



# 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, January 13, 2020

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 at 7:03 p.m. by chairperson Dan Militello.*

*The Pledge of Allegiance was led by Pam Bedard.*

#### 2.0 Roll Call

**Present** 9 - Dan Militello, Bill Ware, Pamela Bedard, Sharon Vish, Ahmed Ali, Barbara Ware, Gladys Piper, Anthony Pacilli, and Kristen Kielma  
**Absent** 1 - Michael Ledonne

*Also Present: Staff Liaison Avis Meade*

#### 3.0 Public Participation

*None.*

#### 4.0 Approval of Minutes

A motion was made by Barb Ware, seconded by Anthony Pacilli, to approve the minutes of November 11, 2019, committee meeting. The motion was approved by unanimous vote.

#### 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.

*The Committee reviewed statistics from the 60-day trial and the positive staff recommendation to continue the use of an automated phone messaging system for the Village's main phone number line.*

## 6.0 New Business

[200027](#)

### **2020 Census**

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

*Village staff provided information regarding communication and partnership efforts associated with the 2020 Census.*

[200028](#)

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.

*The Committee reviewed a memo regarding the Village's contract with Victim Services. The information provided showed that the Victim Services was used for 111.5 hours of assistance in 2019. The committee recommends inquiring with Victim Services to determine if they are able to provide additional assistance in any way.*

[200029](#)

### **Village Launches New Intranet**

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

*The Village launched a new internal Intranet to help communicate with employees. The intranet will be used as the general internet landing page for employees signed onto the Village's network. Village news will be shared on the intranet.*

## 7.0 Other Business

None.

## **8.0 Information Only**

*Avis Meade distributed the 2019 communications report.*

## **9.0 Adjournment**

A motion to adjourn the meeting was made by Pam Bedard, seconded by Gladys Piper, at 7:35 p.m. The motion was approved by unanimous vote.