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***Residential Trash
Collection in
Onondaga County:***

***A Study Comparing Cost and
Type of Service***

June 1999



**COMMUNITY BENCHMARKS PROGRAM
MAXWELL SCHOOL OF CITIZENSHIP AND PUBLIC AFFAIRS
SYRACUSE UNIVERSITY**

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***Community Benchmarks Program
Residential Trash Collection in Onondaga County
June 1999***

Executive Summary

Introduction

This study reports cost and service information of residential trash and recyclables collection in 35 municipalities and one special district in Onondaga County. It is intended to provide the public and government officials with a basis for comparison and evaluation of the variations in trash collection cost and service throughout the municipalities.

There are four main ways in which trash is collected in Onondaga County:

- The municipality provides trash collection services for its residents. (N=8)
- The municipality contracts with private, commercial haulers to provide trash collection for the community. (N=7)
- The municipality creates a special district for contracting services with a commercial hauler for a portion of the municipality. (N=1)
- The municipality requires individual households to select private haulers for residential trash collection services. (N=20)

Methods

Data used in this study were collected via two surveys. The “Survey on Trash Collection Services in Onondaga County” was distributed to the 35 municipalities and one special district.* Thirty-two of the municipalities responded. Clerks in the Villages of Fayetteville, Manlius, and Minoa did not complete the survey. The “Citizen Telephone Trash Survey” was administered to 118 residents in municipalities where residents select their own haulers. A total of 697 households were contacted in order to obtain these responses. Background information on existing trash collection services in Onondaga County was provided by the Onondaga County Resource Recovery Agency (OCRRA).

*The town of Clay filled out the survey for the special district as well as the municipality.

Findings

1. Municipally contracted trash collection is the least costly service for residents in Onondaga County at an average of \$120 per household in 1998, while individually contracted service by residents is the most costly at an average of \$245. Municipal service averages \$156 per household.
2. The overall average cost of trash collection in 1998 for all types of services was \$195 per household, ranging from \$66 in the Village of Marcellus to \$354 in the Village of Tully.
3. The average cost of municipally contracted trash collection in 1998 was \$120, ranging from \$66 in the Village of Marcellus to \$170 in the Village of Jordan.
4. The average cost of municipally provided trash collection in 1998 was \$156, ranging from \$139 in the Village of East Syracuse to \$175 in the Village of Solvay.
5. The average cost of residentially contracted service in 1998 was \$245 ranging from \$191 in the Town of Dewitt to \$354 in the Village of Tully.

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I. INTRODUCTION

Purpose

This study reports information about residential trash and recyclables collection in 35 municipalities and one special district in Onondaga County. It is intended to provide the public and government officials with a basis for comparison and evaluation of the variations among costs and services of trash collection throughout the municipalities.

It is hoped that this report will enable government officials to determine the most cost effective methods of trash collection and to use this information to gauge the cost effectiveness of their own trash collection systems.

This study is based on an earlier effort conducted in the fall of 1998 to collect information from the private trash haulers in Onondaga County. The 1998 study examined 14 haulers and only three responded to all survey questions. CTS Trash Service, Waste Management, and DC Morgan Trash were the only private haulers to completely respond to all of the fall 1998 survey questions. Due to this low response rate, the information gathered from this initial study is not used in this study

Municipalities Studied

- | | | |
|-----------------------|------------------------------|------------------------------|
| 1. City of Syracuse | 13. Town of Onondaga | 25. Village of Fabius |
| 2. Town of Camillus | 14. Town of Otisco | 26. Village of Fayetteville* |
| 3. Town of Cicero | 15. Town of Pompey | 27. Village of Jordan |
| 4. Town of Clay | 16. Town of Salina | 28. Village of Liverpool |
| 5. Town of Dewitt | 17. Town of Skaneateles | 29. Village of Manlius* |
| 6. Town of Elbridge | 18. Town of Spafford | 30. Village of Marcellus |
| 7. Town of Fabius | 19. Town of Tully | 31. Village of Minoa* |
| 8. Town of Geddes | 20. Town of Van Buren | 32. Village of N. Syracuse |
| 9. Town of LaFayette | 21. Village of Baldwinsville | 33. Village of Skaneateles |
| 10. Town of Lysander | 22. Village of Camillus | 34. Village of Solvay |
| 11. Town of Manlius | 23. Village of E. Syracuse | 35. Village of Tully |
| 12. Town of Marcellus | 24. Village of Elbridge | 36. Clay Special District |

*These municipalities did not provide data on trash collection.

Background

The Onondaga County Resource Recovery Agency (OCRRA) is responsible for the processing of solid waste in Onondaga County. OCRRA operates a waste to energy facility as well as two transfer stations, one at Rock Cut Road and one at Ley Creek. Individuals bring their trash generally to the Rock Cut Road Transfer Station. Haulers directly deliver residential trash to the waste to energy plant, but construction and demolition debris (C & D) is brought to the Ley Creek Transfer Station where the material is sorted for recycling. Some of this sorted C & D is transported to the waste to energy plant.

OCRRA employees separate processible discards from the 1,400 tons of waste brought to the transfer stations every day. The processible waste is then hauled to a waste to energy Facility. According to OCRRA's Executive Director, Tom Rhoads, energy produced by the Waste-To-Energy plant provides enough energy to support an average of

20,000 homes annually. The energy created at these plants is then sold to Niagara Mohawk Power Corporation under the provisions of a long-term contract.¹

Methods of Trash Collection

There are four main ways in which trash is collected in Onondaga County:

- The municipality provides trash collection services for its residents.
- The municipality contracts with private, commercial haulers to provide trash collection for the community.
- The municipality creates a special district for contracting services with a commercial hauler for a portion of the municipality.
- The municipality requires individual households to select private haulers for residential trash collection services.

The Municipality Provides Service

For the first method of trash removal, the municipality owns and maintains garbage trucks, which collect all routine, residential trash. The Department of Public Works, within the villages and the City of Syracuse, manage this service. Municipalities that provide trash collection services for their residents include:

City of Syracuse	Village of Liverpool
Village of Camillus	Village of Manlius
Village of East Syracuse	Village of Minoa
Village of Fayetteville	Village of Solvay

The Municipality Contracts with a Private Hauler

For the second method of trash removal, the municipality hires a private hauler—or in some cases, more than one private hauler—to provide residential trash collection services in the municipality. Private haulers bid for the municipal contracts and the municipality awards a contract for a period of at least one-year to the successful bidder. Municipalities that contract with a commercial hauler include:

Town of Camillus	Village of Elbridge
Town of Dewitt (As of 1/1/99)	Village of Jordan
Town of Geddes	Village of Marcellus
Town of Salina	Village of North Syracuse

The Municipality Creates a Special District

The third method of trash collection occurs only in the Town of Clay. Most residents in the Town of Clay are responsible for selecting their own haulers. However, some residents requested that they be allowed to form a special district to provide contracted service with a private hauler. Following the bid process, Town of Clay officials contracted with a private hauler to provide trash collection services for the 325 households within the Four Seasons Refuse Disposal District. The cost of this service is then added to the property taxes of residents in that district. For the purposes of this study, the Clay Special District is compared to the other municipally contracted providers.

¹ Onondaga County Resource Recovery Agency 1997 Annual Report

Residents Hire Their Own Haulers

The final method of trash collection is for individual households to hire a private hauler to provide trash collection services. Individuals may select any OCRRA-approved hauler, and several different haulers often provide services on the same street. Most municipalities require the private haulers to pay annual licensing fees in order to operate in that municipality. These licensing fees can be a flat fee and/or a fee per truck.

In addition to being able to select their own hauler, residents are usually given several options for service provided by the hauler. For example, the hauler may pick up the trash at the end of the driveway or, for an additional fee, collect the trash from the garage. Municipalities in which residents hire their own hauler for trash collection service are:

Town of Cicero	Town of Otisco
Town of Clay	Town of Pompey
Town of Dewitt	Town of Skaneateles
Town of Elbridge	Town of Spafford
Town of Fabius	Town of Tully
Town of LaFayette	Town of Van Buren
Town of Lysander	Village of Baldwinsville
Town of Manlius	Village of Fabius
Town of Marcellus	Village of Skaneateles
Town of Onondaga	Village of Tully

OCRRA-Approved Haulers²

Private, commercial haulers that are permitted to use OCRRA facilities:

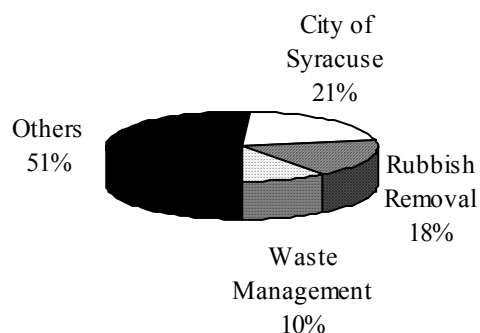
Appleton Disposal	Green Trash Removal
Blue Ribbon Trucking	Jerry's Removal
Bistrow Trucking	Laidlaw (Now Part of Waste Mngt.)
Brand Trucking	Santaro Trucking
Capital Environmental Resource	Syracuse Haulers Waste Removal
CTS Trash Service	Tousley (Now Part of Capital Env. Resource)
DC Morgan Trash	USA Waste (Now Part of Waste Mngt.)
Emmons	Waste Management
Feher Rubbish Removal	

According to the *OCRRA 1998 Annual Report*, the trash collection industry in Onondaga County has experienced consolidation over the past seven years. In 1991, the market share was dominated by three sources: the City of Syracuse (21%), Rubbish Removal (18%), and Waste Management (10%), which comprised 49% of the total market share.

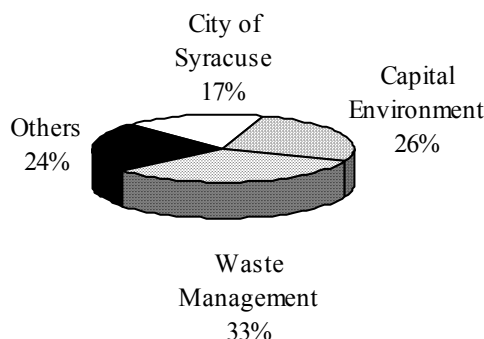
In 1998, three sources collectively made up 76% of the total market share: Waste Management (33%), Capital Environment (26%), and the City of Syracuse (17%). The two graphs on the next page depict the break down of market shares in Onondaga County for the years 1991 and 1998.

² This list is updated continuously. Contact OCRRA for the most up-to-date list.

Trash Hauler Market Share (1991)



Trash Hauler Market Share (1998)



Exceptions

There will always be exceptions to any norm, and such is the case with trash collection in Onondaga County. Several of the county's villages and towns operate under special conditions that affect this report. Some of these special conditions make several municipalities incomparable. Consequently, the following municipalities are not reported on in this study: Town and Village of Skaneateles, Town of Spafford, and Town of Tully. The Villages of Fayetteville, Manlius, and Minoa are not included in this study because clerks in these municipalities did not complete the survey.

Comments are also included in this section concerning the reporting of some data for the following municipalities: Town of Dewitt, Town of Salina, and the Village of Camillus.

Town and Village of Skaneateles

Both the Town and the Village of Skaneateles operate on a system independent of OCRRA. There are three private haulers in Skaneateles that collect residential trash on a regular basis. These haulers bring the trash to a Skaneateles-owned transfer station, where the trash is collected and then hauled to the Seneca Meadows landfill. The haulers are also responsible for collecting and sorting recyclables. Residents, who choose not to use one of the three haulers, take their trash directly to the Skaneateles transfer station. The cost to the resident is significantly reduced if he or she takes the household's trash to the transfer station, where the resident is responsible for separating his or her own recyclables. Due to their distinct method of trash collection, data for these two municipalities were not included in this report.

Town of Spafford

The Town of Spafford also has a transfer station for residential use. Unlike Skaneateles, the Spafford transfer station is a collection point for waste that will be transported to an OCRRA facility. Because of Spafford's geographic location, the small number of households, and the distances between those households, few private haulers are willing to provide service to this community.³ Most of the Spafford residents opt to transport their own trash to the transfer station. Consequently, data for this municipality were not included.

Town of Tully

Out of an estimated 30 phone calls to residents of the Town of Tully, only four completed the "Citizen Telephone Trash Survey." All four of these respondents indicated that they deliver their trash directly to OCRRA. As a result of the limited amount of data, this study cannot accurately present data for this municipality.

Town of Dewitt

The Town of Dewitt formerly provided no trash collection services for its residents. Through December of 1998, each resident made arrangements for trash collection with a private hauler. On January 1, 1999 the town switched to a municipally contracted service, ranging from the pick-up of unlimited quantities of trash and recyclables to residents taking their trash directly to an OCRRA facility. The municipality now offers residents four levels of trash collection services.

Because municipal data in this study were collected for the years 1996 through 1998, this report treats Dewitt as a municipality where residents select a private hauler for trash collection services.

Town of Salina

Over a period of time beginning in the 1940s and continuing through the 1980s, the Town of Salina was gradually divided into eight special districts for trash collection, each of which contracted with a private hauler for that district. Each district was formed from different areas or large sub-divisions of the town, and trash haulers varied from district to district. This changed in 1993, when the Town of Salina contracted with one hauler for all districts. All eight districts are currently using the same company, paying the same price for service, and receiving the same service from their hauler.

The Lyncourt and Syracuse Gardens Districts pay slightly higher fees for their trash collection services, because these areas include various commercial garbage expenses. Because residents in all eight districts receive identical services through a single, municipally contracted hauler, this report treats the Town of Salina not as a special district, but as a municipality that contracts with private hauler to service the entire town.

Village of Camillus

Cost for trash removal in the Village of Camillus includes all commercial and some industrial trash removal, as well as all residential trash removal for the village. Commercial trash removal is not factored into the cost of removal for other municipalities. The cost for commercial and/or industrial waste cannot be deducted from the data used for the Village of Camillus. This makes the costs for trash collection in this municipality somewhat higher, since all other comparisons are for residential collection only.

³ Meeting at OCRRA 2/2/99

Self-Service Trash Collection

Citizens responsible for making their own arrangements with a commercial hauler may also take their trash directly to an OCRRA facility. Residents generally use this method because they have a minimal amount of trash and/or because the only cost involved is the OCRRA fee of \$2 per bag of garbage. These bags can be any size up to 30 gallons and still fall under the \$2 per bag fee.

Residents may also bring non-routine trash to OCRRA transfer stations. The garbage is weighed, and the resident pays a fee proportionate to \$84 per ton of garbage. This garbage can include construction debris, white goods, and tires. In addition to the per ton fee, OCRRA charges an additional \$25 fee for refrigerators or air conditioners. This charge covers the cost for disposal of the Chlorofluorocarbons used in these appliances.

In addition to the services described above, OCRRA also offers the community two opportunities per year to bring hazardous waste to OCRRA facilities. OCRRA accepts these materials free of charge, and each of these hazardous waste days attracts an average of nearly 1,250 participants.

According to data gathered through the "Citizen Telephone Trash Survey," the percentage of those who exclusively use OCRRA for waste disposal is fairly small. However, OCRAA reported in its *1998 Annual Report* that it sold over 40,000 bag stickers, mostly to homeowners.

Illegal Dumping

Data gathered through telephone surveys also demonstrated that some citizens may dump their garbage illegally by using company dumpsters in parking lots or other public areas. While this is not the norm, and it is impossible to gauge the frequency of such activity, it is important that the report mention this occurrence.

Trash Collection Costs and Services

There is no standard fee that private haulers charge to the residents they service. Haulers can offer different services and can charge different amounts for these services. Each service has its own restrictions and/or limitations on what the customer can put out for collection. Municipalities that pick up trash for their residents tend to offer only one type of service and charge.

- **Size Limitations:** Some municipalities and private haulers limit the size of containers—garbage cans and/or bags—to a certain number of gallons. Occasionally a private hauler will provide the customer with a specific bin, depending on the service paid for by the customer.
- **Quantity Restrictions:** Sometimes municipalities and private haulers limit the number of trashcans or bags that can be put out per household per week. Some require the customers to buy stickers to place on their garbage. Each sticker costs a set amount, and the customer may put out as many bags as he or she likes, provided each bag has a sticker. Other trash collection providers that employ the sticker system will still place weekly restrictions on the number of containers collected per household.

Municipalities that use the sticker system for trash collection include⁴:

Village of East Syracuse
Village of Elbridge

Village of Jordan
Village of Manlius

Village of Liverpool

⁴ These additional fees were calculated into the average cost of trash collection services.

Definitions of Trash-Related Terms

The following list identifies and defines terms relevant to residential trash collection services.

