

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.

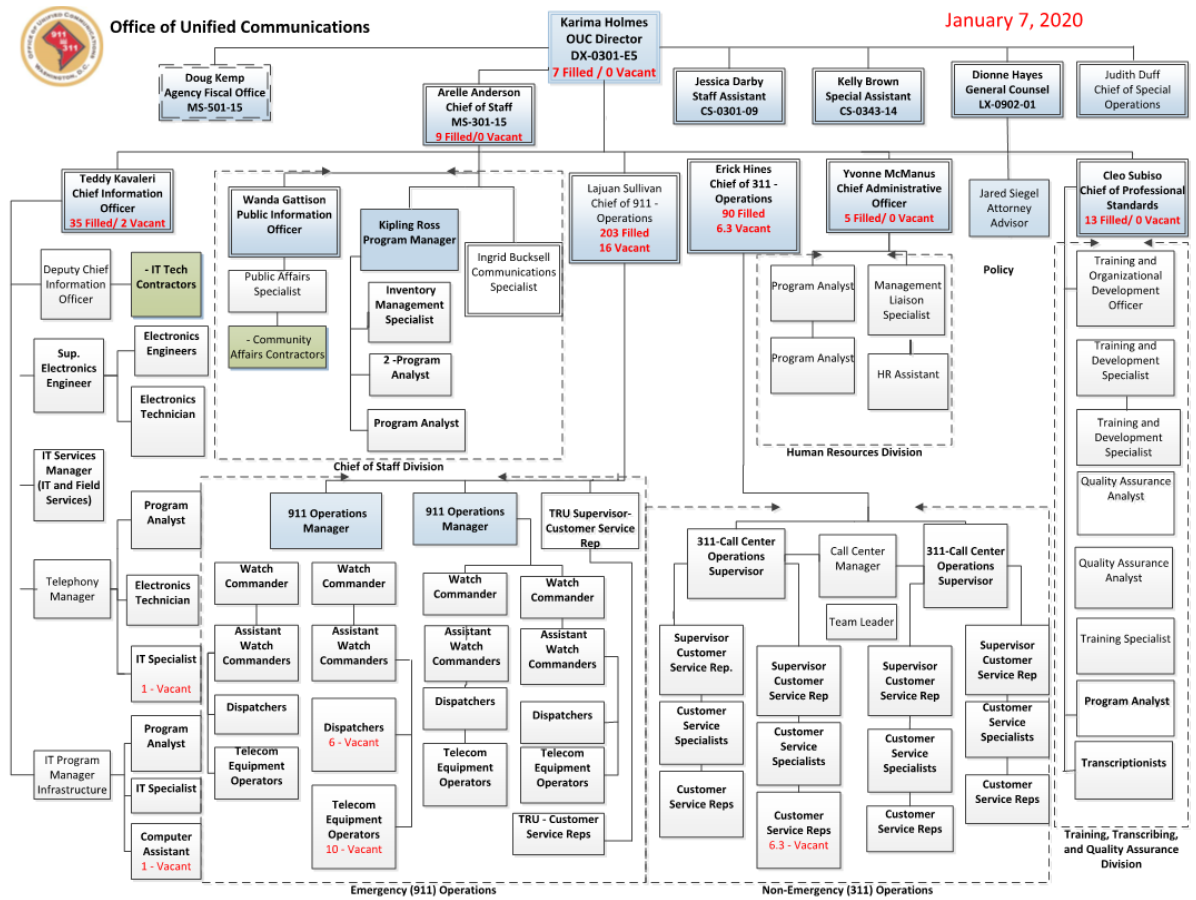
Sincerely,

A handwritten signature in black ink that reads "Karima Holmes".

Karima Holmes
Director

General Questions

- 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.



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

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	LaQuencyer 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/Telecommunications 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	OCTO	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	OCTO	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 COMMUNICATIONS			
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
OCTO	DC Net Services	464,535	0
OCTO	Provisioning and maintenance of telecommunications	577,480	0
Medical Liability Captive Ins Agy	Auto insurance	5,000	0
OCP	P-Card	179,000	0
TOTAL		1,351,525	0

FY 2019 Intra-District Summary - SELLER			
OFFICE OF UNIFIED COMMUNICATIONS			
BUYING AGENCY	DESCRIPTION OF SERVICES PROVIDED	FUNDING RECEIVED	FUNDING OWED
Department of Energy and Environment	Low Income Energy Assistance Program	313,859	0
Alcoholic Beverage Regulation Administration	800MHZ Radio Communications	1,993	0
Department of Behavioral Health	800MHZ Radio Communications	26,591	0
Department of Human Services	800MHZ Radio Communications	1,993	0
DC Office of Aging	800MHZ Radio Communications	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 Regulatory Affairs	800MHZ Radio Communications	1,993	0
Department for Hire Vehicles	800MHZ Radio Communications	6,647	0
District Department of Transportation	800MHZ Radio Communications	93,070	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 Services	800MHZ Radio Communications	303,319	0
Homeland Security and Emergency Mgmt Agency	800MHZ Radio Communications	10,647	0
Office of the Chief Medical Examiner	800MHZ Radio Communications	1,993	0
Serve DC	800MHZ Radio Communications	1,993	0
Dept. of Forensic Science	800MHZ Radio Communications	148,496	0
Office of the Chief Technology Officer	800MHZ Radio Communications	1,993	0
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 COMMUNICATIONS			
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
TOTAL		535,917	0

FY 2020 Intra-District Summary - SELLER

OFFICE OF UNIFIED COMMUNICATIONS			
BUYING AGENCY	DESCRIPTION OF SERVICES PROVIDED	FUNDING RECEIVED	FUNDING OWED
Alcoholic Beverage Regulation Administration	800MHZ Radio Communications	1,993	0
Department of Behavioral Health	800MHZ Radio Communications	26,591	0
Department of Human Services	800MHZ Radio Communications	1,993	0
DC Office of Aging	800MHZ Radio Communications	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 Affairs	800MHZ Radio Communications	1,993	0
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 Services	800MHZ Radio Communications	89,429	0
Homeland Security and Emergency Mgmt Agency	800MHZ Radio Communications	6,647	0
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	11,731	0
TOTAL		984,155	0

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:

- a. The revenue source name and code;

- 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 (3500,3501):	12,058,889	4,742,034	911/311 related Personnel, supplies, equipment, maintenance and other support
Ending Fund Balance:	30,520,488	25,871,052	

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

Less Expenditures (3500, 3501):	1,224,876	0	911/311 related 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	FOIExpress Basic Training & FOIExpress 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™ 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) LSDZR96362032019	10/26/18	Crimp Supply 2 Amp Gray ATC/ATO Fuses - (pack of 25) 2 amps Fuse type: ATO , ATC , AF , 257 , APR Gray 32 VDC rating	Zahid Chohan	44.87
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 MacArthur - 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 1	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 registration 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, Benfei 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 Meeting...34 employees @\$30.00	Judy Duff	1020.00
Keystone Plus Construction (SBE Certified Contractor) LSDZR2615804202 1	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 1	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 1	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-Foot, 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 - LaQuencyer 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 - LaQuencyer 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 1	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.com, 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,17OZ,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

		<p>be taken away & Cutting down tree and limbs in back of building to clear space for generator</p> <p>***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***</p>		
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	<p>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)</p> <p>***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***</p>	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	<p>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</p>	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 1	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 PROFESSIONAL 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.

