



City of Chicago



Or2021-75

Office of the City Clerk

Document Tracking Sheet

Meeting Date: 3/24/2021

Sponsor(s): Vasquez, Jr. (40)
La Spata (1)
Hopkins (2)
Dowell (3)
Hairston (5)
Sawyer (6)
Sadlowski Garza (10)
Cardenas (12)
Moore (17)
Taylor (20)
Rodriguez (22)
Sigcho-Lopez (25)
Cardona, Jr. (31)
Rodriguez Sanchez (33)
Villegas (36)
Sposato (38)
Smith (43)
Cappleman (46)
Martin (47)
Osterman (48)
Hadden (49)
Reilly (42)

Type: Order

Title: Call for Commissioner of Department of Assets, Information and Services to provide accurate completion time estimates for service requests in 311 system

Committee(s) Assignment: Committee on Economic, Capital and Technology Development

ORDER

WHEREAS, the City of Chicago coordinates the services and non-emergency responses of many of its departments (including but not limited to the Chicago Department of Transportation, the Department of Streets and Sanitation, and the Department of Water Management) through its 311 system, and

WHEREAS, each request logged in the 311 system by a user generates an estimated time to completion, based on the type of request logged, and

WHEREAS, in the current 311 system estimated times to completion are static, and provide the same estimated completion time for each given request type regardless of conditions on the ground or recent performance history from City departments, and

WHEREAS, the given estimates are frequently inaccurate, and create false expectations for individuals logging service requests, and

WHEREAS, the 311 system in its current state contains already the timestamped opening date and closure/completion date (if any) for all logged service requests, and


WHEREAS, providing accurate and realistic completion time estimates for service requests is a clear public benefit and within the technical capabilities of the existing 311 system, **NOW THEREFORE**,

BE IT ORDERED BY THE CITY COUNCIL OF THE CITY OF CHICAGO: That the Commissioner of the Department of Assets, Information and Services shall cause estimated completion times for filed requests to be incorporated into the 311 system, and that those estimates shall be

- a) visible to the submitting user upon submission of the request, and logged within the 311 system with the request,
- b) specific to the request Type within the 311 system of the submitted request,
- c) calculated as a median completion time of completed 311 requests of the relevant request Type, as logged by the 311 system from the opening of each request to its completion, and using for the calculation of the median only those requests which were completed following the issuance and completion of one or more Work Orders, and not those which were closed but not completed (as duplicates, due to no issue found, etc.).

BE IT FURTHER ORDERED BY THE CITY COUNCIL OF THE CITY OF CHICAGO: That the Commissioner of the Department of Assets, Information and Services shall implement all of the above requirements into the 311 system by no later than April 30th, 2021, or shall appear in the

following month before the Committee on Economic, Capital, and Technology Development to present an update on the Department's progress towards implementation of the above requirements, and a detailed description of any obstacles to implementation, and a plan for successful implementation taking said obstacles into account.



Andre Vasquez, Jr.
Alderman, 40th Ward

Co-Sponsored:

Ald. Daniel La Spata, 1st Ward	Ald. Felix Cardona, 31st Ward
Ald. Brian Hopkins, 2nd Ward	Ald. Rossana Rodriguez Sanchez, 33rd Ward
Ald. Pat Dowell, 3rd Ward	Ald. Gilbert Villegas, 36th Ward
Ald. Leslie Hairston, 5th Ward	Ald. Nick Sposato, 38th Ward
Ald. Roderick Sawyer, 6th Ward	Ald. Brendan Reilly, 42nd Ward
Ald. Susan Sadlowski-Garza, 10th Ward	Ald. Michele Smith, 43rd Ward
Ald. George Cardenas, 12th	Ald. James Cappleman, 46th Ward
Ald. David Moore, 17th Ward	Ald. Matt Martin, 47th Ward
Ald. Jeanette Taylor, 20th Ward	Ald. Harry Osterman, 48th Ward
Ald. Michael Rodriguez, 22nd Ward	Ald. Maria Hadden 49th Ward
Ald. Byron Sicho Lopez, 25th Ward	