

MEETING MINUTES FOR THE VILLAGE OF SHOREWOOD HILLS

Services Committee - DRAFT

Date and Time: Monday, February 13, 2023 at 4:00pm

Location: Virtual meeting via Zoom

1. **Call to Order** – The meeting was called to order at 4:02pm. Committee members present included Shabnam Lotfi, Jerry Stein, Chris Petykowski, and Bill Muehl. Those absent were David Logan and Charlie Field. Others in attendance were Public Works Supervisor Mike Meier, and Deputy Clerk-Treasurer Chrissy Kahl.
 - a. **Note compliance with open meeting law:** The meeting is in compliance with the open meeting law.
 - b. **Approve meeting minutes from October 12, 2022 meeting:** Motion by Muehl, seconded by Stein to approve the October 12, 2022 minutes. Motion carried (4-0).
2. **Discussion regarding a Village-wide survey:** The committee discussed services they could use to conduct a survey, such as SurveyMonkey. Lotfi asked Kahl to check on any available services that the Village may already have an agreement with. Ideally, the committee would have a survey out to residents by April. Other discussions were had regarding questions to include on the survey and asking other committees for survey questions as well.
3. **Discussion regarding updating the Village of Shorewood Hills website:** Lotfi would like to set up a demo or get a quote to update the Village’s website. She would ultimately like to hire a vendor to re-do the website. Lotfi will schedule a demo.
4. **Need to fill one vacancy on the committee:**

The committee is in search of one new person to join. Interested applicants should contact the Village for consideration of joining the Services Committee. A reminder can be added to the bulletin for applicants.

Muehl has a neighbor he will talk to. We will also put a notice in the March Village bulletin. Hopefully, the vacancy can be filled by April.
5. **Adjourn:** The meeting adjourned at 4:44pm

Respectfully Submitted by,
Chrissy Kahl
Deputy Clerk-Treasurer

**Village of Shorewood Hills
2020 Survey**

Please help the Village serve, understand and better meet your needs by completing this 2020 Village Survey. It should take less than 5 minutes to complete. The Village Board appreciates your feedback, will publish the survey results once they are tabulated, and hopes to circulate this type of survey again in the future. The deadline for survey responses is March 21, 2020.

1. How long have you lived in the Village of Shorewood Hills?

- Less than 1 year
- 1 - <3 years
- 3 - <7 years
- 7 or more years

2. Please rate the Village of Shorewood Hills overall

	Satisfied	Neutral	Dissatisfied	N/A
▪ As a place to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ As a place to raise children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ As a place to retire	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Please rate your level of satisfaction with the following PUBLIC SAFETY services:

	Satisfied	Neutral	Dissatisfied	N/A
▪ Village effort to prevent crime by patrolling the neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Enforcement of local traffic law	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ How quickly Police respond to emergencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Response of Police to specific problems in your neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Level of satisfaction with the Fire Response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Level of Satisfaction Emergencies Medical Services (EMS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Please rate your level of satisfaction with the following PUBLIC WORKS services:

	Satisfied	Neutral	Dissatisfied	N/A
▪ Trash Collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Curbside Recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Leaf and Brush Collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Street Sweeping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Snow Removal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Water and Sewer Utilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Storm Water Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Condition of streets in your neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Condition of Sidewalks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Adequacy of street lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Safe bicycle and pedestrian facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Please rate your level of satisfaction with the following LEISURE and Conservation and Development Services:

	Satisfied	Neutral	Dissatisfied	N/A
▪ Public lands & Forestry	0	0	0	0
▪ Parks	0	0	0	0
▪ Pool	0	0	0	0
▪ Recreation Programs	0	0	0	0
▪ Street Trees	0	0	0	0
▪ Community Gardens	0	0	0	0

6. Please rate your level of satisfaction with the following GENERAL services:

	Satisfied	Neutral	Dissatisfied	N/A
▪ Satisfaction with the General Government	0	0	0	0
▪ Information about the Village of Shorewood Hills	0	0	0	0
▪ Value you receive from taxes regarding overall village services and programs	0	0	0	0
▪ Effectiveness of Village of Shorewood Hills communication with the public	0	0	0	0

7. What services are we not providing that you would like?

8. Is there anything you would like communicated to Village staff and Village trustees?

9. Rank in order of preference how you would like the Village to communicate with you with 1 = best/preferred method and 7 being the least preferred method.

