

**OEMC 2016 Budget Statement of Executive Director Gary W. Schenkel
to the Committee on Budget and Operations
September 30, 2015**

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

I am honored to sit before you today and discuss the 2016 budget request for the Office of Emergency Management and Communications or OEMC.

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

To accomplish these functions, 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.

Whether it's the various parades that take place throughout the year, or premier events, such as the NFL Draft, 2015 Blackhawks Championship Parade and Rally, 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 stakeholders help OEMC achieve its goal of developing plans for severe weather sheltering, medical emergency surges, and other preparedness measures that can impact the outcome of a planned or unplanned event.

Core Functions

First, the OEMC operates the City's Office of Emergency Management and the City's Operations Center. The Operations Center monitors public safety responses 24 hours a day, 7 days a week and serves as the nerve center for activities across the City. It coordinates critical information and City resources as incidents develop and 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 – and doubles as the City's Snow Command Center in the winter months – 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 and thereby resulting in staff savings citywide.

Second, the OEMC is home to the City's 9-1-1 Center, providing a critical link between every resident and access to first responders during emergencies. OEMC's 9-1-1 Operations manages 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, or approximately 5 million calls each year. OEMC continues to capitalize on advancements in technology that assist our staff in becoming more efficient and effective in the services they provide.

In addition to Emergency Management and 9-1-1, OEMC operates Chicago's 3-1-1 City Services system, which connects residents to the responsive City departments for service requests. The City's IT department (DoIT) is responsible for maintaining the 3-1-1 Customer Service Request (CSR) computer system.

In 2016, the City will begin to solicit proposals to explore all available options regarding transitioning the 3-1-1 functions to private providers to determine whether the City can provide a higher level of service, at lower cost.

The fourth functional area overseen by OEMC is the City's Traffic Management Authority, known as TMA. The Traffic Management Authority deploys civilian traffic control aides to assist with the movement and flow of traffic at various large-scale construction zones and special events across the City. TMA works with the Chicago Police Department regularly to assess the deployment of traffic control aides for public safety, and has successfully implemented a more strategic approach to better coordinate traffic-related enforcement activities for permitted events in the city.

In 2016, OEMC will take over hiring and supervising crossing guards from CPD, bringing together the City's entire civilian workforce responsible for ensuring motorist and pedestrian safety for residents of all ages throughout our communities. OEMC will work with CPS to ensure that staffing needs are met at school crossing zones. We expect the transition to be complete in time for the start of the 2016-17 school year.

The fifth functional responsibility of OEMC is the City's Public Safety Information Technology Section, also known by the acronym PSIT. OEMC's PSIT serves as a vital link to the Chicago Police and Fire Departments, ensuring first responders have access to the communications equipment they need to do their jobs. OEMC's PSIT also partners with the Department of Innovation and Technology to better integrate technology platforms and operational procedures. This integration supports important services offered through the Departments of Streets and Sanitation, Family and Support Services, Public Health, along with all other departments.

As a result of an aggressive and strategic approach, OEMC has reduced our annual non-personnel budget by 28% since 2012 in support of its core functional areas. In 2016, OEMC reduced its non-personnel budget by \$1.1 million (6%) by continuing to leverage grant funds and consolidating inventory. For example, OEMC is reducing its non-personnel budget by \$95,000 in 2016 for electrical supplies, cables, and wires by consolidating all of the City's public safety IT Inventory. In addition to the improved management of the inventory, OEMC was also able to achieve a reduction of expenses by renegotiating or entering into new contracts for maintenance and interpretation services. Due to these efforts, maintenance for the Computer Aided Dispatch (CAD) system has been significantly reduced by \$600,000 annually and the City now saves \$90,000 per year for interpretation services.

In addition to the OEMC's five functional areas, the OEMC also works regularly with partners in Cook County and State of Illinois to coordinate the development and implementation of federal homeland security grant program projects, with the overarching goal of enhancing the safety and security of residents in Chicago and Cook County.

One such example is the partnership to launch the city- and county-wide "If You See Something, Say Something" antiterrorism campaign, which urges residents to report suspicious activity to a newly designated 800 number. In 2016, OEMC will continue its work to increase public awareness about this new vehicle designed to keep our communities safe.

In short, OEMC must continue to focus on coordinating responses to planned and unplanned events, supporting first responders and service delivery in Chicago by integrating capabilities and exploring new, effective, and efficient operations to maximize the City's full potential.

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

Office of Emergency Management & Communications

2016 Budget Hearing

MBE/WBE Contracting Data

Period: January 1, 2015 to August 31, 2015

Total Purchases: \$18,025,058

<u>MBE/WBE Spend</u>	
WBE:	\$1,086,042 (6.03%)
Asian MBE:	\$2,363,773 (13.11%)
African-American MBE:	\$710,810 (3.94%)
Hispanic MBE:	\$2,542,070 (14.10%)
Total Purchases:	\$6,702,696 (37.19%)

Staffing Data

Department Ethnicity and Gender				
	Male	Female	Total	%
Asian	5	8	13	1.05%
Black	211	536	747	60.10%
Hispanic	65	71	136	10.94%
White	162	178	340	27.35%
Native	5	2	7	.56%
Total	448	795	1,243	100%
	36.04%	63.96%		

New Hires Ethnicity and Gender				
	Male	Female	Total	%
Asian	1	1	2	1.63%
Black	29	71	100	81.30%
Hispanic	3	5	8	6.50%
White	8	5	13	10.57%
Native	0	0	0	0%
Total	41	82	123	100%
	33.33%	66.67%		

Department Managers Ethnicity and Gender				
	Male	Female	Total	%
Asian	0	0	0	0%
Black	6	18	24	30.38%
Hispanic	11	5	16	20.25%
White	27	15	38	48.10%
Native	0	1	1	1.27%
Total	44	35	79	100%
	55.70%	44.30%		

Interns

School	Gender	Race
Northern Illinois University	Male	African American
Northern Illinois University	Male	Asian
Northeastern Illinois University	Female	Asian
Union College	Female	African American

OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATIONS

