



# DUPAGECOUNTY

ENVIRONMENTAL DIVISION

## DuPage County Unincorporated Waste & Recycling Hauling Study 2022



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## SECTION 1. INTRODUCTION

### 1.1 Background

Historically, solid waste collection services in unincorporated areas have been provided through an open market, subscription-based model in which homeowners individually contract with private haulers for service. An alternative service model is for local units of government (county or township) to enter into an exclusive contract with a single hauler to provide the collection services to all homes within a designated unincorporated area.

Under Illinois law (55 ILCS 5/5-1048), county government is authorized to provide by contract for the collection, transportation and management of residential waste, recyclables and yard waste. Kane, McHenry and Lake Counties have utilized this statutory authority to issue requests for proposals (RFPs) and enter into contracts with a single hauler to provide collection services to unincorporated portions of the county.

Township government is also authorized under Illinois law (60 ILCS 1/210) to enter into single-hauler contracts for collection services within the unincorporated areas of the township. However, townships must first secure approval from residents via a referendum prior to issuing an RFP for collection services. Counties, in contrast, do not have to go through the referendum process.

The statutory authority for counties and townships is similar to the authority granted and used by municipalities to contract with a single hauler to provide collection services within their corporate boundaries. It is very common for municipalities to utilize this authority. While historically it has been less common for counties and townships to have single-hauler contracts, a growing number have adopted this alternative service approach (refer to Section 4).

There are potential benefits to the single-hauler model as well as potential challenges. The pros and cons are summarized in Table 1.

TABLE 1. BENEFITS AND CHALLENGES OF EXCLUSIVE CONTRACTS	
Pros	Cons
Reduced traffic and road impacts	Exclusivity (residents do not choose hauler)
Improved air quality	Some haulers may lose business
More transparent pricing	Could lead to fewer haulers
Increased service options	Increased duties for County staff
Increased education of residents	May be contentious to implement
Lower cost potential	

### 1.2 Purpose of the Study

In its RFP for the Unincorporated Waste Hauling Study (the “Study”), the County combined the Study with the 2022 Five-Year Update to the DuPage County Solid Waste Management Plan. This was done because the Study is considered a component of the Plan Update and the County wants to research and evaluate whether implementing a county hauling contract for households in the unincorporated areas (without a current township hauling contract, therefore Downers

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Grove, Lisle and Naperville Townships are exempt from this Study) would help the County meet its waste and recycling goals.

Another purpose of the Study is to provide factual information concerning the pros and cons of single-hauler contracts in unincorporated areas. It is important to note the Study is focused on informing the DuPage County Board on this topic, and that no recommendations will be made. The decision to move forward on issuing the RFP and entering into collection contracts will be made by the County Board.

### **1.3 Scope of Work**

The scope of work for the Study included the following components:

- ☐ Holding stakeholder meetings with all nine of DuPage County's townships. This was done to notify the townships the County was conducting a Study; to obtain performance feedback from the three townships that have already implemented single-hauler collection contracts under township statutory authority (Downers Grove, Lisle and Naperville Township); and to gather input from the remaining six townships on the county considering implementing hauling contracts in their townships.
- ☐ Assessing current waste, recycling and yard waste services and rates for residents in the unincorporated areas under the individual homeowner subscription model. This included issuing a survey to all unincorporated households to gather input from these households on services offered and associated costs, and the level of satisfaction with the current services offered.
- ☐ Creating a database of the waste haulers who provide services to residents in the unincorporated areas.
- ☐ Collecting service level and cost data from the counties that have implemented waste hauling contracts in Kane, Lake and McHenry Counties, and from the three townships in DuPage County with township collection contracts.
- ☐ Developing a draft RFP and agreement that includes recommendations for what services should be included (based on survey results and discussions with the townships) and if multiple zones should be considered for contracting purposes.
- ☐ Discussing if the County contracting for waste collection services helps the County meet its waste and recycling goals as an overall component of the Solid Waste Management Plan.

### **1.4 Organization of the Study**

The remainder of the Study has been organized into the following sections:

- ☐ Township Meetings
- ☐ Survey of Unincorporated Households
- ☐ Review of Contract Provisions and Costs for Other County and Township Contracts
- ☐ Draft RFP and Contract
- ☐ Findings and Next Steps

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## **SECTION 2. TOWNSHIP MEETINGS**

### **2.1 Summary of Meetings**

Under Illinois law counties, townships and municipalities are authorized to enter into residential waste and recycling collection contracts. County and township authority are limited to residents who live in the unincorporated area. While townships must obtain approval through a voter referendum, counties are provided the authority, much like municipal government, without the requirement for a referendum. It is important to acknowledge this authority and the fact that both townships and the county have similar authority in the unincorporated areas.

As previously discussed, three townships (Downers Grove, Lisle and Naperville) have utilized their statutory authority and referendums were passed allowing the townships to contract for residential waste collection services. If DuPage County decides to move forward to the next phase and issue an RFP, it will not include the three townships that already have contracts in place.

Due to the township government's authority in providing waste, recycling and yard waste services to residents, it was decided that meetings should be held with all nine townships to let them know about the Study, to learn about their waste and recycling related programs, and to listen to their feedback based on a questionnaire that was used at all the interviews. The meetings with the three townships with existing hauling contracts were held via video conference, while the six meetings with the townships that do not have existing hauling contracts were held in person. Below are summaries of both sets of meetings.

### **2.2 Townships with Contracted Services**

- ☐ While the exact referendum dates were not known, it appears all three townships started looking into referendums around the same time in 2010 to 2011. The primary reason given for pursuing the referendum was to provide all unincorporated residents consistent and reliable service, to reduce truck traffic and provide options like different cart sizes and senior rates that residents couldn't get on their own.
- ☐ All three townships had positive comments for the haulers they have under contract. Several mentioned the assistance the haulers provided during storms and tornados, the ability to get data easily, and having dedicated websites their residents could utilize for the township's specific program.
- ☐ All three townships indicated that the contract took very little staff time to administer. The residents call the haulers direct and they hear very little if any complaints at the township office.
- ☐ Overall, the townships felt that the residents were happy with the services, and that their expectations had been met by the haulers. They all felt having one contract for the residents was positive and they expect to continue to contract for the services on behalf of their residents.

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## 2.3 Townships Without Contracted Services

- ❑ When asked whether their townships had ever placed a referendum on the ballot or thought about it the answers varied. Two had referendums that failed with 53% opposed in one (Bloomingdale) and 64% in another (Wayne). Three other townships indicated that they did informal surveys of their residents during the 2010/2011 period and in all three cases the feedback was to not pursue a referendum.
- ❑ All six townships have very active and successful programs for brush pick-up and electronics recycling (many working with the County). Some are moving into textile collection programs and several have large one day events that help people manage a range of materials including paint, paper shredding, aerosol cans and scrap metal. York township operates a reuse closet for the exchange of reusable items. The commitment to these programs is very strong and the townships have done an excellent job in providing needed waste management services on an on-going basis.
- ❑ When asked if truck traffic was a big issue most of the township officials stated that the heavy trucks are an obvious concern, but they don't hear frequent complaints from residents about waste hauling truck traffic. One official indicated they have had complaints about waste hauling trucks operating in the early morning hours.
- ❑ When asked if they had any questions for the County (Environmental Division staff and a member of the County Board attended all the meetings along with the consultant team), the responses included: What was the main reason the County was doing the Study? Does the County have the authority to proceed on a franchise if a township already has one? Is the County considering partnering with municipalities to consolidate services? With all the annexation still going on what impact will that have on the County's franchises if homes and accounts are lost to the municipalities? Recommended the County share the results of the Study with the township highway commissioners. Does the County intend to move ahead and contract for waste hauling services?

The meetings with the township officials were very important from an open communication standpoint but also from a learning one. The County learned from the three townships with contracted services that their programs are well run and the residents are very satisfied with the services offered and the reasonable costs. The six townships without contracted services are still very active in providing yard waste management and recycling programs to their residents and are quite proud of these programs. If the County moves forward with contracting for services, it should be in coordination with the townships' existing successful programs.



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## SECTION 3. SURVEY OF UNINCORPORATED HOUSEHOLDS

### 3.1 Resident Survey

To better understand the type and range of services that haulers provide to unincorporated residents under an open subscription model, along with the cost for those services, the County issued a 22-question online survey (see Appendix A for the survey questions and Appendix B for a “top-line” summary of results).

The survey instrument was developed by the project team (consultants and Environmental Division staff) and implemented by the County’s GIS Department<sup>1</sup>. Residents were invited to participate in the survey via a mailer card (refer to Figure 1 below). Residents could access the survey by scanning a QR code on the mailer card or via a web address link (<https://arcg.is/aziyl>). The survey cards were mailed on or about October 6, 2022 to approximately 20,200 addresses in the six unincorporated townships (Addison, Bloomingdale, Milton, Wayne, Winfield and York Townships) that currently have an open subscription model for solid waste collection services.



**FIGURE 1. RESIDENT SURVEY POSTCARD MAILER**

The GIS Department utilizes ArcGIS123, an add-on for the Department’s GIS software, to compile and track survey responses. A dashboard tool (ArcGIS Dashboards) allowed the survey responses to be monitored in real time<sup>2</sup>.

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- <sup>1</sup> The project team gratefully acknowledges the extensive help provided by the GIS Department with this Study, especially Mr. Tom Ricker and Ms. Tamara Freihat.
  - <sup>2</sup> At the outset of this Study, the project team considered alternative survey methodologies, including having a public opinion polling company perform a telephone survey. While the telephone survey has the advantage of obtaining randomized respondents, the polling company contacted indicated that a telephone survey was not feasible because the universe of potential respondents (20,200 households) was not large enough to reliably provide a minimum of 400 phone survey respondents.

### 3.2 Survey Responses

As of November 16, 2022, the County received 1,429 responses to the survey, representing a response rate of 7.1 percent<sup>3</sup>. This represents a reasonable response rate for a voluntary, online survey, where a standard rule-of-thumb is that a 2 percent response rate is typical<sup>4</sup>.

It is important to note that, in some cases, survey respondents did not include answers to all 22 questions in the survey. In other words, some survey respondents may have skipped one or more questions. Therefore, in the analysis which follows, the total number of responses to a particular survey question may be less than the 1,429 total of surveys completed. In general, most questions of the survey were answered by 1,300 or more survey respondents; this corresponds to a margin of error of +/- 3 percent at the 95 percent confidence level.

### 3.3 Survey Responses by Township

The distribution of survey responses by township matches to a large degree the distribution of unincorporated homes by township, as shown in Table 2. Milton Township respondents were somewhat overweighted and York Township respondents were somewhat underweighted. Overall, the survey obtained a geographically representative sample of responses.

TABLE 2. GEOGRAPHIC DISTRIBUTION OF SURVEY RESPONSES				
Township	# Unincorporated Households	% of Unicorp. Households	# Survey Respondents	% of Survey Respondents
Addison	1,968	10%	109	8%
Bloomingtondale	3,391	17%	200	14%
Milton	7,089	35%	626	44%
Wayne	1,647	8%	120	9%
Winfield	2,338	12%	174	12%
York	3,769	19%	180	13%
Total	20,202	100%	1,409	100%
Notes:				
1. Question 1 of survey (refer to Appendix A).				
2. 1,409 out of 1,429 total survey respondents (99 percent) answered this question.				

### 3.4 Haulers Providing Collection Service

Survey responses indicate that there are 6 principal haulers providing solid waste collection services to unincorporated households, as shown in Table 3. Three haulers (Flood Brothers, Groot, and Lakeshore) account for 78 percent of customers, while the other three haulers (Republic, S.B.C., and Waste Management) account for 24 percent of customers. Lakeshore has the largest market share at 32 percent.

<sup>3</sup> The survey was closed on November 29, 2022, at which time a total of 1,465 responses had been submitted, representing a response rate of 7.3 percent. Given the large number of prior responses (1,429), the additional 36 responses are not anticipated to materially change the results.

<sup>4</sup> SurveyGizmo, a commercial online surveying tool, indicates that response rates below 2 percent may be observed when no incentive to complete the survey is offered or recipients do not feel motivated to respond to the survey.



TABLE 3. HAULERS PROVIDING SUBSCRIPTION-BASED COLLECTION SERVICE		
Hauler	# Survey Respondents	% of Survey Respondents
Flood Brothers	326	25%
Groot	276	21%
Lakeshore	419	32%
Republic Services	94	7%
S.B.C.	43	3%
Waste Management	150	11%
Total	1,308	100%
Notes:		
1. Question 8 of survey (refer to Appendix A).		
2. 1,308 out of 1,429 total survey respondents (92 percent) answered this question.		

### 3.5 Types of Collection Service

The survey asked a number of questions regarding the collection services received by unincorporated households under the subscription model. The following points summarize the survey responses<sup>5</sup>:

- ☐ Garbage Service. Approximately 99 percent of respondents to this question indicated they receive garbage collection service at their homes (Question 6 of survey). 1,417 out of 1,429 total survey respondents (99 percent) answered this question.
- ☐ Garbage Container. Approximately 94 percent of respondents to this question indicated their hauler provided them with wheeled carts, while 6 percent indicated they use their own metal or plastic cans<sup>6</sup> (Question 14 of survey). 1,315 out of 1,429 total survey respondents (92 percent) answered this question.
- ☐ Extra Trash. Approximately 53 percent of respondents to this question indicated they do not have to purchase a separate sticker or tag for extra trash that does not fit in their garbage cart, while 17 percent of respondents indicated a sticker was required (Question 18 of survey). It should be noted that a material number of respondents to this question (approximately 30 percent) did not know whether a sticker for extra trash was required. 1,317 out of 1,429 total survey respondents (92 percent) answered this question.
- ☐ Recycling Service. Approximately 95 percent of respondents to this question indicated they receive recycling collection service at their homes (Question 9 of survey). 1,309 out of 1,429 total survey respondents (92 percent) answered this question.

