

## Residents questions and answers regarding the transition from WM to PDC

(As of 03/10/2020)

**Blue = City's responses**

**Orange = PDC's responses**

### **How much will my bill go up now from its current rate?**

The base fee is increasing from \$14.18 per month to \$15.25 per month. The \$15.25 fee includes the use of a trash cart and recycling cart.

### **We paid WM for the year. Will we get back what is left of the year when it switches to PDC?**

Waste Management will issue refunds for residents who have prepaid for services beyond March 31, 2020.

### **What if I don't want their containers? I have my own.**

PDC will not require households to use the PDC roller-cart for trash service. PDC is requiring households to use the PDC issued roller-cart for recycling collection.

### **I have my own garbage cans. Will my bill be reduced?**

No. The base fee of \$15.25 includes the use a roller cart for trash and a recycling roller-cart.

### **Why is there not a lower rate offered for residents that do not require cart rental?**

There is "no cart" rental fee in the base program. The use of the carts are included in the base price.

### **There will be no totes available from April – May/June. Am I supposed to buy trash cans for 2 months of usage? Or should I set bags out for animals to tear open? Am I still going to be charged for the totes for 2+ months even though I won't have them?**

The City and PDC have agreed to provide two cart size options for each household: 65-gallons and 95-gallons. PDC needs time to solicit size choices, have the carts built and delivered to your front door. Please bag your trash during this transition. The quick turnaround in service providers is driving this issue.

### **Can you rent more than one tub for both recycling and garbage? Will recycling be every other week?**

Yes, you can rent a second roller-cart for trash and/or a second roller-cart for recycling for \$2.50 per month paid quarterly in advance to PDC. Recycling will be picked up every other week on your garbage collection day.

### **Is there a limit to the number of containers that can be used for either garbage or recycling?**

FOR GARBAGE: There is no limit on the number of private containers, cans/bags a household can set out on collection day. But the containers must meet these guidelines to be dumped. Each container needs to be less than 35-gallons and weigh less than 50 pounds per container/bag.

FOR RECYCLING: We will only service PDC Recycling carts for service. All recycling material must be contained in the cart. (Bundled cardboard outside of the container will not be collected-except during the recycling pickup scheduled during the 2 weeks following Christmas and New Year's- we will take extra recycling volume outside the cart following the holidays).

**If someone already has their own roller tote for garbage, can they get 2 roller totes for recycling from PDC with the monthly \$15.25 or will they be charged for the extra recycling tote?**

In this circumstance, there will be charged (\$2.50/month) for the extra recycling cart. The \$15.25 base fee includes the use of one (1) PDC issued garbage roller-cart and one (1) PDC issued recycling roller cart.

**What if you pick a trash cart size, then later want to switch sizes? Will we be able to do that?**

PDC will swap out cart sizes at no cost for a six-month period following the cart roll-out. Starting January 1, 2021, there will be a \$25 exchange and delivery fee.

**At one point I read that if a resident does not choose an option on the postcard that is sent out, they will automatically be given a 95-gallon tote. If the resident already has totes they want to use or do not have room for the tote and just want to set out bags, will the postcard provide an option to select “no tote” / “I have my own”?**

PDC will include both of these options on the postcard/website: “I don’t want a trash cart delivered to my home” and “I don’t want to participate in recycling”.

**What is Walk-up service?**

Walk up service is for those that need assistance with their carts. The PDC driver will empty the cart and put back in the designated spot at the household for an additional \$8/month.

**Can anyone use the walk-up service or is it limited strictly to elderly/physically-challenged?** Any Washington household that wants to pay \$8.00 per month extra can take advantage of the walk-up service.

**Will PDC be picking up the recycling during the wait time for their bins to arrive?**

Yes, PDC will continue to pick up recycling in the blue bins/18-gallon crates until the roller-carts arrive. The blue 18-gallon crates will not be serviced by PDC after July 1, 2020.

**Will my bill be reduced if I don’t recycle?** No. The base fee includes recycling services and the use of a 65-gallon or 95-gallon roller cart. Households must use the PDC roller –cart for recycling and the recycling material must all be contained in the cart. That requirement will be effective after PDC delivers the roller-carts for recycling.

**Will I be reimbursed by the City for the extra recycling totes I purchased that are now useless?**

The containers can be used by residents for storage or other uses not related to recycling. PDC has also offered to recycle the totes once the new recycling carts are delivered.

**Can we negotiate a centralized collection point for the glass versus driving to Pekin? Perhaps the cop shop or firehouse?**

The City will continue to observe the waste/recycling/yard waste program and work with residents, the City and PDC to evaluate needs and find solutions if possible.

**Why are we paying for 12 months for landscape waste when we only get 8 months of service?**

The fee for landscape waste service is \$15/month for 8-months of weekly service or \$120 per year. PDC has spread that fee out over 12 months or made it \$10 per month.

### **Can we sign up for just certain months?**

No. The curbside landscape waste service is only being offered by PDC to Washington households on an annual subscription basis.

