



## Office of Emergency Management and Communications

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### Central Purpose

- Coordinate the City's delivery of police, fire and emergency medical service resources to 911 calls
- Provide critical information to first responders through a state-of-the-art camera surveillance network
- Manage emergency situations and coordinate major events across multiple jurisdictions
- Includes the 311-call center, logging non-emergency service requests for residents of Chicago

### Key Facts

On September 25, 1995, Chicago launched the Office of Emergency Communications, to coordinate the City's delivery of police, fire and emergency medical service resources to 911 calls.

After September 11, 2001, OEMC began coordinating the City's planning for issues related to Homeland Security. The department also took on the responsibilities performed by the Fire Department's Bureau of Emergency Preparedness and Disaster Services and created what is now known as the Office of emergency Management and communications (OEMC).

In 2006, Chicago created a Public Safety Consortium, which brings OEMC together with the Fire, Police, Aviation and Public Health departments to strategically plan and coordinate responses to emergency situations.

Today, OEMC protects life and property by operating the public safety communications system, managing emergency situations and coordinating major events. The department continues to evolve and includes 911 emergency services, 311 city services, the Office of Emergency Management and City Operations. OEMC carries out its responsibilities through five divisions: Operations; Emergency Management; City Operations; Technology; and Administrative Services.



### Operations:

The 911 operations floor handles more than 5.5 million calls for emergency services annually, and 311 handles more than 4.5 million calls annually, of which more than 100,000 are non-emergency police complaints, freeing officers' time for emergency response.

### Emergency Management:

The Office of Emergency Management serves as Chicago's liaison with the U.S. Department of Homeland Security, the Illinois Office of Emergency Management, as well as federal and state emergency management agencies. The Office of Emergency Management deploys to major events in the city, and in 2010, team members responded to approximately 50 incidents

### City Operations:

The City Operations unit coordinates city services, traffic management and emergency responses from the Operations Center (OC). The OC is the City's central coordination location providing informational awareness and coordinating resources as requested by command staff during a response.

### Technology:

The Technology Division oversees the maintenance and improvement of the independent telephone system, the Computer-Aided Dispatch System, the Camera Network,

Radio Communications System and the data archiving mechanism.

**Administrative:**

Administrative Services Division coordinates and directs Department activities which relate to budget and fiscal control, personnel administration; procurement and contracts, payroll and grants.

**Goals**

Continue to set the goal of answering 95 percent of calls within two rings.

- The OEMC operates a world-class voice and data radio system, providing police and fire personnel on the street valuable information to help them respond quickly to emergency situations. Chicago's 9-1-1 Center has the fastest call connection in the world, answering calls in three rings or less, at a 95 percent answering efficiency. In 2010, the OEMC processed over 5.5 million 9-1-1 calls for service, averaging 15,000 calls per day.

Continue to increase local, state, and regional coordination.

- Regional coordination is a top priority, which is why the Office of Emergency Management (OEM) conducted a capabilities assessment in 2010 to guide the development of a three-year, Homeland Security and Exercise Evaluation Program for the City.
- In keeping up with our strong commitment to training, the OEMC hosted several tabletop and functional exercises involving emergency operations center activation and notification protocols. In October 2010, the OEMC conducted a Central Business District Evacuation Exercise, in coordination with other city agencies and the private sector, with 300 volunteers.

Increase effective utilization of the Operations Center's personnel and technology to centrally monitor the City and coordinate resources.

- The Operations Center (OC) continues to expand communication and coordination using technology with cameras and

programs to deliver optimum notification to city departments and citizens. The OC is utilized as an off-site command post for coordination of daily activities or major events and it provides centralized accountability for traffic issues.

Increase tactical utilization of Traffic Management Authority's Traffic Control Aides.

- Civilian traffic control aides are used to provide services to the Central Business District during rush hour and for various special events. In 2010 traffic control aides covered over 4,500 events around the city including the Central Business District, O'Hare and Midway Airports and Special Events held throughout the City.

Continue to strive to adapt cutting edge technology to make our city remain as safe and prepared as any big city can be.

- With the assistance of homeland security appropriations and strategic considerations, the OEMC continues to be a leader in surveillance camera capabilities, providing Chicago with an expanding video security network to assist in monitoring the City's critical infrastructure and activities.
- The OEMC has taken the first step toward being the first 9-1-1 center in the nation capable of interfacing with new technologies with the implementation of the ability to send and receive Multimedia to cell phone companies operating in the City of Chicago. In the fall of 2010 the Department launched a text and video messaging system pilot whereby call takers in the 9-1-1 Center can now receive text and video messages relative to an in-progress 9-1-1 call.

## Critical Programs/Services to Assist Residents

### Community Emergency Response Team (CERT)

A 20-hour training class and volunteer program that offers members of the public an opportunity to learn basic hands-on disaster response techniques. The program covers topics such as disaster preparedness, fire safety and terrorism response. Participants have the option to become a Chicago Citizen Corps CERT volunteer and assist professional emergency services following a disaster.

