

Q #	Main	RM	Yes	No	Notes
	<b><u>Demographic</u></b>				
1.00	Is your community a member of the Solid Waste Agency of Northern Cook County, or a part of another central agency that administers or operates refuse collection, transport, or disposal services? If yes, please identify the agency or organization.	Yes Swancc	6	7	
2.00	How many customers (stops) does your community provide refuse collection service to?	5950			
3.00	Does your community provide residential refuse collection:				
3.10	By contract?		13	0	
3.20	By in-house City/Village employees?	In-House	0	13	
4.00	What types of residential homes are included in your solid waste collection Program?				
4.10	Single Family	Yes	13	0	
4.20	Townhomes	Yes	11	2	
4.30	Row-houses	N/A	4	9	
4.40	Apartments & Condominiums	No	8	5	
4.50	Other				
4.30	Does this contract provide yardwaste & Recycling collection as well?	By Contract / Groot	13	0	
4.40	If not who provides these services?				
5.00	Who is the contractor currently providing refuse collection services?				
	ARC Disposal		3		
	Groot		3		
	Republic (Allied) Services		3		
	Veolia Environmental Waste Services		4		
6.00	Does your community obtain revenue for market-based recycling material sales? If yes, please explain the procedures.	Yes	5	2	
7.00	Is your Solid Waste Program governed by ordinances?	Yes	11	1	
8.00	When residents need service or have a question about you community's Solid Waste Management program, whom can they call?				First Point of Contact
	<b>Contractor</b>		8		
	<b>Village</b>	1	5		

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	<b><u>Service Types</u></b>				
1.00	What is the frequency of weekly refuse collection?				
1.10	Once per week?	1	13		
1.20	Twice per week or other schedule?		2		
2.00	What is the frequency of yard waste collection?	1	13		Once Per Week
3.00	What is the frequency of recycling collection?	1	13		Once Per Week
4.00	Are bulky items (couches), hard/white goods (refrigerators, etc.) collected for an additional cost or is the collection of these items included in the monthly refuse collection fee?	No		1	
	White Good Fee	\$0	9	3	
	Furniture	\$0	0	12	
5.00	What are refuse disposal procedures?	Bags			
5.10	Use of wheeled carts and automated collection?	W/C	7	6	Some Offer Rental Carts
5.20	Use of refuse cans or Refuse bags?		10	2	
5.30	Are volumes limited or unlimited?	Unlimited			3 Limited / 10 Unlimited / All Limit Construction Waste
5.40	Is there a sticker system? If so what is the cost for a refuse sticker?	no	0	13	NO Refuse Sticker Programs
5.50	Are there items which would require more than one sticker to be collected?	N/A			N/A
6.00	What are yard waste disposal procedures?				
6.10	Unlimited?	Unlimited	13	0	
6.20	Limited?		0	13	
6.30	Sticker system? What is the cost for a yardwaste sticker?	None			5 No Sticker / 8 Sticker Program Range in Price from \$1.00 to \$2.84
6.40	Are there items which would require more than one sticker to be collected?	N/A	0	12	
7.00	What are recycling procedures?				
7.10	Unlimited?	Unlimited		13	All No Limit
7.20	Wheeled carts?	yes	10	3	
7.30	Bins?		4	9	
8.00	Are brush collection services provided? If yes, how are they paid for? Via refuse collection costs or other sources?		9	4	The 6 Communities who do brush collection use General Fund dollars to pay for collection and 5 community allows yard wastes stickers to be used for some items.
9.00	Are street sweeping and debris disposal costs charged to refuse operations?	yes	0	13	
10.00	Are back door refuse collection services provided, or optional? Are there any costs for backdoor services?	Yes / No Cost	8	5	Of the 8 that offer this service 7 charge extra fees
11.00	Are there any other services which are available to solid waste customers?	No		13	

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12.00	Does your contract provide for "either limited unlimited residential spring cleanup" days?	No	1	12	
13.00	Does your contract provide for emergency pickups for the following:				
13.10	Flood Damage	Yes	2	11	12 charge extra fees depending on situation / 1 community pay s fo r collection out right
13.20	Food losses due to power outages		4	9	
13.30	Downed trees or other storm damage	yes	6	7	
13.40	Are these collections provided at an additional cost or are they included with the contract?	no cost			
14.00	Whether services are provided in-house or by contract, are there "no-strike" guarantees? Are there contingency plans in the event of a labor strike or work stoppage?	No	4	9	

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	<b><u>Contract Services</u></b>				
	If your municipality's collection service is contractual-based, please answer the following questions:				Average Length 6 Years  Some Extension Are Negotiated.
1.00	What is the length of the current contract? Can it be extended?	N/A			
2.00	Is the contract advertised for competitive bids?	N/A	11	2	
3.00	Is the contract negotiated without formal bids?	N/A	4	9	
4.00	What types of price escalators are included in your current contract?	N/A	See Note		{3 Contracts use CPI} {4 Contracts use set percentages (1 @ 3%   1 @ 3.75%   2 @ 4% & 1 @ 5%)} {3 contracts use set rate increases} {1 Contract requires a locked in Price for 3 years} {1 Respondents did not answer the question}
5.00	Are there cost increases, such as for fuel cost, allowed to be invoiced to customers as "surcharges" or by other means?	No	0	13	
6.00	Does your current contract allow for extensions or other contract renewal clauses?	N/A	6	7	
7.00	What types of fee increase are you projecting for your next contract?	N/A			Unknown or Did Not Answer
8.00	When was the last time your contract was renewed?	N/A			1 2005 / 2 2006 / 1 2007 / 1 in 2008 / 6 2010 {2 No Answer}
8.10	What percent of a price increase was there from the last year of your old contract to the first year of your new contract?	N/A			Average 9%
8.20	Did you re-bid the current contract or did you negotiate a new contract with the current vendor?	N/A			11 Rebid   2 Negotiated with current hauler
9.00	Was the refuse collection service ever previously performed by in-house operations? If yes, how many years ago? How was the conversion handled?	N/A		3	Unknown or Did Not Answer
10.00	What will be the primary motivation for renewing your contract with the current vendor?				
10.10	Price	Yes	7		
10.20	Quality of service	Yes	8		
10.30	Quantity of services		2		Unknown or Did Not Answer
10.40	Some combination (please explain)				Unknown or Did Not Answer
10.50	Not planning to renew the current contract (please explain)		1		Unknown or Did Not Answer

