



MEMORANDUM

TO: Peter Breen, Chairperson
Economic and Community Development Committee

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

DATE: January 14, 2013

SUBJECT: Downtown Satellite Office

At the September 10, 2012 Economic and Community Development Committee (ECDC) meeting, the committee reviewed and discussed the potential of a Satellite Village Hall office in downtown Lombard. Attached is the original staff memo along with a copy of the draft minutes of the discussion. The Committee continued this discussion to their November meeting and subsequently to the January ECDC meeting to allow time for Lombard Town Centre (LTC) to determine if they will be relocating to a new first floor location. The ECDC felt that if the LTC relocated to a first floor location, there might be an opportunity for them to provide some of the basic functions contemplated through the satellite Village Hall concept (i.e., sell yard waste sticker, etc).

Current Status

LTC has not secured a lease for a new first floor location in the downtown, but may still pursue this possibility in 2013. However of most importance, in the Village Board's approval of its Budget Ordinance and through subsequent companion actions, the Board ended the need for residents to have vehicle stickers. As municipal vehicle sticker purchases constituted one of the largest public interactions between Village staff and the public, the elimination of the sticker requirement will likely result in a corresponding decrease in the need for a satellite facility to process such activities.

Action Requested

At this time and in light of the vehicle sticker elimination, staff is requesting that the ECDC make a recommendation to the Village Board relative to a downtown Satellite Village Hall location only. Staff recommends that the ECDC concur with the recommendation of the Finance Committee and not advance the downtown Village Hall concept.



MEMORANDUM

TO: Peter Breen, Chairperson
Economic and Community Development Committee

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

DATE: November 12, 2012

SUBJECT: Downtown Satellite Office

Background

At the September 10, 2012 Economic and Community Development Committee (ECDC) meeting, the committee reviewed and discussed the potential of a Satellite Village Hall office in downtown Lombard. Attached is the original staff memo along with a copy of the draft minutes of the discussion. The Committee continued this discussion to their November meeting to allow time for the LTC to determine if they will be relocating to a new first floor location. The ECDC felt that if the LTC relocated to a first floor location, there might be an opportunity for them to provide some of the basic functions contemplated through the satellite Village Hall concept (i.e., sell yard waste sticker, etc).

Current Status

The LTC has provided staff with a status on their efforts to relocate to a new first floor tenant space. At this time, the LTC has not reached a deal with a landlord and may likely wait until after their funding request has been reviewed by both the ECDC and Village Board before proceeding with a new location.


Action Requested

At this time, staff is requesting that the ECDC make a recommendation to the Village Board relative to a downtown Satellite Village Hall location only. Pending the outcome of the Village Board's decision relative to this item, the Village and LTC can determine what other basic services may be offered in a new LTC office location. Staff recommends that the ECDC concur with the recommendation of the Finance Committee and not advance the downtown Village Hall concept.



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 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.

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 Drivetime Estimates	Population	Median Household 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 Drivetime Estimates	Population	Median Household Income
5 min.	48,122	\$ 76,522
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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

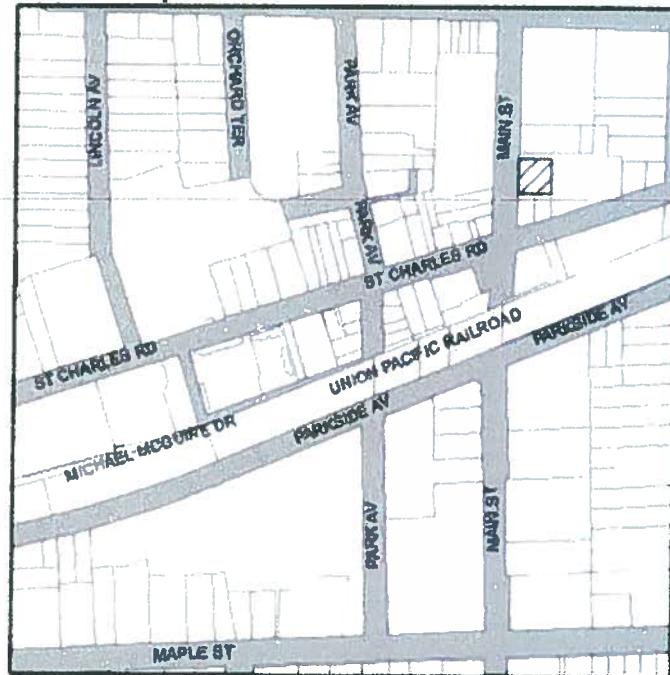
Building Notes:

•rent includes utilities

Site Image



Location Map



Demographics

2007 Drivetime Estimates	Population	Median Household 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

16 W St Charles Rd

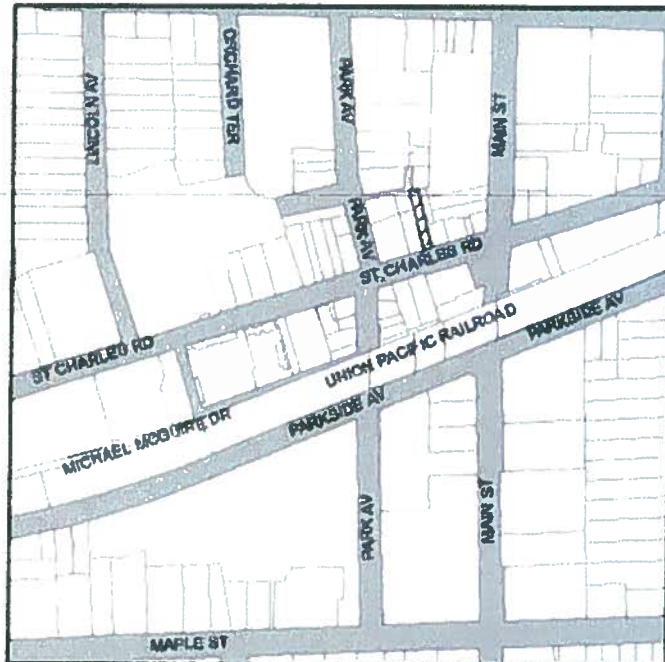
Building Type Retail/Storefront/Office
Building Status Built 1925
Zoning B5
Land Area 0.11 acres
Stories 2.00
Building SF 3,120
SF Available 1,560
Contiguous SF 1,560
Smallest SF 1,560
Rent/SF/Yr negotiable
Expenses negotiable
Parking
For Sale For sale at \$349,000 (\$111.86/sf)
Contact Frank Sakelaris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

Property Type Retail
Building Notes:

Site Image



Location Map



Demographics

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Report Date 4/18/2011



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

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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

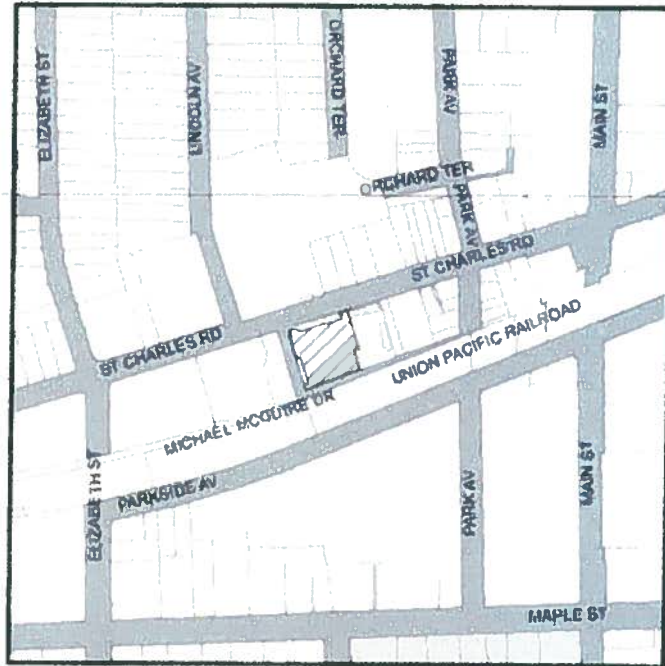
Building Notes:

- 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

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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

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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