Size Limitations	Size limitations can be placed on trash containers to regulate the type/size of bag or bin in which residents are allowed to place their trash.
Non-routine Trash	Normally, this signifies construction debris, white goods, batteries, tires, and/or hazardous waste. These materials may be collected on specific dates or during routine trash collection.
Construction Debris	Waste associated with building and housing construction. This may include rubble (concrete, bricks or asphalt), wood, plaster, and insulation.
Leaves/Yard Debris	Leaves, cut grass, and other plant waste resulting from typical lawn care.
White Goods	Appliances such as ovens, washing machines, and refrigerators.
Batteries	Dry cell batteries typically used in most households are included in this category. They can contain lithium, sealed lead acid, or nickel metal hydride.
Tires	Rubber products, scrap tires, and treads.
Hazardous Waste	Any waste present on the EPA's list of regulated hazardous wastes or any solid waste that is ignitable, reactive, corrosive, or toxic is considered to be a hazardous waste.
Recycling	The recovery of solid waste that exhibits the potential to be used repeatedly in place of a virgin material.
Paper Products	Newspaper, mixed paper, office paper, corrugated paper, non-metallic wrapping paper, greeting cards, and catalogs.
Glass	Recyclable glass can be clear or colored food and beverage containers (OCRRA, Recycling Information).

II. METHODS

This section reports how the data were collected for this report. It also addresses questions relating to data quality.

Data Collection

Data used in this study were acquired from three primary sources:

- Background information on trash collection provided by the Onondaga County Resource Recovery Agency (OCRRA)
- The “Survey on Trash Collection Services in Onondaga County” distributed to each of the 35 municipalities and one special district in Onondaga County*
- The “Citizen Telephone Trash Survey” administered in municipalities where residents are responsible for disposing of their trash individually

*The Town of Clay completed the survey for the special district as well as for the municipality.

Information Provided by OCRRA

OCRRA provided information to the researchers through a presentation with Executive Director Tom Rhoads and Recycling Director Suzanne Lalonde on February 2, 1999. Additionally, various pamphlets and brochures regarding trash collection service in Onondaga County were reviewed. These included:

1. 1998 OCRRA Annual Report
2. 1997 OCRRA Annual Report
3. “Operation Separation: Rap” (May 1999)
4. “1998 Information on the Disposal of Household Trash at OCRRA Transfer Stations by Individuals”
5. A list of OCRRA licensed haulers (February 1999)
6. A list of current residential collection practices (January 1999)
7. “Leaf and Brush Policies in Onondaga County” (October 30, 1998)

Survey on Trash Collection Services in Onondaga County

The “Survey on Trash Collection Services in Onondaga County,” designed by the Community Benchmarks Program, was distributed to town, village, and city clerks’ offices in the county’s 35 municipalities and one special district. The surveys were mailed February 3, 1999 and municipalities were asked to complete them by February 19, 1999. Respondents returned the surveys via fax or mail from 32 municipalities. The Villages of Fayetteville, Manlius, and Minoa did not complete the survey.

The survey was divided into four sections reflective of the four different methods in which municipalities manage trash collection. An additional section was included for any areas that may have an alternative and/or supplemental method of trash collection apart from the four main methods. Respondents were asked to fill out the section that reflected their municipality’s trash collection practices. The following are the section categories:

Section A - The municipality provides trash collection services.

Section B - The municipality contracts with a commercial hauler to provide service for the entire community.

Section C - The municipality establishes a special district for contracted services with a hauler.

Section D - The municipality does not provide trash collection service. Residents select a private hauler or transport their waste to an OCRRA transfer station.

Section E - Other

Municipalities where respondents answered section A, B, or C were also asked to provide information on customer satisfaction in Section F.

Municipalities were asked to provide information on restrictions placed on trash collection and type of service, as well as financial information relating to the amount spent on trash collection. Information requested of municipalities included data pertaining to the years 1996, 1997, and 1998. Only 1998 data were used in reporting the findings.

A copy of the questionnaire, the codebook of responses, the data spreadsheet of responses, and the contact log are provided in Appendices A, B, C, and D respectively.

Citizen Telephone Trash Survey

In 17 of the municipalities where residents select a private hauler or transport their waste to an OCRRA transfer station independently, the “Citizen Telephone Trash Survey” was administered. The Town of Spafford was not included in this survey because most residents take their garbage to an OCRRA facility. The Village of Skaneateles and the Town of Skaneateles were not included in the survey because they operate independently of OCRRA.

This survey was designed by the Community Benchmarks Program to determine costs and types of trash collection services. The survey was conducted between February 6, 1999 and March 9, 1999. Prospective respondents were selected by town, village, and/or zip code from (1) resident listings in the Syracuse Metropolitan Area White Pages, (2) staff and faculty member listings in the 1998-99 edition of the Syracuse University Campus Directory, and (3) residents listed in the online directory www.att.com.

Prospective respondents were contacted exclusively by phone initially. E-mail was used as a means for contacting staff and faculty members listed in the 1998-99 edition of the *Syracuse University Campus Directory*. Those who were sent the survey by e-mail could respond via e-mail or by phone. Respondents were requested to provide information on their hauler, the type of service provided, and amount paid for trash collection service.

Respondents were asked to provide information representative of their current trash collection costs as of February-March 1999. Most households are billed for trash collection on a quarterly basis. Quarterly rates were converted to annual totals for analysis in this report. Residents of the Town of Dewitt were asked to provide information on their trash collection service prior to January 1, 1999, before the town began contracting with commercial haulers.

The goal of the researchers was 10 completed surveys per municipality. Out of 697 attempts, there was a total of 118 completed surveys. This represents a 17% response rate. The expected response rate for a telephone survey is between 40%- 70%.⁵ The researchers were unable to obtain ten responses from several municipalities for a variety of reasons. Most often, the researchers encountered difficulties finding residents of the desired municipality because many of the communities share identical zip codes and phone exchanges.

⁵ Coplin, William D. and Michael K. O’Leary. *Public Policy Skills*. Second Ed. Croton-On-Hudson, NY: Policy Studies Associates, 1992.

Though a small sample is used, the data collected from the phone survey are still important to this study. The small sample size may limit the accuracy of the costs and types of service, but the findings are consistent with a recent OCRRA survey which found that “Those hiring private trash hauling companies reported costs from \$112.33 to \$376 per year (*Operation Separation: Rap*, May 1999).” The OCRRA survey also found that “More than half were paying between \$180 - \$240.”

Although a truly accurate average is difficult to obtain, both this study and the OCRAA survey highlight the fact that residentially contracted trash collection service is the most expensive method. Costs for residents who contract for trash collection consistently encounter higher costs compared to the other methods of trash collection.

A copy of this study’s survey, the codebook of responses, the data spreadsheet of responses, and the respondent log are provided in Appendices E, F, G, and H respectively.

Quality of Data

Data for this study were self-reported by the municipalities and residential respondents. Thus, the accuracy of the data is dependent on the knowledge of the source. Steps were taken to ensure accuracy. For example, at least three responses were collected in those municipalities that do not provide trash collection service in an effort to substantiate the financial information provided.

Averages were used to measure certain items such as cost in the “Citizen Telephone Trash Survey.” In some cases, the number of responses is significantly limited and may not represent all ranges of possible answers.

Mistakes made during data entry are a concern in any data analysis activity. Quality-assurance practices used during analysis, such as random checks of data entry, help to minimize this concern.

Draft copies of the report were sent to the town supervisors, village mayors, and city managers of each participating municipality for their revisions. Modifications in the final report were made as a result of their feedback.

Data Analysis

In reporting the data collected in this study, averages were used to determine the figures found in the Findings Section. Figures used in these calculations were obtained from the “Survey on Trash Collection Services in Onondaga County” and the “Citizen Telephone Trash Survey.” Although information was collected for the past three years when available, this study exclusively depicts information for the fiscal year 1998. The costs for trash collection include all recycling costs. The following are formulas used to derive the averages:

- *To find the average annual cost per household of municipality provided trash collection:*

$$\frac{\text{Total Trash Expense}}{\text{Total Number of Households}} = \text{Expense per Household}$$

- *To find the average cost per household in areas with a municipal bid:*

$$\frac{\text{Total Trash Expense}}{\text{Total Number of Households}} = \text{Expense per Household}$$

Total Number of Households

- *To find the average cost per household in areas that use the sticker system and have municipally provided or bidded trash collection:*

$$\frac{\text{Total Revenues from Stickers Purchased} + \text{Total Contractual or Trash Expense}}{\text{Total Number of Households}} = \text{Expense per Household}$$

- *For municipalities which have revenues outside of sticker sales (e.g., the City of Syracuse), the expense per household is calculated using the following formula:*

$$\frac{\text{Total Trash Expense} - \text{Total Trash Revenues}}{\text{Total Number of Households}} = \text{Expense per Household}$$

- *In all of the findings provided cost was reported as an annual figure. Data that were reported per month or quarter were multiplied by 12 or four, respectively, to reflect the annual cost.*
- *When looking at the findings, readers should keep in mind that trash collection costs vary by the type of service provided. Readers should use the Profile pages to learn more about a municipality's range of services.*

Data Presentation

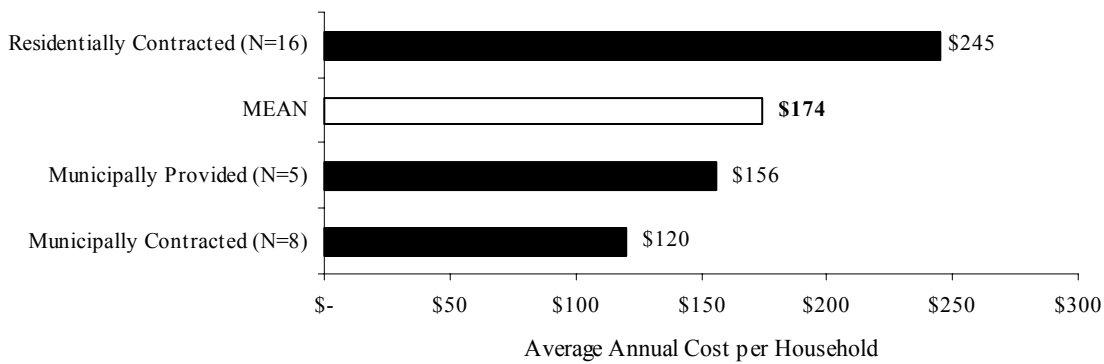
To assist the reader in analyzing the information presented, each bar graph includes descriptive data that provides the following information:

- **Mean** – the mathematical average of all responses.
- **Median** – the mid-point of all responses.
- **Standard Deviation** – a measure of how far scores disperse from the mean. The higher the Standard Deviation, the more spread out the data are from the mean.

III. FINDINGS

1. Municipally contracted trash collection is the least costly service for residents in Onondaga County at an average of \$120 per household in 1998, while individually contracted service by residents is the most costly at an average of \$245. Municipal service averages \$156 per household.

**Figure 1:
1998 Average Annual Cost of Residential Trash Collection by Service Type in
Onondaga County
(per Household)
N=3**



Descriptive Statistics:	Mean	Median	Standard Deviation
<i>All Respondents</i>	\$175	\$156	\$62

Source: Community Benchmarks Program, 1999 Municipal and Residential Trash Collection Surveys

Comment(s):

- The Town of Clay Special District (Four Seasons Refuse Disposal District) is included as a municipally contracted service type in this calculation.

2. The overall average cost of trash collection in 1998 for all types of services was \$195 per household, ranging from \$66 in the Village of Marcellus to \$354 in the Village of Tully.

Descriptive Statistics:	Mean	Median	Standard Deviation
<i>All Respondents</i>	\$192	\$204	\$66

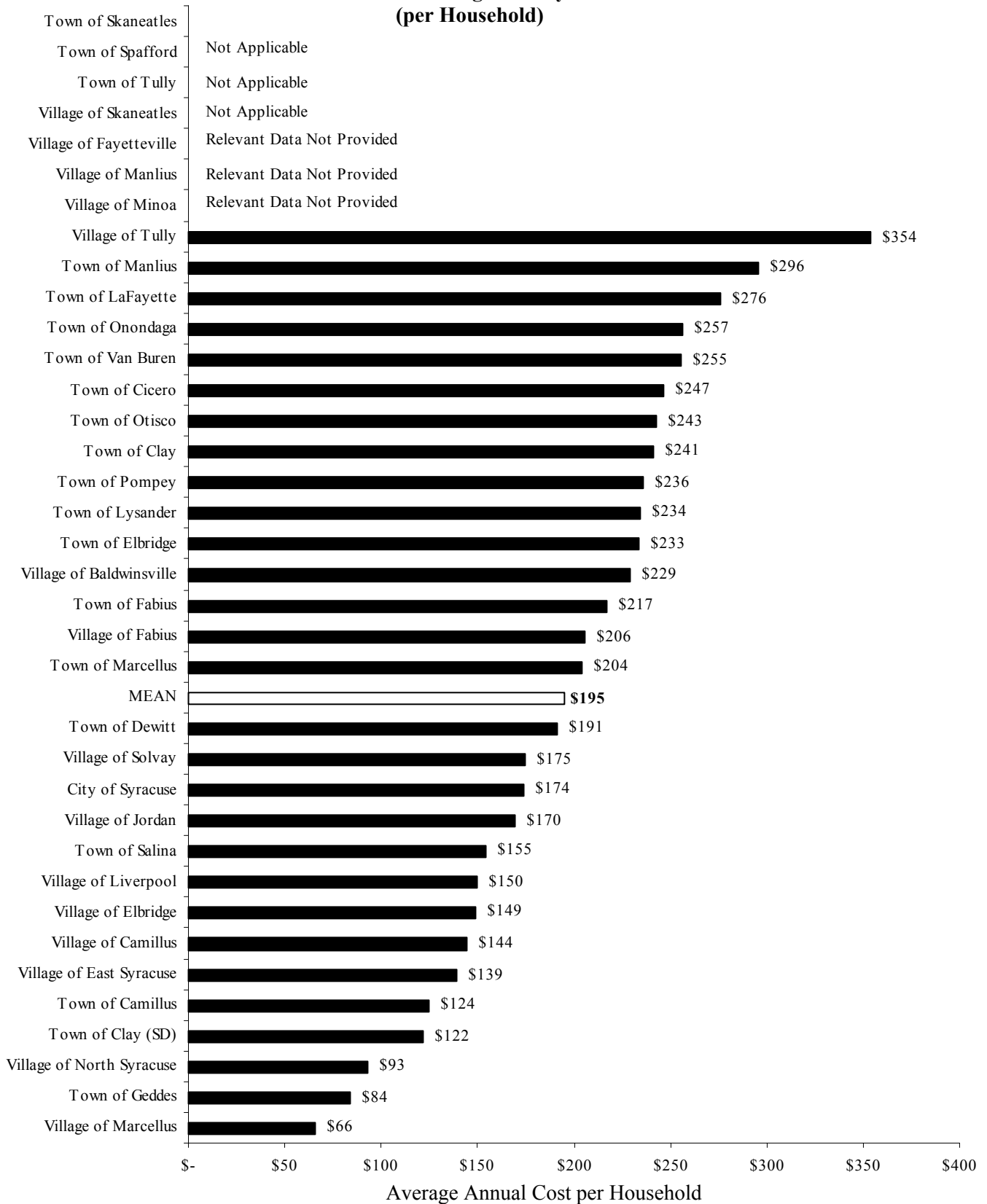
Source: *Community Benchmarks Program, 1999 Municipal and Residential Trash Collection Surveys*

Comment(s):

- The Village of Skaneateles and the Town of Skaneateles operate independently of OCRRA.
- The Town of Spafford operates a transfer station in which residents can bring their trash. This trash is then taken to an OCRRA facility.
- Four of four (100%) survey respondents in the Town of Tully bring their trash to an OCRRA transfer station independently, at a cost of \$2.00 per bag.
- Clerks in the Villages of Fayetteville, Minoa, and Manlius did not complete the surveys.
- The Village of Camillus provides trash collection service to all commercial property and one industrial property in addition to residential property. Data reported reflect the additional cost.

