

**Department of Asset and Information Management**  
**2020 Budget Statement to the City Council**  
**Committee on Budget and Government Operations**  
**Commissioner David J. Reynolds**  
**Chief Technology Officer Carleton Nolan**

**INTRODUCTION**

Good morning Chairman Dowell, Vice Chairman Silverstein, and members of the City Council. Thank you for allowing me to join you today to present and discuss the 2020 budget request for the Department of Asset and Information Management (AIM).

Our new Department's mission is to support the operations of other City departments and sister agencies by providing high-quality and cost-effective asset management, operational support services along with reliable and secure access to information and smart application of technology. We ensure the safe and efficient use of the City of Chicago's assets by effectively managing the maintenance and repair of vehicles, equipment, and properties used or occupied by the City. We provide a range of support services including environmental health and safety programs, energy procurement, graphics and reproduction, records management, and mail delivery. Our new Department will continue to make Chicago a city empowered by technology, where residents and businesses are at the center of our strategies, and where our department works to provide City government with innovative technology solutions.

**EQUIPMENT**

Our portfolio of equipment includes 1,939 pieces of leased or rented equipment and 8,897 pieces of owned equipment for a total count of 10,836. We also provide equipment maintenance services and fuel through intergovernmental agreements with the Chicago Park District, Chicago Transit Authority, City Colleges of Chicago, Chicago Public Schools, and other sister agencies. The total sister agency fleet size we service and fuel is 1,657 and includes leased, owned, and rented equipment.

**Public Safety Purchases**

3 new Fire Engines were recently received for the Chicago Fire Department, with 8 ladder trucks and 1 aerial tower truck expected by year-end. In addition, 7 Fire Engines and 6 ladder trucks have been ordered for 2020 delivery.

We continue to purchase all-wheel drive SUV police vehicles built at Chicago's Ford Assembly Plant on South Torrence Avenue. Since 2012, we have purchased and received 2,120 of these vehicles. Purchasing these Chicago-made vehicles at a total cost of more than \$81 million strengthens our local economy and provides another component to protecting our communities. The average age of a front-line SUV used by the Chicago Police Department (CPD) remains at less than four years.

An order for 200 additional units was recently placed under a newly awarded purchase order. They will be equipped with hybrid gasoline-electric powertrains, which will result in thousands of dollars in annual fuel savings per vehicle.

## **FACILITIES**

Our facility portfolio currently includes 450 owned and 56 leased facilities for a total count of 506. The owned properties include 21 parking lots and 28 vacant or abandoned buildings managed on behalf of DPD. In total AIM manages over 20,603,696 square feet of owned and leased property.

### **Repairs and Maintenance**

In 2019, AIM continued to heavily address improvements at CFD and CPD facilities. In 2019 AIM continued with extensive renovations of building envelopes, heating and cooling systems, and improvements to provide equal access at CFD facilities. We are currently in the 3<sup>rd</sup> phase of equal access renovations with the 4<sup>th</sup> and final phase scheduled to begin in 2020.

AIM completed several CPD improvements. In 2019 AIM completed lobby renovations at Area 1 and upgraded building automation. At District 25, AIM performed envelope repairs, stormwater infrastructure repair, and installed ADA compliant ramp/entry doors. AIM also completed 6 strategic support center build outs at various locations.

AIM continues to make substantial progress in improving the conditions of libraries across the City. Recent work at libraries includes renovations at Douglass, Jefferson Park, and South Shore Libraries. AIM is currently preparing to perform mechanical and electrical improvements at Sherman Park and Mable Manning libraries. AIM has also implemented "CARE" programs (Clean and Repair Everything) at Bessie Colman, Portage Cragin, Chicago Lawn, Clearing, and Walker Libraries. AIM continues to add to

our inventory of libraries with five new facilities including: Northtown, Independence, Little Italy, West Loop, and Altgeld.

AIM's new state-of-the-art Headquarters was opened in February 2019. This new facility relocated 200 jobs from the former Northside location at North and Throop to the Englewood neighborhood. The new facility was built on a 12.5-acre City-owned site at 69th and Wentworth Avenue that was formerly the location of Kennedy King College. The facility at this location will be used for the repair and maintenance of City equipment, such as fire apparatus and snow plow trucks and will also include administrative offices for AIM and various trade shops to support the operation for carpenters, sheet metal workers, blacksmiths and painters. 40% of the \$40.5MM construction contract for the new facility went to MBE firms. WBE firms comprised 17% of the contract spending. 18% of the workforce to build the new facility was from Englewood and surrounding neighborhoods.

### Riverwalk

AIM manages and oversees the operations and maintenance of the Riverwalk, as well as the Food, Beverage, Recreational and Retail Concession Program. As the Riverwalk grows in popularity, we have seen total revenues increase from \$1.2 million in 2014 to \$14.3 million in 2018. We expect total revenues to exceed \$15.5 million this year.

