

ADMINISTRATION & FINANCE COMMITTEE

Meeting Minutes - January 11, 2024

Draft Approved

CALL TO ORDER - 4:30pm

CALL TO ORDER

ROLL CALL

<u>Committee</u>	<u>Staff</u>
Trustee Liddle (as Chair)	Village Manager May
Mayor Gunter	Assistant Manager Parker
Clerk Szymiski	GS Director Mielcarski
Trustee Nero	HR Director Brainerd
Trustee Guzzo	PW Director Ries
Trustee Barker	Executive Director Forssberg
Trustee Brady	Public Safety/Police Chief Gunther
Trustee Simonovich	Fire Chief Riley
	Communications McIntyre
GUESTS:	IT/Johannpeter(booth)
Flood Brothers Team	Deputy Liquor Commissioner Mulhearn
SBC Team	Office Supervisor Buh
Christa Stanulis	
John Zemenak	

PLEDGE OF ALLEGIANCE

PUBLIC COMMENTS - None

APPROVAL OF MINUTES

- A. November 16, 2023 Administration & Finance Committee meeting minutes were approved by Motion Trustee Brady and seconded by Trustee Guzzo.

UNFINISHED BUSINESS - None

NEW BUSINESS -

- Waste RFP Presentations - Presentations were given by SBC Waste Solutions and Flood Brothers on their proposals to be contracted for refuse services in the Village. (see attached)
 - SBC Waste presented first (see attached)
 - Questions for SBC:
 - Trustee Brady questioned the location of headquarters, the totter size, would this contract require new trucks & hiring, the

other municipal contracts-do you service the City of Chicago, and asked that the scholarship system be explained?

- The responses were Broadview; 32, 65, 95; Yes new trucks would be ordered and staff hired, commercial contracts in the City of Chicago, not the city itself. SBC would work with the Village and the Schools to award the scholarships.

- Flood Brothers presented second (see attached)

- Questions for Flood Brothers:

- Trustee Brady asked about St Francis High School in Wheaton receiving donations from Flood Brothers.

REPORTS

- Manager May referred to the staff report and his report discussing the Asylum Seeker bus that came to use the Metra line and the discussion between all the communities on the train lines. Review of the municipal ordinances that other communities have passed, the goal of these ordinances and the resident discussions on the topic. The fact of what we can do as a non-home rule community and the best path.
 - Attorney Zemanek joined the meeting to give a legal opinion and explain the licensing ability of the Village. Attorney Zemanek covered laws that cover taxis, interstate travel, discrimination issues, exclusions and distinctions of the ordinances that have been passed in other communities.
- Mayor Gunter asked the Board to give direction to staff regarding having Attorney Zemanek research further or to wait and see how things develop?
 - Trustee Nero stated that he preferred to observe the trends as we have only had one bus drop off and zero issues. Chief Gunther is not concerned so let's see how things go? Keeping up with the public communication to keep concerns low is important.
 - Trustee Barker would like to be able to force a five day notice from the bus company.
 - Manager May stated that would be an ordinance and the bus would be given a ticket. There is no other enforcement allowable even with an ordinance.

- Trustee Barker reviewed all the news that has been on the radio & TV and is worried about the migrants being unprepared for the Chicago weather. And would like to make it more difficult for the parties sending the buses here. He would prefer to have the legal means to do so.
 - Trustee Nero stated that the County is doing a good job of researching and responding. The licensing of buses by a municipality is really just a political stunt.
 - Trustee Simonovich agreed - a stunt is a good way to put it. It is a useless piece of paper.
- Trustee Barker asked if anyone had a plan: Federal, IL State, City of Chicago?
- Trustee Guzzo agreed with Trustee Nero & Simonovich.
- Trustee Brady wanted to remind everyone that these human beings deserve to be assisted.
- Trustee Liddle said that we have to show respect and give these people dignity. Monitor the situation for safety for the community and for the travelers.
 - Mayor Gunter stated that we will not put anything on an agenda unless the situation changes.

Manager May discussed the two items on the agenda that time does not allow for review. Can these be done in February? No one disagreed.

Mayor Gunter reported that Whiskey Hill is currently hoping to open for the Super Bowl.

MISC: None

ADJOURN:

Motion to Adjourn made at 5:55pm by Trustee Nero and seconded by Trustee Simonovich.

○



Presentation

Village of Westmont Committee Meeting Waste Disposal



Teamwork Makes the Dream Work!

Agenda

- Introductions
- SBC Waste Solutions overview
- Benefits of selecting SBC Waste Solutions
- Environment and Sustainability
- Community Focus
- Customer Success through Technology
- Village Reporting
- What is the Village of Westmont getting with SBC Waste Solutions
- Recycling - Goals and Maximizing Diversion
- Village of Westmont rollout
- Summary
- Questions



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SBC Attendees

- Karen Coley – President and CEO
- Shawn Flood – Managing Partner
- Paul Cuda – Chief Technology Officer



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SBC Waste Solutions Overview



About SBC Waste Solutions

- WBENC Certified company that puts people first
- Established in 2017
- Growing at over 40% - Annual year over year growth
- Boundaries – Chicagoland extending from Indiana to Wisconsin
- Over 80,000 customers
- Environmentally focused
- Financially strong
- Quality and customer satisfaction is our key to growth and success



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Benefits of SBC Waste Solutions



- Experience and Passion for the Waste / Recycling Industry
- Customer Driven Satisfaction
- Safety/Success through Technology



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Benefits of SBC Waste Solutions



- Experience in Waste Industry
 - Average Employee Tenure in the Waste Industry - 15 Years
 - Employees have experience working at larger waste companies
 - City of Chicago Recycling - BLUE Cart Rollout
 - Experienced Operation Team
 - Identify and implement Efficient Routes
 - Resolve issues proactively as much as possible
 - Continuous Improvement
 - Drivers make the difference
 - Hiring and maintaining safe/experienced drivers is critical to success
 - Setting an expectation of Excellence
 - Doing the job right the first time

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Benefits of SBC Waste Solutions



- Customer Driven Satisfaction
 - Local Customer Call Center
 - Bilingual (English / Spanish) in all areas of operation
 - Customer Support
 - Accounting /Billing
 - Operation
 - Large percentage of Drivers

Residential Operations Manager – proactive focus

- Drive routes each week checking for damaged toters, trash in alleys, etc.

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The Environment

- Environmentally active
- SBC is a strategic partner for sustainability and net zero emissions with BofA.

SBC has a goal of operating a solar powered facility by 2025

- Our CEO participates as a subject matter expert on the BofA Sustainability Panel

Build a sustainable future



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Community Focused

- Experience with the Village of Westmont
 - Employees/families that live or have lived in the Village of Westmont
 - Large senior community



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GPS tracking System by route

Features

- Visual confirmation of how each route is being/was executed

Benefits

- Improved Customer Satisfaction
 - Service verification – Remove finger pointing
 - Accelerate resolution of mistakes or irregularities
 - Ability to provide status, proximity and ETA to customers



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GPS Tracking



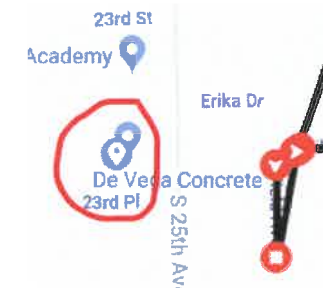
WASTE SOLUTIONS
INC

Name	BROADVIEW RESIDENTIAL1 < >	Acct No	2901817 < >	Notes	
Address	2524 23RD PL < >	Phone	708-945-9001	Flag	

Comments

Site/Service Information	Locations	Billing Information	Receive Payment	Setup
Mast/AA	2817700 2901817	Name	BROADVIEW RESIDENTIAL1817	Bill Status
Name	BROADVIEW RESIDENTIAL1817	Name 2		Serv Type
Name 2		Addr	2524 W 23RD PL	Bill Group
Addr	2524 23RD PL	Addr2		Company
Addr2		City/St	BROADVIEW IL	Inv Cyc
City/St	BROADVIEW IL	Zip/Co(F)	60155	Bill Type
Zip/Co	60155	Cont Notes		Fin Cyc
Cont Notes	TINA	Phone	000-000-0000	Fee's
1 contact		*Bill Fax		Fee Exempt
Phone	708-945-9001	Date(s)	Starts-05/25/23	Business Fee
*Svc Fax				Sales Rep
E-pay				

[*Skip Tracking](#)



Code	Qty	Size	Type	Freq	Billed	Total	Mon	Tue	Wed	Thu	Fri	Sat
BW RECYCLE	1	65 GAL	FL TRASH/REC	1 WK	QUARTERLY	\$0.00					FRI407R(0)	
BW SINGLE FAMILY	1	95 GAL	FL TRASH/REC	1 WK	QUARTERLY	\$0.00					FRI 405(0)	

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lytx Video System



Features

- Forward facing cameras in every truck
- Full video recording of every route
- Store daily recordings for approximately 10 days

Benefits

- Crime prevention for the Village of Westmont by sharing with police
- Improved issue resolution
- Documentation of incidents

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Tablets

Features

- Handheld Devices to improve flexibility
- Provide routing to drivers
- Cameras for documentation



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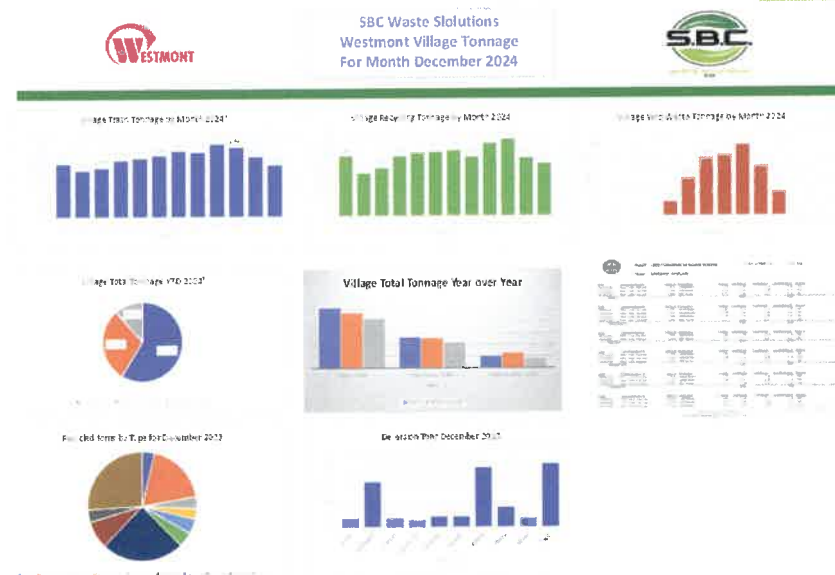
SBC Reporting

Recycling Analysis

Diversion Reporting

Village Tonnage Reporting

Statistics and Trending



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Benefits of SBC Waste Solutions

What you get SBC Waste Solutions

- \$5M Investment for the residents of the Village of Westmont
 - All new trucks
 - All new black 95 or 65 gallon trash carts
 - All new green 95 recycling carts
 - Coratto bucket with rubber gaskets
- Back Door Service including chemicals and electronics
- Dedicated email and website for the Village of Westmont
- Senior discounts
- Resident education to maximize benefit to residents held quarterly
- Special Event Support – toilets and dumpsters
- Natural disaster support
- Gold standard insurance to meet all requirement from Village of Westmont
- Comply with all laws and regulations – Zero Fines or Indictments ever.
- Experience with large scale rollout
- Safety first Union Driver training
- Residential Operations Manger proactively resolving issues
- Subscription Organics
- Pumpkin Recycling
- Donations to local organizations
- Residents of the Quarter (Two per Quarter)
- Service 24/7/365 for residents
- Continuous Improvement - Set the bar on quality

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Village of Westmont Rollout Activities

SBC Process for Rollout



- Coordinate with a Village Westmont staff on a final version of the welcome information packet
- Work with Village staff on staging all equipment
 - Get Address list of all Commercial and Residential locations
 - Visually drive the routes to confirm all location information is complete and accurate
 - Set up our operations system to most efficiently route the trucks
- Start cart deployment about 2-3 weeks prior to start date.
 - Work with Waste Management to remove their equipment as we deploy ours.
- Complete delivery of all Village homes and Commercial Businesses.
 - Dry run by driving all routes once all equipment is deployed
- Starts services May 1st
 - Confirm success of routes and make adjustments , if necessary.

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Welcome Package

Proud New Waste Hauler
STARTING MAY 1ST, 2024



Village of Westmont

Waste & Recycling Residential Guide



SBC Waste Solutions
2401 Gardner Road Broadview, IL 60155
(312) 522-1115
Email: Westmont@sbcwastesolutions.com
Webpage: www.sbcwastesolutions.com/Westmont



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Welcome Package

GARBAGE COLLECTION

GARBAGE CART PROGRAM

- SBC provides weekly collection services for Westmont.
- The service includes (1)95-gallon toter and (1)95-gallon recycling toter.
- Carts used for this service have wheels, an attached lid, and a long handlebar.
- One bulk item pickup is offered each week at no extra charge.
- Collection day is every Monday through Friday.
- All items must be placed out for collection by 6 AM.
- Residents have the option to get (1) 35 gallon, (1) 65 gallon, or (1) 95 gallon toter for organics. Further information can be found at www.sbcwastesolutions.com/Westmont

BULK ITEMS

BULK ITEMS are items that are too large to fit into your cart. SBC will collect one (1) bulk item each week for no charge. Items are to be placed alongside your SBC cart(s).

EXAMPLES OF BULK ITEMS:

Table | Chair | Mattress | Bed Frame | Box Spring | Fixture | Toy
Large Picture or Frame. A mattress or box spring must be secured in a plastic mattress cover for health and safety reasons. Mattress covers are available at hardware stores and other retail outlets.

CONSTRUCTION DEBRIS

From-home projects may be placed in the SBC container or up to six (6) 35-gallon, non-SBC containers (one cubic yard). • Non-SBC containers may not weigh more than 50 pounds when full. Construction materials cannot exceed four feet (4') in length/width whether it is containerized or bundled. CARPET is accepted as construction debris. Carpet may be placed out tied in rolls, bundled or containerized so long as containers do not exceed the above descriptions for maximum capacity, length, width, and weight. For items that do not meet the bulk item or construction debris guidelines, please contact SBC at (312) 522-1115 or email Westmont@SBCwastesolutions.com with a picture of your item(s) to inquire on a special collection.

RECYCLING COLLECTION

RECYCLING PROGRAM

The recycling program in Berwyn entails the provision of a 95-gallon recycle cart for each home to enable unlimited weekly service. Garbage and recyclables are collected simultaneously on the same day. To ensure compliance, residents are required to use the carts issued by SBC before resorting to non-SBC cans. All materials for collection should be placed outside by 6 AM on the designated collection day.

APPLIANCES

Contact SBC at (312) 522-1115 or email Westmont@SBCwastesolutions.com for free and schedule an appliance collection.

ACCEPTED APPLIANCES:

Air Conditioner | Clothes Dryer | Cook Top & Cooking Plate | Cooker or Bakers Oven Dishwasher | Drying Cabinet | Freezer | Kitchen Stove or Oven Range | Microwave Oven Refrigerator or Refrigeration Equipment | Washing Machine | Water Heater

ELECTRONIC WASTE

There is some electronic waste (e-waste) that are banned from Illinois landfills. The Villages FREE program for accepted electronics MUST BE PRE-SCHEDULED by contacting SBC at (312) 522-1115 or email residential@sbwastesolutions.com
LANDFILL BANNED ELECTRONIC PRODUCTS
Computers | Laptops | Computer Monitors | Computer Cables | Cable Receivers Fax Machine | Digital Video Disc Recorders | Digital Converter Boxes | Scanners Televisions | Electronic Keyboards | Electronic Mice Contact Public Works at (312) 522-1115 for questions regarding the Cities E-Waste Drop Off Site.

HOUSEHOLD HAZARDOUS WASTE PROGRAM

The Contractor will collect household hazardous waste and electronic waste, including household chemicals, automotive products, paint products, garden chemicals, universal materials, swimming pool chemicals, and electronics. They will provide residents with a customer service phone number, materials for waste disposal, collection date and time, and front door pick-up. The program costs will be included in the monthly service rate.

YARD WASTE COLLECTION

YARD WASTE COLLECTION GUIDELINES

Yard waste season begins April 1st and runs through the last full week of December each year (Ending December 31st.). SBC will collect yard waste material on the same day as garbage and recycle. All items must be placed out for collection by 6 AM.

95-Gallon



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Welcome Package

Westmont Collection Days Monday - Friday



CHRISTMAS TREE COLLECTION

Beginning December 25th, Christmas trees are collected for no charge the last week of December through the 2nd full week of January. Must be free of tinsel, lights, and ornaments. Trees can be placed where you receive normal collection.



