

Mary A. Dempsey  
Commissioner  
Chicago Public Library  
2012 Budget Testimony to the City Council  
October 21, 2011

Thank you for the opportunity to testify before you today about the Chicago Public Library's proposed 2012 budget. Chicago branch libraries serve as vital community anchors in our neighborhoods. Therefore, Chicago will not close any libraries in 2012 as other cities have done over the past several years.

In order to save \$6.6 million, our branches will have to reduce service by eight hours a week. With cooperation from the union representing library employees, the City can keep the branches open six days a week, while reducing the hours on Monday and Friday mornings, which we believe will have the least impact on residents.

In the first nine months of 2011, the Chicago Public Library has:

- welcomed more than **8.3 million** visitors and is on track to welcome more than **11 million** visitors in 2011 as it did in 2010;
- circulated more than **7.2 million** items -- books, CDs, DVDs and downloadable eBooks and media;
- provided more than **2.1 million free computer sessions** to the public and provided **234,093 WiFi sessions** to Chicagoans;
- moved more than **750,000 items** -- books, journals, CDs and DVDs -- through its system *each month*;
- offered 15,228 children's programs, serving more than 418,055 children;
- made 740 librarian visits to local neighborhood schools to introduce teachers and students to the Library's resources and programs available to them during the school year;
- presented hundreds of workshops on small business resources, financial literacy and job search assistance.
- Served as warming centers, cooling centers and 47 of the Board of Elections' polling places

More than 60% of the time that librarians and CyberNavigators spend helping patrons is devoted to searching and applying for jobs on the Library's free computers using the resources in the "Especially for Job Searchers" section of the Library's website ([www.chipublic.org](http://www.chipublic.org)). In 2011, thousands of Chicagoans attended free financial literacy programs or sent their children to free educational programs at neighborhood libraries in lieu of paying a fee for such assistance.

Almost **59,000 children** participated in the 2011 Summer Reading Program, a **16% increase** over 2010, and read **1.4 million books**, a **17% increase**. Over **4,000 adults** participated in **Summer Reads for Adults** and tens of thousands more teens and adults participated in reading and educational programs in libraries. Almost 1 million people visit a Chicago Public Library location *each month* and more than 1 million visit the Library's website and online resources *each month*.



The following is an overview of the Library's 2011 operations and a description of some of the Library's plans for 2012.

## **THE LIBRARY'S STRATEGIC PLAN**

The Library has begun its third strategic planning process, focusing on ways in which technology can increase efficiency in service delivery. We know from experience that the planning process challenges us to create and maintain a library system that enhances the lives of the people of Chicago while also identifying state of the art and visionary library services that will ensure Chicago a primary place in the global economy.

## **LIBRARY USAGE**

### **Books, Materials and Technology**

All libraries continue to be stocked with the latest books, eBooks, magazines, online databases, free WiFi and speedy Internet access through new and upgraded computers. The public is using those resources in record numbers. During the first nine months of 2011, more than **8.3 million** patrons visited a Chicago Public Library location to use computers; seek reference assistance; check out a book, audiobook, DVD or video; attend a technology class; read in a quiet setting; participate in programs; and view exhibits.

During the first nine months of 2011, Chicago's libraries **circulated more than 7.2 million items**. Of those, 134,980 were downloadable media, i.e., eBooks and downloadable video, audiobooks, music. While the circulation of downloadable media to date in 2011 is 46% higher than the same period in 2010, the total circulation of all downloadable media formats is less than 2% of the Library's overall circulation. The circulation of eBooks alone is less than 1% of the Library's annual circulation (0.89%). The higher circulation numbers for print formats reflects a combination of patron preference and the economic reality that at this time, many Chicagoans do not own eBook readers or similar devices. As demand for this format increases, we anticipate that more Chicagoans will download their eBooks from the Library's website.

The high public demand for Library computer sessions reflects the economic reality that for many Chicagoans, their only access to computers and online information is at the Chicago Public Library. From January through September 30 this year, all locations of the Library provided **2.1 million free Internet sessions** to the public. An average of 26,000 patrons per month access the Library's free WiFi system with their personal laptops or with CPL laptops checked out for in-library use, a 30% increase over 2010.

To continue to meet that growing demand for computer access, in 2010 the Chicago Public Library working with the Department of Innovation and Technology successfully applied for the competitive federal technology grant known as BTOP.

The components of the 2 BTOP grants enable the Library to fulfill this goal by adding additional computers and learning opportunities to existing computer resources at all library locations.



- By year-end all CPL locations will receive at least 2 ADA accessible computers, additional desktop computers and any location which does not currently have laptop computers for the public will receive 4 laptops;
- Computer commons comprised of more than 140 computers each opened at both the Woodson and Sulzer Regional Libraries. This has almost tripled the number of computers at each regional library.
- YOUmedia, the Library's innovative and award-winning digital learning space for teens expanded in 2011 to the Thurgood Marshall (Englewood), Rudy Lozano (Pilsen) and Richard M. Daley (West Humboldt Park) branch libraries. YOUmedia in the neighborhood locations will serve both middle school and high school youth.

Providing laptops at each location will also prepare the Library to offer library patrons PC literacy classes in every CPL location, subject to availability of staff to teach the classes. By leveraging the Library's WiFi networks and the new laptop computers, community rooms can be turned into classrooms for our patrons, with courses designed to meet their needs.

This new technology enhances the approximately 3800 public access computers systemwide, and free WiFi currently in operation at all library locations. Trained CyberNavigators or technology tutors work 20 hours each week in 47 branch libraries.

The Chicago Public Library has, for many years, promoted digital excellence and access for all Chicagoans. Thanks to the Library's free computers, tens of thousands of Chicagoans are able to conduct research via online databases or the Internet and seek essential human services that are increasingly only available to those with access to technology.