Project Code	Title	Status			Operating Budget Impact	Comment	Existing Allotment Balance
		FY18	FY19	FY20			
AFC02C	IT Hardware 911/311 Systems		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; 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-Progress	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 planned 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					
FY 2020 REPROGRAMMING LIST					
	LOCAL			Starting Budget	\$32,259,712
FISCAL YEAR	FUND	DATE	SOAR DOC #	DESCRIPTION	AMOUNT
				Final Budget	\$32,259,712
	SPRECIAL PURPOSE REVENUE			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	\$20,223,418
	INTRA-DISTRICTS			Starting Budget	\$984,156
FISCAL YEAR	FUND	DATE	SOAR DOC #	DESCRIPTION	AMOUNT
				Final Budget	\$984,156

OFFICE OF UNIFIED 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	BSUPP19	Reprogram to FEMS for OT spending pressure/FY19 Supplemental	(\$657,000)
2019	0100	9/30/2019	BJFIXUCO	Reprogram to FEMS for OT spending pressure/Year-end	(\$175,000)
					Final Budget \$33,280,507
SPECIAL PURPOSE REVENUE					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 Changes 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-DISTRICTS					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 **received by** 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 SAA / Pass-Through Entity – DCHSEMA	9/1/2018 - 9/30/2019	\$200,000.00	\$185,199.54
3UCUA9	Interoperable Communications Planning, Training, and Exercises	UASI	US Dept of Homeland Security FEMA SAA / Pass-Through Entity – DCHSEMA	9/1/2019 - 9/30/2020	\$270,000.00	\$93,097.14
1UCUA7	Radio Cache - District of Columbia	UASI	US Dept of Homeland Security FEMA SAA / Pass-Through Entity – DCHSEMA	9/1/2017 - 9/30/2019	\$172,846.00	\$172,473.38
1UCUA8	Radio Cache - District of Columbia	UASI	US Dept of Homeland Security FEMA SAA / Pass-Through Entity – DCHSEMA	9/1/2018 - 9/30/2020	\$189,419.00	\$0.00

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 SAA / Pass-Through Entity – DCHSEMA	9/1/2019 - 9/30/2021	\$222,846.00	\$0.00
2UCUA6	CAD Information Sharing and Interoperability (DCERS)	UASI	US Dept of Homeland Security FEMA SAA / Pass-Through Entity – DCHSEMA	9/1/2016 - 12/31/2018	\$257,352.93	\$255,284.61
2UCUA7	CAD Information Sharing and Interoperability	UASI	US Dept of Homeland Security FEMA SAA / Pass-Through Entity – DCHSEMA	9/1/2017 - 9/30/2019	\$300,000.00	\$298,343.80
2UCUA8	CAD Information Sharing and Interoperability	UASI	US Dept of Homeland Security FEMA SAA / Pass-Through Entity – DCHSEMA	9/1/2018 - 9/30/2020	\$255,000.00	\$255,000.00

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 SAA / Pass-Through Entity – DCHSEMA	9/1/2019 - 9/30/2021	\$300,000.00	\$0.00
4UCUA9	9-1-1 Wireless Call Routing Analytics	UASI	US Dept of Homeland Security FEMA SAA / Pass-Through Entity – DCHSEMA	9/1/2019 - 5/31/2021	\$150,000.00	\$150,000.00
19HMA-003	Public Safety Communication Center (PSCC) Switchgear and 2 Generator Project	Hazard Mitigation Grant	US Dept of Homeland Security FEMA SAA / Pass-Through Entity – DCHSEMA	8/13/2019 – 11/8/2019	\$801,479.38	\$801,479.38
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 Employee	Office of Human Rights	Agency final position statement in 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
UCO	19	1000	1087	ABRHA, Nebeyeluel	00023512	Dispatcher	75,125.00	22,237.00	77,392.98
UCO	19	2000	2020	TASKER, Theresa	00018439	Dispatcher	83,945.00	24,847.72	73,614.51
UCO	19	4000	4020	WILSON, Clyde	00003977	Electronics Engineer	102,268.00	30,271.33	71,480.54
UCO	19	1000	1087	AKINSOLA, Aladegoke	00019453	Telecomm Equipment Operator	67,812.00	20,072.35	63,931.51
UCO	19	2000	2020	RAMSEY, Christa	00017203	Dispatcher	87,376.00	25,863.30	61,787.01
UCO	19	2000	2020	ADAMS, Charmisa	00014944	Dispatcher	81,740.00	24,195.04	60,338.75
UCO	19	2000	2010	VANCE, Jettia	00032031	Telecomm Equipment Operator	55,333.00	16,378.57	59,532.46
UCO	19	2000	2010	WALKER, Anthony	00088529	Telecomm Equipment Operator	54,548.00	16,146.21	57,470.85
UCO	19	1000	1087	VELASCO, Ana	00007934	Dispatcher	83,945.00	24,847.72	55,984.72
UCO	19	2000	2020	WILLIAMS, Tracey	00019135	Dispatcher	83,945.00	24,847.72	53,756.95
UCO	19	1000	1087	WILLIAMS, Michelle	00032025	Dispatcher	83,945.00	24,847.72	50,851.30
UCO	19	2000	2020	BROWN, Sharane	00018117	Dispatcher	83,945.00	24,847.72	50,357.51
UCO	19	2000	2020	JOHNSON, Victoria	00023028	Dispatcher	83,945.00	24,847.72	48,079.02
UCO	19	2000	2020	ROSS, Danielle	00011543	Dispatcher	83,945.00	24,847.72	43,595.17
UCO	19	4000	4020	MATTHEWS, Stephen	00008593	Sup. Electronics Engineer	104,700.50	30,991.35	43,356.73
UCO	19	1000	1087	HERNANDEZ, Nury	00015077	Dispatcher	81,740.00	24,195.04	40,646.38
UCO	19	1000	1087	SERPAS, Dominga	00019348	Dispatcher	83,945.00	24,847.72	38,301.10
UCO	19	2000	2020	OLIVER, Alice	00088612	Dispatcher	75,125.00	22,237.00	38,235.44
UCO	19	2000	2020	SANFORD, Virginia	00012153	Dispatcher	81,740.00	24,195.04	36,343.30
UCO	19	2000	2020	MARABLE, Michael	00022757	Dispatcher	83,945.00	24,847.72	33,798.11
UCO	19	2000	2020	JOY, Keisha	00024649	Dispatcher	79,535.00	23,542.36	32,698.16
UCO	19	2000	2020	STOVER, Bertha	00004326	Dispatcher	89,858.00	26,597.97	32,288.73
UCO	19	2000	2020	NEAL, Hubert	00026971	Dispatcher	79,535.00	23,542.36	29,815.51
UCO	19	2000	2010	JACKSON, Chardon	00005351	Telecomm Equipment Operator	54,548.00	16,146.21	29,201.57
UCO	19	2000	2010	BAILEY, Janay	00088544	Telecomm Equipment Operator	54,548.00	16,146.21	29,086.86
AGENCY GRAND TOTAL							\$1,981,036.50	\$586,386.80	\$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
UCO	20	2000	2020	ADAMS, Charmisa	00014944	Dispatcher	84,192.00	24,584.06	19,876.34
UCO	20	2000	2020	TASKER, Theresa	00018439	Dispatcher	86,463.00	25,247.20	17,454.04
UCO	20	1000	1087	TOBAR, Wilson	00022338	Dispatcher	77,379.00	22,594.67	14,328.69
UCO	20	2000	2020	OLIVER, Alice	00088612	Dispatcher	77,379.00	22,594.67	14,314.24
UCO	20	2000	2020	ROSS, Danielle	00011543	Dispatcher	86,463.00	25,247.20	13,721.93
UCO	20	1000	1087	HERNANDEZ, Nury	00015077	Dispatcher	84,192.00	24,584.06	13,655.08
UCO	20	2000	2020	WILLIAMS, Tracey	00019135	Dispatcher	86,463.00	25,247.20	13,201.32
UCO	20	2000	2020	BROWN, Sharane	00018117	Dispatcher	86,463.00	25,247.20	13,032.42
UCO	20	1000	1087	VELASCO, Ana	00007934	Dispatcher	86,463.00	25,247.20	12,560.63
UCO	20	1000	1087	ABRHA, Nebeyeluel	00023512	Dispatcher	77,379.00	22,594.67	12,440.08
UCO	20	2000	2010	VANCE, Jettia	00032031	Telecomm Equipment Operator	52,269.00	15,262.55	12,326.31
UCO	20	2000	2010	WALKER, Anthony	00088529	Telecomm Equipment Operator	56,184.00	16,405.73	11,730.23
UCO	20	2000	2020	RAMSEY, Christa	00017203	Dispatcher	84,192.00	24,584.06	11,175.76
UCO	20	1000	1087	AKINSOLA, Aladegoke	00019453	Telecomm Equipment Operator	69,848.00	20,395.62	11,082.10
UCO	20	1000	1087	SERPAS, Dominga	00019348	Dispatcher	86,463.00	25,247.20	10,053.99
UCO	20	2000	2020	JOHNSON, Victoria	00023028	Dispatcher	86,463.00	25,247.20	8,976.84
UCO	20	1000	1087	WILLIAMS, Michelle	00032025	Dispatcher	86,463.00	25,247.20	7,731.79
UCO	20	2000	2010	SHARPE, Robynn	00023671	Telecomm Equipment Operator	52,269.00	15,262.55	7,519.04
UCO	20	2000	2010	BRISCOE, Javonne	00020434	Telecommunications Equipment O	45,943.00	13,415.36	7,322.17
UCO	20	2000	2020	SANFORD, Virginia	00012153	Dispatcher	84,192.00	24,584.06	7,063.03
UCO	20	2000	2020	STOVER, Bertha	00004326	Dispatcher	86,463.00	25,247.20	7,049.74
UCO	20	2000	2010	JACKSON, Chardon	00005351	Telecomm Equipment Operator	56,184.00	16,405.73	7,042.28
UCO	20	2000	2020	DAYNE, Melissa	00014298	Dispatcher	84,192.00	24,584.06	6,807.79
UCO	20	2000	2020	SCOTT, Deonica	00088614	Dispatcher	75,108.00	21,931.54	6,680.28
UCO	20	2000	2010	HALL, Frances	00031980	Telecomm Equipment Operator	68,140.00	19,896.88	6,670.70
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. A detailed description of the information tracked within each system;
- b. The age of the system and any discussion of substantial upgrades that have been made or are planned to the system; and
- c. Whether the public can be granted access to all or part of each system.

