



**Special Meeting of  
CIVIC INFORMATION SYSTEMS COMMISSION**

**April 17, 2014**

**7:00 p.m.**

**Village Hall - Room 215**

**1. Call to Order: Welcome and Introductions**

**2. Approval of Minutes of Last Meeting**

**3. Old Business**

- Cable Contract Update
- Village Web Pages Update
- Discussion of steps to implement strategic initiatives for Village IT
- Discussion of Oak Park 2.0 project

**4. New Business**

- Upcoming Commission Chair Meeting
- Other new business

**5. Public Comment - 15 minutes**

**7. Adjourn**

**Next meeting: May 8, 2014**

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FY15

Project Title	Brief Description	Department	Degree of Difficulty			Primary Customer: Internal User	Primary Customer: External User	Efficiency Improvement	Customer Service Improvement	Board Goal #1: Economic Development	Board Goal #2: Intergovernmental Relations	Board Goal #3: Service Delivery	Board Goal #4: Eisenhower	Priority Level	IT Comment
			Green	Yellow	Red										
Enhance Online Services	E-pay of local ordinance citations	Adjudication													Achievable with existing internal resource and payment process and likely expandable for other misc. payments.
Paperless Adjudication	Electronic check in of citizens for parking hearings	Adjudication													Should be part of overall Parking Technology review <b>project</b> due to complexity of process.
Adjudication Database Upgrade	Update Adjudication's Local Ordinance database	Adjudication													Possible module for CAD/RMS, Permitting or other systems.
Adjudication Data Upgrade	Implement "uniform bar code" for all citations, notices, orders, letter, etc.	Adjudication													Likely feature of new Parking Technology system. Interim solution will require some IT resources.
Enhance Online Services	Update web-based appeal process to accept electronic evidence submission	Adjudication													Likely feature of new Parking Technology system. Interim solution will require some IT resources.
Intranet Updates	Clone external website to area where it can be adapted to become the employee website	Communications													Likely achievable with internal resources based on priorities.
Employee Technology Use & Upgrades	Update all Adobe Creative Suite software critical to Communications Department mission	Communications													Likely minimum IT resources required.
VOP-TV Technology	Update, as necessary, Avid and other software required for VOP-TV editing suite	Communications													At times resource intensive due to specialized hardware and software and level of complexity.
Early Adopters of Technology	Ensure that staff in key positions have updated hardware/software so that they are users and can be early adopters and lead the organization to best practices	IT/Communications													Dependent on business case, security risk, level of support required and priorities.
Paperless Construction Permitting	Develop system to allow for credit card swiping at permit counter	Development Customer Services													Should be a feature of new Permitting, Licensing and Inspection system.
Paperless Construction Permitting	Permitting software replacement of Mobile Eyes to Development Customer Services permitting solution	Fire													Should be a feature of new Permitting, Licensing and Inspection system.
Employee Technology Use & Upgrades	Upgrade operating system to allow for touch screen functionality for electronic plan reviews	Development Customer Services													Should be a feature of new Permitting, Licensing and Inspection system.
Paperless Construction Permitting	Continue to develop electronic plan review process	Development Customer Services													Should be a feature of new Permitting, Licensing and Inspection system.
Tidemark Software Replacement	Permit Software replacement inclusive of multiple department that review and issue permits, conduct inspections of residential and commercial structures.	Development Customer Services													<b>Permitting, Licensing and Inspection replacement project</b>
PeopleSoft Replacement	Replace the Financial Software System used for budgeting, AP, General Ledger and related.	Finance													<b>ERP project</b>
Utility Billing Software Replacement	Migration of Data from MSI for Utility Billing into the new Financial Software System	Finance													Should be a feature or module of new ERP system.
Cashiering Software Replacement	Migration of Data from CORE for Cashiering into the new Financial Software System	Finance													Should be a feature or module of new ERP system.

