

OEMC Executive Director Guidice Budget Remarks

Good Morning/Afternoon, Chairman Dowell, Vice Chairman Silverstein and members of the City Council.

My name is Rich Guidice and I'm the Executive Director for the Office of Emergency Management and Communications (OEMC). It is my honor to be here with you today to answer your questions and any concerns you might have regarding OEMC.

As you are aware, OEMC manages the 9-1-1 Center, the 3-1-1 City Services Call Center, Emergency Management, the Traffic Management Authority, which includes crossing guards and traffic control aides, and the Public Safety Information Technology Section, which supports our first responders. Many of you are also familiar with our role in providing public safety planning and coordination for everything from large-scale special events to homeland security related responsibilities.

In every division of OEMC, we are dedicated to delivering the best services and programs possible by making significant operational and technology improvements to benefit first responders, residents and visitors alike.

We continue to strengthen the coordination and planning posture for major large-scale events across the city – which includes everything from the various St. Patrick's Day celebrations at the beginning of the special event season to the CTU strike. I am very proud that OEMC has established a comprehensive model that is recognized by event organizers to be a best practice when it comes to working with our public and private sector partners to ensure the safety and security of the city as part of our extensive large-scale event preparations.

We have also driven several initiatives to help the city prepare for unplanned events that may occur given the dynamic environment we currently face globally. These include working vigilantly with our public and private partners to address and exercise challenging issues related to extended electrical grid outages, complex coordinated attacks, active shooter scenarios and weather-related incidents. In the coming year, we will continue to revise and refine our plans to ensure the safety and security of Chicago.

Building on the progress made and lessons learned during public safety exercises, OEMC instituted active threat training for call takers and dispatchers this year, and developed a Major Incident Console on the 9-1-1 operations floor to be used for events that require rapid information exchange between the Chicago Police Department ("CPD") and the Chicago Fire Department ("CFD"), such as an active shooter in progress or act of terrorism.

In addition, OEMC has implemented several technology and operational improvements within the 9-1-1 Center throughout the year to better serve our staff and callers. These enhancements include the addition of two new video walls, which improves situational awareness of call takers and dispatchers by digitally displaying critical information such as camera feeds, a citywide data-map, and dashboards. The video walls will give 9-1-1 supervisors the ability to better manage resources through the live agent monitoring display, which tracks staff productivity for greater efficiencies. OEMC is maximizing existing resources by leveraging the Smart911 platform to integrate advanced emergency location data into its 9-1-1 mapping software to provide more accurate location identification for cellular calls. This technology, coupled with the pole location marking project we have implemented along the lakefront where street addresses do not otherwise exist, will help our staff in dispatching first responders to incidents.

We continue our efforts to increase voluntary enrollment in the free SMART911 Program as part of our efforts to strengthen the accurate and timely dispatch of emergency resources in crisis situations. Through the program, 9-1-1 operators have the ability to initiate a two-way text message in cases where the caller is unable to communicate in an emergency incident for safety reasons, such as when an intruder is in the house or a hostage situation. This feature has been utilized most during domestic violence emergencies, because it allows our call takers to communicate with residents discreetly to collect information, which can greatly increase their safety as well as the first responders arriving to the scene.

In the coming months, we will begin work to upgrade our 9-1-1 Computer Aided Dispatch (CAD) System and be on a path to being Next Generation 9-1-1 compliant to provide our residents with the ability to text to 9-1-1, share photos and videos directly to 9-1-1 from a mobile device and other enhancements that were previously not possible in major metropolitan 9-1-1 dispatch centers.

As you are aware, this year will mark the first full year of the implementation of the new 3-1-1 City System. We look forward to working with you all on continued improvement based on your feedback to best meet your needs and the communities you represent.

I am pleased to report that our Public Safety Information and Technology (PSIT) section has installed more than 700 new cameras throughout the city, and will have upgraded all 3G Aldermanic cameras to the 4G network by the end of 2019.

PSIT is also on track to deploy 3,000 in-vehicle routers in CPD and CFD vehicles by the end of 2019, which allows faster service as well as the exchange of GPS and multimedia information. The Section also added new police radios with encrypted capabilities for special functions units and district tactical teams, due to the build-

out of additional channels and radio infrastructure in 2019. In 2020, OEMC will continue to add radios to the secure network, as we work toward the full project completion scheduled for 2022.

OEMC has been vigorously identifying efficiencies that maximize existing resources, while increasing productivity. To that end, we continue to deploy a targeted strategy to better manage overt absenteeism and FMLA abuse department-wide. This approach involves an internal FMLA Committee, additional dedicated training on FMLA for our managers, monitoring and identifying trends, meeting regularly with Office of Budget and Management, counseling individuals when we identify a trend, and working with the Department of Law, the unions, and the Office of Inspector General on cases of suspected abuse. As a result, we are projected to reduce our FMLA usage by over 3,700 hours in 2019, representing a 14.4 percent reduction overall since 2017.

In closing, I would like to thank the great men and women who work at OEMC. I applaud their dedication and commitment to our great city and its residents. Their tireless efforts and personal sacrifice ensure the safety of those who live, work and play in Chicago.

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