

MINUTES OF THE WORK SESSION
CITY COUNCIL OF CREST HILL
WILL COUNTY, ILLINOIS
April 12, 2022

The April 12, 2022 City Council work session was called to order by Mayor Raymond R. Soliman at 6:00 p.m. in the Public Works Bldg. 2090 Oakland Ave. Crest Hill, Will County, Illinois.

The following Council members were present: Mayor Raymond Soliman, City Clerk Christine Vershay-Hall, City Treasurer Glen Conklin, Alderman Scott Dyke, Alderman John Vershay, Alderwoman Claudia Gazal, Alderman Darrell Jefferson, Alderperson Tina Oberlin, Alderman Mark Cipiti, Alderman Nate Albert,

Also present were: Administrator Jim Marino, Director of Public Works Mark Siefert, Police Chief Ed Clark, Finance Director Lisa Banovetz, Economic Developer Steve Gulden

Absent were: Alderman Joe Kubal, Assistant Public Works Director Blaine Kline, City Engineer Ron Wiedeman, Interim Planner Maura Rigoni, City Attorney Mike Stiff, IT Director Tim Stinnett.

TOPIC: Visioning Retreat

Collaborative Vision:

Director Gulden explained the Crest Hill's Culture Existence. We are trying to have the Service Excellence Book, that starts at the top and goes all the way down to the bottom. Director Gulden feels that we all have goals, and we have different ways of getting there. Some of the core values that were discussed are, to do better, learn from older siblings, treat others as you want to be treated, serve, watch a parent go to work every day, sports, respecting other people's space.

What is a Core Value:

Core values are traits or qualities that are not just worthwhile, they represent an individual's or an organization's highest priorities, deeply held beliefs, core, and fundamental driving forces. They are the heart of what your organization and its employees stand for in the world. It's up to the department heads to set the core values and pass them down and make sure that others are held accountable and get them done.

Group Exercise on Core Values to achieve your vision for Crest Hill:

- Lead by example – must follow, work ethic
- Define your purpose – set goals everyday
- Passion, dedication and hard work
- Transparency
- Treat people the way you want to be treated, respect
- Reliability/Accountability – do as you say
- Professionalism – to your environment
- Integrity – action, honesty, willingness, transparency, trustworthy, hold true
- Do the right thing – how you act when no one is watching
- Community First

- Exceptional Service – respect, passion, dignity, meets and exceeds resident’s needs, genuine care
- Family Oriented
- Respect others points of views, diversity,
- Collaboration
- Responsive – fix it now and follow up
- Trust, loyalty and dedication
- Responsible for your actions
- Hold yourself accountable
- Partnership
- Progressive, Integrative
- Calculated Risk
- Pride in what we do
- Embrace tradition
- Recognize we are all ambassadors to the city
- Image
- Open mindedness
- Teamwork, come together for a common goal
- Own up decisions
- Respect the past, but embrace the future

What does success look like:

- We all need to agree
- Must be outcome based
- Getting results
- Some of the Business Vision Statements
- Patagonia – Were in business to save our home planet
- American Express – Become essential to our customers by providing differentiated products and services to help them achieve their aspiration
- TED – Spread ideas
- IKEA – To create a better everyday life for the many people

Our vision is to be a desirable home for residents and businesses..... are goals are....

Group Exercise what does success look like to you?

- To improve our image
- Increase property value
- Expand business community
- Invest in the community
- Create memorable experience for residents and businesses
- Moving forward and always improving
- Trust all areas of the community equal
- Detain current residents and businesses
- Create an atmosphere of live, work and play
- Cherish past, embrace future
- Create diverse revenue streams that minimize impact on residents
- Partner with other governmental agencies
- Provide amenities for our residents
- To be a resource for residents to improve their quality of life

- Create programs that don't impact the taxpayers
- Engage residents
- Growing together, Uniting the neighborhoods
- Professionalism, how we represent ourselves
- Provide necessary infrastructure to attract professional development
- Create a diverse housing market
- Provide a safe environment
- Embrace change and innovation
- Listen to our residents
- Aim high

We going to make wrong decisions, but we need to learn from them and try not to make them again.

Its important to train staff on customer service:

- 1st impression
- Safety
- Communication
- Personalized Service
- Efficiency

Create mission statement

Team building on trust and how to build it

PUBLIC COMMENTS: There were no public comments.

The meeting was adjourned at 8:42 p.m.

Approved this 18 day of April, 2022

As presented ✓

As amended _____


CHRISTINE VERSHAY-HALL, CITY CLERK


RAYMOND R. SOLIMAN, MAYOR