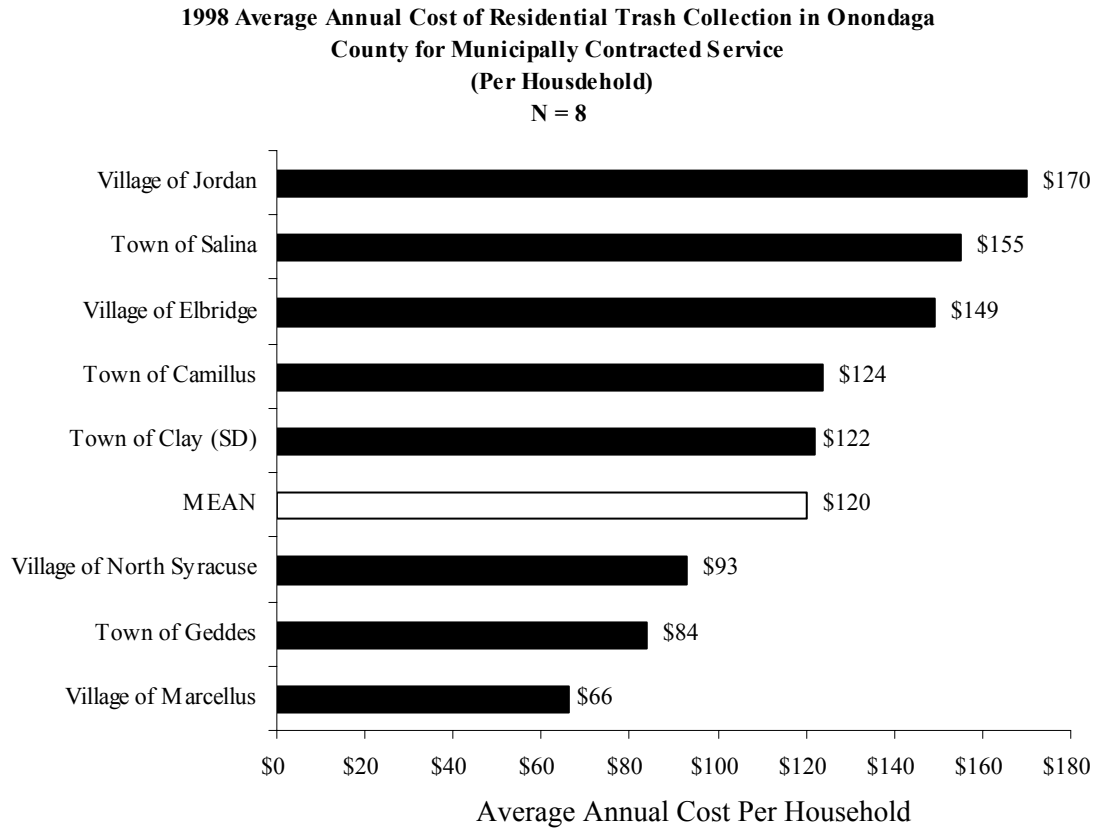
See next page for graph.

Figure 2
1998 Average Annual Cost of Residential Trash
Collection
In Onondaga County
(per Household)



3. The average cost of municipally contracted trash collection in 1998 was \$120, ranging from \$66 in the Village of Marcellus to \$170 in the Village of Jordan.

Figure 3:



Descriptive Statistics:	Mean	Median	Standard Deviation
<i>All Respondents</i>	\$120	\$123	\$35

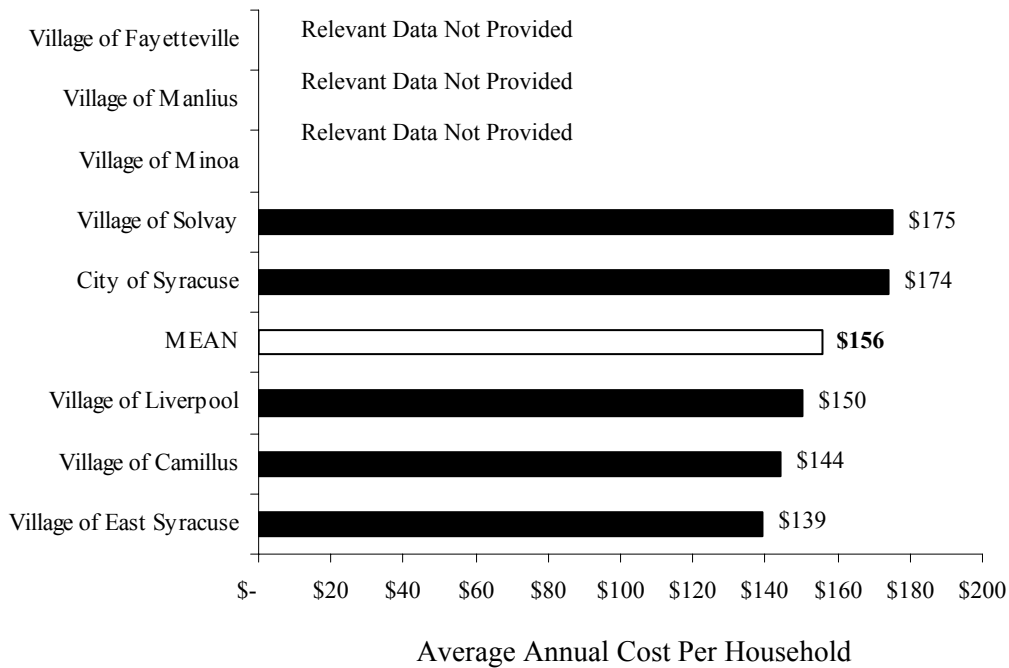
Source: Community Benchmarks Program, 1999 Municipal and Residential Trash Collection Surveys

Comment(s):

- The Town of Clay Special District (Four Seasons Refuse Disposal District) is included as a municipally contracted service type in this calculation.

4. The average cost of municipally provided trash collection in 1998 was \$156, ranging from \$139 in the Village of East Syracuse to \$175 in the Village of Solvay.

Figure 4:
1998 Average Annual Cost of Residential Trash Collection in Onondaga
County for Municipally Provided Service
(Per Household)
N = 8



Descriptive Statistics:	Mean	Median	Standard Deviation
<i>All Respondents</i>	\$156	\$150	\$17

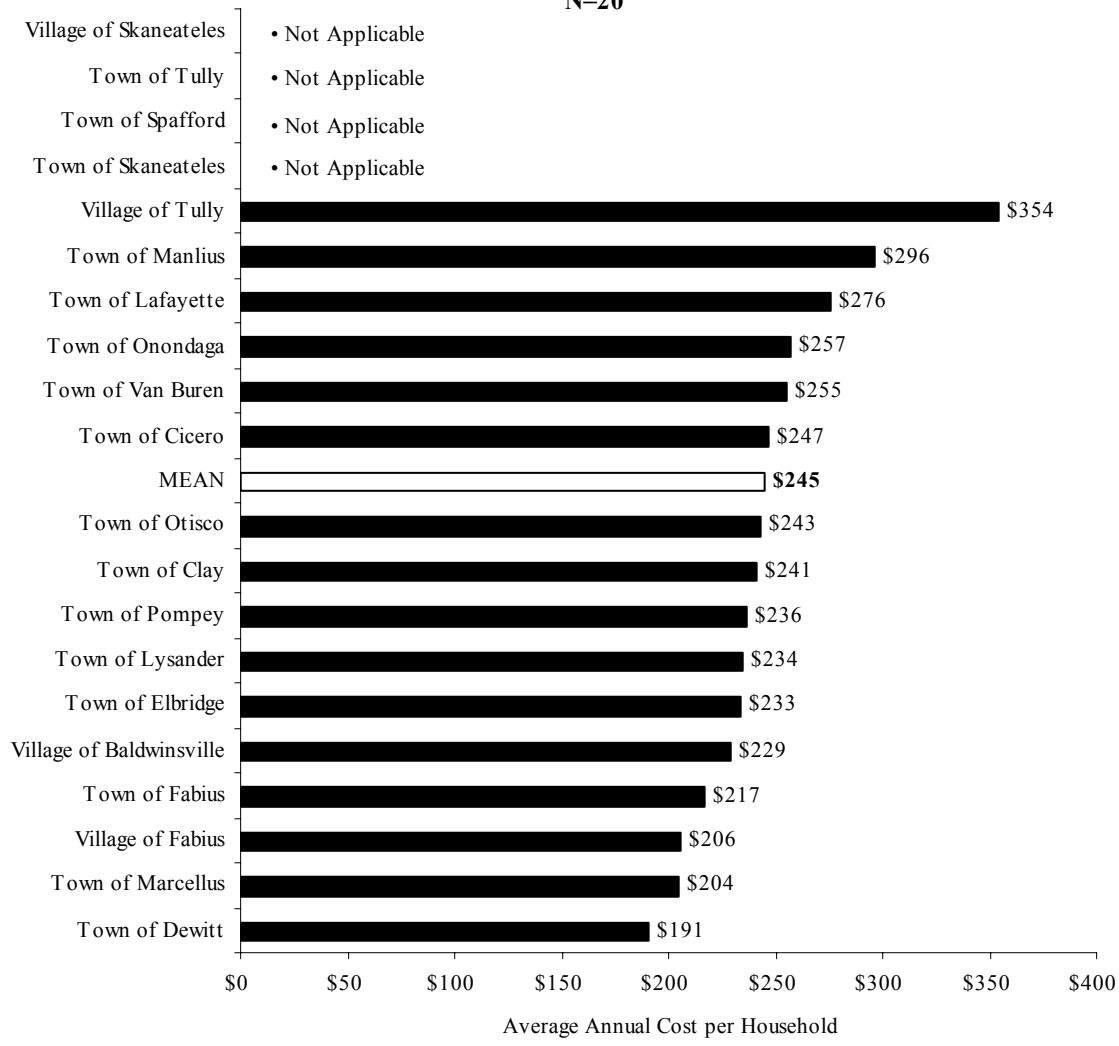
Source: Community Benchmarks Program, 1999 Municipal and Residential Trash Collection Surveys

Comment(s):

- The Villages of Fayetteville, Minoa, and Manlius elected not to answer the survey. Their trash collection service and cost information have not been included in this study.
- The Village of Camillus provides trash collection service to all commercial property and one industrial property in addition to residential property. Data reported reflect the additional cost.

5. The average annual cost of residentially contracted service in 1998 was \$245, ranging from \$191 in the town of Dewitt to \$354 in the Village of Tully.

**Figure 5:
1998 Average Annual cost of Residential Trash Collection in Onondaga County for
Residentially Contracted Service
(per Household)
N=20**



Descriptive Statistics:	Mean	Median	Standard Deviation
<i>All Respondents</i>	\$245	\$239	\$40

Source: Community Benchmarks Program, 1999 Municipal and Residential Trash Collection Surveys

Comment(s):

- Four of four (100%) survey respondents in the Town of Tully bring their trash to an OCRRA transfer station independently, at a cost of \$2.00 per bag.
- Many households are for trash collection billed on a quarterly basis. The costs for collection reported by respondents may be based on billing information from the last quarter of 1998. Quarterly rates were converted to annual totals for analysis in this report.
- The Village of Skaneateles and the Town of Skaneateles operate independently of OCRRA.
- The Town of Spafford operates a transfer station in which residents can bring their trash. This trash is then taken to an OCRRA facility.

IV. MUNICIPAL PROFILE PAGES

Municipalities are Listed Alphabetically by Type of Service

Section A: Profile Notes

Section B: Municipality Provides Residential Trash Collection Service

City of Syracuse.....	Page 23
Village of Camillus.....	Page 24
Village of East Syracuse.....	Page 25
Village of Liverpool.....	Page 26
Village of Solvay.....	Page 27

Section C: Municipality Contracts with Private Hauler

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Town of Geddes.....	Page 30
Town of Salina.....	Page 31
Village of Elbridge.....	Page 32
Village of Jordan.....	Page 33
Village of Marcellus.....	Page 34
Village of North Syracuse.....	Page 35

Section D: Municipality Creates Special District

Town of Clay (Special District).....	Page 37
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Section E: Residents Contract Independently

Town of Cicero.....	Page 39
Town of Clay.....	Page 40
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Town of Elbridge.....	Page 42
Town of Fabius.....	Page 43
Town of Lafayette.....	Page 44
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Town of Manlius.....	Page 46
Town of Marcellus.....	Page 47
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Town of Van Buren.....	Page 51
Village of Baldwinsville.....	Page 52
Village of Fabius.....	Page 53
Village of Tully.....	Page 54

MUNICIPALITY PROFILES: SECTION A
Municipality Profile Notes

MUNICIPALITY PROFILE NOTES:

.....

- Municipality profiles were generated for those municipalities in which relevant data was provided (N=29). The Town and Village of Skaneateles, Town of Spafford, and the Town of Tully were not studied because of their distinct trash collection methods. The Villages of Fayetteville, Manlius, and Minoa opted not to complete the survey on trash collection.
- Municipalities were ranked in terms of cost from 1 to 29, with 1 being the least costly and 29 being the most costly.
- Rankings and cost comparisons were made based on 1998 data to reflect available information from residentially-contracted municipalities. Given that that many respondents using residentially-contracted private haulers are billed quarterly, the cost information may be from the last quarter of 1998. Quarterly rates were converted to annual totals for analysis in this report.
- For those municipalities in which residents contract with private haulers, only 1998 data were reported, unless otherwise stated.
- Phone survey respondents' answers varied widely – for those respondents within the same municipality and even for those contracting with the same private hauler. Data reported concerning the service provided reflects the majority of the answers given per private hauler per municipality.
- Non-Routine trash pick-up varied widely. A majority of the respondents who claim that their hauler will pick up non-routine trash say that they will do so for an additional charge to be determined upon evaluation of the trash to be collected.
- “Fee per Hauler” refers to a licensing fee that some municipalities charge private haulers for operating within that municipality. This fee is only imposed in municipalities where residents have to hire their own hauler. Not all municipalities that operate under this system have a licensing fee, however.

MUNICIPALITY PROFILES: SECTION B
Municipality Provides Residential Trash Collection Service

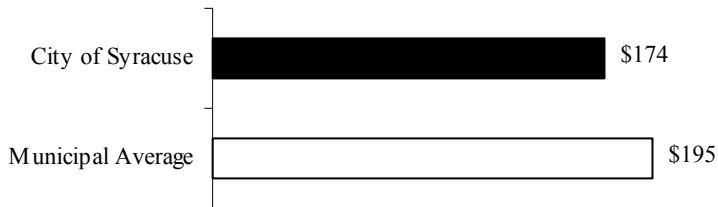
City of Syracuse
Village of Camillus
Village of East Syracuse
Village of Liverpool
Village of Solvay

CITY OF SYRACUSE

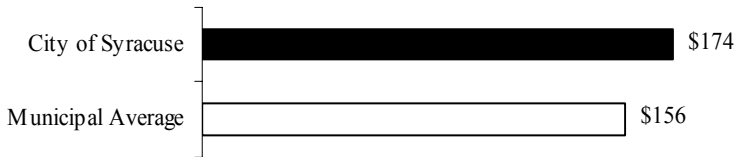
Municipality Provides Residential Trash Collection Service

Annual Trash Collection Expenditures	Annual Trash Collection Revenues	Annual Cost to Residents	Number of Households	Average Annual Cost of Trash Collection per Household	Overall Rank	Compared to Municipalities Providing Similar Services
\$7,851,124	\$181,046	\$7,670,077	44,097	\$174	12 of 29	4 of 5

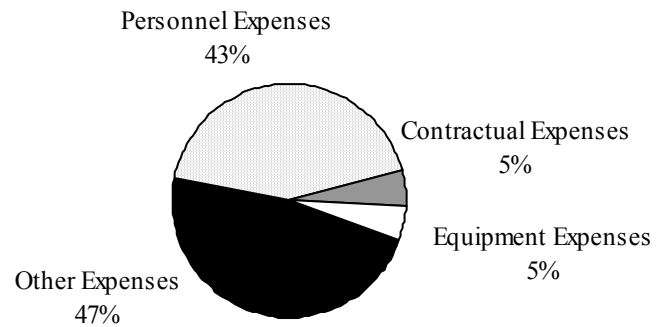
Cost of Trash Service Compared Overall



Annual Cost of Residential Trash Collection per Household Compared to Other Municipally-Operated Systems

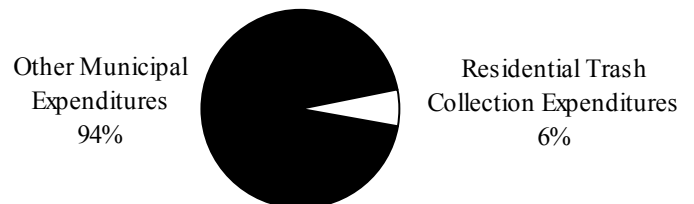


Residential Trash Collection Expenditures



<i>SERVICE DESCRIPTION</i>	
Service	City of Syracuse
1. Number of Full-Time/Part-Time Trash Collection Employees	104
2. Number of Vehicles Used in Trash Collection Services	49
3. Provide a Customer Survey	No
4. Number of complaints Received Annually per 1,000 Households	53
5. Service provided	Curbside
6. Frequency of Collection	Once Weekly
7. Limitation on Number of Containers Permitted	3 Cans/Bags (total)
8. Limitation on Size of Containers	30 gal. Can
9. Collects White Goods	Yes
10. Collects Yard Debris	Yes
11. Collects Tires	Yes
12. Collects Batteries	Yes
13. Collects Construction Debris	Yes

