



Agenda
Village of Glen Ellyn
Special Workshop Meeting
Monday, June 12, 2017
6:00 PM
Glen Ellyn Civic Center, Room 301

Village Board Workshop Procedures Statement

Visitors are most welcome to attend all meetings of the Village Board and can find copies of the Agenda on their chairs or online at www.glenellyn.org prior to the meeting. Any individual with a disability requiring a reasonable accommodation in order to participate in a meeting should contact the Village of Glen Ellyn ADA Coordinator, 630-469-5000, at least five (5) business days in advance of the next scheduled meeting. All matters on the Agenda may be discussed, amended, and acted upon.

A. Call to Order

B. Pledge of Allegiance

C. Roll Call

D. Audience Participation

1. Open:

Members of the public are welcome to speak to any item *not* specifically listed on tonight's agenda for up to three minutes. For those items which are on tonight's agenda, the public will have the opportunity to comment at the time the item is discussed. In either case, please complete the Audience Participation form and turn it in to the Village Clerk. It is requested that, if possible, one spokesman for a group be appointed to present the views of the entire group. Speakers who are recognized are requested to step to a microphone and state their name, address and the group they are representing prior to addressing the Village Board.

E. 2017 Refuse and Recycling Program: (Presented by Assistant Village Manager Stonitsch) (Discussion Only) (6:00-6:30 p.m.)

1. Village Manager Al Stonitsch will present the 2017 Refuse and Recycling RFP Results.

F. Proposed Annexation of 1N450 Highland Avenue - Poss Trail Subdivision: (Presented by Planning and Development Director Hulseberg) (Discussion Only) (6:30-6:50 p.m.)

1. Planning and Development Director Staci Hulseberg will review the possible annexation of 1N450 Highland Avenue - Poss Trail Subdivision.

G. Review of Development Procedures: (Presented by Planning and Development Director Hulseberg) (Discussion Only) (6:50-7:10 p.m.)

1. Planning and Development Director Staci Hulseberg will provide a review of development procedures.

H. Credit Card Acceptance Policy: (Presented by Finance Director Coyle) (Discussion Only) (7:10-7:25 p.m.)

1. Finance Director Christina Coyle will lead a discussion on the Village's credit card acceptance practices.

I. Other Items

J. Adjournment



Glen Ellyn Village Board
535 Duane Street
Glen Ellyn, IL 60137

Meeting: 06/12/17 06:00 PM
Department: Administration
Department Head: Al Stonitsch
Category: Discussion Item
Prepared By: Al Stonitsch

SCHEDULED

AGENDA ITEM (ID # 2754)

DOC ID: 2754

Village Manager Al Stonitsch will present the 2017 Refuse and Recycling RFP Results.

Background:

In August 2012, after completing a competitive Request for Proposal (RFP) process, the Village Board approved a 5-year contract with Republic Services, Inc. (Elgin, Illinois). Because the 5-year term will be expiring on August 1, 2017, the Village Board directed staff to undertake a competitive RFP for another 5-year contract term that would continue servicing the 7,400+ single-family dwellings under this contract.

Policy Questions for Board Feedback and Direction:

Based upon the results of the RFP, staff is seeking direction from the Village Board on the following policy questions before entering into negotiations with a prospective hauler:

1. Should the Village maintain the Monday only collection day, which comes at a slightly higher cost to the resident than a varying day (e.g. 4 day/week) collection program?
2. Should the Village outsource the customer billing for refuse and recycling to the hauler?
3. Should the Village implement a new sticker-based curbside collection program for electronic waste ("E-waste") under this new contract?
4. Should the Village expand its voluntary curbside composting program from 8 mo. (Apr. - Nov.) to a 12 mo/year-round program? Should the Village include the ability to compost meats and soiled papers as part of its program?
5. Should the Village reinstitute "Clean Up Week" at an added cost to the resident?
6. Should the Village explore a future migration from its current monthly, flat fee program to an automated (i.e. RFID) "Pay as You Throw" pricing model?

Issues:

On April 5, 2017, staff advertised the RFP in the Daily Herald, and directly e-mailed the document to nine (9) known local and regional garbage haulers. Staff held a mandatory pre-submittal conference on April 12, 2017 in order to offer haulers an opportunity ask clarifying questions. Six (6) haulers attended the mandatory conference. The Village accepted sealed proposals on May 4, 2017, and received four (4) proposals from qualified refuse haulers, which included: Republic Services, Lakeshore Recycling Systems, Groot Industries, and Advanced Disposal. Both Waste Management and Flood Brothers declined to submit a proposal. In particular, Waste Management noted that it was declining participation at this time "due to the capital investment required to service the Village [for a one-day/week collection program]."

Base Scope of Service (Status Quo Program):

As summarized in Table A, Republic Services submitted the apparent lowest and most responsive

proposal according to the Village's Base Scope of Services (i.e. status quo program) totaling an estimated annual cost of \$1,612,125.87 in Year 1 (**Attachment #1**). In its proposal, Republic held its current pricing flat, with the exception of the "Cart Exchange Fee", which reflects approximately a 9.0% increase over current pricing (i.e. \$18.00 /vs/ \$16.50). Although on its surface this is a rather large increase for the cart exchange fee, the Village's current fee has been flat since 2012.

TABLE A - Pricing for "Status Quo" Program (Monday weekly collection) in Year 1				
Service Type	Republic	Lakeshore	Advanced	Groot
Weekly Collection	\$1,274,425.87	\$2,255,217.90	\$4,051,764.00	No Bid
Sticker Program	\$337,700.00	\$337,700.00	\$397,800.00	No Bid
Total Cost	\$1,612,125.87	\$2,592,917.90	\$4,449,564.00	No Bid

In Years 2-5 of the contract, the price increase would be adjusted annually each August based upon the percentage of change published in the Chicago-Gary-Kenosha Consumer Price Index (CPI) during the preceding calendar year (using the prior December's CPI-U). Annual increases are capped at 5.0 percent; and, if CPI is negative, the contract price neither increases nor decreases.

For a general summary of the Village's current program and service level, please reference **Attachment #2**. Note: The Base proposal includes the Environmental Commission's recommendation for:

1. One informational post card (in Year 1 only) sent to all 7,400 residents regarding "Do's and Don'ts of Recycling", and information on the Village's curbside composting program.
2. Retrofitting all 7,400 recycling containers with an educational decal on the lid about what items can be recycled in the Village's program.

Alternate Proposal - Turn-Key Billing + Base/Status Quo Service Level

The Village also sought proposals on a "turn-key" customer billing solution that would outsource the refuse/recycling billing and customer service calls to the hauler. Staff was interested in evaluating if the Village could benefit from any cost savings by turning the billing over to the haulers. **Attachment #3** further details the pricing proposals that each hauler submitted. As summarized in Table C, Republic Services submitted the lowest, and most responsive proposal in the amount of \$1,642,023.48.

TABLE B - Pricing for Turn-Key Billing + Base Services in Year 1				
# of Collection Days/Week	Monday Only	*4 days/week	*4 days/week	n/a
	Republic	*Lakeshore	*Advanced	Groot

Weekly Collection	\$1,304,323.48	\$1,397,538.18	\$1,331,628.00	No Bid
Sticker Program	\$337,700.00	\$337,700.00	\$307,650.00	No Bid
Total Cost	\$1,642,023.48	\$1,735,238.18	\$1,639,278.00	No Bid

*Note: Lakeshore and Advanced proposal Turn-key billing + Base Service (Monday collection) was exorbitantly high, and therefore excluded from this table. Their pricing reflects a 4 day/week collection schedule.

The cost difference between Republic's Base versus the Turn-Key Billing proposal is \$0.33/month/household. Assuming approximately 7,400 billed households, this equates to a total monthly cost of \$2,442 or \$29,304 in Year 1 of the contract. Staff does not believe it is in the best interest of the Village to outsource the billing at this time based upon this pricing. At this time, the Village cannot reduce administrative costs to make outsourcing the billing cost advantageous to the Village. Certain costs such as bill printing, postage, and banking costs would still be born no matter if the billing was outsourced as bills still need to be printed and mailed for the Water & Sewer and Fire Services charges.

The largest costs that would need to be reduced if the billing was outsourced would be personnel costs. Currently, personnel costs in the Cashier's office are allocated to the General Fund, Water & Sewer Fund, Parking Fund, Fire Services Fund, Refuse Fund, and the Glenbard Wastewater Authority. Staff has reviewed the possibility of reducing staffing in the cashier's office and does not feel that would be feasible at this time. Outsourcing refuse billing does not reduce staff workload as all billing events would still require staff time for the other components of the Village Services Bill. Removing the refuse component does not materially change the workload. For example, if a resident calls to terminate service, service must be terminated for all components of the Village Services Bill. Removing one small component of this bill does not materially change the work involved in that event. Also, if the billing was outsourced, the Village would still sell refuse and yardwaste stickers at the Cashier's counter and thus no staff savings would be able to be realized in that component of refuse service. It is also important to provide adequate customer service coverage during the day to handle all customer service functions. Reducing staff at this juncture would affect the level of customer service and timeliness that staff could provide during the peak billing events such as the spring and summer due to real estate sales, bill due date, and water shut-off date. Reducing staff would also compromise customer service during high traffic renewal dates such as vehicle sticker, commuter parking, and business registration.

Staff will continue to evaluate outsourcing of the billing in the future to ensure that the Village is performing this service at the lowest possible cost. Staff will also negotiate with the vendor to determine if the billing rate quoted in the proposal could be locked in for future years should the Village decide to elect it.

Alternate Proposal - Varying Collection Days

In order to afford the Village Board an opportunity to evaluate the cost/benefit of switching from the Village's once per week (Mondays) service schedule to a multi-day collection schedule, staff included an Alternate in the RFP. **Attachment #4** provides the pricing detail on the four (4) proposals the Village received for this Alternate. As summarized in Table C, the apparent lowest and responsible proposal was submitted by Advanced at an estimated Year 1 cost of \$1,506,817.80 to transition to a 4 days/week (Monday - Thursday) schedule. Other than the switch to different collection days, the program is otherwise status quo, including any potential recycling rebates.

TABLE C - Pricing for Varying Collection Days Program in Year 1				
# of Collection Days/Week	3 days/week	4 days/week	4 days/week	5 days/week
	Republic	Lakeshore	Advanced	Groot
Weekly Collection	\$1,274,425.87	\$1,237,829.46	\$1,199,167.80	\$1,967,874.00
Sticker Program	\$337,700.00	\$337,700.00	\$307,650.00	\$362,500.00
Total Cost	\$1,612,125.87	\$1,557,529.46	\$1,506,817.80	\$2,330,374.00

Anecdotally, Lakeshore's proposal included an aggressive recycling rebate as part of its proposal. Specifically, Lakeshore offered a min. \$5.00/ton rebate, which based upon the Village's average 300/year recycling tonnage equates to a minimum \$18,000/year rebate regardless of market conditions.

Estimated Cost Savings to Resident

As illustrated in Table D below, if the Village decided to switch from a Monday-only collection to a proposed 4 day/week schedule, the estimated cost savings per household would be approximately \$14.23/year or \$1.19/mo.

Table D - Estimated Cost Diff to Resident: Current Program /vs/ Varying Collection Day			
# of Collection Days/Week	Monday Only	4 days/week	Cost Diff.
	Republic	Advanced	
Weekly Collection	\$1,274,425.87	\$1,199,167.80	\$75,258.07
Sticker Program	\$337,700.00	\$307,650.00	\$30,050.00
Total Cost Diff. in Year 1	\$1,612,125.87	\$1,506,817.80	\$105,308.07
		Est. # of Households	7,400
		Est. Cost Diff. /Household/Year	\$14.23
		Est. Cost Diff. /Household/Month	\$1.19

Resident Survey Feedback:

Respondents provided the following feedback on Monday only collection versus different collection days (***Attachment # 5***)

- Approximately 90 percent of respondents indicated that they were either “Very Satisfied” or “Satisfied” with the weekly collection occurring on Monday each week.
- When asked about varying the collection days if the Village could obtain lower pricing, approximately 38 percent responded that they would be “Strongly in Favor”, while 20 percent indicated that they would be “Somewhat in Favor”.
- Approximately 18 percent off respondents were “Not in Favor” of exploring alternate collection days for lower pricing.

Alternate Proposal - Curbside Electronics (E-waste) Collection

A new service offering that staff wanted to explore was the cost/benefit of adding a sticker-based program for the curbside collection of electronics (“E-waste”). The Village received four (4) proposals for this service, with Advanced submitting the lowest responsive proposal (***Attachment #6***).

		*4 days/week collection		
		Advanced		
Service Type		# of Stickers	Unit Cost	Total Price
TV and monitors up to 25"		10.0	\$ 2.25	\$ 22.50
TV Monitors > 25"		10.0	\$ 2.25	\$ 22.50
Bundles of E-waste		5.0	\$ 2.25	\$ 11.25
Single Small E-Waste Items		1.0	\$ 2.25	\$ 2.25
				\$ 58.50

Given that the Village has eliminated the annual community electronics recycling event due to exorbitant costs, and the limited number of electronic recycling collection sites in DuPage County, staff believes this would be a convenient option to offer residents. In light of the relatively high number of stickers needed for TV's and monitors, one hauler (Republic) recommended to add a separate and distinct “Bulk/E-waste” sticker at \$5.00/sticker, for example. If the Board is amenable to adding E-waste collection to the Village’s contract, the Village could add this suggested separate sticker to the program through further negotiations with a prospective hauler.

Alternate Proposal - Curbside Composting Collection/Expanded Offering

The Village is in Year 2 of its voluntary (subscription based) Curbside Composting Collection program. Due to the program’s success in Year 1, curbside composting was included in the Village’s “Base Scope of Services”. Despite the program’s success to date, there are some limitations or gaps in the Village’s current program that the Environmental Commission has recommended the Village focus on addressing. First, the existing program is only offered 8 months (Apr.-Nov.) out of the year. Second, the current program prohibits meats and soiled papers due to the licensing restrictions that Republic has with its contractual compost facility.

To evaluate participant interest in potential enhancements to the Village's composting program, the Village conducted a post program resident satisfaction survey to all the pilot program composting participants (**Attachment #7**). With respect to interest in a 12 month/year-round program, nearly 70 percent of respondents indicated that they would participate in it if the Village offered it. When asked how likely participants would compost meat scraps, the majority of respondents answered "Likely".

12 month/Year-Round Composting Collection

Given the Environmental Commission's recommendations and results of the resident survey data, staff included an Alternate proposal in the RFP in order to evaluate the cost/benefit of expanding the Village's curbside composting program to a year-round program and one that allowed meat and soiled paper. For a 12-mo. program (that still prohibits meat and soiled paper), **Republic submitted the lowest, responsive proposal at an estimated Year 1 cost of \$27,133.68 (Attachment #8)**. Under this proposal, weekly collection would occur Apr. - Nov. to coincide with yard waste collection season, but then go into every *other week* collection during the winter months (i.e. Dec. - Mar.).

Service Type	Units	Republic	
		Unit Cost	Total Price
Seasonal Subscription-1x week <u>curb-side</u> landscape/compost collection (35 gal. wheeled cart)	91	\$ 10.54	\$ 959.14
Seasonal Subscription-1x week <u>curb-side</u> landscape/compost collection (65 gal. wheeled cart)	75	\$ 12.27	\$ 920.25
Seasonal Subscription-1x week <u>curb-side</u> landscape/compost collection (95 gal. wheeled cart)	25	\$ 15.27	\$ 381.75
Subtotal Monthly Cost			\$ 2,261.14
Subtotal Cost (Annual)			\$ 27,133.68

Base + Meat/Soiled Paper Composting Collection (Apr. - Nov.)

Attachment #9 provides a summary of the pricing proposals that the Village received on the compost collection of meat and soiled papers. Only two of the four haulers submitted a proposal on this alternate program. Between the two, Lakeshore submitted the lowest, responsive proposal in the amount of \$29,630.52. Republic and Groot did not submit a proposal on this Alternate.

Service Type	Lakeshore	
	Unit Cost	Total Price
Seasonal Subscription-1x week <u>curb-side</u> landscape/compost collection (35 gal. wheeled cart) April – Nov.	\$ 11.31	\$ 1,029.21
Seasonal Subscription-1x week <u>curb-side</u> landscape/compost collection (65 gal. wheeled cart) April – Nov.	\$ 13.40	\$ 1,005.00
Seasonal Subscription-1x week <u>curb-side</u> landscape/compost collection (95 gal. wheeled cart) April – Nov.	\$ 17.40	\$ 435.00
Subtotal Monthly Cost		\$ 2,469.21
Subtotal Cost (Annual)		\$ 29,630.52

Alternate Proposal - Reinstitution of "Clean Up Week" - Take All Program

In order to reduce overall costs of the program, the Village Board eliminated the Village's "Clean Up

Week” program in 2014. If the Village Board was interested in reinstituting this program, staff solicited an alternate proposal for pricing. The following table summarizes the per ton cost for a two-person truck.

ALT # 4 - Clean Up Week/Take All (Every other year)				
Clean Up Week/Take All	Republic	Lakeshore	Advanced	Groot
Service Type	Cost/Ton	Cost/Ton	Cost/Ton	Cost/Ton
2-person Truck	\$ 175.00	175.00	No Bid	\$ 250.00
Notes:				
1. Every other year service.				

In 2014, the last year of the program, the Village spent \$88,791 or approximately \$12.00 per household.

Alternate Proposal - Pay as Your Throw Program (PAYT)

One alternative pricing model that the Village explored in the RFP was the Pay as You Throw (PAYT) model. The model itself is not new, and has been around for decades based on a sticker system. The City of Wheaton, for example, had previously had a sticker-based PAYT refuse program. The model for this program is priced entirely on the frequency and volume of garbage a household leaves at the curb for collection. With advances in radio-frequency identification (RFID) technology, and increasing popularity of curbside composting/organics collection, some communities on the west and east coasts have migrated away from the fixed monthly cost model to a PAYT model.

Under the PAYT, the hauler only charges the resident when the garbage cart is collected at the curb. If the resident does not put the cart out at the curb, the hauler does not charge the resident. Haulers have begun using RFID in the carts themselves to automate the billing process. The RFID chip in the cart communicates with a receiver on the garbage truck. Once the garbage cart is “tipped” in the truck, a signal is sent to the truck’s RFID receiver, which then communicates to the hauler’s billing system. Although RFID PAYT programs are not new, the Midwest has been relatively slow to adopt this program. Two communities in the Chicagoland area that have implemented an RFID program is the City of Highland Park and most recently the City of Wheaton.

Proponents of a PAYT program highlight that individuals only pay for the garbage service when they need it, as opposed to a monthly fixed price model where the resident pays for service even if there are weeks where they may not need garbage collection. Additionally, proponents will argue that PAYT effectively rewards those residents who are active users of the recycling programs and/or curbside composting program, because they will incur less charges for refuse pick up. Supporters also will laud the increased price transparency of PAYT program. Under a traditional fixed monthly price program, the garbage and recycling cost is commingled into a combined flat rate. In a PAYT, a resident is charged separately for refuse and recycling based upon usage and container size.

PAYT/RFID Program - Pro’s/Con’s

At this time staff believes transitioning to a PAYT model in Year 1 of a contract is premature. Firstly, staff is concerned with the limited time (i.e. 30 days) to effectively implement a new program like this without sufficient time to adequately educate the community. Secondly, developing accurate assumptions about the potential cost impact to the average resident under a PAYT model without any real usage data to draw conclusions from is a concern as well.

Given that only two (2) haulers proposed a PAYT model, staff is also concerned about the overall competitiveness of the pricing given that this newer RFID model has not yet matured throughout the Chicagoland area. If the curbside composting program continues to grow in popularity, and recycling rates increase, there may be a greater desire in the future to migrate to a PAYT program due to a greater number of residents producing less waste.

If the Board wishes to further analyze the cost/benefit of this newer RFID model, staff could bring this back to a future Board workshop with further data and analysis. Another alternative would be to potentially negotiate the RFID technology into the 5-year contract, wherein the hauler would retro-fit the existing cart inventory with RFID tags so that over the next year or two the Village and hauler can gather more actual data that could aid with future analysis of a PAYT model. Lakeshore's submittal, for example, proposed to retrofit all the containers at no additional charge to the Village, which is an attractive offering. If the Board preferred another vendor's proposal (e.g. Republic's Base Proposal or Advanced's 4/day week model), the Board could direct staff to negotiate with a prospective hauler to require the retro-fitting of the containers and outfit their trucks with the data gathering technology.

Action Requested:

Staff is requesting Village Board direction and feedback on the proposals and pricing received from the Village's recent Request for Proposal (RFP) for Refuse and Recycling collection services. Based upon the Board's direction, staff would commence negotiations with one or more haulers in order to develop a final agreement, and bring back a recommended contract award at the June 26, 2017 meeting for the Board's review and consideration.

Attachments:

1. Pricing Proposal Summary - Base Scope of Services
2. Current Program and Service Level
3. Alternate Proposal -- Base Services + Turn-Key Billing Pricing Summary
4. Alternate Proposal - Varying Collection Days Pricing Summary
5. Resident Satisfaction Survey Results (Dec. '16) - Refuse/Recycling Program
6. Alternate Proposal - Curbside Electronics Collection Pricing Summary
7. Participant Satisfaction Survey Results, 2016 Curbside Composting Pilot Program
8. Alternate Proposal - Curbside Composting 12 mo./Year-Round Program Pricing Summary

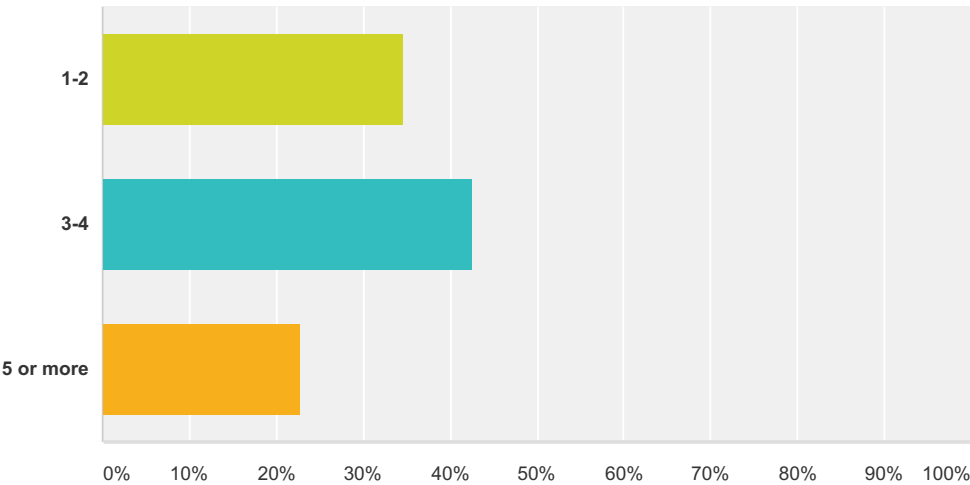
9. Alternate Proposal - Curbside Composting Collection of Meat Products and Soiled Paper Pricing Summary
10. Alternate Proposal - Pay as You Throw (PAYT) Program Pricing Summary

ATTACHMENTS:

- ATT 7 - Composting Resident Satisfaction Survey (PDF)
- ATT 5 - Refuse and Recycling Resident Satisfaction Survey (PDF)
- ATT 1 - Pricing Proposal Summary - Base (Status Quo) Scope of Service (PDF)
- ATT 3 - Alt Proposal - Base Services and Turn-key Billing Pricing Summary (PDF)
- ATT 6 - Alt Proposal - Curbside Electronics Collection Pricing Summary (PDF)
- ATT 8 - Alt Proposal - Curbside Composting 12 mo Program Pricing Summary (PDF)
- ATT 4 - Alt Proposal - Varying Collection Days Pricing Summary (PDF)
- ATT 9 - Alt Proposal - Curbside Composting 8 mo. with Meat and Soiled Paper Pricing Summary (PDF)
- ATT 2 - Current Program & Service Level (DOCX)
- ATT 10 - Alt Proposal - Pay as You Throw PAYT Pricing Summary (PDF)

Q1 How many people live in your household?

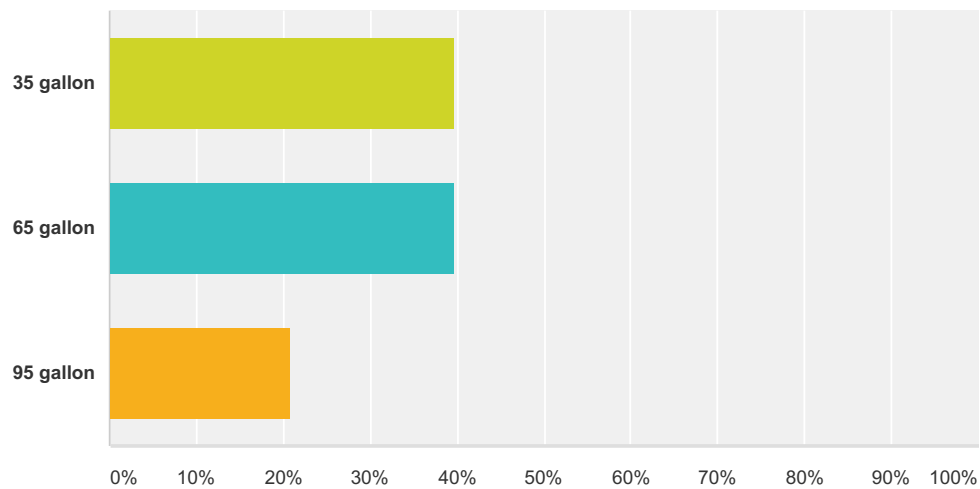
Answered: 101 Skipped: 0



Answer Choices	Responses	
1-2	34.65%	35
3-4	42.57%	43
5 or more	22.77%	23
Total		101

Q2 What size composting container did you use?

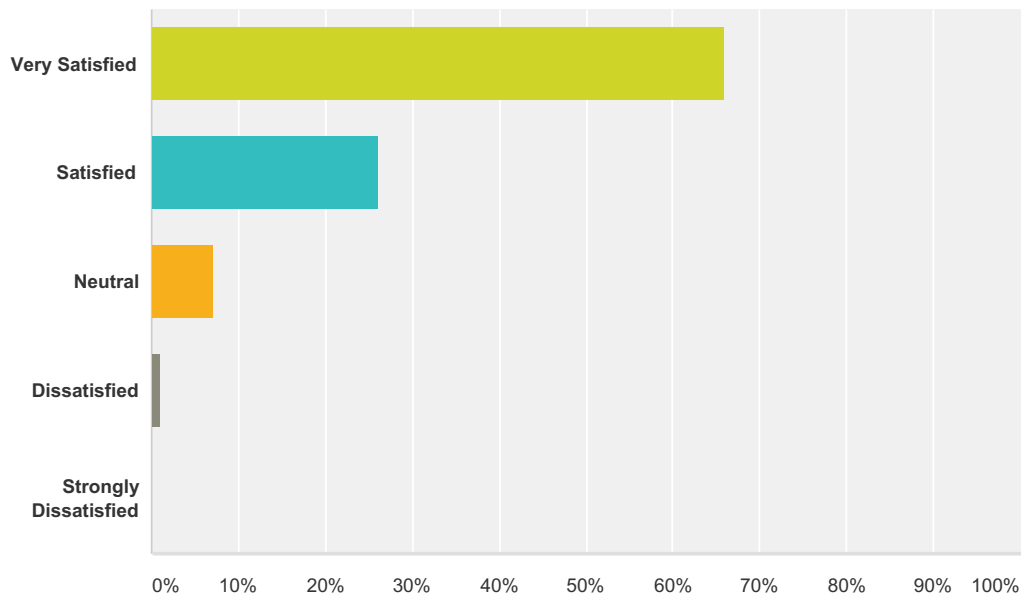
Answered: 101 Skipped: 0



Answer Choices	Responses	
35 gallon	39.60%	40
65 gallon	39.60%	40
95 gallon	20.79%	21
Total		101

Q3 Overall, how satisfied were you with the curbside composting program in Glen Ellyn?

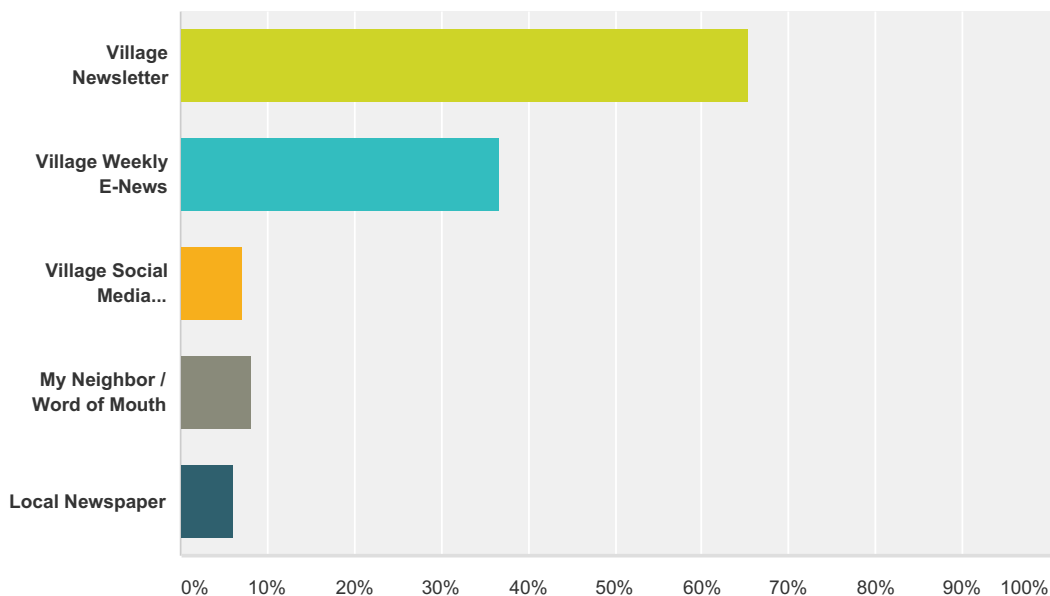
Answered: 100 Skipped: 1



Answer Choices	Responses	
Very Satisfied	66.00%	66
Satisfied	26.00%	26
Neutral	7.00%	7
Dissatisfied	1.00%	1
Strongly Dissatisfied	0.00%	0
Total		100

Q4 How did you learn about the curbside composting program? (Please check all that apply)

Answered: 98 Skipped: 3

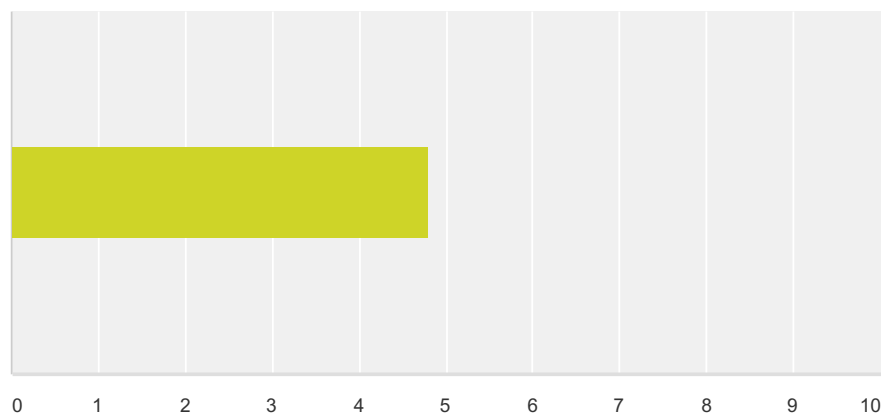


Answer Choices	Responses	
Village Newsletter	65.31%	64
Village Weekly E-News	36.73%	36
Village Social Media (Facebook, Twitter, Youtube)	7.14%	7
My Neighbor / Word of Mouth	8.16%	8
Local Newspaper	6.12%	6
Total Respondents: 98		

#	Other (please describe)	Date
1	I am a member of Environmental Commission	12/16/2016 8:42 AM
2	Village Board meeting	12/15/2016 3:00 PM
3	Village website	12/15/2016 1:31 PM

Q5 On a Scale of 1 to 5 (with 5 being the easiest), overall, how easy was it to enroll in the program?

Answered: 101 Skipped: 0



Answer Choices	Average Number	Total Number	Responses
	5	485	101
Total Respondents: 101			

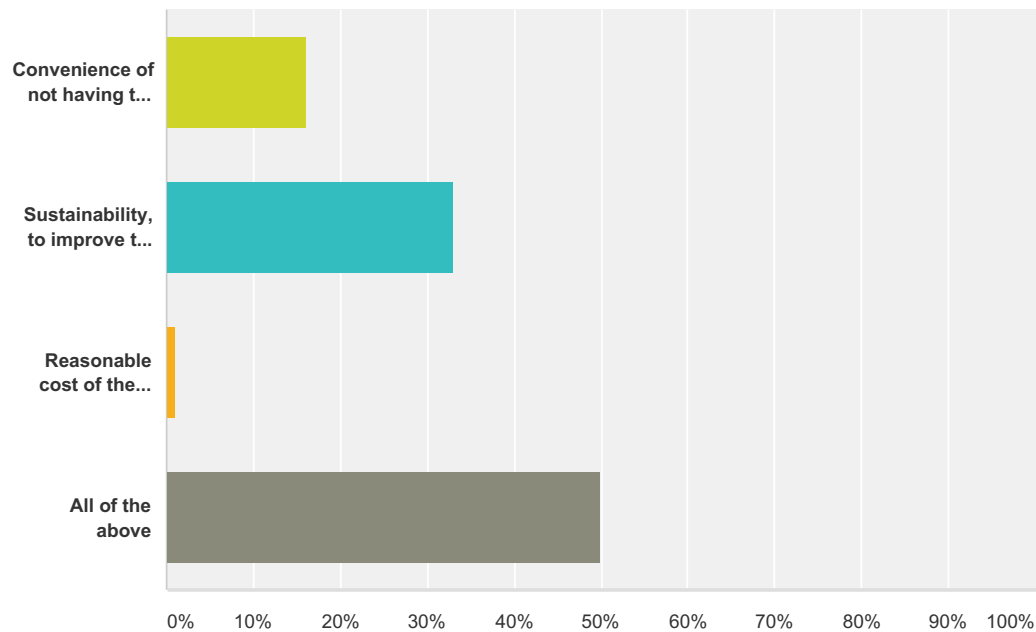
#		Date
1	5	1/17/2017 7:34 AM
2	5	1/9/2017 9:48 AM
3	5	1/4/2017 8:35 AM
4	3	12/30/2016 8:25 AM
5	5	12/23/2016 1:21 PM
6	5	12/22/2016 8:41 PM
7	5	12/22/2016 12:44 PM
8	3	12/21/2016 11:21 AM
9	5	12/19/2016 4:44 PM
10	5	12/19/2016 3:18 PM
11	5	12/19/2016 1:16 PM
12	3	12/19/2016 1:05 PM
13	5	12/18/2016 4:42 PM
14	3	12/17/2016 7:20 PM
15	5	12/17/2016 12:56 PM
16	5	12/17/2016 10:09 AM
17	5	12/17/2016 9:57 AM
18	4	12/17/2016 9:57 AM
19	5	12/16/2016 9:38 PM
20	5	12/16/2016 4:35 PM

21	5	12/16/2016 3:01 PM
22	4	12/16/2016 2:52 PM
23	5	12/16/2016 2:22 PM
24	5	12/16/2016 1:25 PM
25	5	12/16/2016 12:08 PM
26	5	12/16/2016 12:07 PM
27	5	12/16/2016 11:40 AM
28	5	12/16/2016 11:39 AM
29	5	12/16/2016 8:42 AM
30	5	12/16/2016 8:33 AM
31	5	12/16/2016 6:51 AM
32	5	12/16/2016 5:55 AM
33	5	12/16/2016 5:51 AM
34	5	12/16/2016 2:58 AM
35	5	12/15/2016 9:42 PM
36	5	12/15/2016 9:23 PM
37	5	12/15/2016 8:52 PM
38	5	12/15/2016 8:46 PM
39	5	12/15/2016 8:31 PM
40	5	12/15/2016 8:31 PM
41	4	12/15/2016 8:13 PM
42	5	12/15/2016 8:08 PM
43	5	12/15/2016 7:47 PM
44	5	12/15/2016 7:44 PM
45	5	12/15/2016 7:17 PM
46	5	12/15/2016 7:01 PM
47	5	12/15/2016 6:20 PM
48	5	12/15/2016 5:50 PM
49	5	12/15/2016 5:34 PM
50	5	12/15/2016 5:09 PM
51	4	12/15/2016 5:04 PM
52	5	12/15/2016 5:02 PM
53	5	12/15/2016 5:01 PM
54	5	12/15/2016 4:42 PM
55	5	12/15/2016 4:36 PM
56	5	12/15/2016 4:33 PM
57	5	12/15/2016 4:21 PM
58	5	12/15/2016 4:00 PM
59	5	12/15/2016 3:43 PM
60	5	12/15/2016 3:38 PM
61	5	12/15/2016 3:33 PM

62	5	12/15/2016 3:17 PM
63	5	12/15/2016 3:00 PM
64	5	12/15/2016 2:43 PM
65	5	12/15/2016 2:41 PM
66	4	12/15/2016 2:37 PM
67	5	12/15/2016 2:33 PM
68	3	12/15/2016 2:22 PM
69	5	12/15/2016 2:17 PM
70	4	12/15/2016 2:13 PM
71	4	12/15/2016 2:11 PM
72	5	12/15/2016 2:09 PM
73	5	12/15/2016 2:05 PM
74	5	12/15/2016 1:58 PM
75	4	12/15/2016 1:55 PM
76	5	12/15/2016 1:55 PM
77	5	12/15/2016 1:53 PM
78	5	12/15/2016 1:52 PM
79	5	12/15/2016 1:41 PM
80	5	12/15/2016 1:41 PM
81	5	12/15/2016 1:31 PM
82	5	12/15/2016 1:27 PM
83	5	12/15/2016 1:25 PM
84	4	12/15/2016 1:23 PM
85	5	12/15/2016 1:22 PM
86	4	12/15/2016 1:19 PM
87	5	12/15/2016 1:19 PM
88	5	12/15/2016 1:19 PM
89	5	12/15/2016 1:18 PM
90	5	12/15/2016 1:17 PM
91	5	12/15/2016 1:16 PM
92	5	12/15/2016 1:15 PM
93	5	12/15/2016 1:14 PM
94	5	12/15/2016 1:13 PM
95	5	12/15/2016 1:13 PM
96	5	12/15/2016 1:13 PM
97	5	12/15/2016 1:13 PM
98	5	12/15/2016 1:11 PM
99	5	12/15/2016 1:10 PM
100	5	12/15/2016 1:10 PM
101	5	12/15/2016 1:04 PM

Q6 Which of the following best describes the reason why you decided to participate in the curbside composting pilot program?