## **LIBRARY SERVICES AND PROGRAMS**

### **Programs and Services for Adults**

In addition to ongoing reference and online assistance, job searching workshops, small business support, author appearances, poetry and musical performances, the Chicago Public Library offers special programs for adults in libraries across the city including:

**One Book, One Chicago**, which began in 2001 to national acclaim with *To Kill a Mockingbird*, is now in its tenth year. With all **One Book** programs, librarians create resource guides and conduct book discussions citywide. DePaul University, Steppenwolf and Lookingglass Theater Companies, the Department of Cultural Affairs and Special Events and a number of cultural institutions have generously assisted the Library in presenting classes, programs and discussions relating to **One Book, One Chicago** selections this year.



*Money Smart*, a citywide financial literacy initiative produced in cooperation with the Federal Reserve Bank and local financial institutions is designed to increase consumer knowledge in all areas of personal finance. The Library offers dozens of financial literacy programs under the Money Smart banner for teens and adults throughout the year in various libraries across the city. The goal of these programs is to promote education about savings and investments through speakers, books, databases and financial literacy classes.

### *Programs for Children and Young Adults and School Partnerships*

Real learning occurs at every age in every hour of every day and in every season at the Chicago Public Library. Through its early literacy programs, the Chicago Public Library reaches thousands of preschool age children, their caregivers, parents and teachers with materials and programs designed to promote and support the importance of early reading and literacy activities. The Chicago Public Library serves more than 500,000 school children from public, parochial, charter and private schools with after school programs, homework help, summer reading programs, family storytimes and reference assistance for homework projects, history fair, science fair and other special projects.

The Library's YOUmedia digital space for teens continues to grow in popularity with high school students and has been hailed by the White House and the US Department of Commerce as a national model of new learning. In September 2011, in recognition of the innovative learning and civic engagement that the initiative fosters, YOUmedia and the Chicago Public Library received the **2011 Game Changer Award** from the Boeing Company. YOUmedia provides youth with the opportunity to learn "anyplace, anytime" in an interest driven, participatory manner through a unique mix of new media, librarians, mentors and curriculum. YOUmedia prepares our youth for 21<sup>st</sup> Century technologies and professions, and it originated at the Chicago Public Library.

Fifteen thousand two hundred twenty eight (15,228) children's programs were offered in libraries during the first nine months of 2011, serving more than 418,055 children. Our librarians made 740 visits to local neighborhood schools to introduce teachers and students to the resources and programs available to serve them in the libraries during the school year.

The Library emphasizes the importance of children maintaining good reading habits during the summer months in its annual summer reading program. This year, our young readers created musical instruments and music, and studied the lives and work of various musicians by participating in the *Book Beats* Summer Reading Program. The summer reading program attracted **almost 59,000 children who read a stunning 1.4 million books** during the summer of 2011.

Librarians presented **3,421** educational programs summer 2011, reaching **98,039** children and parents thanks to the assistance of **1,039** Junior Volunteers and **18** college interns. We are most grateful to Ravinia, Chicago's public, parochial and private schools and the Chicago Public Library Foundation for supporting this important reading and educational initiative.





Thanks to grants from the Chicago Public Library Foundation, in 2011 the Library maintained the *Teacher in the Library* program in **57** neighborhood libraries. Through the program, certified teachers are hired to work specifically on homework assignments with students every day after school, with special emphasis on improving math and reading skills.

Thanks to grants from the Chicago Public Library Foundation, the Library maintained its *Cybernavigators* program in 45 neighborhood libraries in 2011. Cybernavigators are trained technology tutors who assist librarians in helping the public to understand how to use computers and how to find essential online information. **Sixty percent (60%) of their time is spent helping Chicagoans seek and apply online for jobs.**

On November 19, the Library will welcome more than **5,000** children and parents to Bookamania, the Library's annual celebration of children's books. Bookamania invites young readers to meet authors, illustrators, storybook characters and to participate in a variety of activities designed to encourage a love of reading. This annual event is funded this year by the Chicago Public Library Foundation and Target.

### **LOOKING AHEAD**

Despite the difficult economy, the Library will continue its commitment to provide library services for the benefit of all Chicagoans in 2012.



**Chicago Public Library**  
**EEO Breakdown**

**CURRENT**

Asian/Pacific Islander	61	5.85%
Amer Indian/Alaska Native	4	0.38%
African American	439	42.09%
Hispanic	151	14.48%
White	388	37.20%
Total	1043	

Senior Management		
African American	2	14.00%
White	12	86.00%
Total	14	





**Remarks of Lance Gough, Executive Director**

**Board of Election Commissioners for the City of Chicago**

October 21, 2011

Ladies and Gentlemen of the Chicago City Council, thank you for having us here today to present the budget for the Board of Election Commissioners. With me today are key staff members: Our Assistant Executive Director, Kelly Bateman; Chief Legal Counsel, James M. Scanlon; Communications Director, James P. Allen; Voter Registration Manager Charles Holiday; from Finance, Frank Bourelle; and two key assistants, Kathy Ross and Yvonne Jones.

With this budget, I am pleased to make three points:

- (1) The electoral franchise in Chicago is sound and continuing to lead the State of Illinois in transparency, accuracy, security and, above all, participation.
- (2) We are completing a successful year of election administration activities.
- (3) We plan to do even more even better with even less in 2012.

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The 2011 election year has been eventful, challenging and rewarding. It was marked by a rare and historic event: a Municipal Election with an open contest for Mayor, the first since 1947 with no incumbent seeking the office on the Fifth Floor. Beyond that, there were other successes:

- We more than turned the corner with the speed of reporting Election Night results:
  - 75% of precincts reported by 7:34 p.m.;
  - 90% of precincts reported by 8:34 p.m.; and
  - 98% of precincts reported before 10 p.m.