SBC Waste Solutions

2401 Gardner Road Broadview, IL 60155

(312) 522-1115

Email: Westmont@sbcwastesolutions.com

Webpage: www.sbcwastesolutions.com/Westmont

NEW CARTS

- SBC will deliver a 95-gallon garbage & and 95-gallon recycle cart to each home in late April of 2024.
- SBC cannot provide or guarantee a date and time for new cart deliveries
- Additional Organics and Yardwaste 35-gallon carts are available for an extra charge of \$99 a year.
- Additional Organics and Yardwaste 65-gallon carts are available for an extra charge of \$99 a year.
- Additional Organics and Yardwaste 95-gallon carts are available for an extra charge of \$199 a year.
- Visit SBC Waste Solutions webpage at sbcwastesolutions.com/Westmont for an additional or different-size cart
- Call SBC Waste Solutions at (312) 522-1115

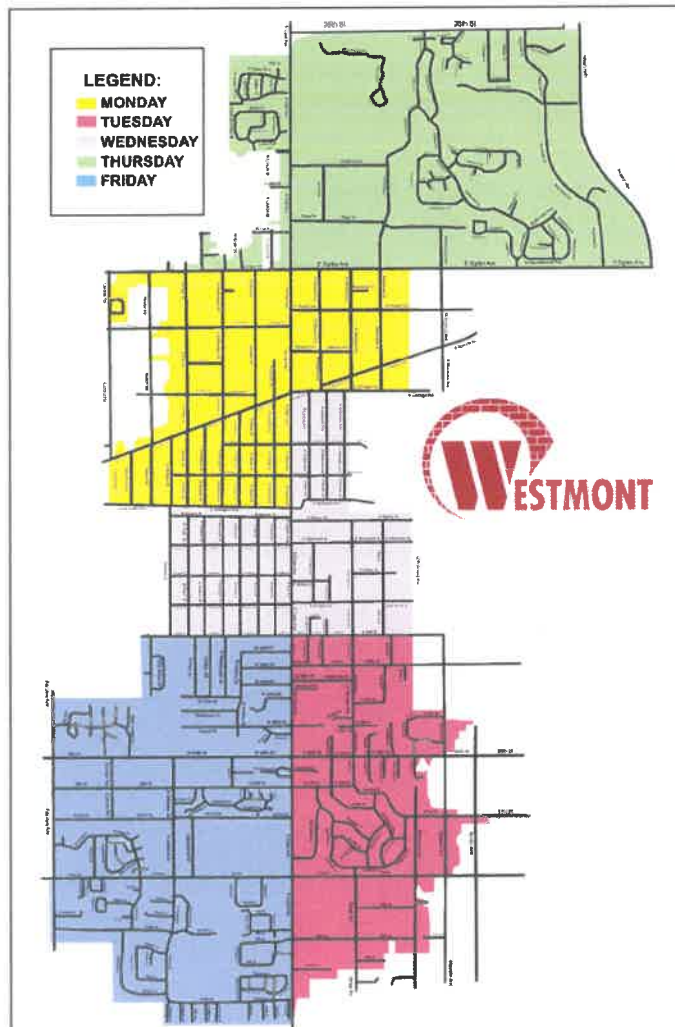
HOLIDAY SCHEDULE

Holiday service will be provided one day later than our regular collection if the holiday falls on Sunday through Friday. If the holiday falls on a Saturday, service will not be affected.

- New Year's Day
- Independence Day
- Christmas Day
- Memorial Day
- Thanksgiving Day
- Labor Day

Teamwork Makes the Dream Work!

Welcome Package



Waste Collection Days



SBC Waste Solutions

2401 Gardner Road Broadview, IL 60155

(312) 522-1115

Email: Westmont@sbcwastesolutions.com

Webpage: www.sbcwastesolutions.com/Westmont

Summary

- SBC is Family / Woman owned
- Community focused
- Environmentally focused
- Continuous Improvement
- We look forward to servicing the Village of Westmount

Teamwork Makes the Dream Work!

Questions



Teamwork Makes the Dream Work!





As a **WBENC Certified** and family-owned company, we take great pride in our deep-rooted connection to the vibrant community of Westmont, which we would be honored to call our newest municipality. Our dedication to Westmont is exemplified by the 12 additional trucks to add to our fleet.



RFP

Cover Letter

To: Village of Westmont

From: SBC Waste Solutions

SBC Waste Solutions is an elite company that currently services **55,000 residents** on a weekly basis. We are proud to submit our proposal and we ask to be interviewed for our offer. SBC Waste Solutions is offering a comprehensive plan for the changeover of your scavenger company. Our offer provides you with the exact specifications for your RFP Document.

Building on Our Commitment as We Seek a Continuing Partnership with the Village of Westmont



Regular staff meetings at SBC Waste Solutions ensure smooth operations, foster communication, address challenges, and encourage innovation for enhanced productivity.

Our Commitment to Westmont

As SBC Waste Solutions is headquartered in Broadview, we are highly motivated to provide exceptional service to the local community. Our deep-rooted connections with the Village have strengthened our resolve to continue serving its residents for years to come. Notably, our CEO Karen Coley sits on the Village of Broadview Sustainability Committee, underscoring our commitment to sustainable waste management practices. Karen leads the Broadview Resource Regeneration Committee (part of Broadview's Sustainability Alliance) that is visioning Illinois' first SOLAR Corridor to the Village of Broadview. SBC will be the first SOLAR powered waste solutions company in the Midwest.



SBC is committed to mentoring two high school seniors in the next year to guide them through the solar process, potentially leading to university scholarships. Furthermore, SBC will award two \$5,000 scholarships to Westmont seniors who plan to pursue sustainability studies.



WASTE SOLUTIONS
INC.
312.522.1115

Background and Executive Summary

SBC Waste Services 55,000 Residents on a weekly basis.

Some of our partners include the following: We perform curb side collection and disposal for all residential material

- **Village of Broadview (4000 Homes)**
- **Village of Bloomingdale (7000 Homes)**
- **Village of Winfield (3800 Homes)**
- **Village of Bridgeview (3500+ Homes)**
- **Village of Indian Head Park (1000+ Homes)**
- **Country Club Residential Park (400+ Homes)**
- **The Knolls Condominium Associations (700+ Homes)**
- **The Bernadine Condominiums (900+ Residents)**
- **Georgetown West Development (1200+Homes)**
- **Addison Township (Municipal Buildings + Individual Residents)**
- **Bloomingdale Township (Municipal Buildings and E-Waste)**
- **Unincorporated Areas of Lombard, Elmhurst, St. Charles, Wheaton, Wayne, Itasca, Wooddale, Bensenville, Medinah, for a total of over (2,000 homes)**

Background and Executive Summary

We are a family-operated company with over 100 years of experience in the waste management industry. As a majority woman-owned company, we have a **WBENC** certification.

Our passion for sustainability and community outreach underscores our commitment to providing the best customer service in the business. To make sure our clients receive the best value for their money, we always take the time to have real dialogues with our customers so we can understand exactly what they want from our service. We seek to understand what waste management-related goals and problems our customers have so we can provide them with customized solutions that will help them achieve their goals.

At the same time, we want our prices to be competitive. We aim to provide outstanding service at a price that beats our competitors. We want our customers to enjoy their experience, so we hire the best talent in the industry, use only the most up-to-date technology and equipment, and use the most conscientious waste management solutions. We want our customers to experience an attention to detail and reliability that exceeds their expectations while saving money in the process.

SBC Waste Solutions would like to earn the opportunity to service the city.

Our main goal is to always provide our customers with the best value Chicagoland has to offer. We believe quality and reliability should not cost extra.

Background: RFP

- WBENC Certified**
- Brand new fleet of trucks**
- We have 70+ employees.**
- 2024 est. Annual Sales 40M**
- 12 Total Public Sector Clients**

- Village of Broadview,
- Village of Bloomingdale,
- Village of Winfield,
- Village of Bridgeview,
- Broadview Park District,
- Village of Indian Head Park
- Elmhurst College
- Bloomingdale Township
- Addison Township
- Berkeley School District,
- Elgin Mental Health Center
- College of DuPage

8 Principles of Good Business



Westmont represents our pledge to foster community and strive towards progress for the years ahead

SBC WASTE SOLUTIONS IS THE ONLY HAULING Company in CHICAGOLAND without a fatality. We have the safest record of any other provider.

Responsibility

The service we provide comes with a lot of responsibility, which we do not take lightly. We practice care and attention to detail in our business decisions, from the fleet of trucks we deploy to the technology we use. Any action a business takes affects their community in some shape or form. We do our best to minimize the effect our daily operations have on the air and water in the Chicago area, while also ensuring that residents and businesses are safe.

Community Outreach

In each neighborhood we service, we take steps to give back to the community. We see our customers as part of our extended family, so we want to see their neighborhoods thrive. We participate in community outreach, volunteer with local schools and hospitals, and donate time and money to community causes whenever possible. We love sponsoring athletic youth teams and Earth Day programs at local schools.

Renewable Material

We acknowledge how much waste ends up in landfills, and how landfills contribute to climate change and air, water, and land pollution. We proactively look for ways to redirect refuse out of landfills by recovering and repurposing renewable materials. Recycling renewable resources not only helps the environment, but it also boosts the economy.

Safety Record

Nothing matters to us more than the safety of our customers and team members. Through our employee safety program and our adherence to strict safety protocols, we have managed to maintain a safety incident rate of zero. We have a brand-new fleet of highly efficient trucks, which has also helped us provide communities with safer waste management experience.



8 Principles of Good Business (Continued)

Community Leadership

Our team has deep ties to Chicagoland. We strive to be leaders in the community and do our part to make Westmont a cleaner, better place to live. We make a point to not only hire talent that has industry experience but also familiarity with the region. Our team knows the area like the back of their hand, allowing them to deliver a more efficient service.

Recycling Initiatives

As members of the community and as members of the waste management industry, we believe it is our responsibility to do our part to make the world more sustainable for future generations. We look for opportunities to reduce the company's carbon footprint and to promote recycling and renewable energy—all without sacrificing the quality of our service.

Employee Development

To ensure our company can preserve its reputation for safety and quality service, we invest in our team by providing them with consistent opportunities for job training and career development. We succeed as a company because of the dedication of our talented employees, so we want to provide them with the support they need to develop their skills.

Commitment to Customers

We are nothing without our loyal customers, so we use a customer-first approach in our business. We offer local customer service at our facility in the Chicago area. We encourage clients to reach out to our team at any time with any questions or concerns they might have. No matter how big or small their problem is, we take it seriously and work as a team to find a creative solution. We also offer backdoor service to senior citizens and customers with special needs at no additional cost. Making sure our clients are satisfied with the service they receive is our number one priority.

United Through Community Ties



The 9 Step transition Plan



Implementation and Project Schedule Change of Service Plan

1. SBC Waste Solutions can/will commence on contract day
2. SBC Waste Solutions Service Hours will comply with City Ordinances and any Special Requests
3. SBC Waste Solutions company standard is that we will only operate in accordance with cooperation with Village Staff

*SBC Waste Solutions 9-step Change of Service Plan
on the following pages*

SBC Waste Solutions 9 step Change of Service Plan

1. SBC Waste will work with Village staff to notify the residents of the day change for the residents to Monday - Friday. This will occur through a flyer (Approved by a Village staff member), and through joint social media resources, and reverse 911 telephone outreach.
2. SBC Waste will notify the residents of the entire Village several times over the 3 months closest to the contract changeover. SBC Waste will dispense the approved flyer and mail it to Village Residents notifying them about the change in haulers.
3. SBC Waste Solutions will coordinate with the current hauler and exchange addresses, and secure address verification with those residents at said addresses.
4. SBC Waste will coordinate with Village Staff, Public Works, and the Fire Dept, about our emergency management planning and responses in cases of natural disaster.
5. SBC Waste will do a final communication, (Along with the Village), a reverse 911 call - a final flyer-and several public notices through social media to inform the residents about the day, and billing change.
6. SBC Waste will conduct a 60-day route surveillance with our supervisors and conduct our daily entry and exit times of the Village.
7. SBC Waste will verify with Village staff successful customer service set up, and direct line for residents.
8. SBC Waste verifies with the Village steps of changeover are complete, and service is ready to commence.
9. Service Execution Day.

Summary of Operations



WASTE SOLUTIONS
INC
312-522-1115

About the Company

SBC Waste Solutions is a **WBENC Certified**, family-operated waste removal and recycling service located in Chicagoland. We offer waste storage and disposal and recycling services to businesses and homeowners, as well as access to a wide range of roll offs, front-load dumpsters, and rear-load containers.

With over 100 years of joint experience, our team of industry experts have devoted their careers to servicing the communities of Chicago and its neighboring suburbs. Together, we are building a legacy of reliable service, social and environmental awareness, empathy-based customer care, and community leadership.

Our Plan

To continue to succeed as a company, we plan to commit to a people-first business approach. By ensuring customer satisfaction and investing in talent, we believe we can thrive. In our experience, the companies who perform the best are the ones who hire the best employees and take the time to understand the needs of their clients.

Training

Technology, processes, and guidelines change at the spur of the moment in the waste management industry. To ensure the quality of our service never wavers, we invest in our employees. Our team members participate in regular skill development and safety training.

SBC Waste Solutions

- **Solution-Oriented**

We work closely with each of our clients to assess their requirements. Then, we come up with creative, yet simple solutions that serve their needs.

- **Social Responsibility**

We promise to do our part to make Westmont clean and an environment for healthy people to live and do business in.

- **Consistency and Reliability**

We promise to provide a consistent and safe service that emphasizes timeliness and safety.

Summary of Operations

Facilities

Each of our facilities is designed with efficiency and safety in mind. We operate with sustainability in mind. We use processes that minimize water and energy consumption. Yet, we still provide the modern amenities necessary to keep employees and clients comfortable when they are in our facilities.

Local Customer Service

Our customer service operations are headquartered in our facility in Broadview. We know that businesses, households, and neighborhoods cannot run smoothly without dependable waste management solutions, so we make it our goal to resolve any problems or concerns our clients have in a timely fashion.

Hauling Centers

At the heart of our facilities is our hauling centers. It is at our hauling facilities where we keep and maintain the trucks and other equipment we use in our daily operations.

- Storage yards house our garbage trucks and any spare containers and dumpsters we have.
- The maintenance crew services our collection of trucks, dumpsters, and containers.
- Our professional development staff and safety specialists train team members to ensure they remain at the top of their game.

Collections

Our collections process involves the establishment of routes, the training and management of drivers, and the pickup of garbage and recycling items. Throughout the process, we focus on enforcing strict safety guidelines and optimizing collection routes.



Meet Some of the Team



Karen Coley

CEO

Karen is the CEO of SBC Waste Solutions. She has 35 years of delivering exceptional service to customers. As the majority owner of the company, her priority is to make sure the team delivers outstanding customer service. She is committed to running a conscientious business that puts the environment first. That is why she aims to continually look for new ways to reuse recyclables and to make the recycling process easier for her customers. Karen has earned WBENC certification with other businesses and is current in her application for SBC Waste Solutions. She is passionate about mentoring young women in business.



WASTE SOLUTIONS
INC
312-522-1115



Shawn Flood

Partner

Shawn is our VP of Operations and Customer Care as well as one of the partners of SBC Waste Solutions. He has built up a strong reputation in the waste management and recycling business over the past 15 years. Shawn also serves as the Fire Commissioner for the Bloomingdale Fire Protection District #1 as well as the Planning and Zoning commissar for the village of Bloomingdale. Shawn will conduct daily route supervisions, and collection management.



Chris Flood

Partner

Chris is our VP of Sales and Marketing and an SBC Waste Solutions partner. Chris has built a strong reputation and network over the last 15 years in the waste management and recycling industry.



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Sandra Barbosa

Director of Customer Service

Sandra is our experienced account executive collection department manager, serving in the waste and recycling industry for over 5 years. Her expertise is well sophisticated in assisting customers with their exact needs.



Alexis

Director of Accounts Receivable

Alexis is our accounting manager, who plays a key role in the day-to-day accounting matters. He is organized, detail-oriented and process driven. He has a decade of experience in accounts receivables, cash applications, billing, and other accounting related duties.



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Customer Service

Our Answer time is 3-5 seconds.

Our Resolution time is 30-50 seconds.



Access

Customers can contact us
24/7/365 by emailing us at:
Westmont@sbcwastesolutions.com
or
residential@sbcwastesolutions.com

During office hours, customers can call
us at our local customer service.
312-522-1115.

- We set up our contact process to optimize convenience and responsiveness.
- We make it a point to get back to customers as fast as we can.

Local Service

- We focus on **local customer service.**
- We want our customers to enjoy the service, we provide them on a weekly basis.
- We make sure to hire drivers who are friendly and respectful of our customers' property.
- We also do our best to always adhere to collection schedules because we know our customers rely on having timely pickup.

Our Approach

We train all our employees in customer service strategies. We make sure customers can contact us anytime, anywhere. To improve access, we make contacting customers easy by having a dedicated email account for customer care. We make sure to follow up with emails promptly so we can resolve customers' issues quickly.

SBC Waste Solutions has a **multilingual team** who are always ready to lend a helping hand. SBC Waste Solutions has support for the **hearing Impaired.**

Emergency Management Plan/No Strike Guarantee

In the case of a strike, pandemic, or other emergency we have a strategic plan in place to coordinate a response. During emergency situations we focus on keeping employees and customers safe, while ensuring that we can still deliver the services that the community needs to function.

Our contingency forces are reinforced by the relationship we have with our partner company, this partnership allows us to continue providing municipalities with essential services even if there is a strike, pandemic, or other situation that affects our company's workforce.

We created our emergency response team to help communities when they most need it.

In the case of a natural disaster.

- Our team will assess damage
- Locate a staging site
- Help remove debris
- Communicate with city staff to establish a plan of action



If there is a strike or pandemic, SBC Reserves Contingency Force steps up to fill the void.

Our contingency forces are comprised of licensed drivers who have the same training and skill sets as our normal staff.

SBC Reserves Contingency Forces represents our commitment to always be there for the communities we serve.

SBC Waste Solutions Equal Opportunity

At SBC Waste Solutions, we do not just accept difference - we celebrate it, we support it, and we thrive on it for the benefit of our employees, our products, and our community. SBC Waste Solutions is an equal opportunity employer. Employment at SBC Waste Solutions is based solely on a person's merit and qualifications causally related to professional competence. SBC Waste Solutions does not discriminate against any employee or applicant because of race, creed, color, religion, gender, sexual orientation, gender identity/expression, national origin, disability, age, genetic information, veteran status, marital status, pregnancy or related condition (including breastfeeding), or any other basis protected by law.

It is SBC Waste Solutions policy to comply with all applicable national, state, and local laws pertaining to nondiscrimination and equal opportunity. The Company's EEO policy, as well as its affirmative action obligations, includes the full & complete support of the Company, including its Chief Executive Officer. Because it is just the right thing to do. We hope you think so, too.

In the event of any violations, all employees are asked to contact the CEO for immediate follow-up and investigations.



