



OFFICE OF THE CITY CLERK ANNA M. VALENCIA
CITY OF CHICAGO

Good morning and thank you, Chairman, for having me here today. Today I am joined by the following members of my team who, if you could, please raise your hand when I call your name:

- **Stacy Howlett**, Chief Operating Officer;
- **Eric Vazquez**, Chief Technology Officer;
- **Jorge Ramirez**, Deputy Chief Operating Officer;
- **Marion Linton**, Director of Data Services;
- **Joseph Remiasz**, Director of Audit and Verification;
- **Umi Grigsby**, Chief of Policy and Advocacy;
- **Danish Murtaza**, Director of Policy;
- **Kate Le Furgy**, Chief Communications Officer,
- **Treshonna Nolan**, Deputy Chief Communications Officer;
- **Peter Polacek**, Managing Editor of the Journal;
- **Stacy Haskin**, Assistant Deputy Managing Editor;
- **Shela Sydnor**, Aldermanic HR Liaison;
- **Michelle LeVar**, Deputy Chief Legal Counsel;
- **Ariana Garcia**, Chief of Intergovernmental Affairs & Public Engagement;
- **Chauncey Rice**, Director of Intergovernmental Affairs & Public Engagement.
- **Jacinta Wong**, CityKey Deputy Director and;
- **Janece Ortiz**, CityKey Director.

In the well next to me are my Chief of Staff, Kathryn O'Connell, Chief Administration and Finance Officer, Alexis White and Chief Legal Counsel, Ennedy Rivera.

Since I took office two years ago, my team and I have had the opportunity to work with all of you in different capacities. I first want to say thank you for being so incredibly responsive and open to working and collaborating with our team. I also want to thank you all for your patience when it was needed.

As you have heard me say countless times before, I believe the best policies are made when you have people from all backgrounds and lived experiences at the table contributing to policy making discussions and decisions. This principle is directly reflected in the makeup of my team. I am incredibly proud of the diversity we have in our office. Our entire workforce is 70% women, 30% men. And just like last year my team continues to reflect the diversity of our great city:

34% African American, 29% Hispanic and 34% Caucasian. You will also notice that these numbers reflect diversity within our leadership team as well. Seven out of the eight members of my senior team are women and five are people of color. I believe it's on ALL of us in leadership positions to be intentional about diversity but NOT just for numbers or to meet a quota but

because it makes our work stronger, more inclusive and helps identify blind spots when creating policies that impact our communities. A diverse team has allowed us to create policies that truly serve the people they are meant to serve. Our dedication to not only diversity but to inclusion, along with our foundational pillars of accessibility, openness and collaboration has allowed us to better understand and serve the 1.2 million residents that come through our doors every year. These guiding principles have allowed us to create policies and initiatives that genuinely represent the interests of all the city's communities. And have helped us continue to be the bridge between our community and our government.

When I was sworn into office, we got right to work on constructing policies directly tied to those principles. The first one being, accessibility. Through our Council Modernization initiative and working with many of you in this body we were able to bring City Council into the digital age. This led to the livestreaming of City Council meetings on any device and Internet browser. We've recently expanded this initiative and are currently streaming all City Council Committee meetings on our website. Gone are the days of needing to attend a committee meeting to understand how City government works and what changes are happening inside City Hall. These meetings are also archived and accessible online for all Chicagoans to view whenever they please. We're excited to continue our work on Council Modernization and look forward to working with all of you.

Our innovation didn't stop at our Council Division, we've also made much needed upgrades to our new e-commerce platform making it easier and more accessible for residents to make purchases online. Our previous e-commerce platform was difficult to navigate and wasn't as user friendly as our updated site. Just like Council streaming, this new platform works on any device and in any browser. It is also more efficient and accessible allowing our residents to purchase City Clerk products with ease, creating more opportunities for residents to get into compliance all while ensuring our office is continuing to generate revenue.

But it's not just changes we've made online, we've also made changes to many of the tangible items our office is responsible for, like creating more options for our residents when it comes to buying City Stickers.

We recently introduced the Reduced Term Sticker which lowers the barrier to entry for obtaining a City Sticker. Now, residents can purchase a City Sticker for a shorter time instead of a one year and two-year City Sticker making it a more affordable option for many Chicagoans.

We've also made to changes to the No Fee Veteran's City Sticker based on feedback from residents we received around the pilot program, as we heard some aspects of the program were confusing and restrictive. We decided to remove the requirement that veteran's needed to have the Veteran's designation issued on their driver's license or state ID on or before December 31, 2018. With these new changes implemented, veterans who received the designation at any time are now eligible, making it more inclusive and accessible to our veterans.

We also launched our Mobile City Hall initiative as we heard from our residents that getting to City Hall to take advantage of and learn about our services can be extremely difficult for most Chicagoans. Many had to take time off work or find ~~child-care~~[childcare](#) in order to access our services.

Mobile City Hall is a collaboration of City departments and sister agencies, Aldermanic offices and community organizations working together to bring city services to our residents. These events started in June of this year and will continue, until the end of the month, to be held regionally and on select ~~week days~~weekdays, nights and weekends to ensure these services are conveniently available to hard working Chicagoans. All of these initiatives were designed to create an efficient pathway to compliance for our residents all while ensuring we are generating the revenue our city needs to flourish. Like any new program we welcome feedback on how to make these initiatives stronger and find new ways to continue to serve our residents.

Many of these previous initiatives I've discussed are tied to the creation and work of the Fines, Fees & Access Collaborative. This Collaborative brought together community advocates, City departments, academic institutions and elected officials to review our city's ticketing practices. As a result of the hard work of the Collaborative we were able to make some major structural changes to the city's City Sticker Ticketing practices. I want to thank Alderman Ervin, Alderman Sawyer, Alderman Scott, Alderwoman Garza, Alderman Villegas and Finance Chairman Waguespack for your dedication to this work.

In addition to making our office economically accessible, the CityKey, one of our biggest initiatives, is aimed at making our entire city more accessible by giving residents access to a government-issued ID. Serving as a government-issued ID, your Chicago Public Library card, Ventra card and Chicago Rx card, the CityKey is available and beneficial to all Chicagoans. Since the beginning, this program has grown tremendously and continues to do very well throughout our communities. We currently have 59 retailers, restaurants and small businesses that provide discounts and benefits to our CityKey holders. Our CityKey team is always working to solidify more, partnerships in the next few months and welcome any ideas or businesses from your community to participate.

To date we've printed 43,000 CityKeys, hosted 150 events this year and 357 events citywide over the past two years. We've seen every aspect of the CityKey's four-in-one play a pivotal role in changing the lives of everyday Chicagoans. Whether it's through saving on their prescription, gaining access to employment or just having the pieeepeace of mind and dignity that comes with having an ID, this program has made a vital impact on our residents in all of our communities. This has been an incredible year and I haven't been able to do this alone. Thanks to the work of this incredible team – those who are sitting here today and those that are currently at work on the front lines – as well as the community leaders who have helped us shape the policies that I have spoken about today and to the Aldermen and your teams who have been great partners on Mobile City Hall and all other initiatives. Your hard work does not go unnoticed and we could not have done any of this without your dedication to the community you serve.

I look forward to discussing the great work of our office and your consideration of our budget request. At this time, I am happy to take your questions.