

Garbage Service Survey

Do you have any comments you wish to share in regards to the Village's garbage, recycling or yard waste services?		
		Response Count
		791
<i>answered question</i>		791
<i>skipped question</i>		384

Response Text		
1	provide two amnesty days	Mar 8, 2010 7:53 PM
2	As a single householder, I put out almost no trash. I do recycle a fair amount. I do not wish to be charged more for living a conservative life.	Mar 8, 2010 7:56 PM
3	I recycle aggressively but do not think a 64 gal toter is needed unless the toter is free, and it lowers the overall cost of the contract. ARC has taken recyclables so long as they are in a container.	Mar 8, 2010 8:01 PM
4	I think the ARC Service guys have total disregard to property, etc. They have destroyed several recycling bins, which are not free, as well as a few garbage cans, plus, when they empty the garbage, invariably some of it ends up on the street, or still in the can. I am not overly pleased with the service we get for close to \$3 a can.	Mar 8, 2010 8:11 PM
5	The service has been more predictable and reliable since switching to ARC.	Mar 8, 2010 8:17 PM
6	Love the flexibility of the current system.	Mar 8, 2010 8:29 PM
7	Don't make changes to the existing program.	Mar 8, 2010 8:39 PM
8	I do NOT wish to pay for recycling to be picked up. I am an avid recycler because it is best for the environment. I rarely put out gargage as I compost most of our food waste and therefore would not want to be forced to pay for garbage/recycling pickup. Larger recycling bins would be most welcome, without weekly fees, since the hauler makes money on the recycled goods.	Mar 8, 2010 8:40 PM
9	I do NOT want to pay a flat fee for garbage. I don't have that much!	Mar 8, 2010 8:55 PM
10	Really indifferent on whether village switches to cart for all households, but I like my carts. I would really like a cart for recyclables.	Mar 8, 2010 8:56 PM
11	Whats the cost? This is a biased survey.	Mar 8, 2010 8:59 PM
12	I was really disappointed when free leaf collection was discontinued. It is an incredible expense in the Fall to dispose of all the leaves by bagging and stickering.	Mar 8, 2010 9:02 PM
13	Would love a flat fee service for garbage, although I appreciate the incentive that goes with not having to pay for recycling. I think a flat fee and/or one time purchase of a large garbage can/cart for trash would be fantastic. Am not at all a fan of the stickers.	Mar 8, 2010 9:06 PM
14	we recyble alot, have a compactor and garbage disposal, so we only put 1 can out a month. i would be really upset if we had to pay a monthly rate.	Mar 8, 2010 9:16 PM
15	If you are going force residents in to using/renting a cart, I hope that it will be priced similarly or more affordably than things are now, especially for low volume garbage producers.	Mar 8, 2010 9:17 PM

Response Text		
16	I feel it is unfair that I would have to pay a monthly rental rather than the current volume program and pay for recycling which is now free. ARC sells the recycled materials so I am not paying them to resell my garbage	Mar 8, 2010 9:33 PM
17	Lagrange has a leaf disposal service where the residents rake their leaves to the curb and a truck comes by to suck them up! Any chance of that happening here in Downers?	Mar 8, 2010 9:34 PM
18	I would like to switch to the toter for recycling because it would be easier than making 5 trips to the curb. I don't think making everyone pay the same for garbage service is fair. The stickers do what they should - encourage less waste. The more waste you create, the more it costs. Unless you want to pay the same every month, like I do. Then you can rent the toter. Our system is great except I would like to have a toter for the recycling.	Mar 8, 2010 9:35 PM
19	I beleave that there will be no incentive for people to recicle if monthly fee is implemented.	Mar 8, 2010 9:39 PM
20	Nothing was ever explained up front, and when this company first started the first time they didn't pick up anyone's can if it was "oversized." Now everyone uses the oversized can except for us (we had to go out and buy a smaller one). What's the deal?	Mar 8, 2010 9:46 PM
21	Keep sticker program for those of us who have 35 gal can-full only once or twice per month. Seniors and singles have lesser pickup needs than large families.	Mar 8, 2010 10:26 PM
22	Not sure how big a 64-gallon cart is compared to the current garbage cart I rent. How big are the current garbage carts? Strongly suggest that we have choices between larger and smaller garbage and recycling containers....A 64-gallon recycler seems large...	Mar 8, 2010 10:30 PM
23	While the cart service makes sense for my family, my in-laws, who also reside in a single-family residence in DG, create very little garbage on a weekly basis. So getting them to convert to a cart service for a flat, monthly cost the Village would really need to prove to them that it was cost effective to do so.	Mar 8, 2010 10:48 PM
24	ARC is TERRIBLE!	Mar 8, 2010 10:51 PM
25	The price of stickers is to high and will be getting higher.	Mar 8, 2010 11:00 PM
26	I would like to see the village to discontinue the Amnesty Day collection. I think it encourages people to throw out good items instead of calling one of the many charitable organizations that could use these items. I would like to see some sort of leaf pick up with out bagging it. I would be willing to pay an additional fee if I did not have to bag and tag my leaves. Thank you DG I love my town.	Mar 8, 2010 11:22 PM
27	I like the stickers. We recycle and compost, so we have very little actual trash. Moving away from stickers would greatly increase our monthly expenses unnecessarily.	Mar 8, 2010 11:43 PM
28	I would like to see another option for basic yard waste such as grass clippings and leaf pick up. It would be nice if there was a way they could be recycled/reused at lower cost.	Mar 8, 2010 11:44 PM
29	I would like to see 2 amnesty days--spring and fall. I would also like to have amnesty day better publized.	Mar 8, 2010 11:58 PM
30	If I have any questions, on the garbage options/program, I look them up or call before I put items out for disposal.	Mar 9, 2010 12:02 AM
31	I had the toter but when they switched "lockboxes" last August they lost my payment. I was charged fee upon fee even after even after sending proof. I finally stopped the toter service and went back to stickers. Also they need to make sure toters and bins are emptied and pick up spilled	Mar 9, 2010 12:49 AM
32	In the interest of fairness to all taxpayers, please include condos in garbage contract to provide equal access to village services and fewer trucks on the streets.	Mar 9, 2010 1:14 AM

Response Text		
33	Overall, we think they have done a very good job. A few issues with waste left in the street from rough handling of containers/recycle bin and not being able to predict pickup times - they vary significantly every week. We do like the combo stickers - LOVE that in fact vs one for yard waste and one for refuse. If their bid prices are competitive - or better - no reason to change. They have stepped up and done the job. If contract #2 reflects a significant increase - start shopping please. Amnesty Day a luxury - but not worth the increased cost. We favor pay by use because it varies so much by family. (I actually send my daily garbage with my husband to the office that we own rather than save for the weekly pickup. Would hate to have a monthly rate for such little use in our household.	Mar 9, 2010 1:20 AM
34	I prefer the sticker based collection as it encourages recycling and garbage reduction	Mar 9, 2010 1:55 AM
35	My wife and I generate much less garbage than some of our neighbors; any change in the service should keep incentives to minimize the amount of waste and encourage recycling.	Mar 9, 2010 2:03 AM
36	I had no idea that there were recycling bins available from ARC. I would use those more than garbage bins. While buying garbage may be inconvenient, the stickers allow me to control how much I spend for garbage pickup. In our household, we generate more recycling than garbage; I put out the garbage bin only once every two weeks. I can't imagine that I would generate more garbage if I had to pay more for the service, but I would certainly be more unhappy about it.	Mar 9, 2010 2:24 AM
37	i am satisfied with our garb/rec/yard waste services as they are now. if the village decides to eliminate garb stickers and require using carts i would be willing to switch to that system as well. pls do not eliminate amnesty day.	Mar 9, 2010 2:26 AM
38	Do not get rid of the sticker system. I recycle heavily and do not generate much garbage. I prefer that people pay for the garbage they create. By charging a set fee, I think you will cause some people to recycle less.	Mar 9, 2010 3:57 AM
39	Smaller carts at a reduced price would be a good option, too.	Mar 9, 2010 3:59 AM
40	Leave Sticker Program in place. My family is careful and frugal with our disposal. We recycle and compost. Sometimes, we have garbage only once every four weeks. A monthly rental fee is unfair, because it means I would subsidize another family that is not as frugal. Thank You...	Mar 9, 2010 4:13 AM
41	I would definitely recycle more with larger container that need not be sorted. I have neighbors that dump yard waste and other garbage illegally, clearer fines and enforcement would be good.	Mar 9, 2010 4:23 AM
42	Western Springs offers a monthly service where you don't take the cans to the curb they come up the driveway to get them I would pay for that	Mar 9, 2010 5:40 AM
43	The sooner you switch to a cart program the better off we will be!	Mar 9, 2010 5:42 AM
44	I would like the village to provide a program for collection of electronics, CFLs, batteries and other hazardous wastes on at least a semi annual basis	Mar 9, 2010 11:51 AM
45	We do not put out waste every week due to our recycle program. I do not support a flat monthly fee as it may drive more waste. Pay as you go drives the proper behavior in our community.	Mar 9, 2010 12:17 PM
46	Since the children have gone to college, there is now just my husband and me. We only use 1 can every 1-2 weeks. To put a mandatory bin usage monthly fee would definitely be more costly for us than the sticker. Please keep the stickers and raise the price if necessary. It will never come close to the mandatory monthly fee if only 2-4 cans are used /month as in our and many of my neighbors cases.	Mar 9, 2010 2:34 PM
47	bid this programcost are too high	Mar 9, 2010 2:40 PM
48	I think keeping the refuse collection the way it is with the stickers is best, but going to a large 64 gallon cart for recycling and pick it up every other week could be a cost effective option. What about a toter option for yard waste during those months its picked up instead of the expensive paper bags that are not very durable? Thank you.	Mar 9, 2010 2:44 PM

Response Text		
49	The yard waste bags and stickers can be very costly! I was looking forward to the free yard waste pick ups that was offered in the fall of 2010 but that changed. I did not enjoy the \$\$\$ spent to get rid of the leaves from my yard bags and stickers for the season cost over \$80.	Mar 9, 2010 2:56 PM
50	The Village's garbage collection system works...if you need a toter they are available. If you don't, stickers are a fair way to pass costs along to residents. I would like to see a little more care taken to avoid recycling (paper, usually) flying out the tops of the trucks, but understand the inevitability of it.	Mar 9, 2010 3:30 PM
51	(1) Refuse services should be user based. Don't be sticking low volume users with a rental only cart program. (2) Village needs to reinstate free leaf pickup. It's ridiculous on some Fall collection days I am putting out 20 - 25 stickers for leaf pickup when 75% of those leaves are from Village (parkway) trees. I observed less leaf pickup by area residents this past Fall which resulted in compacted leaf buildup along gutters which resulted in clogged sewers which resulted in Village crews coming out to clear sewers following heavy rain storms. So what's the net-net of that??? Village needs to understand overall impact from a cost standpoint.	Mar 9, 2010 4:40 PM
52	Buying stickers is the worst system I've ever come accross. Downers Grove is the most backwards villiage in the state as far as garbage collection is concerned. I would like to punch in the face the guy that came up with buying stickers and making me bundle up sticks and yard waste. I have many large items piling up at my house because of this system.	Mar 9, 2010 4:41 PM
53	We live in a 'tree village'- and want to keep our trees- but we as homeowners pay an EXORBITANT amount of money for leaf pickup.	Mar 9, 2010 4:44 PM
54	I felt that ARC did a very good job of garbage collection and most all the services we have hired. They had a set routine and were very dependable. I believe a pay as you go or chosing to have a Cart should be left up to each resident. Also, I believe in continuing the recycling efforts of the community. In addition, what I would like to see on the DG website or provided to customers/residents is an annual or monthly (updated) listing of garbage holidays when our regular pickup is going to be affected by a holiday or not. Unfortunately, I do not remember them from year to year and would like to know if a holiday is affecting regular garbage pick up or not so I can wait a day to put out our trash or not as required by the holiday. Can this be put on the website or part of the monthly newsletter or both? Thank you.	Mar 9, 2010 4:53 PM
55	The cost for the stickers continues to climb while the quality of the service declines. It's not unusual for us to have to call because our house has been missed. Recycle is not usually a problem, It's yard waste & garbage. It irritates me that I have to keep calling and now..they don't even put their contact number on the stickers. This is enough of a problem that I have them on speed dial.	Mar 9, 2010 4:59 PM
56	I would like the 64gal. cart, but it costs to much compared to the amount of refuse I put out weekly.As far as a flat rate, it depends on the rate.	Mar 9, 2010 5:00 PM
57	As a producer of very little garbage, a monthly fee would not be beneficial to our household.	Mar 9, 2010 5:02 PM

Response Text		
58	<p>I recycle 80% of all our household waste. I use our curbside recycling, but also other ways to "recycle" : kitchen garbage disposal, I do not collect grass clippings, I bring other metals to a local recycling center, and I composte vegetable scraps. A monthly flat fee would cost me much more, and would discourage recycling for everyone.</p> <p>That is a bad idea. It should not even be considered !! It is more fair for people to pay more for more garbage. Because we recycle so much, I have very little to add to the landfill, and only have "garbage" once every 2 weeks.</p> <p>I am very happy with ARC. I have never had a problem. They are very reliable. But so was the previous company. Most people do not know, and do not follow the recycling guidelines (no plastic bags, no #6 plastic, no bottle caps, etc) yet ARC still picks everything up, as far as I can tell.</p> <p>Is ARC happy with Downers Grove ?</p> <p>PS: this box is too small.</p>	Mar 9, 2010 5:10 PM
59	once a month free leave collection.	Mar 9, 2010 5:42 PM
60	<p>NEED LEAF COLLECTION AT THE CURB! (RAKE LEAVES TO THE GUTTER AND HAVE VILLAGE/GARBAGE SERVICE VACUUM THEM UP.) ALSO, GET RID OF AMNESTY DAY. IT IS A COMPLETE NUISANCE. FOR THE ENTIRE WEEK PRIOR THE WHOLE VILLAGE LOOKS LIKE A DUMP, IT'S DANGEROUS AND VERY MESSY. I'VE SEEN PICKERS COMPLETELY TEAR OPEN BAGS AND SCATTER STUFF EVERYWHERE ON THE PARKWAY. ALSO IT BRINGS A TON OF TRAFFIC TO THE VILLAGE AS PEOPLE COME FROM ALL OVER TO PICK THROUGH EVERYTHING.</p>	Mar 9, 2010 5:48 PM
61	I have 1 garbage can full per week. I would like to see what the monthly cost would be for garbage collection for me before I vote to go to a monthly fee. If the fee is \$10 or more per month, I will stick with the stickers.	Mar 9, 2010 6:04 PM
62	When ARC empties my garbage cans and recycling bin, sometimes they throw them in my driveway. This makes it difficult to pull into my driveway after work. I put the garbage can and recycling bin on my lawn and would prefer if they throw them back on my lawn when empty.	Mar 9, 2010 6:12 PM
63	<p>I'm not in favor of going to larger containers for recycling or to carts for garbage. As my garage is currently configured, I often wind up hoisting both the recycling bin and my garbage can over the back of a car parked in the garage. If we go to wheeled toters, that's going to require my backing a car out of the gargage, to get the garbage and recycling out of my garage.</p> <p>The other problem is that I tend to leave on vacation on a Friday, which is my pick-up day. Putting a garbage bag out, instead of a can, is not a problem. If we go to toters, then I have to ask a neighbor or relative to put the toter back in the garage at the end of the day.</p> <p>I much prefer the current system.</p>	Mar 9, 2010 7:07 PM
64	I would be interested in using a cart for garbage if offered a choice of sizes. We would never fill a 64-gallon cart each week, but a 30- or 35-gallon toter would work for us.	Mar 9, 2010 7:23 PM
65	A large rolling bin for recycleables would be awesome.	Mar 9, 2010 7:49 PM
66	The current program seems fair for garbage and leaf collection. However, to promote recylcing, ARC should provide as many bins or increase bin capacity as necessary.	Mar 9, 2010 7:58 PM
67	What is the "start" time for collection? I ask because the garbage trucks wake my family every week when they come by at aprox 6:45am. This seems earlier than other village mandated start time for things like construction, lawn mowing, etc.. Do they have to arrive so early.	Mar 9, 2010 7:59 PM
68	I would be opposed to a monthly fee because we already dispose of very little garbage. We are more likely to use the stickers for yard waste than for home "waste"	Mar 9, 2010 8:15 PM

Response Text		
69	I think it's rather annoying and sometimes dangerous that ARC garbage workers simply throw garbage cans/recycling bins rather than set them back up. Sometimes, the bins roll into the street, which can cause traffic problems. I regularly see garbage cans hindering traffic because workers carelessly throw them back on the curb. Some people are gone all day at work and cannot rush out after the garbage truck has come through and return their garbage cans to their storage place, so the workers need to be more careful with how they handle residents' property. On another note, one of my garbage cans' lid was destroyed by a worker throwing it down, which is completely unacceptable.	Mar 9, 2010 8:17 PM
70	I live in a condominium. We don't seem to get the village trash or recycle service. I fear we pay for it though. Hope this could be considered.	Mar 9, 2010 8:36 PM
71	The sticker price is getting too high! Why??????	Mar 9, 2010 8:42 PM
72	I have been putting out my garbage with my own receptacle in DG for 17 years, I do not need a change, I like the sticker system...If I do not have an excessive amount of garbage I do not have to pay for it. I also recycle aggressively to keep my overall disposables to a minimum. Brian Wendt	Mar 9, 2010 8:58 PM
73	I live in a condo complex so I don't know how many of these questions apply.	Mar 9, 2010 9:00 PM
74	Live in condo pay for the services, but do not receive the services	Mar 9, 2010 9:03 PM
75	If you continue the sticker program you need to expand the number of locations where the stickers are sold.	Mar 9, 2010 9:04 PM
76	My husband and I put out two recycling bins every week but only put out a garbage can about once every three weeks. I hope the village continues to provide incentives for residents to recycle, and I hope costs don't increase too much for those of us who don't generate much garbage.	Mar 9, 2010 9:05 PM
77	I live in a condo, pay for the services, but do not receive the services. I am asking that condos be included in the Village services. We desperately need RECYCLING. They do it in the condo my son lives in...Lisle, IL.	Mar 9, 2010 9:07 PM
78	I also own a condo in downtown downers grove, and pay for these services, but do not receive them there. I would like to see condos be included in the Village services for trash and recycling.	Mar 9, 2010 9:12 PM
79	I don't have that much garbage so a flat monthly fee would only be acceptable if it did not exceed \$12/month.	Mar 9, 2010 9:57 PM
80	I believe a flat-rate garbage fee or making everyone use a cart would be unfair and a big disservice to the small household users.	Mar 9, 2010 10:02 PM
81	Excellent service by current provider.	Mar 9, 2010 10:24 PM
82	I would be interested in a village-wide cart program - depending on the cost. Would like it to be the equivalent (or less than) to the cost of one sticker per week. Yard waste is a bit confusing - do we have to use bags? Why can't we just sweep the leaves into the street like other communities?	Mar 9, 2010 10:25 PM
83	My complaints are that yard waste in a permanent container is not disposed of unless there is a sticker on the can labeling in yard waste only. I use that can for other purposes than yard waste. I believe they can see that it is grass/leaves. Other townships do not charge for leaf and grass removal. If we are not allowed to burn our yard waste, we should be given a less expensive option. Also, especially during inclement weather, BFI used to understand that overnight, recycling materials might blow onto the ground and they would pick them up for disposal. ARC leaves everything scattered on the ground to blow around more. They also don't place containers back as nicely once they are emptied. I used to know my garbage men from BFI...they were friendly and made you feel like they took care of you on a personal level, even informing you of their vacation schedules in case anything was wrong in their absence. I am certain that ARC employees are nice people, but they are not personable or friendly to the residents. It makes a difference in the empirical satisfaction. Higher cost of being made to change to ARC has not brought greater quality of service or satisfaction.	Mar 9, 2010 10:39 PM

Response Text		
84	For those of us who are retired and do not put out a large amount of garbage, the sticker program is ideal. It would be nice is we would not be required to put stickers out on amnesty day. People go thru our garbage and at times one or two of our bags with stickers on them will disappear. Do we then have to put more stickers out there???	Mar 9, 2010 10:40 PM
85	DO NOT CHANGE THIS SERVICE!!	Mar 9, 2010 11:01 PM
86	They don't always empty the recycling bins fully and then it end up on the lawn. The big cart might help eliminate this especially when I put 6 or more bins a week	Mar 9, 2010 11:50 PM
87	Please do not take away the volume-based, sticker-based option. I believe that a flat monthly fee would overcharge many residents and would discourage recycling.	Mar 10, 2010 1:42 AM
88	I recycle now, have to make three trips to put out all garbage. If we are going to carts - everything goes in one cart and I'm done. NO RECYCLING	Mar 10, 2010 2:15 AM
89	It would be nice if condominiums were included in the Village garbage/recycling program.	Mar 10, 2010 3:21 AM
90	More information is needed regarding the size of the available carts and the prices before making a good decision. Also, I would like to see the period for yard waste collection extended in the fall.	Mar 10, 2010 7:18 AM
91	When the collector throws the bins down on the ground and cracks them, Arc should be responsible for replacement. This company is not reliable in picking up items that are properly bundled and tagged. I prefer the prior company.	Mar 10, 2010 9:46 AM
92	Our current waste haulers are much improved over previous company. Thanks. It would be great if everyone had carts-more sanitary, improves efficiency and safety for haulers... but not everyone has that much waste or can afford it.	Mar 10, 2010 2:30 PM
93	There should not be a flat fee. A small household should not subsidize the collection of a large household.	Mar 10, 2010 2:34 PM
94	I would love to see an amnesty day in the spring in addition to continuing the fall amnesty day.	Mar 10, 2010 3:19 PM
95	The current company leaves garbage on the street and in the can, they don't pay attention. We also NEED larger recycling bins or else have recycling picked up twice a week. We prefer stickers as we don't always have tons of garbage because we recycle so much.	Mar 10, 2010 3:42 PM
96	Amnesty days are vital, and should happen THREE times: spring, summer, fall.	Mar 10, 2010 3:55 PM
97	none	Mar 10, 2010 4:07 PM
98	I live in a condo but I am concerned about the current recycling restrictions. Are there more items that could be recycled; for example, plastic stuff, egg cartons, bottle caps?	Mar 10, 2010 4:27 PM
99	No cart program. People who produce little garbage and recycle wisely like my family use refuse stickers twice per month on average. Why punish us by forcing us to pay a monthly fee. At times when we do produce more garbage we use more than two stickers per month. Do not switch to a recycling cart. We segregate by bins- paper, cardboard, and plastics and aluminum. If we get one large bin and place all products in one bin the materials will not be spaced efficiently and take up more room in the bin. Also the three bins are in our garage next to the door into our home so it is easy to throw materials into them. If we get one large bin it will need to be placed away from the door and recycling may be reduced due to the lack of convenience.	Mar 10, 2010 4:31 PM
100	I have been very satisfied with ARC and the collection program. The only two things I would change are making recycling totes regularly available. We actually use one at our house and the garbage man likes and appreciates it. It also makes recycling easier on our end. I would also like to make sure apartments/condos get the opportunity to easily recycle. Amnesty day seems like a big expense for nothing, let people pay for the garbage as they toss it.	Mar 10, 2010 4:32 PM

