



CITY OF CHICAGO



THE OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATIONS

## MEMORANDUM

**To:** The Honorable Jason Ervin  
Chairman, Committee on the Budget and Government Operations

**From:** Jose Tirado  
Acting Executive Director  
Office of Emergency Management and Communications

**CC:** Elizabeth Beatty  
Mayor's Office of Intergovernmental Affairs

**Date:** November 1, 2023

**Re:** Request for Information from Annual Appropriation Committee Hearing

**ID#:** 58-01 CIT Calls

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The following information is provided in response to questions posed at our department's hearing on October 23, 2023 to discuss the proposed 2024 budget.

Alderman Dowell asked for Crisis Intervention Teams (CIT) calls received by the Office of Emergency Management and Communications in FY2023, sorted by police district. Pursuant to this request, we provide the following table directly below.

9-1-1 Calls for CIT (1/1/2023 - 10/19/2023)

District	CIT Event Count
Total	46831
1	2296
2	2011
3	2332
4	3127
5	1987
6	2665
7	1820
8	2722
9	1797
10	1479
11	2180
12	2266
14	1280
15	1453
16	1666
17	1680
18	1764
19	3629
20	1650
22	1845
24	3113
25	2063
31	6

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



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**From:** Jose Tirado  
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**CC:** Elizabeth Beatty  
Mayor's Office of Intergovernmental Affairs

**Date:** November 1, 2023

**Re:** Request for Information from Annual Appropriation Committee Hearing

**ID#:** 58-02 911 Calls

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The following information is provided in response to questions posed at our department's hearing on October 23, 2023 to discuss the proposed 2024 budget.

Alderman Dowell asked for the number of 9-1-1 calls received by the Office of Emergency Management and Communications in 2023 sorted by police district. Pursuant to this request, we provide the following table directly below.

9-1-1 Calls for Police (1/1/2023 - 8/31/2023)

<b>District</b>	<b>Event Count</b>
TOTAL	2,274,370
1	106,391
2	107,908
3	115,079
4	118,206
5	77,144
6	121,642
7	90,502
8	139,242
9	95,043
10	113,016
11	118,094
12	133,639
14	57,108
15	69,953
16	87,527
17	66,183
18	104,314
19	96,258
20	64,084
22	70,992
24	84,194
25	106,776
31	125,215
4100	8
5100	1
UnSpcfd	5,851

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## MEMORANDUM

**To:** The Honorable Jason Ervin  
Chairman, Committee on the Budget and Government Operations

**From:** Jose Tirado  
Acting Executive Director  
Office of Emergency Management and Communications

**CC:** Elizabeth Beatty  
Mayor's Office of Intergovernmental Affairs

**Date:** November 7, 2023

**Re:** Request for Information from Annual Appropriation Committee Hearing

**ID#:** 58-03

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The following information is provided in response to questions posed at our department's hearing on October 23, 2023 to discuss the proposed 2024 budget.

Alderman Dowell asked for confirmation that translation services in Yoruba and French languages are available via the City of Chicago's 3-1-1 system. Pursuant to this request, the Office of Emergency Management and Communications writes to confirm language access in Yoruba and French is available via its 3-1-1 system provided 24 hours a day, 7 days a week all year under the Language Line translation services contract.