- Related to that performance was this: The Chicago Election Board leads the nation in training and placing 4,000 young people to administer each election: more than 2,000 high-school students as Judges of Election; another 2,000 Polling Place Administrators, mostly college students, who are the roving technicians. Our partnership with Mikva Challenge and the Chicago Public Schools have been very valuable in these efforts. What I truly enjoy hearing is that our older Judges of Election fully appreciate the technological savvy of the younger Judges.
- Compared to four years ago, we saw triple the use of Early Voting in this Municipal Election – more than 73,000 ballots compared to 23,000 for the 2007 Municipal Election.
- With new “no excuse” absentee voting, we also had the first major increase in Absentee Ballots in eight years. The 24,454 Absentee Ballots cast in February were the most absentees since the 2000 Presidential Election.
- The open mayoral contest increased voter interest. Our 42.3% turnout was not only the highest of any recent Midwest mayoral election, but it also was far higher than the most recent mayoral elections in other major cities, like New York, Los Angeles, Houston and Miami.
- In this recent Municipal Election, we handled roughly 50% more candidate filings and nearly double the number of petition objections with 425 cases.

Just as important were more obscure, behind-the-scenes projects we tackled in the spring, summer and fall months. Since the municipal elections, these activities have included:

- Making computer adaptations and recommendations for enhancements to the new statewide voter registration database.





- Working to automate systems to remove outdated records or records of those ineligible due to death or incarceration.
- Working to canvass all voters whose mailing records indicate they have moved. In the next three weeks, we will be mailing to verify the addresses of the remaining 1.3 million active voters.
- Re-mapping every block in the City of Chicago to adapt to the new District maps for U.S. Congress, the Illinois House and the Illinois Senate. Soon, we will be performing that task again with the re-mapping of the city's wards.
- Working toward the goal of a 19% reduction in precincts. I will talk more about this, but this is the most important opportunity we have for structural cuts in key operational costs – for years to come.
- Re-visiting all of the balloting-system security systems to safeguard against any real or perceived threats to the integrity of the electoral franchise.
- And, perhaps most importantly, launching a new project called “Voter Engagement 2012.” We have enlisted a wide variety of civic, business and community groups to develop a comprehensive agenda of election reforms, all aimed at increasing voter registrations and turnouts for 2012 – and beyond.

We recently conducted a successful Community Forum as part of the “Voter Engagement 2012” project at the University of Illinois at Chicago. We had more than 140 participants from civic, business and neighborhood groups from all over the City. It was educational and inspiring. Soon, we will be issuing a detailed report on what they had to say.



In the meantime, here's a quick preview. Our voters indicated strong support for these concepts of election reforms:

- An option for Election Day voter registration.
- “Vote centers” that are open to anyone from any precinct with an eye toward cost savings.
- On-line voter registration systems.
- On-line or fax voting options for the troops overseas.
- More balloting by mail.

Some of these concepts are long-term goals and may require new systems. Nonetheless, these are options that voters are identifying as the best ways to increase registrations and turnouts.

Looking ahead, our budget for 2012 represent a bold effort to contain costs even as we enter the busiest year of our four-year election cycle with many more challenges than we had in 2008.

The Board's budget calls for \$14.3 million, which is 1.2% more than the budget for the last comparable year, the Presidential Election of FY2008. This is in spite of the following factors:

- The Board will not be receiving \$3 million in Help America Vote Act (HAVA) funding to offset the costs of running the more expensive newer balloting systems.
- Fuel, postage and printing costs have increased substantially since 2008.
- We anticipate continued growth in Early Voting and Absentee Voting in 2012.
- We will need to perform a mailing between the March Primary and the November General Election to instruct voters of their new wards, precincts and polling places. We plan to utilize this mailing as an additional canvass.



2012 Budget Presentation to the Chicago City Council – Board of Election Commissioners  
October 21, 2011

- For the first time, the Chicago Election Board will be responsible for hearing many Electoral Board cases previously heard by the County. Under legislation approved two years ago, petition objections for State Representative, State Senate and Congressional Districts that straddle the City and Suburban Cook will be heard by the Chicago Electoral Board instead of the Cook County Electoral Board.
- We received notice last week from the U.S. Census Bureau that the Board of Election Commissioners for the City of Chicago will need to begin offering voter registration forms, ballots, polling place signage, legal notices, information on the Internet and other election materials in Hindi for Asian-Indian Americans. This will be in addition to the translations the Board already performs in Spanish and Chinese. Our conservative estimate is that these costs will exceed \$100,000 per year.
- Most importantly, it's important to note that Presidential Elections always bring the highest demands for services in the four-year election cycle in every area: voter registrations; voter turnouts; early voting; absentee voting; more complex ballots; more canvassing work; and more informational campaigns.

In spite of that, our budget for 2012 is 1.2% greater the budget for the last comparable year, the 2008 Presidential Election year, or an average of 0.3% more annually. We are achieving partly through staff reductions from attrition and retirements. But most importantly, we are achieving this through a project many of you have discussed with me already: Precinct Consolidation.

We expect to cut about 250 precincts ahead of the Primary Election. Then, after the new Ward maps take effect, we expect to cut another 200-plus precincts again before the November 2012 General Election. In all, we expect to cut 19% of the precincts Citywide.



