

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE DEPUTY MAYOR FOR PUBLIC SAFETY AND JUSTICE**



Joint Public Roundtable
on

Technology and Inter-Agency Coordination Issues at the Office of Unified Communication

Submitted Presentation of
Heather McGaffin
Director, Office of Unified Communications

Before the
Committee on the Judiciary and Public Safety;
Committee on Public Works and Operations; and
Committee on Facilities and Family Services

Council of the District of Columbia

December 4, 2024
10:30 a.m.
1350 Pennsylvania Avenue, NW
Room 123
Washington, D.C. 20004

Office of Unified Communications

December 4, 2024



*** GOVERNMENT OF THE
WE ARE WASHINGTON DISTRICT OF COLUMBIA
DC MURIEL BOWSER, MAYOR

Values Statement

The Office of Unified Communications (OUC)'s goal is to answer every call, ensure fast and accurate dispatches, and retain and support our growing team. To this end, we are strengthening hiring and retention, upgrading our technology, and expanding training.

People



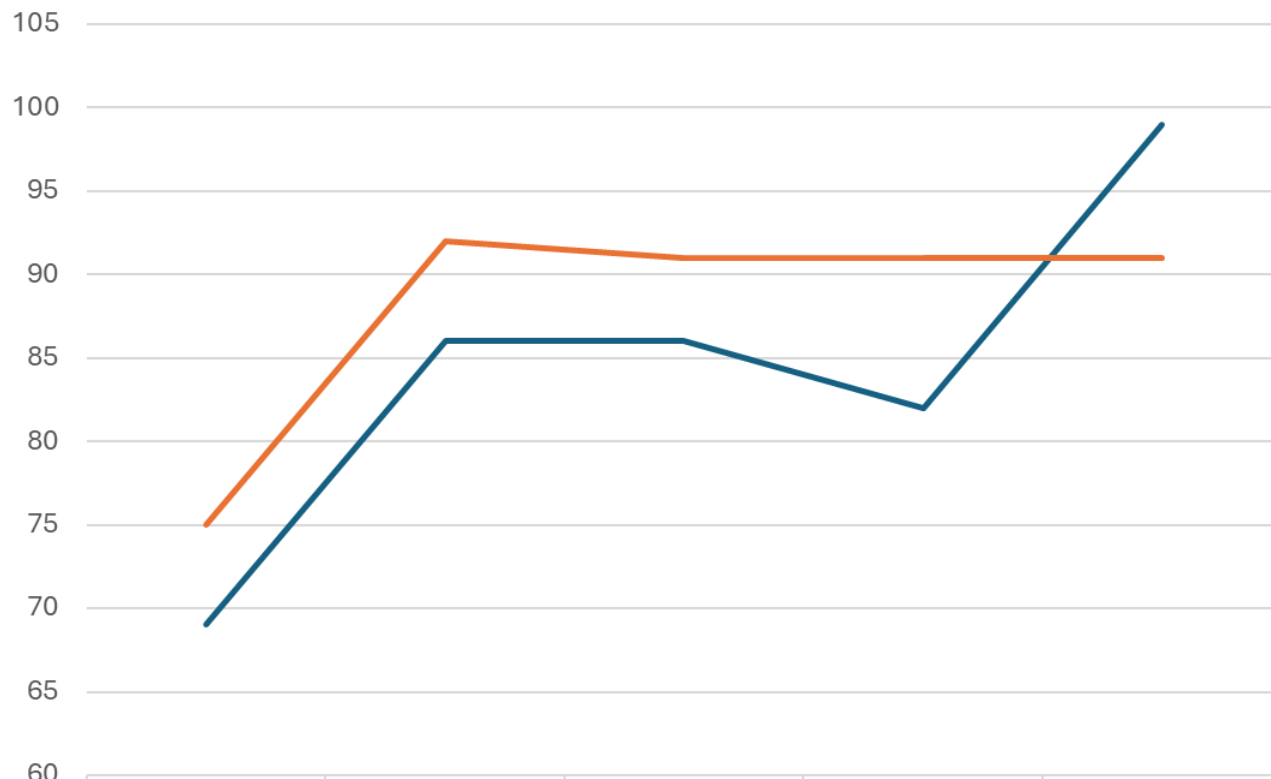
Training



Technology



Staffing numbers



	June 2023	August 2024	September 2024	October 2024	November 2024
911 Call Takers	69	86	86	82	99
911 Dispatchers	75	92	91	91	91



