

4. Conclusions and Recommendations

4.1 Route Recommendations

Malcolm Pirnie prepared this report on behalf of the Village to assist the Village in evaluating the efficiency and effectiveness of the current solid waste collection program and the feasibility of creating a separate collection route for commercial / institutional customers. The purpose of creating a separate commercial route is for a fee based system. Malcolm Pirnie evaluated the Village's refuse collection routes to determine if the following could be accomplished:

- The feasibility of changing the collection routes for more efficient collection of residential and commercial / institutional customers.
- The establishment of a separate solid waste and recyclables collection route for the commercial / institutional customers, for the purposes of creating a fee based service.
- The feasibility of changing equipment and/or methodology of collection for the purposes of improving efficiency and reducing labor costs.
- The staffing needs for any changes in routes or collection equipment.

Based on Malcolm Pirnie's analyses, it was further determined that the Village currently operates an efficient and optimal collection of solid waste. The Village currently collects from residential and commercial / institutional customers once per week with front-yard collection. Therefore, the Village would find it difficult to further decrease the number of routes.

Based on our analyses of the tonnage collected during the Route Study, it was determined that the Village has the ability to create a separate route for commercial customers. Due to the optimum manner in which the Village collects its waste, it did not make sense to create a separate commercial route. However, it was also determined that a fee based system could be implemented for commercial / institutional customers the way it currently operates.

4.2 Additional Recommendations

Malcolm Pirnie evaluated additional recommendations for the Village's consideration to provide more efficient and cost effective solid waste management services. These additional recommendations are listed below:

- The Village should consider revising its collection of bulky items (i.e., couches, mattresses, etc.) to charge a fee of \$100 per pickup and schedule these pickups by appointment only. The Village should consider revising its collection of white goods (i.e., metal items, washers, dryers, etc.) to charge a fee of \$25 per pickup.
- The Village should revise its dumpster inventory. Currently, the Village has multiple lists of the commercial / institutional customers with dumpsters. The updated list should include the business name and address as well as the collection name and address. This list should be maintained by the Village, and updated on a yearly basis.
- The Village should update dumpsters that are collected by the Village to include a number, asset tag or bar code system so that the Village will be able to track the dumpsters from customers. This system will also make it easier for the Village to make sure the dumpsters are maintained or even replaced, as necessary.
- The Village should consider revising their regulations, specifically to contain the quantity of waste commercial / institutional customers are to dispose per collection. The Village Code (Chapter 135) contains the quantity of waste allowed for collection by residential customers but not for commercial / institutional customers.
- The Village should consider revising its second pickup since not all of its customers have dumpsters. The fee for the second pickup should be \$100 per month per one (1) 1.5 CY dumpster or three (3) 96-gallon containers.
- The Village should consider the placement of global positioning system (GPS) equipment in the sanitation trucks so that the Village will be able to further analyze the efficiency of the routes and trucks. For an example, refer to Appendix C that describes an automated vehicle location and mobile data system developed by Radio Satellite Integrators, Inc.
- The Village should consider reviewing safety procedures and on-going training for staff regarding garbage and recycling collection (i.e., avoid crossing over double yellow line).
- The Village should consider instituting a system whereby complaints by the citizens can be logged and identified and addressed to track overall performance and customer satisfaction. The Village should also maintain a list of driver complaints, and track how these complaints are responded to.