



AI Deployment Update

Gemini Activation & Citibot Launch

Orland Park July 2026 AI and IT Board Review

Tad Spencer

IT Director

Gemini is Now Active



Our AI Foundation is Live

Gemini has been successfully deployed as the core AI engine for our internal and external processes. This deployment marks a major milestone in operational efficiency and intelligent service delivery for the Village of Orland Park.

Use Case 1: Residency Evaluation

Streamlined Verification

Gemini automates the tedious process of verifying residency documentation for village services, pool passes, and permits.

Increased Accuracy

The AI model analyzes provided addresses and documents instantly, significantly reducing manual review time and potential human error.

Demo

Building an agent to support our procurement staff

Challenges

- Hard to find answers in contracts and RFPs
- Compliance and insurance checks are slow
- Renewal dates and vendor comparisons take too much time

Process Improvements

- AI searches all indexed procurement documents.
- Provides quick lookups for clauses, terms, COI, renewals, and vendor details
- Generates summaries and draft scope-of-work
- Every answer cites the original source document

Goals

- Save staff time
- Improve accuracy and consistency
- Standardized procurement steps
- Support faster RFP workflows

Humphrey Go-Live: July 27th

Citibot officially went live on **July 27th, 2026** as the Village's new virtual assistant.

- Offers round-the-clock automated support for village services.
- Distributed through the web platform.
- Handles inquiries ranging from permits to events.



 Humphrey

Hello, I'm Humphrey, the Village's virtual AI assistant! How can I help you today?

For Village information, please type your question.

You can also call at 708-403-6100.

I am available to help you 24/7 and support more than 70 languages.

Type your question here...

Powered by [Citibot](#)



Executive Report (July 2026)

Initial metrics captured for the month of July, shortly after launch.

Total Communications **132**

Total Sessions **132**

Languages Used **5**

Total Escalations **0**

Top Inquiries & Keywords

Top 5 Topics

1. General Inquiry	28
2. Calendar/Events	24
3. Parks and Recreation	20
4. Permits	1
	7
5. Public Works	13

Top 5 Keywords

1. orland	16
2. park	13
3. taste	10
4. tree	9
5. chipper	6

Real-World Chat Patterns

Taste of Orland Park

High volume of queries asking about dates, participating restaurants, parking, and schedules for the Taste event.

Storm Damage & Chipper Service

Following the July 27th storms, a significant spike in questions regarding tree branch removal and curbside chipper services.

Permits & Waste Management

Routine operational inquiries such as commercial construction permits, roof contractor lists, and recycling delays.



Capabilities & Knowledge Gaps



Multilingual Interactions

Citibot effectively communicated with users across 5 different languages during its initial phase, including English, Spanish, Arabic, and Polish.



Identified Knowledge Gaps

24 knowledge gaps were logged. Analyzing these gaps allows us to continuously update the knowledge base, especially for time-sensitive events like the Taste of Orland Park.



Ideas for the future/staff wish list

Wish list as of July 2026

- Auditing developer escrow payments
- Automate permitting process initial review
- EMA drill planning using federal, state and local guidelines
- Managing accreditation and training of staff
- Automated email responses about permits
- Harris replacement
- Scanning

Image Sources



Source: [AI chatbot platform for customer support](#)

https://www.chatbot.com/solutions/chatbot-for-support/images/mobile_choose-ai-to-boost-support-for-your-company.e43be2016ee6a12a793f14a87cc6d5f2e7679019a828308a0d06bbbbaefbb9877.png



Source: [Orland Park, Illinois - Wikipedia](#)

https://upload.wikimedia.org/wikipedia/commons/6/65/OrlandSquareMallOutside_January2020.png