



CITY OF CHICAGO

THE OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATIONS

MEMORANDUM

To: The Honorable Pat Dowell
Chairman, Committee on the Budget and Government Operations

From: Rich Guidice
Executive Director
OEMC

CC: Elizabeth Beatty
Mayor's Office of Intergovernmental Affairs

Date: October 24, 2022

Re: Request for Information from Annual Appropriation Committee Hearing

ID: 58-01 Attrition

The following information is provided in response to questions posed at our department's hearing on Thursday, October 20, 2022 to discuss the proposed 2023 budget.

Alderman Lee asked for expected attrition numbers for OEMC and how many of these individuals are pension eligible.

The anticipated attrition for OEMC for 2022 is 110 employees. Of these, 34 employees have more than 10 years of service with the City. Assuming 850 total full-time employees for OEMC, the attrition rate for 2022 equates to 13%.

As always, please let me know if you have any further questions.



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Date: October 24, 2022

Re: Request for Information from Annual Appropriation Committee Hearing

ID: 58-02

The following information is provided in response to questions posed at our department's hearing on Thursday, October 20, 2022 to discuss the proposed 2023 budget.

Alderman Vasquez asked for a breakdown of the number of 9-1-1 calls received in the following categories: mental health, homelessness, and substance use. It was requested that this data be broken out by location.

Kindly see the enclosed data responsive to this request. Please note that homelessness is not a 9-1-1 event type and therefore OEMC cannot provide metrics on this specific category. Regarding the enclosed data, CIT reflects 9-1-1 calls with a mental health component and OD reflects substance abuse, or overdose, calls into the 9-1-1 system. This data is further broken down by district.

As always, please let me know if you have any further questions.



CITY OF CHICAGO



THE OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATIONS

January 1, 2022 – September 30, 2022

DISTRICT	OVERDOSE (OD)	Crisis Intervention Team (CIT) Calls
001	230	2426
002	215	2363
003	225	2157
004	154	3120
005	99	1976
006	300	3428
007	274	2136
008	215	2841
009	158	1921
010	362	1622
011	1466	2237
012	382	2085
014	136	1205
015	401	1711
016	96	1729
017	121	1562
018	185	1910
019	140	2957
020	79	1898
022	81	1860
024	155	2852
025	268	2104
Total	5,742	48,105



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MEMORANDUM

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From: Rich Guidice
Executive Director
OEMC

CC: Elizabeth Beatty
Mayor's Office of Intergovernmental Affairs

Date: October 24, 2022

Re: Request for Information from Annual Appropriation Committee Hearing

ID: 58-03 3-1-1 calls

The following information is provided in response to questions posed at our department's hearing on Thursday, October 20, 2022 to discuss the proposed 2023 budget.

Alderman Vasquez asked whether it was possible to see other ward's 3-1-1 calls.

Citywide data regarding 3-1-1 service requests can be found on the Chicago Data Portal website.

(<https://data.cityofchicago.org/Service-Requests/311-Service-Requests/v6vf-nfxy>).

As always, please let me know if you have any further questions.



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THE OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATIONS

MEMORANDUM

To: The Honorable Pat Dowell
Chairman, Committee on the Budget and Government Operations

From: Rich Guidice
Executive Director
OEMC

CC: Elizabeth Beatty
Mayor's Office of Intergovernmental Affairs

Date: October 24, 2022

Re: Request for Information from Annual Appropriation Committee Hearing

ID: 58-04 Violent 9-1-1 Calls

The following information is provided in response to questions posed at our department's hearing on Thursday, October 20, 2022 to discuss the proposed 2023 budget.

Alderman King asked what percentage of 9-1-1 calls are for violent vs. non-violent situations.

Based on 2022 data, the percentage of 9-1-1 calls related to the following violent event types makes up 3% of total 9-1-1 calls.

- Assault*
- Battery*
- Criminal Sexual Assault
- Domestic Battery*
- Person Shot
- Person Stabbed
- Robbery

As always, please let me know if you have any further questions.

**The Federal Bureau of Investigation (FBI) does not categorize simple assault, battery, or domestic battery as violent violence crimes under the Uniform Crime Report (UCR), though it does categorize aggravated assault and aggravated battery as violent crimes. However, at the time of call intake, that level of specificity cannot always be determined, and thus the OEMC does not differentiate between simple and aggravated when it comes to these call types, and all are included in the 3% cited above*



CITY OF CHICAGO



THE OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATIONS

To

From

UEM/C

CC: Elizabeth Beatty
Mayor's Office of Intergovernmental Affairs

Date: October 24, 2022

Re: Request for Information from Annual Appropriation Committee Hearing

ID: 58-05 311 Citywide Data

The following information is provided in response to questions posed at our department's hearing on Thursday, October 20, 2022 to discuss the proposed 2023 budget.

Alderman Taylor asked for a breakdown of 3-1-1 calls by ward and department, organized by status.

Kindly see the enclosed responsive data from January 1, 2022 to September 30, 2022.

As always, please let me know if you have any further questions.

Service Request Status →		Open	Completed	TOTAL
Ward ↑	Department ↑	Record Count	Record Count	
1				
	Animal Care and Control	0	412	412
	Aviation	0	1	1
	BACP - Business Affairs and Consumer Protection	13	256	269
	CDOT - Department of Transportation	547	3415	3962
	Chicago Housing Authority	0	4	4
	Chicago Park District	5	12	17
	Chicago Transit Authority - CTA	0	1	1
	City Clerk's Office	0	23	23
	Commission on Human Relations	0	4	4
	Department of Housing	0	19	19
	Department of Planning and Development	10	0	10
	DFSS - Department of Family & Support Services	10	763	773
	DOB - Buildings	108	474	582
	DoIT - Department of Innovation & Technology	0	0	0
	DWM - Department of Water Management	256	804	1060
	Finance	5	115	120
	Fire	0	7	7
	Fleet and Facility Management - 2FM	5	6	11
	Health	16	212	228
	Mayor's Correspondence Group	4	0	4
MOPD - Mayor's Office for People with Disabilities	0	4	4	
Outside Agencies	0	39	39	
Police	34	0	34	
Streets and Sanitation	731	10937	11668	
Subtotal		1744	17508	19252
2				
	Animal Care and Control	0	190	190
	BACP - Business Affairs and Consumer Protection	24	253	277
	CDOT - Department of Transportation	506	2210	2716
	Chicago Park District	1	3	4
	Chicago Transit Authority - CTA	0	5	5
	City Clerk's Office	0	17	17
	Commission on Human Relations	0	5	5
	Department of Housing	0	11	11
	Department of Planning and Development	9	0	9
	DFSS - Department of Family & Support Services	22	957	979
	DOB - Buildings	63	320	383
	DWM - Department of Water Management	176	597	773
Finance	0	63	63	

	Fire	0	1	1
	Fleet and Facility Management - 2FM	0	1	1
	Health	2	179	181
	Law	1	0	1
	Mayor's Correspondence Group	16	0	16
	Mayor's Volunteer Network	1	0	1
	MOPD - Mayor's Office for People with Disabilities	0	6	6
	Outside Agencies	0	47	47
	Police	7	19	26
	Streets and Sanitation	340	5686	6026
	Subtotal	1168	10570	11738
3				
	Animal Care and Control	0	455	455
	BACP - Business Affairs and Consumer Protection	23	203	226
	CDOT - Department of Transportation	744	2887	3631
	Chicago Housing Authority	0	20	20
	Chicago Park District	1	23	24
	Chicago Transit Authority - CTA	0	5	5
	City Clerk's Office	8	23	31
	Commission on Human Relations	0	10	10
	Department of Housing	0	29	29
	Department of Planning and Development	28	0	28
	DFSS - Department of Family & Support Services	37	2569	2606
	DOB - Buildings	112	757	869
	DWM - Department of Water Management	123	920	1043
	Finance	2	31	33
	Fire	0	6	6
	Fleet and Facility Management - 2FM	1	3	4
	Health	6	94	100
	Law	2	0	2
	Mayor's Correspondence Group	25	0	25
	MOPD - Mayor's Office for People with Disabilities	0	17	17
	Outside Agencies	0	69	69
	Police	16	0	16
	Streets and Sanitation	455	5388	5843
	Subtotal	1583	13509	15092
4				
	Animal Care and Control	0	394	394
	Aviation	0	1	1
	BACP - Business Affairs and Consumer Protection	14	203	217
	CDOT - Department of Transportation	587	2639	3226
	Chicago Housing Authority	0	30	30
	Chicago Park District	2	46	48
	Chicago Public Schools	1	0	1
	Chicago Transit Authority - CTA	0	10	10

