Request for Qualifications (RFQ)

for

Professional Services

for

RainReady

RFQ Issued: February 26, 2024

Response Due: 4:00 PM on March 15, 2024

The Village of Oak Park, Illinois (the Village) is issuing a Request for Qualifications (RFQ) to solicit qualifications from interested professional services firms to provide RainReady program design, management, outreach, and implementation for residential green infrastructure projects.

To have your qualifications considered, the documents must be provided in PDF, emailed to azielinski@oak-park.us with the subject line:

Professional Services for RainReady

Qualifications must be received no later than 4:00 PM on March 15, 2024. Qualifications received after the closing time and date will not be considered.

Project Information

Notice to Firms

The Village of Oak Park, Illinois (the Village) is issuing a Request for Qualifications (RFQ) to solicit qualifications from interested professional services firms to provide RainReady program design, management, outreach, and implementation for residential green infrastructure projects. RainReady is a green infrastructure cost share program for homeowners in Oak Park. These services will be procured in accordance with the Village's policy on Qualifications Based Selection (QBS). The Village is seeking a firm to provide services through two contracts: the first contract for the program design and the second contract for the program management, outreach, and implementation. Negotiation and authorization to proceed for the second contract will begin after the completion of the first contract.

Project Objective

The objective of this project is to implement green infrastructure projects to decrease hazardous flooding, thereby improving stormwater infrastructure in this region and providing public health and environmental benefits to the residents of Oak Park.

Budget

The Village has budgeted $90,000 annually for five years for the RainReady program. This amount includes both the administrative costs for program design/management/outreach/implementation and the grant funds to be awarded to residents for construction of green infrastructure projects. The Village aims to maximize the amount to be used directly as grant funds.

Contract 1: Program Design

Scope of Services

The Village of Oak Park provided a RainReady program from 2017 to 2021. The program was managed by the Center for Neighborhood Technology (CNT) and funded by the Village of Oak Park. The Village is seeking a firm to provide all services to redesign and rebrand the RainReady Oak Park program in 2024.

The scope of services for the project shall include:

1. Review and update the attached program design to improve and streamline the program processes. The consultant shall evaluate opportunities to improve program efficiencies through areas such as the application review process and home assessment process.

2. Develop a program equity strategy in alignment with the equity goals of Climate Ready Oak Park. The Village has been awarded technical assistance to develop a green infrastructure equity strategy for this program. The consultant shall collaborate with the technical assistance providers and refine the equity strategy, including considerations for applicant outreach, selection, and level of financial and technical support.

3. Develop a program outreach strategy, including outreach materials, methods of outreach, and timing of outreach.

4. Create and update RainReady Oak Park program documents, including but not limited to the program workplan, application forms and process, assessment template, frequently asked questions, and grant agreement.

5. Develop a training program and screening process for green infrastructure contractors. Contractors that complete the training program will be listed on Village's website, which will assist residents in completing the installation of their projects.

The previous RainReady Oak Park Work Plan document is attached for reference. This information will be revised and expanded as described above, and it should not be considered a template for the updated workplan.

Contract 2: Program Management, Outreach, and Implementation

Scope of Services

The Village is seeking a firm to provide all services to manage and implement the RainReady program through 2026, with the possibility of extending the contract annually for up to two years. This contract will be negotiated based on the program design developed through the first contract.

The scope of services for the project shall include:

1. Project Management: Provide project management in alignment with the updated workplan developed in coordination with the Village. Communicate project challenges, successes, and status updates to the Village staff on an ongoing basis.

2. Program Outreach and Community Education: Work with the Village on outreach activities as planned in the program outreach strategy. Engage residents through a variety of channels to create awareness about the program and promote the benefits of green infrastructure. Provide outreach materials for Village communications channels including the website, newsletters, and social media. Provide in-person outreach at Village events.

3. Application Management, Participant Selection, and Enrollment: Manage program applications, evaluate applicants, provide recommended applicants to the Village for review, engage with applicants via phone calls, and manage the program enrollment.

4. Home Assessments: Perform home assessments and written reports with specific recommendations for up to 40 homes each year, dependent on the budget. Design recommendations shall be developed in alignment with Village policies, and consultant shall have authority to provide recommendations without review by Village staff. Assessment reports shall include site visit findings, proposed design specifications, design details, and homeowner education on flood risk, green infrastructure, and maintenance and monitoring. An example assessment report is attached with this RFQ. The report format will be revised as needed based on the program design.

5. Program Evaluation: Develop key performance indicators that will be used to evaluate the program design and process using qualitative and quantitative data. Create and deliver a participant experience survey, and complete post-construction evaluations. Provide an annual evaluation summary including but not limited to the following metrics: participant experience survey results, types of green infrastructure installed, size of green infrastructure installed, number of applications received. Provide a map depicting the location and type of projects completed.

The detailed scope of services and schedule will be negotiated at the time of contract development. The current anticipated schedule for the services is:

- Start date of the project: 05/01/24
- End date of the project: 12/31/26

General Requirements

General

The following general information is provided and will be carefully followed by all Consultants to ensure the qualifications are properly prepared.

1. All submitting Consultants must furnish all information required by this RFQ.
2. The Village reserves the right to conduct discussions with qualified Consultants in any manner necessary to serve the best interest of the Village and consistent with the Illinois Procurement Code (30 ILCS 500/).

Proprietary Information

1. Except as provided herein or as otherwise set forth in the Illinois Procurement Code, all proceedings, records, contracts, and other public records relating to procurement transactions will be open to inspection in accordance with the Illinois Freedom of Information Act (5 ILCS 140/).
2. Each Consultant has the right to identify data or other materials submitted in connection with this procurement as trade secrets or proprietary information, which will not be subject to inspection pursuant to the Illinois Freedom of Information Act, by stating such in respect to the relevant portions at the time of submission of its proposal.

Questions and Communication

1. All contact between prospective Consultants and the Village with respect to this RFQ will be formally held at scheduled meetings or in writing through the issuing representative. Questions and comments regarding meaning or interpretation of any aspect of this RFQ must be submitted in writing to azielinski@oak-park.us, and must be received on or before March 8, 2024. Only written questions will be accepted. Questions and/or comments which are submitted after the deadline set forth within this RFQ will not be answered.
2. The Village will respond to all questions and comments that are submitted hereunder and are deemed to address a matter that is relevant and substantive in nature within a reasonable period of time, in the form of a written Addendum that will be transmitted to all prospective Consultants at the address furnished to the Village for such purpose. Oral communications between the Village and Consultant regarding the interpretation or meaning of any aspect of this RFQ are not authorized and may not be relied upon for any purpose.

Addenda to the RFQ

1. The Village reserves the right to amend this RFQ at any time prior to the deadline for submitting qualifications. If it becomes necessary to revise any part of this RFQ, notice of the revision will be given in the form of an Addendum that will be provided to all prospective Consultants who are on record with the Village as having received this RFQ. If, in the opinion of the Village, the deadline for the submission of proposals does not provide sufficient time for consideration of any Addendum, then such deadline may be extended at the discretion of the Village.
2. It will be the responsibility of each Consultant to contact the procurement contact identified in the RFQ prior to submission of a proposal hereunder in order to determine whether any addenda have been issued in connection with this proposal. Notwithstanding any provisions to the contrary, the failure of any Consultant to receive any Addenda will neither constitute grounds for withdrawal of its proposal nor relieve such Consultant from any responsibility for incorporating the provisions of any Addenda in its proposal. Upon issuance by the Village, Addenda will be deemed to have become a part of this RFQ to the same extent as if set forth fully herein.

Arrearage, Debarment, and Suspension

By submitting qualifications in response to this RFQ, the Consultant will be deemed to represent that it is not in arrears in the payment of any obligation due and owing the Village, the State of Illinois, or any public body in Illinois. This representation will be deemed to include the payment of taxes and employee benefits. The Consultant further agrees

that, in the event it is awarded a contract hereunder, it will not become in arrears to any such public body during the term of the contract. The Consultant agrees that that no officer or employee thereof has been debarred or suspended or otherwise excluded from or ineligible for participation in, any public procurement activity of a nature similar to this RFQ. The Consultant will not knowingly engage any subcontractor who has been debarred or suspended or who is otherwise excluded from or ineligible for participation in public procurement activity and will include in each of its subcontractors and subcontractor agreements certifications on the part of its subcontractors that satisfy the requirements of this provision. The consultant also represents that the firm does not appear on any active suspension or debarment lists with the State of Illinois: https://cpo-dot.illinois.gov/suspensions.html

Submitting Qualifications

1. The deadline for submitting qualifications has been provided herein. Submittals will be opened in accordance with the provisions of the Illinois Procurement Code. There will be no public opening. The list of prospective Consultants will be available for public inspection only after Contract award or upon cancellation of the RFQ.
2. Except as set forth below, the required transmittal or cover letter must accompany the proposal. The purpose of the transmittal or cover letter in to formally submit the qualifications to the Village and to bind the Consultant to the terms, conditions and specifications contained in the RFQ. The transmittal or cover letter must be signed by an individual who is authorized to bind the Consultant to all matters set forth in the qualifications.

Late Qualifications

Qualifications or unsolicited amendments to qualifications arriving after the deadline will not be considered.

Rejection of Qualifications

The Village reserves the right to: (a) reject any or all qualifications received; (b) cancel the RFQ at any time prior to award; and/or (c) waive informalities in the event the Village determines such action is in its best interest. Qualifications must meet or exceed the mandatory requirements of this RFQ. If a Consultant does not meet a mandatory requirement, it will be rejected.

Presentations

The Village may elect to conduct interviews with prospective consultants. Consultants selected for an interview will be notified by March 22, 2024. The Village anticipates that any interviews will be conducted during March 25-29, 2024.

Negotiation

The Village requires a minimum three-person team to negotiate with firms. The team will consist of the Village Engineer and two Civil Engineers. The team may delegate this responsibility to staff members.