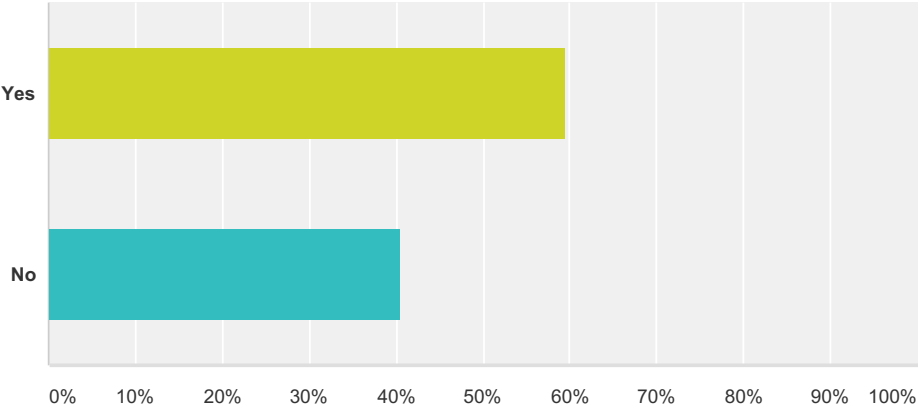
Answered: 100 Skipped: 1



Answer Choices	Responses	
Convenience of not having to use yard waste or leaf stickers	16.00%	16
Sustainability, to improve the environment/reduce landfill waste	33.00%	33
Reasonable cost of the program	1.00%	1
All of the above	50.00%	50
Total		100

Q7 Based upon your participation in the program, overall, did you find that you produced less garbage on a weekly basis?

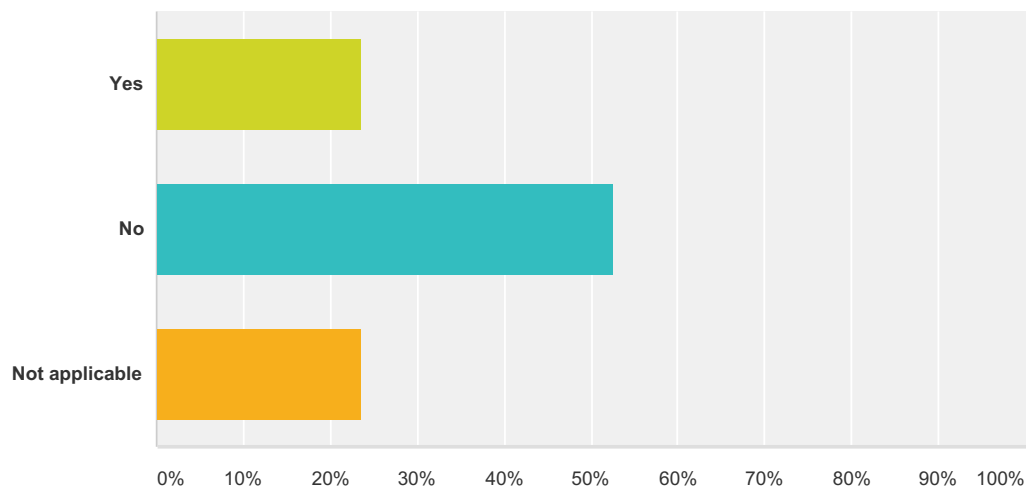
Answered: 101 Skipped: 0



Answer Choices	Responses	
Yes	59.41%	60
No	40.59%	41
Total		101

Q8 If YES - Do you feel that your garbage pick-up could decrease from once per week collection to once every other week based upon your reduced volume?

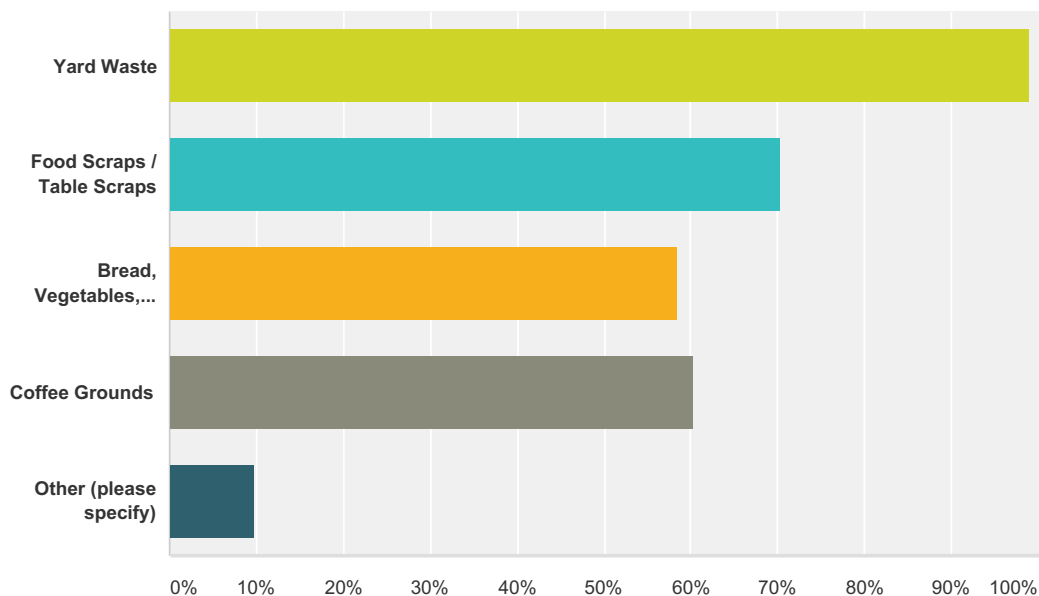
Answered: 93 Skipped: 8



Answer Choices	Responses	
Yes	23.66%	22
No	52.69%	49
Not applicable	23.66%	22
Total		93

Q9 Which of the following materials that are compostable in the current program, did you compost? (Please check all that apply)

Answered: 101 Skipped: 0

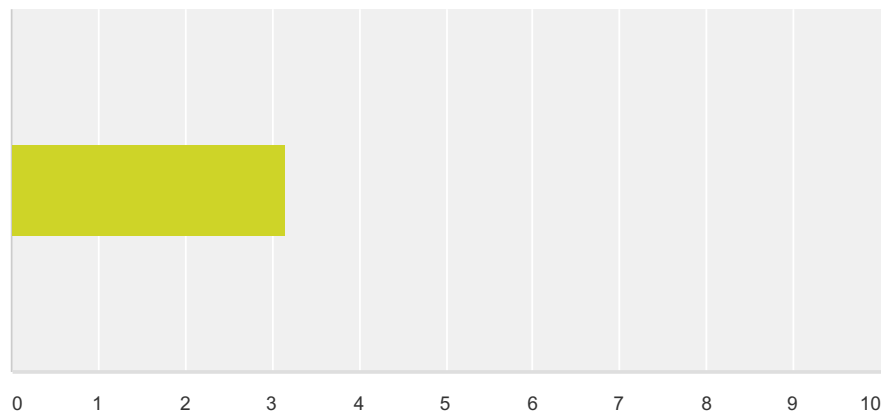


Answer Choices	Responses
Yard Waste	99.01% 100
Food Scraps / Table Scraps	70.30% 71
Bread, Vegetables, Dairy, Pasta	58.42% 59
Coffee Grounds	60.40% 61
Other (please specify)	9.90% 10
Total Respondents: 101	

#	Other (please specify)	Date
1	vegetable fruit organic materials	1/9/2017 9:48 AM
2	Fall pumpkins, household plants	12/22/2016 12:44 PM
3	Most non meat food items	12/19/2016 3:18 PM
4	mostly yard waste	12/16/2016 12:07 PM
5	Cut flowers	12/15/2016 8:08 PM
6	grass clippings was 99% of 65 gal volume, weekly, and i sometimes exceeded that volume with yard bags	12/15/2016 2:22 PM
7	I just need to train myself to do more composting of food items.	12/15/2016 1:41 PM
8	Yard waste filled it up a lot and food scraps smell but will think more about doing that now	12/15/2016 1:23 PM
9	Leaves- fall cleanup	12/15/2016 1:22 PM
10	egg shells	12/15/2016 1:13 PM

Q10 As you may know, the pilot program prohibited meat products/scraps. On a Scale of 1 to 5, (with 5 being highly likely), how likely would you be to compost meat products/scraps if the Village could negotiate that into a future refuse/recycling contract?

Answered: 86 Skipped: 15



Answer Choices	Average Number	Total Number	Responses
	3	272	86
Total Respondents: 86			

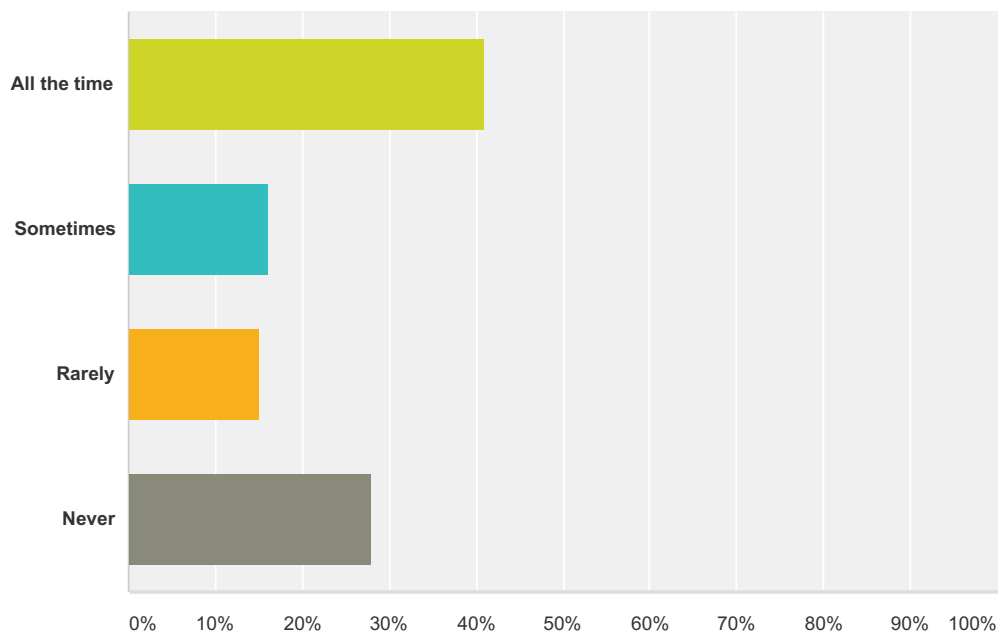
#		Date
1	5	1/17/2017 7:34 AM
2	1	1/9/2017 9:48 AM
3	3	1/4/2017 8:35 AM
4	5	12/30/2016 8:25 AM
5	5	12/23/2016 1:21 PM
6	2	12/22/2016 8:41 PM
7	1	12/22/2016 12:44 PM
8	5	12/21/2016 11:21 AM
9	5	12/19/2016 4:44 PM
10	4	12/19/2016 3:18 PM
11	1	12/18/2016 4:42 PM
12	3	12/17/2016 7:20 PM
13	3	12/17/2016 10:09 AM
14	3	12/17/2016 9:57 AM
15	5	12/17/2016 9:57 AM
16	3	12/16/2016 9:38 PM

17	1	12/16/2016 4:35 PM
18	5	12/16/2016 3:01 PM
19	5	12/16/2016 2:52 PM
20	1	12/16/2016 12:08 PM
21	1	12/16/2016 12:07 PM
22	5	12/16/2016 11:40 AM
23	3	12/16/2016 8:42 AM
24	1	12/16/2016 6:51 AM
25	2	12/16/2016 5:55 AM
26	1	12/16/2016 5:51 AM
27	5	12/16/2016 2:58 AM
28	5	12/15/2016 9:42 PM
29	4	12/15/2016 9:23 PM
30	5	12/15/2016 8:52 PM
31	5	12/15/2016 8:46 PM
32	1	12/15/2016 8:31 PM
33	3	12/15/2016 8:13 PM
34	5	12/15/2016 8:08 PM
35	3	12/15/2016 7:47 PM
36	1	12/15/2016 7:44 PM
37	5	12/15/2016 7:17 PM
38	5	12/15/2016 7:01 PM
39	5	12/15/2016 6:20 PM
40	2	12/15/2016 5:34 PM
41	5	12/15/2016 5:09 PM
42	5	12/15/2016 5:04 PM
43	5	12/15/2016 5:02 PM
44	1	12/15/2016 5:01 PM
45	2	12/15/2016 4:42 PM
46	2	12/15/2016 4:36 PM
47	3	12/15/2016 4:21 PM
48	1	12/15/2016 3:43 PM
49	5	12/15/2016 3:38 PM
50	5	12/15/2016 3:33 PM
51	1	12/15/2016 3:00 PM
52	1	12/15/2016 2:43 PM
53	5	12/15/2016 2:41 PM
54	5	12/15/2016 2:37 PM
55	1	12/15/2016 2:33 PM
56	2	12/15/2016 2:22 PM
57	1	12/15/2016 2:17 PM

58	5	12/15/2016 2:13 PM
59	5	12/15/2016 2:11 PM
60	2	12/15/2016 2:09 PM
61	5	12/15/2016 2:05 PM
62	1	12/15/2016 1:58 PM
63	1	12/15/2016 1:55 PM
64	3	12/15/2016 1:55 PM
65	1	12/15/2016 1:52 PM
66	5	12/15/2016 1:41 PM
67	1	12/15/2016 1:41 PM
68	5	12/15/2016 1:31 PM
69	1	12/15/2016 1:27 PM
70	1	12/15/2016 1:25 PM
71	2	12/15/2016 1:23 PM
72	3	12/15/2016 1:22 PM
73	5	12/15/2016 1:19 PM
74	1	12/15/2016 1:19 PM
75	5	12/15/2016 1:19 PM
76	5	12/15/2016 1:17 PM
77	5	12/15/2016 1:16 PM
78	1	12/15/2016 1:15 PM
79	3	12/15/2016 1:14 PM
80	1	12/15/2016 1:13 PM
81	5	12/15/2016 1:13 PM
82	5	12/15/2016 1:13 PM
83	1	12/15/2016 1:13 PM
84	5	12/15/2016 1:11 PM
85	1	12/15/2016 1:10 PM
86	5	12/15/2016 1:04 PM

Q11 How often did you use the kitchen
composting container that was provided by
the Village?

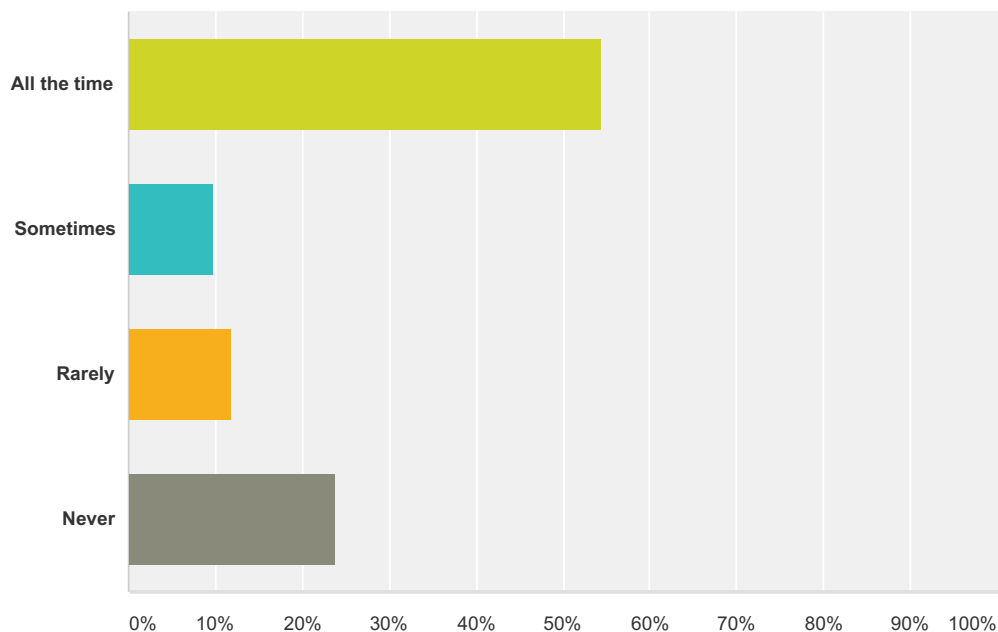
Answered: 100 Skipped: 1



Answer Choices	Responses	
All the time	41.00%	41
Sometimes	16.00%	16
Rarely	15.00%	15
Never	28.00%	28
Total		100

Q12 How often did you use the biodegradable "plastic" liners that came with the kitchen container?

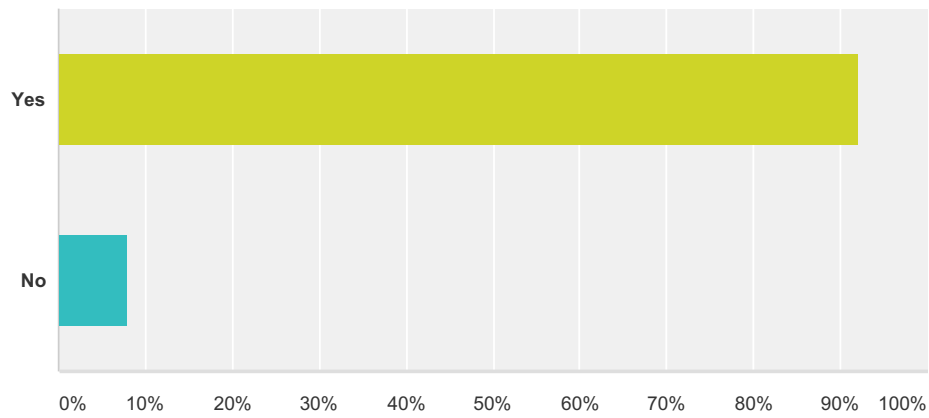
Answered: 101 Skipped: 0



Answer Choices	Responses	
All the time	54.46%	55
Sometimes	9.90%	10
Rarely	11.88%	12
Never	23.76%	24
Total		101

Q13 If curbside composting were to be continued, would you participate again?

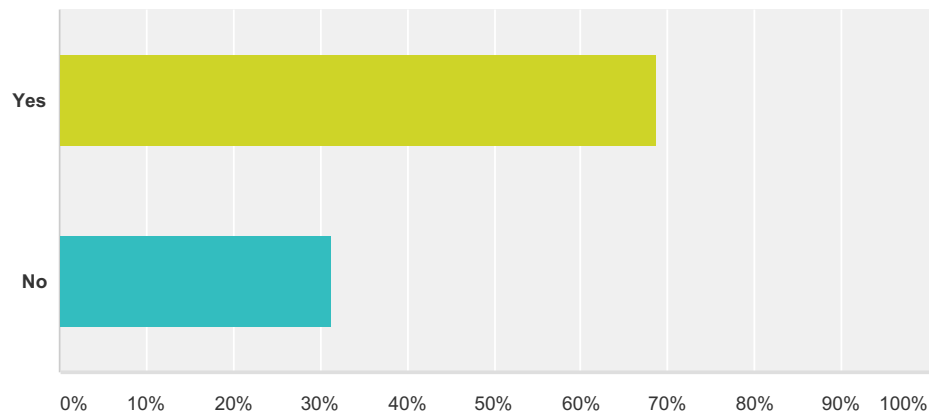
Answered: 100 Skipped: 1



Answer Choices	Responses	
Yes	92.00%	92
No	8.00%	8
Total		100

Q14 If a year-round (12 month) curbside composting program were available, would you participate?

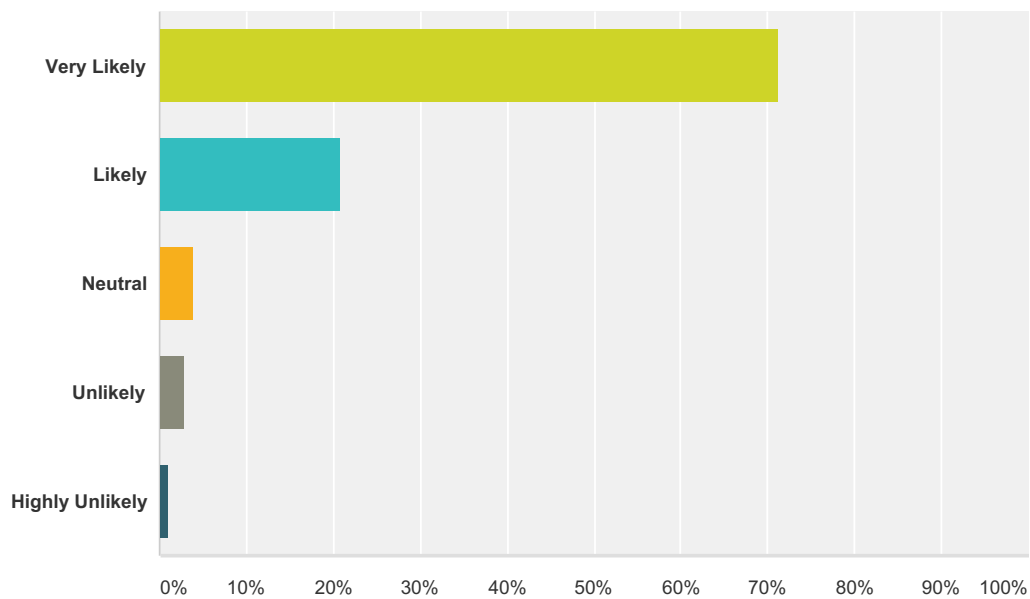
Answered: 99 Skipped: 2



Answer Choices	Responses	
Yes	68.69%	68
No	31.31%	31
Total		99

Q15 Based upon your overall experience, how likely are you to recommend this program to a friend or neighbor?

Answered: 101 Skipped: 0



Answer Choices	Responses	
Very Likely	71.29%	72
Likely	20.79%	21
Neutral	3.96%	4
Unlikely	2.97%	3
Highly Unlikely	0.99%	1
Total		101

Q16 Do you have any additional comments regarding the curbside composting pilot program?

Answered: 68 Skipped: 33

#	Responses	Date
1	First off, this type of program should be required instead of suggested in order to live more sustainably on the planet. What I don't like is that in the period when there is no yard waste pickup, we can no longer compost our bread and veggie scraps. We made a lot of these over the holidays and they went into the regular garbage. Of course we don't necessarily need a 65 gallon container during those months, but still it would be nice if it was picked up. The small green container for the counter was somewhat tippy and perhaps there could be a more stable option. It was also a bit small on occasion.	1/17/2017 7:34 AM
2	based on current usage, I would use the smaller can as I still have a yard service so I do not have much in yard waste to add to can.	1/4/2017 8:35 AM
3	Very nice service to have. We hope it continues.	12/22/2016 8:41 PM
4	Great program, especially for yard waste. Please continue!	12/22/2016 12:44 PM
5	Absolutely fabulous program. Loved it and would be heartbroken if it did not continue.	12/21/2016 11:21 AM
6	Please continue this responsible and convenient program. Continue to be a leader in this community effort and expand if possible . Continue to get the word out about it including the pluses of this program. Sure if folks tried it they would see the worthwhile benefits and actually less work than yard waste and garbage. We use our coffee grounds for our gardening. Thank you for this program- an awesome way to help our community and planet. Much appreciation. Keep it going please.	12/19/2016 3:18 PM
7	We started a composting pile behind our garage to handle the leaves/yard waste so we didn't use the bin as much as we thought we would. We also didn't end up using the indoor composting container as much as we thought we would.	12/19/2016 1:16 PM
8	composting is expensive. How can we drive down cost?	12/19/2016 1:05 PM
9	I believe the cost for this program was too high for the amount of compost material I recycled each week.	12/18/2016 4:42 PM
10	I loved the yard waste composting. But my kitchen scraps smelled despite use of the green bags so I stopped composting those. I would continue to compost kitchen scraps if the container prevented the odor.	12/17/2016 12:56 PM
11	it would be ideal if the monthly cost is reduced as that would most likely attract more residents to using this valuable service.	12/17/2016 10:09 AM
12	So glad Glen Ellyn has the composting service. Way to go!	12/17/2016 9:57 AM
13	I compost kitchen scraps during the summer in my backyard and use my own kitchen composter. I don't like that the program did not go through winter, when I can't compost in my yard. Also, it should include meat, pizza boxes, paper napkins, etc. Lastly, the containers aren't large enough to include all yard waste, so we still had to buy bags and stickers. The cost of the program isn't justified given it is not year round and doesn't offer 2-4 free yard waste bags included in the pickup price. I am disappointed because I was so excited to finally see this program offered, but it is not offered in a way that makes economic sense. Last, I could go for every other week trash pick up regardless of composting program or not - would love to have that as an option for trash pick up.	12/17/2016 9:57 AM
14	I hope you continue the program in 2017. By the end of the pilot, I had figured out some best practices to do it more effectively.	12/16/2016 9:38 PM
15	Per question 8, although I'm not sure about every other week, I could most likely go to a smaller sized can for garbage. Also, I thought the composting program was already 12 months. I guess I'd better go back to the web site and re-read the instructions!	12/16/2016 3:01 PM
16	I thought the program was May-November only charging \$13+ and for 65 gallon container. Which was cost effective for my summer composting compared to garage bags and stickers. However, I found out it's the whole year that your charged \$13+. I loved the program however just discontinued it last week because of GE cost issue. I won't be continuing it next year because it's too expensive.	12/16/2016 2:52 PM
17	I thought this was a wonderful addition to the sustainability of Glen Ellyn. I sincerely hope that this will be continued in the future. I will continue to compost no matter what, but loved the ease of the program.	12/16/2016 2:22 PM

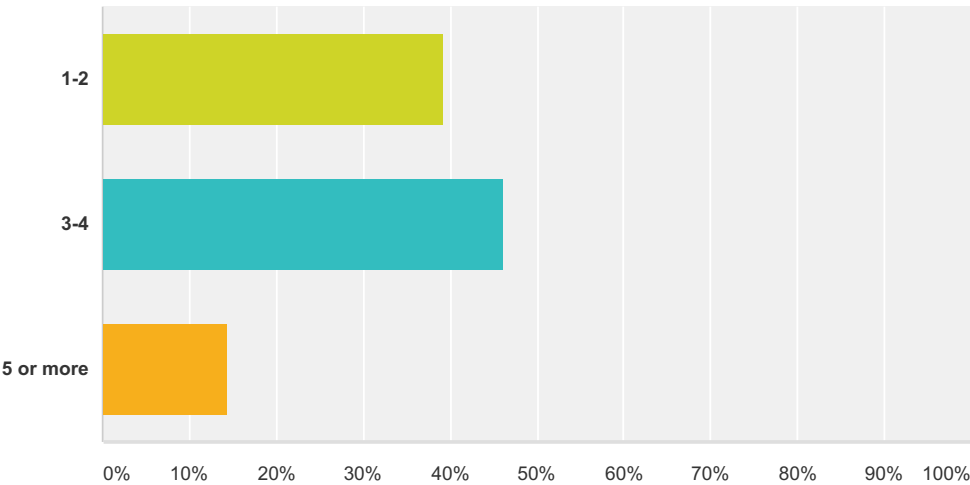
18	Thanks and I hope you keep the program going!	12/16/2016 1:25 PM
19	Love the program! Less need for stickers Less need for lawn bags Easy to move container around yard Keep the program as is!!! Thanks	12/16/2016 12:08 PM
20	We loved the composting program! The container was so easy to use as we could roll it to wherever we needed it to be and it was so durable compared to paper bags. Please continue this fantastic program!	12/16/2016 12:07 PM
21	used my own container with solid sides. used compostable bags from the pet store. Oak Park has a year round program. I have been taking my compostable garbage into O.P. to my son's container. You might contact O.P. and see how they do it. Would recommend a kitchen container with solid sides...	12/16/2016 11:39 AM
22	I would want to have 12 month program if program is expanded to include paper. Garbage pickups could be reduced if soiled papers are allowed in the composting program (ex pizza boxes, napkins, paper towels, paper plates & cups). Paper is a bigger deal than meat for me.	12/16/2016 8:42 AM
23	Re reducing the amount of trash, it depends on the time of year. When we have a party, we have more trash and recycling. When the kids are not home as it's just the two of us we have lots less. I keep a composting container in my freezer because I was getting fruit flies with your container.	12/16/2016 6:51 AM
24	Please offer reduced garbage pick up options! We have a 35 gallon can for garbage and rarely fill it even after two weeks!	12/15/2016 9:42 PM
25	Love the program -- it made me more aware of how much waste I threw out and made me conserve more	12/15/2016 9:23 PM
26	It was too hard in the summer with either controlling the smell or the animals it attracted. I live by the first preserve so keeping raccoons away was why I discontinued the service	12/15/2016 8:31 PM
27	I loved the yardwaste component and would likely continue just for that. By the end, we started getting fruit flies so we stopped composting to get rid of them. It would be nice to have a better system to avoid that.	12/15/2016 8:13 PM
28	We would want to use a smaller container in the winter if the program were 12 mos. (We easily fill our 95 g container during the summer/fall with yard waste, but we probably only have 1-2 gallons of food scraps per week.)	12/15/2016 8:08 PM
29	in a year round program, i would not be willing to pay for composting outside the normal yard waste collection time period.	12/15/2016 7:44 PM
30	I would have to think about every other week garbage pick up. We don't have a lot of garbage but in summer it can get rank.	12/15/2016 7:17 PM
31	The reason we would not want every other week collection of garbage is that in the summer things will go bad and smell - meat. If meat is in the compost program we would be more likely to say Yes to every other week collection of the remaining garbage.	12/15/2016 7:01 PM
32	Great program. I used all the compost bags and bought more. Please make this 12 months.	12/15/2016 6:20 PM
33	Really did not take advantage of the food composting option -- mainly used it for the yard waste. Will make an effort next year to use it.	12/15/2016 5:34 PM
34	We were very happy with the program. I think advertising the program could help increase participation. Many friends hadn't heard of it and didn't realize how easy it would be to curbside compost.	12/15/2016 5:09 PM
35	The only critique o have with the program is that other cities offer a similar service at a reduced cost- we participate because we believe in composting but would love to see it encouraged and incentivized to more Glen Ellyn citizens	12/15/2016 5:04 PM
36	we did not produce as much food waste as I expected. I did not like the small counter top container provided. would prefer one without holes.	12/15/2016 5:02 PM
37	We just used it for yard waste and it was very convenient.	12/15/2016 5:01 PM
38	I didn't use the kitchen composting container because it was way too large to be in my kitchen. If there was something smaller - more counter-size, I would be more likely to use it.	12/15/2016 4:33 PM
39	The fact that it is only half the year is very inconvenient. I purchased a nice compost bin for my counter and now I have to store it somewhere (and throw my compost in the trash). In addition, the program is extremely expensive. If only accounting for the weeks there is an actual pick up, we would be able to purchase about 10 yard bags for the price of the container (which probably holds 2 bags of yard waste). Both of these issues make this program unappealing so we are planning on cancelling our subscription.	12/15/2016 4:21 PM
40	I am very happy with the program, nice to be in a community that offers the yard pickup	12/15/2016 4:00 PM
41	I wished that the program was year round. We significantly reduced our garbage by 50-60%. The liners are not easy to buy. I would recommend the village sell them at city hall or places close by like Lens Ace Hardware or Soukoup's. We loved the program and hope that it continues.	12/15/2016 3:43 PM

42	Never received kitchen composting container or plastic bags....hence the "never" answers.	12/15/2016 3:00 PM
43	what do you mean it's not year round now? why not??	12/15/2016 2:43 PM
44	I was disappointed that service ended for winter. However, I understand that there may be challenges related to the colder weather... I used to live in Seattle and yard waste/composting was relatively inexpensive. Trash bins cost the most (even a tiny one) and recycling bins were free. It would be nice to see a similar program here.	12/15/2016 2:41 PM
45	Too expensive for the amount of food scraps that we composted on a weekly basis. It's only worth it if you can fit all grass clippings AND food scraps each week. But, the cost of even the smallest container (which fit very little grass clippings) was still very expensive compared to buying yard waste stickers.	12/15/2016 2:37 PM
46	I like the program but you should reduce the monthly fee I have to pay for the winter months when it's not being picked up.	12/15/2016 2:33 PM
47	price the monthly service charge with the understanding that most users will NOT have any compost to pickup / dispose of in December, January, February, and most if not all of March. thus, pickup services could be reduced to 8 months (thanksgiving to easter?) to help reduce costs / make system more efficient and provide more transparency to customers as to the monthly rate/cost based on duration used. thank you -	12/15/2016 2:22 PM
48	We absolutely love it for yard waste. Cuts down on bags used. Please continue this program!!	12/15/2016 2:17 PM
49	I am undecided on Questions 13 & 14. We used a similar program while we lived overseas which was the main reason we were open to joining this pilot. As it is extra effort (and expense) to compost, I am not sure that we would continue in the program unless the cost was reduced or subsidized by the village. I think many residents are concerned about the environment, yet may be hesitant to increase their waste removal expenses as we already pay higher taxes, etc. than neighboring communities.	12/15/2016 2:13 PM
50	I requested the 35 gallon container, but it was not available so the 65 was delivered. Also, it would be nice to have the recyclable bags delivered periodically, or available for purchase on the Village website, as I ran out pretty quickly.	12/15/2016 2:11 PM
51	Really enjoyed not needing bags and stickers for our yard waste	12/15/2016 1:58 PM
52	Since we already compost vegies, fruit and other food scraps in our backyard, I used it the most for yard waste and leaves. But I am going to try to up my use for bread and pasta etc and the other items.	12/15/2016 1:55 PM
53	Great idea. Life is too short for bags and stickers. This is 2016. Only request is for better price. I think the only reason more people didn't do it was cost.	12/15/2016 1:52 PM
54	Great program! Couldn't be more pleased. I'm interested in knowing the number of households who participated.	12/15/2016 1:41 PM
55	I don't know why more of my neighbors did not participate. It seemed cost-efficient and more convenient than using yard waste & leaf stickers.	12/15/2016 1:41 PM
56	I think the compost program is wonderful. While I feel we still need weekly garbage pick up, we produced significantly less trash and could use a smaller trash bin if doing weekly composting.	12/15/2016 1:31 PM
57	Didn't know I could add food scraps but could be smelly even outside. Overall I like the program and helps me keep the yard up and less in the trash.	12/15/2016 1:23 PM
58	Weekly composting is ideal during yard waste collection timing window. Not sure how this would work for us in the dead of winter (access to bin, and bin to curb), and opportunity to fill container during winter. Ideally composting service is during yard waste timing window. Option to continue through winter months with once a month collection. It's less sustainable to pay 12 months of composting collection fees, and not have flexibility for swapping container size (without more fees) and lower service fees for less access during winter. I use my own kitchen composting bin & liners, since my kitchen space is at a premium and your container is too large. I also regularly dump compost straight into the outside bin, or empty every other day, so a more compact indoor container is a better option for me.	12/15/2016 1:22 PM
59	I loved being able to compost in Glen Ellyn, and I frequently recommend the program to others. Now that it's winter I'm disappointed that i have to throw food scraps in the trash. I hope the Village Board continues the program and further promote it!	12/15/2016 1:19 PM
60	This program was fantastic! Economical (saved money on purchasing yard bags and stickers) and Eco-friendly!	12/15/2016 1:17 PM
61	Kitchen composting container that was provided by the Village was no good (wast of plastic), I bough a better one, more sturdy, stainless with no need for bags. I wish the program was more affordable, it is a little pricey...	12/15/2016 1:16 PM
62	Keep the service!	12/15/2016 1:15 PM
63	I hope the feedback supports the continuation and expansion of the program!	12/15/2016 1:13 PM
64	Thank you for implementing this program. It worked very well for our household.	12/15/2016 1:13 PM
65	We found that we would put out the composting bin every other week, did not need it weekly	12/15/2016 1:13 PM

66	I think it was a little expensive but if garbage went to once every 2 weeks it would offset the price. Also the bags provided could be larger in the summer, larger waste, like melon rinds, more fruit and veg in the summer.	12/15/2016 1:11 PM
67	I never received a kitchen composting container or liners. Would use them if I had them.	12/15/2016 1:10 PM
68	I would still need weekly recycling, but probably not weekly garbage	12/15/2016 1:04 PM

Q1 How many people live in your household?

