



Meeting Minutes
Civic Information Systems Commission (CISC)
Thursday, August 11, 2022 at 7:00 P.M.
Remote Participation

1) Call to Order

The meeting was called to order by Chair David Baker at 7:03 p.m.

2) Roll Call

Present: Commissioners Cozza, Ptacek, Wesley, and Chair David Baker

Absent: Commissioner Newton

Also Present: IT Director Alvin Nepomuceno, Interim Director of Communications Erik Jacobsen, Trustee Ravi Parakkat (left meeting at 8:30pm), and Diane Madejova from Simplicity.

3) Approval of Agenda

Commissioner Ptacek motioned to approve the revised agenda for August 11, 2022. The motion was seconded by Commissioner Cozza. A voice vote was taken and the motion was approved unanimously.

4) Approval of meeting minutes from July 14, 2022

Commissioner Ptacek motioned to approve the meeting minutes for July 14, 2022. The motion was seconded by Commissioner Cozza. A voice vote was taken and the motion was approved unanimously.

5) Public Comment

There were no Public Comments.

6) New Business:

a) CISC Commission Status

Chair Baker spoke about the resignation of Commissioner Balu. He informed the Commission that he wanted the Commission to go back to being 7 members and more diverse in alignment with the goals of the Clerk's office. He preferably wants to see more non-males of color in the CISC. If CISC members knew anyone interested to forward the information to Clerk Waters. He mentioned there are also a few applicants in the application queue.

b) Simplicity Municipal Mobile App

Chair Baker introduced Diana Madejova from Simplicity. Chair Baker gave a recap, letting the Commission know that the VOP Board was given the Granicus website/311/community engagement presentation on July 25th. Chair Baker said that



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Trustee Parakkat was concerned with there not being a mobile app as part of a community engagement digital solution, and suggested the CISC look at Simplicity's mobile solution. Not many people have desktops anymore and this is an equity issue. Diana Madejova gave a demonstration on the operation of Simplicity, which could be a third-party app supplement to Granicus.

Commissioner Ptacek inquired about how to get other taxing bodies involved in participating on the app, and the decision-making process to allow that. He also inquired about how businesses might work with Simplicity to gain exposure. Commissioner Cozza asked how often the Passport app is used for parking vs. using a credit card at the meter, in regard to how much reach Simplicity might provide. He also asked about search optimization within Apple/Google stores to locate Simplicity after typing in "Oak Park". Trustee Parakkat asked about the ability of the app to administer polls for citizen engagement. Diana Madejova responded that could be done and the design team is open to exploring more ideas and feedback from users. Chair Baker asked about moderation on the platform, and if comments are allowed. Diana M. responded that no commenting on posts was allowed on the platform.

Interim Communications Director Jacobsen asked how the app would be utilized if staff wanted to post something. Diana Madejova informed them that the app would get the information from the village website and it would sync to the app. There will also be admin access on what can be posted on the app. Payments can also be handled on the app. Chair Baker wanted to clarify fees for resident charges on the app. Diana confirmed that no extra fees would occur. The Simplicity app also accommodates listings of nonprofits in the village. Chair Baker asked to clarify any problematic issues on web scraping, as it pertains to other data gathering mechanisms. Diana said there will always be problems with web scraping, and they do their best to keep things up to date. Simplicity also doesn't collect any private user data. They are also open to any ideas or implementations to add to the app. Residents can still remain anonymous when using the app for a 311 request, or can provide an email address for updates. IT Director Nepomuceno asked about the workflow- if a resident submitted something, are the village departments notified by email? Diana said that emails would be sent out to staff. Concern was expressed about Simplicity only generating emails to staff from 311 requests, which goes against the efficiency that Granicus would provide by routing requests to proper destinations and providing followup on work orders all via software.

The Commission agreed to table this item for a future discussion over uncertainty that this would be the best solution for a village mobile application.

c) Granicus Experience Cloud Proposal Approval

Chair Baker opened the discussion up to questions on the Granicus proposal that was presented at the July meeting, and mentioned that the Village Manager's office would like to see a CISC recommendation to provide along with the proposal when this item



Meeting Minutes
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reaches the Board on September 6. Trustee Parakkat again expressed his opinion that Granicus fell short in its approach without an app for resident engagement, but would leave advocating Granicus as a starting point to CISC discussion. Interim Communications Director Jacobsen stated that once the Board approves Granicus then CISC can provide recommendations on what third party app to implement. He said they hope to get a vendor that will tie everything together.

Commissioner Ptacek asked Trustee Parakkat to clarify the top things the village hoped to achieve for citizen engagement with a comprehensive digital platform. Trustee Parakkat envisioned a centralized, trusted platform that the village could share and engage residents where they're at vs. having residents wade through a myriad of different social media platforms to link to pertinent information. He said users prefer a refined experience when engaging with a website. Commissioner Ptacek asked for a clarification on Open Cities as it pertains to the names of the other modules mentioned on the proposal. Commissioner Wesley asked about OpenGov, a data presentation tool that was discussed by the commission some time ago, and how it fits into this solution. Interim Communications Director Jacobsen clarified that this was a separate proprietary budgeting and data transparency tool that could be revisited in the future. Granicus does not have something comparable at the moment. Commissioner Wesley expressed interest in not losing sight of a future open data platform available to integrate with the website.

Chair Baker and Commissioner Cozza found there to be a good user experience on the mobile optimized version of other Granicus websites, possibly a bit more comparable to what a mobile app could offer. IT Director Nepomuceno admitted he didn't have high expectations initially regarding Granicus but was later pleasantly surprised by how automated the 311 module ended up being. Chair Baker asked about how one can verify input that was provided by actual residents of the community vs. someone outside of the community. This is not as straightforward a task and one would have to generalize that some data is not authenticated.

Commissioner Ptacek motioned to move forward with the Granicus website, Commissioner Cozza seconded the motion. A voice vote was taken and the motion was approved unanimously.

Commissioner Wesley mentioned he would like to put the OpenGov open data solution that CISC recommended early in 2020 before the pandemic back on the agenda to revisit for the next meeting.

7) Old Business:

a) Updates – Flock ALPR, UIC MPA/MPP Capstone Application

Chair Baker reported that the Flock ALPR cameras were deployed on 7/29/22 but had



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no updates on where revision of the general order was at. Commissioner Wesley mentioned that the general order was already posted on the website. Chair Baker mentioned that CISC did not receive the VOPD feedback to their recommendations as was promised. He promised to contact Manager Jackson and Interim Chief Johnson for that feedback.

Chair Baker noted that he submitted the application for the UIC Capstone project on Smart Cities to UIC on 7/22/22. A decision will be made the week of August 19th.

8) Adjourn

Commissioner Wesley motioned to Adjourn the meeting. The motion was seconded by Commissioner Ptacek. A roll vote was taken and the motion was approved unanimously. Chair Baker adjourned the meeting at 9:10 PM.

NEXT MEETING: September 8, 2022