In the event that the Village determines in writing and in its sole discretion that only one Consultant is fully qualified, or that one Consultant is clearly more highly qualified and suitable than the others under consideration, a contract may be negotiated and awarded to that Consultant. The Village reserves the right to negotiate any aspect of the proposal or the Contract in any manner that best services the needs of the Village and is within the scope of this RFQ. The Village is under no obligation to award, but may do so based upon an analysis of submitted qualifications and subsequent negotiations.

Cost

The Village will not be liable in any way for any costs incurred by respondents in replying to this RFQ.

Village of Oak Park Qualifications Based Selection Policy

The Village receives federal funds, which may be used to fund the professional services. Our written policies and procedures as described herein for QBS will meet the requirements of 23 CFR 172 and the Brooks Act.

1. Initial Administration. The Village QBS policy and procedures assign responsibilities to the Village Engineer with the Village for the procurement, management, and administration for consultant services.
2. Written Policies and Procedures. The Village believes their written policies and procedures substantially follows Section 5-5 of the BLRS Manual and specifically Section 5-5.06(e), therefore; approval from IDOT is not required.
3. Project Description. The Village will use the following five items when developing the project description and may include additional items when unique circumstances exist.
    - Describe in general terms the need, purpose, and objective of the project;
    - Identify the various project components;
    - Establish the desired timetable for the effort;
    - Identify any expected problems;
    - Determine the total project budget.
4. Public Notice. The Village will post an announcement on our website www.oak-park.us and/or publish an ad in a newspaper with appropriate circulation. The item will be advertised for at least 14 days prior to the acceptance of proposals, and at least twice in the newspaper and/or on continuous display on our website.
5. Conflict of Interest. The Village requires consultants to submit a disclosure statement with their procedures. The Village requires the use of the IDOT BDE DISC 2 Template as their conflict of interest form. This form will only be requested from the selected consultant(s).
6. Suspension and Debarment. The Village will verify suspensions and/or debarment actions by use of the System for Award Management (SAM) Exclusions, IDOT's Chief Procurement Office (CPO) website, Capital Development Board CPO, General Services CPO, Higher Education CPO, Illinois Department of Labor, and the Illinois Department of Human Rights websites to ensure the eligibility of firms short listed and selected for projects.
7. Evaluation Factors. The Village allows the Village Engineer to set the evaluation factors for each project but must include a minimum of five criterion and stay within the established weighting range. The maximum of Disadvantaged Business Enterprise (DBE) and local presence combined will not be more that 10% on projects where federal funds are used. Project specific evaluation factors will be included at a minimum in the Request for Qualifications.
    - Technical Approach (10 - 30%)
    - Firm Experience (10 - 30%)
    - Specialized Expertise (10 - 30%)
    - Staff Capabilities (Prime/Sub) (10 - 30%)
    - Work Load Capacity (10 - 30%)
    - Past Performance (10 - 30%)
    - In-State or Local Presence (0 - 5%)
    - DBE (0 - 5%)
8. Selection. The Village requires a minimum three-person selection committee. Typically, the selection committee members include the Village Engineer and two Civil Engineers. The selection committee members must certify that they do not have a conflict of interest. Selection committee members are chosen by the Village Engineer for each project. The Village requires each member of the selection committee to provide an independent score for each submittal using the form below prior to the selection committee meeting. The selection committee members' scores are averaged for a committee score which is used to establish a short list of three firms. The committee score is adjusted by the committee based on group discussion and information gained from presentations and interviews to develop a final ranking. If there are other firms within 10% of the minimum score, the Village Engineer may choose to expand the short list to include more than three firms.

Criteria	Weighting	Points	Firm 1	Firm 2	Firm X
Criterion 1					
Criterion 2					
Criterion X					
Total	100%	100			

9. Independent Estimate. The Village will prepare an independent in-house estimate for the project prior to contract negotiation. The estimate is used in the negotiation.
10. Contract Negotiation. The Village requires a two-person team to negotiate with firms. The team consists of the Village Engineer and Civil Engineer. Members of the negotiation team may delegate this responsibility to staff members. A cost proposal will only be requested from the first ranked firm. If an agreement cannot be made on an agreed cost, a proposal will be requested from the second ranked firm, and so on until a negotiated cost can be agreed to. Any cost proposals from firms that were not selected will be disposed of.
11. Acceptable Costs. The Village requires the Village Engineer to review the contract costs and the indirect cost rates to assure they are compliant with Federal cost principles.
12. Project Administration. The Village requires the assigned Project Manager to monitor work on the project in accordance with the contract and to file reports with the Village Engineer. The Village procedures require an evaluation of the consultant's work at the end of each project. These reports are maintained in the Village's consultant information database. The Village follows IDOT's requirements. Record retention, responsibility, remedies to violations or breaches to a contract and resolution of disputes are covered under the Village's standard agreement language that will be executed with the successful vendor.

Submittal Organization and Format

Proposals will address the following general topics and also emphasize the Consultant's qualifications to perform the services. Proposals will be evaluated on the basis of the information presented by the Consultant and the evaluation criteria set forth in this RFQ. This selection is a QBS process and no firm shall submit estimates of cost with its proposal.

Consultants will follow the proposal format outlined in this section. Failure to adhere to the prescribed format may result in rejection of the Consultant's proposal. All proposal elements shall be included and shall include at a minimum the following:

Transmittal or cover letter

A transmittal letter or cover letter must be prepared on the Consultant's letterhead, must accompany the proposal, and must be signed by a duly authorized representative of the Consultant. The transmittal or cover letter must include an affirmative statement that binds the firm to the terms, conditions; specifications contained in the RFQ. The transmittal or cover letter is not included in the overall page count for the proposal and therefore should not exceed one page. At minimum, the letter must include all of the following information:

1. Consultant's full legal name
2. Type of entity and state of organization or incorporation
3. Consultant's principal address
4. Consultant's mailing address (if different)
5. Name and title of contact for the purposes of this RFQ
6. Telephone number and email address of principal contact

Background

This section will include a brief history of the firm and its organization, including name and contact information of the principal or officer who will serve as the primary point of contact for the Consultant and who will have authority to negotiate on behalf of the Consultant. This section will also include a general description of the Consultant's experience in providing the services described in this RFQ, including any special qualifications, experience, awards, etc. At the election of the Consultant, the Background may be included in the Consultant's transmittal or cover letter.

Project Approach

The purpose of this section is to present the Consultant's understanding of the project requirements. This section shall include a preliminary proposed management plan based on the scope of services outlined in this RFQ, including coordination of multiple concurrent tasks and how they will be accomplished to meet schedule and budget constraints. Include in this section a discussion of any joint ventures and subcontractors to be used. Any specific challenges or critical project elements shall also be identified in this section. A discussion of the Consultant's approach to quality control/quality assurance will be included in this section. The responsibilities of each joint venture contractor or subcontractor will also be discussed. The Consultant should address how Village staff will be integrated into the services to be provided under this RFQ.

Project Personnel

This section will contain the names, background, and experience on similar types of projects of the key personnel proposed for these services. An organizational chart showing duties, responsibilities, and the lines of communication will be included in this section. Resumes that demonstrate experience on similar projects and specify the individual's duties on those projects will be included as an appendix to the proposal. Include in this section guarantees that, for so long as its members continue to be employed by the Consultant, the project team will remain as proposed and will be assigned to this project for its duration. Following award of a contract hereunder (if any), any substitution or other change in project team personnel must be approved in advance by the Village.

Experience and Qualifications

This section should discuss the experience and qualifications of the Consultant and the project team in the performance of projects of similar size and nature as that described herein. For joint ventures, the experience of all firms as it relates to this project must be discussed. In order for a Consultant to be deemed qualified to perform the services described in this RFQ, the experience listed in this section of the proposal must be in accordance with or contain the following:

1. Have been completed within the last five (5) years from the issuance date of the RFQ
2. Be of a scope similar to that outlined in this RFQ
3. Brief description of the project
4. Scope of services provided by the Consultant
5. Construction cost (if completed)
6. Identify the project manager and other key team members
7. Provide contact information for references

Financial Responsibility

The Consultant will provide evidence of financial responsibility Unless such information is otherwise included in the Background section, the Consultant will additionally provide a statement indicating the length of time the firm has been in business, the number and location(s) of its office(s), the current number of full-time employees.

Format

The proposal in its entirety shall be on 8.5”x11” sheets in PDF, tabbed by section and be a maximum of 30 single-sided pages using minimum size 12 font., inclusive of all required information. If a submitting firm is confident that their qualifications for the work can be exhibited in fewer pages than the maximum they are encouraged to do so.

Selection Criteria

All submittals will be evaluated based up on the following criteria and respective weights:

1. Technical Approach (20%)
2. Firm Experience (25%)
3. Specialized Expertise (25%)
4. Staff Capabilities (15%)
5. Past Performance (10%)
6. In-State or Local Presence (5%)

Village of Oak Park
RainReady Pilot Program
Work Plan

Program Date: 2016 – 2017
Prepared By: Center for Neighborhood Technology

Contents

1.0 Program Overview

The Village of Oak Park (the Village) has allocated funding for a RainReady pilot program, administered by Center for Neighborhood Technology (CNT). The pilot program is intended to provide flood risk reduction to homeowners experiencing non-sewer backup flooding, through a suite of green infrastructure solutions. The pilot program will complement the Village's existing Sewer Backup Protection Grant Program, which provides up to a 50 percent cost share to eligible homeowners who install an overhead sewer or backflow prevention valve.

The primary objectives of the Village of Oak Park RainReady pilot program are:

- Reduce residential basement flooding due to poor landscaping conditions
- Reduce burden on the municipal sewer system through residential stormwater infiltration
- Complement the Village's Sewer Backup Protection Grant, Rain Barrel Program, and other environmental initiatives
- Raise awareness of nature-based solutions for reducing flood risk
- Collect data to inform the expansion of the program
- Position the Village to seek external funding for stormwater management

High-quality design, nature-based solutions, data-driven assessment and evaluation, and strong project management and customer service are key elements of this program. CNT will conclude the pilot program by evaluating the program impact, producing a case study of one home, and developing recommendations for program expansion.