Residential Trash Collection as a Percent of Total Municipal Expenditures

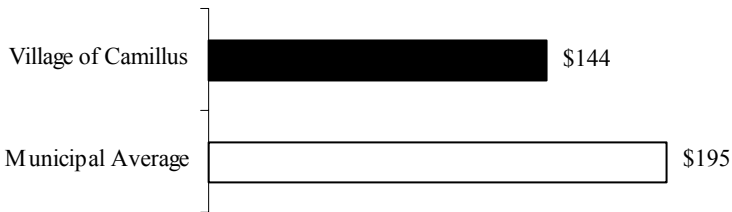


VILLAGE OF CAMILLUS

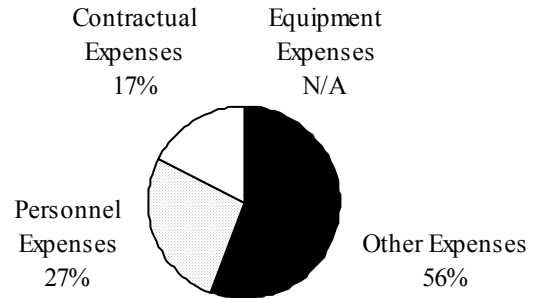
Municipality Provides Residential Trash Collection Service

Annual Trash Collection Expenditures	Annual Trash Collection Revenues	Annual Cost to Residents	Number of Households	Average Annual Cost of Trash Collection per Household	Overall Rank	Compared to Municipalities Providing Similar Services
\$64,869	\$0	\$64,869	450	\$144	7 of 29	2 of 5

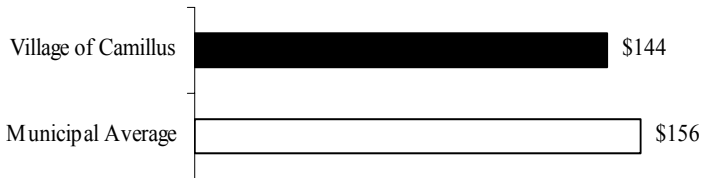
Cost of Trash Service Compared Overall



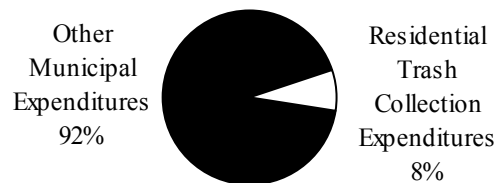
Residential Trash Collection Expenditures



Annual Cost of Residential Trash Collection per Household Compared to Other Municipally-Operated Systems



Trash Collection as a Percent of Total Municipal Expenditures



SERVICE DESCRIPTION	
Service Type	Village of Camillus
1. Number of Full-Time/Part-Time Trash Collection Employees	2
2. Number of Vehicles Used in Trash Collection Services	1
3. Provide a Customer Survey	No
4. Number of Complaints Received Annually per 1000 Households	17
5. Service provided	Curbside
6. Frequency of Collection	Once Weekly
7. Limitation on Number of Containers Permitted	None
8. Limitation on Size of Containers	None
9. Collects White Goods	Yes
10. Collects Yard Debris	Yes
11. Collects Tires	No
12. Collects Batteries	Yes
13. Collects Construction Debris	Yes*

Comments:

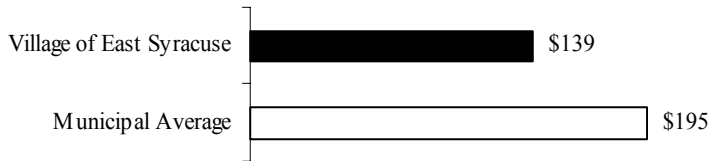
- * Construction debris is removed twice annually by the Municipality at no additional charge; it will be removed more frequently for \$30 fee (tipping expenses).
- Trash collection is provided to all commercial property and one industrial property. The data reported includes these additional expenses.

VILLAGE OF EAST SYRACUSE

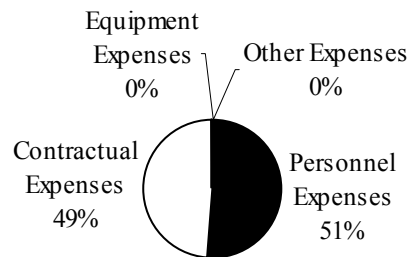
Municipality Provides Residential Trash Collection Service The Village of East Syracuse uses a Sticker per Bag System

Annual Trash Collection Expenditures and Amount Raised through Sticker Sales	Annual Trash Collection Revenues	Annual Cost to Residents	Number of Households	Average Annual Cost of Trash Collection per Household	Overall Rank	Compared to Municipalities Providing Similar Services
\$230,320	\$0	\$230,320	1655	\$139	6 of 29	1 of 5

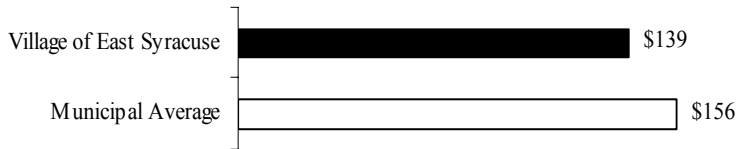
Cost of Trash Service Compared Overall



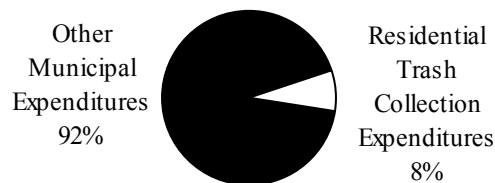
Residential Trash Collection Expenditures



Annual Cost of Residential Trash Collection per Household Compared to Other Municipally-Operated Systems



Trash Collection as a Percent of Total Municipal Expenditures



SERVICE DESCRIPTION	
Service Type	Village of East Syracuse
1. Number of Full-Time/Part-Time Trash Collection Employees	4
2. Number of Vehicles Used in Trash Collection Services	7
3. Provide a Customer Survey	Yes
4. Number of Complaints Received Annually per 1000 Households	121
5. Service provided	Curbside*
6. Frequency of Collection	Once Weekly
7. Limitation on Number of Containers Permitted	None
8. Limitation on Size of Containers	30 gal
9. Collects White Goods	Yes
10. Collects Yard Debris	Yes
11. Collects Tires	No
12. Collects Batteries	Yes
13. Collects Construction Debris	Yes

Comments:

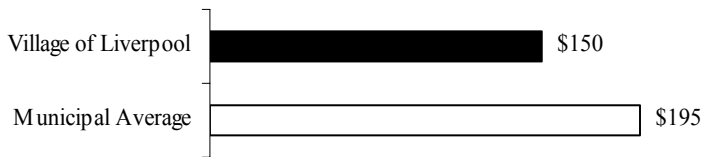
- Trash collection employees come from the Department of Public Works and work only part-time doing trash collection.
- Sticker per bag fees:
\$0.60 per 15 gal. bag
\$1.10 per 30 gal. bag
- *Special arrangements can be made for residents with disabilities and seniors for alternative service.

VILLAGE OF LIVERPOOL

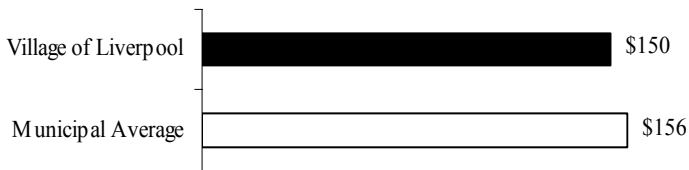
- **Municipality Provides Residential Trash Collection Service**
- **The Village of Liverpool uses a Sticker per Bag System**

Annual Trash Collection Expenditures and Amount Raised through Sticker Sales	Annual Trash Collection Revenues	Annual Cost to Residents	Number of Households	Average Annual Cost of Trash Collection per Household	Overall Rank	Compared to Municipalities Providing Similar Services
\$156,063	\$0	\$156,063	1,040	\$150	9 of 29	3 of 5

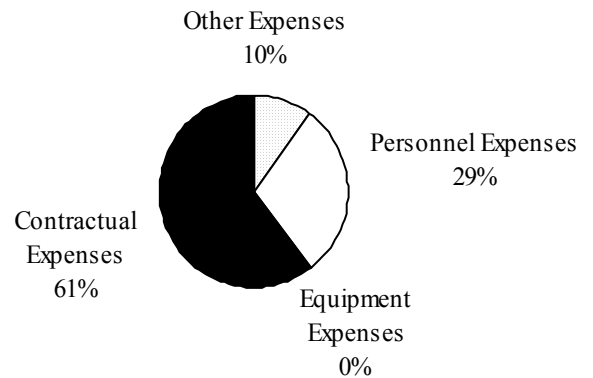
Cost of Trash Service Compared Overall



Annual Cost of Residential Trash Collection per Household Compared to Other Municipally-Operated Systems



Residential Trash Collection Expenditures



SERVICE DESCRIPTION	
Service Type	Village of Liverpool
1. Number of Full-Time/Part-Time Trash Collection Employees	6
2. Number of Vehicles Used in Trash Collection Services	3
3. Provide a Customer Survey	No
4. Number of Complaints Received Annually per 1000 Households	39
5. Service provided	Curbside
6. Frequency of Collection	Once Weekly
7. Limitation on Number of Containers Permitted	None
8. Limitation on Size of Containers	15 lbs./30 lbs. Bag
9. Collects White Goods	Yes
10. Collects Yard Debris	No
11. Collects Tires	Yes
12. Collects Batteries	Yes
13. Collects Construction Debris	Yes

Total Residential Trash Collection Expenses	\$71,660
Total Residential Trash Collection Revenues	\$84,403
Net Revenues from Trash Collection (Revenues – Expenses)	\$12,743

Comments:

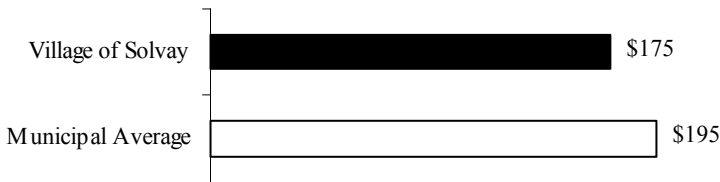
- Trash collection employees come from the Department of Public Works and work only part-time doing trash collection.
- Sticker per bag fees:
\$0.75 per green sticker for a 15 lbs. bag
\$1.50 per orange sticker for a 30 lbs. bag
- Stickers are sold at the grocery store, which receives a 5% profit on the sale of the stickers.

VILLAGE OF SOLVAY

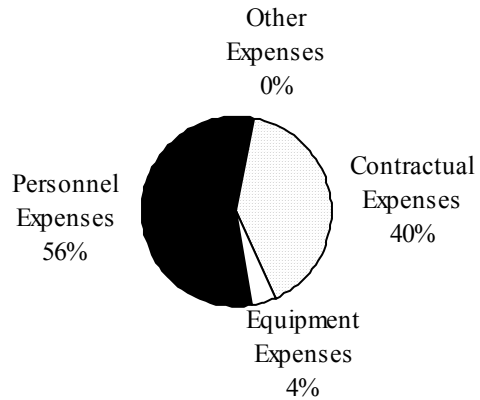
Municipality Provides Residential Trash Collection Service

Annual Trash Collection Expenditures	Annual Trash Collection Revenues	Annual Cost to Residents	Number of Households	Average Annual Cost of Trash Collection per Household	Overall Rank	Compared to Municipalities Providing Similar Services
\$507,195	\$0	\$507,195	2900	\$175	13 of 29	5 of 5

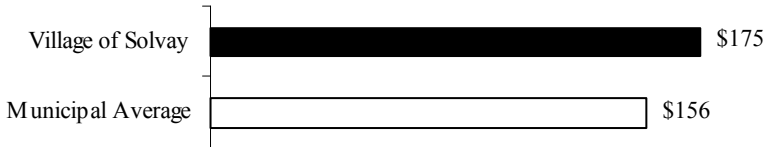
Cost of Trash Service Compared Overall



Residential Trash Collection Expenditures

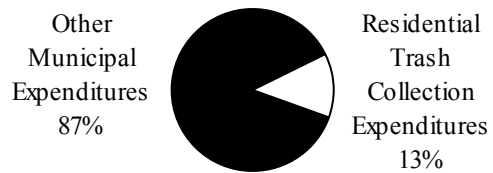


Annual Cost of Residential Trash Collection per Household Compared to Other Municipally-Operated Systems



SERVICE DESCRIPTION	
Service	Village of Solvay
1. Number of Full-Time/Part-Time Trash Collection Employees	6
2. Number of Vehicles Being Used in Trash Collection Services	2
3. Provide a Customer Survey	No
4. Number of Complaints Received Annually per 1000 Households	N/A
5. Service provided	Curbside
6. Frequency of Collection	Once Weekly
7. Limitation on Number of Containers Permitted	None
8. Limitation on Size of Containers	50 lbs.
9. Collects White Goods	No
10. Collects Yard Debris	Yes
11. Collects Tires	No
12. Collects Batteries	No
13. Collects Construction Debris	Yes

Residential Trash Collection as a Percent of Total Municipal Expenditures



MUNICIPALITY PROFILES: SECTION C
**Municipality Contracts with Private Haulers to Provide Residential Trash Collection
Service**

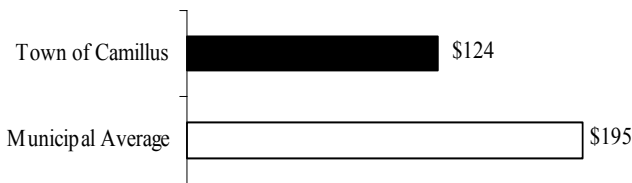
Town of Camillus
Town of Geddes
Town of Salina
Village of Elbridge
Village of Jordan
Village of Marcellus
Village of North Syracuse

TOWN OF CAMILLUS

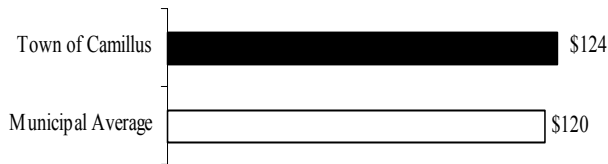
Municipality Contracts with Private Haulers to Provide Residential Trash Collection Service

Annual Trash Collection Expenditures (1998)	Number of Households Receiving Trash Collection Service	Special Trash Collection Programs	Average Annual Cost of Trash Collection per Household	Rank in Terms of Cost	
				Overall	Compared to other Municipally-Contracted Systems
\$933,052	7495	N/A	\$124	5 of 29	5 of 8

Cost of Trash Service Compared Overall



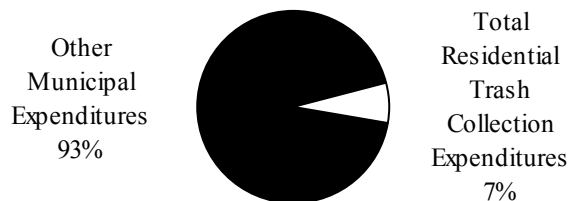
Annual Cost of Residential Trash Collection per Household Compared to Other Municipally-Contracted Systems



Hauler(s) Contracted		
Year	Hauler(s)	Total Cost
1996	C.T.S. (Trash)	\$784,990.83
	Feher Rubbish Removal (Recyclables)	\$136,991.40
1997	C.T.S. (Trash)	\$784,621.08
	Feher Rubbish Removal (Recyclables)	\$136,626.40
1998	C.T.S. (Trash)	\$796,643.55
	Feher Rubbish Removal (Recyclables)	\$136,409.00

Service Description	
Service	Town of Camillus
1. Provide a Customer Survey	No
2. Number of Complaints Received Annually per 1000 Household	35
3. Service provided	Curbside
4. Frequency of Collection	Once Weekly
5. Limitation on Number of Containers Permitted	6 Cans 10 Bags
6. Limitation on Size of Containers	No 50 gal. Drums
7. Collects White Goods	No
8. Collects Yard Debris	No
9. Collects Tires	No
10. Collects Batteries	No
11. Collects Construction Debris	No

Residential Trash Collection as a Percent of Total Municipal Expenditures



Comments:

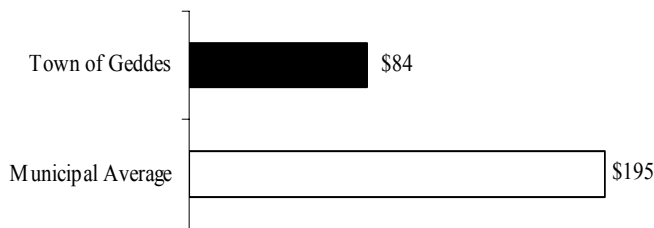
- C.T.S. (Camillus Trash Service) is contracted with to provide trash collection services. Feher Rubbish Removal is contracted with for the collection of recyclables.