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



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## MEMORANDUM

**To:** The Honorable Jason Ervin  
Chairman, Committee on the Budget and Government Operations

**From:** Jose Tirado  
Acting Executive Director  
Office of Emergency Management and Communications

**CC:** Elizabeth Beatty  
Mayor's Office of Intergovernmental Affairs

**Date:** November 9, 2023

**Re:** Request for Information from Annual Appropriation Committee Hearing

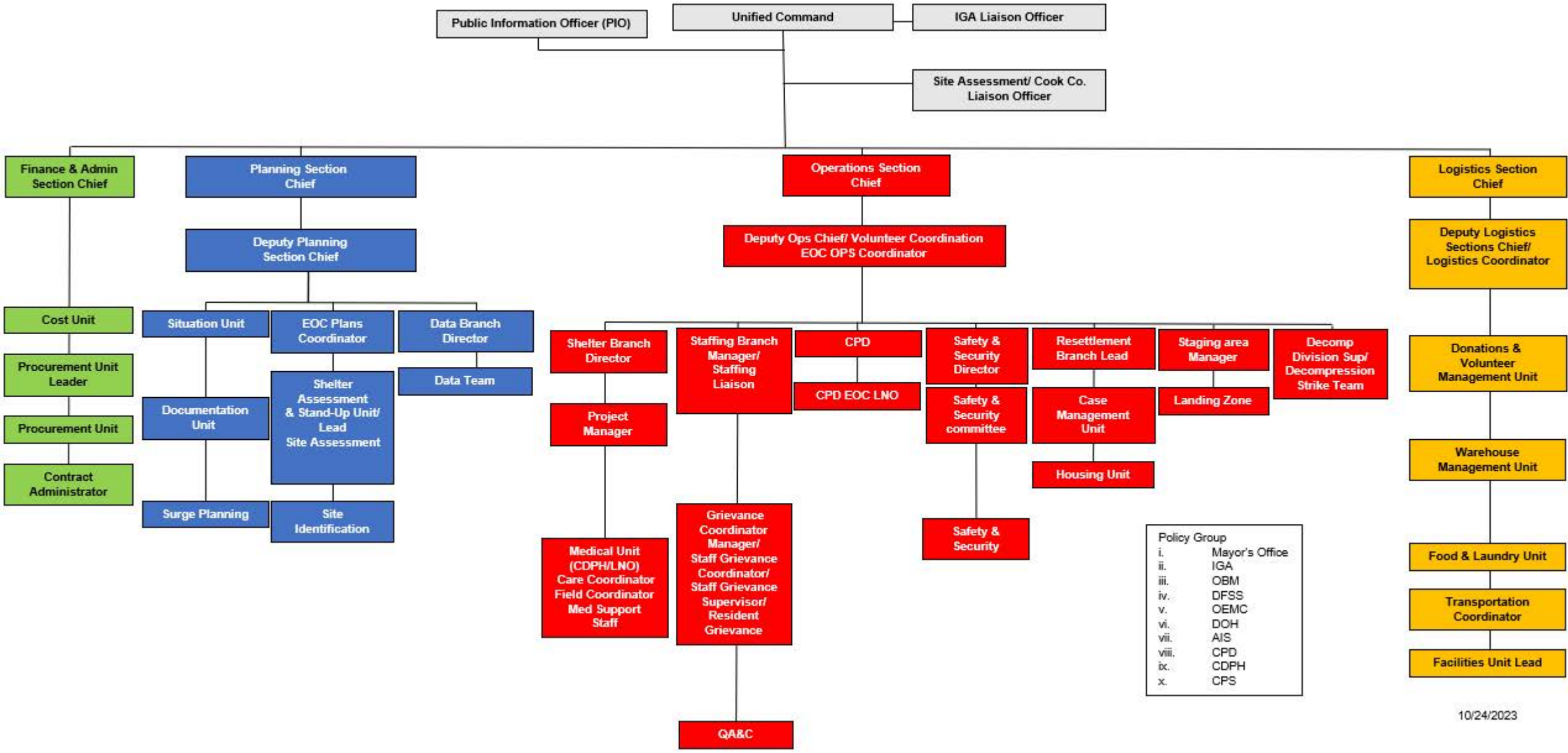
**ID#:** 58-04 New Arrivals Org Chart

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The following information is provided in response to questions posed at our department's hearing on October 23, 2023 to discuss the proposed 2024 budget.

Alderman Vasquez asked for an organization chart from the Office of Emergency Management and Communications for the new arrivals mission. Pursuant to this request, the Office of Emergency Management and Communications provides the following chart directly below.

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





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## MEMORANDUM

**To:** The Honorable Jason Ervin  
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**From:** Jose Tirado  
Acting Executive Director  
Office of Emergency Management and Communications

**CC:** Elizabeth Beatty  
Mayor's Office of Intergovernmental Affairs

**Date:** November 1, 2023

**Re:** Request for Information from Annual Appropriation Committee Hearing

**ID#:** 58-05 Language Access

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The following information is provided in response to questions posed at our department's hearing on October 23, 2023 to discuss the proposed 2024 budget.

Alderman Rodriguez asked for a list of language proficiencies available under the Office of Emergency Management and Communications' 3-1-1 system for call taking requests for city services. Pursuant to this request, the Office of Emergency Management and Communications writes to confirm language access is available in over 240 languages via its 3-1-1 system provided 24 hours a day, 7 days a week all year under the Language Line translation services contract.

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





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## MEMORANDUM

**To:** The Honorable Jason Ervin  
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**From:** Jose Tirado  
Acting Executive Director  
Office of Emergency Management and Communications

**CC:** Elizabeth Beatty  
Mayor’s Office of Intergovernmental Affairs

**Date:** November 1, 2023

**Re:** Request for Information from Annual Appropriation Committee Hearing

**ID#:** 58-06 911 Non-native English Calls

The following information is provided in response to questions posed at our department’s hearing on October 23, 2023 to discuss the proposed 2024 budget.