	City Clerk's Office	1	7	8
	Commission on Human Relations	0	5	5
	Department of Housing	0	27	27
	Department of Planning and Development	19	0	19
	DFSS - Department of Family & Support Services	30	2081	2111
	DOB - Buildings	151	773	924
	DWM - Department of Water Management	97	787	884
	Finance	1	48	49
	Fire	0	6	6
	Fleet and Facility Management - 2FM	1	1	2
	Health	9	143	152
	Mayor's Correspondence Group	32	0	32
	MOPD - Mayor's Office for People with Disabilities	0	12	12
	Outside Agencies	0	80	80
	Police	23	0	23
	Streets and Sanitation	380	4644	5024
	Subtotal	1348	11937	13285
5				
	Animal Care and Control	0	586	586
	BACP - Business Affairs and Consumer Protection	5	117	122
	CDOT - Department of Transportation	444	2351	2795
	Chicago Housing Authority	0	9	9
	Chicago Park District	2	41	43
	Chicago Public Schools	1	0	1
	Chicago Transit Authority - CTA	0	4	4
	City Clerk's Office	0	2	2
	Commission on Human Relations	0	5	5
	Department of Housing	0	29	29
	Department of Planning and Development	5	0	5
	DFSS - Department of Family & Support Services	42	2466	2508
	DOB - Buildings	192	1024	1216
	DWM - Department of Water Management	170	761	931
	Finance	6	28	34
	Fire	0	6	6
	Fleet and Facility Management - 2FM	0	4	4
	Health	9	73	82
	Law	1	0	1
	Mayor's Correspondence Group	14	0	14
	MOPD - Mayor's Office for People with Disabilities	0	16	16
	Outside Agencies	0	59	59
	Police	10	0	10
	Streets and Sanitation	467	3850	4317
	Subtotal	1368	11431	12799
6				
	Animal Care and Control	3	1035	1038

BACP - Business Affairs and Consumer Protection	16	173	189
CDOT - Department of Transportation	567	3006	3573
Chicago Housing Authority	0	7	7
Chicago Park District	2	18	20
Chicago Public Schools	3	0	3
Chicago Transit Authority - CTA	0	1	1
City Clerk's Office	0	8	8
Commission on Human Relations	0	4	4
Department of Housing	0	53	53
Department of Planning and Development	7	0	7
DFSS - Department of Family & Support Services	35	2494	2529
DOB - Buildings	244	1585	1829
DWM - Department of Water Management	225	1289	1514
Finance	8	36	44
Fire	0	21	21
Fleet and Facility Management - 2FM	1	4	5
Health	18	98	116
Mayor's Correspondence Group	12	0	12
MOPD - Mayor's Office for People with Disabilities	0	17	17
Outside Agencies	0	57	57
Police	51	1	52
Streets and Sanitation	939	7082	8021
Subtotal	2131	16989	19120
7			
Animal Care and Control	0	1136	1136
BACP - Business Affairs and Consumer Protection	9	126	135
CDOT - Department of Transportation	436	2756	3192
Chicago Housing Authority	0	18	18
Chicago Park District	2	19	21
Chicago Public Schools	1	0	1
Chicago Transit Authority - CTA	0	4	4
City Clerk's Office	0	58	58
Commission on Human Relations	0	4	4
Department of Housing	0	51	51
Department of Planning and Development	3	0	3
DFSS - Department of Family & Support Services	69	2509	2578
DOB - Buildings	249	1297	1546
DWM - Department of Water Management	177	1309	1486
Finance	8	5	13
Fire	0	4	4
Fleet and Facility Management - 2FM	1	2	3
Health	5	75	80
Mayor's Correspondence Group	6	0	6
MOPD - Mayor's Office for People with Disabilities	0	21	21
Outside Agencies	0	59	59

	Police	26	0	26
	Streets and Sanitation	737	5898	6635
	Subtotal	1729	15351	17080
8				
	Animal Care and Control	3	1102	1105
	BACP - Business Affairs and Consumer Protection	14	161	175
	CDOT - Department of Transportation	666	3842	4508
	Chicago Housing Authority	0	6	6
	Chicago Park District	2	38	40
	Chicago Public Schools	1	0	1
	Chicago Transit Authority - CTA	0	4	4
	City Clerk's Office	0	49	49
	Commission on Human Relations	0	7	7
	Department of Housing	0	75	75
	Department of Planning and Development	8	0	8
	DFSS - Department of Family & Support Services	25	2416	2441
	DOB - Buildings	257	1222	1479
	DWM - Department of Water Management	226	1469	1695
	Finance	4	4	8
	Fire	0	6	6
	Fleet and Facility Management - 2FM	1	3	4
	Health	3	95	98
	Mayor's Correspondence Group	11	0	11
	Mayor's Volunteer Network	1	0	1
	MOPD - Mayor's Office for People with Disabilities	0	14	14
	Outside Agencies	0	105	105
	Police	28	0	28
	Streets and Sanitation	1219	6782	8001
	Subtotal	2469	17400	19869
9				
	Animal Care and Control	2	1430	1432
	BACP - Business Affairs and Consumer Protection	6	99	105
	CDOT - Department of Transportation	526	3469	3995
	Chicago Housing Authority	0	8	8
	Chicago Park District	1	18	19
	Chicago Public Schools	3	0	3
	Chicago Transit Authority - CTA	0	1	1
	City Clerk's Office	0	13	13
	Commission on Human Relations	0	2	2
	Department of Housing	0	49	49
	Department of Planning and Development	4	0	4
	DFSS - Department of Family & Support Services	20	2403	2423
	DOB - Buildings	169	1053	1222
	DWM - Department of Water Management	236	1436	1672
	Finance	7	2	9
	Fire	0	1	1

	Fleet and Facility Management - 2FM	0	1	1
	Health	4	70	74
	Law	1	0	1
	Mayor's Correspondence Group	11	0	11
	MOPD - Mayor's Office for People with Disabilities	0	12	12
	Outside Agencies	0	74	74
	Police	54	2	56
	Streets and Sanitation	1038	7288	8326
	Subtotal	2082	17431	19513
10				
	Animal Care and Control	2	876	878
	BACP - Business Affairs and Consumer Protection	8	81	89
	CDOT - Department of Transportation	548	20224	20772
	Chicago Housing Authority	0	4	4
	Chicago Park District	1	10	11
	Chicago Public Schools	1	0	1
	Chicago Transit Authority - CTA	0	3	3
	City Clerk's Office	0	20	20
	Commission on Human Relations	0	3	3
	Department of Housing	0	24	24
	Department of Planning and Development	4	0	4
	DFSS - Department of Family & Support Services	16	877	893
	DOB - Buildings	99	524	623
	DWM - Department of Water Management	230	900	1130
	Finance	5	7	12
	Fire	0	3	3
	Fleet and Facility Management - 2FM	0	1	1
	Health	3	88	91
	Mayor's Correspondence Group	10	0	10
	MOPD - Mayor's Office for People with Disabilities	0	13	13
	Outside Agencies	0	34	34
	Police	27	0	27
	Streets and Sanitation	844	6240	7084
	Subtotal	1798	29932	31730
11				
	Animal Care and Control	0	332	332
	BACP - Business Affairs and Consumer Protection	16	203	219
	CDOT - Department of Transportation	497	3120	3617
	Chicago Housing Authority	0	1	1
	Chicago Park District	1	8	9
	Chicago Transit Authority - CTA	0	1	1
	City Clerk's Office	0	56	56
	Commission on Human Relations	0	5	5
	Department of Housing	0	11	11
	Department of Planning and Development	10	0	10