TOWN OF GEDDES

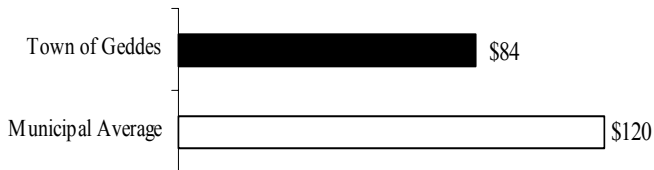
Municipality Contracts with Private Haulers to Provide Residential Trash Collection Service

Annual Trash Collection Expenditures* (1998)	Number of Households Receiving Trash Collection Service	Special Trash Collection Programs	Average Annual Cost of Trash Collection per Household	Rank in Terms of Cost	
				Overall	Compared to other Municipally-Contracted Systems
\$375,000	4478	N/A	\$84	2 of 29	2 of 8

Cost of Trash Service Compared Overall

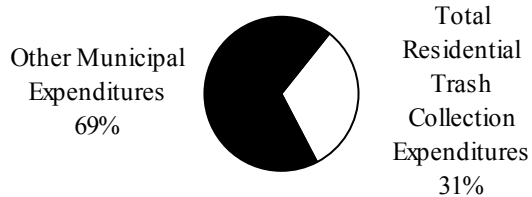


Annual Cost of Residential Trash Collection per Household Compared to Other Municipally-Contracted Systems



<i>Hauler(s) Contracted</i>		
Year	Hauler(s)	Total Cost
1996	Waste Management	\$461,800
1997	Waste Management	\$467,800
1998	Waste Management	\$375,000

Residential Trash Collection as a Percent of Total Municipal Expenditures



<i>SERVICE DESCRIPTION</i>	
Service	Town of Geddes
1. Provide a Customer Survey	No
2. Number of Complaints Received Annually per 1000 Households	10**
3. Service provided	Curbside
4. Frequency of Collection	Once Weekly
5. Limitation on Number of Containers Permitted	8 Clear Bags
6. Limitation on Size of Containers	75 lbs.
7. Collects White Goods	Yes
8. Collects Yard Debris	Yes
9. Collects Tires	No
10. Collects Batteries	No
11. Collects Construction Debris	Yes

Comments:

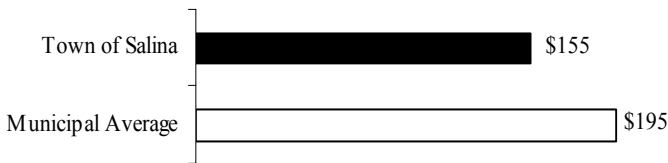
- * Does not include costs for collecting non-routine items.
- ** Number of complaints received annually per household reflects 1997 data. 1998 data were not available

TOWN OF SALINA

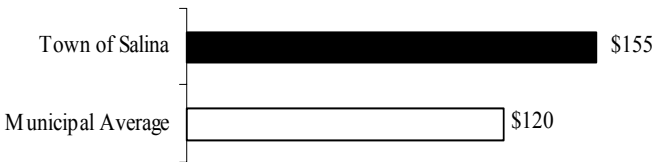
Municipality Contracts with Private Haulers to Provide Residential Trash Collection Service

Annual Contractual Expenditures (1988)	Number of Households Receiving Trash Collection Service	Special Trash Collection Programs	Average Annual Cost of Trash Collection per Household	Rank in Terms of Cost	
				Overall	Compared to other Municipally-Contracted Systems
\$1,665,882	10,775	Yes	\$155	10 of 29	7 of 8

Cost of Trash Service Compared Overall



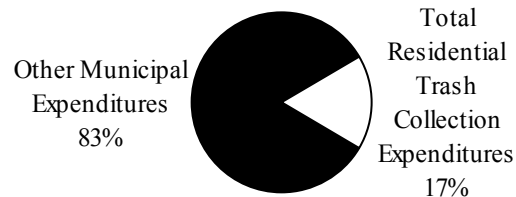
Annual Cost of Residential Trash Collection per Household Compared to Other Municipally-Contracted Systems



<i>Hauler(s) Contracted</i>		
Year	Hauler(s)	Total Cost
1996	Laidlaw Waste Systems	\$1,624,000.00
	Waste Management (Yard Waste)	\$136,000.00
1997	Laidlaw Waste Systems	\$1,476,549.50
	Laidlaw Waste Systems (Yard Waste)	\$189,333.00
1998	Laidlaw Waste Systems	\$1,476,549.50
	Laidlaw Waste Systems (Yard Waste)	\$189,333.00

<i>SERVICE DESCRIPTION</i>	
Service	Town of Salina
1. Provide a Customer Survey	No
2. Number of Complaints Received Annually per Household	N/A
3. Service provided	Curbside
4. Frequency of Collection	Once Weekly
5. Limitation on Number of Containers Permitted	None
6. Limitation on Size of Containers	None
7. Collects White Goods	Yes*
8. Collects Yard Debris	Yes
9. Collects Tires	No
10. Collects Batteries	No
11. Collects Construction Debris	No

Residential Trash Collection as a Percent of Total Municipal Expenditures



Comments:

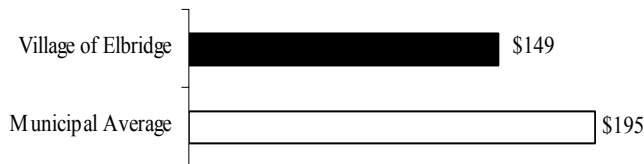
- The Town of Salina is divided into eight trash collection districts. Service to these districts is contracted to one private hauler and a uniform fee is charged to all districts. Currently the Town of Salina is working toward consolidating these eight districts.
- * Residents are permitted to leave one large item per week for collection.

VILLAGE OF ELBRIDGE

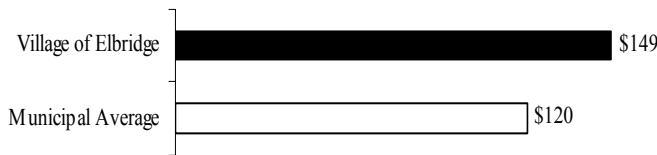
- **Municipality Contracts with Private Haulers to Provide Residential Trash Collection Service**
- **The Village of Elbridge Uses a Sticker per Bag System**

Annual Trash Collection Expenditures* (1998)	Number of Households Receiving Trash Collection Service	Special Trash Collection Programs	Average Annual Cost of Trash Collection per Household	Rank in Terms of Cost	
				Overall	Compared to other Municipally-Contracted Systems
\$57,067	383	Sticker per Bag	\$149	8 of 29	6 of 8

Cost of Trash Service Compared Overall

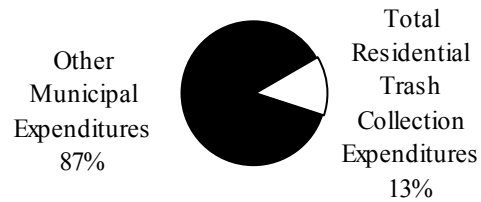


Annual Cost of Residential Trash Collection per Household Compared to Other Municipally-Contracted Systems



Hauler(s) Contracted		
Year	Hauler(s)	Total Cost**
1996	Rubbish Removal	\$36,609.00
1997	Jerry's Removal	\$30,050.00
1998	Jerry's Removal	\$31,928.00

Residential Trash Collection as a Percent of Total Municipal Expenditures ***



SERVICE DESCRIPTION	
Service	Village of Elbridge
1. Provide a Customer Survey	No
2. Number of Complaints Received Annually per 1000 Households	N/A
3. Service provided	Curbside
4. Frequency of Collection	Once Weekly
5. Limitation on Number of Containers Permitted	6 Clear Bags
6. Limitation on Size of Containers	30 gal.
7. Collects White Goods	No
8. Collects Yard Debris	No
9. Collects Tires	No
10. Collects Batteries	No
11. Collects Construction Debris	No

Comments:

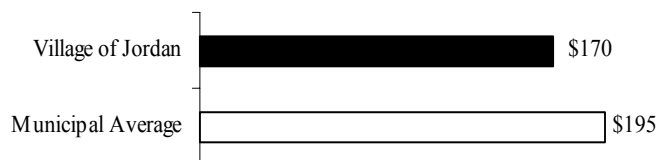
- Sticker per bag fees: \$1.50 per sticker
- * Reflects Contractual Expenditures and amount raised through sticker sales.
- **A pre-determined amount for tipping fees is included in the Village of Elbridge's contractual expenses. The Village reimburses contracted haulers the total amount of tipping fees annually. The figures reported on this page include the contractual expense in addition to annual tipping fees.
- *** Reflects data from 1997 only. Total expenditure taken from "Comptroller's Special Report on Municipal Affairs for Local Fiscal year ended in 1997".

VILLAGE OF JORDAN

- ***Municipality Contracts with Private Haulers to Provide Residential Trash Collection Service***
- ***The Village of Jordan Uses a Sticker per Bag System***

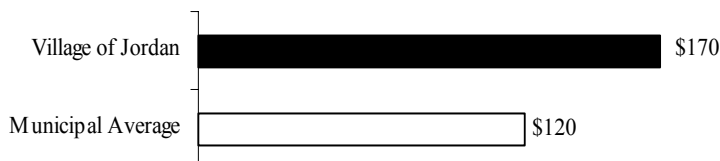
Annual Trash Collection Expenditures (1998)*	Number of Households Receiving Trash Collection Service	Special Trash Collection Programs	Average Annual Cost of Trash Collection per Household	Rank in Terms of Cost	
				Overall	Compared to other Municipally-Contracted Systems
\$68,000	400	Sticker per Bag	\$170	11 of 29	8 of 8

Cost of Trash Service Compared Overall

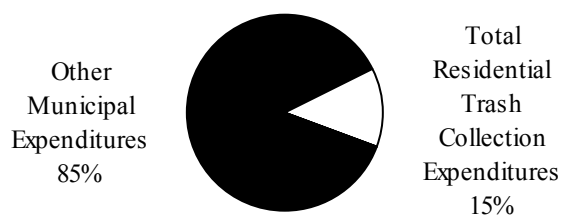


<i>Hauler(s) Contracted</i>		
Year	Hauler(s)	Total Cost**
1996	Jerry's Removal	\$34,100.00
1997	Jerry's Removal	\$27,800.00
1998	Feher Rubbish Removal	\$33,994.92

Annual Cost of Residential Trash Collection per Household Compared to Other Municipally-Contracted Systems



Residential Trash Collection as a Percent of Total Municipal Expenditures



<i>SERVICE DESCRIPTION</i>	
Service	Village of Jordan
1. Provide a Customer Survey	No
2. Number of Complaints Received Annually per 1000 Household	60
3. Service provided	Curbside
4. Frequency of Collection	Once Weekly
5. Limitation on Number of Containers Permitted	6 Clear Bags
6. Limitation on Size of Containers	30 gal.
7. Collects White Goods	No
8. Collects Yard Debris	No
9. Collects Tires	No
10. Collects Batteries	No
11. Collects Construction Debris	No

Comments:

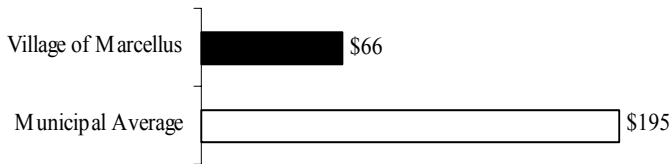
- Sticker per bag fees: \$1.50 per sticker up to 30 gal.
- * Reflects Contractual Expenditures and amount raised through sticker sales.
- ** A pre-determined amount for tipping fees is included in the Village of Jordan's contractual expenses. The Village reimburses contracted haulers the total amount of tipping fees annually. The figures reported on this page include the contractual expense in addition to annual tipping fees.

VILLAGE OF MARCELLUS

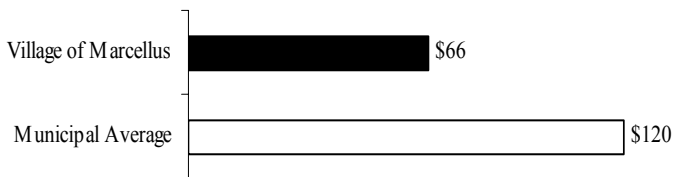
Municipality Contracts with Private Haulers to Provide Residential Trash Collection Service

Annual Trash Collection Expenditures (1998)	Number of Households Receiving Trash Collection Service	Special Trash Collection Programs	Average Annual Cost of Trash Collection per Household	Rank in Terms of Cost	
				Overall	Compared to other Municipally-Contracted Systems
\$41,680*	630	N/A	\$66	1 of 29	1 of 8

Cost of Trash Service Compared Overall

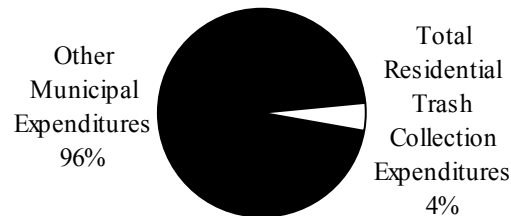


Annual Cost of Residential Trash Collection per Household Compared to Other Municipally-Contracted Systems



Hauler(s) Contracted		
Year	Hauler(s)	Total Cost
1996	Waste Management	\$40,040
1997	Waste Management	\$40,040
1998	Waste Management	\$20,020
	C.T.S. Trash Service (Recyclables)	\$7,350

Residential Trash Collection as a Percent of Total Municipal Expenditures



Service Description	
Service	Village of Marcellus
1. Provide a Customer Survey	No
2. Number of Complaints Received Annually per Household	0
3. Service provided	Curbside
4. Frequency of Collection	Once Weekly
5. Limitation on Number of Containers Permitted	None
6. Limitation on Size of Containers	30 gal. Cans
7. Collects White Goods	Yes**
8. Collects Yard Debris	Yes **
9. Collects Tires	Yes**
10. Collects Batteries	Yes**
11. Collects Construction Debris	Yes**

Comments:

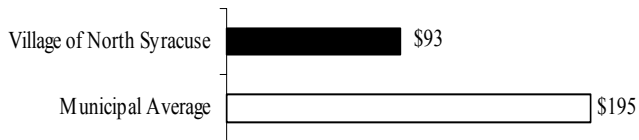
- * Includes \$14,310 for the collection of white goods, yard debris, tires, batteries and construction debris by the highway department.
- ** Collected twice a year by the highway department.
- Loose bags are not allowed, all trash must be in cans
- Contract began in 1998 with C.T.S. (Camillus Trash Service) to provide collection of recyclables.

VILLAGE OF NORTH SYRACUSE

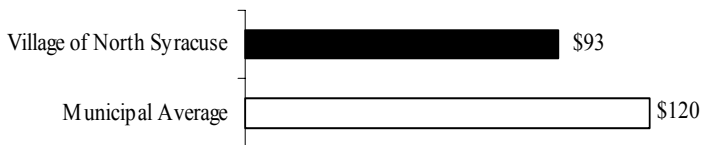
Municipality Contracts with Private Haulers to Provide Residential Trash Collection Service

Annual Trash Collection Expenditures (1998)	Number of Households Receiving Trash Collection Service	Special Trash Collection Programs	Average Annual Cost of Trash Collection per Household	Rank in Terms of Cost	
				Overall	Compared to other Municipally-Contracted Systems
\$280,052	3000	N/A	\$93	3 of 29	3 of 8

Cost of Trash Service Compared Overall



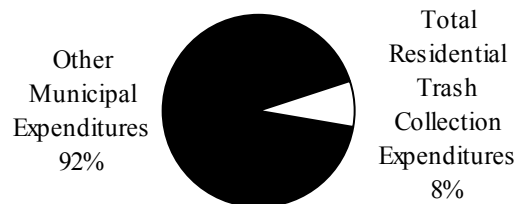
Annual Cost of Residential Trash Collection per Household Compared to Other Municipally-Contracted Systems



Hauler(s) Contracted		
Year	Hauler(s)	Total Cost
1996	Tousley Trash	\$310,787.00
1997	Tousley Trash	\$310,787.00
1998	Capital Environmental Resources Inc.	\$280,052.00

SERVICE DESCRIPTION	
Service	Village of North Syracuse
1. Provide a Customer Survey	No
2. Number of Complaints Received Annually per 1000 Households	17
3. Service provided	Curbside
4. Frequency of Collection	Once Weekly
5. Limitation on Number of Containers Permitted	10 Cans/Bags (Total)
6. Limitation on Size of Containers	32 gal.
7. Collects White Goods	No
8. Collects Yard Debris	No
9. Collects Tires	No
10. Collects Batteries	No
11. Collects Construction Debris	No

Residential Trash Collection as a Percent of Total Municipal Expenditures



MUNICIPALITY PROFILES: SECTION D
Municipality Creates a Special District for Trash Collection Service

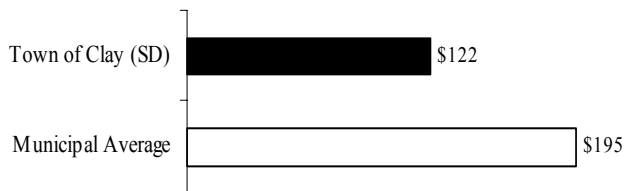
Town of Clay (Four Seasons Refuse Disposal District)

TOWN OF CLAY: SPECIAL DISTRICT

Municipality Sets up a Special District for Trash Collection Service

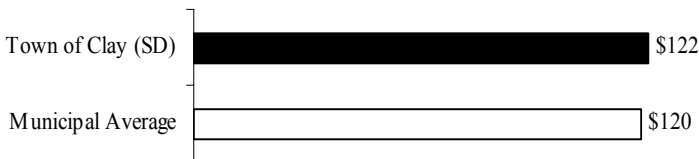
Annual Trash Collection Expenditures (1998)	Number of Households Receiving Trash Collection Service	Special Trash Collection Programs	Average Annual Cost of Trash Collection per Household	Rank in Terms of Cost	
				Overall	Compared to other Municipally-Contracted Systems
\$39,812	325	N/A	\$122	4 of 29	4 of 8

Cost of Trash Service Compared Overall



<i>Hauler(s) Contracted</i>		
Year	Hauler(s)	Total Cost
1996	Feher Rubbish Removal	\$39,812.50
1997	Feher Rubbish Removal	\$39,812.50
1998	Feher Rubbish Removal	\$39,812.50

Annual Cost of Residential Trash Collection per Household Compared to Other Municipally-Contracted Systems



<i>SERVICE DESCRIPTION</i>	
<i>Service</i>	Town of Clay Special District
1. Provide a Customer Survey	No
2. Number of Complaints Received Annually per 1000 Households	N/A
3. Service provided	Curbside
4. Frequency of Collection	Once Weekly
5. Limitation on Number of Containers Permitted	None
6. Limitation on Size of Containers	75 lbs. Can Restriction No Bag Restriction
7. Collects White Goods	Yes
8. Collects Yard Debris	Yes
9. Collects Tires	Yes
10. Collects Batteries	Yes
11. Collects Construction Debris	Yes

Comments:

- Categorized as a municipally contracted system for comparison.

