Drumgoole	294.60
Events DC	06/28/19	Rental of RISE center training room (6/25 & 6/27)	Judy Duff	400.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	07/03/19	WIPES,GYM,700/CNT & RECYCLED PAPER 20# 8.5X11	James Roberts	887.94
NASNA	07/05/19	NASNA MEMBER DUES 2019-2020 (July 1, 2019-June 30, 2020)	Karima Holmes	500.00
David Clark	07/09/19	Repair/Replace & Shipping	Stephen Matthews	1002.90
GRAINGER.COM	07/11/19	DAYTON Line Volt Mechanical Tstat for Heating or Cooling, 24 to 600VAC & Shipment	Zahid Chohan	546.12

Washington Area Bicyclist Association	07/11/19	Private Contracts 7.15.19 Trails Geography Training	Mark Hunter	1000.00
The Monster Mural	07/11/19	Ten sheets - REPRINTS of design from 2016 order & Box & Shipping	Wanda Gattison	375.00
The Home Depot	07/11/19	3/8 in. Compression, 1/4 in. x 25 ft. Pol & Kaden Single-Handle	James Roberts	179.88
Signs.com	07/16/19	Window Decal (Clear) 16" W x 16" H	Kipling Ross	77.85
Mid Eastern Chapter APCO	07/16/19	Registration for 2019 Summer Meeting34 employees @\$30.00	Judy Duff	1020.00
Keystone Plus Construction (SBE Certified Contractor) LSDZR2615804202	07/16/19	Furnish and Install Sump Pump for Ice Maker	Kipling Ross	2477.00
Comcast	07/17/19	Account #8299 70 001 5057308 (July 2019 Billing)	Shani Jones	48.42
Comcast	07/17/19	Account #8299 70 001 4998437 (July 2019 Billing)	Shani Jones	35.37
The Founders Inn	07/17/19	Danielle Drumgoole - Hotel - Virginia Beach, VA - July 14, 2019 to July 17, 2019 - 9th Annual National Public Safety Educator Forum (NPEF) Conference.	Danille Drumgoole	549.78
GREAT AMERICAN CORPORATION Dutchmill Catering (SBE Certified Contractor) LSDZ81284022022	07/17/19	DUTCH MILL'S FAMOUS OLD WORLD STYLE, OVERSTUFFED SANDWICH PLATTER - Meals for the Executive Management Retreat/Leadership Training Session	Wanda Gattison	966.40
Motir (SBE Certified Contractor) LSDZX5346008202	07/19/19	Deep Cleaning to OUC Kitchen after renovation on 07/17/2019	Kipling Ross	950.00
NENA	07/22/19	ENP Exam Fall 2019 - Re-Examination - Zahid Chohan	Zahid Chohan	150.00
Capital Services & Supplies (SBE Certified	07/22/19	Office Supplies	Jessica Darby	81.46

Contractor) LSZX17481122019				
FedEx	07/23/19	The OUC FEDEX Account was used to ship N(6) New Mobile radio installation kits to LDV for HSEMA's New Command vehicle. FedEx Invoice #6-558-63441 was used during this shipment.	Stephen Matthews	30.73
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	07/23/19	Office Supplies	Selena McArthur	561.97
FedEx	07/25/19	The OUC Radio Engineering Group used FEDEX INVOICE #6-607-12452, to ship the AEROFLEX Service Monitor/Test Equipment back to the manufacturer for warranty work and calibrations.	Stephen Matthews	686.47
MTB Enterprises DBA TomahWares (SBE Certified Contractor) LSDZR6644708202	07/25/19	311/911 Palm Card Printing	Wanda Gattison	1199.97
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	07/30/19	WATER,ALPINE,SPRG,35B TL & Shipping	Setrena Ford	40.52
APCO International	07/30/19	Speaker Full Conference Member* Distinguished Achievers Breakfast (Tues) (\$20.00 x1) Food for Thought Luncheon (Wed) (\$20.00 x1)	Karima Holmes	40.00
Overhead Door Co. of Washington D.C.	07/31/19	Sliding Security Gate Repair	Kipling Ross	1488.73
Capitol Trucking Equipment	08/02/19	Whelen TU, Whelen BR, Freight	Zahid Chohan	270.00
Thomson Reuters West	08/02/19	FY 19 Subscription Renewal Notice - DC Code Book Updates	Dionne Hayes	513.95
Gotta Go Now! LLC (SBE Certified Contractor) LSDZRV74118072 021	08/02/19	Pump out service for external and internal cleaning of mobile command vehicles.	Shani Jones	700.00
APCO International	08/02/19	APCO Conference Registration - Wanda Gattison	Wanda Gattison	470.00

APCO International	08/02/19	APCO Conference Registration - Kelly Brown	Kelly Brown	470.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	08/05/19	Office Supplies	Sambeth Norville	735.82
Amazon	08/08/19	LookOurWay Air Dancers Inflatable Tube Man Complete Set with 1 HP Sky Dancer Blower, 20-Feet, Red & Shipping	Wanda Gattison	306.77
APCO International	08/08/19	Member Full Registration - APCO 2019 Training Conference - Judy Duff	Mark Hunter	470.00
APCO International	08/08/19	Member Full Registration - APCO 2019 Training Conference - LaJuan Sullivan	Mark Hunter	470.00
APCO International	08/08/19	Non-member one day pass to APCO 2019 Training Conference - LaQuenceyer Johnson	Mark Hunter	275.00
APCO International	08/08/19	Member one day pass to APCO 2019 Training Conference - LaDonna Wright	Mark Hunter	175.00
APCO International	08/08/19	Member one day pass to APCO 2019 Training Conference - April Jackson	Mark Hunter	175.00
APCO International	08/08/19	Member one day pass to APCO 2019 Training Conference - Arielle Johnson	Mark Hunter	175.00
APCO International	08/08/19	Member one day pass to APCO 2019 Training Conference - Bianca Bennett	Mark Hunter	175.00
APCO International	08/08/19	Member one day pass to APCO 2019 Training Conference - Cortnee Wilson	Mark Hunter	175.00
APCO International	08/08/19	Member one day pass to APCO 2019 Training Conference - Deborah Benford	Mark Hunter	175.00
APCO International	08/08/19	Member one day pass to APCO 2019 Training Conference - Denise Alexander	Mark Hunter	175.00
APCO International	08/08/19	Member one day pass to APCO 2019 Training Conference - LaVeda Williams	Mark Hunter	175.00

APCO International	08/08/19	Member one day pass to APCO 2019 Training Conference - Alice Oliver	Mark Hunter	175.00
APCO International	08/08/19	Member one day pass to APCO 2019 Training Conference - Elma McCoy	Mark Hunter	175.00
APCO International	08/08/19	Member one day pass to APCO 2019 Training Conference - Dione Williams	Mark Hunter	175.00
APCO International	08/08/19	Member one day pass to APCO 2019 Training Conference - Erin Diandra Johnson	Mark Hunter	175.00
APCO International	08/08/19	Member one day pass to APCO 2019 Training Conference - Jacqueline Carr	Mark Hunter	175.00
APCO International	08/08/19	Member one day pass to APCO 2019 Training Conference - Jettia Vance	Mark Hunter	175.00
APCO International	08/08/19	Member one day pass to APCO 2019 Training Conference - Karl Millard	Mark Hunter	175.00
APCO International	08/08/19	Member one day pass to APCO 2019 Training Conference - Nichole Reid	Mark Hunter	175.00
GRAINGER.COM	08/09/19	Drilling Screw,1/4"-14,1-1/2" L,PK50, Screwdriver Set,5 pcs,Multicomponent, Tool Bag,18 Pockets,12"x9"x13",Black, Pass-Thru Socket Set,3/8" Dr,16 pc, Tool Bag Set,12" x 3/4" x 7",3-pc, Fuse,10A,Nonindicating,ATM,32VDC, Fuse,15A,Nonindicating,ATC,32VDC & Battery,Alkaline,9V,Everyday,PK12, Double Banana Plug,15A,Red/Blk,PR, Nutsetter,5/16" Hex,1-3/4" L,Steel & Double Banana Plug,5000VDC,15A,Black	Stephen Matthews	827.82
APCO International	08/09/19	Member one day pass to APCO 2019 Training Conference - Alexandria Patterson-Jones	Mark Hunter	175.00
APCO International	08/09/19	Member one day pass to APCO 2019 Training Conference - Alfreda Miller	Mark Hunter	175.00
APCO International	08/09/19	Member one day pass to APCO 2019 Training Conference - Alita Darby	Mark Hunter	175.00

APCO International	08/09/19	Member one day pass to APCO 2019 Training Conference - Alton Gadsden	Mark Hunter	175.00
APCO International	08/09/19	Member one day pass to APCO 2019 Training Conference - Calvin Williams	Mark Hunter	175.00
APCO International	08/09/19	Member one day pass to APCO 2019 Training Conference - Edward Washington	Mark Hunter	175.00
APCO International	08/09/19	Member one day pass to APCO 2019 Training Conference - Eugene Billingsley	Mark Hunter	175.00
APCO International	08/09/19	Member one day pass to APCO 2019 Training Conference - Jacqueline Clements	Mark Hunter	175.00
APCO International	08/09/19	Member one day pass to APCO 2019 Training Conference - Lakita Barnes	Mark Hunter	175.00
APCO International	08/09/19	Member one day pass to APCO 2019 Training Conference - Lauren Johnson	Mark Hunter	175.00
APCO International	08/09/19	Member one day pass to APCO 2019 Training Conference - LaVear Crews	Mark Hunter	175.00
APCO International	08/09/19	Member one day pass to APCO 2019 Training Conference - Robin Scott	Mark Hunter	175.00
APCO International	08/09/19	Member one day pass to APCO 2019 Training Conference - Victoria Johnson	Mark Hunter	175.00
APCO International	08/09/19	Non-member one day pass to APCO 2019 Training Conference - LaQuenceyer Johnson - CREDIT	Mark Hunter	-100.00
Robinsons LLC (SBE Certified Contractor) LSDZR7592908202 2	08/13/19	Electrical: Secure and support wiring and place blank cover plates on open junction boxes in the ceiling in the switchgear room at PSCC.	Kipling Ross	1173.00
Briar Patch Shredding & Recycling, LLC (SBE Certified Contractor) LSD44900022022	08/13/19	Shredding Services	Kipling Ross	310.00

Comcast	08/13/19	Account #8299 70 001 5057308 (August 2019 Billing)	Shani Jones	48.44
Comcast	08/13/19	Account #8299 70 001 4998437 (August 2019 Billing)	Shani Jones	35.40
DIGIDOC, Inc. T/A Document Managers (SBE Certified Contractor) LSDR07410082021	08/16/19	One ear headset, two ears headset & Shipping	Selena MacArthur	3484.79
HAMPTON INN BALTIMORE DOWNTOWN	08/16/19	Karima Holmes - Hotel to Baltimore, MD - August 11, 2019 to August 14, 2019 - APCO NATIONAL CONFERENCE	Karima Holmes	480.78
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	08/16/19	BNDR,VIEW,D-RNG,2IN,WE, BNDR,VIEW,D-RNG,3IN,WE & INDEX,OE 5TAB,5ST/PK,WHT	Maria Miranda	53.79
Amazon	08/20/19	gofanco DisplayPort to 2 DisplayPort MST Hub - DisplayPort 1.2 to 2 Displayport Splitter, 2 port DisplayPort Multi Stream Transport Hub, for Windows PCs, Eyefinity Compatible (DPMST2DP) ***We are purchasing through Amazon because the CBE price exceeds the 12% percent threshold. In this case, the CBE vendor was charging \$69.00 while Amazon's price was only \$42.99***	RaCharne Wims	42.99
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	08/20/19	WIPES,GYM,700/CNT & COPY PAPER,LTR,20LB,96B 5000/CS	James Roberts	887.94
FedEx	08/22/19	Shipping - FEDEX INVOICE #6-627-35865 - HR, Personnel Matter and used to ship OUC Radio Engineering Group Test equipment (AEROFLEX), (4) pieces to the manufacturer for calibration. (warranty work).	Stephen Matthews & Setrena Ford	707.39
Central Safe and Locksmith	08/22/19	Wallmount Lockbox ***We are using this vendor instead of a CBE because they are the supplier the Radio shop typically uses for their Radio Cache trailer and equipment. Although the vendor is not a CBE, they still appear to be a small local business***	Stephen Matthews	90.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	08/22/19	Office Supplies	Sambeth Norville	39.99

LaborLawCenter	08/27/19	District of Columbia & Federal Labor Law Poster + 2019 Replacement Service	Yvonne McManus	125.98
America's Granite, Inc.	08/27/19	Breakroom Undermount sink, Single Undermount SinkA U 231 ***During the renovation of the UCC kitchen through CBE vendor "Keystone Plus", it was determined that the existing sink would not fit with the new countertops. Instead of delaying the countertop installation and the kitchen readiness for the 24/7 communications center, the agency purchased a matching sink directly from the countertop vendor for \$150***	Kipling Ross	150.00
Reliable Repairs	08/28/19	Refrigerator not cooling ***We are using Reliable Repairs instead of a CBE vendor because of their familiarity with our facilities and our equipment that they have serviced. They are able to provide a more prompt and precise service than a CBE vendor would because of their past experience providing service at the UCC and PSCC**	Kipling Ross	300.00
Costume Specialists	09/03/19	Cleaning for Cell Phone Sally, Foam costume repairs- New fan, Maintenance- reglue blackstraps at bottom of body, Foam costume repairs- stitch hole near base of both pigtails, Foam costume repairs- touch up orange color on freckles & Freight and Insurance ***This vendor was directly recommended by the vendor that we purchased the mascot costume from as it is the cleaning service that the vendor personally uses. They are the only company that has the parts that need to be replaced***	Wanda Gattison	586.25
Kahoot	09/03/19	Host games of up to 2000 players. Full-featured plan for large scale games. Great for events and conferences ***This vendor is not available as a CBE or on the DCSS. The purchase was via p-card for an annual subscription***	Shani Jones	480.00
IDEAL ELECTRICAL SUPPLY CORPORATION (SBE Certified Contractor) LSDZX0769912202	09/05/19	SYL20305 CF9DS841ECO	Stephen Matthews	38.40
NELI - NATIONAL EMPLOYMENT LAW INSTITUTE	09/06/19	ADA Workshop / Registration ***National Employment Law Institute (NELI) was used rather than a CBE, because NELI is the only provided for this conference. This conference takes place at multiple locations throughout the US, and DC is one of its locations. Taking part in this conference helps Jared Siegel as an attorney at the OUC***	Jared Siegel	545.00

Standard Office Supply (SBE Certified Contractor) LSX47064082019	09/10/19	TAG,SHPG,MLA,13PT,#5,WIRE, WIPES,MICROFIBER CLOTH,BE, MARKER,SHARPIE,FINE PT,BK, FOLDER, PADS,SS,NOTES,3"X3",MIAMI, MARKER,EXPO 2,CHISEL,4/ST, DUST OFF DISPOSABLE DUSTER, EVEREADY FLASHLIGHT 1251L, VINYL POWDERED GLOVES, SANI-CLOTH HB GERM/WIPES, BATTERY,PROCELL,D,12/BOX & BRT LABEL,1/2" BK/WHT,2PK	Stephen Matthews	889.24
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	09/10/19	CIG Remanufactured Black Ink Cartridge & ANSI 2015 SmartCompliance First Aid Station Class A+, 50 People, 241 Pieces, PEN,	Yolanda Taylor- Weems	365.08
FedEx	09/11/19	Shipping - FEDEX INVOICE #6-725-88012 - HR, Personnel Matter.	Setrena Ford	35.24
FedEx	09/12/19	MOTOROLA SOLUTIONS % CTDI 2220 GALVIN DR ELGIN IL 60124-7834 DC OFFICE OF UNIFIED COMMUNICATIONS 310 MCMILLAN DR NW WASHINGTON, DC 20001-1032 - this was a part delivery of 2 skids.	Stephen Matthews	137.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	09/12/19	Copy Paper	James Roberts	699.30
NENA / YourMembership.co m, Inc	09/12/19	Job Title: Chief of Professional Standard / NENA Career Board ***A CBE was not used for the transaction because the National Emergency Number Association/ Your Membership is the only association to provide the career board services desired by the agency***	Jessica Darby	149.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	09/12/19	Filter, Med True Hepa, WH & Filter, Med, Carbon, 4/PK,BK	Setrena Ford	190.58
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	09/13/19	INKCART,950XL,BK & INKCART,951 TRI COMBO	Racharne Wims	335.94

Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	09/16/19	CUSHION, DELUXE LUMBAR, BK, FOOTREST, ROLLERS ADJST, BK, FOOTREST, PADDED, ADJ, BK, BACKREST, MASSAGE, LMBR, BK, PUSHPIN, 1/2", 100/BX, AM, RIBBON, F/CNMM310 BK/RD, CALENDAR, DSK PD, GARDENS, PLANNER, WALL, CAL, LK, WH, CLEANER, DUSTOFF, 170Z, 2PK, WASTEBASKET, METAL, MESH, BK, FILE, MESH, WALL, 3PCKT, BK, ENVELOPE, CAT, 6.5X9.5, 28#, ENVELOPE, CAT, 9X12, 28#BRKR, FLAG, SMALL SZE 140/PK, AST, PEN, ECOLUTIONS CLIC, BE, INK, 2000PLUS SELF INKG, BE, STAPLES, HVY, DTY, F/90010, TAPE, 3/4"X1000", 24/PK, CR, CALCULATOR, 12 DIGIT, WE, Note: REPLACES CSODR270TM	Kip Ross	890.36
CSWeek.com	09/18/19	Banner, Latex Balloons, Magic Mug, Flip-Straw Bottle, Tote Bag, Free Gifts with Purchase & Handling & Shipping ***Customer Service Week is an international celebration of the importance of customer service and of the people who serve and support customers on a daily basis. Each year, thousands of companies across the United States and around the world celebrate Customer Service Week. Since 1991, the Customer Service Group has sponsored the official Customer Service Week program. The group provides how-to information; celebration materials imprinted with the official Customer Service Week logo; and inspiration from the hundreds of service and support professionals who share their celebration stories, plans, and ideas. Though CSWeek it's not a CBE, every year, we order our materials from the official Customer Service Week program to celebrate in a succinct way. Their personalized and custom materials are unmatched and our employees look forward to their themed collateral every year***	Danielle Drumgoole	248.90
Ad Box Agency (SBE Certified Contractor) LSDZ61014082021	09/18/19	Tumbler 16oz Clear Tumbler w/ Straw and imprint with Heros and Headset logo & Shipping	Danielle Drumgoole	704.00
Comcast	09/18/19	Account #8299 70 001 5057308 (September 2019 Billing)	Shani Jones	48.44
Comcast	09/19/19	Account #8299 70 001 4998437 (September 2019 Billing)	Shani Jones	35.40

Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	09/19/19	PURIFIER,AIR,290,BK & COPY PAPER,LTR,20LB,96B 5000/CS	Maria Miranda	1284.00		
FY20 P-Card Transactions						
APCO Mid Eastern Chapter	10/02/19	Registrations - 25 Employees to Ocean City, MD - October 16, 2019 to October 18, 2019 - 2019 Mid-Eastern APCO Chapter Fall Conference ***OUC is attending a training symposium with the APCO Mid-Eastern Chapter for 2019. The reason we have decided to do business with this particular organization is because it is the only APCO chapter for our region that encompasses industry professionals from DC, Maryland and Delaware***	Mark Hunter	875.00		
SENODA, INC. (SBE Certified Contractor) LS48404092019	10/03/19	PRINTING - BUSINESS CARDS - Judy Duff	Judy Duff	112.00		
Costume Specialists	10/03/19	Cell Phone Sally shirt and pants, Cell Phone Sally Mitts & Shipping ***This vendor was directly recommended by the vendor that we purchased the mascot costume from as it is the cleaning service that the vendor personally uses. They are the only company that has the parts that need to be replaced***	Danielle Drumgoole	525.00		
Wireless Communications, Inc.	10/08/19	ON/OFF KNOB APX7000XE, FREQ KNOB APX6000XE, KVL P/S, KVL4000 PWR CORD, CABLE & SHIPPING CHARGES ***We are using this vendor instead of a SBE/CBE because they are a Motorola Premier Service Partner/Authorized Two-Way Radio Dealer and frequently supply parts and perform maintenance on the District's radio equipment that is essential to public safety. There are no SBEs/CBEs or any other vendors on the DC Supply Schedule that are capable of handling the size and scale of these repairs, parts, and maintenance that Wireless Communications Inc provides to the OUC and the District.	Stephen Matthews	1657.00		
Grand Hotel & Spa	10/16/19	Hotel - 26 Employees to Ocean City, MD - October 16, 2019 to October 18, 2019 - 2019 Mid-Eastern APCO Chapter Fall Conference ***OUC is attending a training symposium with the APCO Mid-Eastern Chapter for 2019, and are securing lodging at the Grand Hotel where the symposium is being held. The reason we have decided to do business with this particular organization is because it is the only APCO chapter for our region that encompasses industry	Mark Hunter	2950.50		

		professionals from DC, Maryland and Delaware***		
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/17/19	Filter, LCD, PCY, 22, WIDE, BK	Selena MacArthur	259.98
DISTRICT OF COLUMBIA LABOR LAW POSTER SERVICE	10/22/19	2020 3 Year Plan-DC & Discount ***Please be advised that the recent subscription purchased through the District of Columbia Labor Law Poster Service provides exclusive HR content which is not offered through a CBE***	Yvonne McManus	437.00
Comcast	10/22/19	Account #8299 70 007 0657992 (October 2019 Billing)	Shani Jones	48.44
Comcast	10/22/19	Account #8299 70 004 1212117 (October 2019 Billing)	Shani Jones	35.40
DIGIDOC, Inc. T/A Document Managers (SBE Certified Contractor) LSDR07410082021	10/22/19	P10s (new) & Shipping	Selena MacArthur	1522.19
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/22/19	BOOK,DSK APPT, MNTHLY,BK, DESK PAD,22X17,WH/BR & PEN,BALLPNT,CRYSTL,MED,BK	Kelly Brown	60.25
Thomson West	10/23/19	FY 20 Subscription Renewal Notice - DC Code Book Updates	Dionne Hayes	534.48
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/24/19	Jump-N-Carry JNC950 2000 Peak Amp 12V Jump St Note: SPECIAL ORDER ITEM: NO RETURNS	Donald West	395.00
Dell	10/24/19	Dell Laser Projector S718QL ***We are using Dell instead of a SBE/CBE because they are the manufacturer of the projector and were able to offer the best price available. A comparison quote we obtained from an SBE exceeded the 12% threshold and also exceeded the \$5,000.00 PCard transaction limit***	Brian Gragasin	3899.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/29/19	Wipes,GYM,700/CNT	James Roberts	497.94

Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/29/19	LabelManager 160P, 2 Lines, 7 9/10w x 4 13/20d x 1 9/10h, Rhino 4200 Basic Industrial Handheld Label Maker, 1 Line, 4 3/50x8 23/50x2 6/25, Duracell CopperTop Alkaline AAA Batteries, 36/Pack, Duracell Procell Alkaline AA Batteries, 24/Box, Pads in Miami Colors, 3 x 3, 70/Pad, 24 Pads/Pack, Ink Indicator Stick Highlighters, Chisel Tip, Assorted Colors, 5/Pack, Docket Ruled Perforated Pads, Wide/Legal Rule, 8.5 x 11.75, Canary, 50 Sheets, 6/Pack & Docket Ruled Perforated Pads, Narrow Rule, 5 x 8, Canary, 50 Sheets, 6/Pack	Selena MacArthur	514.63
Bytefusion	10/29/19	Lan Time Analyzer Professional (unlimited clients) & Upgrade PresenTense Time Client, Site License - Any version to latest ***Bytefusion is the supported vendor for this product to upgrade the Time Synchronization software to the latest software version and monitor the time clients with the LAN Time Analyzer. Bytefusion sells directly to end users and has given discounted price for the product upgrade that they don't offer discounts to the agents***	Zahid Chohan	515.93
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/29/19	Industrial-Strength Heavy-Duty Fasteners with Dispenser Box, 2" x 15 ft, White, Sticky-Back Fasteners, Removable Adhesive, 0.75" x 30 ft, White, Nylon Cable Ties, 11 x 0.19, 50 lb, Black, 500/Pack & 55-Piece Computer Tool Kit in Black Vinyl Zipper Case	Selena MacArthur	353.92
NENA	10/31/19	ENP Exam Winter 2020 - Initial Certification - Ingrid Bucksell	Ingrid Bucksell	550.00
Personnel Concepts	10/16/19	DC Compliance Service Subscription & Shipping & Handling ***Please be advised that the recent subscription purchased through Personnel Concepts provide exclusive HR content which is not offered through a CBE***	Yvonne McManus	108.85
NENA	11/06/19	NENA - Group Membership Dues 2020	Kelly Brown	1550.00
Mobil Satellite Technologies	11/06/19	AVL GPS ANTENNA 8"; BLACK & iDirect Universal 6W KU BUC, BUC, ROHS, BUC NJT8306UF ***We are using Mobil Satellite Technologies instead of an SBE/CBE because they are a satellite technology company that is best equipped to handle this request due to their expertise in providing satellite hardware and service to Federal, State, County, and other municipal entities. There are currently no SBEs/CBEs or any vendors on the DC Supply	John Frank	1180.00

		Schedule which are capable of handling this request***		
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	11/06/19	M2 Basics 321-Piece First Aid Kit Contents, KIT,EYEWASH,STATION,CLR, JUIDINTO Plastic Drywall Anchors with self Dr, Hilitchi 410 Stainless Steel #8 Hes Washer He & Tape King Gaffers Tape Black (2-Pck)	Kevin Ngo	843.74
Project Management Institute	11/07/19	PMP Exam (Member Rate)	Arrelle Anderson	405.00
Project Management Institute	11/07/19	Individual Membership & Membership Application Fee	Arrelle Anderson	139.00
ABC Technical Solutions, Inc. (SBE Certified Contractor) LSDZ10015112022	11/13/19	MST HUB- mDP TO 3X DISPLAYPO	Kevin Ngo	98.91
Amazon	11/13/19	Yome Portable Dual Cylinder Air Compressor Pump, 12V Heavy Duty Portable Air Pump with LED Flashlight and LCD Digital Display Gauge for Car Tires, Balls, Other Inflatables ***We are using Amazon instead of an SBE/CBE because the price offered by our regular SBE exceeded the 12% threshold and was double the price of Amazon. Attached is the SBE comparison quote***	Donald West	79.98
NENA	11/14/19	ENP Reference Manual & Practice Test Bundle - Ingrid Bucksell	Ingrid Bucksell	100.00
D.C. Bar	11/14/19	More Effective Writing Makes More Effective Lawyers	Jared Siegel	289.00
FedEx	11/14/19	Shipping - OUC Radio Services Group used the FEDEX Account to ship back equipment for repair.	Shani Jones	82.39
APCO INTERNATIONAL INC.	11/20/19	2020 APCO Membership Dues	Kelly Brown	2359.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	11/20/19	BOOK,APPT DSK,MNTHLY,NVBE, POP-UP NOTES 3X3 100SHT/PK 5PD/PK NEON & PAD,LGL RULED,PERF,LTR,WE	Kelly Brown	79.57
JCA Landscaping LLC	11/27/19	Trimming 2 large branches from walnut tree over hanging from garage area. Trimming large branch back to safe distant and to encourage healthy growth, All yard waste will	Kip Ross	2068.24

		be taken away & Cutting down tree and limbs in back of building to clear space for generator ***This is the landscaping company hired by DGS for the PSCC. We required additional service to prune trees that were impacting operations. We are using this company instead of a local SBE/CBE because they are the company DGS selected to perform the work. DGS is responsible for all facilities maintenance and therefore, they maintain control over choosing which vendor performs the work***		
Comcast	11/27/19	Account #8299 70 007 0657992 (November 2019 Billing)	Shani Jones	48.44
Comcast	11/27/19	Account #8299 70 004 1212117 (November 2019 Billing)	Shani Jones	35.40
Amazon	11/27/19	Neiko 10048A Premium Security Bit Set, Chrome Vanadium Steel 100-Piece Kit, BLACK+DECKER 4V MAX Cordless Screwdriver (BDCS20C), GEARWRENCH 10mm 12 Point Stubby Flex Head Ratcheting Combination Wrench - 9551 & TOPDC Jumper Cables 4 Gauge 20 Feet Heavy Duty Booster Cables with Carry Bag (4AWG x 20Ft) ***We are using Amazon instead of an SBE/CBE because the price quotes obtained from SBEs/CBEs exceeded the 12% threshold, one quote was over six times the price of Amazon***	Ben Petrovic	129.27
ABC Technical Solutions, Inc. (SBE Certified Contractor) LSDZ10015112022	12/03/19	Dell Slim Power Adapter – 130 Watt with 3 ft Power Cord	RaCharne Wims	323.80
DIGIDOC, Inc. T/A Document Managers (SBE Certified Contractor) LSDR07410082021	12/03/19	One Ear Headsets (HW510), Two Ear Headsets (HW520) & Shipping	Selena MacArthur	3412.24
Chief Operating Officer Business Forum, Inc.	12/03/19	Annual Dues - COO Forum Annual Membership Dues	Arrelle Anderson	1000.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	12/03/19	CAMERA,HD,PRO,WEBCAM,BK,L, GLOVES,HFLXPLS,CUTRES,XL, GLASSES,SAFETY,CLR, 4 3/4 x 2 3/8" Tyvek Shipping Tags - Pre-Wire Note: SPECIAL ORDER ITEM: NO RETURNS, Zebra LS2208 General Purpose Bar Code Scanner Note: SPECIAL ORDER ITEM: NO RETURNS & KIT,EYEWASH,STATION,CLR	Selena MacArthur	1321.79

U.S. Office of Personnel Management	12/04/19	Registration for "Conflict Management Skills" - Karima Holmes - March 3-6, 2020	Karima Holmes	2700.00
Best Buy	12/04/19	Sony - PX Series Digital Voice Recorder ***We are using Best Buy instead of a local SBE/CBE because of the urgent need for the item by OUC HR. Since they needed the item by the next day, Best Buy was best option available at the most reasonable price***	Setrena Ford	41.99
Tessco	12/06/19	30' LMR400 Jumper NM NF & Destination & handling ***We are using Tessco instead of a local SBE/CBE because Tessco is our regular supplier for radio cables and can offer a more reasonable/competitive price with a faster delivery timeframe over local SBEs/CBEs who may not be able to the source the item at all or if they can, at a significant upcharge with longer lead time for delivery***	Ben Petrovic	72.79
David Clark	11/08/19	Repair/Replace & Shipping and Handling via Trackable Ground Service ***We are using this vendor because they are the manufacturer of this product and there are no SBEs/CBEs capable of handling the size and scope of performing these repairs***	Stephen Matthews	443.00
MTB Enterprises DBA TomahWares (SBE Certified Contractor) LSDZR6644708202	12/09/19	Update OUC videos, Update four (4) videos produced for OUC with the new mayor's logos, includes re-editing and reanimating all four videos to accommodate the new logo.	Wanda Gattison	1030.18
Amazon	12/10/19	Soft Baby Proofing Corner Guards & Edge Protectors - 3M Pre-Taped Table Corner Protector, Child Safety Furniture Bumper, Sharp Corner Cushions, 8 Pack, Brown Gorilla White Glue, Waterproof, 2 ounce Bottle, White, (Pack of 1) ***We are using Amazon instead of a local SBE/CBE because the quotes obtained from the local vendors were in excess of the 12% threshold in comparison to the price offered by Amazon, one vendor's quote was almost double Amazon's price***	Kip Ross	492.77
Watson	12/10/19	Display Port Cables - Shipped (FOR BILLING ONLY), 3.5 Audio Jacks (For Consoles On Phase 1, 2 and 6 Positions), 8-Port Patch Panels - 311 Positions Only, Installation & Freight ***We are using Watson because they are the manufacturer of the consoles and are therefore the only vendor who can provide parts and services for the equipment. There are no SBEs/CBEs that are qualified or capable of handling this task because they did not manufacture the equipment***	Kip Ross	4389.03

Watson	12/12/19	Monitor Reconfiguration and one AMR Position, Installation & Freight ***We are using Watson because they are the manufacturer of the consoles and are therefore the only vendor who can provide parts and services for the equipment. There are no SBEs/CBEs that are qualified or capable of handling this task because they did not manufacture the equipment***	Kip Ross	1449.25
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	12/12/19	Label, Desk Pad, Sharpie Marker, Envelope, AAA Battery	Sambeth Norville	184.37
FedEx	12/12/19	Shipping - FEDEX INVOICE #6-842-45591 - HR, Personnel Matter. Shipping - FEDEX INVOICE #6-849-02113 - DC Government business to submit Hearing Officer report to an employee. Shipping - FEDEX INVOICE #6- 856-44947 - shipped a box of OUC Strategic Plan documents on November 26, 2019, to Director Holmes as she led a session at the New Orleans Parish Communications District for New Orleans. She facilitated a session on Strategic Planning in 911 Call Centers and distributed OUC's strategic plan documents as a guide during the discussion. We sent some radio equipment to Motorola who will be reimbursing us for the shipping with a credit on our next invoice. The email thread is attached for documentation purposes.	Setrena Ford, Arrelle Anderson, Jared Siegel & Veeda Harris	137.44
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	12/17/19	Coat tree	Setrena Ford	102.99
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	12/18/19	Office Supplies	Mark Hunter	704.15
ABC Technical Solutions, Inc. (SBE Certified Contractor) LSDZ10015112022	12/18/19	ABC PROFESSONAL NETWORK IN INSTALLATION AND RUNNING 2 DATA LINES, 1 VOICE LINE FROM UCC DATA CENTER TO B206 & MISCELANEUS MATERIAL PLENUM CAT6 CABLE, EMT CONDUIT, FACEPLATES, AND ETC	Zahid Chohan	2231.58
David Clark	12/06/19	Repair/Replace & Shipping and Handling via Trackable Ground Service ***We are using this vendor because they are the manufacturer of this product and there are no SBEs/CBEs capable of handling the size and scope of performing these repairs***	Veeda Harris	833.75

Comcast	01/06/20	Account #8299 70 007 0657992 (December 2019 Billing)	Shani Jones	48.49
Comcast	01/06/20	Account #8299 70 007 0657992 (January 2020 Billing)	Shani Jones	54.59
Comcast	01/06/20	Account #8299 70 004 1212117 (December 2019 Billing)	Shani Jones	35.43

- 10. Please list all capital projects in the financial plan for the agency or under the agency's purview in FY19 and FY20, to date, and provide an update on each project, including the amount budgeted, actual dollars spent, and any remaining balances. In addition, please provide:
 - a. An update on all capital projects begun, in progress, or concluded in FY18, FY19, and FY20, to date, including the amount budgeted, actual dollars spent, and any remaining balances;
 - b. An update on all capital projects planned for the four-year financial plan;
 - c. A description of whether the capital projects begun, in progress, or concluded in FY18, FY19, and FY20, to date, had an impact on the operating budget of the agency. If so, please provide an accounting of such impact; and
 - d. A description and the fund balance for each existing allotment in each capital project under the agency's purview.

Business Code	Title		Chahara		Operating Budget	6	Existing Allotment Balance
Project Code	Title	FY18	Status FY19	FY20	Impact	Comment	balance
AFC02C	IT Hardware 911/311 Systems	F110	Begun	In Progress	None	Purchase new 911 system servers and data storage	\$533,986.69
CERCEC	UCC Electrical Reconfiguration		Begun		None	In FY19, replace two power transfer control and monitoring systems; install a PLC monitoring system; install a PLC monitoring system; installed new electrically interlock systems; upgrade UCC call floor electrical panels and replace Siemens light panels. In FY20, replace ATs; reconfigure existing generators; implement electrical shorelines; and purchase portable generator.	\$2,016,174.24
DCUCC	911/311 Dispatch Consoles		Begun	In Progress	None	New consoles and upgraded electrical and cabling infrastructure at the UCC will be completed by March 2020.	\$242,818.54
DWB02C	IT Software 911/311 Applications		Begun	In Progress	None	CAD Application upgrade and Computrace License acquisition scheduled for 2020	\$1,330,610.60
PL403C	Underground Commercial Power Feed to UCC	Concluded			None		
UC302C	MDC Replacement for MPD and FEMS		Begun	In Progress	None	Procurement processing is underway to replace MDC, mobile routers, and docking stations	\$52,346.16
UC303C	Radio Replacement for MPD and FEMS				None	Funding allotment available in FY21. Procurement activity will begin in the 4Q of FY20 for the replacement of MPD portable radios in FY21.	N/A
UC304C	911/311 Radio Critical Infrastructure	Begun	In-P	rogress	None	The installation of new emergency power systems at the PSCC will be complete by March 2020. The design of remaining building systems and space planning is underway. Construction of these items is palnned to begin in October 2020.	\$7,174,307.53

11. Please provide a list of all budget enhancement requests (including capital improvement needs) for FY19 and FY20, to date. For each, include a description of the need and the amount of funding requested.

FY19 Enhancement: The funds budget reflects a one-time funding increase of \$112,500 in the Non-Emergency Operations (311) division to reflect development costs for the mobile application for the Department of Parks and Recreation's (DPR) 311 tickets. The proposed Local funds budget also includes an increase of \$52,000 and 1.0 FTE in the Non-Emergency Operations (311) division for a Call Taker position for DPR's 311 tickets from the mobile application.

FY20 Enhancement: The Local funds budget proposal includes an increase of \$268,055 across multiple divisions to support career ladder increases for eligible employees.

12. Please list, in chronological order, each reprogramming in FY19 and FY20, to date, that impacted the agency, including those that moved funds into the agency, out of the agency, or within the agency. Include known, anticipated reprogrammings, as well as the revised, final budget for your agency after the reprogrammings. For each reprogramming, list the date, amount, rationale, and reprogramming number.

	OFFICE OF UNIFIED COMMUNICATIONS						
		F'	Y 2020 REPI	ROGRAMMING LIST			
	LOCAL			Starting Budget	\$32,259,712		
FISCAL YEAR	FUND	DATE	SOAR DOC#	DESCRIPTION	AMOUNT		
				Final Budget	\$32,259,712		
	SPRECIAL	PURPOSE RE	VENUE	Starting Budget	\$19,441,418		
FISCAL YEAR	FUND	DATE	SOAR DOC#	DESCRIPTION	AMOUNT		
2020	1630	12/10/2019	BJUCSPR5	Increase budget authority for IT Contractor conversion and new admin positions	\$782,000		
				Final Budget	\$20,223,41		
	INTRA-DIS	STRICTS		Starting Budget	\$984,150		
FISCAL YEAR	FUND	DATE	SOAR DOC#	DESCRIPTION	AMOUNT		
				Final Budget	\$984,15		

		OF	FICE OF UN	IIFIED COMMUNICATIONS				
	FY 2019 REPROGRAMMING LIST							
	LOCAL			Starting Budget	\$34,112,507			
FISCAL YEAR	FUND	DATE	SOAR DOC#	DESCRIPTION	AMOUNT			
2019	0100	12/12/2018	PAKBREAL	Reallocation within programs to correctly align Admin and Call Ops costs to agency Org structure	\$1,287,881			
2019	0100	8/12/2019	BJSUPP19	Reprogram to FEMS for OT spending pressure/FY19 Supplemental	(\$657,000)			
2019	0100	9/30/2019	BJFIXUC0	Reprogram to FEMS for OT spending pressure/Year-end	(\$175,000)			
				Final Budget	\$33,280,507			
	SPECIAL P	URPOSE REV	ENUE	Starting Budget	\$12,662,875			
FISCAL YEAR	FUND	DATE	SOAR DOC#	DESCRIPTION	AMOUNT			
2019	1630	9/20/2019	BJUCORP9	Reallocate budget between programs for Supplies and Other Services and Chanrges from Admin to IT Division	401,000.00			
2019	1630	10/31/2018	BJUC2471	Request for use of additional Fund Balance for E911 admin and call ops	2,471,975.00			
2019	1630	12/12/2018	BJUC1826	Reallocation between programs and Object Classes to support IT Contractor conversion to FTEs, increased software maintenance cost and Contractual Services.	1,826,045.76			
				Final Budget	\$13,063,875			
	INTRA-DIS	TRICTS		Starting Budget	\$1,047,739			
FISCAL YEAR	FUND	DATE	SOAR DOC#	DESCRIPTION	AMOUNT			
2019	0700	9/30/2019	PAKBDOEE	Realign budget to DOee19/19 project and phase for OUC LIHEAP program	\$313,859			
				Final Budget	\$1,361,598			

13. Please list each grant or sub-grant <u>received by</u> your agency in FY19 and FY20, to date. List the date, amount, source, purpose of the grant or sub-grant received, and amount expended.

ID	Sub-award Title / Purpose	Grant Type	Source	Period of Performance	Amount Awarded	Amount Spent / Obligated
1UCSH8	Interoperable Communications Planning, Training, and Exercises	SHSP	US Dept of Homeland Security FEMA	9/1/2018 - 9/30/2019	\$200,000.00	\$185,199.54
			SAA / Pass-Through Entity – DCHSEMA			
3UCUA9	Interoperable Communications Planning, Training, and Exercises	UASI	US Dept of Homeland Security FEMA	9/1/2019 - 9/30/2020	\$270,000.00	\$93,097.14
			SAA / Pass-Through Entity – DCHSEMA			
1UCUA7	Radio Cache - District of Columbia	UASI	US Dept of Homeland Security FEMA	9/1/2017 - 9/30/2019	\$172,846.00	\$172,473.38
			SAA / Pass-Through Entity – DCHSEMA			
1UCUA8	Radio Cache - District of Columbia	UASI	US Dept of Homeland Security FEMA	9/1/2018 - 9/30/2020	\$189,419.00	\$0.00
			SAA / Pass-Through Entity – DCHSEMA			

ID	Sub-award Title / Purpose	Grant Type	Source	Period of Performance	Amount Awarded	Amount Spent / Obligated
1UCUA9	Radio Cache - District of Columbia	UASI	US Dept of Homeland Security FEMA	9/1/2019 - 9/30/2021	\$222,846.00	\$0.00
			SAA / Pass-Through Entity – DCHSEMA			
2UCUA6	CAD Information Sharing and Interoperability (DCERS)	UASI	US Dept of Homeland Security FEMA	9/1/2016 - 12/31/2018	\$257,352.93	\$255,284.61
			SAA / Pass-Through Entity – DCHSEMA			
2UCUA7	CAD Information Sharing and Interoperability	UASI	US Dept of Homeland Security FEMA	9/1/2017 - 9/30/2019	\$300,000.00	\$298,343.80
			SAA / Pass-Through Entity – DCHSEMA			
2UCUA8	CAD Information Sharing and Interoperability	UASI	US Dept of Homeland Security FEMA	9/1/2018 - 9/30/2020	\$255,000.00	\$255,000.00
			SAA / Pass-Through Entity – DCHSEMA			

ID	Sub-award Title / Purpose	Grant Type	Source	Period of Performance	Amount Awarded	Amount Spent / Obligated
2UCUA9	CAD Information Sharing and Interoperability	UASI	US Dept of Homeland Security FEMA	9/1/2019 - 9/30/2021	\$300,000.00	\$0.00
			SAA / Pass-Through Entity – DCHSEMA			
4UCUA9	9-1-1 Wireless Call Routing Analytics	UASI	US Dept of Homeland Security FEMA	9/1/2019 - 5/31/2021	\$150,000.00	\$150,000.00
			SAA / Pass-Through Entity – DCHSEMA			
19HMA- 003	Public Safety Communication Center (PSCC) Switchgear and 2 Generator Project	Hazard Mitigation Grant	US Dept of Homeland Security FEMA	8/13/2019 – 11/8/2019	\$801,479.38	\$801,479.38
			SAA / Pass-Through Entity – DCHSEMA			
NG911F	NG911 Grant Program	Federal	National Highway Traffic Safety Administration (NHTSA) and the National Telecommunications and Information Administration (NTIA)	8/9/2019 – 3/31/2022	\$500,000.00	\$0.00

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

The agency has no FTEs that are dependent on grant funding in FY19 or FY20 to date.

14. Please list each grant or sub-grant **granted by** your agency in FY19 and FY20, to date. List the date, amount, source, and purpose of the grant or sub-grant granted.

The agency has not granted any grants or sub-grants in FY19 or FY20 to date.

- 15. Please list each contract, procurement, and lease, entered into or extended and option years exercised by your agency during FY19 and FY20, to date. For each contract, procurement, or lease, please provide the following information, where applicable:
 - a. The name of the party;
 - b. The nature of the contract, procurement, or lease, including the end product or service:
 - c. The dollar amount of the contract, procurement, or lease, including amount budgeted and amount actually spent;
 - d. The term of the contract, procurement, or lease;
 - e. Whether it was competitively bid;
 - f. The name of the agency's contract monitor(s) and the results of any monitoring activity; and
 - g. The funding source.

Please see attachment labeled Q#15 FY19-FY20 Contracts, Procurements, and Leases.

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

The agency has no pending lawsuits.

17. Please list all settlements entered into by the agency or by the District on behalf of the agency in FY19 or FY20, to date, and provide the parties' names, the date the settlement was entered into, the amount of the settlement, and if related to litigation, the case name, docket number, 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, excessive use of force, etc.).

Jason Goolsby vs. D.C., Case 1:16-cv-02029 settled on or about August 7, 2019 for \$85,000. MPD was the primary party, though the plaintiff later added two OUC

employees as individual defendants. The employees were dismissed prior to settlement. The matter arose from an incident where a white citizen called 911 to report the presence of several African-American teenagers waiting in an ATM vestibule. The teenagers ran when approached by MPD officers, who eventually temporarily detained them at the scene. Goolsby, one of the teenagers, alleged violations of his constitutional rights premised on claims of illegal arrest or seizure, use of excessive force, and deprivation of due process rights.

18. Did the agency use outside counsel in FY19 and FY20, to date? If so, for what matter(s) and in what amount(s)?

The agency did not use outside counsel in FY19 or in FY20 to date.

19. Please list the administrative complaints or grievances that the agency received in FY19 and FY20, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to agency policies or procedures that have resulted from complaints or grievances received. For any complaints or grievances that were resolved in FY19 or FY20, to date, describe the resolution.

FY19 - FY20 To Date

Source	Description	Result
Grievance:		
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
Union	Step 3 – OUC Overtime Policy	Union/Management Collaborated
		to Resolve
Union	Step 3 – Removal of Probational Employee	Grievance Dismissed
Union	Class Grievance Concerning Bereavement Leave	No Amendment Rights
Union	Step 3 – Employee Removal	Decision Reversed
	Administrative Complaint	
Former	Office of Human Rights	Agency final position statement in
Employee		response to the complaint. The
		matter is still pending.

20. Please describe the agency's procedures for investigating allegations of sexual harassment, sexual misconduct, or discrimination committed by or against agency employees. List and describe any allegations relating to the agency or its employees in FY19 and FY20, to date, and whether and how those allegations were resolved (e.g. a specific disciplinary action, such as re-training, employee transfer, suspension, or termination).

Once the Agency notified of allegation of sexual harassment. IF the allegation was not reported to the Sexual Harassment Officer (SHO), the individual who received the allegation must immediately notify the SHO.

- -The SHO notifies Agency's General Counsel of the allegation immediately.
- -Agency's General Counsel notifies the Mayor's Office of Legal Counsel (MOLC) of the allegation within 3 days.
- -Agency's General Counsel notifies the Mayor's Office of Legal Counsel (MOLC) of the allegation within 3 days.
- -The SHO concludes the investigation and produces a SHO Investigation Report, outlining the evidence and outcome of the investigation, within 60 days after an -allegation is reported.
- -The SHO delivers the SHO Investigation Report to the Agency Director or Designee, as determined by the Agency.
- -Agency Director or Designee reviews SHO Investigation Report and determines if further action is needed.
- -Agency Director or Designee, NOT THE SHO, issues Agency's Notice of Findings and Conclusions based on the SHO Investigation Report and any further investigation.
- -Agency Director or Designee, NOT THE SHO, provides the Agency's Notice of Findings and Conclusions (NOT THE SHO INVESTIGATION REPORT) to the Complainant and Alleged Harasser AND provides a copy of the Notice to the MOLC. This responsibility rests with the Agency Director or Designee even where the Agency used another Agency's SHO to conduct the investigation on its behalf.

Agency Experience - FY19-FY20, to Date

There was one allegation involving an agency employee that was substantiated and the matter is proceeding through the disciplinary process. There was a second allegation involving a non-agency employee. The matter was referred to the employee's agency for investigation and disciplinary action. That employee has not returned to the UCC facility.

a. Please also identify whether the agency became aware of any similar matters in FY19 or FY20, to date, through means other than an allegation, and if so, how the matter was resolved (e.g. sexual harassment was reported to the agency, but not by the victim).

None

21. Please provide the Committee with a list of the total workers' compensation payments paid by the agency or on the agency's behalf in FY19 and FY20, to date, including the number

of employees who received workers' compensation payments, in what amounts, and for what reasons.

Causes by Claim Counts (Frequency) and Total Paid (Severity) for FY 2019 & FY 2020

Causes for FY 2019 & FY 2020 by Frequency and Severity	Claims	Total Paid
Fall, Slip, or Trip NOC	3	\$1,567.91
Fall, Slip, or Trip - On Same Level	2	\$2,110.95
Other, Miscellaneous NOC	2	\$0.00
Fall, Slip, or Trip - On Stairs	1	\$0.00
Motor Vehicle - Collision or Sideswipe with Another Vehicle	1	\$286.90
Grand Total	9	\$3,965.76

22. Please list and describe any ongoing investigations, audits, or reports on the agency or any employee of the agency, or any investigations, studies, audits, or reports on the agency or any employee of the agency that were completed during FY19 and FY20, to date.

On December 23, 2019 SB & Company completed an audit of the 911/311 Fund for the period of 10/1/18 - 9/30/19.

23. Please describe any spending pressures the agency experienced in FY19 and any anticipated spending pressures for the remainder of FY20. Include a description of the pressure and the estimated amount. If the spending pressure was in FY19, describe how it was resolved, and if the spending pressure is in FY20, describe any proposed solutions.

The OUC did not have any spending pressures in FY19 and the agency does not currently project a spending pressure for the remainder of FY20.

24. Please provide a copy of the agency's FY19 performance plan. Please explain which performance plan objectives were completed in FY19, and whether they were completed on time and within budget. If they were not, please provide an explanation.

Please see attachments labeled Q#24 OUC FY19 Performance Plan and Q#24 OUC FY19 PAR.

25. Please provide a copy of your agency's FY20 performance plan as submitted to the Office of the City Administrator.

Please see attachment labeled Q#25 OUC FY20 Performance Plan.

26. Please describe any regulations promulgated by the agency in FY19 or FY20, to date, and the status of each.

No regulations have been promulgated by the agency in FY19 or FY20, to date.

27. Please provide the number of FOIA requests for FY19 and FY20, to date, that were submitted to your agency. Include the number granted, partially granted, denied, and pending. In addition, please provide the average response time, the estimated number of FTEs required to process requests, the estimated number of hours spent responding to these requests, and the cost of compliance.

	FY19	FY20
Granted	72	13
Partially Granted	53	12
Denied	152	27
Pending Average Response Time	47	20
FTE	1 with 2 backups	1 with 2 backups
Hours spent responding	8	8
Cost of Compliance	-\$0.00-	-\$0.00-
Total YTD =641		

28. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or contracted for during FY19 and FY20, 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.

None

29. Please list in descending order the top 25 overtime earners in your agency in FY19 and FY20, 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. Please describe the process the agency uses to determine which employees are granted overtime.

