

OEMC Executive Director Tate-Nadeau Budget Remarks
DRAFT for Wednesday, October 19, 2016

Good Morning/Afternoon, Chairman Austin, Vice Chairman Ervin and members of the City Council.

My name is Alicia Tate-Nadeau and I am honored to be here before you as the Executive Director of the Chicago Office of Emergency Management and Communications (OEMC) to discuss our 2017 budget.

As you know, the OEMC oversees a number of core functions that support citywide operations and the overall safety of first responders, residents and visitors to Chicago. Most notably, the OEMC manages the 9-1-1 Operations Call Center, the 3-1-1 City Services Call Center, the Office of Emergency Management (or OEM), the civilian Traffic Management Authority and the Public Safety Information Technology needs that support our first responders. Many of you are also familiar with our role in providing public safety planning and coordination across the City's wide array of partners. This planning and coordination role includes everything from weekend special events to homeland security related responsibilities.

In short – the OEMC has a diverse mission that supports the communications and coordination needs of all our public safety partners.

Over the past year, the OEMC has expanded our role in providing civilian support for public safety first responders. This year, our Traffic Management Authority absorbed the oversight of school Crossing Guards, ensuring the safety of our children going to and from school. Another significant addition to the OEMC's workforce was the civilianization of the City's Alternate Response Section. The Alternate Response Section now is staffed with a largely civilian workforce of OEMC Police Communications Operators (PCO I). This move supports CPD's goal of putting more sworn officers back on the beat and further reinforces the capability for ARS to serve as a backup to 9-1-1 call-taking during extreme surges or in times of large scale emergencies.

In 2016, OEMC made substantial improvements to its training for 9-1-1 Operations staff. We took a hard look at our training requirements with a focus on strengthening service. As a result, new extensive retraining efforts were implemented. Those efforts include Crisis Intervention Training to better respond to the calls involving mental health incidents and courtesy training to enhance our staff's skills and professionalism. This effort has also resulted in increased supervisor monitoring for call takers and dispatchers.

While we continue to strive for process improvement and customer service satisfaction, I am pleased to announce that the City of Chicago's 9-1-1 staff has received National and State level accolades from the Association of Public-Safety Communications Officials. This industry

organization has awarded one of our very own as the “International Trainer of the Year” as well as “Illinois Trainer of the Year.” This recognition highlights not only this individual’s efforts, but the team efforts as well.

Working in partnership with DoIT and actively engaging stakeholders, we will meet the Mayor’s vision to modernize the now 17 year old 3-1-1 technology. Our goal is to provide convenient, user-friendly access for residents to connect, communicate and collaborate with the City. This project will streamline work flow, allow for improved service delivery and tracking while also improving the reporting capabilities. All of these goals are in line with the Mayor’s mission of transparency and accountability.

As always, we continue working to realize efficiencies and cost saving measures. To this end, OEMC was able to minimize the increase to our corporate budget by utilizing zero based budgeting. This approach has meant better coordination of our Homeland Security Grant funds to purchase and maintain new projects, software applications, and equipment. OEMC also has taken steps to realize significant cost savings with regard to technology. In September, OEMC completed several database migrations to new Dell hardware supporting 9-1-1 Operations. This move from older, expensive legacy hardware will not only strengthen our back-end dependability for 9-1-1 Operations but also will produce an estimated \$5 million dollars in savings for maintenance over the next five years.

In my first few months on the job, I have seen that we have a tremendous workforce of talented people at the OEMC and an impressive array of partnerships all committed to supporting public safety. I look forward to continuing to assess opportunities that will strengthen this organization and help us better meet our important mission of serving the residents and visitors to Chicago.

Again, thank you Madam Chairman and members of City Council and I look forward to answering any of your questions.