Commit to Fairness and Equality

IDHR Invites Local Units of Government to
Join the Campaign



Appendix C

Residential Proposal Form

- 1) Days of weekly collection proposed Monday - Friday
- 2) Yard waste season dates proposed April 1st - December 1st
- 3) Residential costs shall update on each May 1st based on the CPI-U in the Chicago-Naperville-Elgin area. The increase will be the annual average of the 12-month percent change for each month in the preceding calendar year, with a maximum increase of 4% and a minimum increase of 2%.
- 4) Curbside refuse and recycling collection monthly cost per household beginning May 1st, 2024:

	30/35 Gallon Container	64 Gallon Container	90 Gallon Container
Single Family Home	16.00	18.50	22.50
Single Family Home Senior Rate	14.50	15.00	16.00
Multi-Family Centralized Billing	16.00	18.00	20.00
Yard Waste Sticker	3.00	3.00	3.00
Organic Waste Toter*	99.00	99.00	299.00
Special Pick-Up (per Cubic Yard)**	15.00	20.00	25.00

*These rates are for a 95 gallon organic waste toter, billed bimonthly with the other charges. This is used in place of yard waste stickers during the yard waste collection period.

** The minimum charge for a special pick-up shall be no less than three (3) cubic yards.

Alternative Residential curbside electronics ("E-Waste") recycling collection

	Year 1	Year 2	Year 3	Year 4	Year 5
Village wide cost	FREE	FREE	FREE	FREE	FREE
Per household	FREE	FREE	FREE	FREE	FREE

Alternative Residential curbside Hazardous Waste collection

	Year 1	Year 2	Year 3	Year 4	Year 5
Village wide cost	FREE	FREE	FREE	FREE	FREE
Per household	FREE	FREE	FREE	FREE	FREE

Contractor Offered Alternative to Above – Please provide any additional service alternatives and pricing for Residential solid waste collection, recycling, and yard waste collection

PAINT	Year 1	Year 2	Year 3	Year 4	Year 5
Village wide cost	FREE	FREE	FREE	FREE	FREE
Per household	FREE	FREE	FREE	FREE	FREE

Appendix D

Commercial Rate Matrix

Information for each contract year to be submitted	Westmont RFP - Commercial Sector Price Matrix 2023						
	COMMERCIAL SECTOR REFUSE PRICE MATRIX						
	Days						
Container Size	1X	2X	3X	4X	5X	6X	7X
96 Gallon Toter	\$26	\$28	\$33	\$34	\$36	\$38	\$40
Additional Container	\$26	\$28	\$33	\$34	\$36	\$38	\$40
1 YD	\$43	\$85	\$100	\$109	\$116	\$121	\$130
Additional Container	\$43	\$85	\$100	\$109	\$116	\$121	\$130
2 YD	\$58	\$135	\$177	\$233	\$318	\$368	\$400
Additional Container	\$58	\$135	\$177	\$233	\$318	\$368	\$400
4 YD	\$106	\$190	\$240	\$320	\$420	\$460	\$500
Additional Container	\$106	\$190	\$240	\$320	\$420	\$460	\$500
6YD	\$190	\$285	\$360	\$500	\$540	\$560	\$600
Additional Container	\$190	\$285	\$360	\$500	\$540	\$560	\$600
8 YD	\$215	\$390	\$530	\$700	\$850	\$970	\$1,020
Additional Container	\$215	\$390	\$530	\$700	\$850	\$970	\$1,020
10 YD	\$230	\$400	\$560	\$760	\$900	\$1,000	\$1,100
Additional Container	\$230	\$400	\$560	\$760	\$900	\$1,000	\$1,100

COMMERCIAL SECTOR RECYCLING PRICE MATRIX

Container Size	Days						
	1X	2X	3X	4X	5X	6X	7X
96 Gallon Toter	\$12	\$20	\$25	\$30	\$35	\$40	\$45
Additional Container	\$12	\$20	\$25	\$30	\$35	\$40	\$45
1 YD	\$40	\$75	\$85	\$95	\$105	\$115	\$125
Additional Container	\$40	\$75	\$85	\$95	\$105	\$115	\$125
2 YD	\$55	\$65	\$75	\$85	\$95	\$105	\$120
Additional Container	\$55	\$65	\$75	\$85	\$95	\$105	\$120
4 YD	\$100	\$160	\$200	\$280	\$320	\$400	\$460
Additional Container	\$100	\$160	\$200	\$280	\$320	\$400	\$460
6YD	\$120	\$200	\$260	\$300	\$380	\$420	\$500
Additional Container	\$120	\$200	\$260	\$300	\$380	\$420	\$500
8 YD	\$180	\$270	\$360	\$460	\$560	\$660	\$760
Additional Container	\$180	\$270	\$360	\$460	\$560	\$660	\$760
10 YD	\$200	\$300	\$400	\$500	\$600	\$700	\$800
Additional Container	\$200	\$300	\$400	\$500	\$600	\$700	\$800



WASTE SOLUTIONS
INC
312-522-1115

EXCEPTIONS and DEVIATIONS

1. The Village will be serviced Monday through Friday.
2. Any Free Service for handicapped or seniors must be verified through a simple Application.
3. Curbside E-Waste will be requested by the resident by call in only
4. Tree limbs, branches, and similar yard waste must be in bundles in 4-foot lengths by 2 feet in height, bound with rope or twine not exceeding 50 lbs.
5. Disassembled swing-sets and playground equipment; metal and wood; in pieces weighing less than 50 lbs. each and in segments no more than 4 feet in length and 2 feet in Diameter.
6. Carpet rolls up to 4 feet in length, 2 feet in diameter and up to lbs. pounds in weight; not to exceed 50 lbs. in weight.
7. Do it yourself home improvement materials (wood; drywall; paneling) provided that individual items are no longer than 4 feet in length, 2 feet in width and up to 50 lbs. This needs to be bundled and tied up for easy collection. Loose material will not be collected.
8. If the customer requests a special pickup-- We will provide a customer with an estimate of the cost of a special pick-up service, for those items not listed as BULK ITEM SERVICE. The cost of such service shall be agreed to by the customer and the CONTRACTOR prior to rendering the service. Special pick-up shall be accomplished within one week after a cost estimate is given or otherwise at such time as is agreed to by the Customer.

File Number 7159-223-5



To all to whom these Presents Shall Come, Greeting:

I, Jesse White, Secretary of State of the State of Illinois, do hereby certify that I am the keeper of the records of the Department of Business Services. I certify that

SBC WASTE SOLUTIONS, INC., A DOMESTIC CORPORATION, INCORPORATED UNDER THE LAWS OF THIS STATE ON DECEMBER 05, 2017, APPEARS TO HAVE COMPLIED WITH ALL THE PROVISIONS OF THE BUSINESS CORPORATION ACT OF THIS STATE, AND AS OF THIS DATE, IS IN GOOD STANDING AS A DOMESTIC CORPORATION IN THE STATE OF ILLINOIS.



Authentication #: 2008000428 verifiable until 03/25/2021
Authenticate at: <http://www.cyberdriveillinois.com>

***In Testimony Whereof, I hereto set
my hand and cause to be affixed the Great Seal of
the State of Illinois, this 25TH
day of MARCH A.D. 2020 .***

Jesse White

SECRETARY OF STATE



WASTE SOLUTIONS
INC.
312-522-1115



To Whom it may concern,

My name is Chris Rosebrook and I am the Regional Manager for the Midwest region with Keter Environmental Services. We handle the waste and recycling programs for properties nationwide and we use SBC Waste for Oakbrook Center in Oakbrook, IL, Hawthorn Mall in Vernon Hills, IL as well as 605 n. Michigan Ave. and 830 n. Michigan Ave. in downtown Chicago. They perform our solid waste and recycling collection and disposal. Our experience using them has been stellar to this point and we fully recommend them for use of services.

The professionalism they demonstrate in their daily routine makes my life and my customers lives easier, proving they know what they're doing for an industry that most people don't think twice about. Their operations team

There local customer service team is excellent and are readily available if there is any delays or situations to respond to. Their response time is second to none and communication is up front and transparent.

I enjoy my partnership with them and highly recommend them for your program.

Christopher Rosebrook
Regional Manager-Midwest
Keter Environmental Services
Cell: 317-319-0925
crosebrook@keteres.com
www.keteres.com



WASTE SOLUTIONS
INC.
312-522-1115



Wilshire West Condominium, Inc.
111 Acacia Drive
Indian Head Park, IL 60525

August 21, 2020

To Whom it May Concern:

I am currently the President of the Homeowners' Association for a condo building in the Village of Indian Head Park.

SBC Waste Solutions has been awarded the Municipal Franchise Agreement in the village. Our Residents are a part of the agreement. Our experience with SBC has been exceptional. They are a valued partner.

Our previous trash hauler failed to collect our trash on several occasions and then did not communicate or respond to us in a timely manner to resolve the problem. Plus they doubled our monthly charge within the first year of our contract.

SBC Waste Solutions was our savior and made our costs far more attractive. They furnished all refuse containers in a timely manner so that we did not miss one day of service during the transition from our prior vendor.

SBC Waste Solutions has maintained the pickup schedule and provided excellent response time. Phone calls are always returned in a timely manner.

While SBC Waste Solutions has only been our waste services provider for two months, I would highly recommend them.

Please feel free to contact me if you would like to discuss this matter further.

Sincerely,

Diane Mical
President, Wilshire West Homeowners Association



WASTE SOLUTIONS
INC
312-522-1115



VILLAGE OF BRIDGEVIEW

7500 SOUTH OKETO AVENUE
BRIDGEVIEW, ILLINOIS 60455
708-594-2525



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STADIUM

VILLAGE PRESIDENT
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CLERK
JOHN C. ALTAR

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MICHAEL J. PTICEK
MARY M. SUTTON
CLAUDETTE STRUZIK
NORMA J. PINION
JAMES A. CECOTT
PATRICIA A. HIGGINSON

To Prospective SBC Waste Solution Clients,

I always hesitate to write a recommendation letter, however the services offered by SBC Waste Solutions, Inc. and their management is exceptional. At the interview held during the selection process, Ownership and Upper Management stressed that their combined industry experience and aggressive price structure would lead to a successful partnership with the Village of Bridgeview. SBC has indeed kept their promise and have done everything they proposed, plus extras!!

Several items stand out regarding the quality of SBC Waste Solutions.

1. Communication has been outstanding. All resident contacts are handled by the VOB Customer Service Department and relayed to Shawn Flood, Managing Partner, through a CSR contracted by SBC. Shawn is always responsive and reacts quickly to all requests for action.
2. Equipment is state of the art and readily available. SBC has made a significant investment in new trucks and appears willing to do whatever necessary to keep up with any increased business demands with additional equipment purchases.
3. Truck technology and operating procedures are excellent. The GPS, individual truck cameras that record each route and computer directed bin lift, are invaluable in reacting to resident issues and concerns with real time informational back-up.

Our community is pleased with the decision to contract with SBC. Admittedly, there have been glitches on both sides as we expected. SBC has been a cooperative partner in finding solutions.

Feel free to contact me at Mayor.Landek@villageofbridgeview.com, or by phone at 708-924-8015.

Yours Truly,

Steven M. Landek, Mayor
Village of Bridgeview



A WELL BALANCED COMMUNITY





|

August 7, 2020

To Whom It May Concern:

I am the Vice President of Operations for Waste Harmonics, a leading national managed waste services provider. We have been using SBC Waste for over 10 years. They deliver excellent service to our customers. Services delivered include commercial and roll off lines of business. Our experience with SBC has been exceptional. They are a valued business partner.

In addition to standard collection services, SBC consistently delivers the following:

- a.) They furnish all sprays, refuse containers, compactor, trucks, necessary equipment, and personnel to remove all solid waste, garbage and miscellaneous refuse.
- b.) SBC Waste Solutions was required to provide compactor/containers in excellent working condition. Indeed, they arrived newly refurbished and reconditioned equipment that exceeded our expectations and was happily accepted with approval of our Grounds Foreman.
- c.) SBC Waste was expected to furnish equipment in sufficient numbers and maintain pick-up schedule. We experienced excellent response time, and any breakdown or weather interruptions, faulty equipment, or sufficient reason to deviate from the approved pick-up schedule, was always approved by our office. SBC Waste was excellent to work with.

Based on our history with SBC, I would highly recommend them as a waste services provider.

Please feel free to contact me if you would like to discuss this matter further.

Sincerely,

Tom Moran, Vice President of Operations



WASTE SOLUTIONS
INC
312-522-1115



February 25, 2019

Addison Township Highway Department
411 West Potter Street
Wood Dale, IL. 60191

To Whom It May Concern,

I have known Shawn Flood for ten years. During this period, he has demonstrated his dedication, honesty and reliable resources. Without any questions or concerns he is always on time.

SBC Waste Solution has been very helpful with a fast respond and provide an extraordinary service with a positive and outgoing personalities.

Because of SBC Waste his great judgment and proven work ethics, I would highly recommend them for any job.

Sincerely,

A handwritten signature in black ink, appearing to read "Rocky Sainato".

Rocky Sainato

Deputy Highway Commissioner

RS/bs

WBENC

WOMEN'S BUSINESS ENTERPRISE
NATIONAL COUNCIL

JOIN FORCES. SUCCEED TOGETHER.

hereby grants

National Women's Business Enterprise Certification

to

SBC WASTE SOLUTIONS INC

who has successfully met WBENC's standards as a Women's Business Enterprise (WBE).
This certification affirms the business is woman-owned, operated and controlled and is valid through the date herein.

Certification Granted: December 9, 2020

Expiration Date: December 15, 2023

WBENC National Certification Number: WBE2003102

WBENC National WBE Certification was processed and validated by Women's Business Development Center - Midwest, a WBENC Regional Partner Organization.

Emilia DiMenco

Authorized by Emilia DiMenco, President &
CEO Women's Business Development Center -
Midwest



NAICS: 562111
UNSPSC: 76121500, 76121501



**As a women-owned business, we consider it our responsibility to
foster the advancement of women in all industries, and we take
immense pride in our membership in WBENC.**



WASTE SOLUTIONS
INC.
312-522-1115

WasteAdvantage^{magazine}

The Advantage in the Waste and Recycling Industry

SBC Waste Solutions: A Winning Team

March 30, 2023

As a Women's Business Enterprise National Council Certified hauler, SBC Waste Solutions prides itself on having the best team in the industry in one of the most competitive markets in the U.S. From their drivers to management and office support, SBC Waste Solutions' mantra of "Teamwork Makes the Dreamwork!", resonates throughout the company and drives their momentum forward.



As a hands-on CEO, Karen Coley oversees day-to-day operations at all levels of SBC Waste Solutions.

With a passion for the environment and a background in customer service, Karen Coley had the opportunity to gather a team of Chicago's most enthusiastic players in the waste hauling market to form SBC Waste Solutions (Broadview, IL). Starting on St. Patrick's Day in 2018 with four trucks, SBC Waste Solutions has quickly grown to more than 50 trucks in less than five years in the most competitive market in the U.S.



SBC Waste Solutions prides itself on giving back to the community. Karen Coley is planting 25 trees donated by SBC to the Village of Broadview following the devastating storm of 2022.

Currently, the company has more than 60 employees with full benefits and is a proud member company of the AFL/CIO UNION. SBC Waste Solutions deals with every type of recycling there is, including all residential, commercial, C&D, industrial, and brokering. The company serves mainly the greater Chicagoland area, including the entire city of Chicago and surrounding Lake, Cook, DuPage, and Will Counties consisting of more than 100 suburban communities and a total population of more than 14 million people.



SBC Waste Solutions' rapid growth means more toter shipments, including this load of municipal toter for residents.

Photos courtesy of SBC Waste Solutions.

Impacts

While the pandemic had a huge impact on SBC Waste Solutions in the beginning, they are proud of the fact that they did not lay off one employee during that terrible time and kept all of their employees paid and working. "We encouraged all of our staff to care for their families and their health and anyone who needed off was paid in full," says Coley, President of SBC Waste Solutions. "We actually grew tremendously after the initial effects of COVID due to other haulers not being able to provide the personalized services that commercial customers were requiring."



Expanding their reach, SBC Waste Solutions is seen actively servicing the Chicago metropolitan area and its surrounding suburbs.

Coley points out that the number one concern right now is controlling operational costs to maintain profitability. Challenges in supply chain shortages have made new truck availability and parts for trucks hard to get, sometimes taking months. This has forced them to prepare more ahead and buy more trucks to keep up with the pace of their growth. Another industry challenge is obtaining and hiring top notch and highly qualified drivers. "It's the key to sustaining growth and top customer service. We recognized this and we go above and beyond with all our drivers in many ways with regards to compensation and benefits," says Steve Stronach, General Manager. SBC Waste Solutions offers incredible benefits, such as Union benefits, 401K with generous match to office staff, and perks like Drivers Lounge snacks and beverages, Friday lunches, holiday parties and baseball games. "When you take great care of your employees, they take great care of your customers," says Coley.

Company Programs

Since waste hauling is one of the top 10 injury prone jobs and SBC Waste Solutions recognizes that their staff health and safety mean everything, safety meetings are held monthly, and they hold bi-yearly safety meetings with their



insurance carriers. “We promote safety daily and currently have one of the best insurance records in the industry,” says Stronach.

SBC Waste Solutions has come a long way, growing from four trucks to more than 50 vehicles. Due to the company’s rapid growth and high demand, SBC Waste Solutions has been continuously producing and expanding their fleet.

With community involvement ingrained in the company DNA, SBC Waste Solutions is also very involved in sustainability initiatives. Coley chairs the Village of Broadview’s Sustainability board, mentors young women through #WeCanToo programs, and holds a board position on HumbleDesign, which helps house homeless in Chicagoland. SBC Waste Solutions also plants trees in Broadview, as well as sponsors youth sports and local schools through scholarships. “We truly try to give back to our communities,” says Coley.

Exponential Growth

As a WBENC (Women’s Business Enterprise National Council) certified hauler, it is a company goal to also have their facility solar powered by the end of 2023. With brand new roofs on both buildings, SBC Waste Solutions is sourcing their panels for an install by year end. “We would like to open a new waste and recycling facility of our own by end of 2025 and be over 100 million in sales by the year 2030,” says Coley. “We will achieve these goals through our outstanding leadership, including industry veterans like Steve Stronach, General Manager, and our incredible sales team and adding new team



members like Paul Cuda, Director of Technology. Our customer-centric office team lead by Michele Mele, Office Manager, and the industry's best drivers truly deliver on our mantra: Teamwork makes the dream work!"