There are three reasons for all of us to support precinct reductions:

- (1) Cutting our budget is a necessity.
- (2) Reducing precincts is the clearest opportunity we have to control operational costs at levels that are fundamental, structural and sustainable.
- (3) This reflects a new reality that more and more voters, probably upward of 30%, will cast ballots in Early Voting and Absentee Voting, not in the polling places on Election Day. Some people thought we were dreaming when we said we might have 150,000 ballots cast in Early Voting in the 2008 Presidential Election – and then we saw more than a quarter million ballots cast in Early Voting, nearly one of every four cast in that election.

Precinct reductions help the City contain long-term costs effectively across many areas: equipment purchases; equipment maintenance; equipment programming and testing at the warehouse; overtime; election supplies, from signage to tables to voting-equipment carriers; transportation costs; polling place rentals; hiring and training of Judges of Election, Polling Place Administrators and Investigators; and a variety of other costs related to opening a polling place.

We know that these are not easy or simple changes. We appreciate the cooperation you've all extended. Unlike consolidation of precincts in the suburbs, the City has some features that can present roadblocks to precinct consolidation. We know we must be sensitive to make sure we don't bisect a precinct with a major thoroughfare. Other times, there are neighborhood features, like major high-rise condo or apartment buildings, that are simply too big to be merged into one precinct.

In preparing this budget, the Board has paid extremely close attention to the City's need to conserve its financial resources.





2012 Budget Presentation to the Chicago City Council – Board of Election Commissioners  
October 21, 2011

We have worked closely with the County to develop a Joint Petition Program which allows us to make a simultaneous review of signatures from city and suburban voters on those petitions whose voters come from both jurisdictions. Further, we continue to evaluate the performance of the Board's hearing officers and the effectiveness of our electoral board hearing processes in an effort to maintain quality, improve efficiency and reduce cost.

I am pleased to report we also are moving ahead with development of an on-line registration system that we believe will add security, accuracy and convenience. The voter would be able to launch the process from a laptop or smart phone without access to a printer. We would then mail out a card for the voter's signature. This way, we would be checking the accuracy of the voter name and address before processing the record – instead of after. And we eliminate much of the data entry process.

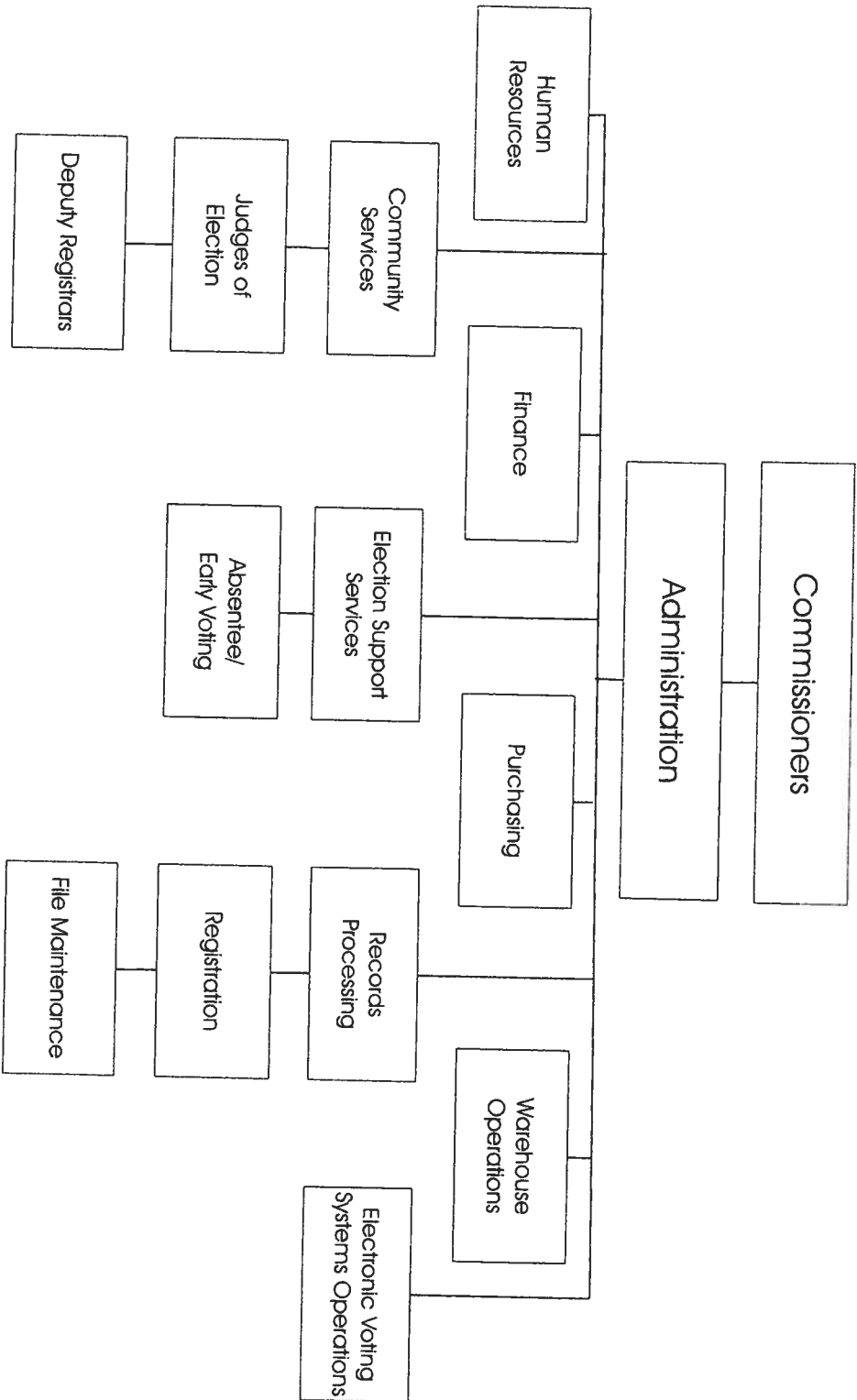
Additionally, we want the City Council to be aware that we will continue to explore new balloting systems with an eye toward conserving costs. There are important opportunities that we will be exploring in coming years, such as electronic poll books and new balloting technology that we believe will make voting systems even more accessible and affordable.