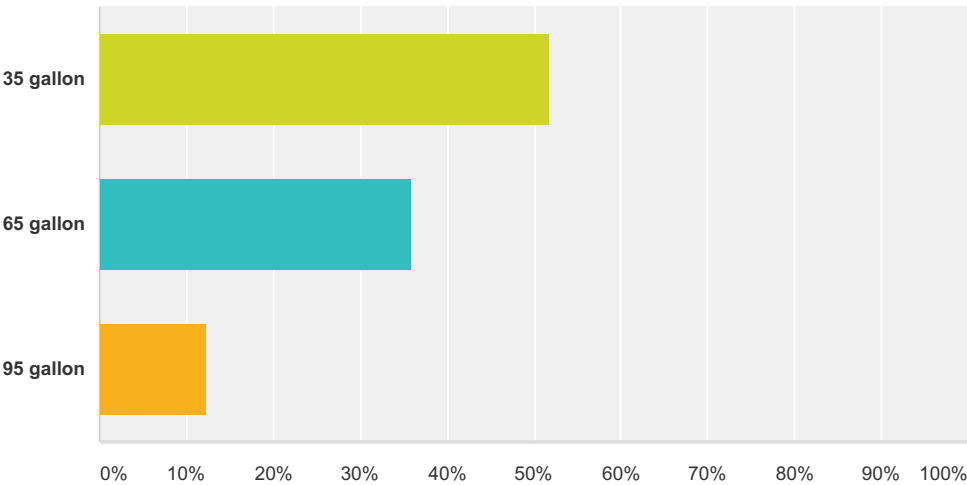
Answered: 448 Skipped: 0



Answer Choices	Responses	
1-2	39.29%	176
3-4	46.21%	207
5 or more	14.51%	65
Total		448

Q2 What size garbage (green) container do you use?

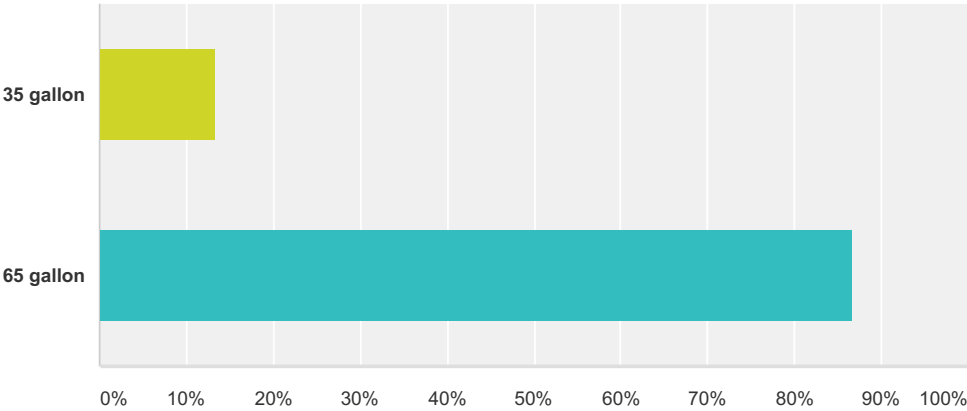
Answered: 445 Skipped: 3



Answer Choices	Responses	
35 gallon	51.69%	230
65 gallon	35.96%	160
95 gallon	12.36%	55
Total		445

Q3 What size recycling (blue) container do you use?

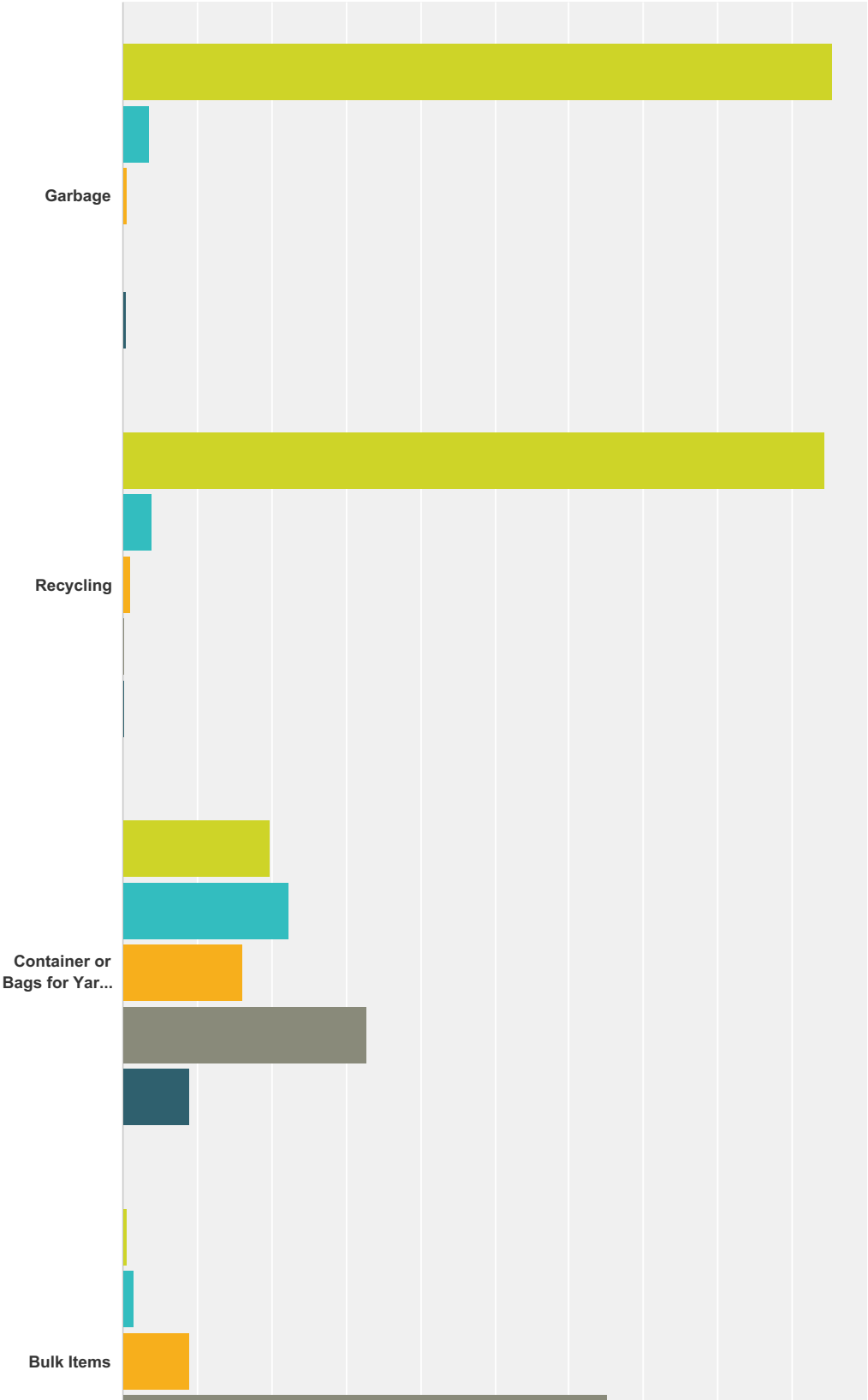
Answered: 443 Skipped: 5

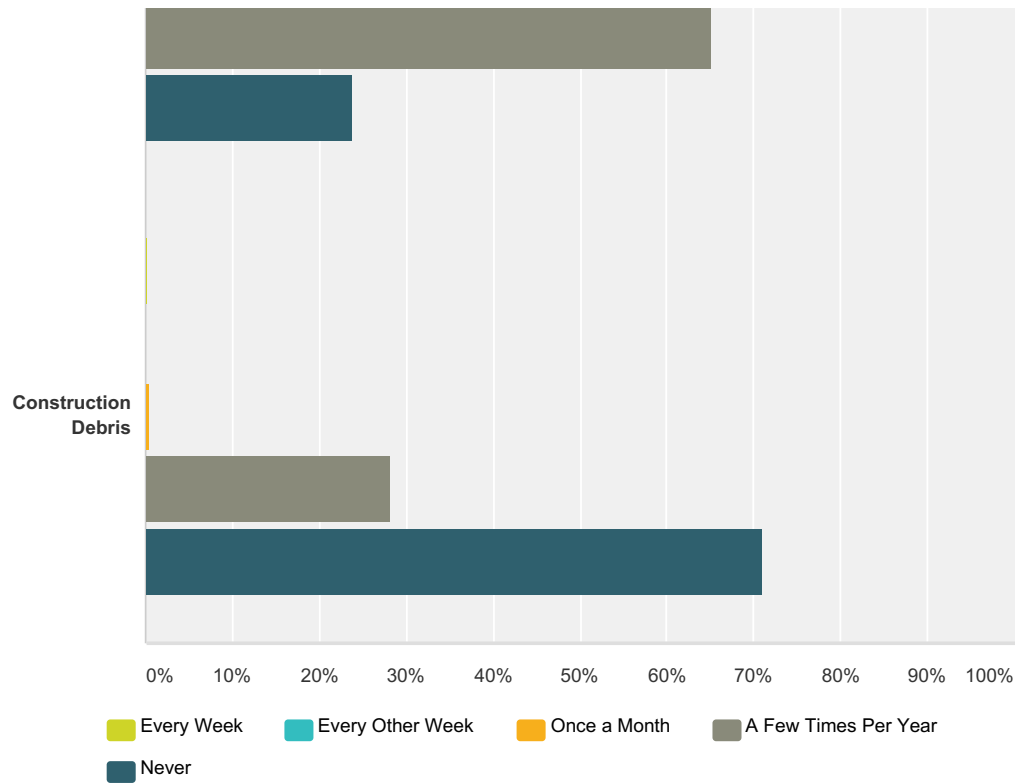


Answer Choices	Responses	
35 gallon	13.32%	59
65 gallon	86.68%	384
Total		443

Q4 On average, how many times per month do you set out your garbage/recycling containers at the curb for collection?

Answered: 448 Skipped: 0

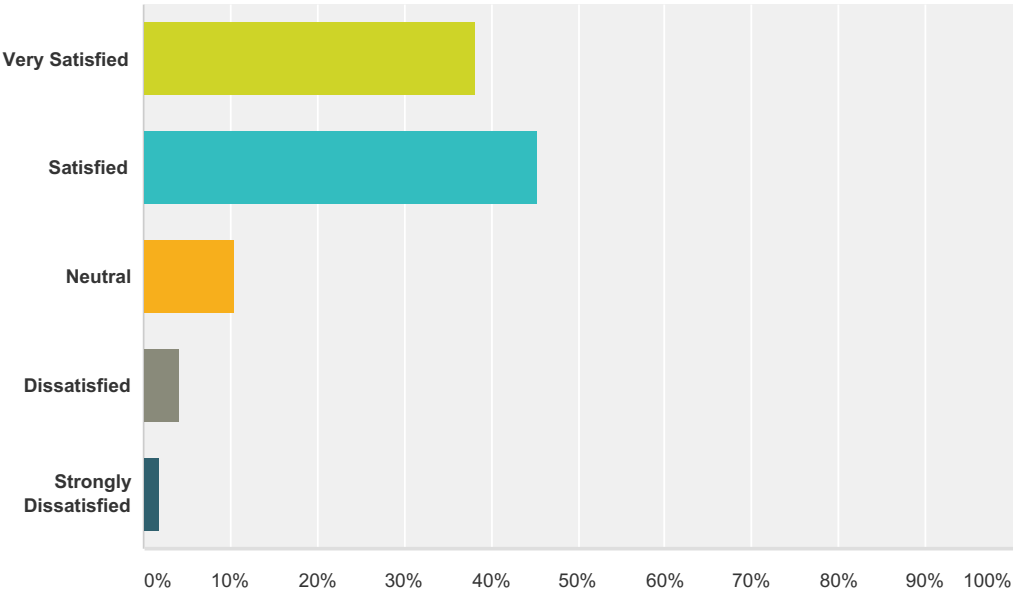




	Every Week	Every Other Week	Once a Month	A Few Times Per Year	Never	Total
Garbage	95.31% 427	3.57% 16	0.67% 3	0.00% 0	0.45% 2	448
Recycling	94.38% 420	4.04% 18	1.12% 5	0.22% 1	0.22% 1	445
Container or Bags for Yard Waste/Organics (April-November)	19.82% 86	22.35% 97	16.13% 70	32.72% 142	8.99% 39	434
Bulk Items	0.71% 3	1.42% 6	8.96% 38	65.09% 276	23.82% 101	424
Construction Debris	0.24% 1	0.00% 0	0.48% 2	28.27% 119	71.02% 299	421

Q5 Overall, how satisfied are you with the current refuse and recycling collection program in Glen Ellyn?

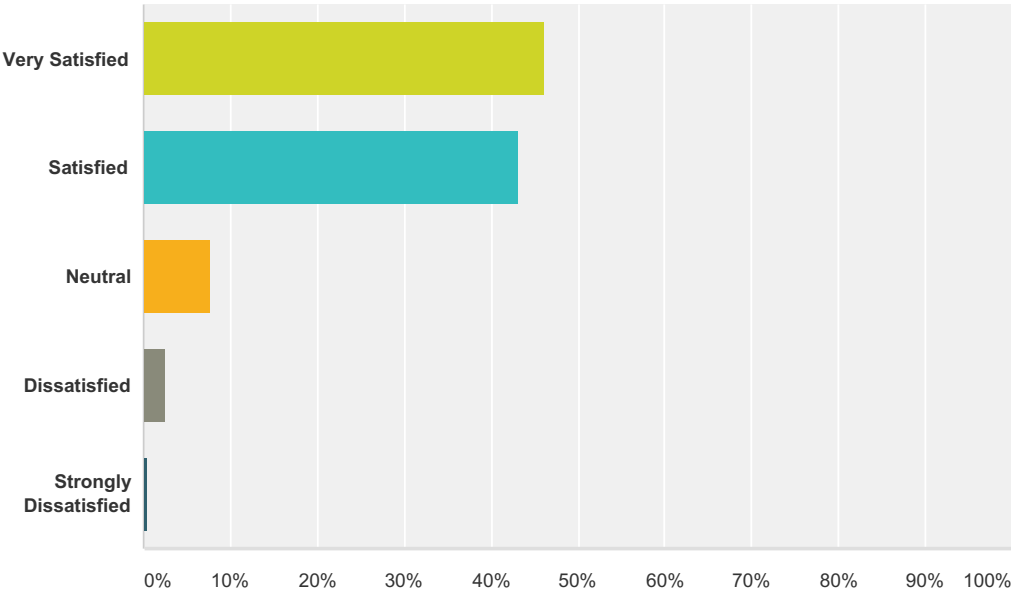
Answered: 446 Skipped: 2



Answer Choices	Responses	
Very Satisfied	38.12%	170
Satisfied	45.29%	202
Neutral	10.54%	47
Dissatisfied	4.26%	19
Strongly Dissatisfied	1.79%	8
Total		446

Q6 In the past year, how would you rate your level of overall satisfaction with the quality of collection services provided by Republic Services?

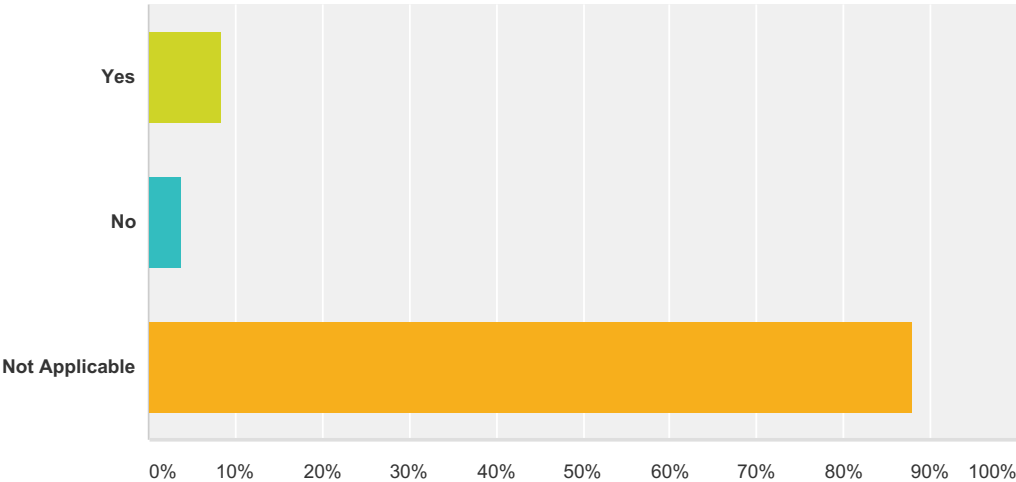
Answered: 446 Skipped: 2



Answer Choices	Responses	
Very Satisfied	46.19%	206
Satisfied	43.27%	193
Neutral	7.62%	34
Dissatisfied	2.47%	11
Strongly Dissatisfied	0.45%	2
Total		446

Q7 If you have contacted Republic Services in the past year to schedule pick-up of large items or appliances, was the service performed to your satisfaction?

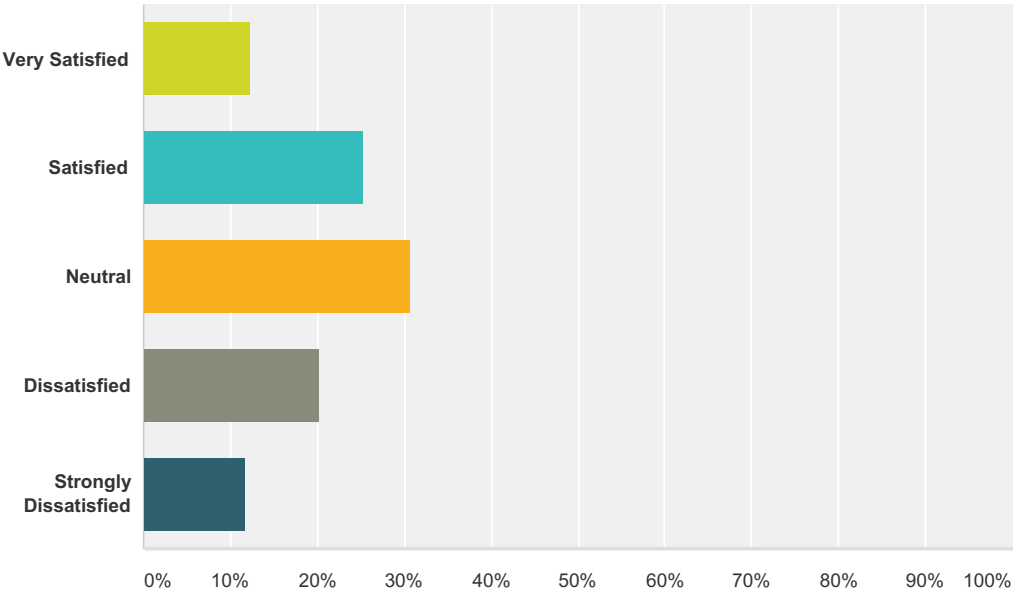
Answered: 447 Skipped: 1



Answer Choices	Responses	
Yes	8.28%	37
No	3.80%	17
Not Applicable	87.92%	393
Total		447

Q8 Overall, how satisfied are you with purchasing stickers to pay for yard waste/leaf collection?

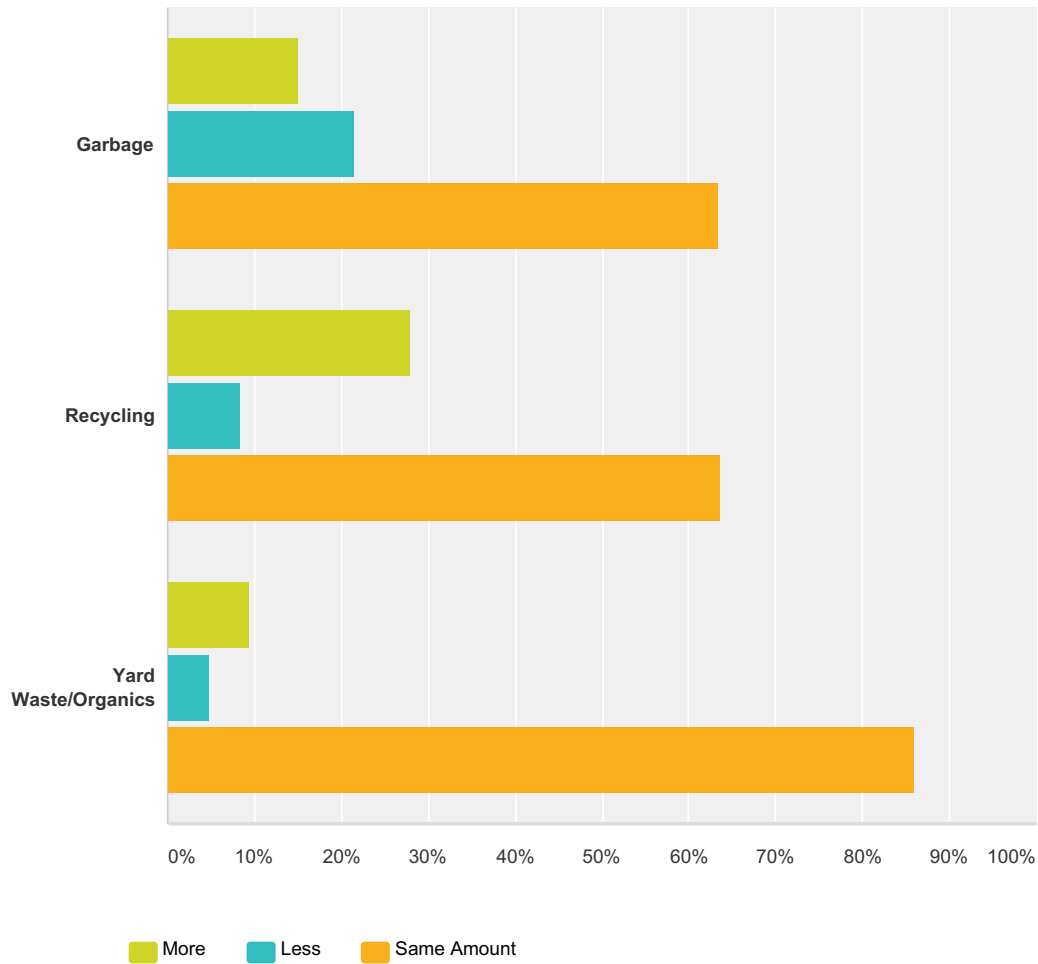
Answered: 441 Skipped: 7



Answer Choices	Responses	
Very Satisfied	12.24%	54
Satisfied	25.17%	111
Neutral	30.61%	135
Dissatisfied	20.18%	89
Strongly Dissatisfied	11.79%	52
Total		441

Q9 During the next five years, do you expect that your household will generate more, less or the same amount of the following:

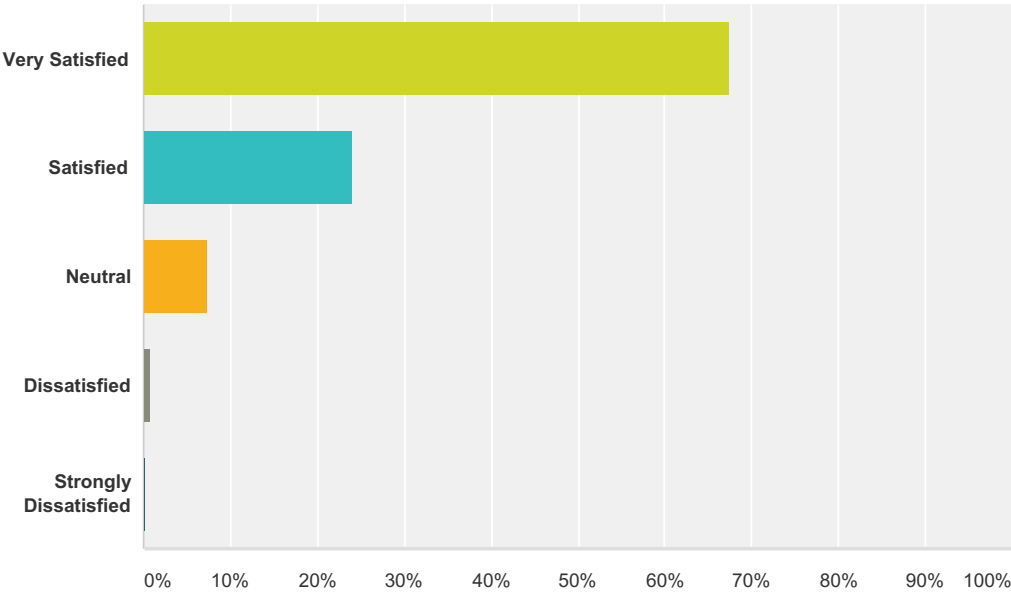
Answered: 447 Skipped: 1



	More	Less	Same Amount	Total
Garbage	14.99% 67	21.48% 96	63.53% 284	447
Recycling	27.96% 125	8.28% 37	63.76% 285	447
Yard Waste/Organics	9.30% 41	4.76% 21	85.94% 379	441

Q10 How satisfied are you with the collection day being on Monday each week?

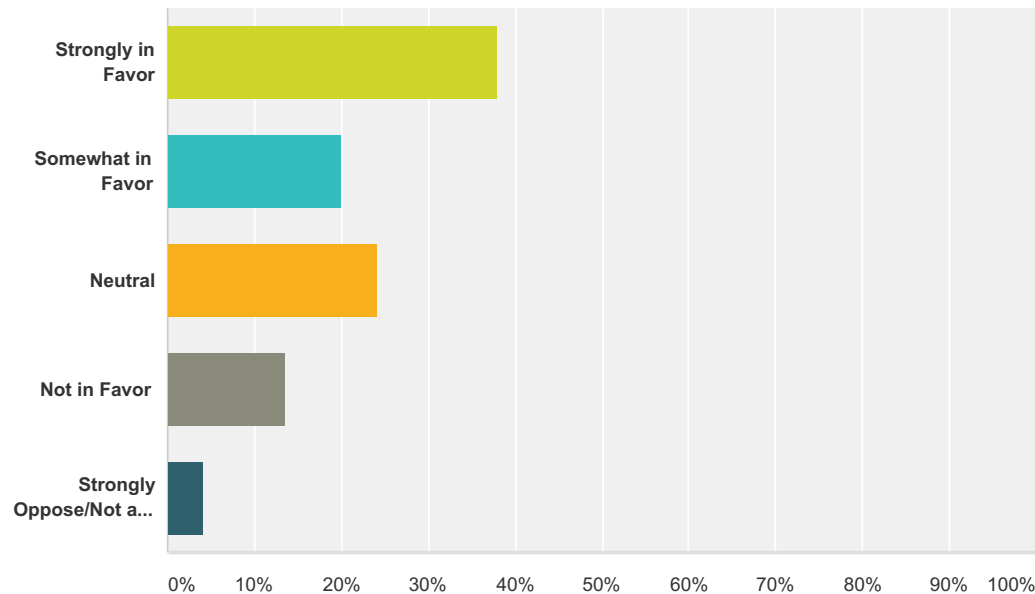
Answered: 446 Skipped: 2



Answer Choices	Responses	
Very Satisfied	67.49%	301
Satisfied	23.99%	107
Neutral	7.40%	33
Dissatisfied	0.90%	4
Strongly Dissatisfied	0.22%	1
Total		446

Q11 If the Village could obtain better pricing, how in favor would you be to the Village exploring non-Monday collection days during the week as part of a new contract?

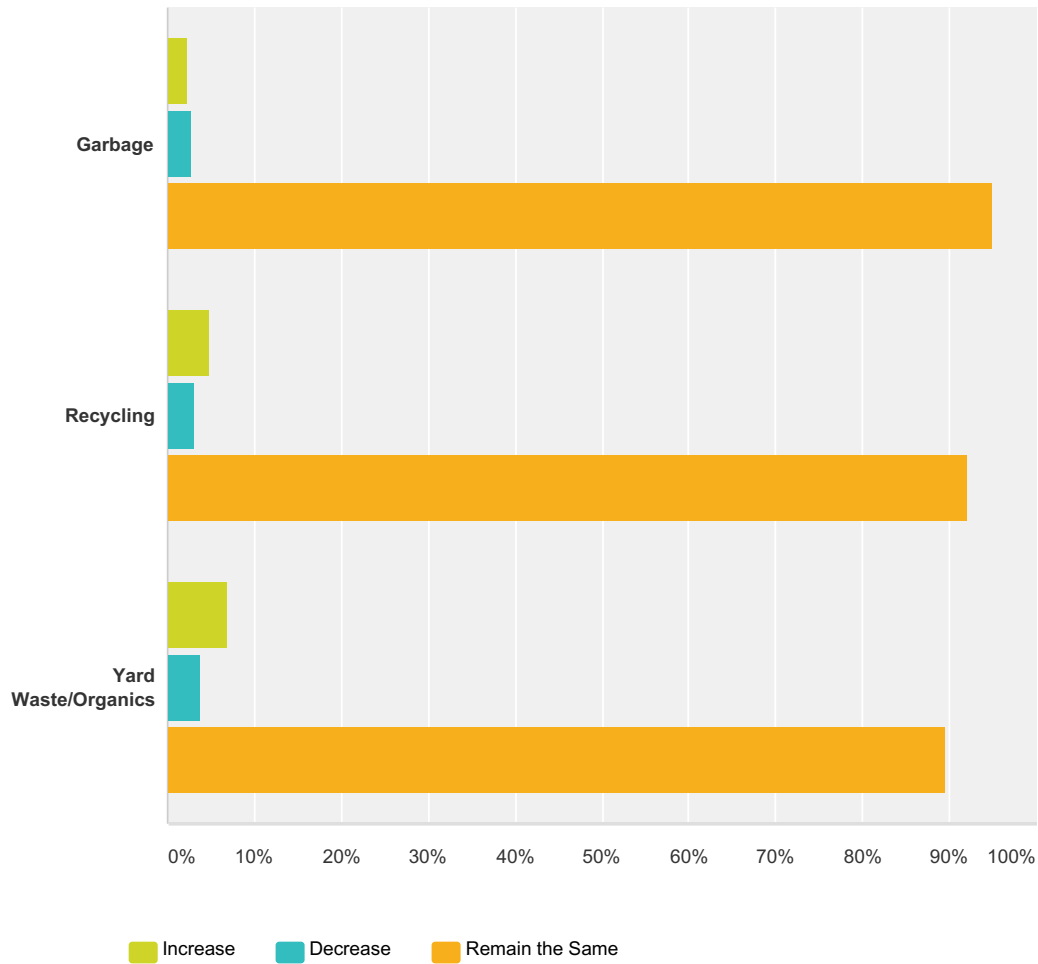
Answered: 445 Skipped: 3



Answer Choices	Responses	
Strongly in Favor	37.98%	169
Somewhat in Favor	20.00%	89
Neutral	24.27%	108
Not in Favor	13.48%	60
Strongly Oppose/Not at All in Favor	4.27%	19
Total		445

Q12 Would you like the frequency of the following collection services to increase, decrease or remain the same?

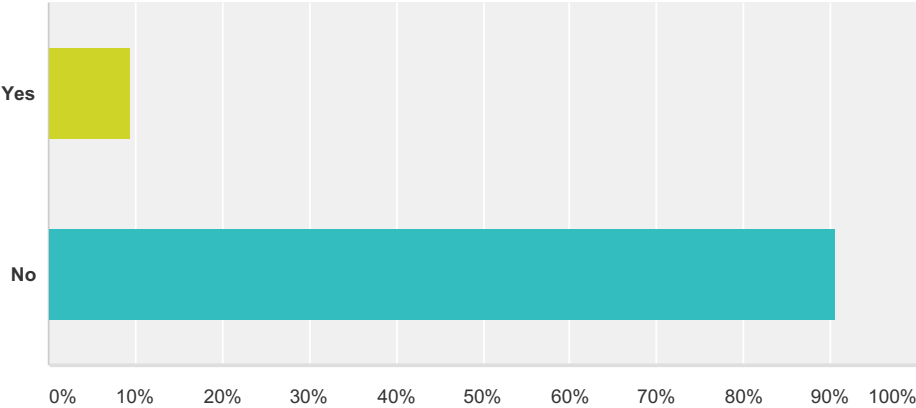
Answered: 447 Skipped: 1



	Increase	Decrease	Remain the Same	Total
Garbage	2.24% 10	2.68% 12	95.08% 425	447
Recycling	4.71% 21	3.14% 14	92.15% 411	446
Yard Waste/Organics	6.86% 30	3.66% 16	89.47% 391	437

Q13 If you would like to increase the frequency of any of the collections, are you willing to pay more on your bill?