<sup>5</sup> It should be noted that the top-line survey analysis (Appendix B) expresses all responses as a percentage of total survey respondents, including respondents that skipped a specific question. The percentages indicated below are based on the number of respondents that answered each specific question (i.e., excluding the number of survey respondents that skipped the question).

<sup>6</sup> The survey did not ask respondents to identify the size of their carts. However, as discussed in Section 3.6, a subset of survey respondents provided copies of their garbage bills. Of the 126 invoices reviewed, 45 indicated the size of garbage cart. Based on this more limited dataset, approximately 90 percent of households have 96-gallon trash carts, and 10 percent have 65-gallon carts.

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- ❑ Recycling Frequency. Recycling service is almost always provided on a weekly basis (Question 10 of survey). Only two respondents indicated that recycling was collected on an every-other-week basis. 1,247 out of 1,429 total survey respondents (87 percent) answered this question.
  - ❑ Landscape Waste Collection. Approximately 70 percent of respondents to this question indicated they receive landscape waste collection service at their homes (Question 11 of survey). While this is lower than the percentage of homes receiving garbage and recycling service, some homes may have a landscaping service or utilize mulching lawn mowers, which would reduce the need for regular collection of landscape waste. 1,317 out of 1,429 total survey respondents (92 percent) answered this question.
  - ❑ Bulky Item Collection. Approximately 75 percent of respondents to this question indicated they receive pick-up of bulky items (e.g., furniture) as part of their collection service, of which just under half indicated an additional fee was charged (Question 12 of survey). 1,316 out of 1,429 total survey respondents (92 percent) answered this question.
  - ❑ Appliance Collection. Approximately 38 percent of respondents to this question indicated they receive pick-up of appliances as part of their collection service, of which nearly 2/3 said an additional fee was charged (Question 13 of survey). It should be noted that a large number of respondents to this question (approximately 51 percent) did not know whether appliance pick-up was included in their basic service or for an additional fee. 1,316 out of 1,429 total survey respondents (92 percent) answered this question.
  - ❑ Overall Satisfaction. Approximately 90 percent of respondents to this question indicated they were either very satisfied (60 percent) or somewhat satisfied (30 percent) with their subscription-based service (Question 22 of survey). 1,319 out of 1,429 total survey respondents (92 percent) answered this question.

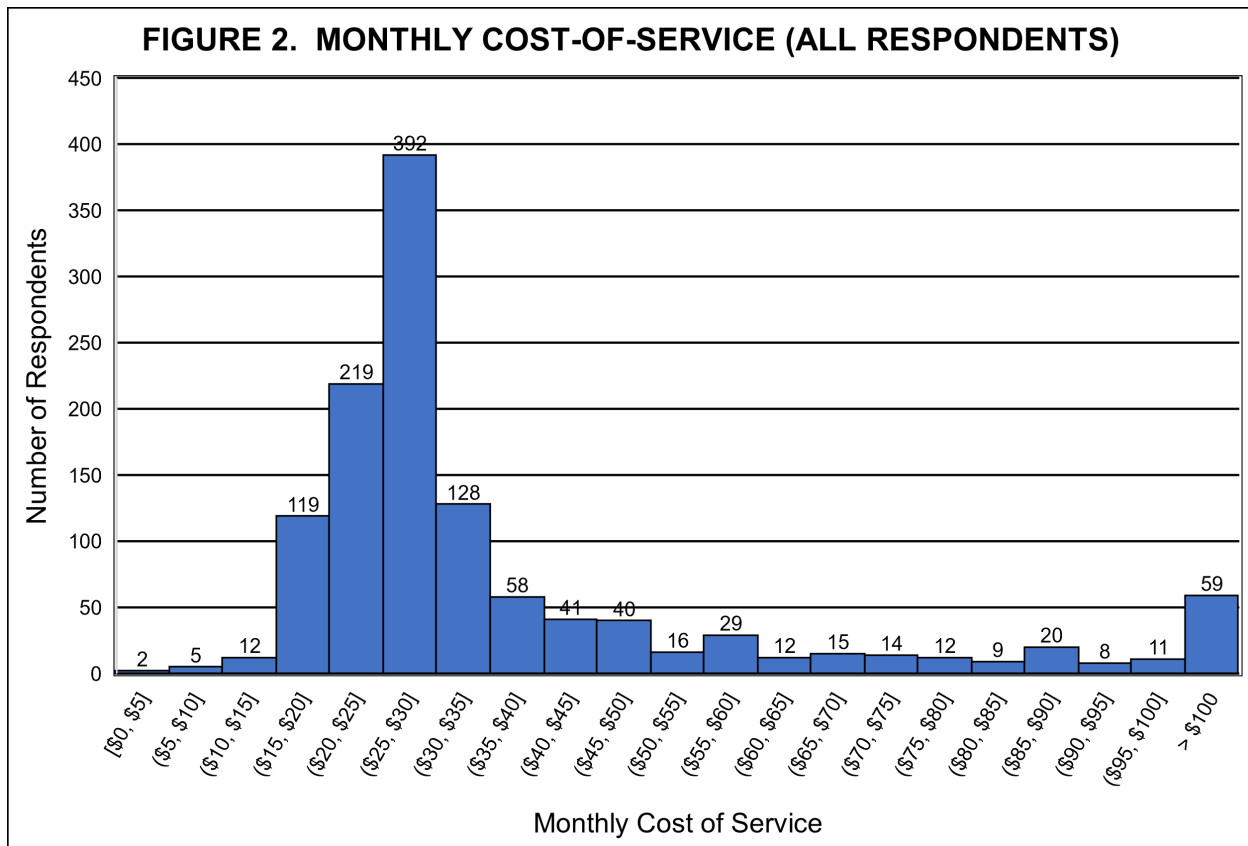
Based on the foregoing survey results, it may reasonably be concluded that unincorporated households receive a level of service under the subscription model that is generally comparable to the collection services provided in municipalities under a single-hauler contract. Moreover, a large majority (90 percent) of unincorporated households are either satisfied or very satisfied with their subscription service.

### **3.6 Cost of Service**

The resident survey also asked respondents to provide information on the cost of their subscription-based service. The survey asked how frequently homeowners are billed for service (e.g., monthly, quarterly; Question 15 of survey) and the amount of their last bill (Question 16 of survey). The responses to these two questions allowed the cost-of-service to be expressed on a common basis -- cost per household per month. 1,221 out of 1,429 total survey respondents (85 percent) answered both questions.

In addition, survey respondents were invited to upload a copy or photo of their most recent garbage bill (Question 17 of survey). The purpose of reviewing actual bills was to verify the cost information that respondents were providing in their answers to Questions 15 and 16 of the survey. Of the 1,221 survey respondents providing complete cost-of-service information, 126 (or 10 percent) also uploaded copies or images of their recent garbage bills.

Figure 2 provides a histogram of the survey responses on cost-of-service. This histogram is based on the 1,221 responses to Question 15 and Question 16 of the survey.



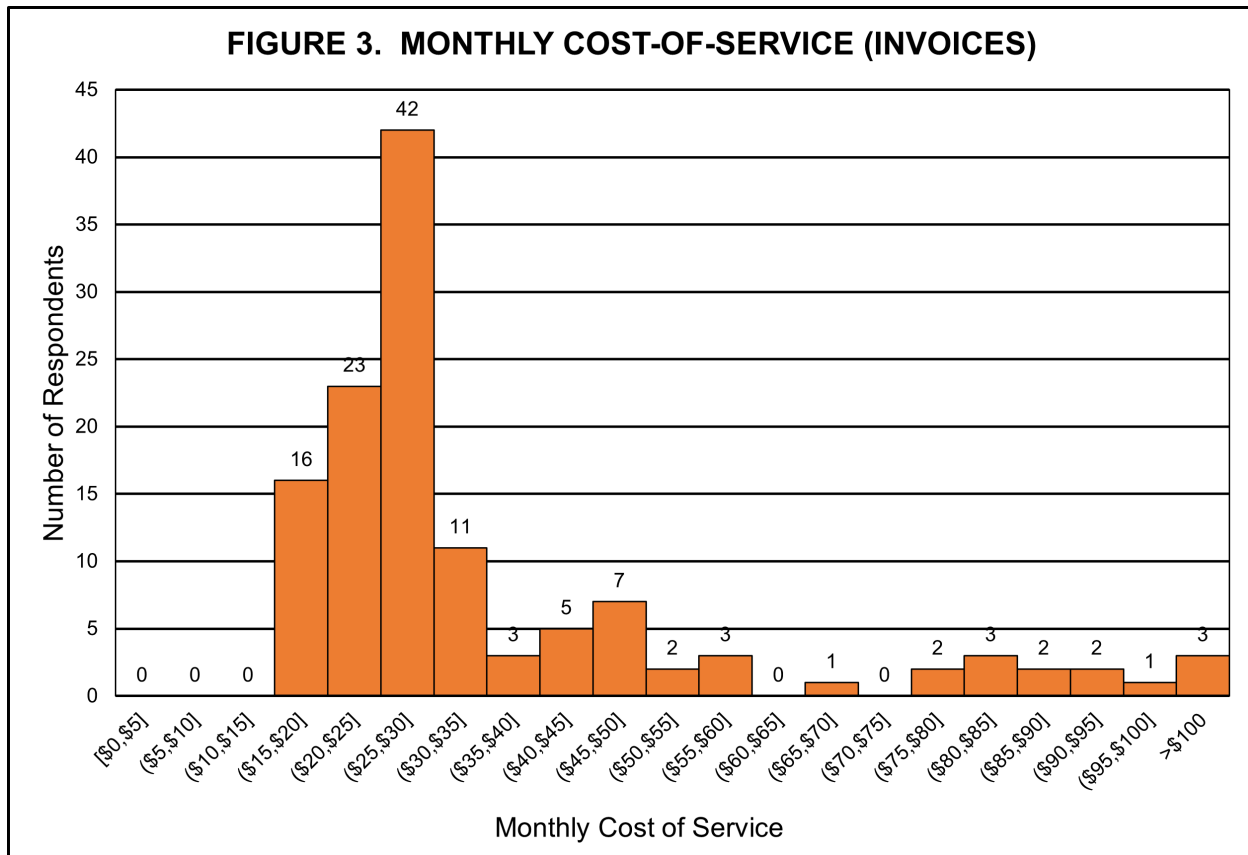
The following observations are made based on this histogram:

- ❑ There is a central grouping of monthly costs that fall between \$15 and \$40 per household. Approximately 75 percent of respondents reported cost-of-service that falls within this range<sup>7</sup>.
- ❑ There is a long “right-tail” to the distribution, meaning that approximately 23 percent of respondents reported cost-of-service greater than \$40 per household per month, and in some cases greater than \$100 per household per month.
- ❑ Just under 2 percent of respondents provided cost-of-service data that indicated a rate of less than \$15 per household per month. It is believed those responses are “outliers” and are not accurate, because none of the invoices that were submitted indicated pricing below \$15 per month.

For comparison purposes, a similar histogram of the 126 uploaded invoices (Question 17 of survey) is provided in Figure 3. This distribution is similar to the larger group of survey responses shown in Figure 2, with a central grouping of monthly costs that falls between \$15 and \$40 per household, and a long “right-tail” showing monthly costs in excess of \$40 per household. As noted

<sup>7</sup> It should be noted that within the \$15-\$20 “bucket”, a majority of homes (72 of the 119) are paying \$20 per month. The average cost of service for homes in this price bracket is \$19.34.

in the previous bullet point, none of the invoices showed a cost of less than \$15 per month. The overall similarity between Figure 3 and Figure 2 means that the larger dataset in Figure 2 (1,221 responses) can be used to evaluate prevailing prices for subscription-based hauling in the unincorporated areas.



The uploaded invoice data also provided some useful additional insights into monthly costs. Environmental fees and fuel surcharges, averaging \$23.58 per household per month, were added to 22 of the 126 invoices reviewed, materially increasing the amount invoiced to those 22 homes. While single-hauler contracts can include fuel clauses, they rarely if ever include environmental fees. One of the benefits of single-hauler contracts (versus subscription-based pricing) is greater transparency with respect to surcharges.

In order to compute average subscription pricing, two types of outliers were removed from the dataset in Figure 2:

1. Pricing below \$15 per household per month, as this was not supported by any invoice data and, in addition, would be lower than municipal contract pricing for similar services. Removing these left-tail outliers eliminated 19 datapoints from the calculation of average cost.
2. Pricing above \$200 per household per month, as the maximum monthly cost based on the invoice data was \$152 per month. Removing these right-tail outliers eliminated an additional 5 datapoints from the calculation of average cost.

