



Office of Unified Communications (OUC) – UCO

Jennifer Greene, Director
2720 Martin Luther King, Jr. Avenue, SE
Washington, DC 20032
202-730-0524
<http://ouc.dc.gov/>

Central Purpose

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.

Key Facts

- On October 1, 2004, public safety communications management changed from a joint operation of the Metropolitan Police Department (MPDC) and FEMS to a new District of Columbia government agency: the *Office of Unified Communications* (OUC).
- OUC handles 1.3 million 911 calls annually
- OUC processes 900,00 CAD events annually
- OUC handles 1.2 million 311 calls annually

- OUC processes 12 million push-to-talk radio transmissions annually

Goals/Performance Measures

- 911 Operations Division
 - Percent of 911 calls answered within 5 seconds
 - Percent of 911 calls (wire line and wireless) abandoned
 - Percent of current call takers trained and active as Universal Call Takers
 - Percent of current call takers that are conversationally bi-lingual
 - Percent of day's minimum staffing levels met.
 - Percent of calls in which call to queue is 90 seconds or less
- 311 Operations Division
 - Percent of 311 calls answered within 90 seconds
 - Percent of calls abandoned for 311
 - Percent of calls handled in 4 minutes or less
- Technology Operations Division
 - Percent of time radio system is available
 - Percent of time 911/311 telephony system is available
 - Percent of time Computer Aided Dispatch (CAD) system is available
 - Percent of time OUC responds to Mobile Data Terminal repairs within 24hrs
- Transcription Division
 - Assistant United States Attorney package completion within mandated timeline

- Office of Attorney General package completion within mandated timeline
- Completion of internal investigations within 72 hours
- Agency Management
 - Total Number of community engagement and 911 education activities
 - Percent of time OUC's grade.dc.gov customer satisfaction rating is rated "B" or better
 - Percent of expendable budget spent with Certified Business Enterprises

Programs/Services

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

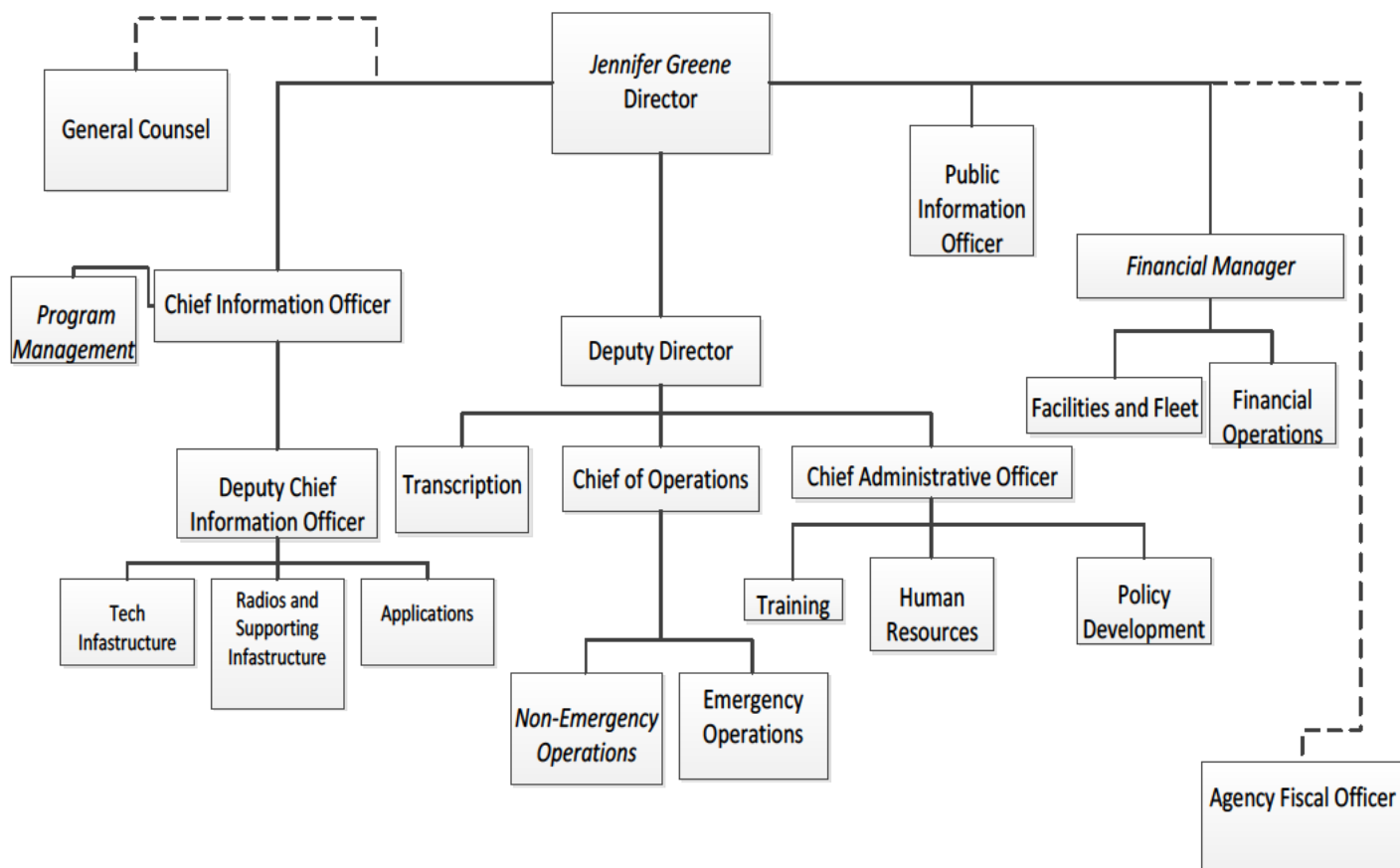
First Quarter CY2015 Hot Button Issue(s)

