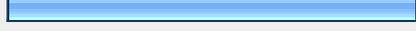
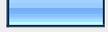
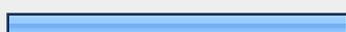


Garbage Service Survey

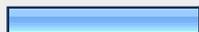
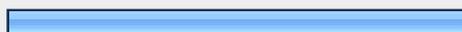
1. I have been satisfied with the quality of GARBAGE services provided by ARC Disposal and Recycling, Inc.			
		Response Percent	Response Count
Disagree		5.2%	60
Somewhat Disagree		7.3%	85
Neutral		7.1%	83
Somewhat Agree		15.1%	176
Agree		63.4%	738
Not Applicable / Don't Know		1.9%	22
		<i>answered question</i>	1,164
		<i>skipped question</i>	11

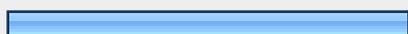
2. I have been satisfied with the quality of RECYCLING services provided by ARC Disposal and Recycling, Inc.			
		Response Percent	Response Count
Disagree		5.5%	64
Somewhat Disagree		7.6%	89
Neutral		6.4%	74
Somewhat Agree		14.5%	169
Agree		63.8%	743
Not Applicable / Don't Know		2.1%	25
		<i>answered question</i>	1,164
		<i>skipped question</i>	11

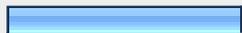
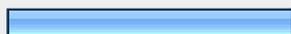
3. I have been satisfied with the quality of YARD WASTE services provided by ARC Disposal and Recycling, Inc.

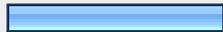
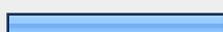
		Response Percent	Response Count
Disagree		7.2%	84
Somewhat Disagree		5.8%	67
Neutral		10.0%	117
Somewhat Agree		12.8%	149
Agree		52.4%	610
Not Applicable / Don't Know		11.8%	138
		<i>answered question</i>	1,165
		<i>skipped question</i>	10

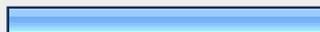
4. I have contacted ARC's Customer Service Department by phone at (847) 981-0091 to report a problem in the past.

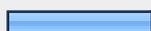
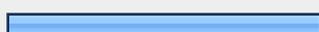
		Response Percent	Response Count
Yes		29.2%	339
No		70.8%	822
		<i>answered question</i>	1,161
		<i>skipped question</i>	14

5. If you answered yes to the previous question, were you satisfied with ARC's response?			
		Response Percent	Response Count
Yes		25.1%	223
No		10.3%	92
Not Sure		2.5%	22
Not Applicable		62.1%	553
		<i>answered question</i>	890
		<i>skipped question</i>	285

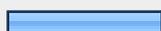
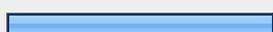
6. How many recycling bins do you put out for collection each week?			
		Response Percent	Response Count
Zero		2.2%	25
One		35.9%	417
Two		43.7%	508
Three		13.4%	156
Four or More		4.8%	56
		<i>answered question</i>	1,162
		<i>skipped question</i>	13

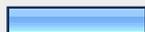
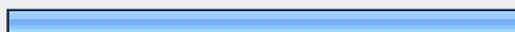
7. I would prefer a 64-gallon recycling cart to the current 18-gallon recycling bins.			
		Response Percent	Response Count
Disagree		33.1%	385
Somewhat Disagree		5.4%	63
Neutral		13.3%	155
Somewhat Agree		8.9%	103
Agree		33.3%	387
Not Applicable / Don't Know		5.9%	69
		<i>answered question</i>	1,162
		<i>skipped question</i>	13

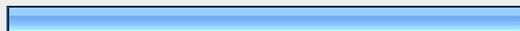
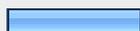
8. If I had a larger 64-gallon recycling cart, I would recycle more.			
		Response Percent	Response Count
Disagree		49.1%	568
Somewhat Disagree		5.5%	64
Neutral		12.3%	142
Somewhat Agree		8.0%	93
Agree		19.6%	227
Not Applicable / Don't Know		5.5%	64
		<i>answered question</i>	1,158
		<i>skipped question</i>	17

