

OEMC 2014 Budget Statement of Executive Director Gary W. Schenkel
October 30, 2013

Good morning, Chairman Austin and members of the City Council.

I am honored to sit before you today to discuss the 2014 budget request for the Office of Emergency Management and Communications (OEMC).

In the coming year, OEMC must continue to focus on its core functions through integration of its existing capabilities, eliminating unnecessary functions and exploring new, effective and efficient operations to maximize the department's full potential.

OEMC operates the 911 Call Center and 311 City Services, coordinates traffic management, manages incidents, directs emergency events, and provides technology, among other forms of support to City departments.

Whether it's a parade and rally to celebrate the Chicago Blackhawks' championship, the Chicago Marathon, Lollapalooza or the Taste of Chicago, the OEMC is the City of Chicago's lead agency during emergency situations and major events.

On a daily basis, OEMC works with City departments, sister agencies, hospitals, schools, facilities and the private sector to develop plans for severe weather sheltering, hospital medical emergency surges and other important factors that can have a critical impact on the outcome of a planned or unplanned event.

In addition, call-takers, dispatchers, traffic aides, emergency responders and technology staff provide assistance to residents who may be in need of City of Chicago services, 24 hours a day, 365 days a year.

911 Operations

OEMC operates a world-class voice and data radio system, providing police and fire personnel on the street valuable information to help them respond quickly to emergency situations.

On any given day, our call takers and dispatchers process 15,000 calls for service—over 5 million calls each year.

OEMC continues to capitalize on technological advances that can help our staff become more efficient and effective in the services they provide.

One of the Department's key priorities and accomplishments in 2013 was the upgrade of the 911Operations Floor.

This comprehensive project involved physically raising the operation floor, installing new Public Service Answering Point (PSAP) software and hardware, connecting a new radio system, adding a new voice logging recorder system and putting in new console furniture.

The complex and long overdue project offers many benefits, including improving response time for court requests, increasing efficiencies with audio searches with the new voice recorder and providing an ergonomic work environment for all personnel.

311 City Services

In 2014, 311 City Services will continue providing the most efficient delivery of services possible.

While the preferred method of residents remains requesting services by telephone, residents now have the option to use the Open311 platform, which allows the public to track the status of their City service request from the point of entry to completion – just like tracking a FedEx package.

In 2014, OEMC will continue to take the lead in the integration of City services.

While most often supporting the Chicago Fire Department and Chicago Police Department, OEMC has partnered with the Department of Innovation and Technology (DoIT) to integrate technology and operational procedures to support City services provided by Streets and Sanitation, Department of Family and Support Services and the Chicago Department of Public Health.

As the OC continues to improve its ability to pull data from across the City and establish a proven Watch Officer staffing model, its commitment to partnering with City services is already yielding tangible results.

For example, the OC ramped up its operating capabilities to successfully serve as a nerve center for operations surrounding the 2013 flood event in April, the Blackhawks Parade and Rally, the Safe Passage Program, Lollapalooza and the Chicago Marathon. This new, more robust operating model, which continues to guide the OC's operations, has already resulted in savings because the Emergency Operations Center is opened much less frequently, resulting in staffing savings citywide.

Traffic Management Authority

OEMC also oversees the Traffic Management Authority (TMA), which provides traffic management and performs traffic control functions throughout the city. Under TMA, the City has been able to implement a more strategic approach to better coordinate traffic and related enforcement when necessary for permitted events throughout the city.

Part-time civilian traffic control aides are used to provide services citywide for unusual traffic conditions surrounding special events, emergencies and construction projects.

Last year, Traffic Control Aides (TCAs) covered 5,300 roll calls for round-the-clock coverage for special events or full-time Department of Aviation assignments.

For example, TMA played a key role in the Chicago Transit Authority's Red Line Renewal, identifying potential problems and making adjustments throughout the project to ease traffic congestion for the project.

In 2014, OEMC will continue to re-evaluate traffic posts for all known major events in an effort to optimize a smarter, more effective way to manage traffic.

In keeping with its priorities of preparedness and partnership, TMA will continue to work closely with the Chicago Police Department on an on-going operational basis, to ensure public safety and quality of life for residents.

Technology

In 2014, OEMC's Public Safety Information Technology (PSIT) division will continue to partner with DoIT to realize efficiencies in information technology functions.

Together, DoIT and PSIT have consolidated database management to increase the amount of support provided through shared resources, potentially saving money through the consolidation of hardware and ensuring a common management approach of all databases.

Additionally, DoIT and PSIT will continue to work together to consolidate non-emergency telecommunications. DoIT is already accumulating significant telecommunications savings through stronger contract management and inventory management practices. A further consolidation will allow for public safety telecommunication to benefit from these established practices.