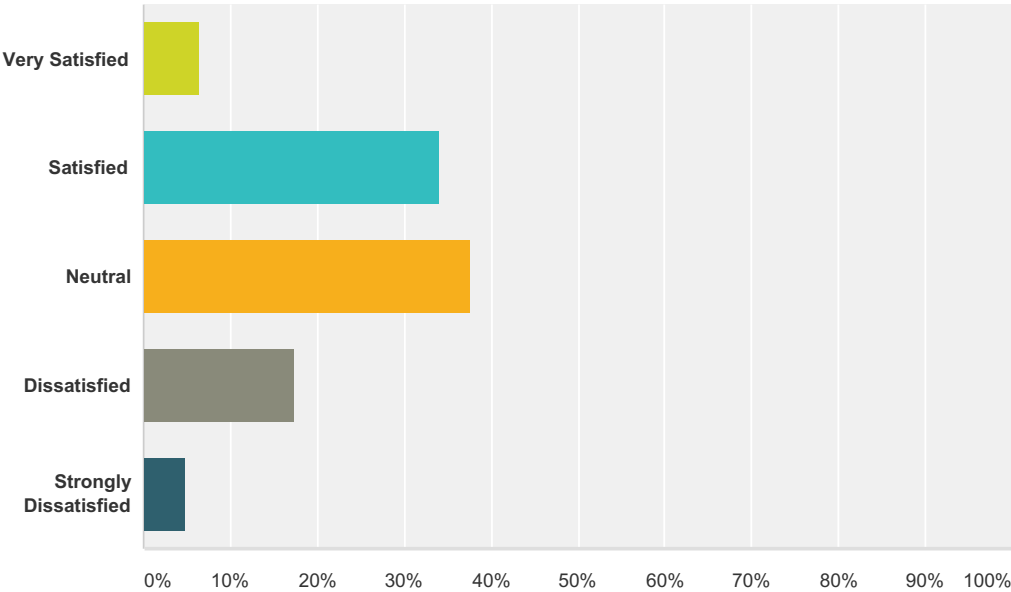
Answered: 385 Skipped: 63



Answer Choices	Responses	
Yes	9.35%	36
No	90.65%	349
Total		385

Q14 Overall, how would you rate your level of satisfaction with the current price you pay for garbage/recycling services?

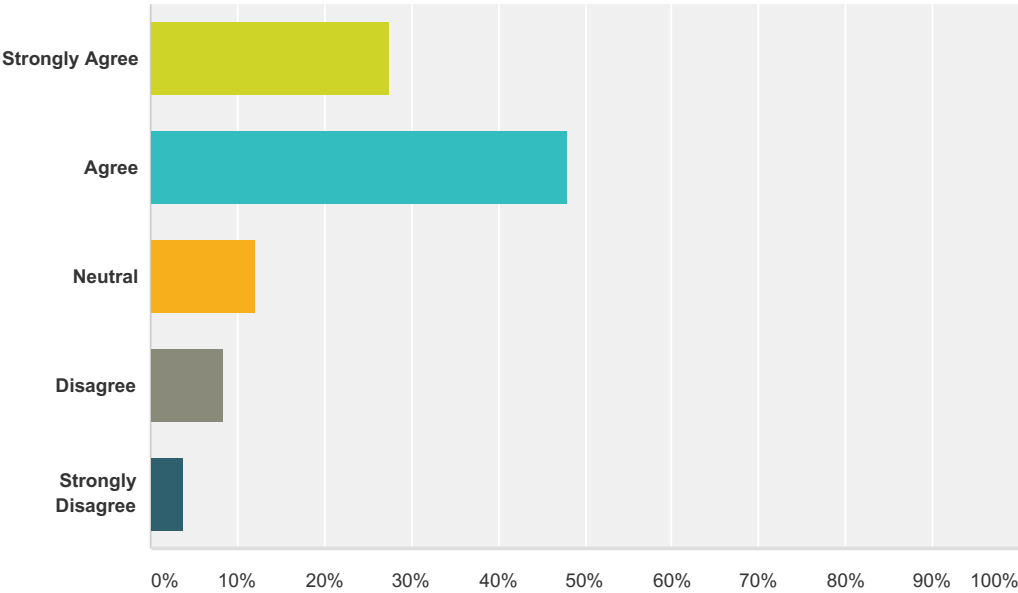
Answered: 447 Skipped: 1



Answer Choices	Responses	
Very Satisfied	6.49%	29
Satisfied	34.00%	152
Neutral	37.58%	168
Dissatisfied	17.23%	77
Strongly Dissatisfied	4.70%	21
Total		447

Q15 Do you agree or disagree with the following statement: Should the cost of garbage/recycling collection continue to be distributed evenly (i.e. standard monthly fee) to households based upon container size?

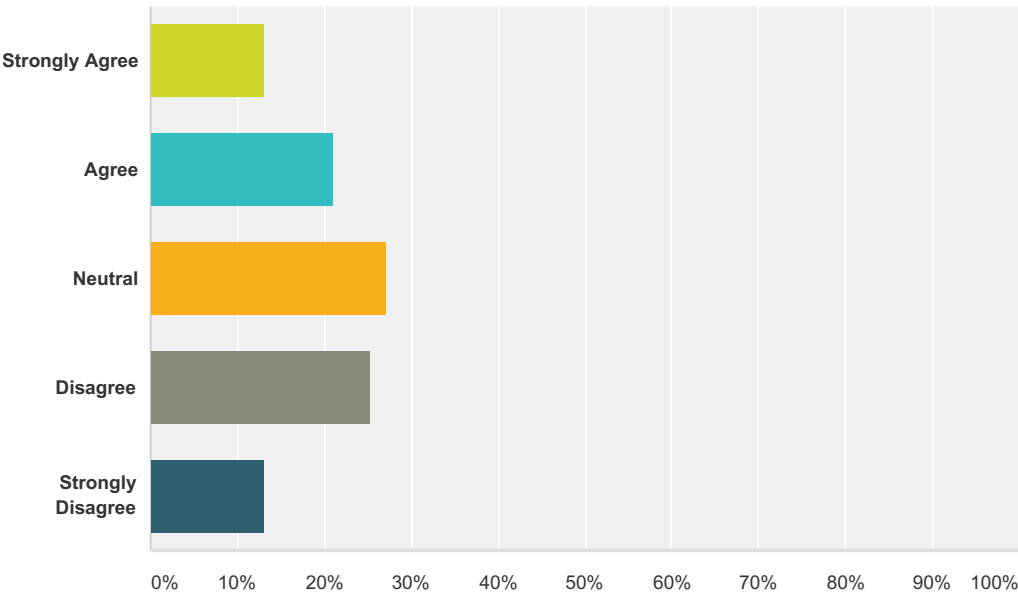
Answered: 443 Skipped: 5



Answer Choices	Responses	
Strongly Agree	27.54%	122
Agree	48.08%	213
Neutral	12.19%	54
Disagree	8.35%	37
Strongly Disagree	3.84%	17
Total		443

Q16 Do you agree or disagree with the following statement: Should the cost of garbage/recycling collection instead be distributed to households based on how much garbage they individually generate (i.e. “pay as you throw pricing model”)?

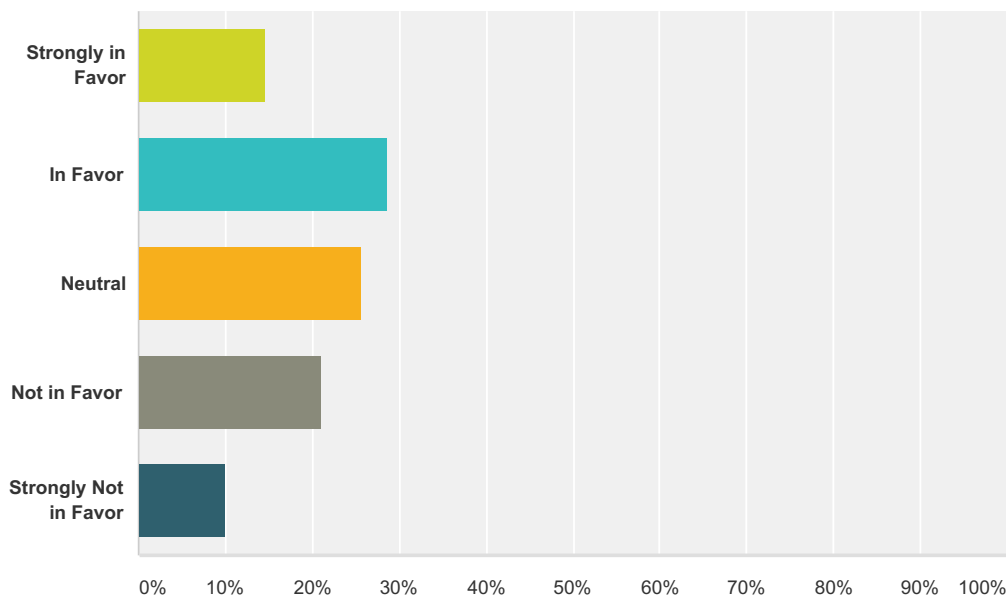
Answered: 446 Skipped: 2



Answer Choices	Responses	
Strongly Agree	13.23%	59
Agree	21.08%	94
Neutral	27.13%	121
Disagree	25.34%	113
Strongly Disagree	13.23%	59
Total		446

Q17 Compared to the current monthly charge pricing model, how in favor would you be of a payment system in which your household was automatically charged only when your garbage and/or recycling container was set out at the curb for collection (i.e. “pay as you throw”)?

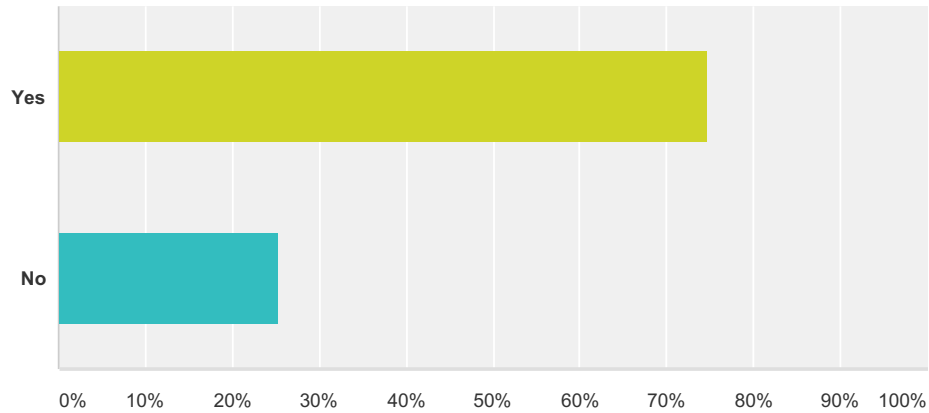
Answered: 443 Skipped: 5



Answer Choices	Responses	
Strongly in Favor	14.67%	65
In Favor	28.67%	127
Neutral	25.73%	114
Not in Favor	20.99%	93
Strongly Not in Favor	9.93%	44
Total		443

Q18 Currently, the Village handles the billing for the refuse/recycling collection program. If the Village could reduce costs by outsourcing billing services to the refuse hauler, would you be OK with receiving a separate bill from the hauler?

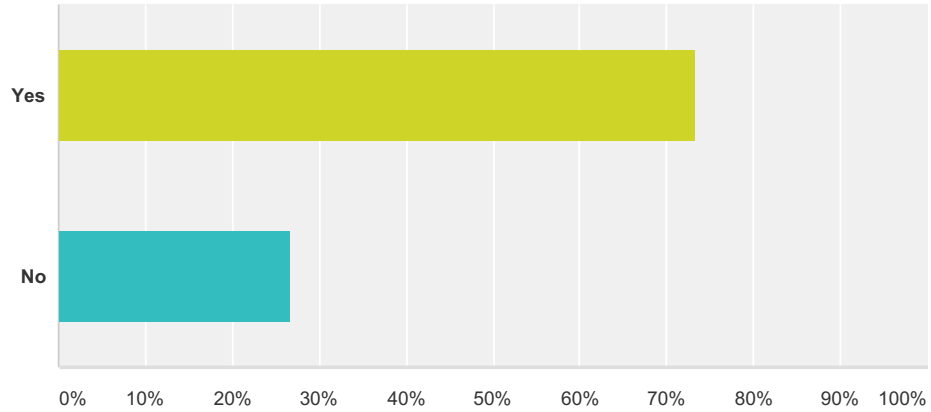
Answered: 444 Skipped: 4



Answer Choices	Responses	
Yes	74.77%	332
No	25.23%	112
Total		444

Q19 In previous years, did you participate in the annual “clean sweep” collection program?

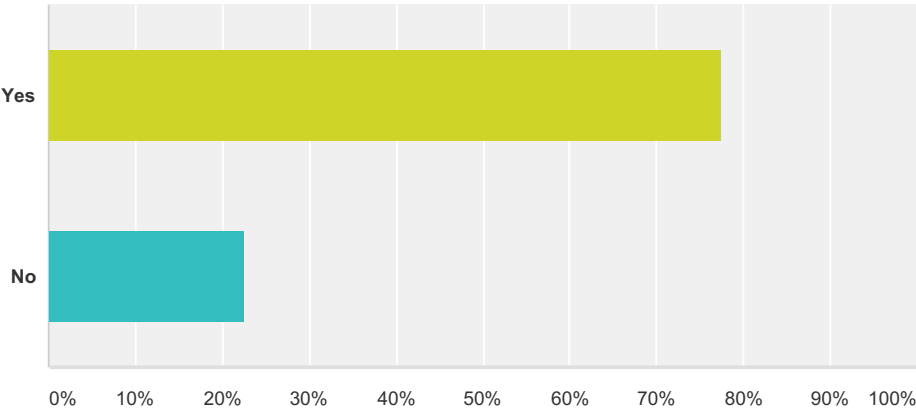
Answered: 444 Skipped: 4



Answer Choices	Responses	
Yes	73.20%	325
No	26.80%	119
Total		444

Q20 Although the “clean sweep” service is no longer offered, would you be interested in the Village bringing it back as an annual service offering?

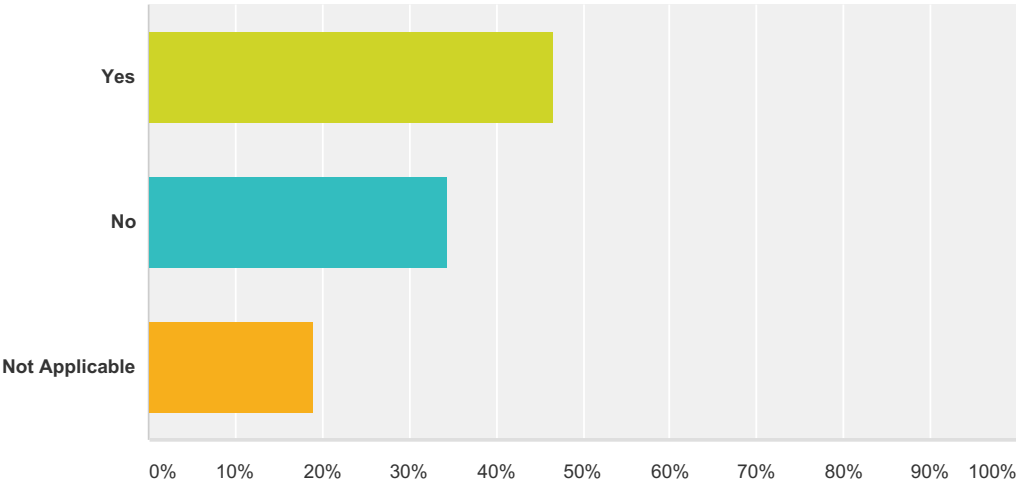
Answered: 432 Skipped: 16



Answer Choices	Responses	
Yes	77.55%	335
No	22.45%	97
Total		432

Q21 If you answered "yes" to bring back the "clean sweep" service, would you be willing to pay an additional fee for this service?

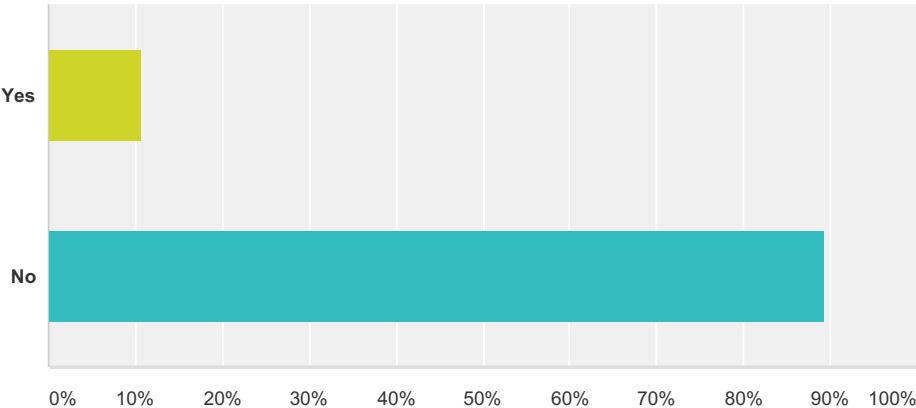
Answered: 433 Skipped: 15



Answer Choices	Responses	
Yes	46.65%	202
No	34.41%	149
Not Applicable	18.94%	82
Total		433

Q22 Did you participate in the Village’s curbside composting (i.e. weekly collection of organic food waste with yard waste in a wheeled container) pilot program this past year?

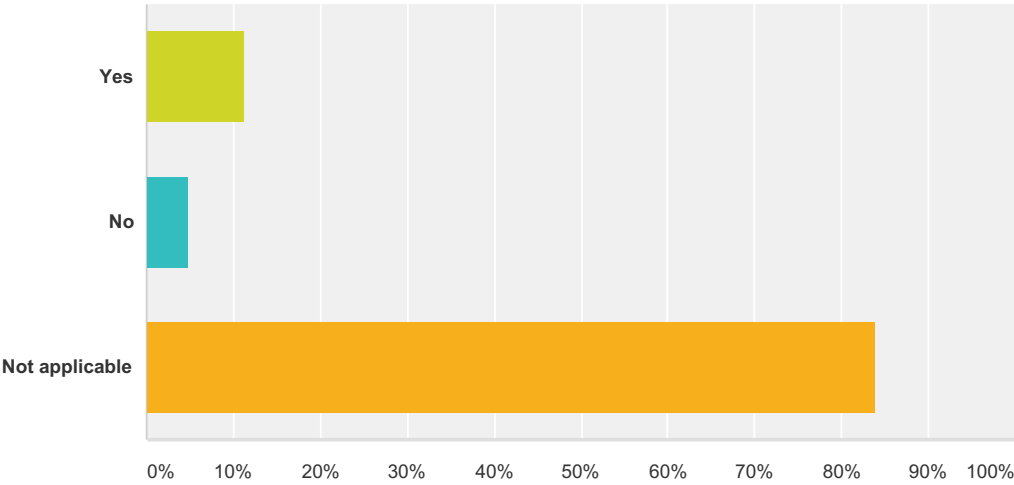
Answered: 445 Skipped: 3



Answer Choices	Responses	
Yes	10.56%	47
No	89.44%	398
Total		445

Q23 If you answered "yes" to participating in the Village's curbside composting program, would you be interested in the Village continuing to offer this optional collection service?

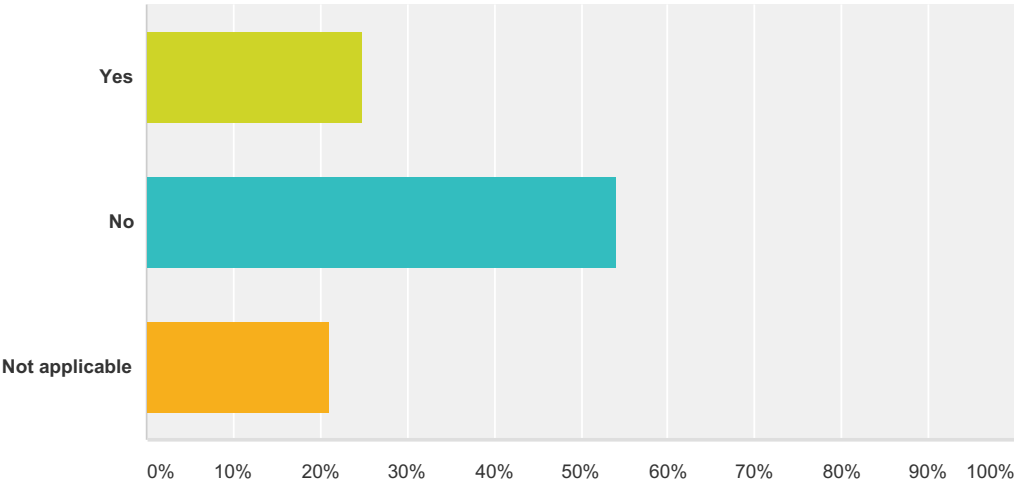
Answered: 379 Skipped: 69



Answer Choices	Responses	
Yes	11.35%	43
No	4.75%	18
Not applicable	83.91%	318
Total		379

Q24 If you answered "no" to participating in the Village's curbside composting program, would you be interested in this program next year?

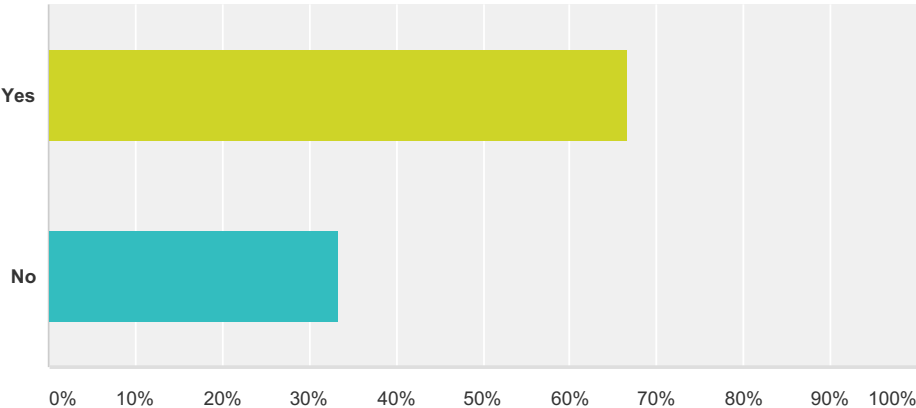
Answered: 431 Skipped: 17



Answer Choices	Responses	
Yes	24.83%	107
No	54.06%	233
Not applicable	21.11%	91
Total		431

Q25 Do you feel adequately informed about where and how to dispose of items that cannot be collected at your curb, such as, electronics, paint, household hazardous waste, medications, etc.?

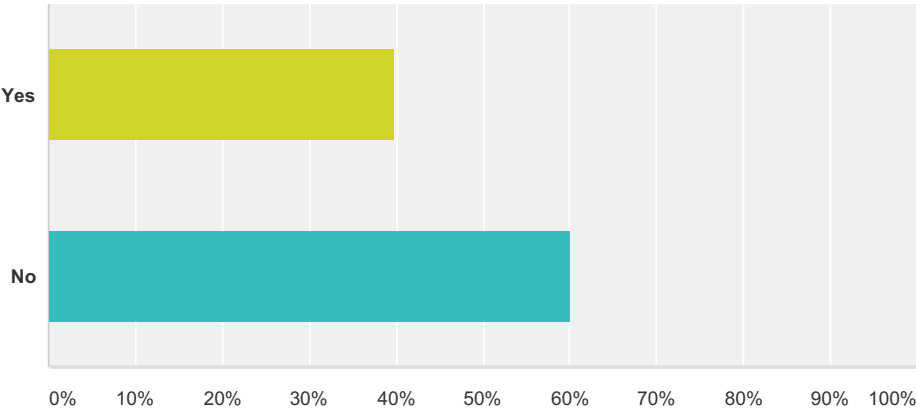
Answered: 442 Skipped: 6



Answer Choices	Responses
Yes	66.52% 294
No	33.48% 148
Total	442

Q26 Would you be willing to pay an average cost to subsidize the yard waste and leaf collection expense rather than pay for this separate with stickers? In other words, would you be willing to pay for the elimination of the sticker program?

Answered: 441 Skipped: 7



Answer Choices	Responses	
Yes	39.91%	176
No	60.09%	265
Total		441

Q27 Do you have any additional comments regarding the refuse/recycling collection service program?

Answered: 169 Skipped: 279

#	Responses	Date
1	I would like to see the elimination of stickers but how would a new system be adequately serviced and priced? I believe that the sticker program may be the fairest of all .	1/21/2017 12:16 AM
2	It might be good to explore the "clean sweep" program on an every other year basis. Not sure residents would need this service on an annual basis.	1/17/2017 3:14 PM
3	I would want more information on "clean sweep" and "pay-as-you-throw" before making a determination on those programs. I am strongly in favor of eliminating stickers for yard waste.	1/17/2017 1:47 PM
4	Bring back the clean sweep spring clean up	1/15/2017 6:26 PM
5	Do we pay for recycling by the size of the container we set at the curb? Does that discourage people from recycling?	1/15/2017 5:38 PM
6	Lower our costs and keep our service as is or increase it. My only issue is when a can is getting flipped by the truck arm, something misses the bucket and the workers don't get out and pick it up. That's their job.	1/13/2017 4:31 PM
7	Leaf pick-up should be extended into Dec, many trees don't lose their leaves until after Nov.	1/5/2017 4:41 PM
8	Yes, question #26 is a horrible question. Yes, I think the stickers are priced too high and no, I do not want the elimination of the stickers if added to my monthly bill!!! I want a reduction of the sticker costs!!	1/3/2017 9:26 PM
9	- Regarding dissatisfaction with Republic: They are in too much of a hurry to properly place the bins back on the curb after collection. You often can look down the street and see them just tossed all over yards and driveways, or in the road. - Regarding composting program: I am highly in favor of this program. I don't participate because I have my own composter, however, not all residents do, and this is a great program to offer. - I am strongly against clean sweep. The neighborhood is trashed after the program. There is debris everywhere that has fallen from the trucks. Also, the trucks drive too dangerously, and don't watch for pedestrians, because they are in such a hurry to beat others to the giveaways. - I'd like to see a rule that if the containers don't close, they won't be picked up, or they will be picked up but the resident is fined. I often see debris (especially from the recycling bins) blowing out of non-fully closed containers and ending up as litter. This not only trashes our neighborhood, but is harmful to the environment.	1/3/2017 6:55 AM
10	I would like to participate in the composting program, but I found it to be very expensive.	1/2/2017 8:08 PM
11	Keep these guys.	1/2/2017 1:26 PM
12	We use a lawn service that disposed of yard waste and I do not want to pay to subsidize other neighbors who put out yard waste. The disposal cost is one I consider having paid via my yard service.	1/2/2017 1:24 PM
13	Thanks for the opportunity to participate in the survey! About question 21, "Yes" depends on how much the additional fee would be. It was such a deeply appreciated and truly helpful "gift" from the village to have this free service every two years. I'd prefer it to return at no charge. It was also a good community event that generated a lot of goodwill toward the village government. About question 26, an additional average cost wouldn't be fair to those of us who live in communities that charge for yard waste and leaf collection through association fees. We already pay - and have no use for these services. Also, my answers to other questions in favor of cost savings for the village - and I imagine most/all other people's - are based on the assumption that residents would share in the cost savings. Thanks again.	1/2/2017 7:40 AM
14	Glen Ellyn's real estate taxes are extremely high and should include garbage services - any increase in garbage costs would only be insult to injury at this point.	1/2/2017 7:01 AM
15	Love the composting program! Keep and educate and expand!	1/2/2017 5:31 AM
16	Can you look into leaf street cleaners like Hinsdale. Is it more cost effective	1/2/2017 5:15 AM
17	TRUCKS LOSE TOO MUCH ON STREETS SEEMS THEY DO NOT CARE WHEN TRASH BLOWS OUT OF TRUCK	1/2/2017 12:33 AM
18	keep it as simple as possible.	1/1/2017 6:07 PM
19	I feel that at times the garbage man have not taken items that were in my containers or large items that were outside that couldn't fit like boxes etc. for the prices that I am paying I feel they should pickup at a minimum empty boxes, etc and the sticker program is unnecessary for yard waste.	1/1/2017 11:39 AM

20	Increase what can recycle (foam,bags,)	1/1/2017 10:59 AM
21	With the amount of mature trees and the need for large numbers of bags to collect these leaves, I would be interested in the village to look into leaf collection via raking to the end of the property and collection by a truck - similar to St Charles does	1/1/2017 10:26 AM
22	Several times each year they forget to pick up our garbage.	12/31/2016 10:24 PM
23	Being a Tree USA village, we would ideally like the village to invest in equipment to vacuum leaves that are swept to the curb, similar to what Naperville and Lisle do to collect leaves in the fall.	12/31/2016 7:19 PM
24	I am quite happy with the garbage collection, but the recycling rules are quite strict and the recycling collector has in the past not taken cardboard just because it doesn't fit in the bin. I think that to encourage people to recycle more, it should be made easier to recycle.	12/29/2016 4:01 PM
25	Republic Service does a very satisfactory job. The drivers are very hard-working, clean-up if there is a "spill" from the truck, and keep to their schedules. We are very satisfied with the important function they perform.	12/29/2016 1:31 PM
26	Every collection day I see the recycle truck lift the cans high into the air to dump the waste into a small hole above the truck. When this happens, most of the time, not all the recycled material makes it into the hole and falls back to the ground and flies around on the street. If the recycle trucks can empty the cans in a dump in front of the truck, similar to the waste trucks, that might prevent the litter that occurs. Also open to other solutions, i.e. Have residents bag recycle material.	12/29/2016 8:58 AM
27	The clean sweep yearly is the worst idea village has. Am so glad it was discontinued. Garbage all over the place due to wind etc. and all the scavengers opening up the bags and leaving a mess was awful. Never continue this; I stopped putting anything out several years ago because of the horrible mess and the village looked awful for several weeks.	12/29/2016 7:50 AM
28	Some neighbors put garbage in our can when theirs is full. If the program is changed, they could get away with paying at all.	12/28/2016 8:59 PM
29	I would be willing to pay additional for clean sweep but only every other year. I would be willing to pay an average cost for yard waste and leaf collection only if it did not cost more than I pay annually for stickers.	12/28/2016 6:41 PM
30	Current garbage pick-up cost is high for 2 person households.	12/28/2016 6:32 PM
31	No	12/28/2016 4:59 PM
32	We should not have to pay extra for yard waste/lead removal programs. Other villages with lower taxes do not charge their residents.	12/28/2016 3:25 PM
33	I think the composting program is a great idea but we just don't have room for another bin. If we did, I'd be on board. We loved clean sweep weekend. I think it's a great way for GE residents to clean out their houses and even better is the "re-using" that happens as people love shopping the curb. I'd love to see it come back - if not every year than as often as is affordable.	12/28/2016 2:56 PM
34	poor job of notification of non pick up 12/26 many of us put it out for 12/26	12/28/2016 2:07 PM
35	no, we all know it's an expense and a very important one. The garbage collectors are doing a great job. It's a job I don't want to do that's for sure and I hope these men are being paid well - fantastic. The electronics, batteries, and large items/pain, hazardous - that info on the site and other towns is dated and the information is not correct -ie where to dispose, dates, fees, etc. etc . I'm left with sometimes storing the stuff at my job or basement until I can find a correct place to dispose of.	12/28/2016 1:34 PM
36	Bring back the clean sweep program!	12/28/2016 1:28 PM
37	Would rather pay more to have unlimited yard waste and not use it, than have to do stickers.	12/28/2016 1:21 PM
38	Very nice company when we have to contact them	12/28/2016 1:20 PM
39	The curbside composting program is too expensive - taking into account that it is only for 6 months you end up paying \$26/month for collections - that is ridiculous. It either needs to stay the same price and be collected year-round or participants should only have to pay during months where collections take place (and not \$26/month....)	12/27/2016 8:01 AM
40	Other cities and villages participate in leaf collection by simply getting their leaves to the curb where a large vacuum type garbage truck sucks them all up; that would be helpful.	12/26/2016 9:03 AM
41	None at this time.	12/26/2016 8:45 AM
42	Very interested in the organic recycle program but it is way too expensive. (I have very little yard waste)	12/25/2016 8:39 PM
43	I wish they would come at the same time every week - there's no reason why they can't. They used to be more consistent about the time.	12/25/2016 8:12 PM

44	Why don't we have a vacuum collection truck for the annual leaf collection instead of bags and stickers? It seems as though many villages are going this route.	12/24/2016 2:07 PM
45	I don't like the yard waste sticker program, but if it was moved to a regular average cost, I think I would pay more with that program than I do now in stickers. I have some interest in exploring the gutter leaf pickup program where the leaves are raked to the curb/street as I see in other towns such as Western Springs.	12/23/2016 11:16 PM
46	People need to be educated on this matter. We, as a family of 5, produce very little garbage compared to most. People should learn to compost on their own.	12/23/2016 8:57 AM
47	When the cost is spread equally, it does not give people an incentive to reduce waste. We have a family of 5 and create less waste than many 2 person households. We do our own composting. People need education on what and how to recycle. I see far too many people dump things into the recycle that don't belong there.	12/23/2016 8:39 AM
48	The general questions are good; however it would have been more effective to have a cost implication for each response to make a better-informed decision. For example, for Q26, what is a typical cost to subsidize (either neighboring municipalities or through internal models)? Also, from a village perspective, it would be useful to know what our "buyer values" are in pursuing an new contract. Are we cost driven? How highly do we rate the value of the services receiver? Are we trying to push the "pay as you throw" model to force individual household responsibility or to reduce operating expenses? Is this another "tax" for the less fortunate residents of the village?	12/23/2016 4:09 AM
49	Does it really save the village money having different sized cans for garbage? They are driving their trucks down the street regardless, seems to me the contractor's cost us the same no matter thecdize	12/22/2016 7:09 PM
50	#17 concerns me. Wouldn't this generate an increase in vermin and disease during the summer?	12/22/2016 2:21 PM
51	I don't know why we can't just leave it like it is.	12/22/2016 2:03 PM
52	The sticker system is mindless now. There should be another system in place, like a truck that comes and vacuums up the leaves. Other towns have this system and everyone I know would rather rake to the curb.	12/22/2016 1:52 PM
53	Need better coordination of county wide recycling programs for items not currently picked up.	12/16/2016 4:56 PM
54	Please reduce the overall cost and the cost of the yard waste and leaf stickers. Thank you.	12/16/2016 11:19 AM
55	I do not like the additional cost of the composting service - we already dispose of organics (yard waste) so why should the composting be an additional fee?	12/16/2016 11:16 AM
56	The composting program seemed expensive and annoying that it's not offered all year. I would like to see measures to encourage more households to use. So good for all. Make cheaper or included with waste cost otherwise no incentive.	12/16/2016 9:05 AM
57	I would find it better if the company would not leave a trail of garbage and paper down the block when they pick up the garbage on some days. I would be very upset to offset the leaf /yard waste for people in the village at an even distribution. I try to mulch and try to mulch many of my leaves others would not do this. and just force the cost onto all the other people trying to protect the environment.	12/15/2016 9:37 PM
58	Please be sure that pickup for appliances, small electrical stuff is part of the RFP. I guess we will always have to take hazardous waste to Naperville.	12/15/2016 4:03 PM
59	- Interested in curbside composting if cost is different (less) than this year. - For leaf pickup, how about being able to rake leaves into curb and have service pick them up without bagging. - Very interested in pay-as-you-throw for garbage and recycling. - Thanks for the opportunity to contribute!	12/15/2016 10:38 AM
60	Only comment relates to the survey in general - I understand the need to keep the survey simple, my concern is difficulty when no \$ are included. My willingness to pay is directly related to the cost.	12/15/2016 10:36 AM
61	No additional comments	12/15/2016 10:35 AM
62	Yes to question 26 as long as the price didn't go over about 10 bags of leaf waste per year	12/15/2016 10:18 AM
63	Yard waste should continue to be stickered as some of us never or rarely dispose of it via weekly pick up because we have lawn services that do this. Thanks for asking for public comment on all of this.	12/15/2016 8:49 AM
64	No	12/15/2016 8:32 AM
65	I compost my leaves so the sticker program is more appealing to me. I don't want to subsidize others who don't compost.	12/15/2016 7:30 AM
66	Please get leaf vacuum vs bags	12/14/2016 8:56 PM
67	I use a lawn service that takes away lawn debris. I'd be VERY angry if I was charged for something I don't use.	12/14/2016 7:03 PM