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
UC0	19	1000	1087	ABRHA, Nebeyeluel	00023512	Dispatcher	75,125.00	22,237.00	77,392.98
UC0	19	2000	2020	TASKER, Theresa	00018439	Dispatcher	83,945.00	24,847.72	73,614.51
UC0	19	4000	4020	WILSON. Clyde	00003977	Electronics Engineer	102,268.00	30,271.33	71,480.54
UC0	19	1000	1087	AKINSOLA, Aladegoke	00019453	Telecomm Equipment Operator	67,812.00	20,072.35	63,931.51
UC0	19	2000	2020	RAMSEY, Christa	00017203	Dispatcher	87,376.00	25,863.30	61,787.01
UC0	19	2000	2020	ADAMS, Charmisa	00014944	Dispatcher	81,740.00	24,195.04	60,338.75
UC0	19	2000	2010	VANCE, Jettia	00032031	Telecomm Equipment Operator	55,333.00	16,378.57	59,532.46
UC0	19	2000	2010	WALKER, Anthony	00088529	Telecomm Equipment Operator	54,548.00	16,146.21	57,470.85
UC0	19	1000	1087	VELASCO, Ana	00007934	Dispatcher	83,945.00	24,847.72	55,984.72
UC0	19	2000	2020	WILLIAMS, Tracey	00019135	Dispatcher	83,945.00	24,847.72	53,756.95
UC0	19	1000	1087	WILLIAMS, Michelle	00032025	Dispatcher	83,945.00	24,847.72	50,851.30
UC0	19	2000	2020	BROWN, Sharane	00018117	Dispatcher	83,945.00	24,847.72	50,357.51
UC0	19	2000	2020	JOHNSON, Victoria	00023028	Dispatcher	83,945.00	24,847.72	48,079.02
UC0	19	2000	2020	ROSS, Danielle	00011543	Dispatcher	83,945.00	24,847.72	43,595.17
UC0	19	4000	4020	MATTHEWS, Stephen	00008593	Sup. Electronics Engineer	104,700.50	30,991.35	43,356.73
UC0	19	1000	1087	HERNANDEZ, Nury	00015077	Dispatcher	81,740.00	24,195.04	40,646.38
UC0	19	1000	1087	SERPAS, Dominga	00019348	Dispatcher	83,945.00	24,847.72	38,301.10
UC0	19	2000	2020	OLIVER, Alice	00088612	Dispatcher	75,125.00	22,237.00	38,235.44
UC0	19	2000	2020	SANFORD, Virginia	00012153	Dispatcher	81,740.00	24,195.04	36,343.30
UC0	19	2000	2020	MARABLE, Michael	00022757	Dispatcher	83,945.00	24,847.72	33,798.11
UC0	19	2000	2020	JOY, Keisha	00024649	Dispatcher	79,535.00	23,542.36	32,698.16
UC0	19	2000	2020	STOVER, Bertha	00004326	Dispatcher	89,858.00	26,597.97	32,288.73
UC0	19	2000	2020	NEAL, Hubert	00026971	Dispatcher	79,535.00	23,542.36	29,815.51
UC0	19	2000	2010	JACKSON, Chardon	00005351	Telecomm Equipment Operator	54,548.00	16,146.21	29,201.57
UC0	19	2000	2010	BAILEY, Janay	00088544	Telecomm Equipment Operator	54,548.00	16,146.21	29,086.86
AGENCY (AGENCY GRAND TOTAL \$1,981,036.50 \$586,386.80 \$1,211,945.1							\$1,211,945.19	

TOP 25 - FY 2020 OVERTIME EARNERS BY EMPLOYEE									
Agency Code	Fiscal Year	Program Number	Activity Number	Employee Name	Position Number	Position Title	Salary	Fringe	Overtime Pay
UC0	20	2000	2020	ADAMS, Charmisa	00014944	Dispatcher	84,192.00	24,584.06	19,876.34
UC0	20	2000	2020	TASKER, Theresa	00018439	Dispatcher	86,463.00	25,247.20	17,454.04
UC0	20	1000	1087	TOBAR, Wilson	00022338	Dispatcher	77,379.00	22,594.67	14,328.69
UC0	20	2000	2020	OLIVER, Alice	00088612	Dispatcher	77,379.00	22,594.67	14,314.24
UC0	20	2000	2020	ROSS, Danielle	00011543	Dispatcher	86,463.00	25,247.20	13,721.93
UC0	20	1000	1087	HERNANDEZ, Nury	00015077	Dispatcher	84,192.00	24,584.06	13,655.08
UC0	20	2000	2020	WILLIAMS, Tracey	00019135	Dispatcher	86,463.00	25,247.20	13,201.32
UC0	20	2000	2020	BROWN, Sharane	00018117	Dispatcher	86,463.00	25,247.20	13,032.42
UC0	20	1000	1087	VELASCO, Ana	00007934	Dispatcher	86,463.00	25,247.20	12,560.63
UC0	20	1000	1087	ABRHA, Nebeyeuel	00023512	Dispatcher	77,379.00	22,594.67	12,440.08
UC0	20	2000	2010	VANCE, Jettia	00032031	Telecomm Equipment Operator	52,269.00	15,262.55	12,326.31
UC0	20	2000	2010	WALKER, Anthony	00088529	Telecomm Equipment Operator	56,184.00	16,405.73	11,730.23
UC0	20	2000	2020	RAMSEY, Christa	00017203	Dispatcher	84,192.00	24,584.06	11,175.76
UC0	20	1000	1087	AKINSOLA, Aladegoke	00019453	Telecomm Equipment Operator	69,848.00	20,395.62	11,082.10
UC0	20	1000	1087	SERPAS, Dominga	00019348	Dispatcher	86,463.00	25,247.20	10,053.99
UC0	20	2000	2020	JOHNSON, Victoria	00023028	Dispatcher	86,463.00	25,247.20	8,976.84
UC0	20	1000	1087	WILLIAMS, Michelle	00032025	Dispatcher	86,463.00	25,247.20	7,731.79
UC0	20	2000	2010	SHARPE, Robynn	00023671	Telecomm Equipment Operator	52,269.00	15,262.55	7,519.04
UC0	20	2000	2010	BRISCOE, Javonne	00020434	Telecommunications Equipment O	45,943.00	13,415.36	7,322.17
UC0	20	2000	2020	SANFORD, Virginia	00012153	Dispatcher	84,192.00	24,584.06	7,063.03
UC0	20	2000	2020	STOVER, Bertha	00004326	Dispatcher	86,463.00	25,247.20	7,049.74
UC0	20	2000	2010	JACKSON, Chardon	00005351	Telecomm Equipment Operator	56,184.00	16,405.73	7,042.28
UC0	20	2000	2020	DAYNE, Melissa	00014298	Dispatcher	84,192.00	24,584.06	6,807.79
UC0	20	2000	2020	SCOTT, Deonica	00088614	Dispatcher	75,108.00	21,931.54	6,680.28
UC0	20	2000	2010	HALL, Frances	00031980	Telecomm Equipment Operator	68,140.00	19,896.88	6,670.70
AGENCY (AGENCY GRAND TOTAL \$1,907,209.00 \$556,905.03 \$273,816.82								

30. For FY19 and FY20, 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.

FY19 – None FY20 - None

31. For FY19 and FY20, to date, please list each employee separated from the agency with separation pay. State the amount and number of weeks of pay. Also, for each, state the reason for the separation.

FY19 – None FY20 - None

32. Please provide the name of each employee who was or is on administrative leave in FY19 and FY20, to date. In addition, for each employee identified, please provide: (1) their position; (2) a brief description of the reason they were placed on leave; (3) the dates they were/are on administrative leave; (4) whether the leave was/is paid or unpaid; and (5) their current status.

Name	Position	Beginning Period	Ending Period	Pay Status	Description	Current Status
Nakia Waldron	Telecommunications Equipment Operator	6/5/18	4/27/19	Paid	Employee grieved the final decision, termination was converted to 60day suspension.	Employee returned back to work on 8/28/19.
Cortnee Wilson	Telecommunications Equipment Operator	10/1/19	12/19/19	Paid	Fitness for Duty	Employee returned to duty.
Anthony Richardson	Watch Commander	6/12/19	12/6/19	Paid	Enforced Leave – Pending Criminal Case Results	Charges dropped; employee returned to duty.
Bedriya Robinson	Telecommunications Equipment Operator	7/7/19	8/22/19	Paid	Proposed Separation, Pending Final Decision	Employee separated.

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

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 and the agency is not currently in bargaining.

34. If there are any boards, commissions, or task forces associated with your agency, please provide a chart listing the names, number of years served, agency affiliation, and attendance of each member. Include any vacancies. Please also attach agendas and minutes of each board, commission, or task force meeting in FY19 or FY20, to date, if minutes were prepared. Please inform the Committee if the board, commission, or task force did not convene during any month.

There are no boards, commissions or taskforces associated with the agency.

35. 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.).

None

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

	Title	Instructors	Number of Participants
1	9-1-1 Center Supervisor Program - 3 Day Course	NENA	19
2	911 Least Wanted	Public Safety Group	51
3	Active Shooter	Public Safety Group	33
4	Advanced Fire & EMS Dispatching	NENA	15
5	Advanced Police Dispatching	NENA	12
6	APCO Fire Service Communication	APCO Instructors	5
7	BEGA Training	BEGA	8

8	CBD Fire Call Processing	OUC OPSD Instructors	3
9	CBD Medical Call Processing	OUC OPSD Instructors	3
10	CBD Police Call Processing	OUC OPSD Instructors	4
11	Center Manager Certification Program (CMCP)	NENA	23
12	CIO Certification Training at MPD	MPD	1
13	Communications Training Officer	APCO Instructors	21
14	CPR Remedial Training	OUC OPSD Instructors	4
15	Crisis Intervention	Public Safety Group	15
16	Critical Incidents - Total Disaster Response	Public Safety Group	6
17	Cultural Diversity	Public Safety Group	10
18	Customer Service in 911	Public Safety Group	9
19	Cybersecurity Awareness	NENA	48
20	Denise Amber Lee Foundation Training	DAL	41
21	Disability Awareness for 911 Telecommunicators	APCO Instructors	36
22	Emotional Intelligence	Team Building USA	19
23	Fire Dispatcher's JUMPER/LIFT ASST Code Updates	OUC OPSD Instructors	34
24	Fire Mini-Academy Overview	OUC OPSD Instructors	2
25	First Responders Round Table	Public Safety Group	18
26	Hands-Only CPR	DCFEMS	17
27	Hostage Negotiation	Public Safety Group	8
28	Hostage Negotiation Class	Fairfax County Public Safety Academy	1
29	How to Save a Life, Yours!	Public Safety Group	6
30	Incident Communications Manager (INCM) - 3 Day Course	Lafayette Group	2

31	Law Enforcement Communication	APCO Instructors	7
32	Lessons Learned from the Denise Amber Lee Case	Public Safety Group	20
33	OUC Policy Review	OUC OPSD Instructors	103
35	OUC Quality Assurance Program Review and Training	OUC OPSD Instructors	178
36	Preventing Telecommunicator Tunnel Vision	Public Safety Group	40
37	Public Safety Telecommunicator (PST1) - 5 Day Training	APCO Instructors	4
38	QA Shadow Training	OUC OPSD Instructors	61
39	Quality Assurance - Achieving QA/QI in the PSAP	NENA	41
40	Re-energizing Trainer's Passion	Team Building USA	13
41	Suicide Intervention	Public Safety Group	16
42	Tactical Dispatcher	NENA	34
43	Telecommunicator Led CPR	OUC OPSD Instructors	12
44	Terrorism & the Telecommunicator	Public Safety Group	14
45	TTY Training for Telecommunicator	Public Safety Group	14
46	We Answer the Call Initiatives (Smart 911, RapidSOS, Non-Emergency Police Number)	OUC OPSD Instructors	7
47	Working with the Millennial Generation + Diversity	Team Building USA	29

37. Please describe any initiatives that the agency implemented in FY19 or FY20, 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.

Through FY19 to present, the agency continued its participation in a 311 Working Group which 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.

The agency also continued to co-host 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.

Lastly, OUC continued to co-host OUC/FEMS taskforce meetings to help maintain an open dialogue about shared concerns and programming overlap, with the ultimate goal of collaboratively improving emergency responses.

38. What are the agency's top five priorities? Please explain how the agency expects to address these priorities in FY20. How did the agency address its top priorities listed for this question last year?

The agency's top five priorities are as follows:

- 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:

- 1) Qualified and Engaged Staff
- Continued full integration of Learn Earn and Prosper (LEAP) program staff as agency FTEs $\,$
- Continued internal detail program
- Hosted second annual 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
- 2) Customer Service and Citizen Engagement
- 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
- 3) Strong Partnerships
- Continued active participation on 311 Working Group
- Continued active participation on OUC/MPD Task Force
- Continued active participation on OUC/FEMS Task Force
- Participated in multi-agency tabletop exercises
- Maintained memberships with NENA, APCO, Engage 311 and other industry groups
- 4) Continuous Training
- Offered numerous training opportunities across all agency divisions including Continuing Dispatcher, radio user, MPD and FEMS multi-disciplinary, performance management, and various refresher sessions to name a few
- 5) Balanced Technology
- Continued migration to NG911
- Fully integrated THOR into daily operations
- 39. Please list each new program implemented by the agency during FY19 and FY20, 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.

At the end of FY19, the agency established the Office of the Chief of Special Operations and Investigations. This office is responsible for managing special projects that include but are not limited to executive investigations, curriculum development and extensive research and data analysis to assess suitability of new initiatives that will potentially have considerable impact on agency-wide operations. The nature of this work is confidential and highly complex and requires the compilation of detailed reports, presentations and other documents that can be used by the Agency Director to make critical decisions directly related to carrying out the agency's core mission.

The funding for this program consists of the salary costs for the Chief of Special Operations and Investigations, which totals \$153,265.68.

40. How does the agency measure programmatic success? Please discuss any changes to outcomes measurement in FY19 and FY20, to date.

The agency develops its yearly performance plans around its KPIs, which gauge successes by division. When possible, these key performance indicators are based on national standards and best practices. There were no changes to the outcomes measurements in FY19 or FY20, to date.

41. What are the top metrics and KPIs 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
- Percent of QA/QI 911 call reviews that receive a rating of 80% or better.

311 Ops

- Percent of calls answered by a live agent within 90 seconds
- Percent of calls handled by a live agent within 4 minutes
- 42. Please identify whether, and if so, in what way, the agency engaged The Lab @ DC in FY19 or FY20, to date.

The OUC has not engaged The Lab @DC in FY19 or FY20 to date.

43. Please list the 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 FY19, 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 in two task forces (311 Working Group/311 Deep Dives) 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.

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

44. Please explain the impact on your agency of any legislation passed at the federal level during FY19 and FY20, to date, which significantly affected agency operations.

There has been no legislation passed at the federal level during FY19 and FY20, to date, that significantly affects agency operations.

45. Please describe any steps the agency took in FY19 and FY20, to date, to improve the transparency of agency operations, including any website upgrades or major revisions.

In FY19 and FY20, to date, the OUC has participated in nearly 100 community engagement events, touching all eight wards of the city. These events included ANC, CAC, PSA, and Neighborhood Association meetings; agency tours; public education programs at several schools; DPR's Spring Break Camps, Officer Friendly programming and the Mayor's Annual Senior Symposium, to name a few. Director Holmes and her staff leveraged these events as opportunities to openly discuss the agency's performance and new initiatives.

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

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

- A detailed description of the information tracked within each system; a.
- The age of the system and any discussion of substantial upgrades that have been b. made or are planned to the system; and
 Whether the public can be granted access to all or part of each system.
- c.

Database Type	Database	Purpose	Database Age	Planned or Completed Replacement
		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		
911	AVAYA	System (CMS) database displays		
Telephony	IQ/CMS	call statistics.	8 YRS	FY19 - completed
		This database contains 911 call		
		detail records and 911 carrier		
		trunk utilization call		
911		statistics. The public does not		
Telephony	ECaTS	have access to this database.	9 YRS	FY17 - Completed
,		This database contains call		•
		records and 911 wireless call		
		statistics and analytics. The		
911		public does not have access to		
Telephony	PSN	this database.	5 YRS	On-going
		This database contains advanced		
		browser-based reporting and data		
		analysis solutions for retrieving		
911		and gathering VIPER 9-1-1 call		
Telephony	West Clear Stat	center operation data.	2 YRS	FY 18
•		911 screen capture data is only		
		available for 30-days; 911 audio		
	NICE 911	has a three-year retention		
	Audio and	schedule. The public only has		
911	Screen Capture	access to this data upon the		
Telephony	Recording	submission of a FOIA request.	3 YRS	FY19 - Completed
1	J	311 screen capture data is only		•
		available for 30-days; 311 audio		
	NICE 311	has a 90-day retention schedule.		
	Audio and	The public only has access to		
311	Screen Capture	this data upon the submission of		
Telephony	Recording	a FOIA request.	90 DAYS	FY19 - Completed
1	Salesforce	This database contains 311		•
	311 Customer	service requests and other		
	Relations	data. The public does have		
311	Management	access to most of the data in this		
Telephony	(CRM)	database. This database also	4 YRS	FY 19 – completed

1		contains 311 Open/Close service		
		request types. This data is		
		available to the public via DC		
		Open data.		
		This database contains IT trouble		
	IT Trouble	tickets and an inventory of IT		
	Ticket Systems	assets. The public does not have		
IT	(RemedyForce)	access to this database.	6 YRS	N/A – Managed by OCTO
11	Asset	This database contains IT trouble	UTKS	N/A - Wallaged by OC1O
	Management	tickets and an inventory of IT		
IT	(RemedyForce	assets. The public does not have	C MDC	N/A M 11 OCTO
IT	CMBD)	access to this database.	6 YRS	N/A – Managed by OCTO
		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		
CAD	CAD Database	request.	11 YRS	FY20
		The OUC has multiple radio		
		databases that include RF sites,		
		dispatch consoles, radios/talk		
		group information, and radio		
	Radio System	GPS. The public does not have		
Radio	Database	access to this database.	7 YRS	FY17-FY21
		Agency internal operational		
		tracking application for MOUs,		
		purchase requisitions, union time		
		management, carrier telephony		
		details, and IT project tracker.		
		The public does not have access		N/A – Managed by
IT	QuickBase	to this database.	11 YRS	OCTO
	Q GIZZIE GOO	This database system allows for	11 110	3313
		detailed data usage tracking for		
		all MPD and FEMS mobile data		
		users. This database allows OUC		
		to track data overages, network		
		issues and trends. The public		
	NetMotion	does not have access to this		
IT	Mobile IQ	database.	2 YRS	FY-19- Completed
11	MIODIIC IQ	This database system allows for	2 I NO	1-1-19- Completed
		detailed geographic tracking for		
		all MPD and FEMS vehicles.		
		This database allows MPD and		
	M-1.11 D	FEMS to pull information about		
	Mobile Router	the whereabouts of each		
ITT	Tracking	vehicle. The public does not	2 X/D C	EV 10 C 1 . 1
IT	Database	have access to this database.	3 YRS	FY-19- Completed

47. Please provide a detailed description of any new technology acquired in FY19 and FY20, to date, including the cost, where it is used, and what it does. Please explain if there have there been any issues with implementation.

In FY19, the OUC acquired DECCAN Live MUM. This application assists with resource management for dispatching of for Fire and EMS units. Essentially, it is an intelligent application that uses previous incident responses to recommend the movement of FEMS units for coverage and efficient response.

The System cost was \$300,000. FEMS is currently reviewing the application to determine if there are additional system features that can be optimized.

Agency Operations

48. How many in-person training programs did OUC conduct in FY19 and FY20, to date?

OUC conducted 47 in-person training programs in FY19. In FY19, the agency also hosted a dispatcher promotional course which included 18 weeks of classroom training, and two new hire 911 call taker modules which included 16 weeks of classroom training. In FY20 to date, OUC has conducted 5 in-person training programs.

49. What training deficiencies, if any, did the agency identify during FY19 and FY20, to date?

Through a continuous quality improvement process, the agency looks for areas of potential improvement. In FY19 and FY20 to date the agency did not find any training deficiencies. However, individual employee performance deficiencies that were identified were remedied through our quality improvement processes and refresher modules were subsequently offered to all staff.

50. Please provide the agency's training schedule for new hires and on-board call takers (both 911 and 311) and dispatchers during FY19 and FY20, to date.

Please attachments labeled Q#50 FY20 – Dispatcher Training Schedule, Q#50 FY20 UCT Training Schedule, and Q#50 FY20 CSR Training Schedule.

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

All new hires, both 911 call takers and dispatchers, complete a full day (8-hours) training at the MPD and DCFEMS training academies.

Also, MPD's recruit and tenured officers regularly participate in sit-alongs with call takers and dispatchers to gain a more hands on perspective of 911 Operations. Similarly, 911 Operations employees participate in ride-alongs with MPD officers. OUC dispatchers and call takers also participate in MPD's 40-hour Crisis Intervention Officer training.

OUC operations staff also participates in trainings to maintain certifications in specialized skills such as CPR, which is hosted by FEMS staff. In addition, new hires and new dispatchers participate in a ride along program where they shadow fire personnel for a 12-hour tour and EMS personnel for a 12-hour tour.

a. Are call takers and dispatchers required to be tri-accredited in law enforcement, fire, and EMS response? If not, why?

All OUC 911 call takers are accredited to process law enforcement, fire and EMS calls for service. All dispatchers that have been promoted since 2016 have been trained to perform radio operations for law enforcement, fire and EMS operations. The tenured dispatchers remaining will be cross trained in all three protocols in a phased approach beginning in the next fiscal year.

b. What does training and education from MPD and FEMS entail?
 MPD training for OUC 911 Operations staff includes but is not limited to a review of DC code and the classifications of law enforcement calls for service.
 Also discussed are law enforcement 10-codes, abbreviations, and a review of MPD's mission and its intersection with the role of OUC.

FEMS training for OUC 911 Operations staff includes but is not limited to discussion of the DCFEMS mission, the battalion structure, and a cursory overview of apparatus types used in DCFEMS field operations.

In FY19, DCFEMS also supported initial EMS call processing training with all 911 call taker new hires.

c. How does the agency conduct after-action follow up with MPD and FEMS on individual cases? Joint quality assurance?

OUC management works closely with dedicated MPD and FEMS liaisons to conduct after-action review of high-profile incidents. As such, we have developed strong partnerships and keep the lines of communication open through regular joint agency task force meetings and other collaborative efforts.

On an ongoing basis, FEMS has dedicated a team of four onsite that reviews all medical calls, with a specific focus on verified cardiac arrest incidents.

52. How has OUC worked to improve its relationship and joint protocols with WMATA in FY20, to date? Please speak to the agencies' interactions and lessons learned in response to recent Metro incidents.

As a result of recent Metro incidents, the OUC has worked closely with WMATA and FEMS to create and integrate specific rail system call management protocols into the Criteria Based Dispatching (CBD) system. In coordination with FEMS, OUC developed call management cards to aid FEMS in responsiveness to incidents within the rail system, such as the need for primary and secondary assignments, third rail power status, and train movement updates.

OUC also provided WMATA with a ten-digit emergency number that routes their calls directly into the 911 queue. The agencies agreed on a contingency protocol that states that in the rare event that a WMATA call is in queue for more than one minute, then WMATA should immediately voice its needs over the radio or contact the Fire Liaison Officer located on the operations floor directly by phone.

Lastly, while the agencies continually explore ways to improve their responses to incidents, the OUC Director and WMATA's Chief of Metro Transit Police, Ronald Pavlick have begun to confer on matters that impact public safety within the WMATA system. In fact, Chief Pavlik invited Director Holmes and her 911 Operations team to participate in an upcoming meeting of the Metro Transit Police Department and FEMS where they will discuss ways to improve responsiveness and how the entities can enhance their collaborations. This meeting is scheduled for January 24, 2020.

- 53. 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?
 - b. Have any technical issues arisen since the app's deployment, and if so, how were these issues resolved?
 - c. How many individuals have signed up for the app?

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. Both tools have been integrated at the agency and all emergency operations staff has been provided functionality training. Refresher training sessions have also been provided to employees.

Since deployment no technical issues have arisen.

Registrant data is maintained by the app vendor so the OUC does not have information about how many individuals have signed up for the app.

54. 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 high-volume users may account for more calls than average callers, we remain steadfast in our mission support our partner servicing agencies in response to callers' needs.

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.

55. In FY19 and FY20, 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.

In our continued 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.

A key effort around this initiative was the reintroduction of 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.

The OUC does not formally track types of 911 misuse, but instead focuses on providing options for requesting non-emergency services and public education and community outreach.

56. Please provide an update on the transition 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. The OUC is also collaborating regionally on GIS and mapping issues and coordinating regularly with other regional partners.

To fortify the District's 9-1-1 system with back-up facilities and redundant networks throughout this period, the agency recently integrated a mobile Emergency Communications Center (ECC) known as THOR. The OUC's concept for using THOR is as a tactical homeland operational resource. The agency's plan is to maintain a third level of redundancy so that if necessary, THOR is capable of filling the potential gap in service. Currently, OUC takes live calls monthly in THOR to ensure systems are working at an optimal level and that staff is familiar with systems layout as well as working in the vehicle. The functionality available on THOR is identical to that featured in the agency's brick and mortar ECCs.

Full transition to the NG911 environment is in progress.

57. Please provide an update on the Text-to-911 program.

In FY19, OUC processed a total of 225 CAD event records for emergency services initiated via text, which consisted of 200 MPD events and 25 FEMS events. The most common incident types managed through Text-to-911 have been Investigate the Trouble* (49), Disorderly (18), and Domestic Violence/Family Fight (16).

The highest volume of Text-to-911 requests was handled during the month of October 2019 (247).

*Investigate the Trouble is defined as an unknown emergency

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

95 Positions (85 Filled / 10 Vacancies)

a. In FY19 and FY20, to date, how many 911 call takers were transferred, resigned, or otherwise left the agency?

In FY19 and FY20, to date, nine (9) 911 call takers were transferred, resigned or otherwise left the agency.

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

107 Positions (104 Filled / 3 Vacancies)

a. In FY19 and FY20, to date, how many 911 dispatchers were transferred, resigned, or otherwise left the agency?

In FY19 and FY20, to date, two (2) 911 dispatchers were transferred, resigned, or otherwise left the agency.

60. 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 FY19 and FY20, to date, by 911 and 311 calls.

Interval	#day	Shift	Avg Pos Staff	Calls	Calls Per Pos		Shift	Avg Pos Staff	Calls	Calls Per Pos
	S					Ш				
Oct 2018	31	6A-6P	17	61,800	117		6P-6A	17	44,109	84
Nov 2018	30	6A-6P	17	56,404	111		6P-6A	17	38,722	76
Dec 2018	31	6A-6P	17	58,269	111		6P-6A	17	40,306	76
Jan 2019	31	6A-6P	17	57,463	109		6P-6A	17	37,837	72
Feb 2019	28	6A-6P	17	54,375	114		6P-6A	17	36,402	76
Mar 2019	31	6A-6P	17	63,147	120		6P-6A	17	42,831	81
Apr 2019	30	6A-6P	17	68,899	135		6P-6A	17	45,090	88
May 2019	31	6A-6P	17	68,230	129		6P-6A	17	47,219	90
Jun 2019	30	6A-6P	17	65,375	128		6P-6A	17	46,774	92
Jul 2019	31	6A-6P	17	69,208	131		6P-6A	17	48,463	92
Aug 2019	31	6A-6P	17	68,909	131		6P-6A	17	47,031	89
Sep 2019	30	6A-6P	17	67,736	133		6P-6A	17	45,314	89

Note on changes in previously provided numbers: Performance Hearing numbers previously used the numbers in line with KPI reporting. As OUC has updated systems, the ability to prioritize calls based on the call type has changed. The numbers provided here are based on ALL calls answered by 911 call takers, not just emergency 9-1-1 calls. Current numbers also exclude abandoned calls that were less than 10 seconds in total duration.

FY20 - 911 Queues										
Interval	#day	Shift	Avg Pos Staff	Calls	Calls Per Pos	Ι	Shift	Avg Pos Staff	Calls	Calls Per Pos
	S									
Oct 2019	31	6A-6P	17	70,387	134		6P-6A	17	47,143	89
Nov 2019	30	6A-6P	17	62,032	122		6P-6A	17	40,419	79
Dec 2019	31	6A-6P	17	64,025	121		6P-6A	17	43,473	82

61. 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 FY19 and FY20, to date.

Interval	Days	Shift	Avg Pos Staff	Events Dispatched	Avg Dispatch Per Pos	Shift	Avg Pos Staff	Events Dispatched	Avg Dispatch Per Pos
Oct 2018	31	6A-6P	19	32,489	55	6P-6A	19	27,425	47
Nov 2018	30	6A-6P	19	29,135	51	6P-6A	19	23,810	42
Dec 2018	31	6A-6P	19	29,167	50	6P-6A	19	24,665	42
Jan 2019	31	6A-6P	19	29,297	50	6P-6A	19	23,937	41
Feb 2019	28	6A-6P	19	27,650	52	6P-6A	19	22,329	42
Mar 2019	31	6A-6P	19	31,736	54	6P-6A	19	26,011	44
Apr 2019	30	6A-6P	19	32,528	57	6P-6A	19	27,200	48
May 2019	31	6A-6P	19	34,965	59	6P-6A	19	29,675	50
Jun 2019	30	6A-6P	19	32,518	57	6P-6A	19	29,398	52
Jul 2019	31	6A-6P	19	33,046	56	6P-6A	19	30,118	51
Aug 2019	31	6A-6P	19	34,061	58	6P-6A	19	29,200	50
Sep 2019	30	6A-6P	19	34,103	60	6P-6A	19	28,128	49
Oct 2019	31	6A-6P	19	34,330	58	6P-6A	19	28,224	48
Nov 2019	30	6A-6P	19	31,027	54	6P-6A	19	25,002	44
Dec 2019	31	6A-6P	19	31,317	53	6P-6A	19	25,254	43

- 62. 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 Avalos	911	Spanish	Day 1	Yes
Dispatcher	Rachel Higgs	911	Spanish	Day 1	Yes
Dispatcher	Nury Hernandez	911	Spanish	Day 1	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 Grandos	911	Spanish	Day 2	Yes
Tele. Equip. Op.	Wilson Tobar	911	Spanish	Night 1	Yes
Tele. Equip. Op.	Ana Huitz	911	Spanish	Night 1	Yes
Tele. Equip. Op.	Marisela Montero	911	Spanish	Day 2	Yes
Dispatcher	Nebeyou Tefera	911	Amharic	Day 1	Yes
Dispatcher	Nebeyelul Abraha	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 does believe that it has adequately accommodated callers who are non-English language speakers. In fact, in addition to employing bilingual staff, we also partner with Language Line Solutions which provides professional phone translation services for LEP/NEP callers. 63. For each month in FY19 and FY20, 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 2018	1,780	90,056	79,405	59,914
November 2018	1,530	79,167	70,752	52,945
December 2018	1,327	77,430	69,557	53,832
January 2019	953	72,220	65,806	53,234
February 2019	659	67,943	63,192	49,979
March 2019	1,199	80,015	71,838	57,747
April 2019	1,857	86,818	74,767	59,728
May 2019	2,789	86,153	70,897	64,640
June 2019	2,437	83,665	69,600	61,916
July 2019	2,607	87,568	72,364	63,164
August 2019	2,297	86,746	74,283	63,261
September 2019	1,926	84,203	73,520	62,231
October 2019	1,988	87,006	75,589	62,554
November 2019	1,828	75,644	68,685	56,029
December 2019	1,163	79,892	73,273	56,571

^{*} Note: The abandoned and answered counts provided here account only for calls placed via a direct dial of the 3-digit number 9-1-1.

64. For each month in FY19 and FY20, 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 Average Answer Time	911 Avg Processing Time	911 Avg Dispatch Time	311 Average Answer Time
October 2018	00:00:06	00:01:37	00:06:48	00:00:45
November 2018	00:00:05	00:01:42	00:06:09	00:00:13
December 2018	00:00:05	00:01:40	00:05:35	00:00:15
January 2019	00:00:04	00:01:39	00:05:37	00:00:13
February 2019	00:00:03	00:01:38	00:05:26	00:00:13
March 2019	00:00:05	00:01:36	00:05:27	00:00:31
April 2019	00:00:06	00:01:36	00:05:55	00:00:57
May 2019	00:00:08	00:01:36	00:06:23	00:00:31
June 2019	00:00:07	00:01:40	00:06:36	00:01:19
July 2019	80:00:00	00:01:39	00:06:19	00:01:18
August 2019	00:00:07	00:01:38	00:06:17	00:01:20
September 2019	00:00:06	00:01:40	00:06:24	00:00:57
October 2019	00:00:06	00:01:40	00:06:38	00:02:03
November 2019	00:00:10	00:01:38	00:06:11	00:01:06
December 2019	00:00:04	00:01:38	00:05:35	00:01:36

911 Average Answer Time is for callers dialing 9-1-1; 911 Processing/ Dispatch times for MPD and FEMS, all priorities; Avg Processing Time = Call to Queue Time; Avg Dispatch Time = Queue to Dispatch Time

65. In table format, please provide the number of 911 calls dispatched to the wrong location or for the wrong purpose in FY19 and FY20, to date. Group the calls by Fire, EMS, or MPD, cause for error, and resolution.

FY19 – 4 Total; 3 FEMS, 1 MPD FY20 – 1 Total; 1 FEMS

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

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.

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

	DC FEMS	AMR
October 2018	41:52	47:05
November 2018	41:32	45:39
December 2018	42:26	48:21
January 2019	43:23	48:04
February 2019	44:44	48:28
March 2019	44:46	47:01
April 2019	45:44	48:46
May 2019	44:35	51:23
June 2019	44:26	54:14
July 2019	45:17	53:05
August 2019	44:18	53:34
September 2019	45:44	55:17
October 2019	45:58	58:51
November 2019	45:36	59:30
December 2019	45:48	61:05

68. Please provide, in table format, the number of complaints related to 911 services in FY19 and FY20, to date. What does the agency classify as a "complaint"?

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

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

Classification	FY19	FY20
Delayed Dispatch	13; 13 Joint Investigations	1; 1 Joint Investigation
Extended Hold times	2	1
Misinformed	3	
Inappropriate call		
termination	3	
Misclassification	2; 2 Joint Investigations	
Failure to take appropriate		
action	1	
Failure to create an event		
	3	
Poor customer service	6	
Blown address	4; 4 Joint Investigations	1; 1 Joint
Incorrect dispatch	1; 1 Joint Investigation	1; Joint Investigation
Protocol not implemented	1	
Sustained/Not Sustained	22/17	3/1
Total:	39	4

- 69. Please provide, in table format, the number of complaints related to 311 services in FY19 and FY20, to date.
 - a. Indicate how many rose to the level of joint investigation.
 - b. Include the category of each complaint and its resolution.

Classification	FY19	FY20
Rude call taker	26	6
Poor customer Service	33	
Incorrect information provided		1
	20	
Call taker error	1	1
Blind Transfer	1	
Call taker abruptly		
disconnected	9	
Other	1; 1 Joint Investigation w/DPW	
Service not provided	2	
Provided confidential		
information	1	
Wrong information	4	
Sustained/Not Sustained	53/45	6/2
Total:	98	8

70. Please provide a chart indicating all 311 calls in FY19 and FY20, to date, categorized by the agency's services requested.

FY19	FY20
Service Department: CFSA (3,005 records)	Service Department: CFSA (672 records)
Service Department: DCRA (6,044 records)	Service Department: DCRA (1,487 records)
Service Department: DDOT (106,388 records)	Service Department: DDOT (20,948 records)
Service Department: DDS (20 records)	Service Department: DDS (2 records)
Service Department: DFHV (29 records)	Service Department: DFHV (21 records)
Service Department: DGS (59 records)	Service Department: DGS (59 records)
Service Department: DMV (21,003 records)	Service Department: DMV (5,172 records)
Service Department: DOEE (787 records)	Service Department: DOEE (147 records)
Service Department: DOH (6,728 records)	Service Department: DOH (1,568 records)
Comition Description and DDW/200 COT	Comition Device the Control of Co
Service Department: DPW (230,085 records)	Service Department: DPW (62,460 records)
Service Department: FEMS (1,507 records)	Service Department: FEMS (268 records)

- 71. Please provide, as of January 1, 2020, the number of 311 call takers and the number of 311 call taker vacancies.
 - a. In FY19 and FY20, to date, how many 311 call takers were transferred, resigned, or otherwise left the agency? **Five (5)**
 - b. How many of the LEAP FTEs hired in FY16 are still with the agency? Of the 25 hired in FY16, 20 remain with the agency.

72. 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:

Project No	Project Description	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	6 Year Total
UC304	911/311 RADIO CRITICAL INFRASTRUCTURE	\$3,728,000.00	\$3,600,000.00	\$500,000.00				\$7,828,000.00
AFC02	IT HARDWARE 911/311 SYSTEMS	\$800,000.00	\$600,000.00	\$2,621,000.00				\$4,021,000.00
DWB02	IT SOFTWARE (911/311 APPLICATIONS)	\$750,000.00			\$250,000.00	\$750,000.00		\$1,750,000.00
UC302	MDC REPLACEMENT FOR MPD & FEMS	\$8,000,000.00						\$8,000,000.00
UC303	MPD/ FEMS RADIO REPLACEMENT		\$10,200,000.00	\$4,493,000.00				\$14,693,000.00
CERCE	UCC ELECTRICAL RECONFIGURATION	\$5,400,000.00						\$5,400,000.00
Total		\$18,678,000.00	\$14,400,000.00	\$7,614,000.00	\$250,000.00	\$750,000.00	\$0.00	\$41,692,000.00

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

	FY17	FY18	FY19	%Change FY18 to FY19
Total 3-1-1 Incoming Calls (VDN)	1,759,279	1,690,354	1,724,350	2.0%
Total 9-1-1 Calls Received	1,282,610	1,286,681	1,373,732	6.3%

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.

OUC's 911 education and outreach activities are hosted across the District. Key messaging in our outreach campaigns is centered on ensuring that callers understand what services the agency provides and the appropriate use of 911 vs. 311.

74. In FY19 and FY20, to date, how did OUC train call takers on recently constructed infrastructure?

OUC's IT Division works with OCTO's Geographic Information System (GIS) team to deploy changes to the CAD map that OUC call takers use based on updates to the city identified by the Department of Consumer and Regulatory Affairs (DCRA). This process is completed quarterly. The information related to new infrastructure is entered in the CAD map and major changes are communicated to the 911 Operations employees.

75. 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.

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

An interim upgrade from 9.2 MR5 to 9.3 MR6 was completed on April 2019.

77. How has the agency worked to integrate DCRA's services into 311? DGS? DCPS?

The 311 Operation now takes DCRA service requests for illegal construction, vacant private property inspection and for grass and weeds mowing on vacant lots. To publicize the availability of these service request types, OUC hosted two public engagement events at DCRA's headquarters.

The 311 Operation now takes DGS/DPR service requests for facilities landscaping and grounds maintenance. OUC partnered with DGS and launched a social media campaign to announce the availability this service request type on 311. OUC also purchased and disseminated collateral, to include yard signs, banners and palm cards, to promote this enhancement.

- 78. 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?

In advance of the April 2018 kick off of Criteria Based Dispatching (CBD), all 911 division employees received initial training on NTL as a part of their CBD medical certification course (20-hour course). In addition to the initial training, during the week of May 14, 2018, all 911 division supervisors attended a 20-hour CBD bootcamp. This course was intended to empower the 911 operational leadership to assist their employees with CBD call processing involving all police, fire and medical, to include NTL calls.

Beginning on November 29, 2018, OPSD provided 911 operations employees with a related training module at daily roll call meetings for two weeks. This training module included updates to NTL, and the CBD call process – "rule out the need for ALS, send it to NTL, if it doesn't qualify for NTL choose the best BLS code."

In addition, OPSD provided individual one-on-one quality improvement and training to all 911 Division employees after the launch of CBD and NTL. In fact, between May 2018 and December 2018, OPSD held over 400 individual quality improvement sessions; between January 2019 and March 2019, OPSD held over 600 additional sessions with employees. During these sessions, reminders regarding the NTL process were discussed with each employee.

Lastly, on September 26, 2019, OPSD provided 911 operations employees with a document detailing updates to medical CBD, including updates to NTL. This was disseminated and covered at daily roll call meetings for two weeks.

b. 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.

PSAP Requested NTL

	Grand Total	Transferred Back - Dispatch	Transferred Back - Other	NTL Handled	Canceled Events
Grand Total	14110	4264	5585	3962	299

April 2018	380	84	236	46	14
May 2018	675	133	442	86	14
June 2018	706	148	439	113	6
July 2018	775	109	537	114	15
August 2018	667	58	486	100	23
September 2018	584	88	391	87	18
October 2018	713	95	507	93	18
November 2018	736	131	470	119	16
December 2018	1131	178	752	181	20
January 2019	1020	235	593	174	18
February 2019	843	215	463	148	17
March 2019	690	400	6	272	12
April 2019	618	375	4	227	12
May 2019	493	304	11	167	11
June 2019	474	240	64	164	6
July 2019	606	304	47	236	19
August 2019	491	231	22	228	10
September 2019	506	236	51	206	13
October 2019	688	230	18	424	16
November 2019	735	247	25	452	11
December 2019	579	223	21	325	10

Field Requested NTL

		Canceled		
	Grand Total	Events	NTL Handled	Transferred Back
Grand Total	734	1	484	249
March 2019	60		29	31
April 2019	59		32	27
May 2019	34		15	19
June 2019	27		15	12
July 2019	50		33	17
August 2019	44		29	15
September 2019	44		31	13
October 2019	102		78	24
November 2019	134	1	91	42
December 2019	180		131	49

c. How – specifically – does the agency plan to improve the program in its third 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 third 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.

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

In FY18, the agency implemented the 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. Since implementation, the agency has seen a notable decline in negative feedback about caller interviewing/probing.

80. How has the change to Criteria-Based Dispatching impacted the operations of the agency? Has this change improved dispatch times?

The introduction and implementation of Criteria Based Dispatching (CBD) provides 911 call takers with the flexibility to handle each unique call in the manner most suitable given the circumstances, rather than following a specific script. CBD enables users to employ a combination of critical thinking skills and common sense in coordination with outlined procedures and call taking best practices.

This enhancement has also enabled OUC to provide better service to its partnering agencies in that the agency is able to more easily adjust its methods and practices to help meet the operational needs of its partners.

Office Of Unified Communications FY 2020 SCHEDULE A

Vacancy Status	FTE
Filled	361.0
Vacant	24.3

															Total	385.30
Agency Code	Fiscal Year	Program Code	Activity Code	Agency Fund	Filled, Vacant or Frozen	Position Number	Position Title	Employee Name	Hire Date	Length of Service	Grade	Step	Salary	Fringe	FTE	Reg/Tem p/Term
UC0	20	1000	1010	0100	F	00063296	Program Analyst	Gay,Gina V	11/25/1989	30	12	7	90,292.00	26,365.26	1.00	Reg
UC0	20	1000	1010	0100	F	00088774	Human Resources Manager	Ford,Setrena D	4/13/1998	21	14	0	107,843.06	31,490.17	1.00	Reg
UC0	20	1000	1010	0100	F	00092109	Training and Organizational De	Hott,Marsha A	8/25/2014	5	13	5	98,947.00	28,892.52	1.00	Reg
UC0	20	1000	1010	0100	F F	00097587	Human Resources Assistant	Norville,Sambeth	1/26/2015	5	9	10	65,747.00	19,198.12	1.00	Reg
UC0	20	1000 1000	1060 1087	0100 0100	F	00077559 00001893	General Counsel Dispatcher	Hayes,Dionne Fana,Aurelina	10/25/2010 6/16/2003	9 16	1 11	8	153,660.76 84,192.00	44,868.94 24,584.06	1.00	Reg Reg
UCO	20	1000	1087	0100	F	00003626	Telecomm Equipment Operator	Lopez,Carmen E	6/16/2003	16	8	9	68,140.00	19,896.88	1.00	Reg
UCO	20	1000	1087	0100	F	00003707	Customer Service Representativ	Sasagawa Coleman, Sumie	10/21/2002	17	8	10	64,607.00	18,865.24	1.00	Reg
UC0	20	1000	1087	0100	F	00004610	Dispatcher	Huitz,Ana M	1/26/2015	4	11	5	77,379.00	22,594.67	1.00	Reg
UC0	20	1000	1087	0100	F	00007009	Dispatcher	TEFERA,NEBEYOU T	2/6/2006	13	11	6	79,650.00	23,257.80	1.00	Reg
UC0	20	1000	1087	0100	F	00007934	Dispatcher	Velasco,Ana M	9/8/1992	27	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	1000	1087	0100	F F	00008119	Dispatcher	Vargas,Celia	1/20/1987	33	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	1000 1000	1087 1087	0100 0100	F	00013925 00014040	Dispatcher Dispatcher	MURILLO,SEBASTIAN Higgs,Raquel	3/20/2006 7/28/2003	13 16	11 11	3 8	72,837.00 84,192.00	21,268.40 24,584.06	1.00	Reg Reg
UCO	20	1000	1087	0100	F	00014410	Telecomm Equipment Operator	Corbin,Brishay	9/5/2017	2	7	1	52,269.00	15,262.55	1.00	Reg
UC0	20	1000	1087	0100	F	00015077	Dispatcher	Hernandez,Nury M	7/28/2003	16	11	8	84,192.00	24,584.06	1.00	Reg
UC0	20	1000	1087	0100	F	00019348	Dispatcher	Serpas,Dominga D	12/7/1987	32	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	1000	1087	0100	F	00019368	Telecomm Equipment Operator	Avalos,Brenda Y	10/29/2007	12	8	7	64,724.00	18,899.41	1.00	Reg
UC0	20	1000	1087	0100	F	00019453	Telecomm Equipment Operator	Akinsola,Aladegoke E	10/4/2001	18	8	10	69,848.00	20,395.62	1.00	Reg
UC0	20	1000	1087	0100	F	00022338	Dispatcher	Tobar, Wilson A	2/6/2006	13	11	5	77,379.00	22,594.67	1.00	Reg
UC0	20	1000	1087	0100	F F	00023180	Customer Service Representativ	Zanelli, Juan-Martin C.	12/26/2006	13	8 11	7	59,807.00	17,463.64	1.00	Reg
UC0	20	1000 1000	1087 1087	0100 0100	F	00023512 00026160	Dispatcher Telecomm Equipment Operator	Abrha,Nebeyeluel A Sowah,McMills E	2/2/2006 8/7/2006	13 13	8	5 7	77,379.00 64,724.00	22,594.67 18,899.41	1.00	Reg Reg
UCO	20	1000	1087	0100	F	00027648	Dispatcher	Nazario,Sylvia Yvette	9/8/1992	27	11	9	86,463.00	25,247.20	1.00	Reg
UCO	20	1000	1087	0100	F	00032025	Dispatcher	Williams,Michelle P	5/16/1993	26	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	1000	1087	0100	F	00032122	Telecomm Equip Operator - Bili	Granados,Fernando A.	2/6/2006	13	8	9	68,140.00	19,896.88	1.00	Reg
UC0	20	1000	1087	0100	F	00032214	Telecomm Equipment Operator	Elliott,TeKuay L.	9/5/2017	2	7	1	52,269.00	15,262.55	1.00	Reg
UC0	20	1000	1087	0100	F	00032263	Telecomm Equip Operator - Bili	Montero, Marisela J.	2/6/2006	13	8	9	68,140.00	19,896.88	1.00	Reg
UC0	20	1000	1087	0100	F	00077738	Customer Service Rep.	DULITSKAYA,MARIAM	5/2/2005	14	8	10	64,607.00	18,865.24	1.00	Reg
UC0	20	1000 1000	1087 1090	0100 0100	F F	00077740 00077698	Customer Service Rep. Public Affairs Specialist	Lee,Jungja K Drumgoole,Danielle	1/26/2004	15 1	8 12	10 2	64,607.00 78,487.00	18,865.24 22,918.20	1.00	Reg Reg
UCO	20	1000	1090	0100	F	00077038	Chief of Special Operations an	Duff,Judith	4/18/2016	3	15	0	118,626.69	34,638.99	1.00	Reg
UCO	20	2000	2010	0100	F	00000155	Telecomm Equipment Operator	Johnson,Erin Denise	9/5/2017	2	7	1	52,269.00	15,262.55	1.00	Reg
UC0	20	2000	2010	0100	F	00004970	Telecomm Equipment Operator	Sullivan,Charmaine C.	9/21/2015	4	8	3	57,892.00	16,904.46	1.00	Reg
UC0	20	2000	2010	0100	F	00005293	Telecommunications Equipment O	Franks,Nikkia	1/22/2019	0	5	1	45,943.00	13,415.36	1.00	Reg
UC0	20	2000	2010	0100	F	00005351	Telecomm Equipment Operator	Jackson,Chardon	7/11/2016	3	8	2	56,184.00	16,405.73	1.00	Reg
UC0	20	2000	2010	0100	F	00005677	Asst Watch Commander	Alexander,Denise E	7/6/1987	32	12	0	94,144.27	27,490.13	1.00	Reg
UC0	20	2000	2010 2010	0100 0100	F F	00006151 00006252	Telecomm Equipment Operator Asst Watch Commander	Groomes,Melissa S. Crews,Lavear P	9/5/2017 11/20/1989	2 30	7 12	0	52,269.00 87,615.68	15,262.55 25,583.78	1.00	Reg Reg
UCO	20	2000	2010	0100	F	00000232	Telecommunications Equipment O	Reynolds,London	1/22/2019	0	5	1	45,943.00	13,415.36	1.00	Reg
UCO	20	2000	2010	0100	V	00013929	Telecommunications Equipment O	,	-,,		5	0	45,943.00	13,415.36	1.00	Reg
UC0	20	2000	2010	0100	F	00014411	Telecomm Equipment Operator	Richardson,Sabrina A	8/16/1999	20	8	10	69,848.00	20,395.62	1.00	Reg
UC0	20	2000	2010	0100	F	00014522	Telecomm Equipment Operator	Whitfield, Tasyha	12/8/2008	11	8	7	64,724.00	18,899.41	1.00	Reg
UC0	20	2000	2010	0100	F	00014683	Telecomm Equipment Operator	Williams,Laveda A	6/30/2003	16	8	9	68,140.00	19,896.88	1.00	Reg
UC0	20	2000	2010	0100	F	00014728	Telecommunications Equipment O	Porter,Sharona	1/22/2019	0	5	1	45,943.00	13,415.36	1.00	Reg
UC0	20	2000	2010 2010	0100 0100	F F	00014792 00017028	Telecomm Equipment Operator	Morris,Crystal L	12/8/2008 1/22/2019	11 0	8 5	7	64,724.00 45,943.00	18,899.41 13,415.36	1.00	Reg
UCO	20	2000	2010	0100	F	00017028	Telecommunications Equipment O Telecomm Equipment Operator	Garnett,Rolonda Beamon,Elauntanyce T	4/20/2015	4	8	3	57,892.00	16,904.46	1.00	Reg Reg
UCO	20	2000	2010	0100	V	00017437	Telecomm Equipment Operator		,, = 0, = 0 = 0		7	0	52,269.00	15,262.55	1.00	Reg
UC0	20	2000	2010	0100	F	00017550	Telecomm Equipment Operator	Schanck,Catina V.	9/26/2010	9	7	6	59,964.00	17,509.49	1.00	Reg
UC0	20	2000	2010	0100	F	00017783	Asst Watch Commander	Mccoy,Elma D	7/20/1987	32	12	0	85,213.93	24,882.47	1.00	Reg
UC0	20	2000	2010	0100	F	00017983	Telecomm Equipment Operator	Lee,Vera D	5/26/1998	21	8	10	69,848.00	20,395.62	1.00	Reg
UC0	20	2000	2010	0100	V	00018141	Telecomm Equipment Operator		0 /= /00 -=		8	0	54,476.00	15,906.99	1.00	Reg
UC0	20	2000	2010	0100 0100	F F	00018492 00018646	Telecomm Equipment Operator	Wood,Jenee A.	9/5/2017	2	7	1	52,269.00	15,262.55	1.00	Reg
UC0	20	2000	2010	0100	V	00018646	Telecomm Equipment Operator Telecommunications Equipment O	Barnes,Lakita	9/5/2017		5	0	52,269.00 45,943.00	15,262.55 13,415.36	1.00	Reg Reg
UCO	20	2000	2010	0100	F		Telecomm Equipment Operator	Brawner,Rasheena K	6/30/2003	16	8	9	_	19,896.88	1.00	Reg
UC0	20	2000	2010	0100	F	00020434	Telecommunications Equipment O	Briscoe,Javonne Victoria	1/22/2019	0	5	1	45,943.00	13,415.36	1.00	Reg
UC0	20	2000	2010	0100	F	00021097	Telecomm Equipment Operator	Caldwell,Crystal F	3/26/1990	29	8	10	69,848.00	20,395.62	1.00	Reg
UC0	20	2000	2010	0100	F	00021171	Asst Watch Commander	Johnson,La Quenceyer c	11/29/1993	26	12	0	85,116.49	24,854.02	1.00	Reg
UC0	20	2000	2010	0100	F	00021632	Telecomm Equipment Operator	Benford,Deborah G	4/4/2005	14	8	9	68,140.00	19,896.88	1.00	Reg
UC0	20	2000	2010 2010	0100 0100	F F	00022344	Asst Watch Commander Telecomm Equipment Operator	Wright,Ladonna M Staunton,Brittani A.	5/8/2000 9/5/2017	19 2	12 7	0	82,024.79 52,269.00	23,951.24 15,262.55	1.00	Reg Reg
UC0	20	2000	2010	0100	F	00022476	Telecomm Equipment Operator	Simmons,Shavon	9/21/2015	4	8	3	57,892.00	16,904.46	1.00	Reg
UCO	20	2000	2010	0100	F	000223017	Telecomm Equipment Operator	Camper,Lauren	1/23/2017	3	8	2	56,184.00	16,405.73	1.00	Reg
UC0	20	2000	2010	0100	F	00023228	Telecomm Equipment Operator	Covington Jr., Anthony	9/21/2015	4	8	3	57,892.00	16,904.46	1.00	Reg
UC0	20	2000	2010	0100	F	00023671	Telecomm Equipment Operator	Sharpe,Robynn J.	9/5/2017	2	7	1	52,269.00	15,262.55	1.00	Reg
UC0	20	2000	2010	0100	F	00024944	Telecommunications Equipment O	McGrier,Perrika	9/6/2016	3	5	1	45,943.00	13,415.36	1.00	Reg
UC0	20	2000	2010	0100	F	00025666	Telecomm Equipment Operator	Williams, Vivian	2/27/2003	16	8	10	69,848.00	20,395.62	1.00	Reg
UC0	20	2000	2010	0100	V F	00025934	Telecommunications Equipment O	Williams Angols A4	7/22/2007	13	5	7	45,943.00	13,415.36	1.00	Reg
UC0	20	2000	2010 2010	0100 0100	F	00026259 00026494	Telecomm Equipment Operator Telecomm Equipment Operator	Williams, Angela Maria Jones, Sharon L	7/23/2007 3/19/1992	12 27	8	10	64,724.00 69,848.00	18,899.41 20,395.62	1.00	Reg Reg
UCO	20	2000	2010	0100	F	00026494	Telecomm Equipment Operator	Washington,Nikita A	8/25/1999	20	8	10	69,848.00	20,395.62	1.00	Reg
UCO	20	2000	2010	0100	F	00026838	Telecomm Equipment Operator	Small,Davia	6/16/1993	25	8	10	69,848.00	20,395.62	1.00	Reg
UC0	20	2000	2010	0100	F	00027113	Telecomm Equipment Operator	Pratt,Erricka	5/15/2017	2	8	2	56,184.00	16,405.73	1.00	Reg
UC0	20	2000	2010	0100	F	00027291	Telecomm Equipment Operator	Saunders,Tonia J	1/26/2015	4	8	5	61,308.00	17,901.94	1.00	Reg
UC0	20	2000	2010	0100	V	00027416	Telecommunications Equipment O				5	0	45,943.00	13,415.36	1.00	Reg
UC0	20	2000	2010	0100	F	00031978	Telecomm Equipment Operator	Houser,Erika	1/24/2005	14	8	9	68,140.00	19,896.88	1.00	Reg
UC0	20	2000	2010 2010	0100 0100	F F	00031979 00031980	Telecomm Equipment Operator	Barnes-Garvin,Yvette M Hall,Frances M	4/4/2005	14 14	8	9	68,140.00 68,140.00	19,896.88 19,896.88	1.00	Reg
UCU	20	2000	2010	0100	<u> </u>	00021380	Telecomm Equipment Operator	rian,Flatices IVI	4/4/2005	14	ð	9	00,140.00	13,030.08	1.00	Reg

