

# Engagement and Transparency

Meeting Modern Expectations



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# Engage and Inform the Public



Enhancing  
Experiences



Promoting  
Results



Creating  
Awareness



Opening Data



Gathering  
Feedback



# Enhancing Experiences

Consolidate and centralize information for resident access





# Welcome to the Neighborhood

Welcome to Libertyville!

Stay Informed

Things to Do

Utility and Service Providers

Waste & Recycling

Commuters and Transportation

Citizen Information Center

Parks and Bike Routes, Paths, and Trails

Recreation Department

Community Portal

Major D

## Welcome to Libertyville!

We're so happy you're here!



esri A Story Map





# Challenges

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Consolidate desired information



Administration &  
Finance Departments

Financial Information

Compensation and Benefit  
Information

Birth & Death Certificates

Water & Sewer Billing

Vehicle Stickers

Raffle Licenses

Liquor Licensing

[Home](#) > [Departments](#)

## Departments

### Administration & Finance Departments

Find information about staff support and financial services.

[Administration & Finance Departments](#)

### Community Development Department

Search for permits, planning information, and building services.

[Community Development Department](#)

### Fire Department

Learn about fire prevention, equipment, and staff.

[Fire Department](#)

### Recreation Department





Recreation Department +

Police Department +

Public Works  
Department -

Construction Projects -

Engineering +

Fleet Services

Parks Maintenance +

Streets & Utilities +

Wastewater Treatment  
Plant +

Department Documents &  
Forms

### Community Development Department

Search for permits, planning information, and building services.

[Community Development Department](#)

### Fire Department

Learn about fire prevention, equipment, and staff.

[Fire Department](#)

### Recreation Department

Register for recreational programs and services available in Libertyville.

[Recreation Department](#)

### Police Department

Download Police-related documents and forms or check out our Public Works Department.

[Police Department](#)

### Public Works Department

Find information about Engineering, Fleet services, Streets, Parks, and Public Works.

[Public Works Department](#)



[Recreation](#)[Police Department](#)[Public Works Department](#)[Construction](#)[Engineering](#)[Fleet Services](#)[Parks and Recreation](#)[Streets and Traffic](#)[Wastewater Plant](#)[Department Forms](#)[Bicycling](#)[Community Events](#)[New Residents](#)[Residential Opportunities](#)[Things to Do](#)[Libertyville Gardens](#)[Evening Entertainment](#)[Community Organizations](#)[Religious Institutions / Organizations](#)[Village Band](#)[Band Member Information](#)[History of Village Band](#)[Transportation](#)[Downtown Metra Station Renovation](#)[Bike-A-Ride](#)[Public Transportation Resources](#)[Charging Point Electric Vehicle Charging Station](#)[Non-Home Rule Sales Taxes](#)[History](#)[Libertyville Historical Society](#)[Adler Arts Center](#)[Welcome to the Neighborhood](#)[Recreation](#)[Utilities](#)[Waste and Recycling Services](#)[Recycling Guidelines](#)[Clothing & Textiles Recycling](#)[Electronic Waste Curbside Pick up](#)[Household Chemical Waste Disposal](#)[Residential Composting](#)[Commercial Waste and Recycling](#)[Electrical Aggregation](#)[Block Party Application](#)[Heritage Months](#)[Black History Month](#)[Asian American and Pacific Islander Month](#)[Hispanic Heritage Month](#)[National Native American Heritage Month](#)



# Challenges

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Consolidate desired information

Improve visitor experience

Reduce staff time



# **Solution: Welcome to the Neighborhood**

Leverage existing data

Unify valuable information

Welcome new residents and visitors





[Water & Sewer Billing - 847-918-2007](#)[Wastewater Treatment - 847-918-2007](#)[Refuse - 800-244-1977](#)[Specialty Solid Waste Collection](#)[Gas - 866-556-6004](#)[Electric - 800-EDISON1](#)[Cable](#)[Mosquito Abatement](#)

## Utility and Service Providers

The Village of Libertyville has a fully developed utility system.  
Use the navigation buttons on the left for more information about our local providers.

**Before you dig - give JULIE a ring!**  
**J.U.L.I.E. (Joint Utility Locating Information for Excavators)**  
**800-892-0123**



1/9





## Village Policy & Regulations



### Overnight Parking

The Village prohibits parking on all Village streets between the hours of 2:00 a.m. and 6:00 a.m. There are signs displaying this restriction at all roadway entrances into the Village.

The [Police Department](#) may give temporary permission for overnight street parking. This special permission is capped at a **maximum of three (3)** consecutive days at a time and nine (9) total days per calendar year. To request permission for overnight parking, call the Police Department non-emergency line at 847-362-8310.

### Parking Downtown

There is an abundance of free parking available in our downtown at our two parking garages, on the street, and in public lots. The Lake Street parking garage is located just west of Milwaukee Avenue at the southeast corner of Lake Street and Brainerd Avenue. The Church Street garage is located just west of Milwaukee Avenue and is most easily accessible from Church Street and Brainerd Avenue. A map of public lots is available in the [Downtown Parking Guide](#). Please note that there are posted time restrictions in some locations, as well as limitation for employee parking.

### Parking/Snow Removal After Snowfall

**No vehicle may be parked on any Village street when there is one (1) inch or more unremoved snow on the street.** This is in effect for a full 24 hours or until the snow has been cleared from the street.

### Vehicle Stickers

The Village requires that all motor vehicles registered or housed in the Village of Libertyville display a current Village vehicle sticker. Vehicle stickers are valid from May 1 to April 30. The deadline to purchase a vehicle sticker is April 30. After this date, any vehicle without a current sticker is at risk of receiving a \$100 ticket from the Police Department.

New residents and businesses or those who purchase a new vehicle have a 90-day grace period in which to purchase a sticker.

For more information, click [here](#).

### Handicapped Parking Placards

The Libertyville [Police Department](#) can process applications for **temporary** (90 days or less) handicapped parking placards only. Applications for permanent placards must be sent to the Illinois Secretary of State via its online portal [here](#).

### High Grass & Weeds

All properties must be maintained so grass does not exceed **10 inches** in height.







Libertyville

## Stay Informed



Stay informed of upcoming activities and events in Libertyville!

