



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
Executive Director
Office of Emergency Management & Communications

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor’s Office

Date: November 21, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-01 – DV Calls

The following information is provided in response to questions posed at our department’s hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Coleman asked for all 9-1-1 domestic violence calls for 2024 by ward. We do not have a 9-1-1 call type for Domestic Violence, but below are calls into 9-1-1 for Domestic Disturbance or Domestic Battery for 2024 to date by ward.

Ward	Domestic-related 9-1-1 calls (Domestic Disturbance or Domestic Battery)
1	701
2	427
3	2,665
4	2,348
5	3,018
6	5,322
7	4,975
8	4,447
9	4,323
10	3,085
11	840
12	1,088
13	1,062

Ward	Domestic-related 9-1-1 calls (Domestic Disturbance or Domestic Battery)
14	1,447
15	2,133
16	4,729
17	4,909
18	1,780
19	848
20	4,955
21	3,984
22	1,274
23	886
24	4,732
25	1,388
26	1,680
27	3,077
28	5,073
29	3,140
30	991
31	1,499
32	477
33	1,044
34	569
35	1,103
36	1,262
37	3,675
38	797
39	789
40	774
41	606
42	650
43	211
44	363
45	827
46	916
47	381
48	978
49	1,441
50	910

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



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Date: **November 21, 2024**

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-02 – Missing Person

The following information is provided in response to questions posed at our department’s hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Coleman asked for all 9-1-1 calls for missing woman and girls for 2024 broken down by ward.

Below is the 9-1-1 data for 2024 to date for Missing Person calls and Missing Person Tender Age (younger than 10 years old) calls. There is no way of running a report in the system for this data by gender.

Ward	Missing Person	Missing Person - Tender Age (younger than 10 years old)
1	69	4
2	79	7
3	349	15
4	201	24
5	198	37
6	583	30
7	377	27
8	260	28
9	299	24

Ward	Missing Person	Missing Person - Tender Age (younger than 10 years old)
10	198	28
11	71	8
12	67	12
13	100	11
14	181	9
15	127	16
16	321	28
17	351	27
18	154	8
19	108	9
20	397	22
21	411	27
22	130	8
23	52	5
24	613	31
25	95	6
26	129	13
27	336	20
28	413	25
29	230	15
30	85	10
31	90	6
32	88	6
33	509	8
34	76	8
35	86	8
36	91	5
37	447	23
38	59	8
39	125	9
40	289	9
41	78	9
42	125	27
43	111	7
44	82	1
45	111	7
46	184	10
47	62	5
48	336	7
49	671	11
50	338	17

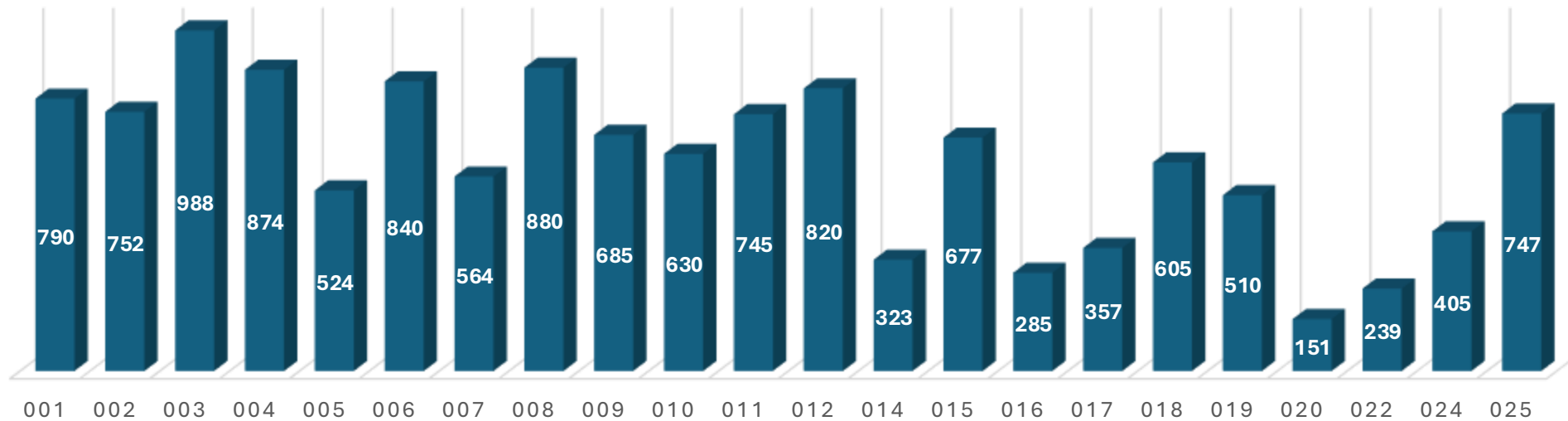
As always, please let me know if you have any further questions.

Total Raps: 13,569
(October2024)

2024 – RAPS by district

2024 RAPS BY DISTRICT

■ 2024 RAPS by District





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Date: November 21, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-03 – RAPs

The following information is provided in response to questions posed at our department's hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Ervin asked for Radio Assignment Pending (RAPs) from 2024.

The requested data is attached. This data is provided by district because RAPs are district-specific (there is no specific address to assign a RAP specifically to a Ward; also, districts can span multiple wards and wards can span multiple districts).

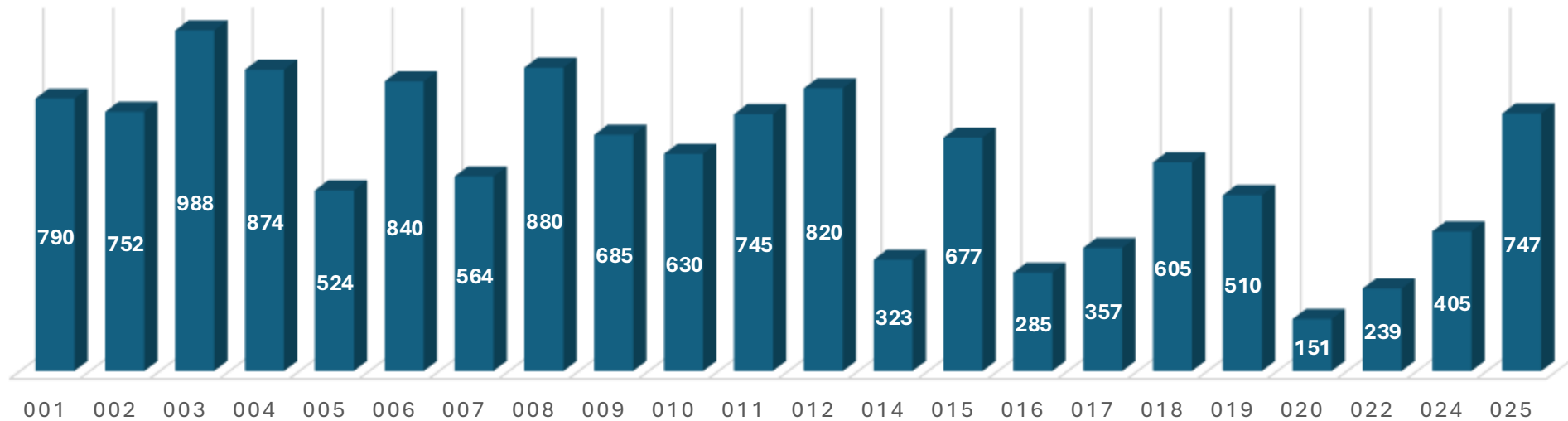
As always, please let me know if you have any further questions.

Total Raps: 13,569
(October2024)

2024 – RAPS by district

2024 RAPS BY DISTRICT

■ 2024 RAPS by District





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Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-04 – Supervisor Dispatch

The following information is provided in response to questions posed at our department's hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Ervin asked for a list of 9-1-1 call types that include an automatic dispatch of a supervisor.

The requested list of 9-1-1 call types are as follows:

- License Plate Reader Armed and Dangerous
- Disturbance – Large Gathering
- Domestic Disturbance or Domestic Battery involving CPD
- Request for Police Supervisor
- Auto Accident involving a department vehicle
- Auto Accident involving a railroad train
- Traffic Pursuit
- Moving incidents (Reckless Driving, DUI, etc.) involving ODPOs
- Active Threat Incident Plan
- Special Weapons and Tactics (SWAT) Incidents
- Hazardous Material (HAZMAT) Incidents
- Bomb Threat
- Suspicious Package
- Explosive Device
- Civil Immigration Law Enforcement
- Use of Force Incidents

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Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-05 – Disaster Recovery

The following information is provided in response to questions posed at our department's hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderwoman Manaa-Hoppenworth asked for a list of current programs and plans that OEMC is working on with other depts regarding disaster recovery, climate change, and hazard mitigation.

- The City of Chicago is an adopting partner of the [Cook County Multi-Jurisdictional Hazard Mitigation Plan](#), which is updated every five years. This plan also includes a City of Chicago Annex. Chicago OEMC serves as a member of the Cook County mitigation steering committee which guides the development of the plan. The purpose of the mitigation plan is to reduce risk and future losses from natural hazards, including flooding, severe thunderstorms, extreme heat, and other hazards.
- Chicago OEMC is a member of the newly formed Shoreline Advisory Board, which will address lakefront erosion/flooding issues
- The 2022 Chicago Climate Action Plan
- The City of Chicago's Emergency Operations Plan (EOP) is spearheaded by OEMC and addresses the City's response to severe weather events, like extreme heat and cold and includes sign-off from all City departments.
- Lakeshore Flood Response plan

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Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-06 - DOE

The following information is provided in response to questions posed at our department's hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Manaa-Hoppenworth asked for a list of projects OEMC is working on with the Department of Environment (DOE).

