

## DEPARTMENTAL ENVIRONMENTAL JUSTICE ACTION PLAN

**CITY OF CHICAGO'S GOAL:** *Take a whole-government approach to improve and protect the environment, health, and quality of life in environmental justice (EJ) communities through changes to internal policies, processes, practices and/or budgets.*

ENVIROMENTAL JUSTICE ACTION PLAN
<b>Department Name:</b> Chicago Department of Public Health
<b>Department Scope and Authorities:</b> Chapter 11-4 of the Municipal Code, the Chicago Environmental Protection and Control Ordinance, is “enforced by the commissioner of the department of health,” with “[a]ll duties and powers granted” under that ordinance to be exercised by her. MCC § 11-4-020. The Commissioner is empowered to adopt rules “necessary or proper” to administer the City’s environmental ordinances, MCC §§ 2-112-070; 2-112-110(b)(6). The Commissioner is also empowered to “investigate complaints of violations of Chapter 11-4 and to make inspections and observations of environmental conditions;” and is granted wide authority to “do any and all other acts which may be necessary for the implementation of other powers conferred on the Commissioner under [the Municipal Code].” MCC § 2-112-110(b)(5), (c).
<b>Environmental Justice Strategy: Implement a process to provide more detail to enable tracking the City’s response to non-emergency complaints including those related to odor, dust, and air pollution</b>  The City of Chicago and community partners are working on the first city-wide CIA to describe how environmental, health and social stressors affect our communities, and to identify neighborhoods that experience the greatest impacts. As a starting point, EJ leaders and advocates called upon the City to review input already provided by people living in community areas most affected by industrial development - primarily lower-income, Black and Latinx neighborhoods on the South and West sides of Chicago. For years, community members have provided comments on permitting and zoning decisions, regulations, and City plans. We analyzed this qualitative data to better understand the lived experience of cumulative impacts and described our findings in the Community Input Summary. Findings from this analysis included City residents often don't know whether/what follow up occurred after submitting a 311 complaint resulting in feelings of disempowerment by this lack of information and loss of trust that CPDH is taking appropriate action in response.  The Office of Environmental Permitting & Inspections (OEPI) inspects regulated facilities and responds to complaints related to pollution, noise and odors, and carries out enforcement as required. OEPI is committed to improving the transparency of its response to community complaints through the 311 system by: <ul style="list-style-type: none"><li>• Integrating the 311 SalesForce and OEPI’s internal permitting and inspection database system (IPS 11) to “communicate” with each other thereby reducing the need for duplicative data entry and decreasing the response time to complaints;</li><li>• Working with SalesForce to determine if 311 system can enable notification of complainants the resolution of their complaint directly via the 311 system; and</li><li>• Updating the information on the City of Chicago Data Portal for Environmental Complaints to include the resolution of the inspection/investigation so persons don’t need to do a separate look-up in the Inspection database on the City of Chicago Data Portal</li></ul> CDPH has been working on enhancing our communications and community engagement regarding environmental issues in Chicago over the past couple of years. Substantial improvements to our website have been completed that addresses ease of finding information, signing up for our

## DEPARTMENTAL ENVIRONMENTAL JUSTICE ACTION PLAN

distribution list and providing feedback on proposed ordinances and rules, permit applications, etc. As part of this improvement, CDPH developed a one-pager specifically on the process of reporting non-emergency complaints to 311. This one-pager is available on our website, was distributed to alderman and to our environmental distribution list. CDPH plans to evaluate the incoming complaints received through 311 via phone, web or app and make updates to this one-pager, as well as considering other communication/engagement activities to spread the message to ensure 311 complaints are being routed correctly and with the best information possible for action.

**Supporting Department(s):**

OEMC 311, AIS

**Impact Measures:**

- Number of complaints received via 311 by location
- Response rate to complaints received via 311 by location

**Related Department Investments & Prior Commitments:**

Integration of IPS 11 and Salesforce was committed to as part of ARP funding as a one-time investment in process improvement. Currently, CDPH OEPI inspectors reach out to 311 complainants, if contact information was provided, to get more information before or during their inspection/investigation. Resolution of the complaint can be found on the City of Chicago Data Portal environmental inspections database by searching for the address associated with the complaint.

Action Steps	Timeline	Status
Integrate IPS 11 and 311 Salesforce systems	2024 Q4	OEPI has started planning with AIS and Salesforce on this integration process
Work with Salesforce to create feature to send notification on outcome of complaint to complainant	2024 Q2 – Q4	
Update fields in Data Portal to include outcome of complaint in the Complaint database	2025 Q1	
Conduct assessment of 311 fields completed by OEMC operators (phone complaint) and complainants (311 app or online)	2024 Q1	
Based on assessment, make recommendations to OEMC and Salesforce regarding 311 processes and system.	2024 Q2	
Update 311 one-pager to reflect any findings from assessment and consider other community outreach modalities to reach consumers regarding 311 best practices	2024 Q2	

**Community Input & Response**

**Community Input:**

## DEPARTMENTAL ENVIRONMENTAL JUSTICE ACTION PLAN

Only one community member specifically mentioned the 311 complaint process, specifically suggesting a way for people without access to the web or Smart phone app to report a complaint. An overall theme from the community input was improved transparency, and data collection and dissemination.

**Response to Community Input:**

This strategy was not updated based on the community feedback because the strategy already planned to improve transparency and data dissemination by evaluating the incoming complaints received through 311 via phone, web or app and make updates to our one-pager, as well as considering other communication/engagement activities to spread the message to ensure 311 complaints are being routed correctly and with the best information possible for action. Moreover, 311 complaints are already able to be submitted by phone, by dialing 311. Finally, the strategy already included an improvement to the complaint data dissemination by including the resolution of the inspection/investigation so persons don't need to do a separate look-up in the Inspection database on the City of Chicago Data Portal.