OEMC will also work to maximize fixed assets, including camera, radio and fiber optic systems, to provide City departments with timely, relevant information to execute their respective functions.

Enhanced Grant and Project Management

Grants have become a point of seamless integration between the OEMC, Cook County, and the State of Illinois. Each year, the City receives millions of dollars in grant funding and the department's internal compliance standards and partnership with the County and the State have ensured that grant application priorities align with project execution objectives, allowing OEMC's mission to be carried out as efficiently as possible.

Increase Partnerships with Local, State and Federal Government

Over the past two years, OEMC has worked with partners in Cook County to restructure the Chicago Urban Area Working Group (UAWG) so that the structure reflects integration and collaboration between the City of Chicago and Cook County. The purpose of the Chicago/Cook County UAWG is to coordinate development and implementation of all projects related to a major federal homeland security grant program.

Redundancies and overlapping efforts have been eliminated; today, the City and County are working towards the same sets of objectives, resulting in resident safety and property security throughout the Chicago Urban Area.

The City and County's collaboration led to submission of several joint applications for federal homeland security grants. This integrated effort drives greater unity of effort not only in organizational partnership, but also in identifying fruitful and timely opportunities.

Ensuring the Safety of the City and its Residents

In 2014, OEMC will continue to work with Cook County and the State of Illinois to enhance the safety and security of residents in Chicago and Cook County. Seamless integration among local, regional, state, and federal partners is vital to the OEMC's responsibility of protecting lives and property in the City of Chicago.

Also in the coming year, OEMC will build upon its partnerships with law enforcement, City departments and the private sector to advance critical public safety initiatives. To that end, OEMC will continue its strong partnership with the private sector through the "Chicago Public/Private Task Force." Through this task force, Chicago has made great strides to increase the coordination between the private and public sectors. The task force also serves as a vehicle to integrate the private sector into key public safety discussions and to ensure collaboration for key citywide preparedness tabletops and exercises. The successful Chicago Marathon hosted here this fall is just one example of this integration.

In short, OEMC must continue its efforts to maximize its ability to be prepared for, and respond to, planned and unplanned events by unifying and utilizing every available resource to enhance the safety and security of the city.

Thank you, Madam Chairman and members of the City Council. I look forward to answering any questions.

OEMC

2014 Budget Hearing

MBE/WBE Data

Period: 1/1/13 to 10/1/13

Total Purchases: \$28,923,657

	\$7,868,413 (27.2%)	\$1,640,369 (5.7%)	\$9,508,782 (33%)
	MBE	WBE	Total MBE/WBE Purchases
Asian	\$4,418,622 (46%)		
African-American	\$941,642 (9.9%)		
Hispanic	\$2,508,149 (26%)		
Total Spending	\$7,868,413 (27.2%)	\$1,640,368 (5.7%)	\$9,508,782 (33%)

Staffing Data

Department Ethnicity and Gender				
	Male	Female	Total	%
Asian	7	6	13	1.04%
Black	196	529	725	58.14%
Hispanic	57	77	134	10.75%
White	196	179	375	30%
Total	456	791	1,247	100%
	36.57%	63.43%		

New Hires Ethnicity and Gender				
	Male	Female	Total	%
Asian	1	0	1	1.04%
Black	22	46	68	70.83%
Hispanic	3	3	6	6.25%
White	13	8	21	21.88%
Total	39	57	96	100%
	40.63%	59.38%		

Department Managers Ethnicity and Gender				
	Male	Female	Total	%
Asian	0	0	0	0%
Black	9	16	25	31%
Hispanic	6	7	13	16%
White	31	13	44	53%
Total	46	36	82	100%
	56%	44%		

Interns

School	Gender	Ethnic Origin
University of Illinois	Female	African American
Northern Illinois University	Female	Hispanic
University of Illinois	Male	Hispanic
Chicago State University	Female	African American
Roosevelt University	Female	African American
Clark Atlanta	Female	African American

EXECUTIVE DIRECTOR

CHIEF OF STAFF

NEWS AFFAIRS

1ST DEPUTY DIRECTOR

ADMIN & LOGISTICS

OPERATIONS

PUBLIC SAFETY INFORMATION TECHNOLOGY

LEGAL/LABOR

FINANCE

PERSONNEL

RADIO

CAMERA AND NETWORK MAINTENANCE

COMPUTER AIDED DISPATCH (CAD) DEVELOPMENT

311 City Services

911 OPERATIONS

TRAFFIC MANAGEMENT AUTHORITY

