



## MEMORANDUM

**TO:** Peter Breen, Chairperson  
Economic and Community Development Committee

**FROM:** William J. Heniff, AICP, Director of Community Development 

**DATE:** September 10, 2012

**SUBJECT:** Downtown Satellite Office

### Background

On May 17, 2012, the Village Board of Trustees discussed the feasibility of opening a Satellite Village Hall office in downtown Lombard (original memo attached as Exhibit A). As part of that discussion, staff noted that Fifth Third Bank, located at 211 W St. Charles Road, offered to provide a small work space free of charge to the Village to allow residents access to various Village services. As part of that discussion, staff noted that startup costs would range from about \$8,000-\$11,000. Staff also highlighted some of the items that needed further discussion including staffing, hours, technology needs and services offered. While a few of the Trustees expressed some concerns with the concept, the Village Board requested that the Finance Committee and Economic and Community Development Committee (ECDC) review this idea and provide a recommendation to the Board. More specifically, the Finance Committee was tasked at looking at the staffing options for the satellite office and funding options. The ECDC was tasked with reviewing the various downtown locations/vacant spaces to determine the most appropriate site.

### Finance Committee Recommendation

On August 27, 2012, the Finance Committee reviewed the satellite office concept (memo attached as Exhibit B) and ultimately made a unanimous recommendation to not move forward with the idea. They stated that it was not a good use of Village funds and resources. Furthermore, they suggested that once more services are offered online as part of the Village's "New World" software implementation, many residents will be able to get most Village business done online.

The Finance Committee also discussed having downtown businesses sell garbage stickers. In the past the Village has received concerns from residents on the north side of town stating that there are no places close to them that sell garbage stickers. The committee noted that 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 30<sup>th</sup>. 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.

### **ECDC Directive**

The ECDC is being asked to review possible locations for a downtown satellite office. Staff has attached a listing of all available properties located within the Downtown TIF District. When considering locations within the downtown, most of the properties available are for lease only. Therefore, as a downtown satellite office is being considered, costs associated with this improvement should be based on renting the space as a tenant. The following are some key items for consideration:

#### *Size*

Staff estimates that a minimum of approximately 1000 square feet is required to operate a storefront office. While there are several vacant spaces within the downtown area, many exceed 1,000 square feet. Therefore if the Village considers a location that is larger than our needs, the Village will still likely be required to pay rent on the entire square footage.

#### *Location*

Staff suggests that the location of a downtown satellite office should be located within the Downtown TIF area (map attached as Exhibit C). This is the area that was identified as the "Downtown" per the 2011 Downtown Plan. Furthermore, a first floor location should be the only location considered since the space would be required to meet ADA requirements.

#### *Rent*

Typical rent for a first floor space within the downtown area ranges between \$8-\$12/sf per year. Additional costs associated with property taxes, utilities and common area maintenance (CAM) are also anticipated and this can vary for each property.

---

#### *Improvement Costs*

Given the condition of many of the available properties downtown, a significant amount of buildout costs could be expected. Staff estimates that buildout costs could range from \$80-\$100/sf of rental space. While this may seem high, since this will be a public space, the office would have to be handicapped accessible, likely need both a men's and women's accessible washroom, possible upgrades to the HVAC system and accessible counter space/workstations. It is possible that a newer space such as 141 W St. Charles may be available, the Village will likely pay double in rent. While the properties are located within the Downtown TIF District, most of these costs would not be TIF Eligible. Staff would have to review funding issues further should this concept be advanced.

Overall, it can be estimated that the Village would need to allocate between \$100,000 and \$150,000 for the first year of operation. This does not include any staffing costs.

**Action Requested**

As with the Finance Committee, the ECDC is being requested to make a recommendation to the Village Board relative to a downtown satellite office location. Staff recommends that the ECDC concur with the recommendation of the Finance Committee and not advance the downtown Village Hall concept.

---

# AVAILABLE PROPERTIES

---



# Village of Lombard

## Available Properties - Downtown/St. Charles Road/Central Lombard Area

### 21-23 W St Charles Road

**Building Type** Retail  
**Building Status** Built in 1965  
**Zoning** B5  
**Land Area** 8,022  
**Stories** 1.00  
**Building SF** 4,653  
**SF Available** 3,400  
**Contiguous SF** 0  
**Smallest SF** 0  
**Rent/SF/Yr**  
**Expenses**  
**Parking**  
**For Sale**  
**Contact** Steve Harnack  
 630-691-8535

**Property Type** Retail

**Building Notes:**

Rear Entrance to building in private parking area, directly across from the train station.