- Text message
- Email
- Bulletin
- Phone
- Mail
- Social Media (Facebook, Twitter, Instagram, etc...)
- Village website

10. Name and Address (Optional)

From: [Carol Barford](#)
To: [Sharon Eveland](#)
Subject: Re: village survey questions
Date: Tuesday, June 6, 2023 12:14:47 PM

Dear Sharon,

Two things occur to me that could be illuminating (if there was a good response rate):

1. An opportunity to highlight or rank which services are the most prized. This is slightly different than asking how well each service is being offered, I think. For example, I love the curbside pickup of leaves and seasonal weeding waste by the crew. If it went away, I would have to work really hard to get rid of all my weeds.
2. An opportunity to suggest where residents could do with less frequent service. For example, even though I love the curbside pickup of leaves, I could definitely wait longer for each pickup to happen.

Happy to discuss if you like! Best,
Carol

From: Sharon Eveland <seveland@shorewood-hills.org>
Sent: Monday, June 5, 2023 11:25 AM
To: Trustees (only) <vshboard@shorewood-hills.org>
Subject: village survey questions

All,

Attached is the village survey that was sent out in 2020 to solicit resident feedback. We are looking to update the survey as needed. Please take some time to review and let me know if you have any topics that you feel we should consider adding to the survey or if there is something on this survey that you think we should take out. Please keep in mind that I am only looking for topics/services, etc and I am not asking for you to develop the actual survey question/responses. With the Village's recent contract with POLCO for the online survey services, I have access to their team of data scientists to assist with the development of appropriate questions. Our goal is to use the POLCO platform to conduct this survey this fall. The time frame is due to the need to have the platform up and running, to give time to communicate this new method of data collection to the residents so that we can get a sufficient number of residents signed up, and to allow the services committee to review/consider changes to the survey.

As a reminder, please do not reply all to this email. Please respond directly to me with any suggestions or questions.

Respectfully,

Sharon Eveland
Shorewood Hills Village Administrator
Pronouns: She/Her/Hers
810 Shorewood Blvd
Shorewood Hills, WI 53705
(608)267-2680

From: [Erin Clune](#)
To: [Sharon Eveland](#)
Subject: Re: village survey questions
Date: Tuesday, June 6, 2023 10:05:22 AM

The survey looks ok to me, with 3 caveats:

1. I want the Board to see and discuss the final version before it's sent.
2. Under "services we're providing you want more of" please add "or less of" -- in other words, maybe these are areas that residents would like to see cuts.
3. It needs a question or scale for how closely the person follows village issues. This could be added to (9), in terms of checking a box indicating which they ALREADY use.

Erin

From: Sharon Eveland <seveland@shorewood-hills.org>
Sent: Monday, June 5, 2023 11:25 AM
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From: [Mark Lederer](#)
To: [Sharon Eveland](#)
Subject: Re: village survey questions
Date: Tuesday, June 6, 2023 9:15:29 AM

You are very welcome!

What concerns me most is when we get complaints, perhaps without attribution and few details, what will our response be? Survey again to solicit more information? Do nothing? I realize it is hard to say without knowing what the source of dissatisfaction is, but we don't want to create a situation where is solicit input and then seemingly ignore it or cannot act on it.

Regards,
Mark

From: Sharon Eveland <seveland@shorewood-hills.org>
Sent: Monday, June 5, 2023 7:36 PM
To: Mark Lederer <mlederer@shorewood-hills.org>
Subject: Re: village survey questions

Thanks for the suggestions and quick response!

Sent from my iPhone

On Jun 5, 2023, at 6:21 PM, Mark Lederer <mlederer@shorewood-hills.org> wrote:

My recommendation is to keep it focused on actionable issues. More specifically, I suggest the following:

1. Supplement question1 with asking whether the respondent is a homeowner or renter.
2. Drop question 2. I don't see how that information gets us anywhere.
3. Replace the N/A column with a blank space for residents who are dissatisfied to state a reason. Otherwise, we will just have to survey residents again to find out why.
4. Add to question 7 to include services they believe are not needed.

Regards,

Mark

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