



Council of the District of Columbia, Committee on the Judiciary and Public Safety
Oversight Hearing on the Office of Unified Communications' FY27 Budget

April 29, 2026

The Washington Area Bicyclist Association (WABA), on behalf of its over 5,000 members and over 26,000 DC supporters, appreciates the opportunity to testify on this occasion.

Our testimony focuses on the DC 311 system, which makes it easy for DC residents and businesses to report issues via an app or the Web or by phone, and to track the resolution of issues they've reported. Of course we understand that while the OUC operates DC 311, issue resolution and status updates are up to city departments.

The District's current, FY26 budget included funding for the OUC, working with the Dept. of Public Works, to create a reporting option for obstructions, debris, snow and ice, and leaves in bike lanes. Half-way into FY26, OUC has not delivered this new reporting category. We ask that OUC deliver it as soon as practicable and that spending authority or funding be carried over into FY27 if OUC can not timely complete this DC 311 upgrade.

We and others have had a long-standing request that DC 311 allow reporting without a street address, using geolocating. The lack of the feature means reports filed with an inaccurate location. This update will facilitate reporting issues in DC parks and in locations next to parks where there are no buildings and hence no street address. This feature is technically feasible. We are puzzled by the lack of response from OUC to the request for this commonsense improvement, and we ask the Administration and Council to fund this capability in FY27, or using unspent FY26 funds if feasible, and we ask OUC to prioritize delivering this capability as soon as practicable.

We at WABA envision a just and sustainable region where walking, biking, and transit are the best ways to get around, in concordance with the District of Columbia's commitments. We ask the OUC, supported by the council, to implement our recommendations in order to meet the city's commitments and improve city service delivery.

Thank you for the opportunity to testify.

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