

From: Audrey Mathis <Audrey.Mathis@cityofchicago.org>

Sent: Friday, May 6, 2022 3:02 PM

To: Steve Berlin <Steve.Berlin@cityofchicago.org>

Subject: RE: Re: 2022 Engage311 Conference

I attended the CS WEEK 2022 Engage 311 Conference in Phoenix, AZ from May 2, 2022 through May 4, 2022 on behalf of the City of Chicago. This Engage311 conference provides beginning and experienced 311 industry leaders with an opportunity to gain knowledge about industry-best practices, benchmarking results, trends, strategies, services, technical solutions and products. In addition, this conference provided insight on various cities management of operations amidst and post the COVID-19 pandemic. This sharing experience was especially useful to exchange ideas and innovative ways to help maximize our return on investment, and more ways to provide transparency for the citizens that we serve.

The CS WEEK sponsors provided food/snacks for attendees throughout the event. No Honoria was provided or accepted and swag gifts from other cities/vendors did not total \$50. Thanks.

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