Use the **Notify Me** page to choose the notifications that matter to you and subscribe to real-time alerts and updates, including the weekly e-News, emergency alerts, and bid postings - sent directly to your inbox!

View the **Community Calendar** for Village Board and Commission meetings, special events, and community events from area organizations.

[Sign up for email alerts through NotifyMe](#)

[View Community Calendar](#)



# **Solution: Welcome to the Neighborhood**

Leverage existing data

Unify valuable information

Welcome new residents and visitors

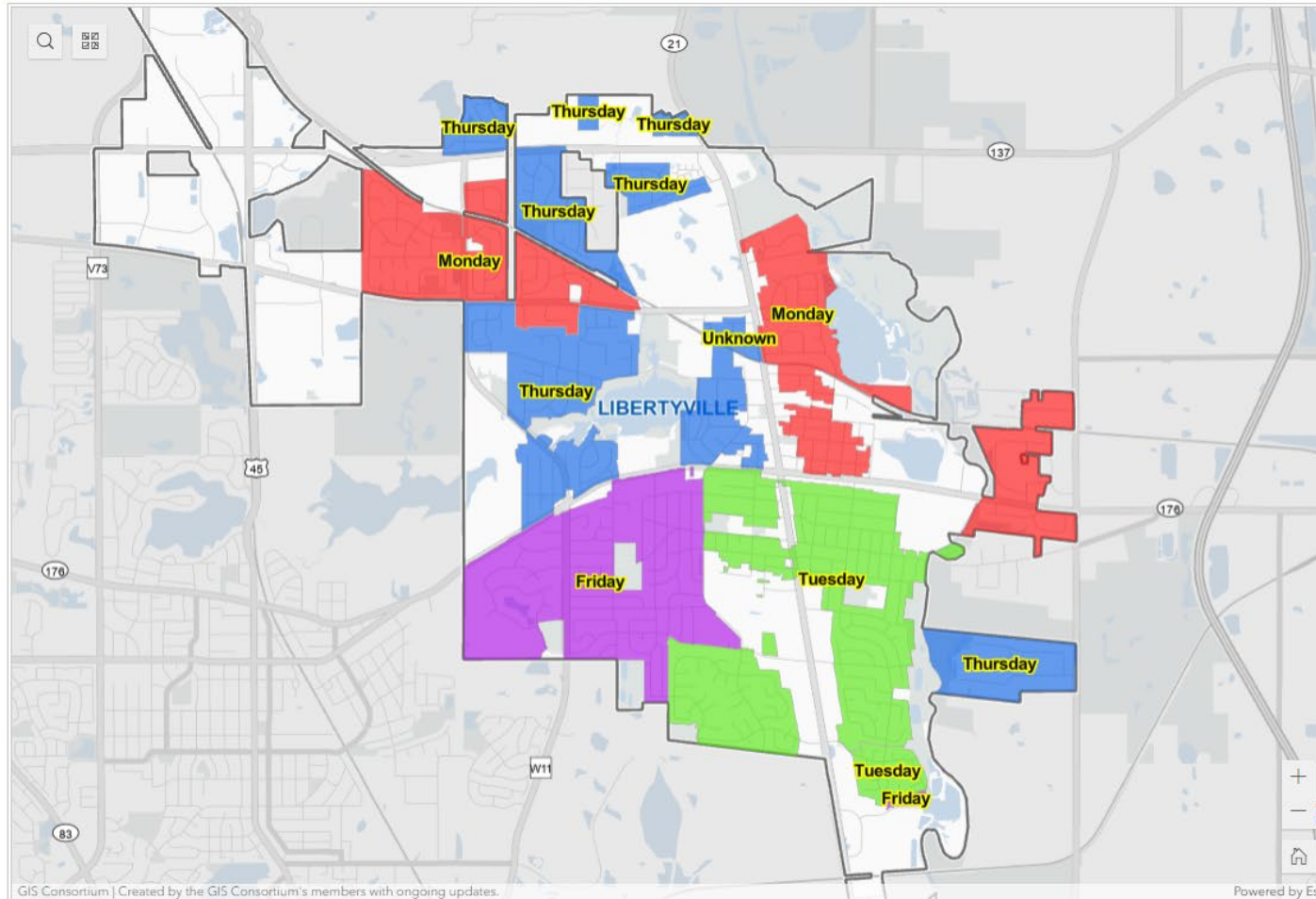
Support existing residents







## Waste and Recycling Services



Use the map to identify your garbage and recycling collection days.

1. Click the magnifying glass in the upper left-hand corner to open a search.
2. Type in your address and use the color key to determine your pick-up days.

For more information about waste and recycling services, click the buttons below.

### Waste and Recycling Collection Areas



Waste and Recycling Services

Clothing & Textiles Recycling

Electronic Waste Curbside Pick up

Household Chemical Waste Disposal

Residential Composting





## Online Payments

[Water and Sewer Bills](#) | [Tickets and Fines](#) | [Red Light Violations](#) | [Recreation Program Registration](#) [Electric License Renewal](#) | [Exam Registration](#)

Pay a Water/Sewer Bill

Pay for a Ticket/Fine

Pay for a Red Light Violation

Register for Recreation Programs

Electrical License Renewal



Thank you for your payment!





## Citizen Information Center

Click below for more information

[Elected Officials](#)[Meeting Information](#)[Development Process](#)[Public Records](#)[Budgets](#)[Financial Audits](#)[Expenditures and Revenues](#)[Contracts](#)[Lobbying](#)[Taxes and Fees](#)[Village Business Directory](#)

VILLAGE OF LIBERTYVILLE  
**ANNUAL BUDGET**





# **Solution: Welcome to the Neighborhood**

Leverage existing data

Unify valuable information

Welcome new residents and visitors

Support existing residents

Partner with other organizations





# Outcome

"Story map, the construction,  
the dining guide, the bike  
plan...such a great tool for us"  
- Trustee Matthew Hickey

(Village Board Meeting 1/10/2023)



# Outcome

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Trust



Navigation



Experience



# Questions



# Promoting Results

Notifying residents on activity in the community



Everything works fine

Something isn't working

What do we even pay you for?





# Proactive Maintenance

Hydrant Flushing

Valve Exercising

Tree Pruning



Heidi

Does anybody know what's going on with this lady from the gas company who keeps pulling into driveways and pulling out?