MUNICIPALITY PROFILES: SECTION E

Residents Contract Independently with Private Haulers to Provide Trash Collection Service

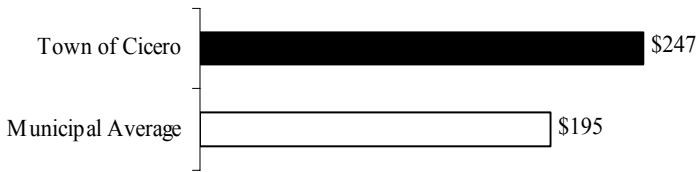
Town of Cicero
Town of Clay
Town of Dewitt
Town of Elbridge
Town of Fabius
Town of Lafayette
Town of Lysander
Town of Manlius
Town of Marcellus
Town of Onondaga
Town of Otisco
Town of Pompey
Town of Van Buren
Village of Baldwinsville
Village of Fabius
Village of Tully

TOWN OF CICERO

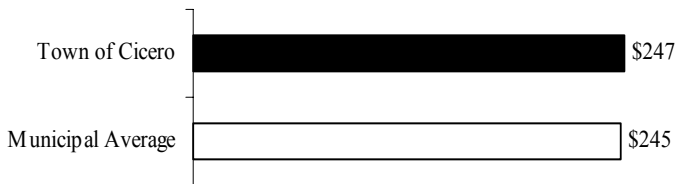
Residents Contract with Private Haulers to Provide Trash Collection Service

Average Annual Cost of Trash Collection per Household	Number of Residential Survey Attempts	Number of Residential Survey Responses	Residential Survey Response Rate	Rank in Terms of Cost	
				Overall	Compared to other Residentially-Contracted Systems
\$247	19	10	53%	24 of 29	11 of 16

Cost of Trash Service Compared Overall



Annual Cost of Residential Trash Collection per Household Compared to Other Residentially-Contracted Systems



Number of Licensed Haulers

Year	Number of Haulers	Fee per Hauler
1996	12	\$50
1997	10	\$50
1998	5	\$50

Service Description

SERVICE	Haulers		
	Capital Environmental Resources	Feher Rubbish Removal	Waste Management
1. Number of Respondents Using Hauler	2	1	7
2. Average Annual Cost per Hauler	\$228.00	\$232.00	\$259.75*
3. Service provided	Curbside	Curbside	Curbside
4. Frequency of Collection	Once Weekly	Once Weekly	Once Weekly
5. Limitation on Number of Containers Permitted	Yes	Yes	Yes
6. Limitation on Size of Containers	Yes	N/A	Yes
7. Collects Non-Routine Trash	N/A	Yes**	No

Comments:

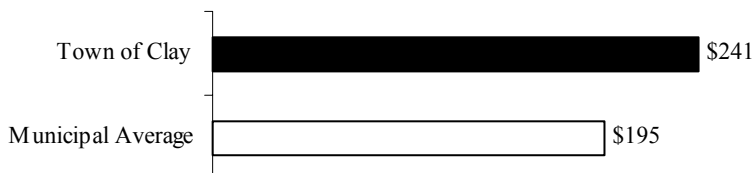
- Municipality provides leaf and brush collection.
- Data reported reflect charges from the last quarter of 1998 and were converted to yearly totals for comparison.
- *Includes figures from four of seven respondents; the other respondents chose not to report this information.
- ** Hauler(s) will remove non-routine trash for an additional fee to be determined upon estimate.

TOWN OF CLAY

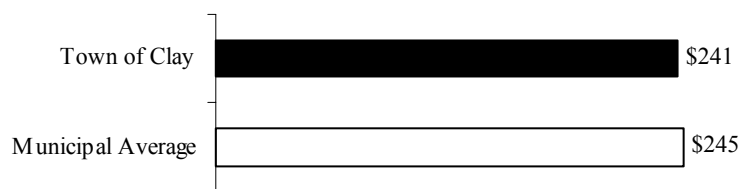
Residents Contract with Private Haulers to Provide Trash Collection Service

Average Annual Cost of Trash Collection per Household	Number of Residential Survey Attempts	Number of Residential Survey Responses	Residential Survey Response Rate	Rank in Terms of Cost	
				Overall	Compared to other Residentially-Contracted Systems
\$241	51	10	20%	22 of 29	9 of 16

Cost of Trash Service Compared Overall



Annual Cost of Residential Trash Collection per Household Compared to Other Residentially-Contracted Systems



Number of Licensed Haulers

Year	Number of Haulers	Fee per Hauler
1996	7	\$10
1997	7	\$10
1998	7	\$10

Service Description

SERVICE	Haulers		
	Capital Environmental Resources	Feher Rubbish Removal	Waste Management
1. Number of Respondents Using Hauler	3	1	5
2. Average Annual Cost per Hauler	\$230.67	\$240.00	\$247.82
3. Service provided	Curbside	Curbside	Curbside
4. Frequency of Collection	Once Weekly	Once Weekly	Once Weekly
5. Limitation on Number of Containers Permitted	Yes	N/A	Yes
6. Limitation on Size of Containers	Yes	N/A	N/A
7. Collects Non-Routine Trash	Yes*	No	No

Comments:

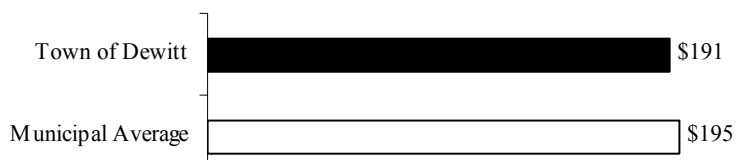
- Municipality provides leaf and brush collection.
- One of ten (10%) respondents disposes of his or her trash independently by alternative means, he or she does not contract with a private hauler.
- Data reported reflect charges from the last quarter of 1998 and were converted to yearly totals for comparison.
- Haulers will remove non-routine trash for an additional free, determined upon estimate.

TOWN OF DEWITT

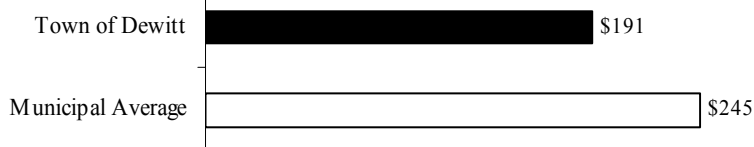
Residents Contract with Private Haulers to Provide Trash Collection Service

Average Annual Cost of Trash Collection per Household	Number of Residential Survey Attempts	Number of Residential Survey Responses	Residential Survey Response Rate	Rank in Terms of Cost	
				Overall	Compared to other Residentially-Contracted Systems
\$191	58	8	14%	14 of 29	1 of 16

Cost of Trash Service Compared Overall



Annual Cost of Residential Trash Collection per Household Compared to Other Residentially-Contracted Systems



Number of Licensed Haulers

Year	Number of Haulers	Fee per Hauler
1996	10	\$200*
1997	10	\$200*
1998	9	\$200*

Service Description

SERVICE	Haulers		
	Capital Environmental Resources	Syracuse Haulers Waste Removal	Waste Management
1. Number of Respondents Using Hauler	1	1	6
2. Average Annual Cost per Hauler	\$200.00	\$172.00	\$192.80
3. Service provided	Curbside	Curbside	Curbside
4. Frequency of Collection	Once Weekly	Once Weekly	Once Weekly
5. Limitation on Number of Containers Permitted	Yes	N/A	Yes
6. Limitation on Size of Containers	Yes	Yes	Yes
7. Collects Non-Routine Trash	No	Yes	No

Comments:

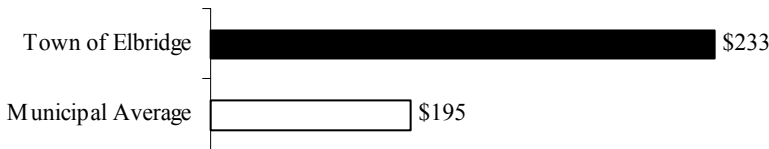
- Municipality provides leaf and brush collection
- One of eight (13%) respondents disposes of his or her trash independently by alternate means; he or she does not contract with a private hauler.
- The Town of Dewitt no longer uses a residentially contracted system of residential trash removal. As of January 1, 1999, the town began contracting with private, commercial haulers.
- Data reported reflect charges from the last quarter of 1998 and were converted to yearly totals for comparison.
- *In addition to a licensing fee, the Town of Dewitt charges each hauler an operating fee of \$50 per truck. Due to the fact that haulers do not all use the same number of trucks, this operating fee could not be included in the "Fee per Hauler" amount.

TOWN OF ELBRIDGE

Residents Contract with Private Haulers to Provide Trash Collection Service

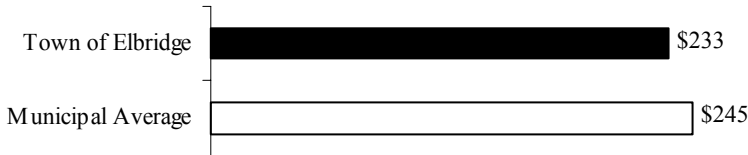
Average Annual Cost of Trash Collection per Household	Number of Residential Survey Attempts	Number of Residential Survey Responses	Residential Survey Response Rate	Rank in Terms of Cost	
				Overall	Compared to other Residentially-Contracted Systems
\$233	65	4	6%	19 of 29	6 of 16

Cost of Trash Service Compared Overall



Number of Licensed Haulers		
Year	Number of Haulers	Fee per Hauler
1996	4	\$100
1997	3	\$150
1998	4	\$150

Annual Cost of Residential Trash Collection per Household Compared to Other Residentially-Contracted Systems



Service Description	Haulers		
	D C Morgan	Feher Rubbish Removal	Waste Management
1. Number of Respondents Using Hauler	1	1	1
2. Average Annual Cost per Hauler	\$196.00	\$240.00	\$264.00
3. Service provided	Curbside	Curbside	Curbside
4. Frequency of Collection	Once Weekly	Once Weekly	Once Weekly
5. Limitation on Number of Containers Permitted	Yes	No	N/A
6. Limitation on Size of Containers	N/A	No	N/A
7. Collects Non-Routine Trash	Yes*	No	Yes*

Comments:

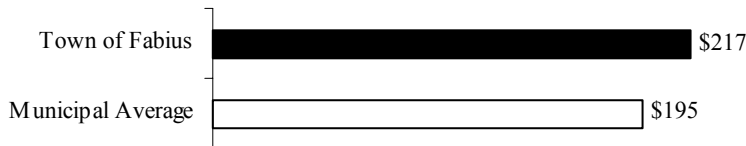
- Municipality does not provide leaf and brush collection.
- One of four (25%) respondents disposes of his or her trash independently by alternative means; he or she does not contract with a private hauler.
- * Hauler(s) will remove non-routine trash for an additional fee to be determined upon estimate.
- Data reported reflect charges from the last quarter of 1998 and were converted to a yearly total for comparison.

TOWN OF FABIOUS

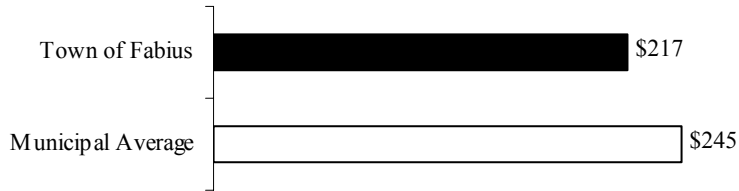
Residents Contract with Private Haulers to Provide Trash Collection Service

Average Annual Cost of Trash Collection per Household	Number of Residential Survey Attempts	Number of Residential Survey Responses	Residential Survey Response Rate	Rank in Terms of Cost	
				Overall	Compared to other Residentially-Contracted Systems
\$217	49	5	10%	17 of 29	4 of 16

Cost of Trash Service Compared Overall



Annual Cost of Residential Trash Collection per Household Compared to Other Residentially-Contracted Systems



Number of Hauler Licensed*

Year	Number of Haulers	Fee per Hauler
1996	2	\$25
1997	4	\$25
1998	3	\$25

Service Description

SERVICE	Haulers	
	Capital Environmental Resources	Syracuse Haulers Waste Removal
1. Number of Respondents Using Hauler	3	3
2. Average Annual Cost per Hauler	\$209.33	\$240.00
3. Service provided	Curbside	Curbside
4. Frequency of Collection	Once Weekly	Once Weekly
5. Limitation on Number of Containers Permitted	No	No
6. Limitation on Size of Containers	No	No
7. Collects Non-Routine Trash	Yes	Yes

Comments:

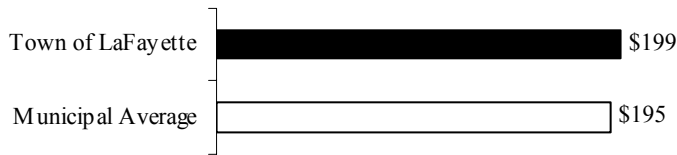
- Municipality does not provide leaf and brush collection.
- One of five (20%) respondents disposes of their trash independently by alternative means; they do not contract with a private hauler.
- Data reported reflect charges from the last quarter of 1998 and were converted to yearly totals for comparison.

TOWN OF LAFAYETTE

Residents Contract with Private Haulers to Provide Trash Collection Service

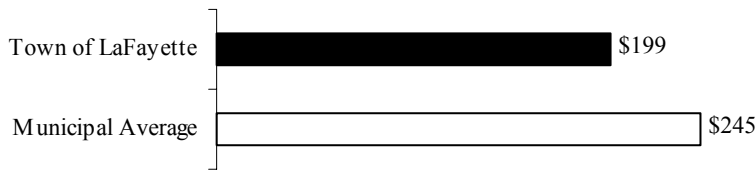
Average Annual Cost of Trash Collection per Household	Number of Residential Survey Attempts	Number of Residential Survey Responses	Residential Survey Response Rate	Rank in Terms of Cost	
				Overall	Compared to other Residentially-Contracted Systems
\$276	50	5	10%	27 of 29	14 of 16

Cost of Trash Service Compared Overall



Number of Licensed Haulers		
Year	Number of Haulers	Fee per Hauler
1996	7	\$50
1997	7	\$50
1998	7	\$50

Annual Cost of Residential Trash Collection per Household Compared to Other Residentially-Contracted Systems



Service Description

SERVICE	Haulers			
	Waste Management	Syracuse Haulers	Bistrow Trucking	Capital Environmental Resources
1. Number of Respondents Using Hauler	1	N/A	1	3
2. Average Annual Cost per Hauler*	\$210.00*	\$270.00*	\$273.00*	\$351.00*
3. Service provided	Curbside	Curbside	Curbside	Curbside
4. Frequency of Collection	Once Weekly	N/A	Once Weekly	Once Weekly
5. Limitation on Number of Containers Permitted	No	N/A	Yes	No
6. Limitation on Size of Containers	Yes	N/A	N/A	N/A
7. Collects Non-Routine Trash	No	N/A	N/A	N/A

Comments:

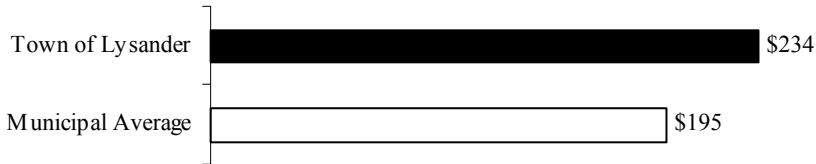
- Municipality provides leaf and brush collection.
- Two of five (40%) respondents dispose of their trash independently by alternative means; they do not contract with a private hauler.
- *Hauler provided pricing information. Non-senior prices were used.
- Data reported reflect charges from the last quarter of 1998 and were converted to a yearly total for comparison.

