

**VILLAGE OF GERMANTOWN
VILLAGE BOARD MEETING MINUTES
February 1, 2021**

CALL TO ORDER: The meeting was called to order at 7:00 p.m. by President Wolter.

ROLL CALL: Present: President Wolter, Trustees Baum, Hudson, Miller, Myers, Wing, and Zabel. Absent Excused: Trustees Kaminski and Pieper. Also present: Administrator Kreklow, Clerk Braunschweig, Attorney Sajdak (Webex), Chief Snow, Director Schroeder, and Manager Tucker. Clerk's Note: This was a partial Virtual Webex Meeting.

PLEDGE OF ALLEGIANCE:

PRESIDENT'S REPORT:

President Wolter reported that there is a new youtube link to the previously recorded videos on the agenda. Manager Tucker reported that the videos are being uploaded as time allows. There will not be videos posted on the website.

There is an opening on the Police and Fire Commission. There is an application available on-line. Those applications will be gathered for another week or two.

Zabel commented on the upcoming committee appointments.

ANNOUNCEMENTS OF FORTHCOMING EVENTS OF PUBLIC INTEREST/DEPARTMENT AND COMMITTEE REPORTS:

The following individuals will be given the opportunity to make announcements of future municipal activities: Village President, Village Board Members, Village Administrator, Village Attorney, Village Clerk, And Department Heads, to include:

CITIZEN INPUT/PUBLIC APPEARANCE on items not subject to a public hearing:

None.

CONSENT AGENDA:

- A. Approval of Minutes January 18, 2021 Regular Village Board Meeting.
- B. Accounts payable/payroll
 - 1. January 11, 2021 Accounts Payable \$ 1,247,454.27
 - 2. January 19, 2021 Payroll (Hourly) \$ 241,763.66
 - 3. January 30, 2021 Payroll (Salary) \$ 103,794.00

Motion (Baum/Myers) to approve Consent agenda A-B. Roll call vote carried unanimously.

UNFINISHED BUSINESS:

- A. None.

NEW BUSINESS:

A. Administrator 2021 Competencies and Objectives.

Administrator Kreklow reported on the 2021 Competencies and Balanced Scorecard Objectives. The format is the same as used in the past. Last year due to Covid the competencies were measured rather than the full objectives.

This sets the priorities for the department directors and departments.

Discussion ensued of removal of finishing with a general fund surplus and completion of 2050 land use plan.

Discussion ensued of how to measure communication and engagement and effective communication of the water rate increase to the public. Discussion ensued of the item as subjective.

Discussion ensued of workshops, website, and improved documents for the budget process,

Discussion ensued of customer relations in Village Hall and surveys and how customer complaints are tracked. Discussion ensued of a customer service management system and feedback.

Most complaints are related to snowplowing, tax increase, or noise.

Engaging with the public early in the budget process was discussed.

Discussion ensued of internal employee engagement surveys.

Discussions ensued of a customer service and is the response timely.

Discussion ensued of the water rate communication and how we handle as a Village.

Discussion ensued of the definitions of scores and measurements and timelines. Rebooting of the employee performance measurements was discussed. Process to include four policies to improve. Financial to include a five year capital plan and tax levy.

Discussion ensued of the water rate increase and the communication and education of the increase. Time and focus will be communication of the increase.

Customer to include customer service management system.

ADJOURNMENT.

ADJOURNMENT: There being no further business, the meeting adjourned at 8:15 p.m.

The next regular meeting of the Village Board will be on Monday, February 15, 2021 at 7:00 p.m.

Respectfully Submitted,

Deanna Braunschweig

Deanna B. Braunschweig, WCMC/CMC
Village Clerk