#### Site Image



#### Location Map



#### Demographics

| 2007<br>Drivetime<br>Estimates | Population | Median<br>Household<br>Income |
|--------------------------------|------------|-------------------------------|
| 5 min.                         | 48,122     | \$ 76,522                     |
| 10 min.                        | 248,057    | \$ 75,498                     |
| 15 min.                        | 598,323    | \$ 76,165                     |



# Village of Lombard

Available Properties - Downtown/St. Charles Road/Central Lombard Area

## 3 & 7 S Park Ave

**Building Type** Retail  
**Building Status** Built in 1920  
**Zoning** B5  
**Land Area** 4,562  
**Stories** 1.00  
**Building SF** 3,430  
**SF Available** 0  
**Contiguous SF** 0  
**Smallest SF** 0  
**Rent/SF/Yr**  
**Expenses**  
**Parking**  
**For Sale**  
**Contact** Steve Harnack  
 630-691-8535

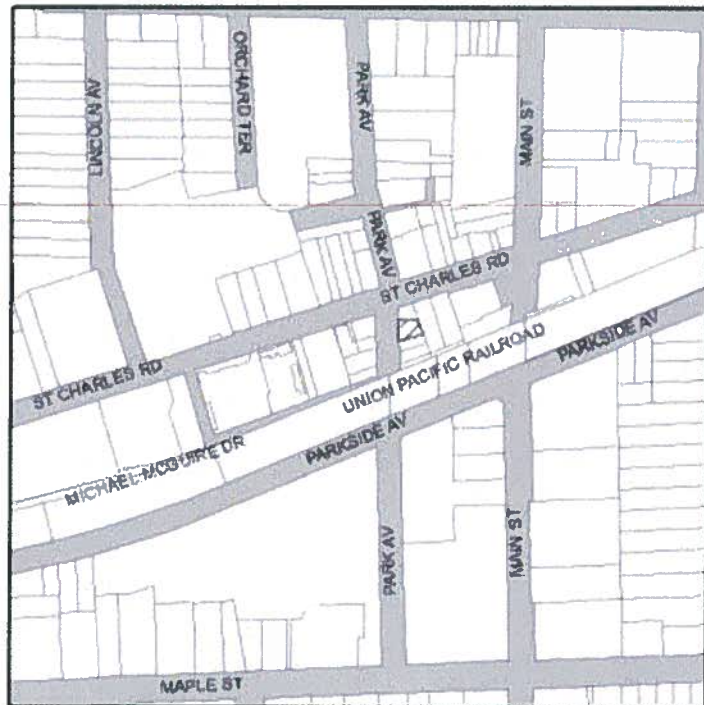
**Property Type** Retail

**Building Notes:**

### Site Image



### Location Map



### Demographics

| 2007<br>Drivetime<br>Estimates | Population | Median<br>Household<br>Income |
|--------------------------------|------------|-------------------------------|
| 5 min.                         | 48,122     | \$ 76,522                     |
| 10 min.                        | 248,057    | \$ 75,498                     |
| 15 min.                        | 598,323    | \$ 76,165                     |





# Village of Lombard

## Available Properties - Downtown/St. Charles Road/Central Lombard Area

### 3-15 N Main Street

**Building Type** Retail  
**Building Status** Built in 1951  
**Zoning** B5  
**Land Area** 10,000  
**Stories** 2.00  
**Building SF** 13,000  
**SF Available** 2,400  
**Contiguous SF** 600  
**Smallest SF** 200  
**Rent/SF/Yr** negotiable  
**Expenses**  
**Parking**  
**For Sale**  
**Contact** Soccoro Jaworski  
 630-627-8118

**Property Type** Retail

**Building Notes:**

- rent includes utilities

### Site Image



### Location Map



### Demographics

| 2007<br>Drivetime<br>Estimates | Population | Median<br>Household<br>Income |
|--------------------------------|------------|-------------------------------|
| 5 min.                         | 48,122     | \$ 76,522                     |
| 10 min.                        | 248,057    | \$ 75,498                     |
| 15 min.                        | 598,323    | \$ 76,165                     |



# Village of Lombard

Available Properties - Downtown/St. Charles Road/Central Lombard Area

## 16 W St Charles Rd

|                        |                                     |                        |        |
|------------------------|-------------------------------------|------------------------|--------|
| <b>Building Type</b>   | Retail/Storefront/Office            | <b>Property Type</b>   | Retail |
| <b>Building Status</b> | Built 1925                          | <b>Building Notes:</b> |        |
| <b>Zoning</b>          | B5                                  |                        |        |
| <b>Land Area</b>       | 0.11 acres                          |                        |        |
| <b>Stories</b>         | 2.00                                |                        |        |
| <b>Building SF</b>     | 3,120                               |                        |        |
| <b>SF Available</b>    | 1,560                               |                        |        |
| <b>Contiguous SF</b>   | 1,560                               |                        |        |
| <b>Smallest SF</b>     | 1,560                               |                        |        |
| <b>Rent/SF/Yr</b>      | negotiable                          |                        |        |
| <b>Expenses</b>        | negotiable                          |                        |        |
| <b>Parking</b>         |                                     |                        |        |
| <b>For Sale</b>        | For sale at \$349,000 (\$111.86/sf) |                        |        |
| <b>Contact</b>         | Frank Sakelaris 630-416-3311        |                        |        |

### Site Image



### Location Map



### Demographics

| 2007<br>Drivetime<br>Estimates | Population | Median<br>Household<br>Income |
|--------------------------------|------------|-------------------------------|
| 5 min.                         | 48,122     | \$ 76,522                     |
| 10 min.                        | 248,057    | \$ 75,498                     |
| 15 min.                        | 598,323    | \$ 76,165                     |





