



CITY OF CHICAGO



OFFICE OF THE CITY CLERK  
ANNA M. VALENCIA

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

This year, the Office of the City Clerk has continued to adapt, adjust, and develop innovative solutions to navigate the ever-changing future. Building on our experiences, challenges, and successes we have been able to serve our residents safely and efficiently.

Centered around the principles of equity, accessibility, openness, and collaboration we were able to improve our services and most impactful initiatives. Our office continued to prioritize government accessibility by expanding our Mobile City Hall initiative. Launched in 2019, Mobile City Hall brings all that City Hall has to offer directly to our communities. Access to government services shouldn't be a barrier, especially where our residents need us most. Mobile City Hall allows Chicagoans to purchase the products they need, and also receive information, increasing awareness of local government services while bringing in revenue to keep our city running.

We took the same approach with our e-commerce platform. After seeing a stark increase in our online sales we took your feedback, combined with resident feedback, and have continued our internal efforts to improve our e-commerce platform, ensuring residents have the most seamless purchasing experience possible.

Providing Chicagoans more options and access to government has been essential to how we operate. Our office continues to be forward-thinking and always asking what we can do to improve customer service and online user experience for our constituents. At the end of the day, we want to make it easier for people to access City services--whether it be online, in communities at our Mobile City Hall, or at one of our three office locations.

Our CityKey program remains a vital lifeline for so many in our city and neighborhoods. It is evident that CityKey is a need in all Chicago communities and we will continue to work with our community partners, as well as internal resources, to find innovative solutions to meet those needs.

This past year we made history with our City Council Modernization initiative, introducing e-voting in March and finally bringing Chicago's City Council into the 21st century. We've launched our second phase of the initiative, the first iteration of a new electronic legislative management system (eLMS) which allows for electronic submission (eSubmission), signature (eSignature), and sponsorship (eSponsorship). Thank you all for your continued collaboration on this effort and we look forward to implementing the third phase--an entirely paperless legislative management process in 2023.

We have also continued our efforts to provide affordable options for residents still reeling from the financial impacts of the last few years, coupled with rising inflation rates. With the help of City Council, our office made our Reduced Term and No Fee Veteran City Sticker programs permanent options, lowering the barrier to entry for our most vulnerable populations and providing relief to our nation's heroes.



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As we reflect and look forward, we will continue to improve the way we serve the residents of Chicago using cost-effective solutions and working together with you, our elected leaders, and embracing our core principles of accessibility, equity and collaboration.

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