- DOE hosts an Extreme Weather Working Group with several city departments, including OEMC.
- DOE contributed to the 2024 Cook County Hazard Mitigation Plan + City of Chicago Annex, along with OEMC.
- DOE contributes to the annual Chicago Urban Area Threat and Hazard Identification and Risk Assessment (THIRA)/Stakeholder Preparedness Review (SPR), which is managed by OEMC.
- DOE will be included on the 2025 update to the City's Emergency Operations Plan.
- OEMC and DOE communicate regularly with other local partners on exploring and pursuing grant-funded projects that contribute to hazard mitigation.

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Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-07 – 0140 Spend

The following information is provided in response to questions posed at our department's hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Lee and La Spata asked for a breakdown of OEMC spend 0140 line of the 353 Fund.

The requested break-out can be found below:

Description	2025 Budget Recommendation
911 FACILITY SECURITY	\$ 1,040,000.00
SMART 911	\$ 318,000.00
LANGUAGE LINE	\$ 765,900.00
QA SOFTWARE	\$ 219,108.00
SMART 911 MARKETING	\$ 150,000.00
CITIZEN PREPAREDNESS	\$ 300,000.00
MASS CARE AND PPE STOCKPILE	\$ 400,000.00
Total	\$ 3,193,008.00

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Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-08 – Mental Health

The following information is provided in response to questions posed at our department's hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Lee asked for the number of 9-1-1 calls for mental health crisis by ward.

Kindly see the below breakout of CIT calls by ward.

WARD	TOTAL CIT
1	605
2	713
3	1152
4	1216
5	1129
6	1496
7	1737
8	1476
9	1695
10	1047
11	479
12	441
13	422

WARD	TOTAL CIT
14	496
15	740
16	1391
17	1258
18	880
19	619
20	1502
21	1606
22	445
23	476
24	1309
25	649
26	678
27	1855
28	1883
29	1128
30	535
31	764
32	502
33	637
34	1055
35	663
36	655
37	1257
38	498
39	533
40	778
41	452
42	1416
43	512
44	742
45	493
46	1388
47	663
48	1257
49	1860
50	833

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Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-09 - Trainings

The following information is provided in response to questions posed at our department's hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Lee and Taylor asked what trainings took place in 2024 and what trainings are anticipated for 2025.

For 9-1-1 Operators, call takers receive 3 months of classroom and on-the-job training and dispatchers receive 6 months of classroom and on-the-job training. In addition to policy, procedure, simulation and system training, additional 9-1-1 training topics include:

- LEADs Certification
- NIMs 100 and 700 Levels
- Ethics Training
- Sexual Harassment/Bystander Training
- Drug and Alcohol Policy
- Equal Employment Opportunity (EEO)
- Diversity Awareness Training
- Initial Crisis Intervention Training
- Criminal Sexual Assault Training
- Roll Call Training on seasonal topics
- CIT Training
- Courtesy & Professionalism / Radio Etiquette

For 3-1-1 Operators, the training topics over 5 weeks include:

- Salesforce system - classroom and OJT
- InContact - overview and OJT

- Outlook, Web Sites, Bookmarks
- 311 Structure / Departmental Content
- Code Book – Departments / Type Codes
- Looking up and Completed and Unique Outcomes
- Top 25 - Type Codes
- Operations Floor Observations
- E-Learning: Cyber Security, etc.
- Customer Service
- Call Taking Procedures

Operations also receive regular refresher trainings as well as seasonal/topical roll call trainings.

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Date: November 21, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-10 - New Hires

The following information is provided in response to questions posed at our department's hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Lee asked how many new employees we have hired by category in 2024.

OEMC has hired 172 new employees in FY24 broken out as follows:

- 9-1-1 Operations positions: 43 positions for the 9-1-1 floor
 - 10 PCOIs police call takers
 - 21 PCOIs police dispatchers
 - 3 Supervising Police Communications Operators
 - 3 Communications Operations Managers
 - 2 FCOIs fire call takers
 - 4 FCOIs fire dispatchers
- 3-1-1 City Services: 11 positions (7 COIs and 4 COIs – 311 call takers)
- TMA positions: 100 TCA-Hs (part-time TCAs for special events) and 8 TCAs (full-time TCAs for the airport)
- Administrative positions: 1 Executive Director; 2 clinical therapists; 2 student interns; 1 administrative assistant
- Operations Center positions: 4 emergency mgmt. communications officers

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CC: Kennedy Bartley
Chief External Affairs Officer, Mayor’s Office

Date: December 4, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-11 – OT by Title

The following information is provided in response to questions posed at our department’s hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Lee asked for a breakdown of OEMC overtime by job title for FY24 as of early November.

Title	Total
CLERK IV	\$378.26
ENGINEERING TECHNICIAN V	\$1,327.04
ADMINISTRATIVE ASST II	\$1,590.63
COMMUNICATIONS OPERATIONS MANAGER	\$3,743.84
INFORMATION COORD	\$14,880.75
TRAFFIC CONTROL AIDE	\$29,687.19
EMERGENCY MANAGEMENT COMMUNICATIONS OFFICER	\$38,639.76
COMMUNICATIONS OPERATOR II - 311	\$48,769.85
TRAFFIC CONTROL AIDE-HOURLY	\$59,949.10
COORDINATING FIRE COMMUNICATIONS OPERATOR	\$72,651.22
SUPERVISING TRAFFIC CONTROL AIDE	\$87,842.91
SUPVSR OF 311 OPERATIONS	\$90,045.97
COMMUNICATIONS OPERATOR I - 311	\$116,439.15

Title	Total
MGR OF EMERGENCY MANAGEMENT SERVICES	\$183,382.05
SUPERVISING POLICE COMMUNICATIONS OPERATOR	\$398,338.02
SENIOR EMERGENCY MANAGEMENT COORD	\$415,368.29
SUPERVISING FIRE COMMUNICATIONS OPERATOR	\$454,043.52
FIRE COMMUNICATIONS OPERATOR I	\$544,986.32
FIRE COMMUNICATIONS OPERATOR II	\$817,746.91
POLICE COMMUNICATIONS OPERATOR I	\$2,407,929.38
POLICE COMMUNICATIONS OPERATOR II	\$4,162,633.27

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CC: Kennedy Bartley
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Date: December 2, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-12 – TCA Hours

The following information is provided in response to questions posed at our department's hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Lee asked for the total number of TCA hours that have been expended this year including a breakout of DNC hours.

Please see the following break-out of 2024 part-time TCA hours.

4,564.25hrs	TCA DNC hours expended
86,010.75hrs	TCA Special Events total hours expended

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



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Date: November 21, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-13 - ShotSpotter

The following information is provided in response to questions posed at our department's hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Lee asked for a breakout of how many 9-1-1 calls for Shots Fired before and after the ShotSpotter contract ended.

Below is data on number of Shots Fired calls into 9-1-1 during the 1 month prior to the ending of the ShotSpotter contract, and during the 1 month after.

1 Month Prior to Expiration (8/22-9/22)	1 Month Post Expiration (9/23-10/23)
1,328 events	2,215 events

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Date: November 21, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-14 - CIT

The following information is provided in response to questions posed at our department's hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Lee asked what CIT training took place in 2024 and what training do we anticipate for 2025.

In 2024, all newly hired OEMC employees for the 9-1-1 floor received an initial 8-hr CIT training. This full training was held 3 times in 2024. All other existing employees for the 9-1-1 floor received mandatory 2-hr refresher training. This refresher training was held 26 times in 2024. As a supplement to initial and refresher CIT trainings, OEMC also utilizes roll call sessions across all 3 watches for review of policy specific to CIT. Additionally, CPD has afforded OEMC the opportunity for employees to attend 40-hr CIT training alongside officers. So far to date in 2024, 31 OEMC employees have completed 40-hr CIT training.

OEMC will continue existing CIT training efforts for 2025 and hopes to offer more full trainings throughout the year in anticipation of filling more vacancies.

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Date: November 21, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-15 – CHI311

The following information is provided in response to questions posed at our department's hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Lopez asked for a breakout of how many CHI311 downloads by ward.

We cannot break this data down by ward, but there have been 154,937 downloads of the CHI311 app across Android and Apple users since inception.

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



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CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: November 25, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-16 – Smart911

The following information is provided in response to questions posed at our department's hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Lopez asked for a breakout of the number of Smart911 profiles by ward. We can only query the system by zip code and not ward. Below is the data for Smart911 profiles by zip code.

Zip Code	Total Enrollments
60106	62
60633	80
60827	88
60176	96
60007	100
60621	127
60131	145
60636	154
60804	157
60706	159
60018	163

Zip Code	Total Enrollments
60624	195
60644	224
60707	286
60656	297
60652	324
60623	348
60632	351
60604	357
60651	373
60659	400
60639	400
60653	440
60609	448
60649	450
60629	458
60646	464
60620	465
60631	479
60603	480
60628	482
60619	547
60638	558
60617	559
60642	594
60602	614
60634	639
60645	672
60655	704
60641	716
60630	719
60661	760
60612	764
60643	799
60608	800
60637	876
60626	901
60660	987
60615	1089
60606	1110
60068	1125

Zip Code	Total Enrollments
60714	1142
60622	1239
60625	1274
60616	1361
60607	1425
60647	1510
60618	1630
60654	1730
60613	1792
60640	1837
60601	1870
60610	2142
60605	2328
60614	2399
60657	2662
60611	3722

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Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-17 – Translation

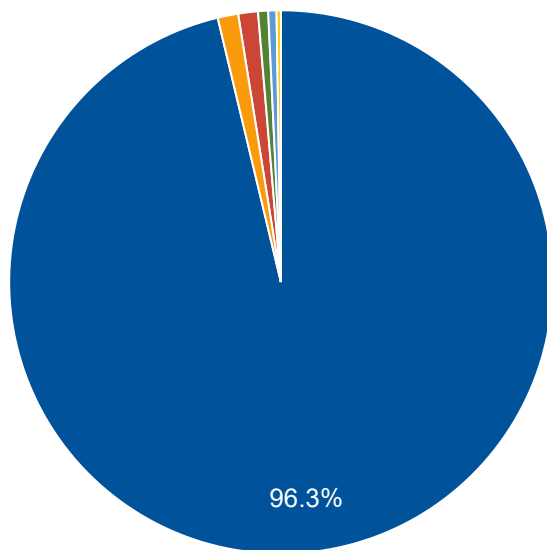
The following information is provided in response to questions posed at our department's hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Lee and Lopez asked for a breakout of number of 9-1-1 and 3-1-1 calls that requested language translation by ward to include languages served.