I look forward to answering your questions.



Board of Election Commissioners for the City of Chicago

ORGANIZATION CHART\*



\*Commissioners are appointed by the Circuit Court of Cook County, Illinois. They report to the Honorable Timothy Evans, Chief Judge.



Board of Election Commissioners for the City of Chicago  
EEO Statistics and WBE / MBE Participation  
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EEO Statistics for Staff of Board of Election Commissioners

African-American	46.4%
Caucasian	26.8%
Hispanic	18.8%
Asian-American	8.0%

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Female	53.6%
Male	46.4%

2011 Hearing Officers – 25 total

African-American Female	16.0%
African-American Male	12.0%
Caucasian Female	16.0%
Caucasian Male	44.0%
Hispanic Female	4.0%
Hispanic Male	8.0%

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Female	36.0%
Male	64.0%



Board of Election Commissioners for the City of Chicago  
EEO Statistics and WBE / MBE Participation

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WBE & MBE Contractors

WBE	A1 Personnel
WBE	Bryce Dresden Court Reporting
MBE / WBE	Patti Blair Court Reporting
WBE	3X data
MBE / WBE	ADP Payroll
MBE / WBE	APro Personnel
MBE / WBE	Jane Ignacio Graphics
MBE	Guillermo Perez
WBE	Arrow Messenger
MBE	StanHope Consulting
MBE	Big "O" Movers
WBE	Election Works
MBE / WBE	Reo Moving
MBE	Sik Son
MBE	Progress Printing
WBE	Pelegan Printing
MBE	Lepe Printers
MBE	World Journal
MBE	Sing Tao News
MBE	La Raza
MBE / WBE	N'Digo
MBE	Chicago Defender
MBE	Chicago Citizen Newspapers
MBE	China Star
MBE	China American News





Chicago Department of Buildings  
2012 Budget Statement to City Council  
Committee on Budget and Government Operations

October 21, 2011

Michael Merchant, Commissioner

Good Afternoon Chairman Austin, Committee on Budget and Government Operations members and all members of City Council present today.

I am very happy to be here today to discuss the 2012 budget request for the Department of Buildings.

The Department of Buildings is responsible for protecting public safety by enforcing the building code and issuing permits in a timely fashion to encourage safe development.

We review project plans, issue permits and inspect buildings to ensure that residential and commercial buildings adhere to the safety standards established in the Chicago Building Code. The work of our Department impacts not only those who live in Chicago, but anyone who shops, visits or spends time in the City.

This year, we are taking many steps to improve services, streamline processes and provide innovative approaches to managing this department.

While we are in difficult economic times, our goal is to continue to provide core services without impacting public safety while also reducing our costs. Thanks to efficiencies gained by adopting technologies and to cost savings by transferring projects in house, we can continue to complete our mission without impacting the integrity of our work.

We are also dedicated to significantly improving our processes. For example, we are adopting a new electronic plan review system that will eliminate the need for paper drawings, allow our examiners to review projects simultaneously and provide architects with feedback electronically.

We have also mandated a switch to our certified plan corrections program, which requires architects and structural engineers to certify that their corrections to plans are code compliant without a final review from our examiners. Our inspectors then check the plans and work in the field, creating more efficiency and reducing the time necessary to issue a permit.

As part of these changes, we will also require a 50 percent deposit on permit fees when project plans are submitted. These fees will compensate the department for the

instances when plans are submitted and reviewed, but never picked up because the project has stalled or was cancelled.

## **Key Accomplishments in 2011**

**Reducing Time to Permit.** We continue our focus on providing better customer service and reducing the amount of time necessary to obtain a permit. Since 2004, without sacrificing the quality of reviews, we have successfully reduced the time to issue permits from 112 to 46 days.

**Number of Inspections.** Building inspections are a core responsibility of our department. Our team of inspectors will complete an estimated 270,000 inspections in 2011. We continue to evaluate our document review program, which allows third-party technicians to submit inspection reports on existing buildings that are in good standing. The use of this program will allow the number of inspections— which includes new construction, annual, permit and license inspections — to remain at similar levels.

In addition, the Department also responds to resident complaints regarding a wide range of issues at buildings. We will answer an estimated 70,000 complaints in 2011 and anticipate responding to a similar number in 2012.

**Enforcement of Vacant Properties.** The department has increased its efforts to secure and demolish properties that pose a threat to communities. We estimate that we will board up and secure more than 893 properties in 2011 and demolish more than 550 properties in 2011.

## **Notable Programs**

While we are a regulatory department, we believe that Chicago residents deserve innovative programs to complement our compliance efforts.

**Green Permit Program.** The Department of Buildings continues to maintain Chicago's reputation a leader in environmental design and construction by offering the Green Permit Program. Created in 2004, this program offers financial incentives and expedited service for developers who want to build green buildings. In 2005, we issued 19 permits. Despite the troubled economy, we will issue more than 110 green permits in 2011.

**Vacant Property Enforcement Program.** Another program that continues to have a positive impact on the lives of residents is our Vacant Property Enforcement Program, which works to eliminate dilapidated and deteriorated buildings throughout the city. We also continue to work with the departments of Police, Fire and Streets and Sanitation to increase the identification of vacant properties and the enforcement of the program.

