

DuPage Mayors and Managers Conference

2015 Municipal Innovation Celebration

Addison – launched the Addison Connect mobile app, a citizen-centric form of e-government which provides app users with an efficient method of reporting service requests to the Village. This user-friendly technology makes service reporting easier and more efficient for the Village.

Aurora – began using M.O.S.T. Customer Service Communications, an online tool for reporting service requests. This system creates transparency for citizens, improves efficiency through lighter front-counter workloads, and provides an easy way to elicit feedback through customer surveys.

Bartlett – Public Works and the GIS Department adapted an existing app to create an online Gravesite Finder for the Bartlett Cemetery. The previous manual method of finding a loved one's grave was updated with an online, searchable map of the cemetery, along with GPS info and a picture of the headstone, saving time for the citizens and for PW.

Bensenville – issued a "Budget Challenge" to Village employees for an operational innovation that would generate revenue or reduce expenses for the Village. The submission that creates the highest net positive impact to the budget receives a prize. Early submissions have already netted over \$14,400 in savings for the Village.

Burr Ridge – created the Neighborhood Video Surveillance Program, a partnership between Homeowners Associations and the Police Department. Interested HOAs purchase and install the cameras, and the Village provides technical assistance and maintenance in exchange for access to the footage for crime prevention and investigative purposes.

Downers Grove – created an in-house customer service module and mobile app for residents to submit service requests, as well as check Village news or set construction alerts. Requests are automatically routed to the correct department and are accessible to all Village staff.

Elmhurst – the City and the local school district formed an Intergovernmental Agreement that allocates newly-created TIF dollars directly to schools. This arrangement helped the City gain public support for tax increment financing while providing funds to two schools, enhancing the quality of life and education in Elmhurst.

Glen Ellyn – redesigned and reconstructed the busy Crescent Boulevard corridor near Glenbard West High School, which provided better traffic flow, enhanced safety for all modes of transportation, and made aesthetic improvements, benefitting the entire community.

Hanover Park – created the Education & Work Center through a joint partnership between the Village, two community colleges, and a workforce organization. By sharing costs and resources, the EWC can provide more services at lower costs to benefit local residents and taxpayers.

Lisle – replaced the police department's Mobile Data Laptops with tablets. In addition to lower initial purchase costs than laptops, the tablets offer greater mobility, which has created a trickle-down effect in overall cost savings for the Village.

Naperville – the Fire Department began using an Alternate Response/Rescue Vehicle program, where one ARV responds to non-emergency calls alone. This program increases efficiency, reliability, and safety, and has decreased fuel and vehicle maintenance costs.

Oak Brook – began using ArcGIS Online Collector App to map the Village's 3,300 water system valves. Public Works personnel collect the data in the field, and the data is easily accessed by GIS for analysis and mapping. Automating this data collection process saves time and increases efficiency.

Schaumburg – created a new intranet that provides consistency for all types of devices used by the Village's 600 employees. The VOS Launchpad is mobile-friendly and user-friendly for all employees, regardless of their location or job function, increasing efficiency and saving time

Villa Park – revolutionized its communications approach through the purchase of a GoPro camera and the talents of volunteers and interns from the Illinois Center for Broadcasting. High-quality videos supplement traditional communication methods, and are successfully increasing community engagement at very little cost to the Village.

Warrenville – used a task force of front-line employees across all departments to develop a comprehensive compensation philosophy. The results will arm decision-makers with objective and detailed justification for compensation that can be used in many different situations, including union negotiations, pay discrimination claims, or taxpayer inquiries about personnel costs.

Woodridge – established the Age Friendly Task Force to address issues of an increasing population of seniors. The Task Force will seek feedback and create an action plan to provide services and improve the quality of life for this demographic and to sustain a senior resident's ability to "age in place."