

DuPage County – Unincorporated Waste and Recycling Hauling Services

Follow-up Survey

(DRAFT)

In 2022, DuPage County completed a fact-finding study on the status of waste and recycling services in the unincorporated areas of the County. As part of the study, post cards were sent to more than 20,000 homes located in unincorporated Addison, Bloomingdale, Milton, Wayne, Winfield and York Townships asking residents to respond to questions regarding their collection services and the cost for those services.

Currently, unincorporated homes subscribe on an individual basis with a waste and recycling hauler of their choosing (referred to as a subscription model). Another method of service-delivery used by cities/villages in the County and three townships (Downers Grove, Lisle, and Naperville) is the single-hauler model, in which the municipality or township contracts with one hauler to provide services to residents.

This follow-up survey is being conducted to obtain your feedback on subscription service compared to single-hauler service. The County has not made any decision to change how you currently receive waste and recycling service. Responses to this survey will be presented to the County Board as it continues to evaluate how service is provided. Your participation in this survey is important as the Board wants your opinion. The last question of the survey allows you to provide any comments you may have in addition to your answers to the survey questions.

As with any public policy issue, there are advantages and disadvantages to each method of service-delivery:

SUBSCRIPTION MODEL

- Homeowners get to choose which waste/recycling company they want. This individual choice promotes competition (six companies currently provide subscription service).
- Since homeowners individually choose their hauler, multiple waste/recycling trucks may pass down your street and on different days of the week.
- Homeowners generally receive the same level of basic service (trash, recycling, and yard waste) that municipalities receive.
- Costs to homeowners vary widely, from \$15/month (\$45/quarter) to more than \$100/month (\$300/quarter). On average, subscription homes pay \$38/month (\$114/quarter), although most homes (75%) pay around \$27/month (\$81/quarter).

SINGLE-HAULER MODEL

- A survey of single-hauler contracts in the region found an average homeowner cost of about \$21/month (\$65/quarter), which is lower than subscription-pricing for most homes in the surveyed unincorporated areas. A single-hauler contract would lock in a set rate for all homeowners. However, cost savings to homeowners are estimates; the County will not know potential savings until it receives bids from the waste haulers.
- Homeowners do not get to choose which waste/recycling company they want. Instead, the County would select a single hauler based on a competitive bidding process.
- Service to homeowners would be on one day, which means fewer trucks passing by your street during different days of the week.
- Overall truck traffic in the County could be reduced by approximately 2%, resulting in a reduction of greenhouse gasses equivalent to taking 100 to 300 passenger vehicles off the road.
- Some service enhancements that are typically not available to subscription-service homeowners, including food scrap composting or vacation holds, could be provided.

Based on the foregoing and **YOUR OPINIONS**, please respond to the following questions:

SURVEY QUESTIONS

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 (TERMINATE)	7
Lisle Township (TERMINATE)	8
Naperville Township (TERMINATE)	9
None of these (TERMINATE)	10
Refused/Don't Know	11

Q2. What is your zip code?

RECORD _____

Q3. If you could change anything about your current waste, recycling, and yard waste collection, what would you change (choose up to **TWO** responses, if any)?

- ☐ Better service
- ☐ Enhanced services, e.g., bulky item collection, food scrap collection, vacation hold
- ☐ Lower cost
- ☐ Better education on recycling
- ☐ Fewer trucks driving around the neighborhood on multiple days
- ☐ Less noise from pickup that is too early in the morning
- ☐ No changes
- ☐ Other _____

Q4. Would you be in favor of the County implementing a single hauler model in your township?

- ☐ Yes
- ☐ Yes, but only if I saved money (choose one answer below):

- ☐ At least \$25 per year
- ☐ At least \$50 per year
- ☐ At least \$75 per year
- ☐ At least \$100 per year

☐ No

Q5. If you answered “Yes” to question 4, besides saving money, what other reason or reasons do you have for answering “Yes”? Choose up to **TWO** answers, if any:

- ☐ Fewer trucks driving around the neighborhood on multiple days
- ☐ Having all homes on my street collected on the same day of the week
- ☐ Lower greenhouse gas emissions associated with providing hauling services
- ☐ Enhanced services, e.g., bulky item collection, food scrap collection, vacation hold
- ☐ Better education on recycling
- ☐ Transparent pricing
- ☐ I am only interested if I save money
- ☐ Other **RECORD** _____

Q6. If you answered “No” to question 4, what reason or reasons did you have for answering “No”? Choose up to two answers, if any

- _____ I am satisfied with the current subscription model
- _____ Prefer having the ability to select my own hauler
- _____ Concerned that the single hauler model reduces competition
- _____ The County should not select who my hauler is
- _____ Other **RECORD** _____

Q7. Overall, what is your opinion on the single-hauler model for waste and recycling collection?

- Strongly oppose1
- Somewhat oppose2
- Neutral (neither support or oppose)3
- Somewhat support.....4
- Strongly support.....5

Q8. Please provide any additional comments you would like to be considered:

RECORD _____

THAT COMPLETES THE SURVEY, THANKS FOR YOUR PARTICPATION