Verizon LTE

4:08 PM

75%

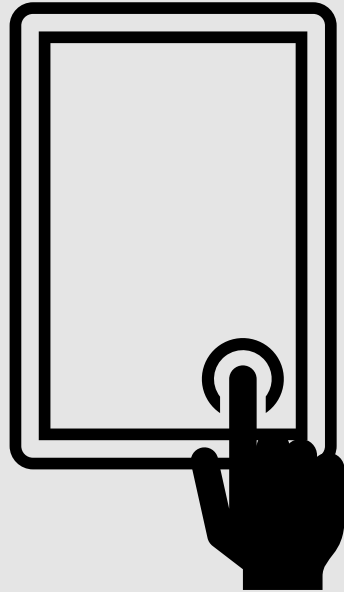
[Messages](#)

**Mark**

[Details](#)

How often do you see water utility guys in your neighborhood sticking poles in the ground checking for something?





# Challenges

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Lack of visibility

Difficult to access



BENSENVILLE  
GATEWAY TO OPPORTUNITY

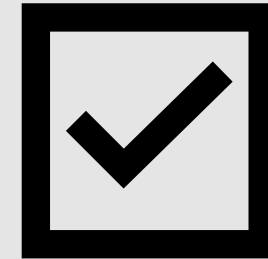
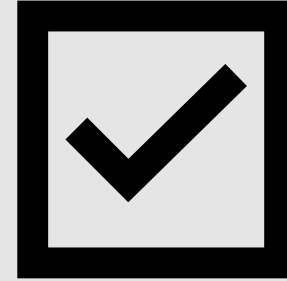
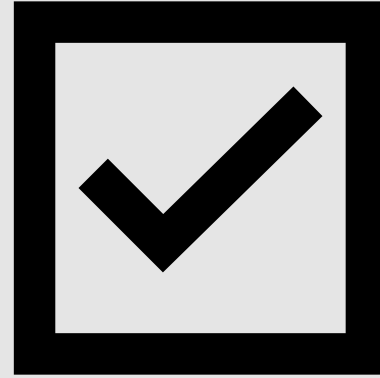


# Criteria

Standardized

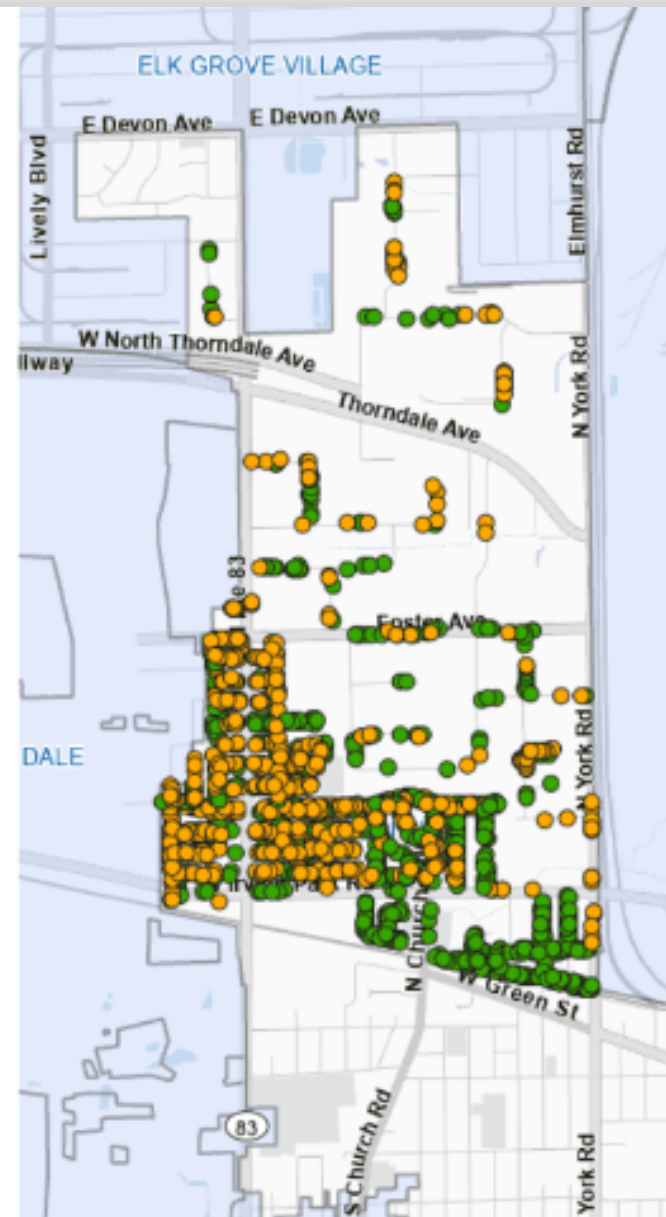
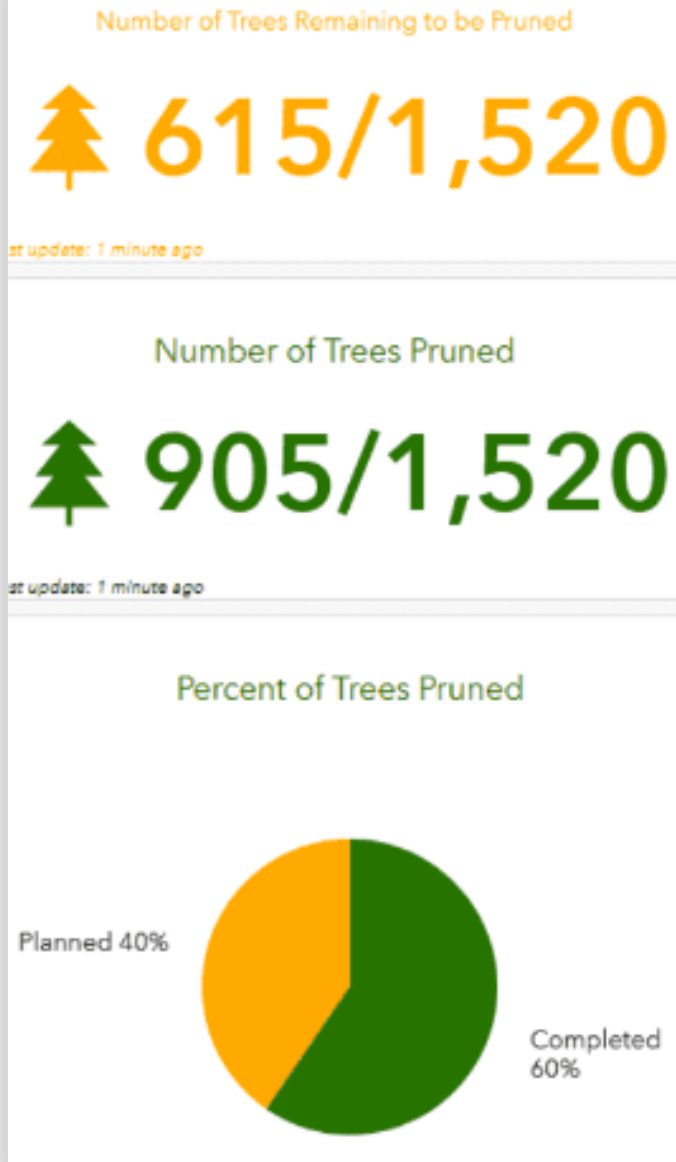
Plug and play