UC0	20	2000	2010	0100	F	00031982	Telecomm Equipment Operator	Waldron,Nakia R	1/23/2017	3	8	1	54,476.00	15,906.99	1.00	Reg
UC0	20	2000	2010	0100	F	00031985	Telecomm Equipment Operator	Jennings,Marisha	1/23/2017	3	8	2	56,184.00	16,405.73	1.00	Reg
UC0	20	2000	2010	0100	V	00031998	Telecommunications Equipment O				5	0	45,943.00	13,415.36	1.00	Reg
UC0	20	2000	2010	0100	F	00032031	Telecomm Equipment Operator	Vance,Jettia M.	9/5/2017	2	7	1	52,269.00	15,262.55	1.00	Reg
UC0	20	2000	2010	0100	F	00032032	Telecomm Equipment Operator	Duke,Karen M.	1/24/2005	14	8	9	68,140.00	19,896.88	1.00	Reg
UC0	20	2000	2010	0100	F	00032048	Telecomm Equipment Operator	Williams, Jasmine D.	9/5/2017	2	7	1	52,269.00	15,262.55	1.00	Reg
UC0	20	2000	2010	0100	F	00032051	Telecomm Equipment Operator	Carey,Letitia	5/15/2017	2	8	2	56,184.00	16,405.73	1.00	Reg
UC0	20	2000	2010	0100	F	00032052	Telecomm Equipment Operator	Scott, Asante' H.	12/8/2008	11	8	7	64,724.00	18,899.41	1.00	Reg
UC0	20	2000	2010	0100	F	00032109	Telecomm Equipment Operator	Jackson,April D.	12/8/2008	11	8	7	64,724.00	18,899.41	1.00	Reg
UC0	20	2000	2010	0100	F	00032123	Asst Watch Commander	Reid,Nichole M	4/26/1999	20	12	0	86,837.04	25,356.42	1.00	Reg
UC0	20	2000	2010	0100	F	00032213	Telecomm Equipment Operator	Evans,Sonnette Latrice	1/23/2017	3	8	2	56,184.00	16,405.73	1.00	Reg
UC0	20	2000	2010	0100	F	00032233	Telecomm Equipment Operator	Leake,Kandace A	1/24/2005	14	8	9	68,140.00	19,896.88	1.00	Reg
UC0	20	2000	2010	0100	F	00032236	Telecomm Equipment Operator	Reyes,Juanita	7/18/2016	3	8	2	56,184.00	16,405.73	1.00	Reg
UC0	20	2000	2010	0100	F	00032239	Telecomm Equipment Operator	Brown Mooney,William	7/18/2016	3	8	2	56,184.00	16,405.73	1.00	Reg
UC0	20	2000	2010	0100	F	00032241	Telecomm Equipment Operator	Daniels, Tiffany A	5/15/2017	2	8	3	57,892.00	16,904.46	1.00	Reg
UC0	20	2000	2010	0100	F	00033628	Telecomm Equipment Operator	Fergusson,Amber L	1/26/2015	4	8	5	61,308.00	17,901.94	1.00	Reg
UC0	20	2000	2010	0100	F	00033673	Asst Watch Commander	Williams,Dione N.	3/25/2002	17	12	0	85,116.86	24,854.12	1.00	Reg
UC0	20	2000	2010	0100	F	00047370	Customer Service Representativ	Nevels,Cynthia	7/18/2011	8	8	4	55,007.00	16,062.04	1.00	Reg
UC0	20	2000	2010	0100	F	00051114	Customer Service Representativ	Garnett,India A	10/31/2008	11	8	5	56,607.00	16,529.24	1.00	Reg
UC0	20	2000	2010	0100	F	00073022	Customer Service Representativ	Fogg,Dion A.	9/26/2010	9	8	6	58,207.00	16,996.44	1.00	Reg
UC0	20	2000	2010	0100	F	00073314	Customer Service Representativ	Maichew,Melaku M	9/26/2010	9	8	6	58,207.00	16,996.44	1.00	Reg
UC0	20	2000	2010	0100	F	00073315	Customer Service Representativ	Atkinson,Lisa R	9/26/2010	9	8	9	63,007.00	18,398.04	1.00	Reg
UC0	20	2000	2010	0100	F	00073316	Customer Service Representativ	Woody,Gerald L	7/23/2007	12	8	9	63,007.00	18,398.04	1.00	Reg
UC0	20	2000	2010	0100	F	00073317	Customer Service Representativ	Pope-Montgomery, Nicole R	9/26/2010	9	8	9	63,007.00	18,398.04	1.00	Reg
UC0	20	2000	2010	0100	F	00073318	Customer Service Representativ	Dolmo,Diana B	9/26/2010	9	8	9	63,007.00	18,398.04	1.00	Reg
UC0	20	2000	2010	0100	F	00074923	Asst Watch Commander	Bennett,Bianca	5/8/2000	19	12	0	88,688.15	25,896.94	1.00	Reg
UC0	20	2000	2010	0100	F	00085197	Telecomm Equipment Operator	Fersner,Brittney	9/21/2015	4	8	2	56,184.00	16,405.73	1.00	Reg
UC0	20	2000	2010	0100	F	00088526	Telecomm Equipment Operator	Chambers, Domonique C	11/9/2009	10	8	3			1.00	Reg
UC0	20	2000	2010	0100	F	00088527	Telecomm Equipment Operator	Kee,Julius	6/27/2016	3	8	2	56,184.00	16,405.73	1.00	Reg
UC0	20	2000	2010	0100	F	00088529	Telecomm Equipment Operator	Walker,Anthony R	7/18/2016	3	8	2	56,184.00	16,405.73	1.00	Reg
UC0	20	2000	2010	0100	F	00088530	Telecomm Equipment Operator	Williams,Lynn R	7/18/2011	8	8	2	56,184.00	16,405.73	1.00	Reg
UC0	20	2000	2010	0100	F	00088531	Telecomm Equipment Operator	Johnson,Erin Diandra	9/5/2017	2	7	1	52,269.00	15,262.55	1.00	Reg
UC0	20	2000	2010	0100	٧	00088532	Telecomm Equipment Operator				8	0	54,476.00	15,906.99	1.00	Reg
UC0	20	2000	2010	0100	F	00088533	Telecomm Equipment Operator	Dammons,Desirae	6/27/2016	3	8	2	56,184.00	16,405.73	1.00	Reg
UC0	20	2000	2010	0100	F	00088534	Telecomm Equipment Operator	Parris,Khalilah B.	12/26/2006	13	8	5	61,308.00	17,901.94	1.00	Reg
UC0	20	2000	2010	0100	V	00088536	Telecomm Equipment Operator				8	0	54,476.00	15,906.99	1.00	Reg
UC0	20	2000	2010	0100	F	00088542	Telecomm Equipment Operator	Ifill,Raquel	7/18/2011	9	8	2	56,184.00	16,405.73	1.00	Reg
UC0	20	2000	2010	0100	F	00088543	Telecomm Equipment Operator	Deria,Miriam	6/27/2016	3	8	2	56,184.00	16,405.73	1.00	Reg
UC0	20	2000	2010	0100	F	00088544	Telecomm Equipment Operator	Bailey,Janay	6/27/2016	3	8	2	56,184.00	16,405.73	1.00	Reg
UC0	20	2000	2010	0100	F	00088546	Telecomm Equipment Operator	Granados,Kimberly L	12/8/2008	11	8	2	56,184.00	16,405.73	1.00	Reg
UC0	20	2000	2010	0100	F	00088547	Telecomm Equipment Operator	Cromer,Raven	6/27/2016	3	8	2	56,184.00	16,405.73	1.00	Reg
UC0	20	2000	2010	0100	F	00088619	Asst Watch Commander	Johnson,Lauren M	2/12/1998	21	12	0	82,024.79	23,951.24	1.00	Reg
UC0	20	2000	2010	0100	F	00088620	Asst Watch Commander	Jones,Alexandria A	9/8/2003	16	12	0	81,543.91	23,810.82	1.00	Reg
UC0	20	2000	2010	0100	F	00088772	Watch Commander	Richardson, Anthony F	7/28/2003	16	13	0	93,776.35	27,382.69	1.00	Reg
UC0	20	2000	2010	0100	F	00090671	Watch Commander	Miller,Alfreda E	4/28/2015	4	13	0	93,776.43	27,382.72	1.00	Reg
UC0	20	2000	2010	0100	F	00090672	Watch Commander	Gadsden,Alton T	10/14/1986	35	13	0	93,949.25	27,433.18	1.00	Reg
UC0	20	2000	2010	0100	F	00090673	Watch Commander	Williams Jr.,Calvin V	12/13/1985	34	13	0	93,776.43	27,382.72	1.00	Reg
UC0	20	2000	2010	0100	F	00094773	Supervisory Customer Service R	Marrow, Vanessa O	10/7/1989	30	11	0	69,105.14	20,178.70	1.00	Reg
UC0	20	2000	2010	0100	F	00096916	Telecommunications Equipment O	Raymond,Kenya	3/20/2017	2	5	1	45,943.00	13,415.36	1.00	Reg
UC0	20	2000	2010	0100	F	00096917	Telecommunications Equipment O	Smalley,Colandria A.	9/6/2016	3	5	1	45,943.00	13,415.36	1.00	Reg
UC0	20	2000	2010	0100	F	00096919	Telecommunications Equipment O	Davis,Me'Shel	4/17/2018	1	5	1	45,943.00	13,415.36	1.00	Reg
UC0	20	2000	2010	0100	F	00096920	Telecommunications Equipment O	Davis,Xavier D.	5/28/2019	0	5	1	45,943.00	13,415.36	1.00	Reg
UC0	20	2000	2010	0100	F	00096921	Telecommunications Equipment O	Johnson, Tiffany J	10/9/2007	12	5	1	45,943.00	13,415.36	1.00	Reg
UC0	20	2000	2010	0100	F	00096922	Telecommunications Equipment O	Bunting, Ashley	5/28/2019	0	5	1	45,943.00	13,415.36	1.00	Reg
UC0	20	2000	2010	0100	F	00096923	Telecommunications Equipment O	Bannister, Aulaysha	5/28/2019	0	5	1	45,943.00	13,415.36	1.00	Reg
UC0	20	2000	2010	0100	F	00096924	Telecommunications Equipment O	Paige,Demia	5/28/2019	0	5	1	45,943.00	13,415.36	1.00	Reg
UC0	20			0100			Telecommunications Equipment O				5	0	45,943.00	13,415.36	1.00	Reg
UC0	20	2000	2010	0100	V	00096925	refeccioninalifeations Equipment o				,		.0,0 .0.00	13,413.30		
UC0		2000	2010 2010	0100 0100	V F	00096925 00096926	Telecommunications Equipment O	Hawkins, Jaelyn	5/28/2019	0	5	1	45,943.00	13,415.36	1.00	Reg
UC0	20	2000 2000	2010 2010 2010	0100 0100 0100	V F F	00096926 00096927	Telecommunications Equipment O Telecommunications Equipment O	Clark,Ronieka	9/6/2016	3	5 5	1	45,943.00 45,943.00	13,415.36 13,415.36	1.00	Reg
	20 20	2000 2000 2000	2010 2010 2010 2010	0100 0100 0100 0100	V F F	00096926 00096927 00096928	Telecommunications Equipment O Telecommunications Equipment O Telecommunications Equipment O	Clark,Ronieka Jenkins,Tia T	9/6/2016 9/18/2017	3	5 5 5	1	45,943.00 45,943.00 45,943.00	13,415.36 13,415.36 13,415.36	1.00 1.00 1.00	Reg Reg
UC0	20 20 20	2000 2000 2000 2000	2010 2010 2010 2010 2010	0100 0100 0100 0100 0100	V F F F	00096926 00096927 00096928 00096929	Telecommunications Equipment O Telecommunications Equipment O Telecommunications Equipment O Telecommunications Equipment O	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C	9/6/2016 9/18/2017 9/18/2017	3 2 2	5 5 5	1 1 1	45,943.00 45,943.00 45,943.00 45,943.00	13,415.36 13,415.36 13,415.36 13,415.36	1.00 1.00 1.00 1.00	Reg Reg Reg
UC0	20 20 20 20	2000 2000 2000 2000 2000	2010 2010 2010 2010 2010 2010	0100 0100 0100 0100 0100 0100	V F F F	00096926 00096927 00096928 00096929 00096930	Telecommunications Equipment O	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE	9/6/2016 9/18/2017 9/18/2017 5/28/2019	3 2 2 0	5 5 5 5	1 1 1	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36	1.00 1.00 1.00 1.00 1.00	Reg Reg Reg Reg
UC0	20 20 20 20 20 20	2000 2000 2000 2000 2000 2000	2010 2010 2010 2010 2010 2010 2010 2020	0100 0100 0100 0100 0100 0100 0100	V F F F F	00096926 00096927 00096928 00096929 00096930 00003243	Telecommunications Equipment O Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D.	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995	3 2 2 0 24	5 5 5 5 5	1 1 1 1 9	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 25,247.20	1.00 1.00 1.00 1.00 1.00 1.00	Reg Reg Reg Reg Reg
UCO UCO	20 20 20 20 20 20 20	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2010 2020 2020	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F	00096926 00096927 00096928 00096929 00096930 00003243 00004326	Telecommunications Equipment O Dispatcher Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996	3 2 2 0 24 23	5 5 5 5 5 11 11	1 1 1 1 9	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20	1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg Reg Reg Reg Reg Reg
UCO UCO UCO	20 20 20 20 20 20 20 20	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2010 2020 2020 2020	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F	00096926 00096927 00096928 00096929 00096930 00003243 00004326 00004835	Telecommunications Equipment O Dispatcher Dispatcher Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996 9/28/1998	3 2 2 0 24 23 21	5 5 5 5 5 11 11	1 1 1 1 9 9	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 86,463.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20 25,247.20	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg Reg Reg Reg Reg Reg
UC0 UC0 UC0 UC0	20 20 20 20 20 20 20 20 20	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2010 2020 2020 2020 2020	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F F F F F F F F F F F F F F F	00096926 00096927 00096928 00096929 00096930 00003243 00004326 00004835 00006011	Telecommunications Equipment O Dispatcher Dispatcher Dispatcher Dispatcher Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L Banks,Jamel A	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996 9/28/1998 12/8/2008	3 2 2 0 24 23 21 11	5 5 5 5 5 11 11 11	1 1 1 1 9 9	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 77,379.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20 25,247.20 22,594.67	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg Reg Reg Reg Reg Reg Reg
UC0 UC0 UC0 UC0 UC0	20 20 20 20 20 20 20 20 20 20 20	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2010 2020 2020 2020 2020 2020 2020	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F F F F F F F F F F F F F F F	00096926 00096927 00096928 00096929 00096930 00003243 00004326 00004835 00006011	Telecommunications Equipment O Dispatcher Dispatcher Dispatcher Dispatcher Dispatcher Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L Banks,Jamel A Fair,Jatondra R	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996 9/28/1998 12/8/2008 1/26/2015	3 2 2 0 24 23 21 11 4	5 5 5 5 5 11 11 11 11	1 1 1 1 9 9 9 5	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 77,379.00 77,379.00	13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20 25,247.20 22,594.67 22,594.67	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg Reg Reg Reg Reg Reg Reg Reg
UC0 UC0 UC0 UC0 UC0 UC0	20 20 20 20 20 20 20 20 20 20 20 20 20	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2010 2020 2020 2020 2020 2020 2020 2020	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F F F F F F F F F F F F F F F	00096926 00096927 00096928 00096929 00096930 00003243 00004326 00004835 00006011 00006112	Telecommunications Equipment O Dispatcher Dispatcher Dispatcher Dispatcher Dispatcher Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L Banks,Jamel A Fair,Jatondra R Thompson,Shirayne M	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996 9/28/1998 12/8/2008 1/26/2015 4/12/1999	3 2 2 0 24 23 21 11 4	5 5 5 5 5 11 11 11 11 11	1 1 1 9 9 9 5 5	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 77,379.00 77,379.00 86,463.00	13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20 25,247.20 22,594.67 22,594.67 25,247.20	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg
UC0 UC0 UC0 UC0 UC0 UC0 UC0	20 20 20 20 20 20 20 20 20 20 20 20 20 2	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2010 2020 2020 2020 2020 2020 2020 2020 2020 2020	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F F F F F F F F F F F F F F F	00096926 00096927 00096928 00096929 00096930 00003243 00004326 00004835 00006011 00006112 00007120	Telecommunications Equipment O Dispatcher Dispatcher Dispatcher Dispatcher Dispatcher Dispatcher Dispatcher Dispatcher Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L Banks,Jamel A Fair,Jatondra R Thompson,Shirayne M Brown,Eric P	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996 12/8/2008 1/26/2015 4/12/1999 7/6/1998	3 2 0 24 23 21 11 4 20 21	5 5 5 5 5 11 11 11 11 11 11	1 1 1 1 9 9 9 5 5 9	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 77,379.00 77,379.00 86,463.00 86,463.00	13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20 25,247.20 22,594.67 22,594.67 25,247.20 25,247.20	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg
UC0	20 20 20 20 20 20 20 20 20 20 20 20 20 2	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2020 2020	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F F F F F F F F F F F F F F F	00096926 00096927 00096928 00096929 00096930 00003243 00004835 00006011 00006112 00007120 00007357	Telecommunications Equipment O Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L Banks,Jamel A Fair,Jatondra R Thompson,Shirayne M Brown,Eric P Faltz,Kristen N	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996 12/8/2008 1/26/2015 4/12/1999 7/6/1998 6/30/2003	3 2 0 24 23 21 11 4 20 21	5 5 5 5 5 11 11 11 11 11 11 11	1 1 1 9 9 9 5 5 9	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 77,379.00 77,379.00 86,463.00 86,463.00 79,650.00	13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20 25,247.20 22,594.67 22,594.67 22,594.720 25,247.20 25,247.20 25,247.20 23,257.80	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg
UC0	20 20 20 20 20 20 20 20 20 20 20 20 20 2	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2020 2020	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F F F F F F F F F F F F F F F	00096926 00096927 00096928 00096929 00096930 00003243 00004326 00004326 000060112 00007120 00007357 00009686	Telecommunications Equipment O Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L Banks,Jamel A Fair,Jatondra R Thompson,Shirayne M Brown,Eric P Faltz,Kristen N Daniels,Cynthia A	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996 9/28/1998 12/8/2008 1/26/2015 4/12/1999 7/6/1998 6/30/2003	3 2 2 0 24 23 21 11 4 20 21 16	5 5 5 5 5 11 11 11 11 11 11 11 11	1 1 1 1 9 9 9 5 5 9 9	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 77,379.00 77,379.00 86,463.00 79,650.00 84,192.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20 22,594.67 22,594.67 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg
UC0	20 20 20 20 20 20 20 20 20 20 20 20 20 2	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2010 2020 200	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F F F F F F F F F F F F F F F	00096926 00096927 00096928 00096929 000096930 00003243 00004326 00004835 00006112 00007120 00007720 00009686 00009807	Telecommunications Equipment O Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri I. Banks,Jamel A Fair,Jatondra R Thompson,Shirayne M Brown,Eric P Faltz,Kristen N Daniels,Cynthia A Ross,Danielle L	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996 9/28/1998 12/8/2008 1/26/2015 4/12/1999 6/30/2003 10/6/2003 9/14/1998	3 2 2 0 24 23 21 11 4 20 21 16 16 21	5 5 5 5 5 11 11 11 11 11 11 11 11 11	1 1 1 1 9 9 9 5 5 5 9 9	45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 86,463.00 77,379.00 77,379.00 86,463.00 86,463.00 86,463.00 84,192.00 86,463.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20 22,594.67 22,594.67 25,247.20 25,247.20 23,257.80 24,584.06 25,247.20	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg
UC0	20 20 20 20 20 20 20 20 20 20 20 20 20 2	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2020 2020	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F F F F F F F F F F F F F F F	00096926 00096927 00096928 00096929 00096930 00003243 00004326 00004835 00006112 00007120 00007357 00009686 00009807 000011543	Telecommunications Equipment O Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L Banks,Jamel A Fair,Jatondra R Thompson,Shirayne M Brown,Eric P Faltz,Kristen N Daniels,Cynthia A Ross,Danielle L Sanford,Virginia G	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996 9/28/1998 1/26/2015 4/12/1999 7/6/1998 6/30/2003 10/6/2003 9/14/1998 5/22/2000	3 2 2 0 24 23 21 11 4 20 21 16 16 21	5 5 5 5 5 11 11 11 11 11 11 11 11 11 11	1 1 1 1 9 9 9 5 5 5 9 9 6 8	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 77,379.00 77,379.00 77,379.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20 22,594.67 22,594.67 22,594.67 22,594.72 23,275.80 24,584.06 24,584.06 25,247.20 24,584.06	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg
UCO	20 20 20 20 20 20 20 20 20 20 20 20 20 2	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2020 2020	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F F F F F F F F F F F F F F F	00096926 00096927 00096928 00096929 00096930 00003243 00004326 00006121 00006112 00007120 00007357 0000656 00009807 00001543 0001253	Telecommunications Equipment O Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri I. Banks,Jamel A Fair,Jatondra R Thompson,Shirayne M Brown,Eric P Faltz,Kristen N Daniels,Cynthia A Ross,Danielle L	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996 9/28/1998 12/8/2008 1/26/2015 4/12/1999 6/30/2003 10/6/2003 9/14/1998	3 2 2 0 24 23 21 11 4 20 21 16 16 21	5 5 5 5 5 11 11 11 11 11 11 11 11 11 11	1 1 1 1 9 9 9 5 5 5 9 9 6 8 9	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 77,379.00 77,379.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 88,492.00 88,492.00 84,192.00 84,192.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20 22,594.67 22,594.67 25,247.20 23,257.80 24,584.06 24,584.06 24,584.06	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg
UCO	20 20 20 20 20 20 20 20 20 20 20 20 20 2	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2010 2020 2020 2020 2020 2020 2020 2020 2020 2020 2020 2020 2020 2020 2020 2020 2020 2020	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F F F F F F F F F F F F F F F	00096926 00096927 00096928 00096930 00096930 00004326 00004326 00006011 00007120 00007120 00009807 00011543 00001259 00012597	Telecommunications Equipment O Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L Banks,Jamel A Fair,Jatondra R Thompson,Shirayne M Brown,Eric P Faltz,Kristen N Daniels,Cynthia A Ross,Danielle L Sanford,Virginia G Billingsley,Eugene	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996 9/28/1998 1/26/2015 4/12/1999 7/6/1998 6/30/2003 10/6/2003 5/22/2000	3 2 2 0 24 23 21 11 4 20 21 16 16 21 19	5 5 5 5 5 11 11 11 11 11 11 11 11 11 11	1 1 1 1 9 9 9 5 5 5 9 9 6 8 9 8	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20 25,247.20 22,594.67 22,594.67 25,247.20 25,247.20 24,584.06 24,584.06 19,942.14	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg
UCO	20 20 20 20 20 20 20 20 20 20 20 20 20 2	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2020	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F F F F F F F F F F F F F F F	00096926 00096927 00096928 00096939 00096939 00003243 00004326 00004835 00006011 00007120 00007357 00009686 00009807 00012153 00012153 00012597 00013958	Telecommunications Equipment O Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L Banks,Jamel A Fair,Jatondra R Thompson,Shirayne M Brown,Eric P Faltz,Kristen N Daniels,Cynthia A Ross,Danielle L Sanford,Virginia G Billingsley,Eugene	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996 9/30/1996 9/28/1998 12/8/2008 1/26/2015 4/12/1999 7/6/1998 6/30/2003 9/14/1998 5/22/2000 5/8/2000 6/16/2003	3 2 2 0 24 23 21 11 4 20 21 16 16 21 19	5 5 5 5 5 11 11 11 11 11 11 11 11 11 11	1 1 1 1 9 9 9 5 5 9 9 6 8 9 8 8	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 77,379.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20 22,594.67 22,594.67 22,594.67 22,594.67 24,584.06 24,584.06 24,584.06	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg
UCO	20 20 20 20 20 20 20 20 20 20 20 20 20 2	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2010 2010	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F F F F F F F F F F F F F F F	00096926 00096927 00096927 00096929 00096930 00003243 00004835 00006112 00007357 00007357 0001543 0001253 00012597 0001438 00014358 00014358 00014359	Telecommunications Equipment O Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L Banks,Jamel A Fair,Jatondra R Thompson,Shirayne M Brown,Eric P Faltz,Kristen N Daniels,Cynthia A Ross,Danielle L Sanford,Virginia G Billingsley,Eugene Sampson,Larvenia A Herndon,Delisa L	9/6/2016 9/18/2017 5/28/2019 10/15/1995 9/30/1996 9/30/1996 9/28/1998 12/8/2008 1/26/2015 4/12/1999 7/6/1998 6/30/2003 10/6/2003 5/8/2000 5/8/2000 6/16/2003 2/23/2004	3 2 2 0 24 23 21 11 4 20 21 16 16 21 19 19	5 5 5 5 5 5 11 11 11 11 11 11 11 11 11 1	1 1 1 1 9 9 9 5 5 5 9 9 6 8 8 9	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 77,379.00 77,379.00 86,463.00 86,463.00 86,463.00 88,463.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20 22,594.67 22,594.67 22,594.72 25,247.20 23,257.80 24,584.06 24,584.06 19,942.14 24,584.06 24,584.06 24,584.06	1.00 1.00	Reg
UCO	20 20 20 20 20 20 20 20 20 20 20 20 20 2	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2010 2010	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F F F F F F F F F F F F F F F	00096926 00096927 00096928 00096928 00096930 00003243 00004326 00004326 00007120 00007120 00007120 00007150 0001593 00012597 00013958 0001438 00014298	Telecommunications Equipment O Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L Banks,Jamel A Fair,Jatondra R Thompson,Shirayne M Brown,Eric P Faltz,Kristen N Daniels,Cynthia A Ross,Danielle L Sanford,Virginia G Billingsley,Eugene Sampson,Larvenia A Herndon,Delisa L Dayne,Melissa	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996 9/28/1998 12/8/2008 1/26/2015 4/12/1999 7/6/1998 6/30/2003 9/14/1998 5/22/2000 5/8/2000 6/16/2003 3/23/2004 3/22/1999	3 2 2 0 0 24 23 21 11 4 20 21 16 16 21 19 19	5 5 5 5 5 5 11 11 11 11 11 11 11 11 11 1	1 1 1 1 9 9 9 5 5 9 9 6 6 8 9 8 8 8	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 88,192.00 88,192.00 88,192.00 88,192.00 88,192.00 88,192.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20 22,594.67 25,247.20 23,257.80 24,584.06 24,584.06 19,942.14 24,584.06 19,942.14 24,584.06	1.00 1.00	Reg
UCO	20 20 20 20 20 20 20 20 20 20 20 20 20 2	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2010 2010	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F F F F F F F F F F F F F F F	00096926 00096927 00096928 00096929 00096929 00096929 00009324 0000435 0000611 00007120 00007320 0001543 00012153 00012597 00013958 00014138	Telecommunications Equipment O Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L Banks,Jamel A Fair,Jatondra R Thompson,Shirayne M Brown,Eric P Faltz,Kristen N Daniels,Cynthia A Ross,Danielle L Sanford,Virginia G Billingsley,Eugene Sampson,Larvenia A Herndon,Delisa L Dayne,Melissa Champion Bey,Taheyyer	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996 9/28/1998 12/8/2008 1/26/2015 4/12/1999 7/6/1998 6/30/2003 9/14/1998 5/22/2000 5/8/2000 6/16/2003 2/23/2004 3/22/1999 7/11/1996	3 2 2 0 0 24 23 21 11 4 20 21 16 16 21 19 19	5 5 5 5 5 5 11 11 11 11 11 11 11 11 11 1	1 1 1 1 9 9 9 5 5 9 9 6 8 8 8 0 8 8	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20 22,594.67 22,594.67 22,594.72 23,257.80 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg
UCO	20 20 20 20 20 20 20 20 20 20 20 20 20 2	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2010 2010	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F F F F F F F F F F F F F F F	00096926 00096927 00096927 00096929 00096929 00096930 00003243 00004835 00006011 00007120 00007120 00007120 00011543 00012597 0001358 0001458 00014298 00014298	Telecommunications Equipment O Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L Banks,Jamel A Fair,Jatondra R Thompson,Shirayne M Brown,Eric P Faltz,Kristen N Daniels,Cynthia A Ross,Danielle L Sanford,Virginia G Billingsley,Eugene Sampson,Larvenia A Herndon,Delisa L Dayne,Melissa Champion Bey,Taheyyer Adams,Charmisa L	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996 9/30/1996 9/30/1996 9/28/1998 12/8/2008 1/26/2015 4/12/1999 7/6/1998 5/22/2000 5/8/2000 6/16/2003 2/23/2004 3/22/1999 7/11/1996 8/7/1996	3 2 2 2 2 24 23 21 11 4 20 21 16 16 21 19 19 19 16 15 20 23 23 23 21 21 21 21 21 21 21 21 21 21 21 21 21	5 5 5 5 5 5 11 11 11 11 11 11 11 11 11 1	1 1 1 1 1 9 9 9 5 5 5 9 9 6 8 8 9 8 8 8 8 8 8 8 8	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 125,247.20 25,247.20 22,594.67 22,594.67 22,594.67 22,594.67 22,524.20 23,257.80 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg
UCO	20 20 20 20 20 20 20 20 20 20 20 20 20 2	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2010 2010	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F F F F F F F F F F F F F F F	00096926 00096927 00096928 00096929 00096929 00096929 000096930 00004835 00006112 00007120 00007120 00015257 0001253 00012597 00014948 00014259 00014767 0001494 0001496 0001496 0001496	Telecommunications Equipment O Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L Banks,Jamel A Fair,Jatondra R Thompson,Shirayne M Brown,Eric P Faltz,Kristen N Daniels,Cynthia A Ross,Danielle L Sanford,Virginia G Billingsley,Eugene Sampson,Larvenia A Herndon,Delisa L Dayne,Melissa Champion Bey,Taheyyer Adams,Charmisa L Geter,Yolanda T	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996 9/30/1996 9/28/1998 12/8/2008 1/26/2015 4/12/1999 7/6/1998 6/30/2003 10/6/2003 9/14/1998 5/22/2000 5/8/2000 6/16/2003 2/23/2004 3/22/1999 7/11/1996 8/7/1996 10/4/2008	3 2 2 0 24 23 11 4 20 21 16 16 21 19 19 19 20 23 21 11	5 5 5 5 5 11 11 11 11 11 11 11 11 11 11	1 1 1 1 9 9 9 5 5 5 9 9 6 8 8 9 8 8 8 8 9	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 24,584.06 24,584.06 19,942.14 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg
UCO	20 20 20 20 20 20 20 20 20 20 20 20 20 2	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2010 2010	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F F F F F F F F F F F F F F F	00096926 00096927 00096928 00096929 00096929 00096930 00003243 0000432 00006112 00006112 00007357 0001543 00012597 00013958 00014298 00014298 00014299 00014767 00014944 00015061 00015061	Telecommunications Equipment O Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L Banks,Jamel A Fair,Jatondra R Thompson,Shirayne M Brown,Eric P Faltz,Kristen N Daniels,Cynthia A Ross,Danielle L Sanford,Virginia G Billingsley,Eugene Sampson,Larvenia A Herndon,Delisa L Dayne,Melissa Champion Bey,Taheyyer Adams,Charmisa L Geter,Yolanda T Williams,Rosyland W	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996 9/30/1996 12/8/2008 1/26/2015 4/12/1999 7/6/1998 6/30/2003 10/6/2003 9/14/1998 5/22/2000 6/16/2003 2/23/2004 3/22/1999 7/11/1996 8/7/1996 10/4/2008 9/30/1996	3 2 2 2 2 24 23 21 11 4 20 21 16 16 21 19 19 19 20 23 23 21 11 21 21 21 21 21 21 21 21 21 21 21	5 5 5 5 5 5 5 11 11 11 11 11 11 11 11 11	1 1 1 1 1 9 9 9 5 5 5 9 9 6 8 8 8 8 8 8 8 8 8 8	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20 22,594.67 22,594.67 25,247.20 23,257.80 24,584.06 24,584.06 19,942.14 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg
UCO	20 20 20 20 20 20 20 20 20 20 20 20 20 2	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2010 2010	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F F F F F F F F F F F F F F F	00096926 00096927 00096927 00096929 00096929 00096929 00096930 00003243 00004835 00006011 00007357 00007857 00011543 00012597 00014438 00014944 00014944 00015061 00017203	Telecommunications Equipment O Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHiTE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L Banks,Jamel A Fair,Jatondra R Thompson,Shirayne M Brown,Eric P Faltz,Kristen N Daniels,Cynthia A Ross,Danielle L Sanford,Virginia G Billingsley,Eugene Sampson,Larvenia A Herndon,Delisa L Dayne,Melissa Champion Bey,Taheyyer Adams,Charmisa L Geter,Volanda T Williams,Rosyland W Ramsey,Christa J	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996 9/30/1996 9/30/1996 9/28/1998 12/8/2008 1/26/2015 4/12/1999 7/6/1998 5/22/2000 5/8/2000 6/16/2003 3/22/1999 7/11/1996 8/7/1996 8/7/1996 8/7/1996 6/30/2003 6/30/2003	3 2 2 2 2 0 24 23 21 11 4 20 21 16 16 21 19 19 19 20 21 21 21 21 21 21 21 21 21 21 21 21 21	5 5 5 5 5 5 5 5 11 11 11 11 11 11 11 11	1 1 1 1 1 9 9 9 9 5 5 5 9 9 6 8 8 8 8 9 8 8 8 8 8	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20 22,594.67 22,594.67 22,594.67 23,257.80 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg
UCO	20 20 20 20 20 20 20 20 20 20 20 20 20 2	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2010 2010	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F F F F F F F F F F F F F F F	00096926 00096927 00096927 00096929 00096929 00096930 00003243 00004835 00006011 00006112 00007357 00007357 0001543 00012597 0001438 00014259 00014298 00014298 0001494 00015061 00017003 00017003	Telecommunications Equipment O Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasm T Harris,Jasm T Harris,Jasm E WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L Banks,Jamel A Fair,Jatondra R Thompson,Shirayne M Brown,Eric P Faltz,Kristen N Daniels,Cynthia A Ross,Danielle L Sanford,Virginia G Billingsley,Eugene Sampson,Larvenia A Herndon,Delisa L Dayne,Melissa Champion Bey,Taheyyer Adams,Charmisa L Geter,Yolanda T Williams,Rosyland W Ramsey,Christa J Alexander Wingate,Karen D	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996 9/30/1996 9/28/1998 12/8/2008 1/26/2015 4/12/1999 7/6/1998 5/22/2000 5/8/2000 5/8/2000 6/16/2003 2/23/2004 3/22/1999 10/4/2008 8/7/1996 10/4/2008 9/30/1996 6/30/2003 11/22/1988	3 2 2 0 24 23 21 11 4 20 21 16 16 21 19 19 20 23 23 21 11 20 21 21 21 21 21 21 21 21 21 21 21 21 21	5 5 5 5 5 5 11 11 11 11 11 11 11 11 11 1	1 1 1 1 1 9 9 9 5 5 9 6 8 8 9 8 8 8 8 9 8 8	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 84,192.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20 22,594.67 22,594.67 22,594.67 23,257.80 24,584.06	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg
UCO	20 20 20 20 20 20 20 20 20 20 20 20 20 2	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2010 2010	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F F F F F F F F F F F F F F F	00096926 00096927 00096928 00096929 00096930 00003243 00004326 00004325 00007120 00007120 00007357 00015061 00014298 00014298 00014298 00014298 00017203 00017203 00017203	Telecommunications Equipment O Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L Banks,Jamel A Fair,Jatondra R Thompson,Shirayne M Brown,Eric P Faltz,Kristen N Daniels,Cynthia A Ross,Danielle L Sanford,Virginia G Billingsley,Eugene Sampson,Larvenia A Herndon,Delisa L Dayne,Melissa Champion Bey,Taheyyer Adams,Charmisa L Geter,Yolanda T Williams,Rosyland W Ramsey,Christa J Alexander Wingate,Karen D Hall,JuWanna M	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/28/2019 10/15/1995 12/8/2008 1/26/2015	3 2 2 2 2 24 23 21 11 4 20 21 16 16 21 19 19 19 20 23 21 21 21 21 21 21 21 21 21 21 21 21 21	5 5 5 5 5 5 11 11 11 11 11 11 11 11 11 1	1 1 1 1 9 9 9 5 5 9 6 8 8 8 0 8 8 8 6 8 8 9	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20 22,594.67 25,247.20 23,257.80 24,584.06 24,584.06 19,942.14 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 25,247.20 24,584.06 24,584.06 24,584.06 25,247.20 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg
UCO	20 20 20 20 20 20 20 20 20 20 20 20 20 2	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2010 2010	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F F F F F F F F F F F F F F F	00096926 00096927 00096927 00096929 00096929 00096929 00096929 00009680 0000435 0000611 00007120 00012597 00013958 00014138 00014259 00014944 00017061 00017061 00017061 00017063	Telecommunications Equipment O Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHiTE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L Banks,Jamel A Fair,Jatondra R Thompson,Shirayne M Brown,Eric P Faltz,Kristen N Daniels,Cynthia A Ross,Danielle L Sanford,Virginia G Billingsley,Eugene Sampson,Larvenia A Herndon,Delisa L Dayne,Melissa Champion Bey,Taheyyer Adams,Charmisa L Geter,Volanda T Williams,Rosyland W Ramsey,Christa J Alexander Wingana M Tyson,Theodosia T	9/6/2016 9/18/2017 9/18/2017 5/18/2017 5/18/2017 10/15/1995 9/30/1996 9/30/1996 9/30/1996 9/30/1996 12/8/1998 12/8/2008 1/26/2015 4/12/1999 7/6/1998 5/22/2000 5/8/2000 5/8/2000 6/16/2003 3/12/1998 8/7/1996 8/7/1996 6/30/2003 11/22/1998 11/5/1999 7/17/1989	3 2 2 2 2 0 24 23 21 11 4 20 21 16 16 21 19 19 19 20 21 21 21 21 21 21 21 21 21 21 21 21 21	5 5 5 5 5 5 11 11 11 11 11 11 11 11 11 1	1 1 1 1 9 9 9 5 5 5 9 9 6 8 8 8 8 8 8 8 8 8 9 9 9 9 9 9 9 9	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20 22,594.67 22,594.67 22,594.67 23,257.80 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 25,247.20 24,584.06 23,257.80 24,584.06 23,257.80 24,584.06 23,257.80 24,584.06 23,257.80 24,584.06 23,257.80 24,584.06 23,257.80 24,584.06 25,247.20 25,247.20 25,247.20	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg
UCO	20 20 20 20 20 20 20 20 20 20 20 20 20 2	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2010 2010	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F F F F F F F F F F F F F F F	00096926 00096927 00096928 00096929 00096929 00096929 00096930 00003243 00004835 00006011 00007150 00007120 00011543 00014259 00014259 00014259 0001494 0001561 0001494 0001561 00017203	Telecommunications Equipment O Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L Banks,Jamel A Fair,Jatondra R Thompson,Shirayne M Brown,Eric P Faltz,Kristen N Daniels,Cynthia A Ross,Danielle L Sanford,Virginia G Billingsley,Eugene Sampson,Larvenia A Herndon,Delisa L Dayne,Melissa Champion Bey,Taheyyer Adams,Charmisa L Geter,Volanda T Williams,Rosyland W Ramsey,Christa J Alexander Wingate,Karen D Hall,JuWanna M Tyson,Theodosia T Morgan,Sharon Y	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996 9/30/1996 9/30/1996 12/8/2008 12/8/2008 12/8/2008 12/8/2008 6/30/2003 10/6/2003 2/23/2004 3/22/1999 7/11/1998 8/7/1996 6/30/2003 11/22/1988 11/5/1990 11/22/1988 11/5/1990 11/2/1988	3 2 2 2 2 2 3 21 11 4 20 21 16 16 21 19 19 19 21 21 21 21 21 21 21 21 21 21 21 21 21	5 5 5 5 5 5 5 5 11 11 11 11 11 11 11 11	1 1 1 1 9 9 9 5 5 9 9 6 8 8 8 0 8 8 8 8 9 8 8 8 9	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 84,192.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 125,247.20 25,247.20 22,594.67 22,594.67 22,594.67 22,5247.20 23,257.80 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 23,257.80 24,584.06 23,257.80 24,584.06 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 24,584.06	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg
UCO	20 20 20 20 20 20 20 20 20 20 20 20 20 2	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2010 2010	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F F F F F F F F F F F F F F F	00096926 00096927 00096928 00096928 00096930 00003234 00004326 00004326 00007120 00007120 00007120 0001593 0001259 00014298 00014298 00014298 00014298 00014298 00017061 00017203 00017203 00017203 00017203 00017203 00017203	Telecommunications Equipment O Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L Banks,Jamel A Fair,Jatondra R Thompson,Shirayne M Brown,Eric P Faltz,Kristen N Daniels,Cynthia A Ross,Danielle L Sanford,Virginia G Billingsley,Eugene Sampson,Larvenia A Herndon,Delisa L Dayne,Melissa Champion Bey,Taheyyer Adams,Charmisa L Geter,Yolanda T Williams,Rosyland W Ramsey,Christa J Alexander Wingate,Karen D Hall,JuWanna M Tyson,Theodosia T Morgan,Sharon Y Thurston,Michelie	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996 9/30/1996 12/8/2008 1/26/2015 4/12/1999 7/6/1998 6/30/2003 10/6/2003 9/14/1998 5/22/2000 5/8/2000 6/16/2003 2/23/2004 3/22/1999 7/11/1996 6/30/2003 11/22/1988 11/5/1990 7/17/1989 11/5/1990 8/27/1982	3 2 2 2 2 2 4 23 11 4 20 21 16 16 21 19 19 19 20 23 11 23 16 31 29 30 24 31 31 31 31 31 31 31 31 31 31 31 31 31	5 5 5 5 5 5 5 5 5 5 11 11 11 11 11 11 11	1 1 1 1 9 9 9 5 5 9 9 6 8 8 8 0 8 8 8 9 8 8 9 8 9 8 9 8 9 8 9 9 8 8 9 9 8 8 8 9 9 8 9 9 9 8 8 9 9 9 9 8 8 8 9	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20 25,247.20 22,594.67 22,594.67 25,247.20 23,257.80 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 25,247.20 24,584.06 24,584.06 25,247.20 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg
UCO	20 20 20 20 20 20 20 20 20 20 20 20 20 2	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2010 2010	0100 0100 0100 0100 0100 0100 0100 010		00096926 00096927 00096927 00096929 00096929 00096929 00096920 00004326 00004326 00006112 00007357 00009807 0001253 00012597 00014767 00014767 00017933 00017203 00017203 00017203 00017794	Telecommunications Equipment O Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L Banks,Jamel A Fair,Jatondra R Thompson,Shirayne M Brown,Eric P Faltz,Kristen N Daniels,Cynthia A Ross,Danielle L Sanford,Virginia G Billingsley,Eugene Sampson,Larvenia A Herndon,Delisa L Dayne,Melissa L Dayne,Melissa L Dayne,Melissa L Oayne,Melissa L Mendon,Delisa L Dayne,Melissa L Merndon,Delisa L Dayne,Melissa L Dayne,Michalle Brown,Sharane H	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996 9/30/1996 9/30/1996 9/28/1998 12/8/2008 1/26/2015 4/12/1999 7/6/1998 5/22/2000 5/8/2000 5/8/2000 1/26/2003 1/26/2003 1/26/2003 1/27/1998 12/8/2008 9/30/1996 6/30/2003 11/22/1988 11/26/1995 12/56/1995 12/56/1995 12/56/1995 12/71/1989 12/56/1995 12/71/1987	3 2 2 2 2 2 3 21 11 4 4 20 21 16 16 21 19 19 19 20 23 23 23 21 16 31 29 20 20 21 21 20 21 20 21 20 21 20 21 20 21 20 20 20 20 20 20 20 20 20 20 20 20 20	5 5 5 5 5 5 5 11 11 11 11 11 11 11 11 11	1 1 1 1 9 9 9 9 9 8 8 8 0 8 8 8 8 8 8 9 9 9 9 9	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20 22,594.67 22,594.67 23,527.80 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 25,247.20 24,584.06 25,247.20 24,584.06 25,247.20 24,584.06 25,247.20 24,584.06 25,247.20 24,584.06 25,247.20 24,584.06 25,247.20 24,584.06 25,247.20 24,584.06 25,247.20 24,584.06 25,247.20 24,584.06	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg
UCO	20 20 20 20 20 20 20 20 20 20 20 20 20 2	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2010 2010	0100 0100 0100 0100 0100 0100 0100 010		00096926 00096927 00096927 00096929 00096929 00096929 00096929 00096929 00004835 00006112 00007120 00007120 00012597 00014944 00014944 00015061 0001790 00017203 00017203 00017238	Telecommunications Equipment O Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L Banks,Jamel A Fair,Jatondra R Thompson,Shirayne M Brown,Eric P Faltz,Kristen N Daniels,Cynthia A Ross,Danielle L Sanford,Virginia G Billingsley,Eugene Sampson,Larvenia A Herndon,Delisa L Dayne,Melissa Champion Bey,Taheyyer Adams,Charmisa L Geter,Volanda T Williams,Rosyland W Ramsey,Christa J Alexander Wingate,Karen D Hall,JuWanna M Tyson,Theodosia T Morgan,Sharane H Thompson,Jacqueline	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996 9/30/1996 9/30/1996 9/30/1996 12/8/2008 12/8/2008 12/8/2008 12/8/2008 12/8/2008 12/8/2008 13/8/2009 13/8/2009 13/8/2009 13/8/2009 13/8/2009 13/8/2009 13/8/2009 13/8/2009 13/8/2009 13/8/2009 13/8/2009 13/8/2009 13/8/2/1999 13/8/2/1998 11/5/1998 11/5/1990 11/5/1990 12/7/19/88 12/2/6/1995 8/7/1982 12/7/1982	3 2 2 2 2 2 3 21 11 4 20 21 16 16 21 19 19 19 23 23 23 11 23 23 24 37 24 37 25 25 27 27 27 27 27 27 27 27 27 27 27 27 27	5 5 5 5 5 5 5 11 11 11 11 11 11 11 11 11	1 1 1 1 9 9 5 5 5 9 6 8 8 8 8 9 8 8 8 9 8 8 9 9 8 8 9 9 8 8 9 9 9 8 8 9 9 8 8 8 9 9 8 8 9 9 9 8 8 8 9 9 8 8 8 9 9 9 8 8 8 9 9 9 8 8 8 8 9 9 8 8 8 8 9 9 8 8 8 8 9 9 8	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 84,192.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 125,247.20 22,594.67 22,594.67 22,594.67 23,257.80 24,5247.20 24,584.06 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg
UCO	20 20 20 20 20 20 20 20 20 20 20 20 20 2	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2010 2010	0100 0100 0100 0100 0100 0100 0100 010	V F F F F F F F F F F F F F F F F F F F	00096926 00096927 00096927 00096929 00096929 00096929 00096920 000093243 00004835 00006011 00007120 00007357 0001958 00012153 00012597 00014259 00014426 000140429 000140429 0001704	Telecommunications Equipment O Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L Banks,Jamel A Fair,Jatondra R Thompson,Shirayne M Brown,Eric P Faltz,Kristen N Daniels,Cynthia A Ross,Danielle L Sanford,Virginia G Billingsley,Eugene Sampson,Larvenia A Herndon,Delisa L Dayne,Melissa Champion Bey,Taheyyer Adams,Charmisa L Geter,Volanda T Williams,Rosyland W Ramsey,Christa J Alexander Wingate,Karen D Hall,JuWanna M Tyson,Theodosia T Morgan,Sharon Y Thurston,Michelle Brown,Sharane H Thompson,Jacqueline Henson,Donnett V	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996 9/30/1996 9/30/1996 12/8/2008 1/26/2015 4/12/1999 7/6/1998 6/30/2003 10/6/2003 9/30/1996 6/30/2003 2/23/2004 3/22/1999 7/11/1998 8/7/1996 10/4/2008 9/30/1996 6/30/2003 11/22/1988 11/5/1990 11/26/1995 8/7/1982 12/2/1988 12/26/1995 8/27/1982	3 2 2 2 0 24 23 21 11 4 20 21 16 16 21 19 19 19 20 23 23 21 11 23 23 23 23 11 23 23 24 23 24 25 26 27 27 27 27 27 27 27 27 27 27 27 27 27	5 5 5 5 5 5 5 5 5 11 11 11 11 11 11 11 1	1 1 1 1 9 9 9 5 5 9 9 6 8 8 8 8 8 8 8 9 9 8 8 8 8 8 8 8 8	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 86,463.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 25,247.20 24,584.06 25,247.20 24,584.06 24,584.06 25,247.20 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg
UCO	20 20 20 20 20 20 20 20 20 20 20 20 20 2	2000 2000 2000 2000 2000 2000 2000 200	2010 2010 2010 2010 2010 2010 2010 2010	0100 0100 0100 0100 0100 0100 0100 010		00096926 00096927 00096927 00096929 00096929 00096929 00096929 00096929 00004326 00004120 00007120 00007357 0001593 00012597 00014298 00014298 0014298 0014298 0014298 0017061 00017061	Telecommunications Equipment O Dispatcher	Clark,Ronieka Jenkins,Tia T Harris,Jasmine C WHITE III,OSSIE Bender,Ricky D. Stover,Bertha A Johnson,Cheri L Banks,Jamel A Fair,Jatondra R Thompson,Shirayne M Brown,Eric P Faltz,Kristen N Daniels,Cynthia A Ross,Danielle L Sanford,Virginia G Billingsley,Eugene Sampson,Larvenia A Herndon,Delisa L Dayne,Melissa Champion Bey,Taheyyer Adams,Charmisa L Geter,Volanda T Williams,Rosyland W Ramsey,Christa J Alexander Wingate,Karen D Hall,JuWanna M Tyson,Theodosia T Morgan,Sharane H Thompson,Jacqueline	9/6/2016 9/18/2017 9/18/2017 5/28/2019 10/15/1995 9/30/1996 9/30/1996 9/30/1996 9/30/1996 12/8/2008 12/8/2008 12/8/2008 12/8/2008 12/8/2008 12/8/2008 13/8/2009 13/8/2009 13/8/2009 13/8/2009 13/8/2009 13/8/2009 13/8/2009 13/8/2009 13/8/2009 13/8/2009 13/8/2009 13/8/2009 13/8/2/1999 13/8/2/1998 11/5/1998 11/5/1990 11/5/1990 12/7/19/88 12/2/6/1995 8/7/1982 12/7/1982	3 2 2 2 2 2 3 21 11 4 20 21 16 16 21 19 19 19 23 23 23 11 23 23 24 37 24 37 25 25 27 27 27 27 27 27 27 27 27 27 27 27 27	5 5 5 5 5 5 5 11 11 11 11 11 11 11 11 11	1 1 1 1 9 9 5 5 5 9 6 8 8 8 8 9 8 8 8 9 8 8 9 9 8 8 9 9 8 8 9 9 9 8 8 9 9 8 8 8 9 9 8 8 9 9 9 8 8 8 9 9 8 8 8 9 9 9 8 8 8 9 9 9 8 8 8 8 9 9 8 8 8 8 9 9 8 8 8 8 9 9 8	45,943.00 45,943.00 45,943.00 45,943.00 45,943.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 86,463.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 84,192.00 86,463.00	13,415.36 13,415.36 13,415.36 13,415.36 13,415.36 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 25,247.20 24,584.06 25,247.20 24,584.06 24,584.06 25,247.20 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 24,584.06 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20 25,247.20	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	Reg

