

MEETING MINUTES FOR THE VILLAGE OF SHOREWOOD HILLS
Services Committee - DRAFT

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

financial policies including: management of village funds, investments, accumulation of reserves, financing of debt, and other related matters.

2. Parks. The village parks committee shall: review the maintenance and improvement of parks and other land owned by the village, plantings, replacement plantings, trimming of trees and other vegetation, and the protection of vegetation, and landscaping improvements for the beautification of the village. The parks committee shall also aid in the screening of candidates for positions such as horticulturist and parks manager and the assistant to the horticulturist. This committee shall also review the activities of the village forester and horticulturist and advise residents on the care of trees, plants, and plant disease.
3. Personnel. The personnel committee shall review and recommend to the village board: personnel policies and procedures; personnel transactions including hiring, evaluation, discipline, and termination of village employees; compensation and fringe benefits including annual wage increases and compensation structure; employee grievances; and federal, state, and other regulations affecting village employees.
4. Public Health & Safety. The public health and safety committee shall advise the village board on matters involving police, fire, emergency medical services, and emergency government operations. This committee also advises on public safety personnel matters involving candidate screening and staffing levels, equipment needs, and federal, state, and other regulations affecting village employees.
5. Services. The services committee shall review and advise the village board on matters related to village services for residents, refuse collection, recycling, and village buildings and facilities.
6. Public Works. The public works committee shall review and advise the village board on matters related to maintenance, repair, and installation of all public works in the village including streets, alleys, stormsewer and sewer facilities, and water utility and shall review and advise the village board on traffic control issues including the regulation and flow of automobile, bicycle, and pedestrian traffic through the Village, appropriate parking and speed restrictions, and other traffic safety issues and modifications related to roads and intersections.
7. The Blackhawk Country Club Liaison Committee shall consist of one trustee and two citizen members, and shall review and advise the Village Board on matters of mutual concern to the Village and Blackhawk Country Club, including use and maintenance of leased

VILLAGE OF SHOREWOOD HILLS
SERVICES COMMITTEE RESPONSIBILITIES

1. Vehicles and Equipment

Review the DPW Equipment list annually as needed to determine the state of the current holdings: consider replacement schedule for each item, discontinuance of usage, adding new type of equipment. DPW Chief should present suggested changes, replacement options, and recommendations to the Committee for consideration. This includes, but is not limited to, trucks, UTVs, tractors, mowers, sweepers, pumps, generators, skid steers, leaf pickers, brush chippers, and sewer jeters. Make recommendations to the Board as needed.

SHPD vehicles are not included within this committee's responsibilities.

2. Village Owned Structures

Review the state and condition of the buildings.

Consider maintenance, upkeep, and equipment (e.g. HVAC) replacement needs.

Consider remodeling and improvement proposals.

Consider the addition of new structures.

Given the state and needs of structures, determine what should be included in the Village's Capital Budget needs.

Make recommendations on contracting for space needs studies, architectural services, and engineering support.

Review bidding documents and specifications.

Review proposals that are received from bidders and make recommendations to the Board.

Review policies considering the use of VOSH structures by the public and establish usage fees as applicable.

3. Village Services

Consider and review the varying services offered to the residents and property owners, including but not limited to refuse collection, plowing, salting, leaf, brush, and greens pick up and make recommendations to the Board as needed.

**Village of Shorewood Hills
2023 Survey**

Please help the Village serve, understand, and better meet your needs by completing this 2023 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 October 15, 2023.

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. Are you a homeowner or renter?

- Homeowner
- Renter

3. Please indicate how frequently you need to receive the following services:

- Leaf and Brush Collection
- Street sweeping

4. Please rank in order of preference the service you value most:

- Snow Removal of Sidewalks
- Condition of streets in your neighborhood
- Condition of sidewalks
- Adequacy of nighttime street lighting
- Traffic calming efforts
- Safe walking and biking routes
- Ease of school traffic, drop off/pick up

5. Do you support the installation of cameras at the McKenna boathouse for use by the Shorewood Hills Police Department?

- Yes
- No

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

	Satisfied	Neutral	Dissatisfied	N/A
▪ Satisfaction with the Village Board	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Satisfaction with Village Hall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Satisfaction with Village Administrator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Value received from taxes regarding overall services and programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- 7. What services would you like more of?**

- 8. What services would you like less of?**

- 9. What would you like to communicate to the Village staff, administration and/or trustees?**

- 10. For any answer that you indicated “dissatisfied” please explain so we can better understand the issue.**

- 11. RANK in order of preference how you prefer to be informed. 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

- 12. On a scale of 1-10 with 10 being “very closely” and 1 being “not closely at all”, how closely do you follow Village issues?**

- 13. Name and Address (Optional)**

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>
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810 Shorewood Blvd
Shorewood Hills, WI 53705
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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

From: Sharon Eveland <seveland@shorewood-hills.org>

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