	DFSS - Department of Family & Support Services	10	862	872
	DOB - Buildings	60	383	443
	DWM - Department of Water Management	151	1006	1157
	Finance	9	78	87
	Fire	0	4	4
	Fleet and Facility Management - 2FM	0	2	2
	Health	10	94	104
	Law	1	0	1
	Mayor's Correspondence Group	12	0	12
	MOPD - Mayor's Office for People with Disabilities	0	2	2
	Outside Agencies	0	42	42
	Police	22	0	22
	Streets and Sanitation	852	7806	8658
	Subtotal	1651	14016	15667
12				
	Animal Care and Control	0	403	403
	BACP - Business Affairs and Consumer Protection	14	108	122
	CDOT - Department of Transportation	431	2543	2974
	Chicago Park District	1	10	11
	City Clerk's Office	0	45	45
	Commission on Human Relations	0	6	6
	Department of Housing	0	21	21
	Department of Planning and Development	3	0	3
	DFSS - Department of Family & Support Services	7	591	598
	DOB - Buildings	80	367	447
	DWM - Department of Water Management	108	1307	1415
	Finance	2	3	5
	Fire	0	2	2
	Fleet and Facility Management - 2FM	3	3	6
	Health	3	146	149
	Mayor's Correspondence Group	2	0	2
	MOPD - Mayor's Office for People with Disabilities	0	9	9
	Outside Agencies	0	24	24
	Police	23	0	23
	Streets and Sanitation	991	8144	9135
	Subtotal	1668	13732	15400
13				
	Animal Care and Control	0	391	391
	Aviation	0	2	2
	BACP - Business Affairs and Consumer Protection	5	101	106
	CDOT - Department of Transportation	421	2901	3322
	Chicago Park District	0	6	6
	Chicago Transit Authority - CTA	0	2	2
	City Clerk's Office	2	31	33
	Commission on Human Relations	0	1	1

	Department of Housing	0	18	18
	Department of Planning and Development	4	0	4
	DFSS - Department of Family & Support Services	2	397	399
	DOB - Buildings	37	212	249
	DoIT - Department of Innovation & Technology	0	0	0
	DWM - Department of Water Management	149	950	1099
	Finance	4	1	5
	Fleet and Facility Management - 2FM	0	1	1
	Health	5	50	55
	Law	1	0	1
	Mayor's Correspondence Group	2	0	2
	MOPD - Mayor's Office for People with Disabilities	0	6	6
	Outside Agencies	0	21	21
	Police	14	0	14
	Streets and Sanitation	595	6147	6742
	Subtotal	1241	11238	12479
14				
	Animal Care and Control	0	486	486
	BACP - Business Affairs and Consumer Protection	11	120	131
	CDOT - Department of Transportation	440	3368	3808
	Chicago Park District	0	15	15
	Chicago Public Schools	2	0	2
	Chicago Transit Authority - CTA	0	3	3
	City Clerk's Office	24	494	518
	Commission on Human Relations	0	2	2
	Department of Housing	0	14	14
	Department of Planning and Development	5	0	5
	DFSS - Department of Family & Support Services	3	453	456
	DOB - Buildings	81	343	424
	DWM - Department of Water Management	116	935	1051
	Finance	4	4	8
	Fire	0	1	1
	Fleet and Facility Management - 2FM	1	0	1
	Health	3	66	69
	Mayor's Correspondence Group	2	0	2
	MOPD - Mayor's Office for People with Disabilities	0	7	7
	Outside Agencies	0	36	36
	Police	28	1	29
	Streets and Sanitation	936	10204	11140
	Subtotal	1656	16552	18208
15				
	Animal Care and Control	0	533	533
	BACP - Business Affairs and Consumer Protection	10	99	109
	CDOT - Department of Transportation	318	2389	2707
	Chicago Park District	1	3	4

	Chicago Transit Authority - CTA	0	2	2
	City Clerk's Office	1	18	19
	Department of Housing	0	29	29
	Department of Planning and Development	1	0	1
	DFSS - Department of Family & Support Services	5	650	655
	DOB - Buildings	87	432	519
	DWM - Department of Water Management	117	1089	1206
	Finance	3	2	5
	Fire	0	2	2
	Fleet and Facility Management - 2FM	0	1	1
	Health	5	63	68
	Mayor's Correspondence Group	3	0	3
	MOPD - Mayor's Office for People with Disabilities	0	15	15
	Outside Agencies	0	26	26
	Police	39	0	39
	Streets and Sanitation	796	6139	6935
	Subtotal	1386	11492	12878
16				
	Animal Care and Control	1	946	947
	BACP - Business Affairs and Consumer Protection	9	154	163
	CDOT - Department of Transportation	388	2642	3030
	Chicago Park District	0	12	12
	Chicago Public Schools	2	0	2
	Chicago Transit Authority - CTA	0	2	2
	City Clerk's Office	0	12	12
	Commission on Human Relations	0	1	1
	Department of Housing	0	65	65
	Department of Planning and Development	6	0	6
	DFSS - Department of Family & Support Services	49	2494	2543
	DOB - Buildings	175	1098	1273
	DWM - Department of Water Management	174	1161	1335
	Finance	9	5	14
	Fire	0	1	1
	Fleet and Facility Management - 2FM	1	3	4
	Health	6	75	81
	Mayor's Correspondence Group	2	0	2
	MOPD - Mayor's Office for People with Disabilities	0	15	15
	Outside Agencies	0	49	49
	Police	45	0	45
	Streets and Sanitation	844	8376	9220
	Subtotal	1711	17111	18822
17				
	Animal Care and Control	0	1100	1100
	BACP - Business Affairs and Consumer Protection	7	111	118
	CDOT - Department of Transportation	444	2395	2839

	Chicago Housing Authority	0	5	5
	Chicago Park District	4	8	12
	Chicago Transit Authority - CTA	0	4	4
	City Clerk's Office	0	1	1
	Commission on Human Relations	0	3	3
	Department of Housing	0	54	54
	Department of Planning and Development	1	0	1
	DFSS - Department of Family & Support Services	37	2679	2716
	DOB - Buildings	203	1084	1287
	DoIT - Department of Innovation & Technology	0	1	1
	DWM - Department of Water Management	180	1220	1400
	Finance	6	2	8
	Fire	0	2	2
	Fleet and Facility Management - 2FM	2	5	7
	Health	3	85	88
	Mayor's Correspondence Group	4	0	4
	MOPD - Mayor's Office for People with Disabilities	0	20	20
	Outside Agencies	0	70	70
	Police	48	5	53
	Streets and Sanitation	741	7050	7791
	Subtotal	1680	15904	17584
18				
	Animal Care and Control	1	751	752
	Aviation	0	1	1
	BACP - Business Affairs and Consumer Protection	14	152	166
	CDOT - Department of Transportation	593	4086	4679
	Chicago Park District	0	7	7
	Chicago Transit Authority - CTA	0	2	2
	City Clerk's Office	0	14	14
	Commission on Human Relations	0	2	2
	Department of Housing	0	41	41
	Department of Planning and Development	2	0	2
	DFSS - Department of Family & Support Services	9	1036	1045
	DOB - Buildings	95	325	420
	DWM - Department of Water Management	215	1273	1488
	Finance	4	0	4
	Fire	0	1	1
	Fleet and Facility Management - 2FM	1	1	2
	Health	7	60	67
	Mayor's Correspondence Group	4	0	4
	MOPD - Mayor's Office for People with Disabilities	0	11	11
	Outside Agencies	0	39	39
	Police	27	2	29
	Streets and Sanitation	1013	6979	7992
	Subtotal	1985	14783	16768
19				

