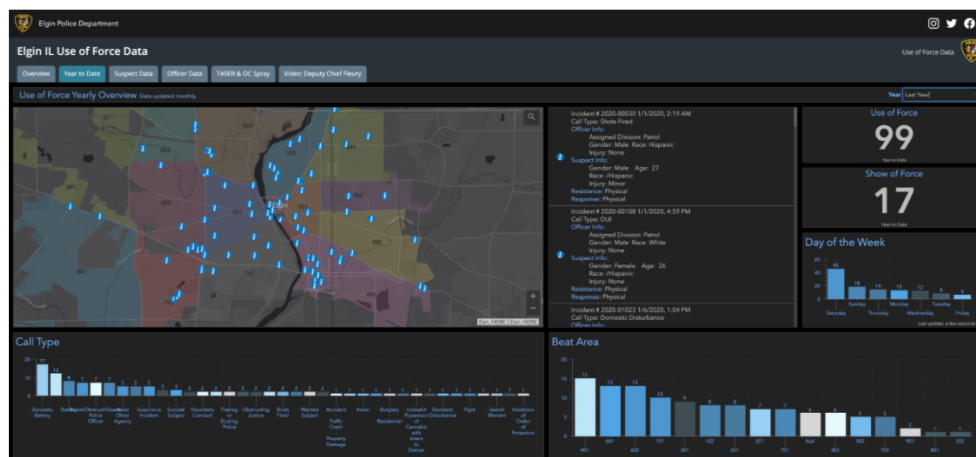


February 12, 2021

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ELGIN insight



## Taking Public Safety Transparency to the Next Level

A new publicly available transparency dashboard for the Police Department was launched January 13, 2021. Intensive work by staff from both the Police Department and Geographic Information Systems division made this a reality. This dashboard is the first of what will be many similar dashboards and mapping tools for various city services that are being created for the City's online portal, expected to launch later this year.

“The transparency dashboard is one more step to help the Elgin Police Department continue to build trust in the community,” said Chief Ana Lalley. “Virtually everything is available to the public, and I’m proud of all the work my department and the GIS team did to make this possible.”

The Elgin Police Department’s “transparency dashboard” is actually a website with not one, but four data dashboards plus a significant amount of supplemental information to help showcase all functions of the department. In fact, it’s difficult to try and think of something that’s not available there.

“Everything that can be available is available,” said Public Information and Community Outreach Manager Kristie Hilton. “For example, information not found is not there for a reason, such as the call may be victim sensitive or involve juveniles.”

“You could get much of the crime data before on CityProtect, but not in the same way,” said Kristie.



KRISTIE HILTON

So, what are the four dashboards and what can you find on them?

Community policing information is available so residents can find neighborhood-specific information such as their beat, resident, neighborhood and school resource officers.

In the crime categories, calls for service, breaking and entering, traffic and downtown dashboards are updated every 15 minutes. Other crime-related dashboards are manually updated.

New dashboards host information that traditionally have only been made available through year-end reports. Now, analytics for response to resistance and employee complaints will be updated monthly.

“We want the community to see how many calls for service we respond to, of those calls how many result in a response to resistance incident, and how many employee complaints are received during the year,” said Kristie.

The Elgin Police Department has a lot of good happening on a daily basis. Chief Lalley wanted a dashboard that also showcases an employee recognition section with quarterly annual award recipients, positive media, the police department’s Facebook feed and photos of current initiatives and day to day work.

“Along with all of the data we are presenting, it’s just as important for our community to see the positives in our department,” said Chief Lalley.

As the largest department in the City, a recruitment section for the Elgin Police Department is also featured.

“The recruitment section goes into great detail of the history of educational requirements for Elgin police officers, various recruitment efforts and recruitment data like demographics, who took the test, passed and made the list, and even who of those that took the test live in Elgin,” Kristie explained.

And like most complex initiatives, the buildout of this site involved cross-departmental collaboration. The major players were Kristie Hilton and Joe Bush from the police department, and Chris Nawrot and Rich Snyder from the geographic informational systems (GIS) team in the information technology systems (ITS) department.

Kristie’s role was to construct the layout aesthetics and build the dashboards. She credited GIS Specialist Chris Nawrot, GIS Analyst Rich Snyder and colleague Joe Bush for all their work to establish the data connection between the dashboards and the police records management system.





JOE BUSH  
SENIOR PUBLIC  
SAFETY SPECIALIST



RICH SNYDER  
GIS ANALYST



CHRIS NAWROT  
GIS SPECIALIST

"It was a huge learning experience building the site, but very rewarding," said Kristie. "It was an extraordinary effort by Joe, Chris and Rich on the backend, connecting all the data to the mapping server and making our vision for this transparency dashboard come to life."