Response Text		
101	want a brush Amnesty day or two	Mar 10, 2010 5:06 PM
102	I am very satisfied with the current system, especially regarding garbage. The people who create a lot of garbage pay more.	Mar 10, 2010 5:37 PM
103	Need to reinstate free leaf collection. Due to the current fees, many neighbors don't pick up their leaves so they either blow onto the more responsible people's yards, or usually they blow into the street which then clogs the sewers and requires the city to unclog them. Seems more cost effective to provide free pick up. Also, we have to pay for large parkway tree leaves which is unfair - we had no say in the planting of these trees, and the city tends to overdo the planting of these trees. Our block has at least one tree per house in the parkway. Adjust the garbage fees slightly to offset this. This is a big issue! Bill Pearson	Mar 10, 2010 5:38 PM
104	after the recycling truck comes by there is always loose paper/plastic floating around the neighborhood	Mar 10, 2010 6:00 PM
105	Have a cart already, ok with price, want large wheeled recycling cart. Everyone should pay their share for this service. Service cost per address like other utilities?	Mar 10, 2010 6:09 PM
106	As long as it would be cheaper, I wouldn't mind doing this. The cost of stickers is outrageous.	Mar 10, 2010 6:17 PM
107	the drivers are very helpful as well as the customer service reps	Mar 10, 2010 6:18 PM
108	Would like it if the ARC workers running the recycling trucks would look into the bins for stuck pieces before throwing them down. Pieces end up on ground blowing around. This would be eliminated with a recycling cart	Mar 10, 2010 6:21 PM
109	Since this service started, there is a lot more garbage on the streets after the trucks come by.	Mar 10, 2010 6:21 PM
110	I would like to recycle food scraps.	Mar 10, 2010 6:22 PM
111	I wish we would have free leaf pick up in the fall.	Mar 10, 2010 6:24 PM
112	If you are considering a monthly program for all - please remember those of us that use 1 garbage sticker per week. The last time I compared the cost of the monthly fee to 4 stickers --- the stickers won (was cheaper).	Mar 10, 2010 6:27 PM
113	How can I get another 18 gallon recycle bin?	Mar 10, 2010 6:27 PM
114	I didn't know that recycling carts were/are available. How do I get one? I can NOT believe we still dispose of yard waste in the brown bag fashion. Can we PLEASE go to a system where we rake leaves to the right of way and a vac-truck comes by to pick them up? PLEASE! Keep the leaves on the grassy areas and they won't infiltrate the storm systems any more than they do now. I have to bag 50+ bags/year and it is the most ridiculous thing I do. The frustration causes me to wait to do the job in the hopes that the leaves will just blow away which makes the problem on the storm systems even larger. If I didn't have to bag, and subsequently remember to buy and put stickers on each bag, I would be more apt to rake them multiple times throughout the fall.	Mar 10, 2010 6:28 PM
115	Survey did not address how yard waste would be handled in carts. Would a flat rate mean a higher monthly cost to all residents whether they need it or not? In a small household on a fixed income, only one three dollar sticker per week may be all that is needed. How would that compare to a fixed fee for a cart? Need more information. Also, at times, it appears that the recycling is merely tossed in to the same refuse vehicle as the regular garbage. Also, at times, refuse "floats" out of the vehicle or dropped and just left behind. Careless.	Mar 10, 2010 6:30 PM
116	no	Mar 10, 2010 6:30 PM
117	The current sticker program fits my use much better. I do not wish to pay more for the service monthly. It is not fair to us who recycle and put out less garbage to have to pay the same as those who put out more. I pay for my use and do not want to subsidize those with more garbage.	Mar 10, 2010 6:31 PM

Response Text		
118	Yard waste amnesty day, too. Larger recycle bins. Free leaf pickup.	Mar 10, 2010 6:34 PM
119	I think a "pay as you throw" service is the most environmentally conscious option and the most financially fair option for those of us who don't create much, if any, refuse.	Mar 10, 2010 6:34 PM
120	We would really like the 64-gallon recycle cart...we recycle so much and it would be so much more convenient. Thanks!	Mar 10, 2010 6:34 PM
121	One cart would make it easier.	Mar 10, 2010 6:35 PM
122	I'm only 1 person in my household so I felt penalized when we paid a monthly fee. I'd have one small bag of garbage while my neighbors had 3 bins full. That is not fair. Also, maybe you could have amnesty day twice a year.	Mar 10, 2010 6:36 PM
123	There should not be an extra charge for extra cans put at curbside (within reason 2-3 containers) if we already pay for service and have cart.	Mar 10, 2010 6:38 PM
124	This company is very sloppy. Fails to empty cans completely, allows litter to escape from cans and blow around neighborhood. Previous company was much better in this regard. Larger recycling bins are needed to reduce litter blowing out of small containers on windy days. I am opposed to a weekly garbage fee as allowing people to put out huge amounts of garbage reduces the incentive for recycling. I also object to subsidizing the waste produced by large families. There are only two people in our household; why should we pay the same as the seven-person household next door?	Mar 10, 2010 6:38 PM
125	Would like to see parkway leaf cleanup reinstated even if it means paying extra.	Mar 10, 2010 6:40 PM
126	I like the current program because I don't always have a garbage can every week therefore save money by not paying a monthly flat fee.	Mar 10, 2010 6:42 PM
127	i dont want to pay more for bins ,i dont want to spend more hard earned cash for any silly totes or any othere gimics that durken wants !	Mar 10, 2010 6:44 PM
128	We do not use the garbage collection but once a month or so. We do use the recycling services every week. I would be against a flat fee because we do not use the garbage or yard waste services very often.	Mar 10, 2010 6:45 PM
129	The current garbage collector does not empty bins completely, and garbage is left to blow down the street.	Mar 10, 2010 6:45 PM
130	I strongly oppose the large recycling bins. For those of us in townhomes, there is nowhere to store them in our garages. I already rent the large garbage bin and prefer that to stickers, but do not want another large bin to have to store.	Mar 10, 2010 6:47 PM
131	I don't understand why the cost of garbage stickers continues rise when the fall leaf pickup was discontinued, inflation and consumer price index remain flat and fuel costs have dropped since the last price increase. Where does the extra money go?	Mar 10, 2010 6:47 PM
132	the village needs an option for disposing of household liquids on a regular basis. A local drop off for latex paints and spray paints would be excellent.	Mar 10, 2010 6:59 PM
133	Flat fee garbage disposal does not promote recycling.	Mar 10, 2010 7:02 PM
134	Occasionally, some garbage waste is dropped by hauler and not picked up.	Mar 10, 2010 7:04 PM
135	The cost of stickers is rising to quickly. Get back to free leaf collection which was put in to justify increased cost of stickers.	Mar 10, 2010 7:08 PM
136	For a single person with limited garbage, the cost needs to stay low.	Mar 10, 2010 7:10 PM

Response Text		
137	<p>The cost. Sure costs alot more since the Village switched to ARC. I don't feel we should be forced to a cart collection or have flat fees. We are a two person household, don't generate as much garbage or recyclables as a larger household and don't feel we should have to pay a flat fee same as a larger household would pay.</p> <p>We recycle everthing we can and usually have 1 bin/week. Maybe around the holidays we will have 2 bins. My complaint is that on winder days, some things get blown out of the bin. Can't they pick it up? I usually always have to pick up a few things that are laying right there next to the empty bin when I get home.</p>	Mar 10, 2010 7:10 PM
138	I would like to see Amnesty Day held twice a year - once in the Spring and once in the Fall. Once a year is just not enough. Thank you.	Mar 10, 2010 7:10 PM
139	Paying by the bin for trash disposal is a pain, but it makes people more responsible about recycling. It's the best way. For instance, I do a lot of shop work in my basement. I can set stripped-down iron, steel, aluminum scrap, etc. at the curb for the roving scavengers the day before pickup, and whsst! it's gone.	Mar 10, 2010 7:11 PM
140	Keep the stickers! Don't go to a flat monthly fee for garbage collection! Retired residents like myself should only pay for the small amount of trash we dispose of.	Mar 10, 2010 7:12 PM
141	I think 2 amnesty days (spring and fall) would be better. I purchased BFI carts that I still have, and I rent an ARC cart. I use an over sized recycling container that fills easily. If my Arc cart is full, then I use my old BFI one to supplement, with a sticker on it. Sometimes they won't take it.	Mar 10, 2010 7:19 PM
142	O many occasions the recycle has been picked up at the same time as the garbage. I have been told that recycle is picked up first and then the garbage, but I would say that about 1/3 of the time both are combine in one truck. I don't feel that ARC is doing a good job and would like to see another service used.	Mar 10, 2010 7:20 PM
143	I think seniors should be given a discount for their stickers	Mar 10, 2010 7:23 PM
144	Price increase? On what basis? Salaries are not increasing, fuel is not increasing, truck costs are not increasing.	Mar 10, 2010 7:24 PM
145	Would like the free yard waste pickup program in the fall	Mar 10, 2010 7:30 PM
146	I recycle as much as I can and compost all of my yard waste. Often, I only put 1 can out a month. I would DEFINATELY not want to pay a monthly fee or a container fee. I think the company that we had before this one took better care to get the garbage into to the truck and took more types of recycle items. I feel that we are paying more per sticker and getting less service. Keep the sticker system! It's is more fair for everyone to pay for the amount of garbage they generate. Why should I have to pay the same amount as a family of 5 if it's just me generating garbage? DON'T FIX WHAT ISN'T BROKEN - KEEP IT FAIR.	Mar 10, 2010 7:31 PM
147	The current system (with stickers and carts) allows for those who average less than one can of garbage per week to save money, and encourages recycling. If the village were to switch to a cart-only program, there should be a smaller cart option which costs no more than 3-4 stickers per month.	Mar 10, 2010 7:37 PM
148	We really need to have recycling carts as opposed to the small bins. There isn't enough room and on windy and rainy/snowy days, it's a mess.	Mar 10, 2010 7:42 PM
149	There have been too many skipped garbage collections, on days where trash was placed on curbside prior to trash collection.	Mar 10, 2010 7:44 PM
150	I don't recycle because I don't know how it works or where to get the cart from.	Mar 10, 2010 7:46 PM
151	prefer spring amnesty	Mar 10, 2010 7:46 PM
152	I have had numerous instances where some garbage is left in a can, and others where for trivial reasons, the can was not emptied (our Christmas pine roping would not easily fall out of the garbage can, so they left it - - I easily started loosening it with an ungloved hand). Trash is often left on the street because they are not careful when dumping it into the truck. Please go back to the previous garbage service!!!	Mar 10, 2010 7:47 PM
153	I am very satisfied with it.	Mar 10, 2010 7:47 PM

Response Text		
154	I oppose forcing every to use a cart for garbage. We are recycle as much as possible so as to only use a garbage sticker alternate weeks. Forcing us to use a cart for a monthly fee only subsidizes those who generate more trash.	Mar 10, 2010 7:49 PM
155	The sticker program is fair. I'm a senior and do not have a lot of garbage. Keep the sticker program.	Mar 10, 2010 7:51 PM
156	I hate stickers. Hate. That's right, hate them.	Mar 10, 2010 7:55 PM
157	I am often out of town so I don't want a monthly fee charged for garbage when I am away.	Mar 10, 2010 8:00 PM
158	I DO NOT want to go to a monthly fee. We recycle and that reduces the amount of garbage we produce, thereby saving us money. The only complaint I have with ARC is that they pick up garbage on our side of the street (Barneswood DR) so late. The other side gets picked up much earlier. In the summer the garbage smells terrible after sitting out in the hot sun for so long. I think recycling is very important and am glad this service is offered.	Mar 10, 2010 8:03 PM
159	Garbage stickers are the fairest way to charge people who recycle most of their waste and have very little garbage to dispose of.	Mar 10, 2010 8:06 PM
160	In the past ARC has provided very poor service in the area where we live. The collection drivers have attitude, they are lazy and don't get out of the truck to pick up garbage or remove garbage can lids. They just sit in the truck and do it all with the arm and leave the garbage cans right on the curb where they call in the street and the lids are lying in the street where they can get run over and destroyed. In some cases, the truck driver himself just drives over the lids that have fallen in the street. On top of that, the driver does not obey street signs when it comes to One Way streets and then expect drivers who are going the right way down the street to move for them. When contacting ARC Customer Service, we get told they will look into it and that we should first contact the Village. In some cases we were told there was nothing they could do to resolve the issues when it came to the driver not picking up garbage/recycling. There have been weeks where he will only pick up half of the streets recycling and then the rest gets dumped in with the garbage. What's the point in having a recycling program when the recycling winds up in the garbage anyway? Between the drivers and the customer service ARC has been very poor when it comes to garbage collection. We have even contact the Village on several occasions regarding some of the issues and was told they would look into it, from those incidents nothing ever came from it and the same problems continue to this date.	Mar 10, 2010 8:07 PM
161	Would like to see reinstatement of subsized leaf disposal	Mar 10, 2010 8:11 PM
162	The current system is a pay as you go if you put one can out you pay for one can. If you put two can out you pay for two. If a bin is required you may for more space than you need.	Mar 10, 2010 8:11 PM
163	It's too expensive to get rid of yard waste...	Mar 10, 2010 8:16 PM
164	pick up costs for leaf disposal is outrage especially with all the mature trees in DG. Monthly trash costs would put seniors and small families (couples) at a financial disadvantage!	Mar 10, 2010 8:17 PM
165	Those who are most wasteful should pay more. That is why I like the current system. I do not want to pay for my neighbors huge garbage generation.	Mar 10, 2010 8:37 PM
166	repeatedly, recycle containers broken by ARC How do I get them replaced? Recycle items strewn all over street after pickups. Some Items rejected, intentionally thrown in parkway by ARC only to be accepted in the next week pickup. WTF !	Mar 10, 2010 8:43 PM
167	I liked the previous service that we had. Since switching to this new company they have broken my recycling bins and if something falls out they do not bother to pick it up. The other company we had were neater and more careful with containers as not to throw and break them.	Mar 10, 2010 8:45 PM

Response Text		
168	Twenty years ago the village switched from a flat fee to the current system. Stickers encourage folks to reduce garbage. There are plenty of small households in DG that get by on one sticker a week. The sticker system is fair because one pays for what one uses. Making everyone rent a bin is a giant step back. What is the incentive? It sounds like a way to increase the hauler's revenues, with absolutely no added value for the consumer. Please don't fall for this!!!	Mar 10, 2010 8:49 PM
169	yard waste stickers allow those with less garbage to pay less - do not give them up!!!!	Mar 10, 2010 8:59 PM
170	If the cost of the flat fee garbage costs was equal to 2-3 stickers a month I would favor that system. Since I do not have garbage every week. But I think that approach would provide the incentive to actively recycle.	Mar 10, 2010 9:03 PM
171	The village seemed to perform a bait and switch while changing to ARC. The advantage to switching included lower rates and periods of free yard waste disposal. Also eliminating one of the amnesty days was reasonable, it now looks like you are entertaining elimination of the other one. I'm sure any reduction in services will result in reduced overall costs to the residents. Right?	Mar 10, 2010 9:06 PM
172	The costs are too high for the services. They need to pick up the leaves in the fall if they are going to charge these rates.	Mar 10, 2010 9:08 PM
173	I feel the previous provider did a much better job at picking up refuse and taking care of emptied containers. With ARC one finds bins strewn all over the place and garbage/recycling material in the street and on the lawn.	Mar 10, 2010 9:09 PM
174	no	Mar 10, 2010 9:17 PM
175	My wife and I don't generate the same amount of trash as a family of four. I strongly object to a monthly fee based program. This would not be fair. Leave things the way they are.	Mar 10, 2010 9:25 PM
176	The current system rewards those who recycle well by having less cost for garbage. A cart system or fixed cost system would remove some of that incentive since you pay the same whether you recycle or not.	Mar 10, 2010 9:26 PM
177	Every household should be required to have household paid garbage and recycling covered totes.	Mar 10, 2010 9:30 PM
178	Because of recycling, we have less garbage to go into a landfill. Therefore, we do not have to put garbage out every week. I am against having to pay a monthly fee; I appreciate the pay-by-sticker concept.	Mar 10, 2010 9:35 PM
179	The price increases are hefty, but the service is acceptable. I'd like to see the sticker system stay, but the prices be frozen for at least 2 years. Also, would like to see more mobile haz mat disposal services available for batteries, paint, etc	Mar 10, 2010 9:37 PM
180	Will a cart system speed garbage pickup? If so, I would prefer it. Will it lower costs?	Mar 10, 2010 9:39 PM
181	Price increases the past two years have been excessive!!	Mar 10, 2010 9:40 PM
182	We only put out 1 garbage can every 2 weeks. We recycle, reuse, and do not buy products with lots of packaging. I do not want to pay a monthly fee as it would cost me more than I pay now. I think paying a monthly fee would reduce the amount of recycling as people would just put everything in the garbage because it is just 1 fee.	Mar 10, 2010 9:42 PM
183	We used to get service twice a week, than it went to on Wednesdays. Now it's picked up on Friday's..at about 3 - 3:30 PM. (South side Downers), That's 6 1/2 days of garbage at my house, including the prior weekend when it's not collected until late in the afternoons Friday. I wonder why the North Side didn't get that schedule? that ? How about switching pick-ups every year ? Don't like that idea, do you ?	Mar 10, 2010 9:43 PM
184	They should pick up garbage first and then recycling-especially in the summer. We've had to call a couple of times when they've missed up (our frive is next to our neighbors andthey only pick up one) and they haven't come back to pick up as promised.	Mar 10, 2010 9:53 PM

Response Text		
185	The service is fine. Please keep garbage amnesty day.	Mar 10, 2010 10:03 PM
186	We recycle as much as possible, making it necessary to put out a garbage can every 2-3 weeks. Going to a flat fee doesn't seem fair to those of us who use less garbage services by recycling than others. Also, there is a 50# weight limit on garbage cans so that the men can lift the cans, yet I see trucks using the hydraulic arms to lift the cans (though not in my neighborhood--what gives?) that would make the weight limit not as critical. What's that all about?	Mar 10, 2010 10:06 PM
187	No recycling for apartments and condo's!! Shame on Downers Grove.	Mar 10, 2010 10:06 PM
188	I'm senior citizen do not have alot of garbage. I keep a container on wheels in my garbage putting my small garbage bags in it weekly and then put it out about once a month. Yard waste is another item. I have a large lot and most spring and fall I have one to two containers. I recycle once a week. I prefer to pay for the services as needed....	Mar 10, 2010 10:17 PM
189	It's gotten very expensive!!!	Mar 10, 2010 10:22 PM
190	stickers are a complete waste of time....	Mar 10, 2010 10:27 PM
191	How about a free yard waste collection in the fall	Mar 10, 2010 10:39 PM
192	The price of stickers is already too high. I live in a townhome, and would not have room to store a cart in my garage, and typically only use one sticker per month. A monthly fee would hurt single people like me that recycle a lot.	Mar 10, 2010 10:41 PM
193	Three times the garbage collectors have forgotten to pick up our garbage. They collected the recycling but forgot to get the garbage. We called each time but once they did not come back until after the weekend.	Mar 10, 2010 10:48 PM
194	The prices keep going up while the service remains the same once a week with about the same number of collections per household. How about holding down the costs in light of the economic environment. Also not sure about the offset benefit for recycled--do we get a credit?	Mar 10, 2010 10:49 PM
195	Friday is a terrible day for collection. It should be limited to Monday through Thursday.	Mar 10, 2010 10:57 PM
196	household of two people; we compost and recycle and do not put out garbage every week. Strongly wish to stay with the current sticker system. No wish to pay for a service I'm not using.	Mar 10, 2010 10:59 PM
197	Stickers should stay, our family doesn't need weekly gargbage and certainly not the cart size suggested. 32 Gallon at lower cost, maybe.	Mar 10, 2010 11:13 PM
198	I like the sticker-based program because my family throws out so little. A flat monthly fee would increase my costs and subsidize those who generate more trash.	Mar 10, 2010 11:32 PM
199	if its not broke, don't fix it.	Mar 10, 2010 11:47 PM
200	other service was better	Mar 10, 2010 11:57 PM
201	no	Mar 11, 2010 12:00 AM
202	Why is our trash cart continuously left in the middle of the street when I can place it at the edge of the curb facing the direction they request in order to make it easy for them? There is no reason for it to be left in the middle of the street for cars to go around.	Mar 11, 2010 12:19 AM

Response Text		
203	Want free pickup of leaves - we already pay enough (too much) in sticker fees that should cover the expense. Want styrofoam in the recycling program and not in the landfills. Include yard waste in Amnesty Day. Include misc. metals, pots, pans etc. in recycling program. Let appliance recyclers register to provide free appliance pickup. Coordinate free recycling local locations for oil, batteries, flourescent lights, metals, household chemicals etc. that are not included in contract with our trash hauler - post on your website. Naperville recycling location too far away - two hours of time and two gallons of gas - why make the Arabs rich? Periodic shred fest's have been good idea. If my recycling bin is full, I just put the overflow in another box or bin. Am I mistaken or do I see yard waste tossed into the same trucks with the refuse?? Are we really recycling yard waste? The recycled soil you provide is too hazardous to be used in gardens? - then its too hazardous to be used in yards, or anywhere else!!!	Mar 11, 2010 12:35 AM
204	price for yard waste stickers is too high	Mar 11, 2010 12:39 AM
205	7) A big cart sounds like a good idea, but I'm not sure where I'd put it. 10) I don't need an Amnesty Day. If it costs the Village extra, I would discontinue it. 15) If the flat fee was under \$9 a month and convenient to pay I would say ok. We usually put garbage out every other week. We recycle and compost and have a family of two.	Mar 11, 2010 12:48 AM
206	I would prefer a larger container for the recycle program only if there is no additional charges. Otherwise, leave it the way it is.	Mar 11, 2010 12:52 AM
207	I would like more clarity on how clean the recyclable items need to be. To use water to rinse items perfectly clean uses more resources than seems necessary. There are different opinions about what is considered clean. I know someone who doesn't put pizza boxes in the recycle because there's a little bit of grease on the box from the cheese. This should be clarified.	Mar 11, 2010 1:08 AM
208	I think the service is good and cost is fair. I rent a cart vs buying stickers.	Mar 11, 2010 1:09 AM
209	happy with service but as a senior i am would like village to keep the price low as possible	Mar 11, 2010 1:11 AM
210	i love the stickers, we are only two people and sometime do not have garbage and it would cost us alot more money for the bin. we are on a fixed income. this works for us.	Mar 11, 2010 1:24 AM
211	The open top recycling containers are a pain. We're always picking up empty milk jugs that blow into our yard form someone's recycling container.	Mar 11, 2010 1:29 AM
212	I think it is currently a very fair, and effective service that ARC provides. I don't see how it can be improved in an efficient way.	Mar 11, 2010 1:37 AM
213	Add composting service similar to what they have on San Francisco.	Mar 11, 2010 1:43 AM
214	This is a user fee and it should stay that way! If we are able to reduce our consumption we should not be penalized!	Mar 11, 2010 1:43 AM
215	I would like proof, via village tour or affadavit, that items are recycled once collected by ARC.	Mar 11, 2010 1:45 AM
216	My family only puts out garbage once every other week. A flat fee would mean paying too much. What does household income have anything to do with barbage collection?	Mar 11, 2010 1:48 AM
217	The use of garbage stickers is a pain, I'd much rather the services be paid for monthly.	Mar 11, 2010 2:11 AM
218	If the village went to a cart for every house, I would want the cost to be in line with what I pay currently to put out 1 "stickered" can per week. I think it was a poor choice for the village to discontinue the free leaf pickup last fall. It was wrong that we were given that with the new contract with ARC, but then taken away. I could see if we entered into a new contract with another company. Poor choice	Mar 11, 2010 2:12 AM

