

Good morning. I'm City Clerk, Anna Valencia.

With me, I have:

- Kendra Thomas, Chief of Administration and Finance

Thank you, Chair, for having me today.

This was a tough budget and there will certainly be more tough budgets ahead of us. Throughout my tenure, my team and I have consistently sought to be a part of the solution as Chicago faces big challenges. As we continue to navigate these financial challenges together, my Office is committed to continue serving Chicagoans to the best of our ability and bringing forth innovative improvements to government.

I'm proud of my team for putting in the work to ensure the needs of every Chicagoan we serve and the needs of the City are met to the best of our ability. For fiscal year 2025, we were able to reallocate funds, moving money to lines where we will spend to complete ongoing projects or initiatives. We cut over \$500,000 in spending, allowing us to come in mostly flat while working under the restrictions of the City's financial state and covering the requirements handed to us under the CBA and salary compression study.

We're also bringing new revenue to the table with an enhancement that will more accurately categorize vehicles into their appropriate licensing type, potentially bringing in \$2.5 - \$4.5 million a year on top of the \$130 million in revenue we already collect for the City.

Doing the right thing isn't always the easiest thing. When the circumstances of both our City and its residents change over time, we as a government should change along with them. In 2019, I led on Fines and Fees reform, lowering the compounding penalties of the City

Sticker ticket, introducing the Reduced Term Sticker and facilitating an amnesty month in partnership with the Department of Finance.

Now, as we find our City on the financial precipice, in order to maintain a fiscally responsible perspective, we made the hard decision to raise some of our fees to ensure we are covering our operational costs. With the rise of inflation, increasing personnel and supply costs, it's no longer feasible for us to continue working with prices set 15 and 20 years ago. The fee increase in this year's Revenue Management Ordinance will cover our cost of revenue and bring in roughly \$4 million a year once fully implemented.

But let me tell you about some of the easier choices we made this year. The Office of the City Clerk continued to build out our programs with the goal of meeting Chicagoans where they are, providing unprecedented accessibility, innovation and efficiency. We listened to feedback to make it easier to comply with the Wheel Tax, find ways to improve our legislative process and develop better avenues for delivering CityKeys.

We upgraded EzBuy to enhance customer experience by removing the log in requirement and building a more intuitive e-commerce platform. Investing in our aging technology, we plan to release an RFP next year to build a new Over the Counter (OTC) system that, in conjunction with DOF's new payment manager system, will make buying a City Sticker in person an easier experience for customers.

Considering the needs of a city as unique as ours, we continued to work with internal and external partners to broaden the capacity of eLMS as we reach the completion of the project's major components. As we look to stabilize the system's implementation, we're currently working with

pilot committees and departments to provide the City with the tools they need to do their work effectively and efficiently.

This time last year, our CityKey team was struggling to keep up with demand, so we came to you with a plan to implement an application system and build out a one-of-a-kind online application platform. In May, we successfully introduced Phase 1, our appointment system, making our events manageable and allowing us to guarantee the opportunity to apply for a CityKey with an appointment.

Just this month, we launched Phase 2, our CityKey online platform, making us the first municipality to give residents the ability to apply for an ID online and receive it through the mail. All of this while continuing our in-person events throughout the city.

Our Mobile City Hall and Next Gen initiatives also made a huge impact in our communities. We were able to bring government service directly to our residents all summer with Mobile City Hall. Through our partnership with Chicago Public Schools, we've been able to inspire hundreds of students through our Next Gen civic engagement program where they visit this very chamber and get firsthand experience using their voices and building out policies that matter to them.

Thank you to my team for your commitment to serving the people of Chicago through your tireless efforts to make government more accessible. And thank you to City Council members for your collaboration.

In the Commissioner's Box I have:

- Kathryn O'Connell, Chief of Staff and First Deputy City Clerk
- Roberto Lopez, Chief Innovation Officer

- Quant 16
- Riley Bowlin, Chief Operating Officer
- Jamion Berry, Chief Strategy Officer
- Lori Probasco, Deputy Chief Legal Counsel
- Luis Fuentes, Director, CityKey
- Peter Polacek, Managing Editor, City Council Journal
- Jorge Ramirez, Deputy Chief Operating Officer
- Marion Linton, Manager of Data Services

I'm happy to take any questions at this time.