

# (UC0) OFFICE OF UNIFIED COMMUNICATIONS

## **MISSION**

The Office of Unified Communications (OUC) delivers world-class customer service to the residents, visitors, and other stakeholders of the District with efficient, professional, and cost-effective responses to emergency, non-emergency, and city service requests.

## **BACKGROUND**

The OUC is responsible for operating and maintaining the Unified Communications Center (UCC) and the Public Safety Communications Center (PSCC). The OUC is also responsible for the public safety communications and infrastructure, including 311 and 311, Police/Fire/EMS dispatching, call handling and related call-taking operations. These systems are vital to the public safety and customer service operations of the District of Columbia and are expected to be continuously operational with minimal to zero annual downtime. The comprehensive unified communication systems consist of the latest technologies in the areas of 311/311 telephony systems, radio system, computer-aided-dispatch (CAD), digital voice logging recording (DVL), Mobile Data Computing (MDC), and Citizen Relationship Management (CRM). These fully redundant systems provide continuous service, including:

- 1.3 million 311 emergency calls and 2.5 million 311 non-emergency/city service calls annually;
- 11 million annual radio calls and 32 million annual radio transmissions;
- 9,600 radios and 1,000 mobile data computers and dispatch applications citywide;
- 900,000 annual computer-aided-dispatch events for MPD and FEMS;
- 400,000 service requests annually; and
- Digital records of all emergency and city service voice/radio transmissions.

## **CAPITAL PROGRAM OBJECTIVES**

Improve public safety communications, including emergency dispatch and call-taking, and city service requests by maintaining and upgrading technology systems to meet the highest industry standards. The OUC is responsible for upgrading and replacing the technology of the public safety agencies.

In the coming fiscal years, the OUC will be working on:

- Environmental and Power Upgrades to 911/311 Communication & Data Center Sites: The OUC will replace and upgrade backup environmental and power equipment at radio communication sites and the 911/311 call center. Upgrades include HVAC, Generator, UPS, and power switch gear (PSCC).
- Integration of Citywide Security Cameras With CAD System: This project consists of connecting the security cameras and systems in the city to the CAD system for use by both dispatchers and call takers as well as units in the field.
- Mobile Data Terminal Upgrades and Licenses: The OUC will procure new MDC hardware and associated application licenses to replace end-of-life devices currently in use by the DC Public Safety fleet.
- Implementation of Next Generation 911: The implementation of Next Generation 911 (NG911) call-taking will enable the ability to receive text messages and video in emergency situations from callers.
- Design and Coordination of Public Safety Wireless Network: This project consists of supporting the design and coordination for implementing a public safety dedicated broadband network in collaboration with FCC and the United States Department of Commerce National Telecommunications and Information Administration through FirstNet.
- Secondary 911/311 Call Center Reconfiguration and Enhancements: The OUC will redesign the PSCC to accommodate 911 and 311 operations in a long-term COOP situation.
- Secondary Redundant Power Feed To The UCC: Per 911 industry best practices, this project would create another line of underground power provided to the Unified Communications Center (UCC) from PEPCO.

## **RECENT ACCOMPLISHMENTS**

- OUC completed P25 Mobile Radio System Upgrade and Migration of 4,800 radios for MPD: This provided MPD access to the latest radio system capabilities and enhanced interoperability with regional partners.
- OUC completed the Fire Station Alerting System Replacement:
- 311 Call Back Assist: This project upgraded and enhanced the 311 telephony system by adding a fully resilient Avaya Experience Portal system combined with an Avaya SIP Session Manager and Call-Back Assist service application.

**Elements on this page of the Agency Summary include:**

- n **Funding Tables:** Past budget allotments show the allotment balance, calculated as allotments received to date less all obligations (the sum of expenditures, encumbrances, intra-District advances and pre-encumbrances). Agencies are allowed to encumber and pre-encumber funds up to the limit of a capital project's budget authority, which might be higher than allotments received to date. For this reason, a negative balance on a projectsheet does not necessarily indicate overspending or an anti-deficiency violation. A negative balance is permitted in this calculation of remaining allotment authority.
- n **Additional Appropriations Data (\$000):** Provides a summary of the budget authority over the life of the project. The table can be read as follows:
  - 4 **Original 6-Year Budget Authority:** Represents the authority from the fiscal year in which budget was first appropriated through the next 5 years.
  - 4 **Budget Authority Thru FY 2018 :** Represents the lifetime budget authority, including the 6 year budget authority for FY 2013 through 2018
  - 4 **FY 2013 Budget Authority Revisions:** Represents the changes to the budget authority as a result of reprogramming, redirections and rescissions (also reflected in Appendix F) for the current fiscal year.
  - 4 **6-Year Budget Authority Thru 2018 :** This is the total 6-year authority for FY 2013 through FY 2018 including changes from the current fiscal year.
  - 4 **Budget Authority Request for 2014 through 2019 :** Represents the 6 year budget authority for 2014 through 2019
  - 4 **Increase (Decrease) :** This is the change in 6 year budget requested for FY 2014 - FY 2019 (change in budget authority is shown in Appendix A).
- n **Estimated Operating Impact:** If a project has operating impacts that the agency has quantified, the effects are summarized in the respective year of impact
- n **FTE Data (Total budget in FTE Table might differ from actual budget due to rounding):** Provides the number for Full Time Equivalent (FTE) employees approved as eligible to be charged to capital projects by, or on behalf of, the agency. Additionally it provides the total budget for these employees (Personal Services), the non personnel portion of the budget in the agency's capital plan and, the percentage of the agency CIP budget from either expense category.
- n **Facility Location Map:** For those agencies with facilities projects, a map reflecting projects and their geographic location within the District of Columbia.