Response Text		
219	I was VERY disappointed the "tree city" of Downers Grove eliminated free leaf pick-up. I pay for many services I do not use, the one I do was eliminated.	Mar 11, 2010 2:18 AM
220	We have a small household and put out only a small amount of garbage, I prefer to pay for only what I use, not to subsidize those who throw out a lot every week.	Mar 11, 2010 2:24 AM
221	Keep the program as is. We are empty nesters and do not want to subsidize other households with a much larger waste stream by forcing everyone into a "one size fits all" cart program. Also, if you do this how will you incentivize people to recycle?	Mar 11, 2010 2:45 AM
222	Since recycling truck comes first in the day, I have noticed refuse collection trucks picking up recyclables if the homeowner missed the recycling pick-up.	Mar 11, 2010 3:04 AM
223	I have seen ARC mix yardwaste, recyclables and garbage in the same truck twice. I definitely prefer garbage stickers and pay as you go in general.	Mar 11, 2010 3:10 AM
224	I do NOT want to see us go to a monthly payment for garbage pickup. My household recycles, even seeking out packaging that is recyclable. It would not be fair for me to have to pay the same rate as someone who is lazy and doesn't recycle anything, simply throws everything away. Going to a monthly payment for pick up sends the wrong signal.	Mar 11, 2010 3:11 AM
225	We recycle so much that our family of 4 usually only puts out a 30 gallon garbage can every other week and our recycling bin is overflowing. Unless the monthly fee for a cart would be less than the cost of 2 stickers, I don't want to be forced to pay for a bin. Would much rather have a large recycling bin. I like the "pay for what you use" system. I also think that if we have to cut costs somewhere, cut amnesty day. Why should people be able to collect that amount of junk then be able to get rid of it without paying a fair amount for its disposal. Again - pay for the services you use. Thank you.	Mar 11, 2010 3:21 AM
226	Arc has so many rules and regulations about recycling and garbage disposal you need a handbook. My sister and I call them the garbage nazis!	Mar 11, 2010 3:25 AM
227	While I would rather not have to pay for garbage stickers (because I'm miserly), I think they encourage more recycling. So, ultimately I think this is our best option. I do, however, wish we didn't have to use stickers to pay for fall leaf removal. This is something I wish would be covered by our property taxes or a flat fee. (As an aside, I would be opposed to any sort of "blue bag" program that would require one to purchase bags to recycle and in the end discourage recycling.)	Mar 11, 2010 3:31 AM
228	Keep the sticker system! I don't want to subsidize what others dispose of. The sticker system gives each resident control over their garbage costs. If you want to pay less, recycle more or take the time to reduce the volume of waste you dispose.	Mar 11, 2010 3:35 AM
229	We don't have a can a week of garbage so a monthly fee would be much more expensive for us.	Mar 11, 2010 3:39 AM
230	I like the sticker system. I recycle as much as possible and am mindful of not putting unnecessary things in the garbage container. I am a widow and I don't fill a garbage container every week. I think the pay per use system is fair. Why should I have to pay the same amount as the neighbor who puts out 3 cans every week?	Mar 11, 2010 3:49 AM

Response Text		
231	<p>Going to a village wide cart charge would be financially unfair to the following people:</p> <ol style="list-style-type: none"> 1. Those who generate little garbage. (I, on average, only use 2 garbage stickers a month.) 2. Those who spend time out of town on extended vacations (I spend months in Florida in the winter.) <p>Also, going to a forced use of a 64 gallon garbage cart would result in a reduction of recycling. Most people currently use the "carrot" of reduced garbage fees to separate the recyclables from their garbage. If their forced garbage cart goes partially filled every week, they will not bother to separate recyclables and make a second trip to the curb to carry them out.</p>	Mar 11, 2010 4:11 AM
232	<p>The current folks have been doing a good job; they have taken cans that may have been a little heavier than they should with no complaints (not a habit of mine). They are consistent with pick ups, we have never had a problem. The branch pick up is a pain, cutting to length, bundling... The rest is fine. I would like the opportunity to recycle paint, batteries etc. more often and an easier process. I am not one to wait in line to drop of on the rare occasion of an event. Also, with the push on CF bulbs, they really need to be properly recycled or the bad will outweigh the good. One last thought, I work in Itasca and during a stop to the Police/village Hall, I noticed they have a prescription recycle bin at the police departmetn. What A GREAT IDEA. sAFE DISPOSAL, KEEPING THEM OUT OF THE WATER SUPPLY, LANDFILL AND KIDS HANDS.</p>	Mar 11, 2010 4:36 AM
233	I strongly request the large recyle container to eliminate the need for multiple small containers.	Mar 11, 2010 4:38 AM
234	Bring back a spring and fall amnesty day. We need better pick up of tree branches after storms. Keep the cost down on stickers.	Mar 11, 2010 5:09 AM
235	Keep the dark green bin color, it looks the best. And continue this excellent service. The guys on the trucks are very good. They place bins back on the driveway and pick up trash that blows.	Mar 11, 2010 5:16 AM
236	I would like the village to introduce more options about year waste collection. Some cities such as Naperville, allow residents to pile their leaves by the curb side to be collected on selected dates. Also, I would like the village to negotiate a rate for a longer time with one collector and stop the price hike every year.	Mar 11, 2010 5:59 AM
237	Our garbage / recycle guy is great! I currently use 2 full size garbage cans for recycling every week	Mar 11, 2010 6:37 AM
238	way too expensive	Mar 11, 2010 7:33 AM
239	<p>#1 They throw garbage all over my lawn.</p> <p>#2 Yes I would prefer a monthly fee only if it was cheaper, not a excuse to raise prices.</p> <p>#3 I think the price of garbage stickers is outrageous.</p>	Mar 11, 2010 8:00 AM
240	the streets are more dirty now with recycle waste blown all over. re	Mar 11, 2010 12:31 PM
241	I would NOT like to pay a flat fee because my family recycles so much that we only have to put out about one trashcan of garbage per month. We do not have to pay much for pickup because we recycle and do not throw out items for garbage pickup.	Mar 11, 2010 12:32 PM
242	flat rent is unfair to small user v. large volume user!	Mar 11, 2010 12:54 PM
243	I really like the garbage sticker system. As a household of only 2 people, this works best for me. I only pay for the garbage that I put out. PLEASE don't change this!	Mar 11, 2010 1:03 PM
244	Condo's should be included in the trash programs to take advantage of Village Funding just like single family residences	Mar 11, 2010 1:24 PM

Response Text		
245	We should receive recycle bins free by the company on a 2 year replacement program. The bins get pretty beat up during that period because of the abuse of weather, and handling over the time. The company gets the revenue from the recyclables and should give the homeowner the proper container to throw the items out.	Mar 11, 2010 1:46 PM
246	I hate Amnesty Day. I think it encourages people to be wasteful and throw things into a dump instead of finding charities that would take this stuff. And I think paying for garbage stickers by volume may encourage more recycling. I hate the idea of paying a flat rate for garbage. I have one small bag a week of actual garbage. I also have no need for leaf pick-up either. I mow mine. Good for the environment and the grass!	Mar 11, 2010 1:59 PM
247	The services provided to our house have been consistently great. Thanks	Mar 11, 2010 2:16 PM
248	I really wouldn't want a monthly fee garbage pick up - we produce very little garbage - one regular can every 3 weeks or so and would take a financial hit to be forced into monthly service fee.	Mar 11, 2010 2:17 PM
249	would like leaves collected like Naperville does it - swept to the curb - instead of bagging them.	Mar 11, 2010 2:27 PM
250	Why is the same driver picking up all the loads? He stops by, gets the recycling, and a few hours later comes back for garbage, a few hours later (same guy!) comes back for yard waste. Why isn't there one type of truck assigned to each type of garbage pickup? This delays the whole process and takes all day long for my garbage to get picked up when it can all be done in 1/2 a day like it used to be. Just doesn't make sense. All in all they pick up the garbage I suppose that is the important part. The stickers should be cheaper though. The prices are getting to be ridiculous.	Mar 11, 2010 2:30 PM
251	Because we recycle heavily and are just a family of 2, we only put out garbage every 2-3 weeks. Moving off the sticker system would make our garbage collection more expensive.	Mar 11, 2010 2:33 PM
252	I am disappointed that ARC does not take #6 plastic recyclables, nor styrofoam. There is a lot of this going to the landfills.	Mar 11, 2010 2:40 PM
253	When Arc Changed their computer billing system after being acquired by another company we were on auto payment. That was shut down and a new account had to be started we never received the notice. They stopped our service for one week. waived the restart fee but did charge us two late payments. I did not fight it because I did not want to waste another two hours of my life, when in the end I will hope the city really looks at the quality of this company.	Mar 11, 2010 3:21 PM
254	I do not think the current garbage workers are as pleasant to deal with as those in the past. I have had many problems (leaving my bins in the street, leaving garbage in the bins, etc) than in the past. The quality of their work is not as good.	Mar 11, 2010 3:22 PM
255	My only complaint is the cost, too high. After the cost of a lawn bag and sticker it's about \$3.50, this can get expensive.	Mar 11, 2010 3:25 PM
256	We do not put out garbage on a weekly basis. If you go to a village cart/monthly charge program, we would be paying a lot more. You will discourage recycling by going to forced garbage cart system as it would be too easy to throw stuff in the cart. Let's stick to the program that the more you throw out, the more you pay, please.	Mar 11, 2010 3:26 PM
257	Restore FREE yard waste fall program. Many of the leaves are from parkway trees, planted by the Village.	Mar 11, 2010 3:33 PM
258	I prefer the sticker program but wish they were less costly. Thanks!	Mar 11, 2010 3:33 PM
259	The ARC people who pick up our garbage are extremely friendly and helpful. They are also very hard workers.	Mar 11, 2010 3:41 PM
260	I am happy with the current services	Mar 11, 2010 4:08 PM

Response Text		
261	Our Village has a considerable population of Senior citizens, two per household, on fixed income. If a monthly fee is being considered, it should be based on household volume, namely, how much do two elderly citizens generate. How about a Senior Citizen Refuse Sticker???	Mar 11, 2010 4:09 PM
262	Why should I have to pay a monthly fee for a large can I will rarely fill completely during the week? I don't intend to keep the can for 2 weeks (while the garbage ripens) in order to fill it up.	Mar 11, 2010 4:11 PM
263	The Pay for what you use service is the fairest. Young folks with families generate lots of garbage. Old folks with empty nests generate little garbage. There is no need for those of us that generate little to subsidize those that generate a lot of garbage. Also, folks who travel alot and are not home to generate garbage, do not pay under the present system (Pay for what you generate). Thank you	Mar 11, 2010 4:13 PM
264	My concern with the current garbage and recycling service is the sloppiness of their work. The process in which garbage and recycling is picked up results in papers, bottles and cans being strewn all over the street. A block can be completely clear before pick up and littered once pick up is complete. Once the garbage pick up left a loaded dirty disposable diaper in the middle of the street. The people operating the trucks, while polite and friendly don't seem to care if the garbage makes it into the truck or not.	Mar 11, 2010 4:18 PM
265	some weeks our family doesn't even have enough garbage for a 33 gal can; I don't want to pay for a big cart that I don't need. I think it will discourage recycling.	Mar 11, 2010 4:18 PM
266	we pay enough property taxes, so do away with the garage stickers. I hate them-we are retired!!!!!!!!!!	Mar 11, 2010 4:19 PM
267	A "flat fee" is unfair to residents that don't generate a lot of garbage and benefits those that do. Why should a single person (like our widowed neighbor) be charged the same as a household with four children? We are not charged for any other utility or service on a flat fee bases but on what we actually use – water, sewer, electricity, gas, etc. PLEASE do NOT switch to a flat fee.	Mar 11, 2010 4:59 PM
268	When collecting recycled materials our current garbage service is not very careful and many times there are items that fall out of the bin in my yard. Also I did have to call about my xmas tree pick up - which took 2 calls to get it picked up. I am on the Friday pick up schedule and many times the actual pick up of the garbage is not until after 4pm - I thought this new service was going to give us improved service but I do not see it.	Mar 11, 2010 5:01 PM
269	As a single person in a single family home who recycles a lot & produces a very minimal amount of actual garbage (approx 1 full can every 2 weeks), I would feel very disappointed (and cheated) if I had to pay a flat fee that was the same as a neighbor's with a family. I also feel that the sticker program encourages people to recycle more, as they save money by doing so, whereas a flat fee program would not encourage recycling from a money saving perspective.	Mar 11, 2010 5:03 PM
270	current vendor abuses our cans and they do not care - I have had to replace my recycling cans twice since they took over and that is money out of my pocket not their's.	Mar 11, 2010 5:36 PM
271	the type of recyclable plastics is confusing. I wish we had a handout with which #s are ok like I have seen in Toronto. I will check the website for this. Also fall and spring amnesty days.	Mar 11, 2010 5:46 PM
272	I live in a townhome and there's no room for a cart.	Mar 11, 2010 5:55 PM
273	for yard waste, we have to pay for the bags and pay for the sticker for pickup. why not a no pay system for yard waste using only one bag per week?	Mar 11, 2010 6:03 PM
274	yard waste pickup is far too expensive i have at least 50 fall clean up bags and cannot afford all those stickes they should have a bulk pickup	Mar 11, 2010 6:11 PM
275	I have a problem with having to cut large boxes down to small pieces. I have some boxes (large with thick cardboard) that I don't have the ability to cut down , but the waste service won't take them. So they will just stay in my garage forever.	Mar 11, 2010 6:37 PM

Response Text		
276	I feel a monthly fee service would hurt recycling efforts. With the current pay for stickers system, there is incentive to recycle more and throw away less. I have lived places with monthly fees and I believe it is very unfair to ask people who recycle more to pay similar fees as people who throw out a lot more.	Mar 11, 2010 6:51 PM
277	I believe that everyone now pays for what the use/need. If would be unfair to have some of these elderly residents & people that are unemployed paying a monthly fee for a service that they don't use weekly. I've lived in this village for over 30 years and I believe the system we have now is fair.	Mar 11, 2010 6:52 PM
278	A flat rate is unfair to seniors who do not fill a can per week! I would also not want to be forced to pay for yard waste that I may not have on a weekly basis. The covered recycling cart is a good idea, since several people in our area do not weight down their paper or lightweight plastic & it ends up around the neighborhood. Thank you for listening.	Mar 11, 2010 6:54 PM
279	DG recently changed providers because it would be better for the residents. I disagree with that premise. stickers will soon go to more than \$3.00 per. thats close to \$15.00 a month for service. I think you will find that high when compared to other towns, villages around DG. As to recycling, the current provider picks up recycleables with one truck dumping all the recyclables into one the one truck that mixes all the items, glass, plastic, paper & cardboard together in the truck. Why am I supposed to separate paper, plastic, cardboard and glass/aluminum when it all gets mixed together during pickup. Doesn't make much sense to me. The previous hauler operated a single truck for recycleables but they had separate compartments for the different groups of recycleables and the service was less expensive. One of the main reasons expressed for the change of haulers was free fall leaf pick ups. Well that has gone bye bye already. Doesn't seem to me that DG residents got any value out of the change of haulers, so who did?	Mar 11, 2010 7:31 PM
280	I don't create much garbage, so I would not be happy with a flat rate.	Mar 11, 2010 7:35 PM
281	The recycling cart is something I've contacted the garbage company about in the past. Our recycling bins keep growing and so do most neighbors and it blows around too! We've been recycling for several decades now. It is time for municipalities to keep up with the times and provide larger bins since recycling is now a common practice.	Mar 11, 2010 7:36 PM
282	FYI: Our household puts out one 30 gal garbage can 4 times a year. The cart proposal would make no sense for us.	Mar 11, 2010 7:41 PM
283	The current system works very well. I like that everyone pays for what they use.	Mar 11, 2010 7:42 PM
284	I would need to know the costs of the three carts to know if it would be better than stickers.	Mar 11, 2010 7:57 PM
285	Present system encourages people to recycle, because it cost more for people who do not recycle.	Mar 11, 2010 7:58 PM
286	(1) Refuse services should be user based. Don't be sticking low volume users with a rental only cart program. (2) Village needs to reinstate free leaf pickup. It's ridiculous on some Fall collection days I am putting out 20 - 25 stickers for leaf pickup when 75% of those leaves are from Village (parkway) trees. I observed less leaf pickup by area residents this past Fall which resulted in compacted leaf buildup along gutters which resulted in clogged sewers which resulted in Village crews coming out to clear sewers following heavy rain storms. So what's the net-net of that??? Village needs to understand overall impact from a cost standpoint	Mar 11, 2010 8:08 PM
287	One size does not fit all. I recycle a lot and only put out my trash about once a month. I'm not going to pay a monthly fee.	Mar 11, 2010 8:19 PM
288	A flat fee would not encourage recycling. We can skip garbage but never recycling! How about pick up of leaves for composting in the fall?	Mar 11, 2010 8:45 PM

Response Text		
289	Leave collection should be a free collection as it was when the contract began with ARC...feel like we were suckered in that first year...not told it was only a one year free collection. Amnesty Day should occur in the spring, not fall...more people spring clean than fall clean...having two amnesty day collections would even be better.	Mar 11, 2010 9:12 PM
290	The current recycling staff are careless when they dump and items can be found strewn on the street which I have to pick up. I would love to see a free recycle container with a lid or some other container so this doesn't happen.	Mar 11, 2010 9:21 PM
291	I am opposed to the cart system. The sticker program is more economical for people who do recycle efficiently or for smaller households or seniors who do not have a large amount of garbage each week. You will be penalizing those who do recycle and as a result people will just throw everything in cart and not worry about recycling anymore if it is not going to save them any money. Isn't the village concerned about recycling and the environment???????	Mar 11, 2010 10:05 PM
292	We only have 3 members in our family and we do NOT want to rent a garbage can from ARC Waste Services!!! My inlaws have only 2 members who reside in their family and paying to rent a can is NOT financially condusive to small families who do NOT place garbage at the curb every week but more like twice a month. I will repeat, MANY Downers Grove families place garbage (NOT recycle bins) cans to haul garbage away once or twice a MONTH! We do NOT have the money to pay to rent a can AND pay for the increase of garbage stickers. Now....for ARC garbage services. GET RID OF THEM!! They leave garbage EVERY WEEK in front of MANY homes that fall from their trucks or from recycle bins and they are LAZY and NEVER pick the garbage up and place it in their trucks! When we have so many people out of work, you would think ARC's employees would work harder and take PRIDE in their work by leaving a clean town but every week, it's the same stuff: Papers, cans, plastic cups, (this week) boxes, can lids.....all on our front yards and in the curbs and we residents pick the garbage up!! If ARC's employees are this lazy then please, hire ME.....and I would do the job and do it much better and be HAPPY to have a job!!	Mar 11, 2010 10:14 PM
293	Ever since they got their foot in the door the rates keep going up.	Mar 11, 2010 10:25 PM
294	I would like cart collection for recyclables but I like the pay as you use system in place now	Mar 11, 2010 10:27 PM
295	The same driver and truck comes around for the recycling and garbage. I am wondering if they really recycle or just throw everything in the landfill.	Mar 11, 2010 10:28 PM
296	I generally put out garbage every other week due to low volume. If a cart system is implemented, I would like to have a size option for my cart so I'm not paying extra to rent a cart that never gets filled. I would really like to see amnesty days for yard waste in the fall and spring.	Mar 11, 2010 10:32 PM
297	The current recycle bins are not very good as they have open tops and if it rains, or is windy - the items blow into the streets and yards. Other villages have the larger bins/cans with closed tops. It looks better when you are driving through town to see one large closed bin rather than several open smaller bins - it looks tacky. And with the emphasis on recycling and being green - we are recycling more than ever in our house. I'd rather pay the village a monthly fee for this service than always have to remember to buy the garbage stickers fromt the store.	Mar 11, 2010 10:37 PM
298	I think requiring a flat fee for residents is an option that is too expensive for many. Many residents do not have that much waste to get rid of and shouldn't have to pay a flat fee. They should be allowed to purchase individual garbage stickers.	Mar 11, 2010 10:52 PM
299	ARC does a sloppy job emptying my recycling bins. I often find debris on my driveway and in the street. This problem has gotten worse rather than better.	Mar 11, 2010 10:59 PM
300	I would like to continue with the sticker program.	Mar 11, 2010 11:40 PM
301	Evaluate using city employees and trucks vs. contractors.	Mar 11, 2010 11:50 PM

Response Text		
302	Every week, after the current garbage trucks pass through they leave our streets littered with waste they leave behind. Never attempting to clean up after themselves. We truly dislike this waste management provided and despite this terrible service, prices continue to raise! Plus all the recycled waste is thrown into the same place on the truck, contaminating the paper with everything else. Why do I separate paper from other recycling waste if they are going to not support our efforts. Many styroform products can be recycled but not with this "service". Why did you switch companies? We were happy with the old waste management providers.	Mar 12, 2010 12:31 AM
303	Would be nice to have Amnesty day in the Spring, or even twice a year.	Mar 12, 2010 12:36 AM
304	cans @ bins are thrown all over parkway, and when they are not emptied completely the garbage is all over with I am not picking up	Mar 12, 2010 12:40 AM
305	So far it has been good. I am able to find recycling places for items that I can't recycle thru the program.	Mar 12, 2010 1:31 AM
306	Current service not as good as previous provider.	Mar 12, 2010 2:22 AM
307	it is unclear that the curbside sorting of waste & recycling materials are not just dumped in the landfill. Previous waste services sent separate trucks for each receptacle. How can one know the amount of recycle material get recycled?	Mar 12, 2010 2:23 AM
308	Include plastic bag recycling like it was under the previous vendor.	Mar 12, 2010 2:24 AM
309	I would like whoever has DG's business to -NOT- schedule pick up on Arterial Routes during Morning Rush Hour. I have experience with 63rd Street and Belmont which are both partially blocked by Garbage Trucks during the 7:00-8:30 period. It doesn't make sense why they want to be dealing with commuters? Needs much better planning. John Wendt	Mar 12, 2010 2:26 AM
310	CONTINUE TO OFFER RESIDENTS THE OPTION OF EITHER PAYING FOR A MONTHLY CART RENTAL OR PURCHASING STICKERS AS NEEDED.	Mar 12, 2010 2:29 AM
311	As a family of 4, with one in diapers, we recycle 2 bins every week but only have a garbage bin twice a month. The sticker system, while aggravating when you run out, encourages more recycling than a bigger cart because you actually pay for what you throw away and have ways to save on that. I would strongly support the current garbage sticker system.	Mar 12, 2010 5:06 AM
312	Amnesty in the spring.	Mar 12, 2010 6:28 AM
313	I would encourage a cart only service if that would reduce the current monthly charge for cart rental. I would expect a lower charge since there is much less labor involved in automatic cart handling trucks.	Mar 12, 2010 6:41 AM
314	I put out 5, yes 5, recycling bins a week. A can would be nice.	Mar 12, 2010 1:18 PM
315	yard waste should not be the same cost as garbage. I also think that the stickers are too costly vs the service rec'd	Mar 12, 2010 2:07 PM
316	The garbage men we have right now do an excellent job. You can't ask questions about monthly fees without giving some idea of what those fees would be.	Mar 12, 2010 2:21 PM
317	A large component of our previous recycling was styrofoam which is no longer an option with ARC. We use our own recycle bins because we fill an 18 gallon and whatever the large outdoor garbage can size is, every week . . . sometimes we even need more than that. So I'd have to know what the cost of a 64 gallon rentable bin would be to know whether we'd move forward with it.	Mar 12, 2010 2:31 PM
318	We think the recycling service is terrific-they do an excellent job picking and always have picked up my piles of recycling	Mar 12, 2010 3:56 PM
319	I feel it's important to continue having a choice of using either stickers or a rented cart for regular garbage due to the variance in garbage volume among village residents.	Mar 12, 2010 4:58 PM
320	Yes, I would like to be able to recycle more items i.e. plastic bags, cereal bags, plastic wrap, packing peanuts, foam packing blocks & polystyrene foam materials such as #6. Even without being able to recycle these items, we have more recycling each week than trash.	Mar 12, 2010 5:51 PM

