

Village wins Digital Cities award

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The Village of Tinley Park recently took ninth place in the "Up to 75,000 Population" category in the Center for Digital Government's 2021 Digital Cities Survey, which recognizes towns that utilize technology to tackle social challenges, enhance services, strengthen cybersecurity and more. The Village will be honored during the Digital Cities Awards and Workshop event on Dec. 8.

Despite facing staffing challenges, the Village's IT Department persevered and filled the role of IT manager earlier this year. Under new IT leadership, the department made progress toward a new collaborative and open culture. For example, the IT team recognized the importance of streamlining services and worked with the Community Development Department to eliminate most paper processes for permitting. This resulted in a public portal that will allow residents to submit online applications for building permits.

When the COVID-19 pandemic exacerbated the communication gap with the senior citizen population, the Village enabled the cloud-based emergency notification application CodeRED, which sends mass SMS and phone notifications to users under emergency circumstances. To obtain phone numbers, the Village pulled information from the customer database in its ERP system. Low opt-out rates demonstrate the success of this public safety initiative.

In June, the Village began to use drone technology across several departments. With several certified drone pilots under its belt, the Village intends to use drones for building inspections. In emergency events, drones will also provide vital information for police and/or fire departments using infrared cameras and real-time streaming capabilities.

The Center for Digital Government is a national research and advisory institute focused on technology policy and best practices in state and local government.