1.1 Eligibility

All applicants must be residents of the Village of Oak Park, and currently have a functioning sewer backup protection system. Applicants must own and occupy a single-family home and meet other Village compliance requirements. The program will fund green infrastructure measures constructed at the exterior of the residence.

Table 1. Eligible Building Types
• Owner-Occupied Single Family Home

Table 2. Eligible Flood Mitigation Measures [1]
• Rain garden • Bioswale • Re-grading tied to flood mitigation • Permeable pavement • Cistern • Dry well • Other green infrastructure measures, as approved by CNT and the Village of Oak Park

1. Homeowners are expected to have disconnected downspouts, or received a waiver to maintain connected downspout(s), through previous participation in the Sewer Backup Protection Grant Program.

1.2 Cost Share Budget

The pilot program will offer cost-share grants to 10 homeowners. Project costs above maximum cost share percentage and/or maximum grant amount will be paid by the homeowner. The full cost of the project must be paid by the homeowner prior to reimbursement from the Village. Only one reimbursement payment will be issued after project construction has been completed.

Table 3. Eligible Reimbursement Costs

• Design and Engineering Services
• Labor and Equipment Rental
• Materials and Construction related to the Scope of Work
  o Debris removal
  o Site restoration
  o Soil placement
  o Waste disposal
• Village Construction Permit Fees

Table 3. Ineligible Reimbursement Costs
• Landscaping and other Construction not specified in the Scope of Work • Tree removal • Watering and maintenance of trees, grass or plants • Private construction inspection services hired by the homeowner • Costs associated with utility staking • Surveying, above and beyond project staking

Table 4. Grant Cost Share Percentage
• Up to 50% of eligible approved project costs

Table 5. Maximum Grant Amount
• $1,300 Per Applicant

1.3 Application Process

Targeted outreach will be conducted for previous participants in the Village's Sewer Backup Protection Grant Program. Initial homeowner contact will be performed by the Village. Outreach will include a CNT-hosted RainReady community event, and email and telephone direct contact. Homeowners will be invited to complete the RainReady application and grant and maintenance agreement. Applications will be available online, at the Village Hall, at the RainReady community event, and directly emailed by CNT.

CNT will review the applications to identify 10 homeowners to participate in the pilot program. The homeowner selection process will evaluate whether the pilot program is suitable for the homeowner and building. CNT will notify the selected homeowners and confirm their participation.

Table 6. Program Participation Conditions
Responsibilities and Liabilities • Applicant must execute a grant and maintenance agreement. • Projects must be maintained by the property owner for a minimum of three years. • It is the applicant's responsibility to start and complete work once the project has been approved. • The applicant must obtain applicable permits from the Village before work begins. • The Village and CNT are not liable for personal injury or property damage. • Approved projects do not carry a warranty with the Village or CNT. **Project Schedule** • Applicant must submit a construction bid for approval within one month of the assessment. • The project must be completed by Spring 2017. **Project Budget** • Applicant must pay a refundable deposit to the Village towards the home assessment cost. • Applicant must submit all final costs and receipts and submit to the Village for reimbursement. • Maintenance costs are the responsibility of the property owner. **Property Access** • Applicant must grant access to the property to CNT and Village of Oak Park officers and employees for assessment, construction and maintenance inspections. • Applicant must grant the access to the property to Village of Oak Park officers and employers for the duration of the maintenance term.

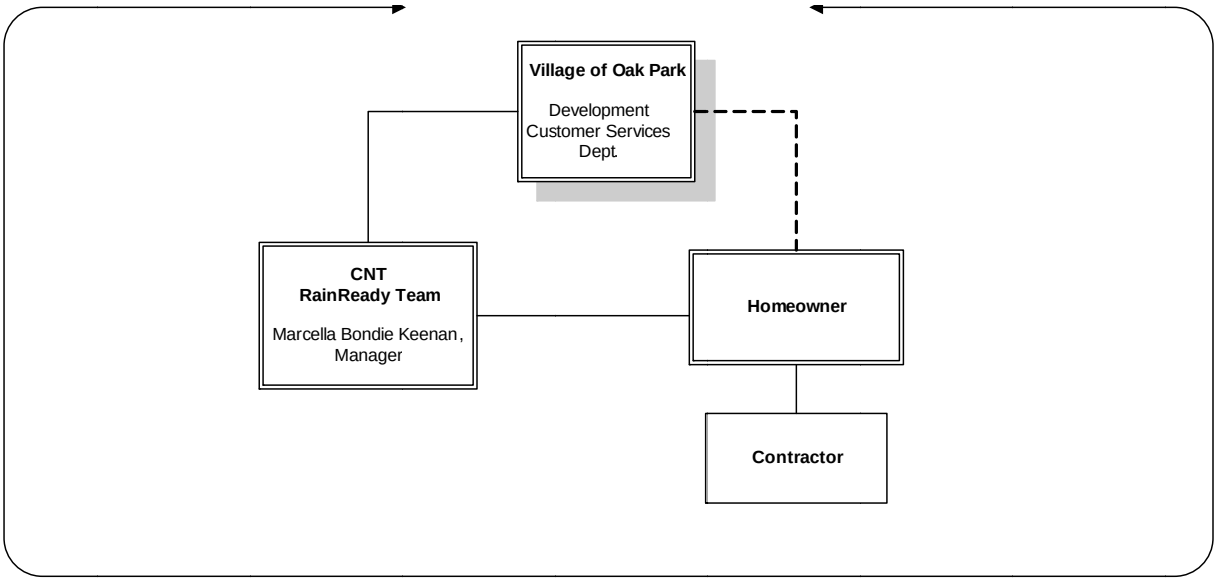
1.4 Project Implementation

Each selected homeowner will receive a RainReady Home assessment for the property exterior. Based on the assessment, the RainReady Home assessor will prepare a recommended construction scope of work that includes eligible flood mitigation measures. CNT will present the scope of work to the homeowner for acceptance. The homeowner may decline any recommendation or present an alternative recommendation, for approval by CNT and the Village. Upon accepting the scope of work, the homeowner will solicit and select a construction bid, oversee the construction, issue payment to the contractor, and submit the grant reimbursement form. The Village will provide assistance to property owners to obtain necessary permits, if applicable. Upon completing the project, the homeowner will submit a reimbursement form, including supporting documents, to the Village. CNT will visit the property to document the final conditions and issue a notification of completion, and invite the homeowner to participate in a post-construction monitoring and evaluation program.

Table 7. Program Documents
• Program Application • Grant and Maintenance Agreement • Construction Scope • Construction Bid • Notification of Completion • Grant Reimbursement Form • Homeowner Resource and Referral Packet • Outreach Communications Material