Response Text		
321	We prefer the present system to a monthly fee because we travel and have varying amounts of pick-up each week. Pay-as-you-go works better for us.	Mar 12, 2010 6:28 PM
322	amnesty days is worthless, ARC wants 3 sticker bins before anything is free. Garbage is left all over the streets, non-ARC cans are thrown all over the front yard and then we have this yearly increase, for what????????????? ARC is no better than our previous collector. ARC monthly can rate is more expensive than stickers, which are a pain. Need to go to a flat ,monthly rate, no limits on anything. ARC does a poor job with informing us of what a flat vrate is, very poor customer service.	Mar 12, 2010 7:23 PM
323	Volume based pricing is fair because each individual should pay for their own waste and it encourages recycling. However, since it does not cost the individual anything to put items in the recycle bin, there is an incentive to cheat and put non-recyclables in the recycle bin. Downers Grove must keep costs and taxes low.	Mar 12, 2010 7:24 PM
324	Each week, I have tons of recycling and would love a bigger recycling bin (I put out several bins, bags, boxes -- whatever will accommodate my recycling) each week. I don't use the ARC bin for recycling because I have to rent it, when recycling is free. As for garbage collection, I typically have one can of garbage waste per week. If you had a village-wide program without stickers that would be the same cost (or less) for what it costs me to sticker one 64-gallon can per week, then that may be desirable; otherwise, if it will cost me more money to throw out the same garbage then I would be opposed to such a program. I like the stickers because I pay for what I use.	Mar 12, 2010 7:48 PM
325	About the only thing I don't really like is how the garbage truck drives off the street and on my lawn. It's leaves ruts and is breaking up the street. I have chunks of blacktop over my lawn.	Mar 12, 2010 7:58 PM
326	Get the 64 gallon recycling big carts!!! Not fair with stickers, make everyone pay a low fee per month for garbage, will even out. My friend disposes of her garbage in various dumpsters (illegal) because she says she has none except for cat litter. Love her, but she is doing it because she is cheap. Not fair for those who do pay whether by cart service or purchasing stickers.....	Mar 12, 2010 8:08 PM
327	yard waste program similar to amnesty program would be helpful for leaf pickup	Mar 12, 2010 8:41 PM
328	The garbage service is getting a little expensive. Why not do an amnesty day in the spring for 'spring cleaning'? I'm not sure I can make room in my garage for a large garbage cart. What do we do if the amount we dispose of exceeds the cart size?	Mar 12, 2010 8:50 PM
329	Why is recycling picked up in the morning and garbage in the afternoon? The garbage sits out all day on warm summer days. Is this healthy? No.	Mar 12, 2010 8:55 PM
330	It might be easily for a garbage service man to collect the garbage without come out from the truck to rip off the stickers.	Mar 12, 2010 9:49 PM
331	1. I like stickers. I recycle a lot, and do not wish to pay for garbage I am not putting out because I choose to be more eco-friendly. 2. The refuse drivers are awful. They have run over my village recycling bin 3-4 times, and last week I had to put IT out for recycling. 3. My recycling bins are never emptied all the way. There is always a layer of recycling left in the bin, and flying all over the street and driveway. 4. Garbage is not collected until 4:00 pm most weeks, which seems excessively late. 5. I much preferred our old carrier - BFI, I think. ARC has not impressed me at all.	Mar 12, 2010 10:20 PM

Response Text		
332	Keep the sticker system increase as needed to remain productive and if the cost is more beneficial to rent theyn so beit. Mre recycling is needed I have more recycling than garbage and have purchjases a waste container and marked it as a recycling contaier to avoid exposed recycling blowing out of the container	Mar 12, 2010 10:31 PM
333	Make "Amnesty Day" a Spring event. Provide toters for recycling. Keep garbage and yard waste sticker-based. Don't mandate the use of toters (and their monthly fee) for garbage -- this would become a disincentive to recycling.	Mar 12, 2010 10:36 PM
334	I am very happy with the current company, and way the garbage is removed. I have had issues with the previous company that have not come up with Arc.	Mar 12, 2010 10:43 PM
335	I wish the Village would collect #6 plastic/foam, since so many things are packaged in it--either that or ban its sale in the Village! It would be good to start a food waste composting service in Downers Grove.	Mar 13, 2010 3:03 AM
336	I feel the sticker program is fair, when I travel and out town for a week at time a flat rate would not be equal. The flat rate befits big families, while a limited household (1 or 2 members) are being charged the same rate with less garbage.	Mar 13, 2010 3:36 AM
337	Tired of the garbage stickers. Would like to be able to get rid of bulk items on any given week without having to worry about the stickers. Would then make amnesty week a moot point.	Mar 13, 2010 3:49 AM
338	Residents should be allowed to purchase stickers for their own amount of garbage which may not be a large amount each collection vs. a monthly fee. This seems to be the fair way to charge residents for the garbage pickup process.	Mar 13, 2010 4:21 AM
339	the workers from this company are sloppier and far more careless than the previous company. they have cracked all of my recycling containers, forcing me to buy new ones. This is the first time I have had to do that and I have been here for nine years. this company destroyed them in one. I have had to pick up garbage off of my curb and street that they carelessly let fall out of the cans as they dump the refuse into the trucks. horrible service!	Mar 13, 2010 4:56 AM
340	I'd be in favor of a flat fee for service if I put out trash containers every week, but I don't...probably only 60-70% of the time. With stickers, I only pay for what I use.	Mar 13, 2010 2:40 PM
341	Many of my neighbors and I sometimes do not put garbage out every week. We don't want to have two huge containers in our garage that will barely be used. We keep our garbage low and recycle as much as we can. If you change the bins to the big ones, we will get one can and throw everything in the garbage with no recycling.	Mar 13, 2010 4:42 PM
342	it works, don't mess with it, it ain't broken!	Mar 13, 2010 5:04 PM
343	Spring amnesty day also needed in addition to Fall amnesty day. Sticker prices are way too high for all the size and weight restrictions for items.	Mar 13, 2010 5:30 PM
344	1. I am greatly disappointed we can no longer recycle polystyrene as before with Waste Mgmnt. Since we cannot recycyle it, and it is really wasteful in landfills, then Downers should ban it's use in the village (i.e. restaurants)! 2. I prefer the pay as you go system for stickers, because I have very little waste and do not want to subsidize others' waste with a flat monthly fee. I can and do go a few weeks between collections!	Mar 13, 2010 6:48 PM
345	No	Mar 13, 2010 7:07 PM
346	When deciding what a fair method of paying for waste collection is made, please take into consideration that there are single house-holds. In my block alone there are 5 single house-holds. I am one of these house-holds and I only need to put out garbage once every three to four weeks. (I do not not use public receptacles) Thank You.	Mar 13, 2010 7:23 PM
347	Whether we switch services or not we would like more details about monthly vs, sticker fees. If we are charged more with a monthly fee we would rather stay with the stickers.	Mar 13, 2010 7:50 PM

Response Text		
348	We really like our garbage man. He's friendly and waves to our son every morning.	Mar 13, 2010 8:42 PM
349	When we changed from monthly fees to stickers, our garbage collection costs dropped a lot. If it is switched back, we'll pay more. I want to pay for my garbage, not subsidize my neighbors.	Mar 13, 2010 9:35 PM
350	We recycle as much as we can and have very little garbage. A switch from the current program will cost us significantly more and discourage recycling.	Mar 13, 2010 11:17 PM
351	I live in a condo building in downtown Downers Grove - we pay for our service and then I pay the town also. That is not fair. You should provide the service for all residences who pay tax for such services. This is very disappointing as I feel I am getting double charged for same service.	Mar 14, 2010 2:18 AM
352	The trucks allow parts of their loads to escape & litter the streets, especially on windy days. even when the drivers appear to be careful.	Mar 14, 2010 4:33 AM
353	The Arc trucks leave a huge mess after picking up the recycling items...their "scoopers" leave garbage all over the street.	Mar 14, 2010 6:55 AM
354	The amount of cans and bottles left behind in the street is unacceptable. I'm embarrassed to have friends and family from other towns visit. The fact that the homeowners don't even pick it up is a whole other story I won't get into. Our town is beginning to look like a ghetto with all the trash laying around.	Mar 14, 2010 3:18 PM
355	I am a single person who recycles and only puts out a garbage bin 3-4 times per year. It is not fair that I should have to pay a monthly fee for trash pickup that I am not fully utilizing. Keep the sticker program as it is fair for everyone.	Mar 14, 2010 4:56 PM
356	With 2 senior citizens residing in our residence we usually do not have enough garbage for a weekly pick up and put out a can evry 2 weeks. Due to raccoons, we store our garbage can in the garage. The large containers would cost too much and would prove a storage problem. I've noticed neighbors placing garbage out every 2 weeks, also. Please don't cause us to be inconvenienced by assessing us a larger garbage bill. Homes with large families might like the option of larger cans, but I don't believe this feeling is in the majorityof the villagers.	Mar 14, 2010 5:11 PM
357	Going back to the monthly fee defeats the recycling program. If we pay-as-you-waste, one will minimize waste. If the village does go with the monthly requirement, I for one will always fill the garbage can as that is the way humans work, we wish our money's worth. The ARC group was brought in by the past manager to save the village money, has it??? She's gone, they wish to change the rules and cost us more. If the Council votes to impose a new fee on us, whether we use it or not, I for one will not vote for anyone on the Council who votes for it. After many years of Rot's, Cara got her way, now the rules are to change. I for one will fill the garbage can every week to prove this is a bad way to go. Please keep it a pay-as-you-waste program or rebid the contract. We minimize our waste due to the current program and will definitely maximize if switched. Thank you for asking, hope it counts.	Mar 14, 2010 7:31 PM
358	Keep it the same	Mar 14, 2010 9:53 PM
359	Why not recycle styrofoam? Where and how can we dispose small batteries and fluorescent bulbs--this needs to be a village service.	Mar 14, 2010 10:37 PM
360	Do not understand the present route pick up. One side of the street pick up is early morning and the other side is late afternoon. Previous contractor pick up both sides of the street within a hour. DO not like to see truck tire skid marks at every stop on the block. Can't they stop without leaving the skid marks.	Mar 15, 2010 12:17 AM

Response Text		
361	<p>I am very against a monthly fee. It will some times take me three weeks to fill my garbage can before needing to put it to the curb. You are punishing individuals who make a strong effort to compost and recycle.</p> <p>Furthermore, I am very against Amensy day. Why should my tax dollars be used for allowing individual who consume way too much and then are too lazy to find a second-use for these items be rewarded by just chucking at the street.</p> <p>Downers Grove village is way behind the times in the green movement. Start making the hard choice for our earth; it is not only about what is easiest.</p>	Mar 15, 2010 2:48 PM
362	Definitely do NOT want a flat fee for garbage disposal. I put actual garbage out 1 or 2 times a month. But I put recyclables out nearly every week. Also I make an effort to reduce my garbage many others do not. A flat fee puts the costs of big users on the backs of the small users. I like the sticker method.	Mar 15, 2010 3:04 PM
363	ARC should be required to take plastic shopping bags.	Mar 15, 2010 3:20 PM
364	Would like to see more collection dates for hazardous waste...have the location more convenient, not all the way out to Route 59. Also more information on disposal of latex paint. The suggestion to let it dry in the can (lid off) does not work at all times of the year.	Mar 15, 2010 6:01 PM
365	take #6 plastic styrofoam packing for eggs and such.	Mar 15, 2010 7:31 PM
366	Yes. The recycling company should be able to recycle plastic bags. That would be much more convenient than saving them and taking them to Jewel. Also are restuarants and bars required to recyle their bottles and cans? I think they should; because they generate a large amount of those items. Thank you.	Mar 15, 2010 8:22 PM
367	Stickers= YES....flat fee= NO	Mar 15, 2010 8:38 PM
368	<p>Live in a condo downtown DG.</p> <p>Any chance in the future we could leverage our being part of the village and have condo's included in the new contract? It would be great if we too could benefit from the economies of scale you are able to negotiate with the current village population.</p> <p>Thanks Jack Marengo 945 Bulington 305 DG</p>	Mar 15, 2010 9:18 PM
369	We use 2 and at most 3 stickers a month. We make very little garbage and believe people who make the garbage should pay more through more stickers.	Mar 16, 2010 12:14 AM
370	PLEASE DO NOT GO TO A LARGE GARBAGE TOTE ONLY PLAN (VS. THE CURRENT STICKER OR MONTHLY TOTE PLANS); IN A HOUSEHOLD OF ONLY TWO, IT WOULD COST US CONSIDERABLY MORE MONEY UNDER A TOTE ONLY PLAN WITH A MONTHLY FEE.	Mar 16, 2010 12:51 AM
371	Collectors do not always pick stickers off cans, price would be lower if done correctly.	Mar 16, 2010 1:53 AM
372	I would like styrofoam added to the recycling program and I would like a smaller fee for smaller trash bins	Mar 16, 2010 2:39 PM
373	Yard waste collection should be "free." By that, I mean built into the cost of other garbage fees. First, it's not fair to those of us that have trees that the entire community enjoys to have to pay \$100s of dollars in the Fall for leaf collection (sticker plus bag costs about \$3.50 per bag). Second, frugal neighbors avoid raking leaves and pruning bushes and trees to avoid the collection fees. I think the village would have a "neater" look if it wasn't so expensive to have branches and other yard waste picked up.	Mar 16, 2010 2:42 PM
374	<p>The current provider is unsatisfactory. Garbage and recycled materials tumble from the trucks when they flip the bins and make the village look untidy.</p> <p>\$3 is too much for a half can of garbage. However, if I wait an extra week until it's full, raccoons and other wildlife are attracted by it.</p> <p>Ruelle Salon dumps their trash in the public bin in front of the store for free.</p>	Mar 16, 2010 4:29 PM

Response Text		
375	<p>Please continue with free recycling program.</p> <p>Also, I would prefer the volume based garbage program as I don't have a full garbage every week so the flat rate program would most likely cost our home more every month.</p> <p>Thank you!</p>	Mar 16, 2010 4:38 PM
376	They(ARC) seem to be doing a very good job	Mar 16, 2010 4:50 PM
377	The customer service provided by ARC is terrible. Several times recycle bins and garbage cans have not been picked up at my house even though they have been put out the previous evening. When I have called ARC, I have to leave a message since no one is there to take the call. I never receive return calls and more than once I had to call the Village Manager's office to get my garbage /recycles pick up.	Mar 16, 2010 5:22 PM
378	We have put out brown paper bags of paper waste in our recycling bins and have watched the garbage men put them into the regular pickup; even though these bags are clearly marked paper only and are from our paper shredder. This is totally unacceptable since they are not recycling the waste properly. In addition, I don't understand why foam without food debris is no longer recyclable. Why aren't batteries recyclable also?	Mar 16, 2010 6:16 PM
379	At least once a month I see the recycling throw in with the garbage because the garbage truck did not collect the recycling earlier in the day. This is unacceptable to me! I spend a lot of time and care separating out my recycling, as well as carrying it to the curb weekly. I have reported this to the village and ARC. ARC literally acts like they don't care. We are paying them entirely too much money for them to be shirking their responsibility to us, especially when it come to the recycling. Every little bit counts when it comes to recycling. In addition, if they are so carefree about tossing in the recycling with the garbage, and it isn't stickered, then why are we paying so darn much to rent a cart or put stickers on garbage? I repeat, this is unacceptable!!!	Mar 16, 2010 6:32 PM
380	I live in a condo in Downer Grove and feel the fee payed needs to be changed to Village garbage pickup which would increase my recycling effort and lessen the extra costs for garbage pickup not to mention the additional sizeable truck needed to do the job adds to everyones costs for road repairs.	Mar 16, 2010 9:04 PM
381	for leaves in fall, please consider allowing us to sweep leaves to street and have vehicle vaccuum them up, at least once during the fall instead of amnesty day.	Mar 16, 2010 10:54 PM
382	Recycling would cease if flat rate garbage collection was established.	Mar 16, 2010 11:02 PM
383	The sticker works great for us because we just have two people living here. If it were changed to a cart, then we would be paying more. I understand why the village would rather have carts, because it would be more money going to the garbage company. Again, sometimes we don't put out garbage,so it doesn't cost anything, but the garbage company is losing money sense their out getting garbage.	Mar 17, 2010 12:53 AM
384	(No)	Mar 17, 2010 5:40 AM

Response Text		
385	<p>Question 6: If I have more Recycling, I use a 32Gal can marked with a "recycle" sign and workers don't seem to have a problem. This also allows me to save up my recycling till I get a full 32Gal can so the driver does not have to stop every week for just a few items. (the current bin size are left over from the days when we separated paper and glass)</p> <p>Question 7: Where do I store this thing? Regular trash cans stack. And can be used in the fall for leaves.</p> <p>Question 10: Keep Amnesty day, It gives a "deadline date to clean up the house" And that warm fuzzy feeling that I can throw out anything.</p> <p>Question 15: A flat rate 64Gal dumpster would penalize low volume users, and in my case totally remove any incentive to recycle. Why should I recycle if I have a big trash dumpster.</p> <p>Question 15: Do I still have to pay the monthly fee even if I not home?</p> <p>RE: Fall Leaves, A Vacuum Service that I can contract to Vacuum up my pile for a one time fee or seasonal contract.</p>	Mar 17, 2010 11:23 AM
386	It ain't broke, so don't try to fix it!	Mar 17, 2010 1:15 PM
387	The currents system has and continues to encourage efficient recycling, and has resulted in our family sending much less garbage to the landfill. We have the incentive to minimize our garbage, and it has resulted in us using only about 2 stickers per month. Changing to a monthly cart would increase our garbage disposal expenses significantly, and probably inevitably our garbage output. I strongly feel this is poor direction to move in as a community, and hope that the current system can be tweaked and maintained	Mar 17, 2010 1:40 PM
388	<p>The pay as you go program for regular waste is good for recycling. If you want to save money you recycle or buy better products (fresh) that do not need to go into the garbage.</p> <p>I moved here from Oak Park(years ago) were they had recycling but you had to pay for waste no matter what frankly I was not that careful about stuff and so were a lot of other people.</p>	Mar 17, 2010 3:01 PM
389	A flat-rate garbage collection service offers no incentive and no reward for recycling. My guess is people would be less mindful of recycling as a result. Also everyone would pay the same amount, no matter how little or how much garbage they might dispose of.	Mar 17, 2010 3:43 PM
390	the stickers cost too mch	Mar 17, 2010 4:37 PM
391	The amenesty day probably adds unwanted cost to all, and makes the town look bad. I had a neighbor store unwanted items in his backyard until amnesty day occured. That was not pleasent. Customers should pay for their own garbage and should be able to request additional pickup when ever. Also, why would anyone want to pay for stickers. Reusable toters look cleaner and the vendor provides a variety of sizes that should fit most households. I have the smaller size and it is still cheaper than using stickers.	Mar 17, 2010 5:23 PM
392	Collectors are very sloppy...I often have to pick up several recyclable items off my lawn/street that they dropped and didn't care about picking it up. Also, cost is WAY too high for stickers.	Mar 17, 2010 5:31 PM
393	The garbage sticker program allows payment by use - a lot of garbage/recycled material takes more stickers. Weeks when you have little material takes fewer stickers. The sticker program is consistent with a long standing Village practice of user fees. Moving to a standard cart program with a set fee each month regardless of volume is contrary to the user fee concept. As one who travels a certain amount and has many weeks when I am not in town, I am opposed to the set fee program versus the current sticker program. Please think about resident needs and not just Village revenue needs. Thank you	Mar 17, 2010 6:23 PM

Response Text		
394	Can't afford a monthly rate. Fixed income. The current disposal company is tearing up our street and nothing is being done by the village when I complain or by the disposal company. Their truck locks its brakes instead of coming to a stop so the driver can jump out and get to the can quickly. OUR STREETS ARE A MESS! Its the area formerly known as Downers Grove Estates, 63rd and Main, NW. You can see each spot on our streets where the truck stops. Can't something be done. The last disposal company didn't do this.	Mar 17, 2010 8:00 PM
395	I have been very satisfied with the current program. The man is very clean picks up any papers that fall from the truck. No problem with the service.	Mar 17, 2010 8:33 PM
396	I use a garbage cart instead of stickers even though I don't put the cart out every week. Its a little more expensive but more convenient. Why not put carts on one side of the streets, that way the truck only has to come down the street once - more efficient, saves money in time costs.....	Mar 17, 2010 8:36 PM
397	I worry that a flat fee program would result in less recycling since I feel the sticker program encourages recycling. And I think its unfair to ask people to assess a cost program without any costs to compare. I would oppose the one that will cost me more.	Mar 17, 2010 8:52 PM
398	i am happy with the present system. Don't want or need another bill, PLEASE. IF IT'S NOT BROKE, DON'T FIX IT!!!	Mar 17, 2010 8:56 PM
399	Stickers are getting too expensive	Mar 17, 2010 8:57 PM
400	I use the recycling every week but I only have garbage going out about every other week since there are only 2 people in my house.	Mar 17, 2010 9:01 PM
401	In that voters have an option to purchase individual stickers or to purchase a monthly option is an advantage to the voter-- he has choices; otherwise, he does not have choices. His program would be mandated.	Mar 17, 2010 9:13 PM
402	Although I recycle every week, I do not produce enough "garbage" for weekly pick-up....it would not be advantageous to have a cart and be forced to pay a monthly fee, as there are at least two weeks out of each month, I do not put garbage out on curb.	Mar 17, 2010 9:24 PM
403	The biggest problem right now is the weight limit. I like the cart idea instead of the stickers, if it affordable.	Mar 17, 2010 9:29 PM
404	we are retiring and there is only 2 of us all recycle (DONT SPEND MY MONEY FOR ME) NO CARTS!	Mar 17, 2010 9:50 PM
405	Want the ability to recycle more items such as styrofoam, pesticides, used oil, paints, and batteries.	Mar 17, 2010 9:56 PM
406	I think the Village of Downers Grove should have free brush and leaf pick such as in Darien and Hinsdale.	Mar 17, 2010 10:11 PM
407	Instead of paying for garbage stickers or a monthly fee, why can't the garbage collection come out of yearly taxes like the city pays?	Mar 17, 2010 10:19 PM
408	One thing we are disappointed in is the lack of brush collection. In other towns we have resided in you are able to put out tree branches, leaves at the curb without bagging, etc. and these are picked up and mulched. Very disappointed this service is not provided. Also liked 2 amensty days per year instead of just one.	Mar 17, 2010 10:43 PM
409	in the DG e-newsletter, please tell us the new price for stickers	Mar 17, 2010 10:56 PM
410	The trash flys out of the truck, the drivers don't always pick it up. The recyclable bins are just thrown on the snow or driveway, they are then wet and get cracked. place on dry driveway instead, do not throw, place back with two hands.	Mar 17, 2010 11:20 PM
411	stickers are a pain.	Mar 17, 2010 11:20 PM

