



CITY OF CHICAGO

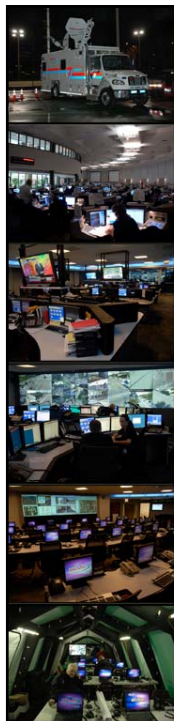
**OEMC**  
EMERGENCY MANAGEMENT & COMMUNICATIONS

## Office of Emergency Management and Communications

Earl W. Zuelke, Jr.  
Deputy Director  
Office of Emergency Management

Richard M. Daley  
Mayor

James Argiropoulos  
Acting Executive Director



## OEMC Four Core Missions

- 911 Operations/311 Systems
- Homeland Security for the City of Chicago
  - Develop strategic and operational emergency plans
  - Administer Homeland Security funds
- Emergency Management
  - Coordinate City emergency response to major incidents and disasters
- Traffic Management
  - Develop advanced strategies to monitor and mitigate traffic congestion



# 9-1-1 Operations



16,000 sq ft  
Operations  
Floor

Process 15,500 -  
23,000 calls per day!




# Operations Center



Resource management  
and deployment

Military model of  
operations



Situational Awareness

Centralized Command  
and Control



## City Incident Center





Non-emergency needs, blended with emergency response

Drop-down LCD panels for each user to control their view

Snow Command, Streets and Sanitation, and the Water Department Dispatch



## Joint Operations Center (JOC)



- Interoperable communications capabilities for all emergency and command personnel
- Each station has a telephone and networked computer
- Video monitors for situational awareness
- Video technology links City to the rest of the world with conferencing capabilities



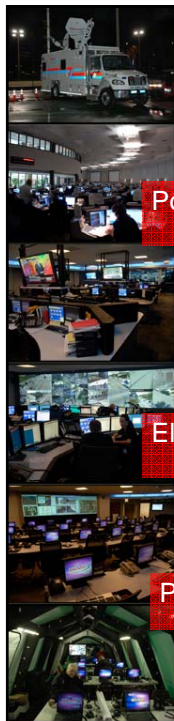




## Current Technology



- We are our own phone company!
- 500 miles of Fiber Infrastructure for our use
- Over 850 miles of copper infrastructure connect all police, fire and critical government facilities



## The Intel Cell

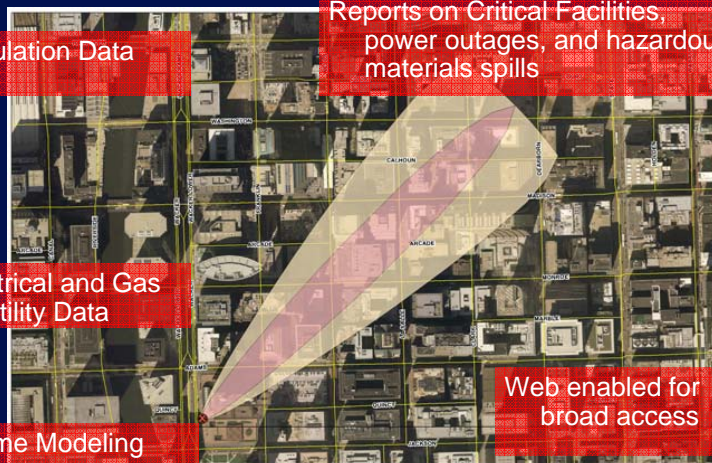
Population Data

Reports on Critical Facilities, power outages, and hazardous materials spills

Electrical and Gas Utility Data

Plume Modeling

Web enabled for broad access





# Automatic Call-back

Extreme Weather  
Emergencies, notifications  
for disasters

1000 Phone Calls per Minute



Area Drawn by Address, Radius,  
or Custom drawn area




# www.AlertChicago.org



- Emergency Preparedness Information
- Disaster recovery information
- Soon to be emergency notification sign-up
- Volunteer Sign-up Forms







## Traffic Management Authority

TMA manages Chicago traffic movement, handling all event scenarios.



Construction



Emergencies



Major sporting events



Parades , Festivals, & Races




## Emergency Management

On-scene coordination



Resource Allocation





## Emergency Management Responsibilities

- Coordinate with City departments and outside agencies to implement (1) citywide emergency plans, (2) training programs, and (3) exercises.
- Develop and improve public awareness about emergency preparedness.
- Function as City's point of contact to state and federal emergency management agencies for funding, resources, planning and response, and disaster declarations.