Animal Care and Control	0	460	460
Aviation	0	3	3
BACP - Business Affairs and Consumer Protection	10	78	88
CDOT - Department of Transportation	594	3558	4152
Chicago Park District	1	13	14
Chicago Public Schools	1	0	1
Chicago Transit Authority - CTA	0	3	3
City Clerk's Office	0	11	11
Department of Housing	0	18	18
Department of Planning and Development	5	0	5
DFSS - Department of Family & Support Services	8	609	617
DOB - Buildings	58	271	329
DWM - Department of Water Management	244	2494	2738
Finance	2	0	2
Fire	0	189	189
Fleet and Facility Management - 2FM	1	3	4
Health	2	48	50
Mayor's Correspondence Group	9	0	9
Mayor's Volunteer Network	1	0	1
MOPD - Mayor's Office for People with Disabilities	0	6	6
Outside Agencies	0	37	37
Police	0	6	6
Streets and Sanitation	1769	5835	7604
Subtotal	2705	13642	16347
20			
Animal Care and Control	1	800	801
BACP - Business Affairs and Consumer Protection	8	121	129
CDOT - Department of Transportation	470	2727	3197
Chicago Housing Authority	0	13	13
Chicago Park District	2	28	30
Chicago Public Schools	1	0	1
Chicago Transit Authority - CTA	0	5	5
City Clerk's Office	0	7	7
Commission on Human Relations	0	4	4
Department of Housing	0	39	39
Department of Planning and Development	9	0	9
DFSS - Department of Family & Support Services	41	2395	2436
DOB - Buildings	223	1153	1376
DWM - Department of Water Management	163	1358	1521
Finance	2	0	2
Fire	0	18	18
Fleet and Facility Management - 2FM	1	5	6
Health	1	77	78
Mayor's Correspondence Group	9	0	9
MOPD - Mayor's Office for People with Disabilities	0	29	29

	Outside Agencies	0	45	45
	Police	38	0	38
	Streets and Sanitation	612	5799	6411
	Subtotal	1581	14623	16204
21				
	Animal Care and Control	3	1146	1149
	BACP - Business Affairs and Consumer Protection	9	130	139
	CDOT - Department of Transportation	577	3501	4078
	Chicago Housing Authority	0	6	6
	Chicago Park District	1	15	16
	Chicago Public Schools	1	0	1
	Chicago Transit Authority - CTA	0	7	7
	City Clerk's Office	0	12	12
	Commission on Human Relations	0	4	4
	Department of Housing	0	66	66
	Department of Planning and Development	5	0	5
	DFSS - Department of Family & Support Services	28	2139	2167
	DOB - Buildings	154	904	1058
	DWM - Department of Water Management	233	1483	1716
	Finance	9	7	16
	Fire	0	4	4
	Fleet and Facility Management - 2FM	0	3	3
	Health	9	72	81
	Law	1	0	1
	Mayor's Correspondence Group	10	0	10
	MOPD - Mayor's Office for People with Disabilities	0	28	28
	Outside Agencies	0	71	71
	Police	55	33	88
	Streets and Sanitation	987	6780	7767
	Subtotal	2082	16411	18493
22				
	Animal Care and Control	1	449	450
	Aviation	0	19	19
	BACP - Business Affairs and Consumer Protection	12	117	129
	CDOT - Department of Transportation	384	2164	2548
	Chicago Housing Authority	0	1	1
	Chicago Park District	0	2	2
	Chicago Public Schools	3	0	3
	Chicago Transit Authority - CTA	0	1	1
	City Clerk's Office	0	31	31
	Commission on Human Relations	0	4	4
	Department of Housing	0	16	16
	Department of Planning and Development	4	0	4
	DFSS - Department of Family & Support Services	3	537	540
	DOB - Buildings	65	327	392
	DWM - Department of Water Management	99	1116	1215

	Finance	8	3	11
	Fire	0	3	3
	Fleet and Facility Management - 2FM	1	2	3
	Health	5	70	75
	Mayor's Correspondence Group	1	0	1
	MOPD - Mayor's Office for People with Disabilities	0	5	5
	Outside Agencies	0	23	23
	Police	20	1	21
	Streets and Sanitation	985	6673	7658
	Subtotal	1591	11564	13155
23				
	Animal Care and Control	2	540	542
	Aviation	0	89	89
	BACP - Business Affairs and Consumer Protection	39	192	231
	CDOT - Department of Transportation	514	3325	3839
	Chicago Park District	1	4	5
	Chicago Public Schools	2	0	2
	Chicago Transit Authority - CTA	0	3	3
	City Clerk's Office	3	63	66
	Department of Housing	0	12	12
	Department of Planning and Development	2	0	2
	DFSS - Department of Family & Support Services	18	793	811
	DOB - Buildings	41	276	317
	DWM - Department of Water Management	136	1098	1234
	Finance	3	6	9
	Fleet and Facility Management - 2FM	2	3	5
	Health	1	63	64
	Mayor's Correspondence Group	6	0	6
	MOPD - Mayor's Office for People with Disabilities	0	11	11
	Outside Agencies	0	35	35
	Police	13	1	14
	Streets and Sanitation	813	7564	8377
	Subtotal	1596	14078	15674
24				
	Animal Care and Control	0	723	723
	Aviation	0	3	3
	BACP - Business Affairs and Consumer Protection	14	115	129
	CDOT - Department of Transportation	388	2808	3196
	Chicago Housing Authority	0	5	5
	Chicago Park District	0	12	12
	Chicago Public Schools	1	0	1
	Chicago Transit Authority - CTA	0	4	4
	City Clerk's Office	1	3	4
	Commission on Human Relations	0	4	4
	Department of Housing	0	41	41

	Department of Planning and Development	6	0	6
	DFSS - Department of Family & Support Services	36	2496	2532
	DOB - Buildings	160	910	1070
	DWM - Department of Water Management	116	1080	1196
	Finance	6	1	7
	Fire	0	6	6
	Fleet and Facility Management - 2FM	1	8	9
	Health	6	66	72
	Mayor's Correspondence Group	9	0	9
	MOPD - Mayor's Office for People with Disabilities	0	17	17
	Outside Agencies	0	43	43
	Police	43	0	43
	Streets and Sanitation	578	7535	8113
	Subtotal	1365	15880	17245
25				
	Animal Care and Control	1	378	379
	BACP - Business Affairs and Consumer Protection	29	223	252
	CDOT - Department of Transportation	614	4414	5028
	Chicago Housing Authority	0	10	10
	Chicago Park District	4	14	18
	Chicago Public Schools	1	0	1
	Chicago Transit Authority - CTA	0	3	3
	City Clerk's Office	0	133	133
	Commission on Human Relations	0	9	9
	Department of Housing	0	17	17
	Department of Planning and Development	15	0	15
	DFSS - Department of Family & Support Services	24	1168	1192
	DOB - Buildings	62	486	548
	DWM - Department of Water Management	139	1247	1386
	Finance	1	102	103
	Fire	0	3	3
	Fleet and Facility Management - 2FM	0	4	4
	Health	23	190	213
	Law	2	0	2
	Mayor's Correspondence Group	8	0	8
	Mayor's Volunteer Network	1	0	1
	MOPD - Mayor's Office for People with Disabilities	0	9	9
	Outside Agencies	0	21	21
	Police	25	0	25
	Streets and Sanitation	385	8625	9010
	Subtotal	1334	17056	18390
26				
	Animal Care and Control	1	389	390
	Aviation	0	1	1
	BACP - Business Affairs and Consumer Protection	11	117	128

CDOT - Department of Transportation	429	2327	2756
Chicago Housing Authority	0	11	11
Chicago Park District	2	22	24
Chicago Transit Authority - CTA	0	2	2
City Clerk's Office	0	34	34
Department of Housing	0	29	29
Department of Planning and Development	7	0	7
DFSS - Department of Family & Support Services	12	1226	1238
DOB - Buildings	114	457	571
DoIT - Department of Innovation & Technology	0	1	1
DWM - Department of Water Management	169	844	1013
Finance	5	19	24
Fire	0	4	4
Fleet and Facility Management - 2FM	1	2	3
Health	8	93	101
Mayor's Correspondence Group	3	0	3
MOPD - Mayor's Office for People with Disabilities	0	7	7
Outside Agencies	0	25	25
Police	36	0	36
Streets and Sanitation	840	7191	8031
Subtotal	1638	12801	14439
27			
Animal Care and Control	0	491	491
BACP - Business Affairs and Consumer Protection	28	324	352
CDOT - Department of Transportation	731	4155	4886
Chicago Housing Authority	0	22	22
Chicago Park District	0	10	10
Chicago Transit Authority - CTA	0	9	9
City Clerk's Office	0	28	28
Commission on Human Relations	0	14	14
Department of Housing	0	37	37
Department of Planning and Development	32	0	32
DFSS - Department of Family & Support Services	127	5313	5440
DOB - Buildings	164	750	914
DoIT - Department of Innovation & Technology	0	2	2
DWM - Department of Water Management	143	1413	1556
Finance	4	446	450
Fire	0	12	12
Fleet and Facility Management - 2FM	2	8	10
Health	19	224	243
Law	3	0	3
Mayor's Correspondence Group	32	0	32
MOPD - Mayor's Office for People with Disabilities	0	13	13
Outside Agencies	0	45	45
Police	44	7	51
Streets and Sanitation	652	10435	11087

