

ORDINANCE

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF CHICAGO:

SECTION 1. The Executive Director of the Office of Emergency Management and Communications (the “Executive Director”) and the Corporation Counsel shall take all necessary steps to allow individuals to submit complaints of alleged violations and service requests regarding the operation or parking of bicycles, low-speed electric bicycles, low-speed electric delivery bicycles, low-speed electric mobility devices, and motor scooters, as those terms are defined in Section 9-4-010 of this Code, through the City's 311 system, including the online 311 portal and the CHI311 mobile application, including, at a minimum: (i) non-emergency collisions, unlawful or reckless operation, and other alleged violations of State law or this Code, other than parking violations involving a bicycle, low-speed electric bicycle, low-speed electric delivery bicycle, low-speed electric mobility device, or motor scooter, which shall be referred to the Chicago Police Department for enforcement; (ii) parking violations involving a bicycle, low-speed electric bicycle, low-speed electric delivery bicycle, low-speed electric mobility device, or motor scooter, which shall be referred to the Department of Business Affairs and Consumer Protection or the Department of Transportation, as applicable, for enforcement and to the applicable shared bicycle or scooter operator for remedy; and (iii) violations involving obstructions or standing in bicycle lanes or other portions of the public way, which shall be referred to the Department of Transportation. The 311 system shall allow an individual submitting a complaint or service request regarding a low-speed electric bicycle made available to the public for short-term rental or a low-speed electric mobility device made available to the public for short-term rental to identify the applicable company.

SECTION 2. The Executive Director, in coordination with the Corporation Counsel, is authorized to negotiate, execute, and deliver any amendments to existing contracts regarding the City's 311 system, including the online 311 portal and the CHI311 mobile application, as may be necessary, advisable, or appropriate in connection with the implementation of this ordinance.

SECTION 3. No later than December 31 of each year, the Executive Director, in coordination with the Superintendent of Police, the Commissioner of Business Affairs and Consumer Protection, and the Commissioner of Transportation, shall file with the City Council Committee on Public Safety, or its successor committee, a report indicating: (i) the type and number of complaints regarding bicycles, low-speed electric bicycles, low-speed electric delivery bicycles, low-speed electric mobility devices, and motor scooters submitted through the City's 311 system for the previous 12 months, including the applicable company identified under Section 1 of this ordinance; (ii) the average and median initial response times for each type of complaint or request made on the City's 311 system; (iii) the number of outstanding complaints or requests, by type, and the average and median time such complaints or requests have remained outstanding, by type; and (iv) any other information deemed relevant by the Executive Director. The Executive Director shall make the data described in this Section publicly available through the Chicago Data Portal or another publicly accessible website maintained by the City.

SECTION 4. Upon request of the Chair of the Committee on Public Safety, or its successor committee, the Executive Director, Superintendent of Police, Commissioner of Business Affairs and Consumer Protection, and Commissioner of Transportation, or their respective designees, shall appear at a hearing before such committee to provide testimony on the status of the implementation of this ordinance and on the annual report required under Section 3 of this ordinance.

SECTION 5. This ordinance shall take effect upon passage and approval.