



COUNCIL OF THE DISTRICT OF COLUMBIA
OFFICE OF COUNCILMEMBER BROOKE PINTO
THE JOHN A. WILSON BUILDING
1350 PENNSYLVANIA AVENUE, N.W., SUITE 106
WASHINGTON, D.C. 20004

June 15, 2023

Nyasha Smith, Secretary
Council of the District of Columbia
1350 Pennsylvania Avenue, NW
Washington, DC 20004

Dear Secretary Smith,

Today, along with Councilmembers Henderson and Parker, I am introducing the "Office of Unified Communications Transparency and Accuracy Amendment Act of 2023." Please find enclosed a signed copy of the legislation.

The "Office of Unified Communications Transparency and Accuracy Amendment Act of 2023" would:

- Require the Office of Unified Communications ("OUC") to make several updates to the 311 system to allow residents to submit service requests for porous flexible pavement sidewalk repairs, leaf collection, neighborhood quality of life issues related to business alcohol sales, and maintenance to electrical wires, utility poles, and fire hydrants, and to redirect users to the National Park Service ("NPS") website when a user provides a property location that is under NPS jurisdiction.
- Require OUC to collect and publicly post data each month on the agency's website on the number of 911 calls received that are eligible to be diverted to alternative responses and the number of those eligible calls that are diverted.
- Require OUC to publicly post data each month on the agency's website on agency operations, such as the number of call-taker and dispatcher errors and the cause of those errors, the number of shifts operated under minimum staffing levels, call to answer times, the number of calls dropped, and the number and type of 911 misuse calls.
- Add a representative from OUC to the Domestic Violence Fatality Review Board.

The Committee on the Judiciary and Public Safety recommended that several of these reforms be included in the "Fiscal Year 2024 Budget Support Act of 2023". Specifically, the Committee first recommended that OUC add an option for porous flexible pavement material within the Sidewalk



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Repair service group in the District's 311 system. The "Office of Unified Communications Transparency and Accuracy Amendment Act of 2023" includes this addition to the 311 system as well as several others that are notably absent. As a result of these gaps, residents regularly contact DC Council constituent services staff members and the Mayor's Office of Community Relations staff members to report issues, which then must be relayed manually to agencies. This is an inefficient process and could be easily remedied by providing a 311-request reporting option. In the case of reporting NPS maintenance requests, it can be difficult for residents to distinguish between District property and NPS property given that 90 percent of parkland in the District is under NPS jurisdiction. By creating a mechanism within the 311 system to reroute users to the NPS website when an NPS property is selected, the District can greatly simplify the reporting process.

The Committee also recommended that the "Fiscal Year 2024 Budget Support Act of 2023" include a requirement that OUC publicly post data on the number of 911 calls received that are eligible for diversion to alternative responses, and the number of those eligible calls diverted. These diversion programs include the Department of Behavioral Health Access Help Line, the Department of Transportation for non-injury auto crashes, the Department of Public Works for parking enforcement, and the Fire and Emergency Medical Services ("FEMS") Department Nurse Triage Line. As the District works to divert non-emergency 911 calls to non-law enforcement agencies, data collection is critical to track agency progress, ensure agencies are staffed appropriately to respond quickly, and to identify opportunities to expand diversion eligibility categories. Diverting non-emergency calls from FEMS and the Metropolitan Police Department ("MPD") will allow first responders to respond more quickly to emergency calls for service.

The "Office of Unified Communications Transparency and Accuracy Amendment Act of 2023" also codifies several commitments made by OUC Director Heather McGaffin during her confirmation hearing. These include publicly posting data on the number of shifts operated under minimum staffing levels, the number of call-taker and dispatcher errors, the cause of those errors, and the agency's response, call to answer times, and the number and type of 911 misuse calls. This legislation also would require the agency to post data on the number of 911 calls in the call queue for over 15 seconds, which is the national standard, and the number of those calls that are dropped by the caller.

OUC continues to struggle with answering calls quickly and accurately dispatching FEMS and MPD. This has led to community distrust in OUC and a somewhat strained relationship with partner agencies. By increasing transparency and acknowledging the action the agency is taking to address errors, OUC will take an important step towards rebuilding public confidence.



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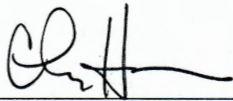
Finally, this legislation adds a representative from OUC to the Domestic Violence Fatality Review Board ("DVFRB"). 911-callers, such as those who are in potentially fatal domestic violence situations, may not be able to explicitly communicate to the call-taker that they are in danger. While OUC call-takers receive specialized training to identify when a caller may be experiencing domestic violence, OUC should be involved in the DVFRB to ensure the training provided to call-takers and dispatchers is most effective, and to provide recommendations, as appropriate, to enhance the District's work to reduce domestic violence fatalities.

Should you have any questions about this legislation, please contact my Committee Director, Michael Porcello, at mporcello@dccouncil.gov.