- 911 Wireless Location Accuracy
- Next Generation 911 Progression
- Text to 911 Acceptance

Organization Chart

Organization Chart for The Office of Unified Communications

Effective as of July 7, 2014



Boards and Commissions relevant to the agency (if any)

Board Name	Name of Chairperson	No. of Members
N/A		

Budget FY2015

Total Budget	\$ 43,759,607
--------------	---------------

No. of Employees

Current No. of FTEs	287.8
---------------------	-------

Union Representation

Union(s)	Union Representative	No. of Members
National Association of Government Employees (NAGE) Local R3-07	[REDACTED]	247

Facility Location(s)

Facility Name / ID	Address	Zip Code	Ward	Main Phone No.
Unified Communications Center	2720 Martin Luther King, Jr. Avenue, SE	20032	8	(202) 730-0524
Customer Service Center	310 McMillan Drive, NW	20001	5	(202) 476-8644

Key Projects/Initiatives

Project/Initiative Name	Brief Description	Delivery Date
Enhancement of Commercial Power Redundancy through Underground Wiring Project	In partnership with DGS and Pepco, install redundant power critical to OUC assets and infrastructure.	May - 2015
Simulation Lab Installation	The OUC will install a state of the art testing and simulation lab onsite at the UCC that will feature new technology systems, software and applications. This lab will support the OUC's efforts to bolster the agency's technical infrastructure by enabling onsite product and equipment demonstrations and simulations. The simulation lab will include a testing lab and a facility to provide in-depth demonstrations of OUC technologies and communications systems.	January - 2015
NG911 Roadmap Development and Implementation	The agency is preparing to embrace new trends in 911 communications management. Efforts around this work include the installation of an infrastructure that will allow for IP-based call handling, which includes multimedia communications management, such as text to 911 and enhanced caller location information features.	December - 2015

Project/Initiative Name	Brief Description	Delivery Date
Public Safety Broadband Data Network Planning	In February 2012, Congress enacted the Middle Class Tax Relief and Job Creation Act of 2012, containing landmark provisions to create a nationwide interoperable broadband network for first responders and other public safety officials. The law's governing framework for the deployment and operation of this network, which is to be based on a single national network architecture, is the new "First Responder Network Authority" (FirstNet). This network will enable public safety agencies to communicate on a secure platform, designed specifically for the exchange of their critical data.	September - 2015
PSCC (Back Up Center) Building Enhancement Project	The OUC has maintained a portion of the facility located at 310 MacMillan Drive as a back-up/relocation center since the OUC's move to the UCC in 2006. OUC's concerns about the physical structure, general maintenance and overall suitability of the property have resulted in OUC's desire to undertake a capital improvements project at the site.	To begin early 2015 – completion dependent on funding levels