Public facing

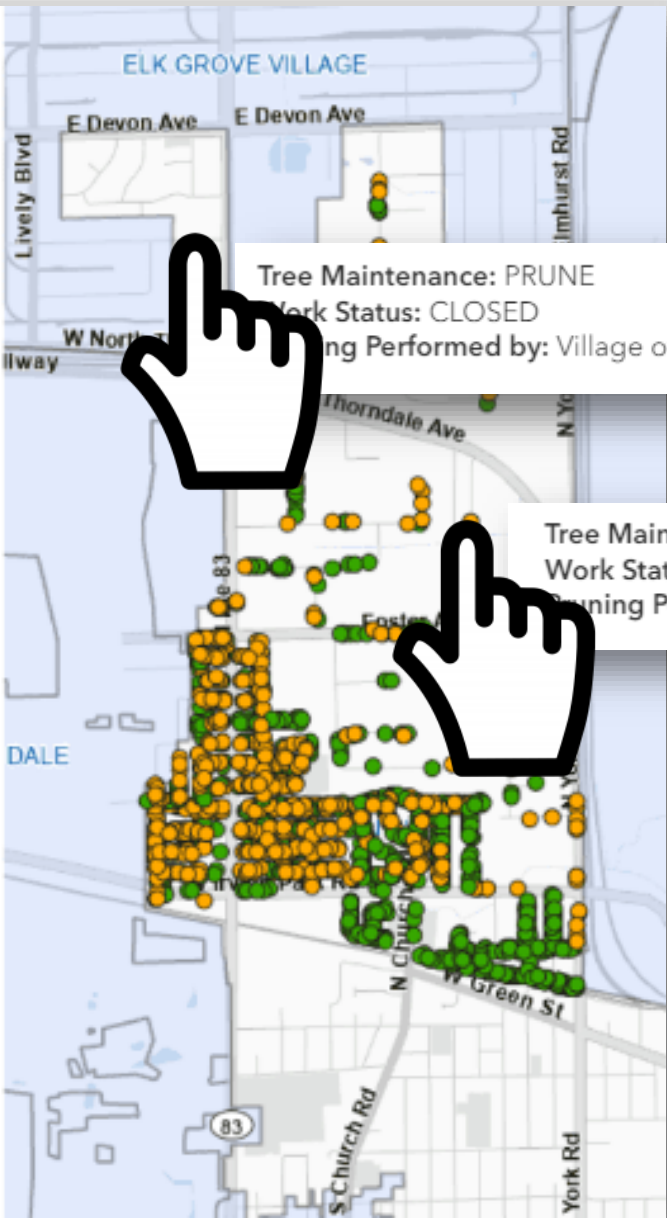
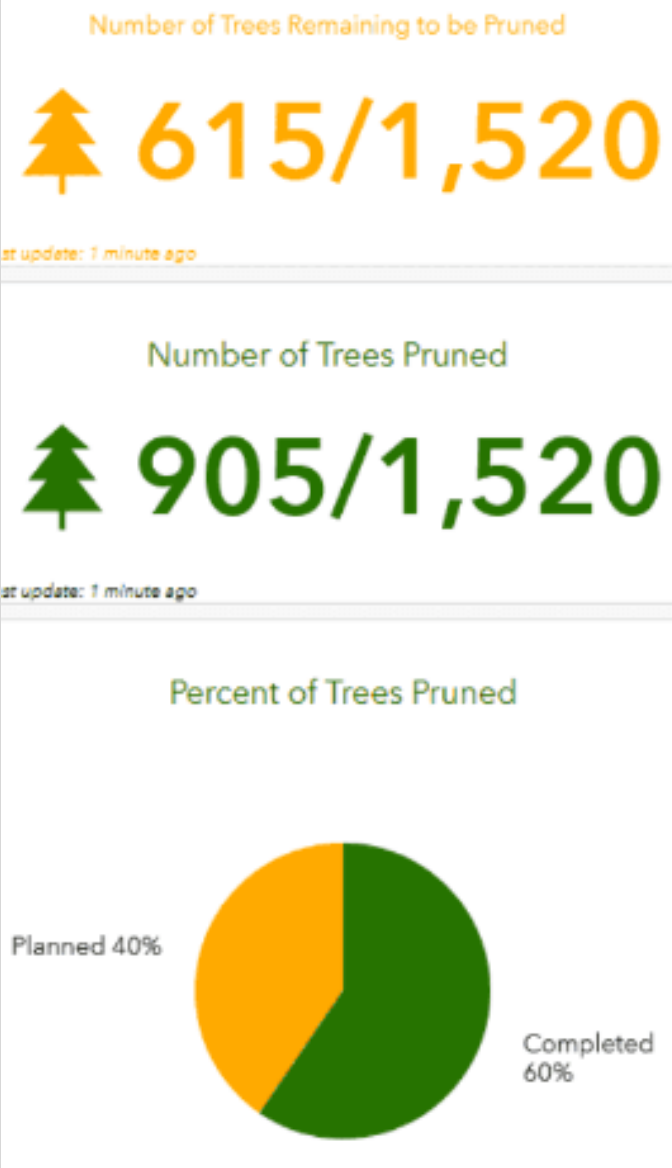




# Solution



# Solution



Tree Maintenance: PRUNE  
Work Status: CLOSED  
Pruning Performed by: Village of Glen Ellyn Forestry Department


Tree Maintenance: PRUNE  
Work Status: CLOSED  
Pruning Performed by: Contractor





# Publicize

**BENSENVILLE**  
GATEWAY TO OPPORTUNITY



Search...   