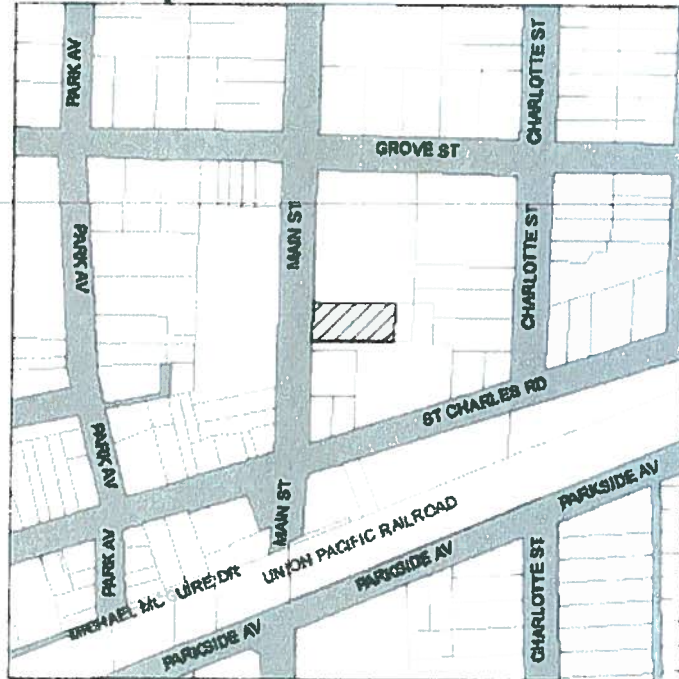
Building Notes:

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

Site Image



Location Map



Demographics

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Village of Lombard

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

145 S Main St

Building Type Office/Retail
Building Status Built 1967
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

Property Type Office

Building Notes:

Expenses

Parking Surface lot

For Sale

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

Site Image



Location Map



Demographics

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5 min.	48,122	\$ 76,522
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15 min.	598,323	\$ 76,165

Report Date 8/6/2012



Village of Lombard

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

6 W St Charles Rd

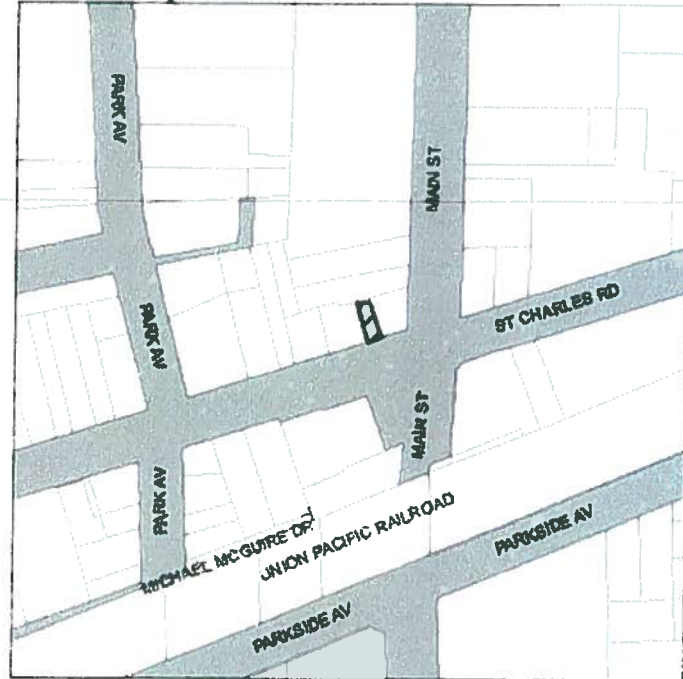
Building Type Retail
Building Status Built 1959
Zoning B5
Land Area 1,435 sq. ft.
Stories 1.00
Building SF 969
SF Available 969
Contiguous SF 969
Smallest SF 969
Rent/SF/Yr
Expenses
Parking
For Sale
Contact 630-688-0858

Property Type Retail
Building Notes:

Site Image



Location Map



Demographics

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Village of Lombard

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

19 W St Charles Rd

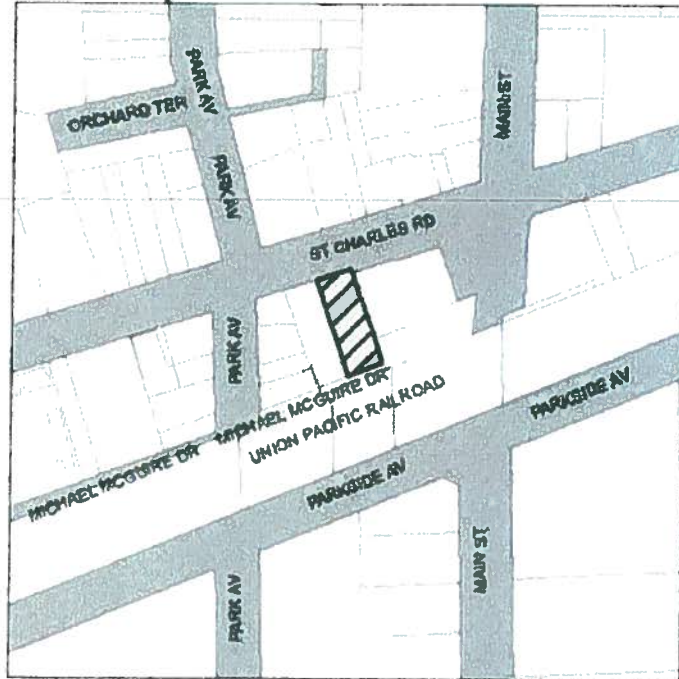
Building Type Retail
Building Status Built 1929
Zoning B5
Land Area 8,931 sq. ft.
Stories 1.00
Building SF 3,510
SF Available 1,025
Contiguous SF 1,025
Smallest SF 1,025
Rent/SF/Yr
Expenses
Parking Surface lot & on-street
For Sale No
Contact 630-709-4753

Property Type Retail
Building Notes:

Site Image



Location Map



Demographics

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

Report Date 8/16/2012



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

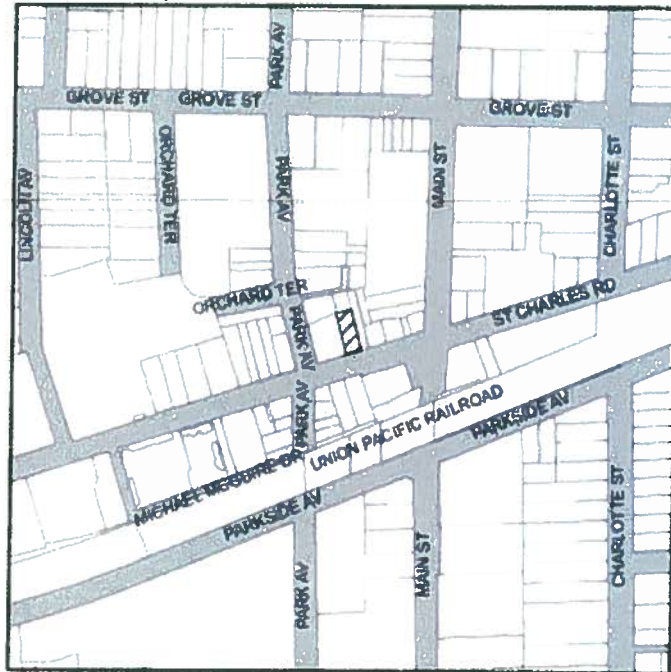
For Sale

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

Site Image



Location Map



Demographics

2007 Drivetime Estimates	Population	Median Household Income
5 min.	48,122	\$ 76,522
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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

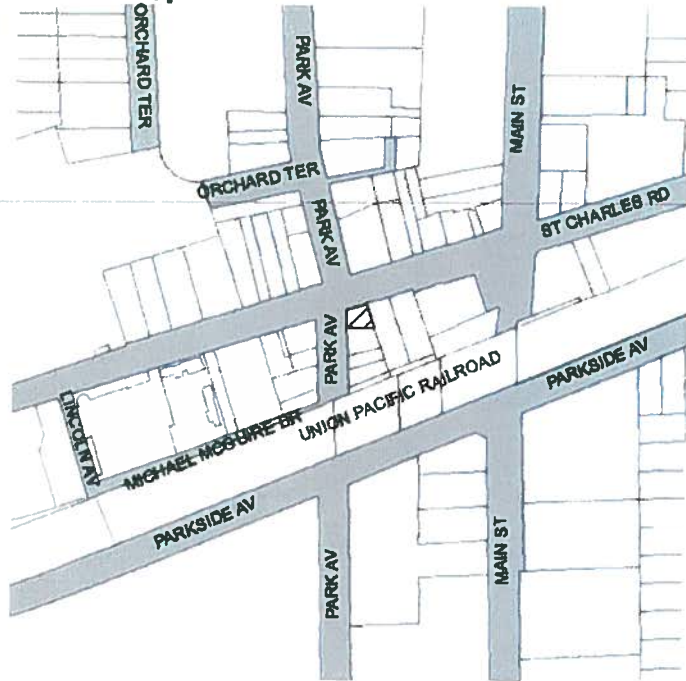
Building Notes:

•Typical Floor Size: 1,300 SF

Site Image



Location Map



Demographics

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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

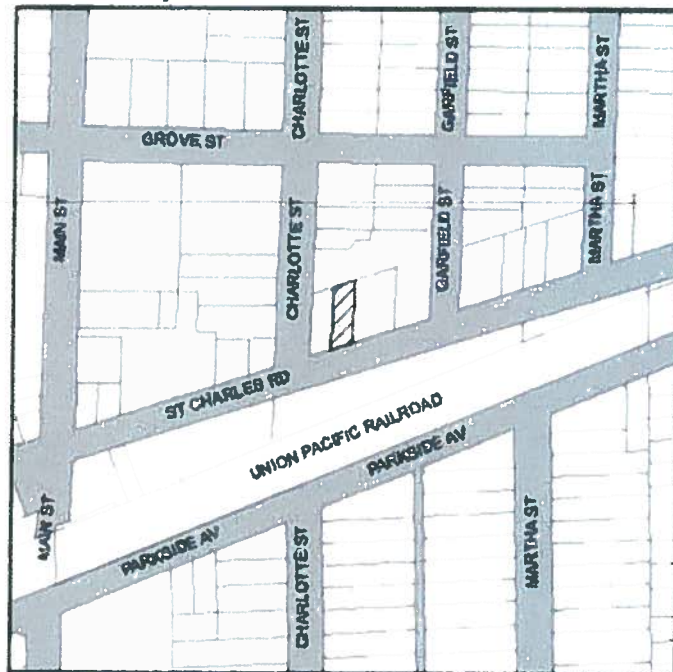
Building Notes:

- 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

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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

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.

EXHIBIT C

Downtown TIF District



Chairperson Breen suggested that it be changed to \$2/mile.

Ms. Gannon suggested that once these changes are approved; there should be an outreach effort to educate the existing taxi and livery businesses. Chairperson Breen suggested that traditional limos should not be included in these changes. He said that the Village should consider amending the definition. He then directed staff to draft the ordinance with the proposed changes and include a 12 month review provision. He also suggested that credit should be given to those businesses that have already paid for their licenses.

This item was continued to the October meeting.

6.0 New Business

120269

Satellite Village Hall

Request to discuss possible sites for a Satellite Village Hall in the Downtown. (DISTRICTS #1 and #4)

Mr. Stilling provided background on the item. He said that 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.

Mr. Stilling noted that on August 27, 2012, the Finance Committee reviewed the satellite office concept 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.

He then stated that the ECDC is being asked to review possible locations for a downtown satellite office. 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. Mr. Stilling then highlighted the following 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. 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.

Mr. Stilling stated that staff recommends that the ECDC concur with the recommendation of the Finance Committee and not advance the Downtown Village Hall concept.

Chairperson Breen asked the LTC for their thoughts.

LTC President Walter Smith stated that the LTC is looking at relocating their offices to 5 S. Park Avenue. He suggested that some

of the Village services such as garbage stickers could be offered there.

Chairperson Breen suggested that this item be continued to the November meeting allow the LTC time to determine their new location.

7.0 Other Business

8.0 Information Only

Downtown Vacancies

Mr. Stilling stated that Downtown Lombard has seen an increase in new businesses and a decrease in overall vacancies. Since the beginning of the year, six (6) new businesses have opened in the Downtown. Furthermore, the overall vacancy rate has decreased to approximately 11%. As part of our 2011 analysis, the vacancy rate was 17%.

LTC Update

The LTC provided the committee with an update on their recent activities. They also introduced their new Executive Director Michelle Iwinski.

9.0 Adjournment

A motion was made by Matthew Pike, seconded by Jodee Baker, to adjourn the meeting at 8:35 p.m. The motion passed by an unanimous vote.