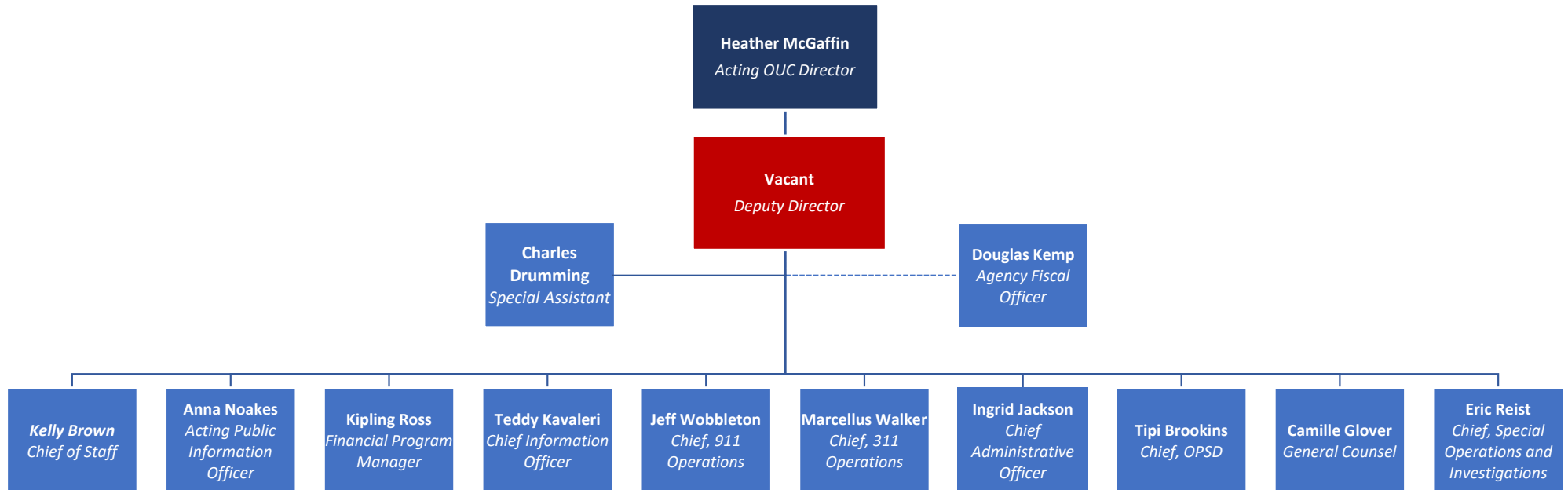


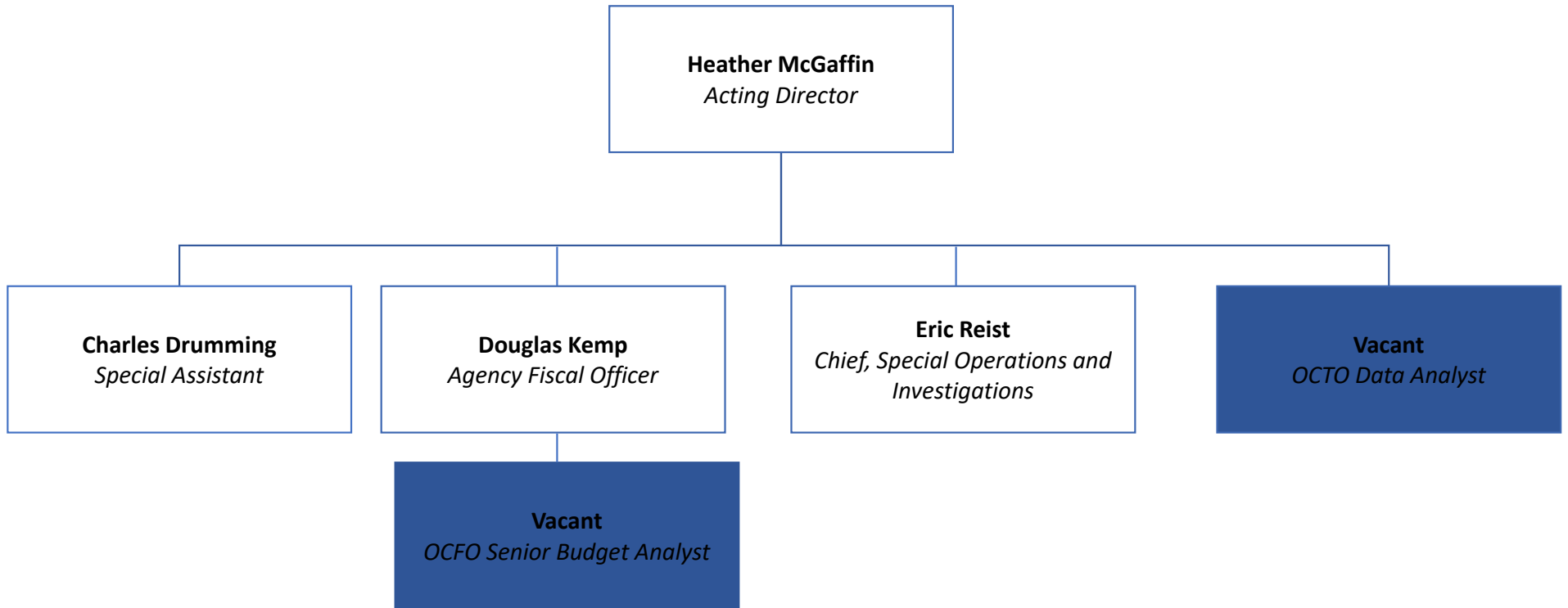
Office of Unified Communications

Organizational Chart

Executive Leadership Team

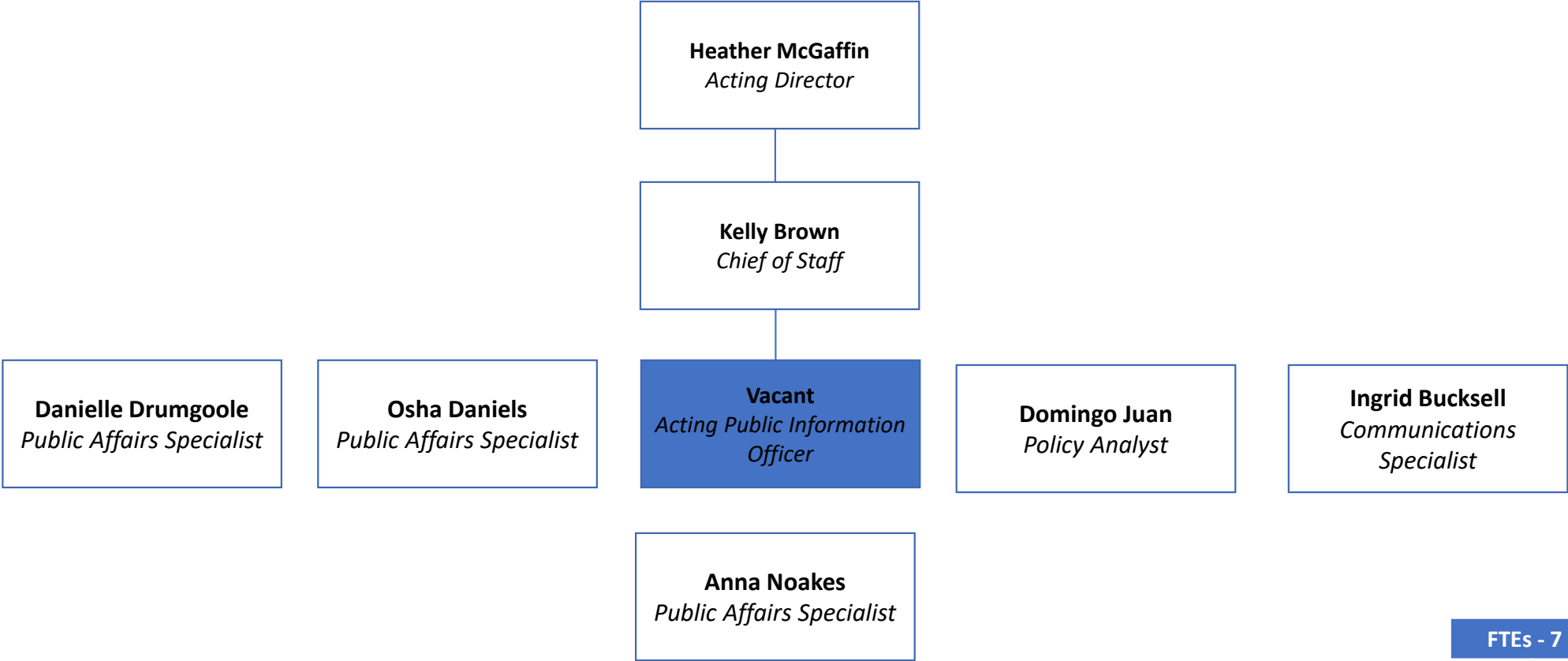


Office of the Director



FTEs - 3	
F	V
3	0

Office of the Chief of Staff



FTEs - 7	
F	V
6	1

Financial Operations Division

Heather McGaffin
Acting Director

Kipling Ross
Financial Program Manager

Brittany Galloway
Management Analyst

Yolanda Taylor-Weems
Program Analyst

Macorazon Miranda
Program Analyst

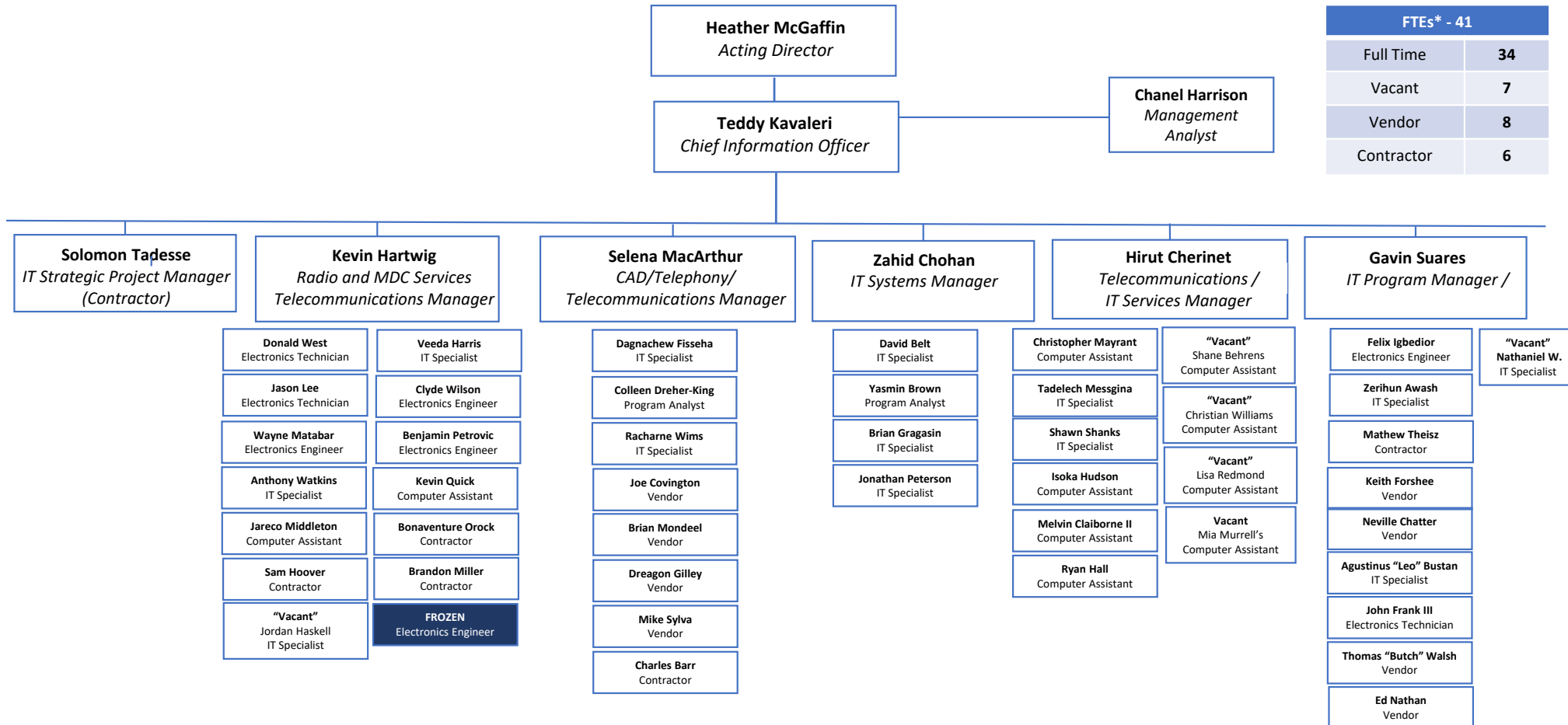
William Burdick
Program Analyst

James Roberts
Inventory Management Specialist

FTEs - 6

F	V
6	0

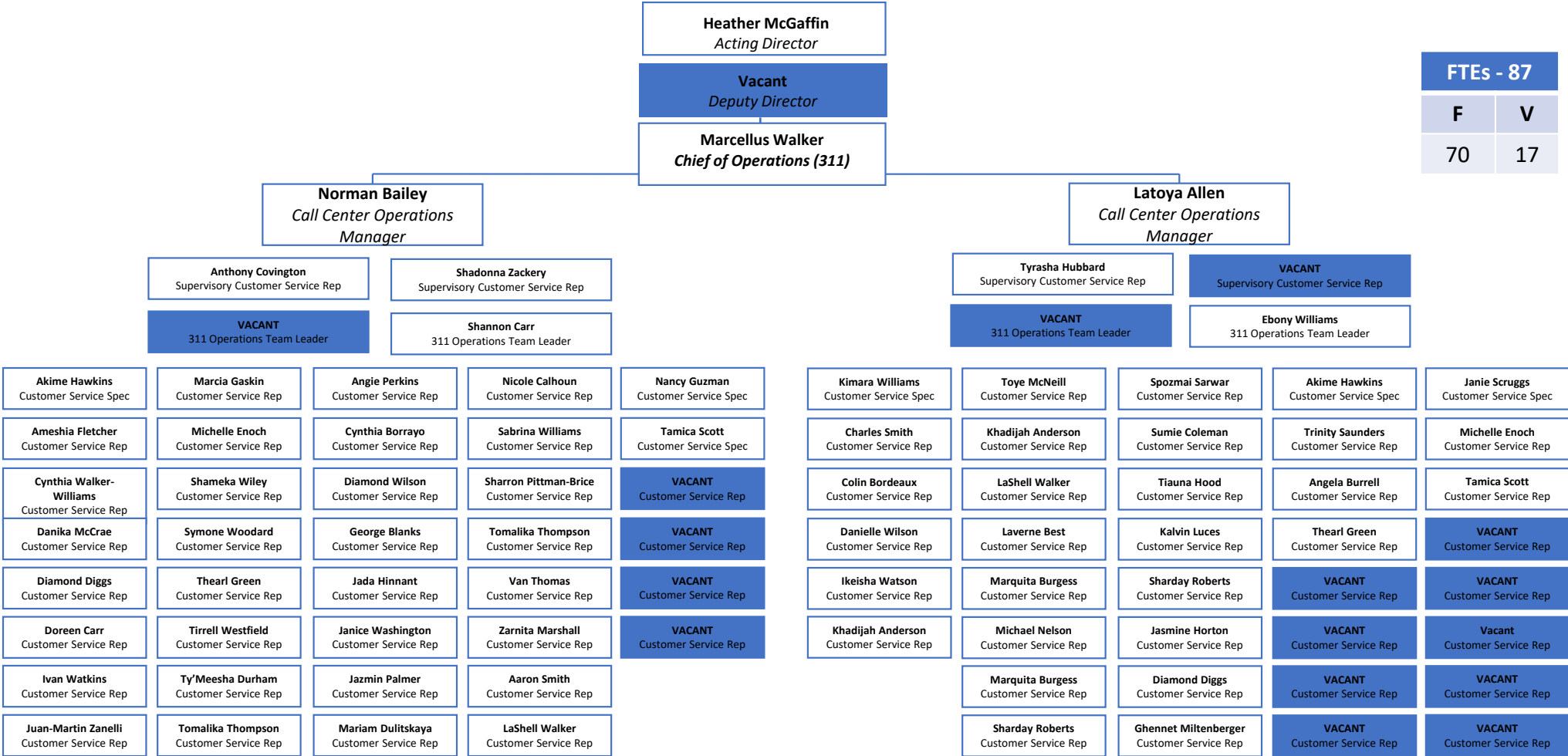
Office of the Chief Technology Officer



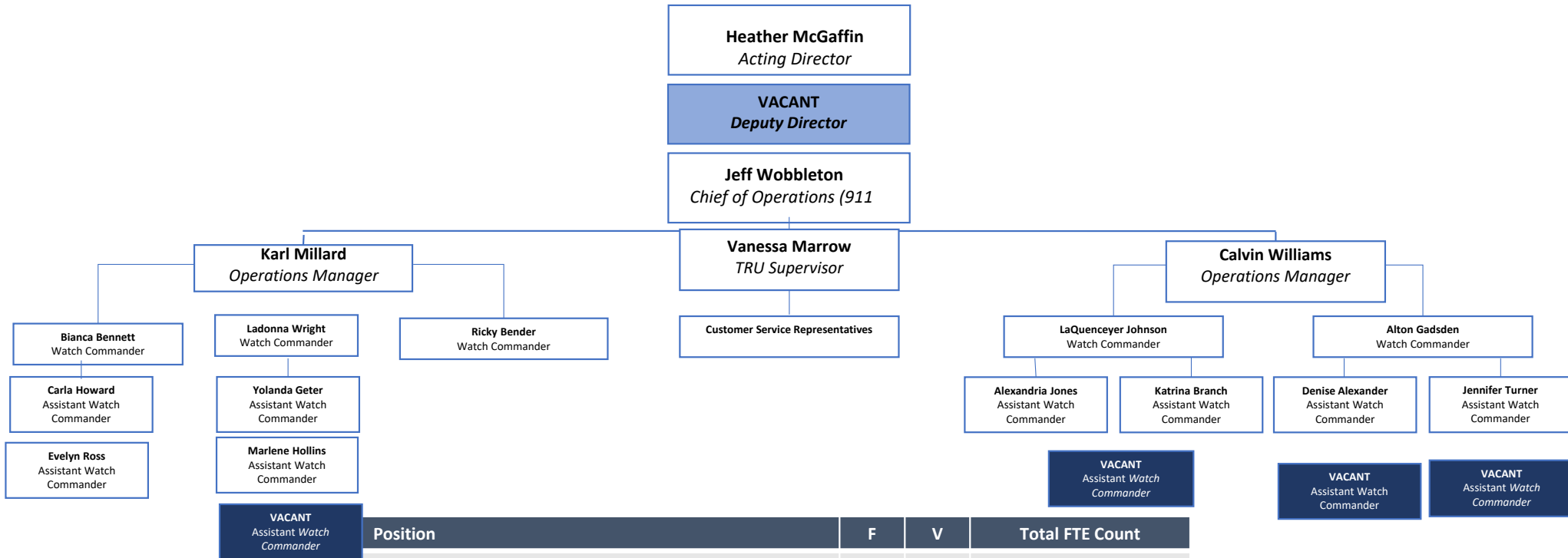
* Contractors and Vendors are not included in the FTE count.

Office of the Chief of 311 Operations

FTEs - 87	
F	V
70	17

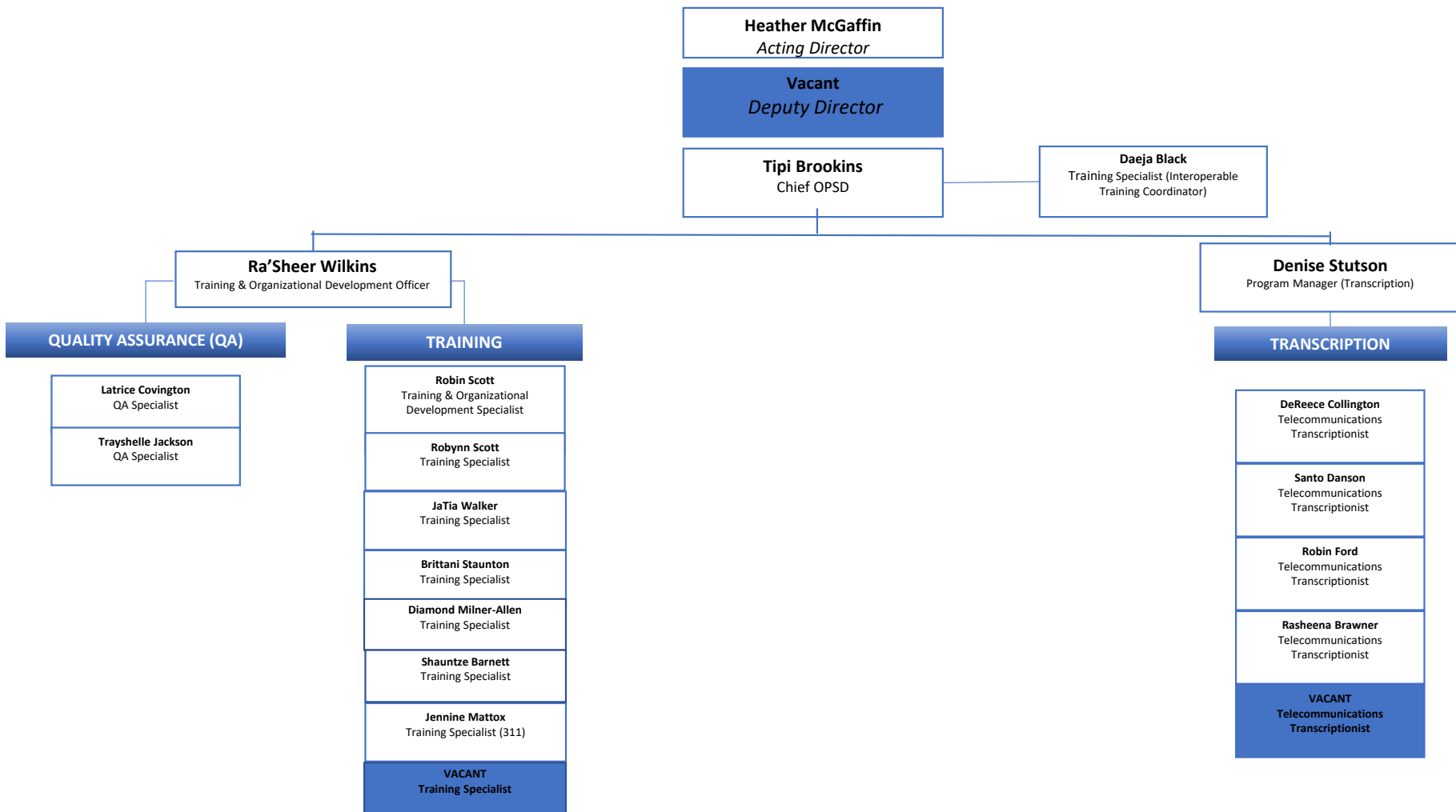


Office of the Chief of 911 Operations



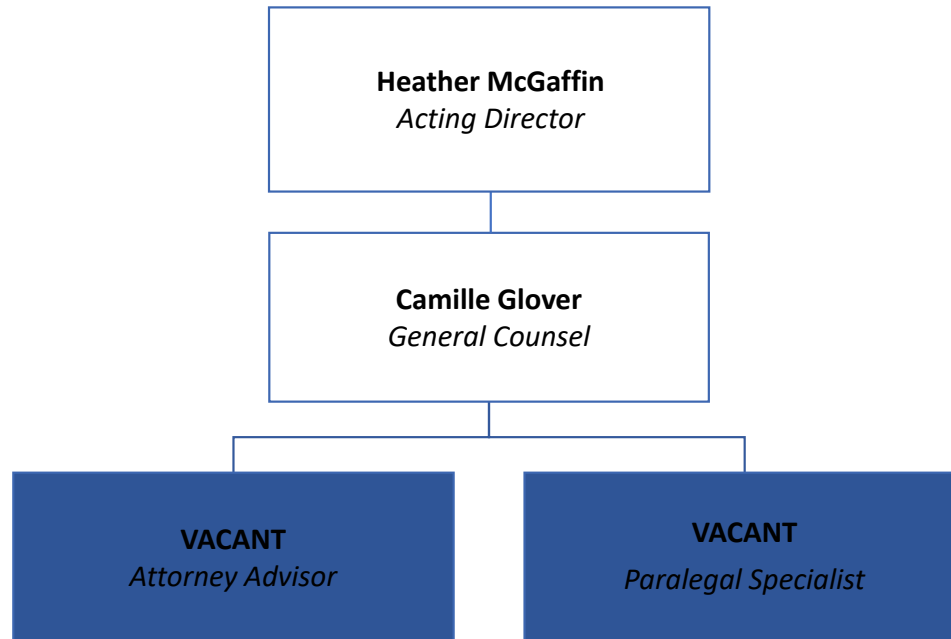
Position	F	V	Total FTE Count
Chief of Operations (911)	1	0	1
911 Operations Manager	2	0	2
Watch Commander	5	2	6
Assistant Watch Commanders	8	4	12
TRU Calltakers - Customer Service Representatives	8	0	8
Dispatchers	92	17	109
Telecommunications Equipment Operator (TEOs)	72	37	109

Office of Professional Standards and Development (OPSD)



FTEs – 19	
F	V
17	2

Office of the General Counsel



FTEs – 3	
F	V
1	2

Office of the Chief of Administration

Heather McGaffin
Acting Director

Ingrid Jackson
Chief Administrative Officer

Marsha Hott
*Training and Organizational
Development Specialist*

Gina Gay
Program Analyst

VACANT
Human Resources Specialist

Sambeth Norville
Human Resource Specialist

Mia Brown
*Employee and Labor Relations
Advisor*

FTEs – 6

F	V
5	1

Last Name	First Name	Job Title	Series	Grade	Step
Carr	Shannon	311 Operations Team Leader	0392	09	5
Scott	Tamica	311 Operations Team Leader	0392	09	6
Williams	Kimara	311 Operations Team Leader	0392	09	3
Alexander	Denise	Asst Watch Commander	0301	12	0
Branch	Katrina	Asst Watch Commander	0301	12	0
Geter	Yolanda	Asst Watch Commander	0301	12	0
Hollins	Marlene	Asst Watch Commander	0301	12	0
Howard	Carla	Asst Watch Commander	0301	12	0
Jones	Alexandria	Asst Watch Commander	0301	12	0
Ross	Evelyn	Asst Watch Commander	0301	12	0
Turner	Jennifer	Asst Watch Commander	0301	12	0
Allen	Latoya	Call Center Operations Mgr	0301	13	0
Bailey	Norman	Call Center Operations Mgr	0301	13	0
Jackson	Ingrid	Chief Administrative Officer	0301	15	0
Kavaleri	Teodros	Chief Info Tech Officer	2210	16	0
WALKER JR	MARCELLUS	Chief of Operations (311)	0301	15	0
Wobbleton	Jeffrey	Chief of Operations (911)	0301	15	0
Brookins	Tipi	Chief of Professional Standard	0301	14	0
Reist	Eric	Chief of Special Operations an	0301	15	0
Brown	Kelly	Chief of Staff	0301	15	0
Bucksell	Ingrid	Communications Specialist	0301	14	6
Claiborne II	Melvin	Computer Assistant	0335	08	5
Hall	Ryan	Computer Assistant	0335	08	5
Hudson	Isoka	Computer Assistant	0335	08	5
Mayrant	Christopher	Computer Assistant	0335	06	4
Quick	Kevin	Computer Assistant	0335	07	5
Anderson	Khadijah	Customer Service Rep.	0392	06	1
Burgess	Marquita	Customer Service Rep.	0392	07	1
Calhoun	Nicole	Customer Service Rep.	0392	06	1
Carr	Doreen	Customer Service Rep.	0392	08	10
DULITSKAYA	MARIAM	Customer Service Rep.	0392	08	10
Enoch	Michelle	Customer Service Rep.	0392	08	10
Gaskin	Marcia	Customer Service Rep.	0392	07	1
Horton	Jasmine	Customer Service Rep.	0392	08	3
Luces	Kalvin	Customer Service Rep.	0392	06	1
Miltenberger	Ghennet	Customer Service Rep.	0392	06	1
Sarwar	Spozmai	Customer Service Rep.	0392	08	10
Saunders	Trinity	Customer Service Rep.	0392	06	1
Smith	Aaron	Customer Service Rep.	0392	07	1
Smith	Charles	Customer Service Rep.	0392	06	1
Thomas	Van	Customer Service Rep.	0392	06	1
Walker	LaShell	Customer Service Rep.	0392	08	3
Westfield	Tirrell	Customer Service Rep.	0392	06	1
Williams	Sabrina	Customer Service Rep.	0392	08	8
Wilson	Danielle	Customer Service Rep.	0392	06	1
Wilson	Diamond	Customer Service Rep.	0392	06	1

Atkinson	Lisa	Customer Service Representativ	0392	08	10
Best	Laverne	Customer Service Representativ	0392	08	8
Blanks	George	Customer Service Representativ	0392	08	4
Bordeaux	Colin	Customer Service Representativ	0392	08	4
Borrayo	Cynthia	Customer Service Representativ	0392	08	3
Burrell	Angela	Customer Service Representativ	0392	08	10
Diggs	Diamond	Customer Service Representativ	0392	08	5
Dolmo	Diana	Customer Service Representativ	0392	08	10
Durham	Ty'Meesha	Customer Service Representativ	0392	08	3
Fletcher	Ameshia	Customer Service Representativ	0392	08	5
Fogg	Dion	Customer Service Representativ	0392	08	8
Garnett	India	Customer Service Representativ	0392	08	7
Green	Thearl	Customer Service Representativ	0392	08	8
Hinnant	Jada	Customer Service Representativ	0392	08	4
Hood	Tiauna	Customer Service Representativ	0392	08	5
Maichew	Melaku	Customer Service Representativ	0392	08	8
Marshall	Zarnita	Customer Service Representativ	0392	08	6
McCrae	Danika	Customer Service Representativ	0392	08	5
Nelson	Michael	Customer Service Representativ	0392	08	6
Nevels	Cynthia	Customer Service Representativ	0392	08	6
Palmer	Jazmin	Customer Service Representativ	0392	08	5
Perkins	Angie	Customer Service Representativ	0392	08	7
Pittman-Brice	Sharron	Customer Service Representativ	0392	08	8
Pope-Montgomery	Nicole	Customer Service Representativ	0392	08	10
Roberts	Sharday	Customer Service Representativ	0392	08	5
Sasagawa Coleman	Sumie	Customer Service Representativ	0392	08	10
Thompson	Tomalika	Customer Service Representativ	0392	08	4
Walker-Williams	Cynthia	Customer Service Representativ	0392	08	10
Washington	Janice	Customer Service Representativ	0392	08	8
Watkins	Ivan	Customer Service Representativ	0392	08	3
Watson	Ikeisha	Customer Service Representativ	0392	08	7
Wiley	Shameka	Customer Service Representativ	0392	08	2
Woodard	Symone	Customer Service Representativ	0392	08	5
Woody	Gerald	Customer Service Representativ	0392	08	10
Zanelli	Juan-Martin	Customer Service Representativ	0392	08	9
Chavarria Guzman	Nancy	Customer Service Specialist	0301	09	10
Curley	Phyllis	Customer Service Specialist	0301	09	10
Hawkins	Akime	Customer Service Specialist	0301	09	10
McNeill	Toye	Customer Service Specialist	0301	09	10
Scruggs	Janie	Customer Service Specialist	0301	09	10
McGaffin	Heather	Deputy Director	0301	16	0
Holmes	Karima	Director, OUC	0301	E5	0
Abdul-Wahid	Jarita	Dispatcher	2151	11	6
Abrha	Nebeyeluel	Dispatcher	2151	11	7
Adams	Charmisa	Dispatcher	2151	11	10
Alexander Wingate	Karen	Dispatcher	2151	11	10
Anderson	Karen	Dispatcher	2151	11	10

Banks	Jamel	Dispatcher	2151	11	7
Banks	Marcellus	Dispatcher	2151	11	6
Bannister	Aulaysha	Dispatcher	2151	11	2
Beatty	Tracy	Dispatcher	2151	11	10
Bethea	Wanda	Dispatcher	2151	11	10
Black	Sherry	Dispatcher	2151	11	10
Brooks	Brenda	Dispatcher	2151	11	10
Brown	Crystal	Dispatcher	2151	11	10
Brown	Eric	Dispatcher	2151	11	10
Brown	Sharane	Dispatcher	2151	11	10
Carruth	Wendy	Dispatcher	2151	11	9
Chambers	Domonique	Dispatcher	2151	11	2
Champion Bey	Taheyyer	Dispatcher	2151	11	10
Clements	Jacqueline	Dispatcher	2151	11	10
Darby	Alita	Dispatcher	2151	11	7
Dayne-Holliday	Melissa	Dispatcher	2151	11	10
Fair	Jatondra	Dispatcher	2151	11	7
Faltz	Kristen	Dispatcher	2151	11	8
Fana	Aurelina	Dispatcher	2151	11	10
Freeman	Tyneeka	Dispatcher	2151	11	6
Gaston	Kendel	Dispatcher	2151	11	10
Glasker	Keturah	Dispatcher	2151	11	7
Glenn	Michael	Dispatcher	2151	11	10
Granados	Fernando	Dispatcher	2151	11	5
Granados	Kimberly	Dispatcher	2151	11	2
Green	Nicole	Dispatcher	2151	11	10
Hall	JuWanna	Dispatcher	2151	11	10
Henson	Donnett	Dispatcher	2151	11	10
Hernandez	Nury	Dispatcher	2151	11	10
Herndon	Delisa	Dispatcher	2151	11	10
Higgs	Raquel	Dispatcher	2151	11	10
Holley	Lenora	Dispatcher	2151	11	10
Huitz	Ana	Dispatcher	2151	11	7
Jackson	Chardon	Dispatcher	2151	11	3
Jenkins	Kelly	Dispatcher	2151	11	10
Johnson	Arielle	Dispatcher	2151	11	4
Johnson	Cheri	Dispatcher	2151	11	10
Johnson	Erin	Dispatcher	2151	11	2
Johnson	Lauren	Dispatcher	2151	11	5
Johnson	Stewart	Dispatcher	2151	11	10
Johnson	Victoria	Dispatcher	2151	11	10
Jones	Keena	Dispatcher	2151	11	10
King	Kevin	Dispatcher	2151	11	10
Knox	Debbie	Dispatcher	2151	11	10
Lewis	Bridget	Dispatcher	2151	11	10
MURILLO	SEBASTIAN	Dispatcher	2151	11	5
Malry	James	Dispatcher	2151	11	7

Marable	Michael	Dispatcher	2151	11	10
Mccullough Collins	Shondel	Dispatcher	2151	11	10
Millard	Ava	Dispatcher	2151	11	10
Morgan	Sharon	Dispatcher	2151	11	10
Morris	Carolyn	Dispatcher	2151	11	10
Morris	Erica	Dispatcher	2151	11	8
Nazario	Sylvia	Dispatcher	2151	11	10
Neal	Hubert	Dispatcher	2151	11	9
Oliver	Alice	Dispatcher	2151	11	7
Perry	Carissa	Dispatcher	2151	11	7
Ramsey	Christa	Dispatcher	2151	11	10
Reynolds	London	Dispatcher	2151	11	2
Rice Robinson	Gayle	Dispatcher	2151	11	10
Richardson	Anthony	Dispatcher	2151	11	9
Ross	Danielle	Dispatcher	2151	11	10
Sampson	Larvenia	Dispatcher	2151	11	10
Sanford	Virginia	Dispatcher	2151	11	10
Scott	Deonica	Dispatcher	2151	11	6
Serpas	Dominga	Dispatcher	2151	11	10
Shields	Michele	Dispatcher	2151	11	10
Simms	Swayne	Dispatcher	2151	11	10
Stover	Bertha	Dispatcher	2151	11	10
TEFERA	NEBEYOU	Dispatcher	2151	11	8
Tasker	Teresa	Dispatcher	2151	11	10
Tate	Manuel	Dispatcher	2151	11	6
Taylor-Mathis	Andrea	Dispatcher	2151	11	10
Thompson	Shirayne	Dispatcher	2151	11	10
Thurston	Michelle	Dispatcher	2151	11	10
Tobar	Wilson	Dispatcher	2151	11	6
Trent	Iris	Dispatcher	2151	11	10
Tyson	Theodosia	Dispatcher	2151	11	10
Velasco	Ana	Dispatcher	2151	11	10
Walker	Anthony	Dispatcher	2151	10	1
Wilder	Briyana	Dispatcher	2151	11	7
Williams	Devon	Dispatcher	2151	11	8
Williams	Michelle	Dispatcher	2151	11	10
Williams	Rosylnd	Dispatcher	2151	11	10
Williams	Tracey	Dispatcher	2151	11	10
Wilson	Cortnee	Dispatcher	2151	11	4
Young	Tiffani	Dispatcher	2151	11	6
Igbedior	Felix	Electronics Engineer	0855	12	10
Matabar	Wayne	Electronics Engineer	0855	12	2
Petrovic	Benjamin	Electronics Engineer	0855	12	4
Wilson	Clyde	Electronics Engineer	0855	12	10
Frank III	John	Electronics Technician	0856	11	2
Lee	Jason	Electronics Technician	0856	11	3
West	Donald	Electronics Technician	0856	11	10

Brown	Mia	Emp. & Labor Rel. Advisor	0301	14	4
Glover	Camille	General Counsel	0905	02	0
Norville	Sambeth	Human Resources Specialist	0201	11	6
Belt	David	Information Technology Special	2210	12	10
Bustan	Agustinus	Information Technology Special	2210	12	6
Fisseha	Dagnachew	Information Technology Special	2210	12	8
Gragasin	Brian	Information Technology Special	2210	12	5
Harris	Veeda	Information Technology Special	2210	12	5
Peterson	Jonathan	Information Technology Special	2210	12	5
Watkins	Anthony	INFORMATION TECHNOLOGY SPECIAL	2210	09	5
Wims	RaCharne	Information Technology Special	2210	12	1
Roberts	James	Inventory Management Specialis	2010	11	7
Chohan	Zahid	IT Program Manager	2210	14	0
Suares	Gavin	IT Program Manager	2210	14	0
Awash	Zerihun	IT Specialist	2210	11	2
Messgina	Tadelech	IT Specialist	2210	11	2
Middleton	Jareco	IT Specialist	2210	11	4
Shanks	Shawn	IT Specialist	2210	11	5
Galloway	Brittany	Management Analyst	0343	14	6
Harrison	Chanel	Management Analyst	0343	13	1
Millard	Karl	OPERATIONS MGR	0301	14	0
Williams	Calvin	OPERATIONS MGR	0301	14	0
Juan	Domingo	Policy Analyst	0301	12	2
Brown	Yasmin	Program Analyst	0343	12	10
Burdick	William	Program Analyst	0343	12	1
Dreher	Colleen	Program Analyst	0343	12	9
Gay	Gina	Program Analyst	0343	12	9
Miranda	Macorazon	Program Analyst	0343	12	10
Taylor-Weems	Yolanda	Program Analyst	0343	12	10
Ross	Kipling	Program Manager	0343	14	0
Stutson	Denise	Program Manager (Transcription	0340	13	0
Daniels	Osha	Public Affairs Specialist	1035	12	8
Drumgoole	Danielle	Public Affairs Specialist	1035	12	5
Noakes	Anna	Public Affairs Specialist	1035	12	8
Covington	Latrice	Quality Assurance Specialist	1910	13	5
Jackson	Trayshelle	Quality Assurance Specialist	1910	13	5
Drumming	Charles	Special Assistant	0301	14	1
Covington Jr.	Anthony	Supervisory Customer Service R	0392	11	0
Hubbard	Tyrasha	Supervisory Customer Service R	0392	11	0
Marrow	Vanessa	Supervisory Customer Service R	0392	11	0
Williams	Ebony	Supervisory Customer Service R	0392	11	0
Zackery	Shadonna	Supervisory Customer Service R	0392	11	0
Montero	Marisela	Telecomm Equip Operator - Bili	0390	08	10
Akinsola	Aladegoke	Telecomm Equipment Operator	0390	08	10
Avalos	Brenda	Telecomm Equipment Operator	0390	08	9
Bailey	Janay	Telecomm Equipment Operator	0390	08	5
Barnes	Lakita	Telecomm Equipment Operator	0390	08	4

Beamon	Elauntanyce	Telecomm Equipment Operator	0390	08	5
Benford	Deborah	Telecomm Equipment Operator	0390	08	10
Briscoe	Javonne	Telecomm Equipment Operator	0390	08	4
Bunting	Ashley	Telecomm Equipment Operator	0390	08	3
Caldwell	Crystal	Telecomm Equipment Operator	0390	08	10
Clark	Ronieka	Telecomm Equipment Operator	0390	08	4
Coleman	Kiara	Telecomm Equipment Operator	0390	07	2
Cousart	Jazmin	Telecomm Equipment Operator	0390	07	2
Covington	Michael	Telecomm Equipment Operator	0390	07	2
Dammons	Desirae	Telecomm Equipment Operator	0390	08	5
Davis	Me'Shel	Telecomm Equipment Operator	0390	08	4
Duke	Karen	Telecomm Equipment Operator	0390	08	10
Edmonds	Monjae	Telecomm Equipment Operator	0390	07	1
Elliott	TeKuay	Telecomm Equipment Operator	0390	08	4
Franks	Nikkia	Telecomm Equipment Operator	0390	08	4
Garnett	Rolonda	Telecomm Equipment Operator	0390	08	4
Glascoe	Tiffany	Telecomm Equipment Operator	0390	08	5
Hall	Frances	Telecomm Equipment Operator	0390	08	10
Harris	Jasmine	Telecomm Equipment Operator	0390	08	4
Hawkins	Jaelyn	Telecomm Equipment Operator	0390	08	4
Huff	Jessyka	Telecomm Equipment Operator	0390	07	2
Ifill	Raquel	Telecomm Equipment Operator	0390	08	5
Jackson	Reigna	Telecomm Equipment Operator	0390	07	1
Jennings	Marisha	Telecomm Equipment Operator	0390	08	5
Johnson	Tiffany J	Telecomm Equipment Operator	0390	08	4
Jones	Sharon	Telecomm Equipment Operator	0390	08	10
Kirkland	Kim	Telecomm Equipment Operator	0390	07	2
Leake	Kandace	Telecomm Equipment Operator	0390	08	10
Lee	Vera	Telecomm Equipment Operator	0390	08	10
Lopez	Carmen	Telecomm Equipment Operator	0390	08	10
McGrier	Perrika	Telecomm Equipment Operator	0390	08	4
Morris	Crystal	Telecomm Equipment Operator	0390	08	9
Porter	Sharona	Telecomm Equipment Operator	0390	08	4
Raymond	Kenya	Telecomm Equipment Operator	0390	08	4
Reynolds	Princess	Telecomm Equipment Operator	0390	07	2
Richardson	Sabrina	Telecomm Equipment Operator	0390	08	10
Saunders	Tonia	Telecomm Equipment Operator	0390	08	7
Schanck	Catina	Telecomm Equipment Operator	0390	08	8
Simms	Nikiya	Telecomm Equipment Operator	0390	07	2
Small	Davia	Telecomm Equipment Operator	0390	08	10
Smalley	Colandria	Telecomm Equipment Operator	0390	08	4
Sowah	McMills	Telecomm Equipment Operator	0390	08	9
Sullivan	Charmaine	Telecomm Equipment Operator	0390	08	5
Tinsley	Morgan	Telecomm Equipment Operator	0390	07	1
Walden	Jazmyne	Telecomm Equipment Operator	0390	07	1
Waldron	Nakia	Telecomm Equipment Operator	0390	08	5
Washington-Johnson	Nikita	Telecomm Equipment Operator	0390	08	10

Whitfield	Tasyha	Telecomm Equipment Operator	0390	08	9
Williams	Angela	Telecomm Equipment Operator	0390	08	9
Williams	Laveda	Telecomm Equipment Operator	0390	08	10
Williams	Lynn	Telecomm Equipment Operator	0390	08	5
Austin	Nehemiah	Telecommunications Equipment O	0390	05	1
Blue	Kala	Telecommunications Equipment O	0390	05	9
Green	Amber	Telecommunications Equipment O	0390	05	1
Gueory	Tenaj	Telecommunications Equipment O	0390	05	2
Henderson	Michael-Ann	Telecommunications Equipment O	0390	05	1
Hunter	Dora	Telecommunications Equipment O	0390	05	1
Jackson	NyJay	Telecommunications Equipment O	0390	05	1
Johnson	Darlene	Telecommunications Equipment O	0390	05	1
Jones	Destinie	Telecommunications Equipment O	0390	05	2
Miles	Rhonic	Telecommunications Equipment O	0390	05	2
Ray-Matthews	Naja	Telecommunications Equipment O	0390	05	1
Rodriguez	Nicolle	Telecommunications Equipment O	0390	05	8
Rucker	Nikyra	Telecommunications Equipment O	0390	05	2
Tate	Demi	Telecommunications Equipment O	0390	05	1
Veney	Jazmen	Telecommunications Equipment O	0390	05	2
Watson	Eric	Telecommunications Equipment O	0390	05	2
Cherinet	Hirut	Telecommunications Manager	0391	14	0
Hartwig	Kevin	Telecommunications Manager	0391	14	0
MacArthur	Selena	Telecommunications Manager	0391	14	0
Brawner	Rasheena	Telecommunications Transcripti	0392	07	9
Collington	DeReece	Telecommunications Transcripti	0392	08	10
Danson	Santo	Telecommunications Transcripti	0392	08	7
Ford	Robin	Telecommunications Transcripti	0392	08	8
Hott	Marsha	Training and Organizational De	1710	13	7
Scott	Robin	Training and Organizational De	1710	13	6
Wilkins	Ra'Sheer	Training and Organizational De	1710	13	0
Barnett	Shauntze	Training Specialist	1712	11	8
Black	Daeja	Training Specialist	1712	12	1
Johnson Stewart	Veronica	Training Specialist	1712	12	9
Mattox	Jennine	Training Specialist	1712	09	5
Milner-Allen	Diamond	Training Specialist	1712	11	1
Sharpe	Robynn	Training Specialist	1712	11	5
Staunton	Brittani	Training Specialist	1712	11	4
Vance	Jettia	Training Specialist	1712	11	6
Walker	JaTia	Training Specialist	1712	11	1
Bender	Ricky	Watch Commander	0301	13	0
Bennett	Bianca	Watch Commander	0301	13	0
Gadsden	Alton	Watch Commander	0301	13	0
Johnson	La	Watch Commander	0301	13	0
Wright	Ladonna	Watch Commander	0301	13	0

Comp Rate	Fringe Benefits	NTE Date	Type Appt	Start Date	Service Dt
\$66,078.00	\$19,030.46		Career Service - Reg Appt	6/27/2011	6/27/2011
\$67,949.00	\$19,569.31	2/22/2023	Career Service - Reg Appt	7/23/2007	7/23/2007
\$62,334.00	\$17,952.19	2/22/2023	Career Service - Reg Appt	4/17/2018	4/17/2018
\$99,904.26	\$28,772.43		MSS - Reg Appt	7/6/1987	7/6/1987
\$95,597.10	\$27,531.96		MSS - Reg Appt	2/20/1996	7/8/1995
\$95,597.70	\$27,532.14		MSS - Reg Appt	5/8/2000	5/8/2000
\$107,983.81	\$31,099.34		MSS - Reg Appt	5/27/1997	5/27/1997
\$90,439.81	\$26,046.67		MSS - Reg Appt	4/8/2002	4/8/2002
\$86,532.97	\$24,921.50		MSS - Reg Appt	9/8/2003	8/8/1998
\$87,861.17	\$25,304.02		MSS - Reg Appt	11/9/2009	11/9/2005
\$98,175.74	\$28,274.61		MSS - Reg Appt	4/18/2005	4/18/2005
\$99,513.95	\$28,660.02		MSS - Reg Appt	10/17/2016	10/17/2016
\$110,505.17	\$31,825.49		MSS - Reg Appt	12/29/2014	12/29/2014
\$167,666.84	\$48,288.05		MSS - Reg Appt	5/10/1999	9/4/2003
\$173,550.51	\$49,982.55		MSS - Reg Appt	4/4/2005	4/4/2005
\$139,732.90	\$40,243.08		MSS - Reg Appt	7/23/2007	7/23/2007
\$147,733.25	\$42,547.18		MSS - Reg Appt	1/7/2008	5/10/2010
\$114,441.25	\$32,959.08		MSS - Reg Appt	12/11/2017	12/11/2017
\$152,414.94	\$43,895.50		Career Service - Reg Appt	7/18/2022	7/18/2022
\$155,877.84	\$44,892.82		MSS - Reg Appt	10/5/1998	10/5/1998
\$127,614.48	\$36,752.97		Career Service - Reg Appt	6/9/1997	10/11/1995
\$60,053.00	\$17,295.26		Career Service - Reg Appt	9/17/2018	9/17/2018
\$60,053.00	\$17,295.26		Career Service - Reg Appt	9/17/2018	9/17/2018
\$60,053.00	\$17,295.26		Career Service - Reg Appt	9/17/2018	9/17/2018
\$48,347.00	\$13,923.94	10/31/2023	Career Service - Term Appt	5/22/2004	5/22/2004
\$55,244.00	\$15,910.27		Career Service - Reg Appt	8/31/2020	8/31/2020
\$43,772.00	\$12,606.34		Career Service - Reg Appt	8/15/2022	8/15/2022
\$48,500.00	\$13,968.00		Career Service - Reg Appt	7/20/2020	7/20/2020
\$43,772.00	\$12,606.34	9/14/2023	Career Service - Term Appt	8/15/2022	8/15/2022
\$68,540.00	\$19,739.52		Career Service - Reg Appt	11/1/2004	11/1/2004
\$68,540.00	\$19,739.52		Career Service - Reg Appt	5/2/2005	5/2/2005
\$68,540.00	\$19,739.52		Career Service - Reg Appt	6/16/2003	6/16/2003
\$48,500.00	\$13,968.00		Career Service - Reg Appt	4/27/2020	4/30/2020
\$56,658.00	\$16,317.50	2/10/2023	Career Service - Reg Appt	6/24/2019	6/24/2019
\$43,772.00	\$12,606.34	9/14/2023	Career Service - Term Appt	8/15/2022	8/15/2022
\$43,772.00	\$12,606.34	10/12/2023	Career Service - Term Appt	1/21/2020	1/21/2020
\$68,540.00	\$19,739.52		Career Service - Reg Appt	1/12/2005	1/12/2005
\$43,772.00	\$12,606.34	10/12/2023	Career Service - Term Appt	9/12/2022	9/12/2022
\$48,500.00	\$13,968.00		Career Service - Reg Appt	3/15/2021	3/15/2021
\$43,772.00	\$12,606.34	10/12/2023	Career Service - Term Appt	9/12/2022	9/12/2022
\$43,772.00	\$12,606.34	9/14/2023	Career Service - Term Appt	9/15/2008	9/15/2008
\$56,658.00	\$16,317.50		Career Service - Reg Appt	7/29/2019	7/22/2019
\$43,772.00	\$12,606.34	9/14/2023	Career Service - Term Appt	8/15/2022	8/15/2022
\$65,145.00	\$18,761.76		Career Service - Reg Appt	11/13/2007	11/13/2007
\$43,772.00	\$12,606.34	10/12/2023	Career Service - Term Appt	9/12/2022	9/12/2022
\$43,772.00	\$12,606.34	9/30/2023	Career Service - Temp Appt	11/25/2019	11/25/2019

\$68,540.00	\$19,739.52	Career Service - Reg Appt	10/8/1999	10/8/1999
\$65,145.00	\$18,761.76	Career Service - Reg Appt	6/12/2006	6/12/2006
\$58,355.00	\$16,806.24	Career Service - Reg Appt	11/13/2017	11/13/2017
\$58,355.00	\$16,806.24	Career Service - Reg Appt	4/30/2018	4/30/2018
\$56,658.00	\$16,317.50	Career Service - Reg Appt	6/11/2018	6/11/2018
\$68,540.00	\$19,739.52	Career Service - Reg Appt	4/14/2008	2/12/1990
\$60,053.00	\$17,295.26	Career Service - Reg Appt	9/18/2017	9/18/2017
\$68,540.00	\$19,739.52	Career Service - Reg Appt	2/6/2006	2/6/2006
\$56,658.00	\$16,317.50	Career Service - Reg Appt	9/4/2018	9/4/2018
\$60,053.00	\$17,295.26	Career Service - Reg Appt	9/18/2017	9/18/2017
\$65,145.00	\$18,761.76	Career Service - Reg Appt	3/3/2008	3/3/2008
\$63,448.00	\$18,273.02	Career Service - Reg Appt	10/31/2008	10/31/2008
\$65,145.00	\$18,761.76	Career Service - Reg Appt	6/12/2006	6/12/2006
\$58,355.00	\$16,806.24	Career Service - Reg Appt	6/26/2017	6/26/2017
\$60,053.00	\$17,295.26	Career Service - Reg Appt	9/6/2016	9/6/2016
\$65,145.00	\$18,761.76	Career Service - Reg Appt	2/2/2009	2/2/2009
\$61,750.00	\$17,784.00	Career Service - Reg Appt	1/4/2010	1/4/2010
\$60,053.00	\$17,295.26	Career Service - Reg Appt	9/18/2017	9/18/2017
\$61,750.00	\$17,784.00	Career Service - Reg Appt	8/21/2011	8/21/2011
\$61,750.00	\$17,784.00	Career Service - Reg Appt	7/18/2011	5/20/1993
\$60,053.00	\$17,295.26	Career Service - Reg Appt	6/21/2010	6/21/2010
\$63,448.00	\$18,273.02	Career Service - Reg Appt	7/19/2010	7/19/2010
\$65,144.90	\$18,761.73	Career Service - Reg Appt	3/17/2008	3/17/2008
\$68,540.00	\$19,739.52	Career Service - Reg Appt	6/26/2006	1/11/2006
\$60,053.00	\$17,295.26	Career Service - Reg Appt	9/6/2016	9/6/2016
\$68,540.00	\$19,739.52	Career Service - Reg Appt	10/21/2002	10/21/2002
\$58,355.00	\$16,806.24	Career Service - Reg Appt	4/17/2018	4/17/2018
\$68,540.00	\$19,739.52	Career Service - Reg Appt	11/4/2002	11/4/2002
\$65,145.00	\$18,761.76	Career Service - Reg Appt	3/31/2008	3/31/2008
\$56,658.00	\$16,317.50	Career Service - Reg Appt	8/6/2018	8/6/2018
\$63,448.00	\$18,273.02	Career Service - Reg Appt	10/26/2009	10/26/2009
\$54,961.00	\$15,828.77	Career Service - Reg Appt	4/27/2020	4/27/2020
\$60,053.00	\$17,295.26	Career Service - Reg Appt	9/18/2017	9/18/2017
\$68,540.00	\$19,739.52	Career Service - Reg Appt	8/19/2002	8/4/1993
\$66,842.00	\$19,250.50	Career Service - Reg Appt	12/26/2006	12/26/2006
\$75,436.00	\$21,725.57	Career Service - Reg Appt	4/7/2003	4/7/2003
\$75,436.00	\$21,725.57	Career Service - Reg Appt	2/1/1999	2/1/1999
\$75,436.00	\$21,725.57	Career Service - Reg Appt	4/18/2005	4/18/2005
\$75,436.00	\$21,725.57	Career Service - Reg Appt	11/13/2001	11/13/2001
\$75,436.00	\$21,725.57	Career Service - Reg Appt	2/28/1990	11/27/1988
\$140,958.33	\$40,596.00	MSS - Reg Appt	10/26/2020	10/26/2020
\$226,595.91	\$65,259.62	Executive Service - Reg Appt	1/19/2016	3/3/2017
\$84,498.00	\$24,335.42	Career Service - Reg Appt	7/23/2007	7/23/2007
\$86,907.00	\$25,029.22	Career Service - Reg Appt	2/2/2006	2/2/2006
\$94,133.00	\$27,110.30	Career Service - Reg Appt	8/7/1996	8/7/1996
\$94,133.00	\$27,110.30	Career Service - Reg Appt	11/22/1988	11/22/1988
\$94,133.00	\$27,110.30	Career Service - Reg Appt	8/26/1992	4/10/1988

\$86,907.00	\$25,029.22	Career Service - Reg Appt	12/8/2008	12/8/2008
\$84,498.00	\$24,335.42	Career Service - Reg Appt	6/30/2003	6/30/2003
\$74,863.00	\$21,560.54	Career Service - Reg Appt	5/28/2019	5/28/2019
\$94,133.00	\$27,110.30	Career Service - Reg Appt	4/12/1999	4/1/1999
\$94,133.00	\$27,110.30	Career Service - Reg Appt	5/5/1997	5/5/1997
\$94,133.00	\$27,110.30	Career Service - Reg Appt	8/18/1986	8/18/1986
\$94,133.00	\$27,110.30	Career Service - Reg Appt	5/6/1990	7/11/1981
\$94,133.00	\$27,110.30	Career Service - Reg Appt	1/13/1997	1/13/1997
\$94,133.00	\$27,110.30	Career Service - Reg Appt	7/6/1998	7/1/1998
\$94,133.00	\$27,110.30	Career Service - Reg Appt	12/7/1987	12/7/1987
\$91,724.00	\$26,416.51	Career Service - Reg Appt	8/16/1999	8/16/1999
\$74,863.00	\$21,560.54	Career Service - Reg Appt	11/9/2009	11/9/2009
\$94,133.00	\$27,110.30	Career Service - Reg Appt	7/11/1996	7/11/1996
\$94,133.00	\$27,110.30	Career Service - Reg Appt	5/4/1992	5/4/1992
\$86,907.00	\$25,029.22	Career Service - Reg Appt	9/15/1997	9/15/1997
\$94,133.00	\$27,110.30	Career Service - Reg Appt	3/22/1999	3/22/1999
\$86,907.00	\$25,029.22	Career Service - Reg Appt	1/26/2015	1/26/2015
\$89,315.00	\$25,722.72	Career Service - Reg Appt	6/30/2003	6/30/2003
\$94,133.00	\$27,110.30	Career Service - Reg Appt	6/16/2003	6/16/2003
\$84,498.00	\$24,335.42	Career Service - Reg Appt	4/18/2005	5/7/2001
\$94,133.00	\$27,110.30	Career Service - Reg Appt	8/30/1999	8/30/1999
\$86,907.00	\$25,029.22	Career Service - Reg Appt	4/18/2005	4/18/2005
\$94,133.00	\$27,110.30	Career Service - Reg Appt	12/7/1993	12/7/1993
\$82,089.00	\$23,641.63	Career Service - Reg Appt	2/6/2006	2/6/2006
\$74,863.00	\$21,560.54	Career Service - Reg Appt	12/8/2008	12/8/2008
\$94,133.00	\$27,110.30	Career Service - Reg Appt	12/17/2001	12/17/2001
\$94,133.00	\$27,110.30	Career Service - Reg Appt	11/5/1990	11/5/1990
\$94,133.00	\$27,110.30	Career Service - Reg Appt	5/8/2000	5/8/2000
\$94,133.00	\$27,110.30	Career Service - Reg Appt	7/28/2003	7/28/2003
\$94,133.00	\$27,110.30	Career Service - Reg Appt	2/23/2004	2/23/2004
\$94,133.00	\$27,110.30	Career Service - Reg Appt	7/28/2003	7/28/2003
\$94,133.00	\$27,110.30	Career Service - Reg Appt	6/17/1992	6/17/1992
\$86,907.00	\$25,029.22	Career Service - Reg Appt	1/26/2015	1/26/2015
\$77,272.00	\$22,254.34	Career Service - Reg Appt	7/11/2016	7/11/2016
\$94,133.00	\$27,110.30	Career Service - Reg Appt	2/3/1997	2/3/1997
\$79,680.00	\$22,947.84	Career Service - Reg Appt	1/26/2015	1/26/2015
\$94,133.00	\$27,110.30	Career Service - Reg Appt	9/28/1998	9/28/1998
\$74,863.00	\$21,560.54	Career Service - Reg Appt	9/5/2017	9/5/2017
\$82,089.18	\$23,641.68	Career Service - Reg Appt	2/12/1998	2/12/1998
\$94,133.00	\$27,110.30	Career Service - Reg Appt	11/22/1991	11/22/1991
\$94,133.00	\$27,110.30	Career Service - Reg Appt	1/4/1994	1/4/1994
\$94,133.00	\$27,110.30	Career Service - Reg Appt	7/12/1993	7/12/1993
\$94,133.00	\$27,110.30	Career Service - Reg Appt	10/31/1988	10/31/1988
\$94,133.00	\$27,110.30	Career Service - Reg Appt	9/29/1986	9/29/1986
\$94,133.00	\$27,110.30	Career Service - Reg Appt	1/6/1997	1/6/1997
\$82,089.00	\$23,641.63	Career Service - Reg Appt	3/20/2006	3/20/2006
\$86,907.00	\$25,029.22	Career Service - Reg Appt	6/23/2008	12/7/2013

