

Single Waste Hauler

Frequently Asked Questions

- **Will this program actually save residents money?** Yes. The reason the city has chosen to investigate and evaluate a single-source trash hauler system in Auburn Hills is because we believe prices would decrease for the vast majority of residents who are independently contracting with the eight different trash haulers presently licensed in Auburn Hills.
- **Will the program include recycling and bulk items?** Yes. If a program were implemented, it would include single-stream recycling, bulk pickup and yard waste collection.
- **Will all residents be required to participate in the program?** Yes. Once again, if a program were to be implemented – WHICH HAS NOT BEEN DECIDED – all detached, single family homes and condominiums currently using curbside pick-up within the City of Auburn Hills would be required to participate. Apartments and condominiums with dumpster collection would not be included.
- **Will “Snow Birds” be allowed to opt out for the winter season?** Yes. We are fully aware that a significant number of Auburn Hills residents are “snowbirds” who head south for the winter months. Any contract that the City would negotiate with a single-source trash hauler would include a “one out, one in” option per year for up to three months. That would allow residents to stop their trash hauling service – and not be charged – once each year for a period of up to several months.
- **Will the program include senior discounts?** This is a question that we are investigating. We understand that some trash haulers do offer a senior discount, however that increases the overall cost to other residents.
- **Who will make the final decision on the program?** A report and recommendation from the Trash Hauler Committee will be made to the City Council, hopefully before the end of the year. A public hearing would be held at that time to allow residents to express their opinions and ask

additional questions. The City Council would then consider whether to move ahead with soliciting bids from all local trash haulers interested in being considered for a possibly city-wide contract. .

- **Will residents be forced to rent garbage cans and recycle bins?** No. Trash cans and recycle bins will be included as part of the contract.
- **How soon will the program be implemented?** If the program is approved it would be put into operation sometime in 2011.
- **Will the program include Apartments and Condominiums?** Apartments no. Condominiums with curbside pick-up would be included. Condominiums with dumpsters will not be included.
- **Who will I make my payments to?** Residents and/or homeowners associations would make their payments directly to the service provider. The City would not be involved with billing or collection.
- **Is special assistance available for those who cannot physically place trash at the curb?** Yes. Residents will have the option to pay for additional collection services that can include door side collection.
- **Who do I contact if I'm unhappy with my service?** Just as residents do now, trash hauling customers would continue to direct service complaints to the trash hauler. However, a clause would be included in the contract that all service complaints must be addressed within 24 hours. If the complaints are not resolved within that time the resident may contact the City.
- **What will happen to the smaller trash haulers? Doesn't this create a monopoly?** No. All trash haulers would be invited to bid on the service contract. In fact, it's likely that the smaller waste haulers could service a City the size of Auburn Hills, which would increase the likelihood that they will bid on the program.

- **Why is the City pursuing a single waste hauler?** The Single Source Trash Committee, appointed by the Mayor and Council to investigate options, believes a city wide single waste hauler could:
 - Improve service and reduce costs to the majority of residents
 - Increase recycling by offering single-stream (no sorting) recycling to all residents.
 - Reduce the impact of heavy trucks on local roads. Wear and tear on the roads is a major expense to all taxpayers. One trip by a double-axle waste hauling truck is equivalent to the wear and tear of 1,000 cars on a road.
 - Improve quality of life in our neighborhoods and throughout the city by reducing truck noise and pollution, and increase safety on streets by reducing truck traffic.
 - Because trash would only be visible on individual streets one day per week – rather than 5 days per week as we have now – the entire city would look more appealing to potential businesses and residents.

Posted: November 9, 2010