

# (UC0) Office of Unified Communications FY 2017 Draft Annual Performance Plan\*

Office of Unified Communications has the following strategic objectives for FY 2017:

## Strategic Objectives

Strategic Objectives describe what the agency will do, at a high level, to achieve its Mission. These are action- based sentences that define what an agency does for its customers, whether the customers are residents or other District agencies, and how that improves the District.

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

## Activities

Activities include the work that happens on a daily basis to help achieve the Strategic Objectives. Activity names come from the Budget linen items. This is further divided into Daily Services, (ex. sanitation disposal), and long- term Key Projects that are high profile, one-time and span several years, (ex. redevelopment of Walter Reed Army Medical Center). Many agencies will mostly have Daily Services, whereas some agencies that are more capital based will have several Key Projects.

Activity Header	Activity Title	Type of Activity
<b>1 - Provide efficient, professional and cost effective responses to 911 communications (2 Activities)</b>		
911 Call Taking	Answers all incoming 911 calls	Daily Service
911 Dispatching	Dispatches MPD and FEMS units/apparatus in response to 911 calls	Daily Service
<b>2 - Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms. (3 Activities)</b>		
311 Call Taking	Answers all incoming 311 calls	Daily Service
311 Call Taking	Supports city service request processing for servicing agencies (DPW, DOT, DOEE, etc.)	Daily Service
311 Call Taking	Provides service request status updates and information for servicing agencies	Daily Service
<b>3 - Provide state-of-the-art emergency and non-emergency communications (3 Activities)</b>		
Information Technology	Manages the District's public safety communications and city service request platforms and infrastructure	Key Project

Information Technology	Develops public safety communications policies and maintains and purchases all related equipment and facilities	Key Project
Information Technology	Provides 24 hour technical support and maintenance on all public safety communications devices and equipment	Daily Service
<b>4 - Create and maintain a highly efficient, transparent and responsive District government.** (2 Activities)</b>		
Transcription and Quality Division	Serves as custodian of all 911 and 311 communications records	Daily Service
Transcription and Quality Division	Authenticates 911 and 311 records in criminal and civil proceedings	Daily Service

### Key Performance Indicators\*\*\*\*

Key Performance Indicators measure how well an agency is achieving its Strategic Objectives. They are outcome oriented and should be used to answer the question, “What does the agency need to measure to determine success?”

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2015 Target	FY 2016 Target	FY 2017 Target
<b>1 - Provide efficient, professional and cost effective responses to 911 communications (1 Measure)</b>						
Percent of 911 Calls Answered Within 10 Seconds		Not available	Not available	Not available	Not available	90%
<b>2 - Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms. (2 Measures)</b>						
Percent of 311 calls answered by a live agent within 90 seconds		61%	69%	77%	80%	80%
Percent of 311 calls handled by a live agent in 4 minutes or less		89%	86%	95%	97%	97%
<b>3 - Provide state-of-the-art emergency and non-emergency communications (2 Measures)</b>						
Percent of time the OUC responds to Mobile Data Terminal repairs within 24 hours		99%	99%	99%	99%	99%
Percent of time the OUC responds to radio equipment repair requests within 24 hours		99%	99%	99%	99%	99%

<b>4 - Create and maintain a highly efficient, transparent and responsive District government.** (12 Measures)</b>						
Contracts/Procurement-Expendable Budget spent on Certified Business Enterprises	X	Forthcoming October 2016				
Contracts/Procurement-Contracts lapsed into retroactive status	X	Forthcoming October 2016				
Budget- Local funds unspent	X	Forthcoming October 2016				
Budget- Federal Funds returned	X	Forthcoming October 2016				
Customer Service-Meeting Service Level Agreements	X	Forthcoming October 2016				
Human Resources-Vacancy Rate	X	Forthcoming October 2016				
Human Resources-Employee District residency	X	Forthcoming October 2016				
Human Resources-Employee Onboard Time	X	Forthcoming October 2016				
Performance Management-Employee Performance Plan Completion	X	Forthcoming October 2016				
Total number of community engagement and 911 education activities		82	69	60	70	80
Percent of Time OUC's grade.dc.gov Customer Service Satisfaction Rating is "B" or Better		100%	100%	80%	100%	100%
Percent of records requests fulfilled within mandated time frames	X	Not available	Not available	Not available	Not available	80%

**Performance Plan End Notes:**

\*For more information about the new structure and components of FY 2017 draft performance plans, please see the FY 2017 Proposed Budget and Financial Plan, Volume 1, Appendix E

\*\*"Create and maintain a highly efficient, transparent and responsive District government" is a new Strategic Objective this year required for all agencies.

\*\*\*Key Performance Indicators that are new may not have historical data and may only have FY 2017 targets.