Senior Public Safety Specialist for the Elgin Police Department Joe Bush was happy to help with the project, too. While his job usually has him working with police, fire and IT staff, this was a unique opportunity to work specifically with the City's GIS team.

"Being able to work with the GIS team on mapping was a nice change of pace, and I made some new friends along the way."

"Having everything in one place makes information easily accessible to the public and requires less time for staff that would otherwise be required to track down information in different locations to respond to FOIA requests," said Chief Lalley. "We will continue to improve the site and keep our feedback loop with our community open to provide the best experience possible."

## STRATEGIC PRINCIPLES & PRIORITIES

### CORE VALUES

COLLABORATION



DIVERSITY AND  
INCLUSION



INNOVATION



STEWARDSHIP



### DEFINED GOALS

CITY OF CHOICE



HIGH PERFORMING,  
FINANCIALLY STABLE  
GOVERNMENT



SAFE AND HEALTHY  
COMMUNITY



## PROMOTIONS - CONGRATULATIONS!

Sam Abruscato – Utility Maintenance Mechanic – Water Department  
Kevin Smith – Utility Maintenance Mechanic – Water Department  
Randall Sloat – Utility Maintenance Mechanic – Water Department  
Jose Vargas – Preventative Maintenance Technician – Building Maintenance  
Christopher Marella – Fire Lieutenant – Fire Department  
Amanda Bruce – Fire Lieutenant – Fire Department  
Wayde Smith – Fire Lieutenant – Fire Department

## NEW EMPLOYEES - WELCOME!

Maria Borrero – Community Outreach Specialist – Police Department  
Alicia Corona – Crossing Guard – Police Department  
Steve Hensler – PT Program Leader – Parks and Recreation  
Dawrelle Robinson – PT Attendant – Parks and Recreation  
Erik Paredes – PT Janitor - Parks and Recreation  
Laura Bedolla – Management Fellow – City Managers Office  
David Compton – Water Operator – Water Department  
Zachary Allen – Water Treatment Operator I - Water Department  
Brianna Lopez – Bilingual Permit Specialist – Community Development

*\*This issue includes promotions since November and new employees since December 18, 2020.*

## RECOGNITIONS

**To: Todd Blissett**

**From: Dawn Maychszak, resident**

*The resident on Miller was very grateful you helped with the large pile of snow at the end of her driveway, so she could get to work on Wednesday. She sent the following message to the City's Facebook page: "Thank you so much!! They came by and rectified the situation! I am so appreciative! My neighbor was out very early this morning working on it and I'm sure he is happy. Regularly my neighbor takes care of it but the huge pile was excessive - over 3 feet, so I was sooo grateful!"*

---

**To: Jennie Phillips and Aaron Cosentino**

**From: Lizette Lara**

*I just want to start off by saying Thank You to you Jennie and to Aaron for welcoming me into the Neighborhood Service Department. You two have been such a great help since the start. Everyone in this department is very nice and friendly and have helped me in some way to better myself as a 311 Citizen Advocate. I admit it was not an easy task having to train me especially with COVID. But you, Jennie always made sure I had the proper equipment and always made sure if I needed anything to make the training process as easy and comfortable as possible. Thank you for everything, I have learned so much these past 6 months and I cannot wait to continue to learn and grow as a person in the near future. Thank you all for everything.*

---

**To: 311 + Center City Crew**

**From: William Homeier**

*I reported a dangerous situation in the parking lot north of the station, lots of ice on sidewalk, and by the end of my work day it was cleared and salted. Just wanted to stop to say thanks for the 311 person, all the way down to the shoveler and salter!*

---

**To: Kyle Stoecklein**  
**From: Kristine Speed**

*When calling to make payments, resident noted "what an asset Kyle is to the company!"*

---

**To: Mike Zabran and Michael Hoffman**  
**From: Barbara Wascher, resident**

*Barbara wanted to thank the team for repairing the street light so quickly. She appreciates all the hard work displayed by the team.*

---

**To: Sonia Gasca**  
**From: Jennie Phillips**

*Thank you for your attention to details and for your high levels of customer advocacy. Your work on this case (getting resident a proper garbage toter and having garbage serviced after it was missed) is noteworthy.*

---

**To: Rob Blake**  
**From: Marsha Bryant, resident**

*Thanks to the city worker that removed the graffiti on the box at the corner of Congdon and Hiawatha. Helps keep the neighborhood looking nice.*

---

**To: Forestry and 311**  
**From: Howard Bierman, resident**

*Howard called to compliment Forestry as well as 311 with addressing his concern. He appreciates all the hard work which does not go unnoticed.*

---

**To: Terri Strack and Public Works**  
**From: Scott Graves, resident**

*In a reply regarding the request for a temporary mailbox, Scott wrote "Thanks Terri. Things happen. You guys are doing a great job."*