Response Text		
412	I feel the yard waste fee's are outrageous. In a village that pride's itself on the abundance of trees, hence Downers GROVE, the village should have a flat fee on yard waste removal. The per bag charges are incredibly high and the the village services should take on the bulk of the charges. The fee is getting higher and higher with each year, now surpassing \$150. We can't afford to live here anymore! Either we go or the tree's go!	Mar 17, 2010 11:43 PM
413	I do not have much garbage & WILL NOT subsidize others with a higher monthly fee.	Mar 17, 2010 11:43 PM
414	I would like a bigger recycle bin, but don't want to pay more for it.	Mar 17, 2010 11:47 PM
415	Paying a flat rate is unfair to many customers! Why should seniors and empty nesters and singles - who have next to no garbage - subsidize all the large families who have tons of garbage? Only fair to pay as you go!! You will have many people very upset if you change this - it will be completely unfair to many citizens.	Mar 17, 2010 11:56 PM
416	It would be nice to have an easy way to dispose of hazardous waste such as batteries and paint cans.	Mar 17, 2010 11:58 PM
417	With regard to yard waste, I much rather pay a flat monthly fee than to use those stickers. When I trim my bushes and trees, I have to spend a small fortune to get them hauled away. Plus they don't stick when the bags are wet.	Mar 18, 2010 12:00 AM
418	(1) Would like to have two amnesty days (spring & fall) (2) Return the free leaf pick-up program in the fall.	Mar 18, 2010 12:02 AM
419	I like to pay for the amount of garbage that I put out. Please do not change the system.	Mar 18, 2010 12:31 AM
420	The sticker program currently in place is the most equitable approach to placing the cost of refuse disposal on those who put more refuse into the system rather than recycle. This "user" approach should be the prime factor in designing the Village's program.	Mar 18, 2010 12:43 AM
421	Having to pay a flat monthly fee would penalize those households will limited refuse	Mar 18, 2010 1:26 AM
422	Yard waste should be for free, it should be composted. The fee for regular garbage is way to expensive, even with recycling. We liven in a very wooded area of town and in the Fall, the amount of leaves is great, and the bags don't hold much. Its not fair to the residents who have large yards, and lots of trees. The village wants us to keep the parkways and such nice and kept, but do nothing to help out. The tree in our parkway drops large pods in the Fall, and long stems in the Spring, this is a very messy tree, and nobody on the block seems to have the kind of tree we have. Garbage service in this town is way too high, and there seems to be no relief in the future. I would like for the yard waste program we had a few years back, come back with the few weeks of free yard waste. That was a big help. We may cut back on yard waste and mulch more just because of the expense and and the economy. Its not fair to the resident who pay high taxes, and have beautiful trees and yards to be penilized for the high cost maintaining their yards and parkways. The question asked about other services of the garbage system, What re they? Can the village compost for the residents, like can the residents go a village facility where we can compost are own yardwaste if we deliver it to a specific location, or multiple locations in the village. The Village then can use the material, to use for public areas in the community, or for resident use or for both. Threr has to be a better way, that is less costly. I would like amnestday to be 2x a year also. I did inquire about a couch to be put out for garbage and they told me 50lbs. and 1 sticker, how do you weigh a couch or white good, without getting ripped off. There should be a standard fee, or guide line to go by.	Mar 18, 2010 1:39 AM

Response Text		
423	<p>Our GARBAGE is picked up late in the day and RECYCLING very early in the morning. Could the GARBAGE be picked up at least by late morning?</p> <p>During the winter, the empty recycling bins were tossed in the snow and difficult to reach. Why couldn't they have been left on the shoveled driveway?</p> <p>Not all of the garbage/recycling is emptied INTO the truck. It is left on the street and sometimes in the bin. Last week, there was a lot of garbage strewn all over the neighborhood.</p>	Mar 18, 2010 2:08 AM
424	Recycling of electronics aand hazardous waste is not very good. It is too easy to dispose of these items improperly. The system should make it easy to properly separate and dispose of such items on a regular basis.	Mar 18, 2010 2:14 AM
425	<p>Would like to recycle styrofoam.</p> <p>A cart might be OK, if I could compare to cost of stickers replaced as we only place 1 bag bi-weekly.</p>	Mar 18, 2010 2:17 AM
426	The current sticker encourages recycling and is fair in the sense that those that generate the most trash pay the most for service. I normally put out one can of trash every other week. I have no interest in paying a fixed monthly fee for a trash cart I do not need so that I can subsidize trash pickup for individuals that are not recycling to the max.	Mar 18, 2010 2:30 AM
427	The current provider is sloppy with collection and pieces of trash sometimes litters the area.	Mar 18, 2010 2:41 AM
428	The current garbage collection agency contracted by the village of Downers Grove needs to be more neat their collection practices. Often times there is garbage items which blow or fall out of the garbage collection truck. There needs to be some type of precaution taken to ensure this garbage is also picked up. I, personally, am tired of picking up blowing garbage when I retrieve my cans from the curbside.	Mar 18, 2010 3:12 AM
429	many residents do not need to put out large amounts of garbage each week(single people, those who are seniors, people who travel a lot, etc. It would be unfair to charge them the same rate as those who fill a large container or more each week. It is cheaper for me to use three stickers a month rather than rent the Arc bins.	Mar 18, 2010 3:32 AM
430	Don't remove the economic incentive to recycle. Also, I do not wish to subsidize people to create a lot of waste.	Mar 18, 2010 3:35 AM
431	The recycling program should be expanded to include #6, and there should be no restrictions on items such as recyclable plastic bags. The village/county should also have a hazardous waste collection day at least once a year. Please continue with the electronics waste collection.	Mar 18, 2010 3:37 AM
432	I wish they would slow down and pick up ALL the garbage instead of littering the streets/sidewalks/driveways with whatever doesn't make it into the truck!	Mar 18, 2010 3:46 AM
433	arc will not pick up my garbage.they say my cans are too big [35gal.not32gal.].i have had these cans for 10 years and never had a complaint.now they put stickers on them and refuse to pick up.i will never rent the 64gal. can.i prefer pay per use.now they are increasing the sticker cost.why?they can have my recycling but i will find somewhere else for my garbage.	Mar 18, 2010 4:43 AM
434	We are a family of 5 and it takes us 2-3 weeks to fill our 30 gallon garbage can, the cart is twice as large and costs nearly 2 stickers a week and seems to promote more waste and less recycling. We do not mind having a standard can for automated loaders but don't make us pay a monthly fee, which would be much higher than what we pay for volume, keep a pay for volume program.	Mar 18, 2010 5:24 AM
435	I live alone and sometimes I don't need to put garbage out for two or 3 weeks. One flat fee would definitely be costly to me and many others who don't create a lot of garbage	Mar 18, 2010 11:21 AM

Response Text		
436	Why do we separate paper from plastic and aluminum if the truck puts them in the same bin? The service is too expensive. The 30 gal. limit is too small. 45 would be better. The 50 lb. limit is ok. Took two separate arrangements to get a rental cart. A waste of my time. What about mailing a written brochure with all of the current "rules" for garbage. Since ARC has been doing this had two instances of no pick up.	Mar 18, 2010 11:52 AM
437	The leaf collection - free of charge was a huge benefit for the time frame in which it was allowed. The increase in garbage stickers seem excessive. I am disappointed the pricing has increased and will increase again is such a short period of time. Larger recycling bins would be a huge benefit and a later time during the day for pickup would be nice. I think this would help folks recycle more and pay less.	Mar 18, 2010 12:51 PM
438	<p>I do not want a madatory cart system because I now can reduce my monthly refuse cost by maximum recycling and do not even fill an 18 gal container each week. A monthly cart would increase my monthly cost significantly and the current system allows me to control one of my budget's few remaining flexible costs in this difficult economy. It would take me an entire monthly to fill a cart and would waste my money to pay a fixed rate each month. Having a mostly empty can for most people would encourage disposal over recycling.</p> <p>Also I do not have a good location to store such carts and they would be difficult for me to pull to the curb.</p> <p>I think any contract with waste disposal should only be with a company that can RECYCLE styro waste #6 or the village should provide a drop off location for such styro recycling. It is the worst product to send to a landfill and impossible to avoid in packaging and any wast company that gets DG contract should be providing this recycling.</p> <p>Amnesty day should only follow a specialty recycling drop off day as in the past 2 years. Never just alone...it encourages too much dangerous trash.</p>	Mar 18, 2010 1:53 PM
439	I use the sticker system and find it the most efficient method of refuse pickup for our family. If I have a heavy week with refuse I may more, If it is a slow week or I am away on vacation I pay less or nothing. I consider this a users fee and I pay for what I use.	Mar 18, 2010 2:01 PM

Response Text		
440	<p>Please promote FreeCycle.org or Craig's List BEFORE Amnesty Day and on an ongoing basis. Encourage people to keep their stuff out of landfills by giving it to Goodwill, etc., or giving it via FreeCycle or Craig's List.</p> <p>Allow stuff to be put out several days before Amnesty Day to allow junk collectors to have time to pull usable/recyclable stuff out of what is waiting to into landfill. Without education, Amnesty Day is WORSE for the environment, because people put everything (usable or not) out for pick up, and not all the usable stuff gets picked up by the junk collectors. We need to educate!</p> <p>Please KEEP the sticker program, because it encourages people to be as recycle conscious as they can be. A flat rate will make it easier to toss everything in the garbage, because you have taken away the incentive to keep the amount of garbage to a minimum. Please don't remove that incentive! For years, since curbside recycling started here (1990?), we have put out one can of garbage A MONTH, but have put recyclables out every week. Incentives work.</p> <p>We need more education, as well, on where to recycle batteries, CFLs, computers, etc. And perhaps more than once a year! If people know on an ongoing basis where they can recycle, they can get rid of it now rather than storing it for a village event.</p> <p>By the way, what is the purpose of Amnesty Day as it exists now? Are we trying to reduce fire hazards in basements and attics, or ? I'd be interested to know what the goal is and why.</p> <p>Thanks so much for asking.</p>	Mar 18, 2010 2:12 PM
441	We rent a garbage cart. I think the yard waste stickers provide a way to gauge the cost to the resident based on the volume.	Mar 18, 2010 2:40 PM
442	I was under the impression that ARC was going to cost less for everyone. How many increases have we had?! My day was switched from Wed. to Fri. yet, pickup on Wed. is fine for the North side and part of the South. That is ridiculous! Stop raising the cost of stickers. Initially, they were less than the previous garbage hauler. For those of us who do rent a can from ARC, give me a break on the price of having my yardwaste removed. Would like to see a different hauler pick up in Downers Grove who understands the word comittment!	Mar 18, 2010 2:52 PM
443	With two retired people in our household, living on Social Security and a few modest investments, we are concerned that a monthly fee would would raise our cost of garbage disposal considerably. How would you differentiate between homes with two people and homes with six people? How would	Mar 18, 2010 3:47 PM
444	look into curbside leaf collection as in other communities	Mar 18, 2010 4:35 PM
445	sws is the best we have ever had. Resident for 50 years.	Mar 18, 2010 4:53 PM
446	it ain't broke, so don't try to fix it	Mar 18, 2010 4:53 PM
447	not satisfied with the way service is provided in our village. Price going up many say they will hold garbage back for two week duration so that they give a full can of waste instead of half full. Rodents heaven	Mar 18, 2010 5:01 PM
448	We only put out a can of garbage every two to three weeks so paying a monthly fee for a cart is not economical.	Mar 18, 2010 6:15 PM
449	Household has two senior citizens that generate only about two garbage cans of waste or less per month. I am sure any change in system would cost us substantially more each month than the two stickers we currently use.	Mar 18, 2010 6:38 PM
450	We do not like the Monday collection. We used to have Tuesday, and that was better.	Mar 18, 2010 7:05 PM
451	The sticker price for yard waste is getting too high, we either will have to cut trees down or burn leaves pretty soon, maybe we could have a yard waste dump where we could take it.	Mar 18, 2010 8:32 PM

Response Text		
452	Would like to see pickup of #6 plastic recyclables	Mar 18, 2010 9:10 PM
453	I hate that my garbage pick up is on Friday, it is very inconvenient due to weekend get aways you have to bother a neighbor to put your bins away for you or find family to come and put garbage and recycle bins away. Get rid of Friday or change time to early, early morning for garbage and waste pick-up before 7:00a.m.	Mar 18, 2010 10:14 PM
454	I don't always put out a can and never 2 cans and I think it is more economical to use the stickers for me. I prefer to pay as I use the service, not have a monthly fee.	Mar 18, 2010 10:50 PM
455	I have had sticker blow off in the wind and the truck has passed them by. I have had to repurchase stickers and wait a week for pick up, even though I have called and explain the problem. They were un interested and made us wait foe week this has happened more than once. I know stable the stickers to the cans.	Mar 19, 2010 12:01 AM
456	The garbage company does not provide recycle bins and they they destroy the bins we put out.	Mar 19, 2010 12:21 AM
457	i prefer sticker system as it encourages people who produce less garbage	Mar 19, 2010 12:23 AM
458	When we first moved to Downers Grove 9 years ago the Village had two Amnesty Days (spring and fall) to get rid of large objects, multiple bags/containers of refuse, etc. We would like to see this reinstated.	Mar 19, 2010 12:41 AM
459	would like recycle bin or bins to be provided by arc	Mar 19, 2010 2:00 AM
460	Keep the pay for what you need sticker program!	Mar 19, 2010 2:15 AM
461	I often go three weeks before filling one can of garbage. We recycle.	Mar 19, 2010 2:28 AM
462	It would be a good idea if the garbage collectors would be more careful with the recycling bins.	Mar 19, 2010 2:41 AM
463	1. How can you ask a question about cart service when you haven't even said what it is? 2. There are too many people who NEVER seem to put out recycling. Therefore I am opposed to a flat fee because I will probably end up subsidizing those who are too thoughtless or lazy to recycle.	Mar 19, 2010 2:56 AM
464	continue present services	Mar 19, 2010 3:16 AM
465	Seniors and small households prefer sticker system.	Mar 19, 2010 4:00 AM
466	Flat fee service doesn't make sense. There are many single people who don't generate the garbage of large families. Keep the pay by sticker as it encourages recycling and less waste.	Mar 19, 2010 11:44 AM
467	We have a slanted driveway and positioning the special trach cans would be hard.	Mar 19, 2010 2:01 PM
468	Since I live alone, I don't put the garbage out weekly, I believe it would be more costly to have a monthly fee.	Mar 19, 2010 2:04 PM
469	I have very little garbage each week, and only put out a can about once a month. A monthly flat fee would be a hardship. I compost and recycle as much as possible, as well as reduce the amount of packaging I buy. Please do NOT change to a flat fee system.	Mar 19, 2010 2:09 PM
470	Excellent Service. The people take great pride in their job. The automated arm for cart pickup is a great idea.	Mar 19, 2010 2:46 PM
471	Our recycling is picked up around 8 a.m. and garbage around 3 p.m. Tnink garbage should be picked up in the a.m. and recycling in the p.m., as was done previously woth the other garbage company. If you required everyone to pay a monthly fee, there would be no incentive to recycle.	Mar 19, 2010 4:23 PM
472	Our household does not generate enough garbage waste to warrant a monthly fee. I feel that paying a flat fee for garbage collection will cause people to recycle less.	Mar 19, 2010 4:58 PM

Response Text		
473	Our garbage is picked up on Fridays. The recycling is picked up in the morning which is fine. However, our garbage is not collected until 4 pm and last week not until 6:30 pm. This makes it very difficult for families going away for the weekend and it makes the neighborhood look awful with garbage out the entire day! The last company used to collect the recycling and garbage in the morning. We prefer the old company. Also, we dislike that our promise of free yard waste collection was taken away so quickly. I feel that the free yard waste collection was used to ease the transition to this inferior company. Please figure out a way to get the garbage off our streets in a timely manner.	Mar 19, 2010 5:55 PM
474	I put my garbage can out once a monthner. If I had to pay a monthly container fee,the cost would be considerably more. When I used to rent a yard refuse container, I found that I hardly used it in the summer. During spring and fall clean-up, the container was inadequate and I had to use bags which required more stickers in addition to my container fee. I think having the choice of stickers or containers is the best way to go to cover all situations.	Mar 19, 2010 6:08 PM
475	leaf disposal should be free in the fall. this will keep the streets much cleaner. garbage pickup should be much earlier in the day. often it sits at the curb all day. one day they missed my pickup and they promised to return and did not.	Mar 19, 2010 6:15 PM
476	Our garbagemen are sloppy. They throw the empty cans around, brekaing the cans and recycling, leaving lids in the street, etc.	Mar 19, 2010 6:49 PM
477	As long as there are different sized carts and fees then I am OK with the change. It is only my wife and I so we typically only use 1 sticker per week.	Mar 19, 2010 7:48 PM
478	We make a concious effort to recycle as much of our garbage as possible. Even the smallest garbage bin would be too large for us. Regarding recycling, it would be nice if there was some way for us to recycle #6 plastic.	Mar 19, 2010 8:29 PM
479	The current system promotes recycling and makes it affordable for each household that tries to eliminate waste. Moving to a flat montly fee goes against green/recycling promotion.	Mar 19, 2010 8:35 PM
480	I believe condo owners should be included to be included in the village contract for solid waste collection. As tax payers, it is not fair that condo owners have not been included. Please change this!	Mar 19, 2010 9:24 PM
481	I'm not sure how the "mix all the recyclables together" is working. We still separate out newspaper, other paper, and other recyclables. We recycle as much as possible, so we pay very little for stickers for garbage. Recycling is an incentive to save money and the environment. PLEASE DO NOT CHARGE A FLAT FEE FOR GARBAGE, FOR IT WILL ONLY ENCOURAGE LESS RECYCLING, AND PENALIZE THOSE OF US WHO RECYCLE A LOT!	Mar 19, 2010 9:35 PM
482	I strongly prefer the current sticker system. It's fairer because those who create less waste pay less.	Mar 19, 2010 9:57 PM
483	The 64-gal recycling bin sounds large to me. For me to use it, it would need to be on wheels, or I would need to put the bin out and then make multiple trips to put stuff in it. I do not put out garbage each week, so for me the stickers work fine. If there is a monthly fee, I feel I would be overpaying for garbage pick-up.	Mar 20, 2010 12:33 AM
484	Miss having the free yard (leaf) program. I had no problem clearing the curbside of leafs less clogged sewers. Now that I have to pay for the leafs that fall on the curbside they sit there till the sweeper comes. Bring back the free leaf pickup or maybe consider a reduced rate.	Mar 20, 2010 12:41 AM
485	I do not agree wsith being forced to obtain a larger, common tye of recycling cart. ARC picks-up recyclables just fine now. It's the non-recyclabels that get picked-up late and sometimes pieces are found strun along the street.	Mar 20, 2010 1:17 AM
486	Keep the ale carte service in place as those with lots of garbage can get totes but the rest of us can keep one can or less week. Fair for all and prograsm for all. Why are we paying more and getting less? What happened to one free leaf pick up?	Mar 20, 2010 3:45 PM

Response Text		
487	I believe the current cost is too high based on the sticker usage.	Mar 20, 2010 5:14 PM
488	We live on a cul-de-sac and there are days ARC doesn't even pick up our garbage. Calls to the village and to ARC have been responded to with, "oh well, wait until next week." And now the price is going up for this? Nice. Very nice.	Mar 20, 2010 5:34 PM
489	I understand the need to charge for leaf removal in the fall, but it should not be the same price as a regular sticker.	Mar 20, 2010 6:10 PM
490	Going to a monthly fee would be a disservice to people living alone who only put garbage out once every 2 months. I STRONGLY disagree with going to a monthly fee.	Mar 20, 2010 8:31 PM
491	I much prefer the current sticker system over going back to a monthly fee.	Mar 20, 2010 9:05 PM
492	More information on disposal of special items such as electronics, drugs, paints, etc.	Mar 20, 2010 9:46 PM
493	I am opposed to paying a flat fee for garbage pick up. A person's fee should be proportionate with the amount of garbage they with dispose. In my opinion, a flat fee will not encourage a person to recycle or reduce the amount of waste. As citizens, we are not charged a flat fee for our electricity, gas, etc and therefore should not be charged a flat fee for garbage.	Mar 20, 2010 10:24 PM
494	I would like to see a better way of collecting leaves during the fall the sticker yardbag method is just to expensive .I would not mind paying a flat fee for collecting leaves. leaves could be racked to the curb for pick up. i belive most residents would agree with such a plan the year we could bag leaves without stickers was great. there are just to many leaves during the fall.	Mar 21, 2010 3:49 AM
495	the questions seem somewhat vague in areas.	Mar 21, 2010 1:42 PM
496	I think stickers are still necessary for yard waste and when I go over a full bin (only occasionally!)	Mar 21, 2010 1:49 PM
497	I recommend continuing the sticker system as it gives incentives by reducing the costs for people who generate less waste	Mar 21, 2010 2:40 PM
498	I was surprised to hear that sticker prices were increasing so soon after service w/ARC began - and that leaf pickup was to be discontinued even with the increase. I would not object to the price increase if our services remained the same. The leaf service is very important, especially here in Downers Grove, as most homes have many mature trees and homeowners are expected to keep them picked up and out of the curbs and streets.	Mar 21, 2010 5:22 PM
499	The collectors have damaged 2 cans and I am on my third. I do not like the way they man handle the cans with their trucks, this is causing damage to my cans. I currently do not use a can from the village, I have my own. I do not throw 1 can of garbage a week so the monthly rate does not appeal to me.	Mar 21, 2010 7:34 PM
500	Rather than a flat fee, I'd rather be incented to reduce my garbage and recycle more to save on garbage stickers. I'd also like to include plastic newspaper and grocery bags to the recycling bin, but I don't believe we're supposed to include that, correct? Also, what about the white packing foam and packing peanuts -- are they allowed to be included? An email to the residents would be helpful to remind us what we can and can't include. Also, 1 larger recycling bin on wheels would be nice instead of having to drag out a couple containers.	Mar 21, 2010 10:54 PM
501	I really missed the "free" leaf pick-up in the fall. I believe residents did a much better job of fall clean-up when they did not have to purchase stickers. Lots of leaves still out there this spring!	Mar 21, 2010 11:23 PM
502	If we go to a flat monthly fee, I would like to see the requirements for bulk item pick-up modified.	Mar 22, 2010 1:52 AM
503	As long as the carts are available in three different sizes/prices, I'm all for it. It will make our community much cleaner and increase recycling.	Mar 22, 2010 1:48 PM
504	Reduce cost of yard waste, particularly leaves in the fall. Suggest a village vacuum system similar to Naperville and other towns.	Mar 22, 2010 2:36 PM

Response Text		
505	The cost of the stickers is to high and I know it is going up again soon. Whose palm got greased to make the current deal with ARC. The residents of DG got the short end of the stick on this deal!	Mar 22, 2010 2:38 PM
506	I have had to contact ARC many times regarding billing issues. I moved to a new location withing the village and they began double billing me for both my old and new address. I have had to call at least 6 times to try and get it straightened out. I eventually discontinued service and went to using stickers so I wouldn't have to deal with them.	Mar 22, 2010 6:23 PM
507	I Feel a fixed monthly fee for garbage collection would penalize seniors and others who do not generate a lot of garbage. It may actually decrease recycling since there is less incentive to reduce waste. I'm very scrupulous about recycling and benefit by not having to place a trash bin out every week.	Mar 22, 2010 6:27 PM
508	I am satisfied with purchasing stickers as I need for trash. I do not want to pay a flat fee each month, especially when I do not know what that rate is! I feel I should only pay for what I throw out and not be charged a flat rate! Those with families have more trash than families without children, and/or older adults. Wish they would have fall debris pickup with out charge, and also yard debris, twigs, sticks, etc., without pay.	Mar 22, 2010 6:44 PM
509	I hope it all gets separated and recycled.	Mar 22, 2010 9:01 PM
510	I have no intention of subsidising my neighbors lack of recycling and enormous weekly pile of garbage. Right now you have people recycling to hold down the cost of disposal. We do a bag every third week for our two person household. Right now every home has the option of a large bin. Those who want it can pay for it. It would take me 3 months to fill a large bin, unless I pool garbage with a few neighbors or stop recycling. Ronald Moravec 5935 Brookbank 630 971 3459	Mar 22, 2010 9:21 PM
511	Large recycling containers 65 gallon would be great, I'm tired of doging recycling bins in the street and picking up the neighbors trash that has blown out of the small bins.	Mar 22, 2010 11:00 PM
512	ARC does a good job, the DG leaf pick up should be changed back to the curb side vacuum. Other towns e.g., Lisle, Naperville have a way to continue these programs. If DG views itself as a tree town then it should be willing to do more to encourage tree planting and maintenance. A better leaf removal would help.	Mar 23, 2010 1:43 AM
513	As a two-person house hold we do not generate much garbage. We don't want to pay for large amounts from others.	Mar 23, 2010 1:55 AM
514	As a single person I do not generate the same amount of garbage as a family would, so it would be unfair for me to pay the same price.	Mar 23, 2010 3:46 AM
515	ARC changed my garbage pick day from Wednesday to Friday. Sixty-eighthth street had Wednesdays for over 20 years. No only Friday....but 5PM-6PM pick up time on Fridays. Their picking up of the garbage is sloppy at best. Heaven forbid that they drop anything out of the recycle bin....it stays on the street or your lawn till you pick it up. They don't replace the recycle bin and the totes back on the driveway. They place them.....half in the street. Just laziness on their part. They don't take all the papers in the recyle bins either. Just another example of laziness on their part and high prices on the residents part. We're just not getting what we're paying for!!!	Mar 23, 2010 10:45 AM
516	The stickers seem have become very expensive over the last year. Hopefully the monthly fee would allow all parties (service provider,city and home owner) to benefit.	Mar 23, 2010 1:05 PM

