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Councilmember Brooke Pinto

A BILL

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IN THE COUNCIL OF THE DISTRICT OF COLUMBIA

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To amend, on a temporary basis, Office of Unified Communications Establishment Act of 2004
to require the Office of Unified Communications to collect and post publicly on the
Office's website the number of calls eligible to be diverted to alternative responses, the
number of those calls diverted, and data on daily call-taking and dispatching operations;
and to amend section 16-1053 of the District of Columbia Official Code to add a
representative of the Office of Unified Communications as a member of the Domestic
Violence Fatality Review Board.

BE IT ENACTED BY THE COUNCIL OF THE DISTRICT OF COLUMBIA, That this

act may be cited as the "Office of Unified Communications Transparency and Accuracy

Temporary Amendment Act of 2023".

Sec. 2. The Office of Unified Communications Establishment Act of 2004, effective

December 7, 2004 (D.C. Law 15-205; D.C. Official Code § 1-327.51 *et seq.*), is amended by

adding a new section 3207b to read as follows:

"Sec. 3207b. Call data collection and posting.

"(a) On a monthly basis, the Office shall collect and publicly post on the Office's website

the number of calls eligible to be diverted and the number of calls actually diverted to the:

"(1) Department of Behavioral Health Access Help Line;

"(2) District Department of Transportation for motor vehicle collisions that do not

result in an injury;

"(3) Department of Public Works for parking enforcement; and

35   "(4) Fire and Emergency Medical Services Department Nurse Triage Line.

36   "(b) On a monthly basis, the Office shall publicly post the following information on the

37 Office's website:

38   "(1) Descriptions of each call-taker and dispatcher error, the cause of the error,

39 and the corrective action taken by the Office;

40   "(2) Number of shifts operated under minimum staffing levels;

41   "(3) Average and maximum call to answer times;

42   "(4) Average and maximum answer to dispatch times;

43   "(5) Number of calls in the queue for over 15 seconds;

44   "(6) Number of calls dropped following a queue time of over 15 seconds; and

45   "(7) Number and type of 911 misuse calls.".

46   Sec. 3. Section 16-1053(a) of the District of Columbia Official Code is amended as

47 follows:

48   (a) Paragraph (9) is amended by striking the phrase "; and" and inserting a semicolon in

49 its place.

50   (b) Paragraph (10) is amended by striking the period and inserting the phrase "; and" in

51 its place.

52   (c) A new paragraph (11) is added to read as follows:

53   "(11) The Office of Unified Communications.".

54   Sec. 4. Fiscal impact statement.

55   The Council adopts the fiscal impact statement in the Budget Director as the fiscal impact

56 statement required by section 4a of the General Legislative Procedures Act of 1975, approved

57 October 16, 2006 (12 Stat. 2038; D.C. Official Code § 1-301.47a).

58   Sec. 5. Effective date

59   (a) This act shall take effect following approval by the Mayor (or in the event of veto by

60   the Mayor, action by the Council to override the veto), a 30-day period of Congressional review

61   as provided in section 602(c)(1) of the District of Columbia Home Rule Act, approved December

62   24, 1973 (87 Stat. 813, D.C. Official Code § 1-206.02(c)(1)), and publication in the District of

63   Columbia Register.

64   (b) This act shall expire after 225 days of its having taken effect.