



DEPARTMENT OF STREETS AND SANITATION
CITY OF CHICAGO

July 16, 2013

Joseph M. Ferguson
Inspector General
740 N. Sedgwick Avenue, Suite 200
Chicago, Illinois 60654

Dear Inspector General Ferguson:

The Department of Streets and Sanitation is in receipt of the Inspector General's Office Advisory Concerning the Training of Department of Streets and Sanitation Dispatch Personnel from June 14, 2013. The advisory, citing observations from 2011-2012, raised potential deficiencies on the part of certain DSS personnel in their operating of at least one of the four necessary dispatch systems. The advisory also points out a potential for disparate workloads for all dispatchers as a result of such deficiencies.

On June 25, 2013 I met with both the Deputy Commissioner and Chief Dispatcher overseeing the Equipment Dispatchers regarding your office's advisory. Our meeting concluded with the decision that an in-depth training and review or "refresher" will be conducted for all employees currently occupying the Equipment Dispatcher title (TC: 7124), and that all new hires into the title will be required to demonstrate a complete system proficiency prior to the expiration of the 60-day evaluation window allowed by the Collective Bargaining Agreement under which the positions are covered.

The Department is currently working with the Office of Budget and Management to fill a vacant Equipment Dispatcher title. The hiring of this new position will present DSS with an opportunity to ensure equal workload distribution, and provide DSS the perfect opportunity to conduct the above-referenced training regimen for all Equipment Dispatch staff. The Deputy Commissioner and Chief Dispatcher are preparing a training regimen to include specifically:

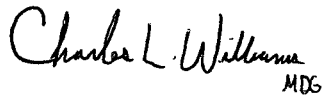
- Computer Aided Dispatch
- Customer Service Request Dispatch
- Incident Report Logging
- Stream and CMAT training
- Refreshers on basic electronic office tools for report generation and departmental communication

Responsibility for conducting the training and review of the current employees, as well as the evaluation of new hires will rest with the Chief Dispatcher. Each Equipment

Dispatcher is responsible for performing the duties of their position in a proficient, professional manner and will be held accountable by the supervisory staff. If you wish, as the training regimen is finalized I will provide a copy to your office.

Thank you for this Advisory and your assistance in this process. Please feel free to contact me with any questions.

Sincerely,

A handwritten signature in cursive script that reads "Charles L. Williams".

MDG

Charles L. Williams
Commissioner
Department of Streets and Sanitation

CLW/mdg