\$94,133.00	\$27,110.30		Career Service - Reg Appt	12/11/1995	12/11/1995
\$94,133.00	\$27,110.30		Career Service - Reg Appt	3/27/1996	7/2/1994
\$94,133.00	\$27,110.30		Career Service - Reg Appt	12/21/1987	12/21/1987
\$94,133.00	\$27,110.30		Career Service - Reg Appt	12/26/1995	12/26/1995
\$94,133.00	\$27,110.30		Career Service - Reg Appt	1/23/1992	1/23/1992
\$89,315.00	\$25,722.72		Career Service - Reg Appt	7/24/1994	11/5/1990
\$94,133.00	\$27,110.30		Career Service - Reg Appt	9/8/1992	9/8/1992
\$91,724.00	\$26,416.51		Career Service - Reg Appt	10/10/1990	10/10/1990
\$86,907.00	\$25,029.22		Career Service - Reg Appt	6/16/2003	2/19/1988
\$86,907.00	\$25,029.22		Career Service - Reg Appt	1/26/2015	1/26/2015
\$94,133.00	\$27,110.30		Career Service - Reg Appt	6/30/2003	6/30/2003
\$74,863.00	\$21,560.54		Career Service - Reg Appt	1/22/2019	1/22/2019
\$94,133.00	\$27,110.30		Career Service - Reg Appt	10/6/1987	10/6/1987
\$91,724.00	\$26,416.51		Career Service - Reg Appt	7/28/2003	12/13/1989
\$94,133.00	\$27,110.30		Career Service - Reg Appt	9/14/1998	9/14/1998
\$94,133.00	\$27,110.30		Career Service - Reg Appt	6/16/2003	6/16/2003
\$94,133.00	\$27,110.30		Career Service - Reg Appt	5/22/2000	10/1/1999
\$84,498.00	\$24,335.42		Career Service - Reg Appt	8/22/2005	8/22/2005
\$94,133.00	\$27,110.30		Career Service - Reg Appt	12/7/1987	12/7/1987
\$94,133.00	\$27,110.30		Career Service - Reg Appt	4/22/1991	4/22/1991
\$94,133.00	\$27,110.30		Career Service - Reg Appt	3/15/1999	10/13/1994
\$94,133.00	\$27,110.30		Career Service - Reg Appt	9/30/1996	9/30/1996
\$89,315.00	\$25,722.72		Career Service - Reg Appt	2/6/2006	2/6/2006
\$94,133.00	\$27,110.30		Career Service - Reg Appt	10/25/1999	10/25/1999
\$84,498.00	\$24,335.42		Career Service - Reg Appt	7/23/2007	7/23/2007
\$94,133.00	\$27,110.30		Career Service - Reg Appt	5/27/1997	5/27/1997
\$94,133.00	\$27,110.30		Career Service - Reg Appt	4/12/1999	4/1/1999
\$94,133.00	\$27,110.30		Career Service - Reg Appt	8/27/1982	9/1/1982
\$84,498.00	\$24,335.42		Career Service - Reg Appt	2/6/2006	2/6/2006
\$94,133.00	\$27,110.30		Career Service - Reg Appt	3/10/2003	3/10/2003
\$94,133.00	\$27,110.30		Career Service - Reg Appt	7/17/1989	1/25/1988
\$94,133.00	\$27,110.30		Career Service - Reg Appt	9/8/1992	9/8/1992
\$68,115.00	\$19,617.12		Career Service - Reg Appt	7/18/2016	7/18/2016
\$86,907.00	\$25,029.22		Career Service - Reg Appt	6/21/2010	6/21/2010
\$89,315.00	\$25,722.72		Career Service - Reg Appt	8/4/2008	8/4/2008
\$94,133.00	\$27,110.30		Career Service - Reg Appt	5/16/1993	5/16/1993
\$94,133.00	\$27,110.30		Career Service - Reg Appt	9/30/1996	5/30/1995
\$94,133.00	\$27,110.30		Career Service - Reg Appt	5/24/1999	1/4/1993
\$79,680.00	\$22,947.84		Career Service - Reg Appt	9/21/2015	9/21/2015
\$84,498.00	\$24,335.42		Career Service - Reg Appt	4/4/2005	4/4/2005
\$111,749.00	\$32,183.71		Career Service - Reg Appt	2/4/2008	2/4/2008
\$90,051.00	\$25,934.69	10/31/2023	Career Service - Term Appt	9/1/2003	9/1/2003
\$95,476.00	\$27,497.09		Career Service - Reg Appt	8/19/2019	8/19/2019
\$111,749.00	\$32,183.71		Career Service - Reg Appt	11/27/2007	11/27/2007
\$72,860.00	\$20,983.68	10/31/2023	Career Service - Term Appt	9/17/2018	9/17/2018
\$75,128.00	\$21,636.86	10/31/2023	Career Service - Term Appt	8/31/2020	8/31/2020
\$91,007.00	\$26,210.02		Career Service - Reg Appt	2/6/1973	2/6/1973

\$120,569.00	\$34,723.87		Career Service - Reg Appt	7/24/2006	7/24/2006
\$181,944.77	\$52,400.09		Legal Service - Reg Appt	5/13/2019	5/13/2019
\$75,775.00	\$21,823.20		Career Service - Reg Appt	1/26/2015	1/26/2015
\$111,749.00	\$32,183.71		Career Service - Reg Appt	4/14/2008	4/14/2008
\$100,900.00	\$29,059.20		Career Service - Reg Appt	9/17/2018	9/17/2018
\$106,324.00	\$30,621.31		Career Service - Reg Appt	12/22/2008	12/22/2008
\$98,188.00	\$28,278.14		Career Service - Reg Appt	9/17/2018	9/17/2018
\$98,188.00	\$28,278.14		Career Service - Reg Appt	9/17/2018	9/17/2018
\$98,188.00	\$28,278.14		Career Service - Reg Appt	9/17/2018	9/17/2018
\$66,078.00	\$19,030.46	2/3/2024	Career Service - Term Appt	1/3/2023	1/3/2023
\$87,339.00	\$25,153.63		Career Service - Reg Appt	10/16/2017	10/16/2017
\$84,202.00	\$24,250.18		Career Service - Reg Appt	5/22/2000	5/22/2000
\$140,673.12	\$40,513.86		MSS - Reg Appt	9/17/2018	9/17/2018
\$133,896.26	\$38,562.12		MSS - Reg Appt	5/23/2022	5/23/2022
\$72,860.00	\$20,983.68		Career Service - Reg Appt	12/24/2007	12/24/2007
\$72,860.00	\$20,983.68		Career Service - Reg Appt	2/4/2019	2/4/2019
\$77,397.00	\$22,290.34		Career Service - Reg Appt	3/2/2020	3/2/2020
\$79,665.00	\$22,943.52		Career Service - Reg Appt	3/2/2020	3/2/2020
\$127,615.00	\$36,753.12		Career Service - Reg Appt	6/2/2014	6/2/2014
\$93,069.00	\$26,803.87		Career Service - Reg Appt	9/12/2022	9/12/2022
\$114,441.15	\$32,959.05		MSS - Reg Appt	10/1/1984	10/1/1984
\$114,441.25	\$32,959.08		MSS - Reg Appt	12/13/1985	12/13/1985
\$83,289.00	\$23,987.23		Career Service - Reg Appt	4/4/2016	4/4/2016
\$111,749.00	\$32,183.71		Career Service - Reg Appt	9/6/2005	9/6/2005
\$80,784.00	\$23,265.79		Career Service - Reg Appt	10/31/2016	10/31/2016
\$109,036.00	\$31,402.37		Career Service - Reg Appt	9/14/1987	7/23/1987
\$100,827.00	\$29,038.18		Career Service - Reg Appt	11/25/1989	12/7/1989
\$111,749.00	\$32,183.71		Career Service - Reg Appt	8/18/1997	8/18/1997
\$111,749.00	\$32,183.71		Career Service - Reg Appt	12/22/2008	12/22/2008
\$161,490.75	\$46,509.34		MSS - Reg Appt	6/22/1998	6/22/1998
\$129,509.01	\$37,298.59		MSS - Reg Appt	2/12/2001	2/12/2001
\$98,322.00	\$28,316.74		Career Service - Reg Appt	6/3/2011	1/19/2020
\$90,805.00	\$26,151.84		Career Service - Reg Appt	10/29/2018	10/29/2018
\$98,322.00	\$28,316.74		Career Service - Reg Appt	3/16/2020	3/16/2020
\$105,001.00	\$30,240.29		Career Service - Reg Appt	5/1/1990	5/1/1990
\$105,001.00	\$30,240.29		Career Service - Reg Appt	4/18/2005	1/29/2005
\$109,999.00	\$31,679.71		Career Service - Reg Appt	11/4/2013	11/4/2013
\$83,584.46	\$24,072.32		MSS - Reg Appt	9/21/2015	9/21/2015
\$73,333.95	\$21,120.18		MSS - Reg Appt	6/21/2022	6/21/2022
\$73,333.16	\$21,119.95		MSS - Reg Appt	10/7/1989	10/7/1989
\$73,333.63	\$21,120.09	2/22/2023	MSS - Reg Appt	12/8/2008	12/8/2008
\$74,641.10	\$21,496.64		MSS - Reg Appt	6/22/1994	4/30/1994
\$74,101.00	\$21,341.09		Career Service - Reg Appt	2/6/2006	2/6/2006
\$74,101.00	\$21,341.09		Career Service - Reg Appt	10/4/2001	10/4/2001
\$72,289.00	\$20,819.23		Career Service - Reg Appt	10/29/2007	10/29/2007
\$65,040.00	\$18,731.52		Career Service - Reg Appt	6/27/2016	6/27/2016
\$63,228.00	\$18,209.66		Career Service - Reg Appt	9/5/2017	10/2/2018

\$65,040.00	\$18,731.52	Career Service - Reg Appt	6/9/2012	8/9/2015
\$74,101.00	\$21,341.09	Career Service - Reg Appt	4/4/2005	4/4/2005
\$63,228.00	\$18,209.66	Career Service - Reg Appt	1/22/2019	1/22/2019
\$61,416.00	\$17,687.81	Career Service - Reg Appt	12/19/2011	12/27/2018
\$74,101.00	\$21,341.09	Career Service - Reg Appt	3/26/1990	3/26/1990
\$63,228.00	\$18,209.66	Career Service - Reg Appt	9/6/2016	9/6/2016
\$57,083.00	\$16,439.90	Career Service - Reg Appt	1/4/2021	1/4/2021
\$57,083.00	\$16,439.90	Career Service - Reg Appt	1/4/2021	1/4/2021
\$57,083.00	\$16,439.90	Career Service - Reg Appt	1/4/2021	1/4/2021
\$65,040.00	\$18,731.52	Career Service - Reg Appt	6/27/2016	6/27/2016
\$63,228.00	\$18,209.66	Career Service - Reg Appt	4/17/2018	4/17/2018
\$74,101.00	\$21,341.09	Career Service - Reg Appt	1/24/2005	3/9/1993
\$55,450.00	\$15,969.60	Career Service - Reg Appt	8/16/2021	8/16/2021
\$63,228.00	\$18,209.66	Career Service - Reg Appt	9/5/2017	9/5/2017
\$63,228.00	\$18,209.66	Career Service - Reg Appt	1/22/2019	1/22/2019
\$63,228.00	\$18,209.66	Career Service - Reg Appt	1/22/2019	1/22/2019
\$65,040.00	\$18,731.52	Career Service - Reg Appt	5/15/2017	5/15/2017
\$74,101.00	\$21,341.09	Career Service - Reg Appt	4/4/2005	4/4/2005
\$63,228.00	\$18,209.66	Career Service - Reg Appt	9/18/2017	9/18/2017
\$63,228.00	\$18,209.66	Career Service - Reg Appt	5/28/2019	5/28/2019
\$57,083.00	\$16,439.90	Career Service - Reg Appt	1/4/2021	1/4/2021
\$65,040.00	\$18,731.52	Career Service - Reg Appt	7/18/2011	7/18/2011
\$55,450.00	\$15,969.60	Career Service - Reg Appt	8/16/2021	8/16/2021
\$65,040.00	\$18,731.52	Career Service - Reg Appt	1/23/2017	1/23/2017
\$63,228.00	\$18,209.66	Career Service - Reg Appt	10/9/2007	10/9/2007
\$74,101.00	\$21,341.09	Career Service - Reg Appt	3/19/1992	3/19/1992
\$57,083.00	\$16,439.90	Career Service - Reg Appt	9/11/1990	9/11/1990
\$74,101.00	\$21,341.09	Career Service - Reg Appt	1/24/2005	1/24/2005
\$74,101.00	\$21,341.09	Career Service - Reg Appt	5/26/1998	5/26/1998
\$74,101.00	\$21,341.09	Career Service - Reg Appt	6/16/2003	6/16/2003
\$63,228.00	\$18,209.66	Career Service - Reg Appt	9/6/2016	9/6/2016
\$72,289.00	\$20,819.23	Career Service - Reg Appt	12/8/2008	12/8/2008
\$63,228.00	\$18,209.66	Career Service - Reg Appt	1/22/2019	1/22/2019
\$63,228.00	\$18,209.66	Career Service - Reg Appt	9/6/2016	9/6/2016
\$57,083.00	\$16,439.90	Career Service - Reg Appt	1/4/2021	1/4/2021
\$74,101.00	\$21,341.09	Career Service - Reg Appt	8/16/1999	8/16/1999
\$68,665.00	\$19,775.52	Career Service - Reg Appt	1/26/2015	1/26/2015
\$70,477.00	\$20,297.38	Career Service - Reg Appt	6/26/2006	7/15/2000
\$57,083.00	\$16,439.90	Career Service - Reg Appt	1/4/2021	1/4/2021
\$74,101.00	\$21,341.09	Career Service - Reg Appt	6/16/1993	6/16/1993
\$63,228.00	\$18,209.66	Career Service - Reg Appt	6/23/2014	9/6/2016
\$72,289.00	\$20,819.23	Career Service - Reg Appt	8/7/2006	8/7/2006
\$65,040.00	\$18,731.52	Career Service - Reg Appt	8/8/2005	11/30/2012
\$55,450.00	\$15,969.60	Career Service - Reg Appt	6/23/2014	4/27/2019
\$55,450.00	\$15,969.60	Career Service - Reg Appt	8/16/2021	8/13/2021
\$65,040.00	\$18,731.52	Career Service - Reg Appt	6/9/2012	1/23/2017
\$74,101.00	\$21,341.09	Career Service - Reg Appt	8/25/1999	8/25/1999

\$72,289.00	\$20,819.23		Career Service - Reg Appt	12/8/2008	12/8/2008
\$72,289.00	\$20,819.23		Career Service - Reg Appt	7/23/2007	7/23/2007
\$74,101.00	\$21,341.09		Career Service - Reg Appt	6/30/2003	6/30/2003
\$65,040.00	\$18,731.52		Career Service - Reg Appt	7/18/2011	7/18/2011
\$48,738.00	\$14,036.54		Career Service - Reg Appt	7/5/2022	7/5/2022
\$59,275.00	\$17,071.20		Career Service - Reg Appt	9/18/2017	9/18/2017
\$48,738.00	\$14,036.54		Career Service - Reg Appt	7/5/2022	7/5/2022
\$50,055.00	\$14,415.84		Career Service - Reg Appt	1/18/2022	1/18/2022
\$48,738.00	\$14,036.54		Career Service - Reg Appt	5/21/2020	5/21/2020
\$48,738.00	\$14,036.54		Career Service - Reg Appt	10/14/2008	7/24/2001
\$48,738.00	\$14,036.54		Career Service - Reg Appt	6/10/2019	6/21/2022
\$48,738.00	\$14,036.54		Career Service - Reg Appt	7/5/2022	7/5/2022
\$50,055.00	\$14,415.84		Career Service - Reg Appt	9/18/2017	9/18/2017
\$50,055.00	\$14,415.84	2/18/2023	Career Service - Term Appt	1/18/2022	1/18/2022
\$48,738.00	\$14,036.54	3/2/2023	Career Service - Term Appt	1/31/2022	1/31/2022
\$57,958.00	\$16,691.90		Career Service - Reg Appt	12/17/2018	12/17/2018
\$50,055.00	\$14,415.84		Career Service - Reg Appt	1/18/2022	1/18/2022
\$48,738.00	\$14,036.54		Career Service - Reg Appt	7/5/2022	7/5/2022
\$50,055.00	\$14,415.84		Career Service - Reg Appt	1/18/2022	1/18/2022
\$50,055.00	\$14,415.84		Career Service - Reg Appt	1/18/2022	1/18/2022
\$114,441.00	\$32,959.01		MSS - Reg Appt	5/12/2014	5/12/2014
\$114,441.25	\$32,959.08		MSS - Reg Appt	9/17/2018	9/17/2018
\$130,590.07	\$37,609.94		MSS - Reg Appt	5/15/2017	5/15/2017
\$61,989.00	\$17,852.83		Career Service - Reg Appt	6/30/2003	6/30/2003
\$68,540.00	\$19,739.52		Career Service - Reg Appt	9/21/2015	9/21/2015
\$63,448.00	\$18,273.02		Career Service - Reg Appt	11/23/2009	11/23/2009
\$65,145.00	\$18,761.76		Career Service - Reg Appt	8/21/2006	8/21/2006
\$110,967.00	\$31,958.50		Career Service - Reg Appt	10/20/1998	2/9/2006
\$107,984.00	\$31,099.39		Career Service - Reg Appt	5/5/2003	2/13/1998
\$105,000.00	\$30,240.00		MSS - Reg Appt	11/21/2022	11/21/2022
\$79,971.00	\$23,031.65		Career Service - Reg Appt	1/23/2005	6/3/2002
\$80,784.00	\$23,265.79	9/30/2023	Career Service - Temp Appt	6/21/2022	6/21/2022
\$100,827.00	\$29,038.18		Career Service - Reg Appt	10/26/1987	11/14/1984
\$61,110.00	\$17,599.68		Career Service - Reg Appt	7/11/2016	7/11/2016
\$65,285.00	\$18,802.08		Career Service - Reg Appt	11/21/2022	11/21/2022
\$73,677.00	\$21,218.98		Career Service - Reg Appt	9/5/2017	9/5/2017
\$71,579.00	\$20,614.75		Career Service - Reg Appt	9/5/2017	9/5/2017
\$75,775.00	\$21,823.20		Career Service - Reg Appt	9/5/2017	9/5/2017
\$65,285.00	\$18,802.08		Career Service - Reg Appt	11/26/2018	11/26/2018
\$103,546.22	\$29,821.31		MSS - Reg Appt	10/15/1995	6/28/1995
\$103,525.04	\$29,815.21		MSS - Reg Appt	5/8/2000	5/8/2000
\$99,697.30	\$28,712.82		MSS - Reg Appt	10/14/1986	3/6/1984
\$99,513.45	\$28,659.87		MSS - Reg Appt	11/29/1993	11/29/1993
\$99,513.95	\$28,660.02		MSS - Reg Appt	5/8/2000	5/8/2000

Rehire Dt

10/4/2008

4/25/2022

6/21/2022

8/31/2020

9/11/2022

8/15/2022

9/12/2022

9/26/2010

9/26/2010

9/26/2010

9/26/2010
11/1/2015

9/18/2017

9/26/2010

7/23/2007

3/7/2022

5/1/2005

1/26/2015

10/18/2014
6/8/2020

7/19/2021

2/3/2020

6/16/2013

3/30/2020

11/21/2022

4/20/2015

5/28/2019

6/26/2016

1/22/2019

1/18/2022

3/20/2017

9/26/2010

9/6/2016

9/21/2015

8/16/2021

1/23/2017

7/5/2022

7/5/2022

6/21/2022

1/18/2022

8/25/2014

Workers' Compensation	Financial Type		
	Medical	Indemnity	Recovery
Fiscal Year			
FY 2022	\$8,569.82	\$4,096.77	-\$650.00
FY 2023	\$2,008.88	\$2,207.04	
Grand Total	\$10,578.70	\$6,303.81	-\$650.00

Grand Total
\$12,016.59
\$4,215.92
\$16,232.51

Financial Type	Indemnity
Fiscal Year/Name	Count of Payments
FY 2022	5
Johnson, Tiffany J	3
Fana, Aurelina	1
Sampson, Larvenia	1
FY 2023	3
Johnson, Tiffany J	3
Grand Total	8

Total Paid
\$4,096.77
\$2,649.60
\$1,354.07
\$93.10
\$2,207.04
\$2,207.04
\$6,303.81

Name	Check Dt	Earns End	Earns Begin	Earn Code
Abdul-Wahid, Jarita L	7/12/2022	7/2/2022	6/19/2022	BNS
Abrha, Nebeyeluel A	7/12/2022	7/2/2022	6/19/2022	BNS
Adams, Charmisa L	7/12/2022	7/2/2022	6/19/2022	BNS
Akinsola, Aladegoke E	7/12/2022	7/2/2022	6/19/2022	BNS
Alexander Wingate, Karen D	7/12/2022	7/2/2022	6/19/2022	BNS
Alexander, Denise E	8/25/2022	8/27/2022	8/14/2022	BNS
Anderson, Karen	7/12/2022	7/2/2022	6/19/2022	BNS
Atkinson, Lisa R	7/12/2022	7/2/2022	6/19/2022	BNS
Avalos, Brenda Y	7/12/2022	7/2/2022	6/19/2022	BNS
Awash, Zerihun Z	7/12/2022	7/2/2022	6/19/2022	BNS
Bailey, Janay	7/12/2022	7/2/2022	6/19/2022	BNS
Bailey, Norman	8/25/2022	8/27/2022	8/14/2022	BNS
Banks, Jamel A	7/12/2022	7/2/2022	6/19/2022	BNS
Banks, Marcellus A	7/12/2022	7/2/2022	6/19/2022	BNS
Bannister, Aulaysha	7/12/2022	7/2/2022	6/19/2022	BNS
Beamon, Elauntanyce T	7/12/2022	7/2/2022	6/19/2022	BNS
Beatty, Tracy A	7/12/2022	7/2/2022	6/19/2022	BNS
Behrens, Shane	7/12/2022	7/2/2022	6/19/2022	BNS
Bell, Charlee N	7/12/2022	7/2/2022	6/19/2022	BNS
Belt, David P	7/12/2022	7/2/2022	6/19/2022	BNS
Bender, Ricky D.	7/12/2022	7/2/2022	6/19/2022	BNS
Benford, Deborah G	7/12/2022	7/2/2022	6/19/2022	BNS
Bennett, Bianca	8/25/2022	8/27/2022	8/14/2022	BNS
Best, Laverne	7/12/2022	7/2/2022	6/19/2022	BNS
Bethea, Wanda Y	7/12/2022	7/2/2022	6/19/2022	BNS
Black, Sherry Jean	7/12/2022	7/2/2022	6/19/2022	BNS
Blanks, George	7/12/2022	7/2/2022	6/19/2022	BNS
Blue, Kala M	7/12/2022	7/2/2022	6/19/2022	BNS
Bordeaux, Colin J.	7/12/2022	7/2/2022	6/19/2022	BNS
Borrayo, Cynthia I.	7/12/2022	7/2/2022	6/19/2022	BNS
Bragg, Priscilla A.	7/12/2022	7/2/2022	6/19/2022	BNS
Branch, Katrina L	8/25/2022	8/27/2022	8/14/2022	BNS
Brawner, Rasheena K	7/12/2022	7/2/2022	6/19/2022	BNS
Briscoe, Javonne Victoria	7/12/2022	7/2/2022	6/19/2022	BNS
Brooks, Brenda A	7/12/2022	7/2/2022	6/19/2022	BNS
Brown Mooney, William	7/12/2022	7/2/2022	6/19/2022	BNS
Brown, Bessel R	7/12/2022	7/2/2022	6/19/2022	BNS
Brown, Crystal L	7/12/2022	7/2/2022	6/19/2022	BNS
Brown, Eric P	7/12/2022	7/2/2022	6/19/2022	BNS
Brown, Kelly A	8/25/2022	8/27/2022	8/14/2022	BNS
Brown, Mia C	8/25/2022	8/27/2022	8/14/2022	BNS
Brown, Sharane H	7/12/2022	7/2/2022	6/19/2022	BNS
Brown, Yasmin N	7/12/2022	7/2/2022	6/19/2022	BNS
Bucksell, Ingrid N	8/25/2022	8/27/2022	8/14/2022	BNS
Bunting, Ashley	7/12/2022	7/2/2022	6/19/2022	BNS
Burdick, William	8/25/2022	8/27/2022	8/14/2022	BNS

Burgess,Marquita R.	7/12/2022	7/2/2022	6/19/2022	BNS
Burrell,Angela D	7/12/2022	7/2/2022	6/19/2022	BNS
Bustan,Agustinus	7/12/2022	7/2/2022	6/19/2022	BNS
Butler,Tiara S	7/12/2022	7/2/2022	6/19/2022	BNS
Caldwell,Crystal F	7/12/2022	7/2/2022	6/19/2022	BNS
Carey,Letitia	7/12/2022	7/2/2022	6/19/2022	BNS
Carr,Doreen Y	7/12/2022	7/2/2022	6/19/2022	BNS
Carr,Jacqueline	7/28/2022	7/30/2022	7/17/2022	BNS
Carr,Shannon	7/12/2022	7/2/2022	6/19/2022	BNS
Carruth,Wendy M	7/12/2022	7/2/2022	6/19/2022	BNS
Chambers,Domonique C	7/12/2022	7/2/2022	6/19/2022	BNS
Champion Bey,Taheyver	7/12/2022	7/2/2022	6/19/2022	BNS
Chavarria Guzman,Nancy	7/12/2022	7/2/2022	6/19/2022	BNS
Chohan,Zahid	8/25/2022	8/27/2022	8/14/2022	BNS
Claiborne II,Melvin	7/12/2022	7/2/2022	6/19/2022	BNS
Clark,Ronieka	7/12/2022	7/2/2022	6/19/2022	BNS
Clements,Jacqueline E	7/12/2022	7/2/2022	6/19/2022	BNS
Coleman,Kiara	7/12/2022	7/2/2022	6/19/2022	BNS
Collington,DeReece Thelma	7/12/2022	7/2/2022	6/19/2022	BNS
Cousart,Jazmin	7/12/2022	7/2/2022	6/19/2022	BNS
Covington Jr.,Anthony	7/12/2022	7/2/2022	6/19/2022	BNS
Covington,Latrice R	8/25/2022	8/27/2022	8/14/2022	BNS
Covington,Michael	7/12/2022	7/2/2022	6/19/2022	BNS
Cureton,Mary A	7/12/2022	7/2/2022	6/19/2022	BNS
Curley,Phyllis	7/12/2022	7/2/2022	6/19/2022	BNS
Dammons,Desirae	7/12/2022	7/2/2022	6/19/2022	BNS
Daniels,Cynthia A	7/28/2022	7/30/2022	7/17/2022	BNS
Danson,Santo G	7/12/2022	7/2/2022	6/19/2022	BNS
Darby,Alita B	7/12/2022	7/2/2022	6/19/2022	BNS
Davis,Me'Shel	7/12/2022	7/2/2022	6/19/2022	BNS
Dayne-Holliday,Melissa	7/12/2022	7/2/2022	6/19/2022	BNS
Diggs,Diamond V	7/12/2022	7/2/2022	6/19/2022	BNS
Dolmo,Diana B	7/12/2022	7/2/2022	6/19/2022	BNS
Dreher,Colleen V	7/12/2022	7/2/2022	6/19/2022	BNS
Drumgoole,Danielle	8/25/2022	8/27/2022	8/14/2022	BNS
Drumming,Charles D	8/25/2022	8/27/2022	8/14/2022	BNS
Duke,Karen M.	7/12/2022	7/2/2022	6/19/2022	BNS
DULITSKAYA,MARIAM	7/12/2022	7/2/2022	6/19/2022	BNS
Durham,Ty'Meesha M	7/12/2022	7/2/2022	6/19/2022	BNS
Edmonds,Monjae	7/12/2022	7/2/2022	6/19/2022	BNS
Elliott,TeKuay L.	7/12/2022	7/2/2022	6/19/2022	BNS
Enoch,Michelle Yvonne	7/12/2022	7/2/2022	6/19/2022	BNS
Fair,Jatondra R	7/12/2022	7/2/2022	6/19/2022	BNS
Faltz,Kristen N	7/12/2022	7/2/2022	6/19/2022	BNS
Fana,Aurelina	7/12/2022	7/2/2022	6/19/2022	BNS
Fisseha,Dagnachew	7/12/2022	7/2/2022	6/19/2022	BNS
Fletcher,Ameshia M	7/12/2022	7/2/2022	6/19/2022	BNS

Flores,Basil M.	7/28/2022	7/30/2022	7/17/2022	BNS
Fogg,Dion A.	7/12/2022	7/2/2022	6/19/2022	BNS
Ford,Robin M	7/12/2022	7/2/2022	6/19/2022	BNS
Ford,Setrena D	8/25/2022	8/27/2022	8/14/2022	BNS
Frank III,John	7/12/2022	7/2/2022	6/19/2022	BNS
Franks,Nikkia	7/12/2022	7/2/2022	6/19/2022	BNS
Freeman,Tyneeka L	7/12/2022	7/2/2022	6/19/2022	BNS
Gadsden,Alton T	8/25/2022	8/27/2022	8/14/2022	BNS
Galloway,Brittany	8/25/2022	8/27/2022	8/14/2022	BNS
Garnett,India A	7/12/2022	7/2/2022	6/19/2022	BNS
Garnett,Rolonda	7/12/2022	7/2/2022	6/19/2022	BNS
Gaskin,Marcia K.	7/12/2022	7/2/2022	6/19/2022	BNS
Gaston,Kendel	7/12/2022	7/2/2022	6/19/2022	BNS
Gay,Gina V	8/25/2022	8/27/2022	8/14/2022	BNS
Geter,Yolanda T	7/12/2022	7/2/2022	6/19/2022	BNS
Glascoc,Tiffany A	7/12/2022	7/2/2022	6/19/2022	BNS
Glasker,Keturah T	7/12/2022	7/2/2022	6/19/2022	BNS
Glenn,Michael C	7/12/2022	7/2/2022	6/19/2022	BNS
Glover,Camille	8/25/2022	8/27/2022	8/14/2022	BNS
Gragasin,Brian	7/12/2022	7/2/2022	6/19/2022	BNS
Granados,Fernando A.	7/12/2022	7/2/2022	6/19/2022	BNS
Granados,Kimberly L	7/12/2022	7/2/2022	6/19/2022	BNS
Green,Nicole	7/12/2022	7/2/2022	6/19/2022	BNS
Green,Thearl R	7/12/2022	7/2/2022	6/19/2022	BNS
Groomes,Melissa S.	8/25/2022	8/27/2022	8/14/2022	BNS
Hall,Frances M	7/12/2022	7/2/2022	6/19/2022	BNS
Hall,JuWanna M	7/12/2022	7/2/2022	6/19/2022	BNS
Hall,Ryan	7/12/2022	7/2/2022	6/19/2022	BNS
Hansford,Latoya G.	8/25/2022	8/27/2022	8/14/2022	BNS
Harris,De'Yan	7/12/2022	7/2/2022	6/19/2022	BNS
Harris,Jasmine C	7/12/2022	7/2/2022	6/19/2022	BNS
Harris,Veeda	7/12/2022	7/2/2022	6/19/2022	BNS
Hartwig,Kevin	8/25/2022	8/27/2022	8/14/2022	BNS
Haskell,Jordan	7/12/2022	7/2/2022	6/19/2022	BNS
Hawkins,Akime E	7/12/2022	7/2/2022	6/19/2022	BNS
Hawkins,Jaelyn	7/12/2022	7/2/2022	6/19/2022	BNS
Henson,Donnett V	7/12/2022	7/2/2022	6/19/2022	BNS
Hernandez,Nury M	7/12/2022	7/2/2022	6/19/2022	BNS
Herndon,Delisa L	7/12/2022	7/2/2022	6/19/2022	BNS
Higgs,Raquel	7/12/2022	7/2/2022	6/19/2022	BNS
Hinnant,Jada	7/12/2022	7/2/2022	6/19/2022	BNS
Holley,Lenora E	7/12/2022	7/2/2022	6/19/2022	BNS
Hollins,Marlene S	8/25/2022	8/27/2022	8/14/2022	BNS
Hood,Tiauna S	7/12/2022	7/2/2022	6/19/2022	BNS
Horton,Jasmine L.	7/12/2022	7/2/2022	6/19/2022	BNS
Hott,Marsha A	8/25/2022	8/27/2022	8/14/2022	BNS
Houser,Erika	7/12/2022	7/2/2022	6/19/2022	BNS

Howard,Carla M	8/25/2022	8/27/2022	8/14/2022	BNS
Hudson,Isoka	7/12/2022	7/2/2022	6/19/2022	BNS
Huff,Jessyka	7/12/2022	7/2/2022	6/19/2022	BNS
Huitz,Ana M	7/12/2022	7/2/2022	6/19/2022	BNS
Ifill,Raquel	7/12/2022	7/2/2022	6/19/2022	BNS
Igbedior,Felix N	7/12/2022	7/2/2022	6/19/2022	BNS
Jackson,Chardon	7/12/2022	7/2/2022	6/19/2022	BNS
Jackson,Ingrid L	8/25/2022	8/27/2022	8/14/2022	BNS
Jackson,Reigna	7/12/2022	7/2/2022	6/19/2022	BNS
Jackson,Trayshelle V	8/25/2022	8/27/2022	8/14/2022	BNS
Jenkins,Kelly	7/12/2022	7/2/2022	6/19/2022	BNS
Jenkins,Tia T	7/28/2022	7/30/2022	7/17/2022	BNS
Jennings,Marisha	7/12/2022	7/2/2022	6/19/2022	BNS
Johnson Stewart,Veronica A	7/12/2022	7/2/2022	6/19/2022	BNS
Johnson,Arielle Imani	7/12/2022	7/2/2022	6/19/2022	BNS
Johnson,Cheri L	7/12/2022	7/2/2022	6/19/2022	BNS
Johnson,Erin Diandra	7/12/2022	7/2/2022	6/19/2022	BNS
Johnson,La Quenceyer c	8/25/2022	8/27/2022	8/14/2022	BNS
Johnson,Lauren M	7/12/2022	7/2/2022	6/19/2022	BNS
Johnson,Stewart H	7/12/2022	7/2/2022	6/19/2022	BNS
Johnson,Tiffany J	7/12/2022	7/2/2022	6/19/2022	BNS
Johnson,Victoria M	7/12/2022	7/2/2022	6/19/2022	BNS
Jones,Alexandria A	8/25/2022	8/27/2022	8/14/2022	BNS
Jones,Keena Y	7/12/2022	7/2/2022	6/19/2022	BNS
Jones,Sharon L	7/12/2022	7/2/2022	6/19/2022	BNS
Juan,Domingo W.	8/25/2022	8/27/2022	8/14/2022	BNS
Kapral,Brittany S.	8/25/2022	8/27/2022	8/14/2022	BNS
Kavaleri,Teodros	8/25/2022	8/27/2022	8/14/2022	BNS
Kemp,Douglas	8/25/2022	8/27/2022	8/14/2022	BNS
King,Kevin M	7/12/2022	7/2/2022	6/19/2022	BNS
King,Marcia K	8/25/2022	8/27/2022	8/14/2022	BNS
Knox,Debbie Ann	7/12/2022	7/2/2022	6/19/2022	BNS
Lawson,Darlene	7/28/2022	7/30/2022	7/17/2022	BNS
Leake,Kandace A	7/12/2022	7/2/2022	6/19/2022	BNS
Lee,Jason	7/12/2022	7/2/2022	6/19/2022	BNS
Lee,Vera D	7/12/2022	7/2/2022	6/19/2022	BNS
Lewis,Bridget M	7/12/2022	7/2/2022	6/19/2022	BNS
Lopez,Carmen E	7/12/2022	7/2/2022	6/19/2022	BNS
MacArthur,Selena	8/25/2022	8/27/2022	8/14/2022	BNS
Maichew,Melaku M	7/12/2022	7/2/2022	6/19/2022	BNS
Malry,James A	7/12/2022	7/2/2022	6/19/2022	BNS
Marable,Michael M	7/12/2022	7/2/2022	6/19/2022	BNS
Marrow,Vanessa O	8/25/2022	8/27/2022	8/14/2022	BNS
Marshall,Zarnita L	7/12/2022	7/2/2022	6/19/2022	BNS
Matabar,Wayne A	7/12/2022	7/2/2022	6/19/2022	BNS
Mattox,Jennine	8/25/2022	8/27/2022	8/14/2022	BNS
Mayrant,Christopher Lee	7/12/2022	7/2/2022	6/19/2022	BNS

McCrae,Danika P	7/12/2022	7/2/2022	6/19/2022	BNS
Mccullough Collins,Shondel	7/12/2022	7/2/2022	6/19/2022	BNS
McGaffin,Heather Marie	8/25/2022	8/27/2022	8/14/2022	BNS
McGrier,Perrika	7/12/2022	7/2/2022	6/19/2022	BNS
McNeill,Toye R	7/12/2022	7/2/2022	6/19/2022	BNS
Messgina,Tadelech	7/12/2022	7/2/2022	6/19/2022	BNS
Middleton,Jareco	7/12/2022	7/2/2022	6/19/2022	BNS
Middleton,Tearsha	7/12/2022	7/2/2022	6/19/2022	BNS
Millard,Ava O	7/12/2022	7/2/2022	6/19/2022	BNS
Millard,Karl	8/25/2022	8/27/2022	8/14/2022	BNS
Miranda,Macorazon V	7/12/2022	7/2/2022	6/19/2022	BNS
Montero,Marisela J.	7/12/2022	7/2/2022	6/19/2022	BNS
Morgan,Sharon Y	7/12/2022	7/2/2022	6/19/2022	BNS
Morris,Carolyn M	7/12/2022	7/2/2022	6/19/2022	BNS
Morris,Crystal L	7/12/2022	7/2/2022	6/19/2022	BNS
Morris,Erica L	7/12/2022	7/2/2022	6/19/2022	BNS
MURILLO,SEBASTIAN	7/12/2022	7/2/2022	6/19/2022	BNS
Murrell,Mia Angelique	7/12/2022	7/2/2022	6/19/2022	BNS
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Neal Jr.,Hubert V	7/12/2022	7/2/2022	6/19/2022	BNS
Nelson,Michael L.	7/12/2022	7/2/2022	6/19/2022	BNS
Nevels,Cynthia	7/12/2022	7/2/2022	6/19/2022	BNS
Norville,Sambeth	8/25/2022	8/27/2022	8/14/2022	BNS
Oliver,Alice M	7/12/2022	7/2/2022	6/19/2022	BNS
Paige,Demia	7/12/2022	7/2/2022	6/19/2022	BNS
Palmer,Jazmin O	7/12/2022	7/2/2022	6/19/2022	BNS
Perkins,Angie Marie	7/12/2022	7/2/2022	6/19/2022	BNS
Perry,Carissa	7/12/2022	7/2/2022	6/19/2022	BNS
Peterson,Brittany	7/28/2022	7/30/2022	7/17/2022	BNS
Peterson,Jonathan W	7/12/2022	7/2/2022	6/19/2022	BNS
Petrovic,Benjamin B.	7/12/2022	7/2/2022	6/19/2022	BNS
Pittman-Brice,Sharron M	8/25/2022	8/27/2022	8/14/2022	BNS
Pope-Montgomery,Nicole R	7/12/2022	7/2/2022	6/19/2022	BNS
Porter,Sharona	7/12/2022	7/2/2022	6/19/2022	BNS
Quick,Kevin	7/12/2022	7/2/2022	6/19/2022	BNS
Ramsey,Christa J	7/12/2022	7/2/2022	6/19/2022	BNS
Raymond,Kenya	7/12/2022	7/2/2022	6/19/2022	BNS
Redmond,Lisa A.	7/12/2022	7/2/2022	6/19/2022	BNS
Reynolds,London	7/12/2022	7/2/2022	6/19/2022	BNS
Reynolds,Princess	7/12/2022	7/2/2022	6/19/2022	BNS
Rice Robinson,Gayle E	7/12/2022	7/2/2022	6/19/2022	BNS
Richardson,Anthony F	8/25/2022	8/27/2022	8/14/2022	BNS
Richardson,Sabrina A	7/12/2022	7/2/2022	6/19/2022	BNS
Roberts,James	7/12/2022	7/2/2022	6/19/2022	BNS
Roberts,Sharday N	7/12/2022	7/2/2022	6/19/2022	BNS
Rodriguez,Nicolle	7/12/2022	7/2/2022	6/19/2022	BNS
Ross,Danielle L	7/12/2022	7/2/2022	6/19/2022	BNS

Ross,Evelyn D	8/25/2022	8/27/2022	8/14/2022	BNS
Ross,Kipling	8/25/2022	8/27/2022	8/14/2022	BNS
Sampson,Larvenia A	7/12/2022	7/2/2022	6/19/2022	BNS
Sanford,Virginia G	7/12/2022	7/2/2022	6/19/2022	BNS
Sarwar,Spozmai	7/12/2022	7/2/2022	6/19/2022	BNS
Sasagawa Coleman,Sumie	7/12/2022	7/2/2022	6/19/2022	BNS
Saunders,Tonia J	7/12/2022	7/2/2022	6/19/2022	BNS
Schanck,Catina V.	7/12/2022	7/2/2022	6/19/2022	BNS
Scott,Deonica S	7/12/2022	7/2/2022	6/19/2022	BNS
Scott,Robin R	8/25/2022	8/27/2022	8/14/2022	BNS
Scott,Tamica M	7/12/2022	7/2/2022	6/19/2022	BNS
Scruggs,Janie L	7/12/2022	7/2/2022	6/19/2022	BNS
Serpas,Dominga D	7/12/2022	7/2/2022	6/19/2022	BNS
Shanks,Shawn	7/12/2022	7/2/2022	6/19/2022	BNS
Sharpe,Robynn J.	8/25/2022	8/27/2022	8/14/2022	BNS
Shields,Michele D	7/12/2022	7/2/2022	6/19/2022	BNS
Simms,Nikiya	7/12/2022	7/2/2022	6/19/2022	BNS
Simms,Swayne	7/12/2022	7/2/2022	6/19/2022	BNS
Small,Davia	7/12/2022	7/2/2022	6/19/2022	BNS
Smalley,Colandria A.	7/12/2022	7/2/2022	6/19/2022	BNS
Smith,Aaron A	7/12/2022	7/2/2022	6/19/2022	BNS
Sowah,McMills E	7/12/2022	7/2/2022	6/19/2022	BNS
Staunton,Brittani A.	8/25/2022	8/27/2022	8/14/2022	BNS
Stover,Bertha A	7/12/2022	7/2/2022	6/19/2022	BNS
Strong,Keya R	7/12/2022	7/2/2022	6/19/2022	BNS
Stutson,Denise E	8/25/2022	8/27/2022	8/14/2022	BNS
Sullivan,Charmaine C.	7/12/2022	7/2/2022	6/19/2022	BNS
Tasker,Teresa L	7/12/2022	7/2/2022	6/19/2022	BNS
Tate,Manuel L	7/12/2022	7/2/2022	6/19/2022	BNS
Taylor-Mathis,Andrea D	7/12/2022	7/2/2022	6/19/2022	BNS
Taylor-Weems,Yolanda	7/12/2022	7/2/2022	6/19/2022	BNS
TEFERA,NEBEYOU T	7/12/2022	7/2/2022	6/19/2022	BNS
Thompson,Jacqueline	7/12/2022	7/2/2022	6/19/2022	BNS
Thompson,Shirayne M	7/12/2022	7/2/2022	6/19/2022	BNS
Thompson,Tomalika	7/12/2022	7/2/2022	6/19/2022	BNS
Thurston,Michelle	7/12/2022	7/2/2022	6/19/2022	BNS
Tinsley,Morgan T.	7/12/2022	7/2/2022	6/19/2022	BNS
Tobar,Wilson A	7/12/2022	7/2/2022	6/19/2022	BNS
Trent,Iris	7/12/2022	7/2/2022	6/19/2022	BNS
Turner,Jennifer M	8/25/2022	8/27/2022	8/14/2022	BNS
Tyson,Theodosia T	7/12/2022	7/2/2022	6/19/2022	BNS
Vance,Jettia M.	7/12/2022	7/2/2022	6/19/2022	BNS
Velasco,Ana M	7/12/2022	7/2/2022	6/19/2022	BNS
Walden,Jazmyne	7/12/2022	7/2/2022	6/19/2022	BNS
Waldron,Nakia R	7/12/2022	7/2/2022	6/19/2022	BNS
WALKER JR,MARCELLUS C.	8/25/2022	8/27/2022	8/14/2022	BNS
Walker,Anthony R	7/12/2022	7/2/2022	6/19/2022	BNS

Walker,LaShell	7/12/2022	7/2/2022	6/19/2022	BNS
Walker-Williams,Cynthia R	7/12/2022	7/2/2022	6/19/2022	BNS
Washington II,Nathaniel	7/12/2022	7/2/2022	6/19/2022	BNS
Washington,Janice Marie	7/12/2022	7/2/2022	6/19/2022	BNS
Washington-Johnson,Nikita A	7/12/2022	7/2/2022	6/19/2022	BNS
Watkins,Ivan T.	7/12/2022	7/2/2022	6/19/2022	BNS
Watson,Ikeisha S	7/12/2022	7/2/2022	6/19/2022	BNS
West,Donald A	7/12/2022	7/2/2022	6/19/2022	BNS
Whitfield,Tasyha	7/12/2022	7/2/2022	6/19/2022	BNS
Wilder,Briyana L	7/12/2022	7/2/2022	6/19/2022	BNS
Wiley,Shameka L.	7/12/2022	7/2/2022	6/19/2022	BNS
Williams Jr.,Calvin V	8/25/2022	8/27/2022	8/14/2022	BNS
Williams,Angela Maria	7/12/2022	7/2/2022	6/19/2022	BNS
Williams,Christian	7/12/2022	7/2/2022	6/19/2022	BNS
Williams,Devon L	7/12/2022	7/2/2022	6/19/2022	BNS
Williams,Dione N.	8/25/2022	8/27/2022	8/14/2022	BNS
Williams,Ebony A	7/12/2022	7/2/2022	6/19/2022	BNS
Williams,Kimara	7/12/2022	7/2/2022	6/19/2022	BNS
Williams,Laveda A	7/12/2022	7/2/2022	6/19/2022	BNS
Williams,Lynn R	7/12/2022	7/2/2022	6/19/2022	BNS
Williams,Michelle P	7/12/2022	7/2/2022	6/19/2022	BNS
Williams,Rosyland	7/12/2022	7/2/2022	6/19/2022	BNS
Williams,Sabrina F	8/25/2022	8/27/2022	8/14/2022	BNS
Williams,Tracey P	7/12/2022	7/2/2022	6/19/2022	BNS
Wilson,Clyde O	7/12/2022	7/2/2022	6/19/2022	BNS
Wilson,Cortnee	7/12/2022	7/2/2022	6/19/2022	BNS
Wims,RaCharne M	7/12/2022	7/2/2022	6/19/2022	BNS
Woodard,Symone J	7/12/2022	7/2/2022	6/19/2022	BNS
Woodland,Robinette D	7/12/2022	7/2/2022	6/19/2022	BNS
Woody,Gerald L	7/12/2022	7/2/2022	6/19/2022	BNS
Wright,Ladonna M	8/25/2022	8/27/2022	8/14/2022	BNS
Young,Courtney N	7/12/2022	7/2/2022	6/19/2022	BNS
Young,Kieola	7/12/2022	7/2/2022	6/19/2022	BNS
Young,Tiffani N	7/12/2022	7/2/2022	6/19/2022	BNS
Zackery,Shadonna M	8/25/2022	8/27/2022	8/14/2022	BNS
Zanelli,Juan-Martin C.	7/12/2022	7/2/2022	6/19/2022	BNS
Bragg,Priscilla A.	11/3/2022	9/30/2022	9/30/2022	MAP
Carr,Jacqueline	5/5/2022	3/12/2022	3/12/2022	MAP
Crews,Lavear P	11/4/2021	9/30/2021	9/30/2021	MAP
Cureton,Mary A	12/7/2022	8/31/2022	8/31/2022	MAP
Daniels,Cynthia A	3/2/2022	12/30/2021	12/30/2021	MAP
Epps,Nancy L	11/4/2021	9/30/2021	9/30/2021	MAP
Ford,Setrena D	3/24/2022	2/12/2022	2/12/2022	MAP
Jones-Champion,Valerie L	12/7/2021	9/30/2021	9/30/2021	MAP
Lawson,Darlene	2/2/2022	1/29/2022	1/16/2022	MAP

Descr	Oth Earns	Pay Period End
Bonus Pay	2803.04	7/2/2022
Bonus Pay	2885.30	7/2/2022
Bonus Pay	3132.05	7/2/2022
Bonus Pay	2530.29	7/2/2022
Bonus Pay	3214.30	7/2/2022
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Bonus Pay	2064.58	7/2/2022
Bonus Pay	2159.01	7/2/2022
Bonus Pay	3398.02	8/27/2022
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Bonus Pay	1893.43	7/2/2022
Bonus Pay	2220.89	7/2/2022
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Bonus Pay	3214.30	7/2/2022
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Bonus Pay	3214.30	7/2/2022
Bonus Pay	1893.43	7/30/2022
Bonus Pay	2159.01	7/2/2022
Bonus Pay	3214.30	7/2/2022
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Bonus Pay	3214.30	7/2/2022
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Bonus Pay	2954.78	8/27/2022
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Bonus Pay	3536.55	8/27/2022
Bonus Pay	5926.11	8/27/2022
Bonus Pay	6141.87	8/27/2022
Bonus Pay	3214.30	7/2/2022
Bonus Pay	3381.66	8/27/2022
Bonus Pay	3214.30	7/2/2022
Bonus Pay	2511.95	7/30/2022
Bonus Pay	2530.29	7/2/2022
Bonus Pay	2487.91	7/2/2022
Bonus Pay	2530.29	7/2/2022
Bonus Pay	3132.05	7/2/2022
Bonus Pay	2530.29	7/2/2022
Bonus Pay	4459.17	8/27/2022
Bonus Pay	2166.50	7/2/2022
Bonus Pay	2885.30	7/2/2022
Bonus Pay	3214.30	7/2/2022
Bonus Pay	2504.06	8/27/2022
Bonus Pay	2050.58	7/2/2022
Bonus Pay	2982.31	7/2/2022
Bonus Pay	1981.70	8/27/2022
Bonus Pay	1650.88	7/2/2022

Bonus Pay	1934.66	7/2/2022
Bonus Pay	3132.05	7/2/2022
Bonus Pay	3986.12	8/27/2022
Bonus Pay	2097.13	7/2/2022
Bonus Pay	2511.95	7/2/2022
Bonus Pay	2128.49	7/2/2022
Bonus Pay	2116.70	7/2/2022
Bonus Pay	1934.66	7/2/2022
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Bonus Pay	3214.30	7/2/2022
Bonus Pay	2406.53	7/2/2022
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Bonus Pay	2515.80	8/27/2022
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Bonus Pay	1893.43	7/2/2022
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Bonus Pay	2108.54	7/2/2022
Bonus Pay	2885.30	7/2/2022
Bonus Pay	1664.22	7/30/2022
Bonus Pay	3352.76	7/2/2022
Bonus Pay	3167.54	7/2/2022
Bonus Pay	2364.26	8/27/2022
Bonus Pay	2340.38	7/2/2022
Bonus Pay	2097.13	7/2/2022
Bonus Pay	1828.82	7/2/2022
Bonus Pay	3132.05	7/2/2022
Bonus Pay	2097.13	7/2/2022
Bonus Pay	1494.64	7/2/2022
Bonus Pay	2097.13	7/2/2022
Bonus Pay	1664.22	7/2/2022
Bonus Pay	3214.30	7/2/2022
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Bonus Pay	3132.05	7/2/2022
Bonus Pay	2340.38	7/2/2022
Bonus Pay	2340.38	7/2/2022
Bonus Pay	2282.77	7/2/2022
Bonus Pay	2344.65	7/2/2022
Bonus Pay	2803.04	7/2/2022
Bonus Pay	3687.25	8/27/2022
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Bonus Pay	2967.55	7/2/2022
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Bonus Pay	2256.31	7/2/2022
Bonus Pay	1934.66	7/2/2022
Bonus Pay	2530.29	7/2/2022
Bonus Pay	2159.01	7/2/2022
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Bonus Pay	3132.05	7/2/2022
Bonus Pay	2364.28	8/27/2022
Bonus Pay	3214.30	7/2/2022
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Bonus Pay	2556.29	7/2/2022
Bonus Pay	2256.31	7/2/2022
Bonus Pay	1934.66	7/2/2022
Bonus Pay	1992.62	7/2/2022
Bonus Pay	2340.38	7/2/2022
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Bonus Pay	1934.66	7/2/2022
Bonus Pay	1934.66	7/2/2022
Bonus Pay	2885.30	7/2/2022
Bonus Pay	2548.72	8/27/2022
Bonus Pay	2224.46	7/2/2022
Mayor 2008-31 Retirement Inc	15000.00	11/5/2022
Mayor 2008-31 Retirement Inc	10000.00	5/7/2022
Mayor 2008-31 Retirement Inc	25000.00	11/6/2021
Mayor 2008-31 Retirement Inc	25000.00	12/3/2022
Mayor 2008-31 Retirement Inc	20000.00	2/26/2022
Mayor 2008-31 Retirement Inc	25000.00	11/6/2021
Mayor 2008-31 Retirement Inc	25000.00	3/26/2022
Mayor 2008-31 Retirement Inc	25000.00	12/4/2021
Mayor 2008-31 Retirement Inc	20000.00	1/29/2022

OFFICE OF UNIFIED COMMUNICATIONS

AND

**NATIONAL ASSOCIATION OF
GOVERNMENT EMPLOYEES**

SERVICE EMPLOYEES INTERNATIONAL UNION

LOCAL R3-07

Effective October 1, 2015 - September 30, 2017

Contents

PREAMBLE 4

ARTICLE 1 RECOGNITION 5

ARTICLE 2 MANAGEMENT RIGHTS AND RESPONSIBILITIES 6

ARTICLE 3 EMPLOYEE RIGHTS 6

ARTICLE 4 NON-DISCRIMINATION 7

ARTICLE 5 EMPLOYEE LISTS AND INFORMATION 9

ARTICLE 6 POSITION MANAGEMENT AND CLASSIFICATION 10

ARTICLE 7 CAREER DEVELOPMENT AND UPWARD MOBILITY 11

ARTICLE 8 CAREER LADDER..... 13

ARTICLE 9 SAFETY AND HEALTH..... 13

ARTICLE 10 TRAINING, LICENSING AND CERTIFICATIONS..... 17

ARTICLE 11 PERSONNEL FILES..... 17

ARTICLE 12 NEW TECHNOLOGY 19

ARTICLE 13 PROBATIONARY EMPLOYEES 20

ARTICLE 14 DISTRIBUTION OF AGREEMENT AND ORIENTATION OF EMPLOYEES 20

ARTICLE 15 REORGANIZATION/REALIGNMENT 21

ARTICLE 16 GOVERNING LAWS AND REGULATIONS..... 22

ARTICLE 17 UNION SECURITY AND UNION DUES DEDUCTION 22

ARTICLE 18 LEAVE ADMINISTRATION 23

ARTICLE 19 DISCIPLINE..... 27

ARTICLE 20 VACANCY ANNOUNCEMENTS..... 28

ARTICLE 21 GRIEVANCE/ARBITRATION PROCEDURE..... 29

ARTICLE 22 DETAILS AND TEMPORARY PROMOTIONS..... 36

ARTICLE 23 ADMINISTRATION OF OVERTIME..... 37

ARTICLE 24 SCHEDULING/HOURS OF WORK 39

ARTICLE 25 UNION REPRESENTATION 39

ARTICLE 26 CONTRACTING OUT..... 43

ARTICLE 27 REDUCTION IN FORCE 43

ARTICLE 28 LABOR-MANAGEMENT COOPERATION COMMITTEE 44

ARTICLE 29 SENORITY..... 45

ARTICLE 30 FACILITIES AND SERVICES..... 45

ARTICLE 31 BULLETIN BOARDS..... 46

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

PREAMBLE

SECTION A:

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

SECTION B:

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

SECTION C:

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

SECTION D:

The purpose of this Agreement is:

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

SECTION E:

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

ARTICLE 1 RECOGNITION

Section A:

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

Section B:

The bargaining unit represented by the Union is as follows:

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

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

Section C:

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

ARTICLE 2 MANAGEMENT RIGHTS AND RESPONSIBILITIES

Section A:

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

Section B:

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

Section C:

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

ARTICLE 3 EMPLOYEE RIGHTS

Section A:

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

Section B:

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

Section C:

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

Section D:

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

ARTICLE 4 NON-DISCRIMINATION

Section A:

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

Section B:

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

Section C:

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

Section D:

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

Section E:

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

Section F:

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

Section G:

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

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

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

Sexual harassment may include, but is not limited to:

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

Section H:

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

Section I:

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

ARTICLE 5 EMPLOYEE LISTS AND INFORMATION

Section A:

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

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

5. Appointment status.

Section B:

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

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

ARTICLE 6 POSITION MANAGEMENT AND CLASSIFICATION

Section A:

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

Section B:

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

Section C:

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

Section D:

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

Section E:

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

ARTICLE 7 CAREER DEVELOPMENT AND UPWARD MOBILITY

Section A:

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

Section B:

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

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

Section C:

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

Section D:

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

ARTICLE 8 CAREER LADDER

Section A:

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

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

Section B:

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

ARTICLE 9 SAFETY AND HEALTH

Section A:

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

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

Section B:

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

Section C:

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

Section D:

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

Section E:

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

Section F:

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

Section G:

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

Section H:

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

Section I:

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

Section J:

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

Section K:

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

Section L:

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

Section M:

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

Section N:

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

Section O:

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

Section P - Self Referrals:

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

Section Q – Agency Referrals:

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

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

ARTICLE 10 TRAINING, LICENSING AND CERTIFICATIONS

Section A – Required Training:

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

Section B:

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

Section C - Retesting:

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

Section D:

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

ARTICLE 11 PERSONNEL FILES

Section A:

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

Section B:

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

Section C:

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

Section D:

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

Section E:

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

Section F:

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

Section G:

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

Section H:

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

Section I:

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

Section J:

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

Section K:

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

ARTICLE 12 NEW TECHNOLOGY

Section A:

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

Section B:

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

Section C:

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

Section D:

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

Section E:

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

ARTICLE 13 PROBATIONARY EMPLOYEES

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

ARTICLE 14 DISTRIBUTION OF AGREEMENT AND ORIENTATION OF EMPLOYEES

Section A:

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

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

Section B:

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

ARTICLE 15 REORGANIZATION/REALIGNMENT

Section A:

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

Section B:

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

Section C:

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

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

ARTICLE 16 GOVERNING LAWS AND REGULATIONS

Section A:

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

Section B:

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

ARTICLE 17 UNION SECURITY AND UNION DUES DEDUCTION

Section A:

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

Section B:

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

Section C:

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

Section D:

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

Section E:

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

Section F:

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

ARTICLE 18 LEAVE ADMINISTRATION

Section A – General:

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

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

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

Section B – Annual Leave:

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

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

Section C – Sick Leave:

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

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

Section D – Family and Medical Leave:

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

Section E – Leave without Pay:

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

Section F – Paid Family Leave:

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

Section G – Court Leave:

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

Section H – Funeral Leave:

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

Section I – Paternity and Maternity Leave:

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

ARTICLE 19 DISCIPLINE

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

Section A:

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

Section B:

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

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

Section C:

1. An employee or his/her Union representative shall be provided up to four (4) hours of official time to prepare for his/her response to a proposed corrective action and up to eight (8) hours of official time to prepare for his/her response to a proposed adverse action.