Call Takers:

- 99 (full time)
- 6 vacancies



Dispatchers:

- 88 (full time)
- 3 (part time)
- 16 vacancies
(12 police, 4 Fire & EMS)

In June of 2023, OUC had 36 call taker vacancies.

As of November 2024, OUC has 6 call taker vacancies.

November staffing by the numbers



40 of 64 shifts met our minimum staffing goal

1 employee away from our staffing goal- 10 shifts

2-4 employees away from our staffing goal- 7 shifts

5-9 employees away from our staffing goal- 7 shifts

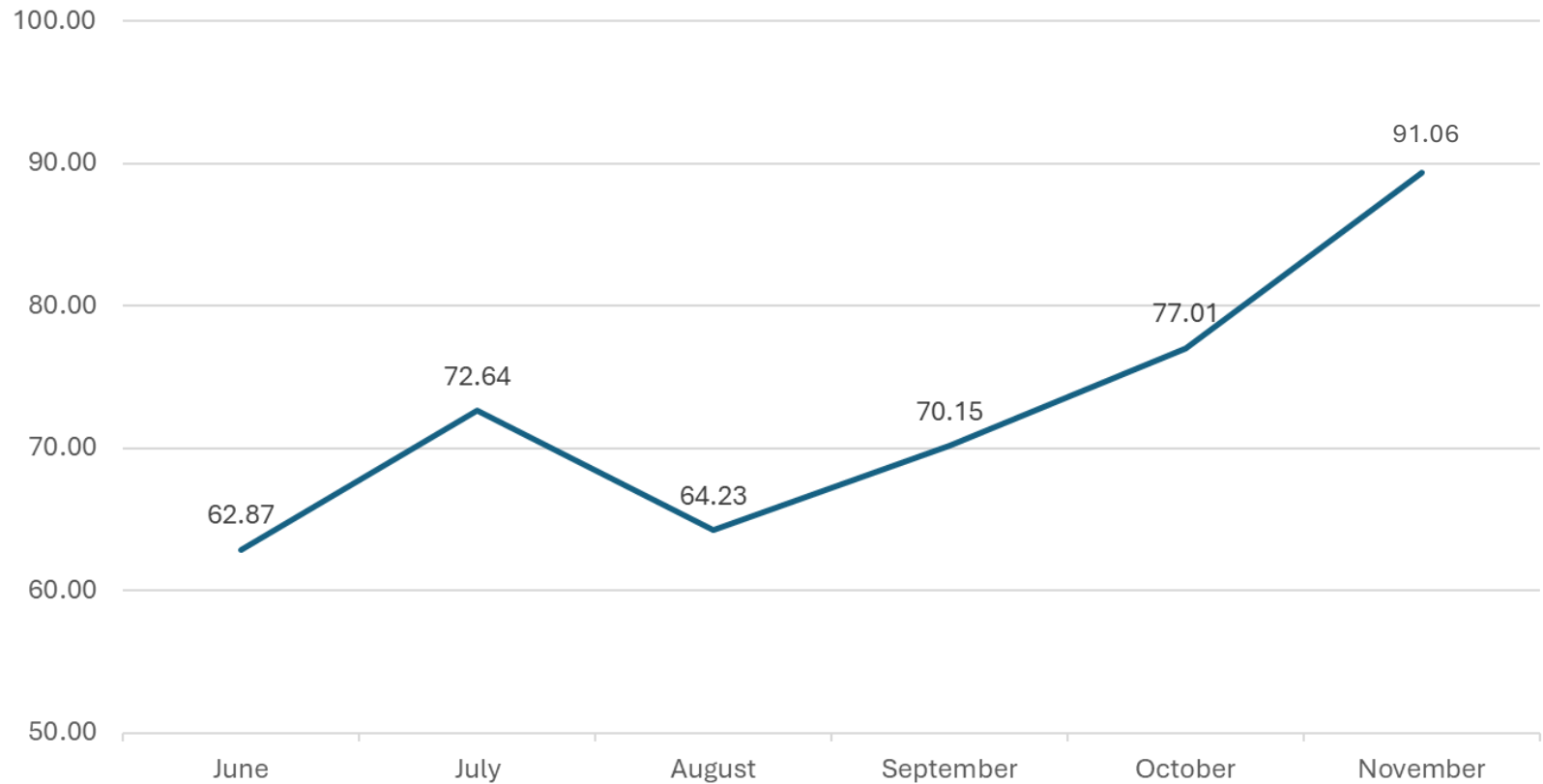
10+ employees away from our staffing goal- 0 shifts

