

MEETING MINUTES FOR THE VILLAGE OF SHOREWOOD HILLS
Services Committee

Date and Time: Wednesday, June 14, 2023, at 4:00pm

Location: Virtual meeting via Zoom

1. **Call to Order** – The meeting was called to order at 4:10pm. Committee members present included Shabnam Lotfi, Jerry Stein, Charlie Field, and Bill Muehl. Those absent were David Logan and Chris Petykowski. Others in attendance were Village Administrator Sharon Eveland and Administration Assistant Teresa Brommer.
 - a. **Note compliance with open meeting law:** The meeting is in compliance with the open meeting law.
 - b. **Approve meeting minutes from February 13, 2023, meeting:** Motion by Charlie, seconded by Jerry Stein to approve the February 13, 2023, minutes. Motion carried (4-0).

2. **Discussion regarding website re-design:** Eveland is looking for the committee's decision on the desired functionality of the website then there will be a search for a vendor within a budget. Lotfi looking for a user friendly, user focused website:
 - Manage recreation programs.
 - Yearly calendar (meetings, closures...)
 - Online form submission (permits, service, complaints...)
 - Village information (road closure, leaf pickup, food carts...)
 - Search by word search thru meeting minutes.
 - Submit service requests and tracking of requests.
 - Tennis court reservation sign up.
 - Customer Relationship Management (CRM) directing requests correctly.Discussion was had by the committee.

3. **Discussion regarding question for Village survey:** Lotfi referred to the survey in the meeting packet Section #4.
 - The survey should be short and sweet thru POLCO.
 - Additional services (composting)?
 - Should a service be discontinued?
 - Questions to residents concerning condition and functionality of village buildings.Discussion was had by the committee.

4. **Discussion regarding new meeting time:** Committee discussed meeting moving to Thursday before the board meeting or last Thursday of month and question of beginning time. Future discussion needed.

5. **Future agenda items:**
 - Purpose of committee duties and assignments (determined by the Board)
 - New Committee Member
 - McKenna Boat House (Cameras)
 - Nixel Notification System (resident involvement and recruitment)

6. **Adjourn:** The meeting adjourned at 4:53pm

Respectfully Submitted by,
Teresa Brommer, Administration Assistant