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In total, 24 outliers were excluded from the original dataset of 1,221 data points, resulting in a modified dataset of 1,197 data points. Based on the modified dataset, the following average monthly pricing was calculated:

- A. The average cost-of-service for subscription-based homes in the unincorporated areas is \$38.05 per household per month.
- B. The average cost-of-service for the 75 percent of homes that fall within the central grouping of pricing (between \$15 and \$40 as shown in the histogram in Figure 2) is \$27.06 per household per month.
- C. Thus, a majority of households (75 percent) pay an average of \$27.06 per month for garbage and recycling services. Including the long “right-tail” homes that pay in excess of \$40 per month (approximately 23 percent of the sampled households), the average cost increases to \$38.05 per month.
- D. For comparison purposes, if the 24 outlier datapoints are not excluded, the average cost is \$38.55 per household per month, or \$0.50 higher than the computed average of \$38.05 per household per month.

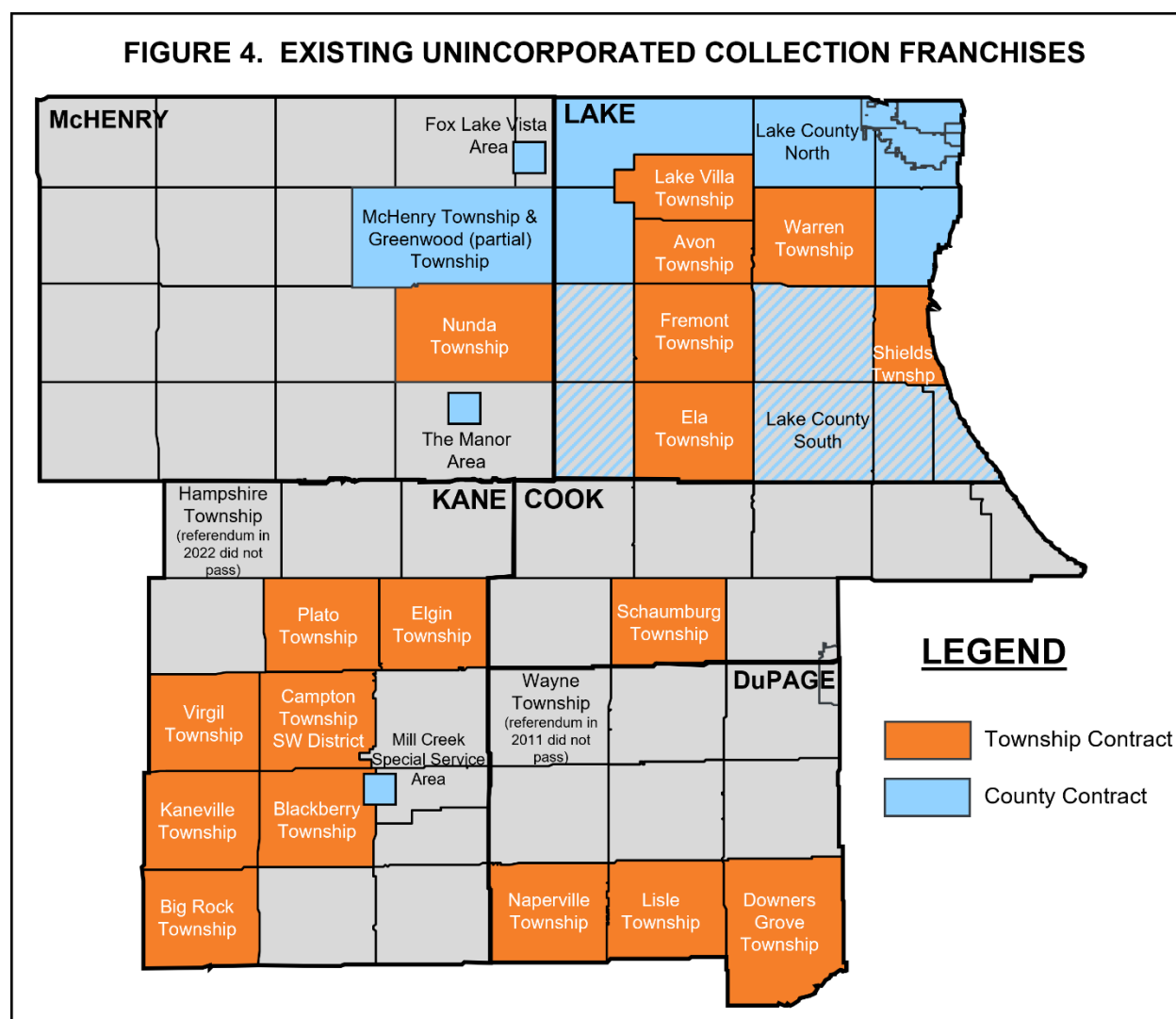
These two average values for monthly cost-of-service (\$38.05 for all households, \$27.06 for the 75 percent of homes within the central grouping) are the relevant basis for comparing subscription-based pricing with franchised collection pricing, which is discussed in Section 4.



## SECTION 4. REVIEW OF CONTRACT PROVISIONS AND COSTS FROM OTHER COUNTY AND TOWNSHIP CONTRACTS

### 4.1 Contract Provisions

As was noted in Section 1, an increasing number of unincorporated areas have implemented single-hauler collection contracts, either under township or county authority. Figure 4 shows where such contracts have been instituted in DuPage County and neighboring counties.



To assist the DuPage County Board in evaluating services and costs under the subscription-based hauling model versus the single-hauler contract model, existing single-hauler contracts were reviewed for eleven jurisdictions in DuPage, Kane and Lake Counties. Five of these contracts were developed under township authority, and six were developed under county authority.

Table 4 provides the basic service and rate information for the eleven contracts reviewed for this Study. The following points summarize the types of services provided under these contracts, including observations comparing contracted-services with subscription-based services:

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- ❑ Seven of the contracts provide for unlimited waste collection, meaning that extra trash that does not fit in the wheeled cart is collected at no additional charge. The other four contracts are limited to the space in the wheeled cart -- extra waste containers must have a sticker affixed.

For comparative purposes, the resident survey (Question 18) indicated the following for homes in the six DuPage County townships with subscription-based service: 17 percent said a sticker was required for extra trash placed outside their wheeled carts, 53 percent indicated that no sticker was required, and 30 percent responded that they didn't know whether a sticker was required.

"Unlimited" collection is a service offering, both under contracted-service and subscription service, and can be a feature desired by residents, given that the unlimited service is provided to more than half of the contracted communities and just over one-half of subscription homes. There does not appear to be a noticeable difference in this service offering between contracted-service and subscription service. However, because 30 percent of subscription-homes were unaware of requirements for handling extra trash, a single-hauler contract might provide a benefit of uniform service and increased resident education on how to handle extra trash materials.

- ❑ Eight of the contracts have a senior discount rate or cost savings provision for seniors 65 and older.

The resident survey did not include a question on whether a senior discount was received. However, inspection of the hauler invoices uploaded by a subset of survey respondents indicated that senior discount rates are offered to subscription-based homes.

- ❑ Only two of the contracts provide for leaf vacuum service, both located in McHenry County. Eliminating leaf burning was a prime motivator for the McHenry County Board in pursuing unincorporated hauling contracts, so it is logical that the services included leaf vacuum collection service.

Fall leaf collection programs can provide a valued service to residents, particularly in areas with a large number of mature trees. Although not addressed in the resident survey, subscription-based homes would not be expected to receive leaf vacuum service. This is because a hauler's subscription customers are widely dispersed, making the vacuum service (which requires a special truck) cost prohibitive.

- ❑ Five of the contracts provide for the collection of food scraps. Of the five, four allow for food scraps to be commingled with yard waste during the 8-month yard waste season, the fifth contract in Kane provides for year-round collection of yard waste and food scraps with a third cart provided by the hauler.

A question on food scrap collection was not included in the resident survey, due to the need to keep the survey to a reasonable number of questions (survey participation tends to be reduced if there are too many questions). However, resident education and participation in a food scrap program may be enhanced under a single-hauler contract.

TABLE 4. SUMMARY OF UNINCORPORATED TOWNSHIP AND COUNTY HAULING CONTRACTS

County	Township(s)	Hauler	Current Collection (cost/home/month)	Yardwaste Sticker Cost	Waste Sticker Cost	Yardwaste Subscription Cost	Annual Rate Adjustment	Notes
DuPage County	Downers Grove Township	Groot	Unlimited Program, \$22.02	\$4.04	\$4.04	Not offered	Fixed 3%	Unlimited program includes unlimited waste, recycling and yardwaste, one bulky per week and
	(township contract)		Limited Program, \$20.00					one white good per week. Limited program includes limited waste collection and one bulk item
			Sticker Program, \$8.42 base fee					per week, but no white goods or unlimited yard waste. Sticker program includes bulk item but no
								white goods or unlimited yardwaste. Senior discount of 10% on all program options except Sticker.
DuPage County	Lisle Township	LRS	\$27.85, 95 gallon cart	\$4.30	\$4.30	\$195 w/ 35 or 65 cart	Fixed 4%	Unlimited waste and recycling collection. Yardwaste requires sticker or subscription program. Food scraps can
	(township contract)		\$22.44, 65 gallon cart			\$220 w/ 95 gallon cart		be commingled with yardwaste. Senior discount of 10%, all bulky items require 2 waste stickers.
			\$18.66, 35 gallon cart					
DuPage County	Naperville Township	Groot	\$21.43					Unlimited waste and recycling collection, includes one bulk item per week. Landscape waste requires sticker.
	(township contract)							Senior rate is \$18.22 per month (15% discount). Rate for townhomes or attached homes is \$14.58 per month.
Kane County	Mill Creek SSA	Lakeshore	\$20.24, 3 cart program	\$2.82	\$2.82	Not offered	2.5% fixed	Food scraps can be commingled with yardwaste, any waste or yardwaste outside of
	(county contract)		\$17.17, 2 cart program					cart must have a sticker on it, 2x per year electronics collection at curb, 3 cart program includes
			PAYT, 1 cart program					waste, recycling and yardwaste/food scraps carts, 2 cart program includes
								waste and recycling carts only, and PAYT includes a recycling cart only.
Lake County	Antioch and Grant Townships	Groot	\$20.52	\$3.00	Not applicable	\$210	CPI	Unlimited waste collection, stickers not needed for waste outside cart, food scraps
	(county contract)						Minimum of 2%	may be commingled with yardwaste, senior rate 10% off, 1 bulky item per week
							Maximum of 3.5%	
Lake County	Benton, Newport, Waukegan,	Groot	\$25.78	\$3.00	Not applicable	\$210	CPI	Unlimited waste collection, stickers not needed for waste outside cart, food scraps
	and Zion Townships						Minimum of 2%	may be commingled with yardwaste, senior rate 10% off, 1 bulky item per week
	(county contract)						Maximum of 3.5%	
Lake County	Wauconda and Cuba Townships	Lakeshore	\$19.95	\$3.00	Not applicable	\$175	CPI	Unlimited waste collection, stickers not needed for waste outside cart, food scraps
	(county contract)						Minimum of 2%	may be commingled with yardwaste, senior rate 10% off, 1 bulky item per week
							Maximum of 3.5%	
Lake County	Libertyville, Vernon	Lakeshore	\$19.95	\$3.00	Not applicable	\$175	CPI	Unlimited waste collection, stickers not needed for waste outside cart, food scraps
	Moraine and West Townships						Minimum of 2%	may be commingled with yardwaste, senior rate 10% off, 1 bulky item per week
	(county contract)						Maximum of 3.5%	
McHenry County	Manor Subdivision, Crystal Lake	Lakeshore	\$19.15, 95 gallon cart	Included	Not applicable	Included	Fixed 3%	Limited waste collection, one bulky per week, unlimited containerized
	and Fox Lake Vista Area,		\$18.07, 65 gallon cart					yardwaste collection April - mid-December, 3 loose leaf collections per year
	Spring Grove (county contract)		\$17.00, 35 gallon cart					
McHenry County	McHenry Township and	Lakeshore	\$20.25, 95 gallon cart	Included	\$3.30 PAYT Option	included	Approximately 3%	Limited waste collection, one bulky per week, unlimited containerized
	Unincorporated Wonder Lake		\$19.12, 65 gallon cart		only			yardwaste collection April - mid-December, 3 loose leaf collections per year, PAYT option,
	in Greenwood Township		\$18.03, 35 gallon cart					Senior rate is \$17.37 per month for 35 gallon cart
	(county contract)		PAYT, \$7.33 base fee/mo.					
McHenry County	Nunda Township	Marengo Disp.	\$20.55, 95 gallon cart					
	(township contract)		\$18.36, 65 gallon cart					
			\$16.93, 35 gallon cart					

Base monthly price includes collection of trash, recycling and landscape waste.

Base monthly price includes collection of trash and recycling. Landscape waste is separate fee (sticker or subscription program).

- 
- ❑ Five of the contracts have a Pay as You Throw (PAYT) option that provides for either a pure sticker program (Downers Grove Township and Mill Creek Special Service Area) or different sized carts with reduced monthly rates for smaller containers.

The resident survey did not ask respondents to provide the size of their trash containers. However, as previously discussed in Footnote 6, and based on the subset of survey respondents that uploaded a copy of their hauler invoices, it is estimated that 90 percent of subscription-based homes have 96-gallon carts and 10 percent have 65-gallon carts. This survey data does not indicate a strong preference for smaller carts, but a single-hauler contract could provide enhanced education and additional cart-sized options for residents.

In general, there does not appear to be large differences in service offerings between the subscription-based model and the single-hauler contract model. Services can vary between townships with hauling contracts, just as they vary among subscription-based homes.