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

		contains 311 Open/Close service request types. This data is available to the public via DC Open data.		
IT	IT Trouble Ticket Systems (RemedyForce)	This database contains IT trouble tickets and an inventory of IT assets. The public does not have access to this database.	6 YRS	N/A – Managed by OCTO
IT	Asset Management (RemedyForce CMBD)	This database contains IT trouble tickets and an inventory of IT assets. The public does not have access to this database.	6 YRS	N/A – Managed by OCTO
CAD	CAD Database	Computer Aided Dispatch (CAD) data is stored in the CAD database. Because this data often contains Personally Identifiable Information, the OUC only provides the public with access upon submission of a FOIA request.	11 YRS	FY20
Radio	Radio System Database	The OUC has multiple radio databases that include RF sites, dispatch consoles, radios/talk group information, and radio GPS. The public does not have access to this database.	7 YRS	FY17-FY21
IT	QuickBase	Agency internal operational tracking application for MOUs, purchase requisitions, union time management, carrier telephony details, and IT project tracker. The public does not have access to this database.	11 YRS	N/A – Managed by OCTO
IT	NetMotion Mobile IQ	This database system allows for 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 does not have access to this database.	2 YRS	FY-19- Completed
IT	Mobile Router Tracking Database	This database system allows for detailed geographic tracking for all MPD and FEMS vehicles. This database allows MPD and FEMS to pull information about the whereabouts of each vehicle. The public does not have access to this database.	3 YRS	FY-19- Completed

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 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	#days	Shift	Avg Pos Staff	Calls	Calls Per Pos	Shift	Avg Pos Staff	Calls	Calls Per Pos
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	#days	Shift	Avg Pos Staff	Calls	Calls Per Pos	Shift	Avg Pos Staff	Calls	Calls Per Pos
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	00:00:08	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.

- Indicate how many rose to the level of joint investigation.
- 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	20	1
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)
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.
- In FY19 and FY20, to date, how many 311 call takers were transferred, resigned, or otherwise left the agency? **Five (5)**
 - 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:

- 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.

- 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%

- 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

	Grand Total	Canceled 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.

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	00047413	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	Reg
UCO	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
UCO	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	Chavarría Guzman,Nancy	4/7/2003	16	9	8	67,578.00	19,732.78	1.00	Reg
UCO	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
UCO	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
UCO	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
UCO	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
UCO	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	Bragg,Priscilla A.	12/29/2014	5	8	2	51,807.00	15,127.64	1.00	Reg
UCO	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
UCO	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
UCO	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
UCO	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
UCO	20	3000	3020	0100	V	00085561	Customer Service Rep.				6	0	41,259.00	12,047.63	0.50	Temp
UCO	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	50,207.00	14,660.44	1.00	Reg
UCO	20	3000	3020	0100	F	00088540	Customer Service Rep.	Williams,Kimara	4/17/2018	1	6	2	42,697.00	12,467.52	1.00	Reg
UCO	20	3000	3020	0100	F	00088570	Call Center Operations Mgr	Martin,Tameka N.	8/24/2015	4	13	0	95,977.48	28,025.42	1.00	Reg
UCO	20	3000	3020	0100	F	00093945	Customer Service Rep.	Woodland,Robinette D	9/6/2016	3	6	3	44,135.00	12,887.42	1.00	Reg
UCO	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
UCO	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
UCO	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
UCO	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
UCO	20	3000	3020	0100	F	00093950	Customer Service Rep.	Riley,Chappelle	11/13/2018	1	6	1	41,259.00	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	47,307.00	13,813.64	1.00	Reg
UCO	20	3000	3020	0100	V	00093952	Customer Service Rep.				6	0	41,259.00	12,047.63	1.00	Reg
UCO	20	3000	3020	0100	F	00093953	Customer Service Rep.	Durham,Ty'Meesha M	9/4/2018	1	6	1	41,259.00	12,047.63	1.00	Reg
UCO	20	3000	3020	0100	F	00093954	Customer Service Rep.	McCrae,Danika P	9/18/2017	2	7	2	47,307.00	13,813.64	1.00	Reg
UCO	20	3000	3020	0100	F	00093955	Customer Service Rep.	Blue,Kala M	9/18/2017	2	6	3	44,135.00	12,887.42	1.00	Reg
UCO	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
UCO	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
UCO	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
UCO	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	41,259.00	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
UCO	20	3000	3020	0100	F	00093962	Customer Service Rep.	Hinnant,Jada	6/26/2017	2	7	1	45,718.00	13,349.66	1.00	Reg
UCO	20	3000	3020	0100	F	00093963	Customer Service Rep.	Gray,Fimiya C	6/26/2017	2	6	1	41,259.00	12,047.63	1.00	Reg
UCO	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
UCO	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
UCO	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
UCO	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
UCO	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	00094774	Supervisory Customer Service R	Pittman-Brice,Sharron M	3/17/2008	11	11	0	69,105.14	20,178.70	1.00	Reg
UCO	20	3000	3020	0100	F	00094775	Supervisory Customer Service R	Zackery,Shadonna M	6/22/1994	25	11	0	70,337.67	20,538.60	1.00	Reg
UCO	20	3000	3020	0100	F	00094777	Supervisory Customer Service R	Bailey,Norman	12/29/2014	5	11	0	69,105.14	20,178.70	1.00	Reg
UCO	20	3000	3020	0100	F	00094778	Supervisory Customer Service R	Pierce,Linda D	9/8/1992	27	11	0	74,666.14	21,802.51	1.00	Reg
UCO	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
UCO	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
UCO	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	117,200.86	34,222.65	1.00	Reg
UCO	20	5000	5010	0100	F	00032005	Telecommunications Transcripti	Awash,Zerihun Z	12/24/2007	12	8	2	51,807.00	15,127.64	1.00	Reg
UCO	20	5000	5010	0100	F	00032008	Telecommunications Transcripti	Danson,Santo G	11/23/2009	10	8	2	51,807.00	15,127.64	1.00	Reg
UCO	20	5000	5010	0100	F	00032009	Telecommunications Transcripti	Ford,Robin M	8/21/2006	13	8	7	59,807.00	17,463.64	1.00	Reg
UCO	20	5000	5010	0100	F	00032011	Telecommunications Transcripti	Jones,Mychelle T.	9/25/2019	0	6	8	51,325.00	14,986.90	1.00	Reg
UCO	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
UCO	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

