



Chicago 43rd Ward

From days to hours: How Chicago's 43rd Ward delivered faster constituent services at scale

OVERVIEW

When Alderman Timmy Knudsen took office, he inherited one of the busiest ward offices in the City of Chicago. Serving nearly 57,000 residents across Lincoln Park, Old Town, and the Gold Coast, the 43rd Ward receives more constituent service requests than any other ward in the city.

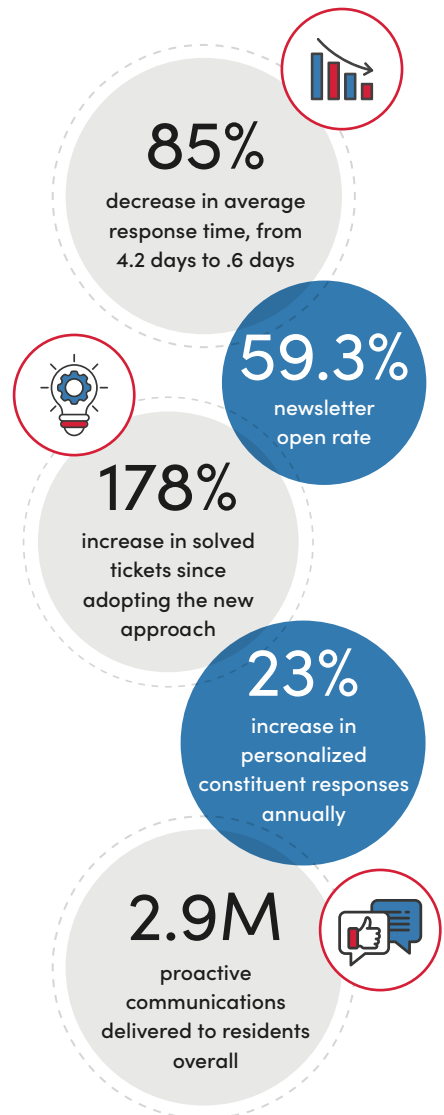
Determined to deliver a faster, accountable public service office, Alderman Knudsen set out to modernize how the ward manages casework and communications. By implementing Indigov, the 43rd Ward transformed its constituent services operation — dramatically reducing response times, scaling case resolutions, and strengthening trust through proactive, data-driven communication.

SITUATION: HIGH DEMAND, MANUAL PROCESSES

All ward offices and city agencies rely on Chicago's 311 system to receive and process service requests. While many offices are able to track those requests through separate internal systems, they still often operate alongside 311 rather than within it. Indigov allows offices to go a step further by directly integrating the constituent services platform with the city's 311 system. This means requests are not only tracked in real time, but also automatically linked to constituent communications when contact information matches, creating a more unified and efficient workflow for managing cases.

MUST HAVE SOLUTION

Indigov



Indigov helped us consolidate 311 and internal casework into a single workflow, so we can respond faster, resolve more requests, and communicate proactively with residents."

Alderman Timmy Knudsen | 43rd Ward | Chicago City Council



With request volume climbing and expectations rising, this approach created real challenges:

- ⊗ **Staff spent too much time on manual intake and re-entry**, slowing response times.
- ⊗ **Limited visibility into open cases** made tracking and accountability difficult.
- ⊗ **Proactive outreach — explaining progress, sharing updates, and building long-term trust —** was hard to scale alongside day-to-day casework.

As Alderman Knudsen heard directly from residents, improving office responsiveness wasn't just a nice-to-have, it was a top priority. One of the biggest complaints about local government is that they are usually not as responsive. Indigov is making that sentiment less prevalent every day, Knudsen said.

"That's why I took quick action to prioritize innovation in constituent services," he said. "The pace of human life has evolved, and our government service offices need to be set up for success to communicate quicker and smarter."

SOLUTION: A UNIFIED CONSTITUENT SERVICES WORKFLOW WITH INDIGOV

The 43rd Ward implemented Indigov as the operational backbone of its constituent services strategy, treating residents more like customers, without changing how they contact the office.

