



Village of Lombard

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

Meeting Agenda 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

Monday, January 13, 2020

7:00 PM

Trustees Conference Room

1.0 Call to Order and Pledge of Allegiance

2.0 Roll Call

3.0 Public Participation

4.0 Approval of Minutes

Request to approve the minutes of the November 11, 2019, committee meeting.

5.0 Old Business

[190356](#)

Customer Service Policy

The Committee recommended a 60-day trial of a new automated answering service for the Village of Lombard. The Committee will review statistics from the 60-day trial and will consider staff recommendation to continue the use of the service.

6.0 New Business

[200027](#)

2020 Census

The Village will provide information on its community outreach plan regarding the 2020 Census, including Lombard's Complete Count Committee, and a recently received grant to help promote the census.

[200028](#)

Victim Services 2020 Contract

The Committee will review the Village's use of its 2019 Victim Services Contract. Staff will provide comparisons of similar/like services provided by other municipalities. The Committee will consider the 2020 Victim Services Contract.

[200029](#)

Village Launches New Intranet

Village Staff will present the new Employee Intranet and internal communication efforts to the Committee.

7.0 Other Business

8.0 Information Only

The 2019 Communications Report will be provided to the Committee members. The report will include information on 2020 communication efforts, including the piloting of a podcast program.

The Village is in the process of ending Lombard's decorative banner program, as approved by the Community Promotions and Tourism Committee.

9.0 Adjournment