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Matter ID: O2023-0004219

Meeting Date: 9/13/2023

Sponsor(s): Knudsen (43) *

Type: Ordinance

Title: Establishment of reporting system for CTA complaints or violations through Chicago's 311 system

Committee Assignment: Committee on Transportation and Public Way

ORDINANCE

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

SECTION 1. The Commissioner of Assets, Information, and Services (the “Commissioner”), in coordination with the Executive Director of the Office of Emergency Management and Communication (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 Chicago Transit Authority (CTA) through the City’s 311 system, including the online 311 portal and the CHI311 mobile application, including, at a minimum: (i) alleged violation of CTA Ordinance No. 016-110 (“An Ordinance Amending Ordinance 006-75 Which Restated Ordinance 98-126 Regarding Rules Of Conduct To Promote Health, Safety And Welfare On Property Owned, Operated Or Maintained By The Chicago Transit Authority”), which shall be referred to the Chicago Police Department for enforcement, if applicable, pursuant to Section 10-8-526 of the Municipal Code of Chicago; and (ii) requests for service or maintenance to CTA buses, trains, stations, or other CTA property, which shall be collected, referred, and reported, as applicable, in accordance with this ordinance.

SECTION 2. The Commissioner, in coordination with the Executive Director and 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. The Commissioner, in coordination with the Executive Director and the Corporation Counsel, is authorized to negotiate, execute, and deliver one or more intergovernmental agreements between the City and the CTA, subject to City Council approval, to: (i) grant the CTA read-only access to the City’s 311 system, including the online 311 portal and the CHI311 mobile application, for the limited purpose of receiving and reviewing requests for service or maintenance to CTA buses, trains, stations, or other CTA property; or (ii) to establish some other data sharing process by which the City will collect and refer such requests for service or maintenance to the CTA on a timely basis. Such intergovernmental agreement shall include language necessary to effectuate Sections 4 and 5 of this ordinance.

SECTION 4. No later than the fifteenth day of [MONTH] of each year, the Commissioner, in consultation with the Executive Director and CTA officials with the applicable knowledge, shall file with the City Council Committee on [Transportation and Public Way], or its successor committee, a report indicating: (i) the type and number of complaints of alleged violations and service requests regarding the CTA submitted through the City’s 311 system for the previous 12 months; (ii) the average and median response times for each type of complaint or request; (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 Commissioner.

SECTION 5. Upon request of the Chair of the City Council Committee on [Transportation and Public Way], or its successor committee, the Commissioner and CTA officials, including the Chair of the Chicago Transit Board and the President of the CTA, shall appear at a hearing before such committee to provide testimony on: (i) the status of the implementation of this ordinance; and (ii) on the annual report required under Section 5 of this ordinance.

SECTION 6. This ordinance shall take effect upon passage and approval.



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