2. If the Agency has reason to counsel an employee, it shall be done so as not to unnecessarily embarrass the employee before other employees or the public.

3. At any investigatory interview which the employee reasonably believes may result in discipline, an employee may request to have a Union representative present at said meeting. Such requests shall not be denied.

ARTICLE 20 VACANCY ANNOUNCEMENTS

Section A:

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

Section B:

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

Section C:

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

Section D:

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

Section E:

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

ARTICLE 21 GRIEVANCE/ARBITRATION PROCEDURE

Section A:

1. The purpose of this Article is to provide a mutually acceptable method for the prompt and equitable settlement of grievances.

2. Therefore, the Agency and the Union retain the right to settle any grievance in the enforcement of this Agreement through and including Step 4 of the grievance process. The Agency shall ensure that all settlements reached with respect to grievance resolution shall be implemented.

Section B:

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

Section C – Presentation of Grievance:

1. This procedure is designed to enable the Parties to settle grievances at the lowest possible administrative level, where resolution is possible.

2. Categories of Grievance:
 - a. (1) Personal: A grievance of a personal nature requires signature of the aggrieved employee at Step 1, even if the grievant is represented by the Union.

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

Section D – Procedure:

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

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

- a. Description of the nature of the grievance;
 - b. The date(s) on which the alleged violation occurred;
 - c. A complete citation to the contract provisions allegedly at issue;
 - d. A statement of the remedy or adjustment sought;
 - e. The signature of the aggrieved employee(s) and the Union representative, if applicable, according to the category of the grievance.
2. Step 2: If the grievance is not settled, the employee with or without his/her Union representative, shall submit a signed, written grievance to the Agency Labor Liaison within 15 business days following the Step 1 response or the date said response was due.

The Agency Labor Liaison shall submit a signed, written response to the grievance to the employee or his/her Union representative within fifteen (15) business days of its receipt. If the aggrieved employee is not being represented by the Union, the management official must send a copy of the Step 2 response to the Union within fifteen (15) business days.

3. Step 3: If the grievance remains unsettled, the grievance shall be submitted to the Agency Director or his/her designee within fifteen (15) business days following receipt of the Step 2 response. Within 15 business days, the Agency Director or his/her designee:
- a. May meet with the aggrieved employee and his/her representative to attempt to resolve the grievance, and;
 - b. Shall respond in writing within 15 business days of the submission of the Step 3 grievance or the Step 3 meeting, if one occurred.
4. Step 4: If the grievance remains unsettled, the Union within 15 business days from receipt of the Director's response, shall advise the Director, Office of Labor Relations and Collective Bargaining (OLRCB) in a signed statement should the Union intend to request arbitration of the matter on behalf of the employee(s). Only OLRCB or the Union can refer a grievance to arbitration. If the Union does not demand arbitration within 15 business days of the receipt of the Director's decision, the Director's decision is final and binding.

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

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

Section E – Grievance Mediation:

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

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

- b. the Grievant(s) shall be present and participate at the Mediation session. In the case of a class or group grievance, a maximum of three (3) grievants of a class or group grievance shall be present as representatives of the class or group.
- c. Mediation sessions shall be informal. The rules of evidence shall not apply.
- d. The mediation session shall be confidential. No record of the session shall be made.
- e. During the session, the mediator may meet individually or jointly with participants, however, he/she is not authorized to compel or impose a settlement.
- f. The mediation session shall not exceed one (1) day unless the Parties agree otherwise.

3. Mediation Conclusion:

- a. The Parties shall sign their respective copies of any Settlement Agreement as a result of mediation.
- b. Should both Parties accept the settlement, it shall not have precedent-setting value unless mutually agreed to on a case-by-case basis. Absent mutual agreement neither party may cite any settlement achieved through mediation in any other proceeding.

Section F - Arbitration:

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

Section G:

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

Section H – Selection of an Arbitrator:

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

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

Section I:

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

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

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

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

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

Section J – General:

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

ARTICLE 22 DETAILS AND TEMPORARY PROMOTIONS

Section A:

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

Section B:

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

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

Section C:

This provision shall not apply to training programs.

Section D:

Details shall not be made as a means of retaliation.

Section E:

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

ARTICLE 23 ADMINISTRATION OF OVERTIME

Section A:

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

Section B:

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

Section C:

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

Section D:

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

ARTICLE 24 SCHEDULING/HOURS OF WORK

Section A:

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

Section B:

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

Section C:

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

Section D:

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

Section E – Rest Periods:

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

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

ARTICLE 25 UNION REPRESENTATION

Section A:

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

Section B:

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

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

Section C:

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

Section D:

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

Section E- Request for Official Union Time:

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

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

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

Section F- Hours of Official Time:

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

Section G- Permissible Official Time Activities:

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

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

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

Section H:

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

Section I:

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

Section J:

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

Section K:

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

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

Section L:

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

ARTICLE 26 CONTRACTING OUT

Section A:

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

Section B:

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

ARTICLE 27 REDUCTION IN FORCE

Section A:

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

Section B:

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

Section C:

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

Section D:

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

ARTICLE 28 LABOR-MANAGEMENT COOPERATION COMMITTEE

Section A:

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

Section B:

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

Section C:

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

Section D:

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

ARTICLE 29 SENORITY

Section A:

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

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

Section B:

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

Section C – Seniority List:

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

ARTICLE 30 FACILITIES AND SERVICES

Section A:

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

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

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

ARTICLE 31 BULLETIN BOARDS

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

ARTICLE 32 DISTRICT PERSONNEL MANUAL

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

ARTICLE 33 SAVINGS CLAUSE

Section A:

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

Section B:

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

ARTICLE 34 DURATION AND FINALITY OF AGREEMENT

Section A:

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

Section B:

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

Section C:

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

Section D:

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

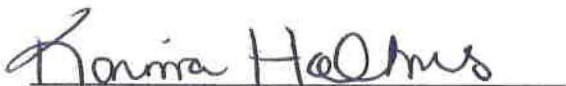
Section E:

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

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

FOR THE OFFICE OF UNIFIED COMMUNICATIONS

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



Karima Holmes, Director
Office of Unified Communications



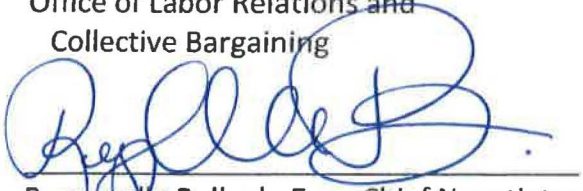
Lee Blackmon, Chief Negotiator
Representative, NAGE, SEIU, Local R3-07



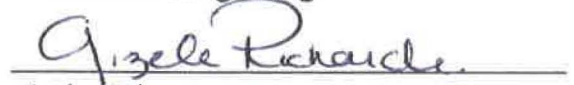
Lionel C. Sims, Director
Office of Labor Relations and
Collective Bargaining



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



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



Gizele Richards, Negotiation Team
Member



Yvonne McManus, Negotiation Team
Member

APPROVAL

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



Muriel C. Bowser, Mayor



OFFICE OF UNIFIED COMMUNICATIONS

FY 2022 PERFORMANCE AND ACCOUNTABILITY REPORT

JANUARY 6, 2023

CONTENTS

Contents	2
1 Office of Unified Communications	3
2 2022 Accomplishments	3
3 2022 Objectives	4
4 2022 Operations	5
5 2022 Strategic Initiatives	7
6 2022 Key Performance Indicators and Workload Measures	13

1 OFFICE OF UNIFIED COMMUNICATIONS

Mission: The mission of the Office of Unified Communications (OUC) is to provide accurate, professional and expedited service to the citizens and visitors of the District of Columbia. This service is performed by a team that handles emergency and non-emergency calls that are received when individuals dial 911 and 311 in Washington, DC. OUC also provides centralized, District-wide coordination and management of public safety voice radio technology and other public safety communication systems and resources to District government agencies and several local, state, and federal partners.

Services: The Office of Unified Communications (OUC) handles 911 calls from people in Washington DC requesting police, fire and emergency medical services, with a goal to answer every call within ten seconds. OUC provides a one-stop customer service experience for residents and visitors of Washington DC via the 311 system. 311 is available 24 hours a day, 365 days a year to inquire about city services or to request scheduled services such as trash removal, pothole repair, bulk pick-ups and recycling collection. OUC provides centralized, District-wide coordination and management of public safety voice radio technology and other public safety wireless communication systems and resources. OUC provides these services to District agencies and other local, state, and federal entities within the National Capital Region. OUC maintains 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.

2 2022 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
Integrated and Established a T-CPR Certification Program	Implementing a quality program in T-CPR and achieving adherence to the performance standards equips our personnel with another tool that enables them to perform their jobs most efficiently and save countless lives.	Each year an estimated 350,000 sudden cardiac arrest (SCA) events occur in the United States in an out-of-hospital environment. Almost all of these events result in a call for help to 911. Without quick intervention in the form of cardiopulmonary resuscitation (CPR) and defibrillation, death from SCA is certain. Telecommunicators are the true first responders and a critical link in the cardiac arrest chain of survival; a telecommunicator can make the difference between life and death.

(continued)

Accomplishment	Impact on Agency	Impact on Residents
DCPS Active Shooter Response Support	This collaboration with DCPS helps ensure that in the tragic event of an active shooter in DCPS facilities that 911 personnel will be able to more aptly support the dispatch of first responders with situational awareness information such as floor plans, school community contact information, and more.	Worked with DCPS and the vendor for our Active Shooter Panic Button to ensure all school employees have updated access and are trained on how to use it for the 2022-2023 school year. The Agency secured the vendor who conducted a week-long training and worked with individual administrators and staff members to update profiles and distribution lists.
Accepted into Harvard Kennedy School's Alternative 911 Emergency Response Implementation Cohort	This technical support will enable the agency to focus on its areas of subject matter expertise while supporting the transition away from traditional methods of 911 call management to more progressive and appropriate processes and systems.	This secures technical support for District diversion programs with DBH, Nurse Triage Line, and MPD non-emergency incidents and will help solidify and institutionalize alternative responses to 911 calls which will help further free up police officers for true emergencies. It also helps enables the Agency to take a smart approach in establishing new partnerships with additional agencies such as DYRS/JJAG to help get appropriate support for both absconders and human trafficking victims.

3 2022 OBJECTIVES

Strategic Objective	Number of Measures	Number of Operations
Provide efficient, professional and cost effective responses to 911 communications.	5	2
Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms.	2	3
Provide state-of-the-art emergency and non-emergency communications.	3	3
Create and maintain a highly efficient, transparent, and responsive District government.	14	2

4 2022 OPERATIONS

Operation Title	Operation Description	Type of Operation
Create and maintain a highly efficient, transparent, and responsive District government.		
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
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
Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms.		
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
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
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
Provide state-of-the-art emergency and non-emergency communications.		

(continued)

Operation Title	Operation Description	Type of Operation
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
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
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
Provide efficient, professional and cost effective responses to 911 communications.		
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

(continued)

Operation Title	Operation Description	Type of Operation
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

5 2022 STRATEGIC INITIATIVES

In FY 2022, the Office of Unified Communications had 8 Strategic Initiatives and completed 100%.

Title	Description	Completion to Date	Update	Explanation for Incomplete Initiative
Increase utilization of 311 by residents of Wards 7 and 8	<p>In FY22, the OUC will leverage federal relief dollars to continue its support of citywide initiatives that seek to encourage all District residents to improve their communities by requesting basic city services through the 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. In addition, OUC will seek to enhance its community engagement and strengthen its community partnerships by using virtual platforms to host open houses, information sessions, and other events. A key component of this effort is coordination with ANCs and other community leaders and workgroups to help focus outreach efforts.</p>	Complete	<p>In Q4, the agency participated in several community engagement events to support public education and raise the visibility of access to services through 311 platforms. In particular the agency was represented at all 202 for Peace Community Pop Up Resource Fairs in Wards 4,5,7 and 8 and hosted several tours for members of MPD’s Community Engagement Academy, to name a few outreach activities.</p>	

(continued)

Title	Description	Completion to Date	Update	Explanation for Incomplete Initiative
PSCC Infrastructure remodel	In FY22, 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 spanning at least 3 years. 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.	Complete	The contracting officer changed in Q4, but the review of the solicitation was completed despite this transition. The Agency anticipates the solicitation release in early November 2022.	
Educate and empower supervisors to improve service delivery and employee performance	In FY22, the agency will develop and implement a Supervisor Development Initiative to improve the quality of active management of emergency and non-emergency call takers and dispatchers. The initiative will incorporate management benchmarks from high-performing large urban call centers and deploy new and continuing training to incumbent and new supervisors. The initiative will cover (1) timekeeping and family and medical leave program management; (2) performance management; (3) crisis communications and conflict resolution; (4) engagement on policy compliance; and (5) managing and responding to client agency needs and expectations. This initiative will begin to address a primary recommendation of the 2021 ODCA's report on 911 emergency operations.	Complete	In addition to continuing to offer specialized training opportunities for supervisory staff, such as an onsite center manager certification course, OPSD completed mapping for Management/Supervisory leadership developmental training which must be completed within 1 year of promotion or employment with the OUC. This training will be offered quarterly at the cadence of 2 courses per quarter.	

(continued)

Title	Description	Completion to Date	Update	Explanation for Incomplete Initiative
Ensure fiscal responsibility by maximizing carrier charges and payment processes for investments in public safety communications staffing and infrastructure	In FY22, OUC will manage an audit of carrier charges/payments for 911 fees to ensure the agency is exercising fiscal responsibility by maximizing carrier charges and payment processes for investments in public safety communications staffing and infrastructure. The agency will work with OCP to seek bids and select an external firm, facilitate agency staff participation in the audit process, and be prepared to make recommendations to the Executive regarding potential changes to operations of the fund.	Complete		Under new agency leadership, it was determined that a new strategy needs to be developed, which includes collaboration with the OCFO, to ensure the ability and authorization to audit the carriers. The agency's leadership team will regroup and discuss in Q2 of FY23.
Create alternative responses to 911 calls	In FY22, the Agency will continue to support efforts to help create new pathways for resolution of the city's 911 calls. This will include its work with the Department of Behavioral Health to identify additional call types that could be more appropriately handled by mental health support practitioners. As the current pilot transitions to Phase 2, in December 2021, the Agency will also seek to accept additional call types, expand its operational hours to 24/7, provide specialized training, and conduct enhanced and more formalized evaluations of the program's effectiveness.	Complete		In Q4, the agency was accepted into Harvard Kennedy School's Alternative 911 Emergency Response Implementation Cohort. The technical support team has hosted kick-off meetings with OUC and DBH and will be on-site to begin research and assessments on October 26 and 27.

(continued)

Title	Description	Completion to Date	Update	Explanation for Incomplete Initiative
4D Tower Demolition and Replacement	In FY22, the agency will continue supporting the phased effort, projected to span 6 years, which includes the demolition and build of a new 500 ft. tower on the current 4D grounds. The new tower will meet industry standards and code regulations and will have a significantly smaller footprint. In FY22, the agency anticipates that significant progress will be made, including the procurement and execution of the demolition aspect of the project, as well as ground breaking for installation of the new tower.	Complete	In Q4, DGS submitted a change order to the design vendor as parking for MPD has been prioritized. The change order includes a temporary parking design plan.	
Establish highly effective and efficient operations through the use of data assessments and analytics	In FY22, the OUC will create a culture of quality by continuous measurement and assessment of performance. The agency will train all employees on basic quality management principles and provide employees with access to quality data. Collecting, analyzing, and reporting quality data will enable leaders to adjust goals as necessary. This will set a cultural expectation that the status quo is not enough; our goal is to create a culture of relentless improvement. We will use recognition, comparative analysis (based on industry standards) and story-telling to associate excellent performance with excellent outcomes. "We measure to improve".	Complete	In Q4, division managers continued performance data review meetings with the agency's data analyst and were required to produce monthly reports that included key performance metrics. These reports were used to inform the director about the status of programs and performance successes and challenges.	

(continued)

Title	Description	Completion to Date	Update	Explanation for Incomplete Initiative
Ensure racial equity in all programs, offerings, and services	In FY22, the Office of Unified Communications will pursue a comprehensive approach to advancing racial equity for historically marginalized and/or underserved communities. To advance racial equity, decision-makers, policy developers, process-analyzers will be required to include addendums to all decisions, policies, and processes to include verbiage as to how it will either enhance racial equity or if there is a concern it could build on the practice of institutionalized and systemic racism. To achieve this, we will: 1. Collect and report on demographic data as it pertains to 911 and 311 whenever possible. 2. Design and deliver programs and training that provide more access and voice to communities of color. 3. Identify potential barriers to services that impact historically marginalized residents of color.	Complete	In Q4, OUC joined Cohort 2 of the Office of Racial Equity's program.	

6 2022 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Percent of 911 calls which move from queue to dispatch in 60 seconds or less	Up is Better	67.70%	67.10%	75%	69%	71%	68%	67%	68.50%	Nearly Met	Performance in this area remains consistent though not meeting the target. The agency has continued its collaborative work with partners at FEMS and MPD to reevaluate response plans and event types. This fiscal year, the agency also continued collaborations with both agencies, and also with DPW and DBH to identify eligible call types that could be addressed in alternative ways, thereby decreasing the number call types that require a first responder to be dispatched. With these efforts underway, the agency anticipates continual gains in this area of performance.

Key Performance Indicators (continued)

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Percent of 911 calls in which call to queue is 90 seconds or less	Up is Better	69.10%	74%	75%	76%	73%	71%	71%	72.70%	Nearly Met	Performance in this area continues to improve year over year and remains steady despite the increase in call volume and violent crime reported through the 911 system. The agency continues to partner with first responder agencies to ensure the best triage of calls so that the most appropriate dispatch is initiated for all call types.
Percent of 311 calls answered by a live agent within 90 seconds	Up is Better	70%	62.60%	75%	87%	94%	86%	66%	83.20%	Met	
Percent of 311 calls handled by a live agent in 4 minutes or less	Up is Better	72.40%	66.80%	80%	65%	62%	61%	57%	61.10%	Unmet	In FY22, the 311 Operation continued to be challenged by call volume spikes for DMV programs and social and human services resources which typically took agents longer than normal to handle.

Key Performance Indicators (continued)

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Percent of 911 calls answered within 10 seconds	Up is Better	91.80%	90.50%	90%	91%	92%	80%	80%	85.90%	Nearly Met	Performance around this KPI has continually improved and remained strong. In 2020, NENA revised the 911 call processing standard to advise that 90% of calls should be answered within 15 seconds. and 95% of calls should be answered within 20 seconds. OUC consistently meets these revised industry measures.
Percentage of QA/QI 911 call reviews that receive a rating of 80% or better	Up is Better	95.60%	92.20%	75%	93%	91%	92%	87%	90.50%	Met	
Percent of tablet connectivity uptime	Up is Better	99%	99%	90%	100%	100%	99%	99%	99.50%	Met	
Percent of time the OUC responds to Mobile Data Terminal repairs within 24 hours	Up is Better	99%	99%	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	Up is Better	99%	99%	99%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
Percent of records requests fulfilled within mandated time frames	Up is Better	100%	100%	85%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
Percent of Time OUC's grade.dc.gov Customer Service Satisfaction Rating is "B" or Better	Up is Better	100%	100%	100%	100%	100%	100%	100%	100%	Met	

Key Performance Indicators (continued)

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Total number of sustained 911 complaints	Down is Better	23	49	0	Annual Measure	Annual Measure	Annual Measure	Annual Measure	71	Unmet	The OUC's goal is to perform with a 0% error rate. In FY22, the Agency handled a total of 1.4 million 911 calls. During this period, OUC recorded a total of 71 sustained complaints. In all cases of a sustained complaint some sort of corrective action was taken, from suspension, counseling, additional training, or policy change.
Total number of residents reached through community engagement and 911 education activities	Up is Better	15,000	25,000	5000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	25,000	Met	

Workload Measures

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
Number of agency held records released to stakeholders upon request	8868	7724	Annual Measure	Annual Measure	Annual Measure	Annual Measure	7653
Total number of service requests entered into the customer relationship management system by 311 agents	308,680	367,538	Annual Measure	Annual Measure	Annual Measure	Annual Measure	409,249
Total number of events created in CAD	884,958	797,950	Annual Measure	Annual Measure	Annual Measure	Annual Measure	801,495
Total Number of Inbound 911 Calls	1,309,481	1,235,955	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1,305,783
Total Number of Inbound 311 Calls	1,842,883	2,148,888	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1,603,236
Total number of 911 calls for service eligible for diversion to DBH's Access Help Line	New in 2022	New in 2022	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available

Workload Measures (continued)

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
Total number of 911 calls for service diverted to DBH AHL or a behavioral health specialist/clinician	New in 2022	New in 2022	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available
Total number of non-emergency police reports completed by OUC's Telephone Reporting Unit (TRU)	New in 2022	New in 2022	Annual Measure	Annual Measure	Annual Measure	Annual Measure	10,748

Approp Fund	Approp Fund Title
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0100	LOCAL FUND
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LOCAL FUND Total	
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0200	FEDERAL GRANT FUND
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FEDERAL GRANT FUND Total	
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0600	SPECIAL PURPOSE REVENUE FUNDS ('O'TYPE)
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SPECIAL PURPOSE REVENUE FUNDS ('O'TYPE) Total

0700

OPERATING INTRA-DISTRICT FUNDS

OPERATING INTRA-DISTRICT FUNDS Total

Grand Total

Program Code Title	Comp Source Group
AGENCY FINANCIAL OPERATIONS	0011-REGULAR PAY - CONT FULL TIME 0013-ADDITIONAL GROSS PAY 0014-FRINGE BENEFITS - CURR PERSONNEL 0015-OVERTIME PAY
AGENCY FINANCIAL OPERATIONS	Total
AGENCY MANAGEMENT	0011-REGULAR PAY - CONT FULL TIME 0012-REGULAR PAY - OTHER 0013-ADDITIONAL GROSS PAY 0014-FRINGE BENEFITS - CURR PERSONNEL 0015-OVERTIME PAY 0040-OTHER SERVICES AND CHARGES 0070-EQUIPMENT & EQUIPMENT RENTAL
AGENCY MANAGEMENT	Total
EMERGENCY OPERATIONS (911) DIVISION	0011-REGULAR PAY - CONT FULL TIME 0012-REGULAR PAY - OTHER 0013-ADDITIONAL GROSS PAY 0014-FRINGE BENEFITS - CURR PERSONNEL 0015-OVERTIME PAY
EMERGENCY OPERATIONS (911) DIVISION	Total
NON-EMERGENCY OPERATIONS (311) DIVISION	0011-REGULAR PAY - CONT FULL TIME 0012-REGULAR PAY - OTHER 0013-ADDITIONAL GROSS PAY 0014-FRINGE BENEFITS - CURR PERSONNEL 0015-OVERTIME PAY
NON-EMERGENCY OPERATIONS (311) DIVISION	Total
PROFESSIONAL STANDARDS DIVISION	0011-REGULAR PAY - CONT FULL TIME 0013-ADDITIONAL GROSS PAY 0014-FRINGE BENEFITS - CURR PERSONNEL 0015-OVERTIME PAY 0040-OTHER SERVICES AND CHARGES
PROFESSIONAL STANDARDS DIVISION	Total
TECHNOLOGY OPERATIONS DIVISION	0040-OTHER SERVICES AND CHARGES
TECHNOLOGY OPERATIONS DIVISION	Total
TECHNOLOGY OPERATIONS DIVISION	0040-OTHER SERVICES AND CHARGES
TECHNOLOGY OPERATIONS DIVISION	Total
AGENCY FINANCIAL OPERATIONS	0040-OTHER SERVICES AND CHARGES
AGENCY FINANCIAL OPERATIONS	Total
AGENCY MANAGEMENT	0011-REGULAR PAY - CONT FULL TIME

0012-REGULAR PAY - OTHER
0013-ADDITIONAL GROSS PAY
0014-FRINGE BENEFITS - CURR PERSONNEL
0015-OVERTIME PAY
0020-SUPPLIES AND MATERIALS
0040-OTHER SERVICES AND CHARGES
0070-EQUIPMENT & EQUIPMENT RENTAL

AGENCY MANAGEMENT

Total

EMERGENCY OPERATIONS (911) DIVISION

0011-REGULAR PAY - CONT FULL TIME
0013-ADDITIONAL GROSS PAY
0014-FRINGE BENEFITS - CURR PERSONNEL
0015-OVERTIME PAY
0040-OTHER SERVICES AND CHARGES

EMERGENCY OPERATIONS (911) DIVISION

Total

NON-EMERGENCY OPERATIONS (311) DIVISION

0020-SUPPLIES AND MATERIALS

NON-EMERGENCY OPERATIONS (311) DIVISION

Total

PROFESSIONAL STANDARDS DIVISION

0011-REGULAR PAY - CONT FULL TIME
0013-ADDITIONAL GROSS PAY
0014-FRINGE BENEFITS - CURR PERSONNEL
0015-OVERTIME PAY
0020-SUPPLIES AND MATERIALS
0040-OTHER SERVICES AND CHARGES

PROFESSIONAL STANDARDS DIVISION

Total

TECHNOLOGY OPERATIONS DIVISION

0011-REGULAR PAY - CONT FULL TIME
0012-REGULAR PAY - OTHER
0013-ADDITIONAL GROSS PAY
0014-FRINGE BENEFITS - CURR PERSONNEL
0015-OVERTIME PAY
0020-SUPPLIES AND MATERIALS
0031-TELECOMMUNICATIONS
0040-OTHER SERVICES AND CHARGES
0041-CONTRACTUAL SERVICES - OTHER
0070-EQUIPMENT & EQUIPMENT RENTAL

TECHNOLOGY OPERATIONS DIVISION

Total

NON-EMERGENCY OPERATIONS (311) DIVISION

0011-REGULAR PAY - CONT FULL TIME
0012-REGULAR PAY - OTHER
0013-ADDITIONAL GROSS PAY
0014-FRINGE BENEFITS - CURR PERSONNEL
0015-OVERTIME PAY
0041-CONTRACTUAL SERVICES - OTHER

NON-EMERGENCY OPERATIONS (311) DIVISION	Total
TECHNOLOGY OPERATIONS DIVISION	0011-REGULAR PAY - CONT FULL TIME 0012-REGULAR PAY - OTHER 0013-ADDITIONAL GROSS PAY 0014-FRINGE BENEFITS - CURR PERSONNEL 0015-OVERTIME PAY 0041-CONTRACTUAL SERVICES - OTHER
TECHNOLOGY OPERATIONS DIVISION	Total

Values			
Sum of FY 2022 Revised Budget	Sum of Total Obligations & Expenditures	Sum of Available Balance	
169,548	178,514	(8,966)	
0	6,142	(6,142)	
49,508	21,390	28,118	
0	0	0	
219,056	206,045	13,011	
2,172,650	2,192,376	(19,726)	
0	0	0	
109,082	292,260	(183,179)	
634,414	667,164	(32,750)	
100,000	745,407	(645,407)	
150,000	29,051	120,949	
40,000	9,743	30,257	
3,206,145	3,936,001	(729,856)	
10,885,865	10,572,208	313,657	
0	96,966	(96,966)	
1,999,661	1,738,794	260,866	
3,572,631	3,075,994	496,637	
1,170,456	2,181,148	(1,010,692)	
17,628,612	17,665,110	(36,498)	
4,141,766	3,550,210	591,556	
0	0	0	
246,975	337,825	(90,850)	
1,109,000	985,920	123,081	
60,000	39,274	20,726	
5,557,742	4,913,229	644,513	
377,308	330,121	47,187	
290	12,690	(12,400)	
108,040	68,295	39,745	
0	20,192	(20,192)	
118,000	118,000	0	
603,638	549,297	54,341	
515,111	434,407	80,704	
515,111	434,407	80,704	
27,730,304	27,704,089	26,215	
500,000	162,650	337,350	
500,000	162,650	337,350	
500,000	162,650	337,350	
20,000	8,000	12,000	
20,000	8,000	12,000	
2,021,172	1,859,345	161,827	

64,782	51,399	13,382
0	94,953	(94,953)
174,525	415,074	(240,549)
225,000	112,666	112,334
62,500	86,469	(23,969)
1,559,779	1,317,519	242,261
130,000	106,409	23,591

4,237,758	4,043,833	193,925
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2,394,786	2,322,635	72,151
32,000	398,322	(366,322)
0	632,212	(632,212)
224,911	458,345	(233,434)
5,000	0	5,000

2,656,698	3,811,514	(1,154,816)
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2,500	0	2,500
2,500	0	2,500
646,808	631,150	15,659
0	29,250	(29,250)
188,868	189,788	(920)
0	25,283	(25,283)
10,000	7,232	2,768
253,629	136,490	117,139

1,099,305	1,019,193	80,112
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3,054,783	2,794,492	260,291
228,640	284,557	(55,917)
47,056	179,846	(132,790)
428,302	777,068	(348,766)
327,005	110,179	216,826
212,000	201,513	10,487
0	2,717	(2,717)
6,631,966	5,860,280	771,687
4,278,756	3,931,163	347,593
80,000	75,200	4,800

15,288,507	14,217,013	1,071,495
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23,304,768	23,099,553	205,215
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66,989	66,989	0
225,225	222,180	3,045
0	2,281	(2,281)
65,766	65,766	0
0	764	(764)
11,395	11,395	0

369,375	369,375	0
0	92	(92)
104,066	99,377	4,689
0	2,506	(2,506)
13,913	13,913	0
1,090	1,090	0
1,069,892	1,071,982	(2,090)
1,188,960	1,188,960	0
1,558,335	1,558,335	0
53,093,407	52,524,627	568,780

Comments

Actual Fringe Benefits costs less than budgeted rate. Savings absorbed FY21 and FY22 COLA

Impact of FY21 and FY22 COLA increase and bonus. OT costs impacted by short staffing as a results of COVID pandemic.

Net impact of vacancy savings. FY21-FY22 COLA increase/bonus absorbed. OT costs impacted by short staffing as a result of COVID pandemic. Deficit absorbed with the Fund.

Net impact of vacancy savings. FY21-FY22 COLA increase/bonus absorbed.

Net impact of vacancy savings. FY21-FY22 COLA increase/bonus absorbed.

Actual costs of IT maintenance and support less than estimated.

Multi-year award

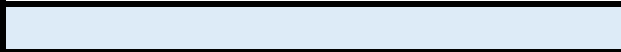
PSJC Shared Services costs less then estimated.

Net impact of vacancy savings due to understaffing. FY21 and FY22 COLA pay increase and bonus absorbed. Maintenance/support and equipment purchase costs less than estimated.

FY21-FY22 COLA increase/bonus absorbed within the Fund. OT costs impacted by short staffing as a result of COVID pandemic.

FY21 and FY22 COLA pay increase and bonus absorbed. Planned software purchase deferred until future fiscal year.

Net impact of vacancy savings. FY21 and FY22 COLA pay increase and bonus absorbed. Planned software purchases deferred until future fiscal years. Maintenance and support costs less than estimated.



Intra-District funds balanced at year-end.

Intra-District funds balanced at year-end.

FY2022									
Fiscal Year	Buyer Agency	Seller Agency	Description of MOU Services	MOU Amount	Total Funds Transferred	Program / Activity	Program / Activity Title	Funding Source	Date Funds Transferred
FY2022	OUC	DCHR	Employee fitness evaluations / suitability screenings	\$19,479.72	\$19,479.72	1000/1090	Agency Management Division - Performance Management	SPR	10/21/2021
FY2022	OUC	DCHR	Executive Leadership Program	\$37,500.00	\$37,500.00	5000/5020	Professional Standards Division - Training	SPR	3/7/2022
FY2022	OUC	OCTO	Data Integration - E911 and 311 call extraction data / Middleware platforms and data storage	\$51,690.40	\$51,690.40	4000/4010	Technology Operations Division - CAD/Telephony	SPR	3/2/2022
FY2022	OUC	OCTO	GIS and Data Analyst Services	\$217,000.00	\$217,000.00	1000/1040	Agency Management Division - Information Technology	SPR	2/11/2022
FY2022	OUC	OCTO	DCNET Services	\$537,212.96	\$537,212.96	1000/1040	Agency Management Division - Information Technology	SPR	5/4/2022
FY2022	OUC	OFRM	RTS Services	N / A	\$20,000.00	4000/4010	Technology Operations Division - CAD/Telephony	SPR	11/8/2021
FY2022	OUC	FEMS	CPR/AED Training for OUC employees	\$12,250.00	\$12,250.00	5000/5020	Professional Standards Division - Training	SPR	3/4/2022
FY2022	OUC	OFRM	DCNet/Non-DCNet: PSCC garage data and wireless extension	N / A	\$43,981.76	4000/4010	Technology Operations Division - CAD/Telephony	SPR	5/18/2022
FY2022	OUC	FEMS	PSJC Shared services support	\$10,000.00	\$10,000.00	1000/1090	Agency Management Division - Performance Management	SPR	8/1/2022
FY2022	OUC	OCTO	OCTO IT Assessment	N / A	\$417,677.10	1000/1040	Agency Management Division - Information Technology	SPR	10/12/2021
FY2022	DGS	OUC	311 - Licenses	\$1,692.91	\$1,692.91	4000/4020	Technology Operations Division - Radio Systems Management	0100	9/20/2022
FY2022	DOEE	OUC	311 - Licenses	\$11,037.84	\$10,417.98	4000/4020	Technology Operations Division - Radio Systems Management	0100	4/27/2022
FY2022	DPW	OUC	311 - Licenses	\$25,789.30	\$25,789.30	4000/4020	Technology Operations Division - Radio Systems Management	0100	10/4/2022

FY2022									
Fiscal Year	Buyer Agency	Seller Agency	Description of MOU Services	MOU Amount	Total Funds Transferred	Program / Activity	Program / Activity Title	Funding Source	Date Funds Transferred
FY2022	DMOI	OUC	311 - Licenses	\$4,060.09	\$4,060.09	4000/4020	Technology Operations Division - Radio Systems Management	0100	10/5/2022
FY2022	DOEE	OUC	311 - Low Income Energy Assistance Program	\$357,979.87	\$357,979.87	4000/4020	Technology Operations Division - Radio Systems Management	0100	2/18/2022
FY2022	FEMS	OUC	311 Licenses	\$6,081.23	\$6,081.23	4000/4020	Technology Operations Division - Radio Systems Management	0100	3/28/2022
FY2022	DDOT	OUC	311 - Custom Support Services	\$11,395.06	\$11,395.06	4000/4020	Technology Operations Division - Radio Systems Management	8200	8/16/2022
FY2022	HSEMA	OUC	1UCUA1 - Radio Cache (NRCIG)	\$222,846.00	\$222,846.00	4000/4020	Technology Operations Division - Radio Systems Management	7200	3/30/2022
FY2022	HSEMA	OUC	1UCUA0 - Radio Cache (NRCIG)	\$123,514.00	\$123,514.00	4000/4020	Technology Operations Division - Radio Systems Management	7200	5/10/2022
FY2022	HSEMA	OUC	2UCUA0 - CAD2CAD Expansion - DC	\$152,603.00	\$152,603.00	4000/4020	Technology Operations Division - Radio Systems Management	7200	3/11/2022
FY2022	DC Water	OUC	Radio – Radio System Usage and 311 customer service support	\$143,230.61	\$143,230.61	4000/4020	Technology Operations Division - Radio Systems Management	N / A	5/30/2022
FY2022	DDOT	OUC	CAD Services	\$13,921.77	\$13,921.77	4000/4020	Technology Operations Division - Radio Systems Management	6901	6/10/2022
FY2022	FEMS	OUC	Radio and IT Services	\$167,752.80	\$167,752.80	4000/4020	Technology Operations Division - Radio Systems Management	0100	5/19/2022
FY2022	DYRS	OUC	Radio - Custom Support Services	\$22,950.04	\$22,950.04	4000/4020	Technology Operations Division - Radio Systems Management	N / A	1/5/2022
FY2022	FEMS	OUC	AMR Radio – Radio System Usage	\$53,198.67	\$53,198.67	4000/4020	Technology Operations Division - Radio Systems Management	0100	5/16/2022
FY2022	DCHA	OUC	Radio – Radio System Usage	\$33,294.69	\$33,294.69	4000/4020	Technology Operations Division - Radio Systems Management	N / A	

FY2022									
Fiscal Year	Buyer Agency	Seller Agency	Description of MOU Services	MOU Amount	Total Funds Transferred	Program / Activity	Program / Activity Title	Funding Source	Date Funds Transferred
FY2022	DOC	OUC	Radio - Custom Support Services	\$57,582.54	\$57,582.54	4000/4020	Technology Operations Division - Radio Systems Management	0100	8/29/2022
FY2022	DOH	OUC	Radio - Custom Support Services	\$46,076.90	\$46,076.90	4000/4020	Technology Operations Division - Radio Systems Management	0100	6/24/2022
FY2022	DPW	OUC	Radio - Custom Support Services	\$80,484.32	\$80,484.32	4000/4020	Technology Operations Division - Radio Systems Management	0100	3/30/2022
FY2022	HSEMA	OUC	Radio - Custom Support Services	\$123,404.94	\$123,404.94	4000/4020	Technology Operations Division - Radio Systems Management	8200	3/23/2022
FY2022	HSEMA	OUC	2UCUA1 - Interoperable Communications Planning, Training, and Exercises	\$270,000.00	\$270,000.00	4000/4020	Technology Operations Division - Radio Systems Management	8200	3/30/2022
FY2022	ABRA	OUC	Citywide Radio MOU - Radio System Usage	\$1,993.67	\$1,993.67	4000/4020	Technology Operations Division - Radio Systems Management	0100	3/2/2022
FY2022	DCRA	OUC	Citywide Radio MOU - Radio System Usage	\$1,993.67	\$1,993.67	4000/4020	Technology Operations Division - Radio Systems Management	0100	3/2/2022
FY2022	OCME	OUC	Citywide Radio MOU - Radio System Usage	\$1,993.67	\$1,993.67	4000/4020	Technology Operations Division - Radio Systems Management	0100	2/23/2022
FY2022	DYRS	OUC	Citywide Radio MOU - Radio System Usage	\$79,798.67	\$79,798.67	4000/4020	Technology Operations Division - Radio Systems Management	0100	1/5/2022
FY2022	DPR	OUC	Citywide Radio MOU - Radio System Usage & Custom Radio Support Services	\$11,732.67	\$11,732.67	4000/4020	Technology Operations Division - Radio Systems Management	0602	1/5/2022
FY2022	DCPL	OUC	Citywide Radio MOU - Radio System Usage	\$13,298.67	\$13,298.67	4000/4020	Technology Operations Division - Radio Systems Management	0100	2/23/2022
FY2022	DFS	OUC	Citywide Radio MOU - Radio System Usage	\$13,298.67	\$13,298.67	4000/4020	Technology Operations Division - Radio Systems Management	0100	2/23/2022
FY2022	OCTO	OUC	Citywide Radio MOU - Radio System Usage	\$1,993.67	\$1,993.67	4000/4020	Technology Operations Division - Radio Systems Management	0602	9/30/2022

FY2022									
Fiscal Year	Buyer Agency	Seller Agency	Description of MOU Services	MOU Amount	Total Funds Transferred	Program / Activity	Program / Activity Title	Funding Source	Date Funds Transferred
FY2022	DBH	OUC	Citywide Radio MOU - Radio System Usage	\$26,598.67	\$26,598.67	4000/4020	Technology Operations Division - Radio Systems Management	0100	3/23/2022
FY2022	Serve DC	OUC	Citywide Radio MOU - Radio System Usage	\$1,993.67	\$1,993.67	4000/4020	Technology Operations Division - Radio Systems Management	7200	9/30/2022
FY2022	DFHV	OUC	Citywide Radio MOU - Radio System Usage	\$1,993.67	\$1,993.67	4000/4020	Technology Operations Division - Radio Systems Management	1000	7/25/2022
FY2022	DDOT	OUC	Citywide Radio MOU - Radio System Usage	\$39,898.67	\$39,898.67	4000/4020	Technology Operations Division - Radio Systems Management	6901	2/23/2022
FY2022	HSEMA	OUC	Citywide Radio MOU - Radio System Usage	\$1,993.67	\$1,993.67	4000/4020	Technology Operations Division - Radio Systems Management	0100	3/2/2022
FY2022	DOC	OUC	Citywide Radio MOU - Radio System Usage	\$135,590.67	\$135,590.67	4000/4020	Technology Operations Division - Radio Systems Management	0100	4/11/2022
FY2022	DOH	OUC	Citywide Radio MOU - Radio System Usage	\$7,592.39	\$7,592.39	4000/4020	Technology Operations Division - Radio Systems Management	0100	3/2/2022
FY2022	DGS PSD	OUC	Citywide Radio MOU - Radio System Usage	\$32,089.71	\$32,089.71	4000/4020	Technology Operations Division - Radio Systems Management	0100	2/4/2022
FY2022	DPW	OUC	Citywide Radio MOU - Radio System Usage	\$13,298.67	\$13,298.67	4000/4020	Technology Operations Division - Radio Systems Management	0100	4/5/2022
FY2022	DHS	OUC	Citywide Radio MOU - Radio System Usage	\$6,648.67	\$6,648.67	4000/4020	Technology Operations Division - Radio Systems Management	0100	2/23/2022
FY2022	DCPS	OUC	Citywide Radio MOU - Radio System Usage	\$26,598.67	\$26,598.67	4000/4020	Technology Operations Division - Radio Systems Management	0799	9/4/2022

FY2023								
Fiscal Year	Buyer Agency	Seller Agency	Description of MOU Services	MOU Amount	Funding Budgeted	Program / Activity	Program / Activity Title	Funding Source
FY2023	OUC	OCTO	GIS and Data analyst	\$217,000.00	\$217,000.00	100071/80272	Information Technology Services - General / Information Technology Services Division	SPR
FY2023	OUC	FEMS	PSJC Shared Services support	\$10,000.00	\$10,000.00	150003/10001	Agency Budget and Financial Management Services / Budget Division	SPR
FY2023	OUC	OCTO	RTS Services	N / A	\$25,000.00	800204/80269	911/311 Telephony Services / CAD-Telephony Services Division	SPR
FY2023	OUC	OCTO	FY23 OCTO IT Assessment – Cloud Infrastructure, Data Analytics & Dashboard Services, Forms Automation (Seamless Document), IT Service Management (ITSM), Rapid Application Platform (Quickbase), and Web Services	N / A	\$191,991.01	800204/80269	911/311 Telephony Services / CAD-Telephony Services Division	SPR
FY2023	OUC	OCTO	FY23 OCTO IT Assessment – Correspondence Management (IQ), External Collaboration Platform (Box Licensing) and Geographical Information Services (GIS)	N / A	\$34,697.90	100071/80272	Information Technology Services - General / Information Technology Services Division	SPR
FY2023	OUC	DCHR	Employee fitness evaluations/suitability screenings	\$17,627.40	\$17,627.40	100058/80276	Human Resources Services - General / Office of Personnel & Payroll	SPR
FY2023	ABRA	OUC	Citywide Radio MOU - Radio System Usage	\$1,993.67	\$1,993.67			
FY2023	DCRA	OUC	Citywide Radio MOU - Radio System Usage	\$1,993.67	\$1,993.67			
FY2023	OCME	OUC	Citywide Radio MOU - Radio System Usage	\$1,993.67	\$1,993.67			
FY2023	DCPL	OUC	Citywide Radio MOU - Radio System Usage	\$13,298.67	\$13,298.67			
FY2023	DFS	OUC	Citywide Radio MOU - Radio System Usage	\$13,298.67	\$13,298.67			
FY2023	OCTO	OUC	Citywide Radio MOU - Radio System Usage	\$1,993.67	\$1,993.67			
FY2023	DBH	OUC	Citywide Radio MOU - Radio System Usage	\$26,598.67	\$26,598.67			
FY2023	Serve DC	OUC	Citywide Radio MOU - Radio System Usage	\$1,993.67	\$1,993.67			
FY2023	DFHV	OUC	Citywide Radio MOU - Radio System Usage	\$1,993.67	\$1,993.67			
FY2023	DDOT	OUC	Citywide Radio MOU - Radio System Usage	\$39,898.67	\$39,898.67			
FY2023	DHS	OUC	Citywide Radio MOU - Radio System Usage	\$6,648.67	\$6,648.67			
FY2023	DCPS	OUC	Citywide Radio MOU - Radio System Usage	\$26,598.67	\$26,598.67			
FY2023	HSEMA	OUC	Citywide Radio MOU - Radio System Usage	\$125,398.61	\$125,398.61			
FY2023	DYRS	OUC	Citywide Radio MOU - Radio System Usage & Custom Radio Support Services	\$104,856.71	\$104,856.71			
FY2023	DPR	OUC	Citywide Radio MOU - Radio System Usage & Custom Radio Support Services	\$11,732.67	\$11,732.67			

FY2023								
Fiscal Year	Buyer Agency	Seller Agency	Description of MOU Services	MOU Amount	Funding Budgeted	Program / Activity	Program / Activity Title	Funding Source
FY2023	DOH	OUC	Citywide Radio MOU - Radio System Usage & Custom Radio Support Services	\$34,718.76	\$34,718.76			
FY2023	DOC	OUC	Citywide Radio MOU - Radio System Usage & Custom Radio Support Services	\$176,573.21	\$176,573.21			
FY2023	DPW	OUC	Citywide Radio MOU - Radio System Usage & Custom Radio Support Services	\$93,782.99	\$93,782.99			
FY2023	DGS PSD	OUC	Citywide Radio MOU - Radio System Usage & Custom Radio Support Services	\$138,782.41	\$138,782.41			
FY2023	DC Water	OUC	Radio System Usage & Custom Radio Support Services (MOU Pending Execution)	\$90,476.15	N / A			
FY2023	DCHA	OUC	Radio System Usage & Custom Radio Support Services	\$114,203.79	\$114,203.79			
FY2023	FEMS	OUC	Radio and IT Services	\$158,726.56	\$158,726.56			
FY2023	FEMS-AMR	OUC	Radio – Radio System Usage	\$61,733.72	\$79,774.79			
FY2023	FEMS	OUC	311 - Licenses	\$6,081.23	\$6,081.23			
FY2023	DMOI	OUC	311 - Licenses	\$4,060.09	\$4,060.09			
FY2023	DOEE	OUC	311 - Licenses	\$11,037.84	\$11,037.84			
FY2023	DPW	OUC	311 – Licenses	\$30,093.95	\$30,093.95			
FY2023	DDOT	OUC	311 – Licenses (MOU Pending Execution)	\$11,993.38	\$11,993.38			
FY2023	DC Water	OUC	311 - Customer Service Reps	\$122,152.89	\$122,152.89			
FY2023	DOEE	OUC	311 - Low Income Energy Assistance Program	\$357,979.87	\$357,979.87			

Project Title	Project Description	Project Status	Project Lifetime Budget	Planned Remaining Spending / Authority Balance
IT Hardware 911/311 Systems	This project replaces, enhances, and upgrades critical 911 and 311 hardware components such as the telephony system, Next Generation 9-1-1 call processing hardware (VIPER), system licensing, servers, switches, and firewall. The agency facilitates centralized public safety communications which require a 99.999% up-time for all critical systems. Scheduled upgrades are required on the OUC's hardware to ensure 911 / 311 systems are consistently secure, resilient, and fully operational.	<p>Complete – Avaya Agent for Desktop Software, Cisco Nexus Switches for UCC and PSCC, Dell Server Hardware Refresh, Exagrid Network Storage Solution, 311 and CAD Workstation Replacement, and VIPER Hardware Replacement</p> <p>Upcoming – Fire Station Alerting System Refresh (2/2024) and ASA Firewall Replacement (6/2023)</p>	\$8,885,000.00	\$6,336,980.50
UCC Electrical Reconfiguration	The UCC is operating with aging electrical equipment that require replacement. Several power outages have caused impact to 911 operations. This project upgrades the facility to a Tier 4 facility and replaces aging equipment and increasing redundancy and availability.	<p>Complete - Arc flash study, implementation of PLC Monitoring, Siemens Light Panels Replacement, UCC Electrical Protection Devices Adjustment, Automate Breaker failover, UCC PLC & SCADA System Upgrade, UCC Automatic Transfer Switch (ATS) and Surge Protection Device Replacement, ATS and Generator Docking Station implementation, and PSCC Power Shoreline implementation</p> <p>In Progress - UCC Generator Replacement & Reconfiguration (06/28/24)</p>	\$8,400,000.00	\$1,444,512.52
IT Software (911/311 Applications)	This project replaces or upgrades 911-311 software applications for security and performance enhancements as recommended by the manufacturer. Specifically, this project funds the major software upgrade of the 911 Computer Aided Dispatch (CAD) system every five years.	<p>Complete – CAD 9.4 Upgrade, Power911 Upgrade, NICE Systems Refresh, VMWare Enterprise Licenses, Ivanti LANDesk services, and ECaTS i3 Logger Implementation</p> <p>Upcoming – CAD Upgrade (FY25)</p>	\$2,954,336.00	\$1,653,029.98

Project Title	Project Description	Project Status	Project Lifetime Budget	Planned Remaining Spending / Authority Balance
IT and Communications Upgrade	This project funds the upgrade or relocation of critical communications infrastructure used for 911-311 emergency communications. Radio sites infrastructure such as communication towers, electrical infrastructure equipment such as generators, UPS, tower, antennas, equipment shelters need to be upgraded based on the lifecycle of the equipment.	<p>Complete - Initial analysis of 4D tower to include Geotech study / foundation analysis</p> <p>In Progress – Design services for 4D tower demolition and rebuild (5/1/2023), Reeves Radio Site Relocation (3/1/23)</p> <p>Upcoming - Demolition of old towers and construction of new 4D tower (07/25/25), UDC Radio Site Relocation (5/1/24), UPS Battery Replacement (9/30/23)</p>	\$36,825,000.50	\$4,337,255.63
MDC Replacement for MPD & FEMS	This project replaces end of life Mobile Data Computing equipment for FEMS and MPD. The equipment includes Laptops, Mobile routers, and mounting equipment. Since the equipment is used in a rugged environment, it needs to be replaced every 5 years.	<p>In Progress – Installation of new MDC equipment (5/24/23)</p> <p>Upcoming – FY29 MDC Hardware Replacement</p>	\$22,588,708.00	\$14,877,418.48
MPD/ FEMS Radio Replacement	This project replaces MPD/ FEMS radios based on manufacturer specified end of life of the radios deployed. This is a multi-year replacement project based on the initial deployment date of agency radios.	<p>Complete - 4,541 portable radios were ordered and delivered. 990 FEMS new radios have been deployed.</p> <p>In Progress – Programming / deployment of 3541 MPD portable radios (5/1/23) and procurement of an additional 414 portable radios (4/1/23)</p>	\$53,461,760.00	\$19,701,213.42
911/311 Radio Critical Infrastructure	This capital project addresses significant concerns with the PSCC’s HVAC, electrical, fire suppression, and external / internal finishes to ensure stabilization of the building systems and reconfigure the space to accommodate normal 911-311 operations.	<p>Complete - Replacement of PSCC Generator and emergency power system upgrades and PSCC Reno Design</p> <p>In Progress – PSCC Renovation Procurement (5/1/23) and PSCC Console Replacement Procurement (5/1/23)</p> <p>Upcoming - PSCC Renovation Construction and Console Replacement (5/1/24)</p>	\$18,485,709.00	\$412,003.34

Project Title	Project Description	Project Status	Project Lifetime Budget	Planned Remaining Spending / Authority Balance
Bidirectional Amplifiers for Radio Coverage	Several indoor MPD buildings require radio coverage enhancements due to lack of adequate indoor radio coverage to communicate effectively with field personnel. This project installs Bidirectional Amplifiers (BDA) in mission critical MPD buildings. Funding is allocated over 3 years. \	<p>In Progress – Procurement of MPD bi-directional amplifiers (BDA) and FirstNet DAS system (4/1/23)</p> <p>Upcoming – Implementation of MPD bi-directional amplifiers (BDA) and FirstNet DAS system (9/30/24)</p>	\$3,248,995.00	\$431,117.78
FirstNet Distributed Antenna System Deployment	Several indoor MPD buildings require FirstNet cellphone coverage enhancements due to inadequate FirstNet services to communicate effectively with field personnel via FirstNet. This project supplements critical MPD inbuilding FirstNet coverage not included in FirstNet's plan. \	<p>In Progress – Procurement of MPD FirstNet DAS a system (4/1/23)</p> <p>Upcoming – Implementation of MPD FirstNet DAS system (9/30/24)</p>	\$735,000.00	\$687,037.42



FY23 OUC Performance Hearing
FY22 - FY23 Contracts, Procurements, and Leases

FY	Vendor - Name	PO #	Nature of Contract / Procurement	Procurement Type	Amount Ordered	Amount Expended	Funding Source	Competitively Bid	Contract Number	Contract Term	Contract Monitor / CA
FY23	ModTech Corporation	PO682520	FY23 - OUC - Technology - Radio Cache BDA Maintenance - 1UCU1A1	Procurement / PO Only	\$7,670.00	\$0.00	Grant	No		DOA - 9/30/23	
FY23	Morcom International, Inc	PO674523	FY23 - OUC - Technology - BDA Monitoring Services - SPR	Contract	\$252,780.00	\$150,683.00	911 Fund / SPR	Yes	CW95853	Option Year 1	Brittany Galloway-Mynatt
FY23	Morcom International, Inc	PO675150	FY23 - OUC - Technology - BDA Installation at DYRS - MOU	Procurement / PO Only	\$2,108.00	\$2,108.00	911 Fund / SPR	No		DOA - 9/30/23	
FY23	Motorola Solutions	PO673972	FY23 - OUC - Technology - Motorola Service Agreement and Ancillary Services, Year - CW90443 - SPR	Contract	\$3,284,515.61	\$3,053,954.48	MOU	No	CW90443	Year 2 - Multiyear Agreement	
FY23	Motorola Solutions	PO674856	FY23 - OUC - Technology - Motorola Radio Communication Equipment and Accessories Allowance - CW90443 - UC303C	Contract	\$6,067,486.00	\$5,533,867.73	Capital - UC303	No	CW90443	Year 2 - Multiyear Agreement	
FY23	Motorola Solutions	PO678212	FY23 - OUC - Reeves Radio Site Relocation, Opt Yr 1 - UC2TDC	Contract	\$359,815.38	\$34,586.00	Capital - UC2TDC	No	CW94475	Option Year 1	Brittany Galloway-Mynatt
FY23	MVS Inc.	PO673490	FY23 - OUC - Technology - Smart 911 Maintenance & Rave Command View Licenses, Opt Yr 1 - SPR	Contract	\$268,089.02	\$268,089.02	911 Fund / SPR	Yes	CW95411	Option Year 1	Selena MacArthur & Brittany Galloway-Mynatt
FY23	My Word of Hope, LLC	PO677283	FY23 - OUC - Team-Building Playbook: How to Succeed in the Workplace through Effective Communication Training - SPR	Procurement / PO Only	\$9,456.40	\$9,456.40	911 Fund / SPR	No		DOA - 9/30/23	
FY23	My Word of Hope, LLC	PO682535	FY23 - OUC - OPSD - Hard Knox Life LLC Interoperability Training Courses - 1UC4H2	Procurement / PO Only	\$9,375.00	\$0.00	Grant	No		DOA - 9/30/23	
FY23	National Emergency Number Asso	PO682723	FY23 - OUC - OPSD - Telecommunicator Core Competencies - NENA Training Class - SPR	Procurement / PO Only	\$2,691.00	\$0.00	911 Fund / SPR	No		DOA - 9/30/23	
FY23	NICE SYSTEMS INC.	PO673422	FY23 - OUC - Technology - NICE Maintenance Services - SPR	Contract	\$187,052.40	\$172,051.99	911 Fund / SPR	No	CW102156	Base Period	
FY23	PC Net, Inc.	PO674210-V2	FY23 - OUC - Technology - (Deobligate) MDC Replacement for MPD and FEMS - UC302C	Contract	\$9,146,433.20	\$8,034,025.90	Capital - UC302	No	CW90336	Base Period	Kevin Hartwig
FY23	PC Net, Inc.	PO676072-V2	FY23 - OUC - Technology - Tier II MDC Tech - UC302C	Procurement / PO Only	\$16,000.00	\$16,000.00	Capital - UC302	No	NCPA 01-97	DOA - 9/30/23	
FY23	POWERDMS INC.	PO676039	FY23 - OUC - Technology - PowerDMS Software Renewal - SPR	Procurement / PO Only	\$37,224.64	\$0.00	911 Fund / SPR	No		DOA - 9/30/23	
FY23	PRESIDENT AND FELLOWS OF HARVARD UN	PO681944	FY23 - OUC - Communications - Harvard Kennedy School Executive Education - Leading Through the Changing Media Landscape Training - SPR	Procurement / PO Only	\$9,200.00	\$9,200.00	911 Fund / SPR	No		DOA - 9/30/23	
FY23	Public Safety Group	PO681880	FY23 - OUC - OPSD - Communications Center Liability Training - SPR	Procurement / PO Only	\$10,450.00	\$0.00	911 Fund / SPR	No		DOA - 9/30/23	
FY23	PulsePoint Foundation	PO672326	FY23 - OUC - Technology - PulsePoint CPR Application Maintenance - SPR	Procurement / PO Only	\$13,000.00	\$13,000.00	911 Fund / SPR	No		DOA - 9/30/23	
FY23	Purvis System Inc.	PO678214	FY23 - OUC - Technology - Fire Station Alerting System Maintenance and Warranty, Opt Yr 2 - SPR	Contract	\$348,108.00	\$87,027.00	911 Fund / SPR	No	CW85355	Option Year 2	Zahid Chohan & Brittany Galloway-Mynatt
FY23	Purvis System Inc.	PO681319	FY23 - OUC - Technology - Fire Station Alerting System (FSAS) Hardware Refresh - AFC02C	Procurement / PO Only	\$118,125.00	\$0.00	Capital - AFC02	No		DOA - 9/30/23	
FY23	RMG Enterprise Solutions, Inc	PO673294	FY23 - OUC - Technology - RMG Korbyt Solution Maintenance Renewal - SPR	Procurement / PO Only	\$5,407.52	\$5,407.52	911 Fund / SPR	No		DOA - 9/30/23	
FY23	RQI Partners, LLC	PO676041	FY23 - OUC - OPSD - RQI Telecommunicator CPR Training - SPR	Procurement / PO Only	\$36,125.00	\$0.00	911 Fund / SPR	No		DOA - 9/30/23	
FY23	Site Safe, LLC	PO678346	FY23 - OUC - Technology - EME Study for HSEMA - MOU	Procurement / PO Only	\$3,750.00	\$0.00	911 Fund / SPR	No		DOA - 9/30/23	
FY23	Syniverse Technologies, Inc.	PO673719	FY23 - OUC - Technology - Syniverse Technologies LATAlink S57 Renewal - SPR	Procurement / PO Only	\$43,048.80	\$10,762.20	911 Fund / SPR	No		DOA - 9/30/23	
FY23	Technomic, LLC	PO673266	FY23 - OUC - Technology - Radio Antenna and Tower Site Maintenance, Opt Yr 1 - SPR	Contract	\$80,645.83	\$0.00	911 Fund / SPR	Yes	CW96353	Option Year 1	Brittany Galloway-Mynatt
FY23	Telephone Doctor, Inc	PO676208	FY23 - OUC - OPSD - Service Skill eLearning Licenses - SPR	Procurement / PO Only	\$8,990.00	\$8,990.00	911 Fund / SPR	No		DOA - 9/30/23	
FY23	THE TRIAGE GROUP, LLC	PO676262	FY23 - OUC - Technology - IT Consultant- Program / Project Manager 1 - OUC Contract CW64394 - Capital	Contract	\$273,104.00	\$0.00	911 Fund / SPR	No	CW64394	Option Year 4	
FY23	West Publishing Corp	PO673973	FY23 - OUC - Legal - Westlaw Services- SPR	Procurement / PO Only	\$7,316.76	\$7,316.76	911 Fund / SPR	No		DOA - 9/30/23	

OUC Roadmap

	Recommendation	Actions	Owner	Due Date	Current Status
Technology- Centric	Evaluate and reduce the number of event types and associated priorities	Work to reduce the police call types with MPD taskforce	911 Ops Chief/MPD	Reductions were made on 10/3/22. In progress with new protocol implementation	OUC and MPD conducted the working session to reduce the call types and realign call types for dispatch and TRU.
		Work to reduce the fire call types with the FEMS liaison	911 Ops Chief/FEMS	In Progress with FEMS Medical Director	Working with Medical Director to reduce the number of call types. Having recurring meetings to discuss progress. OUC IT is working to mainstream cards in CBD and will implement in PowerPhone.
	Streamline the call entry data formatting in the CAD system	Streamline CAD data	Technology/CAD Vendor	In progress and will be complete with new protocol implementation	Migrating to new protocol system which will help to streamline the call entry formatting in CAD.
	Assess and improve the integration of the scripted protocols into the call handling process	Work to ensure the protocols are being used by all call takers as prescribed to ensure the right information is received in dispatch each time.	OPSD	In progress and will be complete with new protocol implementation	Migrating to new protocol system which will help to streamline the call entry formatting in CAD.
	Train staff on use of Location Determining Technologies (LDT) followed by alert supervision and QA to monitor use	Train staff to use LDT	IT Team	Complete	Call Takers demonstrate this monthly to OUC 911 Supervisors and Managers.
		Ensure supervisors are super users and understand how it works	911 Operations Managers	Complete	Completed training in February 2022.
		Have QA team conduct spot checks to ensure its use	QA Team	Ongoing	QA team and Transcription team review LDT screens against address input to ensure compliance on all calls that go through the QA process.