Subtotal		1981	23758	25739
28				
	Animal Care and Control	0	741	741
	Aviation	0	1	1
	BACP - Business Affairs and Consumer Protection	16	183	199
	CDOT - Department of Transportation	519	4605	5124
	Chicago Housing Authority	0	7	7
	Chicago Park District	3	18	21
	Chicago Public Schools	3	0	3
	Chicago Transit Authority - CTA	0	5	5
	City Clerk's Office	0	13	13
	Commission on Human Relations	0	6	6
	Department of Housing	0	70	70
	Department of Planning and Development	17	0	17
	DFSS - Department of Family & Support Services	86	4298	4384
	DOB - Buildings	208	916	1124
	DoIT - Department of Innovation & Technology	0	4	4
	DWM - Department of Water Management	150	1331	1481
	Finance	11	115	126
	Fire	0	4	4
	Fleet and Facility Management - 2FM	0	3	3
	Health	12	126	138
	Law	1	0	1
	Mayor's Correspondence Group	12	0	12
	Mayor's Volunteer Network	1	0	1
	MOPD - Mayor's Office for People with Disabilities	0	13	13
	Outside Agencies	0	87	87
	Police	83	0	83
	Streets and Sanitation	538	8823	9361
Subtotal		1660	21369	23029
29				
	Animal Care and Control	0	705	705
	BACP - Business Affairs and Consumer Protection	7	120	127
	CDOT - Department of Transportation	546	2381	2927
	Chicago Housing Authority	0	9	9
	Chicago Park District	1	14	15
	Chicago Transit Authority - CTA	0	3	3
	City Clerk's Office	0	40	40
	Department of Housing	0	38	38
	Department of Planning and Development	6	0	6
	DFSS - Department of Family & Support Services	37	2617	2654
	DOB - Buildings	160	729	889
	DoIT - Department of Innovation & Technology	0	1	1
	DWM - Department of Water Management	171	1003	1174
	Finance	7	2	9
	Fire	0	4	4

	Health	10	44	54
	Mayor's Correspondence Group	3	0	3
	MOPD - Mayor's Office for People with Disabilities	0	16	16
	Outside Agencies	0	71	71
	Police	16	0	16
	Streets and Sanitation	850	6572	7422
	Subtotal	1814	14369	16183
30				
	Animal Care and Control	2	330	332
	BACP - Business Affairs and Consumer Protection	3	126	129
	CDOT - Department of Transportation	577	1930	2507
	Chicago Park District	1	3	4
	Chicago Transit Authority - CTA	0	3	3
	City Clerk's Office	0	43	43
	Commission on Human Relations	0	2	2
	Department of Housing	0	19	19
	Department of Planning and Development	8	0	8
	DFSS - Department of Family & Support Services	5	674	679
	DOB - Buildings	76	301	377
	DWM - Department of Water Management	168	651	819
	Finance	1	6	7
	Fire	0	1	1
	Fleet and Facility Management - 2FM	0	3	3
	Health	8	65	73
	Mayor's Correspondence Group	2	0	2
	Mayor's Volunteer Network	1	0	1
	MOPD - Mayor's Office for People with Disabilities	0	8	8
	Outside Agencies	0	47	47
	Police	12	4	16
	Streets and Sanitation	771	6781	7552
	Subtotal	1635	10997	12632
31				
	Animal Care and Control	0	360	360
	BACP - Business Affairs and Consumer Protection	11	117	128
	CDOT - Department of Transportation	445	2119	2564
	Chicago Park District	0	2	2
	City Clerk's Office	1	279	280
	Commission on Human Relations	0	5	5
	Department of Housing	0	18	18
	Department of Planning and Development	3	0	3
	DFSS - Department of Family & Support Services	6	692	698
	DOB - Buildings	93	360	453
	DWM - Department of Water Management	130	622	752
	Finance	8	20	28
	Fleet and Facility Management - 2FM	2	0	2

	Health	4	61	65
	Mayor's Correspondence Group	4	0	4
	MOPD - Mayor's Office for People with Disabilities	0	6	6
	Outside Agencies	0	50	50
	Police	15	2	17
	Streets and Sanitation	1329	5905	7234
	Subtotal	2051	10618	12669
32				
	Animal Care and Control	0	322	322
	Aviation	0	1	1
	BACP - Business Affairs and Consumer Protection	17	209	226
	CDOT - Department of Transportation	559	3668	4227
	Chicago Housing Authority	0	2	2
	Chicago Park District	3	19	22
	Chicago Transit Authority - CTA	0	3	3
	City Clerk's Office	0	19	19
	Commission on Human Relations	0	2	2
	Department of Housing	0	13	13
	Department of Planning and Development	15	0	15
	DFSS - Department of Family & Support Services	7	301	308
	DOB - Buildings	114	403	517
	DoIT - Department of Innovation & Technology	0	1	1
	DWM - Department of Water Management	259	1056	1315
	Finance	3	128	131
	Fire	0	6	6
	Fleet and Facility Management - 2FM	0	2	2
	Health	12	132	144
	Law	2	0	2
	Mayor's Correspondence Group	12	0	12
	MOPD - Mayor's Office for People with Disabilities	0	2	2
	Outside Agencies	0	43	43
	Police	24	0	24
	Streets and Sanitation	911	9724	10635
	Subtotal	1938	16056	17994
33				
	Animal Care and Control	0	339	339
	Aviation	0	1	1
	BACP - Business Affairs and Consumer Protection	13	136	149
	CDOT - Department of Transportation	335	2529	2864
	Chicago Housing Authority	0	1	1
	Chicago Park District	0	15	15
	Chicago Transit Authority - CTA	0	4	4
	City Clerk's Office	0	42	42
	Commission on Human Relations	0	2	2
	Department of Housing	0	17	17

	Department of Planning and Development	14	0	14
	DFSS - Department of Family & Support Services	4	569	573
	DOB - Buildings	73	399	472
	DoIT - Department of Innovation & Technology	0	1	1
	DWM - Department of Water Management	214	732	946
	Finance	2	31	33
	Fire	0	2	2
	Fleet and Facility Management - 2FM	0	1	1
	Health	9	91	100
	Law	1	0	1
	Mayor's Correspondence Group	5	0	5
	MOPD - Mayor's Office for People with Disabilities	0	7	7
	Outside Agencies	0	18	18
	Police	13	0	13
	Streets and Sanitation	580	7424	8004
	Subtotal	1263	12361	13624
34				
	Animal Care and Control	1	1247	1248
	BACP - Business Affairs and Consumer Protection	7	108	115
	CDOT - Department of Transportation	607	3508	4115
	Chicago Housing Authority	0	4	4
	Chicago Park District	2	26	28
	Chicago Transit Authority - CTA	0	1	1
	City Clerk's Office	0	32	32
	Commission on Human Relations	0	1	1
	Department of Housing	0	66	66
	Department of Planning and Development	4	0	4
	DFSS - Department of Family & Support Services	31	2047	2078
	DOB - Buildings	136	971	1107
	DWM - Department of Water Management	269	1699	1968
	Finance	14	2	16
	Fire	0	3	3
	Fleet and Facility Management - 2FM	0	4	4
	Health	6	53	59
	Mayor's Correspondence Group	12	0	12
	MOPD - Mayor's Office for People with Disabilities	0	23	23
	Outside Agencies	0	59	59
	Police	27	22	49
	Streets and Sanitation	1194	9182	10376
	Subtotal	2310	19058	21368
35				
	Animal Care and Control	0	304	304
	BACP - Business Affairs and Consumer Protection	11	120	131
	CDOT - Department of Transportation	437	2191	2628
	Chicago Housing Authority	0	1	1