### Notify Chicago

This e-mail alert service for residents provides timely information regarding traffic, weather and citywide incident information. Residents can choose from a variety of alerts.

### The Chicago Plan

This online registration program, launched in September 2010, asks local businesses and others to register their privately owned Closed-Circuit

Television cameras with the City for use in the event of a critical incident.

### CP3 Public/Private Partnership

To strengthen the City's partnership with businesses to prevent terrorism, the City has developed a portal to centralize how information is gathered and disseminated. Information such as building floor plans will assist first responders in addressing an on-site incident and aid in the development of citywide response plans.

### Public Safety Consortium

The Public Safety Consortium joins members of OEMC, Police, Fire, Aviation, Public Health and the Chicago Transit Authority to focus on strategic planning and coordination for public safety. The Consortium was expanded in 2010 to include representatives from the Building Owners and Managers Association (BOMA) and Chicago FIRST to work directly with the business community.

### Employees

Full Time Positions	Amount
Corporate	968
O'Hare	89
Midway	40
Grants	24

### 2011 Budget

Fund	Amount
Corporate Fund	\$89,308,309.00
Chicago O'Hare Airport Fund	\$4,470,199
Chicago Midway Airport Fund	\$2,046,360
Other Grant Fund	\$184,240,000.00
<b>TOTAL</b>	<b>\$280,064,868.00</b>

### Significant Dates

Event	Date
City-Wide Training and Exercise Planning Workshop	January 2011
Emergency Operation Center (EOC) Activation and Notification Tabletop	March 2011
Central Business District (CBD) Evacuee Accountability Tabletop	April 2011
CBD Staging Area Establishment and Operations Tabletop	May 2011
Water Rescue Full Scale Exercise	June 2011
Taste of Chicago/3rd of July	July 2011
Air and Water Show	August 2011
CBD Staging Area Establishment Full Scale Exercise	September 2011
Chicago Marathon	October 2011

## Grants

<b>Grant or Program</b>	<b>Term</b>
FY 2006 Port Security Grant Program Award: \$7,529,016	10/1/2006-3/31/2011
FY 2007 Port Security Grant Program Award: \$6,811,741	6/1/2007-5/31/2011
ARRA Port Security Grant Program Award: \$2,757,000	9/30/2009-9/30/2012
<b>Grant or Program</b>	<b>Term</b>
FY2008 Buffer Zone Protection Program Award: \$796,000	9/1/2008-8/31/2011
FY2009 Buffer Zone Protection Program Award: \$2,400,000	5/20/2010-12/31/2011
Interoperable Emergency Communications Grant Program Award: \$600,000	9/1/2008-5/31/2011
FY2009 Metropolitan Medical Response System Award: \$321,221	8/1/2009-12/31/2011
Public Safety Interoperable Communications Grant Award: \$16,195,438	1/1/2008-1/31/2011
FY 2008 Regional Catastrophic Preparedness Grant Program Award: \$6,000,000	9/1/2008-8/31/2011
FY 2009 Regional Catastrophic Preparedness Grant Program Award: \$3,617,000	8/1/2009 – 7/31/2011
FY 2007 Urban Areas Security Initiative Award: \$30,732,000	8/1/2007-3/31/2011
FY 2008 Urban Areas Security Initiative Award: \$29,536,975	9/1/2008 – 6/30/2011
FY 2009 Urban Areas Security Initiative Award: \$35,525,721	8/1/2009-12/31/2011
FY 2010 Urban Areas Security Initiative Award: \$37,109,972	8/1/2010-12/31/2012
<b>Private</b>	
<b>Grant or Program</b>	<b>Term</b>
JP Morgan Chase Foundation Grant Award: \$2,250,000	3/1/2010-6/30/2012