UC0	20	2000	2020	0100	F	00018346	Dispatcher	Tate,Manuel L	7/23/2007	12	11	4	75,108.00	21,931.54	1.00	Reg
UCO	20	2000	2020	0100	F		Dispatcher	Tasker,Teresa L	10/25/1999	20	11	9	86,463.00	25,247.20	1.00	Reg
UCO	20	2000	2020	0100	F		Dispatcher	Black,Sherry Jean	8/18/1986	33	11	10	88,734.00	25,910.33	1.00	Reg
UCO	20	2000	2020	0100	F		Dispatcher	Perry,Carissa	1/26/2015	4	11	5	77,379.00	22,594.67	1.00	Reg
UCO	20	2000	2020	0100	F	00018370			4/14/2008	11	11	6	79,650.00	23,257.80	1.00	
					F		Dispatcher	Burrell,Angela D					_	_		Reg
UC0	20	2000	2020	0100		00018947	Dispatcher	Gaston,Kendel	8/30/1999	20	11	8	84,192.00	24,584.06	1.00	Reg
UC0	20	2000	2020	0100	F	00019135	Dispatcher	Williams,Tracey P	5/24/1999	20	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	2000	2020	0100	F	00019308	Dispatcher	Proctor,Mary J	6/23/1985	34	11	10	88,734.00	25,910.33	1.00	Reg
UC0	20	2000	2020	0100	F	00020804	Dispatcher	Johnson,Stewart H	11/22/1991	28	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	2000	2020	0100	F	00021054	Dispatcher	Lewis,Bridget M	1/6/1997	22	11	8	84,192.00	24,584.06	1.00	Reg
UC0	20	2000	2020	0100	F	00021981	Dispatcher	Carr, Jacqueline	8/10/1992	27	11	8	84,192.00	24,584.06	1.00	Reg
UC0	20	2000	2020	0100	F	00021987	Dispatcher	Freeman,Tyneeka L	4/18/2005	14	11	5	77,379.00	22,594.67	1.00	Reg
UC0	20	2000	2020	0100	F	00022297	Dispatcher	Bethea, Wanda Y	5/5/1997	22	11	9	86.463.00	25.247.20	1.00	Reg
UCO	20	2000	2020	0100	F	00022322	Dispatcher	Trent.Iris	3/10/2003	16	11	8	84.192.00	24.584.06	1.00	Reg
UCO	20	2000	2020	0100	F	00022754	Dispatcher	Brooks,Brenda A	5/6/1990	29	11	9	86,463.00	25,247.20	1.00	Reg
	20		2020		F		Dispatcher		12/11/1995			9				
UC0		2000		0100	F	00022757	•	Marable, Michael M		24	11		86,463.00	25,247.20	1.00	Reg
UC0	20	2000	2020	0100			Dispatcher	Glasker,Keturah T	4/18/2005	14	11	5	77,379.00	22,594.67	1.00	Reg
UC0	20	2000	2020	0100	F		Dispatcher	Johnson, Arielle Imani	1/26/2015	4	11	1	68,295.00	19,942.14	1.00	Reg
UC0	20	2000	2020	0100	F	00022961	Dispatcher	Branch,Katrina L	2/20/1996	23	11	7	81,921.00	23,920.93	1.00	Reg
UC0	20	2000	2020	0100	F	00022980	Dispatcher	Green,Nicole	12/17/2001	18	11	8	84,192.00	24,584.06	1.00	Reg
UC0	20	2000	2020	0100	F	00023028	Dispatcher	Johnson, Victoria M	1/4/1994	25	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	2000	2020	0100	F	00023182	Dispatcher	Brown,Crystal L	1/13/1997	22	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	2000	2020	0100	F	00023230	Dispatcher	Jones,Keena Y	7/12/1993	21	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	2000	2020	0100	F	00023248	Dispatcher	Simms,Swayne	3/15/1999	20	11	9	86,463.00	25,247.20	1.00	Reg
UCO	20	2000	2020	0100	F		Dispatcher	Jenkins,Kelly	2/3/1997	22	11	9	86,463.00	25,247.20	1.00	Reg
	20		2020		F		•					7	81.921.00	23,920.93	1.00	
UC0		2000		0100			Dispatcher	Joy,Keisha A	6/30/2003	16	11			23,920.93		Reg
UC0	20	2000	2020	0100	F		Dispatcher	Wilder,Briyana L	6/21/2010	9	11	5	77,379.00	,	1.00	Reg
UC0	20	2000	2020	0100	F		Dispatcher	Morris,Carolyn M	1/23/1992	27	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	2000	2020	0100	F		Dispatcher	Taylor,Andrea D	5/27/1997	22	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	2000	2020	0100	F	00025925	Dispatcher	King,Kevin M	10/31/1988	31	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	2000	2020	0100	F	00026738	Dispatcher	Johnson Stewart, Veronica A	10/26/1987	32	11	10	88,734.00	25,910.33	1.00	Reg
UC0	20	2000	2020	0100	F	00026783	Dispatcher	Holley,Lenora E	6/17/1992	27	11	8	84,192.00	24,584.06	1.00	Reg
UCO	20	2000	2020	0100	F	00026920	Dispatcher	Carruth,Wendy M	8/16/1999	20	11	7	81,921.00	23,920.93	1.00	Reg
UCO	20	2000	2020	0100	F		Dispatcher	Millard,Ava O	12/21/1987	32	11	9	86,463.00	25,247.20	1.00	Reg
UCO	20	2000	2020	0100	F		Dispatcher	Neal Jr.,Hubert V	10/10/1990	20	11	7	81,921.00	23,920.93	1.00	Reg
UCO	20	2000	2020	0100	F			Glenn,Michael C	12/7/1993	26	11	9	86,463.00	25,247.20	1.00	
							Dispatcher						84,192,00			Reg
UC0	20	2000	2020	0100	F	00027023	Dispatcher	Mccullough Collins,Shondel	3/27/1996	23	11	8	. ,	24,584.06	1.00	Reg
UC0	20	2000	2020	0100	V	00027260	Dispatcher				11	0	68,295.00	19,942.14	1.00	Reg
UC0	20	2000	2020	0100	F	00027478	Dispatcher	Beatty,Tracy A	4/12/1999	20	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	2000	2020	0100	F	00031989	Dispatcher	Ross,Evelyn D	11/9/2009	10	11	3	72,837.00	21,268.40	1.00	Reg
UC0	20	2000	2020	0100	F	00032014	Dispatcher	Anderson,Karen	5/1/2005	14	11	8	84,192.00	24,584.06	1.00	Reg
UC0	20	2000	2020	0100	F	00032016	Dispatcher	Williams,Devon L	8/4/2008	11	11	6	79,650.00	23,257.80	1.00	Reg
UC0	20	2000	2020	0100	F		Dispatcher	Malry,James A	1/26/2015	4	11	5	77,379.00	22,594.67	1.00	Reg
UCO	20	2000	2020	0100	V		Dispatcher	ivian ypanies /	1/20/2013		10	0	64,208.00	18,748.74	1.00	Reg
	20		2020	0100	F			Dross Crogosy M	1/26/2015	4	11		77,379.00		1.00	
UC0		2000					Dispatcher	Pross,Gregory M	1/26/2015			5		22,594.67		Reg
UC0	20	2000	2020	0100	F	00032054	Dispatcher	Wilson,Cortnee	9/21/2015	4	11	1	68,295.00	19,942.14	1.00	Reg
UC0	20	2000	2020	0100	F	00032085	Dispatcher	Clements, Jacqueline E	5/4/1992	27	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	2000	2020	0100	F	00032242	Dispatcher	Turner,Jennifer M	4/18/2005	14	11	8	84,192.00	24,584.06	1.00	Reg
UC0	20	2000	2020	0100	F	00036698	Dispatcher	Knox,Debbie Ann	9/29/1986	33	11	10	88,734.00	25,910.33	1.00	Reg
UC0	20	2000	2020	0100	F	00069788	OPERATIONS MGR	Millard,Karl	10/1/1984	35	14	0	107,843.04	31,490.17	1.00	Reg
UC0	20	2000	2020	0100	F	00088608	Dispatcher	Morris,Erica L	7/24/1994	25	11	6	79,650.00	23,257.80	1.00	Reg
UC0	20	2000	2020	0100	F		Dispatcher	Howard,Carla M	4/8/2002	17	11	5	77,379.00	22,594.67	1.00	Reg
UCO	20	2000	2020	0100	F		Dispatcher	Oliver,Alice M	6/16/2003	16	11	5	77,379.00	22,594.67	1.00	Reg
UCO	20	2000	2020	0100	F		Dispatcher	Abdul-Wahid,Jarita L	7/23/2007	12	11	4	75,108.00	21,931.54	1.00	Reg
UCO	20	2000	2020	0100	F	00088614		Scott,Deonica S	8/22/2005	14	11	4	75,108.00	21,931.54	1.00	Reg
							Dispatcher	·					_			
UC0	20	2000	2020	0100	F	00088615	Dispatcher	Jones,Shannon	6/16/2003	16	11	5	77,379.00	22,594.67	1.00	Reg
UC0	20	2000	2020	0100	F		Dispatcher	Darby,Alita B	9/15/1997	22	11	5	77,379.00	22,594.67	1.00	Reg
UC0	20	2000	2020	0100	F	00088617	Dispatcher	Young,Tiffani N	4/4/2005	14	11	5	77,379.00	22,594.67	1.00	Reg
UC0	20	2000	2020	0100	F	00088773	OPERATIONS MGR	Washington,Edward K	8/8/1994	24	14	0	107,842.45	31,490.00	1.00	Reg
UC0	20	2000	2020	0100	F		Dispatcher	Sapp,DeReece	9/21/2015	4	11	1	68,295.00	19,942.14	1.00	Reg
UC0	20	2000	2020	0100	F	00096934	Dispatcher	Bell,Charlee N	9/21/2015	4	11	1	68,295.00	19,942.14	1.00	Reg
UC0	20	2000	2020	0100	F	00096935	Dispatcher	Banks,Marcellus A	6/30/2003	16	11	5	77,379.00	22,594.67	1.00	Reg
UC0	20	2000	2020	0100	V		Dispatcher				10	0	64,208.00	18,748.74	1.00	Reg
UCO	20	2000	2020	0100	V	00099407	Dispatcher	İ			10	0	64,208.00	18,748.74	1.00	Reg
UCO	20	2000	2020	0100	V	00099408	Dispatcher		1		10	0	64,208.00	18,748.74	1.00	Reg
UCO	20	2000	2040	0100	F		Program Analyst	Ortega,Beatriz	10/15/2007	12	12	5		24,986.44	1.00	Reg
UCO	20	2000	2040	0100	F		Training and Organizational De	Scott,Robin R	5/5/2003	16	13	3	93,325.00	27,250.90	1.00	
																Reg
UC0	20	2000	2040	0100	F	00092111	Training and Organizational De	Hollins,Marlene S	5/27/1997	22	13	5	98,947.00		1.00	Reg
UC0	20	2000	2040	0100	F	00094846	Training and Organizational De	Hunter, Mark C	1/26/2015	4	13	0	93,776.56	27,382.76	1.00	Reg
UC0	20	2000	2040	0100	F	00096818	Training Specialist	King,Marcia K	9/5/1995	24	12	3	80,848.00		1.00	Reg
UC0	20	3000	3020	0100	F	00001009	Customer Service Rep.	Phillips,Barbara	9/6/2016	3	7	2	47,307.00	13,813.64	1.00	Reg
UC0	20	3000	3020	0100	F	00005933	Customer Service Representativ	Carr,Shannon	6/27/2011	8	8	3	53,407.00		1.00	Reg
UC0	20	3000	3020	0100	F	00007411	Call Center Operations Mgr	WALKER JR, MARCELLUS C.	7/23/2007	12	13	0	93,776.35	27,382.69	1.00	Reg
UC0	20	3000	3020	0100	F	00008524	Customer Service Representativ	Scott,Tamica M	7/23/2007	12	8	6	58,207.00	16,996.44	1.00	Reg
UC0	20	3000	3020	0100	F	00009169	Customer Service Representativ	Epps,Nancy L	1/6/1980	39	8	10	64,607.00	18,865.24	1.00	Reg
UC0	20	3000	3020	0100	F	00012941	Customer Service Rep.	Peters,Doretha	7/1/1980	39	8	10	64,607.00	18,865.24	1.00	Reg
UCO	20	3000	3020	0100	F	00014211	Customer Service Representativ	Nelson,Michael L.	8/21/2011	8	8	3	53,407.00		1.00	Reg
UCO	20	3000	3020	0100	F	00019387	Customer Service Representativ	Marshall,Zarnita L	1/4/2010	9	8	4	55,007.00	16,062.04	1.00	Reg
UCO	20	3000	3020	0100	F		Customer Service Rep.	Borrayo,Cynthia I.	6/11/2018	1	6	1		12,047.63	1.00	Reg
UCO	20	3000	3020	0100	F	00021339		Morris, Anjel	7/11/2016	3	8	1	50,207.00	14,660.44	1.00	Reg
							Customer Service Rep.									
UC0	20	3000	3020	0100	F		Customer Service Representativ	Walker-Williams,Cynthia R	11/4/2002	17	8	9	63,007.00	18,398.04	1.00	Reg
UC0	20	3000	3020	0100	F	00031984	311 Operations Team Leader	Lawson,Darlene	4/8/2002	17	9	8	67,578.00	19,732.78	1.00	Reg
UC0	20	3000	3020	0100	F	00032049	Customer Service Rep.	Enoch,Michelle Yvonne	6/16/2003	16	8	10	64,607.00	18,865.24	1.00	Reg
UC0	20	3000	3020	0100	F	00032068	Customer Service Representativ	Williams,Sabrina F	11/13/2007	12	8	7	59,807.00		1.00	Reg
UC0	20	3000	3020	0100	V	00032069	Customer Service Rep.				6	0	41,259.00	12,047.63	1.00	Reg
UC0	20	3000	3020	0100	V	00032212	Customer Service Rep.				7	0	45,718.00	13,349.66	0.80	Reg
UC0	20	3000	3020	0100	F	00045518	Customer Service Rep.	Blanks,George	11/13/2017	2	7	1	45,718.00	13,349.66	1.00	Reg
UCO	20	3000	3020	0100	F	00045523	Customer Service Rep.	Bordeaux,Colin J.	4/30/2018	1	7	1		13,349.66	1.00	Reg
UCO	20	3000	3020	0100	V	00045323	Customer Service Rep.		, ==, ====		6	0	41,259.00	12,047.63	1.00	Reg
UCO	20	3000	3020	0100	F	00040844	Customer Service Rep.	Middleton,Tearsha	9/6/2016	3	7	2	47,307.00	13,813.64	1.00	Reg
UCO	20	3000	3020	0100	F	00047372	Customer Service Representativ	Washington, Janice Marie	3/31/2008	11	8	6	58,207.00		1.00	Reg
UC0	20	3000	3020	0100	F	00047376	Customer Service Specialist	Cureton, Mary A	9/6/1988	31	9	9	69,342.00	20,247.86	1.00	Reg
UC0	20	3000	3020	0100	F	00047377	Customer Service Specialist	Curley,Phyllis	2/1/1999	20	9	9	ช9,342.00	20,247.86	1.00	Reg

UC0	20	3000	3020	0100	F	00047378	Customer Service Specialist	Scruggs, Janie L	2/28/1990	29	9	10	71,106.00	20,762.95	1.00	Reg
UC0	20	3000	3020	0100	F	00047413	Customer Service Specialist	Hawkins, Akime E	4/18/2005	14	9	8	67,578.00	19,732.78	1.00	Reg
UC0	20	3000	3020	0100	F	00047414	Customer Service Specialist	McNeill,Toye R	11/13/2001	18	9	8	67,578.00	19,732.78	1.00	Reg
UC0	20	3000	3020	0100	F	00047415	Customer Service Specialist	Wash III,John	1/8/2002	17	9	9	69,342.00	20,247.86	1.00	Reg
UC0	20	3000	3020	0100	F	00047416	Customer Service Representativ	Williams,Ebony A	12/8/2008	11	8	5	56,607.00	16,529.24	1.00	Reg
UCO	20	3000	3020	0100	F	00047417	Customer Service Specialist	Chavarria Guzman, Nancy	4/7/2003	16	9	8	67,578.00	19,732.78	1.00	Reg
UCO	20	3000	3020	0100	F	00050958			6/12/2006	13	8	6	58,207.00	16,996.44	1.00	
							Customer Service Representativ	Best,Laverne								Reg
UC0	20	3000	3020	0100	F	00050959	Customer Service Representativ	Green,Thearl R	6/12/2006	13	8	6		16,996.44	1.00	Reg
UC0	20	3000	3020	0100	F	00051081	Customer Service Rep.	Merritt,Aisha	5/16/2018	1	6	1		12,047.63	1.00	Reg
UC0	20	3000	3020	0100	F	00051082	Customer Service Representativ	Hailstorks,Amanda T	12/8/2008	11	8	5		16,529.24	1.00	Reg
UC0	20	3000	3020	0100	F	00051149	Customer Service Representativ	Watson, Ikeisha S	10/26/2009	10	8	5	56,607.00	16,529.24	1.00	Reg
UC0	20	3000	3020	0100	F	00070725	Customer Service Rep.	Thompson,Tomalika	4/17/2018	1	7	1	45,718.00	13,349.66	1.00	Reg
UC0	20	3000	3020	0100	F	00073023	Customer Service Rep.	Young,Kieola	9/6/2016	3	7	2	47,307.00	13,813.64	1.00	Reg
UC0	20	3000	3020	0100	F	00073320	Customer Service Representativ	Jones-Champion, Valerie L	7/31/2010	9	8	5	56,607.00	16,529.24	1.00	Reg
UCO	20	3000	3020	0100	F	00073578	Customer Service Representativ	Perkins,Angie Marie	7/19/2010	9	8	5		16,529.24	1.00	Reg
UCO	20	3000	3020	0100	F	00073685	Customer Service Representativ	Bragg,Priscilla A.	12/29/2014	5	8	2		15,127.64	1.00	Reg
UCO	20	3000	3020	0100		00073687				8	8	5			1.00	
					F		Customer Service Representativ	Brown,Bessel R	6/27/2011					16,529.24		Reg
UC0	20	3000	3020	0100	F	00077736	Customer Service Rep.	Carr, Doreen Y	11/1/2004	15	8	10	64,607.00	18,865.24	1.00	Reg
UC0	20	3000	3020	0100	F	00077741	Customer Service Rep.	Young,Courtney N	9/18/2017	2	7	2	47,307.00	13,813.64	1.00	Reg
UC0	20	3000	3020	0100	F	00077743	Customer Service Rep.	Sarwar,Spozmai	1/12/2005	14	8	10	64,607.00	18,865.24	1.00	Reg
UC0	20	3000	3020	0100	V	00085561	Customer Service Rep.				6	0	41,259.00	12,047.63	0.50	Temp
UC0	20	3000	3020	0100	F	00087659	Call Center Operations Mgr	Forrester, Abigail	12/29/2014	5	13	0	93,776.35	27,382.69	1.00	Reg
UCO	20	3000	3020	0100	F	00088539	Customer Service Rep.	Mattox,Jennine	7/11/2016	3	8	1		14,660.44	1.00	Reg
UCO	20	3000	3020	0100	F	00088540	Customer Service Rep.	Williams,Kimara	4/17/2018	1	6	2		12,467.52	1.00	Reg
		3000	3020	0100	F	00088570			8/24/2015	4	13	0			1.00	
UC0	20				F		Call Center Operations Mgr	Martin,Tameka N.						28,025.42		Reg
UC0	20	3000	3020	0100		00093945	Customer Service Rep.	Woodland,Robinette D	9/6/2016	3	6	3		12,887.42	1.00	Reg
UC0	20	3000	3020	0100	F	00093946	Customer Service Rep.	Watkins,Ivan T.	8/6/2018	1	6	1	41,259.00	12,047.63	1.00	Reg
UC0	20	3000	3020	0100	F	00093947	Customer Service Rep.	Parker,Karen L	6/26/2017	2	7	1	45,718.00	13,349.66	1.00	Reg
UC0	20	3000	3020	0100	F	00093948	Customer Service Rep.	Hood,Tiauna S	9/6/2016	3	7	2	47,307.00	13,813.64	1.00	Reg
UC0	20	3000	3020	0100	F	00093949	Customer Service Rep.	Tillman,Shawnee	9/6/2016	3	6	3	44,135.00	12,887.42	1.00	Reg
UC0	20	3000	3020	0100	F	00093950	Customer Service Rep.	Riley,Chappelle	11/13/2018	1	6	1		12.047.63	1.00	Reg
UCO	20	3000	3020	0100	F	00093951	Customer Service Rep.	Roberts,Sharday N	9/6/2016	3	7	2	,	13,813.64	1.00	Reg
UCO	20	3000	3020	0100	v	00093952	Customer Service Rep.	Nobel (3,5) all day 14	3/0/2010		6	0		12.047.63	1.00	Reg
	20				F			Dunban Tulkianaha Mi	0/4/2010	1		1	,	,		
UC0		3000	3020	0100		00093953	Customer Service Rep.	Durham,Ty'Meesha M	9/4/2018		6		41,259.00	12,047.63	1.00	Reg
UC0	20	3000	3020	0100	F	00093954	Customer Service Rep.	McCrae,Danika P	9/18/2017	2	7	2	,	13,813.64	1.00	Reg
UC0	20	3000	3020	0100	F	00093955	Customer Service Rep.	Blue,Kala M	9/18/2017	2	6	3		12,887.42	1.00	Reg
UC0	20	3000	3020	0100	F	00093956	Customer Service Rep.	Rodriguez,Nicolle	12/17/2018	1	6	1	41,259.00	12,047.63	1.00	Reg
UC0	20	3000	3020	0100	F	00093957	Customer Service Rep.	Cooks,Lauren A	9/18/2017	2	7	2	47,307.00	13,813.64	1.00	Reg
UC0	20	3000	3020	0100	F	00093958	Customer Service Rep.	Smith, Antonia D.	9/18/2017	2	7	2	47,307.00	13,813.64	1.00	Reg
UC0	20	3000	3020	0100	F	00093959	Customer Service Rep.	Benton, Martina N	9/18/2017	2	7	2	47,307.00	13,813.64	1.00	Reg
UCO	20	3000	3020	0100	V	00093960	Customer Service Rep.				6	0		12,047.63	1.00	Reg
UCO	20	3000	3020	0100	F	00093961	Customer Service Rep.	Fletcher,Ameshia M	9/18/2017	2	7	2	47,307.00	13,813.64	1.00	Reg
UC0	20	3000	3020	0100	F	00093962	Customer Service Rep.	Hinnant, Jada	6/26/2017	2	7	1		13,349.66	1.00	Reg
UC0	20	3000	3020	0100	F	00093963	Customer Service Rep.	Gray,Fimiya C	6/26/2017	2	6	1		12,047.63	1.00	Reg
UC0	20	3000	3020	0100	F	00093964	Customer Service Rep.	Strong,Keya R	9/18/2017	2	7	2	47,307.00	13,813.64	1.00	Reg
UC0	20	3000	3020	0100	F	00093965	Customer Service Rep.	Butler,Tiara S	9/18/2017	2	7	2	47,307.00	13,813.64	1.00	Reg
UC0	20	3000	3020	0100	F	00093966	Customer Service Rep.	Palmer,Jazmin O	9/18/2017	2	7	2	47,307.00	13,813.64	1.00	Reg
UC0	20	3000	3020	0100	F	00093967	Customer Service Rep.	Diggs,Diamond V	9/18/2017	2	7	2	47,307.00	13,813.64	1.00	Reg
UC0	20	3000	3020	0100	F	00093968	Customer Service Rep.	Stevenson,Blair	9/6/2016	3	6	3	44,135.00	12,887.42	1.00	Reg
UCO	20	3000	3020	0100	F	00093969	Customer Service Rep.	Woodard,Symone J	9/18/2017	2	7	2	47,307.00	13,813.64	1.00	Reg
UCO	20	3000	3020	0100	F	00093303	Supervisory Customer Service R	Pittman-Brice,Sharron M	3/17/2008	11	11	0		20,178.70	1.00	Reg
					F											
UC0	20	3000	3020	0100		00094775	Supervisory Customer Service R	Zackery,Shadonna M	6/22/1994	25	11	0	70,337.67	20,538.60	1.00	Reg
UC0	20	3000	3020	0100	F	00094777	Supervisory Customer Service R	Bailey,Norman	12/29/2014	5	11	0		20,178.70	1.00	Reg
UC0	20	3000	3020	0100	F	00094778	Supervisory Customer Service R	Pierce,Linda D	9/8/1992	27	11	0		21,802.51	1.00	Reg
UC0	20	3000	3020	0100	F	00096939	Chief of Operations (311)	Hines,Erick Daniel	5/14/2007	12	15	0	119,705.57	34,954.03	1.00	Reg
UC0	20	4000	4020	0100	F	00005299	Electronics Engineer	Petrovic,Benjamin B.	8/19/2019	0	12	1	82,326.00	24,039.19	1.00	Reg
UC0	20	4000	4020	0100	F	00017301	IT Specialist	Washington II,Nathaniel	5/2/2016	3	11	1	66,542.00	19,430.26	1.00	Reg
UCO	20	4000	4020	0100	F	00022576	Telecommunications Manager	Ngo,Tai K.	9/16/2019	0	14	0	117,200,61	34,222,58	1.00	Reg
UCO	20	4000	4030	0100	F	00084833	Telecommunications Manager	MacArthur, Selena	5/15/2017	2	14	0	,	34,222.65	1.00	Reg
UCO	20	5000	5010	0100	F	00032005	Telecommunications Transcripti	Awash,Zerihun Z	12/24/2007	12	8	2		15.127.64	1.00	Reg
					F			,				2	. ,			_
UC0	20	5000	5010	0100		00032008	Telecommunications Transcripti	Danson,Santo G	11/23/2009	10	8			15,127.64	1.00	Reg
UC0	20	5000	5010	0100	F	00032009	Telecommunications Transcripti	Ford,Robin M	8/21/2006	13	8	7		17,463.64	1.00	Reg
UC0	20	5000	5010	0100	F	00032011	Telecommunications Transcripti	Jones,Mychelle T.	9/25/2019	0	6	8		14,986.90	1.00	Reg
UC0	20	5000	5010	0100	F	00045510	Program Analyst	Stutson,Denise E	2/12/2001	18	13	9	110,191.00	32,175.77	1.00	Reg
UC0	20	100F	130F	0100	F	00051008	Agency Fiscal Officer	Kemp,Douglas	12/7/2009	10	15	10	169,548.00	49,508.02	1.00	Reg
	_															

Office Of Unified Communications FY 2020 SCHEDULE A - LOCAL

Vacancy Status	FTE
Filled	309.0
Vacant	21.3

															Total	330.30
Agency Code	Fiscal Year	Program Code	Activity Code	Agency Fund	Filled, Vacant or Frozen	Position Number	Position Title	Employee Name	Hire Date	Length of Service	Grade	Step	Salary	Fringe	FTE	Reg/Tem p/Term
UC0	20	1000	1010	0100	F	00063296	Program Analyst	Gay,Gina V	11/25/1989	30	12	7	90,292.00	26,365.26	1.00	Reg
UC0	20	1000	1010	0100	F	00088774	Human Resources Manager	Ford,Setrena D	4/13/1998	21	14	0	107,843.06	31,490.17	1.00	Reg
UC0	20	1000	1010	0100	F	00092109	Training and Organizational De	Hott,Marsha A	8/25/2014	5	13	5	98,947.00	28,892.52	1.00	Reg
UC0	20	1000	1010 1060	0100 0100	F F	00097587	Human Resources Assistant	Norville,Sambeth	1/26/2015	5 9	9	10	65,747.00	19,198.12	1.00	Reg
UCO	20	1000	1087	0100	F	00077559 00001893	General Counsel Dispatcher	Hayes,Dionne Fana,Aurelina	10/25/2010 6/16/2003	16	11	8	153,660.76 84,192.00	44,868.94 24,584.06	1.00	Reg Reg
UCO	20	1000	1087	0100	F	00001893	Telecomm Equipment Operator	Lopez,Carmen E	6/16/2003	16	8	9	68,140.00	19,896.88	1.00	Reg
UCO	20	1000	1087	0100	F	00003020	Customer Service Representativ	Sasagawa Coleman,Sumie	10/21/2002	17	8	10	64,607.00	18,865.24	1.00	Reg
UC0	20	1000	1087	0100	F	00004610	Dispatcher	Huitz,Ana M	1/26/2015	4	11	5	77,379.00	22,594.67	1.00	Reg
UC0	20	1000	1087	0100	F	00007009	Dispatcher	TEFERA,NEBEYOU T	2/6/2006	13	11	6	79,650.00	23,257.80	1.00	Reg
UC0	20	1000	1087	0100	F	00007934	Dispatcher	Velasco,Ana M	9/8/1992	27	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	1000	1087	0100	F	00008119	Dispatcher	Vargas,Celia	1/20/1987	33	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	1000	1087	0100	F	00013925	Dispatcher	MURILLO,SEBASTIAN	3/20/2006	13	11	3	72,837.00	21,268.40	1.00	Reg
UC0	20	1000	1087	0100	F	00014040	Dispatcher	Higgs,Raquel	7/28/2003	16	11	8	84,192.00	24,584.06	1.00	Reg
UC0	20	1000	1087	0100	F	00014410	Telecomm Equipment Operator	Corbin,Brishay	9/5/2017	2	7	1	52,269.00	15,262.55	1.00	Reg
UC0	20	1000	1087 1087	0100 0100	F F	00015077 00019348	Dispatcher Dispatcher	Hernandez, Nury M Serpas, Dominga D	7/28/2003 12/7/1987	16 32	11 11	8	84,192.00 86,463.00	24,584.06 25,247.20	1.00	Reg Reg
UCO	20	1000	1087	0100	F	00019348	Telecomm Equipment Operator	Avalos,Brenda Y	10/29/2007	12	8	7	64,724.00	18,899.41	1.00	Reg
UCO	20	1000	1087	0100	F.	00019353	Telecomm Equipment Operator	Akinsola,Aladegoke E	10/4/2001	18	8	10	69,848.00	20,395.62	1.00	Reg
UCO	20	1000	1087	0100	F	00022338	Dispatcher	Tobar, Wilson A	2/6/2006	13	11	5	77,379.00	22,594.67	1.00	Reg
UC0	20	1000	1087	0100	F	00023180	Customer Service Representativ	Zanelli,Juan-Martin C.	12/26/2006	13	8	7	59,807.00	17,463.64	1.00	Reg
UC0	20	1000	1087	0100	F	00023512	Dispatcher	Abrha,Nebeyeluel A	2/2/2006	13	11	5	77,379.00	22,594.67	1.00	Reg
UC0	20	1000	1087	0100	F	00026160	Telecomm Equipment Operator	Sowah,McMills E	8/7/2006	13	8	7	64,724.00	18,899.41	1.00	Reg
UC0	20	1000	1087	0100	F	00027648	Dispatcher	Nazario,Sylvia Yvette	9/8/1992	27	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	1000	1087	0100	F	00032025	Dispatcher	Williams,Michelle P	5/16/1993	26	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	1000	1087	0100	F	00032122	Telecomm Equip Operator - Bili	Granados,Fernando A.	2/6/2006	13	8	9	68,140.00	19,896.88	1.00	Reg
UC0	20	1000	1087	0100	F	00032214	Telecomm Equipment Operator	Elliott,TeKuay L.	9/5/2017	2	7	1	52,269.00	15,262.55	1.00	Reg
UC0	20	1000	1087 1087	0100 0100	F F	00032263	Telecomm Equip Operator - Bili Customer Service Rep.	Montero,Marisela J. DULITSKAYA,MARIAM	2/6/2006 5/2/2005	13 14	8	9	68,140.00 64,607.00	19,896.88 18,865.24	1.00	Reg
UCO	20	1000	1087	0100	F	00077740	Customer Service Rep.	Lee,Jungja K	1/26/2004	15	8	10	64,607.00	18,865.24	1.00	Reg Reg
UCO	20	1000	1090	0100	F	00077740	Public Affairs Specialist	Drumgoole,Danielle	10/29/2018	1	12	2	78,487.00	22,918.20	1.00	Reg
UCO	20	1000	1090	0100	F	00098319	Chief of Special Operations an	Duff,Judith	4/18/2016	3	15	0	118,626.69	34,638.99	1.00	Reg
UC0	20	2000	2010	0100	F	00000155	Telecomm Equipment Operator	Johnson,Erin Denise	9/5/2017	2	7	1	52,269.00	15,262.55	1.00	Reg
UC0	20	2000	2010	0100	F	00004970	Telecomm Equipment Operator	Sullivan, Charmaine C.	9/21/2015	4	8	3	57,892.00	16,904.46	1.00	Reg
UC0	20	2000	2010	0100	F	00005293	Telecommunications Equipment O	Franks,Nikkia	1/22/2019	0	5	1	45,943.00	13,415.36	1.00	Reg
UC0	20	2000	2010	0100	F	00005351	Telecomm Equipment Operator	Jackson,Chardon	7/11/2016	3	8	2	56,184.00	16,405.73	1.00	Reg
UC0	20	2000	2010	0100	F	00005677	Asst Watch Commander	Alexander,Denise E	7/6/1987	32	12	0	94,144.27	27,490.13	1.00	Reg
UC0	20	2000	2010	0100	F	00006151	Telecomm Equipment Operator	Groomes,Melissa S.	9/5/2017	2	7	1	52,269.00	15,262.55	1.00	Reg
UC0	20	2000	2010	0100	F F	00006252	Asst Watch Commander	Crews,Lavear P	11/20/1989	30	12	0	87,615.68	25,583.78	1.00	Reg
UC0	20	2000	2010 2010	0100 0100	F	00011589 00014411	Telecommunications Equipment O Telecomm Equipment Operator	Reynolds,London Richardson,Sabrina A	1/22/2019 8/16/1999	0 20	5 8	10	45,943.00 69,848.00	13,415.36 20,395.62	1.00	Reg Reg
UCO	20	2000	2010	0100	F	00014411	Telecomm Equipment Operator	Whitfield,Tasyha	12/8/2008	11	8	7	64,724.00	18,899.41	1.00	Reg
UCO	20	2000	2010	0100	F	00014683	Telecomm Equipment Operator	Williams,Laveda A	6/30/2003	16	8	9	68,140.00	19,896.88	1.00	Reg
UC0	20	2000	2010	0100	F	00014728	Telecommunications Equipment O	Porter,Sharona	1/22/2019	0	5	1	45,943.00	13,415.36	1.00	Reg
UC0	20	2000	2010	0100	F	00014792	Telecomm Equipment Operator	Morris,Crystal L	12/8/2008	11	8	7	64,724.00	18,899.41	1.00	Reg
UC0	20	2000	2010	0100	F	00017028	Telecommunications Equipment O	Garnett,Rolonda	1/22/2019	0	5	1	45,943.00	13,415.36	1.00	Reg
UC0	20	2000	2010	0100	F	00017051	Telecomm Equipment Operator	Beamon, Elauntanyce T	4/20/2015	4	8	3	57,892.00	16,904.46	1.00	Reg
UC0	20	2000	2010	0100	F	00017550	Telecomm Equipment Operator	Schanck,Catina V.	9/26/2010	9	7	6	59,964.00	17,509.49	1.00	Reg
UC0	20	2000	2010	0100	F	00017783	Asst Watch Commander	Mccoy,Elma D	7/20/1987	32	12	0	85,213.93	24,882.47	1.00	Reg
UC0	20	2000	2010	0100	F F	00017983	Telecomm Equipment Operator	Lee,Vera D	5/26/1998	21 2	8 7	10	69,848.00	20,395.62	1.00	Reg
UCO	20	2000	2010 2010	0100 0100	F	00018492 00018646	Telecomm Equipment Operator Telecomm Equipment Operator	Wood,Jenee A. Barnes,Lakita	9/5/2017 9/5/2017	2	7	1	52,269.00 52,269.00	15,262.55 15,262.55	1.00	Reg Reg
UCO	20	2000	2010	0100	F	00019132	Telecomm Equipment Operator	Brawner,Rasheena K	6/30/2003	16	8	9	68,140.00	19,896.88	1.00	Reg
UCO	20	2000	2010	0100	F	00010132	Telecommunications Equipment O	Briscoe,Javonne Victoria	1/22/2019	0	5	1	45,943.00	13,415.36	1.00	Reg
UCO	20	2000	2010	0100	F	00021097	Telecomm Equipment Operator	Caldwell,Crystal F	3/26/1990	29	8	10	69,848.00	20,395.62	1.00	Reg
UCO	20	2000	2010	0100	F	00021171	Asst Watch Commander	Johnson,La Quenceyer c	11/29/1993	26	12	0	85,116.49	24,854.02	1.00	Reg
UC0	20	2000	2010	0100	F		Telecomm Equipment Operator	Benford,Deborah G	4/4/2005	14	8	9	68,140.00		1.00	Reg
UC0	20	2000	2010	0100	F	00022344	Asst Watch Commander	Wright,Ladonna M	5/8/2000	19	12	0	82,024.79	23,951.24	1.00	Reg
UC0	20	2000	2010	0100	F	00022476	Telecomm Equipment Operator	Staunton,Brittani A.	9/5/2017	2	7	1	52,269.00	15,262.55	1.00	Reg
UC0	20	2000	2010	0100	F	00022501	Telecomm Equipment Operator	Simmons,Shavon	9/21/2015	4	8	3	57,892.00	16,904.46	1.00	Reg
UC0	20	2000	2010	0100	F	00023017	Telecomm Equipment Operator	Camper,Lauren	1/23/2017	3	8	2	56,184.00	16,405.73	1.00	Reg
UC0	20	2000	2010	0100	F	00023228	Telecomm Equipment Operator	Covington Jr., Anthony	9/21/2015	4	8	3	57,892.00	16,904.46	1.00	Reg
UC0	20	2000	2010	0100	F F	00023671	Telecomm Equipment Operator	Sharpe,Robynn J. McGrior Porrika	9/5/2017	2	7	1	52,269.00	15,262.55	1.00	Reg
UC0	20	2000	2010 2010	0100 0100	F	00024944 00025666	Telecommunications Equipment O Telecomm Equipment Operator	McGrier,Perrika Williams,Vivian	9/6/2016 2/27/2003	3 16	5 8	10	45,943.00 69,848.00	13,415.36 20,395.62	1.00	Reg Reg
UCO	20	2000	2010	0100	F	00023666	Telecomm Equipment Operator	Williams,Angela Maria	7/23/2007	12	8	7	64,724.00	18,899.41	1.00	Reg
UCO	20	2000	2010	0100	F	00026233	Telecomm Equipment Operator	Jones,Sharon L	3/19/1992	27	8	10	69,848.00	20,395.62	1.00	Reg
UCO	20	2000	2010	0100	F	00026789	Telecomm Equipment Operator	Washington, Nikita A	8/25/1999	20	8	10	69,848.00	20,395.62	1.00	Reg
UC0	20	2000	2010	0100	F	00026838	Telecomm Equipment Operator	Small,Davia	6/16/1993	25	8	10	69,848.00	20,395.62	1.00	Reg
UC0	20	2000	2010	0100	F	00027113	Telecomm Equipment Operator	Pratt,Erricka	5/15/2017	2	8	2	56,184.00	16,405.73	1.00	Reg
UC0	20	2000	2010	0100	F	00027291	Telecomm Equipment Operator	Saunders, Tonia J	1/26/2015	4	8	5	61,308.00	17,901.94	1.00	Reg
UC0	20	2000	2010	0100	F	00031978	Telecomm Equipment Operator	Houser,Erika	1/24/2005	14	8	9	68,140.00	19,896.88	1.00	Reg
UC0	20	2000	2010	0100	F	00031979	Telecomm Equipment Operator	Barnes-Garvin,Yvette M	4/4/2005	14	8	9	68,140.00	19,896.88	1.00	Reg
UC0	20	2000	2010	0100	F	00031980	Telecomm Equipment Operator	Hall,Frances M	4/4/2005	14	8	9	68,140.00	19,896.88	1.00	Reg
UC0	20	2000	2010	0100	F	00031982	Telecomm Equipment Operator	Waldron,Nakia R	1/23/2017	3	8	1	54,476.00	15,906.99	1.00	Reg
UC0	20	2000	2010	0100	F	00031985	Telecomm Equipment Operator	Jennings, Marisha	1/23/2017	3	8	2	56,184.00	16,405.73	1.00	Reg
UC0	20	2000	2010 2010	0100 0100	F F	00032031	Telecomm Equipment Operator Telecomm Equipment Operator	Vance, Jettia M. Duke, Karen M.	9/5/2017 1/24/2005	2 14	7 8	9	52,269.00 68,140.00	15,262.55 19,896.88	1.00	Reg Reg
UCO	20	2000	2010	0100	F	00032032	Telecomm Equipment Operator	Williams, Jasmine D.	9/5/2017	2	7	1	52,269.00	15,262.55	1.00	Reg
UCO	20	2000	2010	0100	F	00032048	Telecomm Equipment Operator	Carey,Letitia	5/15/2017	2	8	2	56,184.00	16,405.73	1.00	Reg
- 500		2000	2010	0100	<u>'</u>	20002001			5, 15, 2017				50,107.00	_0,.00.70	1.00	5