	Chicago Park District	0	2	2
	Chicago Public Schools	1	0	1
	Chicago Transit Authority - CTA	0	1	1
	City Clerk's Office	0	20	20
	Commission on Human Relations	0	3	3
	Department of Housing	0	13	13
	Department of Planning and Development	7	0	7
	DFSS - Department of Family & Support Services	9	595	604
	DOB - Buildings	71	343	414
	DWM - Department of Water Management	184	775	959
	Finance	6	11	17
	Fleet and Facility Management - 2FM	0	2	2
	Health	1	70	71
	Mayor's Correspondence Group	4	0	4
	MOPD - Mayor's Office for People with Disabilities	0	6	6
	Outside Agencies	0	27	27
	Police	15	0	15
	Streets and Sanitation	711	6616	7327
	Subtotal	1457	11100	12557
36				
	Animal Care and Control	0	352	352
	BACP - Business Affairs and Consumer Protection	9	127	136
	CDOT - Department of Transportation	526	2593	3119
	Chicago Housing Authority	0	1	1
	Chicago Park District	0	1	1
	Chicago Transit Authority - CTA	0	1	1
	City Clerk's Office	0	60	60
	Commission on Human Relations	0	2	2
	Department of Housing	0	11	11
	Department of Planning and Development	8	0	8
	DFSS - Department of Family & Support Services	7	919	926
	DOB - Buildings	72	299	371
	DWM - Department of Water Management	166	772	938
	Finance	8	8	16
	Fire	0	1	1
	Fleet and Facility Management - 2FM	2	1	3
	Health	11	62	73
	Mayor's Correspondence Group	1	0	1
	MOPD - Mayor's Office for People with Disabilities	0	6	6
	Outside Agencies	0	79	79
	Police	18	6	24
	Streets and Sanitation	855	6738	7593
	Subtotal	1683	12039	13722
37				
	Animal Care and Control	0	807	807

BACP - Business Affairs and Consumer Protection	13	120	133
CDOT - Department of Transportation	338	2125	2463
Chicago Housing Authority	0	1	1
Chicago Park District	0	10	10
Chicago Public Schools	1	0	1
Chicago Transit Authority - CTA	0	1	1
City Clerk's Office	0	3	3
Commission on Human Relations	0	4	4
Department of Housing	0	58	58
Department of Planning and Development	8	0	8
DFSS - Department of Family & Support Services	24	1572	1596
DOB - Buildings	149	730	879
DWM - Department of Water Management	116	936	1052
Finance	9	3	12
Fire	0	4	4
Fleet and Facility Management - 2FM	1	1	2
Health	7	49	56
Mayor's Correspondence Group	3	0	3
MOPD - Mayor's Office for People with Disabilities	0	17	17
Outside Agencies	0	78	78
Police	30	0	30
Streets and Sanitation	736	6662	7398
Subtotal	1435	13181	14616
38			
Animal Care and Control	0	380	380
BACP - Business Affairs and Consumer Protection	8	114	122
CDOT - Department of Transportation	615	2746	3361
Chicago Park District	0	13	13
Chicago Public Schools	3	0	3
Chicago Transit Authority - CTA	0	1	1
City Clerk's Office	0	229	229
Commission on Human Relations	0	4	4
Department of Housing	0	10	10
Department of Planning and Development	4	0	4
DFSS - Department of Family & Support Services	5	704	709
DOB - Buildings	71	362	433
DWM - Department of Water Management	222	1350	1572
Finance	3	2	5
Fire	0	75	75
Fleet and Facility Management - 2FM	0	2	2
Health	0	43	43
Law	2	0	2
Mayor's Correspondence Group	6	0	6
MOPD - Mayor's Office for People with Disabilities	0	5	5
Outside Agencies	0	42	42

	Police	2	8	10
	Streets and Sanitation	1078	6953	8031
	Subtotal	2019	13043	15062
39				
	Animal Care and Control	0	442	442
	Aviation	0	6	6
	BACP - Business Affairs and Consumer Protection	6	145	151
	CDOT - Department of Transportation	596	3464	4060
	Chicago Housing Authority	0	1	1
	Chicago Park District	1	14	15
	Chicago Transit Authority - CTA	0	1	1
	City Clerk's Office	0	84	84
	Commission on Human Relations	0	5	5
	Department of Housing	0	9	9
	Department of Planning and Development	3	0	3
	DFSS - Department of Family & Support Services	9	661	670
	DOB - Buildings	67	364	431
	DWM - Department of Water Management	234	1352	1586
	Finance	4	65	69
	Fire	0	2	2
	Fleet and Facility Management - 2FM	0	9	9
	Health	5	78	83
	Law	1	0	1
	Mayor's Correspondence Group	32	0	32
	MOPD - Mayor's Office for People with Disabilities	0	5	5
	Outside Agencies	0	58	58
	Police	5	2	7
	Streets and Sanitation	1232	6867	8099
	Subtotal	2195	13634	15829
40				
	Animal Care and Control	0	339	339
	Aviation	0	1	1
	BACP - Business Affairs and Consumer Protection	15	129	144
	CDOT - Department of Transportation	487	3133	3620
	Chicago Housing Authority	0	2	2
	Chicago Park District	2	26	28
	Chicago Public Schools	1	0	1
	Chicago Transit Authority - CTA	0	2	2
	City Clerk's Office	0	13	13
	Commission on Human Relations	0	1	1
	Department of Housing	0	22	22
	Department of Planning and Development	10	0	10
	DFSS - Department of Family & Support Services	29	1491	1520
	DOB - Buildings	113	407	520
	DWM - Department of Water Management	205	1193	1398
	Finance	4	123	127

	Fire	0	13	13
	Fleet and Facility Management - 2FM	3	5	8
	Health	8	110	118
	Mayor's Correspondence Group	2	0	2
	MOPD - Mayor's Office for People with Disabilities	0	9	9
	Outside Agencies	0	38	38
	Police	20	0	20
	Streets and Sanitation	898	6243	7141
	Subtotal	1797	13300	15097
41				
	Animal Care and Control	0	393	393
	Aviation	5	247987	247992
	BACP - Business Affairs and Consumer Protection	17	436	453
	CDOT - Department of Transportation	618	2965	3583
	Chicago Park District	1	8	9
	Chicago Transit Authority - CTA	0	1	1
	City Clerk's Office	0	44	44
	Commission on Human Relations	0	3	3
	Department of Housing	0	4	4
	Department of Planning and Development	5	0	5
	DFSS - Department of Family & Support Services	9	726	735
	DOB - Buildings	49	281	330
	DWM - Department of Water Management	254	1393	1647
	Finance	2	5	7
	Fire	0	4	4
	Fleet and Facility Management - 2FM	3	2	5
	Health	3	65	68
	Law	1	0	1
	Mayor's Correspondence Group	14	0	14
	MOPD - Mayor's Office for People with Disabilities	0	3	3
	Outside Agencies	0	14	14
	Police	0	7	7
	Streets and Sanitation	1222	5539	6761
	Subtotal	2203	259880	262083
42				
	Animal Care and Control	0	265	265
	BACP - Business Affairs and Consumer Protection	128	954	1082
	CDOT - Department of Transportation	832	4075	4907
	Chicago Park District	4	21	25
	Chicago Transit Authority - CTA	1	30293	30294
	City Clerk's Office	0	7	7
	Commission on Human Relations	0	111	111
	Department of Housing	0	24	24
	Department of Planning and Development	15	0	15
	DFSS - Department of Family & Support Services	54	8147	8201

	DOB - Buildings	52	288	340
	DWM - Department of Water Management	110	481	591
	Finance	0	211	211
	Fire	0	7	7
	Fleet and Facility Management - 2FM	3	5	8
	Health	8	288	296
	Law	4	0	4
	Mayor's Correspondence Group	1126	0	1126
	MOPD - Mayor's Office for People with Disabilities	0	10	10
	Outside Agencies	0	106	106
	Police	10	14	24
	Streets and Sanitation	170	7056	7226
	Subtotal	2517	52363	54880
43				
	Animal Care and Control	1	237	238
	BACP - Business Affairs and Consumer Protection	11	164	175
	CDOT - Department of Transportation	623	2193	2816
	Chicago Housing Authority	0	8	8
	Chicago Park District	1	27	28
	Chicago Transit Authority - CTA	0	4	4
	City Clerk's Office	0	13	13
	Commission on Human Relations	0	3	3
	Department of Housing	0	9	9
	Department of Planning and Development	7	0	7
	DFSS - Department of Family & Support Services	7	493	500
	DOB - Buildings	84	260	344
	DWM - Department of Water Management	185	621	806
	Finance	1	88	89
	Fire	0	8	8
	Fleet and Facility Management - 2FM	0	2	2
	Health	3	153	156
	Mayor's Correspondence Group	20	0	20
	Outside Agencies	0	60	60
	Police	5	11	16
	Streets and Sanitation	410	5891	6301
	Subtotal	1358	10245	11603
44				
	Animal Care and Control	0	201	201
	BACP - Business Affairs and Consumer Protection	25	269	294
	CDOT - Department of Transportation	396	1987	2383
	Chicago Housing Authority	0	4	4
	Chicago Park District	2	17	19
	Chicago Public Schools	1	0	1
	Chicago Transit Authority - CTA	0	3	3
	City Clerk's Office	0	13	13
	Commission on Human Relations	0	10	10