# Village of Lombard

Available Properties - Downtown/St. Charles Road/Central Lombard Area

## 241 W St Charles Rd

**Building Type** Retail  
**Building Status** Built 1958  
**Zoning** B5  
**Land Area** 1.49 acres  
**Stories** 1.00  
**Building SF** 23,320  
**SF Available** 8,000  
**Contiguous SF** 8,000  
**Smallest SF** 8,000  
**Rent/SF/Yr**  
**Expenses**  
**Parking** Surface lot  
**For Sale** No  
**Contact** Dan Harris 630-690-0037

**Property Type** Retail  
**Building Notes:**

Site Image



Location Map



### Demographics

| 2007<br>Drivetime<br>Estimates | Population | Median<br>Household<br>Income |
|--------------------------------|------------|-------------------------------|
| 5 min.                         | 48,122     | \$ 76,522                     |
| 10 min.                        | 248,057    | \$ 75,498                     |
| 15 min.                        | 598,323    | \$ 76,165                     |

Report Date



# Village of Lombard

Available Properties - Downtown/St. Charles Road/Central Lombard Area

## 141 W St. Charles Rd - Lincoln Place

**Building Type** Retail/Storefront -Retail/Residential

**Building Status** Existing

**Zoning** B5PD

**Land Area** 0.09 AC

**Stories** 4.00

**Building SF** 58,524

**SF Available** 1,050

**Contiguous SF** 1,050

**Smallest SF** 1,050

**Rent/SF/Yr** \$18.00

**Expenses**

**Parking** 25 surface spaces available

**For Sale** No

**Contact** Landmark Partners, 847-649-2660

**Property Type** Retail

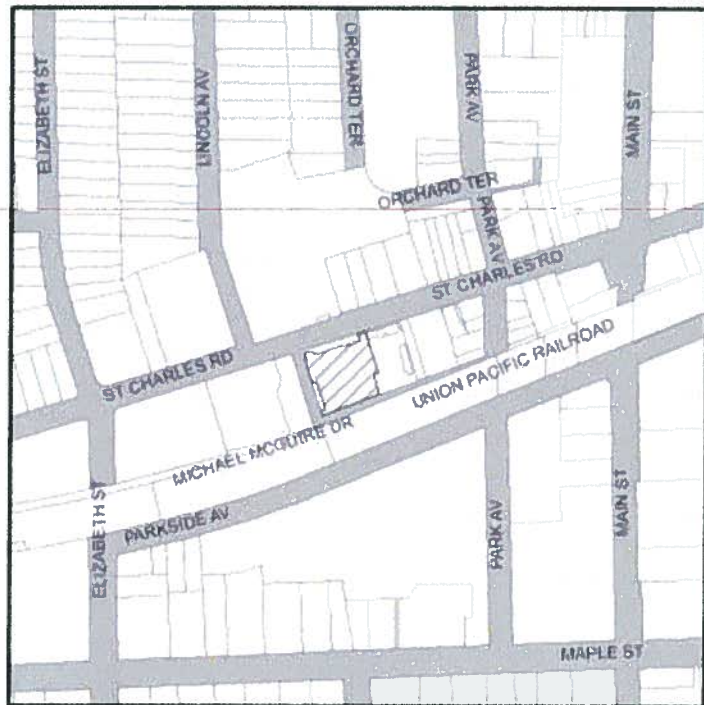
**Building Notes:**

- Prominent downtown location
- Two blocks west of Main St. on St. Charles Road
- Walk to Metra train station
- Immediately adjacent to brand new splash park and Fifth/Third Bank
- Walgreens located 1/4 mile west
- Hundreds of condos in immediate area
- Capone's & Praga Restaurants nearby

**Site Image**



**Location Map**



**Demographics**

| 2007<br>Drivetime<br>Estimates | Population | Median<br>Household<br>Income |
|--------------------------------|------------|-------------------------------|
| 5 min.                         | 48,122     | \$ 76,522                     |
| 10 min.                        | 248,057    | \$ 75,498                     |
| 15 min.                        | 598,323    | \$ 76,165                     |



# Village of Lombard

## Available Properties - Downtown/St. Charles Road/Central Lombard Area

### 108 E St Charles Rd

**Building Type** Class B Industrial  
**Building Status** Existing  
**Zoning** I  
**Land Area** 13,721  
**Stories** 1.00  
**Building SF** 7,333  
**SF Available** 7,333  
**Contiguous SF** 7,333  
**Smallest SF** 7,333  
**Rent/SF/Yr** \$8.25

**Expenses**

**Parking** 4 surface spaces - ratio 0.59/1,000 SF  
**For Sale** \$565,000 (\$77.05/SF) - Active  
**Contact** Brown Commercial Group  
 Dan Brown 847-758-9200 x1  
 Mike Antonelli 847-758-9200 x306