Government Departments Business Community How Do I...?

NEWS FLASH



**Cooling Centers Available Upon Request**  
Heat and humidity can be a deadly combination, stay out of the heat in one of the cooling sites located throughout DuPage County... [Read on...](#)



**Donate to Bensenville Wood Dale Food Pantry**  
Monetary donations are accepted at the pantry year-round and often help fill the gaps... [Read on...](#)



**Bensenville Tree Pruning Dashboard**  
To view current pruning cycle activity, visit the Bensenville Tree Pruning Dashboard... [Read on...](#)



**Bensenville AquaHawk Alerting System**  
Subscribe to receive leak alerts & access your water usage information online... [Read on...](#)

nextdoor



**Noticing new hydrant flushing signs around town?**  
Village of Buffalo Grove Official Page from Village of Buffalo Grove

facebook



Village of Glen Ellyn - Government · Follow

Beginning Monday, April 5, the Public Works Utility Division will begin flushing the Village's roughly 1,250 hydrants. Crews will be working mainly 7 a.m. to 3:30 p.m., with some earlier



# Outcome

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*"This is good government" - Joe Caracci, Bensenville Director of Public Works*



Real-Time



Accountability



Collaboration



# Questions



# Creating Awareness

Building community and awareness for public safety



# Transparent Safety



# Challenges

Rise in expectation for transparency

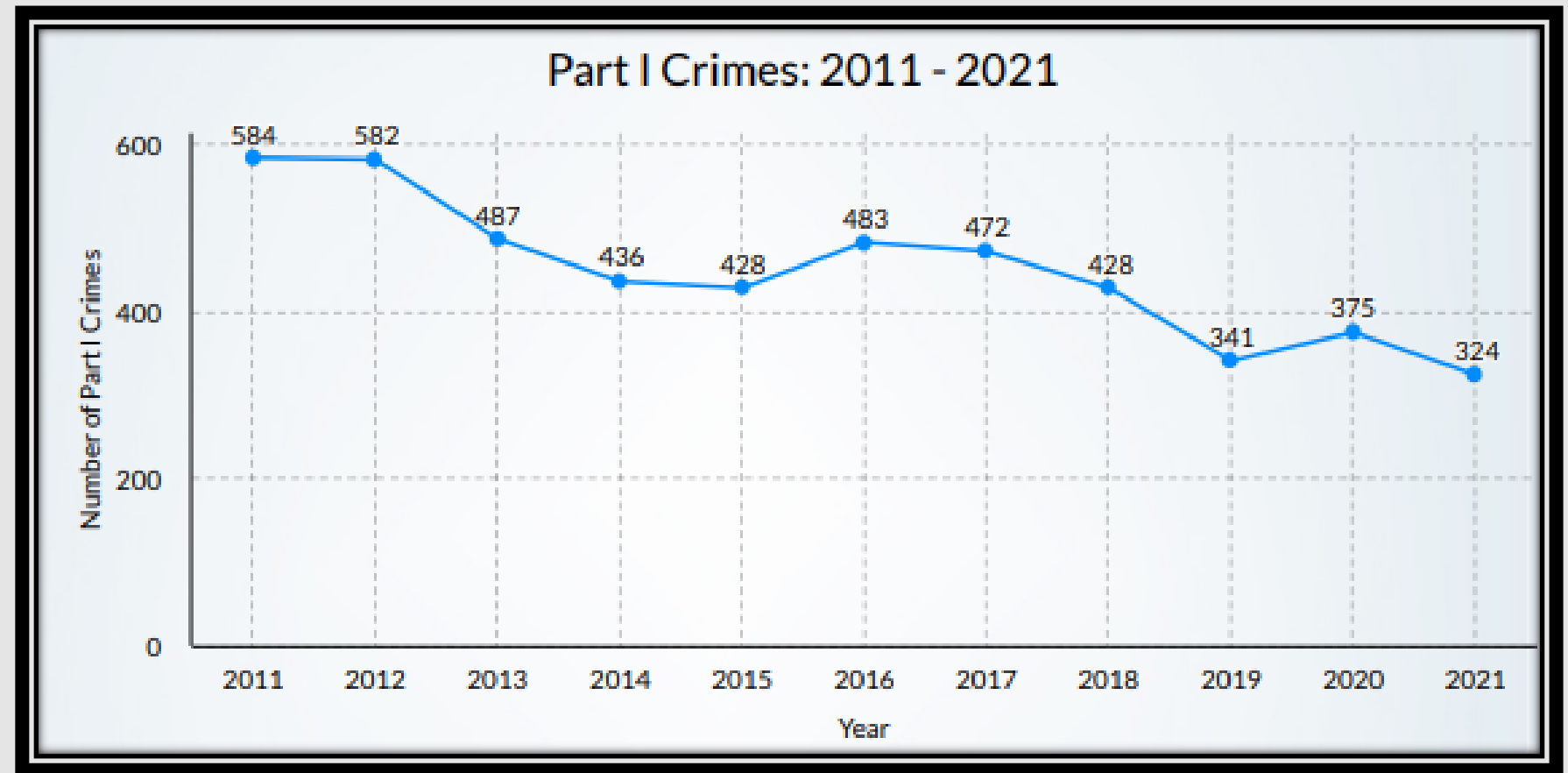


# Challenges

Consume data from external sources

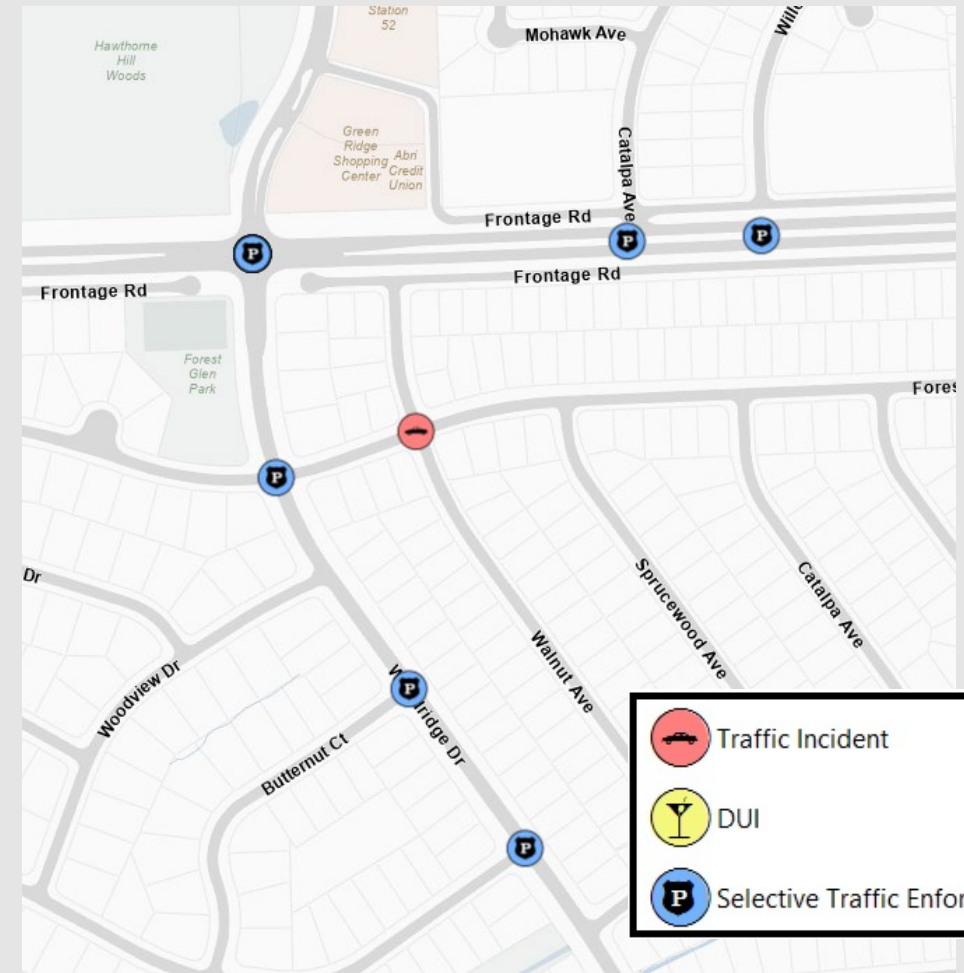
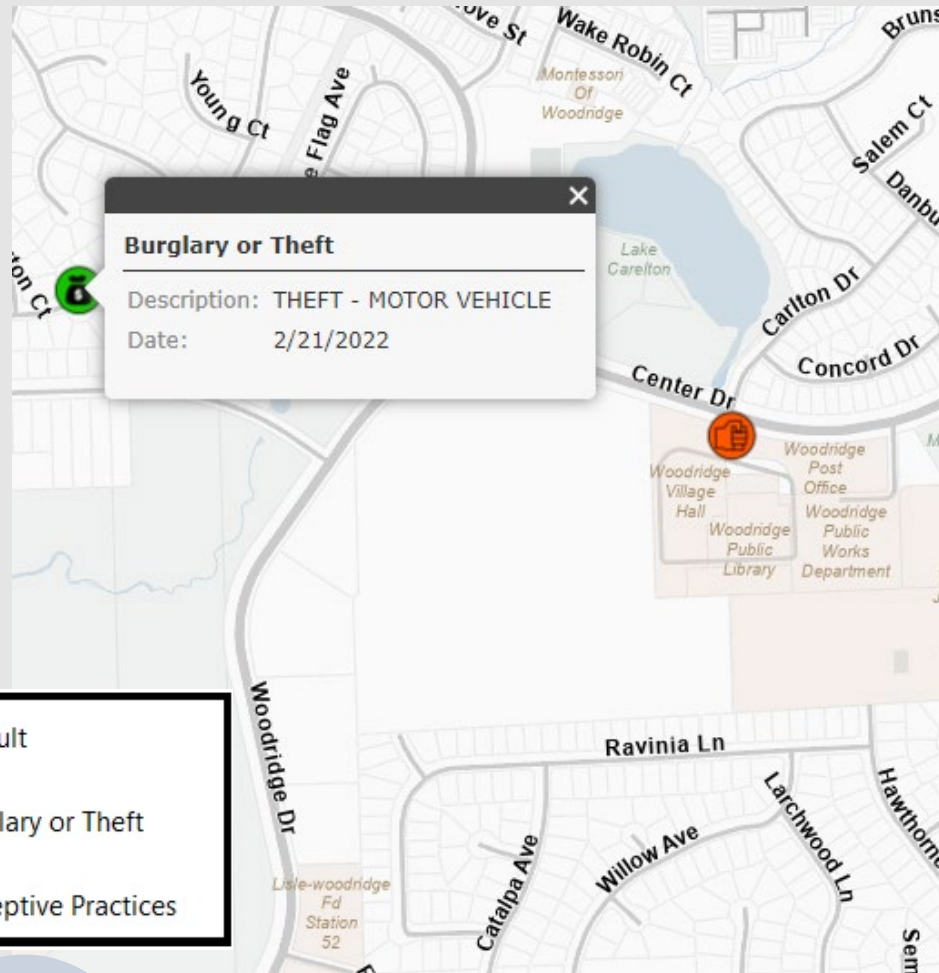






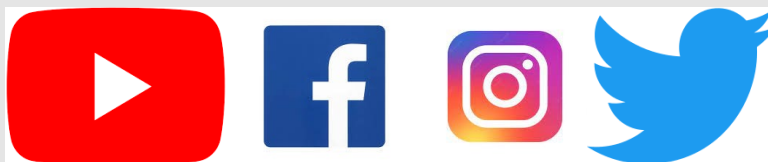


# Transparent Safety





Esta sección contiene contenido especial en español. El Departamento de Policía de Woodridge tiene numerosos oficiales de habla hispana y afirma la declaración de la Asociación de Jefes de Policía de Illinois sobre órdenes ejecutivas relacionadas con la inmigración. Esencialmente, la aplicación de la ley local ayudará a todas las personas de cualquier manera posible en respuesta a las llamadas de servicio – sin importar su estatus migratorio.