UCO	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
UCO	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.	Martox,Jennine	7/11/2016	3	8	1	50,207.00	14,660.44	1.00	Reg
UCO	20	3000	3020	0100	F	00088540	Customer Service Rep.	Williams,Kimara	4/17/2018	1	6	2	42,697.00	12,467.52	1.00	Reg
UCO	20	3000	3020	0100	F	00088570	Call Center Operations Mgr	Martin,Tameka N.	8/24/2015	4	13	0	95,977.48	28,025.42	1.00	Reg
UCO	20	3000	3020	0100	F	00093945	Customer Service Rep.	Woodland,Robinette D	9/6/2016	3	6	3	44,135.00	12,887.42	1.00	Reg
UCO	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
UCO	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
UCO	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
UCO	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
UCO	20	3000	3020	0100	F	00093950	Customer Service Rep.	Riley,Chappelle	11/13/2018	1	6	1	41,259.00	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	47,307.00	13,813.64	1.00	Reg
UCO	20	3000	3020	0100	F	00093953	Customer Service Rep.	Durham,Ty'Meesha M	9/4/2018	1	6	1	41,259.00	12,047.63	1.00	Reg
UCO	20	3000	3020	0100	F	00093954	Customer Service Rep.	McCrae,Danika P	9/18/2017	2	7	2	47,307.00	13,813.64	1.00	Reg
UCO	20	3000	3020	0100	F	00093955	Customer Service Rep.	Blue,Kala M	9/18/2017	2	6	3	44,135.00	12,887.42	1.00	Reg
UCO	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
UCO	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
UCO	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
UCO	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	F	00093961	Customer Service Rep.	Fletcher,Ameshia M	9/18/2017	2	7	2	47,307.00	13,813.64	1.00	Reg
UCO	20	3000	3020	0100	F	00093962	Customer Service Rep.	Hinnant,Jada	6/26/2017	2	7	1	45,718.00	13,349.66	1.00	Reg
UCO	20	3000	3020	0100	F	00093963	Customer Service Rep.	Gray,Fimiya C	6/26/2017	2	6	1	41,259.00	12,047.63	1.00	Reg
UCO	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
UCO	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
UCO	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
UCO	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
UCO	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	00094774	Supervisory Customer Service R	Pittman-Brice,Sharron M	3/17/2008	11	11	0	69,105.14	20,178.70	1.00	Reg
UCO	20	3000	3020	0100	F	00094775	Supervisory Customer Service R	Zackery,Shadonna M	6/22/1994	25	11	0	70,337.67	20,538.60	1.00	Reg
UCO	20	3000	3020	0100	F	00094777	Supervisory Customer Service R	Bailey,Norman	12/29/2014	5	11	0	69,105.14	20,178.70	1.00	Reg
UCO	20	3000	3020	0100	F	00094778	Supervisory Customer Service R	Pierce,Linda D	9/8/1992	27	11	0	74,666.14	21,802.51	1.00	Reg
UCO	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
UCO	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
UCO	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	117,200.86	34,222.65	1.00	Reg
UCO	20	5000	5010	0100	F	00032005	Telecommunications Transcripti	Awash,Zerihun Z	12/24/2007	12	8	2	51,807.00	15,127.64	1.00	Reg
UCO	20	5000	5010	0100	F	00032008	Telecommunications Transcripti	Danson,Santo G	11/23/2009	10	8	2	51,807.00	15,127.64	1.00	Reg
UCO	20	5000	5010	0100	F	00032009	Telecommunications Transcripti	Ford,Robin M	8/21/2006	13	8	7	59,807.00	17,463.64	1.00	Reg
UCO	20	5000	5010	0100	F	00032011	Telecommunications Transcripti	Jones,Mychelle T.	9/25/2019	0	6	8	51,325.00	14,986.90	1.00	Reg
UCO	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
UCO	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 - SPR**

Vacancy Status	FTE
Filled	47.0
Vacant	2.0
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/Term p/Term
UCO	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
UCO	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
UCO	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
UCO	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
UCO	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
UCO	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
UCO	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
UCO	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
UCO	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
UCO	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
UCO	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
UCO	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
UCO	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
UCO	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
UCO	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
UCO	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
UCO	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
UCO	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
UCO	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
UCO	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
UCO	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
UCO	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	Igbedor, 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	00051037	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	00051431	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	00051454	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	00077755	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	00088832	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	00017052	INFORMATION TECHNOLOGY SPECIAL	Wims, RaCharne M	10/16/2017	2	9	3	58,758.00	17,157.34	1.00	Reg
UCO	20	4000	4040	1630	F	00025316	IT Program Manager	Hartwig, Kevin	9/17/2018	1	12	0	89,301.00	26,075.89	1.00	Reg
UCO	20	4000	4040	1630	F	00027062	IT Program Manager	Chohan, Zahid	9/17/2018	1	14	0	132,562.61	38,708.28	1.00	Reg
UCO	20	4000	4040	1630	F	00088538	INFORMATION TECHNOLOGY SPECIAL	Frank III, John	9/17/2018	1	9	5	62,286.00	18,187.51	1.00	Reg
UCO	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 Status	FTE
Filled	5.0
Vacant	1.0
Total	6.00

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/Temp/Term
UCO	20	3000	3020	0700	V	00032058	Customer Service Rep.				6	0	41,259.00	12,047.63	1.00	Reg
UCO	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
UCO	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
UCO	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
UCO	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
UCO	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



OUC Oversight Question #15
FY19 - FY20 Contracts, Procurements, and Leases

FY	Vendor - Name	PO #	Nature of Contract / Procurement	Procurement Type	Amount Ordered	Funding Source	Procurement Type (Competitively bid)	Contract Term	Contract Monitor / CA
FY20	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
FY20	Intergraph Corporation	PO611629-V2	FY20 - OUC - Technology - (Deobligate) CAD Ancillary Services- SPR	Contract	\$100,000.00	911 Fund / SPR	Exempt From Competition	Opt Year 1	Selena MacArthur & Brittany Galloway
FY20	Intergraph Corporation	PO618654	FY20 - OUC - Technology - 3rd CAD RSA - 2UCUA8	Contract	\$255,000.00	Grant	Exempt From Competition	Opt Year 1	Selena MacArthur & Brittany Galloway
FY20	Lafayette Group Inc	PO617739	FY20 - OPSD - NCR Needs Assessment for Interoperability Training - 3UCUA9	Procurement	\$9,934.79	Grant	Exempt From Competition		
FY20	Meta Solutions Inc	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
FY20	MISSION CRITICAL PARTNERS, INC	PO612044-V2	FY20 - OUC - Emergency Communications and Systems-Related Services, Opt Yr 2 - DCUCC	Contract	\$111,879.60	Capital - DCUCC	Cooperative Agreements	Opt Year 2	Kipling Ross & Brittany Galloway
FY20	Motorola Solutions	PO612016-V2	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
FY20	Motorola Solutions	PO616777	FY20 - OUC - Technology - Motorola Service Agreement Ancillary Services - SPR	Contract	\$150,000.00	911 Fund / SPR	Cooperative Agreements	Year 4	Kevin Ngo & Brittany Galloway
FY20	Motorola Solutions	PO617978	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
FY20	MTB Enterprises	PO616347	FY20 - OUC - Communications - Annual Report Redesign and Printing - SPR	Procurement	\$7,679.61	911 Fund / SPR	Small Purchase		
FY20	MVS Inc.	PO617976	FY20 - OUC - Technology - Cisco Nexus Switches - AFCO2	Procurement	\$40,173.44	Capital - AFCO2	Small Purchase		
FY20	National Emergency Number Asso	PO612900	FY20 - OUC - OPSD - NENA Enhanced Caller Management Training - SPR	Procurement	\$11,000.00	911 Fund / SPR	Exempt From Competition		
FY20	National Emergency Number Asso	PO617970	FY20 - OUC - OPSD - NENA Quality Assurance Training - SPR	Procurement	\$4,000.00	911 Fund / SPR	Exempt From Competition		
FY20	National Emergency Number Asso	PO617974	FY20 - OUC - OPSD - NENA Enhanced Caller Mngt and Advanced Police Dispatching Training Course - 3UCUA9	Procurement	\$30,500.00	Grant	Small Purchase		
FY20	NICE SYSTEMS INC.	PO611584	FY20 - OUC - Technology - NICE Maintenance Services- SPR	Contract	\$146,420.00	911 Fund / SPR	Exempt From Competition	Opt Year 1	Zahid Chohan and Brittany Galloway
FY20	PC Net, Inc.	PO612141-V2	FY20 - OUC - Technology - Public Safety Mobile Routing and Computing Solution- SPR	Procurement	\$83,400.00	911 Fund / SPR	Small Purchase		
FY20	PROFESSIONAL MGMT CONSULTING	PO611691	FY20 - OUC - Agency Management- Strategy and Project Management Officer- SPR	Contract	\$175,614.40	911 Fund / SPR	DC Supply Schedule	Opt Year 2	Brittany Galloway
FY20	Public Safety Group	PO617967	FY20 - OUC - OPSD - Hostage Negotiation Interoperability Training - 3UCUA9	Procurement	\$8,000.00	Grant	Exempt From Competition		
FY20	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		
FY20	Public Safety Group	PO617517	FY20 - OUC - OPSD - Terrorism and the Telecommunicator and Crisis Intervention Training Classes - 3UCUA9	Procurement	\$16,000.00	Grant	Small Purchase		
FY20	PulsePoint Foundation	PO611499	FY20 - OUC - Technology - PulsePoint CPR Application Maintenance- SPR	Procurement	\$13,000.00	911 Fund / SPR	Exempt From Competition		
FY20	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
FY20	Purvis System Inc.	PO614260	FY20 - OUC - Technology - Purvis Professional Services for FSAS Server Migration - SPR	Procurement	\$2,033.00	911 Fund / SPR	Small Purchase		
FY20	REINGOLD LINK, LLC	PO617495	FY20 - OUC - Communications - 311 Bannerstands - SPR	Procurement	\$4,152.24	911 Fund / SPR	Small Purchase		
FY20	RMG Networks Holding Corp.	PO612884	FY20 - OUC - Technology - RMG Korbyt Cloud Solution - SPR	Procurement	\$18,927.50	911 Fund / SPR	Exempt From Competition		
FY20	Seculore Solutions, LLC	PO611618	FY20 - OUC - Technology - Cyber Benchmark Assessment - SPR	Procurement	\$7,500.00	911 Fund / SPR	Cooperative Agreements		
FY20	Spectrum Corporation	PO611910	FY20 - OUC - Technology - Spectrum Software Annual Maintenance Renewal- SPR	Procurement	\$5,577.54	911 Fund / SPR	Exempt From Competition		
FY20	Squire Tech Solutions LLC	PO611443	FY20 - OUC - Technology - THOR Satellite Services - SPR	Procurement	\$819.00	911 Fund / SPR	Small Purchase		
FY20	STOCKBRIDGE CONSULTING LL	PO617235	FY20 - OUC - Financial Operations- Sweaters for OUC Employees- SPR	Procurement	\$14,863.50	911 Fund / SPR	Small Purchase		
FY20	Syniverse Technologies, Inc.	PO612139	FY20 - OUC - Technology - Syniverse Technologies LATAMink S57 Renewal- SPR	Procurement	\$43,048.80	911 Fund / SPR	Exempt From Competition		
FY20	Technomic, 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
FY20	TESSCO	PO614114-V2	FY20 - OUC - Technology - Rhode Island Radio Site Base Antenna - SPR	Procurement	\$8,690.33	911 Fund / SPR	Single Quote		
FY20	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
FY20	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
FY20	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
FY20	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
FY20	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
FY20	West Safety Services INC.	PO611302-V2	FY20 - OUC - Technology - (Deobligate) NG9-1-1 All 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 UCO