	Recommendation	Actions	Owner	Due Date	Current Status
	Configure the work screen landscape of applications to bring the LDT solutions forefront in process and visibility. Do not allow other applications to pop up in front of the maps and other LDTs displayed on Screen	Order a fourth monitor for each call taking position	IT Team	Complete	Added monitors to all call taker positions.
Operations	Reduce improvising and adlibbing by adhering to the scripted questions in the CBD call processing standard	Back to Basics training was conducted by OPSD for all TEOs. Continue quarterly training in some capacity.	OPSD	Ongoing	Migrating to new protocol system which will help to streamline the call processing of each call. QA Team is reviewing calls and providing feedback.
	Ensure the complete acquisition and entering of all caller/reporting party information	The QA team will need to focus on this as a metric for call taking	QA Team	Complete	QA team reviews a percentage of calls each week and provides feedback within five (5) days. Added two new employees to the QA team.
	Verify address information as defined in OUC policy. Adapt policy to adapt immediate confirmation of location if an exact match is found between caller reported location and LDT map pinpointing of location. This will save time in gathering information.	Develop a policy to verify address using LDT similar to how it is verified using ALI	Policy Officer	In progress	QA team and Transcription team review LDT screens against address input to ensure compliance on all calls that go through the QA process. There is a policy in place for address verification.
	Require the use of LDTs to locate a caller that cannot immediately state a precise location of an	Develop a policy that directs TEOs to use the address being provided by the LDT	Policy Officer	Complete	QA team and Transcription team review LDT screens against address input to ensure compliance on all calls that go through the QA process.

	Recommendation	Actions	Owner	Due Date	Current Status
	incident, and in situations where the caller does not know the address of an incident.	information if an exact address cannot be verified by the caller.			
	Require apartment numbers to be collected and entered in CAD in the appropriate field and format for dispatch to responders.	Train all new and experienced TEOs to use the same format for entering Apartment #s. Conduct QA checks on addresses to ensure this is happening	OPSD	Complete	Training completed and QA team reviews during quality assurance reviews.
	Monitor and encourage a method(s) for selecting the correct Chief Complaint (call type).	Continued training for all TEOs on the correct Chief Complaint code	OPSD/ Operations Supervisors	Ongoing	Migrating to new protocol system which will allow for the correct chief complaint to be automatically chosen based on how the questions are answered by the caller.
	Improve customer service through QA review and follow up and requiring training and in-service (ongoing education) that addresses tone, inflection, and professional presentation.	Review and follow up with Q2 reviews from transcription monthly	Transcription	Ongoing	New members have been added to the QA team and customer service courses have been added to the catalog of courses being offered.
Dispatch	Addition of an automated dispatch function to the CAD system and the FEMS dispatch process to meet the 60 second notification to units	Review the possibility of this with FEMS	911 Operations/ IT	Discussion began on 4/30/22	The 911 Operations Chief has been discussing this with the new FEMS Liaison. Decision will be made this month.

	Recommendation	Actions	Owner	Due Date	Current Status
Supervision	OUC develop and assign a minimum of three (3) supervisors around the clock on the operations floor with assigned discipline focus on call-taking, MPD dispatch, and FEMS dispatch	Currently there are three supervisors on each shift Identify tenured employees who can act in an assist role on each shift when supervisors are out	911 Operations	Complete	Each shift now has a minimum of four supervisors.
	A fourth supervisor be added as an available resource intended to provide backup to the on-duty supervisors and for the performance of required administrative duties such as evaluations, QA reviews and follow-up, scheduling and call outs.	Hire a fourth supervisor for each shift.	911 Chief	Complete	Each shift now has a minimum of four supervisors.
Translation Services	Determine if there are additional applications that would augment or replace this service	Certified bilingual call takers and dispatchers	PIO	Complete	The translation service vendor provided a dedicated line to OUC with priority.
	Investigate how translation processes are called upon to ensure maximum efficiencies and reduce call processing times through automation	Ensure ease of ability to transfer calls	911 Operations/IT	Complete	Genovation keypads were installed at each workstation for ease of transferring calls to the Language Line.

	Recommendation	Actions	Owner	Due Date	Current Status
Culture Issues	Implementing recommendations cited for improving supervision, training, and QA, and thereby improve culture	Expand the training and development of supervisors specifically in leadership and soft skills	OPSD	Ongoing	All supervisors will be required to take the CMCP Course. Additionally, all new supervisors will partake in a developed 40 hour course that incorporates City government requirements, managing 911 centers, and an 8-hour emotional intelligence course.
		Include refresher or in-service training in call etiquette, professional tone	OPSD	Complete	Call etiquette and customer service modules are now a part of all courses offered through OPSD.
		Enforce OPSD policy for returning completed QA reviews and for follow-up to ensure the behavior is not repeated	QA Team	Complete	New team members were added to QA team to ensure more feedback is returned within the five (5) days. The QA team was relocated back to the OPSD office for collaboration in closing the loop of the training cycle. Trends are recognized and shared with training.
Quality Assurance	Improve documentation concerning the completion and follow-up of QA reviews with staff	Work to upgrade NICE QA forms and process	QA Team and IT	In progress and will be complete with new protocol implementation	PowerPhone has a quality assurance module that has been procured and will be used to complete quality assurance reviews. In the meantime, the QA team is using the forms different and meet regularly to discuss how they're scoring and providing feedback.

	Recommendation	Actions	Owner	Due Date	Current Status
	Provide timely feedback to staff through OPSD. Industry best practice requires that QA reviews are completed within a few days of the call occurring, whenever possible, and that feedback be provided to the call-taker as soon as possible thereafter.	Work to upgrade feedback forms and conduct all feedback within five (5) days of the calls	QA Team	In progress and will be complete with new protocol implementation	New team members were added to QA team to ensure more feedback is returned within the five (5) days.
	Track corrective behavior outcomes including compliance to protocols and customer service. Ensure any training, action plans, or required coaching is discussed and documented, along with a set time for follow-up and conclusion	Develop a training tracking database with a jacket for each employee	OPSD/ 911 Operations	Complete	PowerDMS has been procured and is integrated.
	Evaluate and document the results of remediation training efforts	Create a database for training initiatives for individuals	OPSD/ 911 Operations	Complete	PowerDMS has been procured and is integrated.
	Use the quality assurance data to identify training and process gaps and trends throughout the center.	QA report to include trends for the agency and each individual shift. QA & Training meeting monthly to identify the trends and develop training	QA Team and OPSD	Complete	The QA team was relocated back to the OPSD office for collaboration in closing the loop of the training cycle.

	Recommendation	Actions	Owner	Due Date	Current Status
	Use this data to create a quality improvement program that addresses additional training, policy changes, and support for consistent improvement in call-taker performance.	Using national standards, develop a program that addresses quality improvement	Deputy Director and QA Team	Complete	Quality Improvement program has been developed and an individualized remedial training program occurs when necessary. Those employees who are not responding to remedial training partake in a developed 40-hour one-on-one course with a member of the OPSD team. After that course, progress is monitored and appropriate action is taken.
Staffing	Schedule staffing of call-taking positions according to predictable spikes in call volume over a 24-hour period	Develop a policy for minimum staffing numbers for days and night shifts. Review quarterly upcoming events/holidays/expected increases using the ECATS program	Operations Managers/Policy Officer	Complete	ECaTS predictive staffing program is used to determined scheduling needs. Managers are responsible to get staffing numbers from the shift supervisors one week ahead of schedule to ensure accurate staffing.
	Review the daily break schedule of the MPD dispatchers with a view to maximize staff availability.	Ensure and enforce standardized police dispatch numbers that are needed daily	Operations Managers	Complete	Break schedules are adequate and in accordance with CBA.
	Consider consolidating the back-up dispatcher role to support multiple (two or more) channels rather than a one-to-one assignment.	Review increasing channels on MPD dispatch to assist with the volume of traffic	911 Operations/MPD Taskforce	Ongoing	Discussions on feasibility are occurring with MPD.

	Recommendation	Actions	Owner	Due Date	Current Status
	Maintain staffing levels as outlined in Table 15 that includes consideration and staff count to address known and projected turnover as detailed	Review audit staffing numbers to ensure there are minimum staffing levels for the center	HR	Ongoing	Recruitment is ongoing with entry level training courses starting every few months. 17 new TEOs are scheduled to start on January 16 th .
GIS	GIS team continues with their current business processes.	Continue with practice	GIS	Complete	Continuing with practice
	Continue regular in-depth analysis of the GIS, ALI, and MSAG data to ensure synchronization.	Continue with practice	GIS	Complete	Continuing with practice

<u>Matter</u>					<u>Assigned</u>			
<u>Matter ID</u>	<u>n</u>	<u>Client</u>	<u>Area of</u>	<u>Opened</u>	<u>Status</u>	<u>Professio</u>	<u>Brief</u>	<u>Dollar</u>
<u>Matter ID</u>	<u>n</u>	<u>Sort</u>	<u>Law</u>	<u>Date</u>	<u>Date</u>	<u>nals</u>	<u>Summary</u>	<u>Amount</u>

Action	Type	Dated Submitted by NAGE	Status
Grievance	Dispatcher (Step 2- CBA Article 19 Section A- Employees should be disciplined in accordance with DPM)	Wednesday, 10/20/21	The agency will draft a response to rescind the proposed discipline. COMPLETED on 4/8/22.
Grievance	911 Call Taker(Article 29 - Seniority and Proposal to Suspend 5 Days)	Wednesday, 10/20/21	The agency will draft a response to rescind the proposed discipline. COMPLETED on 4/8/22.
Grievance	Dispatcher (Proposal to Suspend 5 Days)	Friday, 12/31/21	The grievance is currently with the OLR CB. The agency has provided information to the OLR CB attorney to assist with drafting the response to the grievance. COMPLETED on 04/21/22.
Grievance	Transcriptionist (Mandatory Overtime)	Thursday, 1/20/22	The grievance is currently with the OLR CB. The agency has provided information to the OLR CB attorney to assist with drafting the response to the grievance. We anticipate providing the agency response by Monday, 4/11/22. COMPLETED
Grievance	Dispatcher (Mandatory Overtime)	Thursday, 1/20/22	Acting Director Holmes is preparing the response for the Step 3 grievance. COMPLETED on 04/21/2022.
Grievance	Dispatcher (AWOL - Medical Documentation Submission)	Thursday, 1/20/22	The agency will draft a response to rescind the AWOL and will adjust the leave balance to reflect Personal Pandemic Leave (PPL) usage. COMPLETED on 4/8/22.
	Dispatcher (Response to Proposed Corrective Action - 5 Day Suspension)	Monday, 1/31/22	The agency will draft a response to rescind the proposed discipline. COMPLETED on 4/8/22.
Grievance	Dispatcher (Mandatory Overtime)	Wednesday, 2/2/22	The grievance is currently with the OLR CB. The agency has provided information to the OLR CB attorney to assist with drafting the response to the grievance. We anticipate providing the agency response by Monday, 4/11/22. COMPLETED
Grievance	911 Call Taker (AWOL/Tardiness)	Thursday, 2/3/22	The grievance is currently with the OLR CB. The agency has provided information to the OLR CB attorney to assist with drafting the response to the grievance. We anticipate providing the agency response by Monday, 4/11/22. COMPLETED
Grievance	911 Call Taker (Mandatory Overtime)	Thursday, 2/3/22	The grievance is currently with the OLR CB. The agency has provided information to the OLR CB attorney to assist with drafting the response to the grievance. We anticipate providing the agency response by Monday, 4/11/22. COMPLETED
Grievance	Transcriptionist (Mandatory Overtime)	Tuesday, 2/8/22	The grievance is currently with the OLR CB. The agency has provided information to the OLR CB attorney to assist with drafting the response to the grievance. We anticipate providing the agency response by Monday, 4/11/22. COMPLETED

Grievance	Dispatcher (Mandatory Overtime)	Tuesday, 2/8/22	The grievance is currently with the OLRCB. The agency has provided information to the OLRCB attorney to assist with drafting the response to the grievance. We anticipate providing the agency response by Monday, 4/11/22. COMPLETED
Grievance	Dispatcher (Step 1 - Agency Final Decision - Official Reprimand)	Wednesday, 2/16/22	Per DCHR guidance, the agency will draft a response to rescind the proposed discipline. COMPLETED on 4/8/22.
Grievance	Dispatcher (CBA Violation, Article 3 & 18)	Thursday, 2/17/22	The grievance is currently with the OLRCB. The agency has provided information to the OLRCB attorney to assist with drafting the response to the grievance. COMPLETED on 4/18/22.
Grievance	Group (Leave Restriction)	Thursday, 2/17/22	The grievance is currently with the OLRCB. The agency has provided information to the OLRCB attorney to assist with drafting the response to the grievance. We anticipate providing the agency response by Monday, 4/18/22.
Grievance	Dispatcher (Step 2 - Agency Final Decision - 5-Day Suspension)	Saturday, 05/06/22	The agency provided a response upholding the 5-Day suspension. COMPLETED on 09/15/22.
Grievance	Notification of Forced Overtime	Sunday, 11/6/22	911 Operations provided a response on 12/21/22. The resolution was to continue to partner with Union leadership in all areas to improve working conditions.
Grievance	Dispatcher (Step 2 - Agency Final Decision - 20-Day Suspension)	Friday, 01/13/2023	The agency will draft a response to deny the union request to rescind the discipline.

District of Columbia
Office of Unified Communications
(OUC)

CONTINUITY OF OPERATIONS (COOP) PLAN



July 1, 2022

Developed in partnership with:



FOR LIMITED DISTRIBUTION

WARNING: This document is an operation plan for incidents affecting the Office of Unified Communications. It is for LIMITED DISTRIBUTION. The material contained in this document is protected from disclosure under the District of Columbia Freedom of Information Act, D.C. Code § 2-534, (a) (10), and is NOT FOR PUBLIC INSPECTION by any person or governmental unit. Release of this document to unauthorized individuals is strictly prohibited.

RECORD OF CHANGES

CHANGE NUMBER	DATE OF CHANGE	COOP PAGE	SUBJECT	CHANGE SIGNATURE	AUTHORIZING SIGNATURE
	7/30/19	22-23	CONTACT LIST		
	7/30/19	24	IT ORG CHART		
	7/30/19	25	THOR		
	7/30/19	31	ECBD AND VDI		
	7/30/19	32-33	UPDATED 911/311 COMPONENTS		
	7/30/19	34	EDITED 311/OCTO SECTION		
	7/30/19	35-38	RADIO SECTION		
	7/30/19	40	UPDATED IT SUCCESSOR		
	7/30/19	46-47	UPDATED VITAL DATA		
	7/30/19	52	THOR WORKSTATION		
	7/30/19	54-56	UPDATE IT EQUIPMENT		
	7/30/19	58-61	UPDATE RADIO/MDC/FSAS		
	4/1/2020	8	ORDER OF SUCCESSION ADDITION		
	4/1/2020	20	DIRECTOR'S OFFICE POSITION VACANT		
	4/08/2020	15	UPDATED ORG CHART		
	4/21/2020	20	TRAINING DIVISION UPDATES		
	7/2020	20	TRAINING DIVISION UPDATES		

	9/21/2020	22 &23	IT PERSONNEL/ORG CHART UPDATE		
	1/7/2021	26	ADDED TELEWORK GUIDELINES		
	3/17/21	4	COOP COORDINATOR		
	3/17/21	7	CHANGED DIRECTOR		
	3/17/21	10	CHIEF ADMINISTRATIVE & COOP COORDINATOR		
	3/17/21	16	ORG CHART		
	3/17/21	26	TELEWORK POLICY		
	3/17/21	42	ADMINISTRATIVE OFFICER		
	3/30/21	96	RADIO MANAGER NAME CHANGED		
	4/27/22	63	ADDED POSITIONS NAMES TO RETURN TO NORMAL OPERATIONS		
	4/27/22	64	ADDED AAR STEPS		
	5/5/22	20	PERSONNEL NAME CHANGES		
	5/5/22	21	PERSONNEL NAME CHANGES		
	5/5/22	22	PERSONNEL NAME CHANGES		
	5/5/22	41	PERSONNEL NAME CHANGES		
	5/5/22	42	PERSONNEL NAME CHANGES		
	5/5/22	43	PERSONNEL NAME CHANGES		

RECEIPT FORM

OFFICE OF UNIFIED COMMUNICATIONS (OUC)

CONTINUITY OF OPERATIONS PLAN (COOP)

To: Ingrid Bucksell

SUBJECT: Insert Division Name or Department
Continuity of Operations Plan, July 1, 2022

Date Received _____

Received By: _____

Title: _____

Organization _____

Subject _____

Number of Copies _____

Copy Number(s) _____

Signature _____

Printed Signature _____

TABLE OF CONTENTS

DIRECTOR SIGNATURE PAGE	7
EXECUTIVE SUMMARY	8
EMERGENCY RESPONSE DECISION MATRIX	11
INTRODUCTION.....	12
AGENCY ORGANIZATIONAL CHART	16
CONCEPT OF OPERATIONS	17
PHASE I – ACTIVATION	18
Activation and Notification Procedure	19
COOP Personnel	20
Relocation Procedure	Error! Bookmark not defined.
PHASE II – COOP OPERATIONS.....	27
Essential Functions	28
Order of Succession.....	40
Communications	43
Vital Records, Databases, & Systems	45
Vital Equipment	50
Alternate Facilities	61
PHASE III – RECOVERY	62
EXERCISE AND MAINTENANCE OF COOP PLAN.....	65
Exercise Overview	66
Maintenance and Planning Responsibilities.....	68

Plan Distribution and Plan Storage	69
APPENDICES	70
Appendix A: Authorities	71
Appendix B: Planning Considerations and Assumptions	74
Appendix C: After-Action Report/Improvement Plan (AAR/IP) Matrix.....	75
Appendix D: OUC Hazard Vulnerability Analysis	76
Appendix E: Family Disaster Planning	88
Appendix F: OUC Attachments	90
Attachment 1: CAD Vendor Support	90
Attachment 2: Telephony Vendor Support.....	91
Attachment 3: PMG Vendor Support	93
Attachment 4: Radio Vendor Support	95
Appendix G: Definitions and Acronyms	97
Appendix H: COOP Crosswalk	101

DIRECTOR SIGNATURE PAGE

Promulgation

To: All OUC Personnel
From: Karima Holmes, Interim Director
Date: July 1, 2022
Subject: OUC Continuity of Operations Plan (COOP)

I hereby authorize the use of the following revised Continuity of Operations (COOP) Plan as the operational plan for responding to emergencies within the OUC.

The information contained in this document is confidential. The disclosure of some or all of the information in this plan could compromise the safety and privacy of OUC personnel and the security of OUC's essential equipment, services, and systems. Therefore, disclosure is strictly prohibited. The contents are not to be disclosed or duplicated, in whole or in part, without the consent of myself or my designee. This document contains personal and sensitive information and its use is for emergency response and recovery purposes only.

OUC, Interim Director Karima Holmes

July 1, 2022
Date

EXECUTIVE SUMMARY

FULFILLMENT of MISSION

Under all circumstances, the OUC must fulfill its mission as follows:

OUC provides centralized, District-wide coordination and management of public safety voice radio technology and other public safety wireless communication systems and resources. Our mission includes the following:

- Development and enforcement of policy directives and standards regarding public safety and non-public safety communications
- Operations and maintenance of public safety and non-public safety voice radio technology
- Management of the building facilities supporting public safety voice radio technology and call center technology
- Review and approval of all agency proposals, purchase orders and contracts for the acquisition of public safety voice radio technology and call center technology systems, resources and services.

As an organization that is tasked with handling all 1.4 million 9-1-1 calls and 1.9 million 3-1-1 calls for service that occur in the District of Columbia each year, OUC carries tremendous responsibility. In addition to fielding these life-dependent calls, we also oversee all land and mobile radio systems tied to the response network.

While the impact of a crisis on the OUC itself cannot be predicted, planning for operations under such conditions can reduce the impact of the emergency on its people, facilities, and mission and help the OUC perform its essential functions.

PERFORMANCE of ESSENTIAL FUNCTIONS

This Continuity of Operations (COOP) Plan provides for resuming and sustaining essential functions as soon as possible during and after a localized, District-wide, or catastrophic emergency affecting the OUC. The COOP plan enables the OUC to resume essential functions as soon as possible after the emergency event and to sustain them for up to 30 days.

ACTIVATION

The OUC Director or his/her authorized successor has the authority to activate this COOP plan. As soon as emergency response personnel have minimized injury, loss of life, and property damage to the OUC, this COOP plan should be implemented.

NOTIFICATION and RELOCATION

The OUC Director or Director's designee has the authority to activate the COOP, plan, due to reduced operational capacity, or if an OUC primary facility becomes unavailable, a message of the COOP plan activation will be disseminated through the usual chain of command. Division heads are responsible for ensuring that all OUC personnel within their divisions are aware of the COOP plan activation. The activation message will also include instructions on relocation to an alternate facility.

COOP PERSONNEL

This COOP plan identifies COOP personnel within every OUC division who are responsible for carrying out Essential Functions. COOP personnel will relocate to their pre-designated alternate facility to carry out Essential Functions, should their primary facility become unusable. Non-COOP personnel are expected to remain in a safe location and await further instructions from their supervisors.

ORDER OF SUCCESSION

The OUC will implement the following Order of Succession for its executive leadership:

1. **Director**
2. **Deputy Director**
3. **Chief of Operations (311/911)**
4. **CITO**
5. **Chief of Professional Standards**

See Order of Succession section for key positions within each OUC division.

ALTERNATE FACILITIES

Should the primary or secondary OUC facility become unusable or inaccessible, OUC COOP personnel will relocate to a pre-designated Alternate Facility.

Primary OUC Facility	Alternate Facility
UCC Building 2720 Martin Luther King Jr. Ave. S.E.	PSCC Building 320 McMillan Drive*
Secondary OUC Facility	Alternate Facility
PSCC Building 320 McMillan Drive*	UCC Building 2720 Martin Luther King Jr. Ave. S.E.

*Note-320 McMillan Drive is the same location as 310 McMillan Drive and is used throughout this document as the same location.

A renovation of our Secondary/Alternate Facility is slated for late spring – fall of 2022. At that time, the secondary facility will be vacated. Employees who typically work at the facility will be located at the primary facility. Our alternate facility at that time will be located at 655 15th Street, NW.

RECONSTITUTION

Once the OUC is able to resume normal operations and primary facilities have been restored to operational capacity, each OUC division will reconstitute. The Director, or his designee, will decide, based on the circumstances, the order and schedule of each division's return to normal operations. If any facility cannot become operational, the affected divisions should operate from their alternate facility until a viable permanent location is determined.

EXERCISES and MAINTENANCE

This COOP Plan is a living document; thus, staff must perform training and exercises on the plan and its contents to keep it current and effective. This plan identifies a timeline and entities that must perform this maintenance regularly.

QUESTIONS

OUC's COOP Coordinator is responsible for coordinating the implementation of this COOP plan. Should you have questions regarding any aspect of this plan, please contact:

Ingrid Bucksell

Ingrid.bucksell@dc.gov

EMERGENCY RESPONSE DECISION MATRIX

Facility or Environmental incident occurs.

BUILDING EMERGENCY RESPONSE PLAN IS ACTIVATED

1. Onsite OUC staff enters the emergency event into the CAD system, or notifies Protective Services, as the situation dictates, issues an OUC Alert, and notifies OUC upper management.
2. Onsite staff implements Building Emergency Response Plan (e.g. evacuation plans or shelter-in-place), dependent on the nature of the incident.
3. Onsite staff notifies the Director and the Risk Manager.

Will the incident close the facility or affected area for an extended period?

YES

NO

DIRECTOR OR SUCCESSOR ACTIVATES THE COOP PLAN

(For details, refer to "Phase I – Activation" section of the COOP plan)

1. Director consults advisors and other personnel with knowledge of the incident.
2. Determine likely impact on operations.
3. Activate COOP plan.

COOP PLAN IS NOT ACTIVATED

Resume normal operations after all clear is given for reentry of facility or affected area.

DIRECTOR OR DESIGNEE INITIATES NOTIFICATION PROCEDURES TO ALERT PERSONNEL OF COOP PLAN ACTIVATION

1. Leadership personnel notify everyone within their area of responsibility.
2. Agency notifies external partners, as appropriate.
3. Agency notifies HSEMA of incident and COOP plan activation.
4. Public Information Officer notifies EOM Office of Communications of incident and COOP plan activation.

DIRECTOR ORDERS RELOCATION OF AFFECTED FACILITY TO ALTERNATE FACILITY, IF NECESSARY

1. Director or designee notifies alternate facility to prepare for the relocation and the arrival of COOP Personnel.
2. Implement relocation procedures.

CARRY OUT ESSENTIAL FUNCTIONS

(For details, refer to "Phase II – COOP Operations" section of the COOP plan on information regarding essential functions, critical processes, orders of succession, vital records, vital equipment, and alternate facilities)

1. Carry out only Essential Functions for the duration of COOP plan activation.
2. Suspend all non-Essential functions for duration of the COOP plan activation.
3. COOP Personnel carry out Essential Functions. Non-COOP Personnel await further instructions.
4. Update agency Personnel, PIO, EOM, HSEMA, and partners throughout the event, as appropriate.

Has the primary facility been deemed safe for reoccupation and suitable for normal operations?

YES

NO

RECONSTITUTE

(For details, refer to information in "Phase III – Recovery" within the COOP plan)

1. Director implements reconstitution procedures.
2. Leadership notifies all personnel within their areas of responsibility that COOP plan activation has ended.
3. All personnel (both COOP and non-COOP) return to their primary facilities,
4. Resume normal operations.
5. Agency prepares After-Action Report.
6. Update COOP plan, if necessary.

MAINTAIN COOP ACTIVATION

1. Continue COOP plan activation.
2. Continue performing only essential functions until the incident has ended.

INTRODUCTION

The OUC is a cabinet-level agency within the District of Columbia, under the direction of the Mayor of the District of Columbia.

If OUC operations are disrupted, they must efficiently and effectively resume. In light of the necessity for continuously performing essential functions, OUC has developed this Continuity of Operations (COOP) Plan, which supports the District Response Plan (DRP) and any OUC internal Emergency Operating Procedures, such as any evacuation plans, Designated Assembly Areas, and Shelter-in-Place plans. The information contained within this COOP Plan is relevant for OUC personnel and contractors, as it provides the guidance they will follow during an event that impacts the agency's ability to function. The information contained within the COOP Plan is available only to personnel with a need to know, such as those employees who would respond to a COOP team deployment, and other key OUC, District, and federal government personnel deemed necessary to know.

Failure of staff and personnel to perform efficiently and effectively during the activation of the COOP could impact the safety and security of all OUC personnel and systems. It could also jeopardize the ability to serve the District's citizens and organizations which depend heavily on the OUC to provide immediate public safety responses to emergencies which may involve life and death situations.

Purpose

The purpose of establishing a COOP Plan for OUC is to ensure the continuity of essential organizational and operational functions after a disaster. The plan is an "all-hazards" plan, meaning it will allow the agency to continue its essential functions after any type of emergency, large or small. The key purposes of this COOP Plan are to:

1. Ensure continuous performance of and mitigate disruptions to essential functions and operations
2. Identify COOP personnel responsible for carrying out Essential Functions
3. Ensure the succession of OUC leadership, if required, on a temporary basis, and maintain or re-establish control and direction of OUC;
4. Identify Vital Records, Databases, Systems and Equipment needed to carry out Essential Functions
5. Identify Alternate Facilities which may be used to carry out Essential Functions if a primary facility becomes unusable
6. Achieve a timely and orderly recovery from the emergency and resumption of normal operations.
7. Provide a reporting mechanism for the COOP plan's weaknesses and improvements required after an actual emergency or COOP exercise and generate lessons learned

Authorization

This COOP plan has been drafted pursuant to the local and federal laws applicable in an emergency. Appendix A provides a list of Authorities and Code Provisions related to emergency planning and operations.

Applicability and Scope

The provisions of this COOP plan are applicable to all OUC divisions:
LIMITED DISTRIBUTION

This plan applies to all manmade and natural emergencies and threats. The plan provides for resuming the OUC's Essential Functions as soon as possible after an emergency and sustaining these functions for a period of up to 30 days.

In order to plan for future emergency operations, COOP planners must make assumptions about what the state of the environment will be at the time of the emergency. These assumptions should be tested and periodically reviewed by the COOP coordinator. Appendix B provides a summary for a quick review of planning considerations and assumptions of the OUC COOP plan.

In addition, this plan addresses the issues related to recovery after COOP activation and after emergency reporting criteria and it provides detailed plan maintenance procedures.

Appendix C provides guidance and criteria for generating After-Action Reports (AAR) and Improvement Plans (IP) for COOP exercises and can be used as reporting guidelines after emergencies also.

Situation and Assumptions – Hazards and Risks

In order to understand how a disaster can disrupt the operations of an OUC department or jurisdiction and its organizational assets, a hazard vulnerability analysis or disaster impact analysis should be routinely conducted on primary and alternate facilities. A disaster impact analysis consists of five elements: asset identification, hazard identification, vulnerability assessment, impact analysis and risk assessment. The following section summarizes primary and secondary hazards that may define the OUC's risks. Appendix D (Hazard Vulnerability Analysis) can also be used as a guide to document the vulnerability analysis which is a required element of a COOP plan.

1. Hazard Vulnerability Analysis

a. Primary Hazards and Risks

Hazard or threat identification and vulnerability assessments combine probabilities of event occurrence (earthquake, hurricane, terrorism, etc.) with factors relevant to the specific site (location, operational and structural characteristics) to determine the risk of a given threat to a site. These primary threats should be added to the Vulnerability Analysis Worksheet located in Appendix D.

b. Secondary Hazards and Risks

Hazards or threats may be from a secondary source. Neighboring offices or facilities may house materials or perform operations that generate hazards or threats to your operations. Since there is little or no direct control over these types of risks, vulnerability may actually be higher than primary risks that impact the larger area around your facility. Where appropriate, these risks should be added to the Vulnerability Analysis Worksheet and rated with the primary hazards discussed in the previous section.

The following table can be used to summarize and prioritize the primary and secondary hazards that the OUC may be vulnerable to at UCC Building, 2720 Martin Luther King Jr. Ave. S.E.

Priority	Hazards

A completed copy of the most recent OUC Hazard and Vulnerability Analysis of the primary and alternate facility should be referenced to or attached to this COOP. The COOP coordinator should be responsible for developing the Hazard and Vulnerability Analysis in conjunction with OUC division directors and other entities residing in the same building and location. Appendix D (Hazard Vulnerability Analysis) offers guidelines and formats for conducting and completing a location’s Hazard Vulnerability Analysis.

2. COOP Plan Certification

To ensure that a plan is realistic and provides adequately for emergency performance of all essential functions, a COOP plan should be cross walked against Federal and State plan guidance such as that provided in Appendix H (COOP Plan Crosswalk). A completed crosswalk should be provided to an agency or department head or chief elected official prior to the promulgation of the plan. Resolution of Identified deficiencies, if any, should be addressed in Multi-year Strategy and Program Management Plans. A COOP crosswalk offers guidance on how to structure a COOP and lists content that should be included in the document. A crosswalk should be completed prior to promulgation of a COOP to ensure it complies with Federal guidance. Appendix H is a completed Crosswalk document for this OUC COOP. Expanded information concerning all items listed in COOP Crosswalks tables can be found in the following referenced COOP Template 2005 / U.S. General Services Administration (GSA) & Federal Emergency Management Agency (FEMA) - Sedgwick County, Kansas.

How to Use This Plan

The plan is organized into three major sections which are labeled: **Phase I: Activation**; **Phase II: COOP Operations**; and **Phase III: Recovery**. Following those sections is a section on **Exercise and Maintenance of COOP Plan**. The Plan concludes with **Appendices** providing expanded information.

References

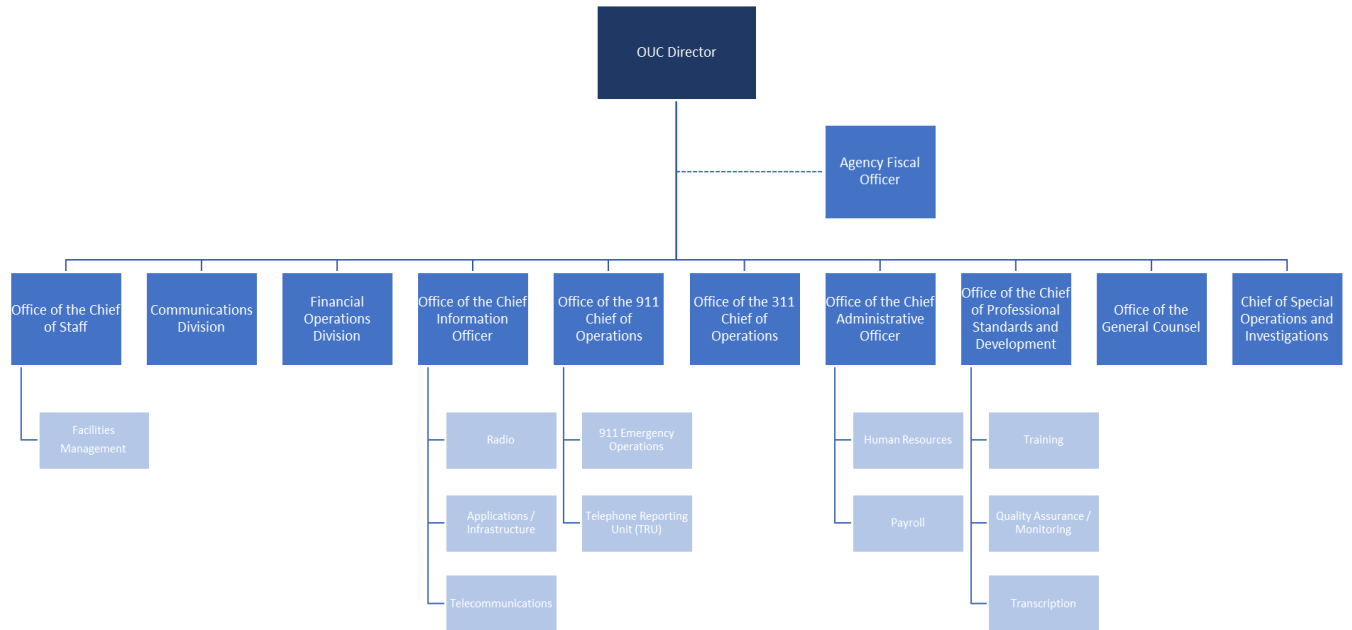
- National Response Framework (NRF)
- National Incident Management System (NIMS) – Preparedness and Incident Management Standards
- FCC Communications Security Reliability and Interoperability Council (CSRIC) – Disaster Recovery & Emergency Preparedness Best Practices
- National Fire Protection Association (NFPA) 1600 – Standard on Disaster/Emergency Management and Business Continuity Programs
- Association of Public Safety Officials (APCO) / National Emergency Number Association (NENA) – PSAP Service Capability Rating Scale

- Commission on Accreditation for Law Enforcement Agencies (CALEA) – Standards for Public Safety Agencies 7.1.1, 7.1.2, 7.1.3
- Homeland Security Presidential Directive 3
- COOP Template 2005 / U.S. General Services Administration (GSA) & Federal Emergency Management Agency (FEMA): Sources - Sedgwick County, Kansas
- FEMA Continuity Plan Template for Non-Federal Governments September 2013
- Las Vegas Metropolitan Police Department (LVMPD) – Communications Bureau (METROCOMM) - Continuity of Operations Plan
- District of Columbia Response Plan (2015)
- Federal Preparedness Circular 65 (FPC) 65 / FEMA-ONSC COOP Template: Source – Baton Rouge, LA

Glossary

An expanded list of definitions and acronyms can be found in appendix G of this document.

AGENCY ORGANIZATIONAL CHART



Concept of Operations

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PHASE I – ACTIVATION

Activation and Notification Procedure

This section provides the overview of how individuals within the OUC will be notified that the COOP Plan has been activated.

Please note that COOP implementation occurs only after the response to emergency has been initiated and the situation has been stabilized. For details on emergency response, please refer to the ERP and other relevant OUC policies on building evacuation, designated assembly areas, shelter-in-place, etc.

The **OUC Director or the Director's designee** has the authority to activate the COOP plan.

A COOP plan activation communication will come down the OUC chain of command. Division heads will be responsible for ensuring that all personnel within their divisions are aware of the COOP plan activation.

All available technologies and methods will be used to alert OUC personnel of COOP plan activation, including:

- Email
- OUC Alert
- Agency-issued cell phone
- Public Safety Radio System
- Face-to-face communication
- Personal cell or emergency contact phone

Once all essential designated OUC personnel are notified of the COOP activation, only Essential Functions will be performed. All non-essential functions will be suspended until operational capacity allows for their resumption. Additionally, COOP personnel will relocate to their pre-designated alternate facility should their primary place of work be unusable.

All non-COOP personnel are expected to remain in a safe location and be available to receive communications and instructions from their supervisors. Non-COOP personnel may be called on to support COOP personnel in performing Essential Functions.

All staff, including those individuals actively involved in COOP events or not officially assigned a role during COOP activations should be prepared for and aware of COOP activation procedures. All employees shall be prepared for COOP events, training should be a part of the OUC's orientation for new staff and should be regularly conducted (at least annually) for all existing staff. The training should focus on preparing employees for situations in which they will not be able to work from their primary facility. The training should advise staff on how to be personally prepared by developing "personal go-kits" as well as emphasize the need for Family Disaster Planning to ensure families are prepared for all types of emergencies, including COOP activations.

Appendix E provides a Family Disaster Plan developed by the Federal Emergency Management Agency (FEMA) that can be used as a guideline for families to prepare for COOP events. It is suggested that these Family Disaster Plan guidelines be distributed to all OUC staff on an annual basis.

COOP Personnel

- Persons designated as COOP Personnel are responsible for carrying out Essential Functions during COOP activation.

- Personnel not on this list would report home during COOP activation and await further instructions.

COOP Personnel for each OUC division are identified below:

OFFICE OF THE DIRECTOR

Title	Name	Contact Information
Director	Karima Holmes	2720 MLK Jr. Ave. S.E., WDC, 20032 rm 335 P: 202 730-0503, C:202-340-7916
Executive Assistant to the Director	Vacant	
Chief of Staff	Kelly Brown	Kelly.Brown@dc.gov , P: 202 727-5687, C: 202 664-7180 Room: 334, 2720 MLK Jr. Ave. S.E., WDC, 20032
Agency Financial Officer	Douglas Kemp	Douglas.kemp@dc.gov , P: 202 730-0519, C: 202 841-7955 Room: 309B, 2720 MLK Jr. Ave. S.E. WDC, 20032
Deputy Director	Heather McGaffin	heather.mcgaffin@dc.gov , Rm 315 2720 MLK Jr Ave. S.E. WDC 20032
Chief of Investigations & special Projects	Vacant	

ADMINISTRATIVE SERVICES DIVISION

Title	Name	Contact Information
Administrative Officer (Division Head)	Ingrid Jackson	Ingrid.jackson@dc.gov C: 202-264-9292 O: 202-724-7082 Room: 318 2720 MLK Jr. Ave. S.E., WDC, 20032
Management Liaison Officer	Mia Brown	Mia.brown1@dc.gov C: 202 538-2568 2720 MLK Jr. Ave. S.E, WDC, 20032
Public Information Officer	Vacant	, P: 202 730-0503, C: 202 494-3332, Room: 325B, 2720 MLK Jr. Ave. S.E., WDC, 20032
Public Affairs Specialist	Danielle Drumgoole	Danielle.Drumgoole@dc.gov , P: 202-730-0566, C: 202-494-5075, Room: 310 2720 MLK Jr. Ave. S.E. WDC, 20032
Customer Service Specialist/Fleet Manager	James Roberts	James.Roberts2@dc.gov , P: 202 730-0560, C: 202 590-8980 Room: 1 st floor, 2720 MLK Jr. Ave. S.E., WDC, 20032
COOP Coordinator	Ingrid Bucksell	Ingrid.bucksell@dc.gov O:202-730-0508 C:202-604-7037 2720 MLK Jr Ave SE WDC 20032

TRAINING/ TRANSCRIPTION DIVISION

Title	Name	Contact Information
/Interim/Chief of Professional Standards and Development	vacant	
Training Manager	Marcia King	Marcia.king@dc.gov, C: 202 703-0576, O: 202 713-0985 2720 MLK JR Ave SE, Rm B209, WDC, 20032
Transcription Manager	Denise Stutson	2720 MLK JR Ave SE, Rm B209, WDC, 20032 C: 202-664-7221 O: 202-730-0581 denise.stutson@dc.gov
Telecommunications Transcriptionist	Santo Danson	2720 MLK JR Ave SE, Rm B209, WDC, 20032 C: 202-487-7032 O: 202-730-0457 Santo.danson@dc.gov
Telecommunications Transcriptionist	Robin Ford	2720 MLK JR Ave SE, Rm B209, WDC, 20032 C: 202-549-0421 O: 202-730-0549 robin.ford@dc.gov
Telecommunications Transcriptionist	DeReece Collington	2720 MLK JR Ave SE, Rm B209, WDC, 20032: C: 718-233-7453 O: 202-730-0545 dereece.collington@dc.gov
Telecommunications Transcriptionist	RaSheena Brawner	2720 MLK JR Ave SE, Rm B209, WDC, 20032 C: 202-744-5690 O: 202-730-0520 rasheena.brawner@dc.gov
Telecommunications Transcriptionist	De'Yan Harris	2720 MLK JR Ave SE, Rm B209, WDC, 20032 C: 202-758-8934 O: 202-730-0541 deyan.harris@dc.gov
Training Specialist	Robin Scott	Robin.scott@dc.gov , C:202 997-4709, O:202-2720 MLK JR Ave SE, Rm B209, WDC, 20032
Training Specialist		Marcia.king@dc.gov , C: 202 703-0576, O: 202 713-0985 2720 MLK JR Ave SE, Rm B209, WDC, 20032
QI Specialist	Latrice Covington	2720 MLK JR Ave SE, Rm B209, WDC, 20032 C: 202-494-4306 O: 202-730-0548 latrice.covington@dc.gov
QI Specialist	Trayshelle Jackson	2720 MLK JR Ave SE, Rm B209, WDC, 20032 C: 202-868-2966 O: 202-730-0520 trayshelle.jackson@dc.gov
Training Coordinator	Vacant	

EMERGENCY OPERATIONS DIVISION

Title	Name	Contact Information
Chief of Operations (Division Head) 911	Jeff Wobbleton	Jeff.wobbleton@dc.gov C:202-257-2766 2720 MLK Jr. Ave. S.E.WDC, 20032
Operations Manager	Calvin Williams	Calvin.williams@dc.gov P: 202-373-3872 2720 MLK Jr. Ave. S.E. WDC, 20032
Operations Manager	Karl Millard	Karl.millard@dc.gov C: 202-604-7051 P: 202-373-3739 Room: 160-J 2720 MLK Jr. Ave. S.E. WDC, 20032
911 Watch Commanders	See Employee Roster located at the Supervisors office.	See Employee Roster located at the Supervisors office.
911 Telephone Equipment Telephone Operators	See Employee Roster located at the Police Watch Commanders desk.	See Employee Roster located at the Supervisors office.
911 Dispatchers RED	See Employee Roster located in the Supervisors office.	See Employee Roster located in the Supervisors office.
911 Dispatchers BLUE	See Employee Roster located at the Supervisors office.	See Employee Roster located at the Supervisors office.

NON-EMERGENCY OPERATIONS DIVISION

Title	Name	Contact Information
Chief of Operations 311 (Division Head)	Marcellus Walker	Marcellus.Walker@dc.gov , P: 202 373-3746 C: 202 441-8110, rm 108 2720 MLK Jr Ave S.E. WDC, 20032
311 Operations Manager	Latoya Hansford	Latoya.hansford@dc.gov , C: 202 549-6499; 2720 MLK Jr. Ave. S.E. WDC, 20032
311 Operations Manager	Norman Bailey	Norman.Bailey@dc.gov , Room: 160-B, 2720 MLK Jr. Ave. S.E. WDC, 20032
311 Supervisor Customer Service Representative	See Employee Roster located in the Supervisors' offices.	See Employee Roster located in the Supervisors' offices.

Title	Name	Contact Information
311 Customer Service Representatives	See Employee Roster located in the Supervisors' offices.	See Employee Roster located in the Supervisors' offices.

INFORMATION TECHNOLOGY DIVISION- Primary Location (UCC) Building

Title	Name	Contact Information
Chief Information Technology Officer (Division Head)	Teddy Kavaleri	Teddy.Kavaleri@dc.gov P: 202 715-7557C: 202 714-3701, Room: 328A 2720 MLK Jr. Ave. S.E.WDC, 20032
CAD/Telecommunications Program Manager	Selena MacArthur	selena.macarthur@dc.gov P: 202 373-3769. C: 202-603-0202, Room: 106A 2720 MLK Jr. Ave. S.E.WDC, 20032
IT Systems Manager	Zahid Chohan	zahid.chohan@dc.gov P: 202 730-0621: 202 868-3752, Room: 300A 2720 MLK Jr. Ave. S.E.WDC, 20032
Radio and MDC Manager	Kevin Hartwig	Kevin.hartwig@dc.gov Desk Phone: 202-476-8610 Cell Phone: 202-302-6455 310 McMillan Dr NW
IT Services Manager	Brittany Kapral	Brittany.kapral@dc.gov Phone : (202) 441-1598 Desk : (202)730-0562 Room: 106A 2720 MLK Jr. Ave. S.E.WDC, 20032
IT Technology Specialist/IT Technicians	See Employee Roster located with IT Manager	See Employee Roster located with IT Manager

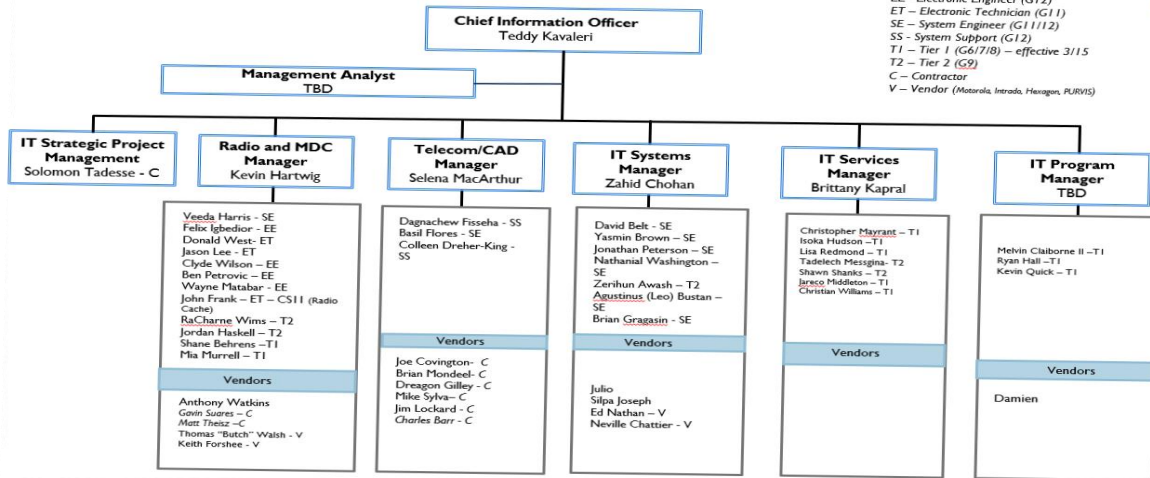
INFORMATION TECHNOLOGY DIVISION-Secondary Location (PSCC) BUILDING

Title	Name	Contact Information
Chief Information Technology Officer (Division Head)	Teddy Kavaleri	Teddy.Kavaleri@dc.gov , P: 202 476-8606, C: 202 714-3701 Room: 237, 320 McMillan Dr. N.W., WDC, 20032
IT Services Manager & Radio Systems & Services Manager	Kevin Hartwig	Kevin.Hartwig@dc.gov P: 202 476-8610, C: 202 340-2531. Room: 235, 320 McMillan Drive N.W., WDC, 20001
IT Radio Specialist/IT Technician	See Employee Roster located with IT Manager	See Employee Roster located in with IT Manager.

OUC IT DIVISION



EE - Electronic Engineer (G12)
 ET - Electronic Technician (G11)
 SE - System Engineer (G11/12)
 SS - System Support (G12)
 T1 - Tier 1 (G6/7/8) - effective 3/15
 T2 - Tier 2 (G9)
 C - Contractor
 V - Vendor (Motorola, Inroads, Hexagon, PURVIS)



Should either of OUC's primary facilities become damaged or inaccessible, OUC divisions will relocate to pre-designated alternate facilities.

All divisions will relocate to their alternate facilities pursuant to the procedure described below:

Relocation Procedure:

1. When it is determined that relocation is to occur, all OUC Division Heads or their designee should notify the designated alternate facility to expect the relocation of their division(s).
2. COOP personnel must report to the alternate facility as soon as possible in order to resume essential functions.
3. Transportation can be provided by: A) OUC van with MPD escort; B) HSEMA vehicle-keys at JAHOC; C) By personal vehicle.
4. Portable radios and tablets should be enabled, if necessary. These devices should be assigned to designated personnel.
5. THOR is activated.
6. The Division Heads must ensure that all members of the COOP personnel are accounted for and are prepared to resume the division's Essential Functions at the alternate facility.
7. Each OUC Division Head should notify the OUC Director once all their COOP personnel have reported to their alternate facility.
8. All personnel should take Go-Kits containing Vital Records, Vital Equipment, and personal items (e.g. water, snacks, medicines, eyeglasses, etc.) that they may need at the alternate facility.
9. Division Heads should provide specific instructions on relocation at the time of activation.
10. Non-COOP personnel present at the UCC building at the time of an emergency notification will be directed to proceed to their homes to await further instructions.
11. At the time of notification, any available information regarding routes that should be used to depart the UCC building facility or other appropriate safety precautions will be disseminated.

TELEWORK INSTRUCTIONS

TELEWORK OVERVIEW

1. While an employee may be in telework status in accordance with this policy and the telework agreement, the OUC's mission and the operational needs supersede an employee's individual teleworking arrangement.
2. The OUC Director can eliminate any and/or all OUC telework agreements at any time.

GUIDELINES FOR TELEWORKING

1. The Divisional Chief (or designee) will assess the required resources and duties of the employee's position to determine the feasibility to telework and provide quality service.
2. If the employee is on an approved telework agreement, the employee must remain available to report to his or her official worksite, if requested to do so by management, within 2 hours as prescribed by the Agency Director or her designee.
3. Each employee must adhere to all policies and protocols.
4. Each employee must communicate with his/her manager and provide deliverable status updates, as predetermined, in their individual telework agreement or when requested to do so by his/her manager.
5. Each employee must attend all scheduled team meetings by phone, web-conferencing, or in person, as required by his/her manager while teleworking.
6. Each employee in a teleworking status must sign the OUC Telework Agreement which outlines expectations while in telework status, including procedures for reporting time.

PHASE II – COOP OPERATIONS

Essential Functions

Definition: Essential Functions are agency functions that may not be interrupted or deferred by an emergency. The COOP plan allows the agency to resume Essential Functions as soon as possible and maintain them for up to 30 days, following an emergency. Implementation and resumption of essential functions as follows is prioritized based on requirements to maintain all operational and administration processes working as effectively as possible during a major emergency.

Priority 1 - The highest priority mission-essential functions will need to be activated or resumed as quickly as possible during an emergency to maintain operational readiness.

Priority 2 – While essential, these functions can be deferred until Priority 1 functions are stabilized and if relocation to alternate facilities appears to be long term.

Priority 3 – The same as priority 2 but functions can be deferred until priority 1 and 2 requirements are met.

The OUC has two separate buildings where Essential Functions are performed or coordinated. The Essential Functions section is divided into two separate sections that correspond with OUC's two building locations.

Section 1- Primary Location -UCC Building--Essential Functions that are performed or coordinated at the Primary -UCC Building and during a COOP event will be performed at the Secondary- PSCC Building.

Section 2-Secondary Location-PSCC Building--Essential Functions that are performed or coordinated at the Secondary-PSCC Building and during a COOP event will be performed at the Primary-UCC Building.

Both Sections are shown below:

SECTION 1-Primary Location -UCC BUILDING--ESSENTIAL FUNCTIONS THAT ARE PERFORMED OR COORDINATED AT THE Primary Location -UCC BUILDING:

OFFICE OF THE DIRECTOR

Overall Responsibility: The Office of the Director is responsible for the oversight and management of the entire OUC.

Essential Function	Priority	Critical Processes	Personnel Requirements
Make the decision to COOP	1	Determine if the OUC should evacuate to the Alternate Facility.	OUC Director or the Director's designee
Oversee all OUC functions	1	Oversee the continuation of OUC Essential Functions.	OUC Director or the Director's designee

ADMINISTRATIVE SERVICES

Overall Responsibility: Administrative Services is responsible for payroll, COOP Coordination and Public Information distribution.

Essential Function	Priority	Critical Processes	Personnel Requirements
Serve as the primary point of contact for media relations	1	<ul style="list-style-type: none"> • Provide official response from OUC to media outlets. • Coordinate with the Director and the EOM. 	<ul style="list-style-type: none"> • Public Information Officer
Provide COOP Coordination support	1	<ul style="list-style-type: none"> • Provide information to Agency Personnel on COOP implementation. 	<ul style="list-style-type: none"> • COOP Coordinator
Maintain payroll operations	2	<ul style="list-style-type: none"> • Ensure timely employee compensation. • Manage Time and Attendance. 	<ul style="list-style-type: none"> • Program Analysts • Administrative Officer • Customer Service Representative

911 OPERATIONS

Overall Responsibility: 911 Operations is responsible for answering, processing and dispatching emergency 911 calls.