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Financial Database Replacement	Migration of Data from VAX financials into the new Financial Software System	Finance													Requires further review.
Online Services Enhancement	Migration from current Web-based payment solution to Vendor – evaluate alternatives of moving to new finance system or through credit card processor gateway	Finance													Part of evaluation with selection of new ERP system.
Financial Database Replacement	Replacement of VAX for Police Paid Leave Time – Migration of Data to new scheduling software	Finance													Should be a service with existing ADP payroll system or 3rd party vendor, but will require some IT resource. Legacy data already exported.
CAD/Record Management System Upgrade	Continue/complete work with West Suburban Consolidated Dispatch Center for Computer Aided Dispatch (CAD) upgrade	Police/Fire/IT													<b>CAD/RMS project.</b>
CAD/Record Management System Upgrade	Police & Fire MDT's & printers need to be upgrade and depend upon CAD upgrade due to operating system requirements. –	Police/Fire/IT													Dependent on CAD/RMS system and should be standard feature of the system.
Employee Technology Use & Upgrades	Proactive IT meetings with staff liaisons to address issues and emerging technology	Fire													Improve coordination, identify decision-maker, level of security risk, support required and priorities.
Phone upgrades	Repair and replacement of telephones in all three fire stations	Fire													<b>Part of current Telecommunications project.</b>
Paperless animal licensing	Migrate annual renewal process to email based notifications. Currently, of 6,800 total owners, 3,000 e-mail addresses of animal owners are on file.	Health													Done. Tested and incorporated in 2014 Animal License Renewal process.
Paperless Inspections	Migrate field staff to tables to allow for inspection notes to be entered remotely and remote access of permit files.	Health													Should be a feature of new Permitting, Licensing and Inspection system.
Employee Technology Use & Upgrades	Implement technology to support real-time access to business information (owner, manager, address, phone, e-mail, etc), Health inspection reports and history.	Health													Should be a feature of new Permitting, Licensing and Inspection system.
Digitization of Department Records	Scan, store and archive department records/paperwork	Finance and all													Could be a feature of vendor specific systems (ERP, CAD/RMS, Permitting, Parking, etc.) or its own system.
Digitization of Village Board Records	Scan, store and archive official actions of the Village Board (i.e. minutes, resolutions, ordinances)	Village Clerk's Office													Could be a feature of vendor specific systems (Granicus).
Employee Technology Use & Upgrades	MS License & upgrade	IT													Continually evaluate technology standard to upgrade MS-Office and other back-office Microsoft software.
Security audit	Security audit	IT													3rd party service that will require IT involvement.
Disaster recovery plan	Disaster recovery plan	IT													Should be prioritize in its creation and maintenance. However, continual system changes are challenging and cost-benefit difficult to quantify.
Employee Technology Use & Upgrades	Printer upgrades	IT													Standard practice and as needed. All floor model and most desktop multifunction devices upgraded 2014-Q1.
Employee Technology Use & Upgrades	Continued evaluation of employee use of mobile devices (cell phones & tablets)	IT													New policy was implemented but need to monitor alignment with overall security management and support cost.

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Law Database Upgrade	Migrate internal database to Risk Management legacy application.	Law													Possible module of ERP system or 3rd party solution.
Parking Security Upgrades	Upgrade the Public Parking Garage video security system and the cabling	Parking													This is <b>Video Security project</b> . Initial priority is with Police department & Village Hall.
Public Works Security Upgrades	Upgrade the Public Public Works video security system and the cabling	Public Works													This is <b>Video Security project</b> . Initial priority is with Police department & Village Hall.
Parking Security Upgrades	Garage intercom system with cabling	Parking													This is an <b>Intercom project</b> . Initial priority is with Police department.
Paperless Parking Payments: Garages	Evaluate implementation of License Plate Recognition (LPR) system – eliminates decals for parking permit/vehicle sticker. Aids the enforcement process	Parking													<b>Should be part of overall Parking Technology review project.</b>
Employee Technology Use & Upgrades	Establish an Engineering division FTP site to upload and download large files.	Public Works													Need more information on user expectations and security requirements.
Employee Technology Use & Upgrades	Put GIS onto Village intranet for use by Staff via web browser.	Public Works													GIS is managed by Engineering and may require external resources.
Employee Technology Use & Upgrades	Obtain dedicated GIS server/servers for GIS and water/sewer.	Public Works													GIS is managed by Engineering and may require external resources.
Employee Technology Use & Upgrades	Purchase 1 or 2 handheld gps units with photograph capabilities for use with asset management program.	Public Works													Likely minimum IT resource required.
Employee Technology Use & Upgrades	Finish setting up water and sewer geodatabases and link them to sewer tapes.	Public Works													GIS is managed by Engineering and may require external resources.
Employee Technology Use & Upgrades	Link IMS pavement management database to photographs taken along routes.	Public Works													Insufficient information to determine scope of <b>project</b> .
Database Upgrade	Work with IT expand capabilities of Master Address System.	Public Works													Will likely require IT development and may also require GIS services.
Database Upgrade	Fleet Management Software, CFA upgrade.	Public Works													3rd party vendor will likely require IT resource.
GPS Use in Municipal Fleet	GPS in 5 more trucks.	Public Works													3rd party vendor will likely require minimum IT resource.
Public Works Security Upgrades	Alarm for when the NPS or SPS when both pumps are at 100% (Set to Max) to alert us to a major usage event.	Public Works													3rd party vendor will likely require some IT resource.
Software Upgrades	Incorporate the ability to automatically create monthly EPA reports within SCADA.	Public Works													3rd party vendor will likely require some IT resource.
Public Works Security Upgrades	Incorporate pressure monitors strategically throughout water distribution system w/ alarms to predicting potential vulnerable areas for water main breaks.	Public Works													3rd party vendor will likely require some IT resource.