The Language Line system cannot break this data out by ward – we are only able to provide the citywide breakout. Those breakouts are attached.

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

Top 5 Languages

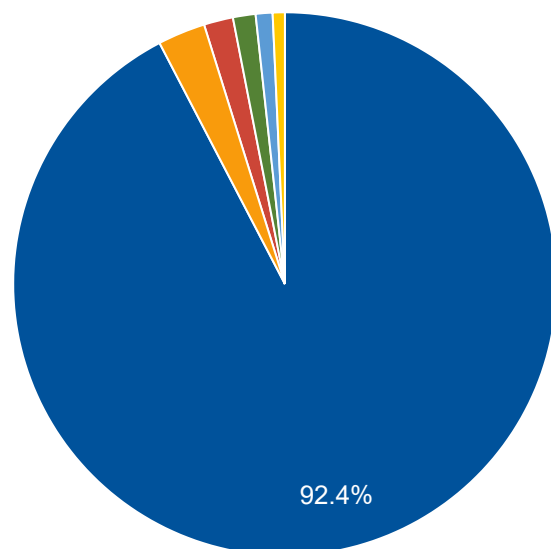


■ Spanish ■ Polish ■ Mandarin ■ Russian ■ Cantonese ■ All Other Languages

Language	Calls	Avg. Duration	Connect Time
Spanish	19,159	7 min	4s
Polish	234	9 min	13s
Mandarin	119	9 min	19s
Russian	98	8 min	15s
Cantonese	51	10 min	14s
All Other Languages	242	8 min	25s

Note - These visualizations are raw data. The data displays all calls, including unbilled calls, and minutes before the rounding process during billing.

Top 5 Languages



■ Spanish ■ Polish ■ Russian ■ Mandarin ■ Arabic ■ All Other Languages

Language	Calls	Avg. Duration	Connect Time
Spanish	78,442	7 min	9s
Polish	1,480	7 min	20s
Russian	1,142	8 min	16s
Mandarin	851	10 min	12s
Arabic	613	8 min	12s
All Other Languages	2,398	8 min	25s



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Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-18 – Call Prioritization

The following information is provided in response to questions posed at our department's hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Mitts asked for a list of 9-1-1 call types categorized by priority.

Please see the enclosed attachment.

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

CALL TAKER PCO1 EVENT TYPES:

PRIORITY 0 + 1: RED

PRIORITY 2: BLUE

PRIORITY 3 + 4: GREEN

10-1	TEN ONE
3-1-1	CITY SERVICES
ABAND	ABANDONED AUTO
AIRSTN	AIRCRAFT STANDBY ALERT
ALAS	ALARM – ACTIVE SHOOTER
ALRAUT	ALARM – AUTO
ALRBUR	ALARM – BURGLAR
ALRBUS	ALARM – BUS
ALRCAB	ALARM – CAB
ALRCO	ALARM – CARBON MONOXIDE
ALRCOM	ALARM – COMMERCIAL
ALRCTA	ALARM – CTA TRAIN
ALRFIR	ALARM – FIRE
ALRHU	ALARM – HOLD UP
ALROTH	ALARM – OTHER
ALRPAN	ALARM – PANIC
ALRWTR	ALARM – WATER FLOW
AMBER	AMBER ALERT
ANIABU	ANIMAL – ABUSE
ANIBIT	ANIMAL – BITE
ANIFIG	ANIMAL – FIGHTING
ANIVIC	ANIMAL – VICIOUS
ARP	ALTERNANTE RESPONSE PROGRAM (FILE)
ARSNIP	ARSON – IN PROGRESS
ARSNJO	ARSON – JUST OCCURRED
ARSNRT	ARSON – REPORT

ASIP	ACTIVE SHOOTER INCIDENT PLAN
ASLTIP	ASSAULT – IN PROGRESS
ASLTJO	ASSUALT – JUST OCCURRED
ASLTRT	ASSUALT – REPORT
ASST	ASSIST – OTHER
ASSTC	ASSIST – CITIZEN
ASSTPO	ASSIST – POLICE OFFICER
ATIP	ACTIVE THREAT INCIDENT PLAN
ATSUCD	ATTEMPT SUICIDE
AUTOIP	AUTO THEFT – IN PROGRESS
AUTOJO	AUTO THEFT – JUST OCCURRED
AUTOPD	AUTO ACCIDENT – PROPERTY DAMAGE
AUTOPI	AUTO ACCIDENT – PERSONAL INJURY
AUTORT	AUTO THEFT – REPORT
AUTOTR	AUTO THEFT + RECOVERY
BANKHU	BANK HOLD UP ALARM
BATIP	BATTERY – IN PROGRESS
BATJO	BATTERY – JUST OCCURRED
BATRT	BATTERY – REPORT
BATVI	BATTERY – VICTIM INJURED
BOATPD	BOAT ACCIDENT – PROPERTY DAMAGE
BOATPI	BOAT ACCIDENT – PERSONAL INJURY
BOMBT	BOMB THREAT
BURGIP	BURGLARY – IN PROGRESS
BURGJO	BURGLARY – JUST OCCURRED
BURGRT	BURGLARY – REPORT
BYPASS	BYPASS (AD DESK)
CDTPIP	CRIMINAL DAMAGE TO PROPERTY – IN PROGRESS
CDTPJO	CRIMINAL DAMAGE TO PROPERTY – JUST OCCURED
CDTPRT	CRIMINAL DAMAGE TO PROPERTY – REPORT

CELLHU	CELL PHONE – HANG UP (FILE)
CFDAST	CFD – ASSIST
CHECWB	CHECK THE WELL BEING
CHILDP	CHILD - PLAYING ON THE PHONE (FILE)
CHLDA	CHILD – ABDUCTION
CHLDAB	CHILD – ABUSE
CHLDLA	CHILD – LEFT ALONE
CPT	CHEMPACK TRANSPORT
CRIMRT	CRIMINAL TRESSPASS – REPORT
CRIMTI	CRIMINAL TRESSPASS – IN PROGRESS
CRIMTJ	CRIMINAL TRESSPASS – JUST OCCURRED
CROSS	CROSSING DUTY
CSAIP	CRIMAL SEXUAL ASSAULT – IN PROGRESS
CSAJO	CRIMINAL SEXUAL ASSAULT – JUST OCCURRED
CSART	CRIMINAL SEXUAL ASSAULT – REPORT
CURFEW	CURFEW VIOLATION
DD	DOMESTIC DISTURBANCE
DEATHI	DEATH – INVESTIGATION
DEATHU	DEATH – UNKNOWN
DECIPI	DECEPTIVE PRACTICE – IN PROGRESS
DECPRT	DECEPTIVE PRACTICE – REPORT
DETOXT	DETOX TRANSPORT
DIST	DISTURBANCE
DISTBA	DISTURBANCE – BARKING DOG
DISTME	DISTURBANCE – MENTAL HEALTH
DISTMU	DISTURBANCE – MUSIC/NOISE
DOARML	DOA REMOVAL
DOMBAT	DOMESTIC BATTERY
DRAGRA	DRAG RACING
DRONE	DRONE

DUI	DUI DRIVER
EMS	EMERGENCY MEDICAL SERVICES
EMS101	EMS TEN ONE
EXPLOD	EXPLOSICE DEVICE
EXPLOS	EXPLOSION
FIRE	FIRE
FIR101	FIRE TEN ONE
FIREW	FIREWORKS
FONDPE	FOUND PERSON
FORG	FORGERY
FOUNDP	FOUND PROPERTY
FSTEAL	FELONY STEAL (AD DESK)
GAMBLE	GAMBLING
GANGD	GANG DISTURBANCE
GENER	GENERIC (CHANGE PRIORITY)
GUNTUR	GUN TURN IN
HANGUP	HANG UP (FILE)
HAZMAT	HAZARDOUS MATERIAL INCIDENT
HEATWB	HEAT WELL BEING CHECK
HOLDCI	HOLDING OFFENDER – CITIZEN
HOLDOF	HOLDING OFFENDER – ANY OFFICER INCLUDING SECURITY
INFOPO	INFORMATION FOR THE POLICE
INJRT	INJURED PERSON REPORT
KIDNIP	KIDNAPPING – IN PROGRESS
KIDNJO	KIDNAPPING – JUST OCCURRED
KIDNRT	KIDNAPPING – REPORT
LCKOUT	LOCKOUT
LOOT	LOOTING
LOSTP	LOST PERSON
LOSTPR	LOST PROPERTY

MARINE	MARINE DISTRESS
MDWEA	MIDWAY EMERGENCY ALERT
MEETTO	MEET TOW DRIVER
MENTUA	MENTAL UNAUTHORIZED ABSENCE
MISSPE	MISSING PERSON
MISSR	MISSING RETURNED
MISSTA	MISSING PERSON – TENDER AGED
MSDIAL	MISDIAL (FILE)
MSE	MARINE SECURITY EMERGENCY
MSOWA	MAN SLUMPED OVER THE WHEEL OF AUTO
MUNIC	MUNICIPAL ORDINANCE VIOLATION
MTHEFT	MAJOR THEFT (OVER 10K)
NOTIFI	NOTIFICATION
NPS	NO POLICE SERVICE (FILE)
OPENDO	OPEN DOOR
ORDEA	OHARE EMERGENCY ALERT
OUTAGE	OUTAGE – POWER
OUTPHO	OUTAGE – PHONE
OVERDO	OVERDOSE
PEEPT	PEEPING TOM
PERDOW	PERSON – DOWN
PERGUN	PERSON - WITH A GUN
PERHLP	PERSON - CALLING FOR HELP
PERKNI	PERSON - WITH A KNIFE
PERSHO	PERSON – SHOT
PERSTB	PERSON – STABBED
PERWTD	PERSON – WANTED
PHONIN	PHONE INCIDENTS
PLACEC	PLANE CRASH
PLATE	PLATE (AD DESK)