# Outcome

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Community



Resources



# Questions



# Opening Data

Providing open access to data





# Self Service Data

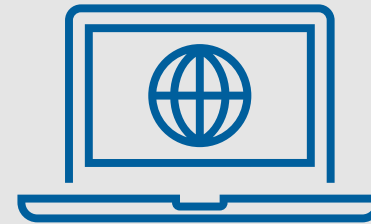


# Self Service Data

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Ages 18-44

60%



vs



# Principles and Values



Share information

Strive to be transparent

Communicate with community partners







# Challenges

Identify suitable data

Consolidate data and resources

Reduce staff time





# Self-Service Data

## Map

Historic Landmark Information  
Zoning District Information

## pdf

[view pdf](#)  
[view pdf](#)

## gis file

[download](#)  
[download](#)

Building Footprints

[download](#)

Recreation Area

[download](#)

Municipal Boundary

[download](#)

Cook County Parcel Lines

[link](#)

Streets

[download](#)

## Village Map and Data Portal

In 2014, the Village joined the [GIS Consortium](#), an organization of Chicago-area communities unified by a common goal: to share resources, information, staffing, and technology so that municipalities can optimize the value of geographic information systems (GIS).

### How GIS Helps the Village and You

GIS is a key component of several Village operations because of its ability to visualize data and connect multiple data sources. Check out the various data solutions and maps available below:

#### ▼ Map Viewer

The [Map Viewer](#) is an interactive GIS application that provides property information and basic map creation and analysis tools to the public.

#### ► Data and Maps for Download

#### ► Map Gallery

### Community Portal

The [Community Portal](#) is an address-based search tool that allows you to find out more information about a property in the Village.

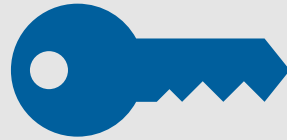


# Outcome

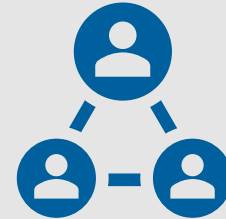
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Confidence



Access



Alignment



# Questions



# Gathering Feedback

Provide a resource to deliver feedback anywhere



# Expanding Approach to Public Input





# Challenge

How to better engage the public in the decision-making process.





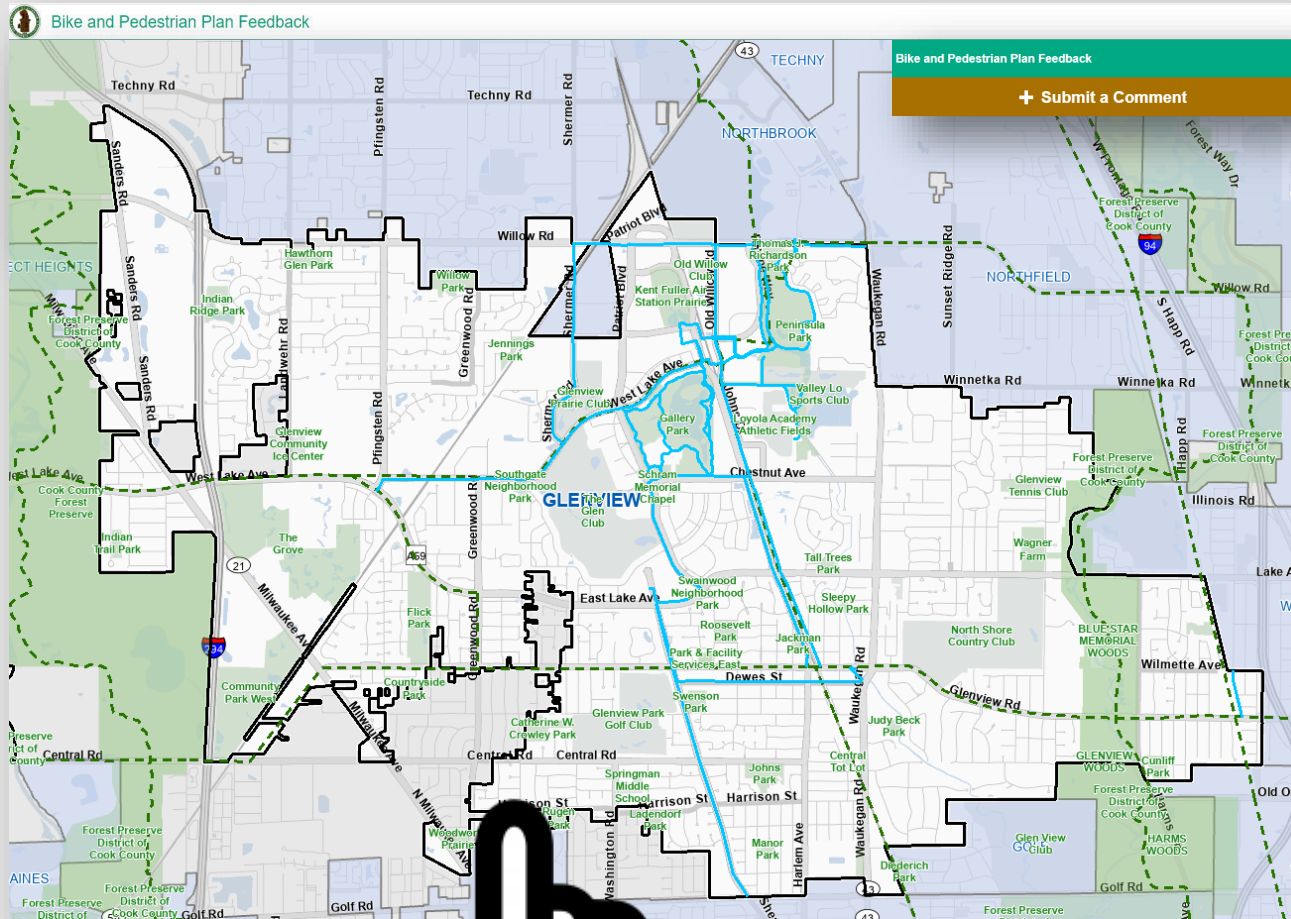
# Village Newsletters

## The Village of Glenview Report





# Solution



## Details

Comments

DateCreated

 08/16/2023 

## Attachments

[Browse](#)

## Location

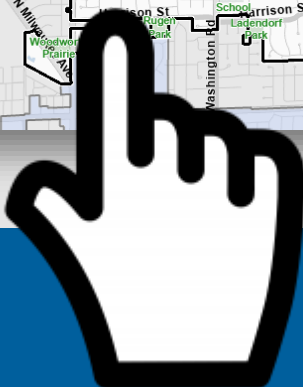
Click the map to draw the location.