Essential Function	Priority	Critical Processes	Personnel Requirements
911 Call Taking	1	Answer 911 calls.	Telecommunications Equipment Operators (TEO)
911 Dispatching	1	Dispatch to: <ul style="list-style-type: none"> • District Fire Personnel • District Police Personnel 	Dispatcher
911 Operations Supervisory Functions	1	<ul style="list-style-type: none"> • Maintain 911 Operations • Make Notifications: <ul style="list-style-type: none"> ○ OUC Exec Management Team ○ Chief of Operations ○ 11 Operations ○ HSEMA ○ Employees (e.g. Overtime, Hold Over) • Authorize for transportation to the back-up center, if necessary. • Answer 911 calls, if necessary. 	911 Watch Commanders and Assistant Watch Commanders
911 Operations Management Functions	1	<ul style="list-style-type: none"> • Oversee 911 Watch Commanders and Assistant Watch Commander Functions. • Answer 911 calls, if necessary. 	<ul style="list-style-type: none"> • Operations Manager • Operations Manager
911 Operations Management Functions	1	<ul style="list-style-type: none"> • Oversee 911 Operations Watch Commanders and Assistant Watch Commanders Functions. • Make Notifications to the Director and HSEMA. • Answer 911 calls, if necessary. 	911 Operations Manager
Family Notification	2	Notification of the safety and well-being of family members.	TEO or Dispatcher
Exception Time Reporting Input in PeopleSoft	3	Input exception time into the PeopleSoft System.	<ul style="list-style-type: none"> • 911 Watch Commanders and Assistant Watch Commanders • Staff Assistant

311-CITYWIDE CALL CENTER

Overall Responsibility: 311 is responsible for answering and processing non-emergency and citywide services calls.

Essential Function	Priority	Critical Processes	Personnel Requirements
311 Call Taking	1	<ul style="list-style-type: none"> • Answer 311 calls. • Create 311 Service Requests. 	Customer Service Representatives (CSR)
311 Operations Supervisory Functions	1	<ul style="list-style-type: none"> • Maintain 311 Operations. • Coordinate information with District Agencies. • Make Notifications: <ul style="list-style-type: none"> ○ Employees (e.g. Overtime, Hold Over) • Authorize for transportation to the back-up center, if necessary. • Answer 311 calls, if necessary. 	<ul style="list-style-type: none"> • 311 Operations Supervisors • 311 CSR
311 Operations Management Functions	1	<ul style="list-style-type: none"> • Oversee 311 Supervisory Functions. • Make Notifications to the Director and HSEMA. 	311 Operations Manager
Family Notification	2	Notification of the safety and well-being of family members.	<ul style="list-style-type: none"> • 311 Operations Manager • 311 Operations Supervisors • CSR
Payroll Input in PeopleSoft	3	Enter exception time reporting into People Soft	<ul style="list-style-type: none"> • 311 Operations Manager • 311 Operations Supervisors • 311 Supervisors

CHIEF INFORMATION TECHNOLOGY OFFICER (CITO)

Essential Function	Priority	Critical Processes	Personnel Requirements
Oversee all IT Essential Functions	1	Maintain all Essential Functions for IT systems, services, procurement and personnel.	<ul style="list-style-type: none"> • Chief Information Technology Officer or the CITO's designee

IT-COMPUTER AIDED DISPATCH (CAD)

Overall Responsibility: The CAD group is responsible for maintaining the CAD System.

See Appendix D, Attachment 1 for CAD Vendor Support information.

Essential Function	Priority	Critical Processes	Personnel Requirements
Maintain the CAD System	1	Ensure that the CAD servers are working properly.	<ul style="list-style-type: none">• Intergraph Resident Systems Administrator• Intergraph Helpdesk
Maintain CAD Interfaces	1	Ensure that the application servers and interfaces are working properly.	<ul style="list-style-type: none">• Intergraph Resident Systems Administrator• Intergraph
Maintain database replication and copy jobs	1	Verify that database replication and copy jobs are occurring as scheduled.	<ul style="list-style-type: none">• OUC-IT System Engineer• Intergraph Resident Systems Administrator• Intergraph Helpdesk
Verify WALES and NCIC link(s) are operational.	2	Ensure that the WALES and NCIC link(s) are operational.	<ul style="list-style-type: none">• OUC-IT Specialist• MPD Support Helpdesk
Verify Netviewer links are operational.	2	Ensure that Netviewer web sites are up and running.	<ul style="list-style-type: none">• Intergraph Resident System Engineer• Intergraph Helpdesk
Maintain Criteria Based Dispatch (eCBD) Software	3	Ensure that CBD is working properly.	<ul style="list-style-type: none">• OUC-IT Specialist• OUC-IT CAD Applications Analyst• CBD Helpdesk
Maintain and support VDI (Virtual Desktop Interface) remote access	3	Ensure that licenses for VDI is sound, and that VDI users can remote into CAD and eCBD.	<ul style="list-style-type: none">• OUC IT Specialist• OUC IT CAD Applications Analyst

IT-TELEPHONY

Overall Responsibility: The Telephony group is responsible for maintaining the Telephony System.

Personnel Requirements: OUC IT-Telephony Support Staff is comprised of two IT Technology Specialists and the Senior Telephony Engineer.

See Appendix D, Attachment 2 for Telephony Support Vendor information.

Essential Function	Priority	Critical Processes	Personnel Requirements
Maintain the NG911 Legacy Network Gateway (LNG) switches; including the SS7 Gateway equipment	1	<ul style="list-style-type: none"> Monitor and maintain the Legacy Network Gateway (LNG) and ensure that they are functioning properly. Make the appropriate notifications, e.g. OUC, open trouble tickets and actively manage all out of service conditions until full service is restored. Prepare and submit the Network Outage Report (NORS) to the FCC in compliance with 47 Code of Federal Regulations, Part 4 requirements, as appropriate. 	<ul style="list-style-type: none"> OUC-IT Specialist OUC IT Telecom Analyst West Helpdesk West PSAP Technician
Maintain the NG911 VIPER CCI (comms Controller Interface) ACD system	1	<ul style="list-style-type: none"> Monitor and maintain the two diverse VIPER nodes to ensure that they are functioning properly. Make the appropriate notifications, e.g. OUC, open trouble tickets and actively manage all out of service conditions until full service is restored. 	<ul style="list-style-type: none"> OUC-IT Specialist OUC-IT Telecom Analyst West helpdesk West PSAP Technician
Maintain the Integrated Call Handling system thru Hexagon CAD	1	Monitor and maintain the ICC servers to ensure the telephony module for CAD is operational.	<ul style="list-style-type: none"> OUC-IT Specialist OUC- IT Telecom Analyst West helpdesk West PSAP Technician
Integrated Comms Controller (ICC) CAD			<ul style="list-style-type: none"> Hexagon RSA Hexagon Product Team
Maintain the NG911 SNOM Handsets	1	<ul style="list-style-type: none"> Monitor and maintain the SNOM backup phones (in case CAD telephony module goes down) 	<ul style="list-style-type: none"> OUC-IT Specialist OUC-IT Telephony Support Staff West Helpdesk West onsite Technician

Essential Function	Priority	Critical Processes	Personnel Requirements
Maintain the AVAYA Handsets	1	<ul style="list-style-type: none"> Monitor and maintain the AVAYA handsets (in case VIPER ACD switch goes down) 	<ul style="list-style-type: none"> OUC-IT-Supervisory IT Specialist OUC-IT Telephony Support Staff Avaya Switch Engineer
Maintain the AVAYA PBX switches telephony functions	1	<ul style="list-style-type: none"> Monitor and maintain the Avaya switches to ensure that they are functioning properly. Make the appropriate notifications, e.g. OUC, open trouble tickets and actively manage all out of service conditions until full service is restored. Engage Avaya Tier 2 support, as necessary 	<ul style="list-style-type: none"> OUC-IT Specialist OUC-IT Telecom Analyst DC-NET-Avaya Switch Engineer DC-NET Helpdesk
Maintain the Direct Connect Network for 911	1	<ul style="list-style-type: none"> Monitor and maintain the T1 circuits and trunks that deliver 911 calls to the LNG Make the appropriate notifications, e.g. Carriers and OUC, open trouble tickets and actively manage all out of service conditions until full service is restored. Engage West Helpdesk support as necessary 	<ul style="list-style-type: none"> OUC-IT Specialist OUC-IT Telecom Analyst West PSAP Technician West Helpdesk

IT-PROGRAM MANAGEMENT GROUP (PMG)

Overall Responsibility: PMG is responsible for non-emergency operations technical support, procurement, administrative equipment and network security management.

See Appendix D, Attachment 3 for PMG Support Vendor information.

Essential Function	Priority	Critical Processes	Personnel Requirements
Maintain 311 and Mayor's Citywide Call Center System Applications for Support and Maintenance for Quick Base, Remedy, PeopleSoft, and DC 311 Capsule/Salesforce system.	1	Coordinate support for the following applications: <ul style="list-style-type: none"> • 311 Capsule/Salesforce system • DMV IT • DDOE IT • OUC HR • Remedy • QuickBase 	<ul style="list-style-type: none"> • OUC-IT- Systems Engineer • OUC-IT Specialists • OUC-IT Management Analyst • OCTO-IT ServUs • OCTO NOC
Maintain OUC's Administrative Equipment for Support and Maintenance	1	Ensure proper maintenance of agency work stations, printers/fax/copy/scanners.	<ul style="list-style-type: none"> • OUC-IT Specialists
Maintain Building Facilities Support	1	<ul style="list-style-type: none"> • Ensure proper functionality of generators, UPS, and HVAC system. • Coordinate with DGS Facilities Management. 	<ul style="list-style-type: none"> • OUC-IT Specialists • UCC Building Facilities Engineer • PSCC Building Facilities Engineer
Maintain Network Infrastructure and Security Management	1	<ul style="list-style-type: none"> • Provide access to critical systems. • Maintain system security. • Coordinate support with OCTO divisions including CWITS, NOC, DCNET, ECIS and DCGIS 	<ul style="list-style-type: none"> • OUC-IT Program Manager • OCTO-CWITS • OCTO-NOC Manager
Maintain IT Procurement of critical equipment and vendor services.	1	<ul style="list-style-type: none"> • Process Emergency purchase requests for replacement equipment and vendor services. • Coordinate with OCP and the OUC Director. 	<ul style="list-style-type: none"> • OUC IT-Program Manager/DCIO

SECTION 2-Secondary Location -PSCC BUILDING--ESSENTIAL FUNCTIONS THAT ARE PERFORMED OR COORDINATED AT THE PSCC BUILDING:

IT-RADIO

Overall Responsibility: The Radio group is responsible for maintenance of the Radio System and other supporting functions.

Personnel Requirements: The Radio Engineering Group is comprised of the OUC Radio Manager, Supervisory Electronics Engineer, Electronics Engineers, and Radio Electronics Technicians.

See Appendix D, Attachment 4 for Radio Vendor Support information.

Essential Function	Priority	Critical Processes	Personnel Requirements
1. Maintain the Radio Units for over 107,000 subscriber portable/mobile radios, consolette/control stations.			
	3	Ensure the proper programming, and re-banding of all mobile/portable radios.	<ul style="list-style-type: none"> OUC-Radio Engineering Group
	3	Procure and maintain/repair all radios used by the District’s public safety first responders and entities.	<ul style="list-style-type: none"> OUC-Radio Manager OUC-Supervisory Electronics Engineer Motorola-Radio System Manager
	3	Maintain the Motorola User Configuration Manager (UCM) database for maintenance, ordering and tracking of all radio assets, User ID inventory, and proper configuration assignments.	<ul style="list-style-type: none"> OUC-Radio Manager OUC-Supervisory Electronics Engineer Motorola-Radio System Manager
	3	Oversee and coordinate the radio system for MPD, FEMS, EMA, OUC Dispatch, and 264 other agencies in the National Capital Region.	<ul style="list-style-type: none"> OUC-Radio Manager OUC-Supervisory Electronics Engineer
	3	Provide on call support for after-hours emergency response for all portable and mobile radios.	<ul style="list-style-type: none"> OUC-Radio Engineering Group
	2	Maintain the Remedy Radio Asset Database for maintenance, ordering and tracking of radio assets.	<ul style="list-style-type: none"> OUC-Radio Engineering Group

Essential Function	Priority	Critical Processes	Personnel Requirements
	3	Program, repair and track Vehicular Repeater System (VRS) radio/antenna.	<ul style="list-style-type: none"> • OUC-Supervisory Electronics Engineer • OUC-Electronics Technician • OUC-Electronics Engineer
2. Maintain the Radio Operations Network			
	1	Ensure the Master and Prime Sites, and ten (10) remote radio sites are functioning properly.	<ul style="list-style-type: none"> • OUC-Radio Manager • OUC-Supervisory Electronics Engineer • Motorola-Radio System Manager
	1	Ensure that primary, backup, and remote dispatch locations are functioning properly.	<ul style="list-style-type: none"> • OUC-Radio Manager • OUC-Supervisory Electronics Engineer • Motorola-Radio System Manager
	1	Ensure that during a complete radio system outage lasting longer than 30 minutes, users switch to the EBS channel 1 & 2 zone for MPD and to the Arlington Fire Zone for FEMS.	<ul style="list-style-type: none"> • OUC-Radio Manager • OUC-Supervisory Electronics Engineer
	1	Maintain radio site facility operations for HVAC, UPS, Generator, and site access.	<ul style="list-style-type: none"> • OUC-Radio Manager • OUC-Supervisory Electronics Engineer • OUC-Electronics Engineer
	3	Maintain radio tower maintenance: tower lights, antenna, and asset tracking: spare and replacement parts.	<ul style="list-style-type: none"> • OUC-Radio Manager • OUC-Supervisory Electronics Engineer • OUC-Electronics Engineer
	1	Monitor the SmartZone, MOSCAD, systems and alarms: make the proper notifications for repair.	<ul style="list-style-type: none"> • OUC-Radio Manager • OUC-Supervisory Electronics Engineer • Motorola-Radio System Manager
3. Maintain Radio and RF Systems Engineering, as necessary.			

Essential Function	Priority	Critical Processes	Personnel Requirements
	1	Provide radio frequency and radio systems engineering, as required.	<ul style="list-style-type: none"> • OUC-Radio Manager • OUC-Supervisory Electronics Engineer • TDC-RF Engineering Manager • OUC-Electronics Engineer
4. Maintain all ten (10) District Tower Sites for LMR, Microwave, and Radio networks.			
	1	Maintain all District antenna systems at all tower sites for antenna, cables, and connectors.	<ul style="list-style-type: none"> • OUC-Radio Engineering Group • Tecknomic-Project Manager • Tecknomic-Sweep Manager • Wireless Communications Inc.
	2	Perform troubleshooting Sweep Testing at all tower sites, as appropriate.	<ul style="list-style-type: none"> • OUC-Radio Manager • OUC-Supervisory Electronics Engineer • OUC-Electronics Engineer • Tecknomic-Project Manager • Tecknomic-Sweep Manager
5. Maintain Mobile Data Computers (MDCs)			
	1	Provide maintenance and asset management for all MPD and FEMS users and devices.	<ul style="list-style-type: none"> • OUC-Supervisory Electronics Engineer • New Light Technologies Inc. - Senior Vehicle Technician • New Light Technologies, Inc.- Senior System Engineer
6. Maintain Fire Station Alerting System (FSAS)			

Essential Function	Priority	Critical Processes	Personnel Requirements
	2	Maintain, troubleshoot and repair the FSA system.	<ul style="list-style-type: none"> • OUC-Supervisory Electronics Engineer • OUC-Electronics Engineer • OUC-Electronics Technicians • Purvis Systems-Program Manager • DataNet Systems-Project Engineer

Orders of Succession

DEFINITION: The Order of Succession establishes an automatic transfer of leadership authority from a primary position holder to a successor should the primary position holder become unavailable or incapacitated.

TRIGGERS THAT ACTIVATE SUCCESSOR'S AUTHORITY:

Successor's Authority may be triggered by either:

1. Director's Request
2. Unavailability or Incapacitation of the current position holder or 1st Successor

Unavailable or Incapacitated is defined as:

"A person shall be considered unavailable or incapacitated in any situation and from any cause that prevents the person from assuming or performing on a timely basis his or her authorized duties, roles or responsibilities of office whether from a primary location or alternative facility, or any other location."

LIMITATIONS on SUCCESSOR'S AUTHORITY:

There are no limitations on the Successor's authority unless noted on the Order of Succession chart below.

HOW AND WHEN SUCCESSOR'S AUTHORITY IS TERMINATED:

Successor's Authority is terminated:

1. Upon return to normal operations

Orders of Succession for each OUC division are listed below.

OFFICE OF THE DIRECTOR

Position	Current position holder	Successor 1	Successor 2	Limitations on successor's authority
Director	Director Karima Holmes	Deputy Director Heather McGaffin	Chief of Operations Marcellus Walker & Jeff Wobbleton	None
Fleet Manager	Fleet Manager Kipling Ross	Fleet Coordinator James Roberts		Can maintain the transportation Fleet only

911 OPERATIONS

Position	Current position holder	Successor 1	Successor 2	Limitations on successor's authority
911 Operations Manager	Chief of Operations Jeff Wobbleton	911 Operations Manager Calvin Williams	911 Operations Manager Karl Millard	None

311 OPERATIONS AND CITYWIDE CALL CENTER

Position	Current position holder	Successor 1	Successor 2	Limitations on successor's authority
311 Operations and Citywide Call Center Manager	Chief of Operations Marcellus Walker Jr.	311 Operations Managers Norman Bailey	311 Operations Manager Latoya Hansford	None

INFORMATION TECHNOLOGY

Position	Current position holder	Successor 1	Successor 2	Limitations on successor's authority
Chief Information Technology Officer	CIO Teddy Kavaleri	Deputy CIO	IT Systems Manager Zahid Chohan	None
Radio Manager	CIO Teddy Kavaleri	Deputy CIO	Radio Services Manager	None

Position	Current position holder	Successor 1	Successor 2	Limitations on successor's authority
Computer Aided Dispatch Manager	CIO Teddy Kavaleri	Deputy CIO	CAD/Telecommunications Program Manager Selena MacArthur	None
Telephony Systems Manager	CIO Teddy Kavaleri	Deputy CIO	CAD/Telecommunications Program Manager Selena MacArthur	None

ADMINISTRATION

Position	Current position holder	Successor 1	Successor 2	Limitations on successor's authority
Administrative Services/ Payroll Operations	Administrative Officer Ingrid Jackson	Management Liaison Officer Mia Brown		Can oversee HR and payroll only

Communications

Definition: Communication is the act of gathering and verifying information to notify employees and the public of COOP activation and ensure that leadership has accurate information on which to base decisions.

This section identifies the Public Information Officer who is responsible for disseminating consistent and accurate information to external stakeholders.

The section also identifies emergency communications equipment that will be used by OUC personnel to communicate during an emergency.

Communications Objectives:

1. Provide up-to-date information about the effect of the emergency on OUC operations.
2. Provide current information on revised or amended OUC processes and procedures. Inform the public where necessary. Respond to rumors with accurate information.

Public Information Officer

The Public Information Officer (PIO) is the single point of contact that is designated to disseminate information to the Incident Command Team, all employees, the media, public and other external stakeholders.

As soon as this COOP plan is initiated, the OUC Public Information Officer (PIO) should be contacted, using the contact information below.

The PIO or the OUC Director should handle all inquiries from the mass media and the public, unless the OUC Director provides instructions to the contrary. This will ensure that the public message is consistent and accurate.

PUBLIC INFORMATION OFFICER (PIO) CONTACT INFORMATION

Position	Name	Contact
Public Information Officer (PIO)	Vacant	202-730-0503 office 202-494-3332 cell Room: 325 2720 MLK Jr. Ave. S.E. WDC, 20032
Alternate PIO	Danielle Drumgoole	Danielle.Drumgoole@dc.gov 202-730-0566 office 202-868-3271cell Room: 310 2720 MLK Jr. Ave. S.E. WDC, 20032

Emergency Communications Equipment and Services

Emergency Communications Equipment is equipment that may be used to communicate during an emergency. Communications with all stakeholders will be necessary, but may not be available through regular means. Emergency communications equipment should be interoperable and redundant.

Government Emergency Telecommunications Service (GETS) and Wireless Priority Service (WPS) are service applications that may be used to gain access to the telecommunications network when user demand is excessively high and telephone calling may not otherwise be completed. GETS is a nationwide priority telecommunications service intended for use in a crisis, disaster, or other emergency when the probability of completing a phone call has significantly decreased. WPS is a nationwide service that allows cellular providers to provide authorized national security and emergency preparedness personnel to initiate cellular calls during an emergency when cellular networks may be congested.

Emergency communication equipment and emergency government services must be maintained and tested regularly prior to an emergency occurring. During an emergency, OUC personnel must be ready and able to utilize the equipment to communicate. Dialing instructions for GETS are located on the card that should be carried by emergency personnel at all times.

Telecommunications Service Priority (TSP) is a program that authorizes national security and emergency preparedness (NS/EP) organizations to receive priority treatment for vital voice and data circuits or other telecommunications services. Restoration Priority (RP) helps minimize service interruptions that may have a serious, adverse effect on the supported NS/EP function. As a result of hurricanes, floods, earthquakes, and other natural or man-made disasters, telecommunications service vendors frequently experience a surge in requests for new services and requirements to restore existing services.

Pre-Emergency

- Program emergency communications equipment with phone numbers of key internal and external contacts, where possible.
- Train COOP personnel on use of the devices and services.
- Keep all equipment charged and change batteries regularly, as necessary.
- Make Familiarization test calls every 6 months for the GETS service.

During Emergency

- All OUC personnel must be prepared to receive communications at any time.
- Individuals assigned communications equipment tune to the assigned channel to communicate.
- Use plain language to describe the situation in order to avoid confusion.

The following communication equipment and services may be used during an emergency:

- E-mail
- OUC-issued cell phones
- Personal/Government cell phones
- Personal/Government Issued E-mail
- Public Safety Radio
- GETS
- WPS
- TSP-RP

Vital Records, Databases, & Systems

Definition: Vital records, databases, & systems are records, databases, or systems, regardless of media (paper, microfilm, audio or video tape, computer disks, etc.) that, if damaged or destroyed, would disrupt OUC's essential functions, cause considerable inconvenience, and require replacement or re-creation at considerable expense.

Contact information for vendors supporting essential functions and systems as outlined in the following tables can be found in appendix F of this COOP document.

The OUC has two separate buildings where Vital Records, Databases and Systems are needed to support the Essential Functions. The Vital Records, Databases, & Systems section is divided into two separate sections that correspond with OUC's two building locations.

Section 1-Primary Location -UCC Building--Vital Records, Databases, and Systems that are currently needed at the UCC Building and during a COOP event will be needed at the PSCC building to perform the Essential Functions.

Section 2-Secondary Location- PSCC Building--Vital Records, Databases, and Systems that are currently needed at the PSCC Building and during a COOP event will be needed at the UCC building to perform the Essential Functions.

Both Sections are shown below.

SECTION 1-Primary Location UCC BUILDING--THE VITAL RECORDS, DATABASES, AND SYSTEMS THAT ARE CURRENTLY NEEDED AT THE UCC BUILDING:

OFFICE OF THE DIRECTOR

Name of Vital Record, Database, or System	Location	Format(s) (e.g. paper, electronic, etc.)	Backup Method	Accessible Remotely?	Transported by hand to the alternate facility?	Support/Vendor
PASS	OCTO Server	Electronic	No	Yes	No	OCTO

ADMINISTRATIVE SERVICES

Name of Vital Record, Database, or System	Location	Format(s) (e.g. paper, electronic, etc.)	Backup Method	Accessible Remotely?	Transported by hand to the alternate facility?	Support/Vendor
Press Contact List	Internet	Electronic	Hard copy	Yes	Yes	OUC-IT
Agency PIO list	Internet	Electronic	Hard copy	Yes	Yes	OUC-IT
Approved Leave Slips	Payroll Office	Paper	Hard copy	Yes	Yes	OUC Personnel
Approved Overtime Slips	Payroll Office	Paper	Hard copy	Yes	Yes	OUC Personnel
COOP Plan	OUC G Drive	Electronic	Paper	Yes	Yes	OUC Personnel

911 OPERATIONS

Name of Vital Record, Database, or System	Location	Format(s) (e.g. paper, electronic, etc.)	Backup Method	Accessible Remotely?	Transported by hand to the alternate facility?	Support/Vendor
Daily Role Call Sheet-Police and FEMS	Police Watch Commander's Station	Paper	MPD- Hard Copy	No	Yes	Not Applicable
Clipboard-911 Operations Employee Roster of Schedules-Police and FEMS	Police Watch Commander's Station and in the Supervisors Main Office directly off the Operations floor	Paper & Clipboard	USB Device	Yes	Yes	Not Applicable
Employee Records for personal cell numbers	Supervisor's Main Office directly off	Paper	<ul style="list-style-type: none"> • Mobile Device • USB Device 	Yes	Yes	Not Applicable

Name of Vital Record, Database, or System	Location	Format(s) (e.g. paper, electronic, etc.)	Backup Method	Accessible Remotely?	Transported by hand to the alternate facility?	Support/Vendor
	the Operations floor					

311 OPERATIONS

Name of Vital Record, Database, or System	Location	Format(s) (e.g. paper, electronic, etc.)	Backup Method	Accessible Remotely?	Transported by hand to the alternate facility?	Support/Vendor
Employee Records for emergency contact information	Supervisors Office	<ul style="list-style-type: none"> • Electronic • Paper 	<ul style="list-style-type: none"> • Mobile Device • USB Device 	Yes	Yes	Not Applicable
Approved Overtime Slips	Supervisors Office	Paper	No	No	Yes	Not Applicable
Approved Leave Slips	Supervisors Office	<ul style="list-style-type: none"> • Electronic • Paper 	QuickBase	Yes	Yes	Not Applicable

INFORMATION TECHNOLOGY-CAD

Name of Vital Record, Database, or System	Location	Format(s) (e.g. paper, electronic, etc.)	Backup Method	Accessible Remotely?	Transported by hand to the alternate facility?	Support/Vendor
CAD Configuration Information	Octo Datacenter	Electronic	Electronic	Yes	No	OCTO and Hexagon

Name of Vital Record, Database, or System	Location	Format(s) (e.g. paper, electronic, etc.)	Backup Method	Accessible Remotely?	Transported by hand to the alternate facility?	Support/Vendor
IT Escalation List	Sharepoint	Electronic	Paper	Yes	No	OUC
CAD Database	OCTO Datacenter	Electronic	Electronic	Yes	No	Octo and Hexagon

INFORMATION TECHNOLOGY-TELEPHONY

Name of Vital Record, Database, or System	Location	Format(s) (e.g. paper, electronic, etc.)	Backup Method	Accessible Remotely?	Transported by hand to the alternate facility?	Support/Vendor
Direct Connect Inventory	QuickBase Database	Electronic	Paper	Yes	No	<ul style="list-style-type: none"> • OUC-IT Specialist • OCTO
Call Detail Record	West ClearStats Servers	Electronic	Yes	Yes	No	<ul style="list-style-type: none"> • OUC- IT Telecom Analyst • West PSAP Technician
Ring Down Circuit Inventory	QuickBase Database	Electronic	Paper	Yes	No	<ul style="list-style-type: none"> • OUC-IT Specialist • DCNET Avaya Voice Engineer
Voice and data circuits	QuickBase Database	Electronic	Paper	Yes	No	<ul style="list-style-type: none"> • OUC-IT Specialist • DCNET Avaya Voice Engineer OCTO

Name of Vital Record, Database, or System	Location	Format(s) (e.g. paper, electronic, etc.)	Backup Method	Accessible Remotely?	Transported by hand to the alternate facility?	Support/Vendor
Vendor Contact Directory	QuickBase Database	Electronic	Paper	Yes	No	<ul style="list-style-type: none"> OUC-IT Specialist OCTO
Speed Dial	Hexagon ICC CAD Dialer in CADdbm	Electronic	Paper	Yes	No	<ul style="list-style-type: none"> OUC-IT Telecomm Analyst Hexagon resident Systems Administrator

INFORMATION TECHNOLOGY-PROGRAM MANAGEMENT

Name of Vital Record, Database, or System	Location	Format(s) (e.g. paper, electronic, etc.)	Is the Original Format Accessible Remotely?	Backup Method	Transported by hand to the alternate facility?	Support/Vendor
QuickBase	OCTO Datacenter	Electronic	Electronic-Yes	Paper	Paper-Yes	OCTO-IT ServUS
PASS	OCTO Datacenter	Electronic	Electronic-Yes	Paper	Paper-Yes	OCTO-PASS helpdesk
PeopleSoft	OCTO Datacenter	Electronic	Electronic-Yes	Paper	Yes	OCTO-ASMP

Name of Vital Record, Database, or System	Location	Format(s) (e.g. paper, electronic, etc.)	Is the Original Format Accessible Remotely?	Backup Method	Transported by hand to the alternate facility?	Support/Vendor
Remedy	OCTO Datacenter	Electronic	Electronic-Yes	Paper	No	OCTO-Remedy
311 Capsule/ Salesforce	OCTO Datacenter	Electronic	Yes	Electronic	No	OCTO-ServerOps
Destiny	DMV	Electronic	Yes	Electronic	No	DMV-IT
ETIMS	DMV	Electronic	Yes	Electronic	No	DMV-IT
iCarol	DHS	Electronic	Yes	Electronic	No	DHS-IT

Vital Equipment

Definition: Vital Equipment is equipment that is required to carry out Essential Functions. If the equipment were damaged or destroyed, it would significantly disrupt OUC's essential functions and require replacement at considerable expense.

The OUC has two separate buildings where Vital Equipment is needed. Vital Equipment is needed to support the Essential Functions. The Vital Equipment section is divided into two separate sections that correspond to OUC's two building locations.

Section 1-Primary Location -UCC Building--Vital Equipment that is currently needed at or coordinated through the Primary Location -UCC Building and during a COOP event will be needed at or coordinated through the Secondary Location-PSCC building to perform the Essential Functions.

Section 2-Secondary Location -PSCC Building--Vital Equipment that is currently needed at or coordinated through the Secondary Location- PSCC Building and during a COOP event will be needed at or coordinated through the Secondary Location-PSCC building to perform the Essential Functions.

Note: OUC personnel will share all communications and office equipment at the Alternate Facility. Communications devices that can be shared include Mobile/Smart Phones, Laptops, and Printers/Faxes/Scanners. Additional sharing of office equipment and supplies may be necessary to perform OUC's Essential Functions during a COOP Event.

The Vital Equipment for each OUC division is listed below:

SECTION 1-Primary Location -UCC BUILDING--VITAL EQUIPMENT THAT IS NEEDED AT OR COORDINATED THROUGH THE UCC BUILDING:

OFFICE OF THE DIRECTOR

Name of Vital Equipment	Quantity Required	Location	Transported by hand to the alternate facility?	Required Resources	Proposed Alternate Equipment	Support/Vendor
Mobile Device	2	With OUC Employee	Yes	<ul style="list-style-type: none"> • Electricity • Charger • Network Connection 	Laptop/VPN	OUC-IT
iPAD	1	With OUC Employee	Yes	<ul style="list-style-type: none"> • Electricity • Network Connection 	Laptop/VPN	OUC-IT
Computer	1	PSCC	No	<ul style="list-style-type: none"> • Electricity • Network Connection 	Laptop/VPN	OUC-IT
Computer	1	UCC	No	<ul style="list-style-type: none"> • Electricity • Network Connection 	Laptop/VPN	OUC-IT
Printer, copier, fax, scanner	1	UCC	No	<ul style="list-style-type: none"> • Electricity • Toner • Paper 	No	OUC-IT
Printer, copier, fax, scanner	1	PSCC	No	<ul style="list-style-type: none"> • Electricity • Toner • Paper 	No	OUC-IT

ADMINISTRATIVE SERVICES

Name of Vital Equipment	Quantity Required	Location	Transported by hand to the alternate facility?	Required Resources	Proposed Alternate Equipment	Support/Vendor
Mobile Device/Smartphone	100	With OUC Employees	Yes	<ul style="list-style-type: none"> • Electricity • Charger • Network Connection 	None	OUC-IT
Laptops	1	UCC PSCC	Yes	<ul style="list-style-type: none"> • Electricity • Network Connection 	<ul style="list-style-type: none"> • Mobile Device 	OUC-IT

Name of Vital Equipment	Quantity Required	Location	Transported by hand to the alternate facility?	Required Resources	Proposed Alternate Equipment	Support/Vendor
Printer, copier, fax, scanner	1 to share	UCC PSCC	No	<ul style="list-style-type: none"> • Electricity • Toner • Paper • Network Connection 	None	OUC-IT

9-1-1 OPERATIONS

Name of Vital Equipment	Quantity Required	Location	Transported by hand to the alternate facility?	Required Resources	Proposed Alternate Equipment	Support/Vendor
(ICC) Telephony CAD Workstations System	25	SL-PSCC- Operations Floor	No	<ul style="list-style-type: none"> • Electricity • West 911 LNG • West Viper 911 Servers 	SNOM Telephones	OUC-IT Division
CAD Computers	Minimum of 45	SL-PSCC- Operations Floor	No	<ul style="list-style-type: none"> • Electricity • CAD Servers 	Pen/Paper	OUC-IT Division
Telephones	Minimum of 45	SL-PSCC- Operations Floor	No	<ul style="list-style-type: none"> • Electricity • Avaya Switch 	PSCC – Operations Floor	OUC-IT Division
Power 911 Telephony Workstations	17	THOR	No	<ul style="list-style-type: none"> • Electricity • West 911 LNG • West VIPER 911 Servers 	SNOM Telephones	OUC-IT Division
Dispatch Console Workstations	17	THOR	No	<ul style="list-style-type: none"> • Electricity • CAD Servers 		OUC-IT Division
Telephones	17	THOR	No	<ul style="list-style-type: none"> • Electricity • Avaya Switch 		OUC-IT Division

Name of Vital Equipment	Quantity Required	Location	Transported by hand to the alternate facility?	Required Resources	Proposed Alternate Equipment	Support/Vendor
P25 Radios	13 Fully Charged Radios	13-PL-UCC Ops Floor (9-SL-PSCC Ops Floor)	Yes	<ul style="list-style-type: none"> Electricity Radio Network Connection 	Mobile Devices/Smartphones Phones (in an extreme situation)	<ul style="list-style-type: none"> OUC-IT Division

3-1-1 OPERATIONS AND CITYWIDE CALL CENTER

Name of Vital Equipment	Quantity Required	Location	Transported by hand to the alternate facility?	Required Resources	Proposed Alternate Equipment	Support/Vendor
311 Workstations	35	UCC, PSCC, THOR	No	<ul style="list-style-type: none"> Electricity Network Connection Content Guru Storm Mi-Fi 	Laptops	<ul style="list-style-type: none"> OUC-IT Division Content Guru
Customer Relationship Manager (CRM) System	35	PSCC Operations Floor	No	<ul style="list-style-type: none"> Electricity Network Connection 	No	<ul style="list-style-type: none"> OUC-IT Division InCapsulate Salesforce

IT-CAD

Name of Vital Equipment	Quantity Required	Location	Transported by hand to the alternate facility?	Required Resources	Proposed Alternate Equipment	Support/Vendor
CAD Servers	10	OCTO Datacenter, UCC, PSCC	No	<ul style="list-style-type: none"> Electricity Network Connections HVAC 	No	<ul style="list-style-type: none"> OCTO ECIS- OUC-IT Systems Hexagon

IT-Telephony

Name of Vital Equipment	Quantity Required	Location	Transported by hand to the alternate facility?	Required Resources	Proposed Alternate Equipment	Support/Vendor
Legacy Network Gateways (LNG)	2	UCC PSCC	No	<ul style="list-style-type: none"> Electricity VZ Entrance Facilities Controlled Environment HVAC 	Invoke ESInet PSAP Alternate Routing and Policy Routing	<ul style="list-style-type: none"> Intrado LNG Systems Engineer AT&T
SS7 Gateways	2	UCC PSCC	No	<ul style="list-style-type: none"> Electricity House Cable/Connections Controlled Environment HVAC 	Invoke ESInet PSAP Alternate Routing and Policy Routing	<ul style="list-style-type: none"> Syniverse Technologies Intrado LNG Systems Engineer
Viper Server Nodes	3	UCC PSCC THOR	No	<ul style="list-style-type: none"> Electricity House Cable/Connections Controlled Environment HVAC 	Invoke ESInet PSAP Alternate Routing and Policy Routing	<ul style="list-style-type: none"> OUC-IT-Telecomm Analyst Intrado
AVAYA Switches and Peripheral equipment	2	UCC PSCC	No	<ul style="list-style-type: none"> Electricity Controlled Environment HVAC 	No	<ul style="list-style-type: none"> OUC-IT-Supervisory Specialist

Name of Vital Equipment	Quantity Required	Location	Transported by hand to the alternate facility?	Required Resources	Proposed Alternate Equipment	Support/Vendor
						<ul style="list-style-type: none"> • OUC- IT Telephony Support • DC-NET-Avaya Engineer

IT-Program Management Group

Name of Vital Equipment	Quantity Required	Location	Transported by hand to the alternate facility?	Required Resources	Proposed Alternate Equipment	Support/Vendor
Laptop	1 each	1 PL-UCC 1 SL-PSCC	No	<ul style="list-style-type: none"> • Electricity • Network Connection 	No	<ul style="list-style-type: none"> • OUC-IT
Multi-Functional Devices(printer, copy, fax, scan)	1 to share	SL-PSCC	No	<ul style="list-style-type: none"> • Electricity • Network Connection • Toner • Paper 	No	<ul style="list-style-type: none"> • OUC-IT

SECTION 2-Secondary Location -PSCC BUILDING--VITAL EQUIPMENT THAT IS CURRENTLY NEEDED AT OR COORDINATED THROUGH THE PSCC BUILDING:

Support/Vendor Requirements: The Radio Engineering Group is comprised of the OUC Radio Manager, Supervisory Electronics Engineer, Electronics Engineers, and Radio Electronics Technicians.

IT-Radio Subscriber and System

Name of Vital Equipment	Quantity Required	Location	Transported by hand to the alternate facility?	Required Resources	Proposed Alternate Equipment	Support/Vendor
Radio replacement parts for 9,000 radios, consolette/control stations.	Minimum of 13 replacement for 10% of total radios	Assigned to each Tech-Go- Kit	Yes	<ul style="list-style-type: none"> Spare radio parts 	No	<ul style="list-style-type: none"> Motorola Teltronic, Inc. Wireless Inc.
CPS-Software (Computer Programming Software) Programming cables (mobile, portable, consolette)	10 set	Assigned to each Tech-Go- Kit	Yes	<ul style="list-style-type: none"> Toughbook/Laptop 	No	<ul style="list-style-type: none"> Motorola
Volt Meter/Ohm Meter/ Power Meter	5	Assigned to each Tech-Go- Kit	Yes	<ul style="list-style-type: none"> Electricity 	No	<ul style="list-style-type: none"> OUC-IT
Spectrum Analyzer	4	Assigned to each Tech-Go- Kit	Yes	<ul style="list-style-type: none"> Electricity 	No	<ul style="list-style-type: none"> OUC-IT
Service Vehicle	5	Assigned to each Tech	Yes	<ul style="list-style-type: none"> Fuel 	Personal Vehicle	<ul style="list-style-type: none"> OUC
Motorola P25 Master/Prime Radio site	1	PSCC-Prime UCC-Master	No	<ul style="list-style-type: none"> Electricity HVAC DC-NET-T1s 	No	<ul style="list-style-type: none"> OUC-IT Motorola DC-NET

Name of Vital Equipment	Quantity Required	Location	Transported by hand to the alternate facility?	Required Resources	Proposed Alternate Equipment	Support/Vendor
Radio RF Equipment – Remote Sites	10	10 Radio Sites in the District	No	<ul style="list-style-type: none"> Electricity HVAC Proper Earth Grounding DC-NET-T1s 	No	<ul style="list-style-type: none"> OUC-Radio Manager OUC- IT Motorola DC-NET
Toughbook/Laptop	4	PSCC	Yes	<ul style="list-style-type: none"> Electricity Network Connection 	Mobile Device or Smartphone	<ul style="list-style-type: none"> OUC-IT OCTO
Motorola P25 Master site	1	UCC	No	<ul style="list-style-type: none"> Electricity - HVAC DC-NET-T1s 	No	<ul style="list-style-type: none"> OUC-IT Motorola DC-NET
Motorola P25 Prime radio sites	1	UCC-PSCC	No	<ul style="list-style-type: none"> Electricity HVAC DC-NET T1s 	No	<ul style="list-style-type: none"> OUC-IT Electronics Engineer Motorola DC-NET
Radio RF Equipment Remote Sites	10	10 Radio Sites across the District	No	<ul style="list-style-type: none"> Electricity HVAC DC-NET T1s 	No	<ul style="list-style-type: none"> OUC-IT Wireless Comm Motorola DC-NET
P25 Dispatch Console	4	<ul style="list-style-type: none"> UCC PSCC Indiana Ave Fire Operations Center (FOC) 	No	<ul style="list-style-type: none"> Electricity HVAC DC-NET-T1s (UCC, PSCC, Indiana Ave) Verizon-T1 (FOC) 	No	<ul style="list-style-type: none"> OUC-IT Wireless Comm Motorola DC-NET V

IT-Mobile Data Computers (MDC)

Name of Vital equipment	Quantity Required	Location	Transported by hand to the alternate facility?	Required resources	Proposed Alternate Equipment	Support/Vendor
Hand tools and hardware supplies (Tool kit bags)	Minimal to support 1500 MDC units across DC	Assigned to vehicle technician Go- Kit	Yes	<ul style="list-style-type: none"> Electricity 	No	<ul style="list-style-type: none"> Senior System Engineer Vehicle Technician

Name of Vital Equipment	Quantity Required	Location	Transported by hand to the alternate facility?	Required Resources	Proposed Alternate Equipment	Support/Vendor
Toughbook/Laptop	4	Assigned to Senior System Engineer/Vehicle	Yes	<ul style="list-style-type: none"> Electricity Network Connection 	Mobile Device or Smartphone	<ul style="list-style-type: none"> Senior System Engineer Vehicle Technician
800 Mhz. Radio	4	Portable	Yes	<ul style="list-style-type: none"> Electricity Network Connection 	No	<ul style="list-style-type: none"> Senior System Engineer Vehicle Technician

Fire Station Alerting System (FSAS)

FSAS Central Servers Assemblies with Storage Array Network (SAN)	4	UCC PSCC	No	<ul style="list-style-type: none"> Electricity Internet connection HVAC Network Connections 	No	<ul style="list-style-type: none"> OUC Radio Engineering Group Purvis, Inc. DataNet Systems Corp. OUC IT Division
FSAS Radio Interface Units with audio and data radios	2	UCC PSCC	No	<ul style="list-style-type: none"> Electricity Internet Connection HVAC Antenna Connection 	No	<ul style="list-style-type: none"> OUC Radio Manager Purvis, Inc. DataNet Systems Corp.
FSAS Dispatch Management (DM) Consoles	2	UCC PSCC	No	<ul style="list-style-type: none"> Electricity HVAC Network Connection 	No	<ul style="list-style-type: none"> OUC Radio Manager Purvis, Inc. DataNet Systems Corp.
FSAS Station Control Unit (SCU) complete with Light Control Unit (LCU), Audio Control Unit (ACU), radio, display and printer.	35	Fire stations 1-33, Fireboat, PSCC	No	<ul style="list-style-type: none"> Electricity Antenna Connection Network Connection 	Portable/Mobile Radios	<ul style="list-style-type: none"> OUC Radio Manager Purvis, Inc. DataNet Systems Corp.

Name of Vital Equipment	Quantity Required	Location		Transported by hand to the alternate facility?	Required Resources	Proposed Alternate Equipment	Support/Vendor
		radio shop					

Alternate Facilities

Definition: An Alternate Facility is a pre-screened and pre-approved location, other than the primary facility, used to conduct essential functions in the event that the primary facility is unavailable.

The Alternate Facilities for each OUC division is listed below:

<u>Division</u>	<u>Primary Facility</u>	<u>Secondary Facility</u>
Office of the Director	UCC Building	PSCC Building
911 Operations	UCC Building	PSCC Building
311 Operations and Mayor's Citywide Call Center	UCC Building	PSCC Building
Information Technology (IT)	UCC Building	PSCC Building
Human Resources	UCC Building	PSCC Building
<u>Division</u>	<u>Primary Facility</u>	<u>Secondary Facility</u>
IT-Radio Shop	PSCC Building	UCC Building

PHASE III – RECOVERY

Recovery

Definition: Recovery is the process by which an agency resumes all operational functions. After the threat or disruption subsides, each office will need to transition back to pre-event status.

Recovery actions will include:

1. Director/Deputy Director or designee will make the determining factor to start recovery process
2. Returning the office to pre-incident work levels; and
3. Assessing the COOP activation response and creating a timeline and documenting the lessons learned. Appendix C - AARP/IP

Procedures:

Recovery procedures will commence when the Director ascertains that the emergency situation has ended and is unlikely to recur. Once this determination has been made, one or a combination of the following options may be implemented, depending on the situation.

1. Continue to perform essential functions at the alternate facility for up to thirty (30) days (or more if necessary);
2. Begin an orderly return to your Primary Location and reconstitute full operations; and/or
3. Begin to establish a reconstituted OUC facility elsewhere.

The order to enter or reoccupy a primary or alternate facility will be issued once the Director, or designee, has received a confirmation of safety from safety officials. A preliminary hazards vulnerability assessment may be required to ascertain damages to the primary or secondary facility and its surrounding areas to assure the safety of all returning personnel prior to relocation. Appendix D.

A designated OUC employee will oversee the orderly transition of all OUC functions, personnel, equipment, and records from the alternate site to the primary facility or a new facility. The designated OUC employee will oversee the messaging informing staff of orders to return to work at a new facility or at the restored facility. Information will also be distributed on hours of operations, work assignments and other pertinent information regarding recovery.

When the necessary equipment and documents are in place at the UCC building, the staff remaining at the alternate site will transfer essential functions and resume normal operations.

Recovery Checklists:

Personnel Issues: Recovery may include the following personnel issues:

- Defusing on-scene stress management;
- The need to quickly recruit, screen and hire temporary or permanent workers;
- Unforeseen demands on the District of Columbia to fund medical, leave and pension funds; and
- Completing Payroll
- Additional training and supervision.

Equipment and Supplies: Restocking and rehabilitating emergency resources after deployment is critical to returning OUC to its pre-COOP activation status. This may include:

- Returning the equipment and supplies to pre-incident readiness;
- Replacing lost, stolen or damaged equipment;
- Re-outfitting supply caches and response kits;
- Dealing with sensitive or proprietary items; and
- Investigating and documenting property loss.

Reimbursement: Processes and procedures must be in place to ensure that resource providers are reimbursed in a timely fashion, including mechanisms for:

- Providing documentation required and fulfilling other requirements for reimbursement;
- Collecting outstanding 911 Fund revenues;
- Paying bills
- Validating costs against the scope of work; and
- Ensuring that the proper authorities are involved.

After Action meeting:

- Make notification to points of contact to discuss
- Complete the hotwash for documentation purposes
- Develop the AA report for lessons learned

**EXERCISE
and
MAINTENANCE
of
COOP PLAN**

Exercise Overview

Exercises are a variety of simulated disasters designed to keep this plan viable. The exercise portion of a plan may call for activation several times throughout a year to evaluate the state of readiness of the District government to respond to differing incidents.

The Homeland Security Exercise and Evaluation Program (HSEEP) defines seven types of exercises, each of which is discussions-based or operations-based.

Discussions-based exercises familiarize participants with current plans, policies, agreements, and procedures, or may be used to develop new plans, policies, agreements, and procedures. Types of discussion-based exercises include:

- **Seminar.** A seminar is an informal discussion, designed to orient participants to new or updated plans, policies, or procedures (e.g., a seminar to review a new Evacuation Standard Operating Procedure).
- **Workshop.** A workshop resembles a seminar, but is employed to build specific products, such as a draft plan or policy (e.g., a Training and Exercise Plan Workshop is used to develop a Multi-year Training and Exercise Plan).
- **Tabletop exercise (TTX).** A tabletop exercise involves key personnel discussing simulated scenarios in an informal setting. TTXs can be used to assess plans, policies, and procedures.
- **Game.** A game is a simulation of operations that often involves two or more teams, usually in a competitive environment, using rules, data, and procedure designed to depict an actual or assumed real-life situation.

Operations-based exercises validate plans, policies, agreements and procedures, clarify roles and responsibilities, and identify resource gaps in an operational environment. Operations-based exercises include:

- **Drill.** A drill is a coordinated, supervised activity usually employed to test a single, specific operation or function within a single entity (e.g., a fire department conducts a decontamination drill).
- **Functional exercise (FE).** A functional exercise examines and/or validates the coordination, command, and control between various multi-agency coordination centers (e.g., emergency operation center, joint field office, etc.). A functional exercise does not involve any "boots on the ground" (i.e., first responders or emergency officials responding to an incident in real time).
- **Full-Scale Exercise (FSE).** A full-scale exercise is a multi-agency, multi-jurisdictional, multidiscipline exercise involving functional (e.g., joint field office, emergency operation centers, etc.) and "boots on the ground" response (e.g., firefighters decontaminating mock victims).

Training: To maintain a viable Plan, it is vital to train and educate employees about the plan and its activation. In order for employees to understand their responsibilities during activation, it is necessary to conduct formal trainings on a regular basis. Trainings also should be provided at any new employee orientations.

Multiyear Strategy and Program Management Plan (MYSMP): A plan that defines long-term goals for improving and managing the COOP plan. The MYSMP should include:

- A reference to the general COOP planning requirements.
- A description of the elements that ensure a viable COOP capability.
- Identification of the resources required to establish each element.
- Discussion of organization-specific management and policy issues (e.g., resource requirements, internal policies).
- A schedule for establishing COOP capability and plan approval.
- An endorsement sheet signed by the agency leader.
- The budget required to accomplish the strategy.

Life cycle of the plan

The COOP plan follows a life cycle by which it is constantly being evaluated and updated. The plan will lose its usefulness if it becomes outdated.



Maintenance and Planning Responsibilities

To ensure that the COOP plan remains current, an OUC entity will be responsible for updating certain sections of the plan and conduct any related tests and maintenance. The required actions and responsible entities are identified below:

Action	Tasks	Responsible Position	Frequency
Train new staff	<ol style="list-style-type: none"> 1. Include COOP information in new employee orientation 	COOP Coordinator with appropriate OUC staff members	Semi-Annually
Review and update all plan sections, as necessary	<ol style="list-style-type: none"> 1. Review each section of the plan for accuracy 2. Incorporate lessons learned from real-life activations and from training and exercises 	COOP Coordinator with appropriate OUC staff members	Quarterly
Plan and conduct exercises	<ol style="list-style-type: none"> 1. Conduct internal COOP exercises 2. Test Vital equipment and Vital records backup strategies 	COOP coordinator and OUC staff members	Annually
Monitor and maintain vital records and vital equipment	<ol style="list-style-type: none"> 1. Monitor volume of materials 2. Assist staff with updating/removing files 	COOP Coordinator with appropriate OUC staff members	As needed
Test Alternate Facilities	<ol style="list-style-type: none"> 1. Check all systems 2. Verify accessibility 3. Cycle supplies and equipment 	COOP Coordinator with appropriate OUC staff members	Semi-Annually

Plan Distribution and Plan Storage

The COOP plan must be accessible to all OUC personnel. It will be distributed as indicated below:

Level of COOP Plan Distributed	Designated Personnel
Complete COOP Plan for OUC with all personal contact information (work and home) and attachments included.	Director/Deputy Director/Division Heads/COOP Coordinator
COOP Plan for OUC posted to the G Drive.	All OUC personnel

The latest version of the COOP Plan should be stored in hardcopy or electronically at the following locations:

- Desks of the OUC Director, Deputy Director, Division Heads, and the COOP Coordinator
- 911 Watch Commanders Desk
- OUC intranet for viewing by all OUC personnel
- Alternate Facilities
- The homes of all personnel staff with ICS, EOC, and Crisis Management Team roles.

SECURITY NOTICE REMINDER

The COOP Plan contains confidential and sensitive information. When determining the proper storage location, particularly with regards to off-site storage, remember that the COOP Plan should be accessible, but secure.

APPENDICES

Appendix A: Authorities

This COOP plan has been drafted pursuant to the following local and federal laws applicable in an emergency:

DISTRICT OF COLUMBIA

1. Mayor's Order 2012-61, April 27, 2012, Continuity of Operations Planning.
2. District of Columbia Public Emergency Act of 1980, D.C. Official Code § 7-2301 *et seq.*, Public Emergencies (2001).
3. D.C. Official Code § 1-1401 *et seq.* (2001).
4. D.C. Official Code § 7-2201 *et seq.*, Civil Defense Declaration of Intent, (1950), *amended by* Homeland Security, Risk Reduction, and Preparedness Amendment Act of 2006.
5. D.C. Official Code § 7-2209, Civil Defense Compacts (1950).
6. District of Columbia Anti-Terrorism Act of 2002, D.C. Official Code § 22-3151 *et seq.* (2002).
7. District of Columbia Home Rule Act, *as amended*. D.C. Official Code § 1-204.21(c)(2) (1973).

FEDERAL

1. Homeland Security Act of 2002, 6 U.S.C. § 101 *et seq.* (2002).
2. Homeland Security Presidential Directive-5, *Management of Domestic Incidents* (2003).
3. The Robert T. Stafford Disaster Relief and Emergency Assistance Act, 42 U.S.C. § 5121 *et seq.* (2000).

SUMMARY OF DISTRICT OF COLUMBIA OFFICIAL CODE PROVISIONS RELATED TO EMERGENCY PLANNING AND OPERATIONS

§ 7-2301. Defines terms, including “Emergency Operations Plan” and “Public emergency.” Emergency operations plan means the District’s state plan for public emergency preparedness and prevention pursuant to the Disaster Relief Act of 1974 and **§ 7-2302.**

§ 7-2302. Public emergency means any disaster, catastrophe, or emergency situation where the health, safety, or welfare of persons in the District is threatened by reason of the actual or imminent consequences within the District of (1) enemy attack, sabotage, or other hostile action; (2) severe and unanticipated resource shortage; (3) fire; (4) flood, earthquake, or other serious act of nature; (5) serious civil disorder; (6) any serious industrial, nuclear, or transportation accident; (7) explosion, conflagration, or power failure; or (8) injurious environmental contamination which threatens or causes damage to life, health, or property.

§ 7-2302. – 2303. Authorizes the Mayor to establish a program of public emergency preparedness using appropriate District agencies, to include (1) the development of an emergency operations plan that sets forth a program to prepare for and provide assistance necessary for regulations and procedures, and the conduct of exercises; (2) posting of public emergency evaluations; (3) periodic program review; and (4) coordination of federal and public notice requirements and transmittal to the D.C. Council for review and approval or disapproval.

§ 7-2304. – 2308. Governs the issuance of emergency executive orders by the Mayor, their duration and extension, publication requirements, and other authority. The Mayor is authorized under **§ 7-2304** to issue an emergency executive order upon reasonable

apprehension of the existence of a public emergency and a determination that such order is necessary for the immediate preservation of the public peace, health, safety, or welfare, and as a prerequisite to requesting emergency or major disaster assistance under the Disaster Relief Act of 1974. Such order shall define (1) the existence, nature, extent, and severity of the public emergency; (2) the measures necessary to relieve the public emergency; (3) the specific requirements of the order and the persons upon whom the order is binding; and (4) the duration of the order. Upon issuing the order, the Mayor may issue an emergency executive order, which shall state:

(1) Expend appropriated funds to carry out public emergency service missions and responsibilities.

§ 7-2201. Provides a statement of congressional intent that the District shall develop plans and programs to provide necessary protection, relief, and assistance for persons and property in the event that enemy attack, sabotage, or other hostile action shall occur or become imminent.

§ 7-2202.0 – 2208. Establishes in the District government an Office of Emergency

Preparedness (designated the Emergency Management Agency by Mayor's Order 98-189, Jan. 8, 1999, hereinafter referred to as EMA). EMA is authorized and directed, subject to the discretion and control of the Mayor, to do the following: (1) prepare a comprehensive plan and program for civil defense, to be integrated into federal civil defense plans and those of nearby states and appropriate political subdivisions; (2) institute training and public information programs, organize, equip, and train civil defense units, and take other preparatory steps in advance of actual disaster; (3) conduct studies and surveys of District civil defense resources and capabilities and plan for the emergency use thereof; (4) develop and enter into mutual aid agreements with states and political subdivisions thereof for reciprocal civil defense aid and mutual assistance, consistent with the national civil defense plan and program; (5) employ personnel and expend funds; (6) cooperate with governmental and nongovernmental agencies, organizations, associations, and other entities to coordinate civil defense activities in the District; (7) accept facilities, supplies, and funds from the federal government; (8) use services, supplies, and facilities of District departments, offices, and agencies and, when authorized by the Mayor, use District funds to match federal funds for the purchase of civil defense equipment and supplies; and (9) perform such other functions as the Mayor may assign.

§ 7-2209. Authorizes the Mayor to enter into and execute to interstate civil defense compacts with the states and sets forth the substance of the language to be used for such compacts.

§ 1-204.11. Subsection (b) provides that the chairman of the D.C. Council acts as the Mayor when the Office of the Mayor is vacant.

§ 1-204.22. Provides for the general powers, duties, and functions of the Mayor to execute laws and administer the affairs of the District, including authority to designate officer(s) who may execute and perform the powers and duties of the Mayor during periods of disability or absence from the District, administer the personnel functions of the District, delegate functions, propose legislation, and issue and enforce administrative orders.

§ 1-204.23. Provides that the Mayor shall be the central planning agency for the District. He shall be responsible for the coordination of planning activities of the municipal government and the preparation and implementation of the District's elements of the comprehensive plan for the National Capital, which may include land use elements, urban renewal and redevelopment elements, a multi-year program of municipal public works for the District, and physical, social, economic, transportation, and population elements.

§ 1-204.50a. Subsection (a) establishes an emergency cash reserve fund that may be used for unanticipated and nonrecurring extraordinary needs of an emergency nature, including a natural disaster or calamity as defined by the Stafford Act or in the event of a state of emergency declared by the Mayor. **Subsection (b)** establishes a contingency cash reserve fund to be used

for nonrecurring needs, including expenses associated with unforeseen weather or other natural disasters, unexpected obligations created by federal law, or new public safety or health needs or requirements.

SUMMARY OF FEDERAL LAWS RELATED TO EMERGENCY PLANNING AND OPERATIONS

6 U.S.C. § 101. Establishes the Department of Homeland Security to a) prevent terrorist attacks within the United States; b) reduce the vulnerability of the United States to terrorism; and c) minimize the damage, and assist in the recovery, from terrorist attacks that do occur within the United States.

Homeland Security Presidential Directive-5. Establishes a unified, comprehensive nationwide incident management system, the purpose of which is to assist the prevention, preparation, response, and recovery from terrorist attacks, significant disasters, and other emergencies. This system would enable all levels of government throughout the country to work together efficiently and effectively.

42 U.S.C. § 5121. To allow the federal government to provide state and local government the means to alleviate suffering and damage resulting from disasters by 1) revising and broadening the scope of existing disaster relief programs; 2) encouraging the development of comprehensive disaster preparedness and assistance plans, programs, capabilities, and organizations by states and local governments; 3) achieving greater coordination and responsiveness of disaster preparedness and relief programs; 4) encouraging individuals, states, and local governments to protect themselves by obtaining insurance coverage to supplement or replace governmental assistance; 5) encouraging hazard mitigation measures to reduce losses from disasters, including development of land use and construction regulations; and 6) providing federal assistance programs for both public and private losses sustained in disasters.