TOWN OF LYSANDER

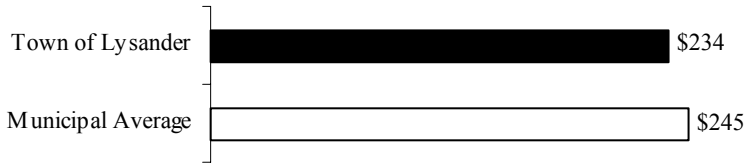
Residents Contract with Private Haulers to Provide Trash Collection Service

Average Annual Cost of Trash Collection per Household	Number of Residential Survey Attempts	Number of Residential Survey Responses	Residential Survey Response Rate	Rank in Terms of Cost	
				Overall	Compared to other Residentially-Contracted Systems
\$234	53	9	17%	20 of 29	7 of 16

Cost of Trash Service Compared Overall



Annual Cost of Residential Trash Collection per Household Compared to Other Residentially-Contracted Systems



Number of Licensed Haulers		
Year	Number of Haulers*	Fee per Hauler*
1996	N/A	N/A
1997	N/A	N/A
1998	N/A	N/A

Service Description				
SERVICE	Haulers			
	Waste Management	Green Trash Removal	Feher Rubbish Removal	Jerry's Removal
1. Number of Respondents Using Hauler	2	2	1	3
2. Average Annual Cost per Hauler	\$183.00	\$256.80**	\$248.00	\$256.27
3. Service provided	Curbside	Curbside	Curbside	Curbside
4. Frequency of Collection	Once Weekly	Once Weekly	Once Weekly	Once Weekly
5. Limitation on Number of Containers Permitted	Yes	No	No	Yes
6. Limitation on Size of Containers	Yes	No	No	Yes
7. Collects Non-Routine Trash	No	Yes***	Yes***	Yes**

Comments:

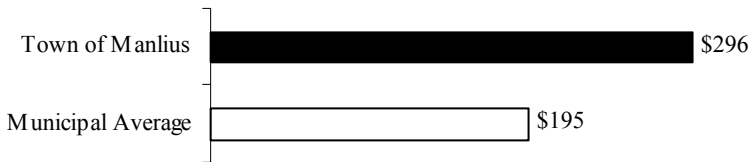
- Municipality does not provide leaf and brush collection.
- * The Town of Lysander has no approval process that permits private haulers to provide service in the municipality.
- ** Includes figures from one of two respondents; one chose not to report this information.
- *** Haulers will remove non-routine trash for an additional fee to be determined upon estimate.
- Data reported reflect charges from the last quarter of 1998 and were converted to a yearly total for comparison.

TOWN OF MANLIUS

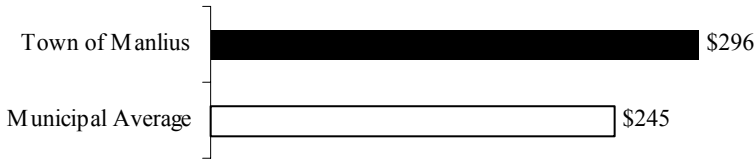
Residents Contract with Private Haulers to Provide Trash Collection Service

Average Annual Cost of Trash Collection per Household	Number of Residential Survey Attempts	Number of Residential Survey Responses	Residential Survey Response Rate	Rank in Terms of Cost	
				Overall	Compared to other Residentially-Contracted Systems
\$296	61	8	13%	28 of 29	15 of 16

Cost of Trash Service Compared Overall



Annual Cost of Residential Trash Collection per Household Compared to Other Residentially-Contracted Systems



Number of Haulers Licensed		
Year	Number of Haulers	Fee per Hauler
1996	2	\$25
1997	2	\$25
1998	5	\$25

Service Description			
SERVICE	Haulers		
	Feher Rubbish Removal	Syracuse Haulers Waste Removal*	Waste Management**
1. Number of Respondents Using Hauler	1	1	4
2. Average Annual Cost per Hauler	N/A	\$260.00	\$305.00
3. Service provided	Curbside	Curbside	Curbside/Garage
4. Frequency of Collection	Once Weekly	Once Weekly	Once Weekly
5. Limitation on Number of Containers Permitted	Yes	No	No
6. Limitation on Size of Containers	Yes	No	No
7. Collects Non-Routine Trash	Yes***	No	Yes***

Comments:

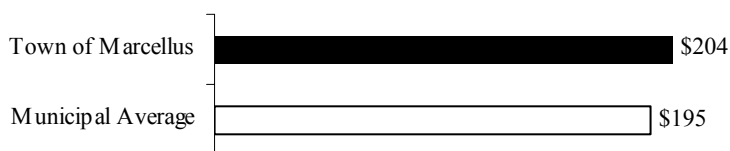
- Municipality does not provide leaf and brush collection.
- Two of eight (25%) respondents dispose of their trash independently by alternative means, they do not contract with a private hauler.
- * It was reported that Syracuse Haulers offers a garage pick-up service at a higher service charge.
- **It was reported that Waste Management offers garage pick-up service at a higher service charge.
- ***Hauler(s) will remove non-routine trash for an additional fee to be determined upon estimate.
- Data reported reflect charges from the last quarter of 1998 and were converted to a yearly total for comparison.

TOWN OF MARCELLUS

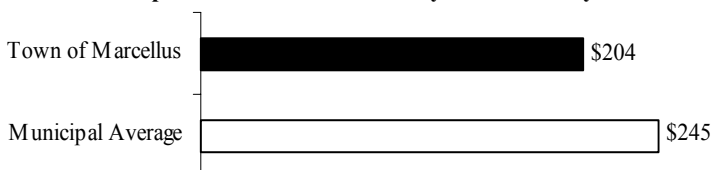
Residents Contract with Private Haulers to Provide Trash Collection Service

Average Annual Cost of Trash Collection per Residential Stop	Number of Residential Survey Attempts	Number of Residential Survey Responses	Residential Survey Response Rate	Rank in Terms of Cost	
				Overall	Compared to other Residentially-Contracted Systems
\$204	47	11	23%	15 of 29	2 of 16

Cost of Trash Service Compared Overall



Annual Cost of Residential Trash Collection per Household Compared to Other Residentially-Contracted Systems



<i>Number of Licensed Haulers</i>		
Year	Number of Haulers	Fee per Hauler
1996	6	\$100
1997	6	\$100
1998	3	\$100

<i>Service Description</i>	
<i>SERVICE</i>	Hauler
	DC Morgan Trash
1. Number of Respondents Using Hauler	9
2. Average Annual Cost per Hauler	\$204.43*
3. Service provided	Curbside
4. Frequency of Collection	Once Weekly
5. Limitation on Number of Containers Permitted	Yes
6. Limitation on Size of Containers	No
7. Collects Non-Routine Trash	Yes**

Comments:

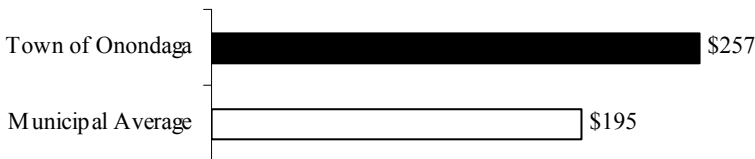
- Municipality does not provide leaf and brush collection.
- Two of eleven (18%) respondents dispose of their trash independently by alternative means, they do not contract with a hauler
- *Includes figures from seven of nine respondents, two chose not to report this information.
- ** Haulers will remove non-routine trash for an additional fee to be determined upon estimate.
- Data reported reflect charges from the last quarter of 1998 and were converted to a yearly total for comparison.

TOWN OF ONONDAGA

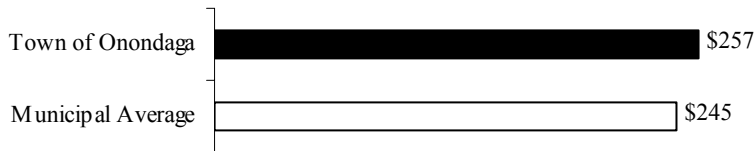
Residents Contract with Private Haulers to Provide Trash Collection Service

Average Annual Cost of Trash Collection per Household	Number of Residential Survey Attempts	Number of Residential Survey Responses	Residential Survey Response Rate	Rank in Terms of Cost	
				Overall	Compared to other Residentially-Contracted Systems
\$257	47	9	19%	26 of 29	13 of 16

Cost of Trash Service Compared Overall



Annual Cost of Residential Trash Collection per Household Compared to Other Residentially-Contracted Systems



Number of Licensed Haulers

Year	Number of Haulers	Fee per Hauler
1996	6	\$100
1997	6	\$100
1998	5	\$100

Service Description

SERVICE	Haulers		
	Bistrow Trucking*	Capital Environmental Resources	Waste Management**
1. Number of Respondents Using Hauler	2	1	6
2. Average Annual Cost per Hauler	\$272.00	\$237.72	\$254.40***
3. Service provided	Curbside	Curbside	Curbside
4. Frequency of Collection	Once Weekly	Once Weekly	Once Weekly
5. Limitation on Number of Containers Permitted	Yes	Yes	No
6. Limitation on Size of Containers	No	N/A	No
7. Collects Non-Routine Trash	No	No	No

Comments:

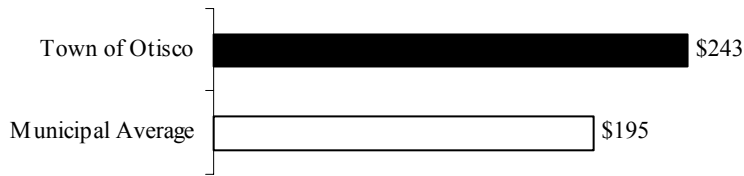
- Municipality provides leaf and brush collection.
- *Reported that Bistrow has a "label" per bag system, maximum of 2 labels per week.
- **It was reported that Waste Management offers a Senior Rate; the amount was not specified
- ***Includes figures from five of six respondents; one chose not to report this information.
- Reported data reflect charges from the last quarter of 1998 and were converted to a yearly total for comparison.

TOWN OF OTISCO

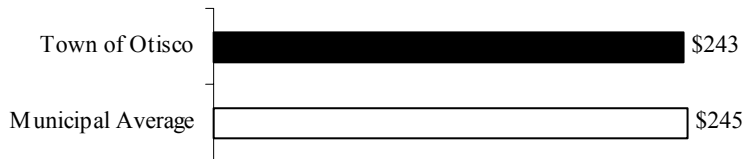
Residents Contract with Private Haulers to Provide Trash Collection Service

Average Annual Cost of Trash Collection per Household	Number of Residential Survey Attempts	Number of Residential Survey Responses	Residential Survey Response Rate	Rank in Terms of Cost	
				Overall	Compared to other Residentially-Contracted Systems
\$243	29*	7	24%	23 of 29	10 of 16

Cost of Trash Service Compared Overall



Annual Cost of Residential Trash Collection per Household Compared to Other Residentially-Contracted Systems



Number of Licensed Haulers

Year	Number of Haulers	Fee per Hauler
1996	7	\$25
1997	7	\$25
1998	2	\$25

Service Description

SERVICE	Haulers	
	Bistrow Trucking	Syracuse Haulers Waste Removal
1. Number of Respondents Using Hauler	1	3
2. Average Annual Cost per Hauler	N/A	\$242.67
3. Service provided	Curbside	Curbside
4. Frequency of Collection	Once Weekly	Once Weekly
5. Limitation on Number of Containers Permitted	No	No
6. Limitation on Size of Containers	No	No
7. Collects Non-Routine Trash	Yes	Yes

Comments:

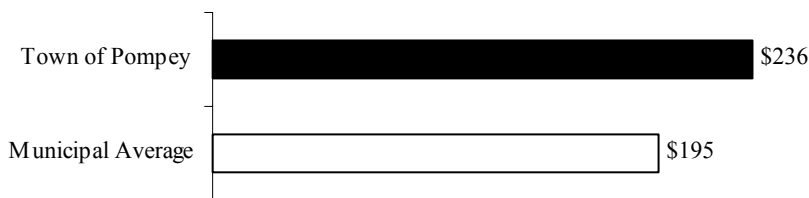
- Municipality does not provide leaf and brush collection.
- Three of seven (43%) respondents dispose of their trash independently by alternative means; they do not contract with a private hauler.
- *A total of 58 phone calls were made to the Town of Otisco and the Town of Tully. The two towns, however, have the same zip code and phone exchange, making it impossible to gauge exactly how many calls were made to each municipality.
- Data reported reflect charges from the last quarter of 1998 and were converted to a yearly total for comparison.

TOWN OF POMPEY

Residents Contract with Private Haulers to Provide Trash Collection Service

Average Annual Cost of Trash Collection per Household	Number of Residential Survey Attempts	Number of Residential Survey Responses	Residential Survey Response Rate	Rank in Terms of Cost	
				Overall	Compared to other Residentially-Contracted Systems
\$236	26	10	38%	21 of 29	8 of 16

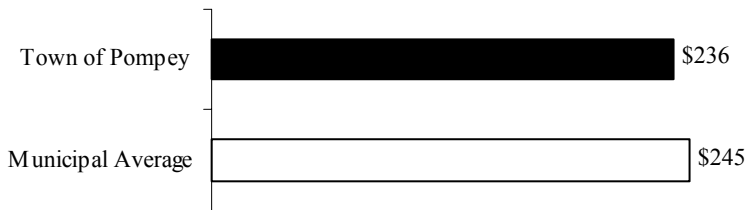
Cost of Trash Service Compared Overall



Number of Licensed Haulers

Year	Number of Haulers	Fee per Hauler
1996	4	\$25
1997	10	\$25
1998	8	\$25

Annual Cost of Residential Trash Collection per Household Compared to Other Residentially-Contracted Systems



Service Description

SERVICE	Haulers			
	Blue Ribbon Sanitation	Capital Environmental Resources	Syracuse Haulers Waste removal	Waste Management
1. Number of Respondents Using Hauler	1	3	3	3
2. Average Annual Cost per Hauler	\$312.00	\$208.67	\$262.67	\$199.74*
3. Service provided	Curbside	Curbside	Curbside	Curbside
4. Frequency of Collection	Once Weekly	Once Weekly	Once Weekly	Once Weekly
5. Limitation on Number of Containers Permitted	No	No	No	Yes
6. Limitation on Size of Containers	No	No	No	No
7. Collects Non-Routine Trash	Yes**	No	No	No

Comments:

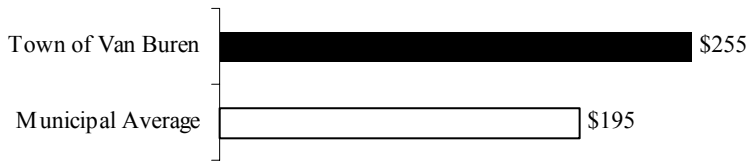
- Municipality does not provide leaf and brush collection.
- * Includes figures from two of three respondents, one chose not to report this information.
- ** Haulers will remove non-routine trash for an additional fee, determined upon estimate.
- Data reported reflect charges from the last quarter of 1998 and were converted to a yearly total for comparison.

TOWN OF VAN BUREN

Residents Contract with Private Haulers to Provide Trash Collection Service

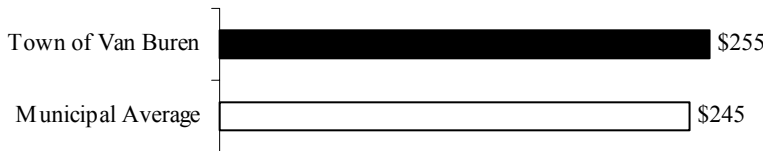
Average Annual Cost of Trash Collection per Household	Number of Residential Survey Attempts	Number of Residential Survey Responses	Residential Survey Response Rate	Rank in Terms of Cost	
				Overall	Compared to other Residentially-Contracted Systems
\$255	8	4	50%	25 of 29	12 of 16

Cost of Trash Service Compared Overall



Number of Licensed Haulers		
Year	Number of Haulers	Fee per Hauler
1996	10	\$100*
1997	10	\$100*
1998	7	\$100*

Annual Cost of Residential Trash Collection per Household Compared to Other Residentially-Contracted Systems



Service Description

SERVICE	Haulers		
	Capital Environmental Resources	DC Morgan Trash	Waste Management
1. Number of Respondents Using Hauler	1	1	1
2. Average Annual Cost per Hauler	\$260.00	\$240.00	\$265.92
3. Service provided	Curbside	Curbside	Curbside
4. Frequency of Collection	Once Weekly	Once Weekly	Once Weekly
5. Limitation on Number of Containers Permitted	Yes	No	Yes
6. Limitation on Size of Containers	No	No	Yes
7. Collects Non-Routine Trash	Yes**	Yes**	No

Comments:

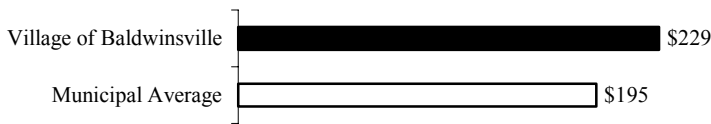
- Municipality does not provide leaf and brush collection.
- One of four (25%) respondents disposes of their trash independently by alternative means, they do not contract with a hauler.
- *In addition to a licensing fee, the Town of Van Buren charges each hauler an operating fee of \$50 per truck. Due to the fact that haulers do not all use the same number of trucks, this operating fee could not be included in the "Fee per Hauler" amount.
- ** Hauler(s) will remove non-routine trash for an additional fee to be determined upon estimate.
- Data reported reflect charges from the last quarter of 1998 and were converted to a yearly total for comparison.