2.0 Program Work Plan

2.1 Organizational Chart

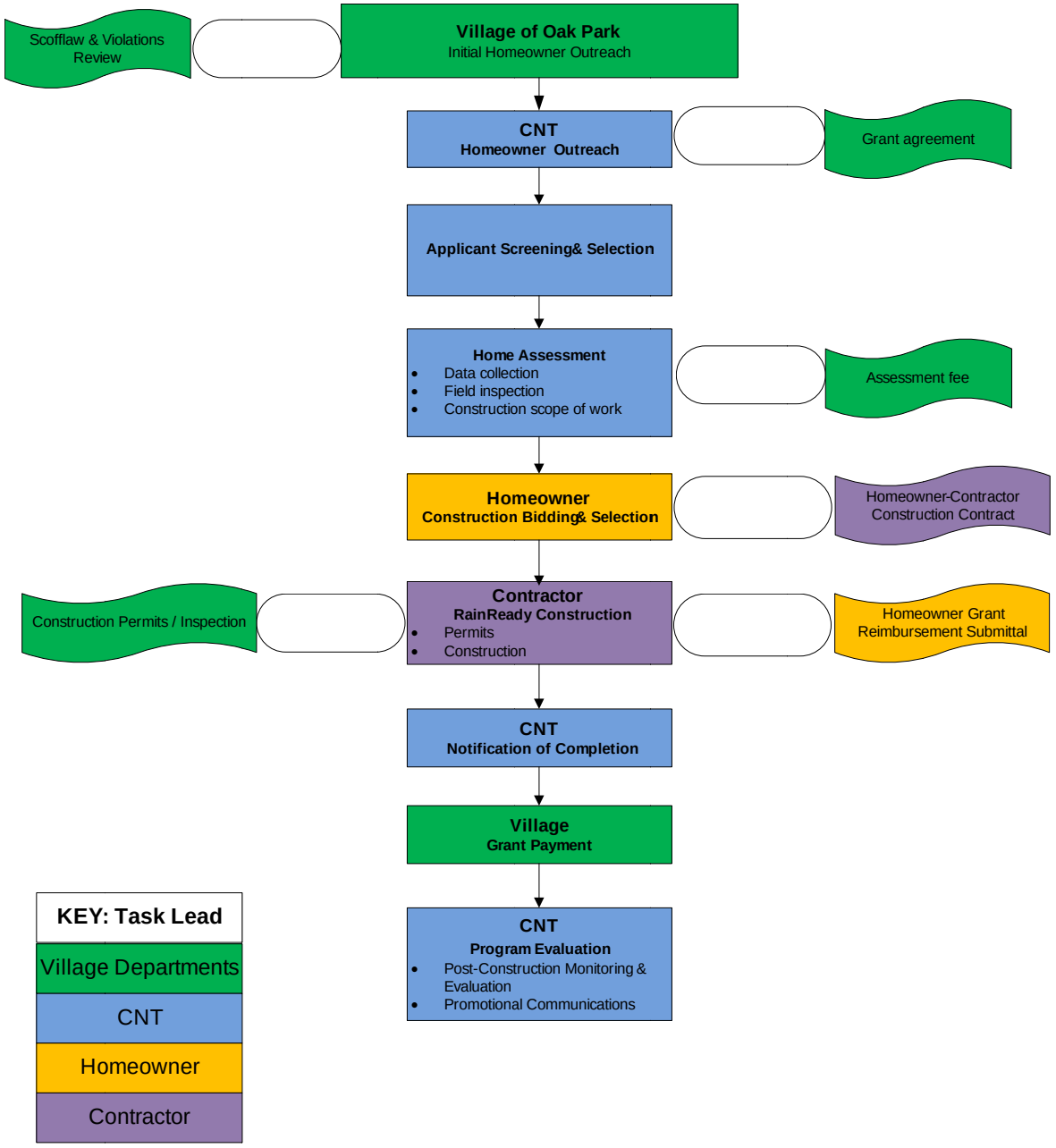


Village of Oak Park RainReady Pilot Program

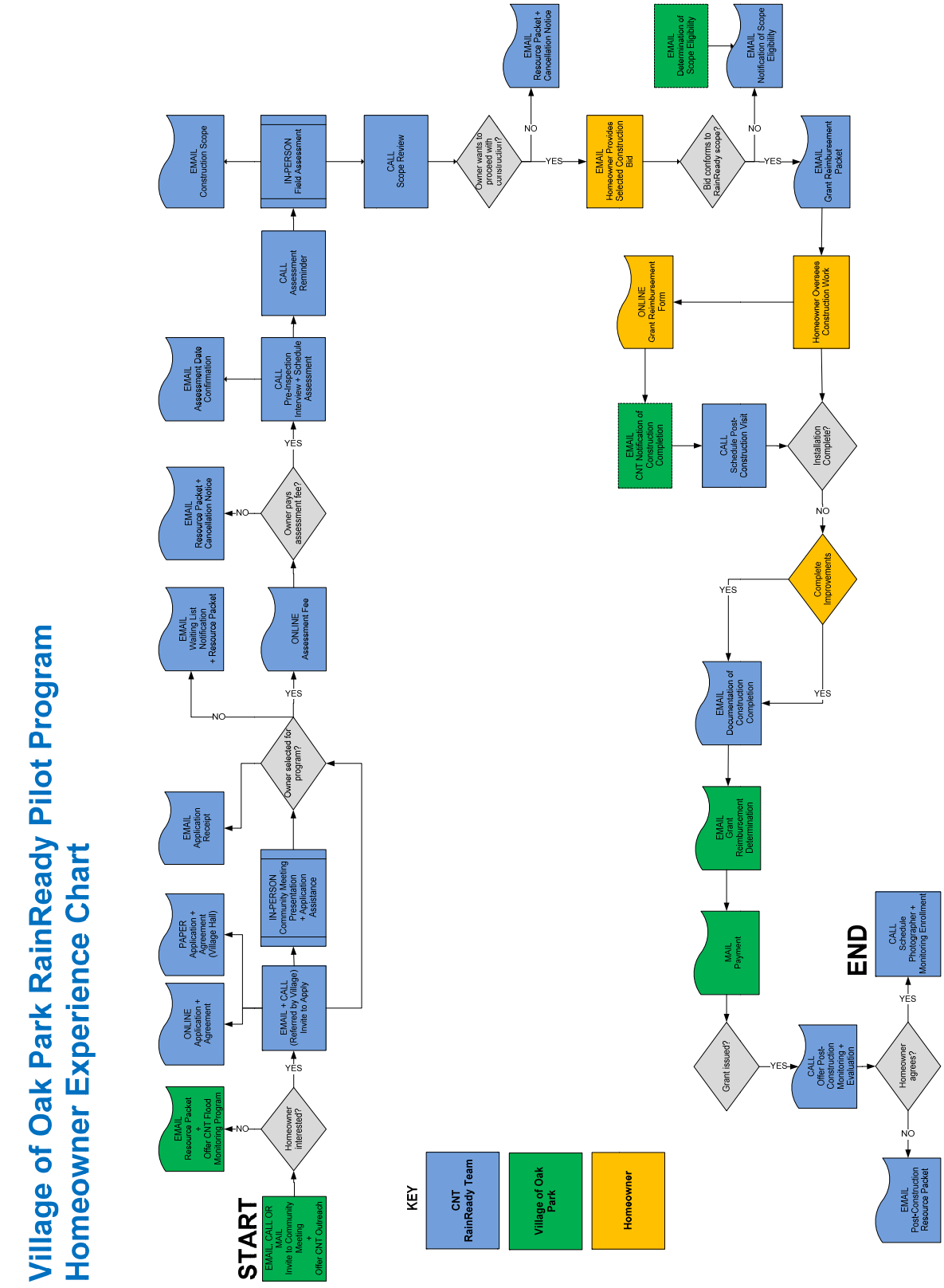
2.2 Program Team Roles and Responsibilities

Organization	Role	Responsibilities
Village of Oak Park	Program Funder	• Homeowner scofflaw and code compliance review • Initial homeowner outreach • Grant agreement documents • Refundable assessment fee collection • Construction permits • Homeowner grant payments
CNT	Program Administrator	• Program design and monitoring • Program communications • Homeowner outreach • Applicant screening and selection • Pre-assessment interview • Home assessment and scope of work • Notification of work completion • Program evaluation
Homeowner	Program Participant	• Program application • Grant agreement documents • Contractor selection and oversight • Grant reimbursement application
Contractor	Contractor to Homeowner	• Construction permits • Construction work

Village of Oak Park RainReady Pilot
Program Process Flow



Village of Oak Park RainReady Pilot Program
Homeowner Experience Chart



2.3 Program Schedule

Deliverable and Task(s)	Responsible Party	2016					2017			
		Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Program Design										
Design program and deliver workplan	CNT									
Educational Outreach										
Design informational materials	CNT									
Perform initial homeowner outreach	Village									
Promote program through community event + outreach	CNT									
Document work with professional photography	CNT									
Deliver online photo essay	CNT									
Application Screening and Participant Enrollment										
Design + distribute program application	CNT									
Screen + enroll applicants	CNT									
Execute grant participation agreement	Homeowner									
RainReady Home Assessments and Construction Services										
Collect data: Homeowner interview + GIS	CNT									
Conduct home assessments + Deliver construction scopes	CNT									
Solicit + selection construction bid	Homeowner									
Construction work	Homeowner									
Document completion of project	CNT									
Submit grant reimbursement form	Homeowner									
Issue grant payment	Village									
Pilot Program Evaluation and Recommendations										
Deliver case study(ies)	CNT									
Deliver evaluation report	CNT									

3.0 Project Delivery

3.1 Process Flow: Individual Home

No.	Process Flow Step	If True/A	If False/B
1.	Village will perform initial homeowner outreach and confirm that homeowner has no unpaid obligations, outstanding code violations or other compliance barriers. Upon receiving interested homeowner referral, contact applicant and provide application assistance.	Next	Document number of attempts and methods. Notify Village.
2.	Review application and grant agreement documents for completeness.	Next	Notify applicant, encourage them to complete, and send Application Incomplete email.
3.	Evaluate suitability of building for green infrastructure using application information, aerial photography, and County Assessor data.	Next	Send Waiting List email.
4.	Evaluate suitability of site for green infrastructure using CNT Flood Solutions Tool and FEMA FIRM.	Next	Send Waiting List email.
5.	Evaluate suitability of homeowner for green infrastructure using application information.	Next	Send Waiting List email.
6.	Prioritize relative need of homeowner for flooding solution using application information and census data.	Next	Send Waiting List email.
7.	Prioritize opportunities for coordinated or clustered green infrastructure, using program data.	Next	Send Waiting List email.
8.	Obtain photo and PIN from County assessor website. Use PIN to pull deed from CCRD. Ensure deed matches applicant.	Next	Contact applicant to resolve issue with additional proof. If insufficient proof, send Application Ineligible email.
9.	Notify applicant of program approval and direct to Village to pay reimbursable assessment fee. Confirm with Village that applicant has paid assessment fee.	Next	If applicant declines to pay assessment fee, send Project Cancellation email and document.
10.	Call applicant to confirm preferred date of field assessment and conduct pre-assessment questionnaire.	Next	If applicant declines assessment, send Project Cancellation Letter, document reason(s), and flag for Village notification.
11.	Conduct flood prevention field assessment, and identify recommended green infrastructure measures.	Next	Send Project Cancellation Letter if building conditions are not suitable (do not match application). Refer to other assistance programs, as needed.
12.	Verify that assessor photo matches building.	Next	Resolve discrepancies and confirm ownership if necessary.
13.	Develop and email flood prevention scope of work to homeowner. Call homeowner to discuss and confirm intent to perform construction. Confirm	Next	If bid is not selected by deadline, notify applicant, encourage them to complete, and send Project

No.	Process Flow Step	If True/A	If False/B
	due date for homeowner to select construction bid.		Incomplete email. If applicant declines construction, send Project Cancellation Letter, document reason(s), and flag for Village notification.
14.	Homeowner emails selected bid. Review bid for conformance with RainReady scope of work.	Next	Contact applicant to resolve discrepancy. If homeowner prefers contractor scope, flag for discussion with Village. Notify applicant of Village scope eligibility determination.
15.	Email grant reimbursement documents. Call homeowner to discuss. Confirm anticipated construction completion date.	Next	If homeowner does not report project completion by anticipated date, contact applicant and confirm new anticipated completion date. If applicant declines construction, send Project Cancellation Letter, document reason(s), and flag for Village notification.
16.	Homeowner emails notification that construction is complete. Conduct final field visit to obtain final documentation. Confirm presence of approved green infrastructure measures.	Next	Contact applicant to resolve discrepancy. If homeowner wishes to submit unapproved measures for reimbursement, flag for discussion with Village. Notify applicant of Village scope eligibility determination.
17.	Send construction documentation and determination to Village and send Project Complete Letter to Homeowner.	Next	If approved construction work is not completed, send Project Cancellation Letter, and document reason(s).
18.	Confirm grant reimbursement with Village. Call homeowner to invite to participate in a case study and post-construction monitoring.	Next	Email post-construction resource packet.
19.	Enroll in monitoring program. Photograph installation.	End	

3.2 Applicant Outreach

Intent
To offer program assistance to eligible homeowners, and to ensure that eligible persons from all groups and/or populations least likely to apply, are fully informed of available services, encouraged to apply for services, and given the opportunity to improve their residences.