**Property Type** Industrial

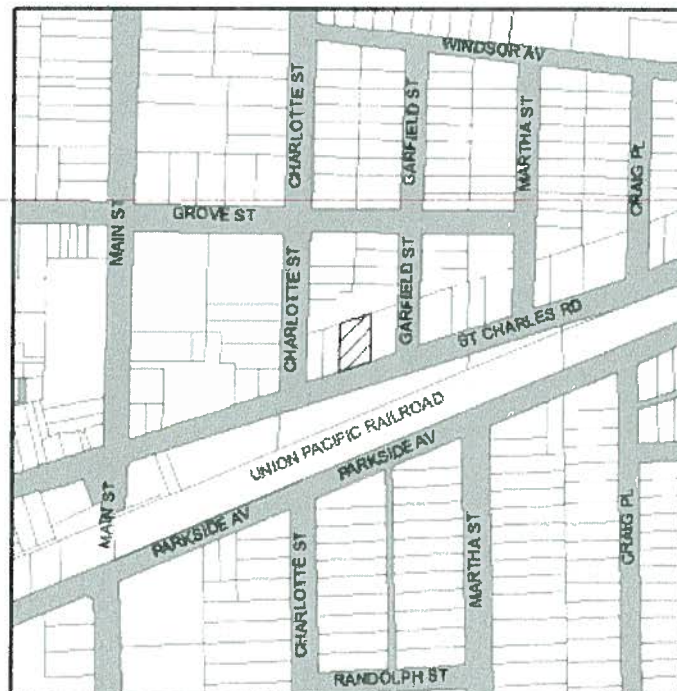
**Building Notes:**

- Great investment property
- Single tenant triple net lease
- Great exposure on St. Charles Rd./Downtown Lombard
- 10% Cap
- Fully leased

**Site Image**

No image available

**Location Map**



**Demographics**

| 2007<br>Drivetime<br>Estimates | Population | Median<br>Household<br>Income |
|--------------------------------|------------|-------------------------------|
| 5 min.                         | 48,122     | \$ 76,522                     |
| 10 min.                        | 248,057    | \$ 75,498                     |
| 15 min.                        | 598,323    | \$ 76,165                     |



# Village of Lombard

## Available Properties - Downtown/St. Charles Road/Central Lombard Area

### 23 N Main St

**Building Type** Office

**Building Status** Built 1974

**Zoning** B5

**Land Area** 15,000 sq ft

**Stories** 1.00

**Building SF** 3,265

**SF Available** 3,265

**Contiguous SF** 3,265

**Smallest SF** 3,265

**Rent/SF/Yr** \$20.00

**Expenses** 2010 Taxes \$12,874

**Parking** 22 cars

**For Sale** Yes - \$675,000

**Contact** Thomas Bosshart 630-694-1000

**Property Type** Retail

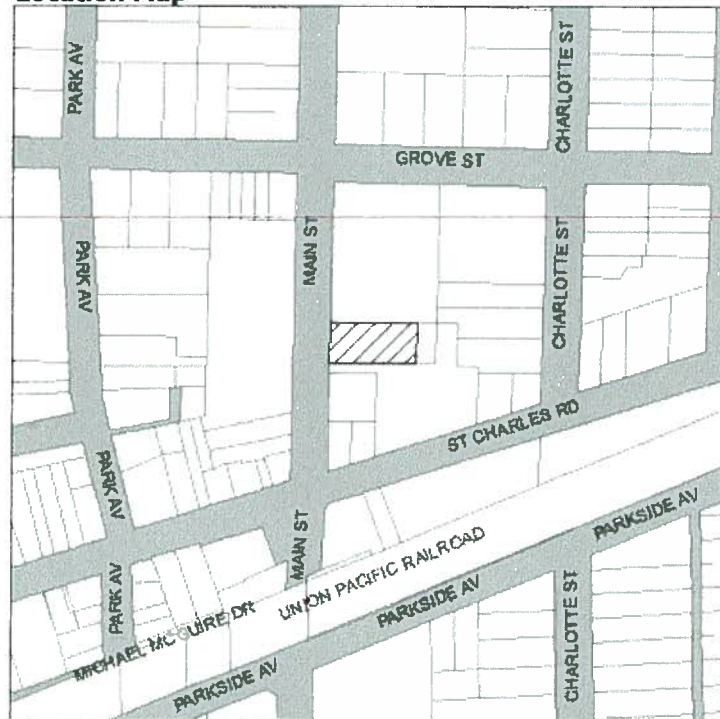
**Building Notes:**

- Excellent downtown Lombard location near Metra
- Well-maintained freestanding brick structure
- Full basement
- Ample parking

### Site Image



### Location Map



### Demographics

| 2007<br>Drivetime<br>Estimates | Population | Median<br>Household<br>Income |
|--------------------------------|------------|-------------------------------|
| 5 min.                         | 48,122     | \$ 76,522                     |
| 10 min.                        | 248,057    | \$ 75,498                     |
| 15 min.                        | 598,323    | \$ 76,165                     |