Appendix B: Planning Considerations and Assumptions

This COOP plan is based on the following assumptions:

COOP ACTIVATION

- OUC is vulnerable to a full range of all hazards (man-made and natural disasters).
- Activation of the COOP plan may be required at any time—during business hours or non-business hours.
- The Director or his/her designee is responsible for all pre-activation measures.
- All DC Government Agencies, including OUC, are self-sufficient for up to 72 hours.
- The COOP plan is a guide; however, authority for emergency response activities also rests with local public safety and emergency responders.
- Pre-established priorities of the resumption of essential functions may require alteration once the actual extent of the threat has been identified,
- Each OUC division manager will act under the leadership of the Director and the Associate Directors and will be responsible for coordinating COOP plan activities for his or her respective division.
- The COOP plan will be accessible at all times and in all primary and alternate locations,
- Alternate facilities are compatible with all needed telecommunications, internet systems, mail services, and public access.
- Each division manager or his/her designee will be responsible for disseminating administrative and logistical information to their personnel.

TRAINING AND EXERCISES

- Appropriate funding and resources will be provided to support COOP planning, training, and exercises.
- Based on planning, training, and exercises, the COOP plan will be maintained and updated.
- Cross-training will be provided within offices to the fullest extent possible.
- It is suggested that each employee is responsible for creating and stocking his/her own Go-Kit containing Vital Records, Vital Equipment and personal items, such as water, snacks, and medicines.

Appendix C: After-Action Report/Improvement Plan (AAR/IP) Matrix

After-Action Report/Improvement Plan (AAR/IP)

An After Action Report/Improvement Plan (AAR/IP) is the final product of an exercise. The AAR/IP has two components: an AAR, which captures observations and recommendations based on the exercise objectives as associated with the capabilities and tasks; and an IP, which identifies specific corrective actions, assigns them to responsible parties, and establishes targets for their completion. The lead evaluator and the exercise planning team draft the AAR and submit it to conference participants prior to an After Action Conference. The draft AAR is distributed to conference participants for review no more than 30 days after the exercise. After the conference, an IP will be created and will be disseminated to participants no more than 60 days after the exercise. The IP should contain a matrix such as the one below that lists each capability along with the associated observations, recommendations, corrective actions, capabilities, responsible agency and point of contact (POC), and start and completion dates:

Improvement Plan Matrix

Capability	Observation	Recommendation	Corrective Action Description	Capability Element	Primary Responsible Agency	Agency POC	Start Date	End Date

Appendix D: OUC Hazard Vulnerability Analysis

This annex should be used to document the OUC’s hazard vulnerability analysis or disaster impact analysis. Source: COOP Template 2005 / U.S. General Services Administration (GSA) & Federal Emergency Management Agency (FEMA) - Sedgwick County, Kansas.

COOP Planning Worksheets

The following worksheet and instructions will guide the user through a series of worksheet to aid in the development of a hazard vulnerability analysis. This analysis should be routinely conducted on the primary and alternate facilities. Mitigation measures should be reflected in the multi-year strategy and program management plan.

State Designation	Title	Purpose
None	Vulnerability Analysis Worksheet Instructions	Instructions to complete the Vulnerability Analysis Worksheet.
None	Vulnerability Analysis Worksheet	Assigns probabilities, estimates impact and assessing resources using a numerical system.
None	Security Analysis Checklist	Identifies strengths and weakness of your facility and security system
None	Mitigation/Prevention Worksheet	Identifies and organizes mitigation activities, time frame and costs related to correcting deficiencies.

Vulnerability Analysis

The key to preparedness lies in pre-emergency cooperation, evaluation, planning and coordination. Knowledge about the Agency’s vulnerable areas is a fundamental requirement for emergency planning. In essence, the vulnerability analysis is an attempt, prior to

an actual crisis to identify the types of risk and exposure an Agency faces, so that steps can be taken to reduce the risk and to improve the Agency's response should an event occur.

Planning/Preparation

Often the vulnerability analysis will focus on a department's or jurisdiction's services, structure and staffing while overlooking other vendors and organizations that are integral to the agency's mission. While not directly affecting the agency, a variety of circumstances (work stoppages, interruptions of transportation, natural disasters, severe snow and ice storms, etc.) could present a requirement for an emergency management response if the agency relies solely on a single vendor for a specific service. The most valuable tool in determining what hazards present a risk to your facility is a completed and comprehensive Vulnerability Analysis.

Assess the vulnerability of your facility and agency within – the probability and potential impact of each possible emergency. Use the Vulnerability Analysis Worksheet Instructions to complete the Vulnerability Analysis Worksheet, which requires assigning probabilities, estimating impact and assessing resources, using a numerical system. The lower the score the better.

Facilities

You want to take a critical look at the structural and non-structural aspects of your facility to determine if corrective action can be taken that would reduce the likelihood of an incident or reduce the adverse impact should one occur. The Security Analysis Checklist will give you a better idea of the strengths and weaknesses of your facility and your security system. This analysis should also be reflected on the Vulnerability Analysis Worksheet and deficiencies addressed on the Mitigation/Prevention Worksheet, if feasible.

Mitigation

Based upon the Vulnerability Analysis Worksheet, the Mitigation/Prevention Worksheet should be used to identify and organize area of mitigation, time frame and costs related to correcting deficiencies.

VULNERABILITY ANALYSIS WORKSHEET

INSTRUCTIONS

TYPE OF EMERGENCY:

Utilizing the Vulnerability Analysis Worksheet (See below) list all potential emergencies that could affect your facility, including those identified by your State or local emergency management office. Consider both emergencies that could occur within your facility, and emergencies that could occur in your community and impact your facility

In all cases thoroughly analyze the potential impact of each of the types of situations on your agency, such as:

- Natural Hazards
- Fires
- Severe weather
- Earthquakes
- Hurricanes
- Tornadoes
- Technological
- Utility interruptions including electric, water, heat and communications
- Hazardous Materials (Nuclear, Biological, Chemical, Toxic)
- Transportation accidents
- Safety system failure
- Computer system failure
- Emergency notification system failure
- Criminal
- Break ins
- Civil disobedience
- Bomb threats/incidents
- Terrorist threats/incidents (Explosives, Nuclear, Biological, Chemical)
- Fire hazards

Evacuation plan deficiencies
Explosive materials

OTHER FACTORS TO CONSIDER:

Historical – Emergencies that have occurred in your community, general area, or at your facility.

Fires

Severe weather

Hazardous material incidents

Transportation accidents

Utility outages

Bomb/terrorist threats

Geographic – what can happen as a result of the facility's location? Keep in mind:

Proximity to flood plains, seismic faults, and dams

Proximity to companies that produce, store, use, or transport hazardous materials

Proximity to major air, rail, highway, and waterway transportation routes
Proximity to nuclear power plants

Human Error: What emergencies can be caused by employee error? Are employees trained to work safely? Do they know what to do in an emergency? Human error is the single largest cause of workplace emergencies and can result from such things as poor training, poor maintenance, carelessness, misconduct, substance abuse, and/or fatigue.

Physical – What types of emergencies could result from the design or construction of the facility? Does the physical facility enhance safety? Consider:

Physical construction of the facility

Layout of equipment

Lighting

Proximity of shelter areas

Updated office designs/floor plans for use in an emergency

Regulatory – What emergencies or hazards are you regulated to deal with? What might your Agency be confronted with during the course of business?

PROBABILITY

In the probability column, rate the likelihood of each emergency's occurrence. This is a subjective consideration, but useful nonetheless. Use a simple scale of 1 to 5 with 1 as the lowest possibility and 5 as the highest.

HUMAN IMPACT

Analyze the potential human impact of each emergency – the possibility of death or injury. Assign a rating in the Human Impact column of the Vulnerability Analysis Chart. Use a 1 to 5 scale with 1 as the lowest impact and 5 as the highest.

PROPERTY IMPACT

Consider the potential for losses and damages to property. Again, assign a rating in the Property Impact column, 1 being the lowest impact and 5 being the highest. Consider:

- Cost to replace
- Cost to set up temporary replacement
- Cost to repair

BUSINESS IMPACT

Consider the potential loss of services and impact on the agency's mission. Assign a rating in the Business Impact column. Again, 1 being the lowest impact and 5 being the highest. Assess the impact of:

- Business Interruption
- Employees unable to report to work
- Customers unable to reach facility
- Violation of contractual/regulatory requirements
- Imposition of fines and penalties or legal costs

Interruption of critical supplies

INTERNAL AND EXTERNAL RESOURCES

Next assess your resources and ability to respond. Assign a score to your Internal Resources and External Resources. The lower the score the better.

Internal/external resources are entities that an agency relies upon in order to perform a function, which if not available, could disrupt operations. For example, a common external resource to an agency is the provider of electric power. An agency may not be affected by an event but if the electric company were not operational, it would impact the agency's operations. In this example, if an agency's critical functions are an absolute mandate the agency may want to consider back up generators to ensure the continuation of operations.

When assessing your resources you need to decide whether the resource in the time of an emergency is a **STRONG** or **WEAK** resource on a scale of 1 to 5, with 5 being **WEAK**. Some possibilities for these terms follow:

Strong Resource: readily available, signed contract, available 24 hours a day, past experience was positive, ample supply of the resource, multiple suppliers from different geographical areas

Weak Resource: other priority in the event of any emergency, not sufficiently supplied in the case of a major disaster, does not have a 24-hour service number, single supplier

To help you decide, consider each potential emergency from beginning to end and each resource that would be needed to respond. For each emergency ask these questions:

Do we have the needed resources and capabilities to respond?

Will external resources be able to respond to us for this emergency as quickly as we may need them, or will they have other priority areas to serve? (If the answer is no, this would be considered a **WEAK** resource.)

If the answers are yes (indication of **STRONG** resources), move on to the next assessment. If the answers are no, identify what can be done to correct the problem. For example, you may need to:

Develop additional emergency procedures

Conduct additional training
Acquire additional equipment
Establish mutual aid agreements
Establish agreements with additional contractors/vendors

TOTAL

Add the scores for each emergency. The lower the score the better. While this is a subjective rating, the comparisons will help determine planning and resource priorities. Events with a higher score should be considered a priority in mitigation, prevention and planning.

SECURITY ANALYSIS CHECKLIST

Agency: _____
Building: _____
Person Inspecting the Building: _____
Date(s) Of Inspection: _____

Landscaping:

- If there are bushes or vines next to a building, keep them trimmed and cut back so the building and its windows can be seen.
- Remove items that create blind spots or hiding places.
- Remove unnecessary ornamental items such as window boxes or planters.
- Allow only those cars and trucks that are properly identified near the building.
- All other vehicles should park 300 feet away.
- Make sure that proper lighting illuminates walkways and doorways. Use lighting to eliminate shadows and dark hiding places.
- Keep dumpsters and other trash receptacles 100 feet away from the building.

Doors:

- Make sure that all exterior doors have hinges and pins that are on the inside of the building.
- Exterior doors should be solid wood or constructed of sheet metal. Hollow wooden doors should only be used on the building's interior. Also, exterior doors should be hung inside a steel doorframe for additional security.
- Overhead doors should be pad locked.
- Doors not routinely used, such as boiler room or elevator control rooms should be kept locked. Keep keys to these doors inventoried and if one is missing, replace the locks.

Windows:

- If a window opens, make sure it has a lock that works.
- Lock all windows when the building is not in use.
- Blocks of wood or heavy dowels can prevent a window from opening all the way.
- Air conditioners should be bolted into the wall to prevent someone from easily removing them.
- Glass breaks easily – consider using laminated, tempered, or wire backed glass, or even plastic.
- If your building has a security system, make sure it has glass break detectors near large windows.
- Secure basement windows with metal grates or grills.

Locks:

- Use quality locks.
- Exterior doors should have dead bolt locks.
- If any keys are unaccounted for, replace the locks.
- Storage sheds should be padlocked.

Structural Assessment:

- A building diagram should be kept off site as a vital record.
- An emergency generator and an alternate generation unit should be available which supports the power supply of the facility.
- There are back-ups for utilities (gas, water, sewer, etc...).
- There are procedures to locate and control the HVAC unit.
- Personnel know where there is a structurally sound and well ventilated area in the facility away from glass and heavy loose objects.
- It is known which equipment operates on the back-up power system and which become inoperable when the power is down.
- Rooms are left open if you do not have keys.

Miscellaneous:

- If possible, have security guards control each public access.
- If possible, have security guards roam the facility, or have a security guard visibly monitoring the grounds via Closed Circuit TV.
- Closed Circuit TV systems, access control, and burglar alarms all reduce a facility's vulnerability. Make them visible.
- Mail and packages are screened before being delivered
- Post signs that clearly state to all visitors and vendors that their actions are being monitored.
- Employees should wear their identification in a plainly visible manner.
- Visitors should wear "visitor" badges and be checked in by security personnel.
- Visitors are required to sign in.
- Identification badges are routinely checked.
- Surge protectors are used, or the building electrical system protected against surge.
- Finally, go back to the drawing board and sit down to figure out how and what can be done to minimize or even eliminate these security vulnerabilities. Ensure the Vulnerability Analysis Worksheet reflects your security analysis and define those issues that need to be resolved in the Mitigation/Prevention Spreadsheet.

MITIGATION/PREVENTION SPREADSHEET

Based upon the vulnerability assessment, attention should be directed at taking steps to enhance the safety, security and continuity of operations.

Criteria for Estimates:

TIME FRAME:

Short Term < 3 months
 Intermediate 3 months to 1 year
 Long Term > 1 year

COST:

Low < \$10,000
 Medium \$10K to \$25 K
 High > \$25,000

Area of Mitigation	Time Frame	Cost	Comments
Define issue	Long, Intermediate, short term	High, Medium, Low	
Primary/Alternate Facility			
Develop Standard Operating Procedure to deactivate/control building air Handling systems during emergencies/disasters.	Intermediate	Low	
Vital Records			
Vital Equipment & Systems			
Physical/Cyber Security			
Personnel/Safety			

Training, Testing, Exercises			
Program Strategy & Maintenance			
Resource Management			
Other			

Appendix E: Family Disaster Planning

Family Disaster Planning for OUC

The OUC understands the importance of personnel preparing their families for disaster events. The information below provides assistance to personnel for developing Family Disaster Plans and encourages them to learn more about how to be prepared.

Disaster can strike quickly and without warning. It can force you to evacuate your neighborhood or confine you to your home. What would you do if basic services -- water, gas, electricity or telephones -- were cut off? Local officials and relief workers will be on the scene after a disaster, but they cannot reach everyone right away. Families can -- and do -- cope with disasters by preparing in advance and working together as a team. Follow the steps listed below to create your family's disaster plan. Knowing what to do is your responsibility for your best protection.

FOUR STEPS TO SAFETY

1. Find out What Could Happen to You

- Contact your local Red Cross chapter or emergency management office -- be prepared to take notes.
- Ask what types of disasters are most likely to happen. Request information on how to prepare for each.
- Learn about your community's warning signals: what they sound like and what you should do when you hear them.
- Ask about animal care after disaster. Animals may not be allowed inside emergency shelters due to health regulations.
- Find out how to help elderly or disabled persons, if needed.
- Find out about the disaster plans at your workplace, your children's school or day-care center, and other places where your family spends time.

2. Create a Disaster Plan

- Meet with your family and discuss why you need to prepare for disasters. Explain the dangers of fire, severe weather, and earthquakes to children. Plan to share responsibilities and work together as a team.
- Discuss the types of disasters that are most likely to happen. Explain what to do in each case.
- Pick two places to meet: 1. Right outside your home in case of a sudden emergency, like a fire. 2. Outside your neighborhood in case you can't return home. Everyone must know the locations address and phone number.

- Ask an out-of-state friend to be your "family contact." After a disaster, it's often easier to call long distance. Other family members should call this person and tell them where they are. Everyone must know your contact's phone number.
- Discuss what to do in an evacuation. Plan how to take care of your pets.

3. Complete this Checklist

- Post emergency telephone numbers by phones (fire, police, ambulance, etc.).
- Teach children how and when to call 9-1-1 or your local Emergency Medical Services number for emergency help.
- Show each family member how and when to turn off the water, gas, and electricity at the main switches.
- Check if you have adequate insurance coverage.
- Teach each family member how to use the fire extinguisher and show them where it's kept.
- Install smoke detectors on each level of your home, especially near bedrooms.
- Conduct a home hazard hunt.
- Stock emergency supplies and assemble a Disaster Supplies Kit.
- Take a Red Cross first aid and CPR class.
- Determine the best escape routes from your home. Find two ways out of each room.
- Find the safe spots in your home for each type of disaster.

4. Practice and Maintain Your Plan

- Quiz your children every six months so they remember what to do.
- Conduct fire and emergency evacuation.
- Replace stored water every three months and stored food every six months.
- Test and recharge your fire extinguisher(s) according to manufacturer's instructions.
- Test your smoke detectors monthly and charge the batteries at least once a year.

For more information on Family Disaster Planning, visit the Federal Emergency Management Agency's (FEMA) website for family disaster planning at www.READY.gov

Appendix F: OUC Vendor Attachments

Appendix F shows attachments identifying Vendors that OUC conducts business with.

Appendix F
Attachment 1

CAD Vendor Support

(Updated 7/26/2012)

<u>System/Function</u>	<u>Vendor</u>	<u>Vendor Support Organization</u>	<u>Contact Number</u>
Vendor Helpdesk for CAD and related software	Intergraph	Intergraph Helpdesk	877 822-8971
Vendor Helpdesk for ProQA software (EMD, EPD,EFD, AQUA)	Priority Dispatch	Priority Dispatch Helpdesk	866 777-3911
MPD Helpdesk for WALES, IFR, I/Leads and other MPD applications	MPD	MPD Support Helpdesk	202 727-3302
24-hour Network Operations Center	DC-NET/OCTO	DC NOC	202 373-3737

Telephony Vendor Support

(Updated 8/3/2012)

<u>System/Function</u>	<u>Vendor</u>	<u>Vendor Support Organization</u>	<u>Contact Number</u>
Vendor Support for SensorProbe environmental monitoring system.	AKCP	AKCP SensorProbe Helpdesk	(800) 975-4743 USA Toll Free (630) 245-1445 Phone support@akcp.com
Vendor Support for ECS 1000 and Sentinel Application	Cassidian Communications	Cassidian Communications Helpdesk	800 491-1734 option 2
Support for Avaya PBX, AES and handsets	DC-NET/OCTO	DC-NET Helpdesk	202 715-3733
Vendor Support for Presentense Time Software	Byte Fusion	Byte Fusion Helpdesk	585 321-5809
Vendor Support for Syniverse SS7	Syniverse	Syniverse Helpdesk	800 892-2888

<u>System/Function</u>	<u>Vendor</u>	<u>Vendor Support Organization</u>	<u>Contact Number</u>
Vendor Support for Spectracom	Spectracom	Spectracom Timing Servers and Wall Clocks Helpdesk	585 321-5800
Vendor Support for Avaya PBX, AES and handsets	AVAYA	AVAYA	800 242-2121 Sold to number: OUC – 5062757 PSCC - 5061851
Vendor Support for Spectrum Wall Boards	Spectrum	Spectrum Wall Boards Helpdesk	800 392-5050
Vendor helpdesk for CAD WALES Interface	DCI	DCI	850 656-3333 Extension 2 For Tier 2 issues that cannot be resolved with the MPD HelpDesk

PMG Vendor Support

(Updated 8-22-2012)

<u>System/Function</u>	<u>Vendor</u>	<u>Vendor Support Organization/Contractor</u>	<u>Contact Number</u>
<ul style="list-style-type: none"> • DMV IT • DDOE IT 	OCTO	OCTO Helpdesk OCTO-NOC	202 671-1566 202 724-2028
UCC Building Facilities	DGS	UCC Facilities Engineer	Office: 6am – 6pm 202 563-0216 Mobile: 202 631-5787
PSCC Building Facilities	DGS	PSCC Facilities Engineer	Cell: 6am – 6pm 202 839-7006 Office: 202-563-0216 202 438-7930 on-call engineer (after 6pm)
Network Infrastructure and Security Management	OCTO	OCTO Helpdesk OCTO-CWITS Manager OCTO-NOC	202 671-1566 202 727-8793 / 202 802-8843 202 724-2028

<u>System/Function</u>	<u>Vendor</u>	<u>Vendor Support Organization/Contractor</u>	<u>Contact Number</u>
Procurement Support	OCP	OCP-Contract Specialist	202 724-4477
PASS Support	OCTO	OCTO-PASS Helpdesk OCTO-NOC	202 727-8700 202 724-2028
People Soft Support	OCTO	OCTO-ASMP Helpdesk OCTO-NOC	202 727-8700 202 724-2028
Salesdorce Support	Incapsulate		Support.ouc@incapsulate.com
Destiny and ETIMS Support	DMV	DMV-IT	202 729-7110 202 729-7105
iCarol	DHS	DHS-IT	202 442-3248

Radio Vendor Support

(updated 8-2012)

<u>System/Function</u>	<u>Vendor</u>	<u>Vendor Support Organization/Contractor</u>	<u>Contact Number</u>
Radio Network Maintenance Base Station Installation and Maintenance	Motorola Solutions, Inc.	Motorola Call Center Thomas Walsh , Radio System Manager	800 221-7144 202-345-3212 (Cell)
Radio Frequency Engineering	Televate, LLC	Guy Jouannelle, Project Manager	703 639-4203 (Cell)
Consolette Purchase, Installation and Maintenance	Motorola Solutions, Inc.	Motorola Call Center	800 221-7144
Radio Antenna Installation and Maintenance	Tecknomic, LLC	Jeff Tinio, Project Manager Vince Tinio, Sweep Manager	240 508-6484 (Cell) 301-350-6400 (office) 240 455-2578 (Cell)

<u>System/Function</u>	<u>Vendor</u>	<u>Vendor Support Organization/Contractor</u>	<u>Contact Number</u>
Radio Engineering and Maintenance Support	Motorola Solutions, Inc.	Motorola Call Center	800 221-7144
Mobile Data Computing	PC Net	Tim Ramlogan, Project Manager	202-494-4709 202-476-8655
Fire Station Alerting-Software Fire Station Alerting-Hardware	Purvis Systems, Inc. DataNet Systems Corp.	Ed Nathan, Project Engineer	202 496-1122 (Office)* 240 481-4757 (Cell)* *call center to be established approx. 9-1-12

Appendix G: Definitions and Acronyms

This appendix contains a list of key words, phrases, and acronyms used throughout the COOP plan and within the COOP community.

ACTIVATION: When a COOP plan has been implemented whether in whole or in part.

ADVANCE TEAM: Group of people assigned responsibility for preparing the alternate facility for operations once the activation decision has been made.

AFTER-ACTION REPORT (AAR): A narrative report that presents issues found during an incident and recommendations on how those issues can be resolved.

ALTERNATE FACILITY: An alternate work site that provides the capability to perform minimum essential functions until normal operations can be resumed.

ASSOCIATION OF PUBLIC SAFETY OFFICIALS (APCO): The Association of Public-Safety Communications Officials (APCO) is an international leader committed to providing complete public safety communications expertise, professional development, technical assistance, advocacy and outreach to benefit our members and the public.

COMMISSION ON ACCREDITATION FOR LAW ENFORCEMENT AGENCIES (CALEA): The Commission on Accreditation for Law Enforcement Agencies, Inc., (CALEA®) was created in 1979 as a credentialing authority through the joint efforts of law enforcement's major executive associations:

COMMUNICATIONS SECURITY RELIABILITY AND INTEROPERABILITY COUNCIL (CSRIC): As part of the FCC's Homeland Security and Public Safety Bureau, the Communications Security, Reliability and Interoperability Council's (CSRIC) mission is to provide recommendations to the FCC to ensure, among other things, optimal security and reliability of communications systems, including telecommunications, media, and public safety.

CONTINGENCY STAFF/TEAM: Personnel of a department or jurisdiction who are designated to report to the alternate facility during COOP implementation to ensure that the department or jurisdiction is able to perform its essential functions.

CONTINUITY OF GOVERNMENT (COG): The term COG applies to the measures taken by a state or local government to continue to perform required functions during and after a severe emergency. COG is a coordinated effort within each branch of the government to continue its minimum essential responsibilities in a catastrophic emergency.

CONTINUITY OF OPERATIONS (COOP): An internal effort within individual components of a governmental entity to assure the capability exists to continue essential component functions across a wide range of potential emergencies, including localized acts of nature, accidents, and technological and/or attack-related emergencies.

COOP EVENT: Any event that causes an department or jurisdiction to activate all or part of its COOP plan. It may or may not include relocation to an alternate site to assure continuance of essential functions.

COOP RESPONSE AND RECOVERY TEAM: Individuals, identified by position, within a governmental entity or local jurisdiction that are responsible for ensuring that essential functions are performed in an emergency and taking action to facilitate that performance, and to initiate planning necessary for the resumption of non-emergency operations at a primary facility.

CRITICAL CUSTOMERS: Organizations or individuals for which a governmental entity of local jurisdiction performs mission-essential functions.

DELEGATED AUTHORITY: An official mandate calling on an individual holding a specific position to assume responsibilities and authorities not normally associated with that position when specified conditions are met.

DEVOLUTION: The capability to transfer statutory authority and responsibility for essential functions from a department's or jurisdictions primary staff to other employees and facilities, and sustain that operational capability for an extended period of time.

DRIVE-AWAY KIT: An easily transported set of materials, technology and vital records that will be required to establish and maintain minimum essential operations. Also referred to as a go-kit or fly-away kit. **EMERGENCY:** A sudden, usually unexpected event that does or could do harm to people, resources, property, or the environment. Emergencies can range from localized events that affect a single office in a building, to human, natural or technological events that damage, or threaten to damage, local operations. An emergency could cause the temporary evacuation of personnel or the permanent displacement of personnel and equipment from the site to a new operating location environment.

EMERGENCY OPERATIONS RECORDS: Records that support the execution of the organization's essential functions.

ESSENTIAL FUNCTIONS: Those functions, stated or implied, that state departments and local jurisdictions are required to be performed by statute, regulation or executive order or are otherwise necessary to provide vital services, exercise civil authority, maintain the safety and well being of the general populace, and sustain the industrial and economical base in an emergency.

ESSENTIAL OPERATIONS: Those operations, stated or implied, that are required to be performed by statute or executive order or are otherwise deemed necessary.

ESSENTIAL COOP PERSONNEL: Staff of a department or jurisdiction that are needed for the performance of the organization's essential functions.

HAZARD VULNERABILITY ANALYSIS: Analysis of an entity's vulnerability to hazards and risks which might affect the activation and completion of a COOP.

INCIDENT ACTION PLAN (IAP): An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods.

INCIDENT COMMAND SYSTEM (ICS): A standardized on-scene emergency management construct specifically designed to provide for the adoption of integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is a combination of facilities, equipment, personnel, procedures, and communications operating with a common organizational structure, designed to aid in the management of resources during incidents.

INCIDENT COMMANDER (IC): The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and releasing of resources. The IC have overall authority and responsibility for conducting incident operations and is responsible for the management of all incident management operations.

INTEROPERABLE COMMUNICATIONS: Alternate communications that provide the capability to perform minimum essential functions, in conjunction with other agencies, until normal operations can be resumed.

LEGAL AND FINANCIAL RECORDS: Records that are needed to protect the legal and financial rights of government and of the people affected by its actions.

LOGISTICS SECTION: The section responsible for providing facilities, services and material support of an incident.

MANAGEMENT PLAN: An operational guide that ensures the implementation, maintenance and continued viability of the COOP plan.

MISSION CRITICAL FUNCTIONS: See Essential Functions. MITIGATION: Any sustained action taken to reduce or eliminate the long-term risk to life and property from a hazard event.

NATIONAL FIRE PROTECTION ASSOCIATION (NRPA): NFPA is a global, nonprofit organization devoted to eliminating death, injury, property and economic loss due to fire, electrical and related hazards. The association delivers information and knowledge through more than 300 consensus codes and standards, research, training, education, outreach and advocacy; and by partnering with others who share an interest in furthering the NFPA mission.

NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS): A system mandated by Homeland Security Presidential Directive #5 (HSPD-5) that provides for a consistent national approach for Federal, state, local and tribal governments; the private-sector, and non-governmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause size, or complexity.

NATIONAL RESPONSE FRAMEWORK (NRF): This National Response Framework (NRF) is a guide to how the Nation conducts all-hazards response. It is built upon scalable, flexible, and adaptable coordinating structures to align key roles and responsibilities across the Nation, linking all levels of government, nongovernmental organizations, and the private sector. It is intended to capture specific authorities and best practices for managing incidents that range from the serious but purely local, to large-scale terrorist attacks or catastrophic natural disasters.

NATIONAL EMERGENCY NUMBER ASSOCIATION (NENA): As *The Voice of 9-1-1*[™], NENA is on the forefront of all emergency communications issues. The association serves its members and the greater public safety community as the only professional organization solely focused on 9-1-1 policy, technology, operations, and education issues. With more than 9,000 members in 48 chapters across the United States and around the globe, NENA promotes the implementation and awareness of 9-1-1, as well as international three-digit emergency communications systems.

NON-ESSENTIAL PERSONNEL: Staff of an department or jurisdiction who is not required for the performance of an organization's mission critical functions.

OPERATIONS SECTION: The section responsible for all tactical incident operations. In ICS, it normally includes subordinate branches, divisions and groups.

ORDERS OF SUCCESSIONS: Provisions for the assumption of senior department and jurisdictional offices and other positions held by essential COOP personnel when the original holder of those responsibilities and/or authorities is unable or unavailable to execute their duties.

PLAN MAINTENANCE: Steps taken to ensure the plan is reviewed annually and updated whenever major changes occur.

PLANNING SECTION: Responsible for the collection, evaluation and dissemination of operational information related to the incident, and for the preparation and documentation of the IAP. This section also maintains information on current and forecasted situation and on the status of resources assigned to an incident.

PRIMARY FACILITY: The site of normal, day-to-day operations; the location where the employee usually goes to work.

RECONSTITUTION: The resumption of non-emergency operations at a primary facility following emergency operations at an alternate facility.

SITUATION REPORT (SITREP): A written, formatted report that provides a picture of the response activities during a designated reporting period.

VITAL RECORDS: Electronic and hardcopy documents, references and records needed to support essential functions during a COOP event, to recover full operations following an emergency, and to protect the legal rights and interests of citizens and government. The two basis categories of vital records are emergency operating records (e.g.- plans and directives, orders of succession, delegations of authorities and staffing assignments) and rights and interests records.

VITAL EQUIPMENT AND SYSTEMS: Equipment and systems that are needed to support essential functions during a COOP event.

Appendix H: COOP Crosswalk

The following COOP crosswalk offers guidance on how to structure a COOP and lists content that should be included in the document. The crosswalk should be completed prior to promulgation of a COOP to ensure it complies with Federal guidance. Source: COOP Template 2005 / U.S. General Services Administration (GSA) & Federal Emergency Management Agency (FEMA) - Sedgwick County, Kansas.

OUC COMPLETED COOP CROSSWALK – 12-31-15

Criteria	Yes	No	N/A	Comments
Purpose:				
Plan includes a statement why COOP is important to the organization	X			Executive summary and Introduction. Pages 7 and 10
Scope:				
Provides for capability to perform essential functions in 12 hours to 30+ days.	X			Pages 7 and 12
Provides for all-hazard planning.	X			Pages 16-17
Addresses the 3 phases of COOP: activation & relocation, alternate facility operations and return to normal operations.	X			Page 20 Appendix B
Criteria	Yes	No	N/A	Comments
Objectives:				

Defines specific objectives to direct & guide appropriate continuity actions.	X			Pages 16-17
Situation & Assumption:				
COOP plan explicitly states planning assumptions.	X			Pages 16-17 Appendix B
Hazard Vulnerability Analysis:				
Plan includes a documented Hazard Vulnerability Analysis	X			If a separate document it needs to be Identified. Appendix D offers guidance for analysis.
Concept of Operations:				
Plan includes a concept of operations that provides an overview of how plan will be implemented	X			Pages 16-17 and pages 20-29. Appendix B
Documents the use of systematic listing of work task, function & operations in development of essential functions.	X			Pages 31-43
Documents the consequences of lack of performance and time criticality to perform work tasks,	X			Page 11
Criteria	Yes	No	N/A	Comments

Functions & operations.	X			Page 11
Documents resource requirements & provides for pre-positioned resources necessary to perform essential functions.	X			Pages 31-43
Encourages personal preparedness for essential & non-essential staff and their families	X			Pages 20-21 Appendix E
Plan includes a roster of fully equipped & trained personnel to perform essential functions.	X			Pages 22-29
Contains procedures to contact and/or provide information to non-essential staff.	X			Pages 20-21
Provides for personnel accountability of essential & non-essential staff throughout duration of emergency.	X			Pages 20-29
Provides for continued support telecommunication and information technology requirements.	X			Pages 31-43
Criteria	Yes	No	N/A	Comments

Documents selection of an alternate site that satisfies identified requirements to perform essential functions.	X			Pages 40-43
Documents that a site vulnerability analysis was conducted on the alternate facility.		X		See Appendix E for analysis guidance
Provides for security and access control of primary & alternate facility throughout emergency	X			Provided by Department of General Services – Protective Services Division
Provides for specific actions to transfer operations back to primary facility.	X			Pages 82-83
Implementation:				
Provide for an executive decision process to determine best activation of COOP plan.	X			Pages 20-21 Appendix B
Provide for the development of an incident action plan based on nature of incident and assessment of facility.	X			
Criteria	Yes	No	N/A	Comments

Plan utilizes incident command system (ICS) process & procedures.	X			
Activation & Relocation:				
Plan provides specific criteria & activation checklists to decide whether to activate the plan.	X			Pages 49-51
Plan provides alert & notification procedures for key staff, contingency teams, non-essential personnel & critical customers.	X			Pages 49-51 and Executive Summary
Deployment & departure procedures provide for partial pre-deployment of any critical function.	X			Page 30. Leaves procedure up to Divisions.
Provides transportation procedures to address transfer of personnel, records & equipment	X			Page 30. Each Division responsible for its own procedures.
Plan provides for minimum standards of communication & direction/control during activation of alternate site	X			Pages 49-51
Criteria	Yes	No	N/A	Comments

Provides for provision of complete site support procedures (staff, records & equipment) for activating alternate facility.	X			Pages 52-65
Provides specific procedures to provide for execution of essential functions.	X			Pages 52-65
Assigns responsibilities for key staff to perform mission-essential functions.	X			Pages 52-65
Provides for transportation, food and lodging needs of deployed staff & their families, if required.	X			Page 30. Appendix E
Termination/Return to Normal Operations:				
Provide for immediate preparations to transfer back to primary facility.	X			Page 80-82
Contains termination procedures to ensure transfer of functions, vital records & databases to primary facility.	X			Page 80-82
Criteria	Yes	No	N/A	Comments

Provides for the creation of an after-action report to identify and correct deficiencies.	X			Page 82. Appendix C
Vital Records & Data Systems:				
Documents the identification of vital records and data systems necessary to conduct essential functions.	X			Pages 52-65
Provides for the protection of vital records and data systems at the primary facility.	X			Pages 52-65
Provides for the availability/recovery of vital records and data systems at alternate facility.	X			52-65
Interoperable Communications:				
Provides for the identification, protection, availability & redundancy of critical communications systems	X			Page 49

Provides for the reestablishment of communication to staff, appropriate agencies and customers.	X			Page 49, 80-82
Criteria	Yes	No	N/A	Comments
Continuity of Government:				
Provides for the pre-delegation of authority for making policy determinations & decisions at all organizational levels.	X			Pages 22-29. Executive Summary.
Defines limitations, accountability & termination of authorities.	X			Page 44-48
Establishes and maintains orders of succession of all key positions to ensure ability to perform essential functions.	X			Pages 44-48
Delineate orders of succession by position or titles, not names.	X			Pages 44-48. Document uses names and titles. Agency choice.
Organization & Responsibilities:				
Identifies responsibilities of individuals, teams and organizations involved in COOP plan.	X			Pages 22-29 and pages 44-48 Names and titles.

COOP plan identifies emergency coordinating officer/response team chief for each continuity team.	X			Pages 22-29
Criteria	Yes	No	N/A	Comments
Administration & Logistics:				
Plan addresses pay status, leave, travel status & related personnel support issues.	X			Page 33 – Administrative Essential Functions
Mutual Aid Agreement:				
Documents the establishment of written agreements with other department/jurisdictions to obtain facilities and resources.	X			Pages 16-17. Concept of Operations - Notification of primary and support agencies is called for that are in the District Response Plan. HSEMA heavily involved in the notification and alert procedures.
Authorities & References:				
Documents basic authority for authorities, delegations and action outlined in plan.	X			Appendix A. References can be found in the introduction page 14.
Training & Exercises:				
Requires individual/team training of COOP staff to implement plan and carryout essential functions.	X			Pages 83-86

Provides for routine testing & exercises of various types and scopes to demonstrate viability & improve overall capability.	X			Pages 83-86
Criteria	Yes	No	N/A	Comments
Plan Maintenance:				
Provides a strategy to develop, maintain & enhance viable capacity.	X			Pages 83-86
Provides for annual update of the plan driven by a training & exercise program.	X			Pages 83-86
Provides for the on-going update of the COOP plan as warranted by changes within the organization.	X			Pages 83-86

Name	Position Title	Action	Descr	PAR Efft Date	Reason	Reason Descr	NOA Description
Lewis,Roneka	Customer Service Rep.	TER	Termination	12/31/2022	TPP	During Probation/Trial Period	Term. during prob/trial
Morris,Anjel	Customer Service Rep.	TER	Termination	10/23/2021	RES	Resignation	Resignation
Richardson,Terrance M.	Customer Service Rep.	TER	Termination	10/1/2021	TMP	End Temporary Employment	Termination-Exp of Appt
Wilson,Diamond N	Customer Service Rep.	TER	Termination	9/14/2022	OTH	Other/Unknown	Termination
Butler,Tiara S	Customer Service Representativ	TER	Termination	10/22/2022	CON	Misconduct	Removal
Merritt,Aisha	Customer Service Representativ	TER	Termination	4/20/2022	RES	Resignation	Resignation
Middleton,Tearsha	Customer Service Representativ	TER	Termination	9/24/2022	CON	Misconduct	Removal
Phillips,Barbara	Customer Service Representativ	TER	Termination	4/16/2022	RES	Resignation	Resignation
Smith,Antonia D.	Customer Service Representativ	TER	Termination	4/29/2022	RES	Resignation	Resignation
Woodland,Robinette D	Customer Service Representativ	TER	Termination	10/22/2022	CON	Misconduct	Removal

Name	Position Title	Action	Descr	PAR Efft Date	Reason	Reason Descr	NOA Description
Daniels,Cynthia A	Dispatcher	RET	Retirement	12/31/2021	SSA	Social Security Award	SSA/DC Plan
Carr,Jacqueline	Dispatcher	RET	Retirement	3/13/2022	SSA	Social Security Award	SSA/DC Plan
Washington,Edward K	Dispatcher	TER	Termination	10/9/2021	RES	Resignation	Resignation
Pross,Gregory M	Dispatcher	TER	Termination	2/20/2022	RES	Resignation	Resignation
Hedgeman,Keisha A	Dispatcher	TER	Termination	2/26/2022	RES	Resignation	Resignation
Thompson,Jacqueline	Dispatcher	TER	Termination	1/14/2023	CON	Misconduct	Removal

Name	Position Title	Action	Descr	PAR Effct Date	Reason	Reason Descr	NOA Description
Pratt,Erricka	Telecomm Equipment Operator	TER	Termination	10/22/2021	RES	Resignation	Resignation
Barnes,Lakita	Telecomm Equipment Operator	TER	Termination	10/24/2021	RES	Resignation	Resignation
Wood,Jenee A.	Telecomm Equipment Operator	TER	Termination	10/24/2021	RES	Resignation	Resignation
Barnes-Garvin,Yvette M	Telecomm Equipment Operator	TER	Termination	2/8/2022	RES	Resignation	Resignation
Jackson,April D.	Telecomm Equipment Operator	TER	Termination	2/19/2022	RES	Resignation	Resignation
Deria,Miriam	Telecomm Equipment Operator	TER	Termination	3/9/2022	RES	Resignation	Resignation
Jenkins,Tia T	Telecomm Equipment Operator	TER	Termination	5/24/2022	RES	Resignation	Resignation
Brown Mooney,William	Telecomm Equipment Operator	TER	Termination	9/10/2022	OTH	Other/Unknown	Removal
Paige,Demia	Telecomm Equipment Operator	TER	Termination	10/1/2022	CON	Misconduct	Removal
Carey,Letitia	Telecomm Equipment Operator	TER	Termination	11/2/2022	RES	Resignation	Resignation
Edmonds,Monjae	Telecomm Equipment Operator	TER	Termination	2/7/2023	RES	Resignation	Resignation
Mezgebu,Abraham	Telecommunications Equipment O	TER	Termination	10/20/2021	RES	Resignation	Resignation
Bynum,Ashley	Telecommunications Equipment O	TER	Termination	11/6/2021	TPP	During Probation/Trial Period	Termination
Clark,Kayla A	Telecommunications Equipment O	TER	Termination	11/6/2021	TPP	During Probation/Trial Period	Term. during prob/trial
Windear,Erica	Telecommunications Equipment O	TER	Termination	1/20/2022	TPP	During Probation/Trial Period	Termination
Peterson,Brittany	Telecommunications Equipment O	TER	Termination	6/18/2022	RES	Resignation	Resignation
Barnes,Shanan M	Telecommunications Equipment O	TER	Termination	6/25/2022	TPP	During Probation/Trial Period	Termination
Thomas,Portia	Telecommunications Equipment O	TER	Termination	6/25/2022	RES	Resignation	Resignation
Stewart,Eliya P.	Telecommunications Equipment O	TER	Termination	7/7/2022	RES	Resignation	Resignation
Bonner,Shayla	Telecommunications Equipment O	TER	Termination	10/8/2022	TPP	During Probation/Trial Period	Termination
Fisher,Taneyla	Telecommunications Equipment O	TER	Termination	11/5/2022	TPP	During Probation/Trial Period	Termination
Holmes-Martin,Crystal	Telecommunications Equipment O	TER	Termination	11/19/2022	TPP	During Probation/Trial Period	Termination

Name	Position Title	Action	Descr	PAR Effct Date
Gueory,Tenaj	Telecommunications Equipment O	HIR	Hire	1/18/2022
Miles,Rhonice Lanae	Telecommunications Equipment O	HIR	Hire	1/18/2022
Rucker,Nikyra	Telecommunications Equipment O	HIR	Hire	1/18/2022
Thomas,Portia	Telecommunications Equipment O	HIR	Hire	1/18/2022
Veney,Jazmen	Telecommunications Equipment O	HIR	Hire	1/18/2022
Watson,Eric	Telecommunications Equipment O	HIR	Hire	1/18/2022
Ray-Matthews,Naja	Telecommunications Equipment O	HIR	Hire	1/31/2022
Suares,Gavin	IT Program Manager	HIR	Hire	5/23/2022
Black,Daeja	Training Specialist	HIR	Hire	6/21/2022
Hubbard,Tyrasha	Supervisory Customer Service R	HIR	Hire	6/21/2022
Austin,Nehemiah	Telecommunications Equipment O	HIR	Hire	7/5/2022
Bonner,Shayla	Telecommunications Equipment O	HIR	Hire	7/5/2022
Fisher,Taneya	Telecommunications Equipment O	HIR	Hire	7/5/2022
Green,Amber	Telecommunications Equipment O	HIR	Hire	7/5/2022
Holmes-Martin,Crystal	Telecommunications Equipment O	HIR	Hire	7/5/2022
Johnson,Darlene Theresa	Telecommunications Equipment O	HIR	Hire	7/5/2022
Tate,Demi	Telecommunications Equipment O	HIR	Hire	7/5/2022
Reist,Eric Charles	Chief of Special Operations an	HIR	Hire	7/18/2022
Anderson,Khadijah	Customer Service Rep.	HIR	Hire	8/15/2022
Calhoun,Nicole	Customer Service Rep.	HIR	Hire	8/15/2022
Luces,Kalvin	Customer Service Rep.	HIR	Hire	8/15/2022
Westfield,Tirrell	Customer Service Rep.	HIR	Hire	8/15/2022
Harrison,Chanel Patrice	Management Analyst	HIR	Hire	9/12/2022
Lewis,Roneka	Customer Service Rep.	HIR	Hire	9/12/2022
Saunders,Trinity	Customer Service Rep.	HIR	Hire	9/12/2022
Smith III,Charles	Customer Service Rep.	HIR	Hire	9/12/2022
Wilson,Danielle	Customer Service Rep.	HIR	Hire	9/12/2022
Wilson,Diamond N	Customer Service Rep.	HIR	Hire	9/12/2022
Milner-Allen,Diamond	Training Specialist	HIR	Hire	11/21/2022
Wilkins,Ra'Sheer	Training and Organizational De	HIR	Hire	11/21/2022
Watkins,Anthony	INFORMATION TECHNOLOGY SPECIAL	HIR	Hire	1/3/2023
Barnes,Shanan M	Telecommunications Equipment O	REH	Rehire	1/18/2022
Jones,Destinie I	Telecommunications Equipment O	REH	Rehire	1/18/2022
Kirkland,Kim	Telecommunications Equipment O	REH	Rehire	1/18/2022
Holmes,Karima N.	Director, OUC	REH	Rehire	3/7/2022
Wobbleton,Jeffrey L	Chief of Operations (911)	REH	Rehire	4/25/2022
Brookins,Tipi	Chief of Professional Standard	REH	Rehire	6/21/2022
Henderson,Michael-Ann	Telecommunications Equipment O	REH	Rehire	7/5/2022
Hunter,Dora D	Telecommunications Equipment O	REH	Rehire	7/5/2022
Thomas, Van S.	Customer Service Rep.	REH	Rehire	8/15/2022
Miltenberger,Ghennet	Customer Service Rep.	REH	Rehire	9/11/2022
Wilson,Diamond N	Customer Service Rep.	REH	Rehire	9/12/2022
Barnes,Lakita	Telecomm Equipment Operator	REH	Rehire	11/21/2022
Crews,Lavear P	Asst Watch Commander	RET	Retirement	10/1/2021
Epps,Nancy L	Customer Service Representativ	RET	Retirement	10/1/2021
Jones-Champion,Valerie L	Customer Service Representativ	RET	Retirement	10/1/2021

Daniels,Cynthia A	Dispatcher	RET	Retirement	12/31/2021
Lawson,Darlene	311 Operations Team Leader	RET	Retirement	1/1/2022
Ford,Setrena D	Human Resources Specialist	RET	Retirement	2/13/2022
Carr,Jacqueline	Dispatcher	RET	Retirement	3/13/2022
Cureton,Mary A	Customer Service Specialist	RET	Retirement	9/1/2022
Bragg,Priscilla A.	Customer Service Representativ	RET	Retirement	10/1/2022
Brown,Bessel R	Customer Service Representativ	RET	Retirement	1/1/2023
Richardson,Terrance M.	Customer Service Rep.	TER	Termination	10/1/2021
Pierre,Kameka	Training and Organizational De	TER	Termination	10/5/2021
Washington,Edward K	Dispatcher	TER	Termination	10/9/2021
Mezgebu,Abraham	Telecommunications Equipment O	TER	Termination	10/20/2021
Pratt,Erricka	Telecomm Equipment Operator	TER	Termination	10/22/2021
Morris,Anjel	Customer Service Rep.	TER	Termination	10/23/2021
Barnes,Lakita	Telecomm Equipment Operator	TER	Termination	10/24/2021
Wood,Jenee A.	Telecomm Equipment Operator	TER	Termination	10/24/2021
Bynum,Ashley	Telecommunications Equipment O	TER	Termination	11/6/2021
Clark,Kayla A	Telecommunications Equipment O	TER	Termination	11/6/2021
Windear,Erica	Telecommunications Equipment O	TER	Termination	1/20/2022
Barnes-Garvin,Yvette M	Telecomm Equipment Operator	TER	Termination	2/8/2022
Jackson,April D.	Telecomm Equipment Operator	TER	Termination	2/19/2022
Pross,Gregory M	Dispatcher	TER	Termination	2/20/2022
Hedgeman,Keisha A	Dispatcher	TER	Termination	2/26/2022
Deria,Miriam	Telecomm Equipment Operator	TER	Termination	3/9/2022
Phillips,Barbara	Customer Service Representativ	TER	Termination	4/16/2022
Merritt,Aisha	Customer Service Representativ	TER	Termination	4/20/2022
Smith,Antonia D.	Customer Service Representativ	TER	Termination	4/29/2022
Jenkins,Tia T	Telecomm Equipment Operator	TER	Termination	5/24/2022
Flores,Basil M.	Information Technology Special	TER	Termination	6/14/2022
Peterson,Brittany	Telecommunications Equipment O	TER	Termination	6/18/2022
Barnes,Shanan M	Telecommunications Equipment O	TER	Termination	6/25/2022
Thomas,Portia	Telecommunications Equipment O	TER	Termination	6/25/2022
Stewart,Eliya P.	Telecommunications Equipment O	TER	Termination	7/7/2022
Behrens,Shane	Computer Assistant	TER	Termination	7/27/2022
Williams,Christian	Computer Assistant	TER	Termination	8/26/2022
Brown Mooney,William	Telecomm Equipment Operator	TER	Termination	9/10/2022
Wilson,Diamond N	Customer Service Rep.	TER	Termination	9/14/2022
Groomes,Melissa S.	Training Specialist	TER	Termination	9/24/2022
King,Marcia K	Training and Organizational De	TER	Termination	9/24/2022
Middleton,Tearsha	Customer Service Representativ	TER	Termination	9/24/2022
Kapral,Brittany S.	IT Program Manager	TER	Termination	9/29/2022
Paige,Demia	Telecomm Equipment Operator	TER	Termination	10/1/2022
Redmond,Lisa A.	Computer Assistant	TER	Termination	10/1/2022
Murrell,Mia Angelique	Computer Assistant	TER	Termination	10/5/2022
Bonner,Shayla	Telecommunications Equipment O	TER	Termination	10/8/2022
Butler,Tiara S	Customer Service Representativ	TER	Termination	10/22/2022
Woodland,Robinette D	Customer Service Representativ	TER	Termination	10/22/2022
Carey,Letitia	Telecomm Equipment Operator	TER	Termination	11/2/2022

Fisher, Taneya	Telecommunications Equipment O	TER	Termination	11/5/2022
Holmes-Martin, Crystal	Telecommunications Equipment O	TER	Termination	11/19/2022
Washington II, Nathaniel	IT Specialist	TER	Termination	11/26/2022
Lewis, Roneka	Customer Service Rep.	TER	Termination	12/31/2022
Thompson, Jacqueline	Dispatcher	TER	Termination	1/14/2023
Edmonds, Monjae	Telecomm Equipment Operator	TER	Termination	2/7/2023
Stewart, Eliya P.	Telecommunications Equipment O	XFR	Transfer	7/5/2022
Daniels, Osha R	Public Affairs Specialist	XFR	Transfer	9/11/2022
Noakes, Anna	Public Affairs Specialist	XFR	Transfer	9/11/2022

Reason	Reason Descr	NOA Description
NPS	New Position	Career - Probation
NPS	New Position	Term Appt NTE
NPS	New Position	Career - Probation
NPS	New Position	Career - Probation
NPS	New Position	Career - Probation
NPS	New Position	Career - Probation
NPS	New Position	Term Appt NTE
NPS	New Position	MSS Appt
TEM	Temporary Appointment	Temporary Appt NTE
NPS	New Position	MSS Appt
NPS	New Position	Career - Probation
NPS	New Position	Career - Probation
NPS	New Position	Career - Probation
NPS	New Position	Career - Probation
NPS	New Position	Career - Probation
NPS	New Position	Career - Probation
NPS	New Position	Career - Probation
NPS	New Position	Career - Probation
NPS	New Position	Career - Probation
NPS	New Position	Career - Probation
NPS	New Position	Term Appt NTE
NPS	New Position	Term Appt NTE
NPS	New Position	Term Appt NTE
NPS	New Position	Career - Probation
NPS	New Position	Term Appt NTE
NPS	New Position	Term Appt NTE
NPS	New Position	Term Appt NTE
NPS	New Position	Term Appt NTE
NPS	New Position	Term Appt NTE
NPS	New Position	Term Appt NTE
NPS	New Position	Temporary Appt NTE
NPS	New Position	Career - Probation
NPS	New Position	MSS Appt
NPS	New Position	Term Appt NTE
REH	Rehire	Career - Probation
REH	Rehire	Career - Probation
REH	Rehire	Career - Probation
REH	Rehire	Executive Appt
REH	Rehire	MSS Appt
REH	Rehire	MSS Appt
REH	Rehire	Career - Probation
REH	Rehire	Career - Probation
REH	Rehire	Term Appt NTE
REH	Rehire	Term Appt NTE
REH	Rehire	Temporary Appt NTE
REH	Rehire	Career - Probation
SSA	Social Security Award	SSA/DC Plan
VRA	Voluntary Retirement Award	Retirement-Voluntary
SSA	Social Security Award	SSA/DC Plan

TPP	During Probation/Trial Period	Termination
TPP	During Probation/Trial Period	Termination
RES	Resignation	Resignation
TPP	During Probation/Trial Period	Term. during prob/trial
CON	Misconduct	Removal
RES	Resignation	Resignation
CON	Conversion	Career - Probation
CON	Conversion	Promotion
CON	Conversion	Promotion

Priority by D group C2Q and C2D (2)

Month of D..	Priority	Ag Id									
		Count of AGENCY_EVENT		Avg. c2q (hh:mm:ss)		Avg. q2d (hh:mm:ss)		% Calls in which Call to Queue is 60 Seconds or Less		% Calls in which Call to Queue is 90 Seconds or Less	
		DCFEMS	MPD	DCFEMS	MPD	DCFEMS	MPD	DCFEMS	MPD	DCFEMS	MPD
October 2021	0		17		00:00:31		00:00:32		76.5%		94.1%
	1	9,581	6,397	00:01:04	00:01:16	00:00:42	00:05:33	61.6%	53.5%	82.2%	75.9%
	2	8,828	30,570	00:01:05	00:01:08	00:01:05	00:12:14	56.6%	60.9%	76.9%	77.6%
	3	616	14,018	00:01:55	00:01:27	00:07:33	00:19:43	16.1%	54.5%	43.2%	70.5%
November 2021	0		7		00:00:22		00:00:28		100.0%		100.0%
	1	8,646	5,464	00:01:08	00:01:18	00:00:43	00:04:04	59.4%	50.1%	81.0%	73.4%
	2	7,654	27,271	00:01:11	00:01:09	00:00:50	00:08:32	54.3%	60.1%	75.2%	76.6%
	3	450	11,944	00:01:53	00:01:25	00:09:58	00:14:34	18.0%	53.8%	43.6%	69.2%
December 2021	0		9		00:01:21		00:00:29		66.7%		77.8%
	1	8,951	5,546	00:01:09	00:01:21	00:00:53	00:05:08	56.4%	48.6%	79.6%	72.5%
	2	8,651	27,300	00:01:15	00:01:11	00:00:58	00:09:07	50.9%	59.3%	73.9%	76.5%
	3	825	11,626	00:01:54	00:01:28	00:08:47	00:16:25	14.3%	53.6%	41.1%	69.1%
January 2022	0		10		00:01:17		00:00:52		50.0%		70.0%
	1	8,958	4,931	00:01:12	00:01:24	00:01:12	00:04:47	56.5%	49.2%	79.1%	73.4%
	2	7,338	25,829	00:01:19	00:01:09	00:01:03	00:10:47	51.5%	61.5%	73.0%	78.0%
	3	704	10,764	00:02:05	00:01:27	00:09:14	00:12:36	13.9%	55.1%	36.9%	70.1%
February 2022	0		9		00:00:58		00:00:46		55.6%		66.7%
	1	7,589	5,009	00:01:11	00:01:23	00:00:43	00:04:27	58.3%	47.4%	80.0%	71.9%
	2	6,698	26,187	00:01:14	00:01:11	00:01:01	00:07:46	52.1%	61.0%	73.6%	76.2%
	3	466	11,107	00:02:05	00:01:31	00:09:15	00:14:09	17.0%	54.1%	37.6%	68.9%
March 2022	0		20		00:00:24		00:00:57		85.0%		100.0%
	1	8,806	5,548	00:01:14	00:01:27	00:00:43	00:05:39	55.0%	44.5%	77.2%	68.7%
	2	8,048	28,698	00:01:15	00:01:15	00:00:59	00:08:42	49.5%	56.3%	71.1%	73.6%
	3	579	12,390	00:01:57	00:01:33	00:09:18	00:14:17	16.8%	50.2%	39.0%	65.5%
April 2022	0		18		00:00:46		00:03:24		72.2%		83.3%
	1	8,765	5,683	00:01:13	00:01:25	00:00:49	00:05:16	54.5%	46.7%	77.1%	69.0%
	2	8,022	27,944	00:01:15	00:01:14	00:01:00	00:09:00	50.6%	56.8%	71.3%	74.0%
	3	534	12,871	00:01:54	00:01:31	00:19:11	00:14:37	13.3%	51.7%	42.9%	66.5%
May 2022	0		13		00:00:34		00:01:39		84.6%		100.0%
	1	9,822	6,227	00:01:14	00:01:30	00:00:48	00:07:01	53.7%	44.8%	77.4%	69.0%
	2	8,754	29,821	00:01:17	00:01:16	00:01:03	00:10:10	49.7%	55.6%	71.6%	73.5%
	3	544	13,726	00:02:07	00:01:33	00:10:38	00:17:06	12.5%	50.9%	32.5%	66.9%
June 2022	0		29		00:00:49		00:01:43		72.4%		79.3%
	1	9,596	6,171	00:01:18	00:01:30	00:00:48	00:05:45	51.7%	42.4%	75.9%	67.0%
	2	8,803	29,491	00:01:19	00:01:22	00:01:00	00:13:06	48.0%	52.5%	70.3%	70.6%
	3	477	14,112	00:02:13	00:01:40	00:08:28	00:18:32	8.6%	48.3%	26.6%	64.6%
July 2022	0		33		00:00:21		00:00:33		87.9%		93.9%
	1	9,861	6,003	00:01:18	00:01:31	00:00:59	00:06:49	52.5%	43.2%	75.8%	68.4%
	2	9,218	28,885	00:01:20	00:01:19	00:01:06	00:10:39	47.5%	54.2%	70.0%	72.1%
	3	430	14,037	00:02:11	00:01:37	00:10:05	00:16:31	10.9%	50.8%	34.2%	65.9%
August 2022	0		16		00:00:49		00:17:23		75.0%		75.0%
	1	9,249	5,710	00:01:16	00:01:29	00:00:50	00:05:26	53.2%	42.9%	77.5%	67.9%
	2	9,240	28,813	00:01:18	00:01:21	00:00:47	00:10:54	46.0%	52.9%	70.4%	71.2%

Priority by D group C2Q and C2D (2)

Month of D..	Priority	Count of AGENCY_EVENT		Avg. c2q (hh:mm:ss)		Ag Id Avg. q2d (hh:mm:ss)		% Calls in which Call to Queue is 60 Seconds or Less		% Calls in which Call to Queue is 90 Seconds or Less	
		DCFEMS	MPD	DCFEMS	MPD	DCFEMS	MPD	DCFEMS	MPD	DCFEMS	MPD
August 2022	3	472	13,144	00:02:24	00:01:34	00:13:18	00:16:55	9.1%	50.9%	30.3%	65.9%
September 2022	0		16		00:00:38		00:07:52		93.8%		93.8%
	1	8,976	5,823	00:01:16	00:01:30	00:00:46	00:06:46	53.2%	42.5%	77.7%	68.7%
	2	8,785	28,597	00:01:18	00:01:20	00:00:52	00:11:18	47.0%	53.5%	71.2%	72.2%
	3	391	13,106	00:02:11	00:01:36	00:10:46	00:17:17	11.8%	51.1%	32.0%	66.3%
October 2022	0		16		00:00:31		00:09:03		87.5%		93.8%
	1	9,581	5,726	00:01:18	00:01:29	00:00:48	00:09:44	54.0%	43.3%	77.2%	67.9%
	2	8,711	28,947	00:01:20	00:01:24	00:00:47	00:12:07	47.0%	52.7%	69.9%	71.0%
	3	372	13,470	00:02:03	00:01:43	00:10:21	00:19:22	12.4%	48.3%	34.7%	64.1%
November 2022	0		9		00:00:15		00:00:15		88.9%		100.0%
	1	9,080	5,397	00:01:15	00:01:28	00:00:41	00:05:41	55.3%	43.2%	78.5%	68.5%
	2	9,013	27,587	00:01:18	00:01:20	00:03:05	00:10:46	46.6%	53.3%	70.8%	71.7%
	3	370	12,244	00:02:25	00:01:38	00:11:21	00:18:15	15.9%	50.4%	35.4%	65.3%
December 2022	0		5		00:00:34		00:00:51		100.0%		100.0%
	1	9,845	5,369	00:01:17	00:01:28	00:00:47	00:07:49	52.4%	42.3%	77.3%	68.6%
	2	8,505	28,116	00:01:21	00:01:22	00:01:03	00:12:31	46.0%	53.2%	69.9%	71.9%
	3	235	11,924	00:02:06	00:01:39	00:01:40	00:19:18	16.2%	49.0%	34.5%	64.3%
January 2023	0		19		00:00:30		00:03:35		78.9%		89.5%
	1	8,840	5,854	00:01:18	00:01:30	00:00:40	00:06:20	52.7%	41.9%	77.6%	67.7%
	2	8,479	28,709	00:01:21	00:01:24	00:01:02	00:13:27	45.7%	52.1%	69.1%	70.9%
	3	287	12,947	00:01:45	00:01:45	00:08:52	00:19:49	30.0%	48.4%	48.8%	63.6%
February 2023	0		14		00:00:33		00:19:18		85.7%		85.7%
	1	4,840	2,931	00:01:17	00:01:32	00:00:38	00:05:02	52.8%	41.0%	77.0%	66.9%
	2	4,952	15,687	00:01:20	00:01:25	00:01:16	00:12:59	45.2%	51.6%	69.1%	70.0%
	3	173	6,857	00:02:14	00:01:40	00:01:32	00:20:27	16.2%	47.7%	38.2%	62.8%

Percent of 311 calls answered by a live agent within 90 seconds

Data Last Updated - 2/16/2023 1:01:45 PM

	Answered (count)	Avg. TotalQueueTime (hh:mm:ss)	% of 311 calls answered by a live agent within 90 seconds
February 2022	54,976	00:00:14	95.7%
March 2022	67,058	00:00:11	96.9%
April 2022	60,844	00:00:23	91.8%
May 2022	61,302	00:00:37	86.0%
June 2022	64,742	00:01:07	80.9%
July 2022	59,787	00:01:34	66.5%
August 2022	62,873	00:02:31	58.1%
September 2022	60,420	00:01:31	74.0%
October 2022	60,284	00:01:20	79.2%
November 2022	58,968	00:00:38	87.4%
December 2022	57,772	00:00:32	89.3%
January 2023	61,057	00:00:40	87.2%
Grand Total	730,083	00:00:59	82.7%

Answered (count), Avg. TotalQueueTime (hh:mm:ss), % of 311 calls answered by a live agent within 90 seconds and % of 311 calls handled by live agents within 4 minutes or less broken down by Call Date Time Month. The data is filtered on Call Direction, Original Queue and Internal Caller T/F. The Call Direction filter keeps I. The Original Queue filter keeps 11 of 12 members. The Internal Caller T/F filter keeps False.