Response Text		
517	1.) I recycle as much as I possibly can and do not put much garbage out each month. I am glad I can recycle the breadth of items I am allowed to recycle. I do not need a cart for a fee. 2.) Downers Grove should offer a free leaf-collection service in the fall, as many other suburbs do. We should not have to pay for everything.	Mar 23, 2010 1:11 PM
518	I have moved from Oak Lawn where they have Veolia for waste service. The village makes a good profit on the recycling program. Apparently part of the contract between Veolia and the village is that the village gets a percentage of the recycling profit. They use totes for yard waste, garbage, and recycling which is very convenient. We were very satisfied with the program.	Mar 23, 2010 1:32 PM
519	My only complaint is that I wish the recycling and garbage workers would not place the empty cans / containers in the middle of my driveway. This causes me to park on the street and move them to pull into my driveway when I get home.	Mar 23, 2010 2:57 PM
520	I am a single person household who most weeks will only have a trash bag as opposed to a trash can/cart each week. Everyone in the Village does have large volumes of trash on a weekly basis. The current provider is sloppy, has broken 2 of my trash carts this year and has driven right by trash bags on the curb.	Mar 23, 2010 5:52 PM
521	I have garbage pickup on Friday and we used to have Tuesday. I like Tuesday better because Friday they are picking up too late in the day! Have also been missed several times. !	Mar 23, 2010 6:55 PM
522	We do not have much waste and recycle weekly. We do not buy much that requires disposable garbage.	Mar 23, 2010 9:06 PM
523	We would like to see uniform larger garbage and recycling cans with attached lids like we have seen in many other town (Romeoville). We are tired of having to replace our garbage cans because lids and cans were left in the street and hit by cars. Larger bins with lids may help this problem and make the streets look nicer on garbage day.	Mar 23, 2010 10:06 PM
524	the present service is good and rewards households that recycle. it is a true user fee, if you are on vacation you don't pay for garbage, if you put out a lot you pay for that. want to encourage recycling not discourage it.	Mar 24, 2010 12:39 AM
525	I am satisfied with what we have now	Mar 24, 2010 12:40 AM
526	Recycling collection at the curb is fine but we wonder how it is handled afterwards.	Mar 24, 2010 4:07 PM
527	too expensive!	Mar 24, 2010 4:26 PM
528	The current company is much better than the previous refuse company. Great service! I like the idea about the pay per use system for refuse disposal. This encourages more people to recycle at no cost.	Mar 24, 2010 4:31 PM
529	The yard waste sticker prices are too high! Why can't the village bring back amnesty day? That helped us a lot 2 years ago. Please bring back the yard waste amnesty day. Thank you.	Mar 24, 2010 6:06 PM
530	The cheapest way is the best way. I do not want the price to go up!! I do not have a recycling bin, I use one I bought from Wal-Mart.	Mar 24, 2010 6:31 PM
531	If there is a change to a flat fee, I feel I would be subsidizing wasteful households.	Mar 24, 2010 6:41 PM
532	Besides the fact that I pay for 2 totes (garbage & yard waste) I have to supplement for extra garbage with stickers. It cost me \$35 to clean out my basement. This is unacceptable, inconvenient and expensive. During spring and fall all of your stores are out of stickers most of the time and I am therefore stuck with a lot of garbage, bribing the garbage man. As far as leaf collection is concerned it is a joke in DG. Last year it was cheaper for me to hire a landscaper to clean my leaves up than it was for me to do it myself and buy stickers. It is obvious you are trying so hard to copy Naperville and Hinsdale take a look at their leaf collection. We have the same equipment and if we don't my taxes are high enough you can figure out how to spend them on something useful to me instead of constant unnecessary construction.	Mar 24, 2010 6:55 PM

Response Text		
533	I do not feel it is fair to charge a flat fee for garbage pick up. My neighbor recycles NOTHING. He throws everything away. It's not fair if we are paying the same monthly fee. He has 4x's the crap!	Mar 24, 2010 7:01 PM
534	Stop tearing the streets with the dead man brake system.	Mar 24, 2010 7:11 PM
535	DONT WASTE MY MONEY ON CARTS FOR WASTE!	Mar 24, 2010 7:20 PM
536	I wish the men would not throw the recycling bins down on the middle of the driveway. They first block the driveway so I can't get out and then on top of that they break the bin.	Mar 24, 2010 7:28 PM
537	The yard waste program is way to expensive.	Mar 24, 2010 7:30 PM
538	What I have noticed since the Village switched to ARC is that there is more trash littered among my street. I'm not sure what the difference is, as I think the old waste service company used they same type of truck to lift the cans, but maybe the ARC drivers are more careless? I'm tired of picking up trash out of my yard. I don't have a problem with current pricing or recycling, it's just if they miss the truck, maybe the driver should pick up what doesn't make it in.	Mar 24, 2010 7:33 PM
539	Cost just too high!	Mar 24, 2010 7:33 PM
540	In my opinion ARC has done a good job, no problems they collect close to the same time every week. The recycle program is much easier with ARC than the previous provider.	Mar 24, 2010 7:49 PM
541	Polite, prompt & professional. We leave our items in containers or neatly tied/stacked and receive the same consideration from our collectors.	Mar 24, 2010 8:19 PM
542	Leave it with stickers rather than a flat fee.	Mar 24, 2010 8:22 PM
543	it works don't change the service.	Mar 24, 2010 9:10 PM
544	If you decide to go to a strictly monthly charge system it doesn't seem fair to the households that sometime leave there homes for a long period of time. They would be charged for not having any garbage at the curb for extended periods of time.	Mar 24, 2010 9:40 PM
545	I would want to know the flat fee would be equal to or less than what we already pay. We are able to pay for smaller or larger volume each week and even not put garbage out at all with the current sticker system. We do not rent a cart because it would be more expensive for us than the stickers are even with the current rate increase.	Mar 24, 2010 10:42 PM
546	I would prefer them to pick up garbage first and then recycles. In summer garbage sits out all day.	Mar 24, 2010 11:14 PM
547	We're a 2-person family - and only use 3 stickers a month. A monthly fee would cost more than 3 stickers, and wasteful spending on our part.	Mar 25, 2010 12:35 AM
548	I was glad that the village discontinued subsidizing the yard waste pick up this past fall. More people should compost and by not paying for their leaf collection it might have encouraged it. I do think that the village should continue to subsidize the recycling program even if you switch to 64 gallon carts.	Mar 25, 2010 1:51 AM
549	We put out several recyle bins every week. We only put out a garbage can with a sticker about every 3-4 weeks. We definitely do not want to pay a monthly fee for garbage pick-up. That is a total waste of our money. One sticker is only about \$3.00, why would we want to pay a monthly fee?	Mar 25, 2010 3:11 AM
550	I would like to have a large cart for recycling and smaller one for garbage	Mar 25, 2010 3:16 AM
551	The current program allowing a choice between cart rental and individual sticker purchase allows those that have lesser garbage needs (singles, small families, and retirees) to pay as needed. A flat rate for everyone has the small users subsidizing the large users.	Mar 25, 2010 3:41 AM
552	As recycling should be increasing, and waste less, I want the sticker system to stay!	Mar 25, 2010 12:25 PM

Response Text		
553	I put my recycle out at 8:00am on the day of pick up because normally the truck only shows up by middle of day. Some days however the truck shows up at 7:45am and I've missed pick up. What's the reason for these wildly different pick up times??? Stick to a schedule so I don't have garbage piling up!!!	Mar 25, 2010 2:01 PM
554	I hope the Village does not make it mandatory to purchase a garbage cart with a monthly fee. I would think I'm not the only home who doesn't have garbage on a weekly basis, recycling yes.	Mar 25, 2010 5:07 PM
555	I recycle as much as possible, but one large container would be helpful vs. 3+ smaller containers. I do not want to pay a monthly fee for garbage as it encourages more waste. Currently, we use roughly 2 to 3 garbage stickers in a month, so I do not want to pay more for garbage disposal. I like that there are options. Thank you!	Mar 25, 2010 5:10 PM
556	bigger recycling bins and amnesty day would be great but also a fall leaf amnesty is truly needed!!!!	Mar 25, 2010 6:43 PM
557	Our aim should be to produce a zero waste system for the Village. The cart system would discourage homeowners from reaching for that goal. Village regulations should include apartments, condos, businesses, and factories within the city limits. The village should monitor all business and public actions to assure that no toxic substance are released into the soil or waterways and water tables.	Mar 25, 2010 7:04 PM
558	Replace the recycling bins with the wheeled toter. Easier on the back and prevents contents blowing around.	Mar 25, 2010 7:19 PM
559	The current fee per bag of garbage is outrageous, especially as the fee has increased several times over the last couple of years. My household would much prefer a flat-fee rate for garbage collection as opposed to a pay-per-bag fee.	Mar 25, 2010 8:18 PM
560	Garbage sticker is the best way to pay. Pay as you go. More garbage more stickers, less garbage lest cost.	Mar 25, 2010 8:37 PM
561	I strongly prefer to have the sticker for purchase option available!	Mar 25, 2010 9:38 PM
562	One complaint only, regarding garbage, recycling and yard waste services: There is NEARLY ALWAYS something(s) left behind - in the containers, in the street, on the parkways. It isn't fair to have to pay more than once to have the same trash collected!	Mar 25, 2010 10:04 PM
563	I was happier with the previous company. I am disappointed that the current company will not recycle any styrofoam.	Mar 25, 2010 11:15 PM
564	There are only two people in my household. I don't wish to pay for a cart each month, although with no monthly fee mentioned in your survey it is hard to form any opinion at all.	Mar 25, 2010 11:28 PM
565	The fee's for the carts are too high, especially if you need more than one and I don't always have that much garbage each week. I would like to see the village offer some kind of free program for yard waste. Even if that is just to pick up bundled shrubs and sticks like some of the neighboring villages do. Not at all happy about refuse price increase, but understand it.	Mar 26, 2010 12:25 AM
566	The price of a sticker has become too much. The week to week disposal of a can is tolerable but in "Tree City USA" I fill 25-30 bags of leaves per season. That is over \$75 to dispose of leaves. We have retained Amnesty Day. Why did we get rid of the day free brush/leaf pick up? I would like to see this day of free service reinstated.	Mar 26, 2010 4:23 AM
567	Provide more assistance with leaf collection, like half price stickers...I have several large trees and it costs me a lot.	Mar 26, 2010 10:01 AM
568	They do a fine job. Kudos to them.	Mar 26, 2010 4:18 PM
569	The recycling bins and garbage cans are abused. They are often overflowing with the contents falling out. The result is causing un-sanitary conditions. Other people's waste becomes our extra waste. The village should require all residents to have waste and recycling TOTE/CARTS	Mar 26, 2010 5:32 PM

Response Text		
570	Yard waste should be included in the fee. NO MORE STICKERS.	Mar 26, 2010 5:44 PM
571	I would like to recycling services at the Acadia condominiums.	Mar 26, 2010 7:28 PM
572	ARC is so, so much better than the previous provider.	Mar 27, 2010 1:05 PM
573	I live in a condominium complex. With the amount of taxes I pay it seems unfair we cannot take advantage of yard waste disposal or recycling services. I need to pay additional for these services. I don't know if having a recycling center would help where I can drop off the items but if others have a free service I would like it as well. Recycling is the better method for waste management. Can the village negotiate a better price for us as well with their garbage collection service? It would just mean more business for that company and since they collect in Downers already it shouldn't put a strain on them. We could use more frequent pick ups of both garbage and recycling and the board/management seems put off because of the increased cost. If the garbage/recycling is overflowing isn't that a code violation. It would be nice to be able to work with the village to uphold the standards we need to follow. Not extending the recycling service to everyone is unfair in these times.	Mar 28, 2010 2:47 PM
574	We labelled one garbage can "RECYCLABLES" in orange paint. Works great.	Mar 28, 2010 4:10 PM
575	I strongly oppose a cart based system since it would penalize small households and recyclers, and may even discourage recycling.	Mar 28, 2010 5:33 PM
576	I hate the fact that my garbage day was changed from Tuesdays to Mondays with out resident input. There is normaly garbage/recycles left in the contaner after pick-up. There have been several times that the garbage was not picked up till the following day. I hate that there is no longer any free yard wast pick up. My garbage can and bins are regularly left in the center of the driveway not allowwing a car to turn in off the street, or thrown into the ditch along side the street	Mar 28, 2010 9:04 PM
577	We are a small household and recycle and compost most of our waste. We do NOT want to pay a monthly fee for something we will not benefit from. The sticker system works just fine for us.	Mar 29, 2010 2:09 PM
578	none	Mar 29, 2010 2:41 PM
579	SOMETIMES WHEN TRASH IS PICKED UP=MOSTLY RECYCLEABLES SOME OF THE TRASH IS DROPPED AND THEY LEAVE IT IN THE STREET. I HAVE TO PICK IT UP OR IT BLOWS AWAY DOWN THE STREET. NEED TO BE AWARE OF THIS	Mar 29, 2010 2:52 PM

Response Text		
580	With regard to question #15, it depends what the monthly amount would be. For example, Westmont charges a monthly fee (on their water bill) and with that you can put out 2 cans for "free." Anything above 2 cans then requires a sticker. Their stickers are substantially lower than those of Downers Grove (and that's before the increase April 1st). The only thing unfair about a village wide charge for garbage service is that single or small households that don't generate much garbage pays for pick-up whether they use the service or not. Hardly seems fair for some households (especially the elderly) that don't generate enough garbage to put out a can every week. Some of my neighbors put out garbage every other week. What happens when you are on vacation--can the service be stopped like you do with delivery of the daily newspaper? With regard to yard waste, many villages are allowed to rake their leaves into the street during the autumn season and they too have street sewers and manholes. Why does DG not allow this?!! Also, many surrounding villages have free parkway pick-up of large branches and twigs that do NOT have to be bundled and stickered. Again, not in DG. Amnesty Day needs to be more than once a year. If DG decides to go with a monthly paid program where every resident pays the same, why does the resident need to "rent" a garbage tote from the garbage company? Why are cans currently limited to 30 gallon as long as the resident is paying for the sticker(s)? Is the garbage company afraid they are going to get cheated if the resident uses a larger can (say, a 65 gallon tote) and places only one sticker on it? As with everything else, the quality/quantity of service goes down and the price goes up!! I remember when DG had pick-up twice a week and it wasn't very costly. This town used to be a nice place to live, work, and shop, but, everything, garbage service included, it getting way too expensive and out of hand.	Mar 29, 2010 3:35 PM
581	I would like a 64 gallon recycling bin	Mar 29, 2010 6:33 PM
582	We are a household of two. We fill a 35 gallon can about every two or three weeks. That's about two stickers per month.	Mar 29, 2010 9:42 PM
583	The village service is great, The treatment of garbage cans could be better. I have found mine cracked, broken at times. Thank You for having a survey	Mar 29, 2010 11:06 PM
584	A lot depends on how much the rental would be for a cart for everything. Some older people may not have much garbage or recycling, and the current way is cheaper. We have a lot of recycling, but also usually have a garbage can each week. I heard there are supposed to be more environmentally friendly choices for disposing of garbage in compostible corn bags which could then would be available to villages for use in parks, etc. Would that still cost as much? I am happy with the current service, but it is sometimes a pain to run out for stickers. If the current plan is not covering costs, then be clear about that.	Mar 30, 2010 12:21 AM
585	The website gives us answers to questions about services that we need only infrequently.	Mar 30, 2010 1:50 PM
586	Only one person in household. Do not have enough garbage to fill a cart every week. Would not pay for cart.	Mar 30, 2010 1:53 PM
587	The flat fee approach places a burden on small households and the elderly who do not generate as much waste. Why pay for services we do not need?	Mar 30, 2010 1:58 PM
588	When households put out hazardous (e waste), the items should not be collected but they are (fluorescent tubes). Like to see larger recycling and available compost carts (like west coast cities). Like to see Village push to have restaurants use containers that residents can recycle! Everyone eats out and/or takes out. It will take education, but leadership from the Village is appropriate.	Mar 30, 2010 2:55 PM
589	Scavenger service drivers sometimes leave refuse on the street and parkway when they are picking up carts with forklift arms. Also, Village should enforce no lids on trash cans owned by residents because: 1) debris blows around, 2) animals can scavenge then at night. Late pick up of garbage (in summer especially) can cause odor problems. Can scavenger service pick up garbage earlier? They pick up yardwaste before garbage.	Mar 30, 2010 3:02 PM

Response Text		
590	I would probably prefer a cart for household garbage, but: 1) do not want to store the cart in front of the house, 2) would be unable to wheel the cart from the back of the house due to snow & ice. ABSOLUTELY no flat monthly rate as I live alone. Do not want to pay the same amount of money that a family of 2, 3, 4, 5, or more pays. I want to pay only for what I put out.	Mar 30, 2010 3:39 PM
591	Why don't you take some containers with the following recycle codes: #4, 5, and those that have a triangle without a number but says "recyclable?" Also, containers without any mention of recycling and no triangles? Where does a person take these types - if you won't?	Mar 30, 2010 3:45 PM
592	I think larger recycling bins for yardwaste sends a wrong message. We utilize lawn & garden waste to produce compost for gardens and rarely need the pickup service. Our recycling bins - full of paper, plastic cans, and such are at the curbside every week. Less often the black plastic bag for true garbage is out for pickup. The current disposal service is ideal for this household, financially also. Don't change it.	Mar 30, 2010 3:49 PM
593	Re: #8 - I put out all the recyclables I have every week and one bin is sufficient. I do not want a monthly fee. I live alone, I'm old, and have only a small income. What we have now works good for me. Except, of course, that they keep raising the price of the stickers.	Mar 30, 2010 3:53 PM
594	Would like to have one amnesty day in the spring, and one in the fall.	Mar 30, 2010 4:11 PM
595	1) Every week there is garbage left on our street from the sloppy service. 2) Trucks are ruining our streets - they drive onto roadside crumbling asphalt and into parkway dragging mud onto roadways. 3) Drivers should not be using cell phones while driving on streets and turning corners.	Mar 30, 2010 4:15 PM
596	I would like to see the Village remain with the "pay as you dispose" program - stickers. I don't generate enough garbage for a flat fee. If a household has to dispose of more trash - they should pay for disposing of it. I would be paying for someone else's trash disposal. Thank you for providing the survey!	Mar 30, 2010 4:19 PM
597	We are a household of 2 people and usually only have 2 cans of garbage a month. A flat fee would probably be the same amount for 2 cans a week or 2 cans a month. I also have questions about the recycle value of paper collected by ARC, since it is mixed in with all other recyclables. The reason Downers Grove went with the sticker system years ago, was that the residents paid for what they discarded. It's only fair to do it that way.	Mar 30, 2010 4:29 PM
598	Would prefer amnesty days in both spring and fall.	Mar 30, 2010 4:32 PM
599	Purchasing garbage stickers by need is the only fair program.	Mar 30, 2010 4:33 PM
600	I believe the current system of purchasing garbage stickers according to need is the only fair way to provide garbage service. A small one or two person household of working adults generates less garbage at home than one with several people in the household. Also, if the Village charges a flat monthly fee for garbage service, what incentive would a household have to conscientiously recycle?	Mar 30, 2010 4:39 PM
601	Excellent recycling program - wish there was something that could be done with styrofoam. I would like to see yardwaste cost less as it is all natural and biodegradable.	Mar 30, 2010 4:46 PM

Response Text		
602	<p>The Village went from a monthly fee to stickers, which is much better for us. ARC is the worst garbage & recycling company we have ever had. There are times recycled and garbage go into the truck at the same time. Why recycle if that is the case?</p> <p>They do not obey traffic signs, go against traffic and expect us to move out of the way.</p> <p>Lazy collectors: Never seen so many cans and lids in the street - arrogant also. No phone number on stickers - how do you contact them these days? Stickers are fine, if I want a larger can I can rent.</p> <p>If the Village got a better company, everything would be fine the way it is. The system isn't broken, the problem is the carrier.</p> <p>Calling ARC does not help, nor does calling the Village. Just get the runaround from both.</p>	Mar 30, 2010 4:58 PM
603	I am not always living here year-round and would not like to pay for garbage pickup when I'm not using it. Also, ARC is smashing my metal garbage can with it's robotic arm.	Mar 30, 2010 7:31 PM
604	Garbage, recycling, & yardwaste have been picked up in a timely manner. We are pleased with the current service.	Mar 30, 2010 7:33 PM
605	I would like to see amnesty days twice a year. I am not satisfied with debris being dumped on the streets when trash is collected.	Mar 30, 2010 7:39 PM
606	<p>I've tried contact ARC and they don't answer the phone.</p> <p>We need a spring amnesty along with a fall amnesty.</p> <p>We need a new garbage service, that is dependable. The garbage isn't picked up until noon and it flies all over. The Village should pick up the leaves because the parkways belong to the Village. The old garbage service did a better job.</p>	Mar 30, 2010 7:42 PM
607	I am a senior citizen and have been a resident of Downers Grove for over 40 years. The amount of garbage that I generate is much less than a family with children. I prefer to keep the sticker system.	Mar 30, 2010 7:44 PM
608	Satisfied with current program	Mar 30, 2010 7:50 PM
609	<p>I think a flat fee is totally unfair to the residents. The amount of garbage put out by each household varies way too much. I put two recycle bins out each week, but only put our garbage can out every 2-3 weeks. Why should I pay as much as someone who puts out a cart a week?</p> <p>The system we have currently is the fairest to all Village residents - only someone with a lot of garbage is going to want everyone to pay the same. It also penalizes people who recycle a lot.</p>	Mar 30, 2010 8:00 PM
610	It would be a financial hardship if I had to pay rental fees to remove garbage. I have adequate receptacles for what I put out for pickup. Present service is excellent.	Mar 30, 2010 8:44 PM
611	<p>Why should people who throw out more garbage than the rest of us get the bigger benefit??</p> <p>Senior and singles tend to put out less garbage. So we will end up subsidizing families - most of whom are two-income or can afford do have one spouse stay home. It's not fair.</p> <p>If the Village goes to a cart system, I will STOP recycling. Everything will be mixed.</p>	Mar 30, 2010 10:00 PM
612	Please keep stickers! It encourages recycling & is much cheaper for small households who do not need to put out garbage every week!	Mar 30, 2010 10:24 PM
613	I like that ARC has the same sticker for yard waste and regular garbage. They could be neater - always seem to have waste leftover from recycle bins in the street or in driveway after pickup. Pay as you go based on need/usage is our preference so please no flat rates !!!	Mar 30, 2010 10:37 PM
614	I do not use that much waste, so for me, a single individual, I would be wasting money if I paid monthly rather than buy my own stickers. Also, you need to increase the size of the bin we can use. Price is ridiculous. I also live on a main street, and I get my stickers stolen at least twice a month.	Mar 31, 2010 2:34 AM
615	4-week or more advance notice of amnesty day; why can't we recycle #6 plastic?	Mar 31, 2010 3:35 AM