# Village of Lombard

Available Properties - Downtown/St. Charles Road/Central Lombard Area

## 145 S Main St

**Building Type** Office/Retail **Property Type** Office

**Building Status** Built 1967 **Building Notes:**

**Zoning** B5

**Land Area** 25,649 sq. ft.

**Stories** 0.00

**Building SF** 19,800

**SF Available** 1,500

**Contiguous SF** 1,500

**Smallest SF** 500

**Rent/SF/Yr**

**Expenses**

**Parking** Surface lot

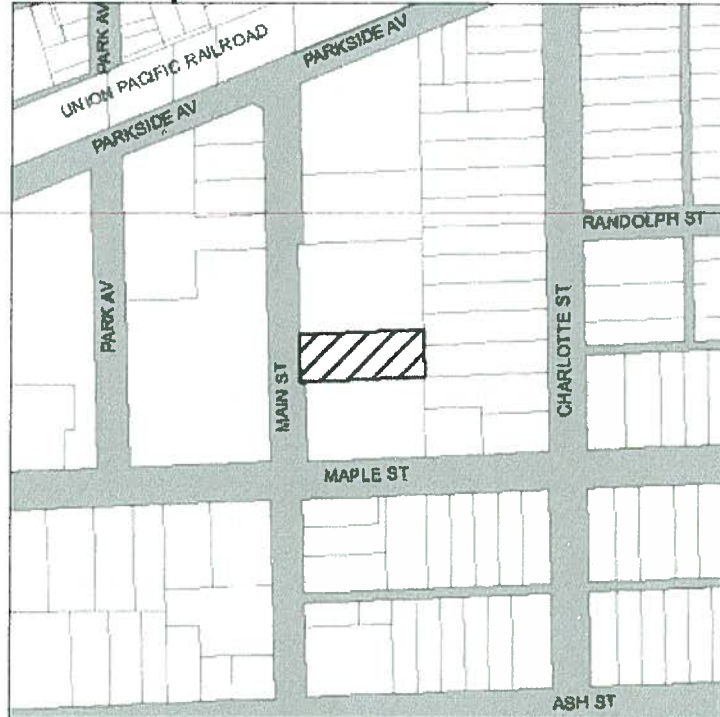
**For Sale**

**Contact** Noble Development, 630-627-4600  
or 847-946-8810

### Site Image



### Location Map



### Demographics

| 2007<br>Drivetime<br>Estimates | Population | Median<br>Household<br>Income |
|--------------------------------|------------|-------------------------------|
| 5 min.                         | 48,122     | \$ 76,522                     |
| 10 min.                        | 248,057    | \$ 75,498                     |
| 15 min.                        | 598,323    | \$ 76,165                     |



# Village of Lombard

Available Properties - Downtown/St. Charles Road/Central Lombard Area

## 6 W St Charles Rd

**Building Type** Retail  
**Building Status** Built 1959  
**Zoning** B5  
**Land Area** 1,435 sq. ft.  
**Stories** 1.00  
**Building SF** 969  
**SF Available** 969  
**Contiguous SF** 969  
**Smallest SF** 969  
**Rent/SF/Yr**  
**Expenses**  
**Parking**  
**For Sale**  
**Contact** 630-688-0858

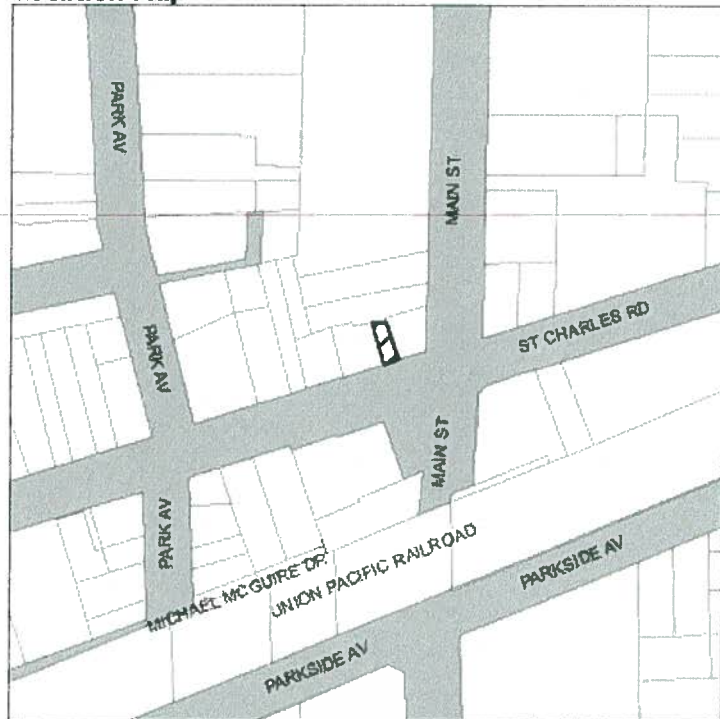
**Property Type** Retail

**Building Notes:**

### Site Image



### Location Map



### Demographics

| 2007<br>Drivetime<br>Estimates | Population | Median<br>Household<br>Income |
|--------------------------------|------------|-------------------------------|
| 5 min.                         | 48,122     | \$ 76,522                     |
| 10 min.                        | 248,057    | \$ 75,498                     |
| 15 min.                        | 598,323    | \$ 76,165                     |