PRANK	PRANK TELEPHONE INCIDENTS (FILE)
PRISTP	PRISONER TRANSPORT
PROST	PROSTITUTION
PSC	PUBLIC SAFETY CONCERNS
PV1	PARKING VIOLATION #1
PV2	PARKING VIOLATION #2
RECKLE	RECKLESS DRIVING
RECOVR	RECOVERIES (AD DESK)
REMOVC	REMOVE CORONOR SEAL
REQSUP	REQUEST FOR POLICE SUPERVISOR
RIOT	RIOTING
ROBIP	ROBBERY – IN PROGRESS
ROBJO	ROBBERY – JUST OCCURRED
ROBRT	ROBBERY – REPORT
ROBVI	ROBBERY – VICTIM INJURED
RSA	RECOVERED STOLEN AUTO
S911M	SUSPECTED 911 ABUSE (FILE)
SELLN	SELLING NARCOTICS
SEXOO	SEX OFFENSE OTHER
SHOTSF	SHOTS FIRED
SIREN	SIREN COMPLAINT
SMOKE	SMOKING ORDINANCE
STEAL	NON FELONY STEAL (AD DESK)
STRIPP	STRIPPING AUTO IN PROGRESS
SUSUAN	SUSPICIOUS – AUTO NO OCCUPANTS
SUSUAUW	SUSPICIOUS – AUTO WITH OCCUPANTS
SUSMAI	SUSPICIOUS – MAIL
SUSOBJ	SUSPICIOUS – OBJECT
SUSPER	SUSPICIOUS – PERSON
TELHAR	TELEPHONE - HARRASMENT

TELTHR	TELEPHONE - THREATS
THEFTI	THEFT – IN PROGRESS
THEFTJ	THEFT – JUST OCCURRED
THEFTR	THEFT – REPORT
THREAS	THREATENING SUICIDE
TOW	TOW
TORW	TORNADO WARNING
TRAFK	TRAFFIC CONTROL
TRAINC	TRAIN CRASH
TRUANT	SCHOOL TRUANT
TTYERR	TTY ERROR (FILE)
UNPKG	UNATTENDED PACKAGE
VICEIP	VICE COMPLAINTS – IN PROGRESS
VICER	VICE COMPLAINTS – ROUTINE
VOIP	VOICE OVER INTERNET PROTOCOL
VOOP	VIOLATION ORDER OF PROTECTION
VOPCB	VIOLATION ORDER OF PROTECTION – CINDY BISCHOF
WEAPON	WEAPONS VIOLATION
WHEELT	WHEELCHAIR TRANSPORT (AD DESK)
WIRESD	WIRES DOWN



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
Executive Director
Office of Emergency Management & Communications

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: November 25, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-19 - Ironheart

The following information is provided in response to questions posed at our department's hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Reilly asked for the amount of funding and funding source for Ironheart.

For the Iron Heart emergency preparedness public education campaign, \$101,740 from OEMC's allocation of the FY2023 Urban Areas Security Initiative (UASI) grant was utilized for Marvel to create, develop and provide digital and printed (10,000) collateral on general safety preparedness, including a graphic comic story on water safety on Lake Michigan, and custom images in support of extreme weather event preparedness. These graphics have been used across OEMC's public information and community outreach materials to appeal to a younger demographic, including press releases related to the See Something, Say Something campaign, digital billboard and City information panel public service announcement materials, Block Club Chicago advertisements, and across community engagement events.

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 Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Jose Tirado
Executive Director
Office of Emergency Management & Communications

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 4, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-20 – Vacancies Cost

The following information is provided in response to questions posed at our department's hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Reilly asked for the total dollar amount of vacancies carried over into 2025.

Per OPSA, the total cost of OEMC's vacancies is approximately \$11.5M across all funds.

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 Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Jose Tirado
Executive Director
Office of Emergency Management & Communications

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 2, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-21 – Attrition Rates

The following information is provided in response to questions posed at our department's hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Reilly asked for the attrition rate for OEMC employees.

OEMC's attrition rate is 15%.

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 Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Jose Tirado
Executive Director
Office of Emergency Management & Communications

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor’s Office

Date: December 2, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-22 – Camera Replacements

The following information is provided in response to questions posed at our department’s hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Robinson asked for a breakout of cameras replaced by ward in 2024.

Kindly see the below information from OPSA, who oversees the camera program. The numbers are broken down by ward below:

Wards	Number of Replacement PODS
W01	3
W02	11
W03	10
W04	16
W05	5
W06	8
W07	3
W08	10
W09	9
W10	12
W11	7
W12	14
W13	1
W14	4

Wards	Number of Replacement PODS
W15	4
W16	14
W17	7
W18	1
W19	2
W20	21
W21	4
W22	3
W23	2
W24	9
W25	10
W26	9
W27	24
W28	18
W29	5
W30	3
W31	2
W32	5
W33	1
W34	13
W35	2
W36	3
W37	11
W39	1
W40	2
W41	2
W42	39
W43	12
W44	10
W46	12
W47	3
W48	1
W50	2
Total	370

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 Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Jose Tirado
Executive Director
Office of Emergency Management & Communications

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor’s Office

Date: December 4, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-23 – Event Reimbursement

The following information is provided in response to questions posed at our department’s hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Robinson asked for a list of events for which OEMC needs reimbursement with amounts.

Kindly see below list of organizers with TCA balances as of 10/31/2024. This includes organizers of events held in October.

Responsible Party	Amount Owed
American Heart Association	\$ 1,828
Bonita Sanchez-Carlson - Printers	\$ 7,373
Breakthrough T1D Walk for Diabetes	\$ 224
Chicago Bears Football Club	\$ 14,091
Chicago Blackhawks Hockey Team	\$ 3,802
Chicago Cubs Baseball Club LLC	\$ 140,213
CHICAGO EVENT MANAGEMENT	\$ 14,569
Chicago Event Management - A.Owens	\$ 3,424
Chicago Park District	\$ 30,318
Chicago Special Events Management	\$ 1,967
Chicago White Sox Ltd.	\$ 49,306

Responsible Party	Amount Owned
EL GRITO FEST	\$ 9,240
EnMotive Company, LLC	\$ 5,607
Lakeshore Athletic Services Incorporated	\$ 740
Live Nation (Wrigley)	\$ 23,215
McCormick Place	\$ 36,295
McCormick Place - Wintrust	\$ 8,013
Mike Neri - Riot Fest	\$ 18,094
Navy Pier, Inc. Admin Offices	\$ 864
PAWS Chicago	\$ 1,265
SMG - Museum Campus	\$ 103,965
SP Plus Corporation - Chicago Symphony Orchestra	\$ 262
Super League - Triathlon	\$ 15,093
United Center c/o Steve Rucks	\$ 42,912
Grand Total	\$ 532,679

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 Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Jose Tirado
Executive Director
Office of Emergency Management & Communications

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: November 21, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-24 – 911/311 Top Calls by Ward

The following information is provided in response to questions posed at our department's hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Taylor asked for top 9-1-1 and 3-1-1 calls by ward.

That data is attached for 2024.

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

EVENT TYPE DESCRIPTIONS

22 Aug 2022

TYPE	PRI.	DESCRIPTION
10-1	0	10-1 – Police Officer calling for help, needs immediate assistance. (Citizen may be calling for the P.O.)
101	0	10-1 (On-view) – Police Officer calling for help.
3-1-1	4	Telephone call transferred to 311. City services and non-emergencies.
AA	2A	Auto Accident (On-view) – Beat officer on-views an auto accident.
AB	3D	Abandoned Buildings (On-view) – Beat officer records an abandoned building check.
ABAND	4	Abandoned Auto – Vehicle that has been abandoned at any location for a long period of time with no other issues.
AC	3D	Assist Citizen (On-view) – Beat officer on-views a citizen that needs some sort of assistance.
AIRSTN	4	Aircraft Standby Alert – Aircraft in distress, units in surrounding area of airport placed on standby in case they are needed.
ALAS	1A	Alarm Active Shooter – A technologically-driven alarm where customers have a method of triggering a silent alarm to an alarm center that then reports it to the OEMC.
ALLCALL	3D	All Call – Message broadcast by the Point-to-Point dispatcher over all radio frequencies. Messages can contain important information that may pertain to a person wanted, missing persons, and/or a vehicle lookout.
ALRAUT	3B	Alarm Auto – Vehicle alarm that is going off. Usually called in by citizens.
ALRBUR	2B	Alarm Burglar – Residential alarm usually called in by an alarm company to the Administrative Desk.
ALRBUS	1A	Alarm Bus – Bus distress alarm called in by CTA dispatch. May be in motion or stopped.
ALRCAB	1A	Alarm Cab – Cab distress alarm usually called in by the cab company dispatchers.
ALRCO	4	Alarm Carbon Monoxide – Carbon monoxide alarm usually called in by the homeowner. Transfer call to the fire department.
ALRCOM	2B	Alarm Commercial – Business burglar alarm usually called in by an alarm company to the Administrative Desk.
ALRCTA	1A	Alarm CTA Train – Train distress alarm, may include station booth. Called in by a CTA dispatcher. May be in motion or stopped at a platform.
ALRFIR	4	Alarm Fire – Fire alarm usually in schools or hospitals. Transfer call to the fire department. Police do not respond <i>unless</i> requested by the fire department or if the fire is verified by the caller.
ALRHU	1A	Alarm Hold Up – Business and/or residential hold up alarm usually called in by an alarm company to the Administrative Desk.
ALROTH	2B	Alarm Other – Any other alarms that do not fit into the other alarm event types.
ALRPAN	1A	Alarm Panic – Similar to a holdup alarm, mostly silent and can be a business or residence, usually called in by an alarm company to the Administrative Desk.
ALRWAT	4	Alarm Water Flow – Alarm indicating water flow for a sprinkler system is activated or low. Usually called in by hospitals. Transfer call to the fire department.

