



Board of Commissioners of Cook County

118 North Clark Street
Chicago, IL

Legislation Text

File #: 17-5229, **Version:** 1

PROPOSED RESOLUTION

HONORING THE COOK COUNTY BOARD OF REVIEW FOR RECEIVING THE NATIONAL ASSOCIATION OF COUNTIES ACHIEVEMENT AWARD FOR INFORMATION TECHNOLOGY

WHEREAS, the National Association of Counties (NACo) awarded the Cook County Board of Review its Achievement Award for the Board's Digital Appeals Processing System (DAPS); and

WHEREAS, the Achievement Award honors innovative, effective county government programs that enhance services for residents; and

WHEREAS, DAPS transformed the office from a paper-based process to a digital enterprise content management system. The system opened an online portal for constituents and created an internal digital workflow for analysis; and

WHEREAS, previously, the Board of Review stored more than 10 million paper pages, which was slow, inefficient and lacked transparency; and

WHEREAS, DAPS has created an easier process for taxpayers to file appeals, upload evidence and view results online; and

WHEREAS, DAPS also streamlined the Board of Review staff, allowing staff members to review and decide appeals electronically; and

WHEREAS, as a result, the number of appeals to the Board of Review increased 350% over the last decade; and

WHEREAS, after a four year process and a 15 month implantation, DAPS was finished under budget and on time; and

WHEREAS, in its first year of DAPS' implementation, the Board of Review reviewed the most ever appeals, with over 476,000 people appealing; and

WHEREAS, DAPS has shortened the wait times for taxpayers requesting hearings; and

WHEREAS, DAPS has allowed the Board of Review to keep its current headcount and budget static, even with a record number of appeals; and

WHEREAS, awards are given in 18 different categories that reflect the vast, comprehensive services counties provide. The categories include children and youth, criminal justice, county administration, information technology, health, civic engagement and many more.

NOW, THEREFORE, BE IT RESOLVED, that the President and Members of the Cook County Board of Commissioners, on behalf of the 5.2 million people of Cook County, Congratulates the Cook County Board of Review on the receipt of the NACO Achievement Award for Information Technology; and

BE IT FURTHER RESOLVED, that a suitable copy of this Resolution be spread upon the official proceedings of this Honorable Body and that an official copy of the same be tendered to Cook County Board of Review Commissioners

Larry Rogers, Jr., Michael Cabonargi and Dan Patlak as a token of this Honorable Body's appreciation.