Percent of 311 calls answered by a live agent within 90 seconds

Data Last Updated - 2/16/2023 1:01:45 PM

% of 311 calls handled by live agents within 4 minutes or less

February 2022	61.0%
March 2022	60.3%
April 2022	61.2%
May 2022	60.2%
June 2022	61.0%
July 2022	58.8%
August 2022	57.1%
September 2022	56.4%
October 2022	53.3%
November 2022	54.9%
December 2022	56.6%
January 2023	57.4%
Grand Total	58.2%

Answered (count), Avg. TotalQueueTime (hh:mm:ss), % of 311 calls answered by a live agent within 90 seconds and % of 311 calls handled by live agents within 4 minutes or less broken down by Call Date Time Month. The data is filtered on Call Direction, Original Queue and Internal Caller T/F. The Call Direction filter keeps I. The Original Queue filter keeps 11 of 12 members. The Internal Caller T/F filter keeps False.

Top PSAP Metrics - Answer Time

Office of Unified Communications

2720 Martin Luther King Jr. Avenue, SE

Washington, DC 20032

District: District of Columbia

Month - Year: October 2021

Agency Affiliation: Emergency Communications

Report Date: 02/17/2023 11:19:20

Report Date From: 10/01/2021

Report Date To: 02/17/2023

Period Group: Month

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: All

Abandoned Filters: Include Abandoned

Agency Affiliation: All

911	Answered	93,631
	Abandoned	4,914
	Abandoned %	4.99%
	Unparsed	0
	Total	98,545
	Text Sessions	260
	TOTAL 911	98,805
	Average per Day	3,187
911 Answer	Answered ≤ 10	93.62%
	Answered ≤ 15	95.01%
	Answered ≤ 20	96.09%
	Answered ≤ 40	98.40%
	Average Answer Secs	3.12
911 CoS	WRLS	74,316
	WRLN	6,839
	VoIP	10,327
	TLMA & Other	2
	No Class of Service	7,061
Non-911	10 Digit	0
	Admin	24,695
	Total	24,695
	Average per Day	797
	Outbound	15,937
	Average per Day	514
Text	Inbound Sessions	260
	Average per Day	8
	Avg Msgs per Session	9.22
	Avg Session Duration (Secs)	835.3
	Outbound Sessions	0
	Average per Day	0
TTY (All Types)	Inbound Calls	131
	Average per Day	4
	Avg Msgs per Call	1.91
	Avg Call Duration (Secs)	99.6
	Outbound Calls	5
	Average per Day	0

Top PSAP Metrics - Answer Time

Office of Unified Communications

2720 Martin Luther King Jr. Avenue, SE

Washington, DC 20032

District: District of Columbia

Month - Year: November 2021

Agency Affiliation: Emergency Communications

Report Date: 02/17/2023 11:19:20

Report Date From: 10/01/2021

Report Date To: 02/17/2023

Period Group: Month

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: All

Abandoned Filters: Include Abandoned

Agency Affiliation: All

911	Answered	72,036
	Abandoned	4,401
	Abandoned %	5.76%
	Unparsed	0
	Total	76,437
	Text Sessions	202
	TOTAL 911	76,639
	Average per Day	2,555
911 Answer	Answered ≤ 10	94.00%
	Answered ≤ 15	95.34%
	Answered ≤ 20	96.46%
	Answered ≤ 40	98.62%
	Average Answer Secs	2.69
911 CoS	WRLS	60,922
	WRLN	5,364
	VoIP	9,223
	TLMA & Other	4
	No Class of Service	924
Non-911	10 Digit	0
	Admin	25,838
	Total	25,838
	Average per Day	861
	Outbound	12,587
	Average per Day	420
Text	Inbound Sessions	202
	Average per Day	7
	Avg Msgs per Session	8.93
	Avg Session Duration (Secs)	884.0
	Outbound Sessions	0
	Average per Day	0
TTY (All Types)	Inbound Calls	90
	Average per Day	3
	Avg Msgs per Call	1.71
	Avg Call Duration (Secs)	114.5
	Outbound Calls	2
	Average per Day	0

Top PSAP Metrics - Answer Time

Office of Unified Communications

2720 Martin Luther King Jr. Avenue, SE

Washington, DC 20032

District: District of Columbia

Month - Year: December 2021

Agency Affiliation: Emergency Communications

Report Date: 02/17/2023 11:19:20

Report Date From: 10/01/2021

Report Date To: 02/17/2023

Period Group: Month

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: All

Abandoned Filters: Include Abandoned

Agency Affiliation: All

911	Answered	73,608
	Abandoned	6,351
	Abandoned %	7.94%
	Unparsed	0
	Total	79,959
	Text Sessions	243
	TOTAL 911	80,202
	Average per Day	2,587
911 Answer	Answered ≤ 10	87.48%
	Answered ≤ 15	89.90%
	Answered ≤ 20	92.17%
	Answered ≤ 40	96.43%
	Average Answer Secs	5.18
911 CoS	WRLS	65,036
	WRLN	4,959
	VoIP	9,577
	TLMA & Other	3
	No Class of Service	384
Non-911	10 Digit	0
	Admin	25,027
	Total	25,027
	Average per Day	807
	Outbound	13,104
	Average per Day	423
Text	Inbound Sessions	243
	Average per Day	8
	Avg Msgs per Session	9.16
	Avg Session Duration (Secs)	844.1
	Outbound Sessions	0
	Average per Day	0
TTY (All Types)	Inbound Calls	76
	Average per Day	2
	Avg Msgs per Call	1.78
	Avg Call Duration (Secs)	137.1
	Outbound Calls	0
	Average per Day	0

Top PSAP Metrics - Answer Time

Office of Unified Communications

2720 Martin Luther King Jr. Avenue, SE

Washington, DC 20032

District: District of Columbia

Month - Year: January 2022

Agency Affiliation: Emergency Communications

Report Date: 02/17/2023 11:19:20

Report Date From: 10/01/2021

Report Date To: 02/17/2023

Period Group: Month

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: All

Abandoned Filters: Include Abandoned

Agency Affiliation: All

911	Answered	70,024
	Abandoned	3,881
	Abandoned %	5.25%
	Unparsed	0
	Total	73,905
	Text Sessions	188
	TOTAL 911	74,093
	Average per Day	2,390
911 Answer	Answered ≤ 10	94.39%
	Answered ≤ 15	95.45%
	Answered ≤ 20	96.64%
	Answered ≤ 40	98.53%
	Average Answer Secs	2.74
911 CoS	WRLS	58,620
	WRLN	5,515
	VoIP	9,323
	TLMA & Other	5
	No Class of Service	442
Non-911	10 Digit	0
	Admin	23,798
	Total	23,798
	Average per Day	768
	Outbound	11,108
	Average per Day	358
Text	Inbound Sessions	188
	Average per Day	6
	Avg Msgs per Session	8.22
	Avg Session Duration (Secs)	866.8
	Outbound Sessions	0
	Average per Day	0
TTY (All Types)	Inbound Calls	83
	Average per Day	3
	Avg Msgs per Call	4.22
	Avg Call Duration (Secs)	214.2
	Outbound Calls	2
	Average per Day	0

Top PSAP Metrics - Answer Time

Office of Unified Communications

2720 Martin Luther King Jr. Avenue, SE

Washington, DC 20032

District: District of Columbia

Month - Year: February 2022

Agency Affiliation: Emergency Communications

Report Date: 02/17/2023 11:19:20

Report Date From: 10/01/2021

Report Date To: 02/17/2023

Period Group: Month

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: All

Abandoned Filters: Include Abandoned

Agency Affiliation: All

911	Answered	66,774
	Abandoned	4,660
	Abandoned %	6.52%
	Unparsed	0
	Total	71,434
	Text Sessions	353
	TOTAL 911	71,787
	Average per Day	2,564
911 Answer	Answered ≤ 10	93.10%
	Answered ≤ 15	94.59%
	Answered ≤ 20	96.05%
	Answered ≤ 40	98.41%
	Average Answer Secs	2.91
911 CoS	WRLS	55,026
	WRLN	4,457
	VoIP	8,660
	TLMA & Other	1
	No Class of Service	3,290
Non-911	10 Digit	1,362
	Admin	21,218
	Total	22,580
	Average per Day	806
	Outbound	12,302
	Average per Day	439
Text	Inbound Sessions	353
	Average per Day	13
	Avg Msgs per Session	7.13
	Avg Session Duration (Secs)	835.6
	Outbound Sessions	6
	Average per Day	0
TTY (All Types)	Inbound Calls	73
	Average per Day	3
	Avg Msgs per Call	3.34
	Avg Call Duration (Secs)	154.4
	Outbound Calls	3
	Average per Day	0

Top PSAP Metrics - Answer Time

Office of Unified Communications

2720 Martin Luther King Jr. Avenue, SE

Washington, DC 20032

District: District of Columbia

Month - Year: March 2022

Agency Affiliation: Emergency Communications

Report Date: 02/17/2023 11:19:20

Report Date From: 10/01/2021

Report Date To: 02/17/2023

Period Group: Month

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: All

Abandoned Filters: Include Abandoned

Agency Affiliation: All

911	Answered	76,596
	Abandoned	6,658
	Abandoned %	8.00%
	Unparsed	0
	Total	83,254
	Text Sessions	439
	TOTAL 911	83,693
	Average per Day	2,700
911 Answer	Answered ≤ 10	89.94%
	Answered ≤ 15	91.88%
	Answered ≤ 20	93.89%
	Answered ≤ 40	97.43%
	Average Answer Secs	3.59
911 CoS	WRLS	65,311
	WRLN	5,335
	VoIP	10,237
	TLMA & Other	10
	No Class of Service	2,361
Non-911	10 Digit	1,465
	Admin	28,694
	Total	30,159
	Average per Day	973
	Outbound	26,129
	Average per Day	843
Text	Inbound Sessions	439
	Average per Day	14
	Avg Msgs per Session	6.51
	Avg Session Duration (Secs)	772.5
	Outbound Sessions	4
	Average per Day	0
TTY (All Types)	Inbound Calls	22
	Average per Day	1
	Avg Msgs per Call	2.55
	Avg Call Duration (Secs)	153.6
	Outbound Calls	0
	Average per Day	0

Top PSAP Metrics - Answer Time

Office of Unified Communications

2720 Martin Luther King Jr. Avenue, SE

Washington, DC 20032

District: District of Columbia

Month - Year: April 2022

Agency Affiliation: Emergency Communications

Report Date: 02/17/2023 11:19:20

Report Date From: 10/01/2021

Report Date To: 02/17/2023

Period Group: Month

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: All

Abandoned Filters: Include Abandoned

Agency Affiliation: All

911	Answered	72,602
	Abandoned	7,713
	Abandoned %	9.60%
	Unparsed	0
	Total	80,315
	Text Sessions	388
	TOTAL 911	80,703
	Average per Day	2,690
911 Answer	Answered ≤ 10	84.90%
	Answered ≤ 15	87.54%
	Answered ≤ 20	90.28%
	Answered ≤ 40	95.45%
	Average Answer Secs	5.92
911 CoS	WRLS	63,291
	WRLN	5,476
	VoIP	10,243
	TLMA & Other	0
	No Class of Service	1,305
Non-911	10 Digit	1,388
	Admin	28,551
	Total	29,939
	Average per Day	998
	Outbound	26,754
	Average per Day	892
Text	Inbound Sessions	388
	Average per Day	13
	Avg Msgs per Session	8.66
	Avg Session Duration (Secs)	787.5
	Outbound Sessions	4
	Average per Day	0
TTY (All Types)	Inbound Calls	17
	Average per Day	1
	Avg Msgs per Call	1.88
	Avg Call Duration (Secs)	199.8
	Outbound Calls	0
	Average per Day	0

Top PSAP Metrics - Answer Time

Office of Unified Communications

2720 Martin Luther King Jr. Avenue, SE

Washington, DC 20032

District: District of Columbia

Month - Year:

May 2022

Agency Affiliation

Emergency Communications

Report Date: 02/17/2023 11:19:20

Report Date From: 10/01/2021

Report Date To: 02/17/2023

Period Group: Month

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: All

Abandoned Filters: Include Abandoned

Agency Affiliation: All

911	Answered	74,958
	Abandoned	8,897
	Abandoned %	10.61%
	Unparsed	0
	Total	83,855
	Text Sessions	568
	TOTAL 911	84,423
	Average per Day	2,723
911 Answer	Answered ≤ 10	79.87%
	Answered ≤ 15	82.98%
	Answered ≤ 20	86.81%
	Answered ≤ 40	93.50%
	Average Answer Secs	7.83
911 CoS	WRLS	66,764
	WRLN	5,465
	VoIP	10,962
	TLMA & Other	6
	No Class of Service	658
Non-911	10 Digit	1,484
	Admin	29,131
	Total	30,615
	Average per Day	988
	Outbound	25,387
	Average per Day	819
Text	Inbound Sessions	568
	Average per Day	18
	Avg Msgs per Session	7.20
	Avg Session Duration (Secs)	750.9
	Outbound Sessions	2
	Average per Day	0
TTY (All Types)	Inbound Calls	32
	Average per Day	1
	Avg Msgs per Call	2.09
	Avg Call Duration (Secs)	172.7
	Outbound Calls	0
	Average per Day	0

Top PSAP Metrics - Answer Time

Office of Unified Communications

2720 Martin Luther King Jr. Avenue, SE

Washington, DC 20032

District: District of Columbia

Month - Year: June 2022

Agency Affiliation: Emergency Communications

Report Date: 02/17/2023 11:19:20

Report Date From: 10/01/2021

Report Date To: 02/17/2023

Period Group: Month

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: All

Abandoned Filters: Include Abandoned

Agency Affiliation: All

911	Answered	76,385
	Abandoned	8,153
	Abandoned %	9.64%
	Unparsed	0
	Total	84,538
	Text Sessions	620
	TOTAL 911	85,158
	Average per Day	2,839
911 Answer	Answered ≤ 10	81.74%
	Answered ≤ 15	84.78%
	Answered ≤ 20	88.28%
	Answered ≤ 40	94.69%
	Average Answer Secs	6.84
911 CoS	WRLS	67,711
	WRLN	5,551
	VoIP	10,554
	TLMA & Other	3
	No Class of Service	719
Non-911	10 Digit	1,553
	Admin	28,106
	Total	29,659
	Average per Day	989
	Outbound	25,133
	Average per Day	838
Text	Inbound Sessions	620
	Average per Day	21
	Avg Msgs per Session	6.76
	Avg Session Duration (Secs)	780.4
	Outbound Sessions	8
	Average per Day	0
TTY (All Types)	Inbound Calls	18
	Average per Day	1
	Avg Msgs per Call	2.72
	Avg Call Duration (Secs)	154.3
	Outbound Calls	0
	Average per Day	0

Top PSAP Metrics - Answer Time

Office of Unified Communications

2720 Martin Luther King Jr. Avenue, SE

Washington, DC 20032

District: District of Columbia

Month - Year: July 2022

Agency Affiliation: Emergency Communications

Report Date: 02/17/2023 11:19:20

Report Date From: 10/01/2021

Report Date To: 02/17/2023

Period Group: Month

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: All

Abandoned Filters: Include Abandoned

Agency Affiliation: All

911	Answered	77,631
	Abandoned	8,684
	Abandoned %	10.06%
	Unparsed	0
	Total	86,315
	Text Sessions	279
	TOTAL 911	86,594
	Average per Day	2,793
911 Answer	Answered ≤ 10	81.18%
	Answered ≤ 15	83.87%
	Answered ≤ 20	86.33%
	Answered ≤ 40	92.32%
	Average Answer Secs	8.83
911 CoS	WRLS	68,209
	WRLN	5,928
	VoIP	11,591
	TLMA & Other	2
	No Class of Service	585
Non-911	10 Digit	1,310
	Admin	26,779
	Total	28,089
	Average per Day	906
	Outbound	25,062
	Average per Day	808
Text	Inbound Sessions	279
	Average per Day	9
	Avg Msgs per Session	6.18
	Avg Session Duration (Secs)	720.2
	Outbound Sessions	0
	Average per Day	0
TTY (All Types)	Inbound Calls	27
	Average per Day	1
	Avg Msgs per Call	1.26
	Avg Call Duration (Secs)	161.8
	Outbound Calls	0
	Average per Day	0

Top PSAP Metrics - Answer Time

Office of Unified Communications

2720 Martin Luther King Jr. Avenue, SE

Washington, DC 20032

District: District of Columbia

Month - Year: August 2022

Agency Affiliation: Emergency Communications

Report Date: 02/17/2023 11:19:20

Report Date From: 10/01/2021

Report Date To: 02/17/2023

Period Group: Month

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: All

Abandoned Filters: Include Abandoned

Agency Affiliation: All

911	Answered	72,007
	Abandoned	7,183
	Abandoned %	9.07%
	Unparsed	0
	Total	79,190
	Text Sessions	454
	TOTAL 911	79,644
	Average per Day	2,569
911 Answer	Answered ≤ 10	83.68%
	Answered ≤ 15	86.29%
	Answered ≤ 20	88.50%
	Answered ≤ 40	94.06%
	Average Answer Secs	6.83
911 CoS	WRLS	63,690
	WRLN	4,834
	VoIP	10,096
	TLMA & Other	8
	No Class of Service	562
Non-911	10 Digit	1,330
	Admin	27,169
	Total	28,499
	Average per Day	919
	Outbound	23,444
	Average per Day	756
Text	Inbound Sessions	454
	Average per Day	15
	Avg Msgs per Session	6.89
	Avg Session Duration (Secs)	750.5
	Outbound Sessions	3
	Average per Day	0
TTY (All Types)	Inbound Calls	21
	Average per Day	1
	Avg Msgs per Call	3.24
	Avg Call Duration (Secs)	211.1
	Outbound Calls	1
	Average per Day	0

Top PSAP Metrics - Answer Time

Office of Unified Communications

2720 Martin Luther King Jr. Avenue, SE

Washington, DC 20032

District: District of Columbia

Month - Year: September 2022

Agency Affiliation: Emergency Communications

Report Date: 02/17/2023 11:19:20

Report Date From: 10/01/2021

Report Date To: 02/17/2023

Period Group: Month

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: All

Abandoned Filters: Include Abandoned

Agency Affiliation: All

911	Answered	72,166
	Abandoned	8,999
	Abandoned %	11.09%
	Unparsed	0
	Total	81,165
	Text Sessions	927
	TOTAL 911	82,092
	Average per Day	2,736
911 Answer	Answered ≤ 10	78.51%
	Answered ≤ 15	81.69%
	Answered ≤ 20	84.38%
	Answered ≤ 40	91.54%
	Average Answer Secs	9.55
911 CoS	WRLS	66,069
	WRLN	4,408
	VoIP	10,274
	TLMA & Other	3
	No Class of Service	411
Non-911	10 Digit	1,349
	Admin	26,620
	Total	27,969
	Average per Day	932
	Outbound	25,631
	Average per Day	854
Text	Inbound Sessions	927
	Average per Day	31
	Avg Msgs per Session	6.32
	Avg Session Duration (Secs)	680.3
	Outbound Sessions	21
	Average per Day	1
TTY (All Types)	Inbound Calls	23
	Average per Day	1
	Avg Msgs per Call	2.65
	Avg Call Duration (Secs)	131.5
	Outbound Calls	0
	Average per Day	0

Top PSAP Metrics - Answer Time

Office of Unified Communications

2720 Martin Luther King Jr. Avenue, SE

Washington, DC 20032

District: District of Columbia

Month - Year: October 2022

Agency Affiliation: Emergency Communications

Report Date: 02/17/2023 11:19:20

Report Date From: 10/01/2021

Report Date To: 02/17/2023

Period Group: Month

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: All

Abandoned Filters: Include Abandoned

Agency Affiliation: All

911	Answered	75,007
	Abandoned	11,965
	Abandoned %	13.76%
	Unparsed	0
	Total	86,972
	Text Sessions	1,339
	TOTAL 911	88,311
	Average per Day	2,849
911 Answer	Answered ≤ 10	76.92%
	Answered ≤ 15	80.06%
	Answered ≤ 20	82.76%
	Answered ≤ 40	90.12%
	Average Answer Secs	11.00
911 CoS	WRLS	70,697
	WRLN	4,555
	VoIP	10,986
	TLMA & Other	1
	No Class of Service	733
Non-911	10 Digit	1,463
	Admin	28,387
	Total	29,850
	Average per Day	963
	Outbound	28,057
	Average per Day	905
Text	Inbound Sessions	1,339
	Average per Day	43
	Avg Msgs per Session	6.24
	Avg Session Duration (Secs)	790.7
	Outbound Sessions	16
	Average per Day	1
TTY (All Types)	Inbound Calls	16
	Average per Day	1
	Avg Msgs per Call	1.94
	Avg Call Duration (Secs)	166.9
	Outbound Calls	0
	Average per Day	0

Top PSAP Metrics - Answer Time

Office of Unified Communications

2720 Martin Luther King Jr. Avenue, SE

Washington, DC 20032

District: District of Columbia

Month - Year: November 2022

Agency Affiliation: Emergency Communications

Report Date: 02/17/2023 11:19:20

Report Date From: 10/01/2021

Report Date To: 02/17/2023

Period Group: Month

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: All

Abandoned Filters: Include Abandoned

Agency Affiliation: All

911	Answered	69,602
	Abandoned	12,488
	Abandoned %	15.21%
	Unparsed	0
	Total	82,090
	Text Sessions	328
	TOTAL 911	82,418
	Average per Day	2,747
911 Answer	Answered ≤ 10	76.98%
	Answered ≤ 15	80.15%
	Answered ≤ 20	82.89%
	Answered ≤ 40	90.61%
	Average Answer Secs	10.43
911 CoS	WRLS	66,811
	WRLN	4,821
	VoIP	10,215
	TLMA & Other	1
	No Class of Service	242
Non-911	10 Digit	1,603
	Admin	25,749
	Total	27,352
	Average per Day	912
	Outbound	26,126
	Average per Day	871
Text	Inbound Sessions	328
	Average per Day	11
	Avg Msgs per Session	9.28
	Avg Session Duration (Secs)	864.9
	Outbound Sessions	2
	Average per Day	0
TTY (All Types)	Inbound Calls	18
	Average per Day	1
	Avg Msgs per Call	1.11
	Avg Call Duration (Secs)	103.4
	Outbound Calls	0
	Average per Day	0

Top PSAP Metrics - Answer Time

Office of Unified Communications

2720 Martin Luther King Jr. Avenue, SE

Washington, DC 20032

District: District of Columbia

Month - Year: December 2022

Agency Affiliation: Emergency Communications

Report Date: 02/17/2023 11:19:20

Report Date From: 10/01/2021

Report Date To: 02/17/2023

Period Group: Month

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: All

Abandoned Filters: Include Abandoned

Agency Affiliation: All

911	Answered	73,671
	Abandoned	19,728
	Abandoned %	21.12%
	Unparsed	0
	Total	93,399
	Text Sessions	432
	TOTAL 911	93,831
	Average per Day	3,027
911 Answer	Answered ≤ 10	84.48%
	Answered ≤ 15	86.95%
	Answered ≤ 20	88.98%
	Answered ≤ 40	94.36%
	Average Answer Secs	6.54
911 CoS	WRLS	77,548
	WRLN	5,297
	VoIP	10,015
	TLMA & Other	0
	No Class of Service	539
Non-911	10 Digit	1,573
	Admin	25,551
	Total	27,124
	Average per Day	875
	Outbound	26,687
	Average per Day	861
Text	Inbound Sessions	432
	Average per Day	14
	Avg Msgs per Session	16.14
	Avg Session Duration (Secs)	825.2
	Outbound Sessions	5
	Average per Day	0
TTY (All Types)	Inbound Calls	20
	Average per Day	1
	Avg Msgs per Call	1.45
	Avg Call Duration (Secs)	212.7
	Outbound Calls	1
	Average per Day	0

Top PSAP Metrics - Answer Time

Office of Unified Communications

2720 Martin Luther King Jr. Avenue, SE

Washington, DC 20032

District: District of Columbia

Month - Year: January 2023

Agency Affiliation: Emergency Communications

Report Date: 02/17/2023 11:19:20

Report Date From: 10/01/2021

Report Date To: 02/17/2023

Period Group: Month

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: All

Abandoned Filters: Include Abandoned

Agency Affiliation: All

911	Answered	78,606
	Abandoned	11,558
	Abandoned %	12.82%
	Unparsed	0
	Total	90,164
	Text Sessions	434
	TOTAL 911	90,598
	Average per Day	2,923
911 Answer	Answered ≤ 10	89.17%
	Answered ≤ 15	91.11%
	Answered ≤ 20	92.58%
	Answered ≤ 40	96.30%
	Average Answer Secs	4.48
911 CoS	WRLS	75,388
	WRLN	5,281
	VoIP	9,316
	TLMA & Other	0
	No Class of Service	179
Non-911	10 Digit	1,500
	Admin	25,216
	Total	26,716
	Average per Day	862
	Outbound	27,324
	Average per Day	881
Text	Inbound Sessions	434
	Average per Day	14
	Avg Msgs per Session	10.41
	Avg Session Duration (Secs)	881.4
	Outbound Sessions	4
	Average per Day	0
TTY (All Types)	Inbound Calls	25
	Average per Day	1
	Avg Msgs per Call	2.00
	Avg Call Duration (Secs)	161.0
	Outbound Calls	0
	Average per Day	0

Top PSAP Metrics - Answer Time

Office of Unified Communications

2720 Martin Luther King Jr. Avenue, SE

Washington, DC 20032

District: District of Columbia

Month - Year: February 2023

Agency Affiliation: Emergency Communications

Report Date: 02/17/2023 11:19:20

Report Date From: 10/01/2021

Report Date To: 02/17/2023

Period Group: Month

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: All

Abandoned Filters: Include Abandoned

Agency Affiliation: All

911	Answered	41,630
	Abandoned	7,400
	Abandoned %	15.09%
	Unparsed	0
	Total	49,030
	Text Sessions	593
	TOTAL 911	49,623
	Average per Day	2,919
911 Answer	Answered ≤ 10	78.40%
	Answered ≤ 15	81.42%
	Answered ≤ 20	83.89%
	Answered ≤ 40	90.88%
	Average Answer Secs	10.32
911 CoS	WRLS	40,459
	WRLN	2,986
	VoIP	5,500
	TLMA & Other	0
	No Class of Service	85
Non-911	10 Digit	775
	Admin	13,809
	Total	14,584
	Average per Day	858
	Outbound	16,855
	Average per Day	991
Text	Inbound Sessions	593
	Average per Day	35
	Avg Msgs per Session	8.06
	Avg Session Duration (Secs)	894.1
	Outbound Sessions	1
	Average per Day	0
TTY (All Types)	Inbound Calls	21
	Average per Day	1
	Avg Msgs per Call	1.19
	Avg Call Duration (Secs)	193.9
	Outbound Calls	0
	Average per Day	0

Event Count, Pri and Agency

Ag Id	Priority	Date/Time					
		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
DCFEMS	0	10	1	5			
	1	105,422	109,141	110,445	105,116	108,800	42,178
	2	95,672	118,044	108,488	100,209	100,039	39,652
	3	25,533	6,334	6,744	6,568	6,488	1,437
	4		2		1		
	Total	226,637	233,522	225,682	211,894	215,327	83,267
MPD	0	3	183	240	192	197	63
	1	100,136	71,488	68,534	65,464	68,512	25,277
	2	349,359	439,996	388,809	339,326	339,406	129,033
	3	257,553	226,932	184,058	153,170	152,845	57,435
	4	475	1	4	2	2	
	5	4,104	1,407	999	874	863	255
	6	1		5		1	
	7	2	2	6	4		
	8	1	1				
	9	19,211	15,609	16,622	27,024	24,343	9,095
Total	730,845	755,619	659,277	586,056	586,169	221,158	
TRU	0	62	196	240	1	2	
	1				30	30	6
	2	1,284	4,713	8,922	9,856	9,127	3,399
	3	19,049	15,886	37,799	54,629	58,853	19,975
	4			1			
	5	129					
Total	20,524	20,795	46,962	64,516	68,012	23,380	

Call volume by event type

Ag Id	Typ Eng	Date/Time					
		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
DCFEMS	Null	1		1			
	1ST TRIMESTER / BLEEDING OR SUSPECTED MISCARRIAGE	32	47	56	62	78	15
	ABD- ABDOMINAL PAIN	2,646					
	ABDOMINAL PAIN - ABOVE BELLY BUTTON / MALE OLDER T..	636	269				
	ABDOMINAL PAIN - HX OF AORTIC ANEURYSM	17	8				
	ABDOMINAL/SIDE/BACK PAIN - INDIGESTION	27	17				
	ABDOMINAL/SIDE/BACK PAIN - NON-AMBULATORY	1,026	316				
	ABDOMINAL/SIDE/BACK PAIN - NOT ALERT/DECREASED LO..	194	77				
	ABDOMINAL/SIDE/BACK PAIN - PREGNANT	10	1				
	ABDOMINAL/SIDE/BACK PAIN - UNABLE TO SIT OR STAND		2,969	3,595	3,313	3,237	1,832
	ABDOMINAL/SIDE/BACK PAIN - UNSPECIFIED / AMBULATORY	205	106				
	ABDOMINAL/SIDE/BACK PAIN PAIN-3RD PARTY CALLER WIT..		2,850	3,122	3,123	3,534	986
	ABDOMINAL/SIDE/BACK PAIN PAIN-NO ADDITIONAL INFOR..	935	333				
	ABDOMINAL/SIDE/BACK PAIN W/ VOMIT OR RED/BLACK ST..	212	55				
	ABDOMINAL/SIDE/BACK/GROIN PAIN		541	686	911	882	143
	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	6,770					
	ACCI/MVA INTERSTATE INJURIES	562					
	ACCIDENT - INJURIES	3,156	5,918	4,592	4,644	4,967	1,742
	ACCIDENT - INVOLVING PEDESTRIAN / MOTORCYCLE / BICY..	1,697	3,170	2,469	2,330	2,617	903
	ACCIDENT - PD REQUEST MEDICAL ATTENTION PATIENT ST..	220	401	397	431	496	153
	ACCIDENT - ROLLOVER / TRAPPED / EJECTION	241	550	609	757	841	291
	ACCIDENT INJURIES-SINGLE VEH	5	1				
	ACCIDENT OCCURRED MORE THAN 24 HRS AGO	6	5	8	3	2	5
	ACCIDENT ON HWY-ROLLOVER/ TRAPPED / EJECTED	23	49	64	67	50	30
	ACCIDENT UNK INJURY/CALLER IS PASSERBY	3					
	ACCIDENT UNKNOWN INJURIES - CALLER PASSERBY	953	2,320	2,494	2,914	3,007	1,270
	ACCIDENT W/INJURIES AND PERSONS TRAPPED INVOLVIN..					1	
	ACCIDENT W/INJURIES FEMS INVOLVED	24	8	6	1	4	5
	ACCIDENT W/INJURIES WITH FEMS INVOLVED TRANSPORTI..	8	3	1	3	2	
	ACCIDENT WITH INJURY	2					
	ACCIDENTAL OD	216	65				
	ACCIDENTAL W/NO PRIORITY SYMPTOMS		26	33	23	21	5
	ACTIVE SHOOTER	11	16	11	13	14	5
	AIRCRAFT CRASH			1			
	AIRCRAFT EMERGENCY	11					
	AIRCRAFT-OTHER (EXPLAIN)	1	2		2	3	2
	AIRPORT ALERT STANDBY	2	11	4	1	9	4
	ALARMS	7,969					
	ALCOHOL OR STREET DRUG INTOXICATION - RESPONSIVE	3,032	6,900	6,163	5,310	4,862	1,804
	ALL JUVENILE MATCH / CIGARETTE BURNS -DUAL	4	5	1	7	6	
	ALL POWER LINE / TRANSFORMER RELATED	335	854	725	846	894	181
	ALLERGIC REACTION - ANY SWELLING AREA OF NECK UP OR..		623	638	667	728	281
	ALLERGIC REACTION - ANY SWELLING AREA OF NECK UP/DI..	285	98				
	ALLERGIC REACTION - ITCHING OR HIVES/NO DIFFICULTY B..	44	11				
	ALLERGIC REACTION -NOT ALERT OR RESPIRATORY DISTRES		116	115	132	124	44
	ALLERGIC REACTION -NOT ALERT/DECREASED LOC/LIGHTH..	61	23				
	ALLERIC REACTION - 3RD PARTY CALLER WITH NO FURTHER..		412	338	349	372	114
	ALLERIC REACTION - EPI USED	75	140	107	77	126	50

Call volume by event type

Ag Id	Typ Eng	Date/Time					
		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
DCFEMS	ALLERIC REACTION - MORE THAN 15 MINS SINCE EXPOSUR..		39	70	68	53	13
	ALLERIC REACTION - NO ADDITIONAL INFORMATION FROM ..	289	75				
	ALR- ALLERGIES / ENVENOMATIONS	758					
	ALS FROM ALL CALLERS CARD	231	253	213	102	82	32
	ALS REQUEST FROM AMR				24	372	60
	ALS STAGE FROM ALL CALLERS CARD	5	16	7	9	1	1
	ALS TRANSFER BACK FROM NURSE TRIAGE	46	283	112	340	402	62
	ANBT- ANIMAL BITES / ATTACKS	128					
	ANIMAL BITE		1				
	ANIMAL BITE - DOG MINOR BITE / NO BLEEDING	8					
	ANIMAL BITE - FACE OR NOSE	23	1				
	ANIMAL BITE - FACE, NOSE, GENITALS OR PATIENT IS UNDE..		139	200	215	207	72
	ANIMAL BITE - MINOR (DOES NOT INCLUDE DOG) / CONTRO..	74	24				
	ANIMAL BITE - MINOR SWELLING AT BITE SITE - NO LARGER..	22	6				
	ANIMAL BITE - NOT ALERT / DECREASED LOC / DIFFICULTY BR..	7	1				
	ANIMAL BITE - NOT ALERT OR RESPIRATORY DISTRESS		1	7	8	7	1
	ANIMAL BITE - POISONOUS ANIMAL	13	15	11	9	15	3
	ANIMAL BITE - SPIDERS / INSECTS / NO PRIORITY SYMPTOMS	30	4				
	ANIMAL BITE - UNCONTROLLABLE BLEEDING	34	81	61	65	67	25
	ANIMAL BITE OVER 30 MINUTES AGO NO PRIORITY SYMPT..	7					
	ANIMAL BITE / INSECT BITE - NO PRIORITY SYMPTOMS		29	56	54	35	6
	ANY BURNS TO FACIAL AREA INCLUDING CHEMICAL BURNS	22	43	43	28	24	10
	ANY ELECTROCUTION - INCLUDING STILL CONNECTED TO P..	6	15	18	14	14	5
	ANY STRUCTURE FIRE (NOT LISTED ABOVE)	720	1,690	1,881	1,791	1,834	841
	APPLIANCE FIRE BURNED FOOD	4					
	APPLIANCE FIRE CONTAINED	102					
	APPLIANCE FIRE LIGHT SMOKE	17					
	APPLIANCE FIRE ODOR OF SMOKE	36					
	APPLIANCE FIRE ONE INJURY	1					
	ASSAULT - BONE PROTRUDING SEVERE DEFORMITY (OTHE..		75	26	17	5	1
	ASSAULT - BRKN BONE DISLOCATION MINOR INJURIES (OT..		1,006	545	424	167	41
	ASSAULT - RESPIRATORY DISTRESS OR NOT ALERT		1,041	940	802	855	226
	ASSAULT - UNCONTROLLABLE BLEEDING		366	243	312	441	121
	ASSAULT - SEXUAL ASSAULT OR 3RD PARTY CALLER WITH ..		3,224	3,412	3,525	3,813	1,557
	ASSAULT / SEXUAL ASSAULT	3,861					
	ASSAULT / TRAUMA - BONE PROTRUDING SEVERE DEFORM..	113	29				
	ASSAULT / TRAUMA - NO ADDITIONAL INFORMATION FROM..	2,633	916				
	ASSAULT / TRAUMA - UNCONTROLLABLE BLEEDING	366	115				
	ASSAULT / TRAUMA - BRKN BONE DISLOCATION MINOR INJU..	809	302				
	ASSAULT / TRAUMA - DIFF BREATHING / RESPIRATORY DISTR..	546	207				
	ASSIST AMBULANCE	128					
	ASSIST MPD / GAIN ENTRY / PROCEED	40					
	ASSIST PUBLIC	1,348	2,825	2,494	2,472	2,636	1,240
ASSIST-OTHER (EXPLAIN) FIRE	272	720	627	717	862	402	
ASTHMATIC EMPHYSEMA OR COPD	2,763	1,085					
AUTOMATIC STATION ALARM	2						
BARRICADE / MINIMUM RESPONSE	16	11	22	29	29	12	
BLDG- STRUCTURE FIRE	12						

Call volume by event type

Ag Id	Typ Eng	Date/Time					
		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
DCFEMS	BLEEDING - 3RD PARTY CALLER W/NO FURTHER INFORMAT..		1,262	1,096	1,078	1,121	390
	BLEEDING - BLOOD DISORDER OR BLOOD THINNERS	177	93				
	BLEEDING - BLOOD DISORDER/THINNERS OR VAGINAL BLE..		507	547	579	621	181
	BLEEDING - BLOOD IN URINE / CATHETER PROBLEMS	41	18				
	BLEEDING - COUGHING UP OR VOMITING BLOOD AND UNAB..		711	875	745	722	204
	BLEEDING - NO ADDITIONAL INFORMATION FROM CALLER	797	230				
	BLEEDING - NOSEBLEED (CONTROLLED OR NOT) / NO PRIOR..		122	105	81	95	19
	BLEEDING - NOT ALERT OR RESPIRATORY DISTRESS		75	104	82	88	49
	BLEEDING - NOT ALERT/ DECREASED LOC/RESPIRATORY DI..	54	20				
	BLEEDING - UNCONTROLLABLE BLEEDING (EXCEPT NOSEBL..		667	626	592	529	169
	BLEEDING - VAGINAL BLEEDING	45	21				
	BLEEDING - VAGINAL BLEEDING OR BLACK STOOL OR BLOO..		97	77	81	90	28
	BLS FROM ALL CALLERS CARD	1	1			1	3
	BLS STAGE FROM ALL CALLERS CARD	9	11	4	6	2	1
	BLS TRANSFER BACK FROM NURSE TRIAGE	541	2,643	3,343	2,091	19	3
	BOAT- WATERCRAFT IN DISTRESS	11					
	BOAT-COLLISION	2		1	2	2	
	BOAT-FLAMES OR SMOKE ON THE WATER (NOT DOCKED)		3	5	1	2	
	BOAT-IN DISTRESS/STRANDED	16	17	21	63	50	6
	BOAT-OTHER (EXPLAIN)	3	2	7	21	28	5
	BOAT-VISIBLE FLAMES/SMOKE (DOCKED)		7	2			
	BOMB THREAT	9	10	3	1	7	4
	BOMB- BOMB THREAT	1					
	BOXALARM FROM ALL CALLERS CARD			1			
	BPN - BACK PAIN (NON-TRAUMATIC OR NON-RECENT)	845					
	BREATHING DIFFICULTY - 3RD PARTY W/NO FURTHER INFO ..		3,403	3,869	3,857	3,921	1,469
	BREATHING DIFFICULTY - NO ADDITIONAL INFORMATION F..	1,404	389				
	BREATHING DIFFICULTY - SPEAKING NORMALLY / NOT CUR..	52	21				
	BREATHING DIFFICULTY - SPEAKING NORMALLY /BUT SOB	1,327	399				
	BREATHING DIFFICULTY - SPEAKING NORMALLY OR SELF-D..		232	357	252	210	46
	BREATHING DIFFICULTY DUE TO STUFFY NOSE/COLD SYMP..	16	93	101	65	68	16
	BURNS - 3RD PARTY CALLER W/NO FURTHER INFORMATION		28	41	39	30	10
	BURNS - CENTRAL BODY MASS		22	18	18	27	8
	BURNS - CENTRAL BODY MASS OR FACE/AIRWAY	12	4				
	BURNS - HANDS FEET GENITALS	40	60	76	64	73	26
	BURNS - NO ADDITIONAL INFORMATION FROM CALLER	15	4				
	BURNS - NOT ALERT OR RESPIRATORY DISTRESS		2	8	5	3	1
	BURNS (SCALDS) / EXPLOSION (BLAST)	123					
	CAR / PICKUP ON FIRE	516	912	820	804	725	275
	CARBON MONOXIDE ALARM	600	1,418	1,610	1,541	1,591	634
	CARBON MONOXIDE ALARM W/SICKNESS	57	131	145	141	127	79
	CARBON MONOXIDE DETECTOR	54					
	CARBON MONOXIDE DETECTOR W/SICK PERSONS	26					
	CARDIAC ARREST-UNCON/NOT BREATHING	1,469	397				
CARDIAC ARREST-UNCON/NOT BREATHING CPR IN PROGRE..		3,045	4,191	4,337	4,317	1,914	
CAV- CONFINED SPACE / STRUCTURE COLLAPSE	38						
CHEMICAL BURNS - ANY EXCEPT FACIAL AREA OR CAUSING ..	1	12	9	11	13	1	
CHEMICALS (INGESTED INHALED OR SPRAYED) W/O ALS CR..	38	129	109	118	84	23	

Call volume by event type

Ag Id	Typ Eng	Date/Time					
		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
DCFEMS	CHEST PAIN - MALE OVER 30 YOA / FEMALE OVER 40 YOA	2,170	678				
	CHEST PAIN - MALE OVER 40 YOA / FEMALE OVER 45 YOA		3,554	4,032	3,872	4,304	1,684
	CHEST PAIN / HEART PROBLEMS WITH ANY 2 MAJOR RISK F..	534	1,417	1,483	1,396	1,437	573
	CHEST PAIN / HEART PALPITATION / RACING - HEART HX		999	1,213	984	1,115	429
	CHEST PAIN W / HX OF DIABETES	89	227	146	138	151	61
	CHEST PAIN - MALE UNDER 30 YOA / FEMALE UNDER 40 YOA ..	60	100	167	153	129	30
	CHEST PAIN / HEART PROBLEMS - 3RD PARTY CALLER W / NO ..		1,554	1,486	1,325	1,605	567
	CHEST PAIN / HEART PROBLEMS - NO ADDITIONAL INFORM..	923	304				
	CHEST PAIN / HEART PROBLEMS - NO PRIORITY SYMPTOMS		103	166	148	125	23
	CHEST PAIN / HEART PROBLEMS - DEFIB IMPLANT / LVAD / P..		324	315	345	318	139
	CHEST PAIN / HEART PROBLEMS - NOT ALERT OR RESPIRATO..		591	667	594	712	284
	CHEST PAIN / HEART PROBLEMS - NOT ALERT / DECREASED L..	481	175				
	CHILD / PET LOCKED IN VEHICLE	166	309	213	234	323	111
	CHILDBIRTH - BABY DELIVERED	10	21	34	30	35	25
	CHILDBIRTH - BREECH OR DELIVERY COMPLICATIONS		83	113	54	135	71
	CHILDBIRTH - BREECH OR DELIVERY COMPLICATIONS / MIS..	52	22				
	CHK - CHOKING	159					
	CHOKING - CLEARED - UNDER 2 YOA		98	121	85		
	CHOKING - CLEARED - UNDER 3 YEARS OLD	53	22				
	CHOKING - CLEARED - UNDER 18 YOA				42	113	46
	CHOKING - PARTIAL OR OBSTRUCTED AIRWAY / UNKNOWN	130	291	269	284	264	108
	CHOKING CLEARED - CAN TALK / IS ALERT - BREATHING NOR..		26	21	6	8	7
	CHOKING CLEARED (OVER 3 YEARS OLD) - CAN TALK OR CRY..	12	5				
	CHP - CHEST PAIN / CHEST DISCOMFORT (NON-TRAUMATIC)	5,132					
	COLD EXPOSURE	7	159	73	140	194	91
	COMMERCIAL FIRE ALARM	1,360					
	COMMERCIAL / APT BLDG FIRE ALARM	6,385	13,648	13,682	13,587	14,770	6,488
	CONTAINED APPLIANCE / CHIMNEY FIRE	107	275	293	321	314	120
	COUGHING UP / VOMITTING BLOOD / BLACK STOOLS	443	156				
	CRA - CARDIAC OR RESPIRATORY ARREST / DEATH	1,289					
	CVA - STROKE (CVA) / TRANSIENT ATTACKS (TIA)	1,144					
	DEFIB IMPLANT / LVAD / PACEMAKER	102	41				
	DETACHED GARAGE OR BUILDING FIRE	19	19	18	14	17	4
	DETAIL / OTHER	238	263	213	218	216	89
	DETAIL - OTHER (EXPLAIN)	33	34	13	33	84	40
	DIA - DIABETIC PROBLEMS	1,752					
	DIABETIC - 3RD PARTY CALLER W / NO FURTHER INFORMATI..		510	521	484	563	162
	DIABETIC - DECREASED OR ALTERED LOC / UNUSUAL BEHA..	457	172				
	DIABETIC - FEELING WEAK / NOT WELL OR BLOOD SUGAR > ..		1,318	1,165	1,218	1,248	442
	DIABETIC - FEELING WEAK NOT FEELING WELL	755	280				
	DIABETIC - HIGH BLOOD SUGAR (UNDER 500) NO OTHER SY..		43	39	39	43	6
	DIABETIC - HIGH BLOOD SUGAR NO OTHER SYMPTOMS	36	18				
	DIABETIC - NO ADDITIONAL INFORMATION FROM CALLER	342	138				
	DIABETIC - NO ADDITIONAL INFORMATION WITH PATIENT / ..	12	45	53	46	43	9
DIABETIC - NOT ALERT OR UNUSUAL BEHAVIOR		1,195	1,357	1,025	1,011	338	
DIABETIC SEIZURE	28	86	62	53	40	14	
DIRECT BLS TO AMR				503	683	1,447	
DROWNING - UNCONSCIOUS / NOT BREATHING	3						

Call volume by event type

Ag Id	Typ Eng	Date/Time					
		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
DCFEMS	DROWNING/NEAR DROWNING - RESP DISTRESS/DIFF BREA..	1					
	DROWNING/NEAR DROWNING - RESPIRATORY DISTRESS O..		2	4	3	10	
	DRW- DROWNING / NEAR DROWNING / DIVING / SCUBA AC..	1					
	DUMPSTER / TRASH FIRE	451	726	846	555	693	230
	ELEC- ELECTRICAL HAZARD	588					
	ELECTRICAL SHORT / OUTLET SPARKS	128	187	189	200	218	85
	ELECTROCUTION / LIGHTNING	10					
	ELEV- ELEVATOR / ESCALATOR RESCUE	1,640					
	ELEVATED BLOOD PRESSURE	37	22				
	EMERGENCY TRANSPORT / ALL CASES	38					
	EMOTIONAL OR MENTAL - VIOLENT OR ACTING AGGRESSIV..	398	1,038	803	769	776	329
	ENTRAPPED (MACHINERY,VEHICLE-NON-MVA) EXCEPT FIN..	1					
	ENVIRONMENT EXPOSURE - ALERT & BEHAVING NORMALLY		9	7	7	8	1
	ENVIRONMENT EXPOSURE - MACE/PEPPER SPRAY OR 3RD ..		160	204	254	420	157
	ENVIRONMENT EXPOSURE - NO ADDITIONAL INFORMATIO..	21	5				
	ENVIRONMENT EXPOSURE - NO ADDL INFO W/PATIENT/ALE..	2					
	EXP- HEAT / COLD EXPOSURE	127					
	EXPL- EXPLOSION	35					
	EXPLOSION HEARD ONLY	46	141	147	154	95	32
	EXPLOSION-ALL RELATED (NOT TRANSFORMER)	8	21	9	11	18	6
	EXTINGUISHED FIRE BURNED FOOD	2					
	EXTINGUISHED FIRE LIGHT SMOKE	1					
	EXTINGUISHED FIRE MULTIPLE INJURIES	1					
	EXTINGUISHED FIRE ODOR OF SMOKE	13					
	EXTINGUISHED STRUCTURE FIRE	32					
	EXTR- EXTRICATION / ENTRAPPED (MACHINERY VEHICLE - ..	6					
	EXTR- EXTRICATION / ENTRAPPED (MACHINERY, VEHICLE - ..	3					
	EXTR-EXTRICATION / ENTRAPPED (MACHINERY VEHICLE-N..	1					
	EXTR-EXTRICATION / ENTRAPPED (MACHINERY,VEHICLE-N..	2					
	EYE- PROBLEMS / INJURIES	314					
	FAINTED - CHEST PAIN/HEART PALPATIONS	71	24				
	FAINTED / MULTIPLE FAINTING SPELLS - NOW CONSCIOU..	1,391	361				
	FAINTED-UNRESPONSIVE/DECREASED LOC/DISORIENTED/..	1,222	356				
	FAINTED/ PERSON DOWN - 3RD PARTY CALLER W/NO FURT..		18,205	20,176	14,909	11,513	3,735
	FAINTED/ PERSON DOWN - NO ADDITIONAL INFORMATION ..	9,504	2,712				
	FAL- FALLS	5,759					
	FALL - 3RD PARTY CALLER W/NO FURTHER INFORMATION		4,302	3,872	3,375	3,994	1,227
	FALL - BONE PROTRUDING SEVERE DEFORMITY	104	299	207	176	292	97
	FALL - NO ADDITIONAL INFORMATION FROM CALLER	1,892	627				
	FALL - NON AMBULATORY	165	3				
	FALL - NOT ALERT / RESP DISTRESS OR ANY-COMBATIVE HE..		1,099	1,831	1,766	2,168	959
	FALL - NOT ALERT /DECREASED LOC / RESPIRATORY DISTRE..	338	111				
	FALL - UNCONTROLLED BLEEDING	331	605	441	334	367	108
FALL - UNDER AGE 14	759	485					
FALL - WHILE STANDING/ NO HEAD INJURY/BEHAVING NOR..		81	71	54	46	9	
FALL -MINOR INJ/SPRAIN/DISLOC EXTREM-NO PROTUSION ..	60	32					
FALL -UNDER 3 FT MINOR INJURIES		148	103	91	90	15	
FALL BETWEEN 3FT AND 10 FT		2,655	2,776	2,672	2,832	1,136	

Call volume by event type

Ag Id	Typ Eng	Date/Time					
		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
DCFEMS	FALL OVER 10 FT (APPROXIMATELY 1 STORY)	101	169	119	98	105	32
	FALL UNDER 10 FT -PATIENT IS OVER AGE 14/ BLEEDING CO..	1,569	387				
	FALL WHILE STANDING/ NO HEAD INJ/BEHAING NORMALLY..	25	10				
	FIGHT/SIMPLE ASSAULT		1				
	FIRE ALARM-OTHER (EXPLAIN)	120	109	67	80	103	46
	FIRE EXINGUISHED / BURNT FOOD	40	87	104	95	112	57
	FIRE INVESTIGATOR ONLY / PROCEED	38					
	FIRE REPORTED OUT	10					
	FIRE-TEST	35					
	FIRE/EMS PERSONNEL IN TROUBLE	45	1				
	FLSP- FUEL SPILL / FUEL ODOR	72					
	FNT- UNCONSCIOUS / FAINTING (NEAR)	7,123					
	GAS ALARM	32					
	GAS LEAK / GAS ODOR (NATURAL AND LP GASES)	1,688					
	GAS ODOR INSIDE	875	2,173	1,921	1,975	2,300	968
	GAS ODOR OUTSIDE	409	1,309	915	848	890	405
	GROIN PAIN - ALL TYPES	32	7				
	H2O- WATER RESCUE	22					
	HAR- HIGH ANGLE RESCUE (ABOVE OR BELOW GRADE)	15					
	HAZ MAT - SUSPICIOUS PACKAGE	22					
	HAZ MAT - WHITE POWDER	4					
	HAZ- CARBON MONOXIDE / INHALATION / CBRN	3					
	HAZ- HAZMAT	20					
	HAZMAT BOX ALARM	1					
	HAZMAT CHEMICAL / CBRN	3	9	12	7	6	6
	HAZMAT FUEL	62	112	99	106	87	27
	HAZMAT ON WATER WAY		1		6	5	1
	HAZMAT RECON	78					
	HAZMAT UNKNOWN SUBSTANCE	13	53	38	31	36	19
	HAZMAT-OTHER (EXPLAIN)	3	15	16	16	11	4
	HEAD/NECK PAIN - GENERAL/3RD PARTY CALLER W/NO FUR..		704	720	699	747	254
	HEAD/NECK PAIN - GENERAL/NO ADDITIONAL INFORMATIO..	454	141				
	HEAD/NECK PAIN - INVOLVING EYE EAR NOSE OR THROAT	41	19				
	HEAD/NECK PAIN - MINOR HEAD NECK FACIAL PAIN		110	119	118	120	31
	HEADACHE - NOT ALERT OR RESPIRATORY DISTRESS		38	33	39	36	33
	HEADACHE - NOT ALERT/DECREASED LOC/RESPIRATORY DI..	51	20				
	HEADACHE -SEVERE HEADACHE	289	117				
	HEADACHE -SEVERE OR WORST HEADACHE EVER		548	590	478	565	254
	HEART PALPITATION/RACING - HEART HX	375	161				
	HEART PALPITATION/RACING - NO HEART HX	376	137				
	HEART PALPITATION/RACING - NO HEART HX / MALE 30-40 ..		828	832	791	873	352
	HEAT EXPOSURE	178	1				
	HEAT EXPOSURE WITH ALTERED LOC		290	195	171	204	2
HED- HEADACHE	728						
HELICOPTER LANDING / PRESIDENT	145	153	154	148	140	51	
HELICOPTER LANDING / VICE PRESIDENT	161	178	179	122	95	44	
HEM- HEMORRHAGE / LACERATION	3,116						
HOSPITAL FIRE	98	20	12	9	2	1	