Report Date 8/6/2012





# Village of Lombard

## Available Properties - Downtown/St. Charles Road/Central Lombard Area

### 19 W St Charles Rd

**Building Type** Retail  
**Building Status** Built 1929  
**Zoning** B5  
**Land Area** 8,931 sq. ft.  
**Stories** 1.00  
**Building SF** 3,510  
**SF Available** 1,025  
**Contiguous SF** 1,025  
**Smallest SF** 1,025  
**Rent/SF/Yr**  
**Expenses**  
**Parking** Surface lot & on-street  
**For Sale** No  
**Contact** 630-709-4753

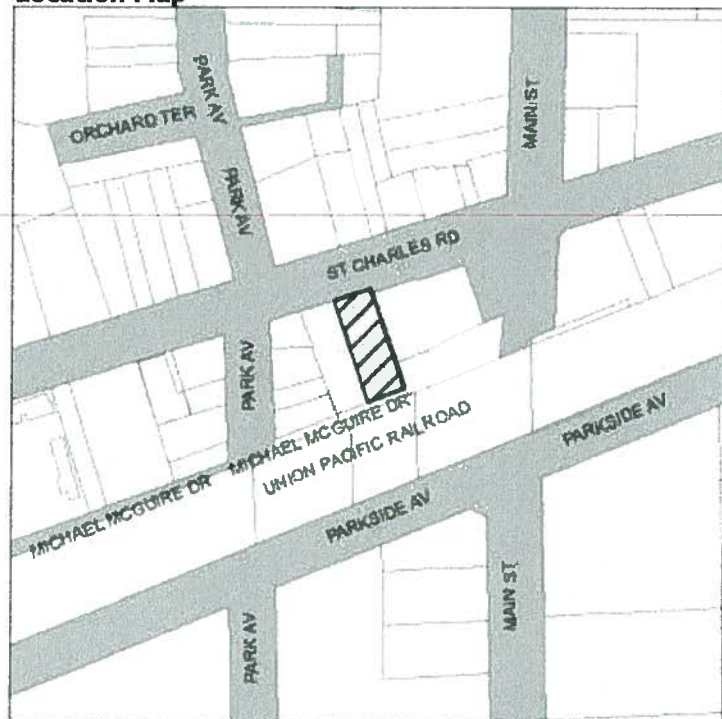
**Property Type** Retail

**Building Notes:**

### Site Image



### Location Map



### Demographics

| 2007<br>Drivetime<br>Estimates | Population | Median<br>Household<br>Income |
|--------------------------------|------------|-------------------------------|
| 5 min.                         | 48,122     | \$ 76,522                     |
| 10 min.                        | 248,057    | \$ 75,498                     |
| 15 min.                        | 598,323    | \$ 76,165                     |



# Village of Lombard

Available Properties - Downtown/St. Charles Road/Central Lombard Area

## 18-20 W St. Charles Road

**Building Type** Retail/Storefront-Retail/Residential      **Property Type** Retail

**Building Status** Existing      **Building Notes:**

**Zoning** B5

**Land Area**

**Stories** 2.00

**Building SF** 8,627

**SF Available** 1,630

**Contiguous SF** 1,630

**Smallest SF** 1,630

**Rent/SF/Yr** \$8.00

**Expenses**

**Parking** 8 free surface spaces

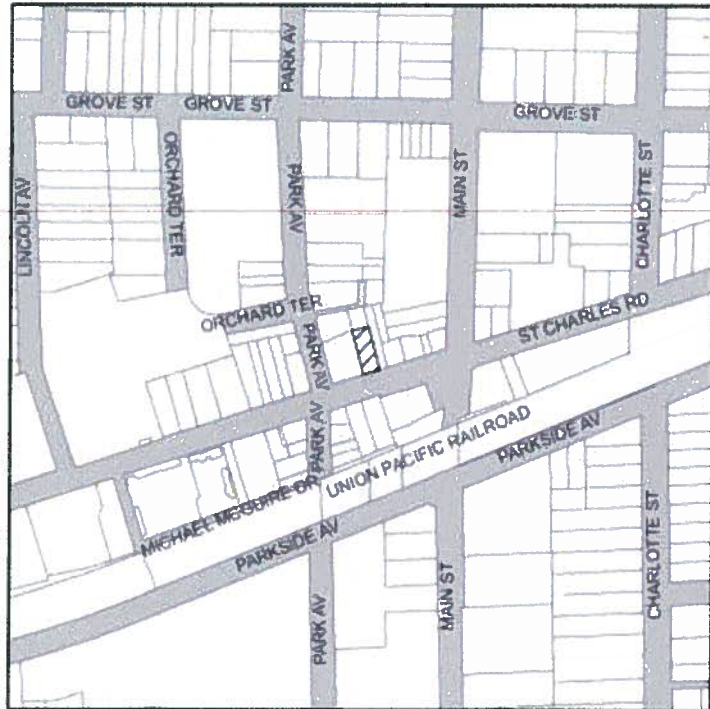
**For Sale**

**Contact** Donald Tuchscherer 630-279-3530  
David Gust 630-629-6400

### Site Image



### Location Map



### Demographics

| 2007<br>Drivetime<br>Estimates | Population | Median<br>Household<br>Income |
|--------------------------------|------------|-------------------------------|
| 5 min.                         | 48,122     | \$ 76,522                     |
| 10 min.                        | 248,057    | \$ 75,498                     |
| 15 min.                        | 598,323    | \$ 76,165                     |