Exponential growth, especially in entering the residential market so quickly, has made SBC Waste Solutions' first five years so incredible. "We have won Business of the Year Awards, Entrepreneurial Awards, and securing our WBENC certification in year three was both special and empowering. We have the best team in the industry." | WA

BUSINESS

Chicago's SBC Waste Solution leads the city's first solar corridor

ENTERTAINMENT LIFE

SPORTS

By **Jon Stojan** Published October 10, 2023



Karen Coley (Photo courtesy SBC Waste Solution)

Opinions expressed by Digital Journal contributors are their own.

Waste management companies may be seen negatively as “garbage collectors,” but Karen Coley is radically changing that view. She was responsible for banding together 20 businesses in an industrial corridor to switch over to solar panels, saving money and energy. This was a huge project in the village of Broadview, on the outskirts of Chicago.

Coley, founder and CEO of SBC Waste Solutions, is an ideas person. Noticing the assemblage of these industries in a small area, she realized it made good business sense for the owners to take charge of their own power needs. It would also be environmentally sound.

“It was Karen’s idea to go to the mayor and say, ‘Hey, what if we all went solar down this corridor?’” says Shawn Flood of SBC Waste Solutions. “And they came up with this idea of an initiative. And once we started going, all the businesses wrote letters, and started having meetings about ‘Let’s all become solar together,’ and made it the first solar corridor in Illinois anywhere.”

Chicago has long been a leader in sustainability. In 2014, Mayor Rahm Emanuel announced the Vote Solar Initiative, which has been a critical part of

TRENDING

- 1 Op-Ed: Earth’s population to hit 10 billion then crash. What a surprise.
- 2 Lebanon targets UNESCO register for pioneering TV archive
- 3 Israel begins new year under rockets barrage as army pounds Gaza
- 4 After war, bots and Barbie, world rings in 2024
- 5 South Africa’s fire-gutted parliament a reminder of country’s woes

economic development in Chicago, while giving more choices to residents and businesses for their energy and other sustainability needs.

SBC Waste Solutions, of which Coley is majority owner, isn't her first business. Earlier in her career, Coley realized her boss didn't appreciate her skills and expertise, so she left and started an event-planning company. This was very successful until COVID-19 shut down all events throughout the world. Undeterred, Coley started a waste management company. And to call it simply "garbage collectors," leaves out so much of what her company does.

"We do a lot of recycling. We have trucks just literally that go around and just pick up recycling. Half of our fleet does recycling," Flood says. "We promote that with many of our customers who do separate containers. And now we're at a point now, financially, that we're actually looking to start developing our own automated recycling facility, which will be automated with robots and other technology. We'll start taking all our waste and recycling to our own facility and process it ourselves, instead of paying someone else for processing."

Besides the commingled recycling facility, SBC Waste Solutions is looking at possibly opening up a construction and demolition

facility soon. Flood says the need is there, and that's the sort of thing Coley is always looking for, something to benefit the community as well as make money.

SBC Waste Solutions earned its Woman-Owned Business Enterprise certification, thanks to other influential women in Chicago, who were excited and proud of a woman moving into such a male-dominated market. The WBE is awarded to businesses that are at least 51% owned, operated, and controlled on a daily basis by one or more women, who also have to be American citizens.

While there are plenty of women working at SBC Waste Solutions, Coley is still looking to hire more, but Flood points out an issue unique to the business of residential waste collection that's slowing down this goal.

"You know, for being on a garbage truck, we don't get a lot of women applying for those jobs,"

he says with a chuckle.

Still, Coley is not one to accept defeat, so she hasn't given up on the hiring process. The streets of Chicagoland may soon be full of garbagemen in overalls, emptying full trash cans into large trucks. Wait and see.

In this article: Entrepreneur, Solar power, Waste management, Woman-owned Business

WRITTEN BY

Jon Stojan



Jon Stojan is a professional writer based in Wisconsin. He guides editorial teams consisting of writers across the US to help them become more skilled and diverse writers. In his free time he enjoys spending time with his wife and children.

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Innovative Waste Management: SBC's Revolutionary Approach

Story by Dennis Buckly • 16h



There's a big difference between garbage collection and waste management, and Shawn Flood wants to tell you about it. F© Provided by New York Tech

There's a big difference between garbage collection and waste management, and Shawn Flood wants to tell you about it. Flood, vice president of operations and customer care and a partner at [SBC Waste Solutions](#), explains that the former is simply picking up the leftover byproducts of everyday life and hiding it out of sight. Waste management is finding responsible and productive ways to deal with this refuse.

SBC Waste Solutions, a leading waste management company in the Chicago area, focuses on sustainable and eco-friendly practices. Flood says that the company

aims to revolutionize the way waste is handled to ensure minimal environmental impact. It's an important issue because according to the Environmental Protection Agency, Americans generate more than 250 million tons of garbage each year. Most of that trash still doesn't get recycled, composted, or dealt with responsibly. SBC is working to fix that.

"We're a waste-hauling trash recycling company. We do a lot of recycling," Shawn says. "We have trucks that literally go around and do nothing but pick up recycling. That's half of our fleet. We promote that with our customers to do separate containers. Our near-future goal is to build an automated/robotic recycling facility, changing the way the local industry processes its recycling."

Flood points out that "reduce, reuse, and recycle" has been a mantra in the US for many years, but it doesn't go far enough. Now sustainable waste management companies like SBC have more complex plans, like the seven R's of sustainability: refuse, reduce, reuse, repurpose, and recycle.



Innovative Waste Management: SBC's Revolutionary Approach© Provided by New York Tech

"This is too important an issue to simply leave to a catchy slogan," [Shawn Flood](#) says. "Still, these are all great ideas that individuals and businesses need to get behind and follow. Others include respecting the planet, repairing broken appliances, and regifting items you no longer need. We build on these concepts, adding depth and detail, to turn them into business plans to benefit our customers."

Flood has built up a strong reputation in the waste management and recycling business over the past 15 years. So has majority owner and CEO [Karen Coley](#). She has long been interested in recycling and sustainability and finds it good for SBC's bottom line, as well as for the planet. Despite the leaps SBC has taken in the past five years, going from zero to 40,000 customers, Coley maintains a focus on excelling in waste management while upholding diversity and innovation in waste management and sustainability.

Sustainability is also a business model that works to keep a company successful and growing at a reasonable pace for the market. One of the keys to accomplishing that, Flood says, is to find the balance between SBC's profitability and a fair rate for customers to pay for services.

"You can't sustain your business if your prices drive away your customers," Shawn says. "We are proud to be a disruptor in the Chicago waste-hauling market, keeping rates in check from the behemoth companies that try to control the industry and drive rates through the roof."

As a member of the Leadership Council of the National Small Business Administration, SBC gives voice to its Chicago area homeowners and businesses. As a customer care specialist, Shawn says small businesses are closer to the people in their communities and are uniquely better at providing the [personal service](#) Americans crave.

"We believe that small businesses are the American Dream and the core of what makes America great," he says. "We're family-owned with a local call center for customer service. Bigger certainly isn't always better, and we're proof of that."

SBC Waste Solutions offers customized waste and recycling plans for both commercial and residential customers. These individual responses cover homes,

schools, restaurants, apartment complexes, or office buildings, providing clients with reliable and efficient waste management services.



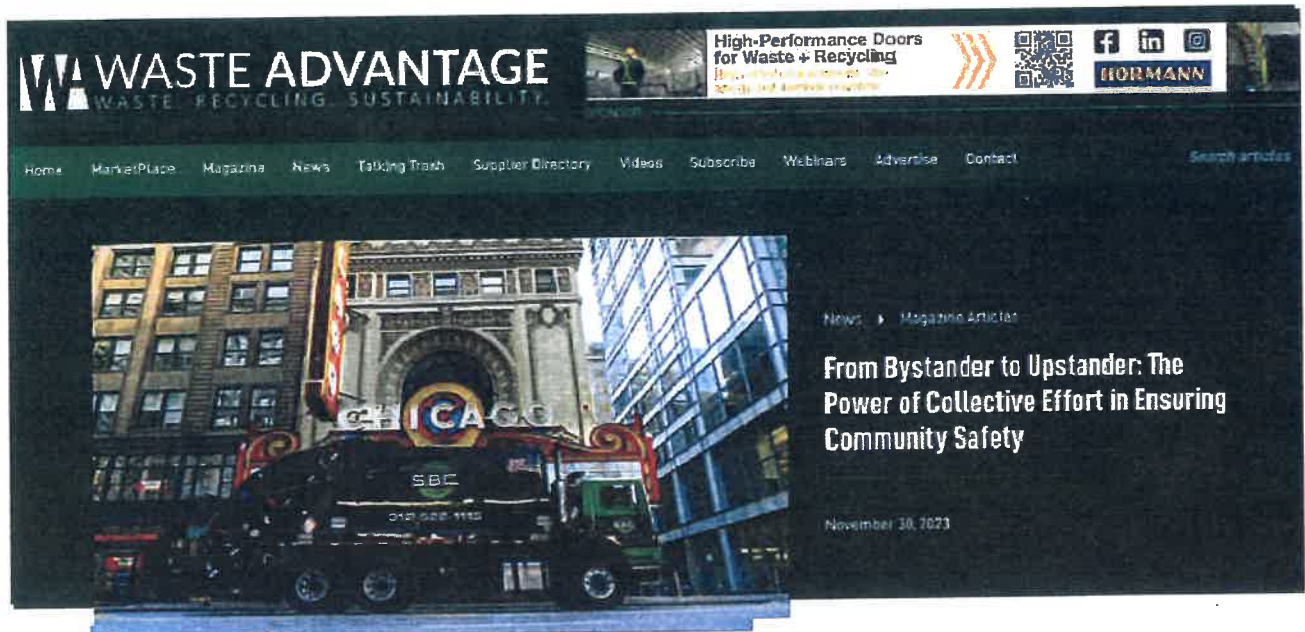
Innovative Waste Management: SBC's Revolutionary Approach© Provided by New York Tech

"We understand that every customer has unique needs, which is why we offer tailored ideas," Shawn says. "Our experienced professionals work with each client to assess their needs and budgets. We believe in transparency, and don't surprise them with hidden fees or unexpected charges."

The company also works closely with community partners to educate the public and business owners on sustainable practices in eye-catching ways. SBC is partnering with the Chicago Wolves for the 2024 hockey season to promote recycling. Part of the sponsorship of the Wolves includes providing Chicago hockey fans with recycling tips and making recycling the trendy thing to do.

SBC also sponsors annual [GreenTown Climate and Equity](#) events to unite Chicagoland communities, promote responsible waste disposal, and inspire climate solutions. GreenTown brings together communities across Chicagoland to address climate change, equity, and sustainability. Shawn Flood says that integrating sustainability into America's waste management system can only be

done through a solid partnership between the waste management providers and the communities they represent.



November 30, 2023

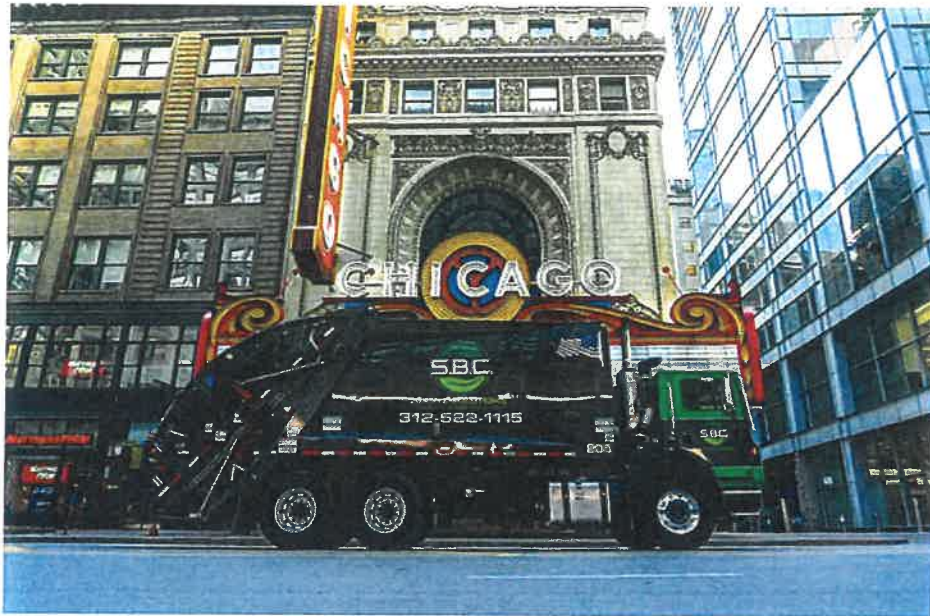
If we all do our part, think creatively, and act decisively, we can make a difference. We can build safer, stronger communities for ourselves and for future generations.

By Karen Coley

When it comes to the delicate matter of public safety, especially in cities like Chicago, I have always believed that security is a shared responsibility. Law enforcement and civic authorities undeniably play a critical role in maintaining safety, but it is irrational to expect them to have their eyes on every little crevice of Chicago.

Security should be a collective duty that falls on the shoulders of each

can deter potential criminals, and our willingness to step up and aid our neighbors in times of distress is the lifeblood of community safety. Our actions, no matter how small they may seem, can ripple outwards, creating safer streets and neighborhoods.



Business leaders have a unique opportunity and responsibility to help enhance safety.
Photos courtesy of SBC Waste Solutions.

Moreover, communities, too, are key players in this effort. When we work together, pooling our sources and sharing information, we can become a formidable force against crime. For instance, neighborhood watch groups, community patrols, and local safety initiatives are just some of the ways we can collectively ensure the security of our surroundings.

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the CEO of SBC Waste Solutions, I believe we, as business leaders, have a unique opportunity, and indeed a responsibility, to help enhance safety. After all, we are not just entities operating within a city or neighborhood, we are also an inseparable part of this fabric.

It was this belief that led my team and I to leverage our resources and operations in an innovative way to contribute to the security of our beloved city. Over the years, since my husband and I started the company, we have achieved great success in the waste management industry. We have placed particular emphasis on how waste is handled to make sure our environmental footprint is brought down to a minimum. Ever since we took our first steps in waste management, we have placed our community first: its health, its cleanliness, its sustainability, and, above all else, its security. However, one might wonder: how does a waste solution company fit into this narrative?



As a reflection of uncompromising commitment to protecting the city, SBC Waste Solutions has launched an initiative, outfitting their fleet of trucks with high-tech cameras.



CEO Karen Coley (middle) and team.

Harnessing Modern Technology for Enhanced Safety

As a reflection of our uncompromising commitment to protecting our city, we have launched an initiative, outfitting our fleet of trucks with high-tech cameras. This was not a decision we made lightly. We spent countless hours and days of our lives coming down with a strategy that would drive our mission forward and assist Chicago's communities.

You are right to think it was a strategic move, but it was done out of an understanding of the unique position we occupy within the city's fabric and out of a genuine desire to make a difference.

Our trucks—nearly 50 of them—travel every corner of Chicago, from downtown streets to suburban neighborhoods, day in and day out. They are a constant presence, and thanks to that, we realized that they could do so much more than just collect waste—the fleet could become the watchful eyes that the city needs.

Installing the cameras, thus, came to serve a dual purpose. In terms of our core business, they provide valuable insights into our operations, allowing us to monitor efficiency, track routes, and ensure quality

on the streets, capturing real-time footage that can be crucial in protecting our streets.

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Key Benefits

The benefits of this technology integration are manifold. With the cameras on our trucks, we can capture a vast amount of visual data as our vehicles go around the city. This seemingly simple addition has the potential to significantly enhance community safety.

Just imagine a scenario where a crime occurs on a street our trucks frequent. The footage captured by the cameras could provide valuable leads to law enforcement, potentially aiding in solving crimes more quickly. Yet, this is not just about catching criminals after the fact. The knowledge that our trucks are equipped with cameras might even serve as a deterrent, discouraging potential criminal activity owing to the increased risk of capture.

Aside from the possible faster resolution of criminal cases and increased feelings of safety among community members, another benefit would be a stronger partnership between businesses, residents, and law enforcement. This partnership is significant for three reasons:

1. When we all work together, it enhances communication and cooperation among different sectors of the city. This can lead to a better understanding of each other's roles and capabilities, enabling more effective responses to security concerns.
2. It fosters a sense of shared ownership and responsibility. When everyone is invested in protecting the city, it promotes vigilance and

creating a ripple effect of positive change. After all, unlike many individual citizens, companies tend to have one key advantage: resources.

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When we all work together, it enhances communication and cooperation among difference sectors of the city.

As integral parts of our cities, influencing and being influenced by the social, economic, and environmental aspects of the places we operate in, we can use this advantage to send a powerful message—that we are not just profit-driven entities, but also members of society who care about the well-being of their neighbors.

One way to use these resources, for instance, is through technology, as we have done at SBC Solutions, or through other means, such as

impact of such commitment would eventually set a powerful precedent for broader corporate responsibility and community engagement.

The Journey Ahead

The task before us certainly is not an easy one. Looking back at what we have accomplished at SBC Solutions so far, both in terms of eco-conscious waste management and our commitment to Chicago, I feel hopeful that with time, more and more people—corporations as well as individuals—are going to become active participants, rather than passive observers, in the pursuit of public security. After all, if we all do our part, think creatively, and act decisively, we can make a difference. We can build safer, stronger communities for ourselves and for future generations. | WA

Karen Coley is CEO of SBC Waste Solutions, a leading waste management company based in Chicago, IL, with a focus on sustainable and eco-friendly practices. As a woman-owned company of industry experts with over 35 years of experience, they became a WBENC-certified business and mentor to young women in business. Karen is committed to delivering innovative and trusted waste management solutions that make a difference in the industry. For more information, visit www.sbcwastesolutions.com.

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Is Traditional Waste Management Dead? SBC Waste Solutions Thinks So

By Alexander Joe

Published Oct 10, 2023 at 16:57 PM GMT



Karen Coley comes from a family background in the trucking industry, so being in waste management with huge vehicles and large expenses is no shock to her. Founded in 2018 and now under Coley's lead, SBC Waste Solutions has grown from basically nothing. Now it has 40,000 to 50,000 customers with more than 50 trucks.