Call volume by event type

Ag Id	Typ Eng	Date/Time					
		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
DCFEMS	HRT- HEART PROBLEMS / A.I.C.D.	1,280					
	HX MIGRAINE / NO FALL PRIORITY SYMPTOMS OR BEHAVI..	18	38	44	47	35	7
	HYPERVENTILATING	264	76				
	INAC- INACCESSIBLE INCIDENT / OTHER ENTRAPMENTS (N..	1					
	INAC- OVERRIDE	1					
	INDUST ACC - AMPUTATION / ENTRAPMENT / FALL OVER 10 ..		1	2		5	1
	INDUSTRIAL ACC-NOT ALERT OR RESPIRATORY DISTRESS			1	2		
	INDUSTRIAL ACC-UNCON/NOT ALERT/DECREAS LOC/RESP D..	1	1				
	INDUSTRIAL ACCIDENT - AMPUTATION / ENTRAPMENT IN M..	1					
	INDUSTRIAL ACCIDENT - BONE PROTRUDING SEVERE DEFO..	1	1	1		5	
	INDUSTRIAL ACCIDENT - NON AMPUTATION / NON ENTRAP..	6	4	3	8	11	2
	INDUSTRIAL ACCIDENT - UNCONTROLLED BLEEDING	4	2	1	3	1	
	INJURY - TRAUMATIC INJURIES (SPECIFIC)	2,472					
	INTENIONAL OD	455	75				
	INTENTIONAL OVERDOSE OR OVERDOSE WITH PERSON VIO..		885	1,016	641	600	221
	INVESIGATION-STRUCTURAL DAMAGE	39	34	39	73	57	14
	INVESTIGATION - ILLEGAL BURN	39	64	64	64	84	59
	INVESTIGATION - OTHER (EXPLAIN)	157	277	387	418	338	163
	INVESTIGATION FROM ALL CALLERS CARD		2		1	1	
	JUMP/SUICIDE OVER LAND		20	85	59	68	32
	JUMPER/SUICIDE - OVER WATER		7	24	21	36	9
	LABOR PAINS / CONTRACTIONS	340	448	336	280	303	207
	LANDING ZONE	8	5	4	7	5	3
	LIFT ASSIST	1,642	4,126	4,000	4,476	4,517	1,678
	LIGHTNING STRIKE		3	2		2	
	MADO- UNKNOWN PROBLEM (PERSON DOWN)	5,245					
	MAN DOWN	6					
	MANHOLE	33					
	MANHOLE FIRE	31	58	51	63	51	17
	MANPOWER REQUESTED	4					
	MARINE- MARINE FIRE	3					
	MASS CASUALTY INCIDENT	2	3		1	1	
	MASS CASUALTY INCIDENT SOUTH	1					
	MEDICAL ALARM	961	2,288	2,302	2,498	2,289	791
	MEDICAL ALARM NO PATIENT INFO	887					
	MEDICAL FACILITY - ALS REQUIRED	43	16	10	27	15	4
	MEDICAL FACILITY - BLS REQUIRED	83	10	5	11	4	1
	MENTAL HEALTH CONSUMER	2	4				
	METRO ELEVATED-ARCING INSULATOR ONLY		2		1	1	2
	METRO ELEVATED-CRASH			1			
	METRO ELEVATED-ELEVATOR RESCUE	1	12	3	5	3	2
	METRO ELEVATED-FIRE ALARM	1	2	3	7	2	1
METRO ELEVATED-OUTSIDE FIRE (EX: GRASS/TREE)		1					
METRO ELEVATED-RESCUE (EXCEPT ELEVATOR)			3	7			
METRO ELEVATED-SMOKE SMELL ONLY			2			1	
METRO ELEVATED-SMOKE/FIRE SEEN	1	1		1	3		
METRO FROM ALL CALLERS CARD		1			1		
METRO RESCUE ALARM	8						

Call volume by event type

Ag Id	Typ Eng	Date/Time					
		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
DCFEMS	METRO SMOKE INVESTIGATION (ODOR/BRAKES)	13					
	METRO STATION BOX ALARM	7					
	METRO STATION-ARCING INSULATOR ONLY	2	5	7	2	7	5
	METRO STATION-CRASH	2	4	6	4	6	1
	METRO STATION-ELEVATOR RESCUE	21	39	35	41	55	23
	METRO STATION-EXPLOSION						1
	METRO STATION-FIRE ALARM	41	68	96	97	58	26
	METRO STATION-OUTSIDE FIRE (EX: GRASS/TREE)	4	2	2	1	1	
	METRO STATION-RESCUE (EXCEPT ELEVATOR)	5	6	17	29	22	9
	METRO STATION-SMOKE SMELL ONLY	1	6	3	6	3	2
	METRO STATION-SMOKE/FIRE SEEN	9	17	14	16	33	16
	METRO TUNNEL BOX - PRIMARY	6					
	METRO TUNNEL BOX - SECONDARY	8	6	11	5	11	
	METRO TUNNEL DERAILMENT/CRASH - SECONDARY				1		
	METRO TUNNEL SMOKE INVESTIGATION - SECONDARY	1					1
	METRO TUNNEL-ARCING INSULATOR ONLY	3	5	12		2	1
	METRO TUNNEL-CRASH			2		1	
	METRO TUNNEL-FIRE ALARM	1	2	5		3	
	METRO TUNNEL-RESCUE (INCLUDES PED HIT/STALLED CAR ..		6	4	2	3	
	METRO TUNNEL-SMOKE / FIRE SEEN	2	6	12	7	11	4
	METRO TUNNEL-SMOKE SMELL ONLY	1	1	3	3	1	
	METRO-OTHER (EXPLAIN)	2		2	4	2	
	MINOR BURN (1ST DEGREE) OR MATCH CIGARETTE (EXCEP..		4	1	8	5	4
	MINOR BURN (1ST OR 2ND DEGREE BURN) NOT NTL ELIGIB..	32	50	38	40	29	21
	MINOR BURN LESS THAN 18 PERCENT OR MATCH CIGARET..	4	2				
	MISCELLANEOUS		1				
	MORE THAN 6 HRS / NO PRIORITY SYMPTOMS	1	3	8	3	4	1
	MPD REQUESTED / PATIENT STABLE	1,063	2,404	2,314	1,869	1,876	781
	MULTIPLE FAINTING SPELLS	279	722	530	543	708	296
	MUTUAL AID OUT OF THE CITY	16					
	MUTUAL AID REQUEST	18	23	12	8	9	6
	MUTUAL AID- MUTUAL AID / ASSIST OUTSIDE AGENCY	1					
	MVA ON INTERSTATE W/INJURIES	522	1,084	888	1,079	1,093	438
	MVA- MOTOR VEHICLE COLLISION	11					
	NEAR DROWNING - 3RD PARTY CALLER W/NO FURTHER INF..		3	2	3	2	1
	NEAR DROWNING - NO ADDITIONAL INFORMATION / PATIE..	1					
	NEAR DROWNING- PATIENT OUT OF THE WATER AND BREA..			3	4	1	
	NEBT TUNNEL RESCUE				1	1	
	NO INJURIES WHILE TRANSPORTING PATIENT AND PROPE..	3					
	NO PRIORITY SYMPTOMS	12	4				
	NO SEIZURE BUT OUT OF MEDS	1	1	2	2	2	1
	NOSEBLEED	95	4				
	NOT SEIZING NOW HX OF SEIZURE/CURRENTLY ALERT & BR..	21	58	30	26	21	5
OBM- PREGNANCY / CHILDBIRTH / MISCARRIAGE	1,353						
OBVIOUS DEATH-ADULT /NO CPR IN PROGRESS		85	254	222	173	66	
OD - NO ADDITIONAL INFORMATION FROM CALLER	1,365	411					
OD WITH NORMAL BREATHING/NORMAL LOC	68	236	235	219	268	132	
OD WITH OVER THE COUNTER DRUGS	39	14					

Call volume by event type

Ag Id	Typ Eng	Date/Time					
		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
DCFEMS	OD WITH PRESCRIPTION DRUGS	65	27				
	OD WITH PRESCRIPTION DRUGS		187	185	137	137	69
	OD/POISONING - DIFFICULTY SWALLOWING /DIFFICULTY B..	497	153				
	OD/POISONING - DIFFICULTY SWALLOWING /RESPIRATORY ..		802	1,326	1,245	1,047	461
	ODOR OF FOOD	5					
	ODOR- ODOR (STRANGE / UNKNOWN)	110					
	ODOR-UNKNOWN ODOR OR SOURCE	81	215	174	167	175	73
	ODP- OVERDOSE / POISONING (INGESTION)	3,079					
	OFFICER ASSIST AMR				2	4	2
	OFFICER ASSIST FEMS		27	89	50	39	37
	OUTSIDE FIRE	1,105					
	OUTSIDE FIRE-OTHER (EXPLAIN)	198	468	509	590	658	205
	OUTSIDE FIRE-TRANSFORMER(WIRE OR POLE) INJURY- SIN..	1					
	OVERDOSE - 3RD PARTY CALLER W/NO FURTHER INFORMA..		2,736	3,371	2,965	2,124	811
	OVERTURNED BOAT	9	4	1	1	1	1
	PANIC ATTACK - SELF DESCRIBED	42	13				
	PARAMEDIC TRIAGE -- UPDATE TO DETAILED CODE TYPE			64			
	PARKING GARAGE INCIDENT	13					
	PATIENT OUT OF THE WATER / BREATHING NORM NO COUG..	3					
	PD REQUEST - PEPPER SPRAY	36	38	38	50	49	12
	PD REQUEST - TASER	3	4	3	2		1
	PD REQUEST FOR FIRE	145	264	291	418	424	151
	PD REQUESTED -EXCITED DELIRIUM	18	6	1	9		
	PENETRATING TRAUMA/IMPALED	2					
	PENETRATING TRAUMA/IMPALED(UNCONSCIOUS)	2					
	PERSON DOWN	13	8				
	PREGNANCY - CALLER W/PATIENT NO FURTHER INFORMATI..		33	67	53	93	26
	PREGNANCY - NOT ALERT OR DECREASED LOC / SEIZURE	18	7				
	PREGNANCY - NOT ALERT OR SEIZURE		17	24	20	13	8
	PREGNANCY / GYNECOLOGY - 3RD PARTY CALLER W/NO FU..		307	350	313	343	189
	PREGNANCY / GYNECOLOGY - NO ADDITIONAL INFORMATI..	146	53				
	PREGNANCY /GYNECOLOGY - CRAMPS / PELVIC PAIN/WATE..	135	352	234	208	226	134
	PREGNANCY LESS THAN 20 WKS - VAGINAL BLEEDING	131	37				
	PREGNANCY MORE THAN 12 WKS LESS THAN 20 WKS - VAG..		212	232	229	167	10
	PREGNANCY-NO ADDL INFO FROM CALLER/NO CONTRACT/..	25	4				
	PREGNANCY-OVER 20 WKS OR UNK /ABDOMINAL PAINS/P..	308	156				
	PREGNANCY-OVER 20 WKS OR UNK W/ABDOMINAL OR PEL..		667	844	682	603	119
	PROPERTY DAMAGE ACCIDENT WITH FEMS INVOLVED	283	307	232	253	281	105
	PSYCH - 3RD PARTY CALLER W/NO FURTHER INFORMATION		2,052	2,440	2,500	2,417	899
	PSYCH - NO ADDITIONAL INFORMATION FROM CALLER	1,104	411				
	PSYCH - OUT OF MEDS OR PANIC ATTACK - SELF DESCRIBED		72	67	80	61	19
	PSYCH - UNUSUAL BEHAVIOR	1,008	351				
PSYCH - UNUSUAL BEHAVIOR/HOMICIDAL THOUGHTS/ATTE..		1,892	1,942	1,989	2,150	929	
PSYCH-MILD DEPRESS W/O SUIC OR HOMI THOUGHTS/NO A..	21	48	29	36	22	6	
PUBLIC SERVICE- CITIZEN ASSIST / SERVICE CALL	4,163						
PUBLIC SERVICE/PROCEED	80						
RAIL CAR CRASH / DERAILMENT	2			1	1		
RAIL CAR ON FIRE						1	

Call volume by event type

Ag Id	Typ Eng	Date/Time					
		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
DCFEMS	RAIL CAR STRUCK PEDESTRIAN	1		3	1	3	
	RAILROAD RESCUE ALARM	2					
	REQUESTED BY FEMS			1			
	REQUESTED BY MPD	4,455	5,528	5,932	5,069	4,336	1,545
	RESCUE-COLLAPSE	11	25	22	32	29	3
	RESCUE-CONFINED SPACE	8	14	5	4	15	3
	RESCUE-ELEVATOR	1,427	3,167	2,443	2,237	3,093	1,158
	RESCUE-ENTRAPPED IN MACHINERY	1	6	6	8	6	
	RESCUE-HIGH ANGLE/BELOW GRADE	17	48	18	20	29	4
	RESCUE-OTHER (EXPLAIN)	19	19	20	22	15	7
	RESCUE-TRENCH	1	1	5	2		
	RESCUE-WATER	62	87	80	80	73	10
	RESIDENTIAL FIRE ALARM	2,903	3,597	3,726	3,488	3,482	1,404
	RESPIRATORY DISTRESS - ASTHMA EMPHYSEMA COPD OR ..		7,388	9,507	8,754	9,590	4,176
	RESPIRATORY DISTRESS - NOT ALERT		1,088	1,793	1,290	1,247	595
	RESPIRATORY DISTRESS/DIFFICULTY BREATHING/ NOT ALE..	1,132	374				
	SCHOOL / PASSENGER BUS ON FIRE	16	14	5	1	5	1
	SCHOOL FIRE	11	22	9	7	23	13
	SEI- CONVULSIONS / SEIZURES	3,438					
	SEIZURE - 3RD PARTY CALLER W/NO FURTHER INFORMATI..		1,653	1,322	1,022	1,105	400
	SEIZURE - ANY PREGNANCY OR LESS THAN 6 WEEKS POST ..	15	8	12	6	11	9
	SEIZURE - HEAD INJURY OR SEVERE HEADACHE WITHIN 24 ..	58	95	74	59	73	17
	SEIZURE - NO ADDITIONAL INFORMATION FROM CALLER	1,076	323				
	SEIZURE - NO SEIZURE HX AND PATIENT SAYS -I FEEL LIKE I..	18	4				
	SEIZURE - NOT SEIZING / BREATHING ABNORMAL / ACTING ..	449	760	693	523	490	199
	SEIZURE - NOT SEIZING NOW OCCURRED MORE THAN 1 HR ..	59					
	SEIZURE - PATIENT SAYS -I FEEL LIKE IM GOING TO HAVE A ..		22	27	53	33	8
	SEIZURE - SEIZING WHEN CALL/MULTIPLE/LASTING LONGE..	1,549	3,901	4,234	3,403	3,594	1,506
	SHOOTING	709	1,362	1,747	1,726	1,694	594
	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1,017					
	SIC- SICK PERSON (SPECIFIC DIAGNOSIS)	18,171					
	SICK/UNKNOWN - 3RD PARTY W/NO FURTHER INFO OR PAT..		18,932	20,973	21,022	23,234	8,657
	SICK/UNKNOWN - FLU SYMPTOMS	150	387	535	412	562	114
	SICK/UNKNOWN - HIGH BLOOD PRESSURE W/NO PRIORITY ..	213	315	192	196	204	45
	SICK/UNKNOWN - OUT OF MEDS/NO PRIORITY SYMPTOMS	89	161	249	174	182	41
	SICK/UNKNOWN - WITH PATIENT / BREATHING NORMALLY /..	378	156				
	SICK/UNKNOWN-NO PRIORITY SYMPTOMS	1,475	406				
	SICK/UNKNOWN-NO PRIORITY SYMPTOMS / CALLER WITH P..		1,850	2,576	2,621	2,624	517
	SICK/UNKNOWN/- NO ADDITIONAL INFORMATION FROM C..	6,161	3,760				
	SICK/UNKNOWN/PERSON DOWN - NO ADDITIONAL INFORM..	5,496					
	SICKLE CELL W/CRISIS (EXTREME) PAIN	222	492	348	390	326	158
	SICKLE CELL W/NO CURRENT PAIN OR BREATHING PROBLE..	11	24	20	21	9	
	SICKMO	1					
	SIMO- PSYCIATRIC / ABNORMAL BEHAVIOR /SUICIDE ATTE..	3,605					
SINGLE FAINTED EPISODE / UNDER 35 YOA / NO PROPERTY ..	26	65	46	33	29	4	
SINGLE FAINTING EPISODE / 35 YOA / OVER NO PRIORITY S..		1,886	1,670	1,418	1,339	459	
SMKE- SMOKE INVESTIGATION (OUTSIDE)	175						
SMOKE-INSIDE SMELL ONLY	290	859	609	564	509	294	

Call volume by event type

Ag Id	Typ Eng	Date/Time					
		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
DCFEMS	SMOKE-OUTSIDE VISIBLE OR SMELL/UNKNOWN SOURCE	136	283	260	240	233	77
	SPECIAL OPERATIONS LOCAL	28					
	STABBING	492	1,001	988	1,057	948	304
	STREET CAR DERAILED				1		
	STREET CAR SMOKE / FIRE					1	
	STROKE - DIFF BREATHING OR UNRESPONSIVE/NOT ALERT ..		884	1,111	1,020	1,034	471
	STROKE - DIFF BREATHING/ABNORM BREATHING/UNRESP..	353	140				
	STROKE - SEIZURE WITHIN LAST HOUR	20	1				
	STROKE GREATER 30 DAYS / NO PRORITY SYMPTOMS	3	19	22	27	32	10
	STROKE-NO PRIORITY SYMPTOMS	557	1,391	1,110	1,272	1,355	534
	STRUCTURE COMMERCIAL INDUSTRIAL BLDG	168					
	STRUCTURE COMMERCIAL LIGHT SMOKE	3					
	STRUCTURE COMMERCIAL PERSON ON FIRE	1					
	STRUCTURE COMMERCIAL SMOKE ODOR	41					
	STRUCTURE FIRE BURNT FOOD	1					
	STRUCTURE FIRE CHIMNEY	4					
	STRUCTURE FIRE CHIMNEY BURNT FOOD	1					
	STRUCTURE FIRE COMMERCIAL INDUST HAZMAT	6					
	STRUCTURE FIRE HIGH OCCUPANCY HAZARD	141					
	STRUCTURE FIRE HIGH RISE	80					
	STRUCTURE FIRE LIGHT SMOKE	5					
	STRUCTURE FIRE MOBILE BUILDING TRAILER	1					
	STRUCTURE FIRE MOBILE SMOKE ODOR	1					
	STRUCTURE FIRE MULTIPLE RESIDENTIAL	441					
	STRUCTURE FIRE NON-DWELLING SMALL	5					
	STRUCTURE FIRE ONE INJURY	2					
	STRUCTURE FIRE OVERRIDE	26					
	STRUCTURE FIRE RESIDENTIAL SINGLE	243					
	STRUCTURE FIRE SMOKE ODOR	27					
	STRUCTURE FIRE UNKNOWN TYPE	40					
	STRUCTURE FIRE UNKNOWN TYPE SMOKE ODOR	8					
	STRUCTURE HIGH OCC HAZARD BURNT FOOD	1					
	STRUCTURE HIGH OCC HAZARD LIGHT SMOKE	3					
	STRUCTURE HIGH OCC HAZARD ONE INJURY	1					
	STRUCTURE HIGH OCC HAZARD SMOKE ODOR	60					
	STRUCTURE HIGH OCC HAZARD TRAPPED	12					
	STRUCTURE HIGH OCCUPANCY HAZARD	26					
	STRUCTURE HIGH RISE	1					
	STRUCTURE HIGH RISE BURNT FOOD	3					
	STRUCTURE HIGH RISE SMOKE ODOR	21					
	STRUCTURE HIGH RISE TRAPPED	6					
	STRUCTURE LARGE BUILDING SMOKE ODOR	2					
	STRUCTURE MULTI RESD BURNT FOOD	10					
STRUCTURE MULTI RESD LIGHT SMOKE	3						
STRUCTURE MULTI RESD ONE INJURY	3						
STRUCTURE MULTI RESD SMOKE ODOR	172						
STRUCTURE MULTI RESD TRAPPED	27						
STRUCTURE MULTIPLE RESIDENTIAL	30						

Call volume by event type

Ag Id	Typ Eng	Date/Time					
		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
DCFEMS	STRUCTURE NON-DWELLING SML SMOKE ODOR	2					
	STRUCTURE RESD SINGLE BURNT FOOD	3					
	STRUCTURE RESD SINGLE LIGHT SMOKE	4					
	STRUCTURE RESD SINGLE ONE INJURY	5					
	STRUCTURE RESD SINGLE SMOKE ODOR	43					
	STRUCTURE RESD SINGLE TRAPPED	16					
	STRUCTURE RESIDENTIAL SINGLE	2					
	SUICIDE ATTEMPT - CON / BREATHING	189	75				
	SUICIDE ATTEMPT - NOT ALERT OR DECREASED LOC	235	81				
	SUICIDE ATTEMPT - NOT ALERT OR RESPIRATORY DISTRESS		502	512	455	455	187
	SUICIDE ATTEMPT - UNCON/NOT BREATHING	25	8				
	SUICIDE ATTEMPTED		1				
	SUN BURNS			2			1
	SUN OR FREEZER BURNS		1				
	SUSPECTED EXPOSURE TO STREET DRUGS NO INGESTION ..	2	12	4	5	6	3
	SUSPICIOUS PACKAGE	37	76	39	64	44	19
	TANKER / HAZMAT INVOLVED FIRE		1	1	1	1	
	TBR - BREATHING PROBLEMS	8,225					
	TECHNICAL RESCUE TASK FORCE - COLLAPSE	4					
	TEST EVENT			1			
	TEST EVENT FEMS	199	213	206	248	139	133
	TOXIC EXPOSURE	4					
	TOXIC EXPOSURE EXCEPT MACE/PEPPER SPRAY		32	49	52	50	21
	TRAIN - TRAIN AND RAIL FIRE	4					
	TRAIN VS AUTO				1		
	TRAIN- TRAIN AND RAIL COLLISION / DERAILMENT	4					
	TRANS- TRANSFER / INTERFACILITY / PALLIATIVE CARE	28					
	TRAUMA - 3RD PARTY CALLER WITH NO FURTHER INFORMA..		1,349	2,573	2,672	3,247	1,111
	TRAUMA - BONE PROTRUDING, SEVERE DEFORMITY (OTHE..		136	197	159	229	103
	TRAUMA - BROKEN BONE, DISLOCATION, MINOR INJURIES (..		1,138	1,685	1,947	2,051	661
	TRAUMA - DISLOCATED OR BROKEN TOE / FINGER	63	119	180	173	202	48
	TRAUMA - UNCONTROLLABLE BLEEDING		312	596	644	616	221
	TRAUMA- RESPIRATORY DISTRESS OR NOT ALERT		50	89	70	83	36
	TRAUMA-ROLLED OR SPRAINED ANKLE	24	50	53	65	57	11
	TREE / GRASH / BRUSH FIRE	38					
	TREE / GRASS / BRUSH FIRE	337	588	626	510	612	181
	UNCON PERSON/MEDICS ENR-POLICE NEEDED		1				
	UNCONSCIOUS	2,102	3,931	4,221	4,061	3,847	1,510
	UNCONSCIOUS PERSON	2					
	UNCONTROLLABLE BLEEDING (EXCEPT NOSEBLEED)	364	123				
	UNRESPONSIVE OR DISORIENTED		3,639	5,549	5,215	4,795	2,034
	VEHICLE	582					
VEHICLE FIRE ON A HIGHWAY (MVAF)	16						
VEHICLE FIRE ON FREEWAY	43	46	70	49	61	36	
VEHICLE FIRE W/SUBJECTS TRAPPED	5	19	10	16	11	6	
VEHICLE ON FIRE IN TUNNEL	5	3	17	4	10	1	
VERTIGO / DIZZINESS W/MEDICAL HX OF THE SAME	8	20	18	18	19	2	
WATER SUPPLY TASK FORCE	5						

Call volume by event type

Ag Id	Typ Eng	Date/Time					
		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
DCFEMS	WEA- SUSPICIOUS PACKAGE (LETTER ITEM SUBSTANCE) / E..	3					
	WEA- SUSPICIOUS PACKAGE (LETTER, ITEM, SUBSTANCE) / ..	2					
	XFER- INTERFACILITY EVALUATION / TRANSFER	2					
	Total	226,637	233,522	225,682	211,894	215,327	83,267
MPD	Null	357	20	65	4		
	2ND SIGHTING	1,123	2,514	2,239	2,210	2,113	806
	3RD SIGHTING	2					
	9-1-1 HANG UP/OPEN LINE	2,904	8,316	4,179	3,783	2,662	888
	ABANDONED CHILD	133					
	ABC VIOLATION	157					
	ABDUCTION	2					
	ABORTION	1					
	ABSCONDER	138					
	ABUSE/NEGLECT/FOUND CHILD	359	790	711	697	774	264
	ABUSE/NEGLECT/FOUND CHILD > 30 MINS AGO	38	138	144	79	93	63
	ABUSE/NEGLECT/FOUND DISABLED	5	14	6	12	10	5
	ABUSE/NEGLECT/FOUND DISABLED > 30 MINS AGO	3	8	5	7	7	2
	ABUSE/NEGLECT/FOUND ELDERLY	17	47	53	65	67	27
	ABUSE/NEGLECT/FOUND ELDERLY > 30 MINS AGO	8	18	17	7	9	6
	ABUSE/NEGLECT/FOUND OTHER (EXPLAIN)	8	33	54	23	34	18
	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	1					
	ACCIDENT - INJURIES		1	1			
	ACCIDENT - INVOLVING PEDESTRIAN / MOTORCYCLE / BICY..	1		1			
	ACCIDENT DC GOVERNMENT VEHICLE INVOLVED	663					
	ACCIDENT FATALITY	9					
	ACCIDENT HIT & RUN > 30 MINS AGO - TRU		1	1	1	4	4
	ACCIDENT HIT AND RUN	7,126					
	ACCIDENT INJURIES-MULTIPLE VEHS	696	1,554	1,255	1,324	1,456	452
	ACCIDENT INJURIES-MULTIPLE VEHS > 30 MINS AGO	31	71	52	40	31	19
	ACCIDENT INJURIES-SINGLE VEH	2,518	4,445	3,247	3,313	3,531	1,331
	ACCIDENT INJURIES-SINGLE VEH > 30 MINS AGO	52	71	34	39	42	12
	ACCIDENT INVOLVING PED/BIKE/MC	1,646	3,142	2,496	2,328	2,610	902
	ACCIDENT INVOLVING PED/BIKE/MC > 30 MINS AGO	131	288	193	165	249	105
	ACCIDENT INVOLVING PEDESTRIAN	854					
	ACCIDENT MPD INVOLVED	442					
	ACCIDENT OTHER (EXPLAIN)	116	251	137	135	127	57
	ACCIDENT OTHER (EXPLAIN) > 30 MINS AGO	33	24	21	15	12	2
	ACCIDENT PROPERTY DAMAGE > 30 MINS AGO - TRU		2	2		2	
	ACCIDENT PROPERTY DAMAGE ONLY	15,216					
	ACCIDENT PROPERTY DAMAGE-MPD	10,294	22,534	15,939	14,388	13,785	5,305
	ACCIDENT UNK INJURY/CALLER IS PASSERBY	1,071	2,607	2,796	3,357	3,334	1,463
	ACCIDENT UNK INJURY/CALLER IS PASSERBY > 30 MINS AG..	30	22	9	10	7	7
	ACCIDENT UNKNOWN INJURIES - CALLER PASSERBY	1	2	2			
	ACCIDENT US GOVERNMENT VEHICLE INVOLVED	131					
	ACCIDENT W/ TAXI CAB INVOLVED	775					
	ACCIDENT WITH INJURY	5,967					
	ACCIDENT-GOV'T OR COMMERCIAL VEH INVOLVED	3,356	9,229	6,609	5,582	7,737	3,039
	ACCIDENT-ROLLOVER	187	459	532	637	731	255

Call volume by event type

Ag Id	Typ Eng	Date/Time					
		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
MPD	ACCIDENT-ROLLOVER > 30 MINS AGO	2	5	1	3	1	
	ACTIVE SHOOTER	6	13	11	12	12	4
	AGGRAVATED ASSAULT	5,911	3,878	3,568	3,445	3,420	1,076
	AGGRAVATED ASSAULT > 30 MINS AGO	223	440	468	440	452	137
	AGGRAVATED ASSAULT W/SERIOUS INJURIES	571	1,573	1,469	1,229	1,160	283
	AGGRAVATED ASSAULT W/SERIOUS INJURIES > 30 MINS A..	43	104	146	110	138	57
	AGGRESSIVE DRIVER/ROAD RAGE	1,062	2,047	1,410	1,202	1,346	461
	AGGRESSIVE DRIVING	2,388					
	ALARM COMPANY ADDRESS VALIDATION	13,558	15,607	16,620	27,023	24,340	9,093
	ALARM-OTHER (EXPLAIN)	91	190	222	223	317	138
	ANIMAL ATTACK IP	33	60	60	70	70	36
	ANIMAL BITE	320	342	331	355	355	130
	ANIMAL BITE > 30 MINS AGO	34	57	25			
	ANIMAL COMPLAINT	955					
	ANIMAL COMPLAINT OTHER (EXPLAIN)	233	462	314	311	318	108
	ARSON	30					
	ASSAULT / FIGHT-OTHER (EXPLAIN)	137	404	282	370	497	164
	ASSAULT / FIGHT-OTHER (EXPLAIN) > 30 MINS AGO	83	273	234	221	383	192
	ASSAULT / POLICE OFFICER	424					
	ASSAULT / SIMPLE	10,127					
	ASSAULT WITH INTENT TO KILL	55					
	ASSIST	13,263					
	ASSIST DC GOV INSP	2					
	ASSIST MOTORIST	3,037	8,057	5,637	5,413	6,222	2,099
	ASSIST OTHER LE AGENCY (NON-EMERGENCY)	430	875	677	800	1,006	440
	ASSIST OTHER LE AGENCY EMERGENCY	311	628	523	462	395	122
	ASSIST W/BARRING NOTICES	107	172	169	177	232	116
	ASSIST W/COURT PAPERS	1,053	1,999	1,351	1,192	1,676	669
	ASSIST W/PROPERTY RETRIVAL	1,629	3,577	3,481	3,255	3,145	1,278
	ASSIST-OTHER (EXPLAIN)	2,095	7,062	6,476	5,726	6,139	2,303
	ASSIT OTHER GOVT AGENCY (NON-EMERGENCY)	344	697	533	754	623	255
	ASSIT OTHER GOVT AGENCY-EMERGENCY	217	325	195	242	181	59
	ATTEMPT TO LOCATE	828					
	AUTO ALARM	313					
	B & E VENDING MACHINE	2					
	BAD CHECK	11	23	25	12	14	3
	BAD CHECK > 30 MINS AGO	24	61	72	76	38	26
	BAIL REFORM ACT	7					
	BARKING DOG	200	508	396	298	283	109
	BARKING DOG > 30 MINS AGO	7	3	7	6	6	2
	BENCH WARRANT	2,987	1,802	1,077	455	489	192
	BOAT-COLLISION	3	1	2		3	
	BOAT-FLAMES OR SMOKE ON THE WATER (NOT DOCKED)		3	3	1	2	
BOAT-IN DISTRESS/STRANDED	7	14	17	45	24	4	
BOAT-VISIBLE FLAMES/SMOKE (DOCKED)		5	4		1		
BOLO	384	1,053	1,481	1,887	1,648	679	
BOMB EXPLOSION	9	32	29	18	44	7	
BOMB EXPLOSION > 30 MINS AGO			1	1	1		

Call volume by event type

Ag Id	Typ Eng	Date/Time					
		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
MPD	BOMB THREAT	95	71	39	34	121	54
	BOMB THREAT > 30 MINS AGO	5	16	7	8	13	7
	BOMB-OTHER (EXPLAIN)	6	6	9	9	14	5
	BRIBERY	1					
	BURGLAR ALARM	15,798					
	BURGLARY OF A BUSINESS/COMMERCIAL BLDG	159	376	904	400	431	129
	BURGLARY OF A BUSINESS/COMMERCIAL BLDG > 30 MINS ..	200	383	663	630	695	200
	BURGLARY OF A GOVT BLDG	2	13	12	10	11	3
	BURGLARY OF A GOVT BLDG > 30 MINS AGO	9	10	13	14	9	2
	BURGLARY OF A MACHINE	2	6	7	22	17	3
	BURGLARY OF A MACHINE > 30 MINS AGO		4	8	9	19	1
	BURGLARY OF A RESIDENCE - UNOCCUPIED	553	1,075	926	719	841	323
	BURGLARY OF A RESIDENCE - UNOCCUPIED > 30 MINS AGO	766	1,473	1,262	1,215	1,456	514
	BURGLARY OF AN OCCUPIED RESIDENCE	808	1,813	1,581	1,686	1,710	609
	BURGLARY OF AN OCCUPIED RESIDENCE > 30 MINS AGO	259	446	371	485	482	145
	BURGLARY ONE	1,037					
	BURGLARY TWO	1,454					
	BURGLARY-OTHER (EXPLAIN)	40	147	144	153	220	100
	BURGLARY-OTHER (EXPLAIN) > 30 MINS AGO	30	80	76	86	136	47
	BUSINESS / ALARM	12,681					
	BUSINESS/COMMERCIAL BURGLARY ALARM	10,759	23,979	21,922	18,836	20,742	7,805
	CAR JACKING / ARMED	173					
	CAR JACKING / UNARMED	46					
	CARDIAC ARREST-UNCON/NOT BREATHING		1				
	CARJACKING-FORCE	103	150	248	307	314	141
	CARJACKING-FORCE > 30 MINS AGO	9	5	28	39	26	7
	CARJACKING-WEAPON INVOLVED	106	197	337	651	628	264
	CARJACKING-WEAPON INVOLVED > 30 MINS AGO	8	27	53	48	58	20
	CARRY DEADLY WEAPON	23					
	CARRYING A PISTOL WITHOUT LICENSE	764					
	CHECK ON THE WELFARE	10,280	10,744	11,251	11,595	12,640	5,151
	CIVIL PROTECTION ORDER	685					
	CONSTRUCTION BEFORE OR AFTER HRS	249	934	839	672	535	243
	COUNTERFEIT MONEY	84	130	112	53	79	23
	COUNTERFEIT MONEY > 30 MINS AGO	20	39	35	32	30	5
	COUNTERFEIT SECURITY	1					
	COURTESY TRANSPORT (OFFICER INITIATED ONLY)	43	75	50	32	20	15
	CPO VIOLATION	639	1,324	1,334	1,323	1,278	490
	CPO VIOLATION > 30 MINS AGO	66	158	217	290	227	72
	CRANE	1,989					
	CREDIT CARD	174	326	242	137	131	63
	CREDIT CARD > 30 MINS AGO	270	686	414			
	CRIME/INCIDENT/AGAINST PERSON FROM ALL CALLERS	498	130	38	17	15	6
CRIME/INCIDENT/AGAINST PROPERTY FROM ALL CALLERS	495	77	43	42	31	14	
CRUELTY TO CHILD	46						
CURFEW	234	320	204	23	39	23	
CURFEW > 30 MINS AGO		9	15		1		
CURFEW VIOLATION	153						

Call volume by event type

Ag Id	Typ Eng	Date/Time					
		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
MPD	CUSTODIAL ISSUE/COMPLAINT	200	611	790	822	719	296
	CUSTODIAL ISSUE/COMPLAINT > 30 MINS AGO	30	140	118	158	115	38
	DAMAGE TO PROPERTY	6,761	4,106	2,513	1,780	1,762	739
	DAMAGE TO PROPERTY > 30 MINS AGO	1,932	4,326	2,741	1,121	1,135	624
	DEATH REPORT	714					
	DESTRUCTION OF PROPERTY	7,130					
	DESTRUCTION OF PROPERTY >30 MINS -TRU					2	
	DISABLED AUTO	3,572					
	DISORDERLY	48,948					
	DISORDERLY-UNWANTED PERSON (INSIDE OR OUT)	22,205	48,512	48,573	46,843	45,699	17,351
	DISORDERLY-UNWANTED PERSON (INSIDE OR OUT) > 30 M..	313	260	220	245	179	48
	DISORDERLY-VERBAL ONLY	8,827	15,918	15,258	13,466	13,246	4,569
	DISORDERLY-VERBAL ONLY > 30 MINS AGO	172	209	207	203	171	55
	DISTURBANCE-GROUP (MORE THAN 3)	7,095	15,567	18,712	13,443	12,279	3,925
	DISTURBANCE-GROUP (MORE THAN 3) > 30 MINS AGO	150	204	177	127	153	43
	DISTURBANCE/DISORDERLY-OTHER (EXPLAIN)	793	4,154	4,159	3,641	3,282	1,022
	DOGBITE	21					
	DOMESTIC VIOLENCE	50					
	DOMESTIC VIOLENCE ASSAULT	5,264					
	DOMESTIC VIOLENCE INCIDENT	45					
	DOMESTIC VIOLENCE/FAMILY FIGHT	11,914	26,327	27,750	27,332	28,944	10,853
	DOMESTIC VIOLENCE/FAMILY FIGHT > 30 MINS AGO	628	1,111	1,218	1,421	1,404	451
	DRIVING COMPLAINT-OTHER (EXPLAIN)	314	658	454	593	625	224
	DRIVING UNDER THE INFLUENCE	965				1	
	DRIVING WHILE INTOXICATED	20					
	DRUG COMPLAINT W/LOOKOUT	3,178					
	DRUG COMPLAINT W/O LOOKOUT	1,114					
	DRUG USE	2,210	4,388	3,217	2,457	2,470	816
	DRUGS-OTHER (EXPLAIN)	134	676	707	394	232	79
	EXTORTION	6					
	FAINTED/ PERSON DOWN - 3RD PARTY CALLER W/NO FURT..		1	2			
	FAINTED/ PERSON DOWN - NO ADDITIONAL INFORMATION ..	1					
	FALSE PRETENSES	1					
	FAMILY DISTURBANCE	14,571					
	FEMS REQUEST (NON-EMERGENCY)	38	68	40	36	37	12
	FEMS REQUEST-EMERGENCY	53	80	38	50	39	6
	FIGHT INVOLVING MORE THAN 3 SUBJECTS	1,050	3,237	3,128	2,136	2,500	913
	FIGHT INVOLVING MORE THAN 3 SUBJECTS > 30 MINS AGO	56	144	97	96	161	58
	FIGHT/SIMPLE ASSAULT	6,535	13,699	12,037	10,496	11,959	4,374
	FIGHT/SIMPLE ASSAULT > 30 MINS AGO	755	1,832	847			
	FIRE/EMS PERSONNEL IN TROUBLE	20					
	FIREWORKS	1,718	2,116	5,791	2,273	1,399	56
FOLLOW UP FOR REPORT TAKEN BY TRU		2	1	2	2		
FOLLOW UP FOR STOLEN/MISSING REPORTS	2,384	6,288	6,748	6,606	7,806	4,071	
FORGED CHECK/UTTERING	56	100	86	68	77	54	
FORGED CHECK/UTTERING > 30 MINS AGO	78	272	312	325	269	106	
FORGERY	5						
FOUND CHILD	84						

Call volume by event type

Ag Id	Typ Eng	Date/Time					
		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
MPD	FOUND DRUGS OR PARAPHERNALIA	120	307	207	172	276	159
	FOUND PROPERTY	4,065					
	FOUND PROPERTY (EXCEPT WEAPONS & DRUGS)	1,850	4,849	4,080	3,413	3,226	1,204
	FOUND WEAPON	288	542	423	447	675	218
	FRAUD	1,768					
	FRAUD/FORGERY-OTHER (EXPLAIN)	552	1,431	514	3		
	FUGITIVE	174					
	FUGITIVE FROM JUSTICE	958					
	GAMBLING	10					
	GOV'T BUILDING BURGLARY ALARM	29	39	26	20	38	20
	HARASSMENT-ALL OTHER MEANS	274	674	612	553	544	241
	HARASSMENT-IN PERSON (STALKING)	584	1,198	1,009	957	1,164	502
	HARASSMENT-IN PERSON (STALKING) > 30 MINS AGO	187	506	662	642	669	255
	HAZMAT ON WATER WAY		2	1	4	4	
	HIT & RUN W/INJURIES	234	391	429	452	439	142
	HIT & RUN W/INJURIES > 30 MINS AGO	90	133	66	61	58	14
	HIT & RUN-MPD	4,689	9,952	6,422	5,173	5,257	1,889
	HIT & RUN-MPD > 30 MINS AGO	1,138	2,879	1,479	543	562	209
	HOLD UP ALARM	1,312					
	HOMICIDE	58					
	HOSPITAL SECURITY DETAIL	4,678					
	IDENTITY THEFT	571	327	262	384	510	190
	IDENTITY THEFT > 30 MINS AGO	186	500	279			
	IMPOUNDED AUTO	15					
	INDECENT EXPOSURE	898					
	INDUSTRIAL ACCIDENT	14					
	INFO FROM SOCC	20					
	INFORMATION	491					
	INJURY / CITIZEN	937					
	INJURY / CITIZEN - JOHN/JANE DOE	3					
	INJURY / MPD	273					
	INJURY / PUBLIC SPACE	3					
	INTERSTATE RECOVERED STOLEN AUTO	721					
	INVESTIGATE THE TROUBLE	20,053	15,537	14,934	14,394	15,380	6,210
	JUMPER	33	101	110	87	105	38
	JUMPER > 30 MINS AGO			1			
	JUVENILE COMPLAINT	572					
	KIDNAP/ABDUCT-KNOWN SUSPECT/OTHER THAN FAMILY	9	36	26	33	32	12
	KIDNAP/ABDUCT-KNOWN SUSPECT/OTHER THAN FAMILY >..	4	16	8	11	11	1
	KIDNAP/ABDUCT-OTHER (EXPLAIN)	7	28	29	21	24	6
	KIDNAP/ABDUCT-OTHER (EXPLAIN) > 30 MINS AGO	4	7	7	8	5	4
	KIDNAP/ABDUCT-PARENTAL (CUST OR NON-CUST)-FAMILY ..	26	45	40	49	66	15
	KIDNAP/ABDUCT-PARENTAL(CUSTODIAL OR NON) FAMILY ..	37	113	125	113	81	22
	KIDNAP/ABDUCT-STRANGER OR RELATIONSHIP UNKNOWN	32	59	63	63	49	21
KIDNAP/ABDUCT-STRANGER OR RELATIONSHIP UNKNOWN ..	8	16	17	13	8	5	
KIDNAPPING	75						
LEWD/INDECENT EXPOSURE	1,580	3,205	2,784	2,101	2,150	623	
LEWD/INDECENT EXPOSURE > 30 MINS AGO	44	102	98	73	52	24	

Call volume by event type

Ag Id	Typ Eng	Date/Time					
		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
MPD	LICENSE VIOLATIONS	8					
	LOCAL ALARM	1,014					
	LOOSE DOG (OR ANIMAL)	295	634	516	438	402	198
	LOST AUTO	1					
	LOST MPD PROPERTY	38					
	LOST PROPERTY	4,875					
	LOST PROPERTY > 30 MINS AGO	1,333	5,249	3,163	1,674	2,125	831
	LOST PROPERTY > 30 MINS AGO - TRU					1	
	LOST TAGS	432					
	MAN DOWN	5,093					
	MAN WITH	1,106					
	MEET OTHER AGENCY OR OFFICIAL	180	213	192	164	102	34
	MENTAL HEALTH CONSUMER	11,195	25,948	24,072	21,772	21,606	8,265
	MISCELLANEOUS	17,905	52,762	46,070	41,418	42,378	16,744
	MISCELLANEOUS REPORT	618	1,143	249	1		
	MISCELLANEOUS REPORT	4,573	141	128	115	102	29
	MISSED RUN	9					
	MISSING CRITICAL DUE TO AGE(UNDER 15/65+)/MENTAL/M..	1,995	4,485	3,835	2,757	3,602	1,513
	MISSING PERSON	4,024	70	53	60	87	31
	MISSING PERSON BTWN 16-21 YOA (SUZANNE'S LAW)	611	1,072	849	643	706	332
	MISSING PERSON-ADULT (OVER 21 YOA)	598	1,085	883	789	891	368
	MISSING PERSON-OTHER (EXPLAIN)	153	263	133	154	199	73
	MPD SPECIAL REQUEST FOR CITYWIDE CHANNEL	1,495	9,770	10,166	10,448	11,224	3,832
	NO DC PERMIT	1,777					
	NOISE/LOUD MUSIC	6,762	15,075	17,711	17,129	14,109	4,312
	NOTIFICATION/MESSAGE DELIVERY	711	1,829	1,308	1,180	1,208	512
	NOTIFY	796					
	OBSCENITY, ALL VIOLATIONS	2					
	OFF DUTY OFFICERS WORKING AFTER HOURS	974					
	OFFICER ASSIST AMR				2	6	2
	OFFICER ASSIST FEMS		2	4	44	33	9
	OFFICER ASSIST MPD	65	116	110	92	107	38
	OPEN DOOR	1,163	780	748	591	589	237
	OPEN DOOR > 30 MINS AGO	35	62	89	53	57	25
	OPERATING AFTER REVOCATION	177					
	OPERATING AFTER SUSPENSION	668					
	OTHER	26,675					
	OTHER CITY ORDINANCE VIOLATIONS (EXPLAIN)	547	1,500	1,252	962	832	275
	OVERTURNED BOAT	2	3	2		2	1
	PANIC/DURESS ALARM	1,657	3,566	3,173	2,610	2,848	1,077
	PARKING COMPLAINTS	9,427	25,973	21,099	21,624	17,980	5,661
PEEPING TOM	20						
PERSON DOWN	10,390	23,519	15,139	4,777	3,495	1,291	
PERSON WITH WEAPON	1,411	3,251	3,376	3,791	4,111	1,510	
PERSON WITH WEAPON > 30 MINS AGO	16	48	59	34	47	25	
PICK POCKET	37	99	98	45	63	13	
PICK POCKET > 30 MINS AGO	31	72	58	49	80	28	
PLACEMENT_VIOLATION	35	62	42	11	84	56	

Call volume by event type

Ag Id	Typ Eng	Date/Time					
		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
MPD	POLICE OFFICER IN TROUBLE	61					
	POSS OPEN CONTAINER ALCOHOL	731					
	POSSESSION PROHIBITED WEAPON	51					
	PRISONER TRANSPORT	6,763	18,609	14,500	11,717	11,176	4,625
	PROPERTY-OTHER (EXPLAIN)	122	151	128	118	120	40
	PROWLER	1					
	RECEIVE STOLEN PROPERTY	61					
	RECKLESS DRIVER	1,112	2,791	2,923	3,249	2,950	1,019
	RECOVERY OF STOLEN AUTO	1,125					
	REFER TO DBH				87	120	41
	REPORT FROM ALL CALLERS CARD	1	4	7	6	5	1
	REQUESTED BY FEMS	5,042	5,683	7,606	9,059	8,741	3,420
	RESCUE-WATER	38	86	85	84	73	11
	RESIDENTIAL BURGLARY ALARM	11,591	25,457	18,950	14,819	15,661	5,166
	ROBBERY / FEAR	200					
	ROBBERY / FORCE & VIOLENCE	687					
	ROBBERY / HOLD UP GUN	804					
	ROBBERY / HOLD UP KNIFE	125					
	ROBBERY / HOLDUP	139					
	ROBBERY / PICKPOCKET	36					
	ROBBERY / PURSE SNATCH	44					
	ROBBERY / SNATCH	260					
	ROBBERY / STEALTH	7					
	ROBBERY-ARMED	681	1,323	1,221	1,290	1,322	528
	ROBBERY-ARMED > 30 MINS AGO	81	202	194	176	189	74
	ROBBERY-FORCE/PURSE SNATCHING	616	1,592	1,294	912	935	365
	ROBBERY-FORCE/PURSE SNATCHING > 30 MINS AGO	119	319	245	193	234	65
	ROBBERY-OTHER (EXPLAIN)	142	333	266	215	247	126
	ROBBERY-OTHER (EXPLAIN) > 30 MINS AGO	24	69	38	39	62	19
	ROBBERY-THREAT OF WEAPON (NOT SEEN)	82	176	181	136	163	48
	ROBBERY-THREAT OF WEAPON (NOT SEEN) > 30 MINS AGO	15	16	23	17	21	15
	ROBBERY/HOLD UP ALARM	661	1,548	1,389	1,137	1,506	494
	SCHOOL ALARM	48	148	280	295	257	114
	SEARCH WARRANT	232					
	SECOND SIGHTING	1,103					
	SEE COMPLAINANT	4,747					
	SEE THE COMPLAINANT	4,690	9,146	7,700	6,837	7,286	2,833
	SELLING/BUYING DRUGS	2,081	5,385	4,280	3,599	2,552	758
	SEX OFFENSES	100					
	SEXUAL ASSAULT	1,546	790	545	578	581	241
	SEXUAL ASSAULT > 30 MINS AGO	304	822	669	612	757	344
	SHOOTING	1,463	1,469	1,845	1,790	1,773	621
	SHOPLIFTER	1,296	3,015	1,328	1,176	1,959	902
SHOPLIFTING	954						
SHOTS FIRED W/INFORMATION	1,059	4,058	5,551	6,299	5,390	2,198	
SHOTS FIRED W/INFORMATION > 30 MINS AGO	29	142	173	168	128	47	
SICK/MPD	17						
SICKCASE	7,840						

Call volume by event type

Ag Id	Typ Eng	Date/Time					
		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
MPD	SICKMO	5,547					
	SOLICIT PROSTITUTION / SLIP	12					
	SOLICITING FOR PROSTITUTION	326					
	SOUNDS OF GUNSHOTS	6,027					
	SOUNDS OF SHOTS FIRED-NO OTHER INFO	3,186	8,063	9,158	9,295	8,757	3,270
	SOUNDS OF SHOTS FIRED-NO OTHER INFO > 30 MINS AGO	65	88	87	104	79	42
	SPECIAL EVENT- MPD ASSAULT			1			
	SPECIAL EVENT-MPD SUSPICIOUS		1				
	STABBING	542	1,012	937	990	889	306
	STALKING	243					
	STATION ASSIGNMENT	360					
	STOLEN BIKE	298					
	STOLEN TAGS	457					
	STOLEN VEHICLE	1,512	2,618	3,401	4,623	4,017	1,934
	STOLEN VEHICLE > 30 MINS AGO	1,487	3,710	3,009	3,936	4,838	2,504
	STOLEN VEHICLE > 30 MINS AGO - TRU			197	346	159	50
	STOP / FRISK	4,512	9,672	7,352	3,886	4,037	1,419
	SUBJECT PURSUIT	10	7	4	8	7	
	SUICIDE	409					
	SUICIDE ATTEMPTED	795	594	458	434	422	161
	SUICIDE ATTEMPTED > 30 MINS AGO	9	15	11	17	3	8
	SUICIDE IN PROGRESS (HANGING ETC)	11	51	53	44	40	21
	SUICIDE THREAT	721	1,485	1,440	1,207	1,428	586
	SUICIDE THREAT > 30 MINS AGO	48	79	44	35	53	26
	SUICIDE-OTHER (EXPLAIN) (NOT DUAL SLIP)	14	30	46	35	37	20
	SUSPECTED DUI	618	1,401	1,054	952	963	392
	SUSPICIOUS PACKAGE	1,239	1,218	757	717	507	181
	SUSPICIOUS PERSON	6,134	7,452	8,206	7,125	7,312	3,040
	SUSPICIOUS VEHICLE	2,141	2,614	3,429	3,846	3,558	1,653
	SUSPICIOUS-OTHER (EXPLAIN)	154	387	421	478	475	174
	TAMPERING WITH AUTO	508					
	TEST EVENT	129	31	21	47	75	11
	THEFT FROM AUTO	7,957	3,776	2,653	1,673	1,634	734
	THEFT FROM AUTO > 30 MINS AGO	2,799	7,690	4,436	1,304	1,823	1,003
	THEFT FROM AUTO > 30 MINS AGO - TRU					1	
	THEFT FROM MAIL	120					
	THEFT OF PROPERTY	6,325	13,106	10,090	7,014	7,003	2,952
	THEFT OF PROPERTY > 30 MINS AGO	3,420	9,361	4,965	2,020	2,452	931
	THEFT OF PROPERTY > 30 MINS AGO - TRU					4	
	THEFT ONE 1000 PLUS	1,527					
	THEFT STOLEN AUTO	3,023					
	THEFT TWO LESS 1000	10,224					
	THEFT-OTHER (EXPLAIN)	316	1,122	397	354	282	133
THREAT-ALL OTHER MEANS	845	1,783	1,781	1,727	1,782	701	
THREAT-IN PERSON	2,149	4,897	4,326	4,279	5,025	2,113	
THREAT-IN PERSON > 30 MINS AGO	460	1,044	438				
THREATS	4,416						
TOW IN BOAT	1						

Call volume by event type

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		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
MPD	TRAFFIC COMPLAINT	12,094					
	TRAFFIC STOP	33,339	40,978	26,443	19,076	16,226	5,414
	TRANSPORT	315					
	TRANSPORT PRISONER	10,360					
	TRANSPORT-OTHER (EXPLAIN)	175	476	330	287	239	124
	TREE DOWN	120					
	TRUANCY	98	237	155	18	123	101
	TRUANT	122					
	TURN UP	42					
	UNAUTHORIZED USE OF A CONTROLLED SUBSTAN	1,342					
	UNAUTHORIZED USE OF VEHICLE	238					
	UNCON PERSON/MEDICS ENR-POLICE NEEDED	1,569	3,555	4,541	4,746	4,694	2,015
	UNCONSCIOUS PERSON	6,404					
	UNLAWFUL ENTRY	3,229					
	UNREGISTERED AUTO	9					
	USE OF SERVICE WEAPON	3					
	UTTERING BAD CHECK	84					
	VANDALISM-CRIMINAL MISCHIEF-DESTRUCTION OF PROPE..	2,437	5,312	5,237	4,233	4,410	1,482
	VANDALISM-CRIMINAL MISCHIEF-DESTRUCTION OF PROPE..	2,288	5,393	3,698	1,983	2,438	1,098
	VEHICLE ALARM	362	643	535	642	574	203
	VEHICULAR PURSUIT	15	8	8	11	10	7
	VENDING VIOLATION	283					
	VENDING VIOLATION (61D ONLY)	6					
	VICE VIOLATION	1					
	WANTED-OTHER (EXPLAIN)	155	463	270	244	249	81
	WANTED-UNCONFIRMED INFO	293	594	342	297	299	124
	WEAPON SURRENDER	17	52	56	75	81	28
	WEAPON-OTHER (EXPLAIN)	75	291	317	357	451	114
	WIRE DOWN	116					
	WOMAN DOWN	450					
WOMAN WITH	84						
Total		730,845	755,619	659,277	586,056	586,169	221,158
TRU	Null	115					
	311 MISC EVENT	71					
	ABUSE/NEGLECT/FOUND CHILD > 30 MINS AGO						1
	ACCIDENT HIT & RUN > 30 MINS AGO - TRU	343	844	3,809	8,742	10,348	3,492
	ACCIDENT HIT AND RUN	535					
	ACCIDENT PROPERTY DAMAGE > 30 MINS AGO - TRU	91	221	507	1,037	1,533	561
	ACCIDENT PROPERTY DAMAGE-TRU	87					
	ACCIDENT-GOV'T OR COMMERCIAL VEH INVOLVED				1		
	AGGRAVATED ASSAULT > 30 MINS AGO					2	
	ANIMAL BITE > 30 MINS AGO			49	68	91	30
	ASSAULT / FIGHT-OTHER (EXPLAIN)			1	1		2
	ASSAULT / FIGHT-OTHER (EXPLAIN) > 30 MINS AGO					1	
	ASSIST	83					
	ASSIST-OTHER (EXPLAIN)			1	1		
	BURGLARY OF AN OCCUPIED RESIDENCE				1		
	BURGLARY OF AN OCCUPIED RESIDENCE > 30 MINS AGO			1			

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TRU	BURGLARY-OTHER (EXPLAIN)				1		
	BURGLARY-OTHER (EXPLAIN) > 30 MINS AGO			1	2		
	CHECK ON THE WELFARE					1	
	CREDIT CARD				1		
	CREDIT CARD > 30 MINS AGO			586	941	869	466
	CRIME/INCIDENT/AGAINST PERSON FROM ALL CALLERS					1	
	CURFEW > 30 MINS AGO					1	
	DAMAGE TO PROPERTY	2,199	2,749	5,553	6,527	6,529	2,514
	DAMAGE TO PROPERTY > 30 MINS AGO			3		1	
	DESTRUCTION OF PROPERTY	358					
	DESTRUCTION OF PROPERTY >30 MINS -TRU	237	967	4,692	6,112	5,476	1,915
	DISORDERLY-UNWANTED PERSON (INSIDE OR OUT)				1		
	DISTURBANCE/DISORDERLY-OTHER (EXPLAIN)				1		
	DOMESTIC VIOLENCE/FAMILY FIGHT				1	1	
	DOMESTIC VIOLENCE/FAMILY FIGHT > 30 MINS AGO			3			
	FIGHT/SIMPLE ASSAULT					1	1
	FIGHT/SIMPLE ASSAULT > 30 MINS AGO			709	993	1,214	434
	FOLLOW UP FOR REPORT TAKEN BY TRU	217	823	1,714	1,898	1,548	477
	FRAUD/FORGERY-OTHER (EXPLAIN)			770	1,601	1,687	966
	HARASSMENT-ALL OTHER MEANS			1			
	HIT & RUN-MPD					5	
	HIT & RUN-MPD > 30 MINS AGO			1			
	HIT & RUN-TRU	192					
	IDENTITY THEFT					1	
	IDENTITY THEFT > 30 MINS AGO			797	3,497	5,228	1,296
	LOST PROPERTY	1,574					
	LOST PROPERTY - TRU	103					
	LOST PROPERTY > 30 MINS AGO			4			
	LOST PROPERTY > 30 MINS AGO - TRU	570	2,146	2,474	3,157	3,894	1,486
	LOST TAGS	305					
	MISCELLANEOUS			4		2	
	MISCELLANEOUS REPORT			267	247	197	95
	MISSING CRITICAL DUE TO AGE(UNDER 15/65+)/MENTAL/M..			1	4		
	MISSING FROM GROUP HOME/ ABSCONDER	98	335	344	237	233	52
	MISSING PERSON-OTHER (EXPLAIN)					3	
	PICK POCKET > 30 MINS AGO					1	
	PLACEMENT_VIOLATION	6,883	6,529	6,214	5,534	5,237	1,485
	REPORT FROM ALL CALLERS CARD			1			
	ROBBERY-OTHER (EXPLAIN)					1	
	ROBBERY-OTHER (EXPLAIN) > 30 MINS AGO					1	
	SHOPLIFTER			986	524		
	SHOTS FIRED W/INFORMATION				1		
	STOLEN BIKE	221					
	STOLEN TAGS	432					
	STOLEN VEHICLE	225			1	1	
	STOLEN VEHICLE - TRU	107					
	STOLEN VEHICLE > 30 MINS AGO			1			
	STOLEN VEHICLE > 30 MINS AGO - TRU	350	1,105	2,040			

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Ag Id	Typ Eng	Date/Time						
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TRU	THEFT FOR TRU	129						
	THEFT FROM AUTO	1,314		1				
	THEFT FROM AUTO > 30 MINS AGO		1	1	1	1		
	THEFT FROM AUTO > 30 MINS AGO - TRU	870	2,771	6,683	10,232	10,800	3,754	
	THEFT FROM MAIL	15						
	THEFT OF PROPERTY				1	1	1	
	THEFT OF PROPERTY > 30 MINS AGO	346	4	3	1			
	THEFT OF PROPERTY > 30 MINS AGO - TRU	807	1,844	7,319	11,187	11,561	3,766	
	THEFT ONE 1000 PLUS	218						
	THEFT STOLEN AUTO	719						
	THEFT TWO LESS 1000	710	454	216	168	112	48	
	THEFT-OTHER (EXPLAIN)				3			
	THREAT-ALL OTHER MEANS			1	3	3	1	
	THREAT-IN PERSON				1			
	THREAT-IN PERSON > 30 MINS AGO			1,203	1,783	1,425	537	
	VANDALISM-CRIMINAL MISCHIEF-DESTRUCTION OF PROPE..			1	1			
	VANDALISM-CRIMINAL MISCHIEF-DESTRUCTION OF PROPE..		2		3	1		
	Total		20,524	20,795	46,962	64,516	68,012	23,380