AMB	1A	Ambulance (On-view) – Used when a field officer requests and ambulance for an injured or sick person.
AMBER	1A	Amber Alert – Used when a caller provides information regarding a missing, endangered or abducted child/children relative to an existing AMBER alert.
ANIABU	2C	Animal Abuse – Used to report all matters pertaining to animal abuse.
ANIBIT	3C	Animal Bite – Citizen, doctor’s office or hospital reporting an animal bite, usually a dog bite.
ANIFIG	2C	Animal Fighting – Used whenever there is an allegation relative to person(s) present during an animal fight or caller purports that an organized animal fight is occurring or has occurred. Also to be used whenever numerous animals preset, especially dogs, have fresh wounds or numerous scars.
ANIVIC	2A	Animal Vicious – Usually a stray dog running loose in the neighborhood acting aggressively.
ANOV	3D	Administrative Notice of Ordinance Violation (On-view) – Used by a specific unit to ensure the law was being enforced, relative to city ordinances.
ARP	4	Alternate Response Program – Over the phone reporting for non-emergencies only. Program name has been changed to Alternate Response System.
ARSNIP	1A	Arson In-Progress – Deliberate fire actively being set by an offender. Occurring at the moment of the call.
ARSNJO	2A	Arson Just Occurred – Deliberate fire set by an offender within the last 10 minutes. Offender may still be on scene.
ARSNRT	3D	Arson Report – Report only; no offender on scene.
ASLTIP	1A	Assault In-Progress –A <i>threat</i> by an offender; must ask if weapons are involved and notate in the remarks field. Occurring at the moment of the call.
ASLTJO	2C	Assault Just Occurred – A <i>threat</i> by an offender; must ask if weapons are involved and notate in the remarks field. Occurred within the last 10 minutes.
ASLTRT	3D	Assault Report – Report only with no offender on scene.
ASSLT	3D	Assault (On-view) – Beat car on-views an assault.
ASST	3D	Assist Other – Used when a CPD unit assists other units or agencies, i.e. FBI, State Police, County Sheriff, other city services, etc.
ASSTC	3D	Assist Citizen – When a citizen requires assistance of the Police, i.e. picking up belongings or personal effects.
ASSTPO	1A	Assist Police Officer – Police Officer needs immediate assistance, but not a 10-1. Examples includes an off duty P.O. holding an offender, outside police agency needs a backup, State Police need assistance to do a search.
AT	3D	Auto Theft (On-view) – Beat officer on-views an auto theft.
ATIP	1A	Active Threat Incident Plan – A response to any violent incident, wherein an assailant has remained on or near the scene and continues to present a threat to the safety of citizens. If can be utilized at, but not limited to, schools, malls, train stations, large building complexes, public venues, stadiums, etc,
ATR	3D	Auto Theft & Recovery (On-view) – Beat officer on-views a citizen that wants to report that their car had been stolen, but they have found it already.
ATSUCD	2A	Attempt Suicide – When a citizen attempts to end his/her own life. If injury or illness is involved, transfer call to the fire department.
AUTOIP	1B	Auto Theft In-Progress – An unoccupied vehicle is being stolen at the moment of the call.
AUTOJO	2B	Auto Theft Just Occurred – When a citizen states an unoccupied vehicle was just stolen within the last 10 minutes.
AUTOPD	3C	Auto Accident Property Damage – An auto accident in which there are no injuries and property damage only.

AUTOPI	2A	Auto Accident Personal Injury – An auto accident in which there are injuries. <u>Transfer call to the fire department.</u>
AUTORT	3D	Auto Theft Report – When a citizen realizes their vehicle has been stolen. Transfer to ARS for report only.
AUTOTR	3D	Auto Theft and Recovery – When a citizen knows their vehicle has been stolen, but they locate it before it has been reported stolen.
BANKHU	1A	Bank Hold-Up Alarm – Used for all hold up alarms at banks.
BATIP	1A	Battery In-Progress – When a citizen reports an offender is making <i>physical contact</i> against someone else; must ask if weapons are involved and notate in the remarks field. Occurring at the moment of the call.
BATJO	2A	Battery Just Occurred – When a citizen reports they or someone else were physically struck and the incident occurred within the last 10 minutes.
BATRT	3D	Battery Report – Battery victim with no offender on scene, needing a report only or a hospital reporting that a battery victim needs a report in the ER.
BATT	3D	Battery (On-view) – Beat officer on-views a battery.
BATVI	2A	Battery Victim Injured – Battery victim with injuries who requires EMS. <u>Transfer call to the fire department.</u>
BEATT	4	Beat Team Meeting (On-view) – Meeting of a beat team and citizens.
BM	4	Beat Meeting (On-view) – A regular meeting of the beat officers and citizens.
BOATPD	1A	Boat Accident Property Damage – A boat accident in which there are no injuries and property damage only.
BOATPI	1A	Boat Accident Personal Injury – A boat accident in which there are injuries. <u>Transfer call to the fire department.</u>
BOMBT	1A	Bomb Threat – When a call taker receives a call of a bomb threat, this event must be used. All bomb threats are treated as bona fide.
BTM	4	Beat Team Meeting (On-view) – Meeting of a beat team and citizens.
BURG	3D	Burglary (On-view) – Beat officer on-views a burglary.
BURGIP	1B	Burglary In-Progress – When an offender enters a location with or without use of force to commit a crime. Occurring at the moment of the call.
BURGJO	2B	Burglary Just Occurred – When an offender entered a location with or without the use of force and it occurred within the last 10 minutes.
BURGRT	3D	Burglary Report – Citizen reporting a burglary only. No information on the offender or when the incident occurred. Garage burglaries go to ARS.
BUS	4	Bus Check (On-view) – The beat car stops a bus and checks the conditions aboard.
BYPASS	3D	Bypass – Notification that the designated hospital is on bypass.
CALL	4	Call – Beat car is informed to make a phone call.
CAMPV	3D	Encampment Visit (On-view) – Used when police check a homeless encampment.
CARE	1A	Crisis Assistance Response and Engagement (dispatcher only) – Used when a CARE team unit is handling a DISTME call.
CAREALT	1A	Crisis Assistance Response and Engagement Alternate Response Model Pilot (dispatcher only) – Used only when a CARE team unit is handling a DISTME call.
CC	3D	Community Concerns (On-view) – Unit is assigned a job from their supervisor regarding concerns of the community.
CDP	3D	Criminal Damage to Property (On-view) – Beat car on-views criminal damage to citizen’s property.
CDTPIP	1B	Criminal Damage to Property In-Progress – Citizen reporting criminal damage to property with the offender on scene. A weapon may be involved, and if so,

indicate a description of the weapon in the remarks field.

CDEPJO	2B	Criminal Damage to Property Just Occurred – Citizen reporting criminal damage to property that occurred in the past 10 minutes. Offender may still be on scene. A weapon may be involved, and if so, indicate a description of the weapon in the remarks field.
CDEPRT	3D	Criminal Damage to Property Report – Report only of criminal damage to property. No information on offender or time of occurrence. Transfer to ARS.
CELLHU	4	Cell phone Hang Up – Used only when filing a cellular hang up call.
CFDAST	2A	CFD Assist – CPD assists CFD by request on an event normally not responded to (i.e. lift assist, forced entry, elevator stuck).
CHECWB	1A	Check Well-Being – Citizen requesting a check on the well-being of a person whom the caller believes may be in distress.
CHILDP	4	Child Playing on the Phone – Child who calls 911 with false information or who fools around on the phone.
CHLDA	1A	Child Abduction – When a child is abducted by a stranger or family member.
CHLDAB	1A	Child Abuse – Citizen reports either abuse or neglect of a child.
CHLDLA	1A	Child Left Alone – Citizen reports a child or children left alone. Call taker may also receive calls from a child who is initially playing on the phone, but upon calling back, he/she finds out no adults are home with the child.
CILE	3D	Civil Immigration Law Enforcement (dispatcher only) – Used when a governing body requests CPD assistance in regards to civil immigration law enforcement.
CM	4	Community Meeting (On-view) – The beat car is down attending a community meeting.
COMINT	4	Community Interaction (On-view) – Officer initiated non-enforcement related interaction with community residents and organizations, including faith- and community-based organizations and businesses.
COURT	4	Court (On-view) – The beat car is going to court (traffic court, criminal court, etc.).
CPT	3D	Chempack Transport – Used when Ad Desk personnel receive requests for Chempack transports.
CRIM	3D	Criminal Trespass (On-view) – Beat officer on-views a criminal trespass.
CRIMRT	3D	Criminal Trespass Report – Report made on the phone for trespassing.
CRIMTI	1B	Criminal Trespass In-Progress – When a citizen reports an offender has entered private property illegally. Occurring at the moment of the call.
CRIMJO	2B	Criminal Trespass Just Occurred – When a citizen reports an offender has entered private property illegally and it has occurred within the past 10 minutes.
CROSS	4	Crossing Duty
CSA	1C	Criminal Sexual Assault (On-view) – Beat officer on-views a criminal sexual assault.
CSAIP	1A	Criminal Sexual Assault In-Progress – Citizen reporting a rape happening with the offender on scene. If a weapon is involved, notate in the remarks field. MUST ask if an ambulance is needed.
CSAJO	1A	Criminal Sexual Assault Just Occurred – Citizen reporting a rape with an offender on scene or nearby. Occurred within the last 10 minutes. If a weapon is involved, notate in the remarks field. MUST ask if an ambulance is needed.
CSART	1C	Criminal Sexual Assault Report – Citizen reporting a rape with no offender on

