

A G E N D A

COMMITTEE OF THE WHOLE MEETING OF THE MAYOR AND BOARD OF TRUSTEES OF THE VILLAGE OF WILLOWBROOK TO BE HELD ON MONDAY, AUGUST 8, 2022, AT 5:30 P.M. 7760 QUINCY STREET, WILLOWBROOK, IL, DUPAGE COUNTY, ILLINOIS

**DUE TO THE COVID 19 PANDEMIC, THE VILLAGE WILL BE UTILIZING A ZOOM WEBINAR. MEMBERS OF THE PUBLIC CAN ATTEND THE MEETING VIA ZOOM WEBINAR BY VIDEO OR AUDIO. IF A MEMBER IS USING ZOOM, PLEASE EITHER USE YOUR PHONE OR COMPUTER, NOT BOTH.**

**THE PUBLIC CAN UTILIZE THE FOLLOWING CALL-IN NUMBER:**

**Dial-in Phone Number: 312-626-6799**

**Meeting ID: 871 8480 0309**

**Written Public Comments Can Be Submitted By 5:15 P.M. on August 8, 2022, to [aarteaga@willowbrook.il.us](mailto:aarteaga@willowbrook.il.us)**

1. CALL TO ORDER
2. ROLL CALL
3. PLEDGE OF ALLEGIANCE
4. VISITORS' BUSINESS - Public Comment is Limited to Three Minutes Per Person
5. ADOPTION OF A NEW PRIMARY AND SECONDARY LOGO FOR THE VILLAGE OF WILLOWBROOK
6. IMPLEMENTATION AND DEPLOYMENT OF CIVIC PLUS' SECLICKFIX CITIZEN REQUEST MANAGEMENT SYSTEM.
7. ADJOURNMENT

# VILLAGE OF WILLOWBROOK

## COMMITTEE OF THE WHOLE AGENDA ITEM – HISTORY/COMMENTARY

**ITEM TITLE:**

ADOPTION OF A NEW PRIMARY AND SECONDARY LOGO FOR THE VILLAGE OF WILLOWBROOK

**AGENDA NO. 5.**

**AGENDA DATE: 8/8/2022**

**STAFF REVIEW:** Sean Halloran, Asst. Village Administrator

**SIGNATURE:** 

**LEGAL REVIEW:** Tom Bastian, Village Attorney

**SIGNATURE:** 

**RECOMMENDED BY:** Brian Pabst, Village Administrator

**SIGNATURE:** 

**ITEM HISTORY (PREVIOUS VILLAGE BOARD REVIEWS, ACTIONS RELATED TO THIS ITEM, OTHER PERTINENT HISTORY)**

Since 2000, the Village has changed or altered its logo four times. Most recently in 2013, the Village adopted a new logo with a cursive “W”, which differentiated itself from surrounding municipalities in DuPage County. After reviewing the newly installed Village entrance signs, Village Hall signs and Park signage, staff is recommending that the Village fully adopt the logo below as the final logo on all Village communication and material.

Existing – Primary:



Proposed – Primary:



Existing – Secondary



Proposed – Secondary

Village of  
**WILLOWBROOK**

**ACTION PROPOSED:**

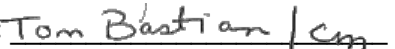
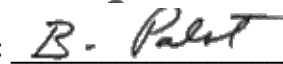
Provide Feedback

# VILLAGE OF WILLOWBROOK

## COMMITTEE OF THE WHOLE AGENDA ITEM – HISTORY/COMMENTARY

**ITEM TITLE:**

IMPLEMENTATION AND DEPLOYMENT OF CIVIC PLUS'  
SEECCLICKFIX CITIZEN REQUEST MANAGEMENT SYSTEM.

**AGENDA NO. 6.****AGENDA DATE: 8/8/2022****STAFF REVIEW:** Alex Arteaga, Assistant to the Village Administrator**SIGNATURE:****LEGAL REVIEW:** Tom Bastian, Village Attorney**SIGNATURE:****RECOMMENDED BY:** Brian Pabst, Village Administrator**SIGNATURE:****ITEM HISTORY (PREVIOUS VILLAGE BOARD REVIEWS, ACTIONS RELATED TO THIS ITEM, OTHER PERTINENT HISTORY)**

The Village currently utilizes CivicPlus as its website host/vendor for willowbrookil.org. As a current client of CivicPlus, staff was offered a free trial subscription to their Citizen Request Management System, SeeClickFix. SeeClickFix is a 311 online/mobile platform that allows residents to report issues, identify repair needs, share feedback, and ask questions of their local government leaders and staff. For staff, the program provides more transparent workflows and allows the Village to catalog metrics on the time for task completion between when a resident submits a service request and when said service request is completed.

Initially, the program will allow residents to create service requests within the following categories: sidewalk repair, damaged trees, refuse/recycling, roadkill incidents, road repair, street signs, fire hydrants, vandalism, standing water, storm drain/catch basin issues, streetlights, property maintenance issues, water main breaks, snow plowing, and utility box/station/wire issues.

Staff will have the ability to add additional request categories for resident use and modify existing request categories if needed. The SeeClickFix program will allow Village staff to continue to address residential service requests but with better administrative oversight of task/role assignments and time of completion for each request category.

The free trial period of this program will expire on 12/31/2022, depending on feedback received and resident utilization of the program, the Board and Village staff can determine if it's in the Village's best interest to purchase a license for continued use of this software.

**ACTION PROPOSED:**

Provide Feedback.