100 200																	
100 100	UCO	20	2000	2010	0100	F	00032052	Telecomm Equipment Operator	Scott.Asante' H.	12/8/2008	11	8	7	64.724.00	18.899.41	1.00	Reg
100 200						F							7				
100 200 200 200 200 7 200 7 200 200 7 200 200 7 200 200 7 200 7 200 200 200 7 200 200 200 200 7 200 200 200 200 200 200																	
Col. 200		20	2000	2010		F	00032213				3	8	2	56,184.00		1.00	
100 30 300	UC0	20	2000	2010	0100	F	00032233	Telecomm Equipment Operator	Leake,Kandace A	1/24/2005	14	8	9	68,140.00	19,896.88	1.00	Reg
Col. 10.00 20.00	UC0	20	2000	2010	0100	F	00032236	Telecomm Equipment Operator	Reyes,Juanita	7/18/2016	3	8	2	56,184.00	16,405.73	1.00	Reg
100 200	UC0	20	2000	2010	0100	F	00032239	Telecomm Equipment Operator	Brown Mooney, William	7/18/2016	3	8	2	56,184.00	16,405.73	1.00	Reg
100 20 200	UC0	20	2000	2010	0100	F	00032241	Telecomm Equipment Operator	Daniels,Tiffany A	5/15/2017	2	8	3	57,892.00	16,904.46	1.00	Reg
1962 200	UC0	20	2000	2010	0100	F	00033628	Telecomm Equipment Operator	Fergusson,Amber L	1/26/2015	4	8	5	61,308.00	17,901.94	1.00	Reg
100 10 20 20 20 20 20 20	UC0	20	2000	2010	0100	F	00033673	Asst Watch Commander	Williams,Dione N.	3/25/2002	17	12	0	85,116.86	24,854.12	1.00	Reg
100 100 100 100 100 100 1 1	UC0	20	2000	2010	0100	F	00047370	Customer Service Representativ	Nevels,Cynthia	7/18/2011	8	8	4	55,007.00	16,062.04	1.00	Reg
Col. 200	UC0	20	2000	2010	0100	F	00051114	Customer Service Representativ	Garnett,India A	10/31/2008	11	8	5	56,607.00	16,529.24	1.00	Reg
Section 1985 1986	UC0	20	2000	2010	0100	F	00073022	Customer Service Representativ	Fogg,Dion A.	9/26/2010	9	8	6	58,207.00	16,996.44	1.00	Reg
Col. 200 200	UC0	20	2000	2010	0100	F	00073314	Customer Service Representativ	Maichew,Melaku M	9/26/2010	9	8	6	58,207.00	16,996.44	1.00	Reg
Col. 200	UC0	20	2000	2010	0100	F	00073315	Customer Service Representativ	Atkinson,Lisa R	9/26/2010	9	8	9	63,007.00	18,398.04	1.00	Reg
Section 1985 1986	UC0	20	2000	2010	0100	F	00073316	Customer Service Representativ	Woody,Gerald L	7/23/2007	12	8	9	63,007.00	18,398.04	1.00	Reg
Sec. 1909	UC0	20	2000	2010	0100	F	00073317	Customer Service Representativ	Pope-Montgomery, Nicole R	9/26/2010	9	8	9	63,007.00	18,398.04	1.00	Reg
Col. 200 200 2010 2010 2010 1000 1 2000000 1 2000000 1 2000000 1 2000000 1 20000000 1 20000000 1 20000000 1 20000000 1 20000000 1 20000000 1 20000000 1 20000000 1 20000000 1 20000000 2 2 2 2 2 2 2	UC0	20	2000	2010	0100	F	00073318	Customer Service Representativ	Dolmo,Diana B	9/26/2010	9	8	9	63,007.00	18,398.04	1.00	Reg
US 280	UC0	20	2000	2010	0100	F	00074923	Asst Watch Commander	Bennett,Bianca	5/8/2000	19	12	0	88,688.15	25,896.94	1.00	Reg
Col. 262 2600 2000 2	UC0	20	2000	2010	0100	F	00085197	Telecomm Equipment Operator	Fersner,Brittney	9/21/2015	4	8	2	56,184.00	16,405.73	1.00	Reg
100 100 200	UC0	20	2000	2010	0100	F	00088526	Telecomm Equipment Operator	Chambers, Domonique C	11/9/2009	10	8	3	57,892.00	16,904.46	1.00	Reg
100 201 200 201	UC0	20	2000	2010	0100	F	00088527	Telecomm Equipment Operator	Kee,Julius	6/27/2016	3	8	2	56,184.00	16,405.73	1.00	Reg
COD 200	UC0	20	2000	2010	0100	F	00088529	Telecomm Equipment Operator	Walker, Anthony R	7/18/2016	3	8	2	56,184.00	16,405.73	1.00	Reg
Col. 200 2000 2	UC0	20	2000	2010	0100	F	00088530	Telecomm Equipment Operator	Williams,Lynn R	7/18/2011	8	8	2	56,184.00	16,405.73	1.00	Reg
Col. 200	UC0	20	2000	2010	0100	F	00088531	Telecomm Equipment Operator	Johnson,Erin Diandra	9/5/2017	2	7	1	52,269.00	15,262.55	1.00	Reg
100 200	UC0	20	2000	2010	0100	F	00088533	Telecomm Equipment Operator	Dammons,Desirae	6/27/2016	3	8	2	56,184.00	16,405.73	1.00	Reg
Section Column	UC0	20	2000	2010	0100	F	00088534	Telecomm Equipment Operator	Parris,Khalilah B.	12/26/2006	13	8	5	61,308.00	17,901.94	1.00	Reg
Dec 200 200 200 201 200 201 200 201 200 201	UC0	20	2000	2010	0100	F	00088542	Telecomm Equipment Operator	Ifill,Raquel	7/18/2011	9	8	2	56,184.00	16,405.73	1.00	
Mode 1982 2009 2010 2019 7 2009868 Helecomen Engineering Control Contr	UC0	20	2000	2010	0100	F	00088543	Telecomm Equipment Operator	Deria,Miriam	6/27/2016	3	8	2	56,184.00	16,405.73	1.00	Reg
Dec 200 2000 2010 1010 F 20098379 Incommon Engineering 20098379 Incommon Section 20098379 Incommon Sec		20		2010	0100	F				6/27/2016	3		2			1.00	
Dec 200	UC0	20	2000	2010	0100	F	00088546	Telecomm Equipment Operator	Granados,Kimberly L	12/8/2008	11	8	2	56,184.00	16,405.73	1.00	Reg
Fig. 10 200 200 200 301 300 4 200 200 200 200 4 200 200 200 200 4 200 200 200 4 200 200 200 4 200 200 200 4 200 200 200 4 200 20	UC0	20	2000	2010	0100	F	00088547	Telecomm Equipment Operator	Cromer,Raven	6/27/2016	3	8	2	56,184.00	16,405.73	1.00	Reg
Section Column				2010	0100	F	00088619	Asst Watch Commander	Johnson,Lauren M		21		0	82,024.79		1.00	
UCC 20 2000 2010 0100 F 00090671 Warth Commander Galdee-Altro T 1016/14/98 53 4 13 0 89.746.81 72.843.72 2.131.81 1.00 Reg 1.00 2				2010	0100	F	00088620	Asst Watch Commander	Jones, Alexandria A	9/8/2003			0		23,810.82	1.00	
UCC 29 2000 2010 1010 F 00090072 Narch Commander Williams (Lightin' 101/14/1988 8 11 0 89,846/3 72,485.18 100 Reg 100 200 2000 2010 1010 F 00099075 Supervisory Customer Fervisor R Marrow Zamesca O 107/1989 30 11 0 619,153 20178770 100 Reg 100 200 200 200 2010 1010 F 00099075 Supervisory Customer Servisor R Nature Values and Park (Servisor Reg) 107/1989 30 11 0 619,153 20178770 100 Reg 100	UC0		2000	2010	0100	F	00088772	Watch Commander	Richardson, Anthony F	7/28/2003	16	13	0	93,776.35	27,382.69	1.00	Reg
UCC 20 2000 2010 2010 2010 F 200009673 Welch Commender Williams II, Calval V 12911/1985 34 13 0 0.9776-18 27.382.72 1.00 neg 1.00 2000 2010	UC0	20	2000	2010	0100	F	00090671	Watch Commander	Miller,Alfreda E		4	13	0	93,776.43	27,382.72	1.00	Reg
UCC 20 2000 2010 0100 F 00009917 Supervision Customer Service B Marrow Valences O 307/1989 30 11 0 60,055 18 201,787 10.0 Reg UCC 20 2000 2010 0100 F 00009917 Tencommunication Squipment O Smalley, Calendria A 54/2016 3 5 1 45,943 00 13,415.58 1.00 Reg UCC 20 2000 2010 0100 F 00009917 Tencommunication Squipment O Smalley, Calendria A 54/2016 3 5 1 45,943 00 13,415.58 1.00 Reg UCC 20 2000 2010 0100 F 20009917 Tencommunication Squipment O 2014 England O 2014	UC0	20	2000	2010	0100	F	00090672	Watch Commander	Gadsden,Alton T	10/14/1986	35	13	0	93,949.25	27,433.18	1.00	Reg
DOC 200 2010 2010 2010 F. 20006971 Felecommunications Equipment O Supremonk. Person 3/02/2017 2 5 1 4,549.00 13.415.18 1.00 Reg 1.00 2010 2	UC0	20	2000	2010	0100	F	00090673	Watch Commander	Williams Jr.,Calvin V	12/13/1985	34	13	0	93,776.43	27,382.72	1.00	Reg
DOC 200 2010 2010 500 F. 20006937 Telecommunications Equipment O Smalley Collaminia	UC0	20	2000	2010	0100	F	00094773	Supervisory Customer Service R	Marrow, Vanessa O	10/7/1989	30	11	0	69,105.14	20,178.70	1.00	Reg
UCC 20 2000 2010 0100 F 00096939 Recommunications Equipment O Davis, Aler'S No! 4,1772018 1 5,184,393,00 13,413,58 1,00 neg 1,00 020 2010 0100 F 00096922 Telecommunications Equipment O Johnson, Tiffany J 10,197207 12 5 1 45,943,00 13,413,58 1,00 neg 1,00 020	UC0	20	2000	2010	0100	F	00096916	Telecommunications Equipment O	Raymond,Kenya	3/20/2017	2	5	1	45,943.00	13,415.36	1.00	Reg
UCC 20 2000 2010 0100 F 0006920 Reternaminations Flagment O Davis, Navier D \$1,978/2018 0 1 45,943.00 34,153.86 1,00 Reg UCC 20 2000 2010 0100 F 0006922 Telecommunications Eguipment O Bunton, Tiffarry J 1,007/2019 0 5 1 45,943.00 34,153.86 1,00 Reg UCC 20 2000 2010 0100 F 0006922 Telecommunications Eguipment O Bunton, Tiffarry J 1,007/2019 0 5 1 45,943.00 13,415.36 1,00 Reg UCC 20 2000 2010 0100 F 0006922 Telecommunications Eguipment O Reg	UC0	20	2000	2010	0100	F	00096917	Telecommunications Equipment O	Smalley,Colandria A.	9/6/2016	3	5	1	45,943.00	13,415.36	1.00	Reg
UCC 20 2000 2010 0100 F 00099921 Telecommunication Equipment O Johnson, Tiffeny 10/97/207 12 5 1 45,93.500 13,413.58 1.00 Reg UCC 20 2000 2010 0100 F 00099922 Telecommunication Equipment O Bannister, Ashleynh 57,287/2019 0 5 1 45,94.500 13,415.36 1.00 Reg UCC 20 2000 2010 0100 F 00099922 Telecommunication Equipment O Bannister, Ashleynh 57,287/2019 0 5 1 45,94.500 13,415.36 1.00 Reg UCC 20 2000 2010 0100 F 00099922 Telecommunication Equipment O Telesom 57,287/2019 0 5 1 45,94.500 13,415.36 1.00 Reg UCC 20 2000 2010 0100 F 00099929 Telecommunication Equipment O Telesom 57,287/2019 0 5 1 45,94.500 13,415.36 1.00 Reg UCC 20 2000 2010 0100 F 00099929 Telecommunication Equipment O Telesom 57,287/2019 0 5 1 45,94.500 13,415.36 1.00 Reg UCC 20 2000 2010 0100 F 00099299 Telecommunication Equipment O Telesom 57,287/2019 0 5 1 45,94.500 13,415.36 1.00 Reg UCC 20 2000 2010 0100 F 00099299 Telecommunication Equipment O Telesom 57,287/2019 0 5 1 45,94.500 13,415.36 1.00 Reg UCC 20 2000 2010 0100 F 00090299 Telecommunication Equipment O Telesom 57,287/2019 0 5 1 45,94.500 13,415.36 1.00 Reg UCC 20 2000 2010 0100 F 00000299 Telecommunication Equipment O Telesom 57,287/2019 0 5 1 45,94.500 13,415.36 1.00 Reg UCC 20 2000	UC0	20	2000	2010	0100	F	00096919	Telecommunications Equipment O	Davis,Me'Shel	4/17/2018	1	5	1	45,943.00	13,415.36	1.00	Reg
UCC 20	UC0	20	2000	2010	0100	F	00096920	Telecommunications Equipment O	Davis,Xavier D.	5/28/2019	0	5	1	45,943.00	13,415.36	1.00	Reg
UCC 20	UC0	20	2000	2010	0100	F	00096921	Telecommunications Equipment O	Johnson, Tiffany J	10/9/2007	12	5	1	45,943.00	13,415.36	1.00	Reg
UCC 20 2000 2010 0100 F 00099628 Telecommunications Equipment O Page, Demia \$5787,019 O \$ 1 4,594.30 13,415.36 1.00 Reg UCC 20 2000 2010 0100 F 00096628 Telecommunications Equipment O Clark, Ronicka 9/6/2016 3 \$ 1 4,594.30 13,415.36 1.00 Reg UCC 20 2000 2010 0100 F 00096628 Telecommunications Equipment O Clark, Ronicka 9/6/2016 3 \$ 1 4,594.30 13,415.36 1.00 Reg UCC 20 2000 2010 0100 F 00096628 Telecommunications Equipment O Harris, Janimic C 9/18/2017 2 \$ 1 4,594.30 13,415.36 1.00 Reg UCC 20 2000 2010 0100 F 00096928 Telecommunications Equipment O Harris, Janimic C 9/18/2017 2 \$ 5 1 4,594.30 13,415.36 1.00 Reg UCC 20 2000 2010 0100 F 00096928 Telecommunications Equipment O Harris, Janimic C 9/18/2017 2 \$ 5 1 4,594.30 13,415.36 1.00 Reg UCC 20 2000 2000 2010 F 00000243 Dispatcher Sender, Bicky D 10/15/1995 24 11 9 86,463.00 25,247.20 1.00 Reg UCC 20 2000 2000 0100 F 00000243 Dispatcher Sender, Bicky D 10/15/1995 24 11 9 86,463.00 25,247.20 1.00 Reg UCC 20 2000 2000 0100 F 00000418 Dispatcher Sender, Bicky D 10/15/1995 24 11 9 86,463.00 25,247.20 1.00 Reg UCC 20 2000	UC0	20	2000	2010	0100	F	00096922	Telecommunications Equipment O	Bunting, Ashley	5/28/2019	0	5	1	45,943.00	13,415.36	1.00	Reg
UCO 20 2000 2010 0.100 F 00999287 Telecommunications Equipment O Clark, Ronelea 9/6,100 3 1 45,943 00 13,415.36 1.00 Reg UCO 20 2000 2010 0.100 F 00999297 Telecommunications Equipment O Clark, Ronelea 9/6,100 3 5 45,944 00 13,415.36 1.00 Reg UCO 20 2000 2010 0.100 F 00999297 Telecommunications Equipment O Jerniss, Tai T 9/18/2017 2 5 1 45,943 00 13,415.36 1.00 Reg UCO 20 2000 2010 0.100 F 00999297 Telecommunications Equipment O Harris, Jamine C 9/18/2017 2 5 1 45,943 00 13,415.36 1.00 Reg UCO 20 2000 2010 0.100 F 00099297 Telecommunications Equipment O Harris, Jamine C 9/18/2017 2 5 1 45,943 00 13,415.36 1.00 Reg UCO 20 2000 2020 0.100 F 00094239 Dispatcher Mortina Equipment O WHITE ILL, OSSIE 5/28/2019 0 5 1 45,943 00 13,415.36 1.00 Reg UCO 20 2000 2020 0.100 F 00094239 Dispatcher Storey, Rechta A 9/30/1995 24 11 9 86,463 00 25,247.20 1.00 Reg UCO 20 2000 2020 0.100 F 00094329 Dispatcher Storey, Rechta A 9/30/1995 21 11 9 86,463 00 25,247.20 1.00 Reg UCO 20 2000 2020 0.100 F 00094329 Dispatcher Storey, Rechta A 9/30/1995 21 11 9 86,463 00 25,247.20 1.00 Reg UCO 20 2000 2020 0.100 F 00094329 Dispatcher Remi, Jacobrian 9/20/2009 2020 1.00 F 2009429 Dispatcher Remi, Jacobrian 9/20/200 2020	UC0	20	2000	2010	0100	F	00096923	Telecommunications Equipment O	Bannister, Aulaysha	5/28/2019	0	5	1	45,943.00	13,415.36	1.00	Reg
UCC 20 2000 2010 0.100 F 0009627 Telecommunications Equipment O Derkins,Tart	UC0	20	2000	2010	0100	F	00096924	Telecommunications Equipment O	Paige,Demia	5/28/2019	0	5	1	45,943.00	13,415.36	1.00	Reg
UCC 20	UC0	20	2000	2010	0100	F	00096926	Telecommunications Equipment O	Hawkins, Jaelyn	5/28/2019	0	5	1	45,943.00	13,415.36	1.00	Reg
UCO 20 2000 2010 0100 F 00096929 Telecommunications (guipment O Marifi, Jaminie C 9/18/2019 C 5 1 45,943.00 13,415.36 1.00 Reg UCO 20 2000 2020 0100 F 00003243 Dispatcher Bender, Ricky D 10/15/1995 24 11 9 86,643.00 13,415.36 1.00 Reg UCO 20 2000 2020 0100 F 00003243 Dispatcher Bender, Ricky D 10/15/1995 24 11 9 86,643.00 75,477.20 1.00 Reg UCO 20 2000 2020 0100 F 00004326 Dispatcher Bender, Ricky D 10/15/1995 24 11 9 86,643.00 75,477.20 1.00 Reg UCO 20 2000 2020 0100 F 00006313 Dispatcher Bender, Ricky D 10/15/1995 24 11 9 86,643.00 75,477.20 1.00 Reg UCO 20 2000 2020 0100 F 00006311 Dispatcher Banks, Jamel A 12/6/1005 41 15 5 77,379.00 27,594.67 1.00 Reg UCO 20 2000 2020 0100 F 00007320 Dispatcher Fari, Jatondra R 1/26/2015 4 11 5 77,379.00 27,594.67 1.00 Reg UCO 20 2000 2020 0100 F 00007327 Dispatcher Roma, Ericky D 1/29/2015 4 11 5 77,379.00 27,594.67 1.00 Reg UCO 20 2000 2020 0100 F 00007327 Dispatcher Brown, Eric P 7/6/1998 21 11 9 86,463.00 53,477.20 1.00 Reg UCO 20 2000 2020 0100 F 00007347 Dispatcher Brown, Eric P 7/6/1998 21 11 9 86,463.00 23,477.20 1.00 Reg UCO 20 2000 2020 0100 F 00007347 Dispatcher Brown, Eric P 7/6/1998 21 11 9 86,463.00 23,477.20 1.00 Reg UCO 20 2000 2020 0100 F 00007347 Dispatcher Brown, Eric P 7/6/1998 21 11 9 8/6/49.00 23,477.20 1.00 Reg UCO 20 2000 2020 0100 F 00007343 Dispatcher Brown, Eric P 7/6/1998 21 11 9 8/6/49.00 23,477.20 1.00 Reg UCO 20 2000 2020 0100 F 00007347 Dispatcher Daniel Cymhala Dispatch	UC0	20	2000	2010	0100	F	00096927	Telecommunications Equipment O	Clark,Ronieka	9/6/2016	3	5	1	45,943.00	13,415.36	1.00	Reg
UCO 20 2000 2020 2010 0100 F 00005930 Telecommunications Equipment O Writt Elli, OSSIE 5/728/7019 0 5 1 45,943.00 13,415.36 1.00 Reg UCO 20 2000 2020 2010 F 00003240 Dispatcher Stover, Bertha A 9/30/1996 23 11 9 86,463.00 73,477.20 1.00 Reg UCO 20 2000 2020 2010 F 00004350 Dispatcher Stover, Bertha A 9/30/1996 23 11 9 86,463.00 73,477.20 1.00 Reg UCO 20 2000 2020 0100 F 00006911 Dispatcher Banks, Jamel A 12/8/2008 11 11 5 77,379.00 22,594.67 1.00 Reg UCO 20 2000 2020 0100 F 00005011 Dispatcher Farl, Jationdra R 11/2/1998 20 11 9 86,463.00 25,477.20 1.00 Reg UCO 20 2000 2020 0100 F 00007357 Dispatcher Thompson, Shirayre M 4/12/1999 20 11 9 86,463.00 25,477.20 1.00 Reg UCO 20 2000 2020 0100 F 00007357 Dispatcher Thompson, Shirayre M 4/12/1999 20 11 9 86,463.00 25,477.20 1.00 Reg UCO 20 2000 2020 0100 F 00007357 Dispatcher Thompson, Shirayre M 4/12/1999 20 11 9 86,463.00 25,477.20 1.00 Reg UCO 20 2000 2020 0100 F 00007357 Dispatcher Thompson, Shirayre M 4/12/1999 20 11 9 86,463.00 25,477.20 1.00 Reg UCO 20 2000 2020 0100 F 00007357 Dispatcher Daniels, Cymbia A 10/5/003 16 11 6 78,550.00 23,578.00 1.00 Reg UCO 20 2000 2020 0100 F 0001543 Dispatcher Banks, Samelle L 9/14/1998 21 11 9 86,463.00 25,472.00 1.00 Reg UCO 20 2000 2020 0100 F 0001543 Dispatcher Ross, Danielle L 9/14/1998 21 11 9 86,463.00 25,472.00 1.00 Reg UCO 20 2000 2020 0100 F 0001543 Dispatcher Billingsley, Eugene 5/8/2000 19 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 0001543 Dispatcher Billingsley, Eugene 5/8/2000 19 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 200	UC0	20	2000	2010	0100	F	00096928	Telecommunications Equipment O	Jenkins,Tia T	9/18/2017	2	5	1	45,943.00	13,415.36	1.00	Reg
UCO 20 2000 2020 0.000 F 00003243 Dispatcher Stores, Bertha A 9/30/1996 23 11 9 86,463.00 15,247.20 1.000 Reg UCO 20 2000 2020 0.000 F 00004326 Dispatcher Stores, Bertha A 9/30/1996 23 11 9 86,463.00 15,247.20 1.000 Reg UCO 20 2000 2020 0.000 F 000064310 Dispatcher Inhuson, Cheri L 9/28/1988 21 11 9 86,463.00 15,247.20 1.000 Reg UCO 20 2000 2020 0.000 F 00006311 Dispatcher Banks_Jamel A 12/67/008 11 11 5 77,379.00 22,594.67 1.000 Reg UCO 20 2000 2020 0.000 F 00007420 Dispatcher Fart_Atondra R 1/26/2015 4 11 5 77,379.00 22,594.67 1.000 Reg UCO 20 2000 2020 0.000 F 00007327 Dispatcher Thrompton Dishriyere M 41/21999 20 11 9 86,463.00 15,247.20 1.000 Reg UCO 20 2000 2020 0.000 F 00007347 Dispatcher Brown, Fire P 7/6/1998 21 11 9 86,463.00 13,247.20 1.000 Reg UCO 20 2000 2020 0.1000 F 00007347 Dispatcher Brown, Fire P 7/6/1998 21 11 9 86,463.00 13,247.20 1.000 Reg UCO 20 2000 2020 0.1000 F 00007347 Dispatcher Daniels, Cymthia A 10/6/2033 16 11 8 84,192.00 24,584.06 1.000 Reg UCO 20 2000 2020 0.1000 F 00007343 Dispatcher Daniels, Cymthia A 10/6/2033 16 11 8 84,192.00 24,584.06 1.000 Reg UCO 20 2000 2020 0.1000 F 00012343 Dispatcher Sanford, Virginia G 5/22/2000 19 11 8 84,192.00 4,584.06 1.000 Reg UCO 20 2000 2020 0.1000 F 00012349 Dispatcher Sanford, Virginia G 5/22/2000 19 11 8 84,192.00 4,584.06 1.000 Reg UCO 20 2000 2020 0.1000 F 00014259 Dispatcher Dayne, Melissa 3/22/2004 15 11 8 84,192.00 4,584.06 1.000 Reg UCO 20 2000 2020 0.1000 F 00014259 Dispatcher Dayne, Melissa 3/22/2004 15 11 8 84,192.00 4,584.06 1.000 Reg UCO 20 2000 2020 0.	UC0	20	2000	2010	0100	F	00096929	Telecommunications Equipment O	Harris, Jasmine C	9/18/2017	2	5	1	45,943.00	13,415.36	1.00	Reg
UCO 20 2000 2020 2010 F 00004326 Dispatcher Stower, Bertha A 9/20/1996 23 11 9 86,463.00 25,247.20 1,00 Reg UCO 20 2000 2020 2010 F 000006312 Dispatcher Banks, Jamel A 12/87/2008 11 11 5 77,379.00 22,594.67 1,00 Reg UCO 20 2000 2020 2010 F 000006112 Dispatcher Banks, Jamel A 12/87/2008 11 11 5 77,379.00 22,594.67 1,00 Reg UCO 20 2000 2020 2010 F 000006112 Dispatcher Thompson, Shirayare M 44/22/1990 20 11 9 86,463.00 25,247.20 1,00 Reg UCO 20 2000 2020 2010 F 00007370 Dispatcher Thompson, Shirayare M 44/22/1990 20 11 9 86,463.00 25,247.20 1,00 Reg UCO 20 2000 2020 2010 F 000007370 Dispatcher Thompson, Shirayare M 44/22/1990 20 11 9 86,463.00 25,247.20 1,00 Reg UCO 20 2000 2020 2010 F 000007370 Dispatcher Faltz, Kristen N 6,600/2003 16 11 8 48,192.00 23,257.20 1,00 Reg UCO 20 2000 2020 2010 F 000008867 Dispatcher Daniels, Crythia A 10,00 16 11 8 84,192.00 23,277.20 1,00 Reg UCO 20 2000 2020 2010 F 0001533 Dispatcher Birowart, Wingina G 25,472/200 19 11 8 84,192.00 25,484.66 1,00 Reg UCO 20 2000 2020 2010 F 0001533 Dispatcher Billingdire, Fugere 5,78/2000 19 11 8 84,192.00 25,584.66 1,00 Reg UCO 20 2000 2020	UC0	20	2000	2010	0100	F	00096930	Telecommunications Equipment O	WHITE III,OSSIE	5/28/2019	0	5	1	45,943.00	13,415.36	1.00	Reg
UCO 20 2000 2020 0100 F 00004835 Dispatcher Johnson,Cherl 9/28/1998 21 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00006112 Dispatcher Fair,Intondra R 1/26/2015 4 11 5 77,379.00 22,594.67 1.00 Reg UCO 20 2000 2020 0100 F 000007120 Dispatcher Thompson,Shirayre M 41/21999 20 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00007370 Dispatcher Brown,Eric P 7/61/998 21 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00007370 Dispatcher Brown,Eric P 7/61/998 21 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00009867 Dispatcher Daniels,Cyrnthia A 10/6/2003 16 11 6 76,550.00 23,737.30 1.00 Reg UCO 20 2000 2020 0100 F 00009867 Dispatcher Daniels,Cyrnthia A 10/6/2003 16 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00011543 Dispatcher Daniels,Cyrnthia A 10/6/2003 16 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00011543 Dispatcher Ross,Danielle L 9/14/1998 21 11 9 86,465.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00011543 Dispatcher Ross,Danielle L 9/14/1998 21 11 9 86,465.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00011543 Dispatcher Ross,Danielle L 9/14/1998 21 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00011543 Dispatcher Simpon,Daniella Registrater Ress.Daniella Registrater	UC0	20	2000	2020	0100	F	00003243	Dispatcher	Bender,Ricky D.	10/15/1995	24	11	9	86,463.00	25,247.20	1.00	Reg
UCC 20 2000 2020 0100 F 00006112 Dispatcher Banks_Jamel A 12/8/2008 11 11 5 77,379.00 22,594.67 1.00 Reg UCC 20 2000 2020 0100 F 00007120 Dispatcher Thompson_Shirayne M 4/12/1999 20 11 9 86,463.00 25,247.20 1.00 Reg UCC 20 2000 2020 0100 F 00007120 Dispatcher Thompson_Shirayne M 4/12/1999 20 11 9 86,463.00 25,247.20 1.00 Reg UCC 20 2000 2020 0100 F 00007868 Dispatcher Thompson_Shirayne M 4/12/1999 20 11 9 86,463.00 25,247.20 1.00 Reg UCC 20 2000 2020 0100 F 00007868 Dispatcher Fait_Xinsten N 6/30/2003 16 11 6 79,650.00 23,257.80 1.00 Reg UCC 20 2000 2020 0100 F 00007868 Dispatcher Daniels_Cymthia N 10/6/2003 16 11 6 79,650.00 23,257.80 1.00 Reg UCC 20 2000 2020 0100 F 0001153 Dispatcher Daniels_Cymthia N 10/6/2003 16 11 6 84,192.00 24,584.06 1.00 Reg UCC 20 2000 2020 0100 F 0001153 Dispatcher Boss_Danielle L 9/14/1998 21 11 9 86,463.00 25,247.20 1.00 Reg UCC 20 2000 2020 0100 F 0001153 Dispatcher Boss_Danielle L 9/14/1998 22 11 9 86,463.00 25,247.20 1.00 Reg UCC 20 2000 2020 0100 F 0001253 Dispatcher Boss_Danielle L 9/14/1998 22 11 9 86,463.00 25,247.20 1.00 Reg UCC 20 2000 2020 0100 F 0001253 Dispatcher Boss_Danielle L 9/14/1998 22 11 9 86,463.00 25,247.20 1.00 Reg UCC 20 2000 2020 0100 F 0001253 Dispatcher Boss_Danielle L 9/14/1998 23 11 8 84,192.00 24,584.06 1.00 Reg UCC 20 2000 2020 0100 F 0001453 Dispatcher	UC0	20	2000	2020	0100	F	00004326	Dispatcher	Stover,Bertha A	9/30/1996	23	11	9	86,463.00	25,247.20	1.00	Reg
UCO 20 2000 2020 0100 F 00005121 0ispatcher Fair_Istondra R 126/2015 4 11 5 77,379.00 22,594.67 1.00 Reg UCO 20 2000 2020 0100 F 00007237 0ispatcher Thompson,Shirayne M 47,1279.99 20 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00007357 0ispatcher Brown,Eric P 7/6/1998 21 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00009857 0ispatcher Fait_Excisten N 67,007.001 15 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 000011543 0ispatcher Ross,Danielle L 9/14/1998 21 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00011543 0ispatcher Ross,Danielle L 9/14/1998 21 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00011543 0ispatcher Ross,Danielle L 9/14/1998 21 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00012579 Dispatcher Ross,Danielle L 9/14/1998 21 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00012579 Dispatcher Ross,Danielle L 9/14/1998 21 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00012579 Dispatcher Ross,Danielle L 9/14/1998 21 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00014539 Dispatcher Sampon,Lavenia A 6/16/2003 16 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00014539 Dispatcher Dayine,Melissa 27/23/2004 15 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00014579 Dispatcher Dayine,Melissa 27/23/2004 15 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00014767 Dispatcher Dayine,Melissa 27/23/2004 15 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00014767 Dispatcher Dayine,M	UC0	20	2000	2020	0100	F	00004835	Dispatcher	Johnson,Cheri L	9/28/1998	21	11	9	86,463.00	25,247.20	1.00	Reg
UCC 20 2000 2020 0100 F 00007370 Dispatcher Brown, Eric P Thompson, Shirayne M 4/2/1999 20 11 9 86,463.00 25,247.20 1.00 Reg UCC 20 2000 2020 0100 F 0000986 Dispatcher Brown, Eric P 7/6/1998 21 11 9 86,463.00 25,247.20 1.00 Reg UCC 20 2000 2020 0100 F 0000986 Dispatcher Daniels, Cymthia A 10/6/2003 16 11 6 79,650.00 23,257.80 1.00 Reg UCC 20 2000 2020 0100 F 00009867 Dispatcher Daniels, Cymthia A 10/6/2003 16 11 8 84,192.00 24,584.66 1.00 Reg UCC 20 2000 2020 0100 F 00011543 Dispatcher Brown, Eric P 27,272.000 19 11 8 86,463.00 25,472.00 1.00 Reg UCC 20 2000 2020 0100 F 00011543 Dispatcher Billingsley, Eugen 5/8/2000 19 11 8 84,192.00 24,584.66 1.00 Reg UCC 20 2000 2020 0100 F 00012597 Dispatcher Billingsley, Eugen 5/8/2000 19 11 8 84,192.00 24,584.66 1.00 Reg UCC 20 2000 2020 0100 F 00014259 Dispatcher Berndon, Delisa 1 27,272.000 15 11 8 84,192.00 24,584.66 1.00 Reg UCC 20 2000 2020 0100 F 00014259 Dispatcher Berndon, Delisa 1 27,272.000 15 11 8 84,192.00 24,584.66 1.00 Reg UCC 20 2000 2020 0100 F 00014259 Dispatcher Dayne, Melisa 27,272.000 15 11 8 84,192.00 24,584.66 1.00 Reg UCC 20 2000 2020 0100 F 00014767 Dispatcher Dayne, Melisa 27,272.000 15 11 8 84,192.00 24,584.66 1.00 Reg UCC 20 2000 2020 0100 F 00014767 Dispatcher Dayne, Melisa 27,272.000 15 11 8 84,192.00 25,272.20 1.00 Reg UCC 20 2000 2020 0100 F 00014767 Dispatcher Dayne, Melisa 27,272.000 15 11 8 84,192.00 25,272.20 1.00 Reg UCC 20 2000 2020 0100 F 00014767 Dispatcher Dayne, Melisa 37,271.000 11 8 84,192.00 25,272.20 1.00 Reg UCC 20 2000 2020 0100 F 00014767	UC0	20	2000	2020	0100	F	00006011	Dispatcher	Banks, Jamel A	12/8/2008	11	11	5	77,379.00	22,594.67	1.00	Reg
UCC 20 2000 2020 0100 F 00007357 Dispatcher Brown_Eric P 7/8/1998 21 11 9 86.463.00 25,247.20 1.00 Reg UCC 20 2000 2020 0100 F 00009860 Dispatcher Daniels_Cynthia A 10/6/2003 16 11 8 84,192.00 23,257.80 1.00 Reg UCC 20 2000 2020 0100 F 0001943 Dispatcher Daniels_Cynthia A 10/6/2003 16 11 8 84,192.00 24,584.06 1.00 Reg UCC 20 2000 2020 0100 F 0001153 Dispatcher Ross_Danielle 9/14/1998 21 11 9 86,463.00 25,247.20 1.00 Reg UCC 20 2000 2020 0100 F 0001153 Dispatcher Brown_Eric Fig. Sanford_Virginia G 5/22/2000 19 11 8 84,192.00 25,984.06 1.00 Reg UCC 20 2000 2020 0100 F 0001153 Dispatcher Billingsley_Eugene 5/8/2000 19 11 8 84,192.00 24,584.06 1.00 Reg UCC 20 2000 2020 0100 F 0001438 Dispatcher Billingsley_Eugene 5/8/2000 19 11 8 84,192.00 24,584.06 1.00 Reg UCC 20 2000 2020 0100 F 0001438 Dispatcher Barmon_Larvenia A 6/16/2003 16 11 8 84,192.00 24,584.06 1.00 Reg UCC 20 2000 2020 0100 F 0001438 Dispatcher Dayre,Melissa 2/23/2004 15 11 8 84,192.00 24,584.06 1.00 Reg UCC 20 2000 2020 0100 F 0001493 Dispatcher Dayre,Melissa 3/22/1999 20 11 8 84,192.00 24,584.06 1.00 Reg UCC 20 2000 2020 0100 F 0001494 Dispatcher Dayre,Melissa 3/22/1999 20 11 8 84,192.00 24,584.06 1.00 Reg UCC 20 2000 2020 0100 F 0001494 Dispatcher Dayre,Melissa 3/22/1996 23 11 8 84,192.00 24,584.06 1.00 Reg UCC 20 2000 2020 0100 F 0001494 Dispatcher Dayre,Melissa 3/22/1996 23 11 8 84,192.00 24,584.06 1.00 Reg UCC 20 2000 2020 0100 F 0001494 Dispatcher Dayre,Melissa 3/22/1996 23 11 8 84,192.00 24,584.06 1.00 Reg UCC 20 2000 2020 0100 F 0001494 Dispatcher Dayre,Meli	UC0	20	2000	2020	0100	F	00006112	Dispatcher	Fair, Jatondra R	1/26/2015	4	11	5	77,379.00	22,594.67	1.00	Reg
UCO 20 2000 2020 0100 F 00009850 Dispatcher Daniels Cyruthia A 100/6/2003 16 11 6 79,650.00 23,257.80 1.00 Reg UCO 20 2000 2020 0100 F 000019870 Daniels Cyruthia A 100/6/2003 16 11 8 84,192.00 23,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00011543 Dispatcher Ress_Danielle L 9/14/1998 21 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00012573 Dispatcher Sanford, Virginia G 5/22/2000 19 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00012579 Dispatcher Sanford, Virginia G 5/22/2000 19 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00012579 Dispatcher Sampson, Larvenia A 6/16/2003 16 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 000014259 Dispatcher Sampson, Larvenia A 6/16/2003 16 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 000014759 Dispatcher Dayne, Melissa 2/23/2004 15 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 000014759 Dispatcher Dayne, Melissa 3/22/1999 20 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 000014759 Dispatcher Dayne, Melissa 3/22/1999 20 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00014759 Dispatcher Dayne, Melissa 8/7/1996 23 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00014759 Dispatcher Dayne, Melissa 8/7/1996 23 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00016781 Dispatcher Dayne, Melissa S/7/1996 23 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00016781 Dispatcher Dayne, Melissa S/7/1996 23 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00016781 Dispatcher Dayne	UC0	20	2000	2020	0100	F	00007120	Dispatcher	Thompson,Shirayne M	4/12/1999	20	11	9	86,463.00	25,247.20	1.00	Reg
UCO 20 2000 2020 0100 F 00001938 01093teher Daniels Cyrythia 10/6/2003 16 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00011213 0195atcher Sanford, Virginia G 5/22/2000 19 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00012153 0195atcher Sanford, Virginia G 5/22/2000 19 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00012153 0195atcher Sanford, Virginia G 5/22/2003 19 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00014138 0195atcher Sanford, Virginia G 5/22/2003 10 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00014138 0195atcher Sanford, Virginia G 27/33/2004 15 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00014298 0195atcher Dayne, Melissa 3/22/1999 20 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00014798 0195atcher Champion Bey, Taheyer 7/11/1996 23 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00014948 0195atcher Champion Bey, Taheyer 7/11/1996 23 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 0001508 0195atcher Adams, Chammia 8/71/1996 23 11 8 84,192.00 23,578.00 1.00 Reg UCO 20 2000 2020 0100 F 0001708 0195atcher Geter, Yolanda T 01/4/2008 11 11 6 79,650.00 23,257.80 1.00 Reg UCO 20 2000 2020 0100 F 0001708 0195atcher Geter, Yolanda T 01/4/2008 11 11 6 79,650.00 23,257.80 1.00 Reg UCO 20 2000 2020 0100 F 0001708 0195atcher Geter, Yolanda T 01/4/2008 11 11 6 79,650.00 23,257.80 1.00 Reg UCO 20 2000 2020 0100 F 0001708 0195atcher Milliams, Rosylanda T 17/47/1989 31 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000	UC0	20	2000	2020	0100	F	00007357	Dispatcher	Brown,Eric P	7/6/1998	21	11	9	86,463.00	25,247.20	1.00	Reg
UCO 20 2000 2020 0100 F 00011543 015patcher Sansbarelle Sf/14/1998 21 11 9 86,453.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 0001257 015patcher Sanford, Virginia G 5/22/2000 19 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00014259 015patcher Sampson, Larvenia A 6/16/2003 16 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00014259 015patcher Sampson, Larvenia A 6/16/2003 16 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00014259 015patcher Dayre, Melissa 3/22/1999 20 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00014259 015patcher Dayre, Melissa 3/22/1999 20 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00014767 015patcher Dayre, Melissa 3/22/1999 20 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00014767 015patcher Dayre, Melissa 3/22/1999 20 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00014767 015patcher Dayre, Melissa 3/22/1999 20 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00014767 015patcher Adams, Charmisa 8/7/1996 23 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 0001763 015patcher Geter, Yolanda T 10/4/2008 11 11 6 79,650.00 23,257.80 1.00 Reg UCO 20 2000 2020 0100 F 0001763 015patcher Geter, Yolanda T 10/4/2008 11 11 6 79,650.00 23,257.80 1.00 Reg UCO 20 2000 2020 0100 F 0001763 015patcher Reservice Alexander Wingste, Karen D 11/2/1988 31 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 0001783 015patcher Alexander Wingste, Karen D 11/2/1989 24 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F	UC0	20	2000	2020	0100	F	00009686	Dispatcher	Faltz,Kristen N		16	11	6			1.00	Reg
UCO 20 2000 2020 0100 F 00012153 Dispatcher Sanford-Virginia G 5/22/2000 19 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00012438 Dispatcher Salmson, Larvenia A 6/16/2003 16 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 0001438 Dispatcher Salmson, Larvenia A 6/16/2003 16 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00014259 Dispatcher Herndon, Delisa L 2/23/2004 15 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00014259 Dispatcher Dayne, Melissa 3/22/1999 20 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00014767 Dispatcher Dayne, Melissa 3/22/1999 20 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00014767 Dispatcher Champion Bey, Taheyyer 7/11/1996 23 11 9 86,463.00 35,247.20 1.00 Reg UCO 20 2000 2020 0100 F 0001561 Dispatcher Adams, Charmisa L 8/7/1996 23 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 0001561 Dispatcher Milliams, Rosyland W 9/30/1996 23 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 0001761 Dispatcher Milliams, Rosyland W 9/30/1996 23 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 0001753 Dispatcher Ramsey, Christa J 6/30/2003 6/30/2003 61 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00017238 Dispatcher Halkumana M 11/22/1988 31 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00017233 Dispatcher Halkumana M 11/22/1988 31 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00017530 Dispatcher Halkumana M 11/27/1989 30 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00017									Daniels,Cynthia A				8				Reg
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UCO 20 2000 2020 0100 F 00018195 Dispatcher Henson,Donnett V 5/8/2000 19 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00018273 Dispatcher Rice Robinson,Gayle E 10/6/1987 32 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00018290 Dispatcher Shields,Michele D 4/22/1991 28 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00018346 Dispatcher Tasker,Teresa L 10/25/1999 20 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00018431 Dispatcher Tasker,Teresa L 10/25/1999 20 11 9 86,463.00 25,247.20															-		
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UCO 20 2000 2020 0100 F 00018290 Dispatcher Shields,Michele D 4/22/1991 28 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00018439 Dispatcher Tasker,Teresa L 10/25/1999 20 11 4 75,108.00 21,931.54 1.00 Reg UCO 20 2000 2020 0100 F 00018439 Dispatcher Tasker,Teresa L 10/25/1999 20 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00018471 Dispatcher Black,Sherry Jean 8/18/1986 33 11 10 88/734.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 0001878 Dispatcher Perry,Carissa 1/26/2015 4 11 5 77,379.00 22,594.67 1.00 <td></td>																	
UCO 20 2000 2020 0100 F 00018346 Dispatcher Tate,Manuel L 7/23/2007 12 11 4 75,108.00 21,931.54 1.00 Reg UCO 20 2000 2020 0100 F 00018439 Dispatcher Tasker, Feresa L 10/25/1999 20 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00018470 Dispatcher Black,Sherry Jean 8/18/1986 33 11 10 88,734.00 25,910.33 1.00 Reg UCO 20 2000 2020 1010 F 0001870 Dispatcher Perry,Carissa 1/26/2015 4 11 5 77,379.00 22,594.67 1.00 Reg UCO 20 2000 2020 0100 F 0001878 Dispatcher Burrell,Angela D 4/14/2008 11 11 6 79,650.00 23,257.80 1.00																	
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UCO 20 2000 2020 0100 F 00018471 Dispatcher Black,Sherry Jean 8/18/1986 33 11 10 88,734.00 25,910.33 1.00 Reg UCO 20 2000 2020 0100 F 00018783 Dispatcher Perry,Carissa 1/26/2015 4 11 5 77,379.00 22,594.67 1.00 Reg UCO 20 2000 2020 0100 F 00018783 Dispatcher Burrell,Angela D 4/14/2008 11 11 6 79,650.00 23,257.80 1.00 Reg UCO 20 2000 2020 0100 F 00018947 Dispatcher Gaston,Kendel 8/30/1999 20 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 0001930 Dispatcher Williams,Tracey P 5/24/1999 20 11 9 86,463.00 25,247.20 1.00																	
UCO 20 2000 2020 0100 F 00018570 Dispatcher Perry,Carissa 1/26/2015 4 11 5 77,379.00 22,594.67 1.00 Reg UCO 20 2000 2020 0100 F 00018783 Dispatcher Burrell,Angela D 4/14/2008 11 11 6 79,650.00 23,257.80 1.00 Reg UCO 20 2000 2020 0100 F 00018947 Dispatcher Gaston,Kendel 8/30/1999 20 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00019135 Dispatcher Williams,Tracey P 5/24/1999 20 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00019308 Dispatcher Proctor,Mary J 6/23/1985 34 11 10 88,734.00 25,910.33 1.00																	
UCO 20 2000 2020 0100 F 00018783 Dispatcher Burrell,Angela D 4/14/2008 11 11 6 79,650.00 23,257.80 1.00 Reg UCO 20 2000 2020 0100 F 00018947 Dispatcher Gaston,Kendel 8/30/1999 20 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00019135 Dispatcher Williams,Tracey P 5/24/1999 20 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00019308 Dispatcher Proctor,Mary J 6/23/1985 34 11 10 88,734.00 25,910.33 1.00 Reg UCO 20 2000 2020 0100 F 00020840 Dispatcher Johnson,Stewart H 11/22/1991 28 11 9 86,463.00 25,247.20 1.00 </td <td></td> <td>_</td>																	_
UCO 20 2000 2020 0100 F 00018947 Dispatcher Gaston,Kendel 8/30/1999 20 11 8 84,192.00 24,584.06 1.00 Reg UCO 20 2000 2020 0100 F 00019135 Dispatcher Williams,Tracey P 5/24/1999 20 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00019308 Dispatcher Proctor,Mary J 6/23/1985 34 11 10 88,734.00 25,910.33 1.00 Reg UCO 20 2000 2020 0100 F 00020840 Dispatcher Johnson,Stewart H 11/22/1991 28 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00020840 Dispatcher Johnson,Stewart H 11/22/1991 28 11 9 86,463.00 25,247.20 1.00																	
UCO 20 2000 2020 0100 F 00019135 Dispatcher Williams,Tracey P 5/24/1999 20 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00019308 Dispatcher Proctor,Mary I 6/23/1985 34 11 10 88,734.00 25,910.33 1.00 Reg UCO 20 2000 2020 0100 F 00020840 Dispatcher Johnson,Stewart H 11/22/1991 28 11 9 86,63.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00020840 Dispatcher Johnson,Stewart H 11/22/1991 28 11 9 86,63.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00021054 Dispatcher Lewis,Bridget M 1/6/1997 22 11 8 84,192.00 24,584.06 1.00<																	_
UCO 20 2000 2020 0100 F 00019308 Dispatcher Proctor,Mary J 6/23/1985 34 11 10 88,734.00 25,910.33 1.00 Reg UCO 20 2000 2020 0100 F 00020804 Dispatcher Johnson,Stewart H 11/22/1991 28 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00021054 Dispatcher Lewis,Bridget M 1/6/1997 22 11 8 84,192.00 24,584.06 1.00 Reg																	
UCO 20 2000 2020 0100 F 00020804 Dispatcher Johnson,Stewart H 11/22/1991 28 11 9 86,463.00 25,247.20 1.00 Reg UCO 20 2000 2020 0100 F 00021054 Dispatcher Lewis,Bridget M 1/6/1997 22 11 8 84,192.00 24,584.06 1.00 Reg																	
UCO 20 2000 2020 0100 F 00021054 Dispatcher Lewis,Bridget M 1/6/1997 22 11 8 84,192.00 24,584.06 1.00 Reg									· /						_		
UCU 20 2000 2020 0100 F 00021981 Dispatcher Carr,Jacqueline 8/10/1992 27 11 8 84,192.00 24,584.06 1.00 Reg																	
	UC0	20	2000	2020	U1U0	F	00021981	vispatcner	carr,Jacqueline	8/10/1992	2/	11	8	84,192.00	24,584.06	1.00	Кеg

UC0	20	2000	2020	0100	F	00021987	Dispatcher	Freeman,Tyneeka L	4/18/2005	14	11	5	77,379.00	22,594.67	1.00	Reg
UC0	20	2000	2020	0100	F	00022297	Dispatcher	Bethea, Wanda Y	5/5/1997	22	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	2000	2020	0100	F	00022322	Dispatcher	Trent,Iris	3/10/2003	16	11	8	84,192.00	24,584.06	1.00	Reg
UCO	20	2000	2020	0100	F	00022754	Dispatcher	Brooks,Brenda A	5/6/1990	29	11	9	86,463.00	25.247.20	1.00	Reg
UCO	20	2000	2020	0100	F	00022757	Dispatcher	Marable,Michael M	12/11/1995	24	11	9	86,463.00	25,247.20	1.00	Reg
UCO	20	2000	2020	0100	F	00022737	Dispatcher	Glasker,Keturah T	4/18/2005	14	11	5	77,379.00	22,594.67	1.00	Reg
UCO	20	2000	2020	0100	F	00022863	Dispatcher	Johnson,Arielle Imani	1/26/2015	4	11	1	68,295.00	19,942.14	1.00	Reg
UCO					F							7		23,920.93	1.00	
	20	2000	2020	0100		00022961	Dispatcher	Branch,Katrina L	2/20/1996	23	11		81,921.00			Reg
UC0	20	2000	2020	0100	F	00022980	Dispatcher	Green,Nicole	12/17/2001	18	11	8	84,192.00	24,584.06	1.00	Reg
UC0	20	2000	2020	0100	F	00023028	Dispatcher	Johnson, Victoria M	1/4/1994	25	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	2000	2020	0100	F	00023182	Dispatcher	Brown,Crystal L	1/13/1997	22	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	2000	2020	0100	F	00023230	Dispatcher	Jones,Keena Y	7/12/1993	21	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	2000	2020	0100	F	00023248	Dispatcher	Simms,Swayne	3/15/1999	20	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	2000	2020	0100	F	00023795	Dispatcher	Jenkins,Kelly	2/3/1997	22	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	2000	2020	0100	F	00024649	Dispatcher	Joy,Keisha A	6/30/2003	16	11	7	81,921.00	23,920.93	1.00	Reg
UC0	20	2000	2020	0100	F	00024875	Dispatcher	Wilder, Briyana L	6/21/2010	9	11	5	77,379.00	22,594.67	1.00	Reg
UC0	20	2000	2020	0100	F	00025840	Dispatcher	Morris,Carolyn M	1/23/1992	27	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	2000	2020	0100	F	00025851	Dispatcher	Taylor,Andrea D	5/27/1997	22	11	9	86,463.00	25,247.20	1.00	Reg
UCO	20	2000	2020	0100	F	00025925	Dispatcher	King,Kevin M	10/31/1988	31	11	9	86,463.00	25,247.20	1.00	Reg
UCO	20	2000	2020	0100	F	00025323	Dispatcher	Johnson Stewart, Veronica A	10/26/1987	32	11	10	88,734.00	25,910.33	1.00	Reg
UCO	20	2000	2020	0100	F	00026783	Dispatcher		6/17/1992	27	11	8	84,192.00	24,584.06	1.00	Reg
								Holley,Lenora E					•			
UC0	20	2000	2020	0100	F	00026920	Dispatcher	Carruth,Wendy M	8/16/1999	20	11	7	81,921.00	23,920.93	1.00	Reg
UC0	20	2000	2020	0100	F	00026953	Dispatcher	Millard,Ava O	12/21/1987	32	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	2000	2020	0100	F	00026971	Dispatcher	Neal Jr.,Hubert V	10/10/1990	20	11	7	81,921.00	23,920.93	1.00	Reg
UC0	20	2000	2020	0100	F	00026984	Dispatcher	Glenn,Michael C	12/7/1993	26	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	2000	2020	0100	F	00027023	Dispatcher	Mccullough Collins,Shondel	3/27/1996	23	11	8	84,192.00	24,584.06	1.00	Reg
UC0	20	2000	2020	0100	F	00027478	Dispatcher	Beatty,Tracy A	4/12/1999	20	11	9	86,463.00	25,247.20	1.00	Reg
UC0	20	2000	2020	0100	F	00031989	Dispatcher	Ross,Evelyn D	11/9/2009	10	11	3	72,837.00	21,268.40	1.00	Reg
UC0	20	2000	2020	0100	F	00032014	Dispatcher	Anderson,Karen	5/1/2005	14	11	8	84,192.00	24,584.06	1.00	Reg
UCO	20	2000	2020	0100	F	00032016	Dispatcher	Williams,Devon L	8/4/2008	11	11	6	79,650.00	23,257.80	1.00	Reg
UCO	20	2000	2020	0100	F	00032017	Dispatcher	Malry,James A	1/26/2015	4	11	5	77,379.00	22,594.67	1.00	Reg
UCO	20	2000	2020	0100	F	00032053	Dispatcher	Pross,Gregory M	1/26/2015	4	11	5	77,379.00	22,594.67	1.00	Reg
UCO	20	2000	2020	0100	F	00032054	Dispatcher	Wilson,Cortnee	9/21/2015	4	11	1	68,295.00	19,942.14	1.00	Reg
UCO	20	2000	2020	0100	F	00032054			5/4/1992	27	11	9	86,463.00	25,247.20	1.00	
							Dispatcher	Clements, Jacqueline E								Reg
UC0	20	2000	2020	0100	F	00032242	Dispatcher	Turner,Jennifer M	4/18/2005	14	11	8	84,192.00	24,584.06	1.00	Reg
UC0	20	2000	2020	0100	F	00036698	Dispatcher	Knox,Debbie Ann	9/29/1986	33	11	10	88,734.00	25,910.33	1.00	Reg
UC0	20	2000	2020	0100	F	00069788	OPERATIONS MGR	Millard,Karl	10/1/1984	35	14	0	107,843.04	31,490.17	1.00	Reg
UC0	20	2000	2020	0100	F	00088608	Dispatcher	Morris,Erica L	7/24/1994	25	11	6	79,650.00	23,257.80	1.00	Reg
UC0	20	2000	2020	0100	F	00088610	Dispatcher	Howard,Carla M	4/8/2002	17	11	5	77,379.00	22,594.67	1.00	Reg
UC0	20	2000	2020	0100	F	00088612	Dispatcher	Oliver,Alice M	6/16/2003	16	11	5	77,379.00	22,594.67	1.00	Reg
UC0	20	2000	2020	0100	F	00088613	Dispatcher	Abdul-Wahid, Jarita L	7/23/2007	12	11	4	75,108.00	21,931.54	1.00	Reg
UC0	20	2000	2020	0100	F	00088614	Dispatcher	Scott,Deonica S	8/22/2005	14	11	4	75,108.00	21,931.54	1.00	Reg
UC0	20	2000	2020	0100	F	00088615	Dispatcher	Jones,Shannon	6/16/2003	16	11	5	77,379.00	22,594.67	1.00	Reg
UC0	20	2000	2020	0100	F	00088616	Dispatcher	Darby,Alita B	9/15/1997	22	11	5	77,379.00	22,594.67	1.00	Reg
UC0	20	2000	2020	0100	F	00088617	Dispatcher	Young, Tiffani N	4/4/2005	14	11	5	77,379.00	22,594.67	1.00	Reg
UCO	20	2000	2020	0100	F	00088773	OPERATIONS MGR	Washington,Edward K	8/8/1994	24	14	0	107,842.45	31,490.00	1.00	Reg
UCO	20	2000	2020	0100	F	00096933	Dispatcher	Sapp,DeReece	9/21/2015	4	11	1	68,295.00	19,942.14	1.00	Reg
													•			
UC0	20	2000	2020	0100	F	00096934	Dispatcher	Bell,Charlee N	9/21/2015	4	11	1	68,295.00	19,942.14	1.00	Reg
UC0	20	2000	2020	0100	F	00096935	Dispatcher	Banks,Marcellus A	6/30/2003	16	11	5	77,379.00	22,594.67	1.00	Reg
UC0	20	2000	2040	0100	F	00088571	Program Analyst	Ortega,Beatriz	10/15/2007	12	12	5	85,570.00	24,986.44	1.00	Reg
UC0	20	2000	2040	0100	F	00092110	Training and Organizational De	Scott,Robin R	5/5/2003	16	13	3	93,325.00	27,250.90	1.00	Reg
UC0	20	2000	2040	0100	F	00092111	Training and Organizational De	Hollins,Marlene S	5/27/1997	22	13	5	98,947.00	28,892.52	1.00	Reg
UC0	20	2000	2040	0100	F	00094846	Training and Organizational De	Hunter,Mark C	1/26/2015	4	13	0	93,776.56	27,382.76	1.00	Reg
UC0	20	2000	2040	0100	F	00096818	Training Specialist	King,Marcia K	9/5/1995	24	12	3	80,848.00	23,607.62	1.00	Reg
UC0	20	3000	3020	0100	F	00001009	Customer Service Rep.	Phillips,Barbara	9/6/2016	3	7	2	47,307.00	13,813.64	1.00	Reg
UC0	20	3000	3020	0100	F	00005933	Customer Service Representativ	Carr,Shannon	6/27/2011	8	8	3	53,407.00	15,594.84	1.00	Reg
UC0	20	3000	3020	0100	F	00007411	Call Center Operations Mgr	WALKER JR, MARCELLUS C.	7/23/2007	12	13	0	93,776.35	27,382.69	1.00	Reg
UCO	20	3000	3020	0100	F	00008524	Customer Service Representativ	Scott,Tamica M	7/23/2007	12	8	6	58,207.00	16,996.44	1.00	Reg
UCO	20	3000	3020	0100	F	00009169	Customer Service Representativ	Epps,Nancy L	1/6/1980	39	8	10	64,607.00	18,865.24	1.00	Reg
UCO	20	3000	3020	0100	F	00003103	Customer Service Rep.	Peters,Doretha	7/1/1980	39	8	10	64,607.00	18,865.24	1.00	Reg
UCO	20	3000	3020	0100	F		Customer Service Representativ	Nelson,Michael L.	8/21/2011			3		15,594.84	1.00	
						00014211				8	8					Reg
UC0	20	3000	3020	0100	F		Customer Service Representativ	Marshall,Zarnita L	1/4/2010	9	8	4	55,007.00	16,062.04	1.00	Reg
UC0	20	3000	3020	0100	F	00021559	Customer Service Rep.	Borrayo,Cynthia I.	6/11/2018	1	6	1	41,259.00	12,047.63	1.00	Reg
UC0	20	3000	3020	0100	F	00023887	Customer Service Rep.	Morris,Anjel	7/11/2016	3	8	1	50,207.00	14,660.44	1.00	Reg
UC0	20	3000	3020	0100	F	00026651	Customer Service Representativ	Walker-Williams,Cynthia R	11/4/2002	17	8	9	63,007.00	18,398.04	1.00	Reg
UC0	20	3000	3020	0100	F	00031984	311 Operations Team Leader	Lawson,Darlene	4/8/2002	17	9	8	67,578.00	19,732.78	1.00	Reg
UC0	20	3000	3020	0100	F	00032049	Customer Service Rep.	Enoch,Michelle Yvonne	6/16/2003	16	8	10	64,607.00	18,865.24	1.00	Reg
UC0	20	3000	3020	0100	F	00032068	Customer Service Representativ	Williams,Sabrina F	11/13/2007	12	8	7	59,807.00	17,463.64	1.00	Reg
UC0	20	3000	3020	0100	F	00045518	Customer Service Rep.	Blanks, George	11/13/2017	2	7	1	45,718.00	13,349.66	1.00	Reg
UC0	20	3000	3020	0100	F	00045523	Customer Service Rep.	Bordeaux,Colin J.	4/30/2018	1	7	1	45,718.00	13,349.66	1.00	Reg
UC0	20	3000	3020	0100	F	00047372	Customer Service Rep.	Middleton, Tearsha	9/6/2016	3	7	2	47,307.00	13,813.64	1.00	Reg
UC0	20	3000	3020	0100	F	00047375	Customer Service Representativ	Washington, Janice Marie	3/31/2008	11	8	6	58,207.00	16,996.44	1.00	Reg
UCO	20	3000	3020	0100	F	00047376	Customer Service Specialist	Cureton, Mary A	9/6/1988	31	9	9	69,342.00	20,247.86	1.00	Reg
UCO	20	3000	3020	0100	F	00047377	Customer Service Specialist	Curley,Phyllis	2/1/1999	20	9	9	69,342.00	20,247.86	1.00	Reg
UCO	20	3000	3020	0100	F	00047378	Customer Service Specialist	Scruggs, Janie L	2/28/1990	29	9	10	71,106.00	20,762.95	1.00	Reg
UCO	20	3000	3020	0100	F	00047378	Customer Service Specialist	Hawkins,Akime E	4/18/2005	14	9	8	67,578.00	19,732.78	1.00	Reg
UCO	20	3000	3020	0100	F	00047414	Customer Service Specialist	McNeill,Toye R	11/13/2001	18	9	8	67,578.00	19,732.78	1.00	
					F			Wash III,John			9	9				Reg
UC0	20	3000	3020	0100		00047415	Customer Service Specialist		1/8/2002	17		_	69,342.00	20,247.86	1.00	Reg
UC0	20	3000	3020	0100	F	00047416	Customer Service Representativ	Williams, Ebony A	12/8/2008	11	8	5	56,607.00	16,529.24	1.00	Reg
UC0	20	3000	3020	0100	F	00047417	Customer Service Specialist	Chavarria Guzman,Nancy	4/7/2003	16	9	8	67,578.00	19,732.78	1.00	Reg
UC0	20	3000	3020	0100	F	00050958	Customer Service Representativ	Best,Laverne	6/12/2006	13	8	6	58,207.00	16,996.44	1.00	Reg
UC0	20	3000	3020	0100	F	00050959	Customer Service Representativ	Green,Thearl R	6/12/2006	13	8	6	58,207.00	16,996.44	1.00	Reg
UC0	20	3000	3020	0100	F	00051081	Customer Service Rep.	Merritt,Aisha	5/16/2018	1	6	1	41,259.00	12,047.63	1.00	Reg
UC0	20	3000	3020	0100	F	00051082	Customer Service Representativ	Hailstorks, Amanda T	12/8/2008	11	8	5	56,607.00	16,529.24	1.00	Reg
UC0	20	3000	3020	0100	F	00051149	Customer Service Representativ	Watson,Ikeisha S	10/26/2009	10	8	5	56,607.00	16,529.24	1.00	Reg
UCO	20	3000	3020	0100	F	00070725	Customer Service Rep.	Thompson,Tomalika	4/17/2018	1	7	1	45,718.00	13,349.66	1.00	Reg
UCO	20	3000	3020	0100	F	00073023	Customer Service Rep.	Young,Kieola	9/6/2016	3	7	2	47,307.00	13,813.64	1.00	Reg
UCO	20	3000	3020	0100	F	00073320	Customer Service Representativ	Jones-Champion, Valerie L	7/31/2010	9	8	5	56,607.00	16,529.24	1.00	Reg
UCO	20	3000	3020	0100	F	00073578	Customer Service Representativ	Perkins,Angie Marie	7/19/2010	9	8	5	56,607.00	16,529.24	1.00	Reg
UCO	20	3000	3020	0100	F	00073685	Customer Service Representativ			5	8	2	51,807.00	15,127.64	1.00	
								Bragg, Priscilla A.	12/29/2014					_		Reg
UC0	20	3000	3020	0100	F	00073687	Customer Service Representativ	Brown,Bessel R	6/27/2011	8	8	5	56,607.00	16,529.24	1.00	Reg
UC0	20	3000	3020	0100	F	00077736	Customer Service Rep.	Carr, Doreen Y	11/1/2004	15	8	10	64,607.00	18,865.24	1.00	Reg
UC0	20	3000	3020	0100	F	00077741	Customer Service Rep.	Young,Courtney N	9/18/2017	2	7	2	47,307.00	13,813.64	1.00	Reg