		scene and needs a report. MUST ask if an ambulance is needed.
CT	4	Court (On-view) – Used when an officer is going to court.
CTARID	4	CTA Ride (On-view) – Used when an officer is riding a CTA bus or train as part of a directed patrol mission.
CURFEW	3D	Curfew Violation – A violation of curfew restrictions.
DD	1A	Domestic Disturbance – A disturbance with a family member or anyone else who constitutes a domestic relationship.
DEATHI	3D	Death Investigation – A death that is probably the result of natural causes.
DEATHR	1A	Death Removal – Used by zone dispatchers when CPD field personnel request an authorized remains removal transport.
DEATHU	1C	Death Unknown – A death where the cause is unknown.
DECPIP	1B	Deceptive Practice In-Progress – Confidence games, i.e. pigeon drop, someone trying to cash as bogus check, etc.
DECPRT	3D	Deceptive Practice Report – Report only on confidence games. No offender on scene. Transfer to ARS.
DETAIL	3D	Detail – Used when a unit is assigned to a specific event or location i.e. parade, foot race, etc.
DETOXT	3D	Detox Transport – A transport that is needed to a detox center.
DIST	3B	Disturbance – A breach of the peace.
DISTBA	3B	Disturbance: Barking Dog – Used for complaints regarding a barking dog where no other circumstances involving animal abuse, neglect, or organized animal fighting exists.
DISTLG	3B	Disturbance Large Gathering (On-view) – Used when officers on-view a large street gathering that could potentially pose public safety concerns.
DISTME	1A	Mental Health Disturbance – A breach of the peace caused by a person with seemingly mental health problems. When aware of this kind of situation, it is imperative that this event type is created for officer safety.
DISTMU	3B	Disturbance: Music/Noise – Used for complaints regarding loud music or noise from a car, residence, etc.
DOARML	3C	DOA Removal – Removal of a deceased person by a squadrol.
DOMBAT	1A	Domestic Battery – Battery committed between two or more people family members or anyone else who constitutes a domestic relationship.
DRAGRA	3C	Drag Racing – Vehicles racing down a street or other location.
DRONE	2C	Drone – Used when citizens or police have spotted a drone being used.
DUI	1C	DUI Driver – Person driving a vehicle under the influence of alcohol and/or drugs.
EL	4	El Check (On-view) – Used when a field unit is entering only the station area of the train station.
ELEC	4	Electrical – When a squad car is having electrical problems.
ELP	4	El Platform Check (On-view) – Used when a field unit is walking the el platform.
ELUDE	1A	Elude (On-view) – Used when a field unit reports that they have been eluded by a vehicle they attempted to pull over.
EMS	1A	EMS – Emergency medical services are requested when no other event type can be used.
EMS1	4	EMS Emergency Event Request – Used whenever a police dispatcher requires the services of an ambulance.
EMS101	0	EMS 10-1 – Paramedics need police assistance immediately.
ESC	4	Escort (On-view) – The field unit is escorting a citizen.

ESCAPE	1A	Escaped Prisoner – Prisoner has escaped from police custody.
ESCORT	4	Escort – The beat car is escorting a citizen.
ETECH1	1B	Evidence Technician (Pri. 1) – Evidence technician requests for serious offenses. (Shootings, major robberies, high profile cases, etc.)
ETECH2	2B	Evidence Technician (Pri. 2) – Evidence technician requests for lineup photos, DUI tests, CR photos, etc.
ETECH3	3B	Evidence Technician (Pri. 3) – Evidence technician requests for crime scene processing or burglaries, pick up rape kits at hospitals, etc.
EXC	4	Excused (On-view) – Used when the field unit is excused for the remainder of its shift.
EXCUSE	4	Excused – Used when the field unit is excused for the remainder of its shift.
EXPLOD	1A	Explosive Device – An explosive device is discovered.
EXPLOS	1A	Explosion – An explosion of some sort has been reported.
F	1C	Fire (On-view) – Used when a field unit on-views a fire.
FIR	1C	Fire – A fire is being reported. <u>Transfer call to the fire department.</u>
FIR1	4	Fire Emergency Event Request – Used whenever a police dispatcher requires and Fire Department services other than an EMS.
FIR101	0	Fire 10-1 – Firefighters need emergency police assistance immediately.
FIRE	1C	Fire – A fire is being reported. <u>Transfer call to the fire department.</u>
FIREW	3D	Fireworks – Report of the sale, possession, or use of fireworks.
FLAT	4	Flat Tire (On-view) – Used when the field unit is out of service due to a flat tire.
FONDPE	3D	Found Person – A person who is found and not cognizant of his/her whereabouts and cannot make contact with a responsible person having a concern for his/her welfare.
FOOT	4	Foot Patrol (On-view) – Used when a field unit is patrolling an area on foot.
FORG	3D	Forgery – Citizen reporting an offender who is falsifying documents i.e., checks, money orders, etc.
FOUNDP	3C	Found Property – Property that has been found.
FP	4	Foot Pursuit (On-view) – Used when a field unit is chasing an offender on foot.
FSTEAL	1C	Felony Steal – To be used when requesting a felony stolen vehicle be entered in the Hot Desk.
GAMBLE	3C	Gambling – To be used when a caller states there is illegal gambling in an area.
GANGD	2D	Gang Disturbance – A disturbance that involves a gang, gangs, or gang activity.
GAS	4	Gas (On-view) – Used when a unit goes out of service to go refuel their vehicle.
GENER	3D	Generic (Change Priority) – Event used when no other event type describes the situation. A priority and a description of what is taking place must be entered in the remarks field by the person creating the event.
GL	3D	Gang Loitering (On-view) – Used when a field unit on-views the violation of a gang ordinance.
GN	3D	Gang Narcotics Loitering (On-view) – Used when a field unit on-views the violation of narcotics and gang ordinances.
GO	4	Grease & Oil (On-view) – Used when a unit goes out of service to the area for grease & oil.
GOIN	4	Go In (On-view) – Used when a unit is going into the station.

GUNTUR	2C	Gun Turn In – Citizen wants to turn in a gun to the police.
HANGUP	4	Hang Up – A caller hangs up on the call taker and upon callback, the call taker determines 911 services are not needed.
HAZMAT	1A	Hazardous Materials Incidents – Used when reporting a hazardous material is suspected to be involved in a situation. Transfer call to the fire department.
HEATWB	1A	Heat Well-Being Check – Used for all calls of well-being checks related to heat. Only to be used when there is a declared heat emergency.
HOLDCI	1A	Holding Offender (Citizen) – A citizen is holding an offender for the police.
HOLDOF	2A	Holding Offender – A police officer / any law enforcement officer is holding an offender. (Includes security officers)
INFOPO	3D	Information for the Police – Citizen has information that needs to be conveyed to the police regarding current events in-progress / police on scene.
INJRT	3D	Injured Persons Report – Non-criminal report only on an injured person only if it occurred on city property. Usually called in by a hospital.
KIDNIP	1A	Kidnapping In-Progress – Citizen is reporting someone is being kidnapped. Incident is occurring at the time of the call.
KIDNJO	1A	Kidnapping Just Occurred – A kidnapping has just occurred. Offenders and victim are no longer on scene but within the area.
KIDNRT	1A	Kidnapping Report – Report only for a kidnapping.
LCKOUT	3B	Lockouts – Used for landlord/tenant-type disputes where locks are changed, utilities are interfered with, entrances are blocked, etc.
LOOT	1A	Looting – Large scale burglary in-progress.
LOSTP	3D	Lost Person – Used when a person who is believed to be lost is found.
LOSTPR	3D	Lost Property – Used when citizen reports lost property. Transfer to ARS.
LPRAD	1A	License Plate Reader. Armed and Dangerous. Used when one the city's License Plate Readers detects an auto that had been taken in a Vehicular Hijacking or Armed Robbery where a firearm was used.
MARINE	1A	Maritime Distress – Used when there is any type of marine distress.
MDWEA	1A	Midway Emergency Alert – Imminent threat of danger on an aircraft which is either on the ground at the airport in flight.
MECH	4	Mechanical – Unit has a mechanical malfunction.
MEETB	4	Meet Beat Unit – A unit is meeting another unit.
MEETTO	3D	Meet Tow Driver – Streets & Sanitation request a unit to assist their tow truck driver.
MENTUA	3C	Mental Unauthorized Absence – A mental hospital informs 911 that a patient has left their premise and may be at a location in the city.
MISSPE	3C	Missing Person – Citizen reports a person missing. Not Tender Age.
MISSR	3D	Missing Returned – A person that has previously been reported missing and has returned and it is determined that they were the victim of a crime and/or are Tender Age.
MISSTA	1A	Missing Person Tender Age – A missing person that is 9 years of age and under.
MSDIAL	4	Misdial – A citizen has dialed 911 by mistake.
MSE	1A	Marine Security Emergency – Used when there is a security emergency aboard a commercial marine vessel, such as a tour boat, located on a waterway within the geographic limitations of the City of Chicago.
MSOWA	2A	Man Slumped Over Wheel Auto – A citizen reports a person is down in a vehicle.
MUNIC	3C	Municipal Ordinance Violation – Any reports of violations of city ordinances.
MTHEFT	1A	Major Theft. Theft over 10K.