	Department of Housing	0	23	23
	Department of Planning and Development	10	0	10
	DFSS - Department of Family & Support Services	16	852	868
	DOB - Buildings	86	324	410
	DWM - Department of Water Management	247	526	773
	Finance	4	114	118
	Fire	0	7	7
	Fleet and Facility Management - 2FM	1	2	3
	Health	19	138	157
	Law	2	0	2
	Mayor's Correspondence Group	7	0	7
	MOPD - Mayor's Office for People with Disabilities	0	10	10
	Outside Agencies	0	47	47
	Police	19	0	19
	Streets and Sanitation	550	5599	6149
	Subtotal	1385	10146	11531
45				
	Animal Care and Control	0	367	367
	Aviation	1	1	2
	BACP - Business Affairs and Consumer Protection	12	175	187
	CDOT - Department of Transportation	866	3392	4258
	Chicago Housing Authority	0	2	2
	Chicago Park District	0	5	5
	Chicago Transit Authority - CTA	0	4	4
	City Clerk's Office	0	91	91
	Commission on Human Relations	0	2	2
	Department of Housing	0	19	19
	Department of Planning and Development	7	0	7
	DFSS - Department of Family & Support Services	3	763	766
	DOB - Buildings	74	442	516
	DWM - Department of Water Management	261	1470	1731
	Finance	2	36	38
	Fire	0	5	5
	Fleet and Facility Management - 2FM	2	5	7
	Health	7	81	88
	Mayor's Correspondence Group	10	0	10
	MOPD - Mayor's Office for People with Disabilities	0	11	11
	Outside Agencies	0	22	22
	Police	8	6	14
	Streets and Sanitation	1277	8600	9877
	Subtotal	2530	15499	18029
46				
	Animal Care and Control	1	295	296
	BACP - Business Affairs and Consumer Protection	13	202	215
	CDOT - Department of Transportation	369	1368	1737

Chicago Housing Authority	0	10	10
Chicago Park District	1	25	26
Chicago Transit Authority - CTA	0	4	4
City Clerk's Office	0	47	47
Commission on Human Relations	0	11	11
Department of Housing	0	23	23
Department of Planning and Development	6	0	6
DFSS - Department of Family & Support Services	30	2272	2302
DOB - Buildings	92	480	572
DWM - Department of Water Management	143	460	603
Finance	0	146	146
Fire	0	7	7
Fleet and Facility Management - 2FM	0	1	1
Health	15	117	132
Mayor's Correspondence Group	12	0	12
MOPD - Mayor's Office for People with Disabilities	0	16	16
Outside Agencies	0	27	27
Police	22	0	22
Streets and Sanitation	279	4659	4938
Subtotal	983	10170	11153
47			
Animal Care and Control	0	293	293
Aviation	0	1	1
BACP - Business Affairs and Consumer Protection	12	166	178
CDOT - Department of Transportation	598	3279	3877
Chicago Housing Authority	0	2	2
Chicago Park District	2	15	17
Chicago Public Schools	1	0	1
Chicago Transit Authority - CTA	0	2	2
City Clerk's Office	0	25	25
Commission on Human Relations	0	3	3
Department of Housing	0	22	22
Department of Planning and Development	15	0	15
DFSS - Department of Family & Support Services	6	552	558
DOB - Buildings	82	345	427
DWM - Department of Water Management	264	1082	1346
Finance	1	97	98
Fire	0	5	5
Fleet and Facility Management - 2FM	1	2	3
Health	9	139	148
Mayor's Correspondence Group	12	0	12
Mayor's Volunteer Network	1	0	1
MOPD - Mayor's Office for People with Disabilities	0	3	3
Outside Agencies	0	37	37
Police	20	0	20
Streets and Sanitation	1173	8179	9352

Subtotal		2197	14249	16446
48				
	Animal Care and Control	0	194	194
	Aviation	0	1	1
	BACP - Business Affairs and Consumer Protection	11	137	148
	CDOT - Department of Transportation	355	1714	2069
	Chicago Housing Authority	0	5	5
	Chicago Park District	2	20	22
	Chicago Public Schools	1	0	1
	Chicago Transit Authority - CTA	0	1	1
	City Clerk's Office	0	6	6
	Commission on Human Relations	0	5	5
	Department of Housing	0	21	21
	Department of Planning and Development	6	0	6
	DFSS - Department of Family & Support Services	13	1283	1296
	DOB - Buildings	117	459	576
	DWM - Department of Water Management	124	667	791
	Finance	2	69	71
	Fire	0	10	10
	Fleet and Facility Management - 2FM	0	5	5
	Health	36	97	133
	Mayor's Correspondence Group	5	0	5
	Mayor's Volunteer Network	1	0	1
	MOPD - Mayor's Office for People with Disabilities	0	18	18
	Outside Agencies	0	47	47
	Police	25	0	25
	Streets and Sanitation	360	3853	4213
Subtotal		1058	8612	9670
49				
	Animal Care and Control	0	273	273
	Aviation	0	3	3
	BACP - Business Affairs and Consumer Protection	10	95	105
	CDOT - Department of Transportation	269	1771	2040
	Chicago Housing Authority	0	6	6
	Chicago Park District	0	8	8
	Chicago Transit Authority - CTA	0	3	3
	City Clerk's Office	0	12	12
	Commission on Human Relations	0	7	7
	Department of Housing	0	16	16
	Department of Planning and Development	3	0	3
	DFSS - Department of Family & Support Services	19	1486	1505
	DOB - Buildings	134	504	638
	DWM - Department of Water Management	144	922	1066
	Finance	2	26	28
	Fire	0	8	8
	Fleet and Facility Management - 2FM	0	1	1

	Health	6	89	95
	Mayor's Correspondence Group	6	0	6
	MOPD - Mayor's Office for People with Disabilities	0	11	11
	Outside Agencies	0	25	25
	Police	17	0	17
	Streets and Sanitation	334	4283	4617
	Subtotal	944	9549	10493
50				
	Animal Care and Control	3	323	326
	BACP - Business Affairs and Consumer Protection	12	129	141
	CDOT - Department of Transportation	470	2189	2659
	Chicago Park District	2	18	20
	City Clerk's Office	0	15	15
	Commission on Human Relations	0	4	4
	Department of Housing	0	9	9
	Department of Planning and Development	4	0	4
	DFSS - Department of Family & Support Services	3	844	847
	DOB - Buildings	89	391	480
	DoIT - Department of Innovation & Technology	0	1	1
	DWM - Department of Water Management	146	1027	1173
	Finance	9	19	28
	Fire	0	16	16
	Health	4	85	89
	Mayor's Correspondence Group	6	0	6
	MOPD - Mayor's Office for People with Disabilities	0	4	4
	Outside Agencies	0	43	43
	Police	10	0	10
	Streets and Sanitation	719	5151	5870
	Subtotal	1477	10268	11745
	GRAND TOTAL	86180	998805	1084985



CITY OF CHICAGO

THE OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATIONS

MEMORANDUM

To: The Honorable Pat Dowell
Chairman, Committee on the Budget and Government Operations

From: Richard Guidice
Executive Director
Office of Emergency Management and Communications

CC: Elizabeth Beatty
Mayor's Office of Intergovernmental Affairs

Date: October 27, 2022

Re: Request for Information from Annual Appropriation Committee Hearing

ID: 58-06 CARE Team Contact

The following information is provided in response to questions posed related to our department's hearing on October 20, 2022 to discuss the proposed 2023 budget.