Call to answer time

In June of 2024, **62.87%** of 911 calls were answered in 15 seconds or less.

In November 2024, **91.06%** of 911 calls were answered in 15 seconds or less.

PERCENTAGE OF CALLS ANSWERED IN 15 SECONDS OR LESS



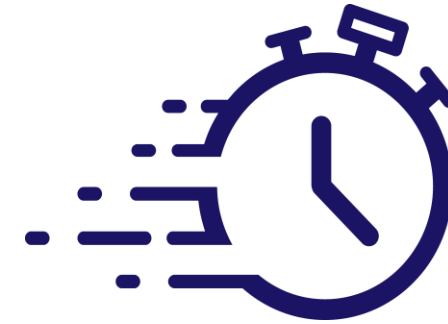
Call Performance (November 2024)



68,459 calls answered
95% of total calls

72,087

Total 911 Calls



65,642 calls answered in
15 seconds or less
91.06% of total calls

Average answer time: 4.56 seconds

OUC IT Personnel Overview

40

Full Time
Employees

11

Contractors

Subdivision	FTE	Contractor	Grand Total
IT Management / Strategic Project Management	1	1	2
IT Programs	5	4	9
IT Services	13	2	15
IT Systems	3	0	3
Radio & MDC	11	3	14
Telecom & CAD	7	2	9
Grand Total	40	11	51



OUC IT Subdivision Overview



Radio & MDC

11 FTEs / 3 Contractors

- Cache Mgmt
- User Support
- Programming
- System Maintenance
- In-building wireless
- WMATA Test/Validation
- Tower maintenance

Telecom & CAD

7 FTEs / 1 Contractors

- Telecom coordination
- 311/OUC PBX Mgmt
- 911 Carrier Relations
- CAD & Mobile App
- PowerPhone and NTL
- 911 VIPER/Power 911, LNG
- GIS:CAD Maps, ECRF / ALI DBMS, MSAG
- NG911 and ESInet

Project Mgmt

1 FTE / 1 Contractors

- Policies, KPIs & Standards
- Budget
- Procurement
- Resource Mgmt
- Training & Development

IT Programs

5 FTEs/4 Contractors

- Environmental, Power and Infrastructure Support
- Security
- Network Monitoring
- THOR
- Server Ops & Maintenance
- NICE Recording System

IT Systems

3 FTEs

- 311 CRM
- Security
- Network Monitoring
- NICE Recording System

IT Services

13 FTEs / 2 Contractors

- 24/7 Tier 1 & 2 Support for Ops/Admin Support
- Print Management
- 24/7 MDC IT Basic Training
- Remedy Ticketing
- MVPN
- Asset Management
- Mobile Responder Support
- Audio Visual