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 efficient, professional and cost effective responses to 911 communications. (5 Measures)											
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)

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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 state-of-the-art emergency and non-emergency communications. (3 Measures)											
Percent of time the OUC responds to Mobile Data Terminal repairs within 24 hours	Annually	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 highly efficient, transparent and responsive District government. (11 Measures)											
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 records (1 Measure)							
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 efficient, professional and cost effective responses to 911 communications. (2 Activities)			
911 CALL TAKING ACTIVITY	Answers all incoming 911 calls	The 911 Operations Division receives all 911 calls in the District. Highly trained call takers utilize specialized telephony systems to answer calls and follow specific protocols to probe callers and ensure the most appropriate responses to their needs. In particular, call takers often provide crisis intervention services provide pre-arrival instructions for emergency medical calls. Call takers also enter caller provided information to create incident records and electronically transfer each incident record onsite to highly trained dispatchers. 911 call takers handle over 1.4 million calls annually.	Daily Service
911 DISPATCHING ACTIVITY	Dispatches MPD and FEMS units/apparatus in response to 911 calls	Highly trained 911 dispatchers coordinate responses to incidents on behalf of MPD and FEMS. Using the Computer Aided Dispatch (CAD) system, dispatchers support and assist in the coordination of on-scene incident responses by first responder units and apparatus. Dispatchers are also responsible for monitoring units' availability in the field and communicating with on-scene first responders to keep them apprised of new information or changes and to coordinate support from additional units as necessary. The 911 Operations Division manages over 400,000 CAD events annually.	Daily Service
2 - Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms. (3 Activities)			
311 CALL TAKING ACTIVITY	Answers all incoming 311 calls	The 311 Operations Division is the access point for residents and visitors requiring DC government services and/or information. The Division supports the dissemination of general information about the government, including telephone numbers, agency program details, agency hours of operation and other information. The Division handles approximately 2.1 million calls annually.	Daily Service

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-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 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 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 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.	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 MPD and FEMS units/apparatus in response to 911 calls (2 Strategic initiatives)				
Citywide Panic Button Implementation	<p>In FY19, the OUC will implement the Panic Button app across District government agencies and facilities. This app enables the immediate notification of on-site personnel during incidents and can initiate emergency procedures before first responders arrive.</p> <p>Other comparably-sized jurisdictions that have implemented the Panic Button are in New York: Nassau County (population 1.3M); Suffolk County (population 1.5M). Comprehensive user training has been highlighted as a factor in successful implementation, as it can decrease false alarms being triggered and improve site administrator management. OUC is also coordinating with the vendor/agency partners to avoid pitfalls around use of the app as a notification system rather than a public safety response mechanism. Lastly, OUC will remain engaged with site partners to ensure that accurate/updated floorplans and contact details are readily available during incident notifications.</p>	75-99%	In Q4, nine (9) additional agencies were onboarded, bringing the total to 56 of the 125 agencies. The approach that we adopted in Q3 has helped us monitor 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 agencies/offices is January 31, 2020.	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 District's public safety communications and city service request platforms and infrastructure (2 Strategic initiatives)				
PSCC Infrastructure Remodel	<p>In FY19, OUC will utilize capital funding to continue the remodel of the Public Safety Call Center (PSCC), the OUC's secondary operations site. The remodel will be completed in a phased approach spanning three years. Work to be completed includes upgrading electrical systems, HVAC upgrades, alarm systems, UPS replacement battery, space configurations, audio/visual display and redesign of the call floor to improve the work environment for operations staff and the advancement of technology to better align with industry standards.</p> <p>The emergency power generators will be installed and the design for the remaining building systems and space layout will be complete by the end of FY19.</p>	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 this initiative is on track, but it is a multi-phased project and completion was 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 potential 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.	
Supports city service request processing for servicing agencies (DPW, DOT, DOEE, etc.) (1 Strategic Initiative)				

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

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

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

Operations Header	Operations Title	Operations Description	Type of Operations
	related equipment and facilities	approves all agency proposals, purchase orders, and contracts for the acquisition of public safety voice radio technology and call center technology systems, resources, and services.	
INFORMATION TECHNOLOGY	Provides 24 hour technical support and maintenance on all public safety communications devices and equipment	The Information Technology Division provides 24x7, highly specialized tech support and maintenance for public safety communications devices, including tablets and radios, deployed to MPD and FEMS users in the field.	Daily Service
4 - Create and maintain a highly efficient, transparent and responsive District government. (2 Activities)			
TRANSCRIPTION & QUALITY DIVISION	Serves as custodian of all 911 and 311 communications records	The Transcription Division serves as the custodian of records and utilizes highly specialized archival systems to research files related to all 911 and 311 communications. The purpose of this research is to locate and create discrete audio files and other data to the general public to fulfill FOIA requests, to local public safety agencies for internal administrative reviews and to federal government agencies for use during criminal and civil court proceedings.	Daily Service
TRANSCRIPTION & QUALITY DIVISION	Authenticates 911 and 311 records in criminal and civil proceedings	Transcriptionists testify in court to authenticate 911 and 311 records and/or to explain event chronologies in both criminal & civil proceedings, under direct examination by judiciary entities.	Daily Service