However, single-hauler collection contracts could provide more uniform service to residents, greater education opportunities (such as how to manage extra trash that does not fit in wheeled carts), and some potential service enhancements such as PAYT. As was noted in Section 2, the primary rationale for the three DuPage County townships that have implemented single-hauler contracts (Downers Grove, Lisle and Naperville) was to provide unincorporated residents with consistent (i.e., uniform) service and enhanced options like different cart sizes.

#### 4.2 Cost of Service (Contracted Service)

Based on the monthly cost information present in Table 4, the following observations are made with respect to cost-of-service under single-hauler collection agreements:

- ❑ In five of the contracts (highlighted in green in the table), the base monthly rate includes the cost of trash, recycling and landscape waste collection (i.e., the three principal material streams). Monthly costs in those unincorporated townships ranged from \$19.15 to \$20.55 per household per month for 96-gallon trash cart service. Lower monthly rates were available in some communities if residents opted for smaller trash carts.
- ❑ In six of the contracts (highlighted in blue in the table), the base monthly rate includes the cost of trash and recycling collection only (i.e., two material streams). Base monthly costs in those unincorporated townships ranged from \$19.95 to \$27.85 per household per month for 96-gallon trash cart service.

Landscape waste collection is offered for an additional fee, either through stickers or an annual subscription program. The cost of subscription yard waste collection ranges from \$175 to \$220 annually, which corresponds to \$14.58 to \$18.33 per household per month in cost in addition to the base monthly fee (although the sticker program may be cost-effective for households that set out smaller amounts of landscape waste). Haulers tend to prefer subscription-based yard waste collection over sticker-based collection because they can route landscape trucks to specific customers rather than having to drive by all customers as would be required under a sticker program. Thus, a home with an annual yard waste subscription would pay from \$34.53 to \$46.18 per month for trash, recycling and landscape waste service.

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- ❑ From the above, it should be noted that base monthly costs for contracts that include all three material streams (\$19.15 to \$20.55) are comparable or even lower than the base monthly costs in contracts that include only trash and recycling service (\$19.95 to \$27.85). Further, landscape waste collection fees (either stickers or annual subscription program) in the two-stream collection contracts would increase the disparity in costs.

There are two potential explanations for this apparent inconsistency. First, the townships which have two-stream collection included in the base monthly rate may generate larger quantities of landscape waste, necessitating a separate fee for yard waste. Investigating yard waste quantities was outside the scope of this Study, but some communities (especially those with an abundance of mature trees) do generate greater quantities of landscape waste.

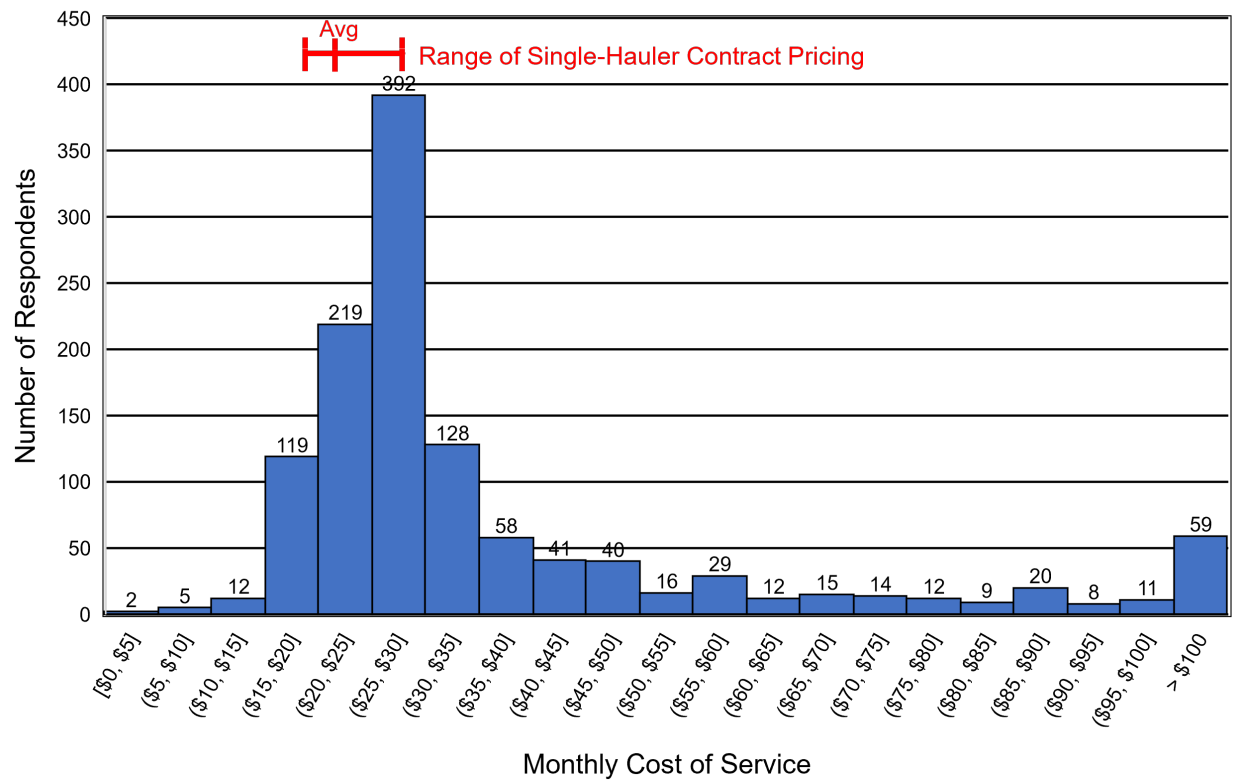
Second, although all of the contracts listed in Table 4 were subject to competitive procurement, communities do incur a range of costs in contract pricing. This is commonly observed in municipal hauling agreements (i.e., cities and villages), and is similarly to be expected for township level hauling contracts.

These cost-of-service data for single-hauler contracts can now be compared with the subscription-based costs analyzed in Section 3. Figure 5 shows the range of base monthly costs under single-hauler contracts superimposed on the histogram of subscription-based costs identified through the resident survey. The following observations are based on the comparative contract and subscription-model cost-of-service data:

- ❑ First, although there is some variability in contract pricing (as discussed above), the range of pricing under the single-hauler contract model is much narrower than for the subscription model. Thus, single-hauler contracts provide a benefit of more uniform overall pricing to residents. The average monthly cost for the eleven contracts summarized in Table 4 is \$21.61 per household. The average monthly cost reflects the greater route density that is obtained under single-hauler contracts versus the individual homeowner subscription model.
- ❑ Second, as was discussed in Section 3, the average cost to the 75 percent of subscription homes that fall within the central grouping of monthly costs (from \$15 to \$40 per month as shown in Figure 5) was calculated to be \$27.06 per household per month. Those homes could *potentially* see lower costs under a single-hauler contract. A specific savings is not quantified in this report, because actual savings would depend on the results of hauler proposals submitted in response to a County RFP for collection services.
- ❑ Third, as analyzed in Section 3, the average cost for all subscription homes, including those homes that pay more than \$40 per month (i.e., the long right tail in the histogram), was calculated to be \$38.05 per household per month. A single-hauler contract could potentially save the homes currently paying greater than \$40 per month an even larger amount. Again, a specific savings is not quantified in this report, because actual savings would ultimately depend on the results of hauler proposals submitted in response to a County RFP for collection services.
- ❑ Finally, it is possible that some homes could potentially see an increase in monthly costs under a single-hauler contract. While that risk cannot be entirely eliminated, the range of single-hauler contract costs shown in Figure 5 suggests that a relatively small proportion of subscription-based homes would be negatively impacted.



**FIGURE 5. SUBSCRIPTION VERSUS CONTRACT COLLECTION COSTS**



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## SECTION 5. DRAFT RFP AND CONTRACT

### 5.1 Overview of Recommended Services

The survey of unincorporated households and the review of the contracts from Table 4 helped inform the services and provisions included in the draft RFP and Collection Services Agreement. Should the County decided to implement single-hauler contracts, it is recommended that the County issue separate RFPs using the six township borders as the six service areas for which proposals will be accepted. This will provide maximum opportunity and flexibility for haulers to participate in the procurement process and submit a proposal for one or more service areas.

The recommended general services and provisions include the following:

- (1) Municipal Waste. Once-per-week unlimited curbside service for collection, transportation and disposal of trash. A flat monthly fee would be charged for trash service. Residential customers would receive a new 95-gallon wheeled cart, to be furnished and maintained by the Contractor. Residents would have 30 days from the start of the term of the agreement to change to a smaller cart (35-gallon or 65-gallon) at no charge; however, changing to a smaller cart would be a matter of customer preference and would not reduce monthly service costs. Extra waste that does not fit in the cart would be collected at no additional charge, provided the extra waste is set out in a suitable container.
- (2) Bulk Item Collection. Basic service would include the collection of one bulk item per week at no additional charge.
- (3) Recyclable Materials. Once-per-week unlimited curbside collection of recyclable materials. A flat monthly fee would be charged for recycling service. Residential customers would receive a new 95-gallon wheeled cart for recyclables, to be furnished and maintained by the Contractor. Residents would have 30 days from the start of the term of the agreement to change to a smaller cart at no charge.
- (4) Landscape Waste and Food Scraps. Once-per-week unlimited curbside collection of landscape waste and food scraps either through a sticker or annual subscription option. Beginning October 15, or an agreed upon start date, the Contractor would also collect an unlimited number of bagged leaves for a period of six weeks for an additional monthly charge (the County may or may not add this service option in the final Agreement). Christmas tree collection is also included. The County could also consider having landscape waste service charged for a flat monthly fee (to all homes in the contract), similar to the monthly fees for trash and recycling service.
- (5) Vacation Hold. Customers may request the Contractor to temporarily suspend collection of trash and other materials for a minimum of 30 days and a maximum of 90 days. During this time period the Contractor would not bill the customer for suspended services.
- (6) Senior Discount. Residents that are age 65 and older may notify the Contractor and receive a 10% discount on trash and recycling collection costs.
- (7) Emergency Services. The Contractor, upon receipt of a notice from the County, would provide any or all residential customers in the service area with a special emergency pick-up for trash and landscape waste in circumstances requiring prompt disposition of the

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waste materials and where a delay in pick-up until the next regularly scheduled pick-up day would or might be injurious or detrimental to the health or welfare of the community.

- (8) Private Services. Collection of white goods and large amounts of trash (exceeding one cubic yard) would be provided upon the request of residential customers at rates set forth in the contract.
- (9) Billing. The Contractor would bill residential customers for all services. The County would not be liable for any claim arising from a residential customer's failure to pay an invoice.
- (10) Franchise Fee. The Contractor would be responsible for remitting to the County on an annual basis a franchise fee of one dollar (\$1.00) per dwelling per year, to defray the County's cost of administering the contracts. The first payment would be due at the start of the second year of the contract and annually thereafter.

Based on the information gathered from the survey of unincorporated households, the vast majority of subscription households currently have trash collection (99 percent) and recycling collection (95 percent), with yard waste service somewhat less common (70 percent). In order to make the transition to a County contracted scenario less complicated, it is recommended that the service options for waste and recyclables collection remain similar to what they are currently. Service enhancements such as the vacation hold, senior discount and food scrap collection could also be considered. With respect to the fall leaf collection, it is recommended that the County obtain cost proposals for adding a six-week bagged leaf collection option during the fall season. Based on the proposed cost, the County can decide whether to add this service into the contract or not.

Finally, the draft RFP requests separate monthly costs for trash and recycling service. By holding a contract with a specified cost for the recycling service, the County is better positioned if Extended Producer Responsibility (EPR) legislation is enacted in the future for packaging and paper products. Under an EPR law, the costs for recycling would be potentially reimbursable through EPR funding.

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## SECTION 6. FINDINGS AND NEXT STEPS

### Section 6.1 Findings

The scope of work for this Study did not require that a final recommendation be made to the County Board on whether to issue an RFP for waste and recycling collection services. Its purpose is to provide the County Board with the necessary data, context and understanding to make a policy decision that is in the best interests of the County and its unincorporated residents. Based on the data and analysis contained in this report, the following findings are made to assist the County in making its policy decision:

- ❑ Although still not as prevalent as municipal hauling contracts, a significant number of single-hauler contracts have been implemented in townships and unincorporated areas (refer to Figure 4), including three townships in DuPage County.
- ❑ The three townships in DuPage County that have implemented single-hauler contracts (Downers Grove, Lisle and Naperville) all expressed a high level of satisfaction with the performance of their contracts (refer to Section 2.2).
- ❑ The feedback from officials of the six townships in the County with subscription-based hauling was mixed. Two of the townships indicated they were favorable or neutral with respect to the single-hauler concept, but a majority indicated they would likely not pursue a township-led effort on their own. None of the six townships indicated they were directly opposed to a County-led initiative, although a frequent question was why the County was interested in pursuing contracted collection in the unincorporated areas.
- ❑ One of the objectives of this Study was to evaluate the level of service in unincorporated areas as an element of the 2022 Five-Year Update to the County's Solid Waste Management Plan. Based on the resident survey of unincorporated homes (refer to Section 3.5), 99 percent of homes receive trash service, 95 percent receive recycling service, and 70 percent receive landscape waste service. This is a comparable level of service to municipal hauling contracts, and it may be concluded that unincorporated areas are not underserved relative to municipalities. Furthermore, the resident survey indicated that 90 percent of unincorporated residents are either very satisfied (60 percent) or somewhat satisfied (30 percent) with their current subscription-based service.
- ❑ Furthermore, the six townships with subscription-based hauling all provide additional recycling opportunities including brush pick-up and electronics recycling (in cooperation with the County). Some are considering expanding services to include textile recycling, and some have one-day, multi-material collection events for paint, paper shredding, aerosol cans and scrap metal (refer to Section 2.3).
- ❑ Based on the preceding two findings, County implementation of single-hauler franchises is not expected to dramatically expand diversion opportunities for unincorporated residents, because those residents are currently well-served through existing subscription services and township-provided services.
- ❑ However, single-hauler contracts would provide uniform service levels and greater education opportunities for unincorporated households as to how to properly manage their waste materials. The resident survey indicated that significant numbers of unincorporated households (30 to 50 percent) did not know whether they could place extra trash outside

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their wheeled carts or whether they could set out appliances (refer to Section 3.5). A single-hauler contract could also provide enhancements to current subscription-based hauling, such as the inclusion of food scrap collection, allowing one bulky item to be set out each week at no additional charge, or providing residents with a greater choice in cart sizes.