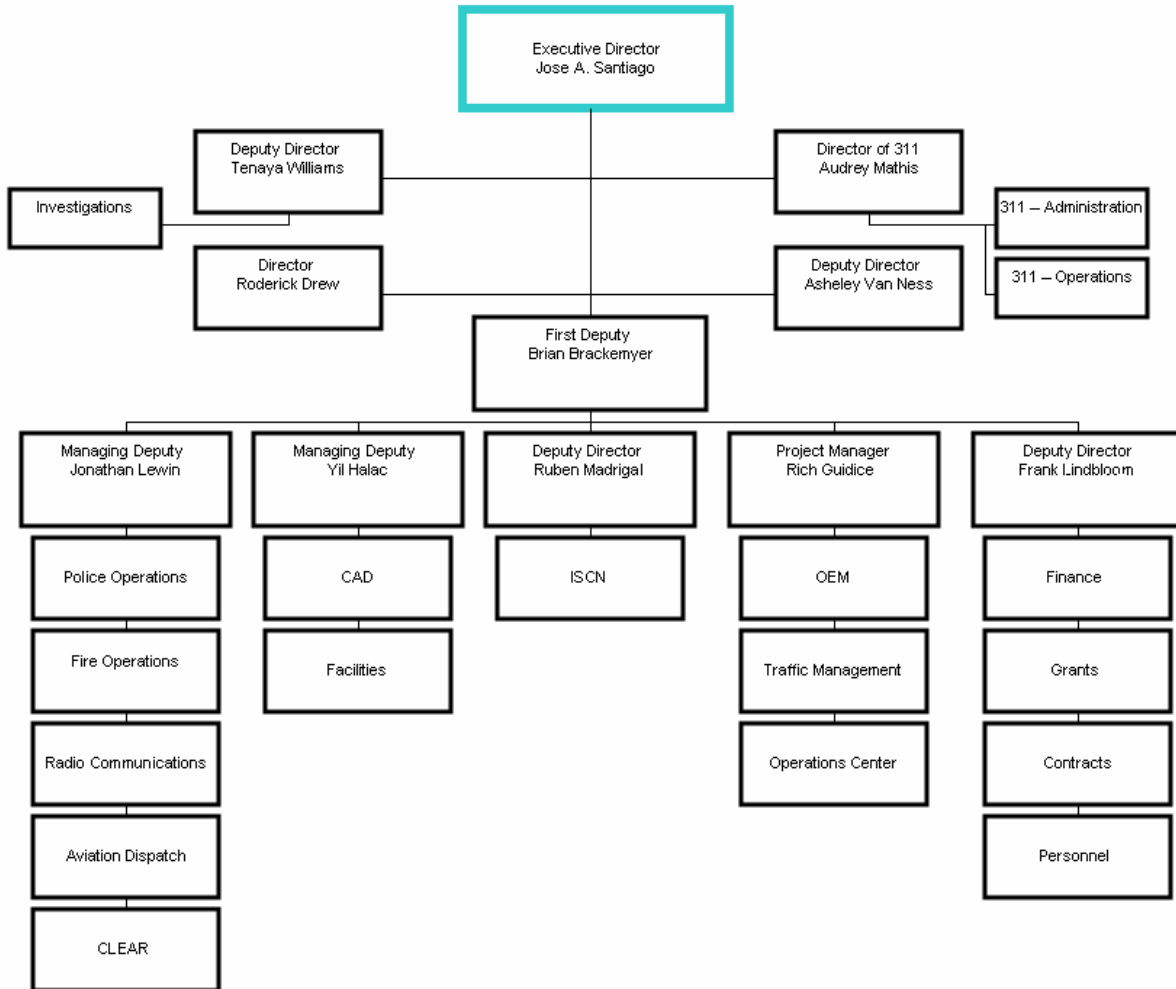
## Key Agreements

<b>Project</b>	<b>Term</b>
Kindra Lake Towing- Use of Barges and Tugboats for Rescue/Recovery Operations	5yrs 2010 thru 2015
MOU with Salvation Army RE Preparation for and Response to Disaster Situations	5yrs 2008 thru 2013
Private Sector Camera Initiative— agreements with various private sector entities to link their cameras systems to the OEMC	2008--
MOU with Transportation Security Administration RE Radio Communications	2008- Open term
MOU with Chicago Park District RE Installation of Cameras and Right to Use Park District's Visual Data Images	3yrs 2011 thru 2014
IGA with Public Building Commission RE Operation Virtual Shield-Phase IV	open

## Major Contracts

<b>Project</b>	<b>Term</b>
Northrop Grumman (CAD Maintenance ) Vendor Limit: \$91,800,000	Oct 2006 – Oct 2013
Ameritech/AT&T (911 Telephone Upgrade) Vendor Limit: \$27,264,000	Aug 2007 – Aug 2013
Motorola (Fire Digital) Vendor Limit: \$23,000,000	Feb 2006 – Feb 2012
Motorola (Radio Equipment) Vendor Limit: \$20,000,000	June 2006 – June 2012
Nextiraone Solutions, LLC (Black Box Network Services) Vendor Limit: \$10,000,000	Oct 2006 – Oct 2011
PBC – Motorola (Operation Virtual Shield) Funding based on Grants	TBD by PBC
AT&T Language Line (Translation Services) Vendor Limit: \$5,159,570	July 2005 – July 2012
Motorola (Radio Replacement & Repair) Vendor Limit: \$6,000,000	June 2007 – June 2012

# Organizational Chart



### Facility Locations

Location	Address	Zip	Phone	Hours
OEMC	1411 W. Madison	60607	312-746-9111	24/7-365
311	2111 W. Lexington	60612	312-744-4191	24/7-365
ISCN	1345 W. Madison	60607	312-746-4414	7:00am - 3:30pm
Traffic Management	120 N. Racine	60607	312-743-7395	8:30am – 4:30pm
Radio Shop	3050 S. Sacramento	60608	312-747-7873	7:30am – 3:30pm

### Unions Representing Department Employees

Unions
IBEW
SEIU
Teamsters
AFSCME
County Municipal Employees