# Village of Lombard

Available Properties - Downtown/St. Charles Road/Central Lombard Area

## 1 S Park Avenue

**Building Type** Class C Office/Street Level Retail  
**Building Status** Built 1936  
**Zoning** B5  
**Land Area**  
**Stories** 2.00  
**Building SF** 2,600  
**SF Available** 1,200  
**Contiguous SF** 1,200  
**Smallest SF** 1,200  
**Rent/SF/Yr**  
**Expenses**  
**Parking**  
**For Sale** Yes  
**Contact** Frank Sakelaris 630-416-3311

**Property Type** Office

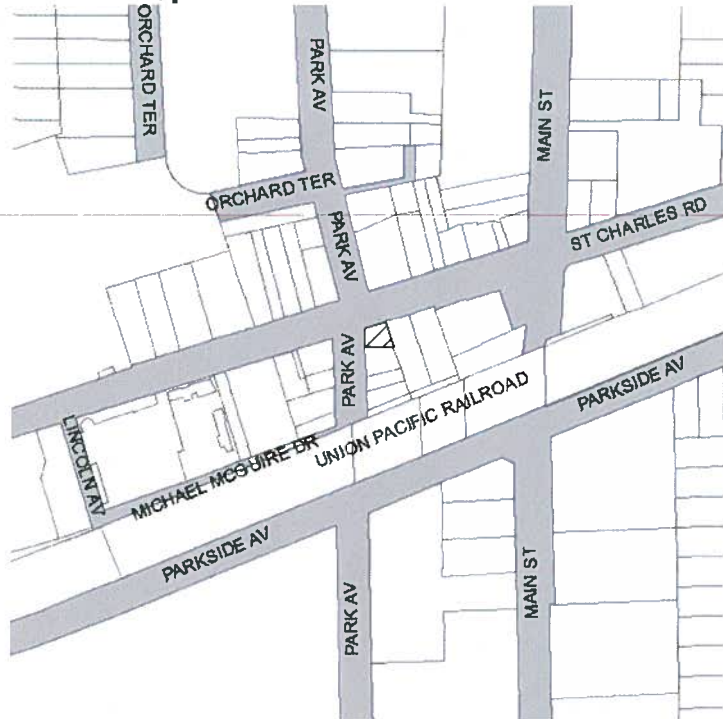
**Building Notes:**

•Typical Floor Size: 1,300 SF

### Site Image



### Location Map



### Demographics

| 2007<br>Drivetime<br>Estimates | Population | Median<br>Household<br>Income |
|--------------------------------|------------|-------------------------------|
| 5 min.                         | 48,122     | \$ 76,522                     |
| 10 min.                        | 248,057    | \$ 75,498                     |
| 15 min.                        | 598,323    | \$ 76,165                     |

Report Date 4/18/2011



# Village of Lombard

Available Properties - Downtown/St. Charles Road/Central Lombard Area

## 104 E St. Charles Road

**Building Type** Retail/General Freestanding

**Building Status** Built 1961

**Zoning** B5

**Land Area** 6,747 sq ft

**Stories** 1.00

**Building SF** 3,700

**SF Available** 3,700

**Contiguous SF** 3,700

**Smallest SF** 3,700

**Rent/SF/Yr** \$9.00

**Expenses** 2009 Tax @ \$1.68/sf

**Parking** 12 surface spaces

**For Sale** No

**Contact** Coldwell Banker Commercial NRT  
Thomas Scott 630-790-1000

**Property Type** Retail

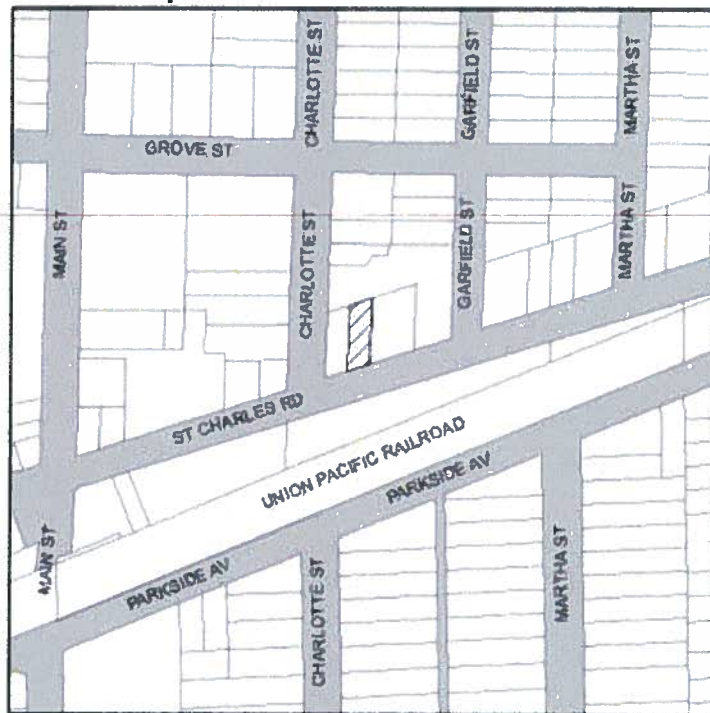
**Building Notes:**

- Low maintenance block/frame
- Ideal location in center of Downtown Lombard
- 2 street front display room with full windows
- 2 spacious back-up service rooms
- 1 handicap accessible bath
- Front and side entrance
- Occupant or investment property
- High traffic area