**Strategic Task Force/Gang and Drug House Enforcement.** The Department of Buildings works in coordination with the Chicago Police Department and the Department of Law to enforce the Gang and Drug House ordinance. This program helps keep neighborhoods safe by holding building owners responsible for the activities inside their buildings. It also encourages landlords to properly screen all new tenants and to take actions against those that are destroying communities or risk significant fines and other actions.

**Special Inspection Program.** This bureau works to enforce the occupancy limit and prevent overcrowding in restaurants, bars, theatres and other public places of amusements. In addition to approving occupied space before an establishment is open, this bureau conducts more than 8,000 inspections to ensure that businesses have not adjusted layouts, added tables, chairs or booths, blocked exit doors or made other changes. It also communicates to the Police, Fire and Law departments when a building has violated the code with regards to occupancy, to help prevent a tragedy in case of an emergency.

### **Porches**

We recreated our porch manual to make it more user friendly. This new manual is designed to increase the number of porches that can be repaired and reduce the number of porches that need to be rebuilt. The manual also provides contractors with best practices to build and repair porches. We also retrained all building construction inspectors and plan examiners to make certain they understand how to inspect existing and new porches.

## **Continuing Improvements**

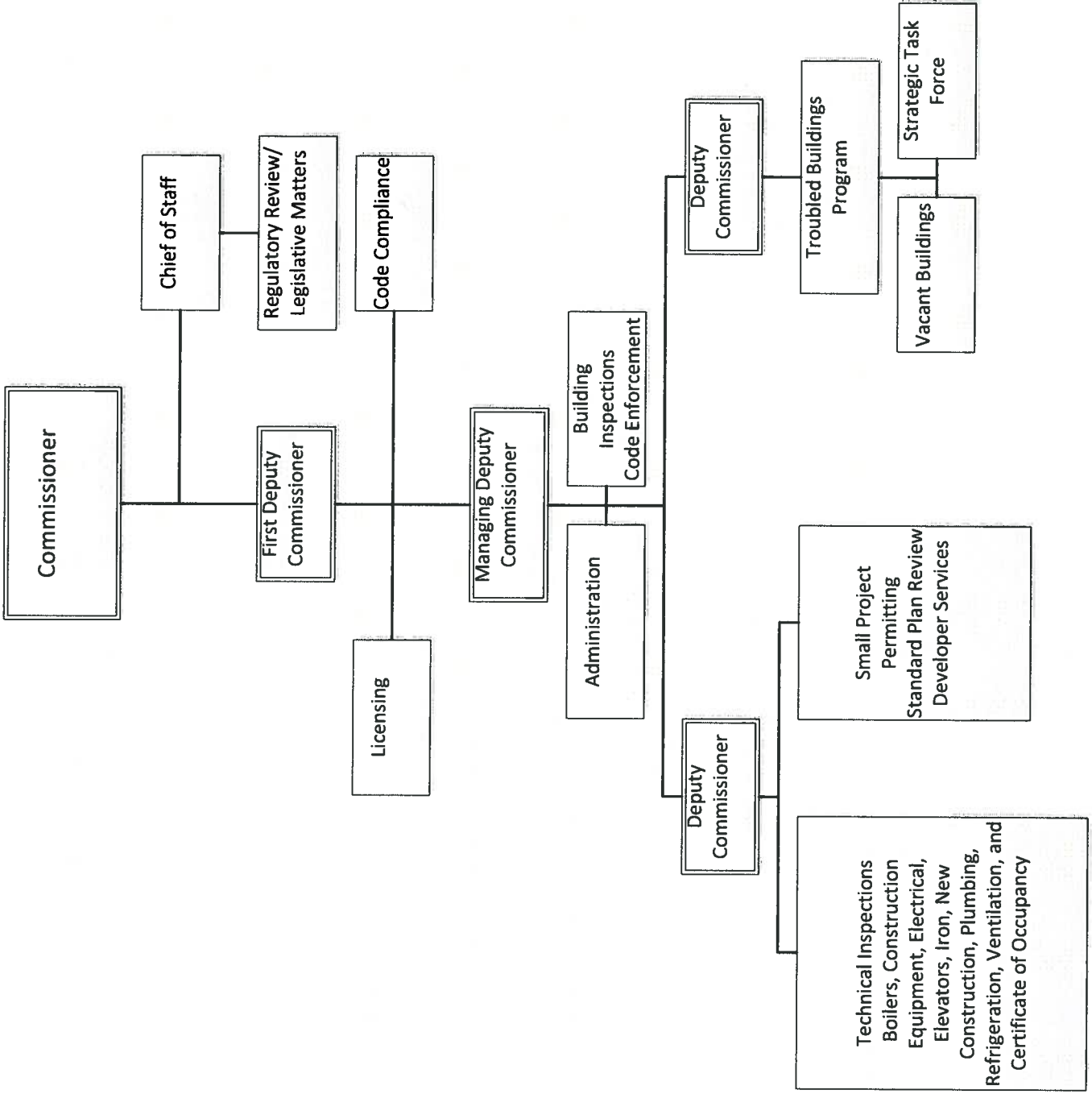
As the Department continues to focus on its core mission, we have moved forward on a number of different projects. Improved technology is critical for many of these efforts, especially as we reduce our personnel costs.

**Sign Enforcement Task Force.** The Department will work with the Departments of Business Affairs and Consumer Protection, Housing and Economic Development (Zoning) and Law to determine the best method to efficiently enforce sign regulations and combat the proliferation of illegal billboards throughout the city.

**Online Building Code Violation Database.** The Department created an online Building Code Violations database, which supplies customers with much needed information and provide a greater sense of transparency into the way we perform and report our inspections.