- ❑ The resident survey indicated a broad range of monthly costs under the current subscription model, with some homes paying more than \$100 per month (refer to Figure 2 and Figure 5). Most residents (75 percent) fall within a central band of pricing between \$15 and \$40 per household per month. The average cost of service for this group of homes is \$27.06 per household per month. The average cost for all homes, including those that pay more than \$40 per month, is \$38.05 per household per month.
- ❑ Monthly household costs under the single-hauler service model are more uniform and fall within a narrower range. Based on a review of eleven single-hauler contracts (refer to Section 4), monthly costs range from \$19.15 to \$27.85 per household per month, with an average of \$21.61 per household per month.
- ❑ Based on the preceding two findings, the data collected for this Study indicates that single-hauler contracts could provide cost savings to residents versus the current subscription model. This would largely be due to the greater route density that can be achieved under the single-hauler model. Specific savings are not quantified in this report because actual savings would depend on the results of hauler proposals submitted in response to a County RFP for collection services.
- ❑ The greater route density obtained through single-hauler contracts would also provide benefits including reduced traffic and road impacts and fewer air emissions because multiple haulers would not be driving on the same street to access their customers.
- ❑ The resident survey indicated that six private haulers currently provide subscription-based collection services in the six unincorporated townships (Addison, Bloomingdale, Milton, Wayne, Winfield and York) that were the focus of this Study. Some of these haulers could lose business if the County implements single-hauler contracts. The draft RFP attached to this Study (refer to Section 5) mitigates this somewhat by recommending that six individual contracts be awarded, one for each township area. This approach provides maximum opportunity and flexibility for haulers to propose on one or more collection agreements.

## Section 6.2 Next Steps

Based on the above findings, the following steps are recommended as the County continues to evaluate single-hauler contracts for the unincorporated areas of the six townships considered in this Study:

- ❑ Initially, the County Board needs to determine if it will move forward with the next phases (additional outreach and issuing the RFP for collection services) or leave this issue for the townships to decide individually whether to pursue. Based on the discussions with the six townships conducted for this Study, there does not appear to be interest from the townships in leading such an effort, but it is an option to provide those townships with a copy of this Study for their further consideration. If no action were undertaken by the townships, the County could then issue the RFP.



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- ❑ If the County decides to issue the RFP, the timeline associated with the project should be as follows (based on the consultant team's experience with similar procurement efforts):
    - a. Finalize RFP and hauling contracts and develop communication plan (3 months).
    - b. Issue RFP, review proposals, and award contracts (9 months).
    - c. Transition period, from contract award to start of services (4-5 months). This transition period allows time for the selected hauler(s) to purchase and distribute carts, and to notify and further inform residents about the upcoming transition.

- ❑ Develop a communication strategy/plan to effectively inform the public of the RFP process, the reasons the County decided to issue an RFP, and the process that the County will use to review the proposals and decide whether to enter into contracts or not.

The communication plan will establish the most effective communication channels (e.g., social media, traditional media, newsletters, one-sheet handouts, website, etc.) to distribute information materials, which may include:

- Background explanation of single-hauler service delivery method, including its benefits and changes to current subscription-based service.
  - Survey findings (i.e., the survey conducted for this Study).
  - RFP timeline and evaluation methodology.
  - FAQ sheet addressing common resident concerns (to be updated if new questions arise).
  - Public feedback opportunities (e.g., through online forms or public meetings).
  - Glossary of terms.
- ❑ Appropriate sufficient funding to conduct the hauler procurement process in the 2023 fiscal year.
- ❑ Continue to keep the six townships informed about the procurement process through its completion.
- ❑ Incorporate the following lessons learned in Lake County, Illinois, which entered into two unincorporated area waste collection contracts (approximately 14,000 households) on June 1, 2022, into the next phase of the project:
  - Develop a list of the Homeowner Associations (HOAs) in the unincorporated areas of the six township that have existing, active waste hauling contracts in place. The County will need to determine whether to include the HOAs with existing contracts in the County's contract (Lake County did not include them).
  - The County, through its GIS department, should provide the selected waste hauler(s) with an address list for unincorporated households for each of the six townships. Such a list already exists and was used to mail the resident survey postcards for this Study. However, the hauler(s) should be alerted that getting the mailing list finalized (for the purpose of issuing homeowner billing statements) will take work on their end as well.

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- The cart exchange process may be confusing to many residents who were unaware of the County's efforts until receiving the initial mailing from the selected hauler(s) of the new collection program. The key to minimizing the number of unaware residents is implementing a robust communication strategy as recommended above. A second lesson learned with the cart exchange is the existing haulers need to coordinate with the new hauler(s) on when the old carts will be collected and the new carts delivered. The County needs to stress this to all the haulers during the procurement process.
  - The several months prior to the start of collection services and the first six weeks of the new collection programs will be the most time consuming for County staff. Lake County held regular calls with its selected haulers prior to the roll out of the new program to make sure the County's communication efforts were consistent and integrated into the haulers' efforts. These calls continued through the first six weeks of implementation.
  - Lake County decided not to enact an ordinance requiring residents to have waste collection services. If DuPage County similarly decides not to have mandatory collection service, this needs to be made clear to the haulers proposing on the RFP. Lake County also made it clear that it would not assist the haulers with past due accounts or households that refused to take the service. Lake County did indicate that it would protect the selected haulers by not allowing other haulers to offer collection services within the service area (experience has shown most haulers will respect the County's franchise and not offer services if they are not the County's contracted hauler). It is recommended that DuPage County provide a similar assurance that residential collection services will be exclusive in a given service area to the awarded hauling contractor.
  - Once the County selects the hauler(s) to be awarded collection contracts, the County needs to work with the hauler(s) to transition calls and emails it receives from the residents to the haulers. It is important the County make this transition at the outset because the haulers are in the best position to address residents' questions and they are the experts in implementing these types of transitions.

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**APPENDIX A**  
**RESIDENT SURVEY**

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# DuPage County - Unincorporated Waste Hauling Services Survey

## Introduction

DuPage County is updating its Solid Waste Management Plan and conducting a study of waste & recycling services. This survey will help the County better understand how household waste is collected in the unincorporated areas. Please take a few minutes to answer these questions, your feedback is very important as the County plans for the future.

**Q1.** In which township do you live?

Addison Township .....	1
Bloomington Township .....	2
Milton Township .....	3
Wayne Township .....	4
Winfield Township .....	5
York Township .....	6
Downers Grove Township ( <b>TERMINATE</b> ) .....	7
Lisle Township ( <b>TERMINATE</b> ) .....	8
Naperville Township ( <b>TERMINATE</b> ) .....	9
None of these ( <b>TERMINATE</b> ) .....	10
Refused/Don't Know .....	11

**Q2.** What is your zip code?

**RECORD** \_\_\_\_\_

**Q3.** For demographic purposes, how many people live at your residence?

1 .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
More than 6 .....	7
Refused/Don't Know .....	8

**Q4.** Are you a member of a Homeowners Association?

Yes .....	1
No .....	2
Refused/Don't Know .....	3

**Q5.** To which Homeowners Association do you belong?

**RECORD** \_\_\_\_\_

**Q6.** Do you receive garbage pickup service at your home?

Yes .....1  
No .....2  
Refused/Don't Know .....3

**Q7.** Do you personally select the company that provides your garbage service?

Yes .....1  
No (**TERMINATE**) .....2  
Refused/Don't Know (**TERMINATE**).....3

**Q8.** Which company picks up your garbage?

Waste Management.....1  
Republic Services.....2  
Groot .....3  
Flood Brothers .....4  
Lakeshore / LRS / Roy Strom .....5  
S.B.C.....6  
Other (**RECORD**) .....7  
Refused/Don't Know .....8

**Q9.** Do you receive recycling pickup service at your home?

Yes .....1  
No .....2  
Refused/Don't Know .....3

**Q10.** (Ask if Q9 = 1) How often is your recycling picked up?

Weekly .....1  
Every other week .....2  
Refused/Don't Know .....3

**Q11.** Does your garbage hauler pick up yard waste at your home?

Yes .....1  
No .....2  
Refused/Don't Know .....3



**Q12.** Can you set out bulky items like furniture with your garbage?

Yes .....1  
Yes, for an additional fee .....2  
No .....3  
Refused/Don't Know .....4

**Q13.** Can you set out appliances with your garbage?

Yes .....1  
Yes, for an additional fee .....2  
No .....3  
Refused/Don't Know .....4

**Q14.** What type of containers do you use for garbage and recycling?

My hauler provided me with wheeled-carts.....1  
My hauler provided me with metal dumpster containers.....2  
I use my own plastic or metal cans .....3  
Refused/Don't Know .....4

**Q15.** How often are you billed for garbage service?

Monthly.....1  
Quarterly .....2  
Annually.....3  
Refused/Don't Know .....4

**Q16.** What was the amount of your last bill?

**RECORD** \_\_\_\_\_

**Q17.** If you desire, you may upload a copy or photo of your last bill, which would aid the County's study.

**UPLOAD ATTACHMENT**

**Q18.** Do you have to purchase a separate sticker or tag for extra trash that does not fit in your garbage cart or container?

Yes .....1  
No .....2  
Refused/Don't Know .....3

**Q19.** (Ask if Q18 = 1) What is the cost of the sticker or tag?

**RECORD** \_\_\_\_\_

**Q20.** Do you subscribe to a separate yard waste disposal service? (This is typically an 8-month subscription service which excludes winter months.)

Yes .....1  
No .....2  
Refused/Don't Know .....3

**Q21.** (Ask if Q20 =1) What is the cost of the subscription-based yard waste disposal service?

**RECORD** \_\_\_\_\_

**Q22.** How satisfied are you with your current garbage collection service overall? Are you VERY satisfied, SOMEWHAT satisfied, SOMEWHAT dissatisfied, or VERY dissatisfied?

Very Satisfied .....1  
Somewhat Satisfied .....2  
Somewhat Dissatisfied .....3  
Very Dissatisfied .....4  
Refused/Don't know .....5

**That completes our survey. Thank you for your participation.**

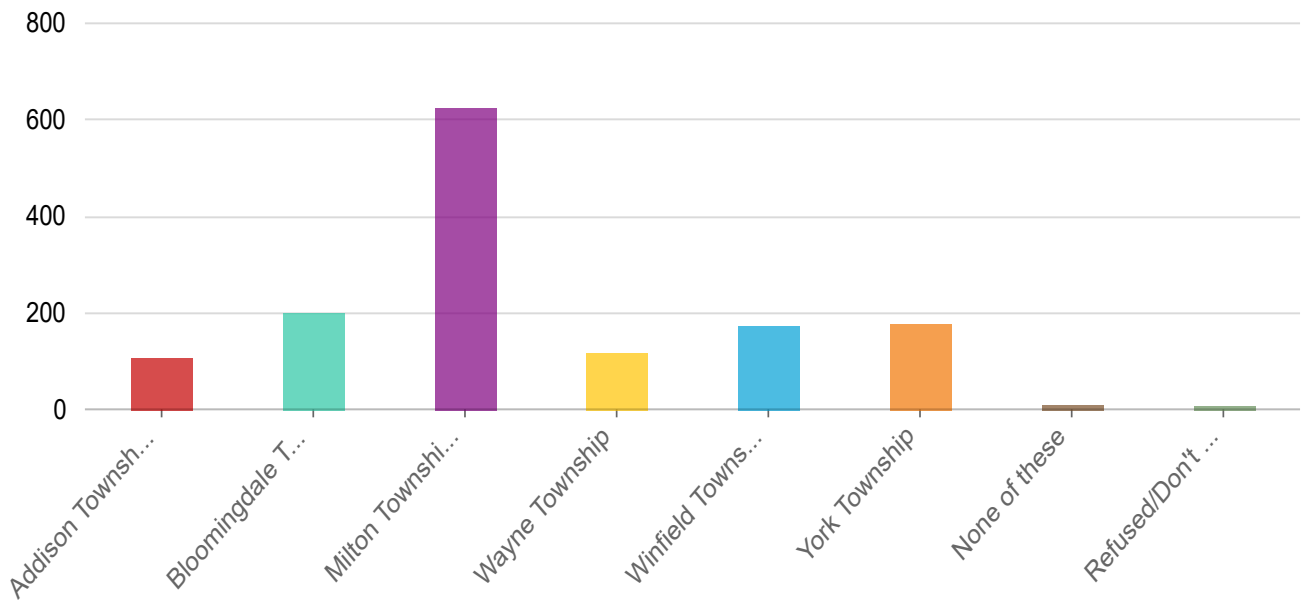
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## **APPENDIX B**