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11.00	Does your contract provide for the collection of solid waste & recyclables at municipal owned buildings at no cost?	Yes	13	0	

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	<b><u>Contract Services Continued</u></b>				
12.00	How are missed stops handled by your contractor?				If within Collection period route managers will collect
13.00	How are disputes between the contractor and customers resolved?	PW Dir.			Village Steps In
14.00	Are billing services provided by the municipality or the contractor?	City	8 Hauler Does Billing	5 Municipality Does Billing	
15.00	Is the service billed as a part of another service or separately?	Yes			9 are separate / 4 combined
16.00	Are customers required to pay a deposit to initiate service?	No	0	13	
17.00	What types of containers are used in your community? Who pays for the containers used for collection services?	bags / resident	See Note		7 / Residents Provide   5 Contractor Provided Resident Pay   1 City Provided Resident Pays
18.00	Does your community provide published service guidelines? Provide copy if available.	Yes	8 City	2 Hauler	2 N/A
19.00	What types of monthly payment options are available?				
19.10	Monthly invoice	1	6		
19.20	Direct Deposit	1	4		
19.30	Pay-online		7		
19.40	Other options		6		4 Property Taxes   1 Walk-Ins @ Hauler Facility   1 does quarterly billing

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<b>Costs &amp; Fees</b>					
1.00	What is the "per month" cost to a typical residential home, for the following services?				Prices range from a low of \$14.95 to a high of \$32.98 depending on services
2.00	Is there a bulk pick up price for special pickups such as swing-sets or construction debris? Are these prices set at per yard rates; or, per item or type of debris?	Yes / Yard	6	7	Average Cost / Yard \$15
3.00	If bulk goods are collected for a fee, how does the process work, and what are the costs?	Call PW	4	9	Call Hauler To Arrange Or Did Not Answer
4.00	Do monthly residential refuse collection costs include or exclude yard waste and recycling?	Included	12	0	
5.00	Are refuse collection costs covered 100% by the monthly fees? Are there subsidies provided to the refuse collection costs by any other source, or by any other fund? If yes, what is it? (Such as property taxes, subsidies from franchised collection, ect.).	Host Agreement	6	5	2 No answer   5 Property Taxes
6.00	Have there been any changes made over the years as to the method and sources of funding refuse collection operations?	No	1	8	One community Formerly used Property Taxes & Two community is going to begin using Property taxes
7.00	Do all residential homes pay the same cost per month? (i.e. no discounts)	Yes	9	4	
8.00	If any tiered or discounted costs are used, please explain.	No	See Below		
9.00	Does your community provide for cost adjustments (discounts) for these citizens groups?				
9.10	Senior citizens	No	4	9	
9.20	Handicapped residents, or	No	2	11	
9.30	Vacant Home (Snow Birds), etc?	No	3	12	
10.00	Are discounts income qualified? How are eligibilities verified?	N/A			Arlington Heights has their own income eligibility   Others use Illinois State Circuit Breaker Program
11.00	How does your community determine refuse, yard waste, recycling costs to the customers?				
11.10	Based on direct costs from contractors?	based on direct	13		
11.20	Subsidized by other sources?		6	7	
11.30	Enhanced ("marked up") to cover other operations? (Example: capital projects, beautification projects, etc.)	No	0	13	

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<b><u>Costs &amp; Fees Continued</u></b>					
12.00	Are separate costs (dump fees, salary, & equipment costs) for operations available for:				No Answer
12.10	Solid waste?	Yes	12		No Answer
12.20	Yard waste?	Yes	13		No Answer
12.30	Recycling?	Yes	13		No Answer
13.00	Can you provide us with historical data for your solid waste, yardwaste, and recycling collection and disposal cost, collectively or individually? (i.e. past 5 to 10 years).	Yes	2	11	No Answer

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	<b><u>Multi-Family or Business Solid Waste Program</u></b>				
1.00	Does your community provide refuse collection services for multi-family residential areas? For commercial/industrial areas?	No	7	5	1 No Answer
2.00	Does your community have a franchise agreement covering these services?	No	7	5	1 No Answer

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	<b><u>In-House Refuse Collection Programs</u></b>				
	If your municipality's collection service is provided by in-house personnel & equipment, please answer the following questions:				
1.00	Which services are provided by your in-house service?				
1.10	Refuse				
1.20	Yardwaste				
1.30	Recycling				
1.40	Bulk Pickups				
2.00	How does your community determine refuse, yard waste, recycling costs for your in-house service?				
2.10	Based on direct costs for labor, trucks & dumping fees?				
2.20	Subsidized by other sources?				
2.30	Enhanced ("marked up") to cover other operations? (Example: capital projects, beautification projects, etc.)				
3.00	What is your schedule – 5 days/week collection or other?				
4.00	What are the scheduled work hours for refuse collectors?				
5.00	What other duties, if any, do refuse collectors perform?				
6.00	How many collection vehicles does your community own?				
7.00	What type of vehicle replacement schedule does your municipality use?				
8.00	Do you purchase your vehicles outright, or purchase them through a municipal lease purchase?				