2019 Workload Measures

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

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Answers all incoming 911 calls (2 Strategic initiatives)		
Regional Public Safety Communications Training Facility Establishment	In FY19, OUC's Office of Professional Standards & Development will lead the initiative to certify its training program & evolve to an accredited regional public safety communications training center. Public safety agencies use the APCO International Agency Training Program Certification (Project 33) as a formal mechanism to ensure their training programs meet APCO American National Standards (ANS). Once OUC meets Project 33 standards, the agency intends to move forward on pursuing the accreditation necessary to offer onsite continuing training opportunities to & with regional partners. This will expand the long-term liaison relationships OUC maintains with jurisdictions across the National Capital Region (NCR) & enhance the local network of public safety communications professionals.	09-30-2020
Non-Emergency Call Management	In FY19, the OUC will create a Non Emergency Call Handling Taskforce, in partnership with MPD, that will identify all non-emergency call types and establish protocols which outline the priority settings in relation to 911 calls handled through the call distribution queue of the telephony systems' Automatic Call Distribution (ACD) program. The intent of this activity is to ensure that truly emergent calls are handled first and as efficiently as possible.	09-30-2019
Dispatches MPD and FEMS units/apparatus in response to 911 calls (2 Strategic initiatives)		
Citywide Panic Button Implementation	<p>In FY19, the OUC will implement the Panic Button app across District government agencies and facilities. This app enables the immediate notification of on-site personnel during incidents and can initiate emergency procedures before first responders arrive.</p> <p>Other comparably-sized jurisdictions that have implemented the Panic Button are in New York: Nassau County (population 1.3M); Suffolk County (population 1.5M). Comprehensive user training has been highlighted as a factor in successful implementation, as it can decrease false alarms being triggered and improve site administrator management. OUC is also coordinating with the vendor/agency partners to avoid pitfalls around use of the app as a notification system rather than a public safety response mechanism. Lastly, OUC will remain engaged with site partners to ensure that accurate/updated floorplans and contact details are readily available during incident notifications.</p>	09-30-2019
Exploration of Methods to Improve Caller Location Accuracy	Wireless location accuracy depends largely on the capabilities of location determination technologies (LDT) used by wireless carriers to provide wireless E9-1-1 Phase II service. In FY19, the OUC will explore and seek to employ available emerging technologies that enhance the delivery of caller location information into the PSAP.	09-30-2019
Manages the District's public safety communications and city service request platforms and infrastructure (2 Strategic initiatives)		
PSCC Infrastructure Remodel	<p>In FY19, OUC will utilize capital funding to continue the remodel of the Public Safety Call Center (PSCC), the OUC's secondary operations site. The remodel will be completed in a phased approach spanning three years. Work to be completed includes upgrading electrical systems, HVAC upgrades, alarm systems, UPS replacement battery, space configurations, audio/visual display and redesign of the call floor to improve the work environment for operations staff and the advancement of technology to better align with industry standards.</p> <p>The emergency power generators will be installed and the design for the remaining building systems and space layout will be complete by the end of FY19.</p>	09-30-2020
THOR Mobile Command Unit Integration	Tactical Homeland Operations Response (THOR) is a two-story, 80-foot long mobile communications command center designed to help public-safety answering points (PSAPs) maintain operations when their call centers are down or overwhelmed by traffic in crisis situations. In FY19, the agency intends to complete efforts	09-30-2019

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
	to fully outfit the unit in preparation for use during exercises, special events and other activities as needed. THOR is capable of supporting up to 17 call-taker or dispatch positions and can be used as a full service PSAP during COOP scenarios.	
Supports city service request processing for servicing agencies (DPW, DOT, DOEE, etc.) (1 Strategic Initiative)		
311 Customer Care Partnership Expansion	In FY19, in partnership with DGS, OUC will incorporate the "facility maintenance" service request type to its 311 portfolio for DCPS and DPR.	09-30-2019

Office of Unified Communications FY2020

Agency Office of Unified Communications

Agency Code UC0

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 responses to 911 communications. (5 Measures)					
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 responses to interactions initiated through 311 platforms. (2 Measures)					
Percent of 311 calls handled by a live agent in 4 minutes or less	Up is Better	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-emergency communications. (3 Measures)					
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 District government. (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%

Core Business Measures

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
4 - Create and maintain a highly efficient, transparent, and responsive District government. (10 Measures)				
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 efficient, professional and cost effective responses to 911 communications. (2 Activities)			
911 CALL TAKING ACTIVITY	Answers all incoming 911 calls	The 911 Operations Division receives all 911 calls in the District. Highly trained call takers utilize specialized telephony systems to answer calls and follow specific protocols to probe callers and ensure the most appropriate responses to their needs. In particular, call takers often provide crisis intervention services provide pre-arrival instructions for emergency medical calls. Call takers also enter caller provided information to create incident records and electronically transfer each incident record onsite to highly trained dispatchers. 911 call takers handle over 1.4 million calls annually.	Daily Service

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

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 Measure)			
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 incoming 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 incoming 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 Completion 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.	09-30-2020
Manages the District's public safety communications and city service request platforms and infrastructure (5 Strategic initiatives)		
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.	09-30-2020
IT Hardware 911/311 Systems Enhancement	The OUC receives and processes a combined 3.5 million calls for 911 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.	09-30-2020
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.	09-30-2020
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.	09-30-2020
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.	09-30-2020
Provides 24 hour technical support and maintenance on all public safety communications devices and equipment (1 Strategic Initiative)		
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.	09-30-2020
Supports city service request processing for servicing agencies (DPW, DOT, DOEE, etc.) (1 Strategic Initiative)		

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	
1100	
1150	
1300	Terminology Roles & Responsibilities
1400	
1500	
1600	
Tuesday	11/27/2018
0800	Roll Call
0900	Phonetic Alphabet / Military Time
1000	State Abbreviations
1100	Policies
1150	Lunch
1300	Polcies
1400	
1500	
1600	
Wednesday	11/28/2018
0800	Roll Call
0900	MPD overview
1000	
1100	
1150	
1300	MPD overview / Districts
1400	
1500	
1600	
Thursday	11/29/2018
0800	Roll Call
0900	Districts / PSA / SECTOR / BEATS
1000	
1100	
1150	
1300	Districts / PSA / SECTOR / BEATS
1400	
1500	
1600	
Friday	11/30/2018
0800	Roll Call
0900	DC street layout
1000	
1100	
1150	
1300	Geography
1400	Review / Quiz
1500	
1600	

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	
1300	i/Dispatcher
1400	
1500	
1600	
Wednesday	12/5/2018
0800	Roll Call
0900	
1000	
1100	
1150	
1300	i/Dispatcher
1400	
1500	
1600	
Thursday	12/6/2018
0800	Roll Call
0900	
1000	
1100	
1150	
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	
1600	Review & Test

Dispatcher Training
 Week 3
 Police Focused Training

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

Dispatcher Training
 Week 4
 Police Focused Training

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

Dispatcher Training
 Week 5
 Police Focused Training

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

**Dispatcher Training
Week 6
Police Focused Training**

Monday	12/31/2018
0800	Roll Call
0900	Voicing Assignments
1000	
1100	Body Cam Power Video
1150	Lunch
1300	Informer /Tags /Wanted Subjects / Stolen Vech
1400	
1500	
1600	
Tuesday	1/1/2019
0800	Off - New Year's Day Holiday
0900	
1000	
1100	
1150	
1300	
1400	
1500	
1600	
Wednesday	1/2/2019
0800	Roll Call
0900	CAD Simulation on Simulcasting Assignments
1000	
1100	
1150	Lunch
1300	CAD Simulation on traffic stops
1400	
1500	
1600	
Thursday	1/3/2019
0800	Roll Call
0900	CAD Simulation on Simulcasting Assignments
1000	
1100	
1150	Lunch
1300	CAD Simulation on traffic stops
1400	
1500	
1600	
Friday	1/4/2019
0800	Roll Call
0900	Geography Visit around the city
1000	
1100	
1150	Lunch
1300	Open discussion - Landmarks
1400	Open discussion - Streets that sound alike
1500	Open discussion about the importance 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	
1150	Lunch
1300	Fire Terminology
1400	Fire Dispatching Tidbits
1500	Phonetic Alphabet
1600	
Tuesday	1/8/2019
0800	Police Adacemy
0900	
1000	
1100	
1150	Lunch
1300	Quiz on the firehouse address
1400	1 thru 10
1500	OPSD Guidelines
1600	
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	Hospitals Codes/ Trauma Centers/Specialty Centers
1600	
Thursday	1/10/2019
0800	Roll Call
0900	Police Adacemy
1000	Basic Radio Etiquettes
1100	Phonetic Alphabet
1150	Lunch
1300	FCC Rules/Voice Procedures
1400	EMS response plan
1500	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

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
1150	Lunch
1300	EMS/Phonetic Alphabet Quiz
1400	CBD/Nurse Triage Line Standard Operating Procedure (SOP)
1500	Operating Procedure (SOP)
1600	Quiz on Truck Company Location
Thursday	1/17/2019
0800	Roll Call
0900	Voicing EMS calls
1000	Overview on AMR
1100	President of Union presentation
1150	Lunch
1300	How to request AMR and How it looks in CAD
1400	looks in CAD
1500	AMR supervisor Presentation
1600	Chief David presentation
Friday	1/18/2019
0800	Roll Call
0900	Listen to EMS Channels 011/012
1000	Medical Event Codes
1100	and Response Plan
1150	Lunch
1300	Presentation from Fire Dispatcher
1400	Listen to MAYDAY
1500	Quiz on Firehouse addresses 21 thru 33
1600	thur 33