### **TOP-LINE SURVEY RESULTS**

# Unincorporated Waste Hauling Services Survey

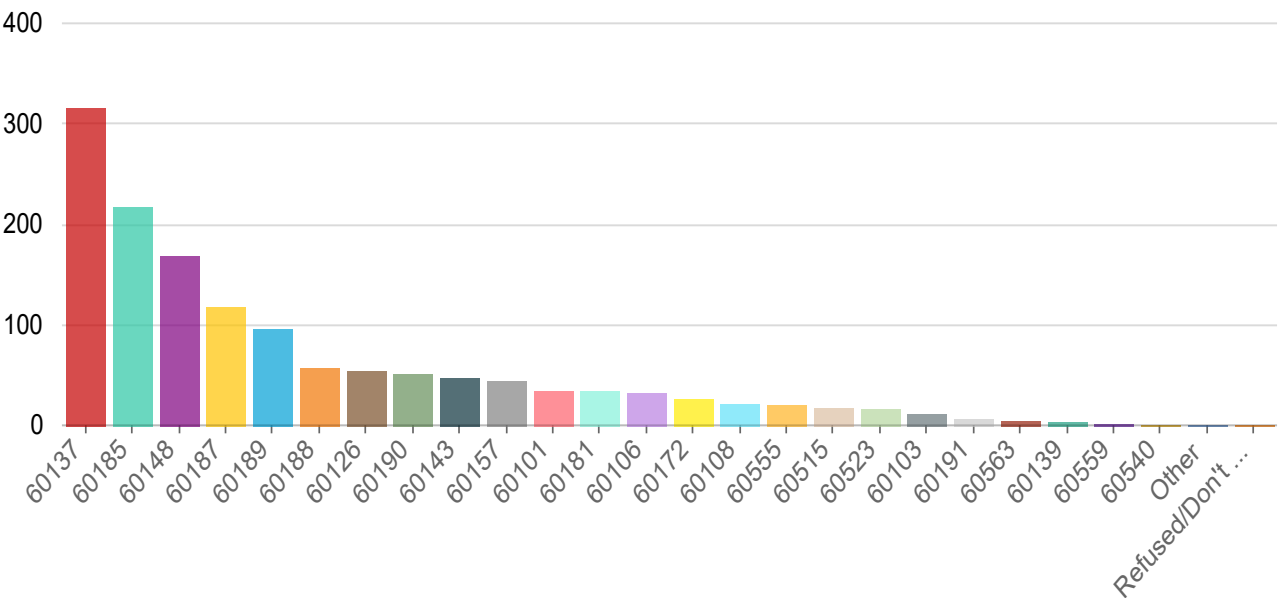
In which township do you live? \*



Answers	Count	Percentage
Addison Township	109	7.61%
Bloomingdale Township	201	14.04%
Milton Township	626	43.72%
Wayne Township	120	8.38%
Winfield Township	174	12.15%
York Township	180	12.57%
None of these	12	0.84%
Refused/Don't Know	10	0.7%

Answered: 1,432 Skipped: 0

What is your zip code? \*

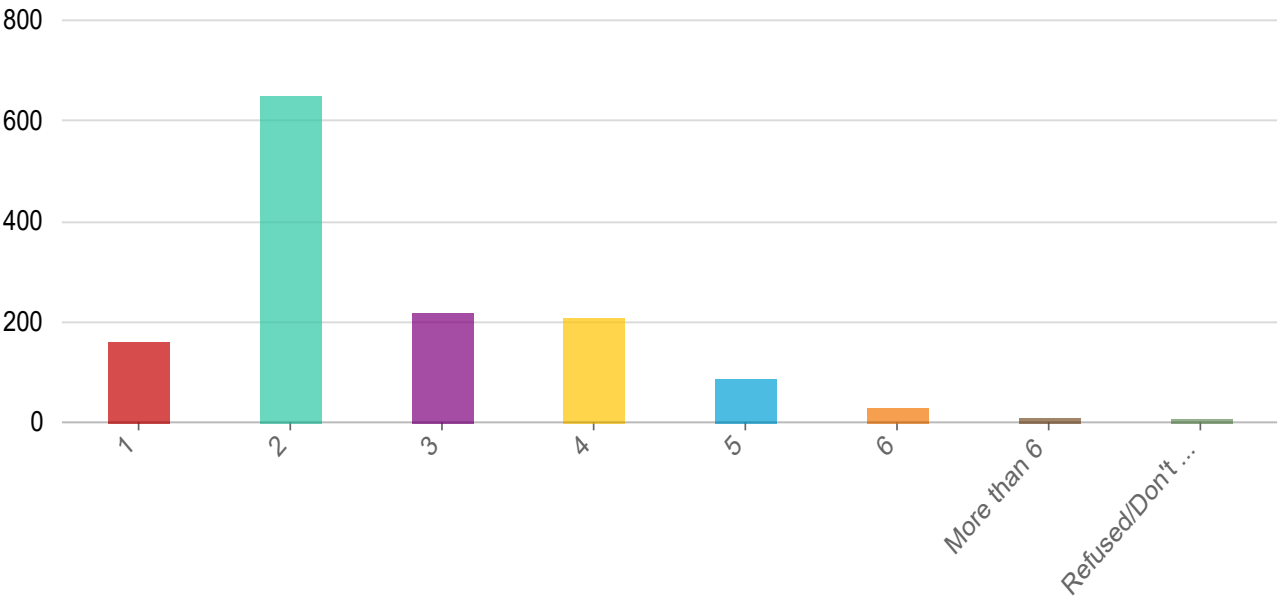


Answers	Count	Percentage
60137	317	22.14%
60185	218	15.22%
60148	170	11.87%
60187	119	8.31%
60189	97	6.77%
60188	58	4.05%
60126	55	3.84%
60190	52	3.63%
60143	48	3.35%
60157	45	3.14%
60101	35	2.44%
60181	35	2.44%

60106	33	2.3%
60172	27	1.89%
60108	22	1.54%
60555	21	1.47%
60515	18	1.26%
60523	17	1.19%
60103	12	0.84%
60191	7	0.49%
60563	5	0.35%
60139	4	0.28%
60559	2	0.14%
60540	1	0.07%
Other	1	0.07%
Refused/Don't Know	1	0.07%

Answered: 1,420 Skipped: 12

For demographic purposes, how many people live at your residence?



Answers	Count	Percentage
1	162	11.31%
2	652	45.53%
3	219	15.29%
4	209	14.59%
5	89	6.22%
6	30	2.09%
More than 6	11	0.77%
Refused/Don't Know	9	0.63%

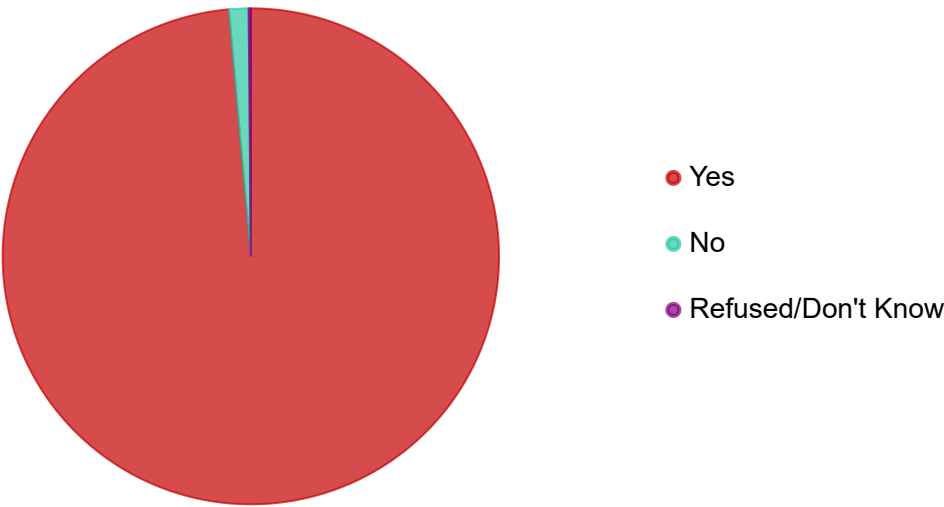
Answered: 1,381 Skipped: 51

Are you a member of a Homeowners Association?

[illegible]



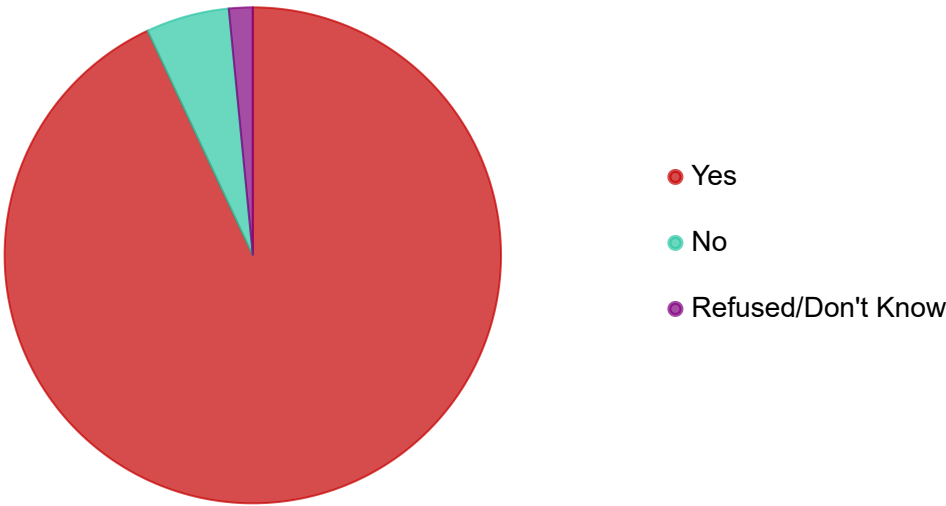
Do you receive garbage pickup service at your home?



Answers	Count	Percentage
Yes	1,397	97.56%
No	18	1.26%
Refused/Don't Know	2	0.14%

Answered: 1,417 Skipped: 15

Do you personally select the company that provides your garbage service? \*

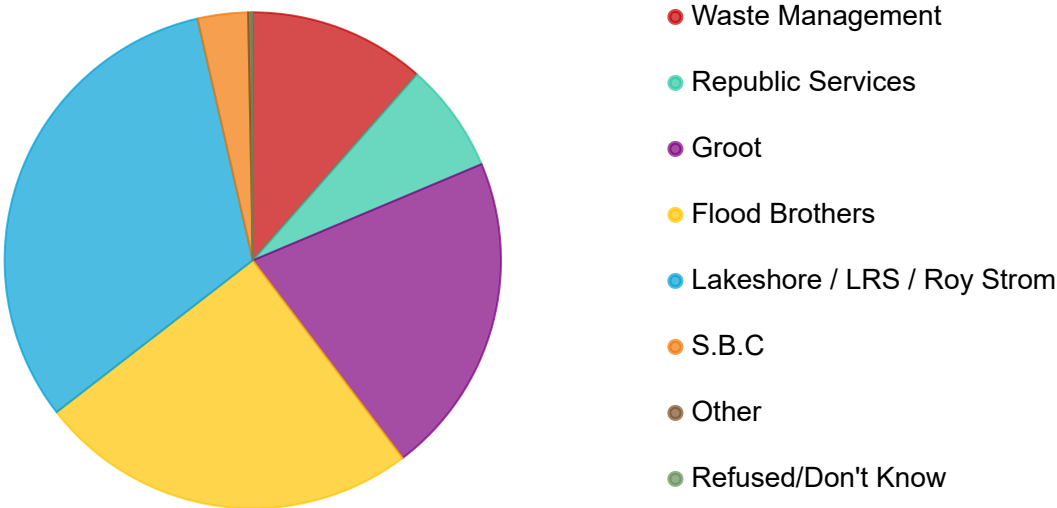


**Answers** **Count** **Percentage**

Yes	1,321	92.25%
No	77	5.38%
Refused/Don't Know	22	1.54%

Answered: 1,420 Skipped: 12

Which company picks up your garbage?



11/16/22, 10:55 AM

Unincorporated Waste Hauling Services Survey

Waste Management	151	10.54%
Republic Services	94	6.56%
Groot	276	19.27%
Flood Brothers	326	22.77%
Lakeshore / LRS / Roy Strom	419	29.26%
S.B.C	43	3%
Other	3	0.21%
Refused/Don't Know	1	0.07%

Answered: 1,313 Skipped: 119

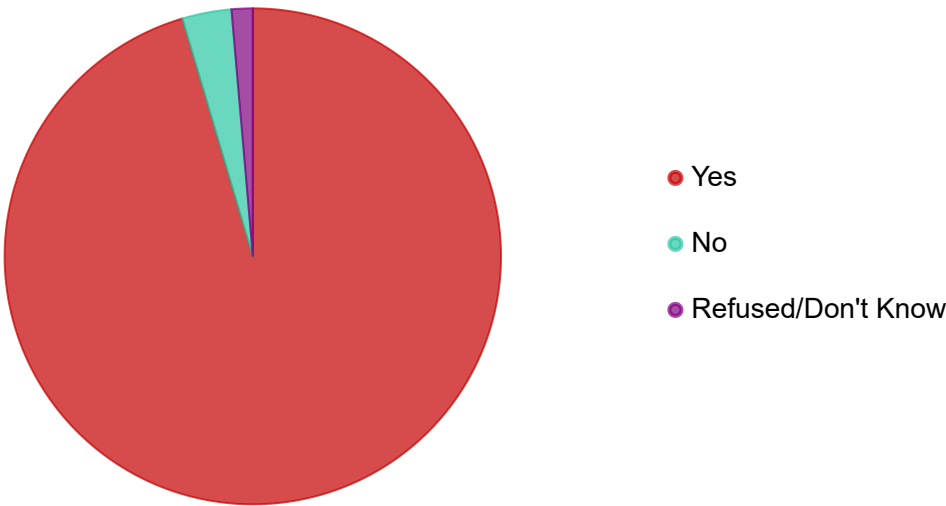
Other -Please specify the company name

The word cloud requires at least 20 answers to show.

