



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

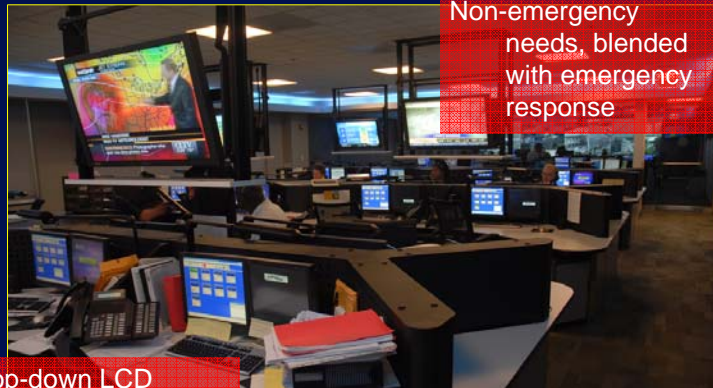
Situational Awareness

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

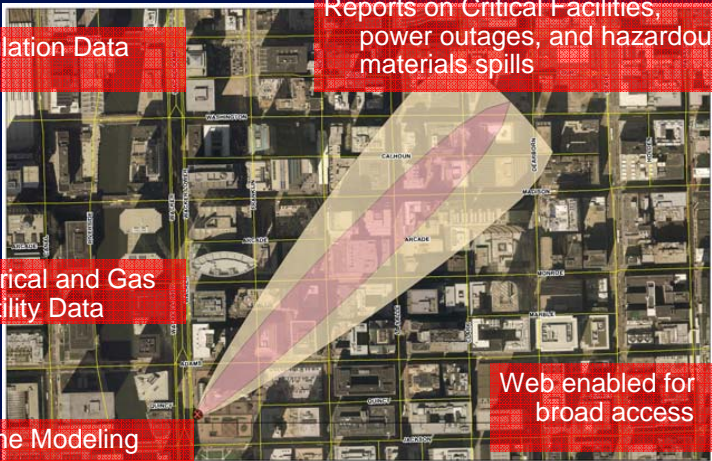
Population Data


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

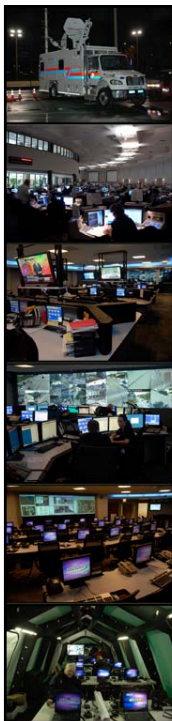
- Develop, plan, coordinate & execute training & exercises across City departments & sister agencies.
- Seek out local, state & federal funding opportunities for improving preparedness & response capabilities.
- Review & develop legislation that impact emergency management issues.





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

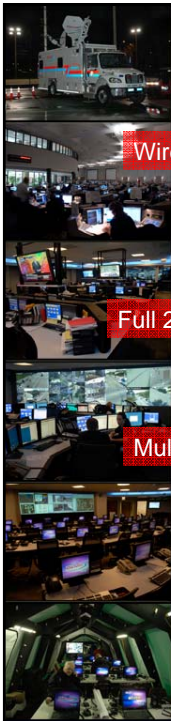
- Major Incidents
 - No Lead Agency
 - Coordinate multi-agency response to major incidents.
 - Facilitate Unified Command.
 - Lead Agency
 - Provide operational support for victims and first responders.
- JOC activation.
- Events with potential homeland security implications.
- Special events.





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

"Cellular on wheels"

Full 24" Plotter for GIS

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

OEMC

Operation Virtual Shield

★ Cameras
▲ Sensors
○ Traffic Control Devices

OEMC



Operation Virtual Shield



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



Earl W. Zuelke, Jr.

Deputy Director OEM

ewzuelkejr@cityofchicago.org

312-743-1828