Response Text		
616	I am not happy about the items NOT accepted for recycling - too much plastic, styrofoam and similar items have to be disposed of in the trash. If I'm not mistaken these were accepted under the previous contract. Also, hazardous waste and electronics need to be collected regularly. I am happy we have Amnesty Day and shredding events.	Mar 31, 2010 1:29 PM
617	The drivers of the ARC truckers continue to drive away with the bin overhead of the trucks and garbage & recycling items blowing all over the neighborhood. When this was pointed out to the driver and the company, neither expressed any concern for the corporate littering by the company and its employees. We did not have this problem with the previous waste removal service. Bring them back or make ARC take responsible for the littering of our streets & yards.	Mar 31, 2010 2:21 PM
618	Price is too high. Why don't we get to see surrounding towns fees as comparison ? There trucks drive too fast with the buckets down and tear up the street as they hit the brakes if front of houses. Why do they only pick up one side of street at a time ? They could pick up both sides of they street in one pass instead of picking up west side on one pass the the east on the second pass.Why can't they put the trash can back were it was they toss can in the middle of the driveway nearly every week !	Mar 31, 2010 3:00 PM
619	recycling needs to be expanded. the old company took stirofoam packaging material.	Mar 31, 2010 5:05 PM
620	I wish larger receipticals/bags were available for lawn waste. These paper bags don't hold alot and the stickers are very costly. I don't feel I get my money's worth with yard waste collection. thank you	Mar 31, 2010 5:18 PM
621	I would like to have the amnesty day in the Spring rather than the fall. Also, I have such varied amounts of garbage, that having to pay a flat fee for a garbage can wouldn't make sense for me.	Mar 31, 2010 5:24 PM
622	It is a nuisance to get garbage and Yard wate Stickers. We find ourselves running out to but these the night before frequently!	Mar 31, 2010 5:34 PM
623	there is only so much money a house hold can spend keep it as it is no carts!	Mar 31, 2010 6:20 PM
624	I would like the Village to have street leaf pick-up a couple times in the fall	Mar 31, 2010 6:21 PM
625	I called ARC to find out about pick up of a freezer and never got a call back. This was very shortly after ARC started our pick up.	Mar 31, 2010 6:53 PM
626	The "clean up" done by ARC at the Amnesty Day pickup is superior to the previous collector. Switching to a flat-fee monthly charge increases the cost to the seniors that you are pushing out of the Village now. A flat-fee eliminates any economic incentive to recylce and increases pressure on landfills.	Mar 31, 2010 7:00 PM
627	Leave it the way it is. I like the sticker idea. It encourages more recycling.	Mar 31, 2010 7:03 PM
628	I wish we could recycle plastic grocery bags. I have a hard time remembering to take them back to the store.	Mar 31, 2010 7:09 PM
629	The current recycling is great, but the smaller containers that have no covers let debris blow everywhere. And when the collectors go down the street, things fly off the truck. And it's not like they clean up the parkways. The huge 64 gallon containers are too large for smaller households like ours.	Mar 31, 2010 7:23 PM
630	Our service used to be very good with garbage pickup, but since this ARC company started, it is bad. Our garbage & recycling has been missed a few times, also is so late to get picked up - after 4:00 p.m. There is no reason for being so late.	Mar 31, 2010 8:21 PM
631	Please don't raise the cost - we've got enough expenses.	Mar 31, 2010 8:28 PM
632	would like 2 amnesty days scheduled like in the past. Arc needs to be more careful with carts, bins and others. They destroy them every week and are not careful. I watch them and each week I lose another bin. It is a pain to replace them and employees are not pleasant when call to complain.	Mar 31, 2010 8:29 PM

Response Text		
633	Whenever there is a holiday before the collection day, I never know if they will come to collect the garbage. The scheduled day or the day after. It would be good to have either an email sent to the resident or a phone number where we can call to find out about pickup.	Mar 31, 2010 8:44 PM
634	Leaf collection should be free.	Mar 31, 2010 8:47 PM
635	Yardwaste service is very, very, very expensive. In a town of trees, your neighbor's trees, and the parkway trees - can we find a better solution?	Mar 31, 2010 8:50 PM
636	Need more frequent recycling events.	Mar 31, 2010 8:53 PM
637	I think in the fall they should have one or two times free yardwaste for cleanin out the gardens and surplus leaf pickup.	Mar 31, 2010 8:59 PM
638	We live by a one way street. They are always going the wrong direction. I have had to back up several times for them.	Mar 31, 2010 9:00 PM
639	Garbage is collected too late in the day.	Mar 31, 2010 9:06 PM
640	I am wondering why this took 5 pages of paper to produce! Times the multitude of copies you made. What a total waste of trees! This is the mentality that must stop in DG! We need to think and work harder to protect the earth - the only one we have. Shame on the individual that couldn't have put the questions on one page. I would like to see an electronics recycling drop off site in Downers Grove so that the metals contained in these products are not making their way back into our water while sitting in landfills. I would like Amnesty Day abolished. Why should my tax dollars fund the overbuying and senseless disposal of tons and tons of products into landfills. If you want to throw a garage full of garbage away, it should cost that individual a sticker for each item. People will then stop to think "Why am I buying so much?" Lastly, I do not want to see a single rate fee for all households. It will take me 2 or 3 weeks to fill a garbage can before needing it to go to the curb. I am proactive and conscientious about choosing products that do not harm the environment. I shouldn't be punished for being a minimalist.	Mar 31, 2010 9:52 PM
641	We need recycling of #6 products - too much foam packaging is going into the trash. Need a way to recycle it since so many things are packed with it.	Mar 31, 2010 10:55 PM
642	I am assuming in question 15, I answered "agree" because I like the cart instead of the stickers. But in question number 14, I answered "no" because I think people should have the option of the cart or stickers. This winter, my garbage was not picked up 3 times.	Apr 1, 2010 12:51 AM
643	Flat rate fees encourage the wasteful at the expense of the environmentally conscious. NOFLAT RATE. Pay for only the waste you generate.	Apr 1, 2010 1:36 AM
644	Stickers vs. monthly charge would depend on the price of the monthly charge. Right now it's pretty good; if you need it you pay for it. Only issue I have with stickers it running out of them and having to go to Jewel the evening before garbage day.	Apr 1, 2010 1:38 AM
645	I think many people assume if they have forgotten to get stickers, that they can leave garbage out without a sticker. When they do, the garbage still gets picked up, but the service may not be getting paid adequately. Then, we are surprised when the sticker price goes up.	Apr 1, 2010 2:33 AM
646	I hate the inconvenience of the garbage stickers and would have liked to have said a definite yes to a monthly flat fee, but it would depend on the fee. I feel the current refuse company does a poor job of emptying the bins and cans and leave debris on our parkway every single week. I definitely want Amnesty Day to stay. It not only allows us to declutter our homes, but we can share items with other people that are in need. It's a great way to recycle items.	Apr 1, 2010 2:34 AM
647	We put out recycling bins every week. We only put out a garbage can with a sticker every 3-4 weeks. We absolutely do NOT want to pay a set fee per month. This only encourages garbage pickup rather than recycling!	Apr 1, 2010 3:06 AM
648	no	Apr 1, 2010 3:06 AM

Response Text		
649	<p>-Arc has been mixing regular garbage with recycling pickups so why should we separate the items.</p> <p>-Prior to Arc Styrofoam was a recycle item, this should be again. Most of the foam products are marked that they are recyclable.</p> <p>-Arc's trucks are now equipped with arms that destroy personal containers, sending the lid flying and crunching the container and in winter breaking it. They still have to get out of the truck to remove the tag so there is no time savings and the container and lid are left to blow around the neighborhood. Sure looks like a way to sell the cart system.</p> <p>-Recycling containers are thrown to the ground to break them, not placed back down or just dropped but thrown, giving the appearance of someone having stock in the container business.</p> <p>-Monthly billing is crazy being costly to process. Make billing quarterly or twice a year or even yearly to save cost for everyone.</p> <p>-Not every house hold has garbage every week or yard waste so a container that could be used one week for garbage and the next for yard would be great. A pocket on the side to identify the contents by the driver could make this system work. The chance of anyone using a container for multiple pickups, on the same day, is slim to none. For it to happen one would have to be home, know when the truck is coming and having a holding spot for the garbage type to be picked up next, way too much work and hassle.</p> <p>-Eliminate ARC trucks tying up the down town area with the trucks picking up every single trash bin, it makes for a very dangerous drive in town.</p> <p>In summary:</p> <p>-Don't destroy recycling containers, unless they want to provide them for free.</p> <p>-Don't pick up regular garbage and mix it in with the recycle items.</p> <p>-Recycle Styrofoam.</p> <p>-carts for multi-use.</p> <p>-Billing period options for every three, six of twelve months with savings on rates.</p> <p>-Update the town's web site to include cart prices and dimensional sizes.</p> <p>Change the webs note that you must have your garbage by the street at 6:00 AM, to should be to insure pickup. Current it sounds like a threat that if it is not, it will not be pickup up, or is someone watching?</p> <p>I hope this helps you in creating the best value for the residents of Downers Grove.</p>	Apr 1, 2010 7:04 AM
650	<p>While I don't like how much the garbage sticker cost has risen in the last year, I would like to continue that program rather than pay a flat fee because I think it encourages recycling. Because we are very conscientious about recycling, our household only puts our trash bin out once every 4-5 weeks -- which means only \$2/3 month cost. If we paid for a bin or had a monthly fee, it would put a strain on our budget.</p>	Apr 1, 2010 1:42 PM
651	<p>1) Through recycling, composting, and lifestyle choices, we have reduced our trash output. A monthly fee would cost us more than the sticker fee. We do not want a monthly fee.</p> <p>2) We do not have storage space in our garage to accomodate the 64 gallon carts.</p> <p>Thank you for the chace to voice our opinions through this survey.</p>	Apr 1, 2010 1:47 PM
652	<p>Single households should not have to subsidize households who fenerate enormous amounts of waste.</p>	Apr 1, 2010 1:53 PM
653	<p>I would really like to see recycling carts. Our daughter lives in Oswego where they have gone to recycling carts. We feel that it presents a neater looking and cleaner area. Newspaper and junk mail and other paper products are not blowing around. The bins are not scattered all over the parkways when emptied.</p>	Apr 1, 2010 2:17 PM
654	<p>I would need to know what the flat fee would be in advance before switching to a ARC cart.</p>	Apr 1, 2010 2:18 PM

Response Text		
655	Service is good, my only wish in change would be an additional amnesty day in April to correspond with spring cleaning. Also, if garbage service changes, could you mail a postcard of these changes rather than us having to watch Channel 6, the papers, or try to catch the monthly Village newsletter?	Apr 1, 2010 2:30 PM
656	We have a different company doing our services. HOW do I get to use the villiage's services???	Apr 1, 2010 2:39 PM
657	I live on Forest Avenue between 41st and 39th, the REGULAR garbage technician that picks up our trash is wonderful, very neat and clean with everyones trash, when we have a substitute, there is trash all over the street, they throw the trash cans all over, when I called ARC to complain (multiple times over all the substitute pickups), I was told the supervisor would call me back, he has NEVER called back. We have an AT&T calling service and there has never been any messages left. The ARC office always trys to say a message was left, but in fact, there has never been a message left. I waited all day to get a message back from the supervisor once, didn't go anywhere, and he never called back. I am sick at ARC and their prices are outrageous for the service afforded the residents in Downers Grove. The only good garbage technician is the regular gentleman on Forest between 41st and 39th who I would NOT like to loose. Overall, if the Village can give the management of ARC heck, force them to do their job correctly, we should keep the service. BUT, if they keep falling down on the job, we should cut their contract pay. We should cut the cost of the stickers. It is always productive when you can hit the company where it hurts, in the wallet.	Apr 1, 2010 3:43 PM
658	The sticker method of payment seems the most fair, since families come in all sizes. When I have more trash, I use more stickers. There are only two of us and we don't have much trash....don't minde paying more when I do have more.	Apr 1, 2010 4:03 PM
659	Please bring back 2nd amnesty day (2 per year). I do not want the monthly fee for garbage because I have very little garbage. I mostly recycle. I have a small garbage can's worth every 2 or 3 weeks for a family of 4.	Apr 1, 2010 4:15 PM
660	I wish we paid a flat fee for yardwaste. I do not like the sticker program.	Apr 1, 2010 4:21 PM
661	Don't have a lot of garbage. Don't want to pay for a cart. Sticker system works just fine. Don't change it.	Apr 1, 2010 5:02 PM
662	none	Apr 1, 2010 7:06 PM
663	More informationn on how to dispose of/recycle items like latex paint.	Apr 1, 2010 8:23 PM
664	I like only paying for what I use. It makes me recycle so I have less to put a sticker on. If I had to pay a monthly fee I probably wouldn't recycle as much, I would want to have more garbage to get my money worth.	Apr 2, 2010 6:14 AM
665	Overall I find the garbage service to be acceptable. In regards to the flat monthly fee idea I find it a little more expense than buying garbage stickers, as I recycle more than I throw out. If a flat fee is imposed would it be less then the current flat fee?	Apr 2, 2010 12:25 PM
666	Yard waste pickup did not occur on April 1 as residents were informed it would be.	Apr 2, 2010 1:52 PM
667	I understand the collector's desire for everyone to have carts to reduce their costs. However, in my neighborhood very few people put our garbage on a weekly basis. The increasing cost of stickers is not an incentive to increase recycling, simply to go to a cart and increase solid waste.	Apr 2, 2010 2:58 PM
668	Pay as you use garbage service sticker program is the fairest way.	Apr 2, 2010 6:15 PM
669	I like purchasing garbage stickers according to my need.	Apr 2, 2010 6:18 PM
670	I live on a busy street. During snowy days the garbage people always leave cans upside down in the middle of the driveway. I have to pass my home, park, get out and move cans. I've contacted ARC, they do listen. But it goes right back to the way it was after a week.	Apr 2, 2010 6:30 PM
671	There should be a cheaper way to get rid of yardwaste. Very expensive for seniors.	Apr 2, 2010 6:35 PM

Response Text		
672	Keep it as is!	Apr 2, 2010 7:00 PM
673	Volume of trash for disposal varies from week to week in our household. I don't feel the cart program is beneficial as soon weeks we have very little garbage to dispose. It seems that we would be paying for something that we wouldn't be using. I think the current plan that allows people to determine which option they prefer to use is the best way to address this issue. Let the residents choose how they want their trash program to be.	Apr 2, 2010 7:03 PM
674	ARC is the best service we've had the past 26 years.	Apr 2, 2010 7:58 PM
675	When I drive thru Downers Grove on garbage day, it looks like exactly that - garbage. When I drive thru Willowbrook on garbage day, I don't even notice because apparently all residents have 50 or 60 gallon garbage and recycling carts.	Apr 2, 2010 8:02 PM
676	Because we recycle many items, we usually only put out a garbage can every 3-4 weeks. For this reason we would like to see the sticker program retained. It is surely cheaper for us than a flat monthly fee or a cart program. We also compost so we only put out yardwaste on a limited basis.	Apr 2, 2010 8:34 PM
677	We only put a garbage can (with sticker) about every other week. We are thoughtful about recycling and if we went to a flat monthly fee, we lose any incentive to recycle. I would like the free leaf collection program restored since most leave that I have to pay for collection are on the parkway, not my property.	Apr 2, 2010 8:51 PM
678	The present system is a fair one for all of the people. It encourages recycling!!! Keep it as is. Resident since 1966.	Apr 3, 2010 1:18 AM
679	Flat monthly fee is more convenient. However, volume-based payment should in theory discourage excessive garbage generation. With flat fee in place, what incentives does the village provide to households to REDUCE their waste?	Apr 3, 2010 2:01 PM
680	The cost of the collection service should be part of Village services & included in the RE tax. This would give the village better leverage to negotiate price, efficiency of not using stickers, everyone with a same size collection bin for efficiency and finally this would be a tax deduction on the Fed.	Apr 3, 2010 4:38 PM
681	Please keep the stickers for garbage pickup. I do like the idea of a larger recycling bin. 3 different trucks for garbage collection is to many. Have one truck to collect all 3 types of garbage. This would save money on the cost of trucks, gasoline, and most of all ware & tear on our city streets.	Apr 3, 2010 6:21 PM
682	I typically use only one garbage can every few weeks.	Apr 3, 2010 6:35 PM
683	Garbage stickers on each can are more fair rather than a flat rate per household.	Apr 3, 2010 7:56 PM
684	Yard waste too expensive	Apr 3, 2010 9:37 PM
685	Garbage sticker prices have risen at monumental increases over the last few years. A monthly fee would be astronomical compared to these sticker prices. We are paying so much more and getting less over the 20 years I have lived in Downers Grove.	Apr 5, 2010 4:28 PM
686	Would prefer to discontinue Amnesty Day if it would offset future increases in collection fees.	Apr 5, 2010 4:40 PM
687	They do a great job. Better than any other service in our 22 years here.	Apr 5, 2010 4:51 PM
688	We strongly oppose cart collection in any form, either recycling or garbage! The system works fine as is, pay as you use.	Apr 5, 2010 4:58 PM
689	Yes, I only put one container every month. Reason is I don't have very much garbage. I do recycle. Consider the age. 75 years and over should have a reasonable rate. Sewer department should think that way also. I pray they do, too.	Apr 5, 2010 7:05 PM

Response Text		
690	<p>I think ARC has done a wonderful job picking up the garbage & recyclables, while keeping it clean and not making a mess. I cannot say that about the previous waste company, who used to leave paper sprawled around when it missed their bin.</p> <p>We recycle almost everything and would not want a monthly charge as we average maybe 2-3 stickers used per month. The biggest expense is with the leaf removal, we probably used 29-30 bags - boy, that cost!</p>	Apr 6, 2010 4:56 AM
691	I would like to see the village/collector allow for better pickup of landscape and debris (similar to Palos Heights). It is very difficult and expensive to purchase bags and stickers. In addition, the ability for residents to dispose of tree branches is very difficult. I personally have had to contact the Village and ComEd for a 10ft tree branch b/c Arc will not take it and I don't own a chainsaw to cut it up.	Apr 6, 2010 4:18 PM
692	Yes, the problem with ARC is that they leave remnants of garbage/recyclables behind when they leave causing litter at times. Not good for the neighborhoods - we pick it up, but does everyone? Wouldn't mind a monthly fee for garbage, but HOW MUCH before I can answer that question.	Apr 6, 2010 4:38 PM
693	For many months the residents at 5544 Webster have a wonderful free service. Most times green times green sticker is not removed. But, what is troubling is that ARC employee dumps both recycling and garbage bins into truck at the same time. Isn't this defeating the purpose of recycling pickup and later garbage? Not only is garbage being mixed together, but it's for the reason so ARC employees can - free of charge - remove containers from curbside and deliver them to the side of the house. I'd have to say this is wrong and why aren't these people monitored? We would all like this free service!	Apr 7, 2010 2:32 AM
694	Re: Question 8 - I recycle everything I can and only need one 18 gallon bin. It would have been nice to have some idea of what the monthly fee would be. I am 80 years old, a widow living alone, with a very small income. I don't have much garbage or money so I prefer the sticker program. It has been working well.	Apr 7, 2010 3:02 AM
695	We recycle everything we can and can usually fit it all in our 18 gallon bin and 1 brown bag of newspapers on the side. We don't fill one garbage can every week so we prefer the sticker system - unless the monthly fee would equal what we usually spend (I assume it would be much higher).	Apr 7, 2010 3:05 AM
696	I think that the current garbage contractor is a poor service provider at best. I have lived in Downers Grove for 26 years and find this current garbage service the poorest that I have experienced here in Downers Grove. I have called this service more in the past several years than all of the previous contractors combined. When I meet in social situations in town, garbage contractors sometimes come up. When they do, the comment is typically "Why did Downers go with this outfit?" The service is expensive, the level of service is the poorest I've seen. Surely our town can do better than this garbage collector. The economy is bad all over, everyone is doing more with less. We should be able to find a better contractor for better rates.	Apr 7, 2010 12:58 PM
697	We are well satisfied with the garbage service as it is. The soil of our gardens are enriched by the composted remains of grass clippings, leaves and such. We have no use for 64 gallon carts. The small tub is fine for recycling metals, plastic, paper, and glass. The black plastic bag has proved to be reliable for true garbage. Think green!	Apr 7, 2010 1:35 PM
698	If it works - don't fix it. Leave well enough alone.	Apr 7, 2010 1:48 PM

Response Text		
699	<p>Our neighbor disposes of his garbage in the park across the road. We are told to place garbage out prior to 6:00 am Tuesday, our neighbors place their garbage out prior to 6:00 pm Monday. Their garbage can lid was stolen one night. Garbage is not collected from us until 1:00 pm or 2:30 pm Tuesday!</p> <p>Neighbor's recycling materials placed in blue bins fly all over the road and my property. There has to be a better way! Plastic bags, recycling items are still landing in my ditch! Blocking the flow of water!</p> <p>Stop the recycling from flying around!</p> <p>There are days when I do not have garbage - same with my neighbors. Why should seniors have to pay for other people's garbage collection with a flat rate?</p>	Apr 7, 2010 1:55 PM
700	<p>Where are we to store these large storage containers if this is the action taken? To move them from a backyard to the street is not practical. My front yard is small & not level and 4 cars park on my driveway.</p> <p>I think leaving them on the parkway will not be attractive!</p>	Apr 7, 2010 2:02 PM
701	<p>I am a retired senior citizen. I average one 33 gallon refuse container per month. Even the smaller cart container would likely triple my cost.</p>	Apr 7, 2010 2:10 PM
702	<p>As indicated in the survey form, I currently generate 3 recycling bins per week and one 30 gallon can of garbage per month.</p> <p>In the course of my job as a consulting environmental engineer, I have had the opportunity to observe the results of recycling programs in 12 suburbs (and Chicago). Downers Grove's is the best for encouraging recycling by "cost avoidance" (\$ for garbage disposal vs no \$ for recycling).</p> <p>This proposal to change the current system appears to me to be incredible STUPID! It appears to be an effort to get people like me, who generate very little garbage, to pay for others who generate lots of garbage. I believe that people should pay for the amount they generate.</p> <p>If this current system is changed as described in this survey, I will stop recycling and everything will go into the garbage! This way, I will get my money's worth!</p>	Apr 7, 2010 3:00 PM
703	<p>Garbage companies just don't want to pickup things - they are lazy. Hire illegal Mexicans!</p> <p>A flat fee is not fair - just another money source for the Mayor.</p> <p>Leave it alone - study labor waste in:</p> <ol style="list-style-type: none"> 1) Public service 2) Office labor - we are government, not business. Needs better management. 3) Sewer department 	Apr 7, 2010 3:17 PM
704	<p>Yes - change the service!</p> <p>Trash falls off the truck, they don't pick it up.</p> <p>We separate paper & bottles and they put everything together. AND throw bins to the driveway.</p>	Apr 7, 2010 3:23 PM
705	<p>The present garbage system is very good.</p>	Apr 7, 2010 3:40 PM
706	<p>When told that a missed pickup would be picked up the next morning, it did not happen.</p> <p>Garbage has been missed because can was knocked over by trucked creating wind as they drive by and it knocks over the can. During the winter this is not a problem, but during the summer this is a big problem.</p>	Apr 7, 2010 3:46 PM

