



# Village of Lombard

Village Hall  
255 East Wilson Ave.  
Lombard, IL 60148  
villageoflombard.org

## Minutes

### Community Relations Committee

*Trustee Dan Militello - Chairperson  
Trustee Bill Ware - Alternate Chairperson,  
Pamela Bedard, Ahmed Ali,  
Michael Ledonne, Sharon Vish, Barb Ware,  
Gladys Piper, Anthony Pacilli and Kristen Kielma  
Staff Liaison - Avis Meade*

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Monday, November 11, 2019

7:00 PM

Trustees Conference Room

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#### 1.0 Call to Order and Pledge of Allegiance

*The meeting was called to order by Chairperson Dan Militello at 7:04 p.m.*

*The Pledge of Allegiance was led by Michael Ledonne.*

#### 2.0 Roll Call

**Present** 6 - Dan Militello, Pamela Bedard, Ahmed Ali, Barbara Ware, Michael Ledonne, and Anthony Pacilli  
**Absent** 3 - Sharon Vish, Gladys Piper, and Kristen Kielma

*Also present: Avis Meade, staff liaison*

#### 3.0 Public Participation

*None.*

#### 4.0 Approval of Minutes

**A motion was made by Michael Ledonne, seconded by Barb Ware, to approve the minutes of the September 9, 2019, committee meeting. The motion was approved by unanimous vote.**

#### 5.0 Old Business

[190240](#)

##### **National Citizen Survey 2020**

The committee will consider the National Citizen Survey options.

*The Committee reviewed the plan to conduct the Village's second*

*National Citizen Survey at the end of 2019, with results to arrive in 2020. The Committee recommended delaying the issuing of the National Citizen Survey by one year, due to budget concerns.*

*The survey is integrated as part of the Village's approved and adopted Strategic Plan, and therefore will require Board consideration in future strategic planning sessions.*

**A motion for postponing the National Citizen Survey was made by Barb Ware and seconded by Pam Bedard. The motion passed unanimously.**

### [190129](#)

#### **Senior Fair 2019**

Staff will provide an update related to the 2019 Senior Fair event, scheduled for Wednesday, October 2, 2019, at the Madison Meadow Athletic Center.

*The Committee hosted the 2019 Senior Fair in the new Madison Meadow Athletic Center on October 3, 2019. The committee recommends that the event remain at the MAC location for future events.*

*Suggestions for the 2020 Senior Fair include ensuring all parking spots are clear of Village, Park District and vendor vehicles, in order to allow for additional parking for attendees, the consideration of reserving the entire gym for the day, continue to provide packaged snack items and water, and to move the presentation of the Senior Man and Senior Woman of the Year to the Board Meeting prior to the Senior Fair Event.*

### [190356](#)

#### **Customer Service Policy**

The Committee will review statistics from the Village's new automated answering service. The Committee had unanimously recommended the Village Policy on August 12, 2019, to include a 60 day trial of the automated attendant, beginning November 1, 2019.

*The Committee reviewed statistics from the Village's first week of implementation of the automated answering service. Week 1 totals include 369 total calls, with 53 calls pressing 0 for operator, 31 calls pressing 1 for water billing, 74 calls pressing 2 for Public Works, 73 calls pressing 3 for Community Development, 4 calls pressing 4 for Police, 3 calls pressing 5 for Fire, 10 calls pressing 6 to repeat options, 66 calls that were redirected to an operator after not making a choice, and 55 hang ups.*

*The committee previously recommended (August 12, 2019) a 60-day trial of the automated messaging system (beginning November 1,*

2019). After the trial, the committee will be presented with trial statistics, as well as a staff feedback about the system.

## 6.0 New Business

[190454](#)

### **Committee Appointments**

The Village Board considered the re-appointment of all current Community Relations Committee members and, the new appointment of Kristen Kielma for a two-year term to fill a vacancy created by the election of Dan Militello to Village Trustee and Chairperson of the Community Relations Committee.

## 7.0 Other Business

*Comment: Michael Ledonne wished to comment in regards to Veteran's Day. He thanked all U.S. Veterans for their service.*

## 8.0 Information Only

## 9.0 Adjournment

A motion was made by Barb Ware, seconded by Ahmed Ali, to adjourn the meeting at 7:32 p.m. The motion was approved by a unanimous vote.