"Our growth is pretty much exponential," says Shawn Flood of SBC Waste Solutions. "In five years, we've gone from zero sales to looking to finish this year at about \$35 million, which we should add next year to over \$45 million. Our goal is to reach \$100 million by the year 2028. That's our goal is to be a \$100 million company by the year 2028. Which in this industry is pretty improbable."

Of course, inflation affects every business, but with the cost of necessary equipment, vehicles, and fuel rising so fast, SBC Waste Solutions is hard hit at times.

"The waste business is almost impossible to do properly because it's so financially challenging," Flood says. "A garbage truck costs \$400,000 right now. The dumpster on wheels you put behind the convenience store costs about \$1,000. It's very capital-intensive. So people just don't go around starting garbage companies. You don't see that in this market. There are only six companies in the whole Chicago market."

Being a small, newer company has disadvantages, though. Flood said they met with a truck sales company recently and found it disappointing, especially in terms of their planned expansion.

"We're trying to get more trucks, and they won't take us seriously. I feel like something's going on, with us being a woman-owned company or something," Flood says. "We try to change the narrative like, 'Hey, guys embrace us.' Some companies still have an old way of thinking, feeling they need to deliver their trucks to the dealers and the big guys and not a smaller company like us. We're trying to change that narrative."

SBC Waste Solutions maintains a focus on sustainable and eco-friendly practices. Coley wants to revolutionize the way waste is handled, ensuring minimal environmental impact while also exploring innovative solutions in waste management. It's not just picking garbage anymore, and Coley wouldn't want it any other way. She's been expanding not only into recycling, but also into other sustainable practices, like having her company do its own recyclables processing, possibly opening up a construction and demolition facility, and turning to solar energy for its power needs.

"We're at a point now financially, that we're actually looking to start developing our own automated recycling facility, which will be automated with robots and other cutting-edge technology," Flood says. "Then we can start taking all our waste and recycling to our own facility for processing it ourselves, instead of paying someone else for that service."

And it's not all about how SBC Waste Solutions makes a profit, but also how the company helps improve its community. Coley noticed a street in an industrial area with 20 businesses along it, and she thought, why can't these be powered by solar? She talked to the companies, and talked to the mayor, and a Solar Initiative was born in Broadview, a small suburb of Chicago.

Karen Coley and her majority-woman-owned SBC Waste Solutions are changing the face of garbage in Chicagoland, and she plans to keep the ideas rolling.

Karen Coley, Chicago's Local Hero: SBC Waste Solutions' Impact on the Community

Published by: The Chicago Journal Staff ✓

📅 October 10, 2023 | 👤 Person



Karen Coley, CEO of [SBC Waste Solutions](#), named her first two garbage trucks Unity and Humility five years ago. Coley says she has modeled her business practices on these principles, and her record shows it. Her company, where she's the majority owner, was certified by the prestigious Women's Business Enterprise National Council (WBENC), and Coley has shown her commitment to empowering other women entrepreneurs and supporting family-owned businesses throughout Chicago.

A great example comes from her observation of 20 companies clustered along a street in an industrial corridor in the suburb of Broadview. Coley realized that if all those businesses switched to solar power, the community, the industries, and the environment would all benefit from this sustainable solution. And so the Solar Initiative was born, the first in Illinois.

"Karen's always had a passion for recycling and the environment," says [Shawn Flood of SBC Waste Systems](#). "In fact, we're trying to go to solar energy with our company."

Coley is also big into recycling, with half the company's trucks hauling recyclables. SBC Waste Systems is looking to cut costs and provide more local jobs by moving deeper into the recycling business.

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And speaking of service, [SBC Waste Systems](#)' customer service center is staffed locally, not in some faraway state or country. Customers like that.

"The biggest complaint of other companies' customers is 'We call their Arizona call center, and they don't give us a response. Or they call us back four hours later,'" Flood says. "Our call center has people who live here. You can't find that type of service in this market anymore. We're family owned, you know. Bigger isn't always better."



SBC Waste Solutions: Woman-led Business Leading the Charge in Chicago



By:OK! Staff

Dec. 5 2023, Published 4:58 a.m. ET

Comments

Your local garbage collector isn't simply taking away garbage to hide it in landfills anymore. Today's waste management company is a responsible partner in a clean environment, and working with local governments and citizens to make the planet cleaner and healthier. **SBC Waste Management** is pioneering green and sustainable waste management practices in the Chicago region, emphasizing their innovative approaches and community impact.

SBC may be a relatively new face in the waste business, but CEO **Karen Coley** and her SBC team are experts, bringing 100 years of combined industry experience in a family and woman-owned waste disposal company. Coley has built a waste company that puts people first, using the latest ideas and technology to keep the community, where the people live and work, clean, beautiful, and sustainable.

“The initials of SBC stand for sustainable, beneficial, and capable,” Coley says. “These values drive everything we do. We genuinely care about the environment and our clients, so we work hard to keep Chicagoland clean for future generations.”

Coley explains that SBC Waste Solutions is not merely deploying dumpsters and recycle bins. The company is also educating businesses and citizens about the way to an eco-conscious future. From simple yard cleanups to extensive waste removal projects, each task reveals a strong commitment to environmental safeguarding and **community** upliftment.

SBC sponsored the GreenTown Climate and Equity Event 2023 in June to unite Chicago communities in the search for sustainable practices in all areas of modern life. The point was to promote responsible waste disposal and inspire climate solutions. GreenTown addressed climate change and solutions in water conservation,

technology innovations, energy, transportation, waste management, workforce development, and equitable solutions to climate change.

Coley's team is collaborating with Katrina Thompson, mayor of the Village of Broadview, and other leaders in Chicagoland who are working hard to find equitable solutions to the climate crisis.

Thompson is known for her dedication to promoting equity and fighting climate change.

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SBC plans to support future such events and to continue to collaborate on sustainability initiatives with community leaders, both in the private and public sectors. Coley and her team are using what they learned from the experience to improve services and help residents and businesses in the communities accomplish their environmental goals.

For example, **SBC Waste Management** offers regular blog posts on its website to guide customers through ways to partner in sustainability. One recent article reminded citizens how they can individually help by recycling aluminum, avoiding single-serve items and disposable packaging, and using a water filter rather than buying bottled water. In 2022, SBC helped the community recycle 10 million pounds.

Businesses also get information on how being green and sustainable can help them save money. Waste management is essential for all businesses, but the more frequently a business requires trash pickup, the more the business will spend on trash collection and recycling. That's simple economics.

Businesses that typically generate a lot of waste, such as warehouses, grocery stores, factories, and hotels, usually pay higher waste disposal fees. However, Coley points out ways that investing in a commercial waste compactor saves money. It cuts down on the frequency of trash pickups, and it improves workplace safety by reducing the possibility of accidents in cluttered environments.

FEATURED PARTNER

Karen Coley's Woman-led SBC Waste Solutions leads sustainability in waste and recycling



FEATURED PARTNER
CONTRIBUTOR

October 06, 2023
3:06 PM ET

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In the world of Chicago waste collection services, one company leads the way in sustainability in the dirty business. **Karen Coley's** SBC Waste Solutions may be a David among Goliaths in eco-friendly waste management, but the company pushes ahead.

The woman-owned and family-run residential waste collection company has already made a splash with a solar initiative for an industrial corridor in one of Chicago's suburbs. Coley, founder and CEO, came up with the idea of all 20 businesses

switching to solar power, so she talked to the mayor about the idea of engaging with the community.

These 20 companies in an industrial corridor are a great example of how businesses can engage with their local communities for better sustainability practices. Shawn Flood, partner at **SBC Waste Solutions** says the solar initiative idea caught on and grew rapidly.

“They came out with this initiative, and Karen started scheduling some local meetings with the mayor,” he says. “And once we started going, all of the involved businesses wrote letters to elected officials about all of them becoming solar together. They’re working to make it the first solar corridor in Illinois anywhere.”

With a focus on sustainable and eco-friendly practices, they aim to revolutionize the way waste is handled, ensuring minimal environmental impact. Since Chicago is known as a progressive city on issues of sustainability, environment recycling initiatives, and solar energy, **SBC Waste Solutions** was welcomed three years ago to the community.

As the majority owner, Coley continually ensures the business operates conscientiously and puts the environment first. S.B.C. Waste Solutions is currently seeking new ways to reuse recyclables and make the recycling process easier for customers. Half of the company’s fleet of trucks is used solely for picking up recyclables.

“We’re at a point now financially, that we’re actually looking to start developing our own automated recycling facility, which will be automated with robots and other cutting-edge technology,” Flood says. “Then we can start taking all our waste and recycling to our own facility for processing it ourselves, instead of paying someone else for that service.”

Catering to the suburbs around Chicago, the company is keen on maintaining a strong local presence while also exploring innovative solutions in waste

management.

SBC Waste Solutions is also a woman-owned business, or WBE. Having at least 51 percent control of this residential waste collection company, Coley was able to earn the WBENC certification, which is awarded after a stringent vetting process.

While she works to maintain a diverse workplace, there is one problem with achieving total job equality in what used to be called the garbage business. Flood points out an issue unique to the business of residential waste collection that's slowing down this goal.

"You know, for being on a garbage truck, we don't get a lot of women applying for those jobs, but our office is filled with women," he says.

SBC Waste Solutions is also a family-run business. In five years of business, it's still small enough for excellent and personal customer service, but it's also continuing to grow sufficiently to provide the best possible waste management solutions in addition to sustainable waste disposal for customers.

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Karen Coley & SBC Waste Solutions: 5 Things I Wish Someone Told Me Before I Began Leading My Company

An Interview With Doug Noll



Doug Noll · [Follow](#)

Published in Authority Magazine · 8 min read · Dec 4, 2023





I wish someone had told me about the importance of integrating environmentalism into every facet of the business, not just as an afterthought or a marketing tool, but as a core value. This means looking beyond traditional recycling and waste disposal methods to innovative solutions like waste-to-energy and comprehensive recycling programs. It's about making a commitment to the environment in every decision,

from the vehicles we use to the way we educate our customers about sustainable practices.

As *part of our series called “5 Things I Wish Someone Told Me Before I Began Leading My Company” I had the pleasure of interviewing Karen Coley.*

Karen Coley is the CEO of S.B.C. Waste Solutions, a leading waste management company based in Chicago with a focus on sustainable and eco-friendly practices. As a woman-owned company of industry experts with over 35 years of experience, they became a WBENC-certified business and mentor to young women in business. Karen is committed to delivering innovative, and trusted waste management solutions that make a difference in the industry. As the majority owner, Karen prioritizes providing outstanding customer service while ensuring the business operates conscientiously and puts the environment first. SBC Waste Solutions continually looks for new ways to reuse recyclables and make the recycling process more accessible for customers.

Thank you so much for joining us in this interview series! Before we dive in, our readers would love to “get to know you” a bit better. Can you tell us a bit about your ‘backstory’ and how you got started?

My *world revolved around corporate event planning with Verde Events. It was unique and bustling with activity. However, I often*

caught myself spotting inefficiencies, especially in waste management. It was this observation and the urge to make a change that led me to dive into an entirely new field. With the support and expertise of the most passionate players in the industry (my partners), I ventured into the waste management domain, striving to fill the gaps I had observed while in the hospitality industry.

It helped that I grew up in a family where having a work ethic was in our DNA. My father was a CFO of a metals company that flew a Ford Q1 flag and won the first Malcolm Baldrige Award, and my brothers were in the truck manufacturing space. So, the thought of building a fleet of trucks was always on the to-do list! My mother was the entrepreneur of the family. She was the eldest of 14 and put herself through nursing school, raised six kids, and was President of the School Board. She also got her real estate license, led our town's biggest fundraiser, and started an antique business. There was absolutely nothing she couldn't do and do very well, so wearing many hats came very naturally.

**What was the "Aha Moment" that led to the idea for your current company?
Can you share that story with us?**

There was a moment when I realized that the waste Industry's Bill Belichick, Tom Brady, and the Gronk were all "free agents." If I could pull them together as SBC Waste Solutions and coordinate the financing of a very expensive start-up business, we could create something very special. So we hunkered down, pooled resources, and dove into savings accounts. A new garbage truck in 2017 was almost \$400k, and we worked out of an unheated trailer in a gravel lot for the first 2 years. Five years later, we have beautiful offices, a fabulous fleet, and yard. Plus, our shop and equipment shop are over 20,000 sq ft.

Can you tell us a story about the hard times that you faced when you first started your journey? Did you ever consider giving up? Where did you get the drive to continue even though things were so hard?

Stepping into waste management, predominantly a man's world, was a roller coaster ride. Skeptics were everywhere. But every challenge and every doubt only fueled my drive. With a stellar team backing me, we faced hurdles head-on, turning them into stepping stones. Our collective passion was the driving force that steered us away from naysayers.

The industry can be ruthless. We had competitors steal four trucks in the middle of the night. We have been turned away at dump and transfer stations because our competitors do not like to see a woman-owned company succeed. There are some really unethical and ugly people in this industry riding very low. But we take the high road.

So, how are things going today? How did your grit and resilience lead to your eventual success?

We could not be prouder than we are of our team and what our company has achieved. We earned the WBENC certification in 2020 and are proud to say we are one of the very few WBENC-certified companies in the Midwest. We truly believe Teamwork Makes the dream work!

What do you think makes your company stand out? Can you share a story?

What's intriguing about SBC is its identity. It's a woman-led entity in a mostly male-dominated sphere. This distinction has opened numerous doors for us. For instance, collaborating with Broadview's Mayor Katrina has been

monumental. The endorsement from an all-female board was a great cherry on top!

Can you share a story about the funniest mistake you made when you were first starting? Can you tell us what lessons or 'takeaways' you learned from that?

We literally forgot to get our business license when we moved into the Village of Broadview. It was a stupid mistake, and we owned the error. We could not use our building until we got our license. We were so darn excited we missed a step! Even though we started our relationship with Broadview off like this, we worked hard to turn it around. So, the lesson was to slow down and make sure you are missing important steps!

Often leaders are asked to share the best advice they received. But let's reverse the question. Can you share a story about advice you've received that you now wish you never followed?

First, I was advised to be very methodical in business. To stick to the plan. Well, if that were the case, I would not be where I am. Second, Running a successful business is certainly about Process and Planning. But the best businesses are agile and responsive. Third, Build a team that thinks on their feet and are quick (and willing) to deal with change.

You are a successful business leader. Which three character traits do you think were most instrumental to your success? Can you please share a story or example for each?

Three pillars have kept me going on my journey: Empathy, which helps me truly understand and resonate with people. Flexibility, is vital in a dynamic

business landscape. Grit is an invaluable trait that pushes one to conquer challenges head-on.

Which tips would you recommend to your colleagues in your industry to help them to thrive and not “burn out”?

It's essential to breathe, take a step back, and look at the bigger picture. Embrace breaks, lean on your team, and always stay curious. Keeping these in check will ensure you remain on top of your game without nearing burnout.

What are the most common mistakes you have seen CEOs & founders make when they start a business? What can be done to avoid those errors?

Over time, I've noticed some CEOs develop a kind of tunnel vision, becoming fixed on their perspective and sidelining valuable feedback. It's paramount to keep our minds receptive and always ready to evolve based on fresh insights. God gives us two ears and one mouth, so we listen twice as much as we talk!

In your experience, which aspect of running a company tends to be most underestimated? Can you explain or give an example?

Many leaders get caught up in metrics, strategies, and numbers, often overlooking the subtle yet potent aspect of running a business: company culture. Cultivating a positive, inclusive, and inspiring culture is the secret that binds everything together, driving both motivation and success.



Ok super. Here is the main question of our interview. What are your “5 Things I Wish Someone Told Me Before I Began Leading My Company”?

1. Be Fearless. SBC started during my breast cancer treatment. Be afraid of NOTHING. That is the best and only advice you need.
2. Expecting the Unexpected in a Male-Dominated Industry because I wish I'd been more prepared for the skepticism and resistance. Understanding that these challenges are opportunities for growth would have been invaluable at the beginning
3. Initially, I tried to do it all. Learning the importance of trusting and delegating to my team earlier would have streamlined our operations and empowered my staff much sooner.”

4. In the waste management sector, staying ahead technologically is key. I wish I had known the importance of investing in the right technology from the start to streamline operations and enhance efficiency.
5. I wish someone had told me about the importance of integrating environmentalism into every facet of the business, not just as an afterthought or a marketing tool, but as a core value. This means looking beyond traditional recycling and waste disposal methods to innovative solutions like waste-to-energy and comprehensive recycling programs. It's about making a commitment to the environment in every decision, from the vehicles we use to the way we educate our customers about sustainable practices.

You are a person of great influence. If you could start a movement that would bring the most amount of good to the most amount of people, what would that be? You never know what your idea can trigger. :-)

Bring back the American Work Ethic. Companies must hire fairly, pay fairly, and have the entire company share the success. We need to move quickly to support family and Faith in this country. Communities need to stand up against crime and safety of our neighborhoods. We need to clean up the divisive political evils. America needs to shine again.

How can our readers further follow you online?

We have a website, <https://www.sbcwastesolutions.com>, which has more information on the team, our story, and the services we provide.

This was very inspiring. Thank you so much for the time you spent with this!

A bout the Interviewer: Douglas E. Noll, JD, MA was born nearly blind, crippled with club feet, partially deaf, and left-handed. He overcame all of these obstacles to become a successful civil trial lawyer. In 2000, he abandoned his law practice to become a peacemaker. His calling is to serve humanity, and he executes his calling at many levels. He is an award-winning author, teacher, and trainer. He is a highly experienced mediator. Doug's work carries him from international work to helping people resolve deep interpersonal and ideological conflicts. Doug teaches his innovative de-escalation skill that calms any angry person in 90 seconds or less. With Laurel Kaufer, Doug founded Prison of Peace in 2009. The Prison of Peace project trains life and long terms incarcerated people to be powerful peacemakers and mediators. He has been deeply moved by inmates who have learned and applied deep, empathic listening skills, leadership skills, and problem-solving skills to reduce violence in their prison communities. Their dedication to learning, improving, and serving their communities motivates him to expand the principles of Prison of Peace so that every human wanting to learn the skills of peace may do so. Doug's awards include California Lawyer Magazine Lawyer of the Year, Best Lawyers in America Lawyer of the Year, Purpose Prize Fellow, International Academy of Mediators Syd Leezak Award of Excellence, National Academy of Distinguished Neutrals Neutral of the Year. His four books have won a number of awards and commendations. Doug's podcast, Listen With Leaders, is now accepting guests. Click on [this](#) link to learn more and apply.