(Dollars in Thousands)

Phase	Funding By Phase - Prior Funding					Proposed Funding						
	Allotments	Spent	Enc/ID-Adv	Pre-Enc	Balance	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	6 Yr Total
(01) Design	1,000	739	260	0	1	0	0	0	0	0	0	0
(03) Project Management	450	394	55	0	1	0	0	0	0	0	0	0
(04) Construction	0	0	0	0	0	6,000	1,000	0	0	0	0	7,000
(05) Equipment	36,271	27,211	8,388	197	475	0	0	0	0	0	0	0
(07) IT Development & Testing	0	0	0	0	0	25,000	2,000	1,000	0	0	0	28,000
<b>TOTALS</b>	<b>37,721</b>	<b>28,344</b>	<b>8,703</b>	<b>197</b>	<b>477</b>	<b>31,000</b>	<b>3,000</b>	<b>1,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>35,000</b>

Source	Funding By Source - Prior Funding					Proposed Funding						
	Allotments	Spent	Enc/ID-Adv	Pre-Enc	Balance	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	6 Yr Total
GO Bonds - New (0300)	13,765	7,820	5,523	197	225	31,000	3,000	1,000	0	0	0	35,000
Equipment Lease (0302)	23,956	20,524	3,179	0	252	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>37,721</b>	<b>28,344</b>	<b>8,703</b>	<b>197</b>	<b>477</b>	<b>31,000</b>	<b>3,000</b>	<b>1,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>35,000</b>

Additional Appropriation Data			Estimated Operating Impact Summary												
		2008	Expenditure (+) or Cost Reduction (-)						FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	6 Yr Total
First Appropriation FY		2008	No estimated operating impact												
Original 6-Year Budget Authority		61,900													
Budget Authority Thru FY 2013		62,221													
FY 2013 Budget Authority Changes		0													
Current FY 2013 Budget Authority		62,221													
Budget Authority Request for FY 2014		72,721													
Increase (Decrease)		10,500													
Full Time Equivalent Data															
Object	FTE	FY 2014 Budget			% of Project										
Personal Services	0.0	0			0.0										
Non Personal Services	0.0	31,000			100.0										

# TO0-UC2TD-IT AND COMMUNICATIONS UPGRADES

**Agency:** OFFICE OF UNIFIED COMMUNICATIONS (UC0)  
**Implementing Agency:** OFFICE OF CHIEF TECHNOLOGY OFFICER (TO0)  
**Project No:** UC2TD  
**Ward:**  
**Location:** 2720 MLK JR. AVE SE  
**Facility Name or Identifier:** UNIFIED COMMUNICATIONS CENTER  
**Status:** New  
**Useful Life of the Project:** 5  
**Estimated Full Funding Cost:**\$28,000,000

## Description:

Description: This project is comprised of the following sub-projects:

- Upgrade to Radio Communication & Data Center Sites
  - o This project consists of replacing/upgrading radio communication sites and 911/311 call center backup environmental and power equipment including HVAC, Generator and UPS (12 sites). It will also include enhancing facility security at the remote sites by installing surveillance cameras
- Integration of Citywide Security Cameras with CAD system
  - o This project consists of connecting the security cameras and systems in the city to the CAD system for use by both dispatchers/call takers as well as units in the field.
- Mobile Data Terminal Upgrades and Licenses
  - o This project consists of procuring new MDC hardware and associated application licenses to replace end of service devices currently in use by the DC Public Safety fleet (MPD, FEMS...etc.)
- Implementation of Next Generation 911
  - o This project involves implementing Next Generation 9-1-1 call taking to include the ability to receive text messages and video in emergency situations from callers.
- Design and Coordination of Public Safety wireless Network
  - o This project consists of supporting the design and coordination for implementing a public safety dedicated broadband network in collaboration with FCC and Commerce Department thru FirstNet
- Upgrade of power backup system at communications sites
  - o This project consists renewing aging radio communication sites backup power equipment including Generator and UPS (10 sites)
- PSCC reconfiguration/enhancements
  - o This project consists of redesigning the PSCC to accommodate 911 and 311 operations in a long-term COOP situation. The redesign of the PSCC would allow us to accommodate 100% more 311 call-takers, while also upgrading the equipment for both 911 and 311 operations at the PSCC
- Fire Radio fleet replacement
  - o This project involves the replacement of 1000 front line FEMS radios to P25 Phase 2
- MPD Mobile VPN and Mobile Router project
  - o This project consists of deploying mobile router solutions for the District's frontline first response units. This will allow for greater number of wireless devices to be connected and thus increase officer safety as well as improve response times.