68	I like the idea of composting but I feel that the cost of it was way too high. Also, why such a large container? I cannot imagine anyone filling it up. I would like to see the clean sweep return but perhaps it could be every other year in order to keep expenses down. Especially if cost will be built into our bill. Would it be possible to have a charge just to the households using clean sweep as in the pay as you throw model talked about above?	12/14/2016 7:01 PM
69	Can we extend the branch and brush pick up further into December? We have a few neighbors that continue to place piles of branches out at the curb well after the program has ended, and we end up staring at this for months (and usually end up paying for it to be disposed of out of pocket). Can we communicate this better or add maybe one or two extra pick ups?	12/14/2016 5:57 PM
70	It is inconvenient to get the stickers currently.	12/14/2016 4:52 PM
71	Find a way to collect recycling so that when people throw loose and mixed in their cans it can be collected and dumped without flying all over the neighborhood and landing in neighbors' yards to pick up. This is a lousy collection system to allow it to be loose.	12/14/2016 4:40 PM
72	Have had a number of occasions where the recycle pickup would only take the container and not cardboard etc setting next to the container.	12/14/2016 4:38 PM
73	honestly, it is pretty good overall.	12/14/2016 4:05 PM
74	The present system seems toward adequately with no garbage left in the streets after collection. The current collection system seems very reasonable.	12/14/2016 4:02 PM
75	Sticker cost is too much. I previously lived in carol stream and roselle and they never charged for additional items outside the can. Flood brothers had wonderful service	12/14/2016 3:57 PM
76	I'm less concerned with cost and much more concerned with making it easy. In my old community, we didn't even have yard bags, the village had street sweepers come and collect all leaves that were blown/raked out onto the street. The sticker program is extremely inconvenient. I would gladly pay more to just be able to put refuse/yard waste at the curb.	12/14/2016 3:53 PM
77	We LOVE Travis and John. They are amazing employees and help answer questions I have about our trash/recycling. Please continue to allow them to service our area! They are part of our community and neighborhood.	12/14/2016 3:41 PM
78	I have been pleased with the current service. OK with me to continue with the same level of service in the new contract.	12/14/2016 3:28 PM
79	I think republic services does a great job	12/14/2016 3:24 PM
80	The service is very good to excellent. I like the once a month pick up for tree branches very much! I wish that we could sweep our leaves into the street. That would be my only request, but I think that the streets are too narrow to do it in GE.	12/14/2016 3:23 PM
81	Do not eliminate the yard waste sticker program. If the cost was built in, use (and cost) would skyrocket because residents would mulch less.	12/14/2016 3:20 PM
82	I strongly endorse the return of "clean sweep," at least on a biannual basis. It is efficient way to get rid of/redistribute unwanted items.	12/14/2016 3:14 PM
83	I would need more information before I can say categorically that I like the idea of pay as you throw. Does this involve the purchase of stickers each week and at what cost?	12/12/2016 11:17 AM
84	I'm doing the composting option because it feels like the right thing for the environment, however I am not happy that I pay all year but don't get the service for four months. My not continue for this reason - too expensive for the service right now.	12/11/2016 8:20 AM
85	Q27, I answered no, however, if this program became a leaf vac machine, this might be something I would support. More info needed, obviously, but \$300+ in leaf bags and stickers this year was crazy.	12/9/2016 11:04 AM
86	I am satisfied with the present system	12/8/2016 5:38 PM
87	We think is totally unfair to pay EVERY week even though we spend a minimum of 6 MONTHS out of town....	12/8/2016 11:09 AM
88	It was a mistake to shorten the monthly bulk yard waste period. Many shrubs and evergreens are best pruned before the start of active growth in the spring. I typically prune them in March. Now I have no way to get rid of the prunings and have to store them in my yard until the program resumes.If the village wide program can't start in March would it be possible to have an individual pick-up using stickers?	12/8/2016 8:11 AM
89	Find a service that recycles the #6 foam products. It is sad that we in Glen Ellyn have to throw them in the trash.	12/8/2016 8:04 AM
90	In general, satisfied. I live alone, use garbage/recycling program lightly.	12/8/2016 3:34 AM

91	Enjoyed the yard waste/composting program, disappointed I have to pay year round for the program when it is not available Dec through March.	12/7/2016 10:13 PM
92	I would not be willing to subsidize elimination of stickers while also paying for Curbside Composting because that is how we dispose of yard/leaf waste.	12/7/2016 4:30 PM
93	Please eliminate the need for leaf and yard waste stickers. I'd be more than happy to pay extra per month in order to avoid the inconvenience of buying stickers.	12/7/2016 4:16 PM
94	Good questions. Current hauler excellent	12/7/2016 4:10 PM
95	Depends how much the yard waste subsidy expense would be. But would beat buying stickers in the fall maybe. Have to weigh how much it costs vs. how many stickers you actually buy during the year. We try to save everything for the "free" day. We put our garbage out every week because we pay for the garbage in our monthly bill and it seems worth it. But in all honesty, if we continued with our same bin size, we wouldn't need to put it out every week and pay as you go would be a cheaper option for our family of 2. I didn't have enough info on the composting program to use it. It seemed expensive. Were we able to use the compost generated by the program? If we could use the compost that Glen Ellyn generated for our gardens, then yes maybe that would be a worthy investment. But I never knew that answer. Also bundling branches is pain when it's not branch pick up day. Especially when the garbage guys broke the twine and left the pile of branches behind staying our string wasn't strong enough. I like getting the garbage bill through the city because it's all on one bill. If there was a huge cost savings to have the other company do it then I'd consider a second bill, but if just a little savings, I don't think it's worth it. Thanks for the survey, I think this is important.	12/7/2016 4:09 PM
96	The costs are completely out of line with other communities. They are shocked when they hear the costs paid.	12/7/2016 3:48 PM
97	Bring back the "clean sweep" program- it was a great inducement to declutter, and much of it seemed to be picked up by scavengers	12/7/2016 3:31 PM
98	We generate 1/3 garbage to 2/3 recycling ratio weekly. We regularly fill our recycling container. It's pricey to downgrade our garbage container size-- I checked, and a few times a year we need the bigger volume after house projects, so we keep the big bin. I fear that changing pricing structure would likely be even worse for us, even though we are low garbage generators. In most seasons it's better to put garbage container out for collection weekly, otherwise smells would be offensive and content may attract wild animals, insects & rodents. By doing pay as you go, people will wait until overfull and then put out, which will probably lead to less pleasant neighborhood conditions. It might also inspire garbage dumping on open land, which creates a much bigger problem. Pay as you go might also lead to people dumping their garbage into other's bins during the week. Not an ideal situation! I love the compost bin but amount used fluctuates significantly. I would like to see that service expanded to more households, but have that collection pay as you go/pay by volume used rather than monthly flat fee. That model suits composting more: kitchen waste doesn't take much volume but it's an important component. Those bins are designed for air flow & the composting process can start while waiting for the next pickup! Yard waste is not regular. Personal time available for yard work shifts week by week, and mixes with uncontrollable weather & nature timing. Using a bin for yard cleanup is MUCH easier than bags, and easy to top up throughout the week/month since we can't store paper bags of moist content longer than 1 day. One bin is not enough during fall cleanup weeks-- requesting 2x/wk pickup service option in Nov would be great! Ideal for us: have a one-bag garbage container (quite small) for weekly pickup, then have 65-gal container for pay as you go collection, used only when we need it. Large container should be lockable to prevent neighbor dumping. Recycling 65gal weekly, or 45(size?)gal weekly (forcing all family members to break down boxes, crush plastics, etc). Keep compost bin access at home, but pay as you go collection by volume, plus twice weekly in Nov if you request this additional service.	12/7/2016 8:42 AM
99	Love the composting program and wish it was offered all year! Would love to see more neighbors participating.	12/6/2016 9:57 PM
100	Provide more opportunity to drop off electronics, light bulbs, batteries, paint	12/6/2016 9:46 PM
101	If you get rid of stickers. Don't increase my cost more than 1 bag a week	12/6/2016 7:54 PM
102	If eliminating the sticker, it should be pay as you go. I should not pay if I don't use the service.	12/6/2016 5:07 PM
103	I find Monday garbage collection distasteful. Hate strolling on a Sunday afternoon to see trash piled up around our beautiful city. Also, the organic matter collection needs to happen year-round (at a reduced rate in winter). While I no longer have yard waste, I still have organic items from the kitchen that I'd prefer to compost than throw in refuse.	12/6/2016 4:13 PM
104	I like monthly pay but would prefer paying for what we use.	12/6/2016 3:20 PM
105	Suck the leaves up. But a vehicle that does it. The sticker program is a joke.	12/6/2016 2:25 PM
106	Our yard never looks nice because it is too expensive to buy waste stickers. Paying for stickers and bags in addition to paying for trash pickup is ridiculous.	12/6/2016 2:23 PM
107	Make the stickers more available. The Jewel/Osco on Roosevelt Rd. consistently runs out, meaning I have to run around to find more or just stuff the yard waste in my garbage can.	12/6/2016 2:00 PM

108	I am upset that an unlimited amount of recycling can is not an option. I end up throwing away recyclable materials so that it is not taking up space in my home. That's not good for anyone.	12/6/2016 1:54 PM
109	If a "pay as you throw" program would be more expensive overall, I might be against it, but I am in favor of it if it would reduce the amount of refuse generated (that is, if it would encourage recycling). I dislike the bagging and stickers for leaves. Wish we could rake them to the street to be vacuumed once or twice each fall if that could work.	12/5/2016 5:55 PM
110	I would be interested in a biannual clean sweep if it didn't increase the cost too much. I also think we should only be charged per can. I barely fill one can a month but pay the same as someone with 5 cans weekly.	12/3/2016 5:52 PM
111	No but a great survey this isthanks.	12/3/2016 2:08 PM
112	Could be interested in the clean sweep program if done every 3 years.	12/3/2016 1:18 PM
113	26 answer based upon the cost.	12/2/2016 7:36 PM
114	It's pretty chill, bro.	12/1/2016 1:42 PM
115	Answered No to Q26, because I don't want to pay for others grass clippings pickup. I mulch. My kids live in Wheaton where they are now using the pay-as-you-throw model. It looks appealing to me. The new DuPage hazardous waste facility in Naperville is much more efficient to use than the old setup. Thanks for whatever you might have had to do with that change.	12/1/2016 8:37 AM
116	The current hauler does a great job as far as I'm concerned. The drivers seem polite and conscientious. We need better access and more information on how to dispose of CFL bulbs, household chemicals, and electronics.	11/30/2016 3:47 PM
117	current trash and recycle program is fine as is. Would be strongly against non-Monday pickup	11/30/2016 12:37 PM
118	I would like to be able to get reduced or free compost as part of the compost collection program.	11/30/2016 9:17 AM
119	I live in Saddlewood. We pay for yard waste and leaf collection through a private contractor. Townhome associations should be treated differently than single family residences for any yard waste subsidies. I would not like to see garbage on the curb every the day of the week on a throw as you go type program. I like the idea that it is cleared up once a week. If we eliminate weekly pickups, I am concerned that some families will accumulate garbage and increase the number of pests in the neighborhood. I am okay with paying per pound for garbage, but not for recycling. I think that would be a dis-incentive!	11/29/2016 10:29 AM
120	The recycle workers have been great about picking up all of the cardboard boxes that we have due to a lot of online deliveries.	11/28/2016 6:18 PM
121	Do what Naperville does. Residents rake leaves into the street, next to the curb in front of a house and avoiding storm drains by 6 a.m. on the first day of each of the three leaf collection cycles.	11/28/2016 2:19 PM
122	We should do the curbside leaf vacuum system instead of having to bag them.	11/28/2016 1:32 PM
123	I am concerned if we switch to the model of pay as you throw, Recycling would be impacted. I dont have enough garbage to fill a bin weekly, but I always have enough recycling. I would not want to be penalized for recycling.	11/28/2016 1:18 PM
124	The village should offer free curbside leaf pickup for parkway trees during the Fall season such as the programs in Naperville and Mount Prospect where residence can place leaves at the curb on certain days for the Street Department to pick up .	11/28/2016 10:42 AM
125	The leaf collection should stop via the bag process. Many towns have a service where you rake to the curb and a vehicle sucks up the leaves. Purchasing bags and then stickers is ridiculous when we have newer technology that could do better for cheaper for the residents.	11/28/2016 9:50 AM
126	No	11/28/2016 9:43 AM
127	The re-cycling of electronics and hazardous waste is a major issue because of the distance you have to travel and the price you have to pay to re-cycle	11/28/2016 8:20 AM
128	We would change the size of our container except that the penalty of getting a different one is equal to at least the differential for a year.	11/28/2016 8:13 AM
129	I would love the idea of only paying when my cans are picked up. I participate in the recycle and compost program and have very little garbage each week.	11/27/2016 11:09 PM
130	We should be able to recycle plastic bags. Recycling should be able to be bagged, not loose in the containers.	11/27/2016 10:33 PM
131	Please consider bringing back clean sweep. It will prevent many homes from gathering junk.	11/27/2016 9:51 PM
132	Overall the service has been very good.	11/27/2016 9:22 PM
133	It would be nice for yard waste collection to continue into December when the fall is warm.(like this year)	11/27/2016 5:57 PM

134	We have had the same garbage collector since we moved to our street i many years ago (Crest Rd). The guy is one of the kindest people we have met.... always wished there was some way to let the company know of his great service and kindness. We do have a question on the composting, which is if the charge for that container will be suspended during the winter months when it is not picked up.	11/27/2016 5:39 PM
135	LEAF CURBSIDE VACUUM/ MULCHER TRUCK NEEDED In GE. Many communities have them and very convenient for residents.	11/27/2016 3:26 PM
136	Many of the surrounding suburbs offer their residents to sweep the leaves into the street. Can we look into this option? Bagging creates extra refuse. Can we look into purchasing stickers online? We would like to see automation, self service, and efficiency.	11/27/2016 1:25 PM
137	I love the new Yard Waste Collection program. It works very well for our family. Between composting and recycling, we no longer have much garbage.	11/27/2016 12:55 PM
138	End the stickers	11/27/2016 11:52 AM
139	Please consider some form of recycling for #6 containers	11/27/2016 10:09 AM
140	Get rid of the lawn leaf bags. Allow us to rake into the street and have machines pick up leaves.	11/27/2016 10:00 AM
141	I really wish recycling was easier and more could be recycled. I have searched the website and I am still unsure as to what is recyclable. I wish we could put things like electronics, paint, etc. out and they could be disposed of properly. I LOVE the curbside composting and I am willing to pay for full service garbage collection like this program. Our yard waste fits in there now so we have not had to buy stickers.	11/27/2016 9:50 AM
142	Wish we could get larger recycling bins - we use the 65 gallon one and we always have recycling off to the side as well. Would be great to have the extra large size.	11/27/2016 9:49 AM
143	The stickers are Exorbitantly expensive for those of us that maintain our property and landscaping. It's ridiculous and the carts don't even begin to cover the amount of yard waste that is generated and not only are we charged for the carts, we have a huge outlay for stickers on a monthly basis when the cart won't hold it all! We used to live in a community that had a higher rate for yard waste for a 6-8 month period out of the year and the other months there was no charge. You put out all your yard waste in paper bags. No stickers no carts and as long as you were part of that program all you put out was picked up.	11/27/2016 9:45 AM
144	Please bring back clean sweep and 2 time yearly electronic recycling.	11/27/2016 9:23 AM
145	I don't think the pay as you use system seems that sanitary. While we don't have that much garbage and could probably not put out garbage every week, I think that would attract insects and other animals.	11/27/2016 9:20 AM
146	Reducing recycling pickup to every other week would be a good way to cut costs, especially if larger bins were available.	11/26/2016 2:29 PM
147	Villagers pay for recycling food waste and are instructed on how to do this yet nowhere are they informed on how to get the composted product back for their gardens. I would totally participate in food waste recycling if it was available to me to use on my garden after it turns into compost.	11/26/2016 10:30 AM
148	Incentives for minimizing waste are small - the 95 gallon container should be much more expensive than the 35 gallon. At a difference of \$6, there is simply little incentive to recycle more and dispose less.	11/26/2016 8:49 AM
149	Strongly encourage looking into curb side leaf collection- would be very interested in no sticker option for leaf collection (and no bagging!)	11/25/2016 9:16 PM
150	I like the composting bin, but I dislike that I have to pay for others to get composting. If we have to continue to pay for the bins, I feel we should get a voucher or discount on the end product.	11/25/2016 6:01 PM
151	Please keep the brush and branch pickup.	11/25/2016 12:10 PM
152	the sticker program is the most user unfriendly -nonsenseical charge in a village like Glen Ellyn that I know of	11/24/2016 9:00 PM
153	A "pay as you throw" program might encourage residents to generate less garbage. It would also allow some to put out their cans less often & be charged less. I see plastic bags in recycle containers. I know you have written about this topic. I'm not sure how to educate people more on this issue.	11/24/2016 8:09 AM
154	Regarding question number 26, we would be interested in an extra charge to replace the stickers if the price is reduced or remains the same.	11/24/2016 7:45 AM
155	Would like leaf vacuuming for leaf disposal	11/24/2016 7:24 AM
156	on recycling sometimes driver spill's recycling on street but does not stop to pick up,I think he should.I know he has a schedule to meet but sometimes it's a lot and it looks really bad when we pick it up as far as a lot	11/23/2016 11:05 PM
157	Please consider extending the composting program throughout the year	11/23/2016 10:57 PM

158	Would love to be able to put leaves on the parkway/curb for bulk removal by vacuum trucks! Hate bags and stickers.	11/23/2016 10:21 PM
159	As any homeowner would (or should) say, keep costs to a minimum. Do what you can to do this for all residents.	11/23/2016 5:50 PM
160	Instead of leaf stickers, provide for unbagged curbside collection (in the "charged if used" model above	11/23/2016 4:29 PM
161	Glen Ellyn should allow leaves to be blown in the street like many other towns, then do a street sweep. The sticker program for lawn and leaf is very inconvenient	11/23/2016 3:53 PM
162	I do not know what the "clean sweep" service is so I cannot answer "yes" or "no" accurately, but there is no "not applicable" option to select, so I chose "no". I also don't know how much more we would be charged to outsource billing or eliminate stickers and therefore can't provide a full opinion. I love the new composting option and would love to see it get picked up year round.	11/23/2016 3:41 PM
163	Do NOT change vendors! What we have is FAR better than our neighbors to the west! They work so well year round with USPS and construction and yard maintenance trucks and always have a very positive attitude	11/23/2016 3:20 PM
164	We also use and appreciate the monthly brush pick-up. Would like to see that continue.	11/23/2016 2:14 PM
165	Answers to these questions are based on household size, production of waste, size of yard and number of trees and whether a lawn service is utilized, as well as household income. This survey only addressed some of these factors so results may be skewed due to factors not identified by the survey.	11/23/2016 2:04 PM
166	I think the current company does a great job. The crew that does our street makes sure cans are placed back nicely. I have lived elsewhere and would come home to cans laying in middle of driveway. These drivers are very conscientious and I would hate to see us lose them in contract negotiations. Please keep Republic!! They are doing a great job!	11/23/2016 1:54 PM
167	Please find a way to collect styrofoam for recycling, and number 6 items. Also, stop curbside motor oil recycling. I have watched the driver on numerous occasions just throw the jug of oil into the trash collection bin. This is an environmental nightmare. Let people who do their own oil take it to any auto parts store. They all accept used motor oil.	11/23/2016 12:59 PM
168	ㄣ(ツ)ㄣ	11/23/2016 9:39 AM
169	test	11/23/2016 9:36 AM

BASE PROPOSAL (STATUS QUO SERVICE LEVELS)

Line #	Service Type	Units	Republic		Lakeshore		Advanced		Groot	
			Unit Cost	Total Price	Unit Cost	Total Price	Unit Cost	Total Price	Unit Cost	Total Price
A	1 x week <u>curbside</u> refuse/recycling collection (35 gal. wheeled cart)	2,642	\$ 11.90	\$ 31,439.80	\$ 22.75	\$ 60,105.50	\$ 38.00	\$ 100,396.00	No Bid	No Bid
B	[Senior] 1 x week <u>curbside</u> refuse/recycling collection (35 gal. wheeled cart)	1,103	\$ 10.71	\$ 11,813.13	\$ 20.48	\$ 22,583.93	\$ 34.20	\$ 37,722.60	No Bid	No Bid
C	1 x week <u>rear door</u> refuse/recycling collection (35 gal. wheeled cart)	4	\$ 19.83	\$ 79.32	\$ 30.75	\$ 123.00	\$ 52.00	\$ 208.00	No Bid	No Bid
D	[Senior] 1 x week <u>rear door</u> refuse/recycling collection (35 gal. wheeled cart)	28	\$ 17.85	\$ 499.72	\$ 27.68	\$ 774.90	\$ 46.80	\$ 1,310.40	No Bid	No Bid
E	1 x week <u>curbside</u> refuse/recycling collection (65 gal. wheeled cart)	2,594	\$ 15.56	\$ 40,362.64	\$ 26.75	\$ 69,389.50	\$ 48.00	\$ 124,512.00	No Bid	No Bid
F	1 x week <u>rear door</u> refuse/recycling collection (65 gal. wheeled cart)	3	\$ 26.14	\$ 78.42	\$ 36.75	\$ 110.25	\$ 60.00	\$ 180.00	No Bid	No Bid
G	1 x week <u>curbside</u> refuse/recycling collection (95 gal. wheeled cart)	1,095	\$ 17.70	\$ 19,381.50	\$ 27.75	\$ 30,386.25	\$ 58.00	\$ 63,510.00	No Bid	No Bid
H	1 x week <u>rear door</u> refuse/recycling collection (95 gal. wheeled cart)	3	\$ 26.14	\$ 78.42	\$ 36.75	\$ 110.25	\$ 68.00	\$ 204.00	No Bid	No Bid
I	Seasonal Subscription-1x week <u>curb-side</u> landscape/compost collection (35 gal. wheeled cart) April – Nov.	91	\$ 11.31	\$ 1,029.21	\$ 21.25	\$ 1,933.75	\$ 44.00	\$ 4,004.00	No Bid	No Bid
J	Seasonal Subscription-1x week <u>curb-side</u> landscape/compost collection (65 gal. wheeled cart) April – Nov.	75	\$ 13.40	\$ 1,005.00	\$ 23.25	\$ 1,743.75	\$ 52.00	\$ 3,900.00	No Bid	No Bid
K	Seasonal Subscription-1x week <u>curb-side</u> landscape/compost collection (95 gal. wheeled cart) April – Nov.	25	\$ 17.40	\$ 435.00	\$ 26.95	\$ 673.75	\$ 68.00	\$ 1,700.00	No Bid	No Bid
L	Subtotal Monthly Cost			\$ 106,202.16		\$ 187,934.83		\$ 337,647.00	No Bid	No Bid
M	Subtotal Cost (Annual)			\$ 1,274,425.87		\$ 2,255,217.90		\$ 4,051,764.00	No Bid	No Bid
									\$ 980,792.03	\$ 132.54
N	Additional Refuse Sticker	35,500	\$ 2.50	\$ 88,750.00	\$ 2.50	\$ 88,750.00	\$ 3.00	\$ 106,500.00	No Bid	No Bid
O	Landscape Waste Sticker	84,700	\$ 2.50	\$ 211,750.00	\$ 2.50	\$ 211,750.00	\$ 3.00	\$ 254,100.00	No Bid	No Bid
P	Leaf Sticker	24,800	\$ 1.50	\$ 37,200.00	\$ 1.50	\$ 37,200.00	\$ 1.50	\$ 37,200.00	No Bid	No Bid
Q	Subtotal			\$ 337,700.00		\$ 337,700.00		\$ 397,800.00	No Bid	No Bid
R	GRAND TOTAL			\$ 1,612,125.87		\$ 2,592,917.90		\$ 4,449,564.00	N/A	N/A
									\$ 980,792.03	\$ 132.54
S	Number of Refuse Stickers Required for Large Household Item (> 50 lbs.) Collection		2.0		5.0		2.0		N/A	N/A
T	Emergency Debris Collection (2 man truck)		\$ 175.00		\$ 175.00		\$ 175.00		N/A	N/A
U	Cart Exchange Fee		\$ 18.00		\$ 25.00		\$ 25.00		N/A	N/A

Notes:

1. Senior discount for Line #B & #D is 10%
2. Republic is offering an Alt. Base Proposal which would fix annual CPI at 3% each year, in exchange for a decrease in current pricing in Year 1.

ALT. 6 - TURN KEY BILLING (Base Scope of Service)												
Line #	Service Type	Units	Monday Only Republic		*4 days/week LakeShore		Monday Only Advanced - #1		*4 days/week Advanced - #2		Groot	
			Unit Cost	Total Price	Unit Cost	Total Price	Unit Cost	Total Price	Unit Cost	Total Price	Unit Cost	Total Price
A	1 x week <u>curbside</u> refuse/recycling collection (35 gal. wheeled cart)	2,642	\$ 12.23	\$ 32,311.66	\$ 12.95	\$ 34,213.90	\$ 39.50	\$ 104,359.00	\$ 12.50	\$ 33,025.00	N/A	N/A
B	[Senior] 1 x week <u>curbside</u> refuse/recycling collection (35 gal. wheeled cart)	1,103	\$ 11.01	\$ 12,140.72	\$ 11.66	\$ 12,855.47	\$ 35.55	\$ 39,211.65	\$ 11.25	\$ 12,408.75	N/A	N/A
C	1 x week <u>rear door</u> refuse/recycling collection (35 gal. wheeled cart)	4	\$ 20.16	\$ 80.64	\$ 23.00	\$ 92.00	\$ 53.50	\$ 214.00	\$ 27.50	\$ 110.00	N/A	N/A
D	[Senior] 1 x week <u>rear door</u> refuse/recycling collection (35 gal. wheeled cart)	28	\$ 18.14	\$ 508.03	\$ 20.70	\$ 579.60	\$ 48.15	\$ 1,348.20	\$ 24.75	\$ 693.00	N/A	N/A
E	1 x week <u>curbside</u> refuse/recycling collection (65 gal. wheeled cart)	2,594	\$ 15.89	\$ 41,218.66	\$ 16.95	\$ 43,968.30	\$ 49.50	\$ 128,403.00	\$ 16.25	\$ 42,152.50	N/A	N/A
F	1 x week <u>rear door</u> refuse/recycling collection (65 gal. wheeled cart)	3	\$ 26.47	\$ 79.41	\$ 29.00	\$ 87.00	\$ 61.50	\$ 184.50	\$ 31.50	\$ 94.50	N/A	N/A
G	1 x week <u>curbside</u> refuse/recycling collection (95 gal. wheeled cart)	1,095	\$ 18.03	\$ 19,742.85	\$ 19.95	\$ 21,845.25	\$ 59.50	\$ 65,152.50	\$ 18.25	\$ 19,983.75	N/A	N/A
H	1 x week <u>rear door</u> refuse/recycling collection (95 gal. wheeled cart)	3	\$ 26.47	\$ 79.41	\$ 29.00	\$ 87.00	\$ 69.50	\$ 208.50	\$ 33.50	\$ 100.50	N/A	N/A
I	Seasonal Subscription-1x week <u>curb-side</u> landscape/compost collection (35 gal. wheeled cart) April – Nov.	91	\$ 11.64	\$ 1,059.24	\$ 13.00	\$ 1,183.00	\$ 44.00	\$ 4,004.00	\$ 11.00	\$ 1,001.00	N/A	N/A
J	Seasonal Subscription-1x week <u>curb-side</u> landscape/compost collection (65 gal. wheeled cart) April – Nov.	75	\$ 13.73	\$ 1,029.75	\$ 15.00	\$ 1,125.00	\$ 52.00	\$ 3,900.00	\$ 13.00	\$ 975.00	N/A	N/A
K	Seasonal Subscription-1x week <u>curb-side</u> landscape/compost collection (95 gal. wheeled cart) April – Nov.	25	\$ 17.73	\$ 443.25	\$ 17.00	\$ 425.00	\$ 68.00	\$ 1,700.00	\$ 17.00	\$ 425.00	N/A	N/A
L	Subtotal Monthly Cost		\$	108,693.62	\$	116,461.52	\$	348,685.35	\$	110,969.00	N/A	N/A
M	Subtotal Cost (Annual)		\$	1,304,323.48	\$	1,397,538.18	\$	4,184,224.20	\$	1,331,628.00		
											\$ 27,304.52	\$ 3.69
N	Additional Refuse Sticker	35,500	\$ 2.50	\$ 88,750.00	\$ 2.50	\$ 88,750.00	\$ 3.00	\$ 106,500.00	\$ 2.25	\$ 79,875.00	N/A	N/A
O	Landscape Waste Sticker	84,700	\$ 2.50	\$ 211,750.00	\$ 2.50	\$ 211,750.00	\$ 3.00	\$ 254,100.00	\$ 2.25	\$ 190,575.00	N/A	N/A
P	Leaf Sticker	24,800	\$ 1.50	\$ 37,200.00	\$ 1.50	\$ 37,200.00	\$ 1.50	\$ 37,200.00	\$ 1.50	\$ 37,200.00	N/A	N/A
Q	Subtotal		\$	337,700.00	\$	337,700.00	\$	397,800.00	\$	307,650.00	N/A	N/A
R	(Less Est. Minimum Recycling Rebate/Year)	300			\$	5.00	\$ (18,000.00)					
S	GRAND TOTAL		\$	1,642,023.48	\$	1,717,238.18	\$	4,582,024.20	\$	1,639,278.00	N/A	N/A
											\$ 2,745.48	\$ 0.37
T	Number of Refuse Stickers Required for Large Household Item (> 50 lbs.) Collection	2.0			15.0		2.0		1.0		N/A	N/A
U	Emergency Debris Collection (2 man truck)		\$ 175.00		\$ 175.00		\$ 175.00		\$ 175.00		N/A	N/A
V	Cart Exchange Fee		\$ 18.00		\$ 25.00		\$ 25.00		\$ 25.00		N/A	N/A

Notes:

1.. Lakeshore's proposal for turn-key billins is on a 4 day/week collection format

ALT # 3 - CURBSIDE E-WASTE COLLECTION

Service Type	Mondays or 3 days/week			*4 days/week			*4 days/week collection			*5 day/week collection		
	Republic			Lakeshore			Advanced			Groot		
	# of Stickers	Unit Cost	Total Price	# of Stickers	Unit Cost	Total Price	# of Stickers	Unit Cost	Total Price	# of Stickers	Unit Cost	Total Price
TV and monitors up to 25"	10	\$ 2.50	\$ 25.00	10.0	\$ 2.50	\$ 25.00	10.0	\$ 2.25	\$ 22.50	10.0	\$ 5.00	\$ 50.00
TV Monitors > 25"	16	\$ 2.50	\$ 40.00	10.0	\$ 2.50	\$ 25.00	10.0	\$ 2.25	\$ 22.50	10.0	\$ 5.00	\$ 50.00
Bundles of E-waste	6	\$ 2.50	\$ 15.00	5.00	\$ 2.50	\$ 12.50	5.0	\$ 2.25	\$ 11.25	5.0	\$ 5.00	\$ 25.00
Single Small E-Waste Items	2	\$ 2.50	\$ 5.00	1.00	\$ 2.50	\$ 2.50	1.0	\$ 2.25	\$ 2.25	1.0	\$ 5.00	\$ 5.00
			\$ 85.00			\$ 65.00			\$ 58.50			\$ 130.00

Notes:

1. Groot - E-waste would be called in like special bulk pick up to schedule special pick up

ALT #1 - YEAR-ROUND 12 MO. CURBSIDE COMPOSTING (Base Scope)

> Weekly Collection, April - Nov.

> Every other week collection, Dec. - Mar.