NFY	3D	Notify – Used to make notifications regarding an incident of a serious nature.
NL	3D	Narcotics Loitering (On-view) – Used when a field unit on-views a violation of a narcotics ordinance.
NOTIFI	3D	Notification – Used when a unit needs to make a notification to a citizen, i.e. court date, notification for an outside agency, etc.
NPS	4	No Police Service – No police service is needed, i.e. caller referred to another agency, etc.
OPENDO	2B	Open Door – A report that there is an open door of a suspicious nature.
ORDEA	1A	O’Hare Emergency Alert – Imminent threat of danger on an aircraft which is either on the ground at the airport or in flight.
OTHER	4	Other Task or Duty – A unit is on a task or duty not otherwise identified by an Event Type.
OUTAGE	3D	Outage-Power – Report of no power.
OUTPHO	3D	Outage-Phone – Report of phone outages.
OVERDO	3C	Overdose – Hospital calls to report a person has overdosed on drugs. If it is an active suspected overdose not at a medical facility, transfer call to the fire department.
PEEPT	1A	Peeping Tom – Report of someone peering through windows.
PERDOW	2A	Person Down – A citizen states there is a person down. Transfer call to the fire department.
PERGUN	1A	Person with a Gun – A citizen reports that there is a person with a gun. It is imperative to collect all relevant information and include in the remarks section.
PERHLP	1A	Person Calling for Help – A citizen reports they could hear or see a person calling for help.
PERKNI	1A	Person with a Knife – A citizen reports that there is a person with a knife.
PERS	4	Personal (On-View) – Unit takes a break called a “personal”.
PERSHO	1A	Person Shot – A citizen reports there is a person shot. Transfer call to the fire department.
PERSON	4	Personal (On-View) – Unit takes a break called a “personal”.
PERSTB	1A	Person Stabbed – A citizen reports a person stabbed. Transfer call to the fire department.
PERWTD	2B	Person Wanted – Situation in which it is reported that a person is wanted by the police.
PDRILL	3D	Police Drill - Used when CPD conducts a type of drill.
PHNFY	1A	Police Helicopter Notify – Used by the Citywide 1 dispatcher upon receiving a request for the helicopter.
PHONIN	3D	Phone Incidents – An incident where the complainant has been the victim of a crime over the phone (harassment, lewd calls, etc). Transfer to ARS.
PICK	3D	Pick up Partner – Used when a unit has to pick up their partner.
PK	4	Park Check (On-view) – The beat car is making a premise check at a Chicago Park District facility.
PLANEC	1A	Place Crash – Used when there is a place crash.
PLATE	3C	Plate – Used when requesting a lost or stolen license plate be entered into the HotDesk.
PLN1-5	4	Plan 1-5 – Used when a plan is in effect. Initiated by any sworn member.
PNT	4	Point Weapon (On-view) – Used when officers point their firearm at an individual.
PNTX	4	Point Weapon Cross Reference (On-view) – Same as PNT, but used when it relates to a job already dispatched.

PODM	3D	Pod Mission (On-view) – Used when district personnel request an event number for viewing the pod cameras inside the district station.
POL1	0	POL1 – This command is used by fire dispatchers whenever a CFD field unit is in a personal life threatening situation/calling for help.
POL2	1A	POL2 – This command is used by fire dispatchers whenever a CFD field unit requires police assistance.
POLL	3D	Polling Place Premise Check (On-view) – Used when officers are making a premise check on a polling place.
PRANK	4	Prank Telephone Incidents – Used when it is believed that a caller is misusing the Emergency 9-1-1 telephone system, is a chronic caller, or is displaying traits of being irrational or incoherent.
PRE	4	Premise Check (On-view) – Used when a unit checks a specific premise.
PRISTP	3D	Prisoner Transport – Used when a unit is transporting a prisoner.
PROST	3C	Prostitution – Used when a caller states that there are prostitutes in an area or there are individuals engages in this illegal activity.
PRTST	3D	Protest (On-view) – Used when police announce that they are now seeing a protest.
PS	4	Problem Solving (On-view) – Unit is down on a problem solving meeting regarding a situation that concerns people who live or work in an area and is unlikely to disappear without some type of intervention.
PSC	3B	Public Safety Concerns – Citizens or officers reporting hazards to public health in violation of CDC guidelines.
PUC	3D	Pick-up Car (On-view) – Used when a unit is picking up their regular car from repair service.
PURSV	4	Pursuit Vehicle (On-view) – Used when an officer reports they are chasing an offender in his/her vehicle.
PV1	3D	Parking Violation #1 – Parking violations that are considered to be hazards, i.e. blocking a fire hydrant, handicap space, alley, etc.
PV2	3D	Parking Violation #2 – Any parking violations that do not fall into the category of a PV1.
R	4	Reports (On-view) – Used when a unit is being held down on paperwork.
R2	3D	R-Service Request – Request for vehicle service from R2.
R3	3D	R-Service Request – Request for vehicle service from R3.
R4	3D	R-Service Request – Request for vehicle service from R4.
RA	4	Radio (On-view) – Used when a unit is going out of service due to a bad radio.
RANGE	3D	Range (On-view) – Used when a unit is going out of service to go the firearms range.
RAP	3D	Radio Assignments Pending – Event created by a dispatcher when there are no units available for dispatch.
RECKLE	3C	Reckless Driving – A citizen reports another driver is driving recklessly.
RECOVR	3D	Recover – Used when an auto or license plate is being recovered and needs to be taken out of the HotDesk and LEADS.
REDLIN	3D	Red Line – Event created by a dispatcher when a unit does not respond to their page on the radio.
REEMER	0	Revenue Emergency – Used by the Citywide 3 dispatcher when a Department of Revenue team calls an emergency and needs police assistance.
REMOVC	3D	Remove Coroner Seal – A request made to remove a coroner’s seal.
REQSUP	3D	Request for Police Supervisor – A citizen requesting to speak to a police supervisor.

RESTE	2B	Revenue Steal – Used by the Citywide 3 dispatcher when notified that a Department of Revenue team has located a stolen vehicle.
RIOT	1A	Rioting – A citizen reports rioting of 1 or more people.
ROBB	3D	Robbery (On-view) – Beat officer on-views a robbery.
ROBIP	1A	Robbery In-Progress – Used when a person takes property, including a motor vehicle, from the person or presence of another by the use of force or by threatening the imminent use of force; must ask if weapons are involved and notate in the remarks field. Occurring at the moment of the call.
ROBJO	1A	Robbery Just Occurred - Used when a person takes property, including a motor vehicle, from the person or presence of another by the use of force or by threatening the imminent use of force; must ask if weapons are involved and notate in the remarks field. Occurred within the last 10 minutes.
ROBRT	3D	Robbery Report – Report only of a robbery with no offender on scene.
ROBVI	2A	Robbery Victim Injured – Robbery victim with injuries who requires EMS. No offender on scene. <u>Transfer call to the fire department.</u>
RRX	3D	Blocked Railroad Crossing Notification – Used to report OEMC and OC notifications to and from 911 operations pertaining to blocked railroad crossings when reported by railroad companies.
RS	4	R Service (On-view) – Unit is called in or is out of service for electrical or mechanical reason.
RSA	3D	Recovered Stolen Auto – Citizen reports that their vehicle that has been reported stolen has now been found.
RSERV	4	R-Service – Unit is called in or is out of service for electrical or mechanical reason.
S911M	4	Suspected 911 Misuse – Used to document suspected or intentional misuse of the 911 system.
SBE	3D	Seatbelt Enforcement (On-view) – Used when field units request to be held down at a specific location for a “seatbelt mission”. Typically, the field personnel will be down on this enforcement mission for an extended period during the regular tour of duty.
SEARCH	3D	Executing a Search Warrant – This event type will be used when a unit is executing a search warrant. Can be used by dispatchers and call takers.
SELLN	3C	Selling Narcotics – A citizen wanting to report the selling of narcotics.
SEXO	3D	Sex Offender Visit (On-view) – Used to make a request for the beat car to make a check on registered sex offenders in accordance with the Police Department Sex Offender registration program.
SEXOO	1C	Sex Offense Other – Used to report all other sex related incidents that don’t have their own event type.
SHOTS	1A	Shots Fired (On-view) – Beat officer on-views loud reports, aka shots fired.
SHOTSF	1A	Shots Fired – Citizen reports shots are being fired.
SIREN	3D	Siren Complaint – A citizen complaining about a siren warning system.
SM	3D	Segway Mission (On-view) – Used when district personnel ask for an event number for Segway patrol.
SMOKE	3D	Smoking Ordinance. Violation of the City’s smoking ordinance.
SP	3D	Safe Passage (On-view) – Used when a field unit is assigned to patrol Safe Passage school area.
SPA	3D	Special Attention (On-view) – Used when field units request to be held down at a specific location for a “special attention” to a premise.
SPC	3D	School Premise Check (On-view) – Used when a field supervisor does a school check.

