

OEMC 2015 Budget Statement of Executive Director Gary W. Schenkel  
to the Committee on the Budget and Government Operations  
October 22, 2014

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

I am honored to sit before you today to discuss the 2015 budget request for the Office of Emergency Management and Communications (OEMC).

In the coming year, OEMC must continue to strengthen our existing capabilities while also exploring new, effective and efficient strategies to maximize the Department's full potential.

OEMC oversees a number of core functions that support public safety, public works and other citywide operations. OEMC operates the 9-1-1 Call Center, 3-1-1 City Services, the City's Office of Emergency Management, the Traffic Management Authority, and the City's Public Safety Information Technology section.

Whether it's the various parades that take place throughout the year, or premier events, such as the Chicago Marathon, Lollapalooza or the Taste of Chicago, OEMC is the City of Chicago's lead coordinating agency during emergency situations and major events.

OEMC works with a variety of partners on a daily basis. Those partners include City departments, sister agencies, hospitals, schools, facilities, and the private sector, among many others. These critically important partnerships help develop plans for severe weather sheltering, medical emergency surges, and other preparedness measures that can impact the outcome of a planned or unplanned event.

OEMC employs call-takers, dispatchers, traffic aides, emergency responders, and technology staff, who provide assistance to residents 24 hours a day, 365 days a year.

One of our most important components in supporting citywide events and emergency management is the Operations Center. The Operations Center serves as the nerve center for activities across the City. The Operations Center monitors public safety responses 24 hours a day, seven days a week. It coordinates critical information and City resources as an incident develops and it continues to monitor the City response throughout its duration. Combined with the City Incident Center, which supports public works like the Departments of Water Management and Streets and Sanitation, OEMC provides situational awareness to key stakeholders and ensures that the appropriate resources are mobilized. The use of the Operations Center ultimately leads to a more effective citywide emergency response, ensuring resources are used efficiently.

A great example of the Operations Center supporting City response occurred on November 17<sup>th</sup>, 2013. As severe weather passed through the City, OEMC's Operations Center served as a hub of information sharing between a variety of entities. This coordination ensured the successful shelter-in-place for the Chicago Bears game at Soldier Field. The Operations Center also played a key role in coordinating City services for other emergent circumstances, like the closing of the Taste of Chicago due to heavy rains that caused unsafe conditions and standing water on the festival grounds. This operating model continues to be cost effective, since the Emergency Operations Center is opened much less frequently, resulting in staffing savings citywide.

In 2015, OEMC will continue to explore ways to maximize efficiencies and decrease the number of true “emergencies” that drain resources. This strategy also provides for targeted redundancy to keep City services functioning in the midst of disruptive events.

With regard to 9-1-1 Operations, OEMC operates a world-class voice and data radio system, providing police and fire personnel on the street with valuable information to help them respond quickly to emergency situations.

On any given day, our 9-1-1 call takers and dispatchers process 15,000 calls for service and over 5 million calls each year. OEMC continues to capitalize on advances in technology that can assist our staff in becoming more efficient and effective in the services they provide.

One of the Department’s key priorities in 2014 was the upgrade of the Computer Aided Dispatch (CAD) system. This year, the functionality of the CAD system was greatly improved through projects that streamlined functionality, strengthened security against cyber threats, and improved the process by which cell phone pictures can be sent to 9-1-1.

OEMC is also home to 3-1-1 City Services. In 2015, 3-1-1 City Services will continue providing the most efficient delivery of services possible.

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

As in years past, the OEMC will continue to take the lead in the integration of City services.

While most often supporting the Chicago Fire and Chicago Police Departments, OEMC also partners with the Department of Innovation and Technology (DoIT) to better integrate technology and operational procedures. This integration supports critically important public works services offered through Streets and Sanitation, Department of Family and Support Services, Chicago Department of Public Health, along with all other departments that use the 3-1-1 system.

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

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

In 2015, TMA will continue to work closely with the Chicago Police Department on an on-going operational basis, to ensure the public safety and quality of life for residents.

In 2014, OEMC's Public Safety Information Technology Section, otherwise known by the acronym PSIT, carried out numerous system and equipment upgrades, benefitting departments throughout the City with the shared goal of ensuring public safety.

These projects include the completed redesign of CPD's Crime Prevention and Information Center (CPIC) to increase its capabilities; the redesign of Caboodle, the Police Department's application to graphically depict data on maps; and updating the computer hardware for all 22 police districts.

In addition, OEMC created the Bad Address Database system allowing users to search location, owner, building violations, permit applications, and 911 calls for service. The system is now used to determine the deployment of resources and enhances information sharing between agencies citywide.

Looking ahead, OEMC's PSIT Section will continue its work to implement a robust technology life cycle composed of procurement, maintenance and replacement. OEMC will also work to maximize fixed assets, including camera, radio, and fiber optic systems, to provide both City services and private sector partners with timely, relevant information necessary for executing their respective functions.

Over the past three years, OEMC has worked to strengthen partnerships between local, state and federal government. OEMC works regularly with partners in Cook County to coordinate development and implementation of federal homeland security grant program projects.

These enhanced partnerships lead to the submission of several joint applications for federal homeland security grant programs. This integrated effort drives greater unity of effort not only in organizational partnership, but also in identifying particularly advantageous and timely opportunities.

In 2015, 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 OEMC's responsibility of protecting lives and property in the City of Chicago.

In the coming year, OEMC will also build upon its partnerships with law enforcement, City departments, and the private sector, including the Public-Private Task Force, to advance critical public safety initiatives that will strengthen our overall ability to prevent and deter catastrophic incidents throughout the area.

OEMC must continue its efforts to be prepared for, and respond to, planned and unplanned events. We will do this 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

# 2015 Budget Hearing

## MBE/WBE Contracting Data

Period: 01/01/2014 to 09/01/2014

Total Purchases: \$35,122,530

<u>MBE/WBE Spend</u>	
<b>WBE:</b>	\$2,181,331 (6%)
<b>Asian MBE:</b>	\$3,844,123 (11%)
<b>African-American MBE:</b>	\$1,456,146 (4.5%)
<b>Hispanic MBE:</b>	\$3,614,013 (10.5%)
<b>Total Purchases:</b>	\$11,095,612 (32%)

## Staffing Data

<u>Department Ethnicity and Gender</u>				
	Male	Female	Total	%
Asian	5	5	10	.87%
Black	175	479	654	56.77%
Hispanic	52	68	120	10.42%
Native	10	2	12	1.04%
White	180	176	356	30.9%
<b>Total</b>	<b>422</b>	<b>730</b>	<b>1,152</b>	<b>100%</b>
	36.63%	63.37%		

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

<u>Department Managers Ethnicity and Gender</u>				
	Male	Female	Total	%
Asian	0	0	0	0%
Black	9	15	24	30%
Hispanic	6	6	12	15%
Native	0	0	0	0%
White	32	12	44	55%
<b>Total</b>	<b>47</b>	<b>33</b>	<b>80</b>	<b>100%</b>
	58.75%	41.25%		

## Interns

<b>School</b>	<b>Gender</b>	<b>Ethnic Origin</b>
Northern Illinois University	African American	Male
University of Illinois at Chicago	African American	Female
University of Illinois	White	Male
Chicago State University	African American	Female
Roosevelt University	Native	Male

# The Office of Emergency Management and Communications