Service Type	Units	Republic		Lakeshore		Advanced		Groot	
		Unit Cost	Total Price	Unit Cost	Total Price	Unit Cost	Total Price	Unit Cost	Total Price
Seasonal Subscription-1x week <u>curb-side</u> landscape/compost collection (35 gal. wheeled cart)	91	\$ 10.54	\$ 959.14	\$ 40.00	\$ 3,640.00	No Bid	No Bid	\$ 22.00	\$ 2,002.00
Seasonal Subscription-1x week <u>curb-side</u> landscape/compost collection (65 gal. wheeled cart)	75	\$ 12.27	\$ 920.25	\$ 40.00	\$ 3,000.00	No Bid	No Bid	\$ 22.00	\$ 1,650.00
Seasonal Subscription-1x week <u>curb-side</u> landscape/compost collection (95 gal. wheeled cart)	25	\$ 15.27	\$ 381.75	\$ 40.00	\$ 1,000.00	No Bid	No Bid	\$ 22.00	\$ 550.00
Subtotal Monthly Cost			\$ 2,261.14		\$ 7,640.00				\$ 4,202.00
Subtotal Cost (Annual)			\$ 27,133.68		\$ 91,680.00				\$ 50,424.00

Notes:1. Lakeshore also proposed charging all residents \$3.00/mo. year-round as an alternate

ALT. 7 -VARYING COLLECTION DAYS			3 days/week Republic		4 days/week LakeShore		4 days/week Advanced		5 days/week Groot	
Line #	Service Type	Units	Unit Cost	Total Price	Unit Cost	Total Price	Unit Cost	Total Price	Unit Cost	Total Price
A	1 x week <u>curbside</u> refuse/recycling collection (35 gal. wheeled cart)	2,642	\$ 11.90	\$ 31,439.80	\$ 11.45	\$ 30,250.90	\$ 11.00	\$ 29,062.00	\$ 21.00	\$ 55,482.00
B	[Senior] 1 x week <u>curbside</u> refuse/recycling collection (35 gal. wheeled cart)	1,103	\$ 10.71	\$ 11,813.13	\$ 10.31	\$ 11,366.42	\$ 9.90	\$ 10,919.70	\$ 18.90	\$ 20,846.70
C	1 x week <u>rear door</u> refuse/recycling collection (35 gal. wheeled cart)	4	\$ 19.83	\$ 79.32	\$ 19.25	\$ 77.00	\$ 26.00	\$ 104.00	\$ 34.00	\$ 136.00
D	[Senior] 1 x week <u>rear door</u> refuse/recycling collection (35 gal. wheeled cart)	28	\$ 17.85	\$ 499.72	\$ 17.33	\$ 485.10	\$ 23.40	\$ 655.20	\$ 30.60	\$ 856.80
E	1 x week <u>curbside</u> refuse/recycling collection (65 gal. wheeled cart)	2,594	\$ 15.56	\$ 40,362.64	\$ 15.16	\$ 39,325.04	\$ 14.75	\$ 38,261.50	\$ 22.00	\$ 57,068.00
F	1 x week <u>rear door</u> refuse/recycling collection (65 gal. wheeled cart)	3	\$ 26.14	\$ 78.42	\$ 25.25	\$ 75.75	\$ 30.00	\$ 90.00	\$ 35.00	\$ 105.00
G	1 x week <u>curbside</u> refuse/recycling collection (95 gal. wheeled cart)	1,095	\$ 17.70	\$ 19,381.50	\$ 17.40	\$ 19,053.00	\$ 16.75	\$ 18,341.25	\$ 23.00	\$ 25,185.00
H	1 x week <u>rear door</u> refuse/recycling collection (95 gal. wheeled cart)	3	\$ 26.14	\$ 78.42	\$ 26.00	\$ 78.00	\$ 32.00	\$ 96.00	\$ 36.00	\$ 108.00
I	Seasonal Subscription-1x week <u>curb-side</u> landscape/compost collection (35 gal. wheeled cart) April – Nov.	91	\$ 11.31	\$ 1,029.21	\$ 11.25	\$ 1,023.75	\$ 11.00	\$ 1,001.00	\$ 22.00	\$ 2,002.00
J	Seasonal Subscription-1x week <u>curb-side</u> landscape/compost collection (65 gal. wheeled cart) April – Nov.	75	\$ 13.40	\$ 1,005.00	\$ 13.25	\$ 993.75	\$ 13.00	\$ 975.00	\$ 22.00	\$ 1,650.00
K	Seasonal Subscription-1x week <u>curb-side</u> landscape/compost collection (95 gal. wheeled cart) April – Nov.	25	\$ 17.40	\$ 435.00	\$ 16.95	\$ 423.75	\$ 17.00	\$ 425.00	\$ 22.00	\$ 550.00
L	Subtotal Monthly Cost			\$ 106,202.16		\$ 103,152.46		\$ 99,930.65		\$ 163,989.50
M	Subtotal Cost (Annual)			\$ 1,274,425.87		\$ 1,237,829.46		\$ 1,199,167.80		\$ 1,967,874.00
N	Additional Refuse Sticker	35,500	\$ 2.50	\$ 88,750.00	\$ 2.50	\$ 88,750.00	\$ 2.25	\$ 79,875.00	\$ 2.50	\$ 88,750.00
O	Landscape Waste Sticker	84,700	\$ 2.50	\$ 211,750.00	\$ 2.50	\$ 211,750.00	\$ 2.25	\$ 190,575.00	\$ 2.50	\$ 211,750.00
P	Leaf Sticker	24,800	\$ 1.50	\$ 37,200.00	\$ 1.50	\$ 37,200.00	\$ 1.50	\$ 37,200.00	\$ 2.50	\$ 62,000.00
Q	Subtotal			\$ 337,700.00		\$ 337,700.00		\$ 307,650.00		\$ 362,500.00
R	(Less Est. Minimum Recycling Rebate/Year)	300			\$ (5.00)	\$ (18,000.00)				
S	GRAND TOTAL			\$ 1,612,125.87		\$ 1,557,529.46		\$ 1,506,817.80		\$ 2,330,374.00
T	Number of Refuse Stickers Required for Large Household Item (> 50 lbs.) Collection		2.0		15.0		1.0		5.0	
U	Emergency Debris Collection (2 man truck)		\$ 175.00		\$ 175.00		\$ 175.00		\$ 250.00	
V	Cart Exchange Fee		\$ 18.00		\$ 25.00		\$ 25.00		\$ 35.00	

Notes:

- Groot keeps 100% of Recycling revenue
- Lakeshore proposal includes an aggressive Recycling Rebate Formula, with a floor of \$5.00/ton (min), or min. \$2.43 rebate/year (or \$0.20/mo) to resident
- Lakeshore proposal includes installation of RFID chips placed on all carts for pilot data gathering.

ALT #1 - 8 MO. CURBSIDE COMPOSTING W/ MEAT AND SOILED PAPER INCLUDED

Service Type	Units	Republic		Lakeshore		Advanced		Groot	
		Unit Cost	Total Price	Unit Cost	Total Price	Unit Cost	Total Price	Unit Cost	Total Price
Seasonal Subscription-1x week <u>curb-side</u> landscape/compost collection (35 gal. wheeled cart) April – Nov.	91	No Bid	No Bid	\$ 11.31	\$ 1,029.21	\$ 13.50	\$ 1,228.77	No bid	No bid
Seasonal Subscription-1x week <u>curb-side</u> landscape/compost collection (65 gal. wheeled cart) April – Nov.	75	No Bid	No Bid	\$ 13.40	\$ 1,005.00	\$ 16.25	\$ 1,218.75	No bid	No bid
Seasonal Subscription-1x week <u>curb-side</u> landscape/compost collection (95 gal. wheeled cart) April – Nov.	25	No Bid	No Bid	\$ 17.40	\$ 435.00	\$ 18.00	\$ 450.00	No bid	No bid
Subtotal Monthly Cost				\$	2,469.21	\$	2,897.52		
Subtotal Cost (Annual)				\$ 29,630.52		\$ 34,770.28			

Notes:

ATTACHMENT #1

Refuse/Recycling Program: Summary of Base (Status Quo) Scope of Service

The Base Scope of Services would maintain the status quo program within the community, which includes, but is not limited to:

- Weekly refuse and recycling collection on Monday's based upon flat, fixed monthly fee schedule
- Cart size options of 35/65/95 gallon (Village owns containers)
- Senior discount (i.e. 10% for 35 gallon curbside and rear-door collection only)
- Village keeps any rebates from any recycling revenue collected net of processing costs
- Option of curbside collection or back-door service (at a higher cost)
- Fee based sticker program required for Yardwaste/Leaf Collection at curb
- Stickers for excess refuse (placed outside of container) bulk-item or construction debris pick up.
- Separate pick up/delivery fee (currently \$16.50) for cart size exchanges
- Entire garbage truck fleet on Glen Ellyn's account powered by 100% Compressed Natural Gas (CNG)
- Customer Billing performed in-house by Village
- Christmas Tree/Holiday Greens Collection in January
- Weekly Collection of Village-owned Facilities and 3/week collection of the public trash containers in the Central Business District and Roosevelt Road.
- Post Special Event Pick Up Services for 4th of July and Holiday Walk
- Voluntary, subscription-based Curbside Composting Program (April – Nov.)

Service: Curbside or Rear Door	Base Rate	Supplemental Rates				Total
	Refuse & Recycling	Brush & Branch	Toter	Admin.	Recycling Credit	
35 gallon curb	\$11.90	\$2.33	\$0.75	\$1.25	\$0.00	\$16.23
65 gallon curb	\$15.56	\$2.33	\$0.75	\$1.25	\$0.00	\$19.89
95 gallon curb	\$17.70	\$2.33	\$0.75	\$1.25	\$0.00	\$23.03
35 gallon curb senior	\$10.83	\$2.33	\$0.75	\$1.25	\$0.00	\$15.16
35 gallon rear	\$19.83	\$2.33	\$0.75	\$1.25	\$0.00	\$24.16
65 gallon rear	\$26.14	\$2.33	\$0.75	\$1.25	\$0.00	\$30.47
95 gallon rear	\$26.14	\$2.33	\$0.75	\$1.25	\$0.00	\$30.47
35 gallon rear senior	\$18.00	\$2.33	\$0.75	\$1.25	\$0.00	\$22.33

ALT # 5 - Pay as You Throw (PAYT) w/ RFID

Line #	Service Type	Monday Collection			4 day/week			Advanced		Groot	
		Per Throw Fee	Monthly Flat Fee	Total Price	Per Throw Fee	Monthly Flat Fee	Total Price	Unit Price	Total Price	Unit Price	Total Price
A	1 x week <u>curbside</u> refuse/recycling collection (35 gal. wheeled cart)	\$ 1.70	\$ 5.00	\$ 6.70	\$ 4.25	\$ -	\$ 4.25	No Bid	No Bid	No Bid	No Bid
B	1 x week <u>rear door</u> refuse/recycling collection (35 gal. wheeled cart)	\$ 3.52	\$ 5.00	\$ 8.52	\$ -	\$ 19.25	\$ 19.25	No Bid	No Bid	No Bid	No Bid
C	1 x week <u>curbside</u> refuse/recycling collection (65 gal. wheeled cart)	\$ 2.54	\$ 5.00	\$ 7.54	\$ 7.10		\$ 7.10	No Bid	No Bid	No Bid	No Bid
D	1 x week <u>rear door</u> refuse/recycling collection (65 gal. wheeled cart)	\$ 4.98	\$ 5.00	\$ 9.98	\$ -	\$ 26.00	\$ 26.00	No Bid	No Bid	No Bid	No Bid
E	1 x week <u>curbside</u> refuse/recycling collection (95 gal. wheeled cart)	\$ 3.03	\$ 5.00	\$ 8.03	\$ 9.95		\$ 9.95	No Bid	No Bid	No Bid	No Bid
F	1 x week <u>rear door</u> refuse/recycling collection (95 gal. wheeled cart)	\$ 4.98	\$ 5.00	\$ 9.98	\$ -	\$ 26.00	\$ 26.00	No Bid	No Bid	No Bid	No Bid
G	Seasonal Subscription-1x week <u>curb-side</u> landscape/compost collection (35 gal. wheeled cart) April – Nov.	\$ -	\$ 11.31	\$ 11.31	\$ -	\$ 11.25	\$ 11.25	No Bid	No Bid	No Bid	No Bid
H	Seasonal Subscription-1x week <u>curb-side</u> landscape/compost collection (65 gal. wheeled cart) April – Nov.	\$ -	\$ 13.40	\$ 13.40	\$ -	\$ 13.25	\$ 13.25	No Bid	No Bid	No Bid	No Bid
I	Seasonal Subscription-1x week <u>curb-side</u> landscape/compost collection (95 gal. wheeled cart) April – Nov.	\$ -	\$ 17.40	\$ 17.40	\$ -	\$ 16.95	\$ 16.95	No Bid	No Bid	No Bid	No Bid
J	Subtotal Monthly Cost										
K	Subtotal Cost (Annual)										
L	Additional Refuse Sticker	\$ 2.50			\$ 2.50			No Bid	No Bid	No Bid	No Bid
M	Landscape Waste Sticker	\$ 2.50			\$ 2.50			No Bid	No Bid	No Bid	No Bid
N	Leaf Sticker	\$ 1.50			\$ 1.50			No Bid	No Bid	No Bid	No Bid
O	Subtotal										
P	GRAND TOTAL			\$ -			\$ -	\$ -	\$ -	\$ -	\$ -
Q	Number of Refuse Stickers Required for Large Household Item (> 50 lbs.) Collection	2.0			5.0			N/A		N/A	
R	Emergency Debris Collection (2 man truck)	\$ 175.00			\$ 175.00			N/A		N/A	
S	Cart Exchange Fee	\$ 18.00			\$ 25.00			N/A		N/A	

Notes:

1. Republic proposes a min. flat \$5.00/mo/household fee, in addition to the PAYT fee
2. Lakeshore proposes a flat monthly fee for Rear-door service
3. All billing/customer service functions would be handled by the vendor under a PAYT model



Glen Ellyn Village Board
535 Duane Street
Glen Ellyn, IL 60137

Meeting: 06/12/17 06:00 PM
Department: Planning & Development
Department Head: Staci Hulseberg
Category: Discussion Item
Prepared By: Kelly Purvis

SCHEDULED

AGENDA ITEM (ID # 2752)

DOC ID: 2752

Planning and Development Director Staci Hulseberg will review the possible annexation of 1N450 Highland Avenue - Poss Trail Subdivision.

Background.

On May 16, 2016, Director Hulseberg lead a discussion with the previous Village Board about the potential annexation of several areas throughout the Village's planning jurisdiction see attached *Potential Neighborhood Annexation Map*. Below is an excerpt from the Village Board memo relating to the general area of the 7-acre parcel currently being proposed for development by Dubin Consulting, Inc.; it is shown as a question mark on the *Potential Neighborhood Annexation Map*:

Possible Annexation Area The question mark area located north of the Village is a possible area for annexation by the Village. Although this area is shown as being outside of the Village's planning jurisdiction, the boundary line agreement with Glendale Heights has been expired for many years. Glendale Heights has since annexed several properties on the south side of North Avenue that were within the Village's planning jurisdiction. The Comprehensive Plan recommends that the Village pursue annexation in this area. Several parcels in this area are zoned I-1, Light Industrial, and the area includes Center Ice of DuPage, a vacant parcel that used to be M&R Printing, and a small business strip. One parcel is zoned B-2, General Business District. The rest of the area is zoned R-4, Single Family Residences. Annexation farther north is limited as property is owned by Glendale Heights. There may be interest in annexation from this area and staff is seeking direction from the Village Board as to whether this area should be actively pursued for annexation.

Until now, there has not been interest from any property owners in this area to annex to the Village of Glen Ellyn. Mr. Dubin approached the Planning and Development Department a little over a year ago to express interest in developing this property with 35-foot wide lots for a small lot, single family detached development, a product that has been emerging in the marketplace recently (see the attached concept plans submitted in 2016). He would prefer to develop the property as a PUD within the limits of Glen Ellyn. The previous Village Board was open to considering this type of project, which might provide new construction "starter homes" with 40 foot lot widths or townhouses with 35 foot lot widths, but was not in favor of lots less than 40 feet in width for a single family development (see attached, partial Minutes from May 16, 2016 Village Board Workshop). In order to address the Village Board's comments, the Petitioner has since amended his plans and is proposing 50 foot wide lots (which are prevalent in parts of Glen Ellyn), for 22 detached single family homes. He still intends to market these lots as a low maintenance housing product for seniors looking to downsize or Millennials who are looking to enter the housing market. At least a portion of the homes would feature first floor masters, which would be attractive to seniors. Staff has received feedback that this kind of housing product is in demand, but is lacking in

Glen Ellyn. More information about the proposed project is below.

1. Property Characteristics. The development site is made up of three lots comprising roughly 7-acres. They include a small strip of land (approximately .21-acres) that is about 275 feet wide between the Great Western Trail and Poss Road; the lot south of 1N450 Highland, which will provide .81-acres of open space, compensatory storage and detention for the proposed development; and the main parcel commonly known as 1N450 Highland Avenue, which makes up the bulk of the site. The main portion of the site is approximately 6-acres and is currently vacant and heavily wooded. The grade of the property drops about 30-feet from west to east.
2. Zoning. The property is currently zoned I-1 in unincorporated DuPage County, and is surrounded by County R4 Residential Zoning. Staff would propose to zone this property R2 upon annexation of the property, to keep it consistent with the zoning of the incorporated properties the Village has in this area (see attached zoning map). R3 would also be an appropriate option for the proposed development.
3. Deviation from R2 District Regulations. This project features smaller homes on smaller lots which may provide a new housing product for Glen Ellyn to offer its residents. All of the proposed lots would be smaller than the minimum lot area of 8,712 square feet required by Code. The petitioner would be requesting approval of the following PUD deviations for lot area, lot width, lot coverage and rear yard setback to build as proposed:
 - a. Deviation to allow a minimum lot area of 5,750 square feet in lieu of the minimum lot area of 8,712 square feet; and
 - b. A deviation to allow lot widths of 50 feet in lieu of the minimum lot width of 66 feet required; and
 - c. A deviation to allow lot coverage ratios of 32% in lieu of the maximum permitted lot coverage ratio of 20% for residences greater than one-story in height; and
 - d. A deviation to allow rear yard setbacks of 35 feet in lieu of the minimum rear yard setback of 40 feet required.
4. Lot Coverage Ratio. As indicated above, the proposed planned unit development would provide smaller homes on smaller lots intended to provide a low-maintenance style of living. The Petitioner is proposing 5,750 square foot lots with first floor footprints of approximately 1,850 square feet resulting in a lot coverage ratio of 32%. The most similar case that has come before the Village Board to date is that of the Amber Ridge Subdivision. The Village approved a lot coverage ratio of 25% for 7 of the 22 proposed lots (and did not allow any additional bonus for detached garages to be applied).

5. Home Models. The Petitioner has submitted 2 representative elevations (one for the east side of the cul-de-sac and one for the west side due to the elevation differences) to illustrate the size and style of homes that would be constructed on the property. The homes feature front porches, 3-4 bedrooms, 2 ½ - 3 bathrooms, and range from approximately 2,000 - 2,500 square feet. All of the homes would have attached garages. The Petitioner has indicated the price range for the new homes would be in the mid \$500,000's, which is a price point that is not currently available in Glen Ellyn for new construction.
6. Height. Due to the grading on the site, which slopes downward approximately 30 feet from west to east (on some parts of the lot) it is possible that some of the homes may require a height variation depending upon how the Village will determine the average grade.
7. Cul-de-Sac. The neck of the cul-de-sac would have a pavement width of 21 feet from back-of-curb to back-of-curb and a right-of-way width of 60 feet, which staff is comfortable with. The cul-de-sac bulb would have a pavement diameter of 82 feet and a right-of-way diameter of 116 feet, meeting the standards in the Subdivision Code. The Petitioner is proposing a cul-de-sac that exceeds 500 feet in length with more than 20 lots abutting the cul-de-sac, which would require a deviation. Staff believes the right-of-way should be extended to the north property line in the event the property to the north is redeveloped in the future. This would allow the road to be extended north to 2nd Place and provide greater access and neighborhood connectivity.
8. Overhead Utilities. The Subdivision Regulations Code requires all new and existing overhead utilities lines on the property to be placed underground. Any new utility lines constructed to serve the development would be placed underground.
9. Utilities. The subdivision would be served by DuPage County water and sanitary sewer. The Village does not have plans to extend water and/or sanitary sewer to this area.
10. Stormwater. Three stormwater detention basins are proposed to serve the site: two on the southern end of the property at the entryway of the subdivision and one running the length of the property on the eastern edge adjacent to the ice arena. The stormwater plans would be reviewed as part of the formal application process and would need to comply with the regulations in the DuPage County Stormwater Ordinance.
11. Wetland and Floodplain. The southern portion of the lot just north of Poss Road has a wetland indicated on the ALTA Survey. Additionally that portion of the site has some floodplain areas which are indicated on the attached map. This area is being proposed for detention and open space. The Village's Stormwater Engineer has taken a preliminary look at the proposed plans and has indicated that proper mitigation and water storage can be provided on the site.

12. Trees. The largest portion of the site is vacant and heavily wooded. Some of the homeowners adjacent to the subject property have expressed concern regarding the loss of trees, should the property be developed. A landscape buffer may need to be provided between the development and the existing single family homes to the west of the site.
13. Business Case. The attached chart of estimated taxes and fees gives an approximation of the taxes and fees that would be generated for a 22-lot subdivision with a market value of \$550,000 per home (EAV of \$183,333). The developer donations have been calculated for 3 bedroom homes; it is likely that these numbers will be higher than the chart indicates as the Developer has provided a mix of floor plans featuring three to four bedrooms.

At the completion of the project the Village will accept the roadway improvements and the cul-de-sac will become a public road. The Village does not anticipate any significant costs to maintain this road until year 18. At that time, the Village will likely need to resurface the road, (estimated at \$74 per square yard) costing the Village approximately \$166,000.

Plan Commission Direction.

The petitioner requested a pre-application meeting to discuss this concept plan with the Plan Commission which was held on April 27, 2017. The surrounding property owners within 250 feet of the subject property were notified of the pre-application meeting and many attended the meeting to express their thoughts about the project. Many of the adjoining property owners stated a need for a buffer between the proposed subdivision and their existing subdivision. Some expressed concern about the small width of the proposed 50 foot lots not being consistent with their larger 65 foot wide lots to the west. The Plan Commission was generally supportive of the project. Many of the Commissioners felt that the proposal addresses a housing need within the Village and that the plans being proposed are both attractive and appropriate for the location. The Plan Commission suggested that the Petitioner address the following concerns before submitting a formal application:

1. Ensure site drainage, wetlands and floodplains are adequately addressed.
2. Ensure the proper radius in the cul-de-sac for fire trucks.
3. Create a buffer between the development and the homes to the west; keep and preserve as many trees as possible.
4. Avoid monotony in design - alternate driveways, housing colors, materials and facades.
5. Provide connectivity with sidewalks joining this subdivision to the existing neighborhood to the west.

Village Board Action.

Since a number of the current Village Board members are new, staff wanted to circle back and confirm if the new Village Board is still supportive of the Village annexing into this area and

considering such a housing product. Staff would like feedback regarding the proposed project and specifically, to know if this kind of project would be supported by the new Village Board of Trustees.

Attachments:

- ☐ Potential Neighborhood Annexation Map
- ☐ Concept Plans, 2016
- ☐ Abbreviated Minutes from the Village Board Special Workshop dated May 16, 2016
- ☐ Aerial Photo of the Site
- ☐ Zoning Map
- ☐ Floodplain Map
- ☐ Chart, Estimated Taxes and Fees
- ☐ Plans from the Petitioner's pre-application packet

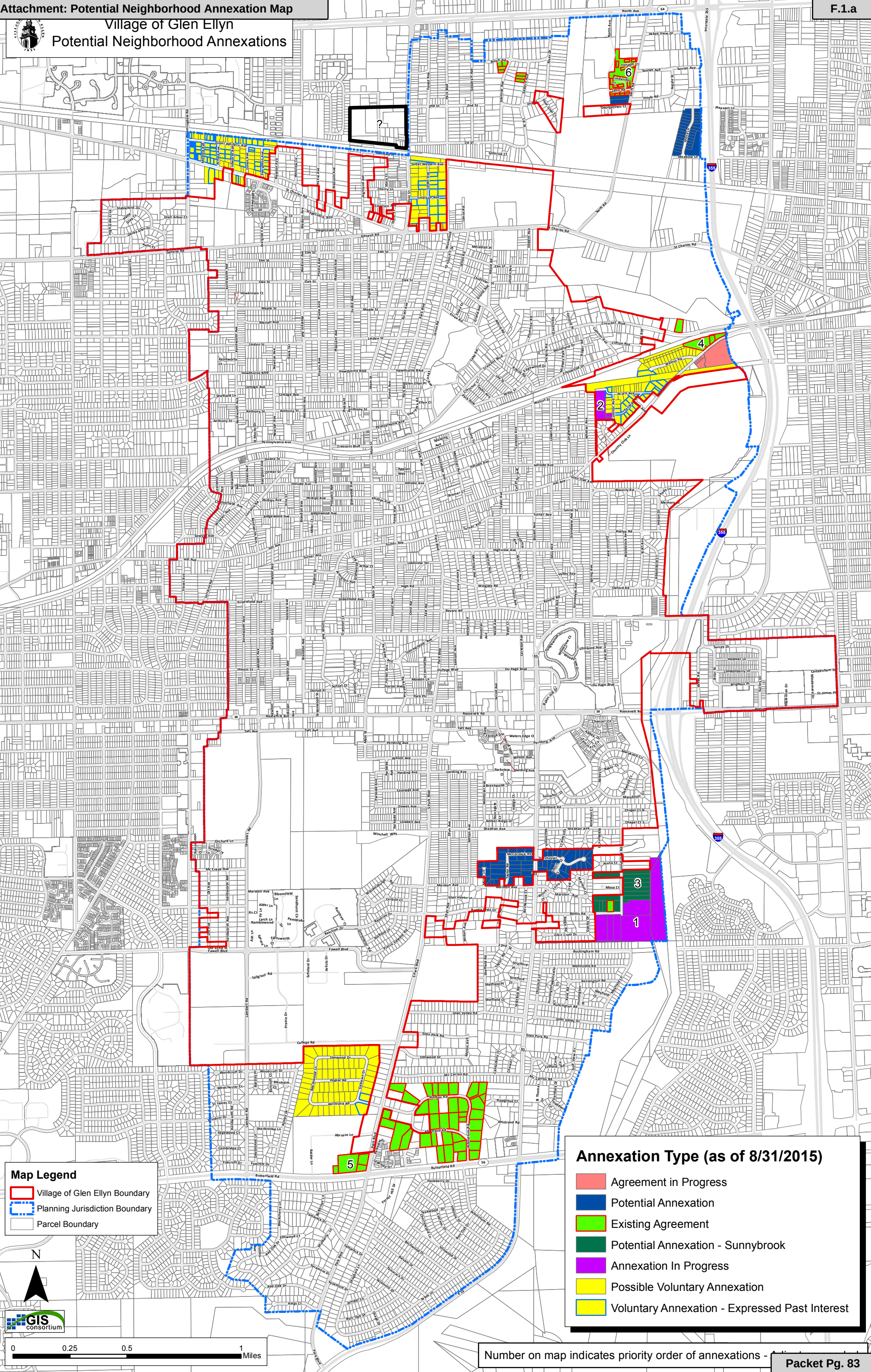
CC: John Sterrett, Village Planner

ATTACHMENTS:

- Potential Neighborhood Annexation Map (PDF)
- Concept Plans, 2016 (PDF)
- Abv. Minutes, Village Board Workshop 5-16-16 (PDF)
- Aerial (PDF)
- Zoning Map (PDF)
- 100 Year Floodplain Map (PDF)
- Chart, Estimated Taxes & Fees (PDF)
- Plans from Petitioners preapplication packet (PDF)



Village of Glen Ellyn
Potential Neighborhood Annexations



Annexation Type (as of 8/31/2015)

- Agreement in Progress
- Potential Annexation
- Existing Agreement
- Potential Annexation - Sunnybrook
- Annexation In Progress
- Possible Voluntary Annexation
- Voluntary Annexation - Expressed Past Interest

Number on map indicates priority order of annexations -

*Michele
Shay
Will
Ray
Bob*

Dave D.

*Meeting
6/28/16*

Dubin Consulting, Inc.

Real Estate Development

607 Academy Dr., Northbrook, Illinois 60062 • Phone: 773 - 919 - 8083 • FAX: 773 - 427 - 2412

www.mydubin.com

June 28, 2016

Michele Stegall, AICP
Village of Glen Ellyn
535 Duane Street
Glen Ellyn, IL 60137

Re: Development of approx. 6 acre acres, located at 1N450 Highland aver DuPage County, Illinois

Dear Ms. Stegall,

In the last 8+ years, home buyers tastes have changed to "less is more". The desires and lifestyles of retiring baby boomers and millennials have forced developers to rethink what is important to buyers and growth of existing communities.

This means smaller lots, practical floor plan, less yard maintenance, and more attention to classic design, meaning, smaller lot detached, single family homes. We feel this new product will help complement your zoning ordinance, and foster Glen Ellyn's continued growth.

We are proposing approximately 34 homes that feature front loaded attached car garages. The detailed architecture is that of an "Arts and Crafts" style. The homes can vary in size from 3-4 bedrooms, 2 ½- 3 baths, 9 foot ceilings on the main level, and range from approximately 1800- 3000 s.f., + full basement.

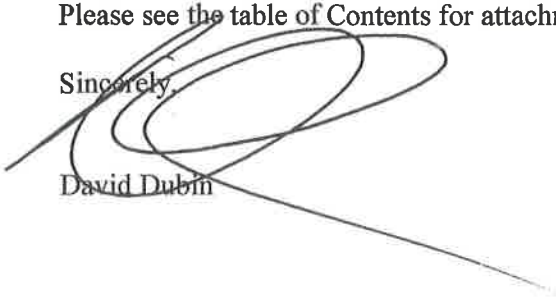
The site plans are fire truck compliant. We understand that we will need to adhere to the DuPage County Storm Water Ordinance, and will have discuss with you, how certain common areas are handled including H.O.A, roads, as well as:

1. Annexation due to lack of nexus.
2. Storm Water and Sewer located in DuPage County
3. Cul-de-sac issues due to length

Additionally given that properties near the site are mainly of an industrial use, our proposal is more of a down zoning.

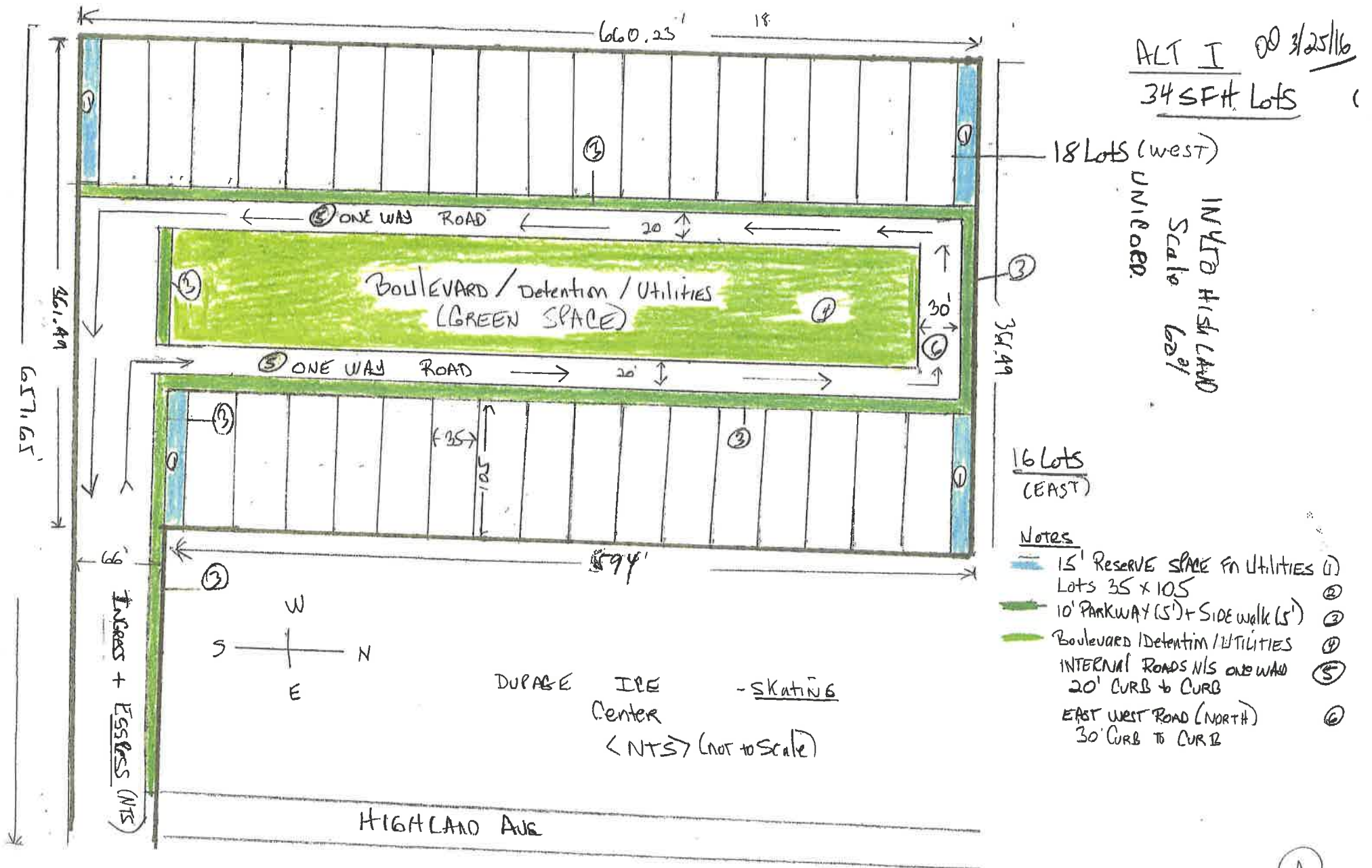
Please see the table of Contents for attachments, drawings and the like.

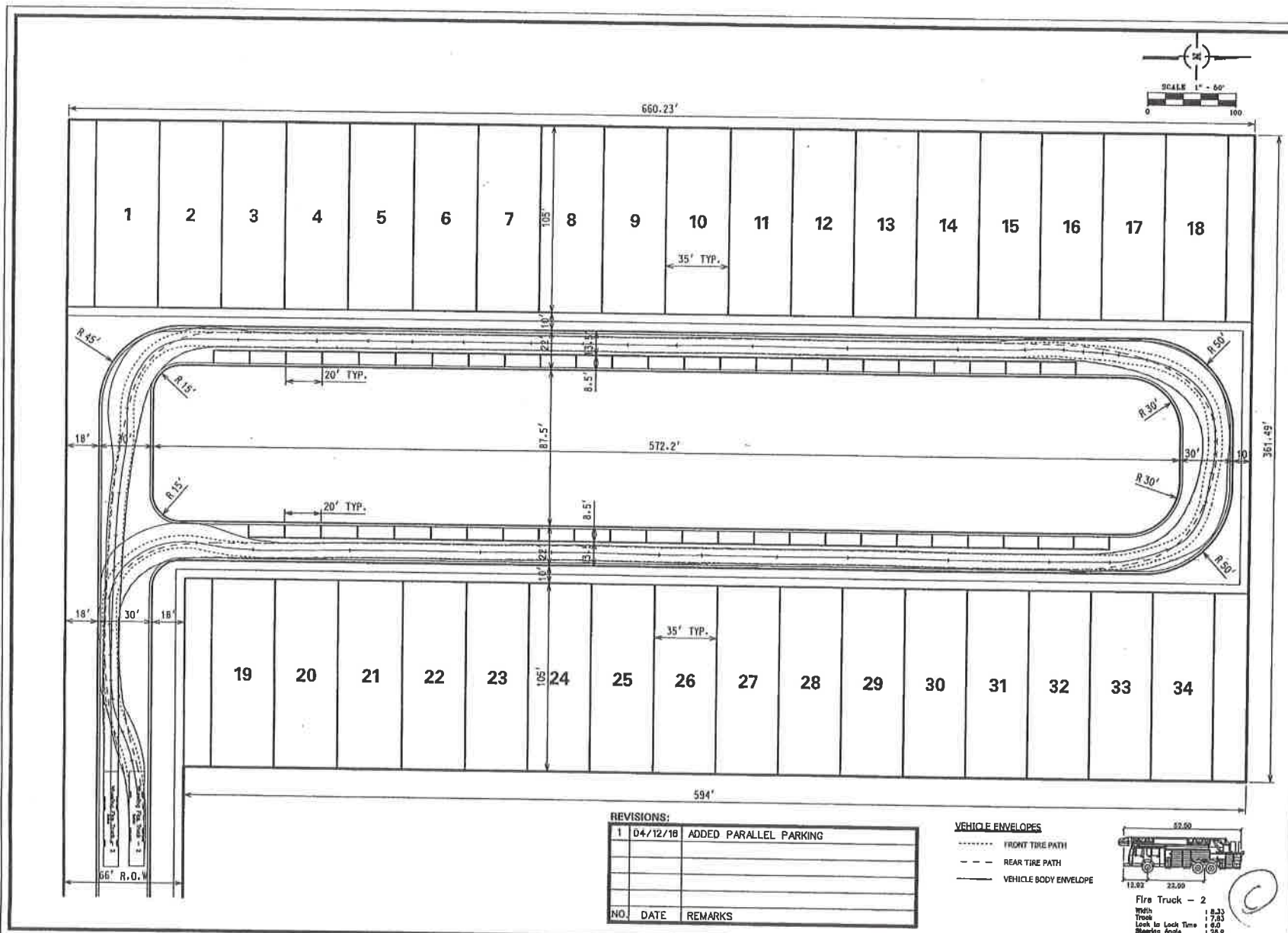
Sincerely,


David Dubin









CONSULTING ENGINEERS
SITE DEVELOPMENT ENGINEERS
LAND SURVEYORS

ALT 1 FIRETRUCK EXHIBIT

34 LOT PLAN

1 N 450 HIGHLAND AVE

GLEN ELLYN

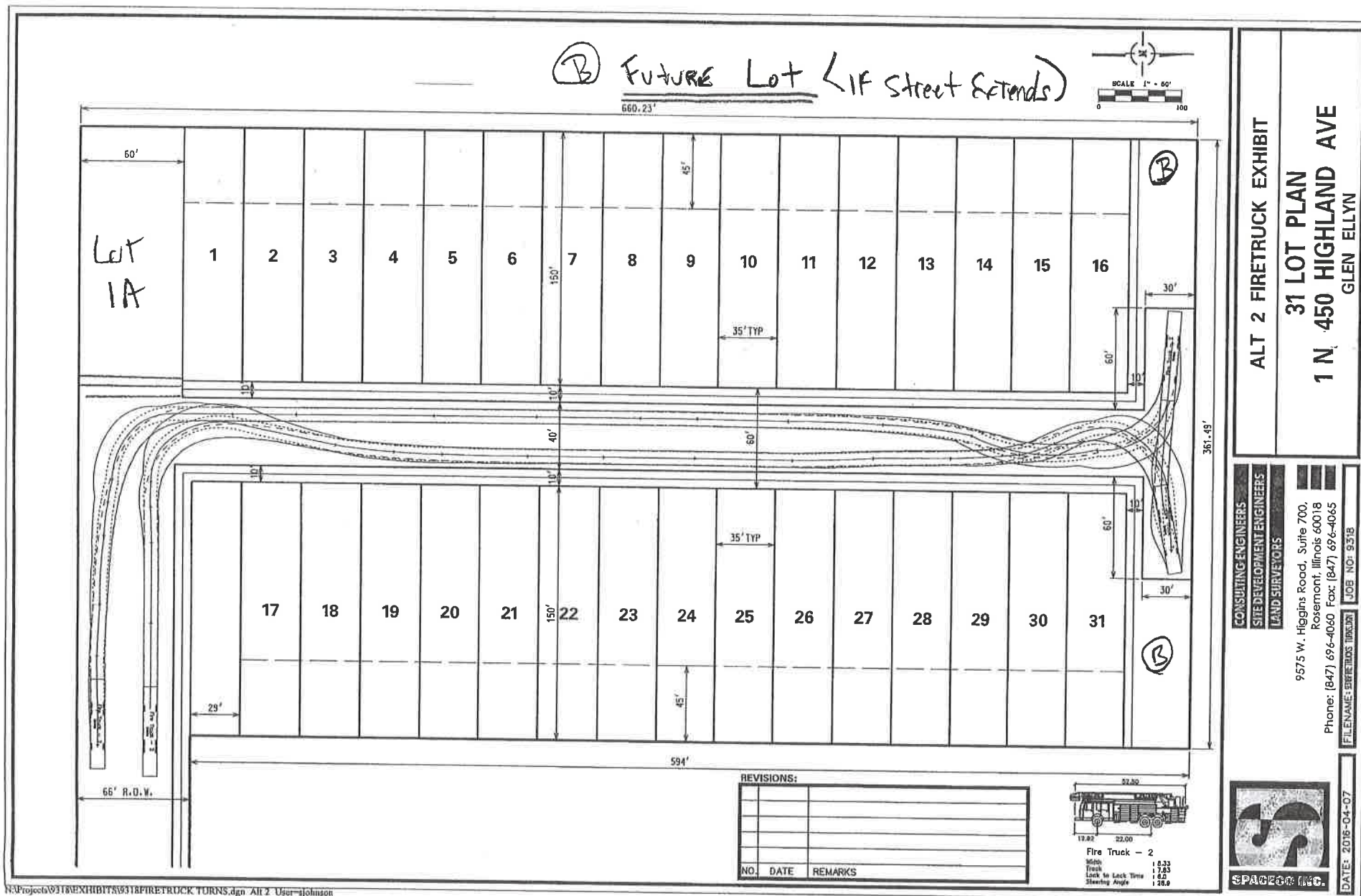
9575 W. Higgins Road, Suite 700,
Rosemont, Illinois 60018
Phone: (847) 696-4060 Fax: (847) 696-4065
FILENAME: 2016-04-07 JOB NO: 9318



SPACECO INC.