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UC0	20	3000	3020	0100	F		Customer Service Rep.	Sarwar,Spozmai	1/12/2005	14	8	10	64,607.00 18,865	_	1.00	Reg
UC0	20	3000	3020	0100	F		Call Center Operations Mgr	Forrester, Abigail	12/29/2014	5	13	0	93,776.35 27,382	_	1.00	Reg
UC0	20	3000	3020	0100	F	00088539	Customer Service Rep.	Mattox,Jennine	7/11/2016	3	8	1	50,207.00 14,660	_	1.00	Reg
UC0	20	3000	3020	0100	F		Customer Service Rep.	Williams,Kimara	4/17/2018	1	6	2	42,697.00 12,467	_	1.00	Reg
UC0	20	3000	3020	0100	F		Call Center Operations Mgr	Martin,Tameka N.	8/24/2015	4	13	0	95,977.48 28,025	_	1.00	Reg
UC0	20	3000	3020	0100	F	00093945	Customer Service Rep.	Woodland,Robinette D	9/6/2016	3	6	3	44,135.00 12,887	_	1.00	Reg
UC0	20	3000	3020	0100	F	00093946	Customer Service Rep.	Watkins,Ivan T.	8/6/2018	1	6	1	41,259.00 12,04		1.00	Reg
UC0	20	3000	3020	0100	F	00093947	Customer Service Rep.	Parker,Karen L	6/26/2017	2	7	1	45,718.00 13,349	9.66	1.00	Reg
UC0	20	3000	3020	0100	F	00093948	Customer Service Rep.	Hood,Tiauna S	9/6/2016	3	7	2	47,307.00 13,813	3.64	1.00	Reg
UC0	20	3000	3020	0100	F	00093949	Customer Service Rep.	Tillman,Shawnee	9/6/2016	3	6	3	44,135.00 12,883	7.42	1.00	Reg
UC0	20	3000	3020	0100	F	00093950	Customer Service Rep.	Riley,Chappelle	11/13/2018	1	6	1	41,259.00 12,047	7.63	1.00	Reg
UC0	20	3000	3020	0100	F	00093951	Customer Service Rep.	Roberts, Sharday N	9/6/2016	3	7	2	47,307.00 13,813	3.64	1.00	Reg
UC0	20	3000	3020	0100	F	00093953	Customer Service Rep.	Durham,Ty'Meesha M	9/4/2018	1	6	1	41,259.00 12,047	7.63	1.00	Reg
UC0	20	3000	3020	0100	F	00093954	Customer Service Rep.	McCrae,Danika P	9/18/2017	2	7	2	47,307.00 13,813	3.64	1.00	Reg
UC0	20	3000	3020	0100	F	00093955	Customer Service Rep.	Blue,Kala M	9/18/2017	2	6	3	44,135.00 12,883	7.42	1.00	Reg
UC0	20	3000	3020	0100	F	00093956	Customer Service Rep.	Rodriguez,Nicolle	12/17/2018	1	6	1	41,259.00 12,047	7.63	1.00	Reg
UC0	20	3000	3020	0100	F	00093957	Customer Service Rep.	Cooks,Lauren A	9/18/2017	2	7	2	47,307.00 13,813	3.64	1.00	Reg
UC0	20	3000	3020	0100	F	00093958	Customer Service Rep.	Smith,Antonia D.	9/18/2017	2	7	2	47,307.00 13,813	3.64	1.00	Reg
UC0	20	3000	3020	0100	F	00093959	Customer Service Rep.	Benton, Martina N	9/18/2017	2	7	2	47,307.00 13,813	3.64	1.00	Reg
UC0	20	3000	3020	0100	F	00093961	Customer Service Rep.	Fletcher,Ameshia M	9/18/2017	2	7	2	47,307.00 13,813	3.64	1.00	Reg
UC0	20	3000	3020	0100	F	00093962	Customer Service Rep.	Hinnant, Jada	6/26/2017	2	7	1	45,718.00 13,349	9.66	1.00	Reg
UC0	20	3000	3020	0100	F	00093963	Customer Service Rep.	Gray,Fimiya C	6/26/2017	2	6	1	41,259.00 12,047	7.63	1.00	Reg
UC0	20	3000	3020	0100	F	00093964	Customer Service Rep.	Strong,Keya R	9/18/2017	2	7	2	47,307.00 13,813	3.64	1.00	Reg
UC0	20	3000	3020	0100	F	00093965	Customer Service Rep.	Butler,Tiara S	9/18/2017	2	7	2	47,307.00 13,813	3.64	1.00	Reg
UC0	20	3000	3020	0100	F	00093966	Customer Service Rep.	Palmer, Jazmin O	9/18/2017	2	7	2	47,307.00 13,813	_	1.00	Reg
UC0	20	3000	3020	0100	F	00093967	Customer Service Rep.	Diggs,Diamond V	9/18/2017	2	7	2	47,307.00 13,813	3.64	1.00	Reg
UC0	20	3000	3020	0100	F	00093968	Customer Service Rep.	Stevenson,Blair	9/6/2016	3	6	3	44,135.00 12,883	7.42	1.00	Reg
UC0	20	3000	3020	0100	F	00093969	Customer Service Rep.	Woodard,Symone J	9/18/2017	2	7	2	47,307.00 13,813	3.64	1.00	Reg
UC0	20	3000	3020	0100	F	00094774	Supervisory Customer Service R	Pittman-Brice, Sharron M	3/17/2008	11	11	0	69,105.14 20,178	3.70	1.00	Reg
UC0	20	3000	3020	0100	F	00094775	Supervisory Customer Service R	Zackery,Shadonna M	6/22/1994	25	11	0	70,337.67 20,538	3.60	1.00	Reg
UC0	20	3000	3020	0100	F	00094777	Supervisory Customer Service R	Bailey,Norman	12/29/2014	5	11	0	69,105.14 20,178	_	1.00	Reg
UCO	20	3000	3020	0100	F		Supervisory Customer Service R	Pierce,Linda D	9/8/1992	27	11	0	74,666.14 21,802	_	1.00	Reg
UC0	20	3000	3020	0100	F	00096939	Chief of Operations (311)	Hines,Erick Daniel	5/14/2007	12	15	0	119,705.57 34,954	1.03	1.00	Reg
UCO	20	4000	4020	0100	F		Electronics Engineer	Petrovic, Benjamin B.	8/19/2019	0	12	1	82,326.00 24,039		1.00	Reg
UCO	20	4000	4020	0100	F	00017301	IT Specialist	Washington II, Nathaniel	5/2/2016	3	11	1	66,542,00 19,430	_	1.00	Reg
UCO	20	4000	4020	0100	F		Telecommunications Manager	Ngo,Tai K.	9/16/2019	0	14	0	117,200,61 34,222	_	1.00	Reg
UCO	20	4000	4030	0100	F	00084833	Telecommunications Manager	MacArthur, Selena	5/15/2017	2	14	0	117,200.86 34,222		1.00	Reg
UCO	20	5000	5010	0100	F	00032005	Telecommunications Transcripti	Awash,Zerihun Z	12/24/2007	12	8	2	51,807.00 15,127	_	1.00	Reg
UCO	20	5000	5010	0100	F	00032008	Telecommunications Transcripti	Danson,Santo G	11/23/2009	10	8	2	51,807.00 15,12		1.00	Reg
UCO	20	5000	5010	0100	F	00032009	Telecommunications Transcripti	Ford.Robin M	8/21/2006	13	8	7	59,807.00 17,463	_	1.00	Reg
UCO	20	5000	5010	0100	F	00032011	Telecommunications Transcripti	Jones, Mychelle T.	9/25/2019	0	6	8	51,325.00 14,986	_	1.00	Reg
UCO	20	5000	5010	0100	F		Program Analyst	Stutson,Denise E	2/12/2001	18	13	9	110.191.00 32.175	_	1.00	Reg
UCO	20	100F	130F	0100	F.		Agency Fiscal Officer	Kemp,Douglas	12/7/2009	10	15	10	169,548.00 49,508		1.00	Reg
UCU	20	TOOI.	1301.	0100		00001000	rigency riscal Officer	Nemp,Douglas	12/1/2009	10	13	10	100,040.00 49,000	J.UZ	1.00	neg

Office Of Unified Communications FY 2020 SCHEDULE A - SPR

Vacancy	FTE
Status	
Filled	47.0
Vacant	2.0
Total	49 00

															Total	49.00
Agency Code	Fiscal Year	Program Code	Activity Code	Agency Fund	Filled, Vacant or Frozen	Position Number	Position Title	Employee Name	Hire Date	Length of Service	Grade	Step	Salary	Fringe	FTE	Reg/Tem p/Term
UC0	20	1000	1090	1630	F	00009047	Attorney Advisor	Siegel, Jared H.	1/22/2019	1	12	2	89,246.00	26,059.83	1.00	Reg
UC0	20	1000	1090	1630	F	00010471	Program Analyst	Taylor-Weems,Yolanda	12/22/2008	11	12	10	105,339.00	30,758.99	1.00	Reg
UC0	20	1000	1090	1630	F	00013371	Staff Assistant	Darby,Jessica A	12/8/2008	11	9	3	54,323.00	15,862.32	1.00	Reg
UC0	20	1000	1090	1630	F	00032319	Director, OUC	Holmes,Karima N.	1/19/2016	4	E5	0	198,395.51	57,931.49	1.00	Reg
UC0	20	1000	1090	1630	F	00065403	Program Analyst	Miranda,Macorazon V	8/18/1997	22	12	9	102,782.00	30,012.34	1.00	Reg
UC0	20	1000	1090	1630	F	00073737	Program Manager	Ross,Kipling	6/22/1998	21	14	0	144,934.07	42,320.75	1.00	Reg
UC0	20	1000	1090	1630	F	00075491	CHIEF OF OPERATIONS	Anderson, Arrelle D	5/30/2017	2	16	0	149,981.55	43,794.61	1.00	Reg
UC0	20	1000	1090	1630	F	00077756	Chief Administrative Officer	Mcmanus, Yvonne D.	2/12/2001	18	15	0	160,467.43	46,856.49	1.00	Reg
UC0	20	1000	1090	1630	F	00084832	Inventory Management Specialis	Roberts, James	5/22/2000	19	11	5	75,094.00	21,927.45	1.00	Reg
UC0	20	1000	1090	1630	F	00088157	Public Information Officer	Gattison, Wanda D.	11/24/2008	11	13	0	107,161.20	31,291.07	1.00	Reg
UC0	20	1000	1090	1630	F	00092098	Communications Specialist	Bucksell,Ingrid N	6/9/1997	22	14	5	116,937.00	34,145.60	1.00	Reg
UC0	20	1000	1090	1630	F	00095040	Program Analyst	Galloway,Brittany	6/2/2014	5	13	7	104,569.00	30,534.15	1.00	Reg
UC0	20	1000	1090	1630	F	00095155	Special Assistant	Brown,Kelly A	10/5/1998	21	14	9	130,217.00	38,023.36	1.00	Reg
UC0	20	1000	1090	1630	F	00095178	Chief of Operations (911)	Sullivan,Lajuan N	12/10/1984	35	15	0	119,705.36	34,953.97	1.00	Reg
UC0	20	2000	2040	1630	F	00088551	Quality Assurance Specialist	Covington,Latrice R	5/1/1990	29	13	3	93,325.00	27,250.90	1.00	Reg
UC0	20	2000	2040	1630	F	00088705	Quality Assurance Specialist	Jackson, Trayshelle V	4/18/2005	14	13	2	90,514.00	26,430.09	1.00	Reg
UC0	20	4000	4010	1630	F	00014085	Computer Assistant	Addo,Raymond	9/17/2018	1	6	4	45,573.00	13,307.32	1.00	Reg
UC0	20	4000	4010	1630	F	00017501	Computer Assistant	Hudson,Isoka	9/17/2018	1	6	4	45,573.00	13,307.32	1.00	Reg
UC0	20	4000	4010	1630	F	00022400	Computer Assistant	Williams, Christian	9/17/2018	1	6	4	45,573.00	13,307.32	1.00	Reg
UC0	20	4000	4010	1630	F	00027141	Computer Assistant	Behrens,Shane	9/17/2018	1	6	4	45,573.00	13,307.32	1.00	Reg
UC0	20	4000	4010	1630	F	00027569	Computer Assistant	Claiborne II,Melvin	9/17/2018	1	6	4	45,573.00	13,307.32	1.00	Reg
UC0	20	4000	4010	1630	F	00031995	Computer Assistant	Murrell, Mia Angelique	9/17/2018	1	6	4	45,573.00	13.307.32	1.00	Reg
UCO	20	4000	4010	1630	F	00032097	Information Technology Special	Messgina, Tadelech	2/4/2019		9	1	55,230.00	16,127.16	1.00	Reg
UCO	20	4000	4010	1630	F	00032211	Information Technology Special	Haskell, Jordan	9/17/2018	1	9	5	62,286.00	18,187.51	1.00	Reg
UCO	20	4000	4010	1630	F	00032237	Information Technology Special	Gragasin,Brian	9/17/2018	1	12	2	84,883.00	24,785.84	1.00	Reg
UCO	20	4000	4010	1630	F	00085557	Information Technology Special	Harris, Veeda	9/17/2018	1	12	3	87,440.00	25,532.48	1.00	Reg
UCO	20	4000	4010	1630	F	00088528	Information Technology Special	Peterson, Jonathan W	9/17/2018	1	12	3	87,440.00	25,532.48	1.00	Reg
UCO	20	4000	4020	1630	F	00003977	Electronics Engineer	Wilson,Clyde O	11/27/2007	12	12	10	105,339.00	30,758.99	1.00	Reg
UCO	20	4000	4020	1630	F	00008593	Sup. Electronics Engineer	Matthews, Stephen D	3/12/1990	29	14	0	107,841,48	31,489,71	1.00	Reg
UCO	20	4000	4020	1630	F	00020955	Electronics Technician	West,Donald A	2/6/1973	46	11	10	85,784,00	25.048.93	1.00	Reg
UCO	20	4000	4020	1630	F	00024204	Electronics Engineer	Igbedior,Felix N	10/18/2014	5	12	10	105,339.00	30,758.99	1.00	Reg
UCO	20	4000	4020	1630	F	00024253	Electronics Technician	Diagne,Leon	4/15/2019		11	1	66,542.00	19,430.26	1.00	Reg
UCO	20	4000	4020	1630	F	00048786	Electronics Technician	Tefera,Melaku	11/1/2014	5	11	7	79,370.00	23,176.04	1.00	Reg
UCO	20	4000	4020	1630	F	00088535	Information Technology Special	Bustan, Agustinus	9/17/2018	1	12	5	92,554.00	27,025.77	1.00	Reg
UCO	20	4000	4020	1630	F	00088537	Information Technology Special	Kapral, Brittany S.	6/24/2019		12	1	82,326.00	24.039.19	1.00	Reg
UCO	20	4000	4030	1630	F	00003004	Information Technology Special	Flores,Basil M.	11/10/2008	11	12	10	105,339.00	30,758.99	1.00	Reg
UCO	20	4000	4030	1630	F	00025334	Chief Info Tech Officer	Kavaleri,Teodros	4/4/2005	14	16	0	155.756.62	45,480.93	1.00	Reg
UCO	20	4000	4030	1630	F	00023334	Information Technology Special	Fisseha, Dagnachew	12/22/2008	11	12	7	97,668.00	28.519.06	1.00	Reg
UCO	20	4000	4030	1630	F	00051037	Program Analyst	Dreher,Colleen V	9/14/1987	32	12	7	97,668.00	28,519.06	1.00	Reg
UCO	20	4000	4030	1630	F	00051451	Information Technology Special	Belt,David P	4/14/2008	11	12	8	100,225.00	29,265.70	1.00	Reg
UCO	20	4000	4030	1630	F	00031434	Program Analyst	Brown, Yasmin N	9/6/2005	14	12	10	105,339.00	30,758.99	1.00	Reg
UCO	20	4000	4030	1630	F	00077733	Deputy Chief Information Ofcr.	Jones,Shani N	5/8/2000	19	15	0	143,645.86	41.944.59	1.00	Reg
UCO	20	4000	4040	1630	F	00088832		·	10/16/2017	2	9	3	58,758.00	17.157.34	1.00	
UCO	20	4000	4040	1630	F	00017052	INFORMATION TECHNOLOGY SPECIAL	Wims,RaCharne M	9/17/2018	1	12	0	89,301.00	26,075.89	1.00	Reg
UCO	20	4000	4040	1630	F	00025316	IT Program Manager	Hartwig, Kevin		1	14	0	132,562.61	38.708.28	1.00	Reg
UCO	20	4000	4040			00027062	IT Program Manager INFORMATION TECHNOLOGY SPECIAL	Chohan,Zahid	9/17/2018	1	9	5	62,286.00	18.187.51	1.00	Reg
				1630	F F			Frank III, John		1	6		,	-,		Reg
UC0	20	4000	4040	1630	F	00088545	Computer Assistant	Hall,Ryan	9/17/2018	1	6	4	45,573.00	13,307.32	1.00	Reg

Office Of Unified Communications FY 2020 SCHEDULE A - Intra-District

Vacancy	FTE
Status	
Filled	5.0
Vacant	1.0

Agency Code	Fiscal Year	Program Code	Activity Code	Agency Fund	Filled, Vacant or Frozen	Position Number	Position Title	Employee Name	Hire Date	Length of Service	Grade	Step	Salary	Fringe	FTE	Reg/Tem p/Term
UC0	20	3000	3020	0700	V	00032058	Customer Service Rep.				6	0	41,259.00	12,047.63	1.00	Reg
UC0	20	3000	3020	0700	F	00073679	Customer Service Rep.	Horton, Jasmine L.	6/24/2019	0	6	1	41,259.00	12,047.63	1.00	Term
UC0	20	3000	3020	0700	F	00073681	Customer Service Rep.	Gross,Charles R	8/19/2019	0	6	1	41,259.00	12,047.63	1.00	Term
UC0	20	3000	3020	0700	F	00073682	Customer Service Rep.	Richardson, Terrace M.	6/24/2019	0	6	1	41,259.00	12,047.63	1.00	Term
UC0	20	3000	3020	0700	F	00073683	Customer Service Rep.	Walker,LaShell	7/22/2019	0	6	1	41,259.00	12,047.63	1.00	Term
UC0	20	3000	3020	0700	F	00085196	Customer Service Rep.	Miller,Diane	9/16/2019	0	6	1	41,259.00	12,047.63	1.00	Term



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FY1	Vendor - Name 9 A2 Services Inc	PO # PO608015	Nature of Contract / Procurement FY19 - OUC - PSCC Emergency Power System Upgrade Fundamental Commissioning Services - UC304C	Procurement Type Procurement	Amount Ordered \$22,620.00	Funding Source Capital - UC304	Procurment Type (Competitively bid) Small Purchase	Contract Term	Contract Monitor / CA
FY1	9 ABC TECHNICAL SOLUTIONS I	PO608122	FY19 - OUC - Administrative UPS - SPR	Procurement	\$8,951.96	911 Fund / SPR	DC Supply Schedule		
FY1	9 ABC TECHNICAL SOLUTIONS I	PO591878	FY19 - OUC - Laptops and Docking Stations for IT and Admin - SPR	Procurement	\$34,668.60	911 Fund / SPR	DC Supply Schedule		
	9 Ad Box Promo Agency, LLC	PO602448	FY19 - OUC - Community Outreach and Internal Events Collateral - SPR	Procurement	\$8,924.78	911 Fund / SPR	DC Supply Schedule		
FY1	9 Ad Box Promo Agency, LLC	PO610139	FY19 - OUC - Customer Service Week Marketing - SPR	Procurement	\$3,600.00	911 Fund / SPR	Small Purchase		
	9 Aeroflex Wichita 9 Alphatec, PC	PO603898 PO617358	FY19 - OUC - Aeroflex Radio Analysis Tool Maintenance - SPR FY19 - OUC - A/E Services for PSCC Renovations - UC304C	Procurement Procurement	\$5,014.00 \$958,694.42	911 Fund / SPR Capital - UC304	Exempt From Competition Architectural Engineering		
FY1	9 Alphatec, PC	PO61/338 PO610335	FY19 - Facilities - PSCC Generator Support - UC304C	Procurement	\$4,334.00	911 Fund / SPR	Small Purchase		
	9 Alphatec, PC	PO605312	FY19 - OUC - PSCC Generator Support - UC304C	Procurement	\$9.850.00	Capital - UC304	Small Purchase		
FY1	9 American University	PO610088	FY19 - OUC - 311 Police Non -Emergency and DGS/OUC Marketing Plan with WAMU - SPR	Procurement	\$15,000.00	911 Fund / SPR	Exempt From Competition		
	9 Anritsu Company	PO600071	FY19 - OUC - Anritsu Tool Calibration - SPR	Procurement	\$3,391.00	911 Fund / SPR	Single Quote		
FY1	9 ASPECT SOFTWARE, INC	PO591676	FY19 - OUC - Parking Meter IVR SMS Service - SPR	Procurement	\$3,000.00	911 Fund / SPR	Exempt From Competition		
	9 ASSOC PUBLIC SAFETY COMMUNICAT 9 ASSOC PUBLIC SAFETY COMMUNICAT	PO597353 PO608365	FY19 - OUC - APCO Interoperability Training - 1UCSH8 FY19 - OUC - APCO PST1 Interoperability Training Courses - 1UCSH8	Procurement Procurement	\$8,955.00 \$4.935.00	Grant Grant	Exempt From Competition Exempt From Competition		
	9 ASSOCIATION OF PUBLIC SAFETY	PO595253-V2	FY19 - OPSD - APCO OPSD Training - SPR	Procurement	\$4,935.00	911 Fund / SPR	Exempt From Competition Exempt From Competition		
	9 AT&T MOBILITY	PO608510	FY19 - OUC - NetMotion Diagnostics and Mobile IQ Maintenance - SPR	Contract	\$56,058,75	911 Fund / SPR	Cooperative Agreements	Opt Year 3	Teddy Kavaleri
	9 Avila Visualizaiton Inc	PO596522	FY19 - OUC - E911 Wireless Call Routing Optimization - SPR	Contract	\$235,000.00	911 Fund / SPR	Exempt From Competition	Opt Year 2	Selena MacArthur
FY1	9 BENNETT GROUP INC	PO598849	FY18 - OUC - PSCC Generator Replacement - UC304	Procurement	\$2,399,943.95	Capital - UC304	Competitive Sealed Proposal - RFP		
	9 CAMPAIGN COMPLETE LLC DBA ONER	PO592487	FY19 - OUC - Text to 311 Maintenance and Support Services - SPR	Procurement	\$74,400.00	911 Fund / SPR	Exempt From Competition		
	9 CAPITAL SERVICES AND SUPPLIES	PO595243	FY19 - OUC - Cubicles for 3rd Floor at UCC - SPR	Procurement	\$9,549.57	911 Fund / SPR	DC Supply Schedule		
	9 CAPITAL SERVICES AND SUPPLIES 9 CAPITAL SERVICES AND SUPPLIES	PO609750 PO609481	FY19 - OUC - PSCC Quiet Room Sofas - SPR FY19 - OUC - Quad Monitor Desk Stands - SPR	Procurement Procurement	\$2,258.00 \$7,580.00	911 Fund / SPR 911 Fund / SPR	Single Quote Small Purchase		
	9 Capitol Power Group LLC	PO591862	FY19 - OUC - Quad Monitor Desk Stands - SPK FY19 - OUC - UPS, Generator, and HVAC Radio Site Maintenance& Break Fix Repairs - SPR	RPA RPA	\$7,580.00	911 Fund / SPR 911 Fund / SPR	Small Purchase	Base Period	
	9 Capitol Power Group LLC	PO599921	FY19 - OUC - THOR UPS Battery Modules Replacement - SPR	Procurement	\$8,203.00	911 Fund / SPR	Small Purchase	base remod	
FY1	9 CARAHSOFT TECHNOLOGY CORPORATI	PO599806	FY19 - OUC - Live Message Services	Procurement	\$2,071.30	911 Fund / SPR	Cooperative Agreements		
FY1	9 CARAHSOFT TECHNOLOGY CORPORATI	PO600436	FY19 - OUC - Carahsoft Data Storage - SPR	Procurement	\$17,368.95	911 Fund / SPR	Cooperative Agreements		
	9 CARAHSOFT TECHNOLOGY CORPORATI	PO605091-V2	FY19 - OUC - 311 Salesforce Application Licenses, Opt Yr 4 - SPR	Contract	\$592,110.17	911 Fund / SPR	GSA- Federal Supply Schedule	Opt Year 4	Teddy Kavaleri
	9 CDW GOVERNMENT INC	PO591663	FY19 - OUC - Additional Storage Cartridges for HP Backup Exec - SPR	Procurement	\$1,297.24	911 Fund / SPR	Cooperative Agreements		
	9 CommSys, Inc 9 COMPUTER AID INC	PO591325 PO607535	FY19 - OUC - CAD Automated Alarm Protocols - SPR Recommenda - IT Consultant (RIPELINE) - FY10 - OUC - Subject Metter Function Technology Specific - Senior - SPR	Procurement Contract	\$10,000.00 \$31,771.52	911 Fund / SPR 911 Fund / SPR	Exempt From Competition Competitive Sealed Proposal - RFP	N/A OCTOAL	N / A - OCTO Managed
	9 COMPUTER AID INC 9 COMPUTER AID INC	PO607535 PO590881-V3	Recompete - IT Consultant (PIPELINE) - FY19 - OUC - Subject Matter Expert - Technology Specific - Senior - SPR De-encumbrance - IT Consultant (PIPELINE) - FY19 - OUC - Subject Matter Expert - Technology Specific - Senior - SPR	Contract Contract	\$31,771.52 \$142.956.00	911 Fund / SPR 911 Fund / SPR	Competitive Sealed Proposal - RFP Competitive Sealed Proposal - RFP	N / A - OCTO Managed	N / A - OCTO Managed N / A - OCTO Managed
	9 COMPUTER AID INC	PO591332-V2	De-encumbrance - IT Consultant (PIPELINE) - FY19 - OUC - System Administrator (Entry) - SPR	Contract	\$55,460.10	911 Fund / SPR	Competitive Sealed Proposal - RFP	N / A - OCTO Managed	N / A - OCTO Managed
FY1	9 COMPUTER AID, INC	PO602402-V2	De-encumbrance - IT Consultants (PIPELINE) - FY19 - OUC - System Administrator (Entry) - SPR	Contract	\$34,576.25	911 Fund / SPR	Competitive Sealed Proposal - RFP	N / A - OCTO Managed	N / A - OCTO Managed
FY1	9 CORNERSTONE ONDEMAND INC.	PO605726-V3	FY19 - OUC - (Deobligate) Learning Management System - SPR	Procurement	\$4,729.85	911 Fund / SPR	Exempt From Competition		
	9 CORPORATE SYSTEMS RESOURCES	PO599935	FY19 - OUC - Call Floor Cables - DCCUC	Procurement	\$31,411.55	Capital - DCCUC	Small Purchase		
	9 DATA NET SYSTEMS CORP	PO591361-V2	FY19 - OUC - SQL Database Administrator - SPR	Procurement	\$22,230.00	911 Fund / SPR	DC Supply Schedule		
	9 DECCAN INTERNATIONAL	PO597999	FY19 - OUC - LiveMUM - SPR	Contract	\$244,125.00	911 Fund / SPR	Cooperative Agreements	Base Period	Teddy Kavaleri
	9 Dell Computer Corp 9 Dell Marketing L.P.	PO597415 PO603357	FY19 - OUC - VMWare Horizon Licenses - SPR FY19 - OUC - Smart911 Maintenance and RAVE Panic Button License Renewal - SPR	Procurement Contract	\$17,996.44 \$327,501.00	911 Fund / SPR 911 Fund / SPR	Exempt From Competition Cooperative Agreements	Opt Year 3	Teddy Kavaleri
	9 Dell Marketing L.P.	PO591812	FY19 - OUC - Smart911 Rave Command View License Renewal - SPR	Contract	\$29.998.88	911 Fund / SPR	Cooperative Agreements	Opt Year 3	Teddy Kavaleri
	9 Dell Marketing L.P.	PO591833	FY19 - OUC - Microsoft Enterprise and Standard SQL licenses - SPR	Procurement	\$168.802.77	911 Fund / SPR	Exempt From Competition	Opt rear 5	reduy kavaleri
FY1	9 Dell Marketing L.P.	PO598918	FY19 - OUC - Dell Pro Support - SPR	Procurement	\$4,964.48	911 Fund / SPR	Exempt From Competition		
	9 Dell Marketing L.P.	PO599529-V2	FY19 - OUC - VMWare License Renewal - SPR	Procurement	\$10,781.11	911 Fund / SPR	Exempt From Competition		
	9 Dell Marketing L.P.	PO608338	FY19 - OUC - Dell Pro Support Renewal - SPR	Procurement	\$2,047.93	911 Fund / SPR	Exempt From Competition		
	9 Dell Marketing L.P.	PO608719	FY19 - OUC - Project Online Licenses - SPR	Procurement	\$458.85	911 Fund / SPR	Exempt From Competition		
	9 Dell Marketing L.P. 9 Dell Marketing I.P.	PO609182 PO606828	FY19 - OUC - VMware Support Coverage September Renewal - SPR FY19 - OUC - Dell Hardware Renewal - SPR	Procurement Procurement	\$12,668.02	911 Fund / SPR 911 Fund / SPR	Exempt From Competition Small Purchase		
	9 Denise Amber Lee Foundation	PO592594	FY19 - OUC - DEIL HARDWARE KENEWAI - SPK FY19 - OUC - OPSD Training - A Victim's Plea. Meeting Expectations - SPR	Procurement	\$11,678.06	911 Fund / SPR 911 Fund / SPR	Exempt From Competition		
	9 DIGI DOCS INC DOCUMENT MGERS	PO605980	FY19 - OUC - Call Floor Headsets, Adapters, & Amplifiers - SPR	Procurement	\$6.008.39	911 Fund / SPR	Single Quote		
	9 Digital Conventions, LLC	PO591757-V2	FY19 - OUC - Audio-Visual Implementation and Maintenance Services - SPR	Contract	\$31,528.00	911 Fund / SPR	Cooperative Agreements	Opt Year 4	Teddy Kavaleri
FY1	9 Dillon Lightning Protection Sy	PO606989	FY19 - OUC - Antenna Grounding - UC304C	Procurement	\$7,870.00	Capital - UC304	Small Purchase		
	9 Direct Apps, Inc.s	PO594734-V2	FY19 - OUC - (Deobligate) Public Safety eCATS Emergency Call Tracking System Maintenance - SPR	Procurement	\$0.00	911 Fund / SPR	Exempt From Competition		
	9 DUPONT COMPUTERS	PO606065	FY19 - OUC - Siren Controllers - SPR	Procurement	\$13,145.00	911 Fund / SPR	DC Supply Schedule		
	9 EATON CORPORATION 9 EATON CORPORATION	PO607237 PO607574	FY19 - OUC - Adjust Existing Electrical Protective Devices at the UCC - CERCEC FY19 - OUC - PLC Monitoring - Foreseer Monitoring Services - CERCE	Procurement	\$17,662.00 \$7,236.00	Capital - CERCE Capital - CERCE	Exempt From Competition Exempt From Competition		
	9 EATON CORPORATION	PO590258-V3	FY18 - OUC - PLC Monitoring - Foreseer Monitoring Services - CERCE FY18 - OUC - (Deobligate) Replace the existing mechanical interlock system with a new electrically interlocked system - CERCE	Procurement Procurement	\$17,236.00	Capital - CERCE	Small Purchase		
	9 EDX Wireless Inc	PO609753	1719 - OUC - FDX Maintenance - SPR	Procurement	\$7,000.00	911 Fund / SPR	Exempt From Competition		
FY1	9 EN-PRO MANAGEMENT, INC.	PO592376	FY19 - OUC - AED CPR Application Maintenance - SPR	Procurement	\$19,767.00	911 Fund / SPR	Exempt From Competition		
	9 EXCALIBUR LEGAL STAFFING	PO591728-V2	FY19 - OUC - (Deobligate) Contract Attorney Support Services - SPR	Contract	\$30,240.00	911 Fund / SPR	DC Supply Schedule	Opt Year 1	Brittany Galloway
	9 GENERAL SERVICES INC	PO594316	FY19 - OUC - UCC Pallet Shelves - SPR	Procurement	\$6,877.50	911 Fund / SPR	Single Quote		
	9 IDIGITAL MEDIA GROUP LLC	PO608169	FY19 - OUC - THOR Graphics - SPR	Procurement	\$4,810.00	911 Fund / SPR	DC Supply Schedule		
FY1	9 INCAPSULATE, LLC	PO595269-V2	FY19 - OUC - DC311 Capsule & Custom Enhancements - SPR	Contract	\$822,500.00	911 Fund / SPR	DC Supply Schedule	Base Period	Teddy Kavaleri
	9 INCAPSULATE, LLC 9 Intergraph Corporation	PO592370 PO618647	FY19 - OUC - 311 Salesforce Maintenance - SPR FY19 - OUC - CAD 9.4 Upgrade - DWB02	Contract Contract	\$12,360.00 \$650.851.74	911 Fund / SPR Capital - DWB02	Exempt From Competition Exempt From Competition	Base Period Base Period	Teddy Kavaleri Selena MacArthur & Brittany Galloway
	9 Intergraph Corporation	PO518647 PO599359	FY19 - OUC - CAD 9:4 Opgrade - DWB02 FY19 - OUC - CAD 3rd Resident System Administrator (RSA) - 2UCUA7	Contract	\$254,227.00	Grant	Exempt From Competition	Base Period	Teddy Kavaleri
	9 Intergraph Corporation	PO603023	FY19 - OUC - CAD interface for Deccan LiveMUM application - SPR	Contract	\$29,603.00	911 Fund / SPR	Exempt From Competition	Base Period	Teddy Kavaleri
	9 Intergraph Corporation	PO605047	FY19 - OUC - CAD Maintenance - New Contract - SPR	Contract	\$294,451.48	911 Fund / SPR	Exempt From Competition	Base Period	Teddy Kavaleri
	9 Intergraph Corporation	PO595809-V4	FY19 - OUC - CAD Maintenance - SPR	Contract	\$890,524.00	911 Fund / SPR	Exempt From Competition	Base Period	Teddy Kavaleri
	9 Intergraph Corporation	PO605826-V2	FY19 - OUC - (Deobligate) Hexagon CAD RSA Maintenance Contract - SPR	Contract	\$63,556.75	911 Fund / SPR	Exempt From Competition	Base Period	Teddy Kavaleri
	9 Intergraph Corporation	PO609787-V2 PO605555	FY19 - OUC - (Deobligation) Hexagon CAD Ancillary Services Contract - Local FY19 - OUC - Rapid SOS CAD Interface - SPR	Contract Contract	\$25,000.00 \$6.104.00	Local 911 Fund / SPR	Exempt From Competition Single Quote	Base Period Base Period	Teddy Kavaleri Teddy Kavaleri
FY1	9 Intergraph Corporation 9 Intergraph Corporation	PO605555 PO604438-V3	FY19 - OUC - RAPId SUS CAD Interface - SPR FY19 - OUC - CAD SME Support (T&M) - SPR	Contract	\$9,104.00	911 Fund / SPR 911 Fund / SPR	Small Purchase	Base Period Base Period	Teddy Kavaleri Teddy Kavaleri
FY1	9 JKHJJHJ Holdings LLC	PO602903-V2	FY19 - OUC - CAD SME Support (T&M) - SPR FY19 - OUC - Teambuilding Training - SPR	Procurement	\$18,600.00	911 Fund / SPR	Exempt From Competition	Jase rendu	TOUGH NOVOICE
	9 Keysight Technologies, Inc.	PO601856	FY19 - OUC - Keysight Tool Calibration - SPR	Procurement	\$6,615.00	911 Fund / SPR	Exempt From Competition		
FY1	9 KEYSTONE PLUS CONSTRUCTION COR	PO604391	FY19 - OUC - UCC Break Room Repairs - SPR	Procurement	\$62,547.76	911 Fund / SPR	Competitive Sealed Proposal - RFP		
	9 Lafayette Group Inc	PO607864	FY19 - OUC - Lafayette Group Incident Communications Manager Course - 1UCSH8	Procurement	\$26,149.36	Grant	Exempt From Competition		
	9 LAW ENFORCMENT PSYCHOLOGICAL	PO593498	FY19 - OUC - Emergency Service Psychological Employment Screening and Hiring - SPR	Procurement	\$23,000.00	911 Fund / SPR	Competitive Sealed Bid - IFB		
	9 LEADERSHIP AND LIFE STRATEGIES	PO604206 PO590775	FY19 - OUC - 5-Day Communications Training - SPR	Procurement Procurement	\$14,000.00	911 Fund / SPR 911 Fund / SPR	Exempt From Competition		
	9 MC Dean, Inc. 9 Metia Solutions Inc	PO590775 PO592525	FY19 - OUC - PLC Preventive Maintenance - SPR FY19 - OUC - Criteria Based Dispatch Software Customization & Maintenance - SPR	Procurement Contract	\$2,790.00 \$65.000.00	911 Fund / SPR 911 Fund / SPR	Single Quote Exempt From Competition	Opt Year 1	Selena MacArthur
	9 MISSION CRITICAL PARTNERS, INC	PO593163-V2	FY19 - OUC - Criteria Based Dispatch Software Customization & Maintenance - SPR FY19 - OUC - Emergency Communications and Systems-Related Services, Opt Yr 1 - UC304	Contract	\$290,769.25	Capital - Split	Cooperative Agreements	Opt Year 1	Kipling Ross
	9 ModTech Corporation	PO603410	FY19 - OUC - Tactical BDA Training - 1UCUA7	Procurement	\$7,500.00	Grant	Exempt From Competition		- control control
FY1	9 ModTech Corporation	PO604136	FY19 - OUC - BDA Maintenance - SPR	Procurement	\$6,855.00	911 Fund / SPR	Exempt From Competition		
FY1	9 MORGANS INC	PO604148	FY19 - OUC - Radio Cache Uniforms - 1UCUA7	Procurement	\$7,664.00	Grant	Small Purchase		
	9 Motorola Solutions	PO593497	FY19 - OUC - Motorola Service Agreement, Year 3 - SPR	Contract	\$3,006,601.52	911 Fund / SPR	Cooperative Agreements	Year 3	Teddy Kavaleri
	9 Motorola Solutions 9 Motorola Solutions	PO605492	FY19 - OUC - Motorola Service Agreement - Ancillary Services - SPR	Contract	\$150,000.00	911 Fund / SPR	Cooperative Agreements	Year 3	Teddy Kavaleri
	9 Motorola Solutions 9 Motorola Solutions	PO599937 PO599936	FY19 - OUC - Radio Parts - SPR FY19 - OUC - DFS Radios - APX6000 - MOU	Procurement Procurement	\$53,773.41 \$116.505.87	911 Fund / SPR MOU	Cooperative Agreements Cooperative Agreements		
	9 Motorola Solutions 9 Motorola Solutions	PO599936 PO603570	FY19 - OUC - DFS Radios - APX6000 - MOU FY19 - OUC - DVRS Training - 1UCUA7	Procurement Procurement	\$116,505.87	Grant	DC Supply Schedule		
	9 Motorola Solutions	PO605519	FY19 - OUC - OUC Radio Parts - SPR	Procurement	\$68.014.20	911 Fund / SPR	Cooperative Agreements		
	9 Motorola Solutions	PO592766	FY19 - OUC - DVRS Maintenance (continuation of base year) - SPR	Contract	\$27,060.00	911 Fund / SPR	Exempt From Competition	Base Period	Teddy Kavaleri
FY1	9 Motorola Solutions	PO604593	FY19 - OUC - DVRS Maintenance, Opt Yr 1 - SPR	Contract	\$44,780.00	911 Fund / SPR	Exempt From Competition	Opt Year 1	Teddy Kavaleri
	9 Motorola Solutions	PO599121	FY19 - OUC - DYRS Radios - APX4000 - MOU	Procurement	\$143,875.13	MOU	Exempt From Competition		
FY1	9 Motorola Solutions	PO609912	FY19 - OUC - Radio Parts - 4th QTR Order - SPR	Procurement	\$39,427.00	911 Fund / SPR	Exempt From Competition		