With Indigov, the ward was able to:

- ✔ **Automatically merge 311 requests** into a single internal case management system.
- ✔ **Centralize requests** from email, phone, website, and 311 into one workflow.
- ✔ **Standardize staff handoffs** and ensure consistent follow-up.
- ✔ **Proactively communicate with residents at any scale** using built-in outreach tools.
- ✔ **Track performance in real time**, from response speed to resolution outcomes.

The result was a modern, CRM-style system purpose-built for a modern government, enabling the office to work smarter without adding headcount.

"When a constituent reaches out, we have immediate access to an individual portfolio including their background information, service request history, and other demographic associations," said Knudsen. "This saves us significant intake time and allows us to immediately assign their request to the correct staff member, and get a full story or recap through their profile."



RESULTS: FASTER RESPONSES, MORE RESOLVED CASES, STRONGER ENGAGEMENT

Constituent response times measured in hours, not days

By streamlining intake and eliminating manual 311 retrieval, the 43rd Ward **reduced its average response time to just 0.6 days, down from 4.2 days, an 85% decrease** in just two years.

In one year, staff delivered **more than 6,950 personalized constituent responses** — a **23% increase from before the modernization**, demonstrating that speed didn't come at the expense of personalization.

Case resolution scaled to meet city-leading demand

With 311 requests flowing directly into Indigov, staff gained instant visibility into issues across the ward. This shift unlocked dramatic gains:

- ✔ **More than 81,000 constituent service tickets were solved in one year**, including 311 requests.
- ✔ **A 178% increase in solved tickets** since adopting the new approach.

Instead of reacting after residents followed up, the office could now advocate proactively with city departments, improving outcomes and satisfaction.

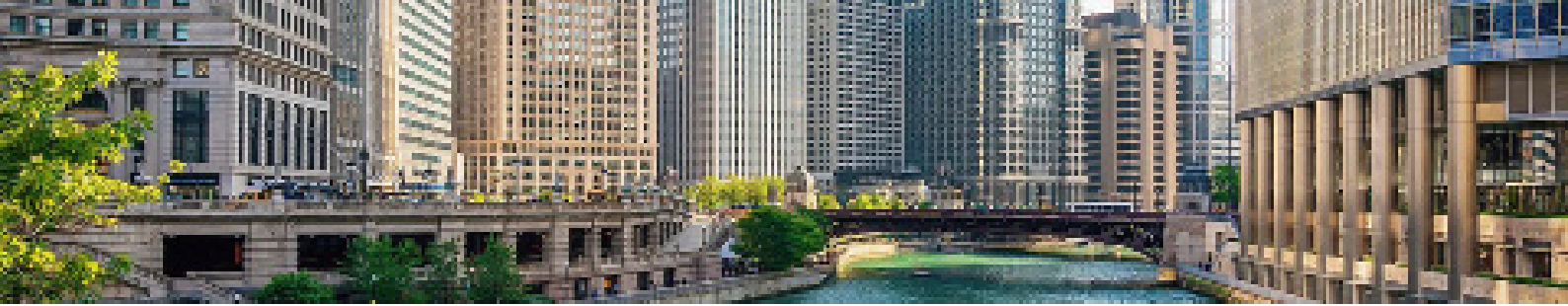
Proactive communication at unprecedented scale

Modernizing casework also freed the team to communicate more consistently and transparently with residents.

In one year alone, the 43rd Ward:

- ✔ **Sent more than 100 newsletters** to some 55,000 recipients.
- ✔ **Generated 1,480,365 opens with a 59.3% open rate** (well above the 38% median benchmark for state and local government).
- ✔ Drove more than **60,000 total clicks**.
- ✔ **Delivered 2.9 million proactive communications** to residents overall.

These communications helped close the loop on service requests, share legislative updates, and reinforce trust, all without increasing staff burden.



A MODEL FOR TECH-FORWARD LOCAL GOVERNMENT

By combining Indigov's purpose-built technology with a clear vision for service excellence, Alderman Knudsen's office now operates as one of the most tech-enabled ward offices in Chicago.

The payoff is clear: faster service, more resolved issues, and a more informed, engaged community. For the 43rd Ward, modern constituent services deliver on the promise of responsive, accountable local government.

"I am so proud of my small but mighty team for their passion towards becoming the most tech-forward ward office in Chicago," said Knudsen. **"The sky's the limit on the number of service results we can bring to the community through utilizing this technology."**

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