9. I understand the requirements for disposing of bulk waste items (furniture, large electronics, etc.).				
			Response Percent	Response Count
Disagree			7.9%	91
Somewhat Disagree			9.3%	108
Neutral			7.7%	89
Somewhat Agree			21.8%	252
Agree			48.5%	561
Not Applicable / Don't Know			4.8%	55
			<i>answered question</i>	1,156
			<i>skipped question</i>	19

10. I would like to see the Village continue the annual Amnesty Day collection.				
			Response Percent	Response Count
Disagree			3.8%	44
Somewhat Disagree			2.2%	26
Neutral			6.9%	80
Somewhat Agree			4.9%	57
Agree			80.9%	940
Not Applicable / Don't Know			1.3%	15
			<i>answered question</i>	1,162
			<i>skipped question</i>	13

11. I feel informed about all the garbage service options available in the Village.			
		Response Percent	Response Count
Disagree		9.5%	110
Somewhat Disagree		12.2%	141
Neutral		11.9%	138
Somewhat Agree		23.6%	273
Agree		40.9%	474
Not Applicable / Don't Know		2.0%	23
<i>answered question</i>			1,159
<i>skipped question</i>			16

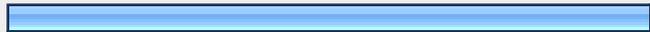
12. I already rent a cart from ARC for garbage disposal.			
		Response Percent	Response Count
Yes		21.2%	244
No		78.8%	909
<i>answered question</i>			1,153
<i>skipped question</i>			22

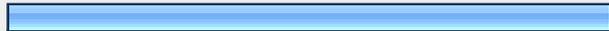
13. I am satisfied with the Village's current garbage program.			
		Response Percent	Response Count
Yes		79.7%	911
No		20.3%	232
<i>answered question</i>			1,143
<i>skipped question</i>			32

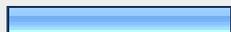
14. I would like the Village to switch to a cart collection program for all households.				
			Response Percent	Response Count
Yes			20.3%	228
No			79.7%	894
			<i>answered question</i>	1,122
			<i>skipped question</i>	53

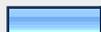
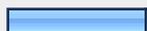
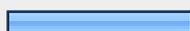
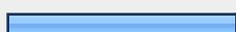
15. I would prefer to pay a flat monthly fee for garbage service rather than purchase garbage stickers.				
			Response Percent	Response Count
Disagree			59.7%	694
Somewhat Disagree			4.6%	54
Neutral			5.9%	69
Somewhat Agree			5.5%	64
Agree			20.7%	240
Not Applicable / Don't Know			3.5%	41
			<i>answered question</i>	1,162
			<i>skipped question</i>	13

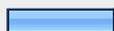
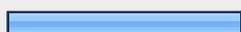
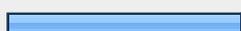
16. Do you have any comments you wish to share in regards to the Village's garbage, recycling or yard waste services?			Response Count
			791
			<i>answered question</i>
			791
			<i>skipped question</i>
			384

17. Are you a Downers Grove resident?				
			Response Percent	Response Count
Yes		99.6%	1,018	
No		0.4%	4	
			<i>answered question</i>	1,022
			<i>skipped question</i>	153

18. Are you the head of the household?				
			Response Percent	Response Count
Yes		93.6%	949	
No		6.4%	65	
			<i>answered question</i>	1,014
			<i>skipped question</i>	161

19. How many people reside in your household?				
			Response Percent	Response Count
1-2		56.0%	570	
3-4		34.1%	347	
5 or more		9.9%	101	
			<i>answered question</i>	1,017
			<i>skipped question</i>	158

20. How old are you?			
		Response Percent	Response Count
18-30		2.1%	21
31-40		14.0%	141
41-50		20.9%	210
51-60		28.1%	283
61 or older		35.2%	354
		<i>answered question</i>	1,006
		<i>skipped question</i>	169

21. What is your annual household income?			
		Response Percent	Response Count
Less than \$25,000		6.1%	49
Between \$25,001 and \$50,000		16.2%	131
Between \$50,001 and \$100,000		36.0%	291
Between \$100,001 and \$200,000		36.0%	291
\$200,001 or more		5.8%	47
		<i>answered question</i>	808
		<i>skipped question</i>	367