Alderman Cappleman asked if residents can receive a response to indicate contact with the CARE team was initiated.

In the CARE pilot's current capacity, OEMC call takers do not specifically relay to the caller whether the CARE team is responding, since whether the CARE team responds is subject to their availability. Callers are told more generally that response resources are initiated. As work continues on this pilot, OEMC can explore refining this aspect with CDPH.

As always, please let me know if you have any further questions.



CITY OF CHICAGO

THE OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATIONS

MEMORANDUM

To: The Honorable Pat Dowell
Chairman, Committee on the Budget and Government Operations

From: Richard Guidice
Executive Director
Office of Emergency Management and Communications

CC: Elizabeth Beatty
Mayor's Office of Intergovernmental Affairs

Date: October 27, 2022

Re: Request for Information from Annual Appropriation Committee Hearing

ID: 58-07 311 Call Taker Average

The following information is provided in response to questions posed related to our department's hearing on October 20, 2022 to discuss the proposed 2023 budget.

Alderman Cappleman asked for the average time for OEMC telecommunicators to pick up a phone call placed to 3-1-1 city services.

For 2022, the average wait time for callers to reach a 3-1-1 operator is 1 minute and 17 seconds. Please note, several factors including date, time and event-related volume can affect call wait times.

As always, please let me know if you have any further questions.



CITY OF CHICAGO

THE OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATIONS

MEMORANDUM

To: The Honorable Pat Dowell
Chairman, Committee on the Budget and Government Operations

From: Richard Guidice
Executive Director
Office of Emergency Management and Communications

CC: Elizabeth Beatty
Mayor's Office of Intergovernmental Affairs

Date: October 27, 2022

Re: Request for Information from Annual Appropriation Committee Hearing

ID: 58-08 311 Call Takers

The following information is provided in response to questions posed related to our department's hearing on October 20, 2022 to discuss the proposed 2023 budget.

Alderman Cappleman asked how OEMC addresses 3-1-1 telecommunicators who advise callers to place service requests through aldermanic offices.

There are certain service requests (e.g., new lighting, new stop signs, etc.) that require Aldermanic approval. Aside from service requests requiring Aldermanic approval, 3-1-1 staff are directed to enter service requests. If an Alderman has a specific instance where that protocol is not followed, we request that they kindly contact 3-1-1 management and provide the date and time of the call as well as the phone number of the caller so we can investigate and address.

As always, please let me know if you have any further questions.



CITY OF CHICAGO

THE OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATIONS

MEMORANDUM

To: The Honorable Pat Dowell
Chairman, Committee on the Budget and Government Operations

From: Richard Guidice
Executive Director
Office of Emergency Management and Communications

CC: Elizabeth Beatty
Mayor's Office of Intergovernmental Affairs

Date: October 27, 2022

Re: Request for Information from Annual Appropriation Committee Hearing

ID: 58-09 3-1-1 Crosswalk Calls

The following information is provided in response to questions posed related to our department's hearing on October 20, 2022 to discuss the proposed 2023 budget.

Alderman Cappleman asked why residents have to make separate crosswalk repaint requests via 3-1-1 city services for each direction for the same intersection.

CDOT requires a separate request for each direction of crosswalk repaint service and the 3-1-1 system reflects CDOT's requirement. Service request options and flex questions are determined by City departments for each of their 3-1-1 type codes.

As always, please let me know if you have any further questions.



CITY OF CHICAGO

THE OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATIONS

MEMORANDUM

To: The Honorable Pat Dowell
Chairman, Committee on the Budget and Government Operations

From: Richard Guidice
Executive Director
Office of Emergency Management and Communications

CC: Elizabeth Beatty
Mayor's Office of Intergovernmental Affairs

Date: October 27, 2022

Re: Request for Information from Annual Appropriation Committee Hearing

ID: 58-10 311 System Access

The following information is provided in response to questions posed related to our department's hearing on October 20, 2022 to discuss the proposed 2023 budget.

Alderman Cappleman asked if full access to the 3-1-1 system could be made available to aldermanic staff.

Aldermanic staff are able to view all service request workflow details in Salesforce, including work orders, status updates, and chatter for locations in their respective wards. Aldermanic staff can always contact our office for assistance or to sign-up for monthly training on the 2nd and 4th Thursday of each month.

As always, please let me know if you have any further questions.



CITY OF CHICAGO

THE OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATIONS

MEMORANDUM

To: The Honorable Pat Dowell
Chairman, Committee on the Budget and Government Operations

From: Richard Guidice
Executive Director
Office of Emergency Management and Communications

CC: Elizabeth Beatty
Mayor's Office of Intergovernmental Affairs

Date: October 27, 2022

Re: Request for Information from Annual Appropriation Committee Hearing

ID: 58-11 Vehicles Parked in Bike Lanes

The following information is provided in response to questions posed related to our department's hearing on October 20, 2022 to discuss the proposed 2023 budget.

Alderman Cappleman asked OEMC to identify the responsive department for service requests regarding vehicles illegally parked in bike lanes, and if there is available corresponding response data (times).

Requests for the service type code "Vehicle Parked in the Bike Lane" are tracked by the Department of Finance, who may be able to provide additional data. Bike lane complaint data is used by Finance to guide their enforcement personnel to patrol for violators.

As always, please let me know if you have any further questions.



CITY OF CHICAGO

THE OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATIONS

MEMORANDUM

To: The Honorable Pat Dowell
Chairman, Committee on the Budget and Government Operations

From: Richard Guidice
Executive Director
Office of Emergency Management and Communications

CC: Elizabeth Beatty
Mayor's Office of Intergovernmental Affairs

Date: October 27, 2022

Re: Request for Information from Annual Appropriation Committee Hearing

ID: 58-12 911 Call Takers

The following information is provided in response to questions posed related to our department's hearing on October 20, 2022 to discuss the proposed 2023 budget.

Alderman Cappleman asked how residents can register complaints for 9-1-1 telecommunicators that provide incorrect direction, such as callers directed not to contact 9-1-1 for criminal trespass of private property.

For the example cited above, or other complaints, callers can ask to speak with a 9-1-1 supervisor or manager. If a caller would like to complain after the initial 9-1-1 system connection is ended, the complainant would need to call 3-1-1 and provide the date and time of the occurrence as well as the phone number of the caller so that OEMC can investigate the occurrence and address accordingly.

As always, please let me know if you have any further questions.



CITY OF CHICAGO

THE OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATIONS

MEMORANDUM

To: The Honorable Pat Dowell
Chairman, Committee on the Budget and Government Operations

From: Richard Guidice
Executive Director
Office of Emergency Management and Communications

CC: Elizabeth Beatty
Mayor's Office of Intergovernmental Affairs

Date: October 27, 2022

Re: Request for Information from Annual Appropriation Committee Hearing

ID: 58-13 3-1-1 Notifications

The following information is provided in response to questions posed related to our department's hearing on October 20, 2022 to discuss the proposed 2023 budget.

Alderman Cappleman asked if responsive departments can use the 3-1-1 city services application to notify residents when a service request is closed, including photos.

OEMC is exploring this functionality with its vendor to develop an "opt-in" function so that users in the future can receive notifications for completed service requests as part of broader system upgrades.

As always, please let me know if you have any further questions.



CITY OF CHICAGO

THE OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATIONS

MEMORANDUM

To: The Honorable Pat Dowell
Chairman, Committee on the Budget and Government Operations

From: Richard Guidice
Executive Director
Office of Emergency Management and Communications

CC: Elizabeth Beatty
Mayor's Office of Intergovernmental Affairs

Date: October 27, 2022

Re: Request for Information from Annual Appropriation Committee Hearing

ID: 58-14 Illegally Parked Cars

The following information is provided in response to questions posed related to our department's hearing on October 20, 2022 to discuss the proposed 2023 budget.

Alderman Cappleman asked if it's possible to have 911 redirect calls for illegally parked vehicles to Dept. of Finance to have ticketing agents dispatched.

Current protocol for OEMC 9-1-1 operations is to dispatch police response for parking violations. DOF does not have a dispatch/call center to send agents in real-time. Finance does use the 911 complaint data to create guidance maps for their staff for future patrols.

As always, please let me know if you have any further questions.