In 2019, AIM oversaw improvements to the Riverwalk east of Michigan, including a new path, new railing, improved landscaping, lighting and seating. The Community Marketplace also opened this year with the help from the Department of Business Affairs and Consumer Protection, the Black Caucus, and the Latino Caucus. Seven new minority and women owned businesses operated food and retail shops just west of Michigan Avenue on the Riverwalk. Those same vendors will return for the 2020 season.

## **INFORMATION**

### Strategy

As a part of the effort to prioritize and maximize IT investments through improved governance and planning, we are currently working to complete the procurement process for the IT Assessment & Strategic Plan project.

This project will bring in a third party to assess IT applications and infrastructure in all city

departments, make recommendations for consolidation, retirements, upgrades, or replacement; and prioritize this work into a strategic plan that can set the course for the subsequent years, identifying projected outcomes as well as cost estimates for suggested projects.

### 311 System

Our team continues to work with the Office of Emergency Management and Communications (OEMC) and all City departments in the modernization of Chicago's 311 system. We also continue to make improvements to the resident-facing components of the system: adding new features to the web and mobile apps. We have been participating in events across the city, and we are placing ads across various media to promote use of the new system. In addition, we've partnered with the Chicago Public Library to offer self-directed CHI311 mobile app training courses on CPL's Digital Learn platform and have trained librarians and CyberNavigators to help residents who are building their digital skills also engage with the City. We continue to engage departments to solicit input and identify ways improve the system as well as rolling out additional reporting and dashboards to support performance management. The goal is to provide Council members and City departments with the tools they need to build modern, responsive service delivery processes. Since implementation, the 311 Modernization project has received the following awards:

- The first-ever [WalkMe](#) "Digital Transformation Awards." The award highlights organizations and applications that catalyze large-scale digital transformations that enhance customer experiences.
- Statescoop.com's "2019 LocalSmart Awards Local Innovation of the Year"
- Stevie Award – Best of Business/Government Mobile App CHI311
- MarCom's:
  - Platinum Award – CHI311 Community Portal.
  - Gold Award – CHI311 Mobile App.

### Smart Lighting

We are also working with the Department of Transportation to implement the Chicago Smart Lighting Project. In addition to the conversion portion of this project, the team is working on the development and deployment of a networked lighting management system. The lighting management system will streamline reporting and repairs. This remote monitoring and control system will automatically notify the City when and where outages occur, create a ticket in 311, and allow residents to track that issue to resolution through multiple channels. The team is actively working on system connectivity, 311 integration and testing for eventual roll-out City-wide. In addition, lighting controllers will collect valuable data about energy usage and performance that can be used to prioritize further investments in the lighting system.

### Infrastructure

The telecom team continues the implementation of a multi-year, citywide project to replace and upgrade the city's central phone system with modern technology. This project will drive 50 percent savings per line for 21,000 phones, saving the City an estimated \$15M over 10 years. For this year, we are targeting to migrate additional facilities, including the remainder of the library locations.

We are committed to making it easier for residents, businesses, and City departments to access government information. New open data sets were published to the City's data portal including data associated with 311, transportation network providers, and mural registry.

We have focused on improving usability and accessibility of the City's digital services by integrating design into the processes and using new tools and techniques. Following the launch of the Chicago Design System which was established to standardize the user interfaces or look and feel of City applications, we have been actively engaging internal and external stakeholders to build out this guide to producing services and technology applications for employees and residents of the City of Chicago. We are in the beginning stages of the procurement process for services needed in the redesign of the City's website. We will redesign the website to take the

new 311 system into account and continue to improve the way that our staff, residents, businesses, and visitors access services as well as the usability of those services.

## **SERVICES**

### **Environmental Health & Safety**

In the Bureau's City-wide efforts, staff worked with the new Chief Risk Officer on standard protocols and prepared Intelex software for Citywide injury reporting in 2020 to connect with CHIPPS DoIT.

The Environmental Health & Safety Bureau also assisted infrastructure departments with OSHA programs for Tire Inflation, Respiratory Protection, Work Zones, Electrical, Forklifts, Scaffolding, First Aid, Lockout/Tagout, Trenching/Excavation, Bloodborne Pathogens, and Welding/Cutting/Brazing.

## **CONCLUSION**

The Department accomplished much in 2019 and we look forward to continuing to work with the City Council to provide city departments the services, information and infrastructure they need to fulfill their important missions. We appreciate your ideas, your input, and your continued partnership to address the needs in your communities.

Managing and caring for the City's public infrastructure and information technology is an important responsibility, and it is one that every employee at AIM takes very seriously. We are committed to delivering the highest quality of services to the city departments in the most efficient and cost-effective manner possible. I would like to personally thank our employees for their tireless effort to continuously improve on the services we provide.

Madam Chairman, this concludes my prepared statement. My staff and I are pleased to answer any questions you or the members of the City Council may have on our presented budget.