Requirements
The Village of Oak Park will use the Sewer Backup Protection Grant Program grantee database to identify homeowners who may be eligible to participate in the RainReady pilot program. Homeowners who have received the Sewer Backup Protection grant have demonstrated 1) concern about flooding; 2) willingness to invest in flood mitigation; 3) an existing sewer backup protection system at the home; 4) previously disconnected downspout(s), or connection waiver; 5) ability to complete required program documents; 6) ability to solicit, select, and oversee a construction contractor; and 7) general eligibility requirements, including ownership and occupancy of a 1 – 4 unit home, and no unpaid Village obligations or violations of Village of Code.

The Village will perform a scofflaw and code compliance review for each potential applicant, and contact potentially eligible individuals to notify them of the program. The Village will invite the homeowner to attend a CNT-hosted community meeting and ask if they would like to be contacted by CNT. The Village will forward contact information of interested homeowners to CNT for outreach. The Village may wish to provide uninterested homeowners with an emailed flood prevention information and/or an invitation to participate in CNT's ongoing flood monitoring program.

CNT will perform outreach to each potential applicant encouraging them to apply for the RainReady pilot program. During the pilot program period, CNT will not perform wider outreach to the general community. However, all individuals who have an existing sewer backup protection system and on-going non-sewer backup basement flooding are eligible to apply to the program and receive the same information, and they will all be evaluated using the same criteria.

All potential applicants will be invited to a community event hosted by CNT in the Village of Oak Park. CNT will present information about the RainReady Pilot Program, and provide additional educational content about residential flooding prevention. CNT will offer in-person application assistance at the event.

CNT will facilitate the enrollment process for each selected homeowner. CNT will be a point of contact for questions about the program requirements, rebates, and other Village programs or incentives that the homeowner may be eligible to participate in. All potentially eligible homeowners not selected for the pilot program will be placed on a waiting list for future program services.

Process

No.	Process Flow Step	If True/A	If False/B
1.	Upon receiving a referral from the Village of an interested homeowner, contact and provide application assistance.	Next	Document number of attempts and methods. Notify Village.

- Attempt to reach the potential applicant by email and telephone, up to three times (see SOP: Outreach Attempts). Leave a voicemail briefly explaining the purpose of the call and inviting the applicant to call CNT. After the first voicemail, send the community event invitation and application packet to the listed address or email. Document each attempt in Salesforce.
- If the applicant is reached by phone, explain the program services, invite them to the community event, and state that the application will be emailed. State that CNT can provide assistance with completing the application via telephone, and encourage the applicant to apply. Document the call

and the application email in the client's phone log in Salesforce.
- Offer in-person application assistance at the RainReady Pilot Program community event.
- If, after three outreach attempts and the community event, there is no response from the client, the CNT Project Manager will notify the Village and make a cancellation determination.

Resources
- RainReady community workshop presentation template
- RainReady outreach scripts
- CNT Salesforce database
- Salesforce trailhead

3.3 Applicant Screening

Intent
To ensure that pilot program funds are delivered to households which are suitable for the program services and receive positive impact from green infrastructure improvements.

Requirements
The following threshold requirements must be met for an applicant to be eligible for assistance through the program. Eligibility does not assure assistance, since it is expected that there will be more eligible applicants than can be served with available funds. The following process will be used when reviewing an applicant's written application. Application review should be completed within 10 business days of receipt of a complete application with all supporting documentation.

Process

No.	Process Flow Step	If True/A	If False/B
2.	Review application for completeness. • Update Salesforce with applicant data and building data. • Applicant must sign the grant and maintenance agreement prior to beginning the screening process. • If applicant applies without being referred by the Village, request a scofflaw and compliance review from the Village. If the Village identifies outstanding compliance or other issues, the applicant is not eligible to participate in the program.	Next	Notify applicant, encourage them to complete, and send Application Incomplete email.
3.	Evaluate suitability of building for green infrastructure using application information, aerial photography, and County Assessor data. • Identify basement, foundation, downspout and landscaping conditions. • Identify current flooding concerns and issues, including date of last flooding, flooding type, and depth of flooding. Identify existing flood prevention improvements installed by homeowner. • Calculate percent impermeable area. Calculate total square feet and total permeable square feet. Perform preliminary stormwater calculations.	Next	Send Waiting List email.
4.	Evaluate suitability of site for green infrastructure using CNT Flood Solutions Tool and FEMA FIRM.	Next	Send Waiting List email.

No.	Process Flow Step	If True/A	If False/B
	• Conduct flow path analysis mapping with CNT Flood Solutions Tool. • Map property using FEMA FIRM search. Save PDF to project file. Properties in a Special Flood Hazard Area or experiencing severe and chronic overland flooding from a water body or neighboring right of way are not suitable for the program. Send flood insurance information packet to homeowners who are mapped within a SFHA.		
5.	Evaluate suitability of homeowner for green infrastructure using application information. • Identify current landscaping/green infrastructure conditions, maintenance practices, and attitudes.	Next	Send Waiting List email.
6.	Prioritize relative need of homeowner for flooding solution using application information and census data. • Identify basement occupancy and homeowner estimated flood damage. • Identify aggregated socioeconomic data for the census tract and compare to community median.	Next	Send Waiting List email.
7.	Prioritize opportunities for coordinated green infrastructure. • Perform heat map analysis of all program applications to identify clusters of applicants.	Next	Send Waiting List email.
8.	Obtain photo and PIN from County assessor website. Use PIN to pull deed from CCRD. Ensure deed matches applicant. • See the Cook County Recorder's Office FAQ on checking a deed. Warrant Deed or Deed in Trust should be in applicant's name, or applicant to provide proof of beneficiary if in trust. Take a screen shot and save to applicant's file. The home may have been received as an inheritance, and a new deed may not yet be recorded. Marriage (for a surviving spouse) or probate documents may be acceptable. Complicated situations may require the homeowner to get a deed correctly recorded.	Next	Contact applicant to resolve issue with additional proof. If insufficient proof, send Application Ineligible email.
9.	Notify applicant of program approval and direct to Village to pay reimbursable assessment fee. Confirm with Village that applicant has paid assessment fee.	Next	If applicant declines to pay assessment fee, send Project Cancellation email and document. End.

Resources

- Cook County Assessor
- Cook County Recorder
- FEMA FIRM
- US EPA EJScreen
- CMAP Community Data Snapshot – Oak Park
- US Census Bureau American Fact Finder
- US Census Bureau American Housing Survey
- RainReady Flood Solutions Tool
- ESRI, *Getting to Know ArcGIS*

3.4 Home Assessment

Intent
To determine cost-effective green infrastructure measures to reduce future flooding risk at each participating property.

Requirements
The RainReady team must perform a home assessment to identify appropriate green infrastructure flood prevention measures. Based on the field assessment, the RainReady assessor must create a scope of work suitable for obtaining and comparing construction bids. CNT must submit the scope of work to the homeowner for use in obtaining construction bids.

Process

No.	Process Flow Step	If True/A	If False/B
10.	Call applicant to confirm preferred date of field assessment and conduct pre-assessment questionnaire.	Next	If applicant declines assessment, send Project Cancellation Letter, document reason(s), and flag for Village notification.
	• Contact the applicant within seven business days of application approval to schedule a site visit. Site visit must occur when the property exterior is clearly visible, e.g., not covered in snow. • Complete pre-assessment questionnaire during a phone call. Confirm detailed information concerning flooding history and concerns, and priorities for program participation. • Explain home assessment process and requirements. • Document in Salesforce.		
11.	Conduct flood prevention field assessment, and identify recommended prepare preventative green infrastructure measures.	Next	Send Project Cancellation Letter if building conditions are not suitable (do not match application). Refer to other assistance programs, as needed.
	• Document the assessment, scope of work, and other field data. Take photos and notes, prepare a site sketch, and complete the RRH field data collection form. • As needed and appropriate, evaluate the property for green infrastructure suitability, by conducting infiltration testing and a simple level survey. • Review green infrastructure and flood prevention educational materials with the homeowner.		
12.	Verify that assessor photo matches building.	Next	Resolve discrepancies and confirm ownership if necessary.
	• RainReady assessor to confirm during inspection.		

Resources
- RainReady data collection sheets and field tools checklist
- RainReady SOP – Green Infrastructure Feasibility Assessment
- RainReady homeowner educational materials
- ICLR, *Handbook for Reducing Basement Flooding*
- ASHI, *Home Inspection Handbook*
- Soil Characterization Laboratory, *Describing and Documenting Soil Conditions*

3.5 Scope of Work

Intent
To ensure that scopes of work developed for home flood mitigation projects meet the requirements of RainReady Home, include only items of a necessary and reasonable expense, provide contractors with enough information to be able to successfully bid, and provide sufficient detail to evaluate performance against the agreement.

Requirements
The RainReady Home assessor will develop a scope of work based upon the site assessment for mitigation work. The scope will be reviewed to ensure that it meets program requirements for eligible measures. The homeowner will have the option to reject any scope items.

Table A. Eligible Flood Mitigation Measures
• Rain garden • Bioswale • Re-grading tied to flood mitigation • Permeable pavement • Cistern • Dry well • Other green infrastructure measures, as approved by CNT and the Village of Oak Park

Process

No.	Process Flow Step	If True/A	If False/B
13.	Develop and email flood prevention scope of work to homeowner. Call homeowner to discuss and confirm intent to perform construction. Confirm due date for homeowner to select construction bid.	Next	If bid is not selected by deadline, notify applicant, encourage them to complete, and send Project Incomplete email.

