



CITY OF CHICAGO

OFFICE OF THE CITY CLERK
ANNA M. VALENCIA

Good morning and thank you, Chairman, for having me here today.

To say this year has presented us with a multitude of challenges would be an understatement.

Our city has seen its ups and downs and this year has truly been a testament to our strength.

It is because of the grit, determination, and dedication of all of you, our elected leaders, and our courageous city workers that we have been able to pull through.

This “new normal” continues to present us with new challenges day in and day out. With the principles of equity, accessibility, openness, and collaboration guiding the way, our office continues to maneuver through these tough times while also developing innovative solutions, preparing us for an uncharted future.

The COVID-19 outbreak did result in a shift to a primarily online purchasing process overnight. While our ecommerce platform was accessible, the inability of this platform to carry out certain functions requires manual input and direct contact via email. And while email was the most efficient way to reach our office the combination of staffing constraints, befittingly put in place to adhere to social distancing guidelines, and our overall limited capacity put our office in a bind.

My team and I took proactive steps to accelerate email response times, which required almost all team members, including my senior staff and myself, responding to constituent emails on a daily basis. We also took steps to make internal improvements to the platform in an effort to streamline the online purchasing process for residents.

Simultaneously, my team was working to develop a strategic reopening and in-person operational strategy. As a result of their hard work, our downtown office reopened June 8th and our satellites reopened July 6th.

As we look to the future and continue bettering our governing approach, we must not only create ways to adapt to this ever-changing time but do so with initiatives rooted in equity.

This means continuing to focus on policies like our Reduced Term Sticker that lower the barrier to entry for our residents. It means moving forward with our council modernization work ensuring residents have access to their government and most importantly understand what actions are being taken to protect them and their families. It also means continuing to and adjust the operational and logistical functions of our CityKey program, ensuring our most vulnerable residents can get the essential resources they need.

At this time, I'd be happy to take any further questions you may have.

Thank you.