



June 17, 2026

Mr. Phil Kiraly – Village Manager
Village of Glencoe
675 Village Court
Glencoe, IL 60022

Re: LRS / VOG Residential Waste, Recycling and Organics Renewal

Dear Phil,

On behalf of LRS, and before all else, I'd like to start by thanking you and Village staff for the honor of being Glencoe's contracted residential waste, recycling and organics hauler. Partnering with the Village is a privilege for us; we are eager to continue this relationship.

As laid out in the email that Jen Maddux sent on June 5, 2026, we understand that the Village would like to see some enhancements in its renewal with LRS, as well as some tighter service and customer-service standards that would be enforceable by way of contract language. To this extent, LRS will provide a blueprint to work off of that we believe would be fair to the Village but also not be unfairly punitive for issues that may not have been attributable to LRS.

- 1) Weekly Bulk Item Allowance: LRS would allow all Village of Glencoe residents the ability to put out one "bulk" item per week. The bulk item would be defined by existing contract language. We believe this would be a natural benefit to VOG residents but also dissipate that amount of material on Village parkways during its annual Clean-up Day.
 - a. *Should the Village consider discontinuing its annual Clean-up Day, LRS would provide residents the ability to put out two bulk items per week. This will reduce costs to the Village each year, eliminate abuse by non-Glencoe residents and allow residents to accomplish the goal of clutter reduction without the disruption of the annual Clean-up Day.*
- 2) The Village has requested a more stringent standard on LRS' remittance of GCFS fees. Although we hope the Village feels *that this has been resolved* over the course of this year, we understand that getting this remittance in a timely manner was not always the case. LRS would provide contract language that provides tighter standards for the GCFS fees and penalties (which we would not anticipate) for fees that are submitted to the Village beyond the firm due date.
 - a. *LRS would also consider additional pricing incentives should the Village be willing to take over responsibility for collecting this fee.*
- 3) The Village has expressed concerns over service and customer-service standards. Above all, safety and exceptional service is what LRS holds most important, so we are grateful for your team bringing this to the forefront of a possible renewal. As part of a new agreement, LRS would include updated service and customer standards which would include identifiable metrics and KPIs. Although we would not anticipate substandard performance in these areas, LRS would



agree to language that held it responsible by way of fines for not achieving these reasonable standards. Those would include:

- a. Failure to collect garbage, recycling or yard waste (organics) within 24-hours or next business day after notification from resident or Village for misses not due to late-outs or accessibility (\$50 per occurrence)
 - b. Failure to respond to calls or emails within 24 hours or next business day placed by residents or the Village (\$25 per occurrence)
 - c. Failure to answer any calls to our standard CX phone line within a reasonable amount of time (\$25 per occurrence)
 - d. Failure to submit GCSF remittances by an agreed-to date each month (\$50 per occurrence)
- 4) LRS will provide some ideas for a senior rate or low volume rate for residents that would benefit by having a lower volume of waste and recycling.
- 5) The Village has asked for a return to 7-day service for public cans stationed in the Village's Central Business District. LRS would include this as part of its obligations on a seasonal basis (per the Village's request).

These items serve to be the framework and general starting point for LRS. We are also crafting updated pricing which we will have for your review over the next few weeks. We are being as deliberate as possible with this process due, in part, to the considerable fuel and inflation headwinds we are facing, and our intention to provide the most competitive pricing possible.

If you have any questions, please feel free to reach out to me. Again, our partnership with the Village of Glencoe is very important to us. We want to do everything we possibly can to make sure you, Village staff and Council, and most importantly, Glencoe residents are as pleased and comfortable as possible with a renewed contract and services.

All the best,

A handwritten signature in black ink, appearing to read "Bill Kenney", is written over a circular stamp or seal.

Bill Kenney
bkenney@lrsrecycles.com

Cc: Joshua Connell
George Strom