

THE MINUTES OF THE MEETING
OF THE BOARD OF TRUSTEES
VILLAGE OF ROSELLE
FEBRUARY 4, 2022
Meeting Held at Roselle Village Hall
Council Chambers
31 S. Prospect
Roselle, IL. 60172
Strategic Planning Workshop

1. CALL TO ORDER

The meeting of the Board of Trustees of the Village of Roselle was called to order at 5:00 p.m. by Mayor Pileski.

2. ROLL CALL:

Upon Roll Call the following answered: Mayor Pileski, Trustees Berkshire, Della Penna, Domke, Lenisa, Piorkowski and Trejo.

OTHERS PRESENT: Village Administrator Jason Bielawski, Assistant Village Administrator Brian Joanis, Finance Director Tom Dahl, Public Works Director Karen Young, Assistant Public Works Director Kristin Mehl, Economic Analyst Matthew Galloway and Village Clerk Patty Burns.

3. CITIZEN COMMENTS/QUESTIONS - None

4. STRATEGIC PLANNING WORKSHOP – Led by Craig Rapp

There are 3 styles of customer service. Where does Roselle see itself?

1. Operational excellence – Walmart, Southwest Airlines
2. Product/Service leadership – Apple, Google – leading edge
3. Customer Intimacy – Nordstrom's; first name basis with customers

SWOT Analysis

Strengths:

1. Elected officials with diverse backgrounds
2. Staff
3. Planning
4. Finances
5. Community
6. Organization is adaptable

Weaknesses:

1. Staffing – many new employees and many retiring
2. Capital needs and revenue sources
3. Limited green space
4. Outdated codes and ordinances
5. Keeping up with technology advancements and demands

Opportunities:

1. Redevelopments
2. Expand & enhance relationships
3. Leverage existing funding sources

Threats:

1. Infrastructure (age of)
2. External mandates
3. Limited economic development opportunities
4. Recruiting and retaining excellent staff

MAIN CHALLENGES ROSELLE FACES TODAY:

1. Financing – revenues
2. Redevelopment
3. Vision of the future concept
4. Staffing
5. Maintaining and expanding infrastructure
6. Customer & citizen expectations
7. Supply chain issues impacting abilities

Based on the challenges facing Roselle today, what are 4-5 broad brush priorities to address in the next 3 years?

1. Fiscal Stewardship
 2. Targeted Economic Redevelopment
 3. Operational sustainability
 4. Stable/reliable infrastructure
 5. Customer Experience
5. MOTION TO ADJOURN
Motion by Trustee Berkshire, second by Trustee Trejo, to Adjourn the Strategic Planning Workshop at 8:25 p.m.
Upon Voice Vote: **MOTION CARRIED.**

Submitted on this 14th day of February, 2022.

Patty Burns, Village Clerk