**Electronic Plan Review Certification.** The electronic plan review will streamline the application review process by allowing design professionals to submit drawings electronically and plan reviewers to comment or approve plans after viewing electronic versions. The E-plan reviews will allow multiple discipline







## **Department of Water Management 2012 Budget Hearing**

Good morning Chairman Austin, members of the Committee on Budget and Government Operations and members of the City Council. I would like to thank you for the opportunity to present to you the 2012 Budget for the Department of Water Management. In the past year my staff and I have made some improvements that we hope you have realized within your ward and as a City generally. These process improvements have led to increased efficiencies and better accountability. Let me be direct and to the point:

Our infrastructure is more than 100 years old in many places. Our system is outdated and has to be replaced.

The Department of Water Management, through our operations at the Jardine and South Water Purification Plants, purifies on average more than 800 million gallons of water a day. In addition to purifying water at the two largest conventional treatment plants in the world, the department also operates 12 pumping stations that distribute water through more than 4,200 miles of water mains. On the sewer side, the department is responsible for transmission of waste water through more than 4,400 miles of sewer mains to the Metropolitan Water Reclamation District.

We provide water service to 2.9 million customers in Chicago and 2.5 million customers in 125 surrounding suburbs. That's 5.4 million customers a day that depend on clean, safe drinking water from our infrastructure.

When you have that many people depending on you for something as vital as water service, it is essential to make sure that everything is timely replaced, well maintained and properly operating. That means anticipating and addressing issues before they become problems. In other words, the department is trying to be more proactive than reactive. To do this we must be more aggressive with our infrastructure renewal and capital improvements while maintaining and improving daily operations and repairs. We must stay current with the latest technologies and best business practices while being mindful of the current economy and environment.

Chicago's water and sewer infrastructure was installed at a rapid rate between the 1890's and the 1930's. More than 700 miles a decade had been installed or approximately 75 miles per year to accommodate for Chicago's expanding population. Now, we are spending valuable resources repairing aging infrastructure when we should be replacing it; and, we are wasting millions of gallons of water in the process.

Replacing this infrastructure is going to create jobs. We conservatively project 18,000 additional jobs over the next decade. These positions include engineers, project managers, plumbers, laborers, drivers, heavy equipment operators and bricklayers to name a few. Under Mayor Emanuel's leadership, these additional jobs will help spur the local economy and reaffirm the City's world class status.

In order to fund these systems upgrades, we need to raise rates for water and sewer services.

Chicago has one of the lowest water and sewer rates in the country, along the great Lakes and even locally within the State of Illinois.





## **Department of Water Management 2012 Budget Hearing**

Currently, our goal is to replace approximately 32 miles of water main this year. To bring our water and sewer system into the 21st century and help avoid water waste and much higher fees in the future, we must invest now. The proposed rate increase will raise water rates 25% in 2012 and 15% the following three years. Beginning 2016 the water rate will increase 2.5% per year after that as determined by PPI or CPI. The average increase will cost approximately \$120 per household in 2012 for non-metered account. Raising the water/sewer rates will allow us to replace more infrastructure while saving and conserving more water. Water saved means more water to provide as our population grows and less need to expand our treatment plants.

So you may be asking yourselves what do we get with this proposed water and sewer rate increase? First, we project an increase of \$147 Million in revenues for the Water and Sewer Funds. With these increased revenues we can augment our capital program from \$150 Million to \$240 and then to 345 Million over the next ten years. This will provide an average of 88 miles of new water mains per year over the next decade. Our goal is to reduce the water mains in our system that are more than 100 years old. This will reduce our maintenance costs, water waste and provide for a robust water system. Additionally, the water rate increase will allow us to upgrade our pumping stations and maintain our water purification plants. Our goals is to convert the remaining four steam pumping stations to electricity so that we are better stewards of the environment, reduce our operating costs and have pumping stations that are more efficient.

On the sewer side we can augment our capital program from \$75 Million to \$115 and then to \$205 Million over the next ten years. This will allow us to replace an average of 25 miles of aging sewer mains over the next decade. Also, we will line 14,000 structures annually and 49 miles of sewer mains annually for next 10 years. Lining sewers and their structures extends the life by approximately 50 years. The work is less disruptive to traffic, businesses, bicyclers and pedestrians. With an average of 88 miles of water main and an average of 25 miles of sewer main replacement you benefit by having 113 miles of new streets. With your input there may be opportunities to even increase these conservative estimates.

We are working to be as efficient as possible and offsetting the costs for residents.

We continue to coordinate with the Chicago Department of Transportation, or CDOT, and other agencies and utilities to timely complete projects ahead or behind the other and having CDOT be responsible for resurfacing and ADA ramps. For 2012, we will continue to coordinate but with a broad, holistic approach to identifying & stretching the allocation of funds. We are thinking outside the box and breaking down silos and the traditional ways of doing things. For 2012 we are prioritizing our work by addressing and looking at where the 100+ year-old water mains are; where there are potholes and where we have already installed new ADA ramps. These three criteria form the basis to finding ways to stretch dollars and do more. How? When we install a new main there will be a new street. If the ADA ramps are already completed we save \$10,000, per corner and that allows us to extend the distance of the pipe replaced.

Residents can offset the cost of the rate increase by installing a water meter.

You have heard a lot about our MeterSave program and the benefits of having a meter installed in single-family and two-flat non-metered homes. The Department will continue to promote installation of water meters for all properties. Customers interested in obtaining more information and signing up for MeterSave can do so in 3 ways: a) Call 3-1-1; b) visit our website



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at [www.metersave.org](http://www.metersave.org) where you can get information, sign-up and schedule the installation; and c) Our customer service number at 312-744-4H20.

