

Dear Mayor Emanuel:

We urge you to halt plans to privatize Chicago's 311 City Services.

We understand the tremendous fiscal challenges the city faces and appreciate your efforts to address those challenges. But outsourcing 311 risks damaging an effective city service for very little if any real savings and pressing this proposal now only serves to distract us from the serious budgetary issues facing our city.

Chicago's 311 service leads nationally in performance and innovation. It has received numerous awards, successfully expanded access through web and mobile applications, used predictive analytics to improve access to services and provided reliably strong performance despite a decline in staffing. The 311 workforce is cited by many sources as a critical component of its success, with low turnover and high morale.

Privatizing 311 will result in the loss of quality jobs in our communities. This is not only harmful to the affected individuals and their families but sends the wrong message to all those who wonder if our City's leadership truly is committed to creating good family-supporting jobs in our city. The 311 employees are taxpaying Chicago residents who have worked hard and sacrificed much to get a bit of economic security. Their wages help sustain the communities in which they live.

Several members of your administration have cited the need to upgrade the system as a reason to outsource. A private contractor would not only charge the city for those upgrades but would expect to make a profit. In addition, the program is currently very cost effective with Chicago's 311 average cost of answering a call less than half the national average. Given these factors, it seems very unlikely that the outsourcing process would result in any real savings for Chicago taxpayers.

In summary, the many risks and significant harm of outsourcing 311 far outweigh any likely savings. We urge you to reconsider this plan and instead work with us to enact the Privatization Transparency Accountability and Performance Ordinance that you have sponsored so that we can put in place a clear standard for evaluating any such proposals as we move forward.

Sincerely,

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Pat Dowell, 3rd

~~James Capleman 46~~

James Capleman 46

~~Susan McDougal 10~~

Bill Mue 017

Michael P. 23

~~36th~~

Rich Allis 22nd

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Scott Waguspach 32

Robert 26

Carla 35

Lucy A. 5

~~31st~~

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31st

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16th

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(29)

9th

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Carol

Ben Hopkin 2

Emma Mills³⁷
