



To: Finance Committee
David A. Hulseberg, Village Manager

From: Timothy Sexton
Director of Finance

Date: August 20, 2012

Subject: Satellite Village Hall in Downtown Lombard

On May 17, 2012, the Village Board of Trustees discussed the feasibility of opening a Satellite Village Hall office in downtown Lombard. Attached is the original memo to the Village Board regarding the satellite village hall location, in which staff provided an estimate of the costs associated with this location. The Trustees requested that the Finance Committee and Economic and Community Development Committee (ECDC) review this issue and provide a recommendation. In addition, the Village Board asked staff to look at reducing the costs of this satellite location by using existing personnel, which is explored further below. Due to questions raised by the Trustees during the meeting, staff has prepared the following additional information for the Committees to consider.

The ECDC is tasked at looking at locations other than Fifth Third Bank. Staff in the Community Development Department has collected data for each of the downtown vacant sites. Trustee Wilson stated that he does not like the idea of government and private business joining together to share an office. Trustee Fitzpatrick mentioned looking at the Lombard Towne Centre or the Fire Station as possible locations. The Lombard Towne Centre office at 104 W. St. Charles Rd. is not ADA accessible. The Fire Station is a secure area and may not be an appropriate place for walk in customers, as well as there is very little open space that could be used for this purpose. However, the ECDC will explore these locations as well as other potential locations. From a financial perspective for the Finance Committee, it should be noted that having a separate office will likely cost the Village for rental of the space. Community Development staff has indicated that rental costs would be approximately \$10/square foot (on an annual basis), plus any build-out and ancillary costs.

Current and Past Partnerships

Some services offered at the Village Hall are already offered at other locations throughout the Village. Vehicle stickers can be bought online, at the Police Department (after hours), and at all West Suburban Bank locations in Lombard from March 15-April

30th. Refuse and yard waste stickers can be bought at Jewel in Lombard and Villa Park, Schroeder's Ace Hardware, and West Suburban Bank. Finally, residents can pay their water bill at West Suburban Bank (1122 S. Main St. and 711 S. Westmore Ave.) and at Harris Bank (345 S. Main St.).

In the past Harris Bank, Fifth Third, MB Financial, and Cole Taylor sold vehicle stickers for the Village. They chose to stop selling the stickers because very few residents purchased the stickers at their banking facilities, despite numerous attempts to market this service with residents. This year 203 vehicle stickers were sold at the Lombard West Suburban Banks (about 0.6% of all stickers sold) and 232 stickers were sold after hours at the Lombard Police Department.

Recently, the Village purchased a new software system and the goal is to have as many services as possible available online. Starting in January 2013, the Village will accept payment for water bills online. This is the one area that staff has heard from residents, that they wanted to see expanded options online for doing business with the Village.

Staffing Options

The Village Board also requested that staff research the possibility of using existing staff for operating the Satellite Village Hall. The Finance Department is staffed at the bare minimum for the current hours of operation. Staffing in the Finance Department has been reduced by 21.4% over the last 6 years, going from 21 full-time equivalents (FTE's) to 16.5 FTE's. Other Departments have also similarly cut back on staffing, which does not lend to using staffing from each department to cover the satellite location.

3,468 labor hours per year are required to staff the existing front desk at Village Hall, including the total hours that the Village Hall is open, lunch coverage, coverage for paid time off (vacation, etc.), and an additional 150 hours for additional vehicle sticker coverage and training for staff. The front desk area has one full-time and two part-time Customer Service Representatives with a total of 3,432 labor hours per year for front desk coverage. Employees with higher hourly rates must be pulled away from their primary duties if additional coverage is required. Currently, the Finance Department's Administrative Secretary is assisting in answering the main Village phone number to keep up with the high number of calls. While other personnel in the Finance Department are assisting the front desk, their primary duties are not being done. This leads to becoming very reactive, instead of being proactive, which in turn leads to becoming less efficient. Also, as staff is stretched thinner and thinner, the level of customer service falls as they have more work to do than time allotted to perform the work.

Therefore, staff believes that we cannot add additional services and staff an additional location without additional personnel and the associated cost. The only way staff can see doing this without additional personnel and their associated costs is by cutting back services elsewhere, such as using the existing automated phone system to direct calls, eliminating senior vehicle stickers, eliminating Monday night customer service hours, and/or changing or eliminating the senior taxi cab program, which is a very time consuming and manual process.