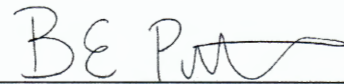
Thank you,

A handwritten signature in black ink that reads "BE Pinto". The signature is written in a cursive style with a long horizontal flourish at the end.

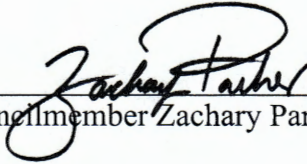
Brooke Pinto



Councilmember Christina Henderson



Councilmember Brooke Pinto



Councilmember Zachary Parker

A BILL

IN THE COUNCIL OF THE DISTRICT OF COLUMBIA

To require the Office of Unified Communications to expand 311 service request options; 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 and the number of those calls diverted, and data on daily call-taking and dispatching operations; and to add 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 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 3207c to read as follows:

“Sec. 3207c. 311 services.

“(a) Within 180 days after the effective date of Office of Unified Communications Amendment Act of 2023, the Office shall permit persons to submit the following requests via the District’s 311 system at all times:

32 “(1) Maintenance of porous flexible pavement sidewalks by the District
33 Department of Transportation (“DDOT”) by selecting porous flexible pavement as the material
34 within the Sidewalk Repair service group;

35 “(2) Maintenance of electrical wires, regardless of the responsible agency or
36 private entity;

37 “(3) Maintenance of utility poles, regardless of the responsible agency or private
38 entity;

39 “(4) Maintenance of fire hydrants;

40 “(5) Leaf collection by the Department of Public Works (“DPW”);

41 “(6) Graffiti removal by DPW;

42 “(7) Alcohol Beverage and Cannabis Administration response to issues relating to
43 alcohol sales, including:

44 “(A) After hours sales of alcohol;

45 “(B) Breach of a settlement agreement;

46 “(C) No Alcohol Beverage Control (“ABC”) manager on duty;

47 “(D) Noise;

48 “(E) Operating without an ABC license;

49 “(F) Overcrowding;

50 “(G) Sale to intoxicated persons;

51 “(H) Sale to minors; and

52 “(I) Trash.

53 “(b) Within 180 days after the effective date of Office of Unified Communications
54 Amendment Act of 2023, the Office shall direct 311 system users to the National Park Service

55 website when a user provides a property location that is under National Park Service
56 jurisdiction.”.

57 Sec. 3. The Office of Unified Communications Establishment Act of 2004, effective
58 December 7, 2004 (D.C. Law 15-205; D.C. Official Code § 1-327.51 *et seq.*), is amended by
59 adding a new section 3207b to read as follows:

60 “Sec. 3207b. Call data collection and posting.

61 “(a) Every month the Office shall collect and publicly post on the Office’s website the
62 number of calls eligible to be diverted and the number of calls diverted to the:

63 “(1) Department of Behavioral Health (“DBH”) Access Help Line;

64 “(2) District Department of Transportation (“DDOT”) for non-injury auto
65 crashes;

66 “(3) Department of Public Works (“DPW”) for parking enforcement; and

67 “(4) Fire and Emergency Medical Services Department (“FEMS”) Nurse Triage
68 Line.

69 “(b) Every month the Office shall publicly post the following data on the Office's
70 website:

71 “(1) Descriptions of each call-taker and dispatcher error, the cause of the error,
72 and the corrective action taken by the Office;

73 “(2) Number of shifts operated under minimum staffing levels;

74 “(3) Average and maximum call to answer times;

75 “(4) Average and maximum answer to dispatch times;

76 “(5) Number of calls in the queue for over fifteen seconds;

77 “(6) Number of calls dropped following a queue time of over fifteen seconds; and

78 “(7) Number and type of 911 misuse calls.”.

79 Sec. 4. Uniform Interstate Enforcement of Domestic Violence Protection Orders Act of
80 2002, effective April 11, 2003 (D.C. Law 14-296; D.C. Official Code Section 16-1053(a) §16-
81 1053), is amended as follows:

82 (a) Paragraph (9) is amended by striking the phrase “; and” and inserting a semicolon in
83 its place.

84 (b) Paragraph (10) is amended by striking the period and inserting the phrase “; and” in
85 its place.

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

87 “(11) The Office of Unified Communications.”.

88 Sec. 5. Fiscal impact statement.

89 The Council adopts the fiscal impact statement in the Budget Director as the fiscal impact
90 statement required by section 4a of the General Legislative Procedures Act of 1975, approved
91 October 16, 2006 (12 Stat. 2038; D.C. Official Code § 1-301.47a).

92 Sec. 6. Effective date

93 This act shall take effect following approval by the Mayor (or in the event of veto by the
94 Mayor, action by the Council to override the veto), a 30-day period of congressional review as
95 provided in section 602(c)(1) of the District of Columbia Home Rule Act, approved December
96 24, 1973 (87 Stat. 813; D.C. Official Code § 1-206.02(c)(1)), and publication in the District of
97 Columbia Register.