Dispatcher Training
 Week 9
 Fire and EMS Focused Training

Monday	1/21/2019
0800	Roll Call
0900	MARTIN LUTHER KING
1000	
1100	
1150	Lunch
1300	
1400	
1500	HOLIDAY
1600	
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	Standard Operating Guidelines
1000	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
1150	Lunch
1300	Voicing Metro Station Box Alarm
1400	on Channel 01, Channel 02 and
1500	TAC channel
1600	

Dispatcher Training
 Week 10
 Fire and EMS Focused Training

Monday	1/28/2019
0800	Roll Call
0900	VOICING THE LIST OF CHIEFS
1000	BATTALION'S MAP
1100	LIVE ON EMS CHANNEL 011&012
1150	Lunch
1300	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	
1000	FEMS RIDE-ALONG
1100	
1150	Lunch
1300	
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	
1150	Lunch
1300	Visit Firehouses in Battalion 1 &4
1400	
1500	VOICING CALLS
1600	
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	
1100	DCFEMS Academy Visit
1150	Lunch
1300	Visits firehouses in Battalion 3
1400	VOICING CALLS
1500	
1600	
Thursday	2/7/2019
0800	Roll Call
0900	The List of Chiefs
1000	
1100	VOICING LIVE CALLS
1150	Lunch
1300	VOICING LIVES CALLS
1400	RISK TRAINING
1500	VOICING LIVE CALLS
1600	
Friday	2/8/2019
0800	Roll Call
0900	The List of Chiefs
1000	Metro Codes and response plan
1100	Visit Columbia Island
1150	Lunch
1300	Visit Firehouses in Battalion 6
1400	VOICING LIVE CALLS
1500	
1600	

Dispatcher Training
 Week 12
 Fire and EMS Focused Training

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	
1150	Lunch
1300	Observation Live Dispatchers
1400	
1500	Observation Live Dispatchers
1600	
Thursday	2/14/2019
0800	Roll Call
0900	List of Chiefs
1000	Visit Firehouses Battilions 5
1100	
1150	Lunch
1300	Visit Firehouses Battilions 2
1400	Voicing Metro Assignment
1500	Metro Station /Assignment
1600	Metro Tunnel Box
Friday	2/15/2019
1430	List of Chiefs
1530	LIVE DISPATCHING ON THE FLOOR
1630	CHANNELS 011, 012, 02, 01
1730	
1830	Lunch
1930	
2030	LIVE DISPATCHING ON THE FLOOR
2130	CHANNELS 011, 012, 02, 01
2230	

Dispatcher Training
 Week 13
 Fire and EMS Focused Training

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

Dispatcher Training
 Week 14
 Fire and EMS Focused Training

Monday	2/25/2019
0800	Roll Call
0900	FIRE LIVE DISPATCHING
1000	
1100	
1150	
1300	Lunch
1400	CHANNELS 01, 02, 011, 012
1500	
1600	
Tuesday	2/26/2019
0800	Roll Call
0900	REVIEW METRO INCIDENTS, MAYDAY, ABANDON BUILDING, EMERGENCY ACTIVATION
1000	
1100	
1150	
1300	
1400	
1500	
1600	
Wednesday	2/27/2019
0800	Roll Call
0900	FIRE LIVE DISPATCHING
1000	
1100	
1150	
1300	Lunch
1400	CHANNELS
1500	01, 02, 011, 012
1600	
Thursday	2/28/2019
0800	Roll Call
0900	FIRE LIVE DISPATCHING CHANNELS 01, 02, 011, 012
1000	
1100	
1150	
1300	
1400	
1500	
1600	
Friday	3/1/2019
0800	Roll Call
0900	REVIEW ALL FIRE MATERIALS FIRE FINAL EXAM
1000	
1100	
1150	
1300	
1400	
1500	
1600	

Dispatcher Training
 Week 15
 Police Focused Training

Monday	3/4/2019
0800	Roll Call
0900	
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	
1600	
Wednesday	3/6/2019
0800	Roll Call
0900	
1000	MPD Review
1100	
1150	Lunch
1300	
1400	MPD Review
1500	
1600	
Thursday	3/7/2019
0800	Roll Call
0900	
1000	MPD Review
1100	
1150	Lunch
1300	
1400	Manual Dispatch
1500	
1600	
Friday	3/8/2019
1400	
2230	
	MPD Ride along

Dispatcher Training
 Week 16
 Joint Fire/EMS and Police Training

Monday	3/11/2019
0800	Roll Call
0900	Live Dispatching / Observation
1000	
1100	
1150	
1300	
1400	
1500	
1600	
Tuesday	3/12/2019
0800	Roll Call
0900	Live Dispatching / Observation
1000	
1100	
1150	
1300	
1400	
1500	
1600	
Wednesday	3/13/2019
0800	Roll Call
0900	Live Dispatching / Observation
1000	
1100	
1150	
1300	
1400	
1500	
1600	
Thursday	3/14/2019
0800	Roll Call
0900	Live Dispatching / Observation
1000	
1100	
1150	
1300	
1400	
1500	
1600	
Friday	3/15/2019
0800	Roll Call
0900	Live Dispatching / Observation
1000	
1100	
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	Live Dispatching / Observation
1000	
1100	
1150	
1300	
1400	
1500	
1600	
Tuesday	3/19/2019
0800	Roll Call
0900	Live Dispatching / Observation
1000	
1100	
1150	
1300	
1400	
1500	
1600	
Wednesday	3/20/2019
0800	Roll Call
0900	Live Dispatching / Observation
1000	
1100	
1150	
1300	
1400	
1500	
1600	
Thursday	3/21/2019
0800	Roll Call
0900	Live Dispatching / Observation
1000	
1100	
1150	
1300	
1400	
1500	
1600	
Friday	3/22/2019
0800	Roll Call
0900	Review
1000	Practical Exam
1100	
1150	Lunch
1300	Final Exam
1400	
1500	
1600	

Dispatcher Training
 Week 18
 Joint Fire/EMS and Police Training

Monday	3/25/2019
0800	Roll Call
0900	Live Dispatching / Observation
1000	
1100	
1150	
1300	
1400	
1500	
1600	
Tuesday	3/26/2019
0800	Roll Call
0900	Live Dispatching / Observation
1000	
1100	
1150	
1300	
1400	
1500	
1600	
Wednesday	3/27/2019
0800	Roll Call
0900	Live Dispatching / Observation
1000	
1100	
1150	
1300	
1400	
1500	
1600	
Thursday	3/28/2019
0800	Roll Call
0900	Live Dispatching / Observation
1000	
1100	
1150	
1300	
1400	
1500	
1600	
Friday	3/29/2019
0800	Roll Call
0900	Review
1000	Practical Exam
1100	
1150	Lunch
1300	Final Exam
1400	
1500	
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.

New Hire Call Taker Training - Week #1

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

New Hire Call Taker Training - Week #2

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	6/5/2019
800	Roll Call
900	
1000	Policies / Procedures
1100	
1200	Lunch
1300	
1400	Stress management
1500	
1600	
Thursday	6/6/2019
800	Roll Call
900	
1000	Payroll Enrollment
1100	
1200	Lunch
1300	
1400	Payroll Enrollment
1500	
1600	
Friday	6/7/2019
800	Roll Call
900	
1000	Policies / Procedures
1100	
1200	Lunch
1300	
1400	Active Listening
1500	
1600	Review / quiz

New Hire Call Taker Training - Week #3

Monday	6/10/2019
800	PST1
900	
1000	
1100	
1200	
1300	
1400	
1500	
1600	
Tuesday	6/11/2019
800	Roll Call
900	PST1
1000	
1100	
1200	
1300	
1400	
1500	
1600	
Wednesday	
800	Roll Call
900	PST1
1000	
1100	
1200	
1300	
1400	
1500	
1600	
Thursday	
800	Roll Call
900	PST1
1000	
1100	
1200	
1300	
1400	
1500	
1600	
Friday	
800	Roll Call
900	PST1
1000	
1100	
1200	
1300	
1400	
1500	
1600	

