

**VILLAGE OF LINDENHURST ILLINOIS**  
**2301 E. Sand Lake Road**

**REGULAR VILLAGE BOARD MEETING MINUTES**  
**November 26, 2018**  
**7:00pm**

**CALL TO ORDER**

Mayor Marturano called the Regular Village Board meeting to order at 7:00pm.

**ROLL CALL**

Present were Mayor Dominic Marturano and Trustees Bill Anderson, Patty Chybowski, Dawn Czarny, Pat Dunham, Heath Rosten, and Dawn Suchy.

Also in attendance were Village Administrator Clay Johnson, Operations Director Kevin Klahs, Utility Systems Manager Charles Hernandez, and Village Clerk Jody Stoughtenger.

**PLEDGE OF ALLEGIANCE**

**APPROVAL OF THE MINUTES**

Minutes from the Regular Board Meeting of November 12, 2018 were presented for approval.

Trustee Suchy made a motion, seconded by Trustee Dunham, to approve the minutes from the Regular Board Meeting of November 12, 2018.

**VOICE VOTE** Ayes - 6, Nays – 0

Motion carried.

**BILLS PRESENTED FOR PAYMENT**

Trustee Dunham made a motion, seconded by Trustee Anderson, to approve the second set of November bills presented for payment in the amount of \$263,002.38 for invoices due on or before November 26, 2018.

**ROLL CALL**

Ayes – 6 Trustees Anderson, Chybowski, Czarny, Dunham, Rosten, and Suchy  
Nays – 0

Motion carried.

**BOARD & STAFF REPORTS**

Trustee Suchy announced the Holiday Tree Lighting and arrival of Santa will take place Saturday, December 1<sup>st</sup> from 4:30-6:00pm at the Park District Lippert Community Center. The Park District will be collecting non-perishable food items for the Lake Villa Township Food Pantry. This is a free event.

Trustee Dunham thanked Public Works for doing a great job plowing the streets during the winter storm.

Trustee Dunham announced he will be honored at the Bicentennial Celebration for the State of Illinois on December 3, 2018. Allen Lynch, a medal of honor recipient from Vietnam and 200 other area Vietnam Veterans will also be recognized.

Trustee Anderson welcomed Troop 188 Scouts in attendance who are working diligently toward achieving their Eagle Scout rank.

Mayor Marturano and members of Village Staff attended Victory Lakes 30-year Anniversary Celebration. A tour of the facility presented upgrades and amenities that have been added to the facility over the years.

Mayor Marturano attended the first inaugural Citizen's Academy graduation. Participants were extremely complimentary of Village Staff and impressed with the amount of information presented during each class. Mayor thanked Staff for the time and effort that went into preparing for class instruction providing the academy with an understanding of everyone's roles and responsibilities within the Village. Feedback was very positive, and suggestions well received. The next class will be scheduled in 2019.

Village Administrator Johnson, on behalf of Police Chief Jones, thanked the E.R.I.N. volunteers who helped residents in need shovel and plow snow after the winter storm.

Utility Systems Manager Hernandez provided an update on the streets after the winter storm.

## **PUBLIC COMMENT ON AGENDA ITEMS**

None

## **NEW BUSINESS**

### **A. Discussion: 2018 Community Survey Results**

In May 2018, Village Board approved a professional services agreement with NuStats, Buda, Texas, to conduct a community survey for the Village. The purpose of the survey was to solicit feedback from residents on a broad range of topics pertaining to Village services, attitudes, and priorities.

Vivian Daigler of NuStats presented survey results via conference call. In summary, the data came back positive. There were clear areas in which the Village excels, but also areas for improvement.

The summary identified some positive highlights for the Village including:

- Safety within the Village
- Reliability and Quality of Waste Collection
- Effective and Professionalism of Police Officers

The report also stated that the Village garnered almost 70% of respondents who were satisfied with our ability to provide high-quality services, and 67% were satisfied with our overall quality of customer service.

The summary identified some areas for improvement identified in the survey which included:

- Customer service
- Street/road repair

The Board provided feedback to help with addressing components of the survey. Some suggestions were to begin a strategic planning process which could create tangible and measurable goals for the organization to achieve over the next three to five years.

After discussion, it was the consensus of the Board that Staff move forward with creating a project scope that engages the community in developing solutions for areas of improvement identified in the survey.

**PUBLIC COMMENT ON GENERAL ITEMS**

Resident commented on the unique numbering that appeared on each individual survey. Resident also commented on the role of the consultant in preparation of the survey questions.

Resident commented on the survey response rate.

**EXECUTIVE SESSION**

None

**ADJOURNMENT**

Trustee Chybowski made a motion, seconded by Trustee Dunham, to adjourn the meeting.

**VOICE VOTE** Ayes - 6, Nays - 0

Motion carried.

The meeting was adjourned at 8:08pm.

Date Approved \_\_\_\_\_

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**Dominic Marturano, Mayor**

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**Jody Stoughtenger, Village Clerk**