MeterSave program has proven to save water and at the same time save our customers money. The only way to know how much someone is using is to measure or meter it. We must be good stewards of this great natural resource.

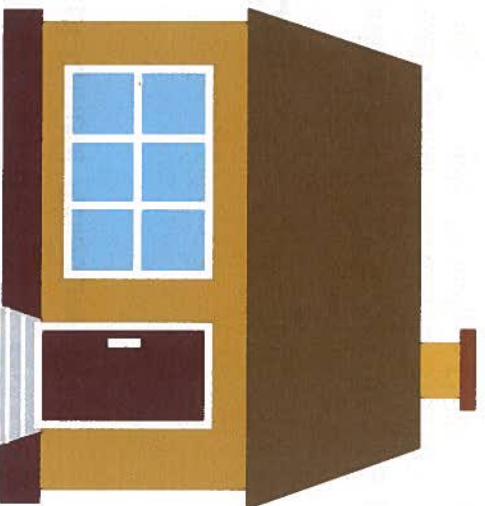
Daily we strive to meet the mission of our Department of Water Management: to protect the public health in the most environmentally and fiscally responsible manner by delivering a sufficient supply of exceptional quality water and efficiently managing waste and storm-water. We are committed to providing the highest level of professional services to meet our customers' needs now and for future generations.

As Commissioner of the Department of Water Management, I pledge to continue to work with all of you to look at the water and sewer related needs of your wards so that we can make the improvements necessary to maintain our quality of life. I am committed as ever to be accessible and to improve communications between our department and you and your staff.

The people of Chicago deserve nothing less. Thank you.



## BEFORE METERSAVE



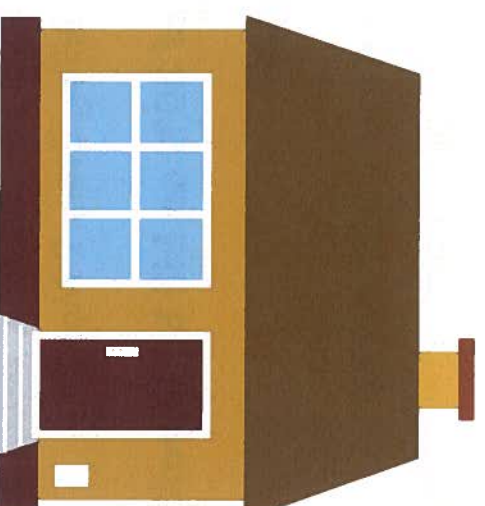
**AVG. 2012 MONTHLY BILL: \$ 53.13**

(Based on Bi-Annual Assessment)

### **BASED ON:**

23' wide building with 2 floors: \$ 119.08/ 6 months  
50' hose frontage: \$ 49.59/ 6 months  
Residential Sewer: \$150.11/ 6 months  
Assumes unlimited water use

## AFTER METERSAVE



**AVG. 2012 MONTHLY BILL: \$ 37.14**

(Based on Billing Every 2 Months)

**Savings of 30% on bill by installing meter**

### **BASED ON:**

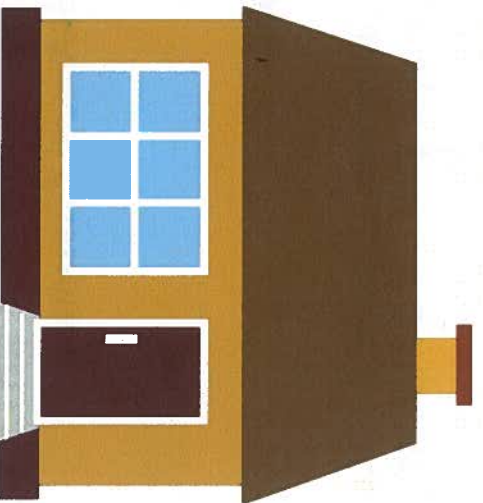
Water: \$ 2.51 per 1,000 gallons  
Sewer: 89% of water charge

**WITH PROPOSED 25% WATER RATE INCREASE & SEWER AT 89%**

**Information from an Actual Customer Account**

# TYPICAL SENIOR CITIZEN WATER BILL

## BEFORE METERSAVE AFTER METERSAVE

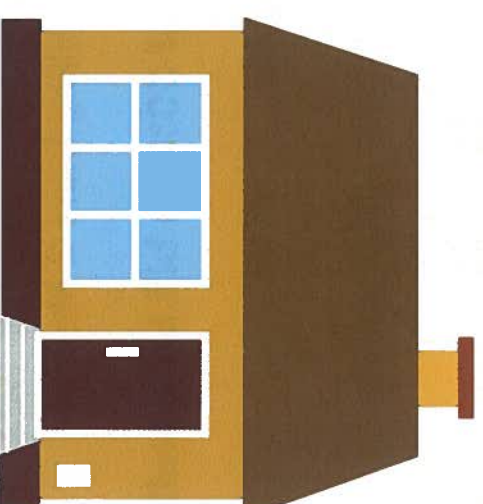


**AVG. 2012 MONTHLY BILL: \$ 28.11**

(Based on Bi-Annual Assessment)

### **BASED ON:**

23' wide building with 2 floors: \$ 119.08/ 6 months  
50' hose frontage: \$ 49.59/ 6 months  
Residential Sewer: \$0 (Senior Sewer Exemption)  
Assumes unlimited water use



**AVG. 2012 MONTHLY BILL: \$ 19.65**

(Based on Billing Every 2 Months)

**Savings of 30% on bill by installing meter**

### **BASED ON:**

Water: \$ 2.51per 1,000 gallons  
Sewer: \$0 (Senior Sewer Exemption)

**WITH PROPOSED 25% WATER RATE INCREASE**

Information from an Actual Customer Account