Justification: The OUC is responsible for upgrading and replacing the technology of the public safety agencies. These upgrades will help our first-responders stay efficient and able to deliver and receive information quickly while in the field.

## Justification:

The UCC IT equipment is 6 years old and in use 24/7.

## Progress Assessment:

This is a new project.

## Related Projects:

N/A

(Dollars in Thousands)

Phase	Funding By Phase - Prior Funding					Proposed Funding						
	Allotments	Spent	Enc/ID-Adv	Pre-Enc	Balance	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	6 Yr Total
(07) IT Development & Testing	0	0	0	0	0	25,000	2,000	1,000	0	0	0	28,000
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>25,000</b>	<b>2,000</b>	<b>1,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>28,000</b>

Source	Funding By Source - Prior Funding					Proposed Funding						
	Allotments	Spent	Enc/ID-Adv	Pre-Enc	Balance	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	6 Yr Total
GO Bonds - New (0300)	0	0	0	0	0	25,000	2,000	1,000	0	0	0	28,000
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>25,000</b>	<b>2,000</b>	<b>1,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>28,000</b>

Additional Appropriation Data	
First Appropriation FY	2013
Original 6-Year Budget Authority	24,500
Budget Authority Thru FY 2013	24,500
FY 2013 Budget Authority Changes	0
Current FY 2013 Budget Authority	24,500
Budget Authority Request for FY 2014	28,000
Increase (Decrease)	3,500

Estimated Operating Impact Summary							
Expenditure (+) or Cost Reduction (-)	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	6 Yr Total
No estimated operating impact							

Milestone Data	Projected	Actual
Environmental Approvals		
Design Start (FY)		
Design Complete (FY)		
Construction Start (FY)		
Construction Complete (FY)		
Closeout (FY)		

Full Time Equivalent Data		
Object	FTE	FY 2014 Budget
Personal Services	0.0	0
Non Personal Services	0.0	25,000
		% of Project
		100.0

# AM0-PL403-UNDERGROUND COMMERCIAL POWER FEED TO UCC

**Agency:** OFFICE OF UNIFIED COMMUNICATIONS (UC0)  
**Implementing Agency:** DEPARTMENT OF GENERAL SERVICES (AM0)  
**Project No:** PL403  
**Ward:**  
**Location:** 2720 MARTIN LUTHER KING, JR. AVE. SE  
**Facility Name or Identifier:** UNIFIED COMMUNICATIONS CENTER  
**Status:** New  
**Useful Life of the Project:** 15  
**Estimated Full Funding Cost:**\$7,000,000

**Description:**

This project adds an underground commercial power feed from a grid other than the one currently servicing the Unified Communications Center (UCC). It will reduce the facility’s exposure to disrupted commercial power. The facility houses the Office of Unified Communications’ emergency and non-emergency call centers, the Homeland Security and Emergency Management Agency’s Emergency Operations Center (EOC), and serves as the Mayor’s Disaster Hub in incidents of natural and man-made disasters.

**Justification:**

In the construction of UCC, an underground power source was eliminated because it was deemed too cost-prohibitive. However, the recent earthquake, hurricanes, and numerous power outages have exemplified not only why the UCC should be serviced by an underground commercial power source, but also why that source should come from an alternative grid. The UCC houses many critical emergency components during crucial time periods; it is imperative that the facility protect itself against acts of terrorism, natural disasters, and accidental events.

**Progress Assessment:**

This is a new project.

**Related Projects:**

N/A

(Dollars in Thousands)

Phase	Funding By Phase - Prior Funding						Proposed Funding						
	Allotments	Spent	Enc/ID-Adv	Pre-Enc	Balance		FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	6 Yr Total
(04) Construction	0	0	0	0	0	0	6,000	1,000	0	0	0	0	7,000
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6,000</b>	<b>1,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7,000</b>

Source	Funding By Source - Prior Funding						Proposed Funding						
	Allotments	Spent	Enc/ID-Adv	Pre-Enc	Balance		FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	6 Yr Total
GO Bonds - New (0300)	0	0	0	0	0	0	6,000	1,000	0	0	0	0	7,000
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6,000</b>	<b>1,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7,000</b>

**Additional Appropriation Data**

First Appropriation FY	
Original 6-Year Budget Authority	0
Budget Authority Thru FY 2013	0
FY 2013 Budget Authority Changes	0
Current FY 2013 Budget Authority	0
Budget Authority Request for FY 2014	7,000
Increase (Decrease)	7,000

**Estimated Operating Impact Summary**

Expenditure (+) or Cost Reduction (-)	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	6 Yr Total
No estimated operating impact							

**Milestone Data**

	Projected	Actual
Environmental Approvals		
Design Start (FY)		
Design Complete (FY)		
Construction Start (FY)		
Construction Complete (FY)		
Closeout (FY)		

**Full Time Equivalent Data**

Object	FTE	FY 2014 Budget	% of Project
Personal Services	0.0	0	0.0
Non Personal Services	0.0	6,000	100.0