**Site Image**



**Location Map**



**Demographics**

| 2007<br>Drivetime<br>Estimates | Population | Median<br>Household<br>Income |
|--------------------------------|------------|-------------------------------|
| 5 min.                         | 48,122     | \$ 76,522                     |
| 10 min.                        | 248,057    | \$ 75,498                     |
| 15 min.                        | 598,323    | \$ 76,165                     |

# **EXHIBIT A**

**Memo to Village Board  
for the May 17, 2012  
meeting**





To: David A. Hulseberg  
Village Manager

From: Timothy Sexton  
Director of Finance

Date: May 7, 2012

Subject: Satellite Village Hall in Downtown Lombard

At the direction of the Village Board, staff has researched the feasibility of opening a satellite Village Hall office in downtown Lombard. Several issues were reviewed as it relates to this concept: location, hours/staffing, technology/equipment, and services.

### **Location**

Village Manager Hulseberg has met with Fifth Third Bank, and they have offered to provide space free of charge to the Village. It is anticipated there would be a cost of up to \$5,000 for buildout of the space for Village use. This would include a desk and any other needed improvements to make the space functional. Staff will work with the bank on specifics if the Village Board chooses to move forward with this concept.

---

### **Hours/Staffing**

There are two options presented as it relates to the hours that the Village could staff this satellite office. First, this office could be staffed at the busiest times of the bank, which Fifth Third has stated that their busiest times of the week are Monday and Friday all day, and then on Tuesday morning. As an alternative, the Village could just have set hours every day of the week, for three to four hours per day. Each of these options keeps the staffing at approximately 20 hours per week. Additional staffing would be needed to cover this additional workload. The estimated cost of this staffing at 20 hours per week is estimated at \$19,800 per year.

### **Technology/Equipment**

This location will need some basic technology equipment, such as a computer, a printer and scanner, and a receipt printer. It is estimated that this equipment will cost approximately \$2,500.



In addition, a connection will need to be made between the bank location and Village Hall. There are two ways of making this connection, a slower and less expensive way, and a faster, more efficient, but more costly way. The first option is to just get a basic cable internet connection, which would cost approximately \$100 per month. With this connection, this location will connect to the Village's network through remote desktop, which is the same connection that employees log into the Village's network from home. This connection is not ideal, as it will be slower and have more limitations on capabilities. However, as previously stated, this is the much less costly method. The second option is to obtain a T-1 line, from the bank location to Village Hall. This is the same connection that the Fire Stations have with Village Hall, and is much faster with few limitations on network access. However, the cost of this connection will be in the \$300 - \$400 per month range, and there may also be installation charges of up to \$500. In addition for this connection, routers/switches would need to be added at both the bank location and Village Hall, and would cost approximately \$2,000. Therefore, until we determine that this location would be viable for the long term, staff would recommend that we initially use the lower cost option.

### **Services Offered**

It is anticipated that the services offered will mostly be the same services that are offered at the Village Hall front desk – payment of bills, purchase of vehicle stickers, assistance with general questions, purchase of yardwaste and refuse stickers, purchase of senior taxi coupons, receive FOIA requests, possible display of informational brochures, etc. In addition, staff will be looking at the possibility of paying police tickets, obtaining parking permits, and providing downtown grant, outdoor seating and building permit applications. It may also be possible that an additional computer could be placed at this location for entering work orders or permit applications.

### **Other Issues**

There are numerous other issues that will need to be resolved if this concept moves forward. Most of these issues are not necessarily a direct cost, but just more logistical issues that would need to be addressed. Some of these issues include: secure storage of cash and cash-like items (various stickers, senior taxi coupons, etc.) during closed hours; depositing of checks; whether or not to accept credit card payments; resupply of stickers, taxi coupons, etc.; and telephone access. If the Board chooses to move forward with this concept, staff will begin working with Fifth Third Bank on the details and logistics of this satellite Village Hall office.

### **Summary**

Startup costs would likely be in the range of \$8,000 to \$11,000, and ongoing recurring costs would likely be in the range of \$21,000 to \$25,000 on an annual basis. These costs are based on this location being open 20 hours per week. Funding for this satellite location would have to be paid from the General Fund, and likely would just draw down on the Utility Tax Reserve balance. The Utility Tax Reserve was established for future operating or capital needs. A small portion of the startup costs may be eligible as a TIF expense, and staff will review that if necessary. Staff is seeking direction from the Village Board on whether or not to move forward with a satellite Village Hall office.

# **EXHIBIT B**

**Memo to  
Finance Committee**

---



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

30<sup>th</sup>. 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.

# EXHIBIT C

---



# Downtown TIF District

