



# Update on The Office of Unified Communications Operating Status during COVID-19 Emergency

## What is our operating status?

Like the rest of the DC government, the Office of Unified Communications remains operational. Residents should continue to access 911 and 311 services through traditional methods.

## How does this impact what we do?

- The types of 911 and 311 calls processed by the OUC's Telephone Reporting Unit (TRU) have expanded. Certain non-violent crimes reported to 311 or 911 may not require the dispatch of MPD personnel and may be processed by the TRU instead. These reports will receive the same extensive follow-up that any report taken in-person would receive. For more information, go to <https://mpdc.dc.gov/node/1468616>.

## How does this impact our physical locations?

- The Office of Unified Communications' call center locations are not public facing.
- All three OUC call center sites; the UCC, the PSCC, and the THOR Mobile Command are fully operational. Employees are strategically deployed at each site to mitigate the possible spread of COVID-19.

## What else are we offering to meet your needs?

- 311 service requests are accessible via multiple platforms, including our 311 mobile app, the web portal at [311.dc.gov](http://311.dc.gov), Text to DC311 (Text NEW to 3-2-3-1-1), or via Twitter @311DCGov.
- As our call volumes increase, please remember to use 911 only for emergencies.

## What precautions are we taking to limit the spread of the coronavirus (COVID-19)?

- Employees are strategically deployed at each site to mitigate the possible spread of COVID-19. All three call center sites; the UCC, the PSCC, and the THOR Mobile Command are fully operational.
- Although the OUC is not a public facing agency, our employees are taking precautions to keep themselves healthy and limit the spread of infections. They have been reminded to regularly wash their hands and keep their workstations clean. The agency is ensuring that our work sites are cleaned more frequently, and air purifiers and fans have been integrated into the workspaces.
- Access has been restricted to operations employees only.
- Employees have been asked to let their supervisor know immediately if they feel sick.

## Where should you go if you have questions?

For more information, please visit [coronavirus.dc.gov](http://coronavirus.dc.gov). For questions about any of the services we provide and information on any future changes, please contact 311 (202-737-4404), visit us at [311.dc.gov](http://311.dc.gov), or follow us on Twitter at @311DCgov.