Written by Doug Noll

174 Followers · Writer for Authority Magazine

Award-winning author, teacher, trainer, and now podcaster.

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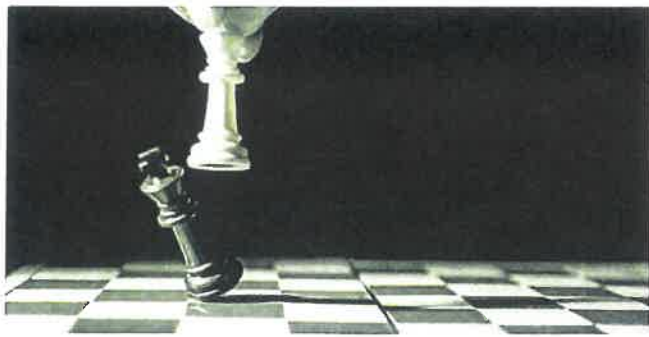
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WBBM NEWSRADIO 780 AM & 105.9 FM
NEWS
LOCAL

How to properly dispose of Christmas trees, trash after the holidays

By Terry Keshner



December 26, 2023 12:27 pm

(WBBM NEWSRADIO) -- Christmas is over. Now it's time to clean up and be "green."

Karen Coley is CEO of SBC Waste Solutions, which operates in several suburbs including Bloomingdale and Winfield.

She said when you're taking out your post-Christmas trash make it easier on your waste hauler and the planet.

"Like one big box and you can break down the smaller boxes so that it is just the carpet clean cardboard and it makes it really easy to recycle."

Coley also said boxes that have been broken down should be stored nicely, so they can go between recycling cans on hauling day.

"That can be very easily taken and...cardboard is worth money. Again, we're saving trees when we can recycle that."

SBC can also recycle fake Christmas trees for communities that they service and are contracted with as well as Christmas lights, and batteries. Lights and batteries can be dropped off at local drop off centers.

INSPIRATION

From Zero to 35 Million: SBC Waste Solutions' Woman-led Growth



By [Karen Sheedy](#) | Updated: November 20, 2023

Karen Coley's family- and woman-owned waste management company is rapidly encroaching on the big Chicago waste companies, and it plans to keep expanding. SBC Waste Solutions wants to bring its excellent customer service to more homes and businesses in Chicagoland.

"Five years ago, we were basically nothing," says vice president Shawn Flood.

"Now we're over 40,000 to 50,000 customers, and we have more than 50 trucks."

Shawn is the VP of Operations and Customer Care as well as one of the partners of **SBC Waste Solutions**. He has built up a strong reputation in the waste management and recycling business over the past 15 years. Adding his experience to the quality and quantity of the rest of the team, they have 100 years of combined industry experience to help build a waste company that puts people first.

CEO Karen Coley brings a lot of experience and tenacity to the company. Karen earned a degree from Rutgers and has owned other businesses before SBC. She grew up in Ohio and Illinois, the youngest of six children in a tight-knit family.



"You're at the bottom of the food chain in her position when you come from a family of six kids. You learn to fight your way through things, and you learn from everybody's mistakes above you, which she has done," Shawn says.

Karen brought a large investment from her previous business, an events planning company. She thought big planned big and earned big. When the COVID-19 pandemic shut down this sort of business, Coley simply moved on. She focused on waste management and continues to be successful in this business, perhaps even more so than her previous one.

"Our growth is pretty much exponential," Shawn says. "In five years, we've gone from zero sales to looking to finish this year at about \$35 million, which we should grow next year to over \$45 million. Our goal is to reach \$100 million by

the year 2028. That's our goal, to be a \$100 million company by the year 2028. Which in this industry is pretty improbable."

Of course, inflation affects every business, but with the cost of necessary equipment, vehicles, and fuel rising so fast, **SBC Waste Solutions** is hard hit at times.

"Waste management is very capital intensive. A garbage truck costs \$400,000 right now. The dumpster on wheels you put behind the convenience store costs about \$1,000," Shawn says. "So people just don't go around starting garbage companies. You don't see that in the industry. There are only six companies in the whole Chicago market."

One of the company's strategies for staying ahead of inflation and other factors is to be proactive. **SBC Waste Management** relies on good customer service to keep the business growing. It's a strategy that's been working. One factor is that SBC has a local call center. Most major garbage corporations have call centers in Arizona and all throughout the country. Customers crave a more personalized service in this industry, and Coley gives it to them.

"We have a much more personal touch," Flood says. "Our customers can call us at 10 o'clock at night, and we'll answer the phone, where the big guys won't. Our service levels are above and beyond our competitors' service. A lot of that is because customers can call one of the owners of this company on their personal cell phone and other companies don't offer that."

And the customer service viewpoint includes some very forward-thinking solutions, like SBC's crime-prevention program. The company puts cameras in front of its garbage trucks for the communities. Clients and local citizens know that if there's any type of crime, SBC's cameras will catch the evidence. The company is glad to provide access to its cameras to law enforcement officials to help stop crime.



"Two kids got their car stolen, and the thieves took it for a joy ride," Shawn says. "We helped the police find the car, abandoned blocks away."

As SBC expands, so will its payroll, providing more well-paying careers for local Chicago area residents. As a woman-owned business, Coley wants to hire

equitable numbers of women and men. But, after all, this is the garbage business.

“The first thing we want is a good person. And we want to have a good work ethic,” Flood says. “But, you know, being a waste management company, we don’t get a lot of women applying for on-the-truck jobs. So it’s hard to promote them, but our office is filled with women.”

The initials of SBC encapsulate everything that **Karen Coley** and her company stand for Sustainable, Beneficial, and Capable. Karen, her partners, and their employees all work together with the community to make sure that these qualities continue to represent SBC Waste Management.

Article written by Tom White

How to properly dispose of Christmas trees, trash after the holidays

By [Terry Keshner](#)



December 26, 2023 12:27 pm

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ADVERTISING

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Lights and batteries can be dropped off at local drop off centers.

SBC Waste Solutions: Woman-led Business Leading the Charge in Chicago

Your local garbage collector isn't simply taking away garbage to hide it in landfills anymore. Today's waste management company is a responsible partner in a clean environment, and working with local governments and citizens to make the planet cleaner and healthier. [SBC Waste Management](#) is pioneering green and sustainable waste management practices in the Chicago region, emphasizing their innovative approaches and community impact.

SBC may be a relatively new face in the waste business, but CEO [Karen Coley](#) and her SBC team are experts, bringing 100 years of combined industry experience in a family and woman-owned waste disposal company. Coley has built a waste company that puts people first, using the latest ideas and technology to keep the community, where the people live and work, clean, beautiful, and sustainable.

"The initials of SBC stand for sustainable, beneficial, and capable," Coley says. "These values drive everything we do. We genuinely care about the environment and our clients, so we work hard to keep Chicagoland clean for future generations."

Coley explains that SBC Waste Solutions is not merely deploying dumpsters and recycle bins. The company is also educating businesses and citizens about the way to an eco-conscious future. From simple yard cleanups to extensive waste removal projects, each task reveals a strong commitment to environmental safeguarding and [community](#) upliftment.

SBC sponsored the GreenTown Climate and Equity Event 2023 in June to unite Chicago communities in the search for sustainable practices in all areas of modern life. The point was to promote responsible waste disposal and inspire climate solutions. GreenTown addressed climate change and solutions in water conservation, technology innovations, energy, transportation, waste management, workforce development, and equitable solutions to climate change.

Coley's team is collaborating with Katrina Thompson, mayor of the Village of Broadview, and other leaders in Chicagoland who are working hard to find equitable solutions to the climate crisis. Thompson is known for her dedication to promoting equity and fighting climate change.

SBC plans to support future such events and to continue to collaborate on sustainability initiatives with community leaders, both in the private and public sectors. Coley and her team are using what they learned from the experience to improve services and help residents and businesses in the communities accomplish their environmental goals.

For example, [SBC Waste Management](#) offers regular blog posts on its website to guide customers through ways to partner in sustainability. One recent article reminded citizens how they can individually help by recycling aluminum, avoiding single-serve items and disposable packaging, and using a water filter rather than buying bottled water. In 2022, SBC helped the community recycle 10 million pounds.

Businesses also get information on how being green and sustainable can help them save money. Waste management is essential for all businesses, but the more frequently a business requires trash pickup, the more the business will spend on trash collection and recycling. That's simple economics.

Businesses that typically generate a lot of waste, such as warehouses, grocery stores, factories, and hotels, usually pay higher waste disposal fees. However, Coley points out ways that investing in a commercial waste

[Shawn Flood](#), vice president of operations and customer care and partner, has built up a strong reputation in the waste management and recycling business over the past 15 years. He says that his attitude is to create friendships and partnerships with clients to be a part of the community, like one big family.

"At SBC we have a love for the industry," Flood says. "We have a love for garbage and trash. I always say to the people, 'I love to talk trash, and that's literally what I do.'"

Karen Coley agrees with Flood's business philosophy.

"[Customer service](#) is the core of what we do," Coley explains. "We empower every single employee to deliver that bottom-line based level of service that nobody else is giving their employees the power to do. Our drivers are empowered to circle back on any account to make sure that customer was completely satisfied with that day's service."

Coley says that this autonomy for the employees, the power to make decisions on the spot, is the right business and community decision for [SBC Waste Management](#). She says her drivers kept working in last winter's treacherous heavy snowstorms, picking up their clients' garbage.

"Other companies didn't service their towns or didn't service their accounts," she says. "The SBC team was out there, during a blizzard, during a pandemic, because our drivers wanted to work, wanted to deliver that service."

Karen Coley and Shawn Flood say they couldn't be more proud of their team. And the community agrees if customer numbers are any indication. SBC has gone from zero to 40,000 customers in just five years.

[SBC's team](#) continues to excel in waste management while upholding diversity and innovation. As Coley looks to the future, her goal is to build an automated/robotic recycling facility and become the first woman in that space, changing the way the local industry processes its recycling. It's a good business decision, processing SBC's recyclables rather than paying another company to do so, but it's also an investment in local sustainability, bringing newer and greener ways to deal with these materials.



VILLAGE OF WESTMONT RFP FOR
COMMERCIAL & RESIDENTIAL SOLID
WASTE, RECYCLING, COMPOST &
LANDSCAPE WASTE SERVICES



Flood
Brothers 





AGENDA

- I. About Us
- II. Municipalities We Proudly Serve
- III. Our Community Involvement
- IV. Sustainability & Diversion Goals
- V. Our Process
- VI. Transition Plan
- VII. Our Partnership to Village of Westmont
- VIII. Customer Testimonials
- IX. Why Choose Flood Brothers
- X. Questions?



YOUR DEDICATED ACCOUNT TEAM



Kevin Flood
CEO



Bill Flood
President



Kevin Powers
CFO



Michael Flood
Sales Director,
Municipal Manager



Bobby Flood
Operations Manager



Tom Flood
Residential Operations
Manager



Luis Palao
Commercial Operations
Manager



Patrick Flood
Customer Experience
Director



Patricia Gurrola
Municipal Customer
Experience Manager



Sharon Borkowicz
Municipal Commercial
Account Rep



ABOUT US



5th generation family-tradition since 1930.



200 diverse communities reached in 100-mile radius of Chicago.



15,000 commercial & industrial accounts
200,000 municipal & residential customers
4 facilities: 2 in Chicago, Carol Stream, Lake in the Hills.



550 parks serviced daily.



300+ local employees, including over 20 family members.



200+ trucks, planning to acquire new low-emission Mack LR models.



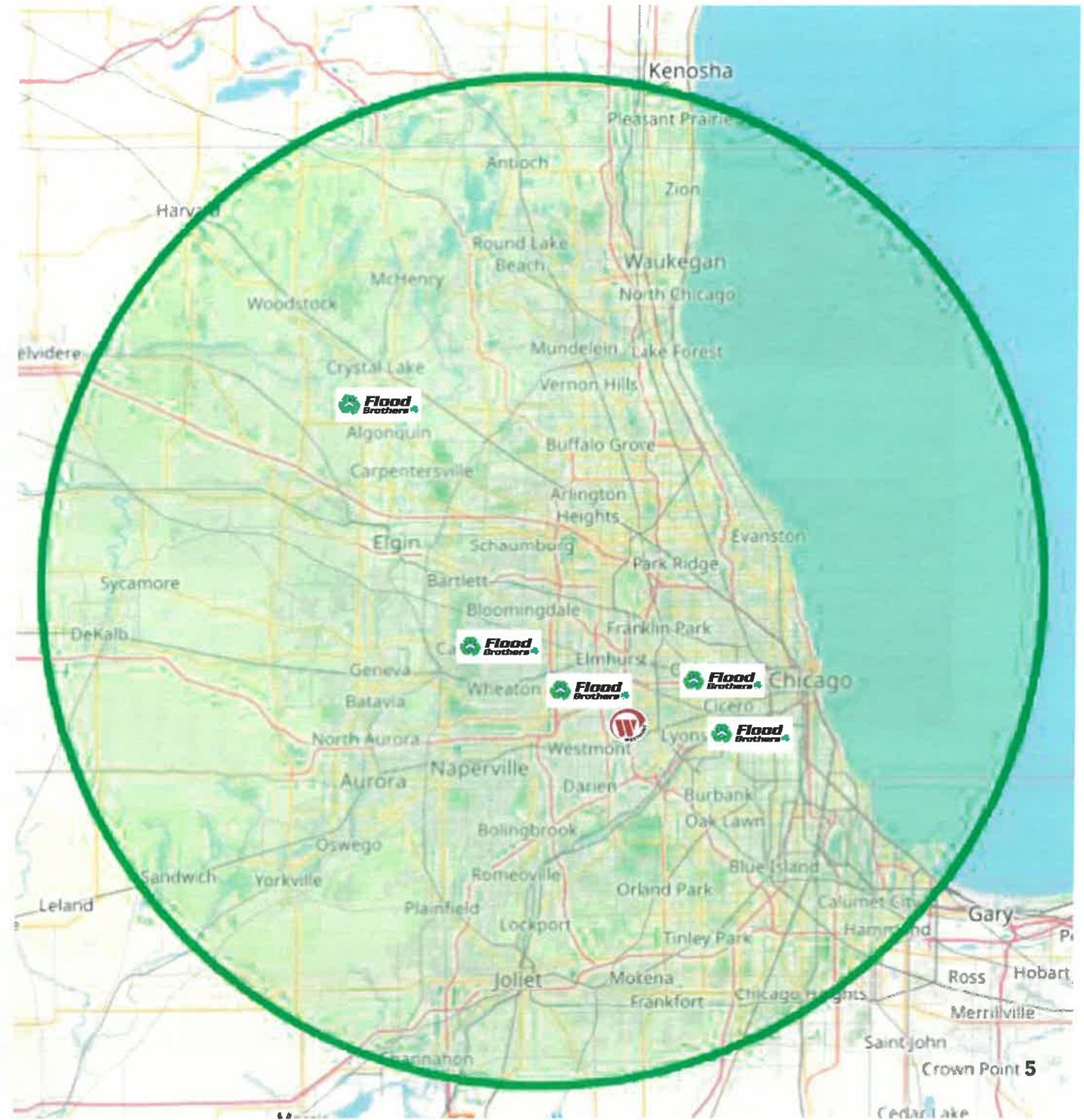
Numerous awards and recognition including IL Medium Family Business of the Year



24/7/365 customer service with dedicated representative for village staff.



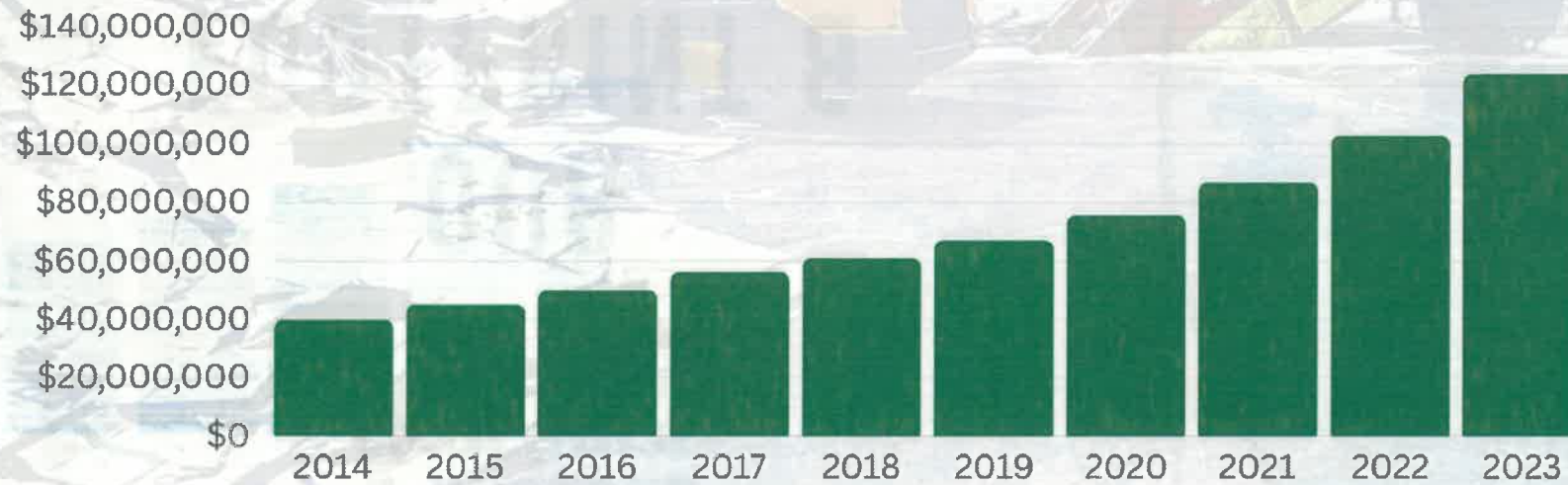
OUR FOOTPRINT & SERVICE AREA





FINANCIALS

OVERALL REVENUE GROWTH

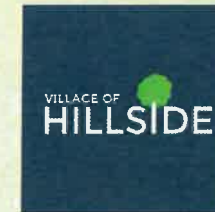
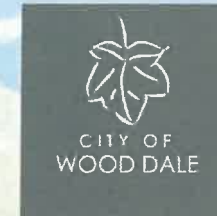
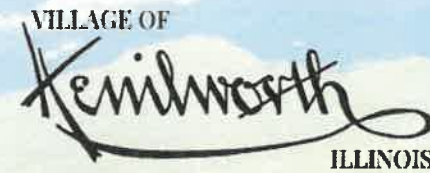


**BRIGHTON PARK RECYCLE
TRANSFER STATION**
Built in 2021





COMMUNITIES WITH EXCLUSIVE RESIDENTIAL CONTRACTS





FIVE COMMUNITIES WE ARE EXCLUSIVE FRANCHISE HAULERS



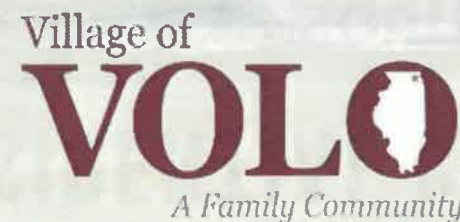
RECENT NEW BUSINESS



Village of Evergreen Park
effective Jan. 1, 2024



Village of Bolingbrook selected
Flood Brothers May 2022



Village of Volo
Effective January 1, 2024

OUR COMMUNITY INVOLVEMENT

Supporting over 123 local nonprofits, Flood Brothers is dedicated to fostering community engagement, investment, and volunteerism.

