



# Office of the City Clerk

City Hall  
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Chicago, IL 60602  
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## Legislation Text

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Economic, Capital and Technology Development

### **ORDINANCE**

WHEREAS, The City of Chicago coordinates the delivery of municipal services and non-emergency responses for many of the City's departments through its 311 system; and

WHEREAS, In response to advances in technology, the City completed a \$35 million upgrade to its 311 system in 2019; and

WHEREAS, As a result of this upgrade, users now have the ability to check the status of existing 311 requests and to receive an estimate of the time it will take for the City to resolve such requests; and

WHEREAS, Despite many improvements, some users continue to experience difficulties such as inaccurate or static estimated completion times; and

WHEREAS, It is necessary, desirable, and in the public interest that the estimated completion times are accurate so as to provide residents of Chicago with appropriate expectations for when requests will be resolved; and

WHEREAS, The City of Chicago is committed to ensuring that City services work efficiently and transparently to provide for citizens' needs, especially with respect to public safety; now, therefore,

### **BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF CHICAGO:**

SECTION 1. The Department of Assets, Information and Services, in coordination with other City departments and the Office of the Mayor, shall conduct a review and assessment of the improvement-focused process that has been applied to the 311 system to date, and the actual improvements that have resulted from that process; namely, technical improvements to the system, consultation with members of the City Council, improving accuracy of response times, and creating more transparency for the public users. Feedback from members of the City Council and the general public shall be sought and incorporated into the review and assessment.

SECTION 2. After the review and assessment provided for in Section 1 of this Ordinance are completed, the Department of Assets, Information and Services shall use the information gathered to identify further improvements to the 311 system, and shall formulate a plan to incorporate such further improvements into the system, with a particular focus on accuracy of response times and transparency in the provision of City services.

Andre Vasquez, Jr. Alderman, 40th Ward

SECTION 3. This ordinance shall be in full force and effect following due passage and publication.

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