---

**To: Fleet Division**  
**From: Kenneth Jowaski**

*A well deserved pat on the back to all the mechanics who keep our plow equipment out on the road ! Heroes come in all shapes and sizes . Thanks to Kim also who is a great guiding light!*

---

**To: Public Works**



**From: John Palka, resident**

*Great job, thumbs up to the driver who plows our neighborhood around-209 Atwell. He plowed right away after snowstorm and curb to curb before it froze solid. This allowed our safe walking to continue our exercise activity. Thanks again for doing a great job!!*

---

**To: Mike Zabran, Michael Hoffman, Public Works**

**From: Linda Angelos, resident**

*Ms Linda Angelos who lives on Glendower Terrace said yesterday's snow removal in her area was excellent. She said the plowing every year in her area is very good but yesterday's service was excellent. Ms. Angelos wants to make sure her message is passed on to the snow plowers.*

---

**To: Toby Frey, Public Works**

**From: Isaac Nava, resident**

*Owner would like to give a "BIG THANKS" to the City and whoever took care of plowing his street completely. He said it looks "beautiful!" He said he knows this dead end can be little tricky because of the space, but the driver came out and did a beautiful job. He provided before and after pictures.*

---

**To: Mark Yate, Terri Strack**

**From: David Daubert, resident**

*After resident requested jetting, Ms. Strack called resident and advised of the findings. He appreciates all the work the city does and is very happy to be a resident of Elgin.*

---

**To: Grisel Sandoval**

**From: Mark Freshour, resident**

*When addressing a complaint regarding snow removal, Mr. Freshour said, "Hi Grisel it was nice speaking to you just now," appreciating the level of service offered by 311.*

---

**To: Public Works**

**From: Julie Viso, resident**

*Thank you snow command things were so much better. Country trails thanks you!*

---

**To: Mark McQueen, Michael Adams, Parks Maintenance**

**From: Marge Zawadzki, resident**

*Compliment on Snow Removal at Lord's Park - Constituent is very happy and thankful for the removal of snow at Lord's Park. Paths are clear as well as by animal enclosures. Thank you!*

---

**To: Public Works**

**From: Karen Rizzo, resident**

*Compliment to the snow removal team for a job well done with the most recent snow event. Ms. Rizzo*

mentioned that she felt she should call with a compliment if she could call with a complaint.

---

**To: Public Works**

**From: Resident, via Nancy Roder**

*I received a call from a very appreciative resident who wanted to compliment public works for the fantastic job they did plowing during the most recent snow event. She wanted you all to know what a great job she thought you did clearing the streets. Kudos to all!*

---

**To: Public Works**

**From: Jennie Phillips**

*Regarding Route 20 being shut down/impassable due to snow and public works assistance to the state in clearing the road- Thank you for the videos and your prompt attention to the concerns raised. I'm grateful for your assistance, and for your attention to details, Aaron. Ryan Alford, thank you also for walking me through the thought process on this one too. You're appreciated.*

---

**To: Timo Bello, Public Works**

**From: Rachel Campbell, resident**

*Resident called to say thank you very much to the driver who removed the snow from the end of her driveway.*

---

**To: Cherie Aschenbrenner**

**From: Verna Homewood, resident**

*Dearest Cherie, You're the GREATEST!! Thank you for sending that picture for me. You just don't know what a wonderful lady you are. Elderly folks need a voice. A voice with POWER, and that's you! I thank GOD and PRAISE GOD for you! Thank you for being you!*

---

**To: Cherie Aschenbrenner**

**From: Colleen McKeown, resident**

*I just wanted to thank you for the information about the VA and the covid vaccine. I shared this information with my boyfriend Mike McDonald who was in the Marines and he has mild COPD. I forwarded your email to him that morning. He called the VA right away and he got his first covid vaccine yesterday at Hines. We both thank you Cherie. What a tremendous service you have provided to our senior community.*

---

**To: Mike Zabran**

**From: Molly Gillespie**

*Congratulations, Mike, your beautiful snowy photo of Grove Avenue has broken the internet - at least the City's Instagram account. Without going too far back in time, it's generated more likes (NOW 454) than any photo/video posted on the City's Instagram account in at least the past two years, even more than the infamous Halloween 2018 dinosaur using a leaf vac video, haha! Nice job. Keep 'em coming!*

---



There's no season like snow season! And our public works department always shows up to keep the roads clear and safe. The community is always grateful for the snow command updates, and they enjoy behind the scenes looks at the action, too. Like in this photo here, where public works was preparing the fleet of snow and ice trucks for the incoming storm in mid-January. The photo received many likes on the City's Facebook and Instagram accounts.

We want to see and share your pictures and videos. They may be used on the City's social media channels, website and in other hiring and promotional materials. [Send us photos from your workday and we can help share your story.](#)



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