- Deliver communications through the Village Newsletter, Village Website and other forms of public access communication.
- Aim to educate at the grade school level where change can be made early. Provide youth with benefits on organics/composting.
- Improve public awareness through school visits, Chamber of Commerce talks, and online recycling resources for customers.
- Scholarship Fund will be offered to a Westmont Resident Student.
- Special trucks to raise awareness for causes, Bearcat for DuPage Merit

Just a few charities, communities and schools that we support:



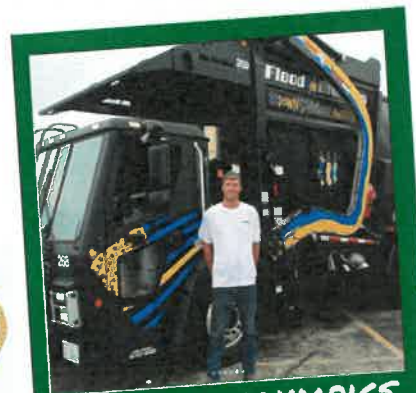
WEEKLY GREETINGS
FROM FRIENDS ON
ROUTE!



WOOD DALE PUBLIC
WORKS OPEN HOUSE



TOUCH A TRUCK EVENT



SPECIAL OLYMPICS
OF ILLINOIS



FOURTH OF JULY PARADE



BEARCAT FOR DUPAGE MERIT

OUR COMMUNITY INVOLVEMENT

We purchased a SWAT Bearcat for the DuPage MERIT program. The vehicle will be used by DuPage communities for protection during active shooter situations, hostage negotiations and other crises where lives are at a stake and every moment matters.

MERIT

ALWAYS READY



COMMITMENT TO RECYCLING

SUSTAINABILITY & DIVERSITY GOALS



LOCAL BUSINESS COLLABORATION:

Partner with local businesses to implement composting, reduce single-use plastics, and explore renewable energy for waste processing.



WASTE AUDITS:

Conduct audits in commercial and multifamily properties to identify waste reduction and improve recycling.



IMPROVED DIVERSION RATES

We aim to increase the current recycling diversion rate from 30% to at least 50% within the first few years of our partnership.



ROUTE OPTIMIZATION:

Optimize routes and modernize infrastructure for cost savings reinvested in sustainability.



COMMUNITY ENGAGEMENT:

Increase awareness and participation in recycling and sustainable practices to strengthen our dedication to environmental conservation.



REDUCE ENVIRONMENTAL IMPACT

Our modernized fleet and sustainable practices will reduce greenhouse gas emissions and lessen environmental impact.



FOOD SCRAPS -> COMPOST

Our dedication involves transforming food scraps into annual fresh biosolids (compost) for the community.



RECYCLING CENTER

Our commercial recycling centers receive, sort and process hundreds of tons of non-hazardous recyclables daily.

COLLECTION PROCESS



Maintain existing village schedule with addition of a recycling service one time per week.



Each resident will be provided a 65-gallon refuse cart with the option to switch to a 95-gallon or 35-gallon refuse cart along with a 65-gallon recycling cart.



Weekly unlimited comingled recycling



Includes (1) bulk item collection each week at no charge



Yard waste: Incentives for free leaf collection in November and one week in April. Additionally, 5 bags/can from first week in April



Christmas Tree Collection included during month of January



Residents must schedule pick up for white goods



Household hazardous and electronics waste collection

COMPETITIVE RATES

Residents are seeing a 26% savings in the cost per collection each year based on the increase of recycling collection going to 1x per week.

Maintain bi-monthly billing

Billing handled by Flood Brothers for all services with autopay and online/paperless options available.

Waste & recycling collection at village events at no charge.

	35 Gallon Container	65 Gallon Container	95 Gallon Container
Single Family Home	\$17.28	\$17.96	\$18.60
Single Family Home Senior Rate	\$13.37	\$13.89	\$14.37
Multi-Family Centralized Billing	\$16.25	\$16.25	\$16.25
Yard Waste Sticker	\$3.45	\$3.45	\$3.45
Organic Waste Toter*	\$28.00	\$28.00	\$28.00
Special Pick-Up (per Cubic Yard)**	\$12.50	\$12.50	\$12.50

MONTHLY REPORTS

TYPES OF REPORTING

Tons by Material
Work Order Requests
Call Logs
Dash Cam Video
Truck Tablets

BENEFITS

Customer Service:
Real Time Reporting
Service Verification
Compliant Resolution
Efficiency

Education:
Targeted Messaging
Reduce Health & Safety Concerns



TRANSITION PLAN



- Transitioned 21 communities since 2019
- Transitioned 6 communities (1 exclusive franchise) during the height of COVID in 2020.



BENEFITS TO THE VILLAGE OF WESTMONT

- Waste and Recycling collection at all designated Village Events at no charge.
- Portable toilets and wash stations at village events at no charge.
- Additional yard waste season collection incentives.
- \$2,500 Scholarship Fund to a Westmont resident (Student) seeking a degree in sustainable practices.
- Senior commitment – Flexibility on collections, education lunches, and reduced rates.
- \$15,000 annual franchise fee.
- Sharps Collection at designated village locations.
- Billing handled by Flood Brothers for all services.
- Recycling initiatives with a focus on the future!
- Shredding Event with matching gift for donation (host or partner).
- Pumpkin Smash after Halloween.



OUR FRANCHISE CUSTOMER TESTIMONIALS



For more than 30 years, the **City of Oakbrook Terrace** has been partnering with Flood Brothers Disposal, Inc. The City Council, businesses, and our residents are extremely happy with their services and community involvement. **The City of Oakbrook Terrace couldn't ask for a better business partner to serve their community.**



We are Quincy Park Condominium Association, a **592-unit condominium complex**, in Prospect Heights, with that number of units we have a lot of waste that needs to be disposed of and Flood Brothers have managed this property very well. Michael Flood and his associates have always been receptive to any problems, keep to a timely schedule and do an excellent job. **I would highly recommend them to the Village of Westmont.**



In April 2020, the **Village of Roselle** awarded a five-year contract with Flood Brothers for exclusive residential and commercial refuse and recycling collection for over 7,000 accounts. Flood Brothers went above and beyond during the transitional period by effectively communicating with Village staff, elected officials, and the community to ensure residents and businesses were not greatly impacted by unforeseen obstacles. Flood has positively engaged with the community by providing services to special events and has partnered with the Village on numerous additional events when prompted. **The Village is extremely satisfied with Flood Brothers and highly recommends their services to other communities.**



The **Village of Carol Stream** has had a residential franchise with Flood Brothers Disposal & Recycling Co. since January of 1996. Flood Brothers has partnered with the Village to institute several program innovations targeted to improve the service quality for residents and recycling. Flood Brothers partnered with the Village of Carol Stream and DuPage County Community Development Department to enhance the apartment recycling program that included the delivery of in-unit recycling totes for approximately 1,800 multi-family tenants. Flood Brothers also works with the local schools and our seniors to host annual education event to grow our participation and spearhead the future. Flood Brothers has been a good neighbor and community partner through many charitable outreach programs. I can count on one hand in the last 27 years the issues we have experienced with Flood Brothers and that is one reason we have continued this partnership. **I highly recommend Flood Brothers as a new partner to your community.**



Every year, Flood Brothers shows the support to our community with their big time presence for **Prospect Heights** parades. We cannot thank them enough for everything they do, and for always supporting our community events. When it comes to service whether it is residential or commercial our team gets prompt responses and resolution. **Flood Brothers is a great service provider and even better community partner**



WHY CHOOSE **Flood Brothers**

COMMITMENT

- Partnering with the community to support seniors, special causes, collection assistance, and education.
- Sustainability & Environmental Impact – own a material recovery recycling facility.

SERVICE

- Dedicated customer support available around the clock, every day of the year.
- Closer Proximity to Westmont = faster response time.
- Customized, adaptable options to meet your needs.

PROFESSIONALISM

- Financially established with proper asset investments (equipment, technologies, transfer center, own containers).
- Vision towards smarter waste & recycling solutions.

PROVEN TRACK RECORD

- 30+ year track record of servicing communities like Westmont.
- Oldest continuous family-owned waste hauling firm in the area.
- Our family name proudly displayed on our fleet of trucks reflects our dedication.





THANK YOU!

Do you have any questions?





QUICK REFERENCE RATES
May 1, 2024 - April 30, 2025 Rates

Curbside refuse and Recycling Collection monthly cost

Single Family Home	
30/35 Gallon Container	\$17.28
64 Gallon Container	\$17.96
90 Gallon Container	\$18.60
Single Family Home Senior Rate	
30/35 Gallon Container	\$13.37
64 Gallon Container	\$13.89
90 Gallon Container	\$14.37

Additional Service Rates

Additional Waste Sticker	\$2.50 per month
Yard Waste Sticker	\$3.35 per sticker
95-gallon yard waste/food scrap cart	\$28.00 per month

630.261.0400
WESTMONT@floodbrothersdisposal.com

RECYCLING GUIDE

YES

ALL THESE TYPES OF RECYCLABLES CAN BE LOOSELY MIXED IN YOUR RECYCLING BIN

Plastic Bottles & Jugs #1-#5 & #7 (Clean & Dry)

Gabletop Milk & Juice (Clean & Dry)
Juice Boxes (Clean & Dry)

Aluminum & Tin

Cardboard Paper, magazines, newspaper, and boxes from cereal, crackers & frozen meals

Glass (Clean & Dry)

- Fiber Materials**

 - Bond Paper (white/colored)
 - Computer Paper
 - Calculator Tape
 - Envelopes
 - Junk Mail
 - Legal Pad Paper
 - Letterhead
 - Magazines
 - Newspaper
 - Cardboard
- Co-Mingled Materials**
(Clean & Dry)

 - Aluminum Cans
 - Steel Cans
 - Plastic Soup Containers
 - Bi-Metal Cans
 - Plastic Water / Soda / Juice Bottles
 - Liquid Detergent Bottles
 - Microwave Trays
 - Milk Jugs
 - Plastics #1-5 & #7
 - Glass
 - Gable-Top Boxes (Milk & Juice)

WHEN IN DOUBT, LEAVE IT OUT!

NO

PLACE ALL THESE NON-RECYCLABLES INTO A DESIGNATED GARBAGE CAN

Styrofoam & Polystyrene

Plastic Bags

Paper Towels

Food Packaging & Snack Wrappers

Coffee & K Cups

- Non-Recyclable Materials**
- Food or Beverage Waste
 - Candy & Snack Wrappers
 - Non-Paper Packing Material
 - Plastic Strapping
 - Rubber Bands
 - Stickers or Labels
 - Plastic, Latex & Rubber Gloves
 - K-Cups
 - Plastic #6 (Polystyrene)
 - Styrofoam
 - Plastic Grocery Bags
 - Paper Coffee Cups & Lids
 - Tissue Products & Napkins
 - Shrink Wrap & Food Packaging

17W609 14TH STREET
OAKBROOK TERRACE, IL 60181-3718
www.floodbrothersdisposal.com

Professional Waste Haulers

Personalized Service

Competitive Pricing

Family Owned & Operated

90 YEARS OF SERVICE

EXAMPLE

RESIDENTIAL GUIDE FOR WASTE & RECYCLING VILLAGE OF WESTMONT

We believe in smarter waste solutions and we are here to prove it with:

COMMITMENT

With a proven track record of more than 90 years of experience, we can offer solutions to a wide variety of demanding environmental needs. But beyond our expertise, we're a family-owned business that believes in honest hard work, a fair price and courteous staff that's accessible.

SERVICE

At Flood Bros., our reputation is built upon our energetic responsiveness to customer needs and our reliable service. Our drivers are committed to safety and are trained for the best industry practices for residential to commercial collection and everything in between. Our customer care team is made up of proactive listeners ready to discuss your questions and concerns. We realize and appreciate budgets; our solution-finding experts will work with you to find the best fit for your collection needs.

PROFESSIONALISM

Thinking, strategizing and putting in the extra effort is not a lost art at Flood Bros. Our professional team of experts, including more than 25 Flood family members, work together to provide our vision of smarter waste solutions. Our drive to serve our customers grows stronger every day. We lead the industry in the latest technology, like our alternative fuel trucks, and believe keeping the Village of Westmont clean is a team effort.

630.261.0400
WESTMONT@floodbrothersdisposal.com

Refuse

Flood Bros. will provide each single-family household with a 65-gallon refuse cart upon initial distribution. Flood Bros offers refuse cart service plan options. Available refuse cart sizes are 95 and 35 gallons. Material outside a refuse cart still requires refuse stickers. These stickers are available for purchase through Village Hall / Local Retail Stores. Collection will occur weekly on your scheduled day. Additional household refuse beyond the Flood Bros. cart or customer container may be placed in containers or bags not exceeding 35-gallons and 50lbs in weight with an affixed refuse sticker. Residents utilizing 95-gallon size trash cart will not require to use additional stickers . Refuse is required to be out by 6:00 am each service day. Additional carts may be rented through Flood Bros. by contacting our office, a monthly rental fee of will be applied.

Recycling

Flood Bros. will provide each single-family household with a 65-gallon refuse cart upon initial distribution. Collection will now occur weekly on your scheduled day. Recycling will be collected at an unlimited quantity of properly prepared household recycling. Recycling is required to be out by 6:00 am each service day. Preparation requirements for households participating in the recycling program including rinsing, removing labels, flattening, removing caps, and lids, etc. can be found on our website. Residents may place their recycling materials in additional containers marked recycling with handles or simply place them neatly alongside of recycling containers on collection days.

Yard Waste & Food Scrap Collection

Flood Bros. will provide yard waste collection weekly April 1st through December 15th. Collection will occur weekly at the curb. Yard waste is required to be out by 6:00 am each service day. **First** week of April residents are able to put out five (5) yard waste bags or cans free of charge. All yard waste shall be placed in a waterproof plastic or metal container with a tight cover, or a biodegradable Kraft bag, of a size no larger than 35 gallons and not exceeding 50lbs. All units set out must have an affixed yard waste sticker. These stickers are available for purchase through Village Hall. Residents also have the option of renting a yard waste/or-ganics 95 gallon cart, a monthly rental fee will apply. First week of April residents are able to put out five (5) yard waste bags or cans free of charge. We accept bundles of brush or limbs, providing the

bundles do not exceed a weight of 50lbs per bundle, are not more than four (4) feet long, are not more than two (2) feet in diameter, do not contain limbs greater than three (3) inches in diameter and are tied with a proper yard waste sticker affixed. Residents will have the option to mix yard waste and clean food scraps in yard waste cart during yard waste season for composting. Best practices are available. Visit our website for more information. FALL LEAF COLLECTION There will be a free leaf collection through December along with the entire month of November. Please do not mix branches and grass with leaves during this free leaf week. All other types of yard waste set out at the curb during this week and month must have a yard waste sticker. No yard waste will be collected without the proper stickers affixed to your bags or cans.

Bulk Items

Flood Bros. will collect one (1) bulk item per week on refuse collection day at no charge. Additional bulk items are three (3) stickers per item. Items that are considered bulk items: mattresses, box springs, tables, chairs, chairs, and other discarded furniture. Four (4) rolls of carpet will equal one (1) bulk item, (no longer than 4 feet in length and 18 inches in diameter).

Christmas Tree Collection

Flood Bros. will provide a special free collection for Christmas trees the month of January.

White Goods

Flood Bros. will also provide collection services for one (1) white good item (i.e. appliances) weekly at no charge. Examples shall include refrigerators, dish washers, water heaters, washers, dryers, etc. Residents will be asked to call our office 48 hours prior to collection to schedule pick up.

Household Hazardous Waste

Flood Bros. requires residents to reach out to our office when possible hazardous waste material may need to be disposed of (i.e. paint, pesticides, poison, cleaning solvents, oil, gasoline and other automotive fluids).

OFFICE HOURS

7:30am -5:30pm
8:00am-12:00pm

Monday – Friday
Saturday

Our offices are closed on the holidays listed in the Holiday Schedule.