The RainReady assessor should consider the following factors when developing the scope of work. See also SOP – Green Infrastructure Feasibility Assessment.

- Homeowner maintenance practices (rain garden, bioswale, permeable pavement)
- Land length available to obtain stormwater retention time (bioswale)
- Land slope, elevation, and general topography
- Soil drainage (bioswale, rain garden, permeable pavement)
- Sufficient overflow area, to avoid discharge into neighboring properties (dry well)
- Size, location and condition of disconnected downspouts

For each scope item, the RainReady project manager will confirm that the item meets the following criteria:

- Is implementing a flood mitigation measure to 1) infiltrate stormwater onsite, and 2) reduce risk of water intrusion into the home. There exists in the project file documentation for how the item fits one or both of these categories.
- The item includes information that defines the location and work to be performed, such that a skilled person unfamiliar with the project site would be able to determine from the item what to do. Includes standard planting lists, site sketch, and/or rendering, as appropriate.
- The item avoids reference to particular brands or service marks, allowing for purchase of any product or approach that meets the need. If a particular brand or propriety service is referenced,

No.	Process Flow Step	If True/A	If False/B

there must be a good rationale for why an alternative would be not acceptable (such as no alternatives being available).

For the final scope of work in its entirety, the reviewer should confirm the appropriate boilerplate elements are included:

- Requirements for warranty information, delivered in writing to the homeowner, for equipment and labor if applicable. Installed products should carry their manufacturer's warranty, and labor should be warrantied for at least 12 months. Additional warranty language or waivers are included as appropriate for mitigation measures.
- Requirement for compliance with all the Village grant terms.

Should the reviewer identify missing elements or other concerns, the scope will be returned to the site assessor for revisions or additions. If the scope passes review, the scope reviewer will prepare the project for submittal to the homeowner.

The RainReady Assessor will compile the findings of the pre-assessment interview, home assessment, and scope of work into an internal summary memo and database for the purpose of program monitoring and evaluation.

The RainReady Assessor will present the scope of work to the homeowner for acceptance. The Assessor will answer any questions concerning the scope and provide educational material, as needed.

Resources

- Scope of work template
- Scope review checklist
- Homeowner referral and resource list

3.6 Project Closeout

Intent
To verify the completion of grant-funded construction projects, and provide homeowners with an opportunity to participate in post-program monitoring and evaluation.

Requirements
Each project will receive a final site visit from CNT to verify that the approved construction work was completed, and to document final conditions. CNT will not certify work, issue punch lists, or investigate disputes or claims.

Process

No.	Process Flow Step	If True/A	If False/B
14.	Homeowner emails selected bid. Review bid for conformance with RainReady scope of work.	Next	Contact applicant to resolve discrepancy. If homeowner prefers contractor scope, flag for discussion with Village. Notify applicant of Village scope eligibility determination.
15.	Email grant reimbursement documents. Call homeowner to discuss. Confirm anticipated construction completion date.	Next	If homeowner does not report project completion by anticipated date, contact applicant and confirm new anticipated completion date. If applicant declines construction, send Project Cancellation Letter, document reason(s), and flag for Village notification.
16.	Homeowner completes grant reimbursement application. Village notifies CNT that construction is complete. Conduct final field visit to obtain final documentation. Confirm presence of approved green infrastructure measures.	Next	Contact applicant to resolve discrepancy. If homeowner wishes to submit unapproved measures for reimbursement, flag for discussion with Village. Notify applicant of Village scope eligibility determination.

- Upon notification that all work has been completed, the RainReady assessor will schedule a final site visit with the homeowner.
- The RainReady assessor will take dated final completion photos of work performed as outlined in the Scope of Work. The RainReady assessor will also verify with the Village that any required permits were obtained and any permit inspections were completed satisfactorily.
- Should the final site visit determine that the approved work was not completed, the RainReady assessor will inform the homeowner of the conditions. If the additional work is relatively simple, the contractor may submit a photograph of the completed work to the RainReady assessor. The photograph will be included in the project file. If the work, in the opinion of CNT, is extensive, then another final site visit will be scheduled.

No.	Process Flow Step	If True/A	If False/B
17.	Send construction documentation and determination to Village and send Project Complete Letter to Homeowner.	Next	If approved construction work is not completed, send Project Cancellation Letter, and document reason(s). End.
	• The RainReady Assessor will contact applicant and confirm that the project has been completed, ask if they have any additional questions or concerns, and remind them of ongoing obligations. • The RainReady Assessor will review the electronic records of the project to ensure all mandatory fields have been completed and the status information is correct to facilitate the proper reporting of project information.		
18.	Confirm grant reimbursement with Village. Call homeowner to invite to participate in a case study and post-construction monitoring.	Next	Email post-construction resource packet.
	• The RainReady Project Manager contacts the Village on a monthly basis to confirm grant payments. The RainReady Assessor contacts the applicant to invite them complete the customer satisfaction survey and to enroll in RainReady's post-construction monitoring program. If the participant indicates they have had a positive experience with the program, the RainReady assessor will invite them to complete the CNT Media Consent Form. Outcomes will be documented in Salesforce, including interest in participating in ongoing monitoring and media pieces.		
20.	Enroll in monitoring program. Photograph installation.	End	
	• Upon completion of the homeowner participation, the project will be marked as closed and records retained in accordance with CNT's record retention policies.		

Resources

- CNT media consent form
- RainReady customer satisfaction survey

4.0 Program Evaluation and Communications

Intent
To document and communicate the impact of the pilot program. To provide the Village with recommendations for program expansion.

Requirements

Key Objective	Measurement
Reduce residential basement flooding due to poor landscaping conditions	Number of homeowner-reported flood incidents during monitoring period
Reduce burden on the municipal sewer system through residential stormwater infiltration	Average calculated gallons of stormwater infiltrated or diverted by improvements, per home
Complement the Village's Sewer Backup Protection Grant, Rain Barrel Program, and other environmental initiatives	Types of eligible improvements selected by homeowners. Number of improvements tied to previously disconnected downspouts.
Raise awareness of nature-based solutions for reducing flood risk	Number of community event attendees and applicant referrals
Collect data to inform the expansion of the program	Percentage of homeowners enrolled in post-construction monitoring and evaluation
Position the Village to seek external funding for stormwater management	Social media tracking metrics for post-pilot communications material

Homeowners who have completed the pilot program will be invited to participate in post-construction monitoring and evaluation. CNT will prepare one or more case studies, which will provide a profile of the building, flooding history, grant-funded improvements, and metrics associated with the flooding and flood prevention measures.

CNT will evaluate the pilot program and document the findings, using qualitative and quantitative data. Qualitative data will evaluate program design and process, such as outreach outcomes, and resident feedback. The evaluation memo will provide program design recommendations for a wider roll-out of the program.

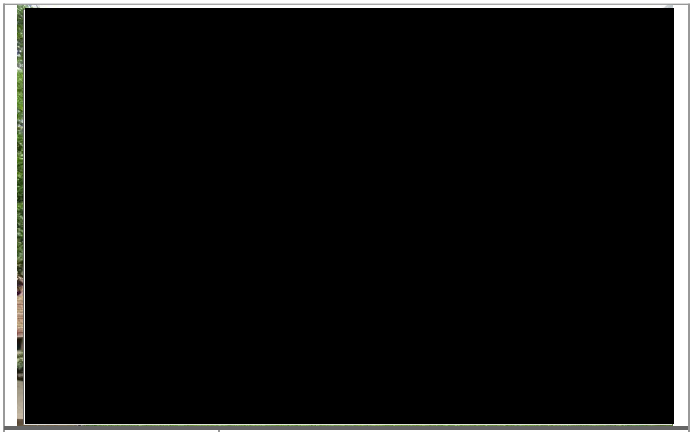
CNT will document the construction work with professional photography. The photos will be incorporated into an online photo essay and other social media that communicates the pilot program impacts.

Resources

- RainReady Home Monitoring Tool
- CNT Green Values Stormwater Toolbox
- CNT, *Green Infrastructure Data Quantification and Assessment*
- CNT et al., *Integrating Valuation Methods to Recognize Green Infrastructure's Multiple Benefits*
- CNT & American Rivers, *The Value of Green Infrastructure: A Guide to Recognizing Its Economic, Environmental and Social Benefits*
- CNT, American Rivers, The Great Lakes and St. Lawrence Cities Initiative, *Upgrade Your Infrastructure: A Guide to the Green Infrastructure Portfolio Standard and Building Stormwater Retrofits*

RainReady Home Assessment Report

Overview



Homeowner	[redacted]
Address	[redacted]
Assessment	[redacted]

The goals of the RainReady program are to:

- Reduce the risk of drainage problems by directing rain away from homes
- Reduce the burden on the sewer system by capturing rain where it falls
- Provide health and environmental benefits through nature-based solutions

Your RainReady assessment included:

- An interview with you about your flooding history and goals for participating in the program;
- A review of floodplain and other maps;
- Visual observation of your home's landscape and building exterior; and
- Visual observation of the adjacent properties and rights-of-way.

Based on our assessment, we recommend the following grant-eligible landscaping improvements to manage rain at your home.

- Remove existing impermeable surfaces and install permeable surfaces

This report also includes other non-grant eligible recommendations that you may wish to consider.

Understanding Your Flood Risk

Homes in our region are commonly affected by four types of flooding. The causes and solutions for flooding depend on the flooding type. Some flooding issues can be improved with smart landscaping that manages rain, looks beautiful, and increases property values. Other types of flooding can be addressed through plumbing, masonry, paving, gutter system or other improvements. You might have to use multiple solutions to manage your flooding concerns.

Common Flooding Issues:

- **Sewage backup** comes up from overwhelmed sewer systems into floor drains, sinks, tubs, and toilets in your basement;
- **Seepage** of stormwater or groundwater flows through cracks in your building foundation;
- **Overland flooding** causes yard ponding, or flows in through openings in windows and doors; and
- **Overbank flooding** occurs from the overflow of a river, ditch or other water body.