FY Vendor - Name	PO#	Nature of Contract / Procurement	Procurement Type	Amount Ordered	Funding Source	Procurment Type (Competitively bid)	Contract Term	Contract Monitor / CA
FY19 Motorola Solutions	PO605520	FY19 - OUC - APX Batteries - 1UCUA7	Procurement	\$36,125.00	Grant	Small Purchase		
FY19 Motorola Solutions	PO609384	FY19 - OUC - 10 APX4000 Radios for DCPL - MOU	Procurement	\$48,129.75	MOU	Small Purchase		
FY19 MTB Enterprises	PO603062	FY19 - OUC - FY19 Annual Report Design & Layout - SPR	Procurement	\$9,999.50	911 Fund / SPR	DC Supply Schedule		
FY19 MTB Enterprises	PO597405	FY19 - OUC - OUC Strategic Plan Animated Video and Collateral - SPR	Procurement	\$5,680.47	911 Fund / SPR	Single Quote		
FY19 MTB Enterprises	PO610155-V2	FY19 - OUC - Customer Service Week Promotional Materials - SPR	Procurement	\$1,207.47	911 Fund / SPR	Single Quote		
FY19 MVS Inc.	PO606058	FY19 - OUC - Teem Enterprise Solution - SPR	Procurement	\$21,509.96	911 Fund / SPR	DC Supply Schedule		
FY19 N2GRATE GOVERNMENT SERVIC FY19 National Emergency Number Asso	PO592536 PO595885	FY19 - OUC - THOR Cisco Firewalls Replacement - SPR FY19 - OUC - NENA OPSD Training - SPR	Procurement Procurement	\$25,444.10 \$105,750.00	911 Fund / SPR 911 Fund / SPR	Small Purchase Exempt From Competition		
FY19 National Emergency Number Asso FY19 National Emergency Number Asso	PO595885 PO597354	FY19 - OUC - NENA OPSD Training - SPK FY19 - OUC - NENA Interoperability Training - 1UCSH8	Procurement	\$8.000.00	Grant SPR	Exempt From Competition Exempt From Competition		
FY19 National Emergency Number Asso FY19 National Emergency Number Asso	PO597354 PO605495	FY19 - OUC - NENA Interoperability Training - 10CSH8 FY19 - OUC - NENA Interoperability Training Courses - 1UCSH8	Procurement	\$8,000.00	Grant	Small Purchase		
FY19 NFF Inc	PO603455	FY19 - OUC - Adobe License Renewal - SPR	Procurement	\$3,880,61	911 Fund / SPR	Single Quote		
FY19 NICE SYSTEMS INC.	PO598000	FY19 - OUC - NICE Maintenance & Training Services - SPR	Contract	\$131.420.00	911 Fund / SPR	Exempt From Competition	Base Period	Teddy Kavaleri
FY19 NICE SYSTEMS INC.	PO596228	FY19 - OUC - THOR NICE Recording Channels - SPR	Procurement	\$77.680.00	911 Fund / SPR	Exempt From Competition		A
FY19 PC Net, Inc.	PO591456-V2	FY19 - OUC - (Deobligate) Public Safety Mobile Routing and Computing Solution - SPR	Contract	\$68,851.40	911 Fund / SPR	Cooperative Agreements	Opt Year 4	Teddy Kavaleri
FY19 PC Net, Inc.	PO605494-V2	FY19 - OUC - Tier II MDC Support Services - SPR	Procurement	\$15,000.00	911 Fund / SPR	Small Purchase		
FY19 PC Net, Inc.	PO606629	FY19 - OUC - Public Safety Mobile Routing and Computing Solution - Tier II Techs - SPR	Procurement	\$61,400.00	911 Fund / SPR	Small Purchase		
FY19 PC Net, Inc.	PO610141	FY19 - OUC - Getec F110 Batteries - SPR	Procurement	\$8,500.00	911 Fund / SPR	Small Purchase		
FY19 PRECISION CAPITAL PARTNERS LLC	PO606280	FY19 - OUC -UCC- Kitchen Undercounter Dishwasher - SPR	Procurement	\$5,388.56	911 Fund / SPR	Single Quote		
FY19 Procom Communications, LLC	PO609194	FY19 - OUC - David Clark Cables - SPR	Procurement	\$2,280.00	911 Fund / SPR	Exempt From Competition		
FY19 Procom Communications, LLC	PO602299	FY19 - OUC - XTS Batteries - 1UCUA7	Procurement	\$5,127.00	Grant	Small Purchase		
FY19 PROFESSIONAL MGMT CONSULTING	PO592062-V4	FY19 - OUC - (Deobligate) Strategy and Project Management Officer, Opt Yr 1 - SPR	Contract	\$101,168.25	911 Fund / SPR	Small Purchase	Opt Year 1	Brittany Galloway
FY19 Public Safety Group FY19 Public Safety Group	PO597704 PO597692	FY19 - OUC - Public Safety Group Interoperability Training - 1UCSH8	Procurement	\$26,000.00 \$32,000.00	Grant 911 Fund / SPR	Exempt From Competition Exempt From Competition		
FY19 Public Safety Group FY19 Public Safety Group	PO597692 PO603985	FY19 - OUC - Public Safety Group OPSD Training - SPR FY19 - OUC - Public Safety Group OPSD Training - 1UCSH8	Procurement	\$2,000.00	Grant	Exempt From Competition Exempt From Competition		
FY19 Public Safety Group FY19 Public Safety Group	PO604634	FY19 - OUC - Public Safety Group OPSD Training - 10CSH8 FY19 - OUC - OPSD PSG Basic Telecommunicator - SPR	Procurement Procurement	\$18,000.00	911 Fund / SPR	Exempt From Competition Exempt From Competition		
FY19 Public Safety Group	PO605538	FY19 - OUC - Public Safety Group Interoperability Training - Active Shooter - 1UCSH8	Procurement	\$11,400.00	Grant	Exempt From Competition		
FY19 Public Safety Group	PO609189	FY19 - OUC - Public Safety Group September 2019 Interoperability Training Courses - 1UCSH8	Procurement	\$4,000.00	Grant	Exempt From Competition		
FY19 Public Safety Group	PO593011	FY19 - OPSD - Suicide Intervention and Crisis Intervention Training - SPR	Procurement	\$19,500.00	911 Fund / SPR	Exempt From Competition		
FY19 PulsePoint Foundation	PO598608	FY19 - OUC - PulsePoint License Renewal - SPR	Procurement	\$13,000.00	911 Fund / SPR	Exempt From Competition		
FY19 Purvis System Inc.	PO606064	FY19 - OUC - Fire Station Alerting System Maintenance and Warranty, Opt Yr 3 - SPR	Contract	\$81,412.50	911 Fund / SPR	Exempt From Competition	Opt Year 3	Teddy Kavaleri
FY19 Purvis System Inc.	PO591708	FY19 - OUC - Fire Station Alerting System Maintenance and Warranty, Opt Yr 2 - SPR	Contract	\$244,237.50	911 Fund / SPR	Exempt From Competition	Opt Year 2	Teddy Kavaleri
FY19 Purvis System Inc.	PO600829	FY19 - OUC - Purvis Professional Services for FSAS Server Migration - SPR	Procurement	\$6,100.00	911 Fund / SPR	Single Quote		
FY19 REINGOLD LINK, LLC	PO602986	FY19 - OUC - Direct Mail Design - SPR	Procurement	\$9,875.00	911 Fund / SPR	DC Supply Schedule		
FY19 REINGOLD LINK, LLC	PO602988	FY19 - OUC - Police Non-Emergency Line PSA - SPR	Procurement	\$6,050.00	911 Fund / SPR	DC Supply Schedule		
FY19 REINGOLD LINK, LLC	PO602989	FY19 - OUC - Social Media Videos - SPR	Procurement	\$8,750.00	911 Fund / SPR	DC Supply Schedule		
FY19 REINGOLD LINK, LLC	PO609478	FY19 - OUC - Graphic Design & Production Work DGS/OUC Grounds Maintenance Campaign - SPR	Procurement	\$14,864.44	911 Fund / SPR	Exempt From Competition		
FY19 Robinsons LLC	PO604324	FY19 - OUC - PEPCO approved electrical feed drawings for Rhode Island Avenue radio site - SPR	Procurement	\$8,785.94	911 Fund / SPR	DC Supply Schedule		
FY19 Science Applications Internati	PO601587-V4	FY19 - OUC - Electrical and Cabling Upgrades for UCC Console Replacement - DCCUC	Contract	\$1,081,539.37	Capital - DCCUC	GSA- Federal Supply Schedule	N / A - OCTO Managed	N / A - OCTO Managed
FY19 SecuLore Solutions, LLC	PO608690-V2	FY19 - OUC - (Deobligate) Cyber Benchmark Assessment - SPR	Procurement	\$0.00	911 Fund / SPR	Small Purchase		
FY19 SeeClickFix, LLC	PO591669-V2	FY19 - OUC - SeeClickFix - 311 Mobile Application - SPR	Procurement	\$13,333.00	911 Fund / SPR	Exempt From Competition		
FY19 Siemens FY19 Soul Tree II C	PO599234	FY19 - OUC - Siemens Light Panels Replacement UCC - CERCE	Procurement	\$15,685.00 \$7,500.00	Capital - CERCE	Small Purchase Exempt From Competition		
FY19 Soul Free LLC FY19 Syniverse Technologies, Inc.	PO605903 PO595089	FY19 - OUC - Facilitator for One- Day Team Building Training - SPR FY19 - OUC - Syniverse Technologies LATAlink SS7 Renewal - SPR	Procurement Procurement	\$43,048.80	911 Fund / SPR 911 Fund / SPR	Small Purchase		
FY19 Syniverse Technologies, Inc. FY19 Team Building USA. Inc.	PO595089 PO595215-V2	FY19 - ODC - Syniverse Technologies LATAlink SS7 Renewal - SPR FY19 - OPSD - Re-Energizing The Trainer's Passion Training - SPR	Procurement	\$18 100.00	911 Fund / SPR 911 Fund / SPR	Exempt From Competition		
FY19 Tecknomic, LLC	PO593213-V2	FY19 - THOR Microwave Antenna Installation - SPR	Procurement	\$6,100.00	911 Fund / SPR	DC Supply Schedule		
FY19 Tecknomic, LLC	PO591712	FY19 - OUC - Radio Antenna and Tower Site Maintenance - Opt Yr 2 - SPR	Contract	\$84.007.13	911 Fund / SPR	Exempt From Competition	Opt Year 2	Teddy Kavaleri
FY19 Teltronic Inc	PO599124	FY19 - OUC - DYRS Radios - XPR7550 - MOU	Procurement	\$62.015.00	MOU STR	Exempt From Competition	Opt real 2	reddy kavaleri
FY19 TESSCO	PO602537	FY19 - OUC - Antennas & Connectors - SPR	Procurement	\$3,978.43	911 Fund / SPR	Single Quote		
FY19 THE DONOHOE COMPANIES INC	PO602977	FY19 - OUC - PSCC Parking Lot Striping - SPR	Procurement	\$3.063.00	911 Fund / SPR	Single Quote		
FY19 The Impact Group LLC	PO609459	FY19 - OUC - PSCC Breakroom Refrigerator - SPR	Procurement	\$5,925.50	911 Fund / SPR	DC Supply Schedule		
FY19 THE TRIAGE GROUP, LLC	PO592190	FY19 - OUC - Finance Technician - SPR	Contract	\$54,600.00	911 Fund / SPR	DC Supply Schedule	Opt Year	Brittany Galloway
FY19 THE TRIAGE GROUP, LLC	PO592978-V2	FY19 - OUC - RF Engineer / Business Functions Analyst - SPR	Contract	\$209,384.64	911 Fund / SPR	DC Supply Schedule	Base Period	Brittany Galloway
FY19 THE TRIAGE GROUP, LLC	PO599713	FY19 - OUC - Sr. CAD Project Manager - 2UCUA7	Contract	\$45,692.40	Grant	DC Supply Schedule	Base Period	Brittany Galloway
FY19 THE TRIAGE GROUP, LLC	PO592193-V3	FY19 - OUC - (Deobligate) Interoperability Training Coordinator - SPR	Contract	\$15,719.27	911 Fund / SPR	DC Supply Schedule	Base Period	Brittany Galloway
FY19 THE TRIAGE GROUP, LLC	PO602085-V2	FY19 - OUC - Radio Cache Project Manager - 1UCUA7	Contract	\$13,917.80	Grant	DC Supply Schedule	Base Period	Brittany Galloway
FY19 THE TRIAGE GROUP, LLC	PO599714-V3	FY19 - OUC - (Deobligate) Interoperability Training Coordinator - 1UCSH8	Contract	\$31,396.17	Grant	DC Supply Schedule	Base Period	Brittany Galloway
FY19 THE TRIAGE GROUP, LLC	PO592192	FY19 - OUC - Sr. MDC Consultant / Business Functions Consultant 3 - SPR	Contract	\$274,154.40	911 Fund / SPR	DC Supply Schedule	Base Period	Brittany Galloway
FY19 THE TRIAGE GROUP, LLC	PO592191-V2	FY19 - OUC - Sr. RF Consultant / Business Functions Consultant 3 - SPR	Contract	\$252,096.00	911 Fund / SPR	DC Supply Schedule	Base Period	Brittany Galloway
FY19 URS CORPORATION	PO600677	FY19 - OUC - Design Services to Enhance Power Related Equipment at the UCC - CERCE	Contract	\$534,232.00	Capital - CERCE	GSA- Federal Supply Schedule	N / A - DGS Managed	N / A - DGS Managed
FY19 W.B. MASON COMPANY INC FY19 Watson Furniture Group	PO603738	FY19 - OUC - Call Floor Chairs - SPR	Procurement	\$22,263.20 \$2.834.367.40	911 Fund / SPR	Cooperative Agreements Cooperative Agreements	Base Period	Kipling Ross & Brittany Galloway
FY19 Watson Furniture Group FY19 Watson Furniture Group	PO598872-V2 PO598835	FY19 - OUC - UCC Console Replacement - DCCUC FY19 - OUC - Cabling Installation - DCCUC	Contract Procurement	\$2,834,367.40	Capital - DCCUC Capital - DCCUC	Cooperative Agreements Single Quote	pase rendd	riping ross of prictally delicary
FY19 Watson Furniture Group	PO598835 PO605575	FY19 - OUC - Capling Installation - DCCUC FY19 - OUC - Console Storage - DCCUC	Procurement	\$9,360.00	Capital - DCCUC	Single Quote Single Quote		
FY19 Wave Wireless	PO593018	FY19 - OUC - Public Safety DAS Centralized Network Management System - SPR	Procurement	\$2,500.00	911 Fund / SPR	Single Quote		
FY19 West Central TX Council of Gov	PO610208	FY19 - OUC - Cell Phone Salley Materials - SPR	Procurement	\$1,786.40	911 Fund / SPR	Single Quote		
FY19 West Publishing Corp	PO590823	FY19 - OUC - Westlaw Legal Research Service - SPR	Procurement	\$1,180.54	911 Fund / SPR	Exempt From Competition		
FY19 West Safety Services INC,	PO591714	FY19 - OUC - NG9-1-1 VIPER Maintenance - SPR	Contract	\$394,316.00	911 Fund / SPR	Cooperative Agreements	Base Period	Selena MacArthur
FY19 West Safety Services INC,	PO596720-V3	FY19 - OUC - NG9-1-1 ALI and LNG Services - SPR	Contract	\$816,294.67	911 Fund / SPR	Cooperative Agreements	Base Period	Selena MacArthur
FY19 West Safety Services INC,	PO607201	FY19 - OUC - ALI Services, New Contract - SPR	Contract	\$220,469.00	911 Fund / SPR	Cooperative Agreements	Base Period	Selena MacArthur
FY19 West Safety Services INC,	PO603625	FY19 - OUC - West Safety Service Anti-Virus Software - SPR	Contract	\$4,725.00	911 Fund / SPR	Exempt From Competition	Base Period	Selena MacArthur
FY19 West Safety Services INC,	PO604580	FY19 - OUC - NG9-1-1 ALI and LNG Services - June 2019 - SPR	Contract	\$103,632.67	911 Fund / SPR	Exempt From Competition	Base Period	Selena MacArthur
FY19 West Safety Services INC,	PO607271	FY19 - OUC - NG9-1-1 LNG / A911 Services, New Contract - SPR	Contract	\$86,529.00	911 Fund / SPR	Exempt From Competition	Base Period	Selena MacArthur
FY19 West Safety Services INC,	PO610469	FY19 - OUC - ECaTS Add-on Modules - SPR	Procurement	\$7,008.00	911 Fund / SPR	Exempt From Competition		
FY19 West Safety Services INC,	PO596838	FY19 - OUC - Public Safety eCATS Emergency Call Tracking System Maintenance - SPR	Procurement	\$21,828.00	911 Fund / SPR	Exempt From Competition	0	To the Woodled
FY19 Winbourne Consulting LLC EY19 Xerox Corporation	PO591730 PO591447	FY19 - OUC - NG911 Telecommunications Infrastructure Support Services - Opt Yr 4 - SPR	Contract / Lease	\$144,096.00	911 Fund / SPR 911 Fund / SPR	Competitive Sealed Proposal - RFP	Opt Year 4	Teddy Kavaleri Teddy Kavaleri
FY19 Xerox Corporation FY20 ABC TECHNICAL SOLUTIONS I	PO591447 PO615376	FY19 - OUC - Managed Print Services, Opt Yr 1 - SPR FY20- OUC - Technology - Audio-Visual Implementation and Maintenance Services - SPR®	Contract / Lease	\$35,230.92	911 Fund / SPR 911 Fund / SPR	GSA- Federal Supply Schedule Small Purchase	Opt Year 1	Teddy Kavaleri Zahid Chohan and Brittany Galloway
FY20 ABC TECHNICAL SOLUTIONS I FY20 ASSOCIATION OF PUBLIC SAFETY						Small Purchase Small Purchase		Zaniu Crionan and Brittany Galloway
FY20 ASSOCIATION OF PUBLIC SAFETY FY20 Avila Visualization Inc	PO616291 PO617702	FY20 - OUC - OPSD - APCO CTO Course - SPR FY20 - OUC - Technology - NCR 9-1-1 Wireless Call Routing Analytics - 4UCUA9	Procurement Contract	\$6,224.00 \$150,000.00	911 Fund / SPR Grant	Small Purchase Exempt From Competition	Opt Year 3	Selena MacArthur
FY20 Avila Visualization Inc FY20 Avila Visualization Inc	PO617/02 PO617680	FY20 - OUC - Technology - NCR 9-1-1 Wireless Call Routing Analytics - 4UCUA9 FY20- OUC- Technology - E911 Wireless Call Routing Optimization - SPR®	Contract	\$150,000.00	911 Fund / SPR	Exempt From Competition Exempt From Competition	Opt Year 3	Selena MacArthur Selena MacArthur
FY20 Burton Enterprises LLC	PO6178897	FY20 - OUC - Technology - THOR Mobil Satellite Services - SPR	Procurement	\$5.248.40	911 Fund / SPR	Exempt From Competition	Opt rear 5	Section MacArtrius
FY20 CAMPAIGN COMPLETE LLC DBA ONER		FY20- OUC- Technology - Text to 311 Maintenance and Support Services- SPR®	Procurement	\$37,200.00	911 Fund / SPR	Exempt From Competition		
FY20 Capitol Power Group LLC	PO614788	FY20- OUC- Technology- IPS, Generator and HVAC Radio Site Maintenance- SPRE	BPA	\$75,000.00	911 Fund / SPR	Small Purchase	Base Period	
FY20 CommSys, Inc	PO612061	FY20- OUC- Technology- CAD Automated Alarm Protocols- SPR®	Procurement	\$10,000.00	911 Fund / SPR	Exempt From Competition		
FY20 COMPUTER AID INC	PO612492-V2	Modification - IT Consultants (PIPELINE) - FY20 - OUC - Subject Matter Expert - Technology Specific (Senior) - SPR	Contract	\$145,591.02	911 Fund / SPR	Competitive Sealed Proposal - RFP	N / A - OCTO Managed	N / A - OCTO Managed
FY20 CORNERSTONE ONDEMAND INC.	PO613197	FY20 - OUC - OPSD - Learning Management System FY20 Software Fees - SPR	Procurement	\$26,975.00	911 Fund / SPR	Exempt From Competition		A
FY20 DATA NET SYSTEMS CORP	PO613784	FY20- OUC- Technology- SQL Database Administrator- SPR®	Procurement	\$9,600.00	911 Fund / SPR	Single Quote		
FY20 DECCAN INTERNATIONAL	PO611794	FY20- OUC- Technology- LiveMUM - SPR	Contract	\$80,927.50	911 Fund / SPR	Cooperative Agreements	Opt Year 1	Selena MacArthur & Brittany Galloway
FY20 Dell Marketing L.P.	PO611497-V2	FY20 - OUC - Technology - Smart911 Rave Command View License Renewal - SPR	Contract	\$33,171.00	911 Fund / SPR	Cooperative Agreements	Opt Year 3	Teddy Kavaleri
	PO611762	FY20 - OUC - Technology - FY20 Dell Pro Support Renewal - SPR	Procurement	\$15,990.96	911 Fund / SPR	Exempt From Competition		
FY20 Dell Marketing L.P.				4	911 Fund / SPR	GSA- Federal Supply Schedule		
FY20 Dell Marketing L.P.	PO611771	FY20- OUC- Technology- Microsoft Enterprise and Standard SQL Licenses- SPRZ	Procurement	\$168,802.77				
FY20 Dell Marketing L.P. FY20 EN-PRO MANAGEMENT, INC.	PO611771 PO611387	FY20- OUC- Technology- ATRUS- CPR Application Maintenance- SPR⊠	Procurement	\$19,767.00	911 Fund / SPR	Exempt From Competition		
FY20 Dell Marketing L.P.	PO611771						Opt Year 1 Opt Year 1	Zahid Chohan and Brittany Galloway Selena MacArthur & Brittany Galloway



FY19 - FY20 Contracts, Procurements, and Leases

FY	Vendor - Name	PO #	Nature of Contract / Procurement	Procurement Type	Amount Ordered	Funding Source	Procurment Type (Competitively bid)	Contract Term	Contract Monitor / CA
	Intergraph Corporation	PO612011	FY20 - OUC - Technology - CAD Maintenance - SPR	Contract	\$739.150.56	911 Fund / SPR	Exempt From Competition	Opt Year 1	Selena MacArthur & Brittany Galloway
	Intergraph Corporation	PO612011 PO611629-V2	FY20- OUC- Technology - CAD Maintenance - SPR	Contract	\$100,000.00	911 Fund / SPR	Exempt From Competition	Opt Year 1	Selena MacArthur & Brittany Galloway
	Intergraph Corporation	PO611629-V2	FY20 - OUC - Technology - Geodigate) CAD Artchiary Services - SFASS	Contract	\$255,000.00	Grant	Exempt From Competition	Opt Year 1	Selena MacArthur & Brittany Galloway
) Lafavette Group Inc	PO617739	FY20 - OPSD - NCR Needs Assessment for Interoperability Training - 3UCUA9	Procurement	\$9.934.79	Grant	Exempt From Competition	Opt real 1	Seletia MacArtiful & Brittariy Galloway
	Metia Solutions Inc	PO617739 PO613004	FY20- OUC- Technology- Criteria Based Dispatch Software Customization & Maintenance- SPR®	Contract	\$43.048.00	911 Fund / SPR	Exempt From Competition	Opt Year 2	Selena MacArthur & Brittany Galloway
	MISSION CRITICAL PARTNERS, INC	PO613004 PO612044-V2	FY20 - OUC - Fechiology - Criteria Based Dispatch Software Customization & Maintenance - Shall FY20 - OUC - Emergency Communications and Systems-Related Services. Opt Yr 2 - DCCUCC	Contract	\$111.879.60	Capital - DCCUC	Cooperative Agreements	Opt Year 2	Kipling Ross & Brittany Galloway
) Motorola Solutions	PO612016-V2	FY20 - OUC - Emergency Communications and systems-related services, Opt 11 2 - DCCOCC FY20- OUC - Technology - Motorola Service Agreement, Yr 4 - SPR®	Contract	\$2.884.831.83	911 Fund / SPR	Cooperative Agreements	Year 4	Kevin Ngo & Brittany Galloway
) Motorola Solutions	PO612016-V2	FY20 - OUC - Technology - Motorola Service Agreement Ancillary Services - SPR	Contract	\$150.000.00	911 Fund / SPR	Cooperative Agreements	Year 4	Kevin Ngo & Brittany Galloway
) Motorola Solutions	PO617978	FY20 - OUC - Technology - Motorola Service Agreement Anchiary Services - SFR FY20 - OUC - Technology - DVRS Maintenance (Continuation of Opt Yr 1) - SPR	Contract	\$27,230.00	911 Fund / SPR	Small Purchase	Opt Year 1	Kevin Ngo & Brittany Galloway
	MTB Enterprises	PO616347	FY20 - OUC - Communications - Annual Report Redesign and Printing - SPR	Procurement	\$7.679.61	911 Fund / SPR	Small Purchase	Opt real 1	KEVIII IVGO & BITCLATTY GATIOWAY
	MVS Inc.	PO617976	FY20 - OUC - Technology - Cisco Nexus Switches - AFC02	Procurement	\$40.173.44	Capital - AFCO2	Small Purchase		
	National Emergency Number Asso	PO617976 PO612900	FY20 - OUC - Technology - Cisco Nexus Switches - AFCU2 FY20 - OUC - OPSD - NENA Enhanced Caller Management Training - SPR	Procurement	\$40,173.44	911 Fund / SPR	Exempt From Competition		
	National Emergency Number Asso National Emergency Number Asso	PO612900 PO617970	FY20 - OUC - OPSD - NENA Ennanced Caller Management Training - SPR FY20 - OUC - OPSD - NENA Quality Assurance Training - SPR	Procurement	\$4,000.00	911 Fund / SPR 911 Fund / SPR	Exempt From Competition		
		PO617974	FY20 - OUC - OPSD - NENA Quality Assurance Training - SPK FY20 - OUC - OPSD - NENA Enhanced Caller Mingt and Advanced Police Dispatching Training Course - 3UCUA9	Procurement	\$30,500.00	Grant	Small Purchase		
	National Emergency Number Asso					911 Fund / SPR			
	NICE SYSTEMS INC.	PO611584	FY20- OUC- Technology- NICE Maintenance Services- SPR®	Contract	\$146,420.00		Exempt From Competition	Opt Year 1	Zahid Chohan and Brittany Galloway
	PC Net, Inc.	PO612141-V2	FY20- OUC- Technology- Public Safety Mobile Routing and Computing Solution - SPR®	Procurement	\$83,400.00	911 Fund / SPR 911 Fund / SPR	Small Purchase		
	PROFESSIONAL MGMT CONSULTING	PO611691	FY20- OUC- Agency Management- Strategy and Project Management Officer- SPR®	Contract	\$175,614.40		DC Supply Schedule	Opt Year 2	Brittany Galloway
	Public Safety Group	PO617967	FY20 - OUC - OPSD - Hostage Negotiation Interoperability Training - 3UCUA9	Procurement	\$8,000.00	Grant	Exempt From Competition		
	Public Safety Group	PO617969	FY20 - OUC - OPSD - Customer Service, TTY/TTD, First Responder, and Lessons Learned: Denise Amber Lee Training - SPR	Procurement	\$9,500.00	911 Fund / SPR	Exempt From Competition		
	Public Safety Group	PO617517	FY20 - OUC - OPSD - Terrorism and the Telecommunicator and Crisis Intervention Training Classes - 3UCUA9	Procurement	\$16,000.00	Grant	Small Purchase		
	PulsePoint Foundation	PO611499	FY20- OUC- Technology- PulsePoint CPR Application Maintenance- SPRIZ	Procurement	\$13,000.00	911 Fund / SPR	Exempt From Competition		
	Purvis System Inc.	PO611384	FY20- OUC- Technology- Fire Station Alerting System Maintenance and Warranty- SPR®	Contract	\$328,100.00	911 Fund / SPR	Exempt From Competition	Opt Year 4	Kevin Ngo & Brittany Galloway
	Purvis System Inc.	PO614260	FY20 - OUC - Technology - Purvis Professional Services for FSAS Server Migration - SPR	Procurement	\$2,033.00	911 Fund / SPR	Small Purchase		
	REINGOLD LINK, LLC	PO617495	FY20 - OUC - Communications - 311 Bannerstands - SPR	Procurement	\$4,152.24	911 Fund / SPR	Small Purchase		
	RMG Networks Holding Corp.	PO612884	FY20 - OUC - Technology - RMG Korbyt Cloud Solution - SPR	Procurement	\$18,927.50	911 Fund / SPR	Exempt From Competition		
	SecuLore Solutions, LLC	PO611618	FY20 - OUC - Technology - Cyber Benchmark Assessment - SPR	Procurement	\$7,500.00	911 Fund / SPR	Cooperative Agreements		
	Spectrum Corporation	PO611910	FY20- OUC- Technology- Spectrum Software Annual Maintenance Renewal- SPR®	Procurement	\$5,577.54	911 Fund / SPR	Exempt From Competition		
	Squire Tech Solutions LLC	PO611443	FY20 - OUC - Technology - THOR Satellite Services - SPR	Procurement	\$819.00	911 Fund / SPR	Small Purchase		
	STOCKBRIDGE CONSULTING LL	PO617235	FY20- OUC- Financial Operations- Sweaters for OUC Employees- SPR®	Procurement	\$14,863.50	911 Fund / SPR	Small Purchase		
	 Syniverse Technologies, Inc. 	PO612139	FY20- OUC- Technology- Syniverse Technologies LATAlink SS7 Renewal- SPR®	Procurement	\$43,048.80	911 Fund / SPR	Exempt From Competition		
	Tecknomic, LLC	PO611960	FY20- OUC- Technology- Radio Antenna and Tower Site Maintenance- Opt Yr 3- SPR®	Contract	\$84,007.13	911 Fund / SPR	Exempt From Competition	Opt Year 3	Kevin Ngo & Brittany Galloway
	TESSCO	PO614114-V2	FY20 - OUC - Technology - Rhode Island Radio Site Base Antenna - SPR	Procurement	\$8,690.33	911 Fund / SPR	Single Quote		
	THE TRIAGE GROUP, LLC	PO611714	FY20 - OUC - Financial Operations - Finance Technician - SPR	Contract	\$18,270.00	911 Fund / SPR	DC Supply Schedule	Opt Year 1	Brittany Galloway
	THE TRIAGE GROUP, LLC	PO612098	FY20 - OUC - Technology - SR. RF Consultant / Project Manager 1 - SPR	Contract	\$68,538.60	911 Fund / SPR	DC Supply Schedule	Opt Year 1	Brittany Galloway & Shani Jones
	THE TRIAGE GROUP, LLC	PO618248	FY20 - OUC - OPSD - Interoperability Training Coordinator - SPR	Contract	\$35,378.95	911 Fund / SPR	DC Supply Schedule	Opt Year 1	Brittany Galloway
	THE TRIAGE GROUP, LLC	PO612074-V2	FY20 - OUC - Technology - RF Engineer / Consultant Specialist 2 - SPR	Contract	\$157,038.48	911 Fund / SPR	DC Supply Schedule	Opt Year 1	Brittany Galloway & Shani Jones
FY20	THE TRIAGE GROUP, LLC	PO612157	FY20 - OUC - Technology - IT Project Manager - Capital	Contract	\$274,154.40	Capital - Split	DC Supply Schedule	Opt Year 1	Brittany Galloway & Shani Jones
	West Safety Services INC,	PO612050	FY20- OUC- Technology- NG9-1-1 VIPER Maintenance- SPR®	Contract	\$436,294.00	911 Fund / SPR	Cooperative Agreements	Opt Year 1	Selena MacArthur & Brittany Galloway
	West Safety Services INC,	PO611302-V2	FY20- OUC- Technology- (Deobligate) NG9-1-1 ALI Services- SPR®	Contract	\$659,907.00	911 Fund / SPR	Exempt From Competition	Opt Year 1	Selena MacArthur & Brittany Galloway
FY20	West Safety Services INC,	PO611506-V2	FY20- OUC- Technology- (Deobligate) NG9-1-1 LNG Services- SPR®	Contract	\$259,587.00	911 Fund / SPR	Exempt From Competition	Opt Year 1	Selena MacArthur & Brittany Galloway
FY20	West Safety Solutions Corp.	PO613781-V2	FY20- OUC- Technology- Public Safety eCATS Emergency Call Tracking System Maintenance- SPR	Procurement	\$28,836.00	911 Fund / SPR	Exempt From Competition		
FY20	Xerox Corporation	PO611511	FY20- OUC- Technology- Managed Print Services- SPR®	Contract / Lease	\$39,708.48	911 Fund / SPR	GSA- Federal Supply Schedule	Opt Year 2	Kevin Ngo & Brittany Galloway

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.

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.

2019 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
THOR Command Unit Integration	Integration of THOR enabled the agency to further exercise its COOP plans and allows for more flexibility and expansion of its operations activities.	Full integration of the THOR Command Unit provides redundancy for the 911 and 311 operations, which is critical in continuing operations in extreme and disaster scenarios. Redundancy is pivotal in public safety communications and citizen access to services.
Non-Emergency Call Management	Offloading of non-emergency calls enables 911 call takers to more efficiently manage all calls for service.	Using 311 to route non-emergency police calls for service allows 911 emergency calls to take priority in the emergency response queue. This activity preserves the 911 line for true emergencies.
311 Customer Care Portfolio Expansion - Inclusion of DPR/DGS Grounds Maintenance Service Request Types	Integration of the DPR/DGS grounds maintenance service request types enhances customer satisfaction with access to city services and has indirectly improved employee morale in that callers are less frustrated with their interactions with agents regarding these service request types.	Incorporating additional service request types under the 311 portfolio enhances customer satisfaction with access to city services and information.

2019 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
1 - Provide effi	cient, professio	nal and cos	t effective	responses t	o 911 com	municatio	ns. (5 Me	asures)	·		•
Percent of 911 calls answered within 10 seconds	Quarterly	90.3%	86.4%	90%	85.1%	87%	84.6%	85.7%	85.5%	Nearly Met	Performance around this KPI has continually improved since FY18. A finding of a call management review, conducted after the implementation of a new telephony system, was a change in the timing of how calls are presented/dropped into queue. Also in FY19 the agency faced several denial of service attempts which slightly impacted overall performance related to this measure. Accordingly, OUC continuously monitors this KPI and makes real-time technical adjustments and provides related ongoing training and support for the call takers to ensure optimal performance despite these challenges.

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Percent of 911 calls which move from queue to dispatch in 60 seconds or less	Quarterly	66.7%	60.8%	75%	63.3%	65.9%	62.7%	63.8%	63.9%	Unmet	The majority of all 911 calls are for police service. The time between queue to dispatch is directly related to MPD unit availability for dispatch. In FY19 the agency partnered with MPD to convene a joint task force that sought to review performance and address mutual challenges related to calls for service. This task force will continue this work through FY20.
Total number of sustained 911 complaints	Annually	17	25	0	Annual Measure	Annual Measure	Annual Measure	Annual Measure	22	Unmet	The agency's professional standards division is tasked with identifying areas of concern and working closely with the operations division to address areas of performance opportunity. The agency manages approximately 1.4 million 911 calls annually and the number of complaints received in FY19 represents less than .01% of this call volume.
Percent of 911 calls in which call to queue is 90 seconds or less	Quarterly	53.4%	58.5%	75%	66%	67.3%	66.8%	65.5%	66.3%	Unmet	Since the implementation of Criteria Based Dispatching, a new common sense based protocol system that enhances the efficiency of the dispatch process, the agency has recognized steady improvement in this area. The agency anticipates continued improved performance as 911 operations employees become more familiar with the new protocol system. In fact, the agency saw significant improvement in this KPI in FY19 over FY18.
Percentage of QA/QI 911 call reviews that receive a rating of 80% or better	Quarterly	New in 2019	New in 2019	75%	87.9%	79.7%	79.7%	90.7%	85.8%	Met	

^{2 -} Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms. (2 Measures)

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Percent of 311 calls handled by a live agent in 4 minutes or less	Quarterly	73.1%	74.2%	97%	76.4%	76.2%	74.4%	73.1%	75.1%	Unmet	In FY18, the agency found that DMV calls, which are among the top 3 of all call types, average 6-7 minutes in length, thus impacting the overall call handling average. Also in FY19, while the popularity of 311 services increased, the agency added several new service request types to its portfolio as well. OUC anticipates that as 311 agents become more familiar with the new service request types improved performance will be realized by the agency.􀀃
Percent of 311 calls answered by a live agent within 90 seconds	Quarterly	80.4%	91%	80%	93.3%	94.1%	85.3%	82.4%	88.8%	Met	
3 - Provide sta	te-of-the-art er	mergency a	nd non-em	ergency co	mmunicati	ons. (3 M	easures)				
Percent of time the OUC responds to Mobile Data Terminal repairs within 24 hours	Annually	100%	100%	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	100%	100%	99%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
Percent of tablet connectivity uptime	Quarterly	96.4%	98.3%	90%	98%	99%	99%	99%	98.8%	Met	
4 - Create and	maintain a higl	hly efficient	, transpare	nt and resp	onsive Dis	trict gove	rnment. (1	1 Measure	es)		
Total number of residents reached through community engagement and 911 education activities	Annually	14,700	40,800	15,000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	35,500	Met	
Percent of Time OUC's grade.dc.gov Customer Service Satisfaction Rating is "B" or Better	Quarterly	100%	100%	100%	100%	100%	100%	100%	100%	Met	
Percent of records requests fulfilled within mandated time frames	Annually	90.2%	99.9%	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	97.5%	Met	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	97.2%	No Target Set	
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	99.4%	No Target Set	
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Annually	New in 2019	New in 2019	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		
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)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	No Target Set	
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)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	

^{*}The HR management, financial Management, IT policy and FOIA compliance, and Contracts and Procurement measures were collected for all mayoral agencies in FY 2019. OCA calculates these measure based on summary-level data from various agencies, and cannot verify the accuracy of any calculations that were made to the source data prior to its receipt by OCA. The 2019 DC Enterprise Data Inventory (EDI), which contains data on "open" data sets published on DC's Open Data Portal, is current as of March 9, 2019. Due to data lags, FY 2019 data for the following core business measures will be published in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

2019 Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
1 - Answers all incoming 911 calls (2 Measures)							
Total Number of Inbound 911 Calls	1,282,621	1,286,681	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1,373,732
Total number of events created in CAD	967,154	957,482	Annual Measure	Annual Measure	Annual Measure	Annual Measure	989,141
2 - Answers all incoming 311 calls (2 Measures)							
Total Number of Inbound 311 Calls	1,028,834	1,690,354	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1,724,350
Total number of service requests entered into the customer relationship management system by 311 agents	579,693	560,271	Annual Measure	Annual Measure	Annual Measure	Annual Measure	551,204
4 - Serves as custodian of all 911 and 311 communications rec	ords (1 Measu	ıre)					
Number of agency held records released to stakeholders upon request	10,220	9126	Annual Measure	Annual Measure	Annual Measure	Annual Measure	9267

2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Provide effi	icient, professional a	nd 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 onscene 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 eff	icient, professional a	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

Operations Header	Operations Title	Operations Description	Type of Operations
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	e-of-the-art emerge	ency 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 related equipment and facilities	The Information Technology Division develops and enforces policy directives and standards regarding public safety and non-public safety communications; operates and maintains of public safety and non-public safety voice radio technology; manages building facilities that support public safety voice radio technology and call center technology; and reviews and approves all agency proposals, purchase orders, and contracts for the acquisition of public safety voice radio technology and call center technology systems, resources, and services.	Key Project
INFORMATION TECHNOLOGY	Provides 24 hour technical support and maintenance on all public safety communications devices and equipment	The Information Technology Division provides 24x7, highly specialized tech support and maintenance for public safety communications devices, including tablets and radios, deployed to MPD and FEMS users in the field.	Daily Service
4 - Create and r	naintain a highly eff	icient, 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 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Answers all inco	oming 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.	Complete	Procurement of the LMS system is complete. In Q4, the agency began to build out system requirements in preparation for roll out in Q2. The agency also continued to extend invitations for critical continuing education modules to regional partners to maintain a strong, collaborative partnership in the interim between full establishment of the training facility.	
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.	Complete	This initiative was completed in Q1. Feedback from the community and other stakeholders has been overwhelmingly positive. Value/impact data review is ongoing.	

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Dispatches MP	D and FEMS units/apparatus in response to 911 calls (2	Strategic initiati	ves)	I
Citywide Panic Button Implementation	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. 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		performance. The agencies in the following clusters have 100% of their agencies onboarded: Deputy Mayor for Education (DME), Deputy Mayor for Health & Human Services (DMHHS), and Office of the City Administrator (OCA). The Deputy Mayor for Public Safety & Justice (DMPSJ) has one agency remaining. Targeted completion date for remaining Mayoral agencies/offices is November 30, 2019 and for Quasi	This initiative is being completed using a phased approach. The target completion date is January 31, 2020, and the agency is on track to meet this target.
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.	Complete	In Q4, the agency redoubled efforts to identify locations in the city that residents and visitors may have trouble accurately providing address information for. These locations include areas where new streets have been added and the related mapping is now modified. The agency's training division is employing new techniques and methods to provide ongoing refresher training to operations staff. Other related refresher training was also conducted for the Rapid SOS software.	
Manages the D	istrict's public safety communications and city service r	equest platform	s and infrastructure (2 Strategic initiative	es)
PSCC Infrastructure Remodel	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. 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.	50-74%	This project was delayed by one month due to required abatement of the old natural gas lines at the site. Gas abatement services are now complete. The concrete pad was demolished and pouring of new concrete will occur on 10/24. After curing of the concrete, the new generators will be set in place in preparation for connection. The delivery of the new generators is scheduled for 11/4/19. Approximately 1/3 of the cost of the generator replacement is being covered by a Hazard Mitigation Grant through HSEMA. Lastly, the procurement for the design of the remaining building spaces and systems is ready to award. The vendor is updating their insurance coverages to comply with ORM requirements before the contract is awarded.	Progress on thi initiative is on track, but it is a multi-phased project and completion wa not expected this fiscal year.
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 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.	Complete	In Q4, the agency completed the outfitting of the unit and maintained it as a hot tertiary site for the agency's call operations. During the week of August 11, 2019, the unit was moved to Baltimore for APCO 2019. The APCO International's Annual Conference & Expo is the premier event for public safety communications officials. While on display in the exhibit hall at this event, OUC 911 and 311 call takers were aboard taking live calls from DC, showcasing the both unit's pontential use and value during COOP scenarios. Lastly, in late September, the OUC partnered with FEMS to offer training space aboard THOR for their personnel preparing for their roles in the paramedic call taking pilot.	

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete 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.	Complete	In Q4, the DPR/DCPS facilities maintenance service request types were fully launched. In addition, the 311 division began meeting with outreach partners with MPD, ERS and MOCRs to plan coordinated efforts around citizen engagement with residents of Wards 7 and 8. This work included participation in CORE team walks in those neighborhoods. Lastly in Q4, the agency began developing strategic plans to support methods of encouraging DC government employees to download the 311 mobile app.	

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 comm	unications. (5 Meas	sures)			
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 interaction	ns 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 communication	ns. (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 nours	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 I	District governme	nt. (12 Measu	res)	'	'
otal 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%
ercent of records requests fulfilled within mandated time frames	Up is Better	Not Available	90.2%	99.9%	80%
IR MANAGEMENT - Percent of eligible employees completing and finalizing 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
INANCIAL 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
FOLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data ortal - (Updated by OCA)	Up is Better	Not Available	No data available	100%	Not Available
T 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 efficie	nt, professional and cost effec	tive 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 efficie	ent, professional and cost effec	ctive 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 ma	intain a highly efficient, tran	sparent 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	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. 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.	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 initiative	s)
PSCC Infrastructure Remodel 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. 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.		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

Office of Unified Communications FY2020

Agency Office of Unified Communications Agency Code UCO Fiscal Year 2020

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.

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.

Key Performance Indicators

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
1 - Provide efficient, professional and cost effective re	sponses to 911 con	nmunicatio	ns. (5 Mea	sures)	
Percent of 911 calls answered within 10 seconds	Up is Better	90.3%	86.4%	85.5%	90%
Percent of 911 calls which move from queue to dispatch in 60 seconds or less	Up is Better	66.7%	60.8%	63.9%	75%
Total number of sustained 911 complaints	Down is Better	17	25	22	0
Percent of 911 calls in which call to queue is 90 seconds or less	Up is Better	53.4%	58.5%	66.3%	75%
Percentage of QA/QI 911 call reviews that receive a rating of 80% or better	Up is Better	New in 2019	New in 2019	85.8%	75%
2 - Provide efficient, professional and cost effective re Measures)	sponses to interac	tions initiat	ted through	n 311 platfo	rms. (2
Percent of 311 calls handled by a live agent in 4 minutes or less	Up is Better	73.1%	74.2%	75.1%	97%
Percent of 311 calls answered by a live agent within 90 seconds	Up is Better	80.4%	91%	88.8%	80%
3 - Provide state-of-the-art emergency and non-emerg	gency communicat	tions. (3 M	easures)		
Percent of time the OUC responds to Mobile Data Terminal repairs within 24 hours	Up is Better	100%	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	96.4%	98.3%	99%	90%
4 - Create and maintain a highly efficient, transparent	, and responsive D	istrict gove	ernment. (3	3 Measures)
Total number of residents reached through community engagement and 911 education activities	Up is Better	14,700	40,800	35,500	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	90.2%	99.9%	97.5%	80%

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
4 - Create and maintain a highly efficient, transparent, and respo	onsive District gove	ernment. (1	0 Measure	s)
Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent	Up is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Percent of local budget de-obligated to the general fund at the end of year	Down is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Quick Payment Act (QPA) Compliance - Percent of QPA eligible invoices paid within 30 days	Up is Better	New in 2019	New in 2019	99.4%
Human Resource Management - Average number of days to fill vacancy from post to offer acceptance	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft	Up is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft	Up is Better	New in 2019	New in 2019	97.2%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal	Up is Better	New in 2019	New in 2019	100%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management – Percent of new hires that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020
Human Resource Management – Percent of employees that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020

^{*}The above measures were collected for all mayoral agencies in FY2019. The 2019 open data inventory includes data for calendar year 2018. Due to data lags, FY2019 data for the following core business measures will be available in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Provide effic	cient, professiona	l 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

Operations Header	Operations Title	Operations Description	Type of Operations
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 effic Activities)	cient, professiona	l and cost effective responses to interactions initiated through 311 p	latforms. (3
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 stat	e-of-the-art emer	gency 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 related equipment and facilities	The Information Technology Division develops and enforces policy directives and standards regarding public safety and non-public safety communications; operates and maintains of public safety and non-public safety voice radio technology; manages building facilities that support public safety voice radio technology and call center technology; and reviews and approves all agency proposals, purchase orders, and contracts for the acquisition of public safety voice radio technology and call center technology systems, resources, and services.	Key Project
Information Technology	Provides 24 hour technical support and maintenance on all public safety communications devices and equipment	The Information Technology Division provides 24x7, highly specialized tech support and maintenance for public safety communications devices, including tablets and radios, deployed to MPD and FEMS users in the field.	Daily Service
4 - Create and	maintain a highly	efficient, transparent, and responsive District government. (2 Activi	ities)

Operations Header	Operations Title	Operations Description	Type of Operations
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

Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
1 - Answers all incoming 911 calls (2 Measures)			
Total Number of Inbound 911 Calls	1,282,621	1,286,681	1,373,732
Total number of events created in CAD	967,154	957,482	989,141
2 - Answers all incoming 311 calls (2 Measures)			
Total Number of Inbound 311 Calls	1,028,834	1,690,354	1,724,350
Total number of service requests entered into the customer relationship management system by 311 agents	579,693	560,271	551,204
4 - Serves as custodian of all 911 and 311 communications records (1 M	Aeasure)		
Number of agency held records released to stakeholders upon request	10,220	9126	9267

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Answers all inco	oming 311 calls (1 Strategic Initiative)	
Increase Utilization of 311 by Residents of Wards 7 and 8	In FY20, the OUC will continue its support of citywide initiatives that seek to encourage all District residents to improve their communities by requesting basic city services through 311 platforms. In addition, the agency will analyze 311 service request data to identify trends around the use of 311 in Wards 7 and 8 and then use that data to target residents there to help remove barriers and empower them to partner with the OUC to engage with the government to request basic city services. A goal of these efforts is to support blight and crime reduction in target areas as identified by MPD.	09-30-2020
Answers all inco	oming 911 calls (2 Strategic initiatives)	
Regional Public Safety Communications Training Facility Establishment	In FY20, the OUC's Office of Professional Standards & Development will continue efforts to certify its training program & evolve it 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 will pursue the accreditation necessary to offer onsite continuing training opportunities to and 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

Strategic Initiative Title	Strategic Initiative Description	Proposed Completic Date
PSCC Infrastructure Remodel	In FY20, OUC will continue to use capital funding to remodel the Public Safety Call Center (PSCC), the OUC's secondary operations site. This remodel is being completed in a phased approach which spans three years. FY20 marks year 2 of this project. The work this fiscal year will include overall project design completion activities as well as the improvement and build-out of the radio/MDC workshops, the 1st floor kitchen, the bathrooms and the 911/311 call floor, to both improve the work environment for operations staff and advance the building's technical systems to better align with industry standards.	09-30-202
Manages the D Strategic initiat	istrict's public safety communications and city service request platforms and infrastrutives)	ıcture (5
OUC IT Academy Development	The OUC's 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. In FY20, in conjunction with the agency's Office of Professional Standards and Development, the OUC's IT Division is creating an IT Academy to formalize training for new IT employees, support continuing education of existing employees and promote internal advancement. The Academy will focus on technical, functional and character building skills to ensure the development of well rounded agency employees capable of providing in-house maintenance of the agency's complex technical infrastructure, systems, programs and devices.	09-30-202
IT Hardware 911/311 Systems Enhancement	The OUC receives and processes a combined 3.5 million calls for 9ll and 311 calls annually. The agency facilitates centralized public safety communications which requires a 99.999% up-time of all critical systems. The OUC's hardware systems must be consistently secure, resilient and fully operational. Beginning in FY20, OUC will initiate a multi-year project to replace, enhance and procure critical major hardware components including additional storage capacity, system licensing, servers, switches and firewalls for 911 and 311 systems.	09-30-202
IT Software 911/311 Enhancements	OUC's 911/311 applications provide a reliable operational environment where critical functions can be performed quickly and efficiently. Scheduled software application upgrades are required to ensure optimal 911/311 performance. In FY20, OUC will initiate a multi-year project to implement functionality upgrades and enhancements to the Computer Aided Dispatch system and other critical operations software.	09-30-202
UCC Electrical Reconfiguration	The OUC requires backup power at all times so that public safety requests can be processed at its 911/311 operations centers. Power failure at these locations can cripple programming and lead to severe public safety communications challenges and interruptions. In FY20, OUC will upgrade the UCC's electrical redundancy by installing a back up power generator.	09-30-202
911/311 Radio Critical Infrastructure Enhancement	The OUC's Public Safety Communications Center (PSCC) is operated as the agency's secondary operations site and its primary radio engineering and programming location. In FY20, the OUC will continue its multi-year project to completely renovate and upgrade the PSCC's major systems and to more appropriately allocate space for the radio critical infrastructure and for ongoing redundancy of 911/311 operations.	09-30-202
	ur technical support and maintenance on all public safety communications devices an Strategic Initiative)	nd
Mobile Data Computer (MDC) Hardware Refresh for MPD and FEMS	OUC's IT Division is responsible for providing and maintaining mobile data computers (MDC) for both MPD and FEMS. MDCs are devices used in emergency vehicles to communicate with OUC dispatchers that display mapping and other information relevant to emergency response which enhance situational awareness and safety. In FY20, the Division will perform a complete MDC hardware refresh for MPD and FEMS. The MDCs currently deployed are approaching the end of their useful life and will be replaced with lighter weight devices that offer enhanced processing capabilities, extended battery life, additional convenience features such as blue tooth/remote use options, higher quality graphics and other user friendly enhancements. This replacement project will occur based on a strategic deployment plan, mutually agreed upon by MPD and FEMS to ensure the least impact on operations and inconvenience to users.	09-30-202

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
311 Customer Care Partnership Expansion	In FY20, the agency will continue its partnerships with DGS and DCRA to incorporate additional service request types under the 311 portfolio. The agency will also explore new partnerships with DHS to support homelessness assistance services and the Department of Vehicles for Hire related to operator and passenger safety. Also, this fiscal year, the agency will draft language for a more formalized standard intra-agency agreement for District agencies around the incidental use of 311 services, such as call taking for a one time event or other program. Lastly, the agency will coordinate with the OCA to explore the implementation of a District government customer care survey/feedback mechanism.	09-30-2020

Office of Unified Communications Promotional Dispatcher Schedule FY19

This document outlines the schedule and identified curriculum for a newly promoted 9-1-1 dispatcher at the Office of Unified Communications.

Dispatcher Training Week 1 Police Focused Training

Monday	11/26/2018
0800	Roll Call
0900	Introductions / Training Overview / Rules and Expectations / Terminology
1000	g
1100	1
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	Folcies
1600	
Wednesday	11/28/2018
0800	Roll Call
0900	
1000	MPD overview
1100	
1150	Lunch
1300	
1400	MPD overview / Districts
1500	INIT D OVERVIEW / DISTRICTS
1600	
Thursday	11/29/2018
0800	Roll Call
0900	Division (2004) (2004)
1000	Districts / PSA / SECTOR / BEATS
1100	1
1150	Lunch
1300	
1400	Districts / PSA / SECTOR / BEATS
1500 1600	1
Friday	11/30/2018
0800	Roll Call
0900	NOII Call
1000	DC street layout
1100	50 Stroot layout
1150	Lunch
1100	
1300	
1300 1400	Geography
1400	Geography

Dispatcher Training Week 2 Police Focused Training

Monday	12/3/2018
0800	Roll Call
0900	***************************************
1000	
1100	
1150	,
1300	i/Dispatcher
1400	
1500	
1600	
Tuesday	12/4/2018
0800	Roll Call
0830	
1000	
1100	
1150	MD and the
1300	i/Dispatcher
1400	
1500	
1600	
Wednesday	12/5/2018
0800	Roll Call
0900	Troil out
1000	
1100	
1150	
1300	i/Dispatcher
1400	
1500	
1600	
Thursday	12/6/2018
0800	Roll Call
0900	
1000	
1100	
1150	i/Dispatcher
1300	i/Dispatcher
1400	
1500	
1600	
Friday	12/7/2018
0800	Roll Call
0900	
1000	i/Dispatcher
1100	
1150	Lunch
1300	CAD practicals
1400	
1500	Review & Test
1600	Notion & root

Dispatcher Training Week 3 Police Focused Training

Monday	12/10/2018
0800	Roll Call
0900	Kuir Cair
1000	
1100	
1150	
1300	Radio Communications
1400	
1500	
1600	
Tuesday	12/11/2018
0800	Roll Call
0900	
1000	
1100	Hexagon presentation
1150	
1300	
1400	i/Informer
1500	
1600	Daily review
Wednesday	12/12/2018
0800	Roll Call
0900	
1000	
1100	
1150	Radio Communications
1300	Radio Communications
1400	
1500	
1600	
Thursday	12/13/2018
0800	Roll Call
0900	
1000	
1100	
1150	Radio Communications / observation
1300	
1400	
1500	
1600	40/44/0040
Friday	12/14/2018
0800	Roll Call
0900	Obcomposion Position
1000	Observation Review
1100 1150	Lucab
	Lunch
1300 1400	CAD practicals
1500	
1600	Review & Test
1000	

Dispatcher Training Week 4 Police Focused Training

Monday	12/17/2018
0800	Roll Call
0900	Non-Sun
1000	Voicing Assignments
1100	
1150	LUNCH
1300	20.00.
1400	
1500	Reading an event record
1600	
Tuesday	12/18/2018
0800	Roll Call
0900	
1000	Reading an event record practicals
1100	
1150	LUNCH
1300	Updating responders
1400	opaumy responders
1500	Unit requests
1600	
Wednesday	12/19/2018
0800	Roll Call
0900	
1000	Status checks / unit safety
1100	
1150	LUNCH
1300	Simulcast / Bolos
1400	
1500 1600	Practical Simulcast
Thursday	12/20/2018
Thursday 0800	12/20/2018 Roll Call
0800	12/20/2018 Roll Call
0800 0900	Roll Call
0800 0900 1000	
0800 0900	Roll Call
0800 0900 1000 1100 1150 1300	Roll Call Notifications - MPD / FEMS / OUC
0800 0900 1000 1100 1150 1300 1400	Roll Call Notifications - MPD / FEMS / OUC LUNCH
0800 0900 1000 1100 1150 1300 1400	Roll Call Notifications - MPD / FEMS / OUC
0800 0900 1000 1100 1150 1300 1400 1500 1600	Roll Call Notifications - MPD / FEMS / OUC LUNCH Outside agencies & MPD
0800 0900 1000 1100 1150 1300 1400 1500 1600	Roll Call Notifications - MPD / FEMS / OUC LUNCH Outside agencies & MPD 12/21/2018
0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday	Roll Call Notifications - MPD / FEMS / OUC LUNCH Outside agencies & MPD 12/21/2018 Roll Call
0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday 0800	Roll Call Notifications - MPD / FEMS / OUC LUNCH Outside agencies & MPD 12/21/2018
0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday 0800 0900	Roll Call Notifications - MPD / FEMS / OUC LUNCH Outside agencies & MPD 12/21/2018 Roll Call
0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday 0800 0900 1000	Roll Call Notifications - MPD / FEMS / OUC LUNCH Outside agencies & MPD 12/21/2018 Roll Call
0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday 0800 0900 1000 1100	Roll Call Notifications - MPD / FEMS / OUC LUNCH Outside agencies & MPD 12/21/2018 Roll Call Review / Quiz
0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday 0800 0900 1000 1100 1150	Roll Call Notifications - MPD / FEMS / OUC LUNCH Outside agencies & MPD 12/21/2018 Roll Call
0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday 0800 0900 1000 1100 1150 1300	Roll Call Notifications - MPD / FEMS / OUC LUNCH Outside agencies & MPD 12/21/2018 Roll Call Review / Quiz
0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday 0800 0900 1000 1100 1150	Roll Call Notifications - MPD / FEMS / OUC LUNCH Outside agencies & MPD 12/21/2018 Roll Call Review / Quiz

Dispatcher Training Week 5 Police Focused Training

Monday	12/24/2018
0800	Roll Call
0900	NOII Gall
1000	Observation Review
1100	Observation Neview
1150	Lunch
1300	Eulen
1400	
1500	Geography - Interstates
1600	
Tuesday	12/25/2018
0800	
0900	
1000	
1100	
1200	Off - Christmas Holiday
1250	
1400	
1500	
1600	
Wednesday	12/26/2018
0800	Roll Call
0900	
1000	
1100	
1150	1
1300	Live Radio / Observation
1400	
1500	
1600	
Thursday	12/27/2018
0800	Roll Call
0900	
1000	
1100	
1150	Live Radio / Observation
1300	
1400	
1500	
1600	40/00/22 12
Friday	12/28/2018
0800	Roll Call
0900	
1000	Live Radio / Observation
1100	Live Kadio / Observation
1150	
1300	
1400	Review / quiz
1500	Review / quiz
1600	

Dispatcher Training Week 6 Police Focused Training

0800 0900	
	Roll Call
1000	Voicing Assignments
1100	Body Cam Power Video
1150	Lunch
1300	
1400	
1500	Informer /Tags /Wanted Subjects / Stolen Vech
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	CAD Simulation on Simulcasting Assignments
1100	
1150	Lunch
1300	
1400	
1500	CAD Simulation on traffic stops
1600	
Thursday	1/3/2019
0800	Roll Call
0900	
1000	CAD Simulation on Simulcasting Assignments
1100	
1150	Lunch
1300	
1400	CAD Simultation on traffic stops
1500	On Domination on traine stops
1600	
Friday	1/4/2019
0800	Roll Call
0900	
1000	Geography Visit around the city
1100	
1150	Lunch
1300	Open discussion - Landmarks
1400	Open discussion - Streets that sound alike
1500	Open discussion about the importantance of verifying police or fire personnel's location
1600	Location on traffic stops or requests for an ambulance (by police officers)

Dispatcher Training Week 7 Fire and EMS Focused Training

Monday	1/7/2019
0800	Roll Call
0900	Fire Training Overview
1000	Address to the Firehouses
1100	Address to the Filehouses
1150	Lunch
1300	Fire Terminology
1400	Fire Dispatching Tidbits
1500	Phonetic Alphabet
1600	Priorietic Alphabet
Tuesday	1/8/2019
0800	Police Adacemy
0900	1 once Adacemy
1000	
1100	
1150	Lunch
1300	Quiz on the firehouse address
1400	1 thru 10
1500	OPSD Guidelines
1600	OF 3D Guidelines
Wednesday	1/9/2019
0800	Roll Call
0900	Police Adacemy
1000	Duties and Responsibilities of EMS Radio Operators
1100	Radio Operators
1150	Lunch
1300	Fire Houses addresses and phone number
1400	numbers
1500 1600	Hospitals Codes/ Trauma Centers/Specialty Centers
Thursday	1/10/2019
0800	Roll Call
0900	Police Adacemy
1000 1100	Basic Radio Etiquettes Phonetic Alphabet
1150	Lunch
1300	FCC Rules/Voice Procedures
1400	EMS response plan
1500	EMS response plan EMS Terminology
1600	Radio Traffic Example
Friday	1/11/2019
0800	Roll Call
0900	Helicopter Requests
1000	Support Staff you will work with ELO
1100	EMS Liaison Officer (ELO)
1150	Lunch
1300	ELO presentation
1400	Apparatus Used in EMS Operations
1500	Fire Quiz on the firehouse address 11 thru 20 and Phonetic alphabetic
1600	11 thru 20 /phonetic alphabetic and Fire questions
.500	11 till 20/phonetic diphabetic did i ne questions