Alderman Lee asked for a report of how many calls come into 9-1-1 from non-native English speakers, sorted by language. Pursuant to this request, the Office of Emergency Management and Communications writes to confirm language access is available in over 240 languages via its 9-1-1 system provided 24 hours a day, 7 days a week all year under the Language Line translation services contract. Further, the Office of Emergency Management and Communications provides a brief table directly below that demonstrates translation services were connected in 45,880 events during FY2023 through August.

Language	Event Count
SPANISH	42316
POLISH	1052
RUSSIAN	665
MANDARIN	538
ARABIC	264
CANTONESE	235
UKRAINIAN	148
HINDI	56
KOREAN	52
FRENCH	52
VIETNAMESE	43
PORTUGUESE	37

TURKISH	30
URDU	29
ROMANIAN	27
FARSI	27
BOSNIAN	25
SERBIAN	24
MONGOLIAN	23
PASHTO	20
CROATIAN	19
YORUBA	18
SOMALI	15
JAPANESE	13
DARI	12
SWAHILI	12
ROHINGYA	10
GUJARATI	10
HAITIAN CREOLE	9
BURMESE	9
AMHARIC	9
TAGALOG	9
BENGALI	8
KINYARWANDA	8
ITALIAN	7
GREEK	6
ALBANIAN	6
NEPALI	5
OROMO	4
THAI	4
TOISHANESE	4
KHMER	3
GERMAN	2
TIGRIGNA	2
WOLOF	2
YIDDISH	1
TAIWANESE	1
TELUGU	1
CZECH	1
CHIN HAKHA	1
ASSYRIAN	1
BULGARIAN	1
IGBO	1

MOROCCAN ARABIC	1
PORTUGUESE BRAZILIAN	1
PUNJABI	1

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**Date:** November 9, 2023

**Re:** Request for Information from Annual Appropriation Committee Hearing

**ID#:** 58-07 New Arrivals Script

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The following information is provided in response to questions posed at our department's hearing on October 23, 2023 to discuss the proposed 2024 budget.

Alderman Lee asked for the script read to asylum seekers/migrants who arrive at the City of Chicago's "Landing Zone." Pursuant to this request, the Office of Emergency Management and Communications provides text of the entire script directly below.

"Bienvenidos a la ciudad de Chicago. Me llamo \_\_\_ y estoy aqui departe del gobierno de la ciudad. Bajando del autobus vamos a contar a cada persona. Si vienen con familia salgan juntos para contar los juntos porfavor. Es importante que sepan que no ay espacio en los alberges. Los que no tienen a donde llegar van a ir a esperar un espacio en alberge en una estacion o comisaria de policia que tambien estan llenos. Es probablemente que esten afuera si no ay espacio adentro de la estacion de policia. Saliendo del autobus, los que no tienen a donde llegar les vamos a dar un papelito. Los que can a esperar a familia o amigos que no estan en alberge o un estacion de policia estan libre de irse despues de que los contemos. Porfavor todos de pasar a la carpa azul con sus preguntas y por agua y botanitas o comida y wifi DESPUES de que los contemos. Aqui no ay baños cerca. Porfavor usen los baños del autobus si ay uno antes de bajar. No dejen basura en la Calle o autobus. Ay botes de basura al otro lado de la Calle. Familias salen primero por favor y saliendo esperen que Las personas antes de ti sean contados antes de salir. Gracias."

The English translation of the above-referenced script is as follows:

“Welcome to Chicago. My name is\_\_\_ and I am here on behalf of the City of Chicago. Upon exiting the bus, we will count every person. If you come in a family, please come out together. It is important to note that there are no available shelter spaces. For those who do not have a place to go to, you will be waiting at police stations which are also filled. It is likely that you will be staying outside, if there isn't any room inside the police stations. Once you de-board the bus and dont have a place to go, we will be giving you a piece of paper. For those of you that have family or friends that are not in a shelter, or in a police station, you are free to leave after we count you. Everyone please proceed to the blue carpet, after we have counted you for food, water and WIFI. There are no nearby restrooms, so please use the bathroom on the bus before exiting the bus. Do not leave trash on the bus or on the streets. There are trash cans on the other side of the street to throw away your trash. Families will exit the bus firsts. Please wait until the people ahead of you have been counted before exiting the bus - thank you”

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