Your RainReady Home Assessment Results

Your Neighborhood
Soil Conditions: According to the Natural Resource Conservation Service (NRCS) Soil Survey, soils in your area are typically silty clay loam with a high water table, and moderately well drained. Moderately well drained soils can be amended to improve the absorptive capacity of bio infiltration practices such as rain gardens.
Neighborhood Flooding: You reported that your neighbors experience flooding.
Floodplains: Your home is in FEMA Flood Zone X. Zone X is an area of minimal risk for overbank flooding.
Your Home
Flooding History: You currently experience basement seepage. You have never experienced overbank flooding or a FEMA Flood Declaration for your home.
Home Maintenance and Flood Damage: To manage water at your home you: • Installed a rain barrel and diverter
Landscaping Goals: Your goals are to identify improvements to reduce the risk seepage in the basement, prevent icing and tripping hazards. You would also like to adopt more sustainable stormwater practices and beautify your home. You are interested in converting impermeable surfaces to permeable surfaces.
Building Conditions: • The downspout on the west side of the home is connected to the sewer system. • The downspout at the northwest corner of the home discharges at the foundation and onto the concrete walkway. • The joint seal on the north side of the home is deteriorated. • The downspout at the northeast corner is connected to the sewer system. • The downspout at the east side of the home is disconnected and extended. It discharges onto the patio. • The downspout at the southeast corner is disconnected and discharges into a planter. The extension is not properly connected to the downspout. • The clay standpipe at the southeast corner is not properly capped. • Two downspouts from the garage are connected to the sewer system. • The backyard has positive grading, meaning stormwater drains away from the home but it has poor infiltration.

Landscape and Building Exterior Observations	
The downspout on the west side of the home is connected to the municipal sewer system. Connected downspouts send water into the sewer system very quickly during storms. If the sewer becomes overwhelmed during a storm, sewage can back up into homes and streets. Connected downspouts can also be cracked or collapsed below ground, where you can't see the damage. If rain enters a damaged downspout, the water can seep through foundation cracks, and damage your foundation wall.	
The downspout at the northwest corner of the home discharges near your foundation and onto an impermeable surface. This allows rain to pond next to the foundation, which can cause water damage and seepage. This can cause excess runoff and icing, a safety hazard.	
The joint seal on the north side of the home between the foundation and the walkway is deteriorated and split open. Rain can seep through cracks in the seal, damaging the foundation.	

The downspouts at the northeast corner of the home is connected to the municipal sewer system. Connected downspouts send water into the sewer system very quickly. If the sewer becomes overwhelmed during a storm, sewage can back up into homes and streets. Connected downspouts can also be cracked or collapsed below ground, where you can't see the damage. If rain enters a damaged downspout, the water can seep through foundation cracks, and damage your foundation wall.	
The downspout at the east side of the home is discharging onto an impermeable surface. This can cause excess runoff and an icing hazard.	
The downspout at the southeast corner is disconnected from the sewer. The extension is not properly connected to the downspout. This can allow rain to pond next to the foundation, causing water damage and seepage.	
The clay standpipe at south east corner is not appropriately capped. This can allow rain and debris to enter the home drainage system, and seep through the foundation.	

The garage downspouts are connected to the municipal sewer system. Connected downspouts send water into the sewer system very quickly. If the sewer becomes overwhelmed during a storm, sewage can back up into homes and streets. Connected downspouts can also be cracked or collapsed below ground, where you can't see the damage. If rain enters a damaged downspout, the water can seep through foundation cracks, and damage your foundation wall.	
The garage downspouts are connected to the municipal sewer system. Connected downspouts send water into the sewer system very quickly. If the sewer becomes overwhelmed during a storm, sewage can back up into homes and streets. Connected downspouts can also be cracked or collapsed below ground, where you can't see the damage. If rain enters a damaged downspout, the water can seep through foundation cracks, and damage your foundation wall.	

Recommendations to Reduce Your Flood Risk

These recommendations are expected to shorten the length of time that standing water remains in the yard but may not eliminate all ponding or seepage after heavy rains. See the attached **Scope of Work** for additional details about the recommended improvements. You can use the Scope of Work to request quotes from contractors.

Grant-Eligible Landscaping Improvements	Purpose
Convert Impermeable Surfaces to Permeable Surfaces Impermeable surfaces, like concrete and asphalt, send runoff across your property and into the sewer system. Converting concrete or asphalt to permeable treatments allows rain to filter into the ground. Permeable options include vegetation, open grass pavers, interlocking permeable pavers, and permeable concrete. The brick patio in the backyard appears to be laid over concrete. This brick area is about 575 square feet.	Reduce risk of yard ponding and seepage Capture overland runoff

In addition to the grant-eligible improvements recommended above, we recommend the following measures to help manage rain at your home.

- **Disconnect and extend downspouts.** Four downspouts are connected to the municipal sewer system. The downspout can be extended to the yard, allowing rain to sink into the soil instead of going to the sewer. Disconnecting downspouts and sump discharge lines is required to receive a RainReady grant.

- **Clean, inspect and repair the gutters and downspouts seasonally.** Rain and snow melt can spill over clogged gutters onto the building walls, causing water damage. The downspout at the southeast corner is not properly connected to the extension. Regular inspection and repairs can also prevent water from ponding next to your home.

- **Rod and televise your home sewer line annually or as needed.** Homes are connected to the municipal sewer system through a home sewer pipe ("lateral line"). The sewer pipe may become clogged by fats, oils or grease; leaves or litter; or tree roots. It can also crack or collapse over time. This maintenance task should be performed every year or two.

- **Inspect and maintain your foundation annually or as needed.** A regular maintenance schedule, including inspecting for cracks, tuckpointing and crack sealing, may help prevent seepage. However, foundations are typically made of stone, brick or concrete. These materials are designed to "breathe" and allow moisture to move in and out. In some cases, it might not be possible to have an entirely dry basement. To reduce the risk of expensive cosmetic repairs, consider leaving your basement unfinished. If you decide to finish your basement, be sure to use

moisture-resistant construction materials and building practices. Damage from seepage is not typically covered by home insurance, sewer backup riders, or NFIP insurance.

- **Inspect and correct the grading around the foundation annually or as needed.** Concrete or grassy areas sloped down towards the home are called "negative drainage. " Negative drainage moves water towards the building foundation, where it can cause seepage and water damage. “Positive drainage” moves water away from the building. All concrete walkways should be sloped away from the building. The top of foundation should be a minimum of six inches aboveground.

- **Inspect and replace foundation joint sealant annually or as needed.** A polyurethane-based sealant should be applied between concrete walkways and the building and should be replaced when it becomes weathered and cracked.

- **Work with your neighbors on stormwater management**. Neighbors can work together to manage stormwater and lower flooding risks. Your neighbors may be interested in collectively hiring a landscaper to perform sustainable landscaping, which can lower costs.

- **Protect the exterior basement entrance.** Keep the exterior stairwell drain clear of debris, especially when rain is predicted. You can also cover exterior drains with a “beehive-style” raised plastic cover, to keep debris out. Other options include covering the stairwell with an awning; be sure the awning pitches away from the building so rain runs off into the yard. You might also consider repouring the stairs and adding a concrete lip to prevent water from flowing overland into the stairwell.

Your Next Steps

- **Review your RainReady report.** We will contact you to discuss any questions you may have about the report. We can discuss any changes you would like to make to your construction scope, and confirm your interest in going forward with the work. If you would like to change the proposed work, please notify RainReady to confirm grant eligibility.
- **Select your contractor.** You can use the attached Scope of Work to request quotes and select a contractor. You can request a Certificate of Insurance from your contractor, and ask for examples of other smart landscaping projects that they have done. Forward your preferred landscaper bid to RainReady within one month of receiving this report.
- **Complete construction.** Work must be completed by Spring 2021. Please notify RainReady when work is complete. RainReady will schedule a time to visit your home to document the work.
- **Receive your grant!** Once work is complete, you can request your grant through the Village's Request for Reimbursement Form. The grant will be 50% of eligible work, up to $1,300, in addition to your $200 deposit. Submit your grant reimbursement request by May 31, 2021.

Disclaimer

Center for Neighborhood Technology (CNT) and the RainReady Team has applied prevailing industry standards and reasonable judgment and effort while preparing this assessment. Any recommendations made by CNT and the RainReady Team as a result of the assessment, if implemented by Participant, should not be construed as an assurance or warranty against flooding, performance or cost-effectiveness of any equipment, product, system, facility, procedure, or policy discussed or recommended by CNT. The RainReady Home Participant acknowledges that any changes in flood risk or occurrence of flooding that may be experienced by Participant will be affected by weather patterns, occupant behavior, maintenance activities and additional factors. No assessment can wholly eliminate uncertainty or risk regarding the potential for flooding at a property.

