



Information Flow during an Emergency: Washington 311 Non-emergency, Office of Unified Communications

The District of Columbia (District) is a unique governmental entity in the United States. It is simultaneously considered a city, a state, and a federal entity. Its capital city status, along with the complex set of legal authorities designation associated with that designation, provides a distinct set of challenges in disaster response planning.

DC Facts and Figures

- 67 square miles
 - 588,000 DC residents
 - 5.3 million residents in the DC metropolitan area
 - Seat of the federal government
 - 45,300 businesses
 - 12 colleges and universities
 - Hundreds of museums, monuments, theaters, and attractions
 - 4 military installations
 - More than 15 million visitors annually
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The District Response Plan (DRP) establishes the framework for the District's response to, recovery from, and mitigation of all hazards. The plan unifies and coordinates efforts of District agencies and departments, nongovernmental and voluntary organizations, and regional and federal partners involved in emergency management with the goal of protecting life and property and ensuring public safety.

The DRP identifies 16 areas of functional responsibility, called Emergency Support Functions (ESFs). The Office of Unified Communications (OUC), responsible for communications assets (911 and 311), is designated as one of the primary agencies coordinating the communication ESF within the District Response Plan.

The communication ESF is responsible for coordinating the District actions to provide the required communications support to District emergency response elements. In addition, the ESF coordinates the establishment of required temporary communications and the restoration of permanent communications.



Unified Communications Communication Coordination Plan

Activate Emergency Operations Command (EOC) Assemble Emergency Liason Officers (ELOs)

Homeland Security Emergency Management Agency (HSEMA)

- Coordinate activities to respond to, and recover from natural and man-made emergencies.
- Gather, collate, analyze, and distribute necessary information and intelligence to support the incident.
- Assemble ELOs from District and federal government entities, and utility partners to support EOC activation initiatives.



Activate Communication Support

Office of the Chief Technology (OCTO)

Office of Unified Communications (OUC) - 911 and 311

- Develop, implement, and maintain the District's technology infrastructure.
- Coordinate and manage communication systems among local, state, and federal authorities during regional and national emergencies



Develop Communication Strategy

Executive Office of the Mayor, Office of Communications

Office of Unified Communications (OUC) - 911 and 311

- Define strategy and select appropriate methods, routes and frequency to alert and advise citizens of situation and ongoing developments.



Disseminate Information

Office of the Chief Technology (OCTO)

Office of Unified Communications (OUC) - 911 and 311

Homeland Security Emergency Management Agency (HSEMA)

- Execute strategy via 911 emergency and 311 non-emergency channels to alert, advise and instruct affected community
- Utilize additional communication technology methods and devices, (ie. web, text, email, social networks, radio frequencies and media outlets) to broaden outreach, as necessary.



Collect Data and Report Results

Office of the Chief Technology (OCTO)

Office of Unified Communications (OUC) - 911 and 311

Homeland Security Emergency Management Agency (HSEMA)

Emergency Liason Officers (ELOs)

- Gather contact experience and operational results to determine communication effectiveness and future information requirements.
- Update communications information, as necessary.