OUT IT Core Services

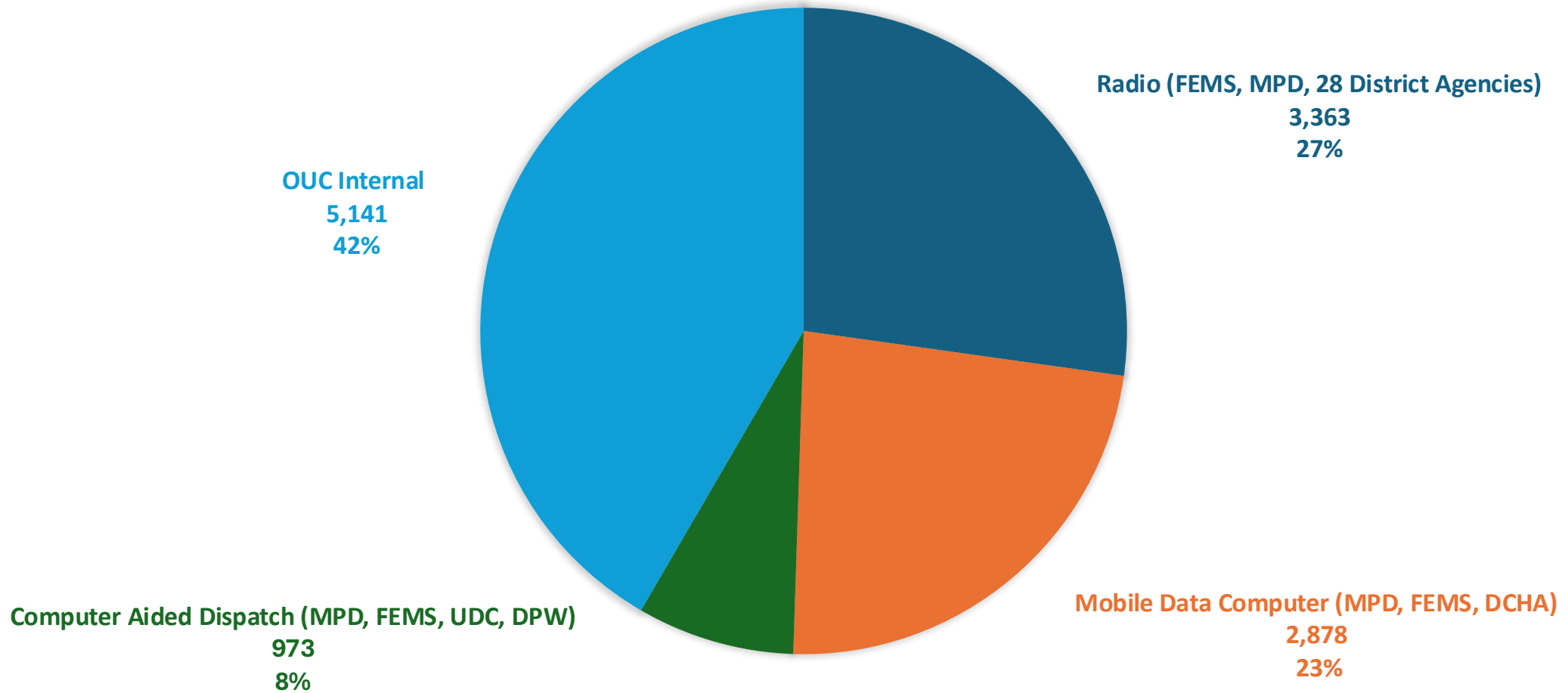
Internal Services:

- Managing 10 concurrent capital projects
- Data analytics
- IT Systems (Telephony, CAD, Radio, Audio Recording, Power) monitoring & maintenance
- Technical support for 300 PSAP workstations
- Hardware lifecycle management
- Radio site operations and maintenance for ten remote radio sites and two core sites

External Services:

- Radio communications services and support for 10,745 radios and 28 agencies.
- FEMS and MPD Mobile Data Communications services for 1,100 vehicles
- Data sharing across 30 data interface entities
- Data analytics for CAD and Telephony
- NCR Interoperable communications support for 54 major events in FY24
- Inbuilding wireless systems program management for 263 active systems
- 7,214 external agency service tickets in FY24