## EMERGENCY MANAGEMENT PREPAREDNESS

- Develop, plan, coordinate & execute training & exercises across City departments & sister agencies.
- Seek out local, state & federal funding opportunities for improving preparedness & response capabilities.
- Review & develop legislation that impact emergency management issues.





## EMERGENCY MANAGEMENT MITIGATION

- Intelligence Gathering & Information Sharing:
  - Joint Terrorism Task Force (JTTF)
  - Illinois Terrorism Task Force (ITTF)
  - Public/Private partnerships:
    - ChicagoFIRST
    - Building Owners & Managers Association
    - Illinois Medical District
    - Metro County Emergency Managers
    - Regional Transit Security Working Group
    - Area Maritime Security Committee
    - Local Emergency Planning Committee
    - Public Health Task Force
    - Major Incident Response Working Group



## EMERGENCY MANAGEMENT RESPONSE

- Major Incidents
  - No Lead Agency
    - Coordinate multi-agency response to major incidents.
    - Facilitate Unified Command.
  - Lead Agency
    - Provide operational support for victims and first responders.
- JOC activation.
- Events with potential homeland security implications.
- Special events.

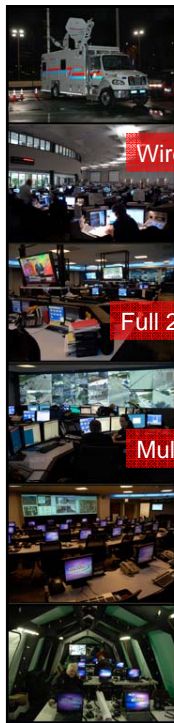






## EMERGENCY MANAGEMENT RECOVERY

- Organize longer-term support services for responders and victims.
- Monitor utilities to ensure restoration of critical infrastructure systems.
- Coordinate with state and/or federal agencies to secure financial assistance for the City and victims.



## Unified Communications Vehicle

Wireless Access Points

Redundant Satellite Networks

Full 24" Plotter for GIS

"Cellular on wheels"

Multiple Radio Networks

VOIP for 96 phone lines

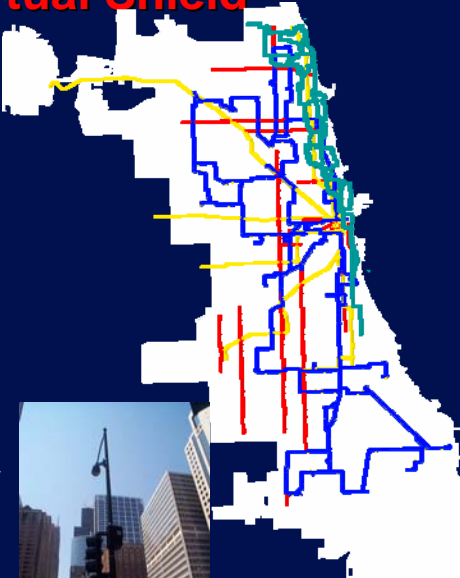



3 Analyst Positions  
2 Dispatch Positions



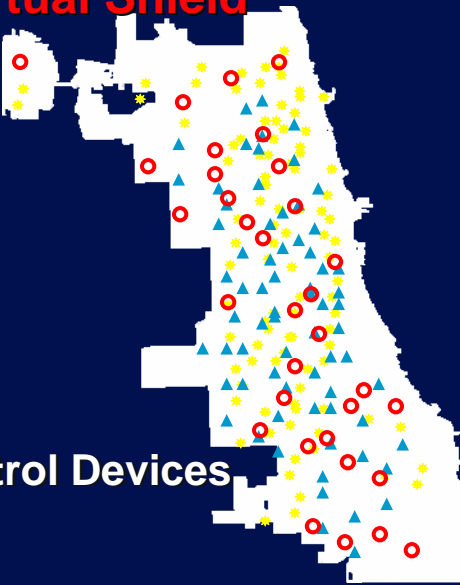
## Operation Virtual Shield




Integration of 1000+ miles of fiber and wireless systems:




- OEMC
- Chicago Department of Transportation
- Chicago Transit Authority
- RCN Cable
- ComEd

## Operation Virtual Shield



-  Cameras
-  Sensors
-  Traffic Control Devices

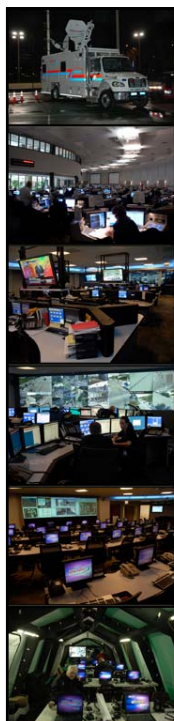






## Operation Virtual Shield



- Cameras blanketing downtown.
- Multiple networks tied together to form robust a fiber backbone.
- License plate recognition.
- Video analytics.



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