Capital Program(s)

Project Name	Budget ID	Funding Source	Project Budget	Current Balance	Delivery Date
IT and Communications Upgrades	UC2TDC/07	Capital-Master Lease	\$ 28,000,000	\$ 2,116,875.48	9/30/2016

Important/Significant Dates

Event	Brief Description	Delivery Date
OUC's 10 Year Anniversary	On October 1, 2004, public safety communications management changed from a joint operation of the Metropolitan Police Department (MPDC) and FEMS to a new District of Columbia government agency: the <i>Office of Unified Communications (OUC)</i> .	October - 2014
Fire Radio System Upgrade to P25	The OUC will migrate FEMS radios to the P25 system, which features a number of enhancements including radio encryption. Migration to the P25 system will ensure interoperable communication capabilities for FEMS.	November - 2014
MDC Mobile Router Deployment	OUC will install mobile routers in public safety (first responder) vehicles. These routers will provide enhanced in-vehicle communication for first responders and remote vehicle diagnostics.	December - 2014
Annual National Observance of 911 Education Month	The purpose of this observance is to further initiatives that educate the public about the importance of appropriately and responsibly using 911 services.	April - 2015
Annual National Observance of National Telecommunicator's Week	The purpose of this observance is to recognize professionals who serve as telecommunicators. This recognition was instituted through the introduction of H.J. Res. 284 by Congress and is celebrated annually during the second full week of April.	April - 2015

Event	Brief Description	Delivery Date
APCO's Annual Conference and Expo	APCO International is the world's oldest and largest organization of public safety communications professionals. The organization is celebrating its 81st Annual Conference & Expo in Washington, DC, August 16-19, 2015.	August - 2015

Key Contracts

Project Name	Vendor Name	Total Contract Value	Contract Term
MPD/FEMS Mobile Data Systems Upgrade	PC Net, Inc.	\$12,500,000	6/2014 - 6/2015
Motorola Maintenance Agreement (Systems and Equipment)	Motorola Solutions, Inc.	\$ 3,702,368	10/2014 - 09/2015
IT Staff Augmentation	OST, Inc.	\$ 2,200,000	10/2014 - 09/2015
Annual Infrastructure Charges (Telephony - ANI/ALI)	Verizon	\$ 1,392,000	10/2014 - 09/2015
CAD Maintenance	Intergraph Corporation	\$ 1,368,322.33	10/2014 - 09/2015
Implementation of the OUC Next Generation 911 Telecommunications Infrastructure	Winbourne Consulting, LLC	\$ 500,000	10/2014 - 09/2015
Fire Station Alerting	PURVIS, Inc.	\$227,604	7/2014-7/2015

Key Agreement(s) / Memorandum(s) of Understanding

Project Name	Brief Description	Agreement Term
ITServUS	Between OUC and OCTO - Provide IT Services for OUC	10/2014 - 09/2015
DC Net Support	Between OUC and OCTO - Provide IT Services for OUC	10/2014 - 09/2015
Radio Service and Support	Between OUC and various agencies to provide radio support, maintenance and training	10/2014 - 09/2015
DDOE – LIHEAP Support	Between OUC and DDOE - Schedule appointments for residents in need of emergency energy assistance for DDOE	10/2014 - 09/2015

Grant(s) Awarded (or Pending Award) to Agency

Grant Name	Name of Grantor	Total Grant Amount	Current Grant Balance	Grant Expiration
Funding Request for Motorola Portable Radio	Urban Areas Security Initiative (UASI)	\$ 450,000	\$ 450,000	9/2015
CAD Information Sharing and Interoperability (DCERS)	FEMA	\$ 300,000	\$ 300,000	9/2015

Radio System Planning, Training and Exercises	Urban Areas Security Initiative (UASI)	\$ 250,000	\$ 250,000	9/2015
--------------------------------------------------	----------------------------------------	------------	------------	--------

Active Litigation(s)

Project Name	Brief Description
[REDACTED]	[REDACTED]

Consent Decree(s)

Project Name	Brief Description	Agreement Term
N/A		