OUC IT Multiagency Ticket Response



Technology & 22 Step Plan Update

Completed- 13

In Progress- 9

Strategic Priority		Impacted Agencies	Status
1	Develop Additional Expertise- Recruit and retain qualified staff.	OUC, OCTO	In Progress
2	Develop Additional Expertise- Reassign two personnel from OCTO to OUC.	OCTO	Completed
3	Develop Additional Expertise- Formalize the change management system process and strengthen communications.	OCTO, DCHR	Completed
4	Develop Additional Expertise- Increase training for 911 IT personnel.	OCTO, DCHR	Completed
5	Develop Additional Expertise- Require dual approval for all changes by OUC and OCTO directors.	OUC, OCTO	Completed
6	Develop Additional Expertise- Require all changes are properly tested in a simulation environment.	OUC, OCTO	Completed
7	Develop Additional Expertise- Require system changes are made overnight to decrease impact to operations.	OUC, OCTO	Completed
8	Develop Additional Expertise- Require senior leadership from OUC to be present during all changes.	OUC, MPD, FEMS	Completed
9	Develop Additional Expertise/Assess and Troubleshoot Infrastructure- Identify a vendor to assist with database management and cloud administration.	OUC, OCTO, OCP	In Progress
10	Develop Additional Expertise/Assess and Troubleshoot Infrastructure- Identify a vendor to help increase system monitoring.	OUC, OCTO, OCP	In Progress
11	Develop Additional Expertise/Advance Capital Investments- Enhance monitoring of systems by OUC IT.	OUC, OCTO	Completed

Technology & 22 Step Plan Update

Completed- 13

In Progress- 9

	Strategic Priority	Impacted Agencies	Status
12	Develop Additional Expertise- Require regularly scheduled IT meetings across Public Safety and Justice cluster.	OUC, MPD, FEMS, OCTO	Completed
13	Develop Additional Expertise/Advance Capital Investments- Evaluate vendor support systems to institute enhanced escalation process.	OUC, OCTO	Completed
14	Develop Additional Expertise- Add additional industry experts to OUC staff.	OUC, OCTO, DCHR	In Progress
15	Develop Additional Expertise- OCTO to provide a list of recommended training and certifications for OUC IT.	OUC, OCTO, DCHR, OCP	Completed
16	Develop Additional Expertise- OCTO to routinely share lessons learned from other IT incidents District wide.	OUC, OCTO, All Agency CIOs	Completed
17	Move Up Capital Investments/Assess and Troubleshoot Infrastructure- Fasttrack hardware evaluation and replacement.	OUC, OCTO, OCA/OBP, OCP	In Progress
18	Move Up Capital Investments/Assess and Troubleshoot Infrastructure- Evaluate and purchase inventory for OCTO network infrastructure.	OCTO	In Progress
19	Move Up Capital Investments- Fastrack investments in building management systems.	OCTO, DGS, HSEMA	In Progress
20	Move Up Capital Investments/Assess and Troubleshoot Infrastructure- Increase redundancy in OUC infrastructure.	OCTO	In Progress
21	Move Up Capital Investments/Assess and Troubleshoot Infrastructure- Ensure hardware and infrastructure can keep pace with demand.	OUC, OCTO	In Progress
22	Assess and Troubleshoot Operational Gaps- Develop joint committee of OUC and FEMS to streamline processes and procedures.	DMPSJ, OUC, FEMS	Completed

Make the right call campaign

In November, Mayor Bowser and Director McGaffin launched the **Make the Right Call Campaign**, Urging Residents to Only Use 911 Emergencies.

<https://ouc.dc.gov/maketherightcall>

**SOMEONE HAS
PARKED OUTSIDE
MY HOME.**

DON'T LET NON-EMERGENCIES COMPETE WITH REAL ONES.
Call 9-1-1 for **emergencies** where health, safety, and property are in immediate danger - like seeing **SMOKE**.
Call 3-1-1 to report **police non-emergencies**.

MAKE THE RIGHT CALL.

For more information, visit ouc.dc.gov.

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