

OEMC Executive Director Tate-Nadeau Budget Remarks

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 Office of Emergency Management and Communications, otherwise known as the OEMC. Today I would like to share some highlights from my first year in this position and answer your questions regarding our 2018 budget.

As you know, the OEMC supports citywide operations and the overall safety of first responders, residents and visitors to Chicago. The OEMC manages the 9-1-1 Operations Call Center, the 3-1-1 City Services Call Center, emergency preparedness, the Traffic Management Authority, which includes crossing guards and traffic control aides, 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, coordination and responsibilities for everything from special events to homeland security.

In my first full year on the job, I have been focused on enhancing the OEMC's mission through better management practices, strengthening our role in coordinating stakeholders and partners that support public safety, and improving the technology we use to do our jobs serving residents and visitors. Three areas I would like to highlight today include our efforts to reduce overtime, the work we've done to improve special event planning and coordination, and two significant technology improvements we will continue to address in 2018.

First, the OEMC has been focused on implementing new strategies to better manage overtime. I have mandated monthly overtime meetings with all sections that focus on reducing overtime. These efforts began in June 2017, and after a full year of implementation we will realize the true cost savings related to these efforts. However, I am excited to share that by using a variety of different tools that involved strict approvals, regular analysis and better staffing patterns and innovations, we have realized a cost savings on the 9-1-1 floor by more than 9,300 hours through August compared to 2016, which is the same as returning four full-time employees to duty.

Second, we've strengthened the coordination and planning posture for major events across the City. Since I appeared before you last year, the OEMC has hosted over 50 practice workshops and exercises and supported thousands of special events. In addition, we have worked vigilantly with our public and private partners to address and exercise challenging issues related to cybersecurity, extended electrical grid outages, complex coordinated attacks, active shooter scenarios, and weather-related incidents. We continue to revise and refine our plans to ensure the safety and security of our city. We have also embarked on the development of a world class common operating picture platform that allows us to identify and respond to events in today's complex environment.

Finally, under the leadership of Mayor Emanuel, I'm happy to report that we are pursuing significant technology improvements to benefit first responders, residents and visitors alike. To benefit public safety, we have recently published a request for proposal to update our computer aided dispatch system, known as a CAD. Our current system is over 20 years old – and was originally installed when our building first opened. The new CAD will take advantage of new technology, allowing for better information sharing with first responders, and ensure that we are compliant with Next Generation 9-1-1 requirements as outlined by the State of Illinois. While still in the early phase of this project, a new CAD system will ensure that first responders have access to critical information when it matters most.

I am also excited to share that the OEMC and the Department of Innovation and Technology have been working diligently on moving the new 3-1-1 system project forward to be fully operational in 2019. The overall goal of the new 3-1-1 system is to bring public works service delivery up to 21st century standards, providing our residents

with the most efficient and timely delivery of services. The new system will further improve the digital experience by allowing residents to access services and information via text, social media and mobile applications. With this new system, 3-1-1 will allow our residents to request city services in a convenient, user-friendly way that focuses on our residents' customer service experience.

In closing, I would be remiss if I didn't express my gratitude to the great men and women who work at OEMC and emphasize their dedication and commitment to our great city and its residents. I have seen firsthand their tireless efforts and personal sacrifice to ensure the safety of those who live, work and play in Chicago.

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