Word	Count
Wheaton	1
Sanitary	1
Dist.	1
Groot	1
inc.	1
waste	1
connection	1
company	1

Answered: 2 Skipped: 1430

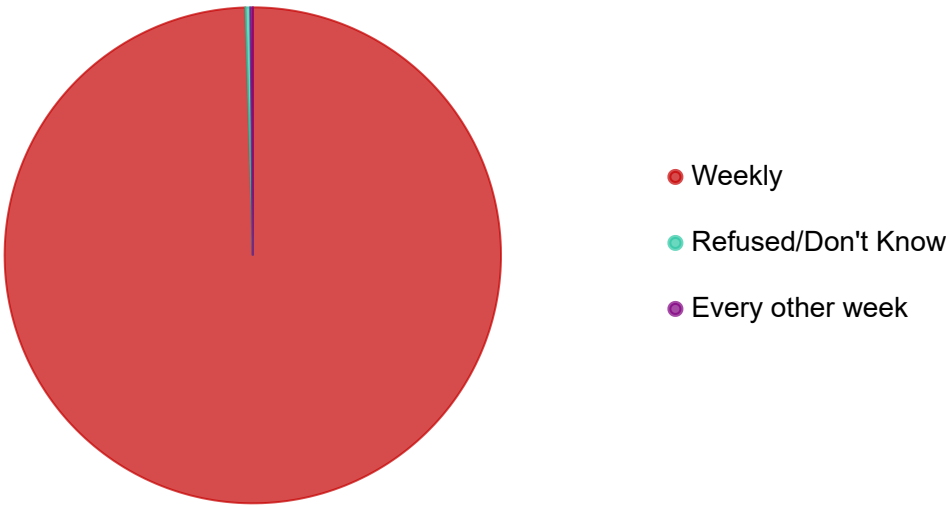
Do you receive recycling pickup service at your home?



Answers	Count	Percentage
Yes	1,249	87.22%
No	42	2.93%
Refused/Don't Know	18	1.26%

Answered: 1,309 Skipped: 123

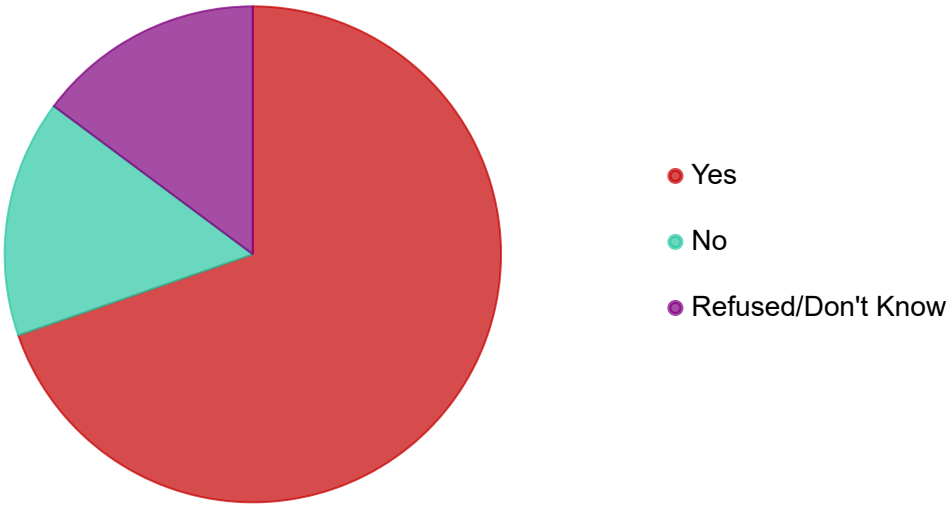
How often is your recycling picked up?



Answers	Count	Percentage
Weekly	1,241	86.66%
Refused/Don't Know	4	0.28%
Every other week	2	0.14%

Answered: 1,247 Skipped: 185

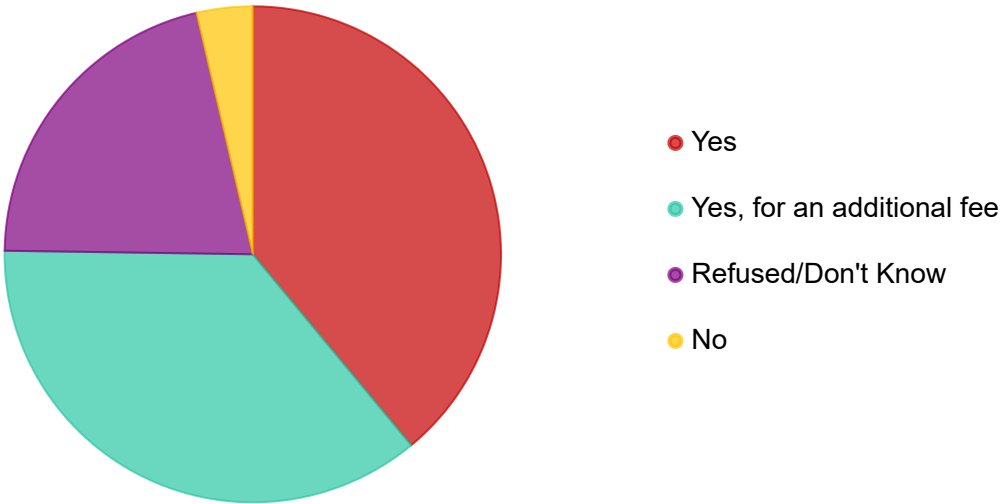
Does your garbage hauler pick up yard waste at your home?



Yes	918	64.11%
No	204	14.25%
Refused/Don't Know	195	13.62%

Answered: 1,317 Skipped: 115

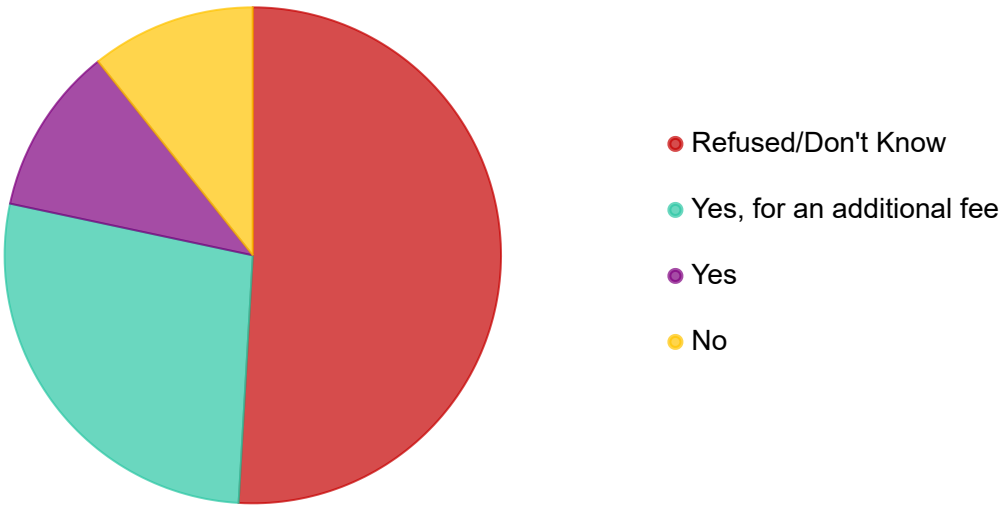
Can you set out bulky items like furniture with your garbage?



Answers	Count	Percentage
Yes	513	35.82%
Yes, for an additional fee	477	33.31%
Refused/Don't Know	278	19.41%
No	48	3.35%

Answered: 1,316 Skipped: 116

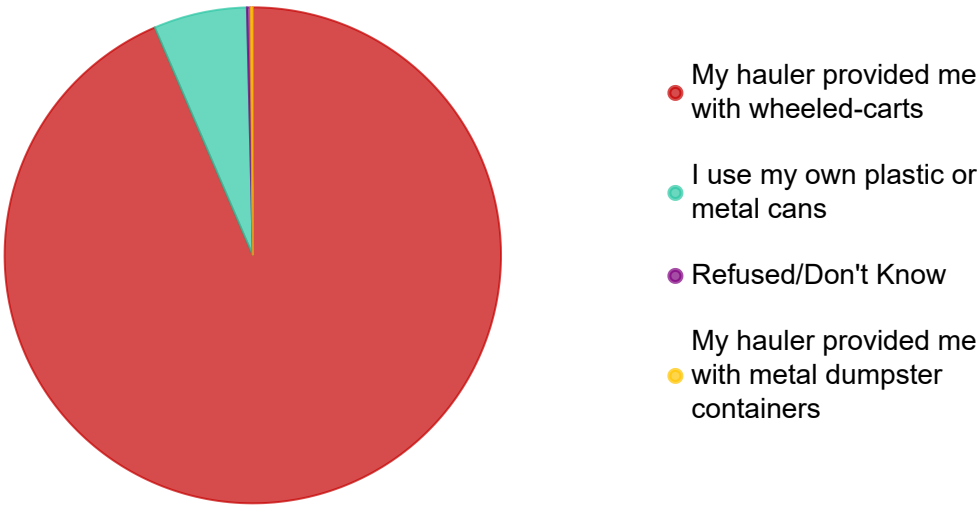
Can you set out appliances with your garbage?



Answers	Count	Percentage
Refused/Don't Know	670	46.79%
Yes, for an additional fee	361	25.21%
Yes	144	10.06%
No	141	9.85%

Answered: 1,316 Skipped: 116

What type of containers do you use for garbage and recycling?

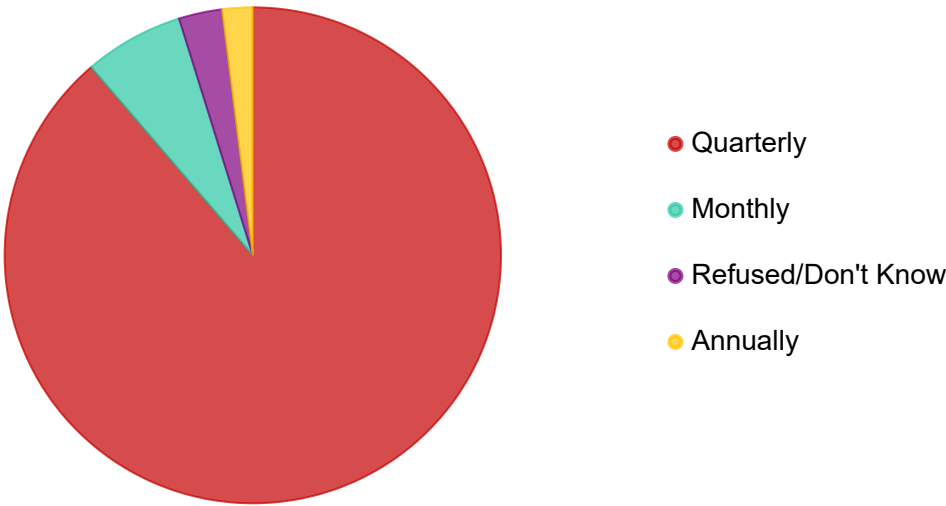


Answers	Count	Percentage
My hauler provided me with wheeled-carts	1,230	85.89%
I use my own plastic or metal cans	80	5.59%
Refused/Don't Know	3	0.21%
My hauler provided me with metal dumpster containers	2	0.14%

Answered: 1,315 Skipped: 117

How often are you billed for garbage service?