[Report It](#)

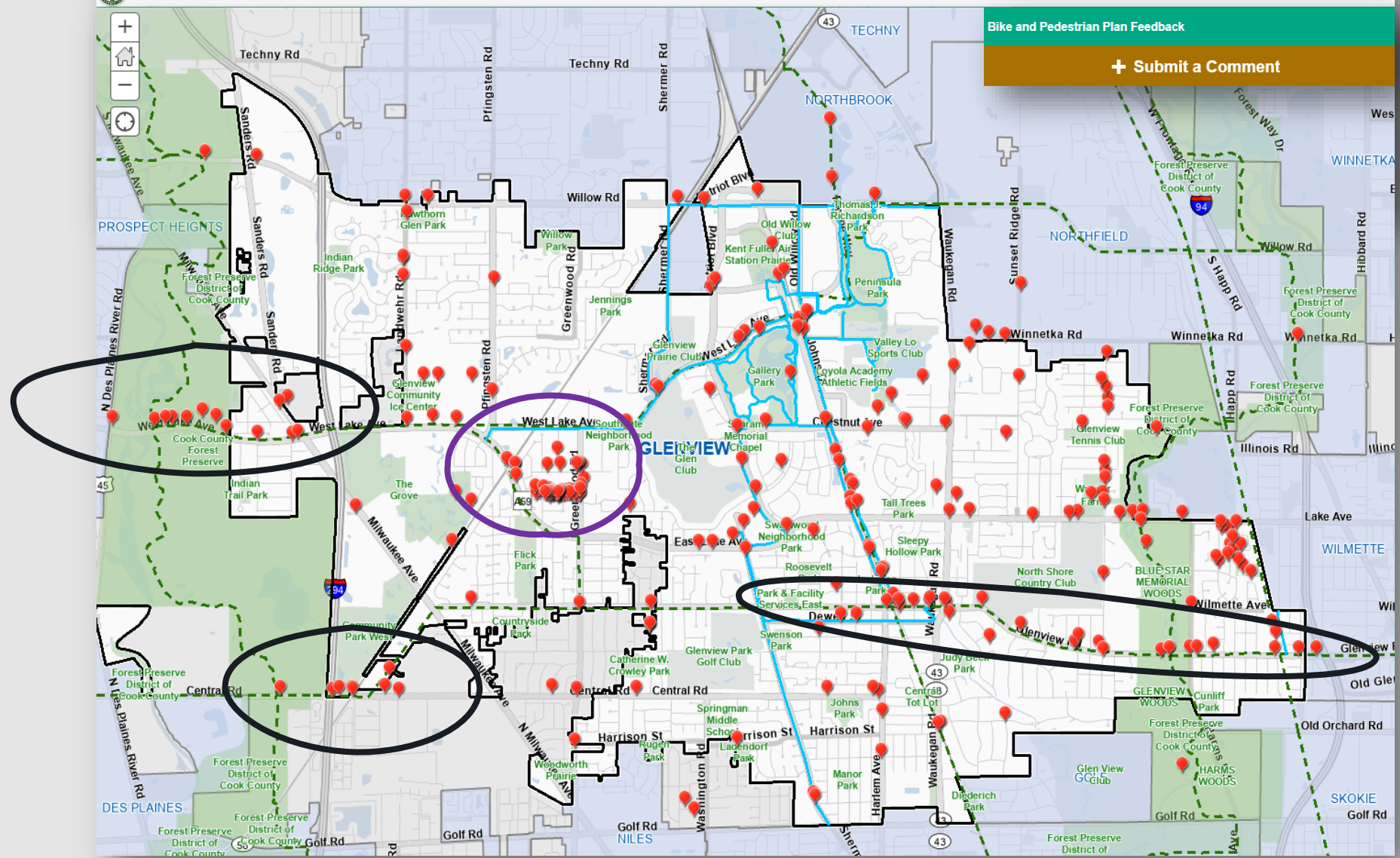
[Cancel](#)

Displays existing bike paths  
Simple to submit feedback  
Available 24/7





## Bike and Pedestrian Plan Feedback



# Feedback

*"Installing biking path along West Lake Ave to connect to bike path along Euclid Ave to the west will enable bike-to-work. This will also allow western Glenview residents to bike to nearby Metra stations (e.g., Prospect Heights station, 1.2 mile) and then to work."*

*"Sidewalk just ends here making access to DPRT a dangerous ride. I'd never take a child on Central without a sidewalk to DPRT"*





# Outcome



East and west connections

Links to regional trails

Pedestrian safety



# Outcome

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Engagement



Decision-Making



Adaptation



# Questions



# Engage and Inform the Public



Enhancing  
Experiences



Promoting  
Results



Creating  
Awareness



Opening Data



Gathering  
Feedback



# Thank You



# References

- American Time Use Survey Summary - 2022 A01 Result, *U.S. Bureau of Labor Statistics*, U.S. Bureau of Labor Statistics, 22 June 2023, [www.bls.gov/news.release/atus.nr0.htm](http://www.bls.gov/news.release/atus.nr0.htm).
- *The 2022 State of Digital Customer Experience Report* - Verint, Verint. <https://www.verint.com/wp-content/uploads/white-paper-2022-state-of-digital-customer-experience-report-us-english.pdf>
- Law Enforcement Transparency & Trust 2022 Report: Veritone, Veritone, <https://go.veritone.com/law-enforcement-transparency-and-trust-report-2021/p/1>

