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ODCA Selects Federal Engineering, Inc. to Conduct OUC Study

WASHINGTON, December 23, 2020—The Office the D.C. Auditor (ODCA) has hired the consulting firm Federal Engineering, Inc., of Fairfax, Va., for an audit of the performance of the Office of Unified Communications (OUC) 911 Operations Division, including recommendations from the National Transportation Safety Board.

[Federal Engineering, Inc.](#), is an independent, worldwide public safety communications consulting firm specializing in the planning, design, and implementation of state-of-the-art public safety mobile radio, 9-1-1 and public safety answering point emergency communications systems.

For the OUC study, Federal Engineering, Inc. will receive up to \$248,232 and will:

- Assess OUC 911 operations against national standards, including call processing time (call to queue), appropriate call prioritization, call dispatch time, and total call times.
- Review a sample of 911 call recordings, computer aided dispatch (CAD) data, and radio dispatches, along with any related internal documentation to determine if accurate and relevant information was communicated to MPD/FEMS units, MPD/FEMS units were dispatched to the correct location, MPD/FEMS units reach the correct location in a timely manner.
- Evaluate OUC culture and training, including training elements and staffing.
- Review OUC’s technological capabilities, including pinpoint caller location and CAD.
- Review OUC’s internal investigations.
- Produce a draft and final written report to be released publicly by ODCA.

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