SPCLR	3D	Special Response – Any request for a specialized unit, i.e. canine, marine, HBT.
SS	3D	Street Stop (On-view) – Used when a field unit is conducting an investigatory stop of an individual(s) or has a citizen encounter when the individual(s) is not driving a vehicle.
SST	1A	Shot Spotter (On-view) – Used when an officer in the station reports a shot spotter being activated in the district. A field unit will be assigned to respond to investigate.
STA	4	Station Assignment (On-view) – Used when a field unit is going on an assignment for the station.
STEAL	2C	Non-Felony Steal – Used when requesting a normal steal be entered into the Hot Desk.
STRIPP	1B	Stripping Auto In-Progress – Used when the caller states that a car is being stripped for parts.
SUBUR	4	Suburban PTP – Used by the Point to Point dispatcher when there is a request for a name check from a suburban agency.
SUPPOR	3D	Support Unit Request – Used when a unit requests support from another district, agency, or specialized unit.
SRG	4	Surge Mission (On-view) – Used by Sergeants only for missions where police are to command a large visual presence in trouble areas.
SUSAUN	3D	Suspicious Auto No Occupants – Used for a call of a suspicious auto with no occupants.
SUSAUW	2C	Suspicious Auto With Occupants – Used for a call of a suspicious auto with occupants.
SUSMAI	1A	Suspicious Mail – Used for a call of suspicious mail.
SUSOBJ	2B	Suspicious Object – Used for a call of a suspicious object.
SUSP	1A	Suspicious Person (On-view) – Used when a field officer comes upon a suspicious person.
SUSPER	1A	Suspicious Person – Used for a call of a suspicious person.
SV	3D	School Visit (On-view) – Used when a field unit wants to record a School Visit.
SWAT	4	Special Weapons and Tactics Incidents – Used when a field supervisor requests SWAT for incidents when the immediate apprehension of an offender is not practical. SWAT incidents can include hostage incidents, barricade incidents, etc.
SWO	3D	Stop Work Order (On-view) – Used when a field unit requests to be held down at a specific location for a “stop work order”.
SX	3D	School Crossing (On-view) – Used when a unit is assigned to a school crossing.
TASTE	3D	Taste of Chicago – Specifically used for incidents during the Taste of Chicago.
TELHAR	3D	Telephone Harassment – Used when a citizen reports that they are being harassed on the phone. Transfer to ARS.
TELTHR	3D	Telephone Threat – Used when a citizen reports that they are being threatened on the phone. Transfer to ARS.
THEFT	3D	Theft (On-view) – Used when a field unit on-views a theft.
THEFTI	1B	Theft In-Progress – Used when an offender knowingly obtains or exerts unauthorized control over property of the owner with the use or threat of force. Occurring at the moment of the call.

THEFTJ	2B	Theft Just Occurred – Used when an offender knowingly obtains or exerts unauthorized control over property of the owner with the use or threat of force within the last 10 minutes.
THEFTR	3D	Theft Report – Used for a theft with no offender on scene.
THREAS	1A	Threatening Suicide – Used when there is a person threatening suicide.
TO	3D	Tow (On-view) – Used when a field unit is handling a vehicle that is going to be towed.
TOW	3D	Tow – Used to order a tow on a vehicle.
TP	1A	Traffic Pursuit (On-view) – Used when a field unit is involved in a traffic pursuit.
TR	2C	Transport (On-view) – Used when a unit is requesting a transport.
TRAFK	3D	Traffic Control – Used when a unit is needed for traffic control.
TRAINC	1A	Train Crash – Used to report a train crash.
TRANS	2C	Transport – Used when a unit is requesting a transport.
TRUANT	3B	Truant – Used when a call is received in regards to a school truant or the field unit comes upon a school truant.
TS	3D	Traffic Stop (On-view) – Used when a field unit stops a vehicle in traffic.
TTYERR	4	TTY Error – Error in a TTY call.
TVB	4	Traffic Violator Bond (On-view) – Used when a unit has a traffic violator and relocates into the station for bonding.
UNPKG	3D	Unattended Package – A package or item of unknown origin who contents are unknown, but does not present and precise intelligence that would escalate the call to being a suspicious object or package.
VEHSTO	4	Vehicle Stop – Used when a field unit makes a stop on a vehicle.
VICEIP	3C	Vice Complaints In-Progress – Any calls regarding the use of drugs or any other vices that do not already have a specific event type.
VICER	4	Vice Complaints Routine – Vice incidents that occur on a daily basis at the same time, same place, but not happening at the moment.
VOIP	4	Voice Over Internet Protocol – Used when a VOIP call is received and then transferred to the VOIP provider.
VOOP	1A	Violation Order of Protection – An offender violates an order of protection issued by the courts.
VOPCB	1A	Violation Order of Protection Cindy Bischof – Designated for call from G4S Justice Services' Monitoring Center regarding violations of the Cindy Bischof Law.
W	4	Car Wash (On-view) – Used when a unit goes for a car wash.
WAKE	3D	Wake (On-view) – Used when a unit is attending a wake.
WD	3D	Walk Down (On-view) – Officers conduct a foot patrol in and throughout public housing buildings.
WEAPON	4	Weapons Violation – Any violations against registration, license, and permit required and the sale of certain handgun ammunition.
WHEELT	3D	Wheelchair Transport – Used when CPD requests motorized transport of a wheelchair-bound arrestee.
WIRESD	3D	Wires Down – A report of wires down. <u>Transfer call to the fire department.</u>



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
Executive Director
Office of Emergency Management & Communications

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: November 25, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-25 – Shelters – Historical Data

The following information is provided in response to questions posed at our department's hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Vasquez asked for the number of 3-1-1 shelter requests broken out by year from 2019-2024 (detailed breakout to include location, street, dates).

Please see the attached spreadsheet titled "58-25 - Shelters - Historical Data Exhibit" for this data.

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 Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Jose Tirado
Executive Director
Office of Emergency Management & Communications

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: November 21, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-26 – Extreme Weather

The following information is provided in response to questions posed at our department's hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Vasquez asked for a description of OEMC's planning efforts around extreme cold for this winter.

OEMC continues to manage the City's Extreme Cold Annex to the City of Chicago's Emergency Operations Plan, which involves participation from 18 City departments and 4 sister agencies. The plan is operationalized based on triggers established by the National Weather Service. Key components of OEMC's role in the plan include:

- Promoting the City's warming center network, including DFSS Community Centers, Senior Centers, City Colleges, Park District Facilities, Libraries, and Police Stations
- Monitoring 911/311 calls related to the weather
- Hosting regular conference calls with all City partners who contribute to the plan
- Notifying the public via Notify Chicago, social media, press releases, and digital billboards
- Coordinating resources in support of the plan

OEMC's Annual Winter Weather Workshop will be held on November 19th.

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 Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Jose Tirado
Executive Director
Office of Emergency Management & Communications

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 2, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-27 – 3-1-1 Trends

The following information is provided in response to questions posed at our department's hearing on November 12, 2024, to discuss the proposed 2025 budget.

Alderman Vasquez asked for a breakdown citywide for 3-1-1 call trends.

Please see the spreadsheet titled "58-27 - 311 Trends Exhibit" for the data breaking out the top ten 3-1-1 calls by ward for 2023 v. 2024.

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 Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Jose Tirado
Executive Director
Office of Emergency Management & Communications

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor’s Office

Date: December 2, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-28 – Camera Requests 25th Ward

The following information is provided in response to questions posed at our department’s hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Sigcho-Lopez asked for a list of outstanding camera requests in his ward.

Kindly see the below responsive table from OPSA, who manages the camera program:

Request	LOCATION	TYPE	CONR	VIEWDETAIL	REQDATE	STATUS
PODNEW8666		PTZ Camera			9/23/2024	Currently in a project to be installed
PODNEW7742		LPR/Existing Camera			7/10/2023	Currently in a project to be installed

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 Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Jose Tirado
Executive Director
Office of Emergency Management & Communications

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: November 21, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-29 – Scale up Call Response

The following information is provided in response to questions posed at our department's hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Rosanna Rodriguez requested what resources would it take to scale up call response.

This is a CDPH program that OEMC is supporting. We will be devoting much of 2025 to program planning around this new workforce, identifying space, defining policy/procedures, developing training, etc. with the goal of rolling out the program officially in 2026. At this juncture, we are still scoping out what fully scaling up will look like, which is why we requested the 14 personnel in our FY25 budget to start, which includes 1 manager, 2 supervisors, 10 telecommunicators, and 1 project coordinator.

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 Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Jose Tirado
Executive Director
Office of Emergency Management & Communications

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 2, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-30 – Non CPD Response

The following information is provided in response to questions posed at our department's hearing on November 12, 2024 to discuss the proposed 2025 budget.

Alderman Rosanna Rodriguez requested what resources would it take to get to the point where people calling 9-1-1 can request a non-police response.

As it relates to the Crisis Assistance Response & Engagement (CARE) program for mental health-related calls, OEMC has requested 14 personnel in our FY25 budget to start, which includes 1 manager, 2 supervisors, 10 telecommunicators, and 1 project coordinator. This is a CDPH program that OEMC is supporting with telecommunications/dispatch support. At this juncture, we are still scoping out what fully scaling up will look like. We will be devoting much of 2025 alongside CDPH to program planning around this new workforce, identifying space, defining policy/procedures, developing training, etc. with the goal of rolling out the program officially in 2026.

As it relates to a non-police response for other types of calls into 9-1-1, the OEMC is part of a working group that is looking into alternate response solutions for certain call types where there might exist potential for a non-police response. This work is ongoing.

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 Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Jose Tirado
Executive Director
Office of Emergency Management & Communications

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 11, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-31 – Clinical Support

The following information is provided in response to questions posed at our department's hearing on November 12, 2024 to discuss the proposed 2025 budget.

OEMC received the following question: *A listed 2024 result in the Budget Overview is the hiring of clinical support of the 911 floor and the addition of a new decompression space for call takers and dispatchers in an effort to improve the workforce's wellness - how have these investments impacted retention and/or recruitment of workers?*

The new decompression space was finalized in early November 2024 and the two clinical therapists were hired as of October 1, 2024. Because of this, it is too soon to tell the impact of either of these initiatives on retention or recruitment, but we can monitor this metric in 2025. The primary intent of both initiatives is to provide needed mental health supports to our frontline responders.

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 Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Jose Tirado
Executive Director
Office of Emergency Management & Communications

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 11, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-32 - ZeroEyes

The following information is provided in response to questions posed at our department's hearing on November 12, 2024 to discuss the proposed 2025 budget.

OEMC received the following question: *How, if at all, is CTA's use of ZeroEyes integrated into the City's emergency dispatch system?*

ZeroEyes has a call center that calls 9-1-1 to advise of any incidents. On OEMC's end, we treat these calls as any other 9-1-1 call, and classify the incident based on the information given, i.e. PERGUN (Person with a Gun) or ATIP (Active Threat in Progress) if the subject is actually firing shots.

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