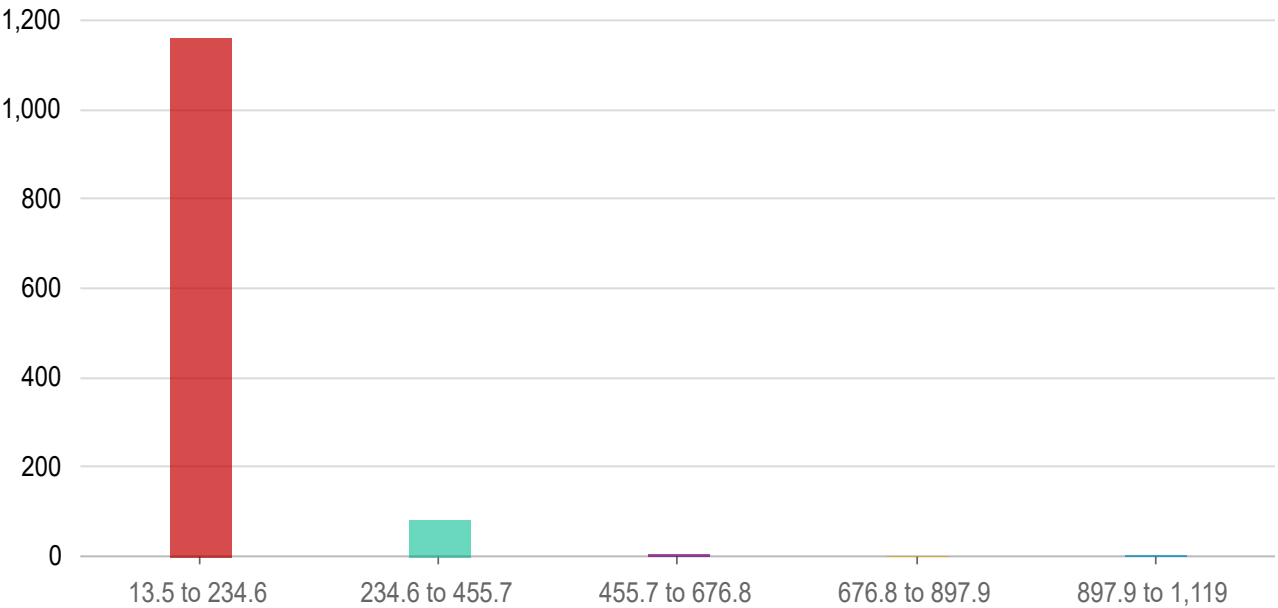




Answers	Count	Percentage
Quarterly	1,163	81.22%
Monthly	85	5.94%
Refused/Don't Know	37	2.58%
Annually	26	1.82%

Answered: 1,311 Skipped: 121

What was the amount of your last bill? (\$)



Stats

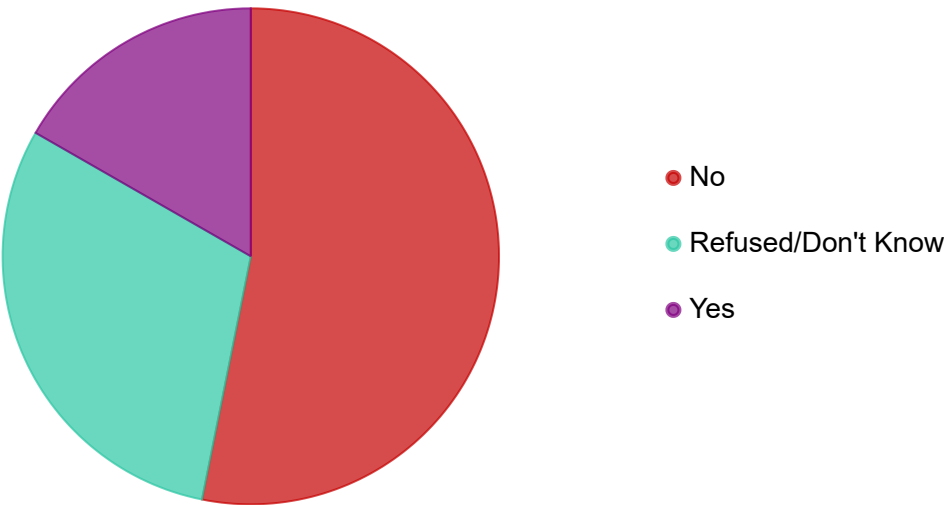
Value

Min.	13.5
Max.	1,119
Avg.	117.915055643879
Sum.	148,337.14

Answered: 1,258 Skipped: 174

If you desire, you may upload a copy or photo of your last bill, which would aid the County...

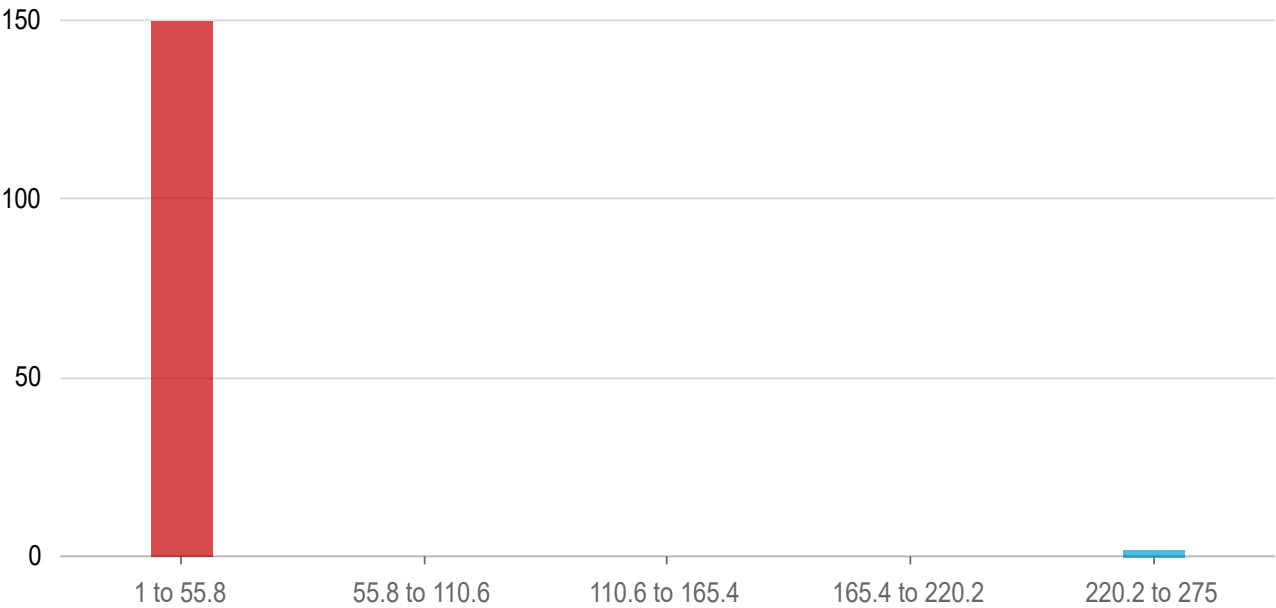
Do you have to purchase a separate sticker or tag for extra trash that does n...



Answers	Count	Percentage
No	700	48.88%
Refused/Don't Know	397	27.72%
Yes	220	15.36%

Answered: 1,317 Skipped: 115

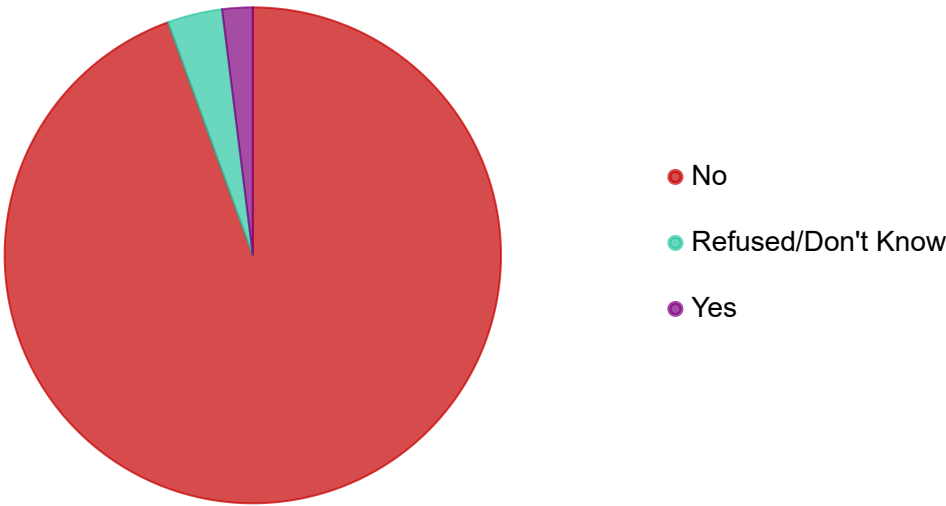
What is the cost of the sticker or tag? (\$)



Stats		Value
Min.		1
Max.		275
Avg.		6.63217105263158
Sum.		1,008.09

Answered: 152 Skipped: 1280

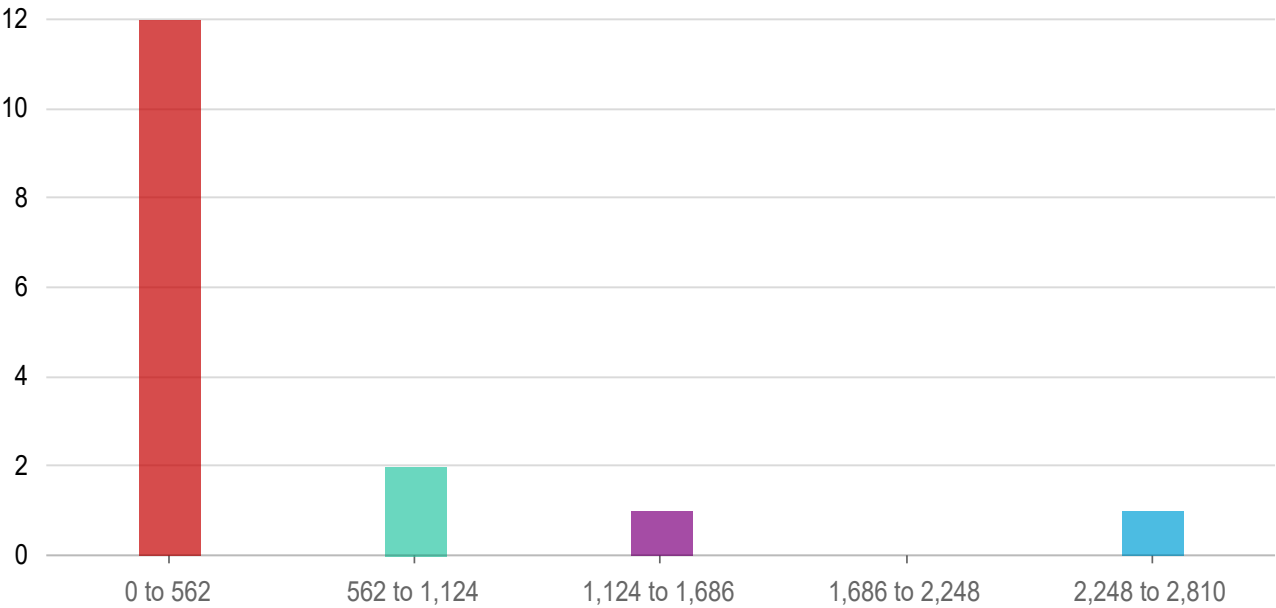
Do you subscribe to a separate yard waste disposal service? (This is typicall...



Answers	Count	Percentage
No	1,241	86.66%
Refused/Don't Know	47	3.28%
Yes	26	1.82%

Answered: 1,314 Skipped: 118

What is the cost of the subscription-based yard waste disposal service?



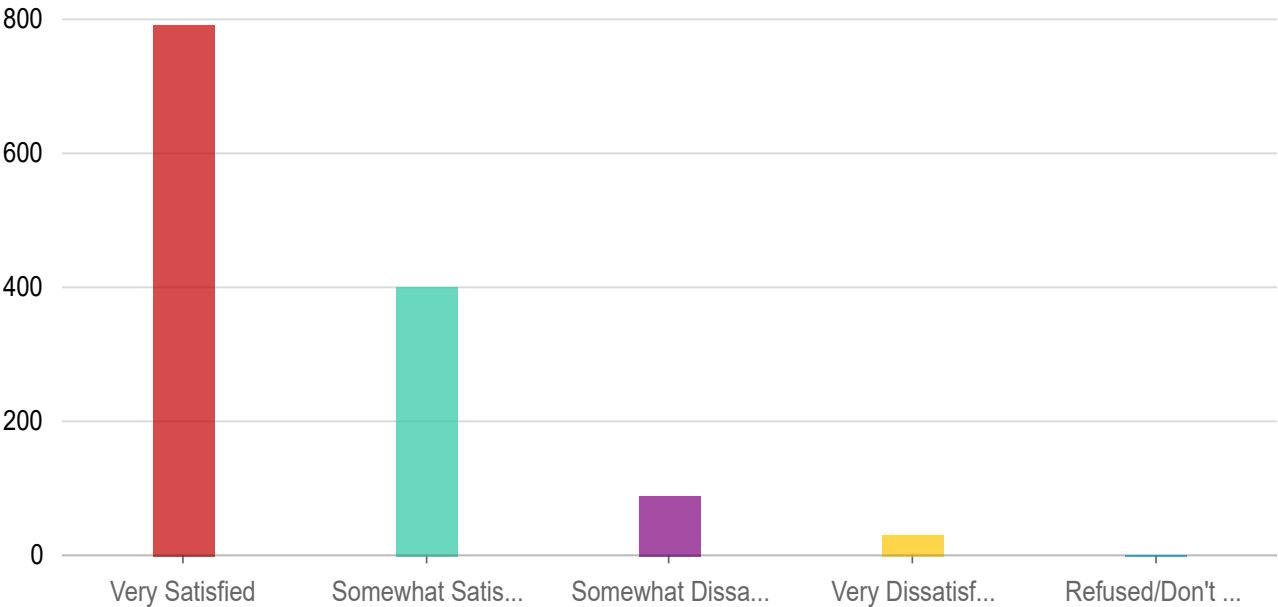
11/16/22, 10:55 AM

Unincorporated Waste Hauling Services Survey

Min.	0
Max.	2,810
Avg.	462.87375
Sum.	7,405.98

Answered: 16 Skipped: 1416

How satisfied are you with your current garbage collection service overall? ...



Answers	Count	Percentage
Very Satisfied	793	55.38%
Somewhat Satisfied	402	28.07%
Somewhat Dissatisfied	90	6.28%
Very Dissatisfied	32	2.23%
Refused/Don't know	2	0.14%

Answered: 1,319 Skipped: 113