New Hire Call Taker Training - Week #4

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

New Hire Call Taker Training - Week #5

Monday	6/24/2019
800	Roll Call
900	Call Taking Basic for Police
1000	
1100	
1200	
1300	Call Taking Basic for Police
1400	
1500	
1600	
Tuesday	6/25/2019
800	Roll Call
900	How to save a life; YOURS! (Telecommunicator Stress Management Course)
1000	
1100	
1200	
1300	
1400	
1500	
1600	
Wednesday	6/26/2019
800	Roll Call
900	DC Geography with DCFEMS Captain Streat
1000	
1100	
1200	
1300	DC Geography with OCTO GIS Team
1400	
1500	
1600	
Thursday	6/27/2019
800	Roll Call
900	Different types of callers
1000	
1100	
1200	
1300	Conversation Management
1400	
1500	
1600	
Friday	6/28/2019
800	Roll Call
900	Chief Complaints - Police
1000	
1100	
1200	
1300	Chief Complaints - Police
1400	
1500	
1600	

New Hire Call Taker Training - Week #7

Monday	7/8/2019
800	Roll Call
900	Ridealong Reviews
1000	
1100	
1200	Lunch
1300	CAD Training
1400	
1500	
1600	
Tuesday	7/9/2019
800	Roll Call
900	CAD Training
1000	
1100	
1200	Lunch
1300	CAD Training
1400	
1500	
1600	
Wednesday	7/10/2019
800	Roll Call
900	CAD Practicals and eCBD
1000	
1100	
1200	Lunch
1300	CAD Practicals and eCBD
1400	
1500	
1600	
Thursday	7/11/2019
800	Roll Call
900	Police Event Types
1000	
1100	
1200	Lunch
1300	Police Event Types
1400	
1500	
1600	
Friday	7/12/2019
800	Roll Call
900	Police Scenarios
1000	
1100	
1200	Lunch
1300	Police Scenarios
1400	Review and Test
1500	
1600	

New Hire Call Taker Training - Week #8

Monday	7/15/2019
800	Roll Call
900	Police Scenarios
1000	
1100	
1200	
1300	Bike Trails
1400	
1500	
1600	
Tuesday	
800	Roll Call
900	Geography Trip #3: Kingman Island / Trails tour
1000	
1100	
1200	
1300	Geography Trip #3: Kingman Island / Trails tour
1400	
1500	
1600	
Wednesday	
800	Roll Call
900	Fire Chief Complaints
1000	
1100	
1200	
1300	Fire Chief Complaints
1400	
1500	
1600	
Thursday	
800	Roll Call
900	Fire Event Types
1000	
1100	
1200	
1300	Fire Event Types
1400	
1500	
1600	
Friday	
800	Roll Call
900	Fire Scenarios
1000	
1100	
1200	
1300	Fire Scenarios
1400	
1500	
1600	Midterm

New Hire Call Taker Training - Week #9

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

New Hire Call Taker Training - Week #10

Monday	7/29/2019
800	Roll Call
900	EMS Chief Complaints
1000	
1100	
1200	
1300	EMS Chief Complaints
1400	
1500	
1600	
Tuesday	7/30/2019
800	Roll Call
900	EMS Chief Complaints
1000	
1100	
1200	
1300	EMS Chief Complaints
1400	
1500	
1600	
Wednesday	7/31/2019
800	Roll Call
900	Review EMS Training
1000	
1100	
1200	
1300	EMS Finals
1400	
1500	
1600	
Thursday	8/1/2019
800	Roll Call
900	Scenarios (All Disciplines)
1000	
1100	
1200	
1300	Scenarios (All Disciplines)
1400	
1500	
1600	
Friday	8/2/2019
800	Roll Call
900	LIVE OBSERVATION
1000	
1100	
1200	
1300	LIVE OBSERVATION
1400	Review and Quiz
1500	
1600	

New Hire Call Taker Training - Week #11

Monday	8/5/2019	
800	Roll Call	
900		
1000		
1100		
1200		MPD Academy
1300		
1400		
1500		
1600		
Tuesday	8/6/2019	
800	Roll Call	
900		
1000		
1100		
1200		FEMS Academy
1300		
1400		
1500		
1600		
Wednesday	8/7/2019	
800	Roll Call	
900		
1000		
1100		
1200		Fire Ridealongs
1300		
1400		
1500		
1600		
Thursday	8/8/2019	
800	Roll Call	
900		
1000		
1100		
1200		Fire Ridealongs
1300		
1400		
1500		
1600		
Friday	8/9/2019	
800	Roll Call	
900		
1000		
1100		
1200		Off
1300		
1400		
1500		
1600		

New Hire Call Taker Training - Week #12

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

New Hire Call Taker Training - Week #13

Monday	8/19/2019
800	Roll Call
900	Scenarios/Observations
1000	
1100	
1200	
1300	Scenarios/Observations
1400	
1500	
1600	
Tuesday	8/20/2019
800	Roll Call
900	Geography Lesson #6: (Potomac River) Fireboat/Harbor Patrol Visit
1000	
1100	
1200	
1300	Review of Geography
1400	
1500	
1600	
Wednesday	8/21/2019
800	Roll Call
900	CPR Certification
1000	
1100	
1200	
1300	Hands on Heart (Compressions only CPR)
1400	
1500	
1600	
Thursday	8/22/2019
800	Roll Call
900	Scenarios/Observations
1000	
1100	
1200	
1300	Scenarios/Observations
1400	
1500	
1600	
Friday	8/23/2019
800	Roll Call
900	Scenarios/Observations
1000	
1100	
1200	
1300	Scenarios/Observations
1400	
1500	
1600	

New Hire Call Taker Training - Week #14

Monday	8/26/2019
800	Roll Call
900	Live Calls/Scenarios
1000	
1100	
1200	
1300	Live Calls/Scenarios
1400	
1500	
1600	
Tuesday	8/27/2019
800	Roll Call
900	Live Calls/Scenarios
1000	
1100	
1200	
1300	Live Calls/Scenarios
1400	
1500	
1600	
Wednesday	8/28/2019
800	Roll Call
900	Live Calls/Scenarios
1000	
1100	
1200	
1300	Active Shooter: Navy Yard Documentary
1400	Live Calls/Scenarios
1500	
1600	
Thursday	8/29/2019
800	Roll Call
900	Live Calls/Scenarios
1000	
1100	
1200	
1300	Live Calls/Scenarios
1400	
1500	
1600	
Friday	8/30/2019
800	Roll Call
900	Live Calls/Scenarios
1000	
1100	
1200	
1300	Denise Amber Lee Documentary
1400	Review and Quiz
1500	
1600	

New Hire Call Taker Training - Week #15

Monday	9/2/2019
800	Roll Call
900	Live calls / scenarios
1000	
1100	
1200	
1300	
1400	
1500	
1600	
Tuesday	9/3/2019
800	Roll Call
900	Live calls / scenarios
1000	
1100	
1200	
1300	
1400	
1500	
1600	
Wednesday	9/4/2019
800	Roll Call
900	Live calls / scenarios
1000	
1100	
1200	
1300	
1400	
1500	
1600	
Thursday	9/5/2019
800	Roll Call
900	Live calls / scenarios
1000	
1100	
1200	
1300	
1400	
1500	
1600	
Friday	9/6/2019
800	Roll Call
900	Live calls / scenarios
1000	
1100	
1200	
1300	
1400	
1500	
1600	

New Hire Call Taker Training - Week #16

Monday	9/9/2019
800	Roll Call
900	Live calls / scenarios
1000	
1100	
1200	
1300	
1400	
1500	
1600	
Tuesday	9/10/2019
800	Roll Call
900	Live calls / scenarios
1000	
1100	
1200	
1300	
1400	
1500	
1600	
Wednesday	9/11/2019
800	Roll Call
900	Live calls / scenarios
1000	
1100	
1200	
1300	
1400	
1500	
1600	
Thursday	9/12/2019
800	Roll Call
900	Live calls / scenarios
1000	
1100	
1200	
1300	
1400	
1500	
1600	
Friday	9/13/2019
800	Roll Call
900	Review for final
1000	
1100	
1200	Lunch
1300	Review / last minute questions / concerns
1400	
1500	FINAL
1600	

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



OPSD TRAINING

EIGHT WEEK TRAINING W/ CHAIRSIDE

WEEK 1

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

WEEK 2

Cont of DOEE and start with DPW w / Sales Force

WEEK 3

DPW w/ Sales Force

WEEK 4

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)