Holiday Schedule

If a Holiday falls on a weekday or Sunday, (if a holiday falls on Sunday, the holiday will be observed on the following Monday) and your regularly scheduled pickup is on or after the holiday, your pickup will be delayed by one day. The following is a list of observed holidays:

New Year’s Day Memorial Day Independence Day
Labor Day Thanksgiving Day Christmas Day

Billing

Residents will receive an invoice from Flood Brothers bi-monthly.

ONLINE PAPERLESS BILL PAYMENT

Our online payment program is a convenient, paperless option for customers to pay their bill. Please visit **www.floodbrothersdisposal.com** to set up a User ID and Password. Enter your original access code found on your invoice to finish registering and begin making online payments. Our site permits payment from a checking account or a credit card. The online bill payment program also allows customers to view past payments made through the system, current account balance and payment due date.

ELECTRONICS RECYCLING

Residents are required to contact our office for curbside collection of up to ten (10) items total that fall under the acceptable E-Waste Program including one (1) television, per quarter at no charge. Flood Bros. will collect additional televisions for a charge of \$30.00 per television. Televisions that weigh over 50lbs will be charged accordingly. For proper collection to occur residents must call our office 48 hours prior to their collection day to schedule this special pick up.

Visit our website for acceptable items.

Collection Days

Collection Day
Monday
Tuesday
Thursday
Friday

EXAMPLE



April 1, 2024

Dear Westmont Resident,

Beginning May 1, 2024, the Village of Westmont will be changing its solid waste services contractor. The Village has selected Oakbrook Terrace based Flood Brothers Disposal to provide all solid waste services in a manner similar to what is now in place with Waste Management (WM) with some new value-added services. The enclosed welcome packet from Flood Brothers outlines the services to be provided to all residents within the Village.

The distribution of carts will begin in the final weeks of April. Each resident will receive one (1) 65-gallon refuse cart and one (1) 65-gallon recycling cart, the carts are included in the monthly costs. If residents would like to change refuse or recycling cart sizes to 35 or 95-gallon those changes may be requested, residents can request cart change via Flood Brothers website and completing the online customer portal.

The current service schedules Monday, Tuesday, Thursday, or Friday will remain. **A new feature in this contract is recycling collection will now be weekly.** Residents will still be allowed one (1) bulk item per week at no charge. The leaf collection program will remain, with a new value during the first week of April up to five (5) yard waste bags/cans will not require a yard waste sticker. Additional services include the collection of white goods, the option to dispose of electronics and hazardous waste at the curbside.

Flood Brothers will now be administering the billing for services on a bi-monthly basis. Residents will have the option to set up automatic payment through our online customer portal. Please note that NO automatic payment information will be transferred, and residents will be required to enroll with Flood Brothers.

Flood Brothers will begin the transition during the last few weeks of April with carts being delivered to all residences. PLEASE do not use these carts for pick-up until May 1, 2024. WM will begin to remove your current WM owned carts on your last scheduled service day in April. The cart removal process may take multiple days. Please leave your WM carts outside until they are removed.

If you have any questions about the transition, please feel free to contact Flood Brothers direct at 630-261-0400 or westmont@floodbrothersdisposal.com . We are excited to be the newest partner to the residents and staff of Westmont.

Regards,

Flood Brothers Disposal Co. & Village of Westmont,



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Village of Westmont Administration & Finance Committee Staff Reports - 2024-01-11

Village Manager

Migrant Topics

- 3000 Asylum Seekers pass through DuPage. Drop offs at Metra Stations (per DuPage OEM):
 - Aurora - 3
 - Bartlet - 1
 - Bensenville - 1 (not at train station)
 - Downers Grove - 10-12 (reportedly)
 - Elmhurst - 10
 - Glen Ellyn - 6
 - Hinsdale - 12
 - Lisle - 2
 - Lombard - 2
 - Naperville - 6
 - Villa Park - 3
 - West Chicago - 2
 - Westmont - 1
 - Wheaton - 12
 - Winfield - 1
 - Wood Dale - 4
- Westmont - single bus on Sa 12/23. All boarded Metra to Chicago except 2 who had a ride arranged.
- No Community has yet experienced any difficulties, troubles, or illegal activities. All travelers went on to Chicago landing point or had arranged rides with family/friends.
- There are five DuPage communities with ordinance addressing drop-off procedure(s):
 - Hinsdale (non-homerule)
 - Clarendon Hills (non-homerule)
 - Addison
 - Aurora (partially in DuPage)
 - Bensenville
- DMMC Managers' Committee - 1/02/2024
 - 24 member communities in attendance
 - Of those, one had ordinance (Aurora)
 - 14 expressed no intention of an ordinance
 - 5 are considering partial restrictions, but still researching
 - All concerned about home-rule authorities
 - All understand that this is all reported to and navigated by DuPage OEM
 - None have had any incidents
 - All agreed that the destination is Chicago
 - All are comfortable with orderly transfer (without additional attention) - even those with ordinances
 - No one has fined or confiscated any bus
 - All are in agreement that this is all reaction to Chicago ordinance. Fix that and there will be no desire to transfer outside of Cook County.



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Economic Development

2024 Westmont Economic Development Overview

This is a list of 31 projects in-process in Westmont at this time by geographical area along with the projected project schedule (Note - opening schedules are subject to change).

Downtown Westmont Central Business District

- West Quincy Streetscape Project - Planning for Phase 2 of the West Quincy Streetscape project is underway, construction is scheduled for 2025
- 3 W. Quincy Street - Whisky Hill Brewing - Project approved, plans for construction are moving forward
- 7 W. Quincy Street - Crown's Fish & Chicken - Scheduled to open Winter 2023-2024
- 15 W. Quincy Street - Tokyo Restaurant - Scheduled to be open in 2024
- 7 S. Lincoln Street - Shop 4 Less - Scheduled to open Winter 2023-2024
- 4 W. Burlington Avenue - J-TRACK-NUTRITION - Scheduled to open first quarter of 2024
- 10 W. Burlington Avenue - Roci Hair Salon - Scheduled to open Winter 2023-2024
- S. Linden & E. Dallas - Westmont Park District Center - Scheduled to open first quarter of 2024
- 111 S. Cass Avenue - New Holy Trinity Parish Center - Project approved, plans for construction are moving forward
- 15 S. Cass Avenue - Bacuri Bakery & Cafe - Scheduled to open in the first quarter of 2024
- 16 W. Burlington Avenue - Burlington Health Services - Scheduled to open first quarter of 2024
- 1 N. Cass Avenue - Activity to redevelop this project site is underway
- 15 N. Cass Avenue - The Mane Lab - Scheduled to open Winter 2023-2024
- 34 N. Cass Avenue - Beauty and the Baker - Scheduled to be open Fall 2024
- 42 N. Cass Avenue - Former China Chef building purchased, new asian restaurant to open - Proposed to open second quarter of 2024
- 136 N. Cass Avenue - Cat Grooming Service - Scheduled to open Second Quarter 2024
- 124 N. Cass Avenue - L Boutique & Spa - Scheduled to open first quarter of 2024
- 17 E. Chicago Avenue - Urban Tri-Gear expansion - Retail store approved, open date TBD in 2024

South Westmont Business District

- 6154 S. Cass Avenue - Encore Car Wash - Scheduled to open January 2024
- 6320 S. Cass Avenue - Medical Office - Scheduled to open first quarter of 2024
- 720 W. 63rd Street - Truepower Generator Service - Scheduled to open first quarter of 2024

North Westmont Business Development

- 420 N. Cass Avenue - Cass Avenue Dream Homes - Final phase under construction, proposed to be completed in 2024
- Willow Crest Golf Course Redevelopment Project - In a "Hold" status
- 13 W. Ogden Avenue - WingStop - Scheduled to open January of 2024
- 52 E. Ogden Avenue - Skyzone - Scheduled to open second quarter of 2024
- 330 E Ogden Avenue - New Medical Office (former Bakersfield & Bohemian Crystal properties are being combined)



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- 600 Oakmont Lane, Suite 650 - Midwest Mechanical Group - Scheduled to open first quarter of 2024
- 665A Pasquinelli Drive - D Cuisine - Scheduled to open January 2023-2024
- 725 Pasquinelli Drive - McGrath Auto Body Repair Shop - Scheduled to be open in 2024
- 1111 Pasquinelli Drive Suite 600 - ADT - Scheduled to open Winter 2024
- 145 Plaza Drive - Net Games - Scheduled to open first quarter of 2024

Future updates will include new projects that seek to build/open in Westmont.

Finance Department

- The staff budget kickoff was held January 8, 2024, to officially start the budget preparation for the next fiscal year(s). With the changing of the fiscal year the Board will be adopting a budget for May 1, 2024 - December 31, 2024 and another budget for January 1, 2025 - December 31, 2025. The budget workshop is tentatively scheduled for Thursday April 25, 2024 with the plan that the budget will be considered for Board action on the May 2, 2024 meeting.
- At the September 21, 2023 meeting the Board approved Purchase Order 24200812 in the amount of \$49,343.00 for a 2023 Ford F-150 to replace squad 48 which was totaled in an accident. Due to the UAW strike and personnel changes the order we placed for the 2023 F-150 was not fulfilled by Ford. We now have to purchase a 2024 F-150 and there is an increase in price of \$5,277. Because the increase is more than 10% we are bringing it to your attention here, but because the amount of the increase is below the threshold for your approvals, it will not be presented as a separate Board action.

Administrative Services/Clerk's Office

Statistics from December 2023

- Ordinances - 11 ordinances were processed
- FOIAs - 22 were completed
- Liquor Licenses - 58 renewals
- Business Licenses - 8 New Business Licenses issued.
- Liens - 8
- Agendas/Cancellations - 10 were created/posted

Annual Statistics 2023

- Ordinances - 171 processed
- FOIAs - 344 completed
- Liquor Licenses - 60 renewals for 2023 and 58 renewed for 2024
- Business Licenses - 933 Business Licenses were issued
- Liens - Approx. 73 Liens and Releases were Recorded
- Agendas/Cancellations - 146 completed & posted

Liquor Commission

The following is a brief summary of my activities for December 2023:

- Completed background review of Streets Div. employment candidate
- Review request from Mariano's on possibility of having video gaming and requiring ordinance changes. They were notified that the liquor commissioner was not inclined to approve any changes at this time.



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- Assisted Deputy Village Clerk with liquor license issues with Aspired Living.
- Processing liquor license application for Whiskey Hill Kitchen and Brew on Quincy Ave.
- Weekly meetings with Mayor and John Zemenak on various liquor issues.
- Processed a change in liquor license class request by Taste Greek Street Food. (on 01/25/24 agenda)
- Reviewed a possible over serving incident/report at Dolces. No action taken.
- Assisted Deputy Liquor Commissioner with liquor license renewals where needed.
- Reviewed under age purchases of tobacco (enforcement checks) with two (2) violations at Marathon Gas (W. Naperville Rd) & Westmont Tobacco in St. James Crossing
- Completed the monthly Video Gaming Revenue report
- Reviewed various annual entertainment requests for liquor licensed businesses

Communications

- **Board Meeting & Board Reports** - Coordinated, edited, published, and distributed trustee reports for Village Board Meeting
- **Committees** - Staff Liaison to 5 committees, currently
 - **Environmental Improvement Committee**
 - Held Dec.4 meeting
 - Upcoming meeting Jan. 8
 - Guest speaker from Clarke Mosquito presented at December meeting
 - Guest speakers Patti Mielcarski and Spencer Parker talked about Waste hauling RFP process and provided update at December meeting
 - Approved and awarded 2 Dark Sky Grants
 - Reviewing goals for 2024
 - Continuing to follow through on developing research parameters regarding Monarch Project and use of pesticides
 - **Westmont First Committee**
 - No January meeting
 - Quarterly meetings set for 2024, next meeting Feb. 20
 - **Sister City Committee**
 - Invitation to two different Lunar New Year events
 - **Illinois Reads**
 - Continuing to be a part of a new Illinois Reads program being coordinated by CUSD201
 - Communications will be publishing more info once it is confirmed
 - **Holly Days Committee**
 - Holly Days Parade Day events went well
 - New Trustee float for Holly Days Parade worked well for Trustees and guests
- **Community Events**
 - **Publicity** - Created/distributed publicity for various local government & non-government events



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- **Waste Management Event Participation** - Annually and on-going, coordinate and communicate the specific requests from the village for all community events that require resources. Most recent event was Holly Days coordination; next event will be Beer Fest
- **Clarke Mosquito Event Spraying Coordination** - Annually and on-going, coordinate and communicate the specific requests from the village for all community events that require pre-event mosquito spraying. Next events for spraying will be in May
- Public Works Events - Planning to schedule meeting with PW
- **PIO Update**
 - Scheduling follow-through on NIMS Training
 - Received links to online training
- **Website**
 - Several 311 Requests from IT
 - Worked with Business Office on parking information to create new web page with this information and remove this info from outdated FAQ entry
 - Worked with Public Works on website updates regarding the creation of a new Water Division information page which included review of numerous municipal websites and creation of new text for update info
 - New Public Works Water Division page includes useful information regarding lead water pipes and village safety precautions
 - Continuing to work with Public Works on website re: water division related info as well as page for Phase II of West Quincy Project
- **Volunteers** - Continue follow-up to volunteer requests via the village website
- **Press Releases** - More than 20 new community news releases for the Village & local entities
 - Mental Health Awareness & the Holidays
 - Keep Pets Safe in Cold Weather
 - DG Township Senior Assistance
 - Joe Hennerfeind Named CD Director
 - Holly Days Pics
 - Yard Waste Ends Dec 15
 - Salt Use & the Environment
 - Cold Weather Tips for your Home
 - Village Service Awards
 - Park Winter Beer Fest Feb 17
 - PD Special Olympics Fundraising Goals
 - DuPage Co Offer Weatherization
 - Volunteer Opportunities
 - Citizen of the Year Nominations
 - Restaurant Week
 - 9 O'Clock Routine
 - Snow Removal Operations
 - Successful Keep the Wreath Red
 - Citizens Fire Academy
 - Shoveling Around Hydrants



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■ WORKING ON NEW ARTICLES

- Community Development End Of Year Report
 - Budget Workshop
 - Coffee With The Mayor
 - No Mow Program
- **Social Media Posts** - 26 graphics/links to Facebook, Twitter, & Nextdoor
- **Graphic Design** - Created & published numerous graphics to assist with communicating village news: 9 O'Clock Routine, Volunteer Opportunities, Keep Pets Safe and more
- **Westmont Community News Magazine - Village Newsletter**
 - Completed Winter News Magazine
 - Working on Spring issue
 - On-going coordination of all aspects of news magazine production including research, soliciting and following up on information requests and submissions, photography, graphic image creation, cover layout, complete document layout, coordination of editing and proofing, coordination of delivery to printer and then distribution via post office, follow up on vendor payment schedule
- **Electronic Bulletin Board Posts** - About 10 different messages posted by the Village/Library
- **Westmont E-Newsletter**
 - Published on Fridays after Village Board Meetings, getting new subscribers every week; reinforces village information published on the village website & via social media
 - Digital versions with working links created and posted on website
- **News Media Coverage** - Monitoring local social media posts to oversee accuracy
- **Special Projects**
 - **Coffee With The Mayor / SWBD Theme** - Assisted with the concept and coordination of CWTM event that was held on Dec. 13 at the TECO Center - the meeting was well attended and focused on South Westmont Business District updates
 - **Coffee With The Mayor 2024 Events** - Continuing to work on the coordination for the overall plan for 2024 CWTM events, scheduled to start in March
- **Media Materials** -
 - **Water Bill** - updated & published new water bill info notices for next billing cycle
 - **Village Hall Lobby Display** - Updated regularly to reflect most current news information
 - **Train Station Lobby Display** - Updated regularly to reflect most current news information
 - **Comcast Cable Display** - Checked frequently and updated with graphics as needed
- **Pictures** - Attended Village Service Awards, took photos and shared with participants
- **Misc.** - Participation in conversations about potential updates to the Communications Office and work area to include more space for storage, meetings, internship program, and more

Information Technology

- Assisted the library in relocating their lab computers to accommodate the painting of the lab.
- Older CCTV cameras are being upgraded with current



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Human Resources

- **Compensation & Benefits Study**

- Individual impact sheets explaining how the compensation study applied to each employee were distributed on or about December 15.
- While there are some outstanding administrative items to finish in order to fully implement the study, we have wrapped up our involvement with the consultant, Pontifex, and consider the study substantially complete.

- **Policy Updates**

- Meetings were held with staff - both in person and virtually - on December 21 to discuss the policy changes that were approved at the December 14 Village Board Meeting. Those changes included both legislative and administrative updates to the following policies:
 - Sec. 62-91 - Pay Policy
 - Sec. 62-97 - Vacation Policy
 - Sec. 62-98 - Vacation Award Schedule
 - Sec. 62-105 - Paid Time Off (PTO) Bank - Part-time EEs
 - Sec. 62-131 - Sick Leave
 - Sec. 62-132 - Bereavement Leave
 - Sec. 62-139 - Victims Economic Security and Safety Act (VESSA)
 - Sec. 62-143 - Employee Blood and Organ Donation Leave
 - Policy GP-01 - No Smoking Policy
- Redlined versions of the amended policies were sent to all employees on December 29 along with a policy acknowledgement form.

- **Recruitment**

- **Open Positions / Interviewing**

- **Public Works**

- Public Works is undergoing some restructuring, which is likely going to create some internal movement as well as require external hiring. HR and Public Works are collaborating to fill the open positions.

- **New Hires/Rehires**

- Bret Boyle - Probationary Police Officer - 12/04/2023
 - Glen Blaylock, Jr. - Probationary Police Officer - 12/07/2023
 - Chadd DeVries (*rehire*) - Arborist - 12/26/2023

- **Promotions / Job Changes**

- Joe Hennerfeind - Community Development Director - 12/04/2023

- **Retirement/Resignations/Separations**

- Kurtis Golias - Seasonal Public Works - 11/17/2023
 - Daniel Rooney - Police Officer - 12/29/2023
 - Erik Santiago - Police Officer - 12/21/2023
 - John DePasquale - Police Officer - 12/22/2023
-