Contractor Bid Sheet

Address: [redacted]
Project: RainReady Oak Park

Depave a portion of the existing concrete/brick patio

Firm Fixed Fee	$ (Dollars)
Schedule	(Days)
Start Date	(MM/DD/YY)
Finish Date	(MM/DD/YY)

Disconnect the northeast downspout from the municipal system and bury/extend it to the proposed depaved area in the backyard

Firm Fixed Fee	$ (Dollars)
Schedule	(Days)
Start Date	(MM/DD/YY)
Finish Date	(MM/DD/YY)

Bury and extend the downspout at the east corner of the home to the proposed depaved area in the backyard

Firm Fixed Fee	$ (Dollars)
Schedule	(Days)
Start Date	(MM/DD/YY)
Finish Date	(MM/DD/YY)

Bury and extend the northwest downspout to the front yard

Firm Fixed Fee	$ (Dollars)
Schedule	(Days)
Start Date	(MM/DD/YY)
Finish Date	(MM/DD/YY)

Disconnect the west downspout from the municipal system

Firm Fixed Fee	$ (Dollars)
Schedule	(Days)
Start Date	(MM/DD/YY)
Finish Date	(MM/DD/YY)

Disconnect the downspouts on the garage from the municipal system

Firm Fixed Fee	$ (Dollars)
Schedule	(Days)
Start Date	(MM/DD/YY)
Finish Date	(MM/DD/YY)

Attachments:

- Warranty terms
- Contractor registration / license
- Proposed plant / product list
- Other terms and conditions

Construction Scope of Work

Address: [redacted]

Project: RainReady Oak Park

GENERAL NOTES:

- Contractor is responsible for complying with local, State, and federal Building Codes, Ordinances, and Laws, including any required permits and inspections.
- The attached rendering provides general locations of proposed work. Contractor to verify measurements in field.
- See attached standard detail(s) specifying construction requirements. Site-specific means, methods, and materials should be determined by the contractor and homeowner prior to the start of construction.
- The work must not cause adverse drainage impacts to the site or neighboring properties.
- Any unused material must be properly removed and disposed.
- Prior to any digging of dry wells, J.U.L.I. E. should be called.
- All plant materials must be true to the specified botanic name and shall be the straight species; do not use cultivars, nativars, or varieties. All plant materials shall be supplied in #1 containers, quarts, small containers or plugs, but not bare root. All plant materials shall be thoroughly rooted within the container in which they are grown so that the root mass holds the soil in place when the plant is removed from the container. Plants shall not be overly rootbound. All plant materials must exhibit healthy, vigorous growth at the time of planting. If mulch is used, mulch must be double- or triple-processed shredded hardwood bark. Mulch must be free of foreign materials, weed seeds, mold, pesticides, insects and plant pathogens. wood chips. Mulch must be naturally dark brown in color; mulch must not be artificially colored.
- Conduct a soil infiltration test prior to installation. If the infiltration rate is less than one inch per hour, the contractor must amend the soil to improve infiltration to at least 1 inch per hour. Contractor must document the soil infiltration rate on the Grant Reimbursement Forms.
- To obtain the grant, the contractor must complete and submit the grant reimbursement forms to the homeowner. The homeowner must provide the completed forms to the Village and RainReady.

Task 1: Depave a portion of the existing concrete/brick patio
See attached rendering for recommended location. Verify measurements in field. See attached details for construction requirements.

- The concrete/brick patio in the backyard covers approximately 625 square feet. This area does not allow for infiltration of rain runoff. By depaving this area and replacing it with green space, topsoil with a depth of 2" could accommodate approximately 700 gallons of runoff.
- Remove and properly dispose of 625 square feet of brick and concrete and all base material. The excavation will generate topsoil, which can be reused to properly grade the backyard. Finish depaved area with Bluegrass sod.

Task 2: Disconnect the northeast downspout from the municipal system, bury and extend it to the proposed depaved area in the backyard
See attached rendering for recommended location. Verify measurements in field. See attached details for construction requirements.

- The downspout at the northeast corner of the house is currently connected to the municipal system. This downspout services about 390 square feet of roof, which discharges about 240 gallons during a 1" rain event.
- Disconnect the existing downspout from the municipal system. Cut or disconnect the existing downspout from the clay pipe at the ground level. Cap or plug clay pipe.
- Install 25 linear feet of buried four-inch PVC pipe with downspout adapter at the downspout and a slotted grate at the outlet.

Task 3: Bury and extend the downspout at the east corner of the home to the proposed depaved area in the backyard
See attached rendering for recommended location. Verify measurements in field. See attached details for construction requirements.

- The downspout at the east side of the house is currently discharging onto the brick patio, with overflows potentially causing basement seepage. This downspout services the small roof at the east side of the house, which is around 995 square feet. During a 1" rain event, this downspout discharges about 60 gallons of runoff.
- Install 25 linear feet of buried 4" PVC pipe with downspout adapter at the downspout and a slotted grate at the outlet, discharging at the northeast corner of the backyard.

Task 4: Bury and extend the northwest downspout to the front yard
See attached rendering for recommended location. Verify measurements in field. See attached details for construction requirements.

- The downspout at the northwest corner of the house is currently discharging onto the concrete

walkway, posing a tripping and icing hazard. This downspout services the small roof over the west side porch, which is around 135 square feet. During a 1" rain event, this downspout discharges about 85 gallons of runoff.

- Install 10 linear feet of buried four-inch PE pipe with downspout adapter at the downspout and a slotted grate at the outlet, discharging into the front yard.

Task 5: Disconnect the west downspout from the municipal system

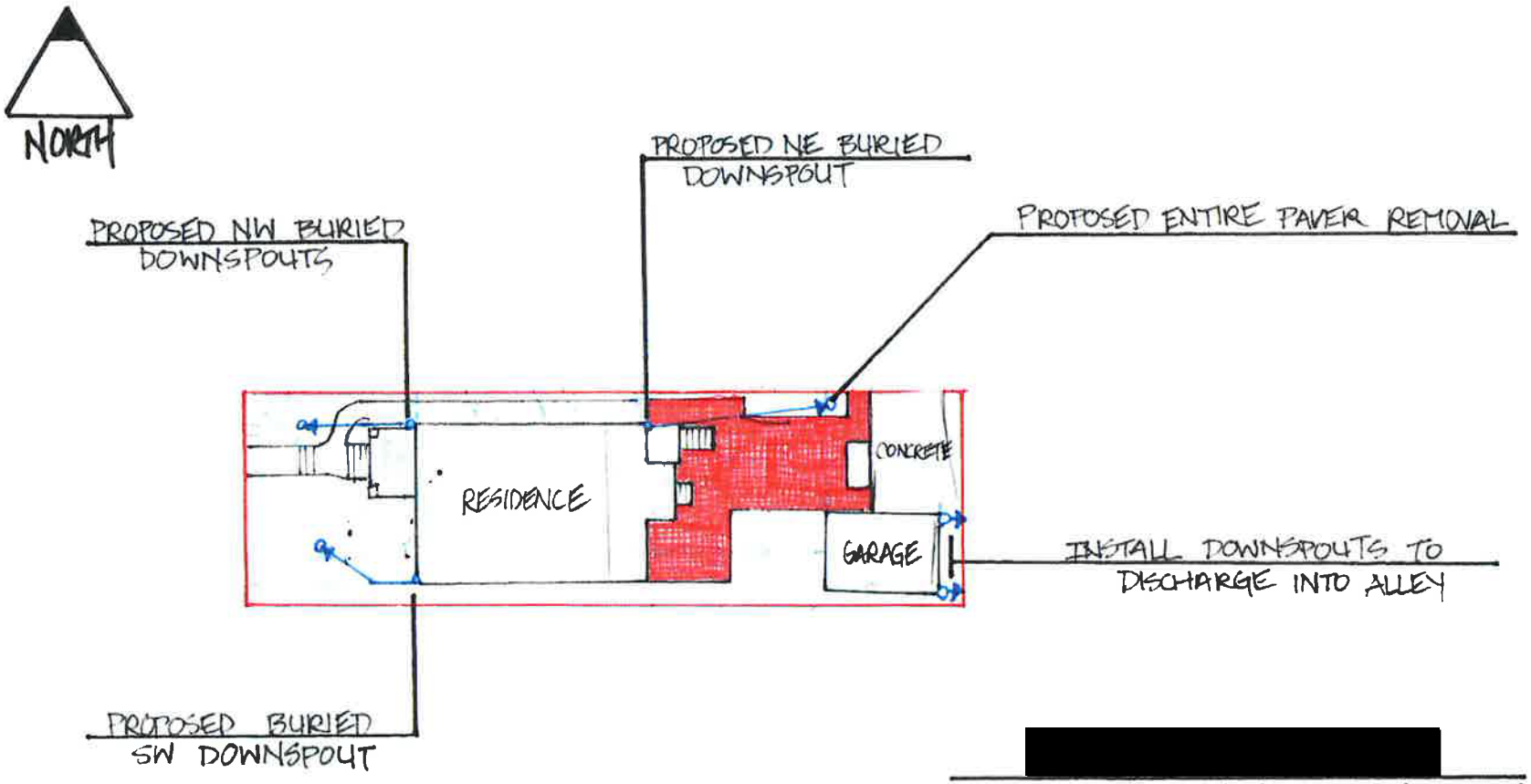
See attached rendering for recommended location. Verify measurements in field. See attached details for construction requirements.

- The west side downspout services the small roof over the front porch, which is around 140 square feet. This downspout plus the downspout at the northwest corner of the house service this roof, which is around 140 square feet. Therefore, during a 1" rain event, this downspout discharges about 45 gallons of stormwater runoff.
- If this downspout is found to be connected to the municipal system, disconnect the existing downspout. Cut or disconnect the existing downspout from the clay pipe at the ground level. Cap or plug clay pipe.
- Install 20 linear feet of buried 4" PVC pipe with downspout adapter at the downspout and a slotted grate at the outlet, discharging into the front yard.

Task 6: Disconnect the downspouts on the garage from the municipal system

Note for CNT and Village: its not common to see downspouts on a detached garage connected to the sewer system. This is a new recommendation and wanted to flag.

- The garage roof measures approximately 420 square feet. This generates about 260 gallons of runoff during a 1" rainfall event.
- Currently the downspouts are connected to the sewer system at the northwest and southwest corners of the garage. Downspouts should be disconnected from the municipal system.
- Cut or disconnect the existing downspout from the clay pipe at the ground level. Cap or plug clay pipe.
- Remove the existing downspouts and install 4-inch downspouts to the southeast and northeast corners to discharge to the alley.


NORTH
PROPOSED NE BURIED DOWNSPOUT
PROPOSED ENTIRE PAVER REMOVAL
PROPOSED NW BURIED DOWNSPOUTS
RESIDENCE
CONCRETE
GARAGE
INSTALL DOWNSPOUTS TO DISCHARGE INTO ALLEY
PROPOSED BURIED SW DOWNSPOUT
[redacted]
RAIN READY OAKPARK