Response Text		
707	<p>First off, I just want to say that the current garbage, recycling, and yardwaste company really stinks. Their customer service is not very helpful at all, telling us there is nothing they can do to solve issues involving the pickup driver. There have been several instances where the driver would be picking up recycling in the morning, but only do half the street, and then in the afternoon when he is picking up trash he collects the other half of the recycling and dumps it in with the trash. What is the point of a recycling program when the recycling doesn't get picked up regularly? Last summer I had an entire month where my recycling and garbage were picked up at the same time. Of course, when I called Republic/ARC and complained about it, I got told that it's okay for them to pick up recycling and garbage together on occasion, but when I inquired as to why it was happening for a month straight, I just got told, "There is nothing we can do."</p> <p>Now, when we contacted the Village regarding these same issues I got told two things. "We will look into it" and "Contact ARC." Of course, nothing was ever done regarding the issues because I called several times complaining about the same problems and got the same response, "I will contact ARC and look into it." A couple times I was asked if I wanted a follow-up call from the Village official in charge of contacting ARC, and never got a call back or anything.</p> <p>The driver himself is rude, inconsiderate, and does not observe certain traffic signs. On several occasions I have found myself travelling the right way down a one-way street (roughly one lane wide) only to find myself face to face with an oncoming garbage truck. The driver then demands that I move out of his way, and upon contacting the Village regarding these events, I was told that it would be addressed yet it never was. I have even given the truck number so they knew which truck was violating the law.</p> <p>Speaking of which, just the other day (3/30/10) I saw a garbage truck turn the wrong way down a one-way street while a cop was about half a block away from the truck travelling towards the street he turned on, and the cop just ignored it. What is the point of having one-way streets if they are not enforced? If the garbage truck can get away with it, then it seems fair that everyone else can too.</p> <p>As for the monthly fee, you guys tried that at one point in time, and then moved to a sticker system. The sticker system works just fine and does not need to be changed. Don't fix what isn't broken. If you want to fix the problem, get rid of ARC/Republic.</p> <p>Then there is the recycling cart. 64 gallons is an awful lot, and to force people who don't recycle as much as others to have one is unreasonable. The bins are bulky, take up space, and just get in the way makin storage of the bin a hassle for some people.</p>	Apr 7, 2010 4:06 PM
708	<p>Many times litter is left around the neighborhood when the wind blows. It's out of the raised scoop before it is dumped into the truck. I think more care is called for on the part of the drivers.</p> <p>Our recycle bin is emptied early in the morning, when the driver also loosens the lid on our garbage can. As this is not collected until much later in the day, the contents are no longer secured should the can be knocked over.</p>	Apr 7, 2010 4:50 PM
709	<p>Thanks for asking! The garbage collectors have always been friendly, helpful and on time.</p>	Apr 7, 2010 8:18 PM
710	<p>I would like to be able to use a larger recycling container; I don't like to use stickers; the cost of the stickers is high compared to other towns.</p>	Apr 7, 2010 8:20 PM
711	<p>Difficult to answer the last two questions, when I don't know what the monthly costs will be. I use one sticker a week. If the monthly bill would be the same or less, then I would want that kind of service. If it was more money that what is equivalent to 4 stickers a month, then I do not want that!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!</p>	Apr 7, 2010 8:23 PM

Response Text		
712	I would like to see the Village and/or Arc bring back free branch and leaf pick up during the fall season. It is too costly for me to rake fallen leaves and put in yard waste bags, so they just get raked onto my flower beds.	Apr 7, 2010 8:23 PM
713	Rented carts/larger totes for recycling is strongly needed. Too many people pile over the limit both for waste and recycle products. This results in both waste and recycle products flow all over the area. After most garbage days there is abused neighbors waste having to be picked up my hand and put into our waste!	Apr 7, 2010 8:33 PM
714	One of the questions on this survey should have been: "On average, how many cans/bags do you put out each week?" If the flat based fee is going to cost more than what the average household pays for stickers, then we should leave it as is. If we do go flat fee based, will we have to pay additional for large items (furniture, etc.)?	Apr 7, 2010 8:40 PM
715	I think we need to do a better job recycling	Apr 7, 2010 8:45 PM
716	"Gift-wrapping" such things as corrugated and twigs is a disincentive to proper disposal.	Apr 7, 2010 9:03 PM
717	It words well with the sticker system - leave it alone.	Apr 7, 2010 9:44 PM
718	We place 3 or more recycling bins out each week. Every third week or so we place out 1 garbage bin. Our goal: less garbage! We are concerned that the mixed recycling is not as good as separated recycling. We also utilized large amounts of yard waste bags in the spring and fall, even after chipping yard waste. Why can't these stickers cost less since it is more environmentally friendly than garbage?	Apr 7, 2010 10:05 PM
719	please stop the carts idea dont need more bills and money going out re-tiring soon!	Apr 7, 2010 11:41 PM
720	The sticker program is most equaitable for the elderly single and couples who generate little waste.	Apr 8, 2010 12:18 AM
721	I recycle everything I can so garbage is about one 30 Gal can every other week... Recycling costs me nothing, so my concern is what would be the cost of this cart thingy and would it cost me more than it is worth to me? My daughter has this type of system in Romeoville, and she pays far more for garbage pickup which she hardly uses (recycling is free as is yard waste pickup which she uses about four times during the season. In short, the cost of a new system has to make sense for those of us who recycle most of our household waste.....	Apr 8, 2010 12:19 AM
722	Would like to see the village institute a brush pickup service for its residents. Also I am not sure why yard waste is the same rate as a regular bin when you cannot fit as much in a 33 gallon bag. Would like to see yard waste cost reduced or pay a flat rate for yard waste. I would be ok with a flat rate for all residents if all services would be included no matter how much is curbside be it garbage or yard waste.	Apr 8, 2010 12:43 AM
723	no comments	Apr 8, 2010 12:46 AM
724	I like the cart idea for recyclables. Mine blow around (I don't want to waste bags to hold items) and often stick to the bottom of the container and aren't picked up. 2. A flat rate for garbage pick up encourages more garbage and less recycling--keep the sticker program as an incentive to throw out less. 3. Thanks for letting us use carts for yard waste, not having to waste paper bags. Even better--come around with shredders for branches and use the mulch or sell it. 4) Please have more drop off days for recycling computers, etc. in town so we don't have to go to Naperville or elsewhere. Last year was great--I couldn't go though because I work weekends. Extended or varying hours would be great! 5) Please keep amnesty day--lots of things get reused and it's a good community feel--just please be more strict about what can go on the curb or offer recycling of those items right before. Thanks for asking.	Apr 8, 2010 1:30 AM
725	MY RE-CYCLE NINS ARE OVER 10 YEARS OLD AND ARE IN VERY POOR CONDITION DUE TO HANDLING ABUSE OVER THE YEARS. IS THERE A WAY TO REPLACE THEM?	Apr 8, 2010 1:47 AM

Response Text		
726	I like the present system of stickers and the option to not use a cart, which would be too much room for my family. However, our recycling gets put out in a dedicated and labeled 32 gal. garbage can which is readily identifiable as recycling. It works out very well as we have more recycling than can be easily put into smaller containers and it keeps papers from flying on windy days. I would remind customers to put their plastic recycling under their paper recycling which can be easily put into a paper bag and laid sideways on top of the plastic/glass to keep out soaking rain and to keep paper or plastic from littering the neighborhood. Works fine for us. I think ARC has been doing a great job. The guys on the trucks are terrific.	Apr 8, 2010 4:01 AM
727	No	Apr 8, 2010 4:32 AM
728	1. isn't there anything b/w an 18 gal and 64 gal recycle container...that's a big jump 2. if you go with bigger recycle container would like it to be taller rather than wider to conserve on space in a small garage 3. like to see how DG could participate in a FRID recycle program similar to Fairfax, VA. They have a system where homeowners get point (based on weight) for their recycling that earns them "gift cards" at stores like Bed, Bath and Beyond (though we could use local stores). Believe they are using a FRID tracking system	Apr 8, 2010 11:49 AM
729	No front Loader	Apr 8, 2010 2:43 PM
730	Yes, paying a monthly fee is not fair to those with a small household and little garbage. We are willing to buy stickers for garbage bags we use and it encourages recycling. If there was a flat fee, people would not have an incentive to recycle. Aslo, can you not find a way to recycle styrofoam and plastic bags? This survey seems to be pushing a flat fee on citizens-it's not fair! kepp the incenteives to recyclie by charging to dispose of garbage	Apr 8, 2010 2:46 PM
731	As a senior we produce a minimal amount of garbage and a small garbage can is more than adequate	Apr 8, 2010 2:50 PM
732	ARC was charging for yard waste bin when they were not picking up. (1-1-10 thru 4-1-10). I contacted ARC and the problem was resolved quickly.	Apr 8, 2010 6:09 PM
733	Would prefer to rake leaves into the street for a flat rate. Also wish there was an alternative to bundling branches-- stack them at the curb for a flat rate? Cutting branches to 3-4 feet and gift wrapping them for pickup takes three times as much time as trimming trees in the first place! You guys have better, more efficient equipment to chop and mulch yard waste than we do- how can we take advantage of it? Also, I appreciate the free Christmas tree pickup. More amnesty days would be appreciated.	Apr 8, 2010 6:57 PM
734	I've never had any problems. I recycle most articles and have very little real garbage.	Apr 9, 2010 1:35 AM
735	Keep the garbage stickers 'pay for what you use' system. If we go to cart rentals or monthly fees, people will recycle less, and those who produce little waste will subsidize those who are wasteful.	Apr 9, 2010 6:08 PM
736	ARC picks up all recyclables and waste with no problems and never leaves behind anything.	Apr 9, 2010 6:09 PM

Response Text		
737	<p>1) They are somewhat "rough" w/the handling of an individual's garbage container (vs 64 gal. ARC one). They either turn it upside down or throw it to the ground. The majority of time our is thrown on the ground. I see this a lot around town.</p> <p>2) If recycling is "stuck" in one container(eg wet papers) it is never taken - just left in the container. Also - if garbage or recycling misses the truck - it is just left on the ground. They do not seem very customer-friendly.They should take lessons from Tim Russert's father - a former sanitation worker of our nation's greatest generation!</p> <p>3) Way too expensive-should be cheaper than garbage disposal</p> <p>5)When they threw out our recycling bin(a DG recycling bin-in good shape) they relaced it , but they really should not have thrown it out to begin with. In the beginning, they did not have time to pick up on our street (garbage). Called ARC and was told it could take up 'til next week to pick it up - Who wants to have week old plu, garbage hanging around? They did come sooner than what was told.</p> <p>7) 64 gallon recycling cart sounds nice -but it can be an eye-sore in your yard & very bulky to put somewhere - especially if you have limited space. also, it may be easier for the garbage people to pick up/handle but whose to say people won't stick "garbage" in there? It would be harder to control items put in there.</p> <p>16) Yard waste stickers should be half the current price. It is an issue when you use 40+ lawn bags in the fall. For people with a lot of trees/yard waste to deal with, and if "force" to pay a monthly fee for a 64 gallon garbage can - this gets quite expensive. The current system seems to be more equitable but yard waste stickers are still high. do you want people to start burnig leaves?? AGain, this company should take some lesson from Tim Russert's father for better work ethics & habits to service their customers.</p>	Apr 12, 2010 8:12 PM
738	Do not want flat fee. Unfair for small families and small yards.	Apr 12, 2010 8:15 PM
739	<p>7) only if no cost involved for recycling cart - I have already purchased 18 gallon recycling bins.</p> <p>14) not fair for households who don't use many stickers/do not have a large volume of refuse</p> <p>16) I think that refuse pickup is too late in day - refuse does ot get picked up til 4 pm - it sits out all day - windy weather it blows away recycling pickup is messy - papers left on parkway and in bottom of recycling can</p>	Apr 12, 2010 8:18 PM
740	If you go to a flat monthly fee people will not bother to recyle and the cost for pick up will go up beacause the garbage company will have to pay more for dumping.	Apr 12, 2010 8:21 PM
741	Yes, There is a rumor that you have sent these surveys only to those who use lots of water ergo they would like to use roller containers because only they have large volumes of discards Also, those with small amounts of discards, thus, will suffer by virtue of this artificially skewed survey, if they have to pay for large containers	Apr 12, 2010 8:27 PM
742	<p>13) ARC is sloppy and leaves garbage on the ground not wholly but that doesn't mean I should have to pay for others garbage pickup</p> <p>15) that idea is completely unfiar! and socialist! If I have more garbage one week I willl pay for my own stickers for pick up!! NOT pay for everybodys pick up every week!</p>	Apr 12, 2010 8:30 PM
743	I am a senior citizen. Some weeks I don't have enough garbage for 1 container so I wait to put it out till the next week thus saving money on stickers. Also I am away part of the summer so I like the idea that I don't have to pay for garbage disposal when I am not in town.	Apr 12, 2010 8:34 PM
744	I would like to see some type of toxi waste collection. Reduction in yard waste cost.	Apr 12, 2010 9:36 PM
745	I've never lived in a town that charged for yard waste collection, it was included in our standard tax base. We simply raked leaved to the curbside where a special vacumm truck collected the leaves. Streets were scheduled & posted in the newspaper for pickup times and dates. It was very effective and organized. I might add that the tax base was lower than what we pay here in Downers Grove. It is a mystery to me why we can't have that system here, with the high taxes we currently pay. Please considie this. Thank you	Apr 12, 2010 9:46 PM

Response Text		
746	Don't like the way they throw the containers especially the covers	Apr 12, 2010 9:51 PM
747	Good job The way it is. I don't want carts - Do't want to pay by the month - don't want a additional bill - it is hard times!	Apr 13, 2010 3:56 PM
748	15) Don't care to subsidize other households for their garbage	Apr 13, 2010 4:00 PM
749	15) Depends on cost 16) Really appreciate it - thank you!	Apr 13, 2010 4:20 PM
750	It is very good as is.	Apr 13, 2010 4:21 PM
751	God (sic) idea about rent carts because the animal sor wind no throw away on streets. No big mess	Apr 13, 2010 4:25 PM
752	Flat monthly fee for garbage unfair! Pay as you use with stickers fairest way.	Apr 13, 2010 4:27 PM
753	I'm in favor of buying garbage stickers as needed!	Apr 13, 2010 4:28 PM
754	I have less than 1/2 can of garbage@week. Having a sticker for 1/2 can or smaller cans would give me the opportunity to put out trash @week. Now I put out bi-weekly so it goes stinky & lots of flys in the warmer weather. Most importantly- need to find recycling program that accepts #6 plastic & stryofoam. Lots of land fill w/company that doesn't allow #6 plastics & styrofoam.	Apr 13, 2010 4:48 PM
755	We should have never switched from the former gargage collector. ARC leaves too much garbage behind. If it isn't tagged right, where the old provider would pretty much take anything within reason. Do not start charging everyone for garbage collection. I do not utilize the garbage pickup, I just use the recycling. I don't want to pay for other people's garbage.	Apr 13, 2010 4:52 PM
756	I had a garbage can which was larger than 32 gal., which our previous disposal company accepted, but ARC would not. So now I have an almost new can which I cannot use. I called ARC and was told I couldn't use it. Also, the garbage cans are not set down nicely after being emptied, but are thrown down very often, which causes damage to them. a monthly fee would be alright, (depending on the cost), for large families, but I live alone and therefore do not have that much garbage or re-cycling items and would be too costly for me. I would like amnesty Day to be resumed. However, it use to require two stickers, then with ARC, it became three. Plus, sticker price went up when we started with ARC, and now another price raise will be in effect on April 1. I know a number of people who do not put garbage out weekly because they do not have much. So, with the cost of stickers, they wait until they have more. If everyone will have to rent garbage & re-cycling carts, their garbage cans will be of no use.	Apr 13, 2010 5:03 PM
757	Keep garbage stickers!	Apr 13, 2010 5:56 PM
758	Seems to work. I put the trash out, they pick it up. Fees seem to be on the high side.	Apr 13, 2010 6:09 PM
759	6) every two to three weeks 16) It is obvious my needs are minimal.	Apr 13, 2010 6:12 PM

Response Text		
760	<p>10) Would prefer free leaf collection like in 2008.</p> <p>11) Don't know</p> <p>14) No-no-no-no-no-no-no-no-no-no-no-</p> <p>15)No-no-no-no-no-no-no-no-no-no-no-no</p> <p>16)I oppose a flat monthly fee for garbage service rather than purchase stickers for the following reasons:</p> <ul style="list-style-type: none"> - a flat monthly fee would result in less recycling and more recyclable materials ending up in landfills. Currently residents support recycling because it results in using fewer stickers & lower cost. - a flat monthly fee would result in higher income for the garbage service and higher costs for DG residents. The garbage service would take three dollars out of Downers Grove. Under the current program if residents use less garbage service, they pay less. This leaves more dollars in Downers Grove to support local merchants, and local sales taxes. - The sticker purchase program is more equitable. Our neighborhood has many widows and widowers. It would be unfair to ask single occupant households to pay the same fees as families as the volume of garbage would be vastly different. - A flat monthly fee could possibly result in residents of other areas bringing their garbage to Downers Grove rather than buying stickers in their home community. - ARC received a big jump in sticker price over the cost of stickers under Waste Management. This was rationalized by free leaf pick up. The free leaf pick-up lasted one year. The higher sticker prices will last forever. That's not fair! 	Apr 13, 2010 6:56 PM
761	<p>Leave what works alone!</p> <p>If it's not broke! Don't fix it!</p>	Apr 13, 2010 7:01 PM
762	<p>Yes, stay with the stickers. I never have enough garbage to justify a regular pickup. Why should I pay as much as people who have loads of garbage.</p>	Apr 13, 2010 7:05 PM
763	<p>a flat fee would discourage recycling. It would increase the cost for those that do and fill landfills sooner.</p>	Apr 13, 2010 9:00 PM
764	<p>Reduce the Cost!! Whoever does the job--needs to pick-up material they do not get into trucks --paper, etc & everywhere! Open the bid for collection to other services Reduce the cost!!</p>	Apr 13, 2010 9:03 PM
765	<p>3) I would prefer Yard Waste pick up to start on March 15.</p> <p>6) one bin & grocery bag or 2 w/papers</p> <p>7) 18 gal.bins work fine</p> <p>16) The fellow who has our neighborhood as his route does an excellent job. (i.e. Wednesday pickup - east of Main between 55th & 59th)</p>	Apr 13, 2010 9:10 PM
766	<p>1) waste flies out of new side load truck</p> <p>7) Price? on wheels? handle?</p> <p>11) bulk waste requirements?</p> <p>16) Monthly fee not economical for smaller households that may only have garbage every other week.</p>	Apr 13, 2010 9:17 PM
767	<p>2) because styrafoam(sic) is no longer accepted</p> <p>6) about 6 per year</p> <p>13) Please keep it I live alone and produce very little garbage and am a senior who can't afford another monthly bill.</p> <p>14) Absolutely NOT!!!</p> <p>15) No, we had this system 30,40, & 50 years ago. I was paying \$125.00 a year for about ten pounds of garbage. Two months of garbage for me fits in one bread bag, like a loaf of bread. I'm very concerned about saving the planet. I watch what I buy and compost bio-degradables.</p> <p>16) Well, I should've seen this page first, I've already put my comments on the other pages. When the sticker system started, I said it was the best thing that ever happened to the town and I believe that comment was recorded in the DG Reporter's Sound Off page at that time. I can't say it enough, please don't change the current system. I can't afford another bill.</p>	Apr 13, 2010 9:28 PM

Response Text		
768	<p>9) do they differ from paper & plastic?but require one sticker/larage item? 11) What I don't know strange question/response option 16) garbage - I do not generate much garbage. It would take me a long long time, less than 1/2 bag from grocery store/2 weeks?, to fill a regular container, by which time either wild animals would have been into it or it would certinly stink too much to even open the lid. My kids take it home when they visit. yard waste - Instead of Amnesty Day, I'd prefer tax dollars be spent on chipper service, so I could prune trees & bushes, have clippings to curb for a designated date for a chiper to come.</p>	Apr 14, 2010 3:40 PM
769	<p>free leaf pick-up Amnesty day twice a year - spring & fall</p>	Apr 14, 2010 3:42 PM
770	<p>Yes, a "village' as large as Downers Grove and one with so many parkway trees, should offer a better leaf collection service. One year, no charge and since then increased cost for stickers and bag - it is awfully expensive and time consuming to put leaves into bags. Why not just curb service, leaves into street curb area and village sweeps from there. Evanston has no charge for leaf pickup. Our village must consider better rates/service for residents - during leaf dropping season! Please not only consider this but actively try to implement changes asap. Thank You!</p>	Apr 14, 2010 4:05 PM
771	<p>Go back to previous company.</p>	Apr 14, 2010 4:20 PM
772	<p>14) I am a singlel person Too much money for one person 16) I do not want a cart Too much money for a single person house hold unless a lesser fee for single seniors</p>	Apr 14, 2010 4:23 PM
773	<p>Working great, its (sic) not broke, please don't try to fix it. I and my spouse generate 3 to four 30 gal. containers a mounth (sic). We use stickers. We neither need or can afford a monthly charge for bins. Thank you</p>	Apr 14, 2010 4:38 PM
774	<p>Yes, we need some leeway w/yard waste in the spring & fall! The price now for a sticker is too high. How about one month free in spring & fall? My nighbors(sic) agree!</p>	Apr 14, 2010 4:44 PM
775	<p>I want to continue the sticker program. If Downers Grove switches to a cart collection/monthlyfee program then in my household recycling will go down because I will just throw everything in the cart (I'm already paying for it). There is no incentive to recycle. Currently I put out the recycling bin each week but, I only put a garbage can once per month. I have the incentive to recycle in order to keep down household costs.</p>	Apr 14, 2010 6:11 PM
776	<p>I wish they took plastic bags in the recycling bins</p>	Apr 14, 2010 6:20 PM
777	<p>Don't change anything about it!</p>	Apr 14, 2010 6:22 PM
778	<p>What are the "garbage service options"?</p>	Apr 14, 2010 6:26 PM
779	<p>Please don't force us to rent your cart</p>	Apr 14, 2010 6:30 PM
780	<p>Switch to a cararier with free yard waste service Fee's are exorbitant-more than costs of lawn bags. Thanks.</p>	Apr 14, 2010 6:33 PM
781	<p>14&15) don't have enough price info to decide 16) Yes - the general principle to follow is to pass on actual costs to the garbage service users. That implies, among other things, no "amnesty day." We want to incent people to reduce excess consumption and excess waste.</p>	Apr 14, 2010 6:36 PM
782	<p>Don't increase sticker's price when contract comes due.</p>	Apr 14, 2010 6:42 PM
783	<p>15) Totaly (sic) 16) If you go monthly why should I have to pay for all these big houses with lots of junk afater living & paying my share for over 36 years. I have a fixed income! They don't! 21) Not Village's business</p>	Apr 14, 2010 6:46 PM
784	<p>I would like ARC to accept styrofoam in their recycling program. BFI accepted it why can't ARC?</p>	Apr 14, 2010 6:56 PM

Response Text		
785	No	Apr 14, 2010 7:00 PM
786	We use 1 or 2 garbage stickers a month. We recycle everthing that we can. It would not be fair to charge a flat monthly fee for garbage collection. People like us would pay more for other people who don't recycle. Paying a fee for each sticker encourages recycling.	Apr 14, 2010 7:10 PM
787	no	Apr 14, 2010 7:12 PM
788	I feel a monthly flat fee for all residents is not fair. I am a family of three and recycle as much as possible (for good of the environment and decrease amount spent on stickers) It is reasonable that larger families create more garbage and should pay their share and not be subsidized by others. Thereore, I feel our current sticker system is best. The biggest recycling cart is a great idea! The regular recycling bins are easily cracked and wildlife get at the non enclosed contents. I have had to replace my bins several times! Also, I feel a flat monthly fee will decrease incentive to recycle. The consequence to not recycle is increase garbage, which is a sticker which means you lose money. In our economy, for me, it's the little things that add up.	Apr 14, 2010 7:19 PM
789	Please ask ARC to put all garbage in trucks - help keep our part of America beautiful. Litter is always left behind. Please keep user fees as is. That is only fair. Get rid of wasteful amnesty.	Apr 14, 2010 7:46 PM
790	1) They leave trash behind on every street. 9) Electronics (white trash) is not acceptable trash. 13) Amnesty should/must be eliminated!! 16) Users should be paying for their wste. If I/we do not fill landfill we should not be responsible for other's wastefulness!	Apr 14, 2010 7:50 PM
791	Am grateful we can put recycling items at the curbside.	Apr 14, 2010 7:52 PM