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Employee Technology Use & Upgrades	Install "Emergin" web messenger to replace emergency pager.	Public Works													Insufficient information
GIS Upgrade	Continuing a street light inventory and integrating with Village's GIS System.	Public Works													GIS is serviced by Engineering and may require external resources and IT resource.
Employee Technology Use & Upgrades	Police Scheduling Software	Police													Should be a service to interface with existing ADP payroll system.
Online Services Enhancement	Online crime reporting system for minor offenses	Police													Dependent on CAD/RMS system and should be a feature of the system.
Employee Technology Use & Upgrades	In-car printers for police to issue traffic citations	Police													Dependent on CAD/RMS system and should be a feature of the system.
Web-based Employee Services	Implement additional functionality for web-based services for Village employee and retirees (e.g. payroll, benefits, etc)	HR													Should be a feature with ADP payroll system or benefit providers but it may require some IT resource.

## Oak Park 2.0 Initiative

### Mission

To make Oak Park a leader in citizen involvement using technology to engage and connect citizens with each other and their Village government in innovative and convenient ways.

### Goal

The goals of the Citizens Information Systems Commission should be to explore existing and future technologies that can help move the Village to Government 2.0, and to present the best of those ideas to the Board for integration and approval.

### Issues

There must be a high-level of buy-in from the Board and Village Officials in order to make any technology based programs a success. Legal issues surrounding the Open Meetings Act should be addressed along the way as well.

## Stage 1: Oak Park Governmental Outreach

Technologies: Facebook, Twitter, Vine, Instagram, YouTube

The first stage would be continued and increase utilization of existing social media channels as outlets to get information to residents more frequently and to engage citizens with every day life within "the walls of Village Hall".

The Village should continue to make use of existing Facebook and Twitter channels for announcements and engagement. However, the Commission would like to see one-to-many announcements via those technologies expanded to the Commissions. One example would be "live tweeting" of CISC meetings, which could be expanded to other Citizen's Commissions as well. Other examples for expanding include posting of Vines/Instgram/YouTube videos that showcase for citizens the roles of the various people who work at Village Hall and the things they do in service of the citizens of Oak Park. Features like "A Day in the Life" via those outlets can help engage and educate.

## Stage 2: Citizen Feedback

Technologies: Village Website, Facebook, Twitter, ?

As demonstrated by the on-line feedback utilized for comment on proposed like projects, social media and technology can be a great way to solicit feedback directly from the citizens of Oak Park for issues facing Village government. Technology can allow citizens to provide feedback without necessitating a trip to Village Hall, or to provide feedback asynchronously.

Starting with the Citizen's Commissions, forums on the Village Website could be created for

feedback on specific ideas or topics being discussed by each Commission. Feedback via Twitter (such as by specific hashtags) or Facebook Groups could also be incorporated, as informal public comment periods, including parameters for when the Commission would stop gathering input on a specific topic--and allowing direct feedback to those citizens providing feedback as to when the issue will be addressed in a more formal setting, such as a Commission meeting or by the Board.

The Commissions could also solicit ideas directly from citizens for solutions to proposed problems, or for reports of problems/concerns which citizens feel should be taken up by the Commissions for review or consideration, which in turn will help them provide more engaged and relevant feedback to the Board.

### Stage 3: Freedom of Information

Technologies: Open APIs for Civic Engagement, Data publishing

Following in the footsteps of our neighbour to the East, the Village can make great strides in transparency and engagement by exposing the various data gathered by the Village, and making it open to citizens and developers.

By publishing data and making it available via APIs, projects like Code for America or Open City as well as local organizations and individuals can have a direct role in building applications that foster civic engagement and solutions. Already, through the use of open data provided by the City of Chicago, citizens of the city have created apps to help with Chicago's Alternative Policy Strategy, Zoning, and transparency in the City budget.

Providing the citizens of Oak Park with direct access to the data that their government uses to run the Village can help citizens brainstorm ideas and develop solutions directly for their fellow citizens, which can be a great boon to governance with the ability to engage those applications which deal directly with official government, but also to allow citizens to interface directly with each-other, fostering community involvement and cooperation.

### Stage 4: Fully Integrated Communications

Technologies: Village Website, Google Hangouts, collaboration tools

The possibilities exist to accomplish more than just limited engagement with citizens via new technologies. Collaborative tools already existing and more on the horizon offer an opportunity to foster a better relationship between the citizens of Oak Park and their government, but also between the various agencies and governments that serve Oak Park.

Using these technologies to "cross-pollinate" solutions to the challenge of Village governance

and services, the Village can achieve greater transparency and engagement with the citizens of Oak Park and serve them more efficiently and effectively.

This stage is not without challenges and is malleable. Legal hurdles, such as the Open Meeting Act must be addressed at this stage, and while being respectful of clearly defined agency and governmental roles, there must also be a willing spirit of cooperation in order for participants to succeed. The exact shape and form of integrated communications at this stage will be based on the successes (and lessons learned from the failures) of the initiatives in Stages 1, 2, and 3.