DATE: 2016-04-07

N:\Project\931\EXHIBITS\931\FIRETRUCK TURNS.dgn Alt 1 User=johnson



N:\Projects\9318\EXHIBITS\9318PIRETRUCK TURNS.dgn Alt 2 User: Johnson



encroaches fly slightly.

B

Minutes
Special Workshop Meeting
Glen Ellyn Village Board of Trustees
Monday, May 16, 2016
Page 9

in the Butterfield Road right-of-way. Director Hulseberg stated that Bob Minix, Professional Engineer with the Village Public Works Department, thinks that the price it would cost them to connect to Illinois American is approximately equivalent to the \$41,000 they have to pay back to the Village and, therefore, they may opt to stay out of the Village. Director Hulseberg stated it is recommended that the Village move forward now with connection and she displayed a chart that indicates that the Village earns a gain in year 4 which continues to go up to approximately \$7,000 per year. Director Hulseberg responded to Trustee Senak that that amount will level off at \$7,000. Director Hulseberg stated that the Church of God property is as far as the Village limits go. Trustee O'Shea stated he would prefer to roll the dice to 2019, let it expire, try to renegotiate and see what happens. President Demos asked if we could negotiate with the petitioner now and split the fee and Director Hulseberg responded yes. Director Hulseberg responded to Trustee Clark that their water is from the Village and that they have a pre-annexation agreement with the Village. President Demos asked if the petitioners can annex currently. Director Hulseberg stated that grants are awarded two ways and that the Church of God required the Village to annex upon contiguity, however, she does not know what the subject pre-annexation agreement states. President Demos stated he also would be fine with waiting but that the agreement may dictate whether they decide to annex or not and he would like to split the fees if possible. Trustee Senak asked if anyone has determined whether the statute that requires the reimbursement applies to existing contracts or prospective contracts only. Attorney Mathews responded that he will research that item. Trustee Senak also asked if there is any plan to cross over Butterfield Road in annexation, and Village Manager Franz responded no.

Possible Annexation Area. Director Hulseberg displayed a map and described areas outside of the Village that include the Great Western Trail and the ice arena. She indicated the location of the residential property in that area that is interested in annexing to the Village. She stated that this property is outside the Village's planning jurisdiction on the zoning map, however, that is based on a boundary line agreement with Glendale Heights that expired several years ago. She also stated that she had contact with the Village of Glendale Heights who has stated they are not interested in extending the boundary line agreement. She added that they have encroached over the boundary line close to North Avenue; therefore, there is no boundary line agreement. Director Hulseberg stated that if there was a boundary line agreement in effect, this area would not be available to the Village of Glen Ellyn.

Director Hulseberg stated that there is a party interested in developing a very unusual subdivision with 35-foot wide lots with a circle drive and detention pond in the middle. She stated that this is an alternative to townhome development and there will be 6 feet between each of the homes that they are proposing. Director Hulseberg stated that the petitioner has

Minutes
Special Workshop Meeting
Glen Ellyn Village Board of Trustees
Monday, May 16, 2016
Page 10

said they would rather work with Glen Ellyn than Glendale Heights or DuPage County. She displayed a photo of the type of development they are proposing and added that they are willing to go up to 40-foot wide lots. She stated that they will probably build townhomes as well and added that there is a great demand for townhomes in the Village.

Director Hulseberg asked if the Village Board was supportive of the Village moving into the subject area. She stated that although the Comprehensive Plan indicates the Village should move into this area, it was never discussed with any Village Boards because it was on the other side of the boundary line agreement and the Village did not have anyone interested in incorporating into the Village until now. Director Hulseberg stated that the Prairie Path and the Great Western Trail are considered to be rights-of-way so we annex to the far side of those, there is one other right-of-way there and utility rights-of-way can be jumped over. She added that there is one property that is needed to be annexed for this project to move forward and if the Village is favorable to this project, conversations with that property owner will be had to see if they would be willing to incorporate. Director Hulseberg responded to Trustee O'Shea that the properties would have County well water supported through pipes as Village water is not close. President Demos stated he did not oppose this project but felt the developer should be the one to contact the property owner regarding annexation. Director Hulseberg responded to Trustee Clark that the interested party has not developed a site plan for an eastern portion of the property. President Demos suggested speaking with the Village of Glendale Heights to see if they would be interested in allowing that to happen perhaps in a cooperative trade. Trustee Clark stated that the development to the west is considered part of Glendale Heights. Director Hulseberg responded to Village Manager Franz that the Village tried to talk to the printing company building about annexing when it was for sale, however, nothing happened.

Trustee Clark asked how 35-foot lots factor in with our regulations. Director Hulseberg stated the project would be a very alternative planned unit development. President Demos stated that there has been talk about allowing smaller lots for starter homes to be developed in this community. Trustee O'Shea asked if there has been any type of development that would allow seniors to not be required to pay property taxes to schools, and Trustee Clark responded no. President Demos responded to Director Hulseberg that he felt 40-foot lots would be the minimum allowed for this development and that 35-foot lots for townhomes would be allowed. Trustee Senak asked if the 35-foot lots could be regulated to certain areas, and Village Attorney Mathews responded that perhaps a zoning district or a planned unit development could be created. President Demos asked Director Hulseberg to find out the location of a community that is similar to the proposed project, and she responded that Airhart Construction has built some. President Demos stated that the Village would consider the subject project.



Aerial of Site



Map created on April 21, 2017.

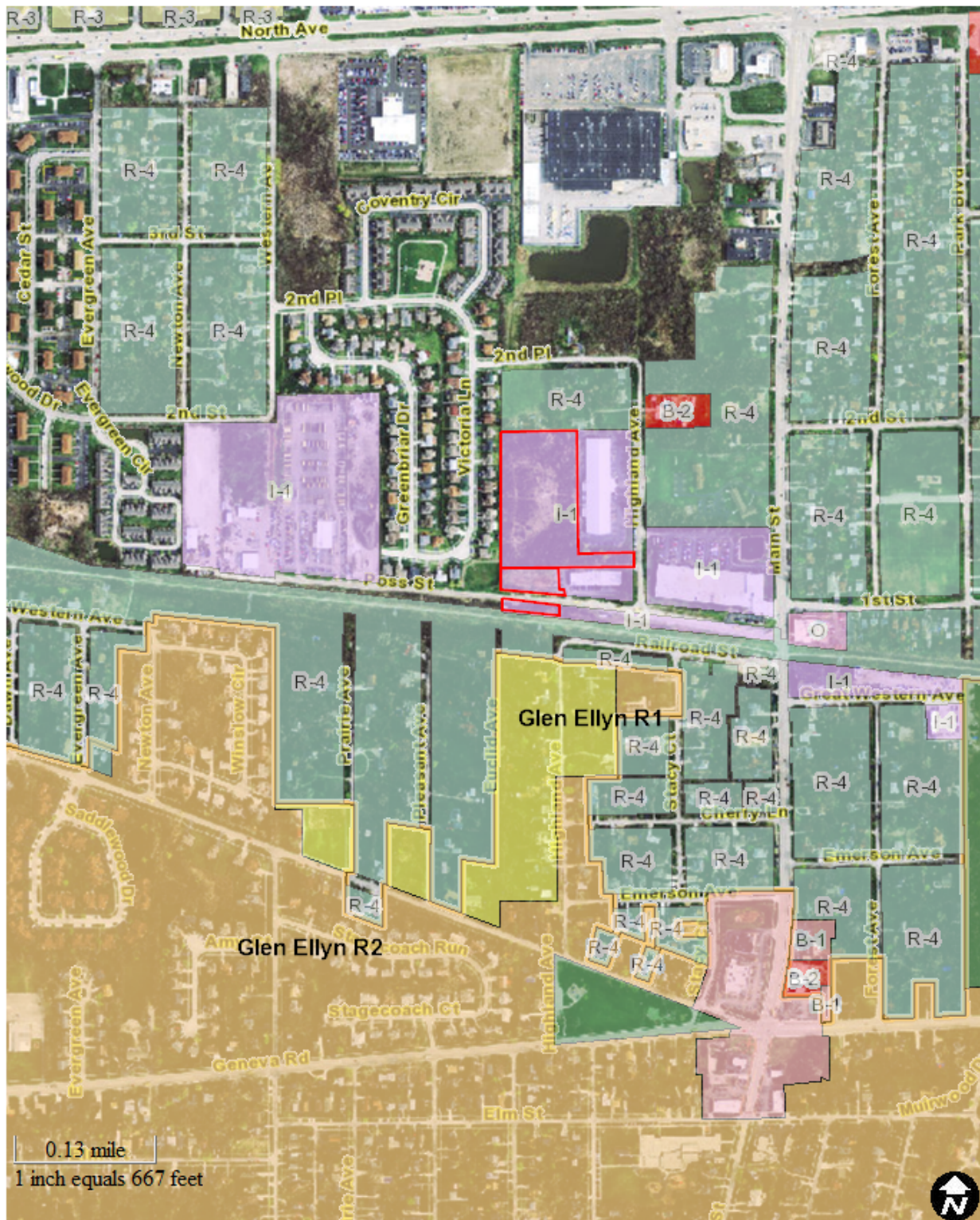
© 2017 GIS Consortium and MGP Inc. All Rights Reserved.

The GIS Consortium and MGP Inc. are not liable for any use, misuse, modification or disclosure of any map provided under applicable law.

Disclaimer: This map is for general information purposes only. Although the information is believed to be generally accurate, errors may exist and the user should independently confirm for accuracy. The map does not constitute a regulatory determination and is not a base for engineering design. A Registered Land Surveyor should be consulted to determine precise location boundaries on the ground.



Zoning Map



Map created on April 21, 2017.

© 2017 GIS Consortium and MGP Inc. All Rights Reserved.

The GIS Consortium and MGP Inc. are not liable for any use, misuse, modification or disclosure of any map provided under applicable law.

Disclaimer: This map is for general information purposes only. Although the information is believed to be generally accurate, errors may exist and the user should independently confirm for accuracy. The map does not constitute a regulatory determination and is not a base for engineering design. A Registered Land Surveyor should be consulted to determine precise location boundaries on the ground.

Zoning Code	Zoning
 B-1 Local Business District	 CC - Community College
 B-2 General Business District	 C2 - Community Commercial
 I-1 Light Industrial District	 C3 - Service Commercial
 I-2 General Industrial District	 C4 - Office District
 O Office District	 C5A - CBD Retail Core
 OR Office Research District	 C5B - CBD Service
 R-1 Single-Family Residence District	 C6 - Commercial/Multi-use
 R-2 Single-Family Residence District	 CR - Conservation Recreation
 R-3 Single-Family Residence District	 RE - Residential Estate
 R-4 Single-Family Residence District	 R0 - Single Family Residential
 R-5 General Residence District	 R1 - Single Family Residential
 R-6 General Residence District	 R2 - Single Family Residential
 R-7 General Residence District	 R2B - Single Family Residential
	 R3 - Multi-family Residential
	 R4 - Multi-family Residential
	 R5 - Planned Residential
	 U - Unincorporated



100-Year Floodplain



Map created on April 21, 2017.

© 2017 GIS Consortium and MGP Inc. All Rights Reserved.

The GIS Consortium and MGP Inc. are not liable for any use, misuse, modification or disclosure of any map provided under applicable law.

Disclaimer: This map is for general information purposes only. Although the information is believed to be generally accurate, errors may exist and the user should independently confirm for accuracy. The map does not constitute a regulatory determination and is not a base for engineering design. A Registered Land Surveyor should be consulted to determine precise location boundaries on the ground.

DuPage County 100 Year Floodplain



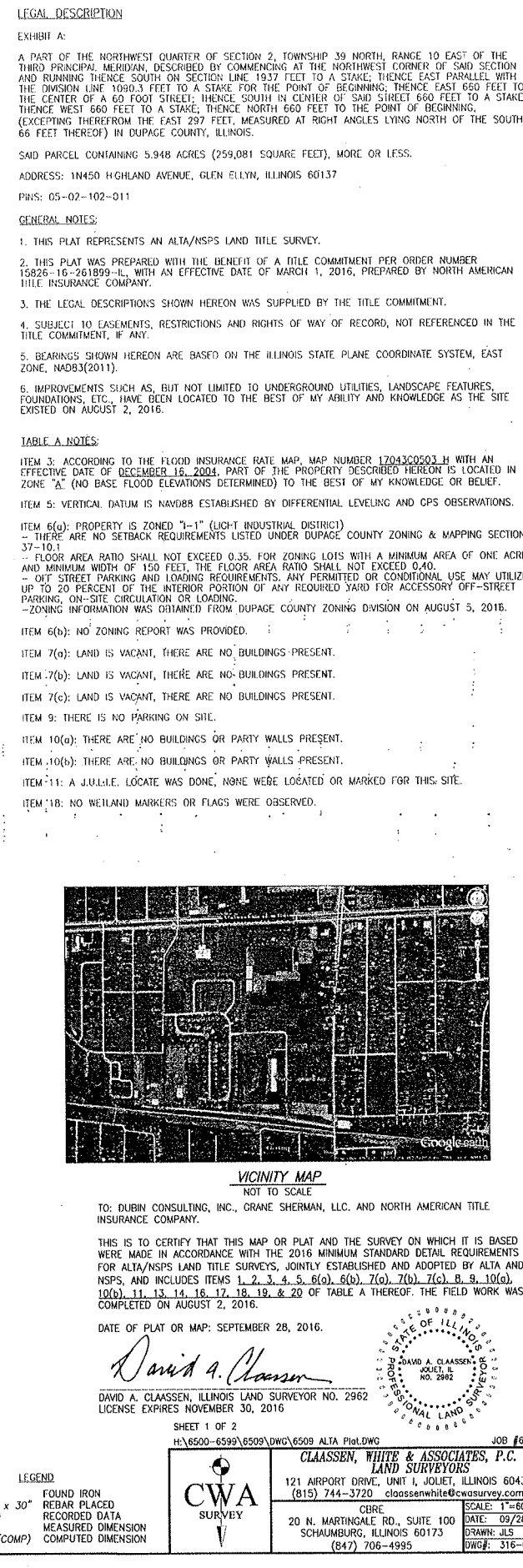
Poss Trail Subdivision - Estimated Taxes and Fees*

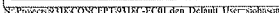
Property Taxes**	\$ 240,702.00
Village Taxes	\$ 21,978.00
Library Taxes	\$ 14,080.00
District 41 Taxes	\$ 122,562.00
District 87 Taxes	\$ 82,082.00
Developer Donations***	\$ 214,920.20
Fire Company	\$ 33,000.00
Library	\$ 18,720.24
District 41	\$ 66,220.00
District 87	\$ 96,979.96
Per Capita Tax (22 x 2.63 = 57.86 ppl)	\$ 8,710.82
Income Tax	\$ 5,757.07
Use Tax	\$ 1,463.86
Fuel Tax	\$ 1,489.90
Annual Fire Fee	\$ 1,980.00

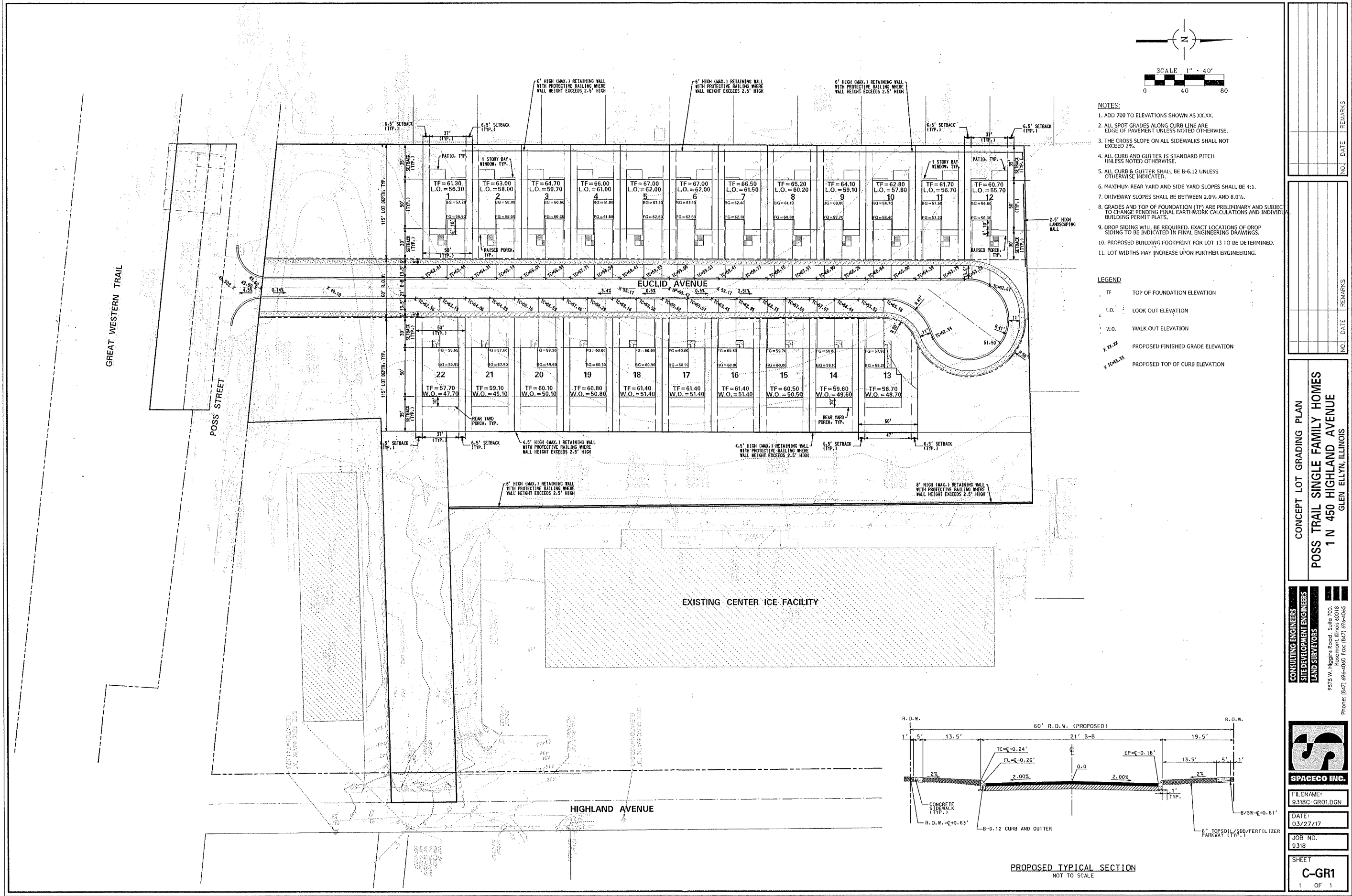
*All numbers are based upon a 22-lot subdivision

**Based upon market value of homes at \$550,000, and EAV of \$183,333

***Developer donations based upon 3 bedroom home







\\pfspace\318C\CONCEPT\318C-CR01.dgn User: g318c

NO. DATE REMARKS

NO. DATE REMARKS

CONCEPT LOT GRADING PLAN

POSS TRAIL SINGLE FAMILY HOMES

1 N 450 HIGHLAND AVENUE

GLEN ELLYN, ILLINOIS

CONSULTING ENGINEER

SITE DEVELOPMENT ENGINEERS

LAND SURVEYORS

9575 W. Higgins Road, Suite 700,
Rosemont, Illinois 60018
Phone: (847) 694-4066 Fax: (847) 694-4065

SPACECO INC.

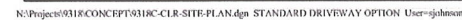
FILENAME:
9318C-CR01.DGN

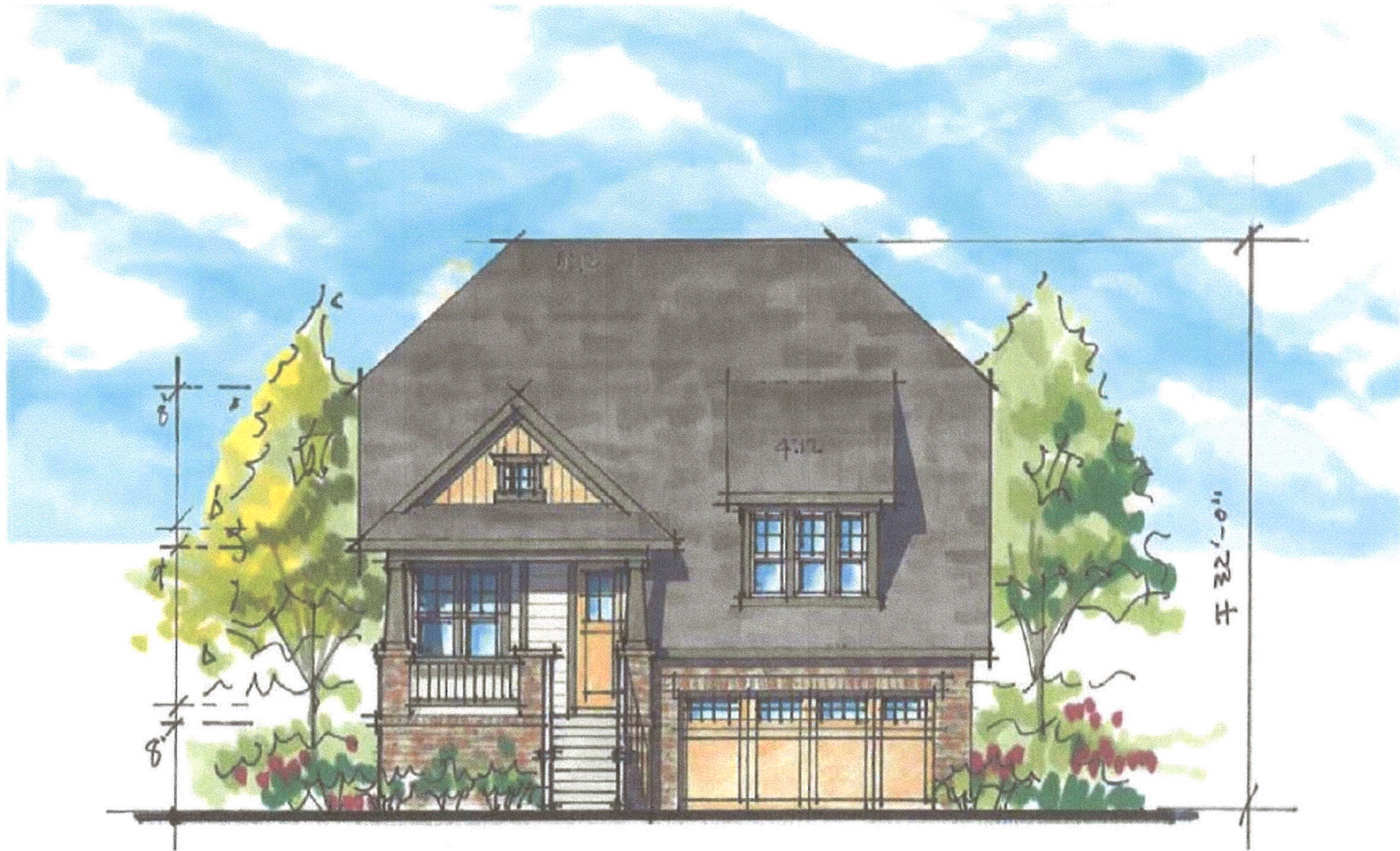
DATE:
03/27/17

JOB NO.
9318

SHEET
C-CR1

1 OF 1





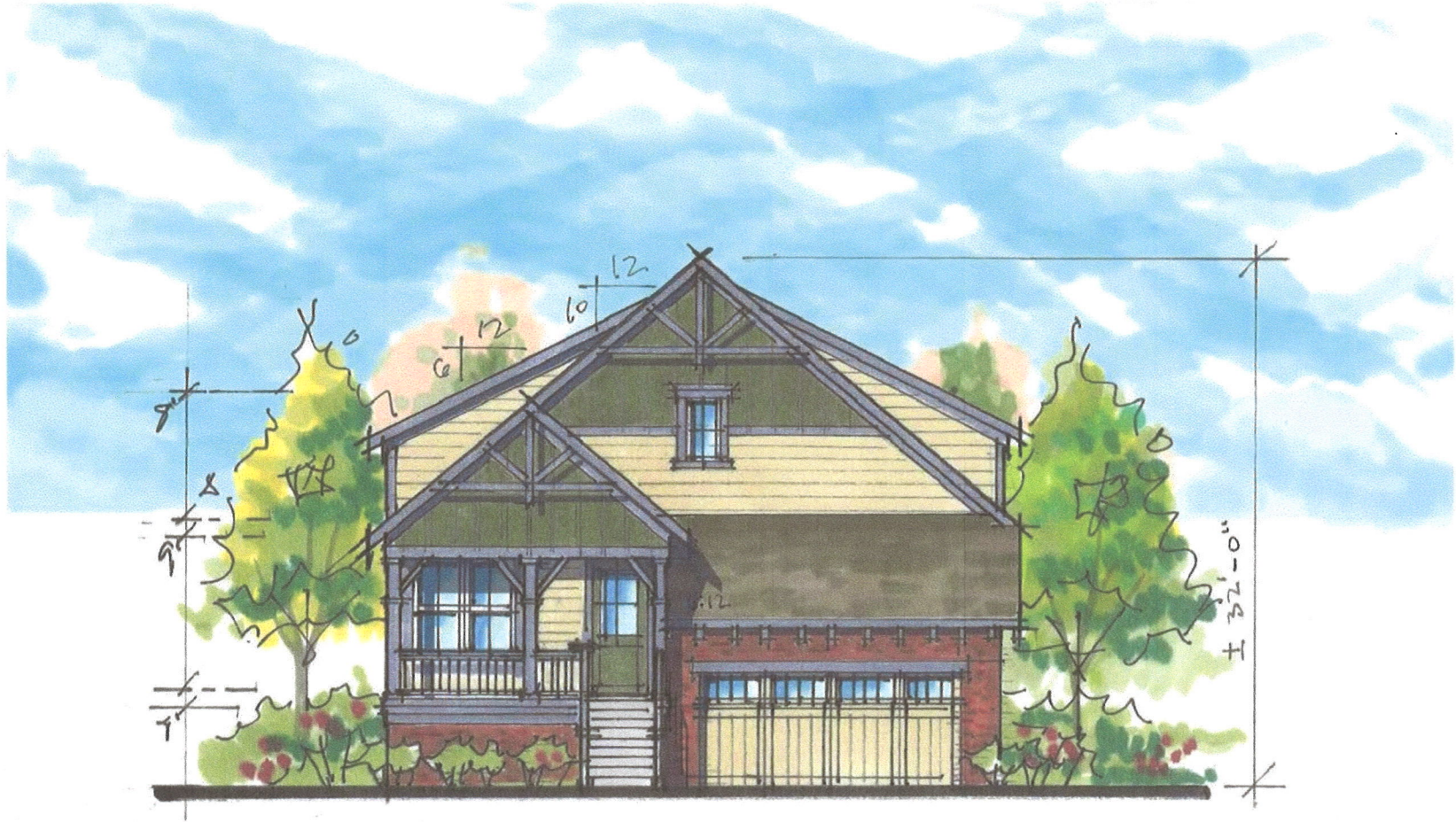
POSS TRAIL SINGLE FAMILY HOMES
WEST SIDE ELEVATIONS

#1



POSS TRAIL SINGLE FAMILY HOMES
WEST SIDE ELEVATIONS

#2



POSS TRAIL SINGLE FAMILY HOMES
WEST SIDE ELEVATIONS

#3



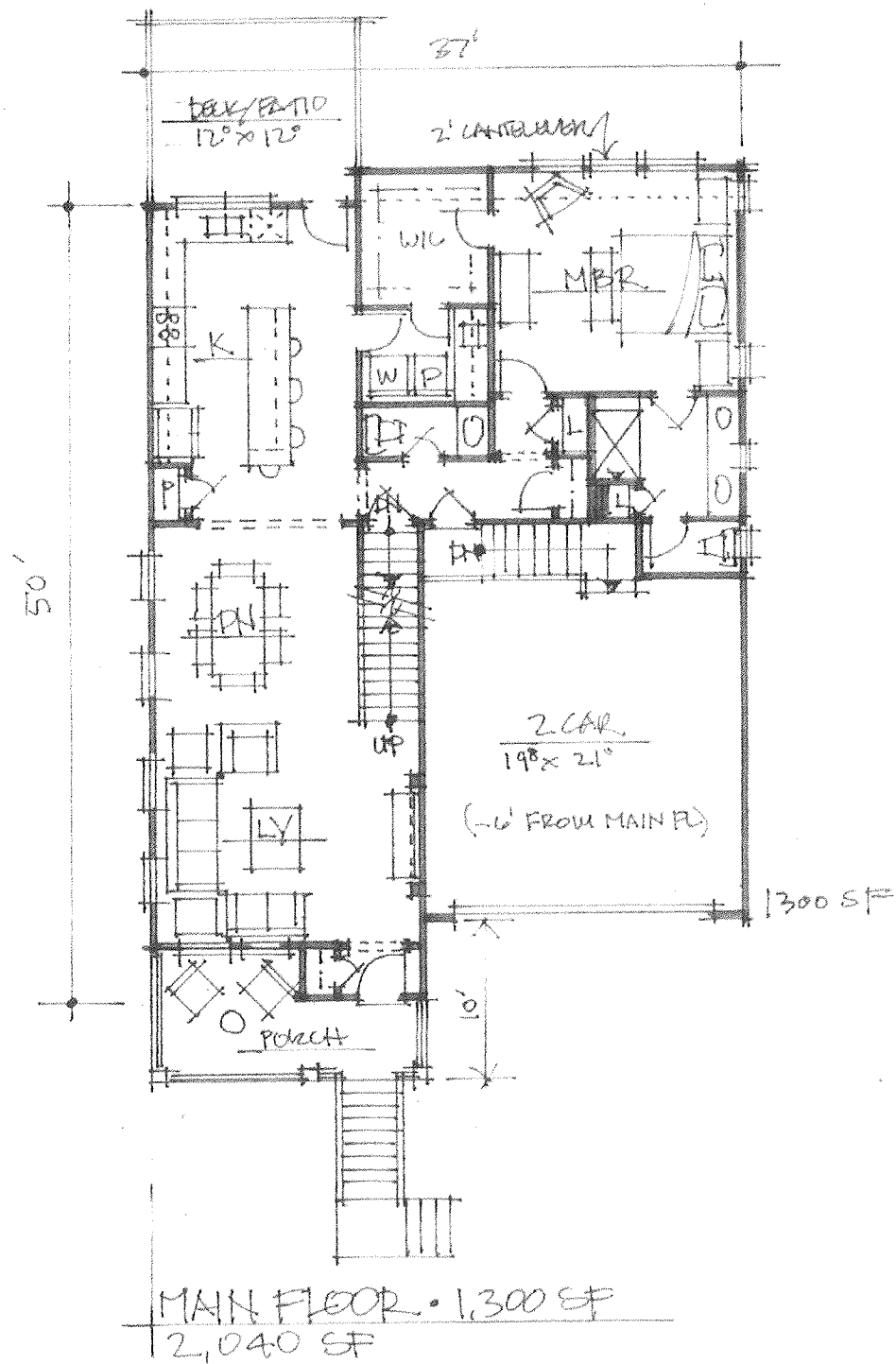
POSS TRAIL SINGLE FAMILY HOMES
EAST SIDE ELEVATIONS