Dispatcher Training Week 8 Fire and EMS Focused Training

Monday	1/14/2019
0800	Roll Call
0900	Worked as a calltaker
1000	on the operation
1100	floor
1150	Lunch
1300	Worked as a calltaker
1400	on the operation
1500	floor
1600	······
Tuesday	1/15/2019
0800	Roll Call
0900	Hospital Status
1000	Mass Casualty Incidents
1100	EMS Special Operations Officers
1150	Lunch
1300	MAYDAY
1400	Emergency Activations
1500	Mutual Aid Operaitons
1600	Bethesda Chevy-Chase Ambulance
Wednesday	1/16/2019
0800	Roll Call
0900	Radio Channels
1000	Console Features, Functions and How to Use Them
1100	How to Use Them
1100 1150	
	How to Use Them Lunch EMS/Phonetic Alphabet Quiz
1150	How to Use Them Lunch
1150 1300 1400 1500	How to Use Them Lunch EMS/Phonetic Alphabet Quiz
1150 1300 1400	How to Use Them Lunch EMS/Phonetic Alphabet Quiz CBD/Nurse Triage Line Standard Operating Procedure (SOP)
1150 1300 1400 1500 1600 Thursday	How to Use Them Lunch EMS/Phonetic Alphabet Quiz CBD/Nurse Triage Line Standard Operating Procedure (SOP) Operating Procedure (SOP)
1150 1300 1400 1500 1600	How to Use Them Lunch EMS/Phonetic Alphabet Quiz CBD/Nurse Triage Line Standard Operating Procedure (SOP) Operating Procedure (SOP) Quiz on Truck Company Location 1/17/2019 Roll Call
1150 1300 1400 1500 1600 Thursday	How to Use Them Lunch EMS/Phonetic Alphabet Quiz CBD/Nurse Triage Line Standard Operating Procedure (SOP) Operating Procedure (SOP) Quiz on Truck Company Location 1/17/2019 Roll Call Voicing EMS calls
1150 1300 1400 1500 1600 Thursday 0800 0900 1000	How to Use Them Lunch EMS/Phonetic Alphabet Quiz CBD/Nurse Triage Line Standard Operating Procedure (SOP) Operating Procedure (SOP) Quiz on Truck Company Location 1/17/2019 Roll Call Voicing EMS calls Overview on AMR
1150 1300 1400 1500 1600 Thursday 0800 0900 1000	How to Use Them Lunch EMS/Phonetic Alphabet Quiz CBD/Nurse Triage Line Standard Operating Procedure (SOP) Operating Procedure (SOP) Quiz on Truck Company Location 1/17/2019 Roll Call Voicing EMS calls Overview on AMR President of Union presentation
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100	How to Use Them Lunch EMS/Phonetic Alphabet Quiz CBD/Nurse Triage Line Standard Operating Procedure (SOP) Operating Procedure (SOP) Quiz on Truck Company Location 1/17/2019 Roll Call Voicing EMS calls Overview on AMR President of Union presentation Lunch
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150	How to Use Them Lunch EMS/Phonetic Alphabet Quiz CBD/Nurse Triage Line Standard Operating Procedure (SOP) Operating Procedure (SOP) Quiz on Truck Company Location 1/17/2019 Roll Call Voicing EMS calls Overview on AMR President of Union presentation Lunch How to request AMR and How it looks in CAD
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400	How to Use Them Lunch EMS/Phonetic Alphabet Quiz CBD/Nurse Triage Line Standard Operating Procedure (SOP) Operating Procedure (SOP) Quiz on Truck Company Location 1/17/2019 Roll Call Voicing EMS calls Overview on AMR President of Union presentation Lunch How to request AMR and How it looks in CAD looks in CAD
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400	How to Use Them Lunch EMS/Phonetic Alphabet Quiz CBD/Nurse Triage Line Standard Operating Procedure (SOP) Operating Procedure (SOP) Quiz on Truck Company Location 1/17/2019 Roll Call Voicing EMS calls Overview on AMR President of Union presentation Lunch How to request AMR and How it looks in CAD looks in CAD AMR supervisor Presentation
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600	How to Use Them Lunch EMS/Phonetic Alphabet Quiz CBD/Nurse Triage Line Standard Operating Procedure (SOP) Operating Procedure (SOP) Quiz on Truck Company Location 1/17/2019 Roll Call Voicing EMS calls Overview on AMR President of Union presentation Lunch How to request AMR and How it looks in CAD looks in CAD AMR supervisor Presentation Chief David presentation
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday	How to Use Them Lunch EMS/Phonetic Alphabet Quiz CBD/Nurse Triage Line Standard Operating Procedure (SOP) Operating Procedure (SOP) Quiz on Truck Company Location 1/17/2019 Roll Call Voicing EMS calls Overview on AMR President of Union presentation Lunch How to request AMR and How it looks in CAD looks in CAD AMR supervisor Presentation Chief David presentation 1/18/2019
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday 0800	How to Use Them Lunch EMS/Phonetic Alphabet Quiz CBD/Nurse Triage Line Standard Operating Procedure (SOP) Operating Procedure (SOP) Quiz on Truck Company Location 1/17/2019 Roll Call Voicing EMS calls Overview on AMR President of Union presentation Lunch How to request AMR and How it looks in CAD looks in CAD Iooks in CAD AMR supervisor Presentation Chief David presentation 1/18/2019 Roll Call
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday 0800 0900	How to Use Them Lunch EMS/Phonetic Alphabet Quiz CBD/Nurse Triage Line Standard Operating Procedure (SOP) Operating Procedure (SOP) Quiz on Truck Company Location 1/17/2019 Roll Call Voicing EMS calls Overview on AMR President of Union presentation Lunch How to request AMR and How it looks in CAD looks in CAD AMR supervisor Presentation Chief David presentation 1/18/2019 Roll Call Listen to EMS Channels 011/012
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1150 1300 1400 1500 1600 Friday 0800 0900 1000	How to Use Them Lunch EMS/Phonetic Alphabet Quiz CBD/Nurse Triage Line Standard Operating Procedure (SOP) Operating Procedure (SOP) Quiz on Truck Company Location 1/17/2019 Roll Call Voicing EMS calls Overview on AMR President of Union presentation Lunch How to request AMR and How it looks in CAD looks in CAD looks in CAD AMR supervisor Presentation Chief David presentation 1/18/2019 Roll Call Listen to EMS Channels 011/012 Medical Event Codes
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1150 1300 1400 1500 1600 Friday 0800 0900 1000 1100	How to Use Them Lunch EMS/Phonetic Alphabet Quiz CBD/Nurse Triage Line Standard Operating Procedure (SOP) Operating Procedure (SOP) Quiz on Truck Company Location 1/17/2019 Roll Call Voicing EMS calls Overview on AMR President of Union presentation Lunch How to request AMR and How it looks in CAD looks in CAD AMR supervisor Presentation Chief David presentation 1/18/2019 Roll Call Listen to EMS Channels 011/012 Medical Event Codes and Response Plan
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1600 Friday 0800 0900 1000 1100 1150	How to Use Them Lunch EMS/Phonetic Alphabet Quiz CBD/Nurse Triage Line Standard Operating Procedure (SOP) Operating Procedure (SOP) Quiz on Truck Company Location 1/17/2019 Roll Call Voicing EMS calls Overview on AMR President of Union presentation Lunch How to request AMR and How it looks in CAD looks in CAD AMR supervisor Presentation Chief David presentation 1/18/2019 Roll Call Listen to EMS Channels 011/012 Medical Event Codes and Response Plan Lunch Lunch Lunch AMR Supervisor Presentation 1/18/2019 Roll Call Listen to EMS Channels 011/012 Medical Event Codes and Response Plan Lunch
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1600 Friday 0800 0900 1000 1100 1150 1300	How to Use Them Lunch EMS/Phonetic Alphabet Quiz CBD/Nurse Triage Line Standard Operating Procedure (SOP) Operating Procedure (SOP) Quiz on Truck Company Location I/17/2019 Roll Call Voicing EMS calls Overview on AMR President of Union presentation Lunch How to request AMR and How it looks in CAD looks in CAD looks in CAD AMR supervisor Presentation Chief David presentation 1/18/2019 Roll Call Listen to EMS Channels 011/012 Medical Event Codes and Response Plan Lunch Presentation from Fire Dispatcher
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1600 Friday 0800 0900 1000 1100 1150 1300 1400 1150 1300 1400	How to Use Them EMS/Phonetic Alphabet Quiz CBD/Nurse Triage Line Standard Operating Procedure (SOP) Operating Procedure (SOP) Quiz on Truck Company Location 1/17/2019 Roll Call Voicing EMS calls Overview on AMR President of Union presentation Lunch How to request AMR and How it looks in CAD looks in CAD AMR supervisor Presentation Chief David presentation 1/18/2019 Roll Call Listen to EMS Channels 011/012 Medical Event Codes and Response Plan Lunch Presentation from Fire Dispatcher Listen to MAYDAY
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1600 Friday 0800 0900 1000 1100 1150 1300	How to Use Them Lunch EMS/Phonetic Alphabet Quiz CBD/Nurse Triage Line Standard Operating Procedure (SOP) Operating Procedure (SOP) Quiz on Truck Company Location I/17/2019 Roll Call Voicing EMS calls Overview on AMR President of Union presentation Lunch How to request AMR and How it looks in CAD looks in CAD AMR supervisor Presentation Chief David presentation 1/18/2019 Roll Call Listen to EMS Channels 011/012 Medical Event Codes and Response Plan Lunch Presentation from Fire Dispatcher

Dispatcher Training Week 9 Fire and EMS Focused Training

Monday	1/21/2019
0800	Roll Call
0900	MARTIN LUTHER KING
1000	MAKIN LOTTLE VINC
1100	
1150	Lunch
1300	Editori
1400	
1500	HOLIDAY
1600	NOLISA
Tuesday	1/22/2019
0800	Roll Call
0900	FIRE RADIO OPERATOR
1000	Channel 02
1100	Duties and Responsibilities
1150	Lunch
1300	Review the Fire Terminology
1400	Building Construction Types
1500	Building Identification by Sides
1600	Interior Quadrant/Exposure Identification
Wednesday	1/23/2019
0800	Roll Call
0900	
1000	Standard Operating Guidelines Incident Command System
1100	Fire Apparatus Types
1150	Lunch
1300	Level of Staging, Level of Accountability
1400	Accountability
1500	Mayday procedure
1600	Building Abandonment Procedure
Thursday	1/24/2019
0800	Emergency Activations
0900	Voicing EMS assignments
1000	On EMS Channel 011 and 012, Fire
1100	Radio channel 02 and channel 01
1150	Lunch
1300	Voicing Box assignment/WFD/2nd
1400	Alarms
1500	Fire Radio channel 02 and channel
1600	1
Friday	1/25/2019
0800	Special Dispatches, Types of Alarm
0900	Alarms, Metro Assignment and Dispatch procedures
1000	Dispatch Procedures
1100	Voice the List of Chiefs
1100 1150	Voice the List of Chiefs Lunch
1150	Lunch
1150 1300	Lunch Voicing Metro Station Box Alarm
1150 1300 1400	Lunch Voicing Metro Station Box Alarm on Channel 01, Channel 02 and
1150 1300	Lunch Voicing Metro Station Box Alarm

Dispatcher Training Week 10 Fire and EMS Focused Training

Monday	1/28/2019
Monday 0800	
0900	Roll Call VOICING THE LIST OF CHIEFS
1000	
1100	BATTALION'S MAP LIVE ON EMS CHANNEL 011&012
1150	
1300	LUNCH LIVE ON EMS CHANNEL 011&012
1400	FIRE QUIZ #5
1500	DISPATCH CODES FVA01, FVA02, FVA03, FVA04
1600	ROLE&DUTIES OF 01 DISPATCHER
Tuesday	1/29/2019
0800	Roll Call
0900	VOICING THE LIST OF CHIEFS
1000	LIVE ON EMS CHANNELS 011&012
1100	FEMS DISPATCHING
1150	Lunch
1300	TYPES ALARMS
1400	LIVE ON EMS CHANNELS 011&012
1500	ANNOUNCING ALARMS
1600	GEOGRAPHY
Wednesday	1/30/2019
0800	Roll Call
0900	Kuli Gali
1000	FEMS RIDE-ALONG
1100	I LING KIDE-ALONG
1150	Lunch
1300	Editori
1400	FEMS RIDE-ALONG
1500	
1600	
Thursday	1/31/2019
0800	
0900	
1000	FEMS RIDE-ALONG
1100	
1150	Lunch
1300	
1400	
1500	FEMS RIDE-ALONG
1600	
Friday	2/1/2019
0800	Roll Call
0900	
1000	TRAINEES DAY OFF
1100	
1150	Lunch
1300	
1400	TRAINEES DAY OFF
1500	
1600	

Dispatcher Training Week 11 Fire and EMS Focused Training

Monday	2/4/2019
0800	Roll Call
0900	The List of Chiefs
1000	FIELD TRIP TO 2ND ALARM
1100	THE THE ACADM
1150	Lunch
1300	Visit Firehouses in Battalion 1 &4
1400	VISIT I CHOUSES III BUILUIIOII I QT
1500	VOICING CALLS
1600	Totaline onless
Tuesday	2/5/2019
0800	The List of Chiefs
0900	FIRE EVENT CODES
1000	
1100	RESPONSE PLAN
1150	Lunch
1300	FIRE POLICIES
1400	RISK TRAINING
1500	
1600	
Wednesday	2/6/2019
0800	Roll Call
0900	The List of Chiefs
1000	DOFFMO Assistantial
1100	DCFEMS Academy Visit
	DCFEMS Academy Visit Lunch
1100	·
1100 1150 1300 1400	Lunch
1100 1150 1300 1400 1500	Lunch Visits firehouses in Battalion 3
1100 1150 1300 1400 1500 1600	Lunch Visits firehouses in Battalion 3 VOICING CALLS
1100 1150 1300 1400 1500 1600 Thursday	Lunch Visits firehouses in Battalion 3 VOICING CALLS 2/7/2019
1100 1150 1300 1400 1500 1600 Thursday	Lunch Visits firehouses in Battalion 3 VOICING CALLS 2/7/2019 Roll Call
1100 1150 1300 1400 1500 1600 Thursday 0800 0900	Lunch Visits firehouses in Battalion 3 VOICING CALLS 2/7/2019
1100 1150 1300 1400 1500 1600 Thursday 0800 0900 1000	Lunch Visits firehouses in Battalion 3 VOICING CALLS 2/7/2019 Roll Call The List of Chiefs
1100 1150 1300 1400 1500 1600 Thursday 0800 0900 1000	Lunch Visits firehouses in Battalion 3 VOICING CALLS 2/7/2019 Roll Call The List of Chiefs VOICING LIVE CALLS
1100 1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150	Lunch Visits firehouses in Battalion 3 VOICING CALLS 2/7/2019 Roll Call The List of Chiefs VOICING LIVE CALLS Lunch
1100 1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300	Lunch Visits firehouses in Battalion 3 VOICING CALLS 2/7/2019 Roll Call The List of Chiefs VOICING LIVE CALLS Lunch VOICING LIVES CALLS
1100 1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400	Lunch Visits firehouses in Battalion 3 VOICING CALLS 2/7/2019 Roll Call The List of Chiefs VOICING LIVE CALLS Lunch VOICING LIVES CALLS RISK TRAINING
1100 1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500	Lunch Visits firehouses in Battalion 3 VOICING CALLS 2/7/2019 Roll Call The List of Chiefs VOICING LIVE CALLS Lunch VOICING LIVES CALLS
1100 1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600	Lunch Visits firehouses in Battalion 3 VOICING CALLS 2/7/2019 Roll Call The List of Chiefs VOICING LIVE CALLS Lunch VOICING LIVES CALLS RISK TRAINING VOICING LIVE CALLS
1100 1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday	Lunch Visits firehouses in Battalion 3 VOICING CALLS 2/7/2019 Roll Call The List of Chiefs VOICING LIVE CALLS Lunch VOICING LIVES CALLS RISK TRAINING VOICING LIVE CALLS
1100 1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday 0800	Lunch Visits firehouses in Battalion 3 VOICING CALLS 2/7/2019 Roll Call The List of Chiefs VOICING LIVE CALLS Lunch VOICING LIVES CALLS RISK TRAINING VOICING LIVE CALLS RISK TRAINING VOICING LIVE CALLS RISK TRAINING ROII CALLS ROII CALLS
1100 1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday 0800 0900	Lunch Visits firehouses in Battalion 3 VOICING CALLS 2/7/2019 Roll Call The List of Chiefs VOICING LIVE CALLS Lunch VOICING LIVES CALLS RISK TRAINING VOICING LIVE CALLS
1100 1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 Friday 0800 0900 1000	Lunch Visits firehouses in Battalion 3 VOICING CALLS 2/7/2019 Roll Call The List of Chiefs VOICING LIVE CALLS Lunch VOICING LIVES CALLS RISK TRAINING VOICING LIVE CALLS A COIC CALLS ROLL CALLS ROLL CALLS A COIC CALLS ROLL CALLS The List of Chiefs Metro Codes and response plan
1100 1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday 0800 0900 1000 1100	Lunch Visits firehouses in Battalion 3 VOICING CALLS 2/7/2019 Roll Call The List of Chiefs VOICING LIVE CALLS Lunch VOICING LIVES CALLS RISK TRAINING VOICING LIVE CALLS RISK TRAINING VOICING LIVE CALLS The List of Chiefs Roll Call The List of Chiefs Metro Codes and response plan Visit Columbia Island
1100 1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1150 1300 1400 1500 1600 Friday 0800 0900 1000 1100 1150	Lunch Visits firehouses in Battalion 3 VOICING CALLS 2/7/2019 Roll Call The List of Chiefs VOICING LIVE CALLS Lunch VOICING LIVES CALLS RISK TRAINING VOICING LIVE CALLS 2/8/2019 Roll Call The List of Chiefs Metro Codes and response plan Visit Columbia Island Lunch
1100 1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1150 1300 1600 Friday 0800 0900 1000 1100 1150 1300 1400 1500 1600	Lunch Visits firehouses in Battalion 3 VOICING CALLS 2/7/2019 Roll Call The List of Chiefs VOICING LIVE CALLS Lunch VOICING LIVES CALLS RISK TRAINING VOICING LIVE CALLS 2/8/2019 Roll Call The List of Chiefs Metro Codes and response plan Visit Columbia Island Lunch Visit Firehouses in Battalion 6
1100 1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1150 1300 1400 1500 Friday 0800 0900 1000 1100 1150 1300 1400 1500 1400 1500 1400 1400	Lunch Visits firehouses in Battalion 3 VOICING CALLS 2/7/2019 Roll Call The List of Chiefs VOICING LIVE CALLS Lunch VOICING LIVES CALLS RISK TRAINING VOICING LIVE CALLS 2/8/2019 Roll Call The List of Chiefs Metro Codes and response plan Visit Columbia Island Lunch
1100 1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1150 1300 1600 Friday 0800 0900 1000 1100 1150 1300 1400 1500 1600	Lunch Visits firehouses in Battalion 3 VOICING CALLS 2/7/2019 Roll Call The List of Chiefs VOICING LIVE CALLS Lunch VOICING LIVES CALLS RISK TRAINING VOICING LIVE CALLS 2/8/2019 Roll Call The List of Chiefs Metro Codes and response plan Visit Columbia Island Lunch Visit Firehouses in Battalion 6

Dispatcher Training Week 12 Fire and EMS Focused Training

NA I	0/44/0040
Monday	2/11/2019
0800	Roll Call
0900	List of Chiefs
1000	Voicing Metro Assignment
1100	Metro Station Box
1150	Lunch
1300	Voicing Metro Assignment
1400	Metro Tunnel box
1500	
1600	
Tuesday	2/12/2019
0800	Roll Call
0900	FIRE CHIEF DEAN PRESENTATION
1000	LIVE DISPATCHING ON THE FLOOR
1100	CHANNELS 011, 012, 02, 01
1150	Lunch
1300	LIVE DISPATCHING ON THE FLOOR
1400	CHANNELS 011, 012, 02, 01
1500	CERTIFY SUSPICIOUS Activity Reporting
1600	Signed up for MPD Ride Along
Wednesday	2/13/2019
0800	Roll Call
0900	DC Geography Training
1000	
1100	•
1 1100	
	Lunch
1150	Lunch Observation Live Dispatchers
1150 1300	Lunch Observation Live Dispatchers
1150 1300 1400	Observation Live Dispatchers
1150 1300 1400 1500	
1150 1300 1400 1500 1600	Observation Live Dispatchers Observation Live Dispatchers
1150 1300 1400 1500 1600 Thursday	Observation Live Dispatchers Observation Live Dispatchers 2/14/2019
1150 1300 1400 1500 1600 Thursday	Observation Live Dispatchers Observation Live Dispatchers 2/14/2019 Roll Call
1150 1300 1400 1500 1600 Thursday 0800 0900	Observation Live Dispatchers Observation Live Dispatchers 2/14/2019 Roll Call List of Chiefs
1150 1300 1400 1500 1600 Thursday 0800 0900 1000	Observation Live Dispatchers Observation Live Dispatchers 2/14/2019 Roll Call
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100	Observation Live Dispatchers Observation Live Dispatchers 2/14/2019 Roll Call List of Chiefs Visit Firehouses Battilions 5
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150	Observation Live Dispatchers Observation Live Dispatchers 2/14/2019 Roll Call List of Chiefs Visit Firehouses Battilions 5 Lunch
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300	Observation Live Dispatchers Observation Live Dispatchers 2/14/2019 Roll Call List of Chiefs Visit Firehouses Battilions 5 Lunch Visit Firehouses Battilions 2
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300	Observation Live Dispatchers 2/14/2019 Roll Call List of Chiefs Visit Firehouses Battilions 5 Lunch Visit Firehouses Battilions 2 Voicing Metro Assignment
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400	Observation Live Dispatchers 2/14/2019 Roll Call List of Chiefs Visit Firehouses Battilions 5 Lunch Visit Firehouses Battilions 2 Voicing Metro Assignment Metro Station /Assignment
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500	Observation Live Dispatchers 2/14/2019 Roll Call List of Chiefs Visit Firehouses Battilions 5 Lunch Visit Firehouses Battilions 2 Voicing Metro Assignment Metro Station /Assignment Metro Tunnel Box
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday	Observation Live Dispatchers 2/14/2019 Roll Call List of Chiefs Visit Firehouses Battilions 5 Lunch Visit Firehouses Battilions 2 Voicing Metro Assignment Metro Station /Assignment Metro Tunnel Box 2/15/2019
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday	Observation Live Dispatchers 2/14/2019 Roll Call List of Chiefs Visit Firehouses Battilions 5 Lunch Visit Firehouses Battilions 2 Voicing Metro Assignment Metro Station /Assignment Metro Tunnel Box 2/15/2019 List of Chiefs
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday 1430 1530	Observation Live Dispatchers 2/14/2019 Roll Call List of Chiefs Visit Firehouses Battilions 5 Lunch Visit Firehouses Battilions 2 Voicing Metro Assignment Metro Station /Assignment Metro Tunnel Box 2/15/2019 List of Chiefs LIVE DISPATCHING ON THE FLOOR
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday 1430 1530 1630	Observation Live Dispatchers 2/14/2019 Roll Call List of Chiefs Visit Firehouses Battilions 5 Lunch Visit Firehouses Battilions 2 Voicing Metro Assignment Metro Station /Assignment Metro Tunnel Box 2/15/2019 List of Chiefs
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday 1430 1530 1630 1730	Observation Live Dispatchers 2/14/2019 Roll Call List of Chiefs Visit Firehouses Battilions 5 Lunch Visit Firehouses Battilions 2 Voicing Metro Assignment Metro Station /Assignment Metro Tunnel Box 2/15/2019 List of Chiefs LIVE DISPATCHING ON THE FLOOR CHANNELS 011, 012, 02, 01
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday 1430 1530 1630 1730 1830	Observation Live Dispatchers 2/14/2019 Roll Call List of Chiefs Visit Firehouses Battilions 5 Lunch Visit Firehouses Battilions 2 Voicing Metro Assignment Metro Station /Assignment Metro Tunnel Box 2/15/2019 List of Chiefs LIVE DISPATCHING ON THE FLOOR
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday 1430 1530 1630 1730 1830 1930	Observation Live Dispatchers 2/14/2019 Roll Call List of Chiefs Visit Firehouses Battilions 5 Lunch Visit Firehouses Battilions 2 Voicing Metro Assignment Metro Station /Assignment Metro Tunnel Box 2/15/2019 List of Chiefs LIVE DISPATCHING ON THE FLOOR CHANNELS 011, 012, 02, 01 Lunch
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday 1430 1530 1630 1730 1830 1930 2030	Observation Live Dispatchers 2/14/2019 Roll Call List of Chiefs Visit Firehouses Battilions 5 Lunch Visit Firehouses Battilions 2 Voicing Metro Assignment Metro Station /Assignment Metro Tunnel Box 2/15/2019 List of Chiefs LIVE DISPATCHING ON THE FLOOR CHANNELS 011, 012, 02, 01 Lunch LIVE DISPATCHING ON THE FLOOR
1150 1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday 1430 1530 1630 1730 1830 1930	Observation Live Dispatchers 2/14/2019 Roll Call List of Chiefs Visit Firehouses Battilions 5 Lunch Visit Firehouses Battilions 2 Voicing Metro Assignment Metro Station /Assignment Metro Tunnel Box 2/15/2019 List of Chiefs LIVE DISPATCHING ON THE FLOOR CHANNELS 011, 012, 02, 01 Lunch

Dispatcher Training Week 13 Fire and EMS Focused Training

	2/18/2019
Monday	
0800 0900	Roll Call
1000	FIRE LIVE DISPACTHING
1100	CHANNELS
	011 012 02 01
1150	Lunch
1300	FIRE LIVE DISPACTHING
1400	CHANNELS
1500	011 012 02 01
1600	2/40/2040
Tuesday 0800	2/19/2019 Roll Call
0900	
	FIRE LIVE DISPACTHING
1000	CHANNELS
1100	011 012 02 01
1150 1300	Lunch
1400	FIRE LIVE
	CHANNELS
1500	011 012 02 01
1600	0/00/0040
Wednesday	2/20/2019
0800	Roll Call
0900	FIRE LIVE DISPACTHING
1000	CHANNELS
1100	011 012 02 01
1150	Lunch
1200	
1300	FIRE LIVE DISPACTHING
1400	FIRE LIVE DISPACTHING CHANNELS
1400 1500	CHANNELS
1400 1500 1600	CHANNELS 011 012 02 01
1400 1500 1600 Thursday	CHANNELS 011 012 02 01 2/21/2019
1400 1500 1600 Thursday 0800	CHANNELS 011 012 02 01 2/21/2019 Roll Call
1400 1500 1600 Thursday 0800 0900	CHANNELS 011 012 02 01 2/21/2019 Roll Call EMS TODAY
1400 1500 1600 Thursday 0800 0900 1000	CHANNELS 011 012 02 01 2/21/2019 Roll Call
1400 1500 1600 Thursday 0800 0900 1000 1100	CHANNELS 011 012 02 01 2/21/2019 Roll Call EMS TODAY CONFERNCES
1400 1500 1600 Thursday 0800 0900 1000 1100	CHANNELS 011 012 02 01 2/21/2019 Roll Call EMS TODAY CONFERNCES Lunch
1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300	CHANNELS 011 012 02 01 2/21/2019 Roll Call EMS TODAY CONFERNCES Lunch EMS TODAY
1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300	CHANNELS 011 012 02 01 2/21/2019 Roll Call EMS TODAY CONFERNCES Lunch
1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400	CHANNELS 011 012 02 01 2/21/2019 Roll Call EMS TODAY CONFERNCES Lunch EMS TODAY
1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500	CHANNELS 011 012 02 01 2/21/2019 Roll Call EMS TODAY CONFERNCES Lunch EMS TODAY CONFERNCES
1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday	CHANNELS 011 012 02 01 2/21/2019 Roll Call EMS TODAY CONFERNCES Lunch EMS TODAY CONFERNCES
1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday 0800	CHANNELS 011 012 02 01 2/21/2019 Roll Call EMS TODAY CONFERNCES Lunch EMS TODAY CONFERNCES 2/22/2019 Roll Call
1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday 0800 0900	CHANNELS 011 012 02 01 2/21/2019 Roll Call EMS TODAY CONFERNCES Lunch EMS TODAY CONFERNCES 2/22/2019 Roll Call EMS TODAY
1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday 0800 0900 1000	CHANNELS 011 012 02 01 2/21/2019 Roll Call EMS TODAY CONFERNCES Lunch EMS TODAY CONFERNCES 2/22/2019 Roll Call
1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday 0800 0900 1000 1100	CHANNELS 011 012 02 01 2/21/2019 Roll Call EMS TODAY CONFERNCES Lunch EMS TODAY CONFERNCES 2/22/2019 Roll Call EMS TODAY CONFERNCES
1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday 0800 0900 1000 1100 1150	CHANNELS 011 012 02 01 2/21/2019 Roll Call EMS TODAY CONFERNCES Lunch EMS TODAY CONFERNCES 2/22/2019 Roll Call EMS TODAY CONFERNCES Lunch
1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1600 Friday 0800 0900 1000 1100 1150 1300	CHANNELS 011 012 02 01 2/21/2019 Roll Call EMS TODAY CONFERNCES Lunch EMS TODAY CONFERNCES 2/22/2019 Roll Call EMS TODAY CONFERNCES Lunch EMS TODAY CONFERNCES
1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1600 Friday 0800 0900 1000 1100 1150 1300 1400	CHANNELS 011 012 02 01 2/21/2019 Roll Call EMS TODAY CONFERNCES Lunch EMS TODAY CONFERNCES 2/22/2019 Roll Call EMS TODAY CONFERNCES Lunch
1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1600 Friday 0800 0900 1000 1100 1150 1300	CHANNELS 011 012 02 01 2/21/2019 Roll Call EMS TODAY CONFERNCES Lunch EMS TODAY CONFERNCES 2/22/2019 Roll Call EMS TODAY CONFERNCES Lunch EMS TODAY CONFERNCES

Dispatcher Training Week 14 Fire and EMS Focused Training

Monday	2/25/2019
0800	Roll Call
0900	1 21
1000	FIRE LIVE DISPATCHING
1100	
1150	Lunch
1300	
1400	CHANNEL COL OF OAK OAK
1500	CHANNELS 01, 02, 011, 012
1600	
Tuesday	2/26/2019
0800	Roll Call
0900	
1000	
1100	
1150	REVIEW METRO INCIDENTS, MAYDAY, ABANDON BUILDING, EMERGENCY ACTIVATION
1300	NEVIEW WILLING MODERIO, WATDAT, ADARDON BUILDING, LWENGENGT ACTIVATION
1400	
1500	
1600	
Wednesday	2/27/2019
0800	Roll Call
0900	
1000	FIRE LIVE DISPATCHING
1100	
1150	Lunch
1300	CHANNELS
1400	01, 02, 011, 012
1500	
1600	
Thursday	2/28/2019
0800	Roll Call
0900	
1000	
1100	
1150	FIRE LIVE DISPATCHING CHANNELS 01, 02, 011, 012
1300	
1400	
1500	
1600	21/10040
Friday	3/1/2019
0800 0900	Roll Call
1000	
1100	
1150	
1300	REVIEW ALL FIRE MATERIALS FIRE FINAL EXAM
1400	
1500	
1600	
1000	

Dispatcher Training Week 15 Police Focused Training

Mondo	2/4/0040
Monday	3/4/2019
0800	Roll Call
0900	MDD Paviani
1000	MPD Review
1100	
1150	Lunch
1300	
1400	MPD Review
1500	
1600	
Tuesday	3/5/2019
0800	Roll Call
0900	
1000	MPD Review
1100	
1150	Lunch
1300	
1400	MPD Review
1500	III. 2 HOTION
1600	
Wednesday	3/6/2019
0800	Roll Call
0900	
1000	MPD Review
1100	
1150	
1150	Lunch
1300	Lunch
1300 1400	
1300 1400 1500	Lunch MPD Review
1300 1400 1500 1600	MPD Review
1300 1400 1500 1600 Thursday	
1300 1400 1500 1600 Thursday	MPD Review
1300 1400 1500 1600 Thursday 0800 0900	MPD Review 3/7/2019 Roll Call
1300 1400 1500 1600 Thursday 0800 0900 1000	MPD Review 3/7/2019
1300 1400 1500 1600 Thursday 0800 0900 1000 1100	MPD Review 3/7/2019 Roll Call
1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150	MPD Review 3/7/2019 Roll Call
1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300	MPD Review 3/7/2019 Roll Call MPD Review
1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400	MPD Review 3/7/2019 Roll Call MPD Review Lunch
1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400	MPD Review 3/7/2019 Roll Call MPD Review
1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500	MPD Review 3/7/2019 Roll Call MPD Review Lunch Manual Dispatch
1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400	MPD Review 3/7/2019 Roll Call MPD Review Lunch
1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500	MPD Review 3/7/2019 Roll Call MPD Review Lunch Manual Dispatch
1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600	MPD Review 3/7/2019 Roll Call MPD Review Lunch Manual Dispatch
1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600	MPD Review 3/7/2019 Roll Call MPD Review Lunch Manual Dispatch
1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600	MPD Review 3/7/2019 Roll Call MPD Review Lunch Manual Dispatch
1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600	MPD Review 3/7/2019 Roll Call MPD Review Lunch Manual Dispatch
1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600	MPD Review 3/7/2019 Roll Call MPD Review Lunch Manual Dispatch 3/8/2019
1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600	MPD Review 3/7/2019 Roll Call MPD Review Lunch Manual Dispatch 3/8/2019
1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600	MPD Review 3/7/2019 Roll Call MPD Review Lunch Manual Dispatch 3/8/2019
1300 1400 1500 1600 Thursday 0800 0900 1000 1100 1150 1300 1400 1500 1600 Friday	MPD Review 3/7/2019 Roll Call MPD Review Lunch Manual Dispatch 3/8/2019

Dispatcher Training Week 16 Joint Fire/EMS and Police Training

Monday	3/11/2019
0800	Roll Call
0900	
1000	
1100	
1150	
1300	Live Dispatching / Observation
1400	
1500	
1600	
Tuesday	3/12/2019
0800	Roll Call
0900	
1000	
1100	
1150	Live Dispetabling / Observation
1300	Live Dispatching / Observation
1400	
1500	
1600	
Wednesday	3/13/2019
0800	Roll Call
0900	
1000	
1100	
1150	Live Dispatching / Observation
1300	Live Disputering / Observation
1400	
1500	
1600	
Thursday	3/14/2019
0800	Roll Call
0900	
1000	
1100	
1150	Live Dispatching / Observation
1300	, 3
1400	
1500	
1600	
Friday	3/15/2019
0800	Roll Call
0900	
1000	
1100	Live Dispatching / Observation
1150	·
1300	
1400	
1500	Review / Quiz
1600	

Dispatcher Training Week 17 Joint Fire/EMS and Police Training

Monday	3/18/2019
0800	Roll Call
0900	Kon dan
1000	
1100	
1150	
1300	Live Dispatching / Observation
1400	
1500	
1600	
Tuesday	3/19/2019
0800	Roll Call
0900	Non Juli
1000	
1100	
1150	
1300	Live Dispatching / Observation
1400	
1500	
1600	
Wednesday	3/20/2019
0800	Roll Call
0900	
1000	
1100	
1150	Line Dispersability / Observation
1300	Live Dispatching / Observation
1400	
1500	
1600	
Thursday	3/21/2019
0800	Roll Call
0900	
1000	
1100	
1150	Live Dispatching / Observation
1300	, , , , , , , , , , , , , , , , , , , ,
1400	
1500	
1600	0/00/00 40
Friday	3/22/2019
0800	Roll Call
0900	Review
1000	
1100	Practical Exam
1150	Lunch
1300	
1400	Final Exam
1500	
1600	

Dispatcher Training Week 18 Joint Fire/EMS and Police Training

Monday	3/25/2019
0800	Roll Call
0900	
1000	
1100	
1150	Live Discoulding (Olymput)
1300	Live Dispatching / Observation
1400	
1500	
1600	
Tuesday	3/26/2019
0800	Roll Call
0900	
1000	
1100	
1150	Live Dianetehine / Observation
1300	Live Dispatching / Observation
1400	
1500	
1600	
Wednesday	3/27/2019
0800	Roll Call
0900	7557 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
1000	
1100	
1150	
1300	Live Dispatching / Observation
1400	
1500	
1600	
Thursday	3/28/2019
0800	Roll Call
0900	
1000	
1100	
1150	Live Dispatching / Observation
1300	Live Dispatching / Observation
1400	
1500	
1600	
Friday	3/29/2019
0800	Roll Call
0900	Review
1000	
1100	Practical Exam
1150	Lunch
1300	
1400	Final Exam
1500	i mai Exam
1600	

Office of Unified Communications New Hire Schedule FY19

This document outlines the schedule and identified curriculum for a newly hired 9-1-1 call taker at the Office of Unified Communications.

Monday	5/27/2019
800	
900	
1000	
1100	
1200	Holiday
1300	
1400	
1500	
1600	
Tuesday	5/28/2019
800	
900	
1000	
1100	
1200	DCHR
1300	
1400	
1500	
1600	
Wednesday	5/29/2019
800	Roll Call/Daily Review
900	Intros / Tour
1000	Scared Straight
1100	
1200	Lunch
1300	
1400	Teambuilding Exercises
1500	reambunding Exercises
1600	
Thursday	5/30/2019
800	Roll Call/Daily Review
900	
1000	
1100	
1200	Teambuilding Exercises
1300	3
1400	
1500	
1600	
Friday	5/31/2019
800	Roll Call/Daily Review
900	Training guidelines
1000	
1100	Roles / responsibilities
1200	Lunch
1300	Customer Service
	Customer Service
1400	Customer Service
	Review / Quiz

Monday	6/3/2019
800	Roll Call
900	Name game
1000	Department Overview: IT
1100	Department Overview: 311
1200	Lunch
1300	COS / Strat Plan /Org Chart
1400	Department Overview: QA/QI
1500	Department Overview: PR
1600	
Tuesday	6/4/2019
800	Roll Call
900	Liability / GC overview
1000	TRU Overview
1100	HR Overview
1200	Lunch
1300	HR Overview
1400	
1500	311 Departments Overview
1600	
Wednesday	
800	Roll Call
900	
1000	Policies / Procedures
1100	
1200	Lunch
1300	
1400	Stress management
1500	
1600	01010040
Thursday	6/6/2019
800	Roll Call
900	Downell Carelles out
1000	Payroll Enrollment
1100 1200	Lunch
1300	Lulicii
1400	1
1500	Payroll Enrollment
1600	1
Friday	6/7/2019
800	Roll Call
900	Tron our
1000	Policies / Procedures
1100	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
1200	Lunch
1300 1400	- Active Listening
1300	

Monday	6/10/2019
800	
900	
1000	
1100	
1200	PST1
1300	
1400	
1500	
1600	
Tuesday	6/11/2019
800	Roll Call
900	
1000	
1100	
1200	PST1
1300	1 511
1400	
1500	
1600	
Wednesday	6/12/2019
800	Roll Call
900	
1000	
1100	
1200	PST1
1300	1011
1400	
1500	
1600	
Thursday	6/13/2019
800	Roll Call
900	
1000	
1100	
1200	PST1
1300	
1400	
1500	
1600	
Friday	6/14/2019
800	Roll Call
900	
1000	
1100	
1200	PST1
1300	
1400	
1500	
1600	

Monday	6/17/2019
800	Roll Call/Morning Review
900	g
1000	Calming techniques
1100	· ·
1200	Lunch
1300	
1400	
1500	Terminology/10 codes
1600	
Tuesday	6/18/2019
800	Roll Call
900	phonetic alphabet
1000	military time
1100	Union Orientation
1200	Lunch
1300	
1400	Abbrovisticas
1500	Abbreviations
1600	
Wednesday	6/19/2019
800	Roll Call
900	
1000	Note taking and documentation
1100	
1200	Lunch
1300	
1400	Practicals
1500	Flacticals
1600	
Thursday	6/20/2019
800	Roll Call
900	Geography Field Trip (Southeast)
1000	
1100	
1200	
1300	
1400	Call taking basics
1500	Call taking basics
1600	
Friday	6/21/2019
800	Roll Call
900	
1000	Call taking Basics
1100	
1200	Lunch
1300	Call taking basics
4.400	Call taking pasies
1400	
1500 1600	Review / Quiz

Monday	6/24/2019
800	Roll Call
900	
1000	Call Taking Basic for Police
1100	g and a second
1200	Lunch
1300	24.1411
1400	
1500	Call Taking Basic for Police
1600	
Tuesday	6/25/2019
800	Roll Call
900	Troil our
1000	
1100	
1100	
	How to acrea differ VOLIDEL (Talescommunicates Offices Management Course)
1200	How to save a life; YOURS! (Telecommunicator Stress Management Course)
1300	
1400	
1500	
1600	
Wednesday	6/26/2019
800	Roll Call
900	
1000	DC Geography with DCFEMS Captain Streat
1100	
1200	Lunch
1300	
1400	DC Coography with OCTO CIS Toom
1500	DC Geography with OCTO GIS Team
1600	
Thursday	6/27/2019
800	Roll Call
900	
1000	Different types of callers
1100	
1200	Lunch
1300	
1400	Conversation Management
1500	Conversation Management
1600	
Friday	6/28/2019
800	Roll Call
900	
1000	Chief Complaints - Police
1100	
1200	Lunch
1300	Chief Complaints - Police
1400	Oniei Compianits - Police
1500	Review / Quiz
1600	TOVIOW / QUIZ

Monday	7/1/2019
800	Roll Call
900	Tion Gan
1000	CAD Chapter 1
1100	
1200	Lunch
1300	
1400	ICC and Practicals
1500	
1600	TRU & Calltaking
Tuesday	7/2/2019
800	Roll Call
900	
1000	
1100	Geography Field Trip #2
1200	Northwest
1300	INOITHWEST
1400	
1500	
1600	
Wednesday	7/3/2019
800	Roll Call
900	
1000	
1100	
1200	MPD ride along
1300	Wil D Had didnig
1400	
1500	
1600	
Thursday	7/4/2019
800	Roll Call
900	
1000	
1100	
1200	Holiday
1300	
1400	
1500	
1600	7/5/0040
Friday	7/5/2019
	2p-10:30p
	MDD wide element
	MPD ride along

7/8/2019
Roll Call
Ridealong Reviews
Lunch
CAD Training
7/9/2019
Roll Call
CAD Training
Lunch
CAD Training
CAD Hailing
7/10/2019
Roll Call
CAD Practicals and eCBD
Lunch
CAD Practicals and eCBD
CAD Placticals and eCBD
7/11/2019
Roll Call
Police Event Types
Lunch
Police Event Types
Folice Event Types
7/12/2019
Roll Call
Police Scenarios
Lunch
Police Scenarios
Review and Test

Monday	7/15/2019
800	Roll Call
900	
1000	Police Scenarios
1100	
1200	Lunch
1300	
1400	Dila Traile
1500	Bike Trails
1600	
Tuesday	7/16/2019
800	Roll Call
900	
1000	Geography Trip #3: Kingman Island / Trails tour
1100	
1200	Lunch
1300	
1400	Geography Trip #3: Kingman Island / Trails tour
1500	Coography The No. Tangman lotalia / Traile total
1600	
Wednesday	7/17/2019
800	Roll Call
900	
1000	Fire Chief Complaints
1100	
1200	Lunch
1300	
1400	Fire Chief Complaints
1500	The sine semperate
1600	
Thursday	7/18/2019
800	Roll Call
900	
1000	Fire Event Types
1100	
1200	Lunch
1300	
1400	Fire Event Types
1500	
1600	7/40/0040
Friday	7/19/2019
800	Roll Call
900	Fine Constraints
1000	Fire Scenarios
1100	1
1200	Lunch
1300	Fire Scenarios
1400	
1500	Midterm
1600	

Monday	7/22/2019
800	Roll Call
900	Troil Gail
1000	Scenarios (Police/Fire)
1100	
1200	Lunch
1300	Editori
1400	
1500	Scenarios (Police/Fire)
1600	
Tuesday	7/23/2019
800	Roll Call
900	
1000	
1100	
1200	Geography Field Trip #4 (Northeast)
1300	
1400	
1500	Review field trip
1600	Log in to EMSOnline
Wednesday	7/24/2019
800	Roll Call
900	
1000	Start EMS Online Modules
1100	
1200	Lunch
1300	
1400	Start EMS Online Modules
1500	Start EMS Offliffe Modules
1600	
Thursday	7/25/2019
800	Roll Call
900	
1000	EMS Chief Complaints
1100	
1200	Lunch
1300	
1400	EMS Chief Complaints
1500	Livio Offici Complaints
1600	
Friday	7/26/2019
800	Roll Call
900	
1000	EMS Chief Complaints
1100	
1200	Lunch
1300	
1400	EMS Chief Complaints
1500	Livio Offici Complainto
1600	

Monday	7/29/2019
800	Roll Call
900	
1000	EMS Chief Complaints
1100	'
1200	Lunch
1300	
1400	-110 011 40
1500	EMS Chief Complaints
1600	
Tuesday	7/30/2019
800	Roll Call
900	
1000	EMS Chief Complaints
1100	
1200	Lunch
1300	
1400	EMC Chief Complaints
1500	EMS Chief Complaints
1600	
Wednesday	7/31/2019
800	Roll Call
900	
1000	Review EMS Training
1100	
1200	Lunch
1300	
1400	EMS Finals
1500	LIVIO I IIIAIS
1600	
Thursday	8/1/2019
800	Roll Call
900	
1000	Scenarios (All Disciplines)
1100	
1200	Lunch
1300	
1400	Scenarios (All Disciplines)
1500	
1600	
Friday	8/2/2019
800	Roll Call
900	
1000	LIVE OBSERVATION
1100	
1200	Lunch
1300	LIVE OBSERVATION
1400	
1500	Review and Quiz
1600	TOTION WILL SKILL

Monday	8/5/2019
800	Roll Call
900	
1000	
1100	
1200	MPD Academy
1300	Wir D Academy
1400	
1500	
1600	
Tuesday	8/6/2019
800	Roll Call
900	
1000	
1100	
1200	FEMS Academy
1300	
1400	
1500 1600	
	8/7/2019
Wednesday 800	Roll Call
900	Kuli Gali
1000	
1100	
1200	
1300	Fire Ridealongs
1400	
1500	
1600	
Thursday	8/8/2019
800	Roll Call
900	
1000	
1100	
1200	Fire Ridealongs
1300	- no massisings
1400	
1500	
1600	
Friday	8/9/2019
800	Roll Call
900	
1000	
1100	
1200	Off
1300	
1400	
1500	
1600	

Monday	8/12/2019
800	Roll Call
900	Geography Field Trip #5 (Southwest)
1000	
1100	
1200	
1300	
1400	Scenarios/Observations
1500	
1600	
Tuesday	8/13/2019
800	Roll Call
900	
1000	Scenarios/Observations
1100	
1200	Lunch
1300	
1400	Scenarios/Observations
1500	Scenarios/Observations
1600	
Wednesday	8/14/2019
800	Roll Call
900	
1000	Scenarios/Observations
1100	
1200	Lunch
1300	
1400	Scenarios/Observations
1500	ocenanos/observations
1600	
Thursday	8/15/2019
800	Roll Call
900	
1000	Scenarios/Observations
1100	
1200	Lunch
1300	
1400	Scenarios/Observations
1500	Cochanos, Obscivations
1600	
Friday	8/16/2019
800	Roll Call
900	
1000	Scenarios/Observations
1100	
1200	Lunch
1300	
1400	Scenarios/Observations
1500	Scenarios/Observations
1600	

Monday	8/19/2019
800	Roll Call
900	
1000	Scenarios/Observations
1100	
1200	Lunch
1300	
1400	Coopering /Ohoomyations
1500	Scenarios/Observations
1600	
Tuesday	8/20/2019
800	Roll Call
900	
1000	
1100	
1200	Geography Lesson #6: (Potomac River) Fireboat/Harbor Patrol Visit
1300	Geography Lesson #0. (1 otomac Niver) i heboay harbor ration visit
1400	
1500	Review of Geography
1600	
Wednesday	8/21/2019
800	Roll Call
900	
1000	CPR Certification
1100	
1200	Lunch
1300	Hands on Heart (Compressions only CPR)
1400	riando on ribair (Compressione only of Tr)
1500	
1600	
Thursday	8/22/2019
800	Roll Call
900	
1000	Scenarios/Observations
1100	
1200	Lunch
1300	
1400	Scenarios/Observations
1500	
1600	
Friday	8/23/2019
800	Roll Call
900	
1000	Scenarios/Observations
1100	
1200	Lunch
1300	
1400	Scenarios/Observations
1500	
1600	

Monday	8/26/2019
800	Roll Call
900	
1000	Live Calls/Scenarios
1100	1
1200	Lunch
1300	
1400	Live Calle/Conneries
1500	Live Calls/Scenarios
1600	
Tuesday	8/27/2019
800	Roll Call
900	
1000	Live Calls/Scenarios
1100	
1200	Lunch
1300	
1400	Live Calls/Scenarios
1500	LIVE Calls/Scellatios
1600	
Wednesday	8/28/2019
800	Roll Call
900	
1000	Live Calls/Scenarios
1100	
1200	Lunch
1300	Active Shooter: Navy Yard Documentary
1400	
1500	Live Calls/Scenarios
1600	
Thursday	8/29/2019
800	Roll Call
900	1. 0 11 /0
1000	Live Calls/Scenarios
1100	Luc-b
1200	Lunch
1300	
1400	Live Calls/Scenarios
1500	
1600	0/00/0040
Friday	8/30/2019
800	Roll Call
900	Live Calle/Orangeis
1000	Live Calls/Scenarios
1100	
1200	Lunch
1300	Denise Amber Lee Documentary
1400	
1500	Review and Quiz
1600	

Monday	9/2/2019
800	Roll Call
900	
1000	Live calle / acaptarias
1100	
1200	
1300	Live calls / scenarios
1400	
1500	
1600	
Tuesday	9/3/2019
800	Roll Call
900	
1000	
1100	
1200	Live calls / scenarios
1300	Live Calls / SCERATIOS
1400	
1500	
1600	
Wednesday	9/4/2019
800	Roll Call
900	
1000	
1100	
1200	Live celle / secretice
1300	Live calls / scenarios
1400	
1500	
1600	
Thursday	9/5/2019
800	Roll Call
900	
1000	
1100	
1200	Live calls / scenarios
1300	Livo dallo / ddontarido
1400	
1500	
1600	
Friday	9/6/2019
800	Roll Call
900	
1000	
1100	
1200	Live calls / scenarios
1300	
1400	
1500	
1600	

Monday	9/9/2019
800	Roll Call
900	
1000	
1100	
1200	Live calls / scenarios
1300	Live calls / sceriarios
1400	
1500	
1600	
Tuesday	9/10/2019
800	Roll Call
900	
1000	
1100	
1200	Live calls / scenarios
1300	Live valls / Sveliatius
1400	
1500	
1600	
Wednesday	9/11/2019
800	Roll Call
900	
1000	
1100	
1200	Live celle / secretice
1300	Live calls / scenarios
1400	
1500	
1600	
Thursday	9/12/2019
800	Roll Call
900	
1000	
1100	
1200	Live calls / scenarios
1300	Live dalle / ddorlands
1400	
1500	
1600	
Friday	9/13/2019
800	Roll Call
900	
1000	Review for final
1100	
1200	Lunch
1300	Review / last minute questions / concerns
1400	Notion / last minute questions / concerns
1500	FINAL
1600	1 11 V VE

NEW 311 CUSTOMER SERVICE REPRESENTATIVES NEW HIRE TRAINING SCHEDULE SEPT 16—NOV 1, 2019



OPSD TRAINING

EIGHT WEEK TRAINING W/ CHAIRSIDE

WEEK1

Guideline w Policies/ Welcome Presentation / Customer Service Pres / DOEE w Libera

WEEK2

Cont of DOEE and start with DPW w / Sales Force

WEEK3

WEEK4

DPW w/ Sales Force

DDOT

WEEK 5 DOH & DCRA WEEK 6, 7 AND 8

Chairside Observations

While on training, we will have at least 2 hour chairside observation weekly and discussion to review the types of service request and calls received during their chair side. DOR's must be completed during Chairside. Observation (While the employee is on the Drivers seat)