### **What is the weight limit for the Yard bags/cans?**

The weight limit for yard waste cans/bags is 50-pounds per unit. Bundled material/small tree branches must be less than 4 feet in length. The material must be bundled with string or twine.

**Where can I get a refund for leftover unused landscape green stickers already purchased that will be void when WM stops on 03/31?** [The City will refund residents for stickers purchased but unused. Please return them to the City no later than April 15, 2020](#)

### **There is parking on my side of the street. What if the tubs are out and parked car blocks access to the tubs?**

Please place the roll-carts in a location where there is at least 3 feet of clearance on either side of the roll-cart. PDC wants the carts placed in the street with the wheels against the curb. PDC will work with customers on roll-cart placement if an issue develops.

### **WM goes down Ford Lane (off of the square) to pick up our garbage. We've had it picked up there for 22 years. Will PDC be doing the same?**

PDC will have to have direct contact with this customer to investigate the preferred pickup location.

**Are the days the same? Or will it be different?** PDC is evaluating all the routes and will be communicating any changes.

### **What about yard waste bag pick up? Will there still be an option to get a 95-gallon yard waste cart?**

A once weekly Friday only curbside landscape waste collection, transportation and disposal service will be provided from April 1<sup>st</sup> – Nov 30<sup>th</sup> on a subscription basis for an additional charge of \$120.00 per year or \$15/month for the 8-months of weekly service. PDC has spread that fee out over 12 months or made it \$10/month. All landscape waste must be placed in a paper yard waste bag, can, cart or bundled. Upon request, PDC will provide to a Resident a 95-gallon wheeled cart with a green lid for landscape waste collection only.

**Can residents living just outside City limits renegotiate their pricing now that PDC will be collecting garbage across the street in many cases?** [No, the City would have to annex these properties in to get the same rate as the properties within City limits.](#)

**How does PDC collect yard waste pickup if you have the yearly subscription?** Yard waste will be picked up each Friday throughout the City. You must have your yard waste at the curb by 6am Friday morning. Subscription yard waste customers will be offered the use of a 95-gallon roller cart. The black cart will have a green lid. Subscription customers do not have to use the roller-cart for service. PDC will also collect yard waste material in biodegradable paper bags (KRAFT Bags) and bundled material. PDC will also empty private trash containers containing yard waste. The private container will need to be clearly marked as yard waste.

**How many totes does PDC have on hand?** PDC currently has 15 new 95g recycling carts in stock. We also have brown lids to turn them into trash carts if needed. There were 10,000 ordered.

**Can the customers get a tote prior to the first trash collection day, or are they expected to bag individually or go buy another container for the 6-week interim?** Customers can bag their waste for the 6-week transition period. Carts may be available on a first come first serve basis. PDC will follow up to get more information.

**City of Washington, please explain why you decided to change companies? Your information conveys only disadvantages of PDC. Why were the residents not allowed to vote on this?**

Below is the history of Residential Solid Waste services in Washington:

Prior to July 1995 residents contracted for waste service on their own and chose the hauler they contracted with.

- July, 1995 entered into first exclusive contract with Bartonville Disposal (August 1, 1995 – July 31, 1998)
- December, 1995 Bartonville Disposal was acquired by Browning-Ferris Industries of IL (January 1, 1996 – July 31, 1998)
- March, 1998 Consent to Assignment & Extension of contract from Browning-Ferris Industries of IL to Waste Management (March 17, 1998 – July 31, 2000) at some point this was extended an additional two years expiring September 30, 2002.
- September, 2002 Contract extended an additional two years (October 1, 2002 – September 30, 2004)
- August, 2004 entered into contract with Grimm Bros. Trucking/PDC Services (October 1, 2004 – September 30, 2009)
- September, 2009 entered into contract with Waste Management (October 1, 2009 – September 30, 2014)
- September, 2014 entered into 6-month extension with Waste Management (October 1, 2014 – March 31, 2015)
- March, 2015 entered into contract with Waste Management (April 1, 2015 – March 31, 2020)
- March, 2020 entered into contract with PDC Services (April 1, 2020 – March 31, 2027)

This service is treated like a Franchise similar to electric/gas services. The City issued a Request for Proposals so that providers could submit a proposal for the City Council to approve. Waste Management and PDC responded to the RFP and staff made the recommendation to approve a contract with PDC because their proposal was the lowest price for long-term services. Both companies offered options for basic service as well as expanded level services and premium services such as walk up service, electronics recycling and household hazardous waste collection. Staff negotiated a contract which was presented to the City Council and approved at the March 2, 2020 Council Meeting. The City Council is elected to represent the residents and approve budgets, policy and expenditures on behalf of the residents. PDC is in the process of developing the implementation plan which includes contacting all residents with details on the upcoming transition and options on cart size and details on the recycling and yard waste programs.

**Why was this rushed through? Why only one reading? And is that legal?**

The existing contract expires on March 31, 2020. PDC is under a short window to implement services. The City Council approved the contract for first reading and waived the second reading which is allowable. The vote under the first reading was 8-0 as it was for waiving the 2<sup>nd</sup> reading.