#1

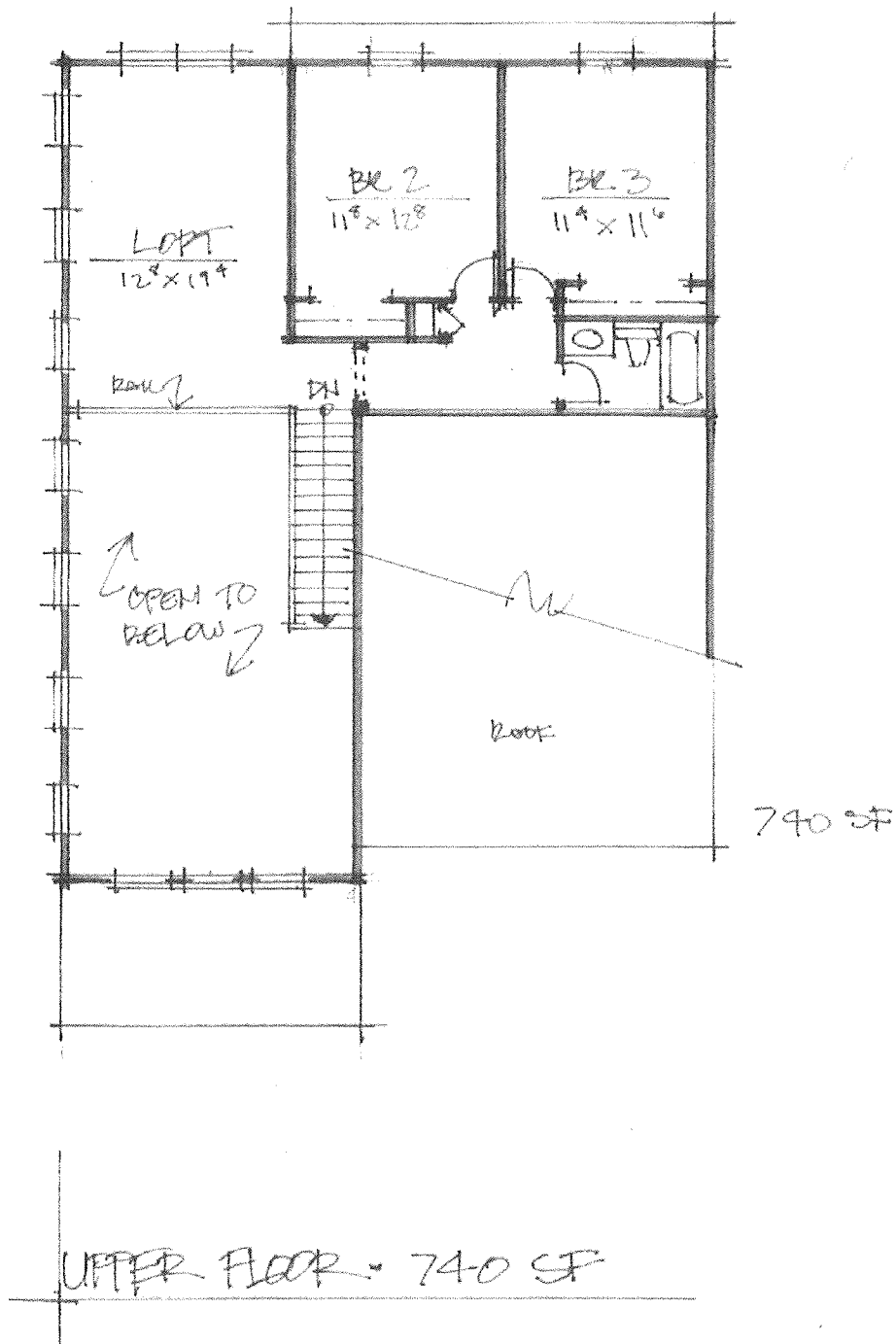


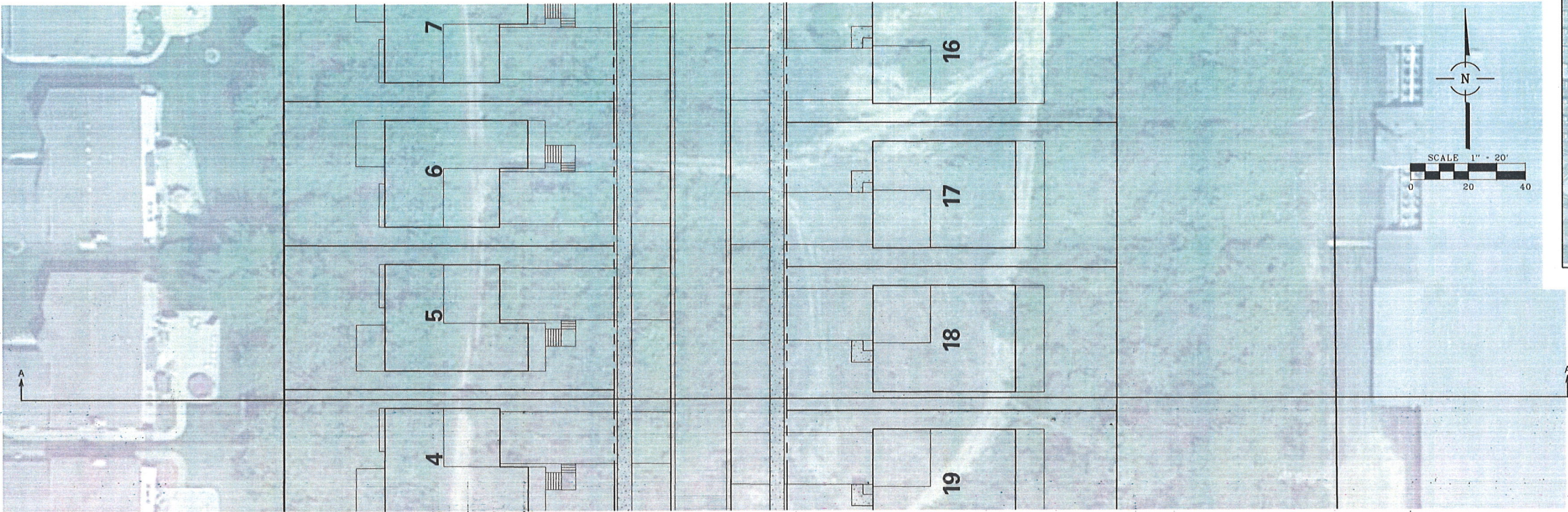
POSS TRAIL SINGLE FAMILY HOMES
EAST SIDE ELEVATIONS

#2

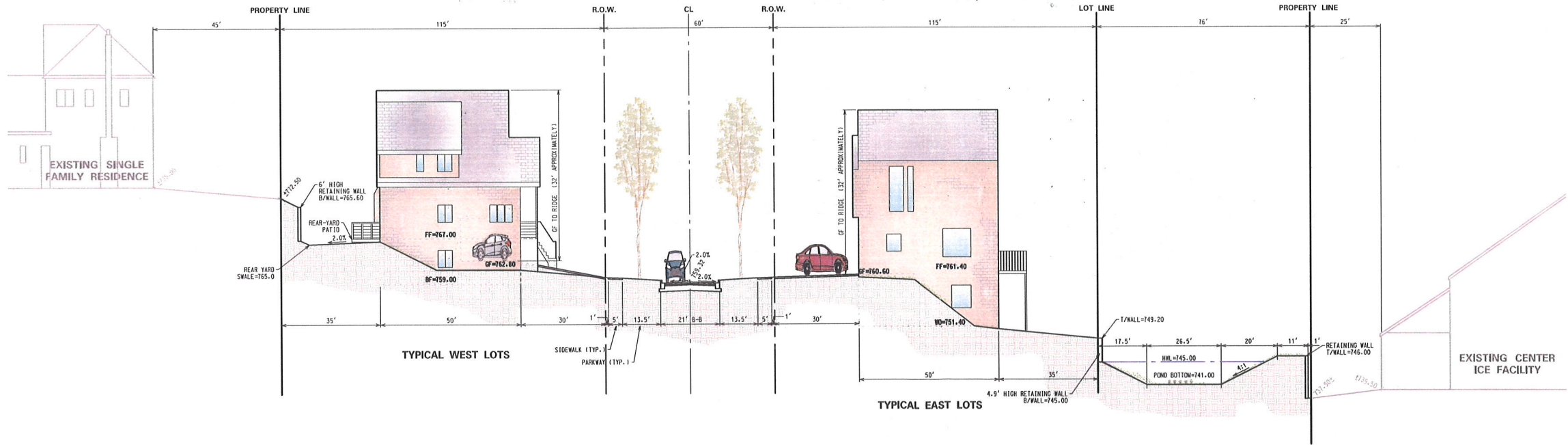
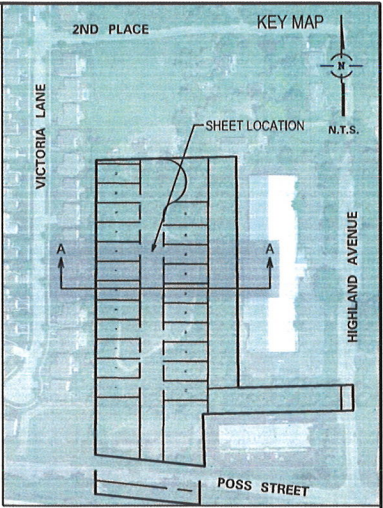


FIRST FLOOR MASTER SUITE PLAN

**SECOND FLOOR MASTER SUITE PLAN**



PLAN VIEW



SECTION AA
TYPICAL LOT CROSS SECTION

SCALE
1" = 20' HORIZ.
1" = 10' VERT.

DUBIN CONSULTING, INC.
807 ACADEMY DRIVE
NORTHBROOK, IL 60062
PHONE: (773) 919-8083

NO.	DATE	REMARKS
5	03/27/17	PER CLIENT
4	03/21/17	PER CLIENT
3	03/15/17	REVISED WEST SIDE LOT
2	02/17/17	REVISED SITE PLAN VIEW
1	12/20/16	LOT SIZE ADJUSTED PER CLIENT

LOT CROSS SECTION EXHIBIT
POSS TRAIL SINGLE FAMILY HOMES
1 N 450 HIGHLAND AVENUE
GLEN ELLYN, ILLINOIS

CONSULTING ENGINEERS
SITE DEVELOPMENT ENGINEERS
LAND SURVEYORS
4875 W. Higgins Road, Suite 100
Naperville, Illinois 60563
Phone: (630) 424-8000 Fax: (630) 424-8005



FILENAME:
9318LOT-XSECTION-EXH

DATE:
03/27/17

JOB NO.
9318

SHEET
X-SECT
1 OF 1



Glen Ellyn Village Board
535 Duane Street
Glen Ellyn, IL 60137

Meeting: 06/12/17 06:00 PM
Department: Planning & Development
Department Head: Staci Hulseberg
Category: Discussion Item
Prepared By: Kelly Purvis

SCHEDULED

AGENDA ITEM (ID # 2757)

DOC ID: 2757

Planning and Development Director Staci Hulseberg will provide a review of development procedures.

Over the years, Village Boards have continually requested that the Planning and Development Department make improvements to the permit and commission review processes to enhance economic development, increase customer service, and to be more business friendly. In response, the Planning and Development Department has regularly sought opportunities to modify the approval processes to streamline building permit and zoning entitlement reviews. The Department has implemented a long list of enhancements over the last decade, resulting in shorter review timelines, increasing the number of administrative approvals, and simplifying processes.

Evaluating the role and structure of the Architectural Review Commission and the Plan Commission, as they relate to the zoning approval process, have been part of the Village's Strategic Plan for at least the last 6 years. The past two Village Presidents established and implemented an internal "Process Improvement Team" to further discuss process issues such as this and identify possible solutions. As part of these ongoing efforts, the Planning and Development Department staff has been evaluating the ARC and PC processes in an effort to make the development review process more efficient and transparent for petitioners, applicants/developers, commissioners, and Village residents.

Staff sometimes receives feedback from applicants/developers regarding the PC/ARC review process being overly time consuming and confusing with having to attend two different commission meetings reviewing different aspects of the project on different evenings. Further, the extensive level of architectural detail required prior to knowing if the PC is even supportive of the use has been burdensome on applicants by adding tremendous up-front costs. Applicants also need to have paid consultants attend both meetings, resulting in increased costs. Additionally, residents have expressed frustration with the two commission process with respect to understanding which commission has jurisdiction over a particular issue. Over the years, the Village has observed developers and property owners abandoning projects when faced with having to request exterior appearance approval.

Commission Background

Virtually every commercial development or redevelopment project in the Village requires some type of approval by the Village Board whether it be a special use permit, a zoning map amendment, zoning variations, sign variations, subdivision of land, exterior appearance, a planned unit development (PUD), or a combination thereof. All of these applications, with the exception of sign variations and exterior appearance are reviewed by the PC. The ARC has jurisdiction over variations from the Sign Code and exterior appearance review.

Both the Plan Commission and the Architectural Review Commission, the latter being originally known as the Art and Preservation Commission until 1981, were created in 1975 to serve in an

advisory role to the Village Board. The ARC was charged with reviewing and providing a recommendation to the Village Board regarding the exterior design drawings, landscape and site plans, and building materials for any proposed new construction, remodeling or additions for non-single family detached buildings. The Plan Commission was created to review applications for amendments, special use permits, PUDs, and all plats as well as to review the Village's Comprehensive Plan, which was created in 1973 to provide a guide for the sound and comprehensive development of the Village.

The Village's Appearance Guide was created in 1972 and would eventually become employed by the ARC as the criteria and basis for their recommendations. Following several years of growth and change within the Village, the Appearance Guide was reorganized in 1989 and a new Appearance Guide and Criteria was adopted to reflect the architectural character of the different physical environments and types of construction within the Village. This guide would eventually be replaced by the current Appearance Review Guidelines which were adopted in 2006. The Appearance Review Guidelines are not regulations, but rather recommended criteria for new construction, rehabilitation and remodeling projects.

In 1998, the ARC was designated to serve as the body to conduct public hearings on applications for variations from the Sign Code and to report findings of fact and recommendations to the Village Board on sign variations. Originally, no review of sign variations was conducted by any commission prior to review and action by the Village Board.

Architectural Review Commissions are not commonplace in the greater Chicagoland area. Approximately 32 communities, out of a total 246 in a five-county area, have a design review process. Therefore, only 13% of towns have a process similar to Glen Ellyn. The vast majority of communities have a more streamlined and shorter process which does not include this additional step. This process might result in an economic development disadvantage for Glen Ellyn.

Statutory Requirements of Development Procedures

With the exception of exterior appearance review, each of the previously mentioned approvals require a public hearing to occur prior to a final decision being made by the Village Board, as is required per Section 10-10-11 of the Village's Zoning Code. Furthermore, an approval for a zoning map amendment, a special use permit, and variations require a public hearing per State Statute.

Every non-single family detached project in the Village is required to obtain approval of the exterior appearance of the proposed or renovated building(s) associated with a development project. This includes any commercial, institutional, recreational, single-family attached and multi-family project. The review of this exterior appearance does not require a public hearing either by Village Code or by State Statute. The approval by the Village Board for the exterior appearance of a non-single family detached residential building is not required by State Statute. The Village's Appearance Review Guidelines, which are advisory and not regulatory, describe the review process for obtaining approval of the exterior appearance.

Commission Scheduling

The ARC conducts its meetings every second and fourth Wednesday of each month and the Plan Commission meets the second and fourth Thursday of each month. With the exception of one or two months a year, the PC meeting is always the night immediately following the ARC meeting. With this schedule, the ARC is almost always the first opportunity for the public to hear about and comment on a project. The order of the meetings does not seem appropriate nor beneficial for the petitioner, the residents, or the commissions. The more appropriate order would be to conduct the Plan Commission public hearing first followed by the ARC. The Plan Commission has suggested that their meeting should take place on the second and fourth Wednesday of each month and the ARC meeting should occur on the second and fourth Thursday. Staff presented this possibility of switching the meeting dates to the PC and ARC but it was not met with a favorable opinion by the ARC. Instead the ARC suggested that the two Commissions stagger the weeks in which they meet such as the Plan Commission meeting the first and third Thursday of each month while the ARC maintained its current schedule. This poses a logistical problem for petitioners who must make air travel arrangements to attend the two hearings. If there are to be meetings before two commissions, having them on consecutive nights would eliminate the multiple air travel trips required to attend both hearings.

Jurisdiction of the Commissions

A common question that is brought up during both Plan Commission meetings and ARC meetings is which commission has jurisdiction over particular issues of a project. Certain topics such as landscaping and screening, are included as both Zoning Code requirements and contained within the Appearance Review Guidelines and become gray areas on determining the appropriate commission to comment and make a recommendation. This has led to two different recommendations from the two commissions with the petitioner receiving conflicting feedback on the same issue.

Staff often receives feedback from residents who become frustrated during the public hearing process that questions or concerns that they present at a particular commission meeting are not relevant to that commission's purview. If a commissioner does choose to ask a question of the petitioner or comment on a particular issue that is not relevant to that commission, the petitioner is often times not equipped to answer or address such concerns. For example, a petitioner may have their architect present at an ARC meeting but not their traffic engineer. Questions related to traffic may not be answered fully and residents may view this as the petitioner withholding information or not being completely knowledgeable on the particular topic.

Possible Solution

Following many discussions with staff, applicants/developers (following the approval process), the ARC/PC Commission Chairs, and Trustee Pryde, we are suggesting a possible solution to the issues listed above. The Village could combine the ARC and PC into a single recommending body. The new group would assume the roles of both commissions, with the exception of exterior appearance review. Village staff would be responsible to determine if a proposed exterior appearance substantially met the intent of the Appearance Guidelines. Staff would make a recommendation to the Village Board regarding exterior appearance. The Village Board would make a final recommendation on the exterior appearance along with all other items reviewed by the combined

PC/ARC.

If the Village Board were to move in this direction, the new group would be provided with appropriate training covering their jurisdiction, authority, basis for recommendations, standards, voting requirements and a review of the Open Meetings Act and the Freedom of Information Act. We would also plan to review and recommend revisions to the Appearance Guidelines to eliminate provisions duplicative to the Zoning Ordinance which are more subjective in nature.

The Village Board also recently discussed the possibility of reducing the membership of the Plan Commission from 11 members to 9 members. An 11-member Plan Commission is very unusual, with a 7-member commission being the norm. If attendance of members is stressed and monitored, 9 members should be sufficient to perform the duties of the commission. If the Village Board is interested in moving in this direction, the Village Code could be updated to reflect the new membership requirements at the same time the PC/ARC are combined.

Pros of Possible Solution: Fewer commission meetings for residents, Commissioners, applicants/developers and staff. Maintains an exterior appearance review process to preserve and protect Village character. Updates the Appearance Guidelines to be less subjective. Reduces the amount of detail necessary for architectural elevations. Eliminates confusing commission roles and multiple meetings.

Cons of Possible Solution: Sign Code variations added to the existing duties of the PC, which could result in lengthier meetings.

Village Board Action

The Village Board is being asked to review the proposed combination of the PC/ARC as a possible solution to create a more efficient and transparent development process. The PC and ARC Chairs have been invited to the Village Workshop discussion on this issue and will be in attendance at the meeting.

cc: Kelly Purvis, Associate Planner
Mary Loch, Chairman, Plan Commission
Jim Burket, Chairman, Architectural Review Commission



Glen Ellyn Village Board
535 Duane Street
Glen Ellyn, IL 60137

Meeting: 06/12/17 06:00 PM
Department: Finance
Department Head: Christina Coyle
Category: Discussion Item
Prepared By: Christina Coyle

SCHEDULED

AGENDA ITEM (ID # 2746)

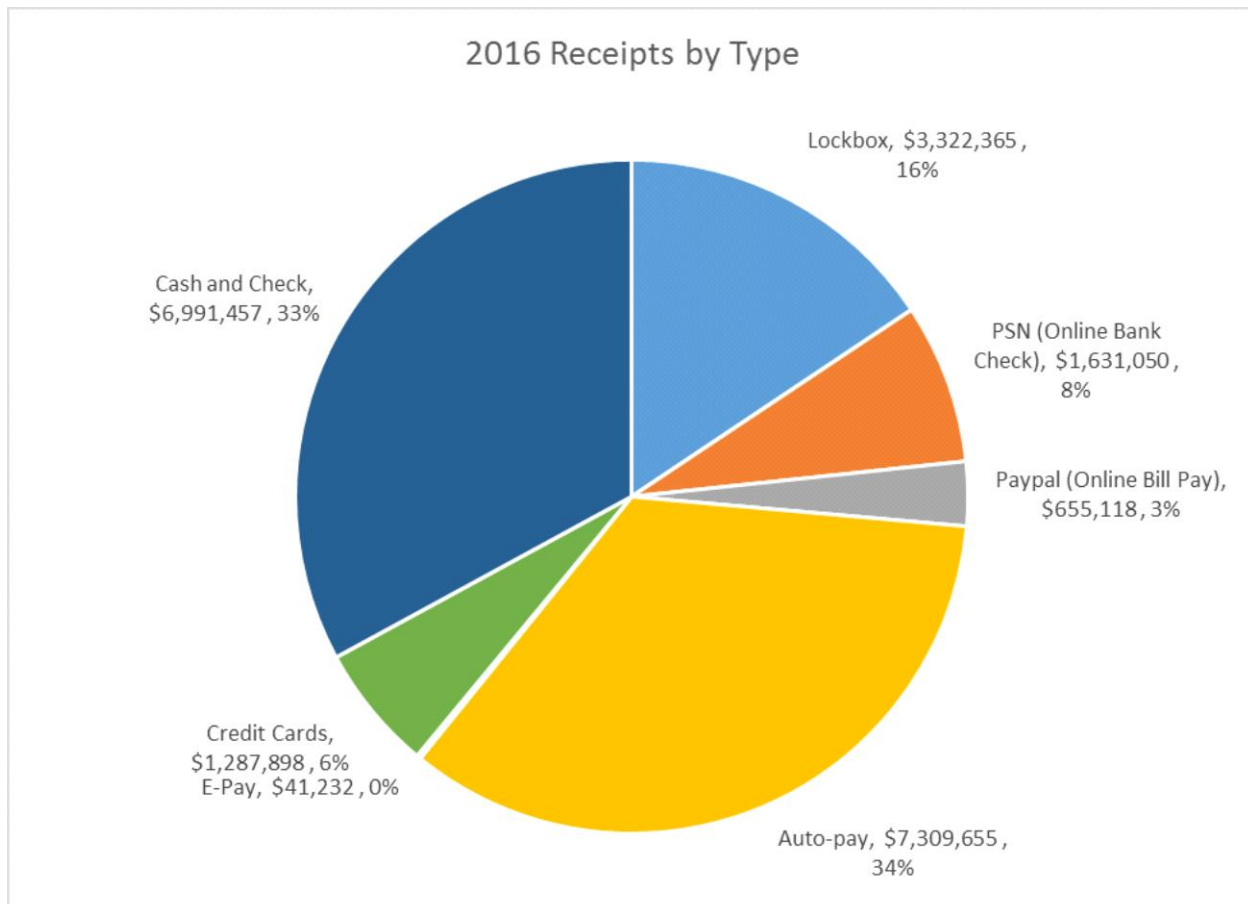
DOC ID: 2746

Finance Director Christina Coyle will lead a discussion on the Village's credit card acceptance practices.

Background

The Village has a diverse receipt mix. The Village strives to maintain a balance between providing payment methods for customers that are convenient and managing processing costs for the Village. The chart below illustrates the receipt mix for 2016.

This illustration does not include receipts for the Village Links/Reserve 22. This analysis focuses on the other Village transactions outside of the Village Links/Reserve 22. Credit card fees are a normal part of running a golf and restaurant operation and most (if not all) similar entities absorb credit card fees. At this point in time, staff does not think any change is warranted in how credit cards are permitted at the Village Links/Reserve 22. Credit cards will continue to be accepted for all transactions and the credit card fees will be considered a normal cost of operating a golf course and restaurant.



Based on the December 2016 statements, the cost of these transaction categories to the Village are listed below. The costs are expressed as a percentage of dollars received.

Receipt Type	Cost of Receipt Option as a Percent of Dollars Received (Cheapest to Most Expensive)
Auto-pay	0.06%
Cash and Check	0.07%
Lockbox	0.32%
PSN - Online Check	0.38%
E-Pay	0.44% plus customer charged transaction fee
Credit Cards (at counter)	1.93% (1.00%-3.00% depending on card type)
PayPal (online credit card)	3.00%

Credit card payments (online and at the counter) are the most expensive receipts for the Village to process. Currently, the Village accepts credit cards on all Village transactions. Credit card payments are accepted at the counter for all transactions. Online, credit cards are accepted for Village Services Bill payments, business licenses, and commuter parking. It is anticipated that contractor registration and some over-the-counter permits will be available online in the future.

The Village has three credit card processing companies. The online processor is PayPal. The Village Links/Reserve 22 has its own credit card processor, ETS. All other Village credit card payments are processed through Heartland Systems. The Village solicited competitive quotes last year and reduced its credit card processing rates by switching to Heartland Systems. Currently, the Village absorbs all credit card fees charged by the credit card processors.

Village staff has been investigating ways to lower credit card fees as this method of payment becomes a more popular and costly choice. Staff has noted an increase in the use of “rewards” cards which have a higher cost to the Village. At root of this issue is a philosophical decision - should a credit card fee assessed to the Village be a normal cost of doing business and the Village should absorb those fees and adjust pricing accordingly just as a private business would do? Or, as a government, should the Village be seeking to minimize credit card fees and ensure that those using credit cards incur the cost of using that method of payment and not the Village or other taxpayers who are using other methods of payment?

Strategic Goal

Strategic Issue VI: Financial Sustainability

Action Step: Periodically adjust Village fees and fines to be commensurate with the cost of providing services.

This evaluation of credit card fees strives to ensure that the Village’s policy on accepting credit cards is in the best interest of the Village and Glen Ellyn constituents from a financial perspective.

Subject

Credit cards for Village transactions are accepted online, and over-the-counter. A five year history of credit card fees illustrates the cost of credit cards to the Village.

Five Year History of Credit Card Receipts and Fees					
	2012	2013	2014	2015	2016
Credit Card Receipts	\$1,069,365	\$863,262	\$1,031,872	\$1,032,758	\$1,287,898
Fees - Online	\$0	\$2,720 ^a	\$12,371	\$24,766	\$19,984
Fees - Over-the-Counter	\$27,413	\$29,666	\$28,533	\$28,722 ^b	\$26,578

Notes:

a. The Village began accepting online payments in 2013.

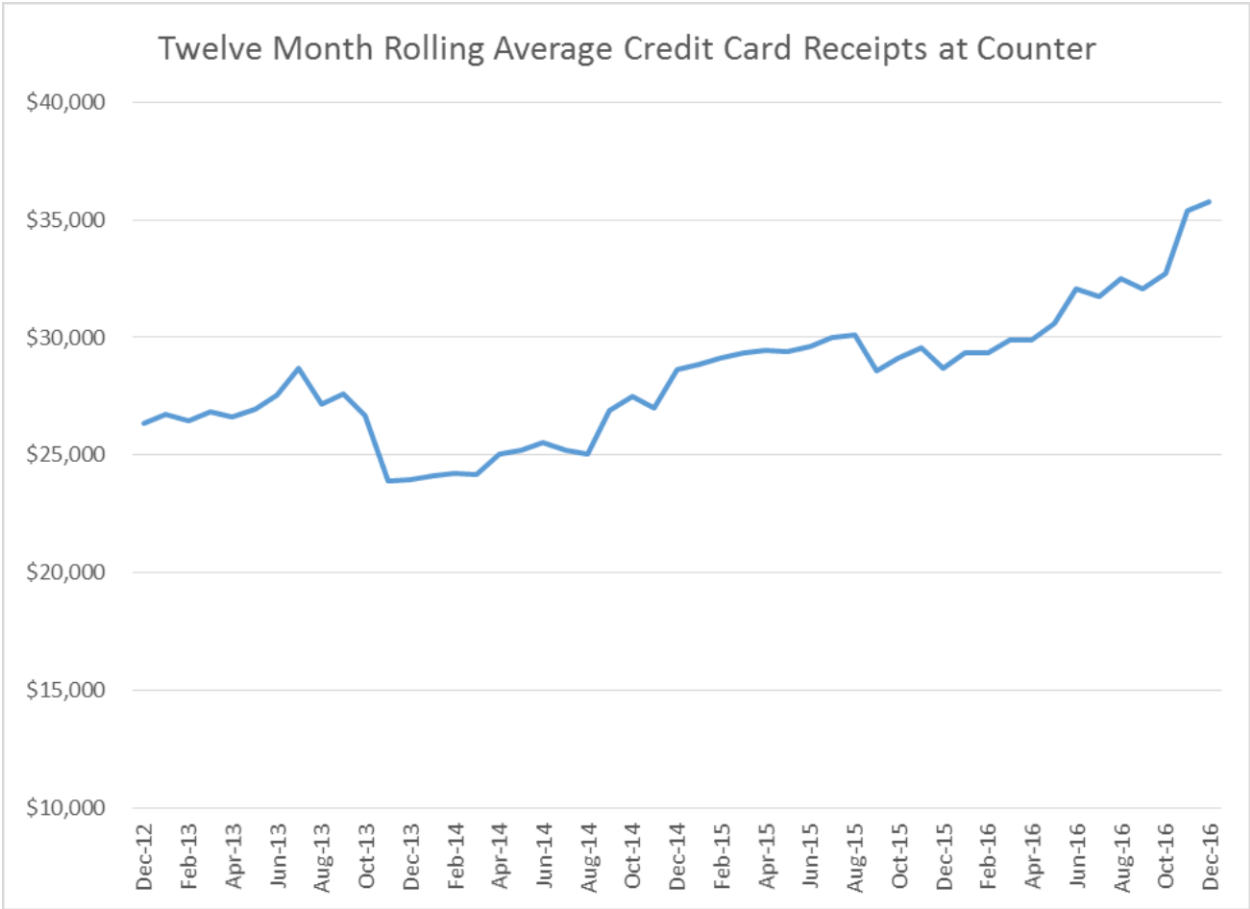
b. The Village switched to Heartland Systems as the credit card processor in 2015. This lowered our rates, which produced lower credit card fees in 2016 even though the amount of credit card receipts was higher in 2016.

Online Payments

At this point in time, staff does not think any change is warranted in how credit cards payments are permitted on our online platforms. Allowing customers to pay their bills online in many cases reduces the need for our customer service staff to interact to process a transaction. Staff believes this is valuable as it streamlines and reduces staff time to collect receipts. Currently the transactions processed online, with the exception of a few higher water bills, are typically low in amount and would not generate a high dollar amount of credit card fees. If our receipt mix online did change, the Village would need to re-evaluate the policy. This year, staff will evaluate our current PayPal processor to see if a different processor could interface with our online software to process the credit card payments at a lower cost.

Over-the-Counter Payments

This evaluation focuses on over-the-counter credit card payments. Credit cards are accepted in Planning and Development, Police, and the Cashier's Office. Over the past five years, credit card payments have become more popular with Village customers. The chart below looks at Village credit card payments at the counter. This would exclude Village Links/Reserve 22 payments and any online payments. In December 2012, the average monthly credit card receipts were \$26,366. This increased to \$35,775 in December 2016.



As the amount of credit card receipts is increasing, the Village is revisiting its policy regarding acceptance of credit cards to make sure that that policy is in the best interest of the Village. There are many nuances to consider in determining the best policy for the Village as the types of fines, fees and deposits are very diverse. Based upon staff's review, staff is recommending that credit cards are not accepted on over-the-counter transactions over \$2,500. Staff is also recommending that there be a hardship waiver process, where a Department Head could authorize acceptance of a credit card on a hardship basis only.

The evaluation below illustrates the estimated savings if acceptance of credit cards was restricted above certain dollar level limits.

Not Accepting Credit Cards Over:	Estimated Annual Savings
\$10,000	\$6,400
\$5,000	\$9,000
\$2,500	\$10,600

The types of transactions affected if a \$2,500 threshold was enacted would be hotel/motel tax, building permits and deposits, and real estate transfer stamps (a \$2,500 limit would equate to properties with a sales price of \$833,333 or higher). If the \$2,500 limit was chosen, the following categories of receipts in 2016 would have been affected. The chart below lists the dollar value of transactions that would have been impacted. Not all transactions in every category would be effected. For example, our total Real Estate Transfer Tax revenue is approximately \$730,000 for 2016. Of that total revenue in 2016, only \$33,300 of those receipts would have been affected by changing the Village's credit card policy.

Category of Receipts over \$2,500	2016 Receipts over \$2,500
Village Services Bill	\$46,749.78
Real Estate Transfer Tax	\$33,300.00
Hotel/Motel Tax	\$144,651.75
Planning & Development Charges	\$316,577.60
Miscellaneous	\$12,361.29

Of the Planning and Development Charges, many receipts can be for deposits which are eventually refunded back to the customer after a project is completed. This would mean that the Village would lose money on the transaction as the Village would get charged a fee to collect the money which would be returned to the customer via check. Refunds are not done back to the credit card as we cannot process transactions without a card present (based on our processor agreement). It is also a good internal control to not allow staff to process credits on credit cards.

One other trend that the Village's customer service staff is seeing is the increased use of "perk" credit cards such as mileage cards or cash back cards. The Village is typically charged a higher rate by the credit card processor for these cards, which essentially funds the mileage or cash back that the user receives. Anecdotally, many customers tell our customer service staff that they are using the "perk" card for the transaction solely to boost their miles or cash back. Therefore, it could be inferred that it is indirectly the Glen Ellyn taxpayers that are being charged to fund a credit card holder's cash back or mileage program.

Other Options Considered

Staff vetted other options including passing on the credit card fees to the customer and not accepting credit cards for particular transactions. Ultimately, these were not deemed to be the best course of action.

Pass on the Fee to Customers

The Local Government Acceptance of Credit Cards Act limits the maximum fee that could be imposed for particular transactions. This means that, in many cases, the Village would still be incurring fees on credit card transactions. Therefore, this would not result in as high of savings. For example, the maximum fee that can be charged on any permit is \$20 or 5%, whichever is less.

The approximate credit card fee the Village would be charged for a \$6,000 permit would be \$115. The credit card fee for a \$2,000 permit would be \$38.40. The \$20 fee that we could surcharge the customer in either scenario would not cover the entire credit card fee the Village incurs. Because of these legal constrictions, this path is not recommended.

Not Accept Credit Cards for Particular Transactions

Staff considered not accepting credit cards for particular transactions such as real estate transfer taxes or building permits. Staff thought this would be confusing to both internal staff and external customers and so this route was not recommended.

Comparable Governments

An informal Illinois Government Finance Officers Association (IGFOA) discussion board on the acceptance of credit cards found that there is not a preferred method among Illinois municipalities. Some municipalities charge a fee. Others only allow credit cards for particular transactions. Some have a dollar value limit. There are also governments that absorb all of the fees and consider it a cost of running the government.

Finance Commission Review and Recommendation

The Finance Commission reviewed this information at its February 2017 meeting. The consensus among the Commissioners at that time was to charge a fee for every transaction involving a credit card. The Commissioners thought each taxpayer should bear the costs of their own transaction and that those payers using a check or cash should not have to subsidize the credit card fees for a customer that uses a credit card. Staff agrees with this from a philosophical standpoint, but the actual execution of this recommendation is difficult. First, the local government acceptance of credit cards act, as explained above, would limit the amount of the fee that the Village could recover. This would result in the Village still incurring fees for some transactions because the credit card fee the Village would pay would be greater than the surcharge that we could pass onto the customer. Second, per our representative from Heartland, the Village would have to process the fee separate and distinct from the payment for goods and services. This would require an additional administrative burden. Lastly, in this scenario, the Village would be charged credit card fees on the fees that we assessed to the customer. Given these factors, staff does not feel this would be the most efficient choice.

Recommendation

Staff is recommending that over-the-counter credit card payments be limited to a dollar value limit of \$2,500. Staff also recommends that Department Heads be granted the ability to grant a customer the ability to use a credit card for a transaction over \$2,500 on a hardship basis only.

Action Requested

Staff requests the Village Board's feedback on this issue at the workshop.