VILLAGE OF BALDWINSVILLE

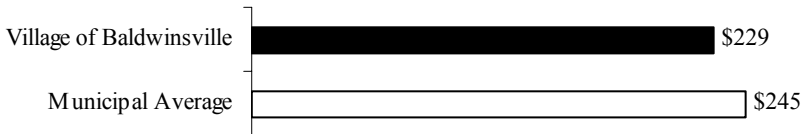
Residents Contract with Private Haulers to Provide Trash Collection Service

Average Annual Cost of Trash Collection per Household	Number of Residential Survey Attempts	Number of Residential Survey Responses	Residential Survey Response Rate	Rank in Terms of Cost	
				Overall	Compared to other Residentially-Contracted Systems
\$229	55	6	11%	18 of 29	5 of 16

Cost of Trash Service Compared Overall



Annual Cost of Residential Trash Collection per Household Compared to Other Residentially-Contracted Systems



Number of Hauler Licensed

Year	Number of Haulers	Fee per Hauler
1996	8	\$25
1997	6	\$25
1998	6	\$25

Service Description

SERVICE	Haulers		
	Feher Rubbish Removal	Green Trash Removal	Waste Management
1. Number of Respondents Using Hauler	2*	1	3
2. Average Annual Cost per Hauler	\$170.00	\$240.00	\$265.04
3. Service provided	Curbside	Curbside	Curbside
4. Frequency of Collection	Once Weekly	Once Weekly	Once Weekly
5. Limitation on Number of Containers Permitted	Yes	No	Yes
6. Limitation on Size of Containers	Yes	No	Yes
7. Collects Non-Routine Trash	Yes**	No	No

Comments:

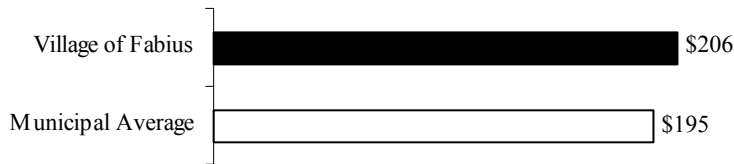
- Municipality provides leaf and brush collection.
- * One respondent using Feher Rubbish Removal reported that his rate used to be higher but was lowered to match Waste Management's rate for comparable service.
- ** Hauler(s) will remove non-routine trash for an additional fee to be determined upon estimate.
- Data reported reflect charges from the last quarter of 1998 and were converted to a yearly total for comparison.

VILLAGE OF FABIUS

Residents Contract with Private Haulers to Provide Trash Collection Service

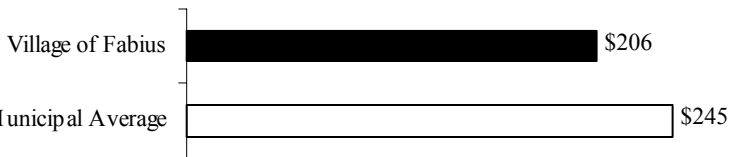
Average Annual Cost of Trash Collection per Household	Number of Residential Survey Attempts	Number of Residential Survey Responses	Residential Survey Response Rate	Rank in Terms of Cost	
				Overall	Compared to other Residentially-Contracted Systems
\$206	40	3	8%	16 of 29	3 of 16

Cost of Trash Service Compared Overall



Number of Hauler Licensed*		
Year	Number of Haulers	Fee per Hauler
1996	N/A	N/A
1997	N/A	N/A
1998	N/A	N/A

Annual Cost of Residential Trash Collection per Household Compared to Other Residentially-Contracted Systems



Service Description	
SERVICE	Haulers
	Capital Environmental Resources
1. Number of Respondents Using Hauler	2
2. Average Annual Cost per Hauler	\$206.00
3. Service provided	Curbside
4. Frequency of Collection	Once Weekly
5. Limitation on Number of Containers Permitted	N/A
6. Limitation on Size of Containers	N/A
7. Collects Non-Routine Trash	No

Comments:

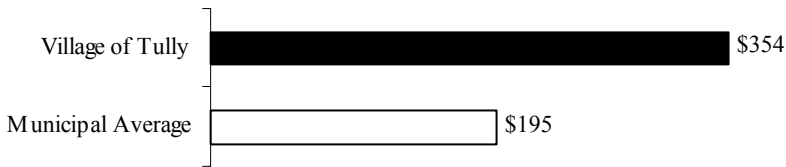
- Municipality does not provide leaf and brush collection.
- One of three (33%) respondents disposes of their trash independently by alternative means; they do not contract with a private hauler.
- *Village of Fabius has no approval process that permits private haulers to provide service in the municipality.
- Data reported reflect charges from the last quarter of 1998 and were converted to yearly totals for comparison.

VILLAGE OF TULLY

Residents Contract with Private Haulers to Provide Trash Collection Service

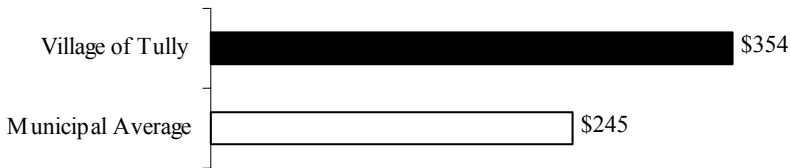
Average Annual Cost of Trash Collection per Household	Number of Residential Survey Attempts	Number of Residential Survey Responses	Residential Survey Response Rate	Rank in Terms of Cost	
				Overall	Compared to other Residentially-Contracted Systems
\$354	11	4	37%	29 of 29	16 of 16

Cost of Trash Service Compared Overall



Number of Licensed Haulers		
Year	Number of Haulers	Fee per Hauler
1996	3	\$100
1997	3	\$100
1998	3	\$100

Annual Cost of Residential Trash Collection per Household Compared to Other Residentially-Contracted Systems



Service Description	Haulers	
	Capital Environmental Resources	Syracuse Haulers Waste Removal
1. Number of Respondents Using Hauler	2	1
2. Average Annual Cost per Hauler	\$354.00	N/A
3. Service provided	Curbside	Curbside
4. Frequency of Collection	Once Weekly	Once Weekly
5. Limitation on Number of Containers Permitted	N/A	No
6. Limitation on Size of Containers	No	No
7. Collects Non-Routine Trash	Yes*	Yes

Comments:

- Municipality provides leaf and brush collection.
- One of four (25%) respondents disposes of their trash independently by alternative means, they do not contract with a hauler.
- * Hauler(s) will remove non-routine trash for an additional fee to be determined upon estimate.
- Data reported reflect charges from the last quarter of 1998 and were converted to a yearly total for comparison.

V. APPENDICES

A. Survey Instrument—Municipal Survey	A-i
B. Codebook of Responses—Municipal Survey	A-ii
C. Data Spreadsheet—Municipal Survey	A-iii
D. Contact Log—Municipalities and Agencies	A-iv
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G. Data Spreadsheet—Residential Survey	A-vii
H. Respondent Log—Residential Survey	A-viii
I. Comparison Chart.....	A-ix
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APPENDIX A. SURVEY INSTRUMENT
“SURVEY OF TRASH COLLECTION IN ONONDAGA COUNTY” – MUNICIPAL SURVEY

COMMUNITY BENCHMARKS PROGRAM
SURVEY ON TRASH COLLECTION SERVICES
IN ONONDAGA COUNTY
JANUARY 1999

Please complete all questions that are applicable to your municipality. If you have any questions, contact Jim Fleming at 443-5590 or Carol Dwyer at 443-3934. Please return the completed survey by **Feb. 19**. The survey can be faxed to 443-5069 or mailed to:

Jim Fleming
Syracuse University
102 Maxwell
Syracuse, NY 13244-1090

Municipality _____

Name of Person(s) completing the survey.

1. _____

Title _____ Phone Number _____

2. _____

Title _____ Phone Number _____

In Onondaga County, municipalities handle residential trash collection service in at least four different ways: **A)** The municipality provides the service; **B)** The municipality contracts with a commercial hauler to provide service throughout the community; **C)** The municipality establishes a special district for contracted services with a hauler; **D)** The municipality does not provide trash collection service. Residents select a private hauler or transport their waste to an OCRRA transfer station; or **E)** Other.

Directions

Please complete the section (A-E) that corresponds to the handling of waste in your municipality. If it has varied during 1996-98, please complete all relevant sections and indicate the year. Municipalities that respond to section A should also complete section F and the table on the last page. Municipalities that respond to section B or C should also complete section F.

A) The municipality provides trash collection service

3. List the total number of households eligible for trash collection service in your municipality.

FY 1996 _____ FY 1997 _____ FY 1998 _____

4. Provide the total number of FTE employees, including support staff, responsible for trash collection.

FY 1996 _____ FY 1997 _____ FY 1998 _____

5. What is the frequency of pickup? _____

6. Indicate the type of service available (e.g., curbside, garage) _____

7. Indicate any restrictions placed on the number of trash cans or bags.

Number of cans allowed _____ Number of bags allowed _____

8. Indicate any restrictions placed on the size of the trash can or bag.

Size of cans allowed _____ Size of bags allowed _____

9. Does your municipality provide for collection of the following, even if on a limited basis?

White Goods _____ Yard Waste _____ Batteries _____ Tires _____ Hazardous Waste _____ Construction Debris _____

10. Are there any other restrictions in place? _____

11. What is the total number of vehicles used for trash collection? _____

Reminder: Please complete section F on page 4-5 and the Table on page 6.

B) The municipality contracts with a commercial hauler to provide service for the entire community

12. Provide the name of the commercial hauler(s) contracted by your municipality for trash collection services and the amount of the contract.

FY 1996: Contractor Name _____ Amount _____

Contractor Name _____ Amount _____

FY 1997: Contractor Name _____ Amount _____

Contractor Name _____ Amount _____

FY 1998: Contractor Name _____ Amount _____

Contractor Name _____ Amount _____

13. Provide the total number of households that receive this service.

FY 1996 _____ FY 1997 _____ FY 1998 _____

14. What is the frequency of pickup? _____

15. Indicate the type of service available (e.g., curbside, garage) _____

16. Indicate any restrictions placed on the number of trash cans or bags.

Number of cans allowed _____ Number of bags allowed _____

17. Indicate any restrictions placed on the size of the trash can or bag.

Size of cans allowed _____ Size of bags allowed _____

18. Does the hauler provide for collection of the following, even if on a limited basis?

White Goods ____ Yard Waste ____ Batteries ____ Tires ____ Hazardous Waste ____ Construction Debris

Are there any other restrictions in place? _____

Reminder: Please complete section F on page 4-5.

C) The municipality establishes a special district for contracted services with a hauler

19. Name of District _____

20. Provide the name of the commercial hauler(s) contracted by your municipality for trash collection services in the special district and the amount of the contract.

FY 1996: Contractor Name _____ Amount _____

Contractor Name _____ Amount _____

FY 1997: Contractor Name _____ Amount _____

Contractor Name _____ Amount _____

FY 1998: Contractor Name _____ Amount _____

Contractor Name _____ Amount _____

21. Provide the total number of households that receive this service.

FY 1996 _____ FY 1997 _____ FY 1998 _____

22. What is the frequency of pickup? _____

23. Indicate the type of service available (e.g., curbside, garage) _____

24. Indicate any restrictions placed on the number of trash cans or bags.

Number of cans allowed _____ Number of bags allowed _____

25. Indicate any restrictions placed on the size of the trash can or bag.

Size of cans allowed _____ Size of bags allowed _____

26. Does the hauler provide for collection of the following, even if on a limited basis?

White Goods ____ Yard Waste ____ Batteries ____ Tires ____ Hazardous Waste ____ Construction Debris

27. Are there any other restrictions in place? _____

Reminder: Please complete section F on page 4-5.

D) The municipality does not provide trash collection service. Residents select a private hauler or transport their waste to an OCRRA transfer station.

28. Does the municipality have an approval process that permits private haulers to offer services in your community?
Yes _____ No _____

29. If yes, please list fees charged, if any, to haulers and the number of haulers approved each year.

FY 1996: Hauler fee _____ Number of Haulers _____

FY 1997: Hauler fee _____ Number of Haulers _____

FY 1998: Hauler fee _____ Number of Haulers _____

E) Other

30. Please explain how residential trash is disposed of in your municipality.

F) All Municipalities that provide trash collection or contract with a private hauler

31. Do you and/or the hauler conduct customer surveys? Yes _____ No _____

32. If yes, how frequently and who receives the results?

Frequency _____ Who receives _____

33. Indicate the number of complaints received from residents about trash collection services.

FY 1996 _____ FY 1997 _____ FY 1998 _____

34. Please explain how complaints are handled in your municipality. _____

Thank you for completing the survey.

APPENDIX B. CODEBOOK OF RESPONSES
CODES FOR ANSWERS TO THE MUNICIPAL SURVEY

Community Benchmarks Program
June 1999 Residential Trash Collection in Onondaga County
Municipal Survey Codebook

Column Title	Description
MUNI	Name of municipality
	The municipality provides trash collection service (worksheet name="municipality")
HH1996	Number of households eligible for trash collection service - nnnnnn
HH1997	Number of households eligible for trash collection service - nnnnnn
HH1998	Number of households eligible for trash collection service - nnnnnn
FTE1996	Number of FTE employees - nnnn
FTE1997	Number of FTE employees - nnnn
FTE1998	Number of FTE employees - nnnn
PUFREQ	Number of trash pickups per week 1=once/week 2=twice/week 3=three times/week 4=other
SERVICE	Types of services available 1=curbside 2=garage 3=other
NUMCANS	Number of cans residents are permitted to put out 1=1 can 2=2 cans 3=3 cans 4=4 cans or more 5=unlimited
NUMBAGS	Number of bags residents are permitted to put out 1=1 bag 2=2 bags 3=3 bags 4=4 bags 5=unlimited
SIZECANS	Size of cans residents are permitted to put out - nn gallons
SIZEBAGS	Size of bags residents are permitted to put out - nn gallons
WHITEGDS	Municipality provides collection of white goods 1=yes 2=no
YARDWAS	Municipality provides collection of yard waste 1=yes 2=no
BATTERIES	Municipality provides collection of old batteries 1=yes 2=no
TIRES	Municipality provides collection of old tires 1=yes 2=no
HAZWAS	Municipality provides collection of hazardous waste 1=yes 2=no
CONSTRUC	Municipality provides collection of construction debris 1=yes 2=no
RESTRIC	Are there any other restrictions 1=yes 2=no
VEHICLES	Total number of vehicles used for trash collection - nnnn
	The municipality contracts with a commercial hauler to provide service for the entire community - (worksheet name="contract")
COMHL961	Name of commercial hauler contracted with
AMT961	Amount of the contract - \$nnnnnnn
COMHL962	Name of commercial hauler contracted with 0=no second hauler
AMT962	Amount of the contract - \$nnnnnnn 0=no second hauler #N/A=response's answers not applicable in this section
COMHL971	Name of commercial hauler contracted with
AMT971	Amount of the contract - \$nnnnnnn
COMHL972	Name of commercial hauler contracted with 0=no second hauler
AMT972	Amount of the contract - \$nnnnnnn 0=no second hauler
COMHL981	Name of commercial hauler contracted with
AMT981	Amount of the contract - \$nnnnnnn
COMHL982	Name of commercial hauler contracted with 0=no second hauler
AMT982	Amount of the contract - \$nnnnnnn 0=no second hauler

	The municipality contracts with a commercial hauler to provide service for the entire community - (worksheet name="contract")
CHH1996	Number of households receiving service - nnnnnn
CHH1997	Number of households receiving service - nnnnnn
CHH1998	Number of households receiving service - nnnnnn
CPUFREQ	Number of trash pickups per week 1=once/week 2=twice/week 3=three times/week 4=other
CSERVICE	Types of services available 1=curbside 2=garage 3=other
CNUMCANS	Number of cans residents are permitted to put out 1=1 can 2=2 cans 3=3 cans 4=4 cans or more 5=unlimited
CNUMBAGS	Number of bags residents are permitted to put out 1=1 bag 2=2 bags 3=3 bags 4=4 bags or more 5=unlimited
CSIZECANS	Size of cans residents are permitted to put out - nn gallons
CSIZEBAGS	Size of bags residents are permitted to put out - nn gallons
CWHITEGDS	Municipality provides collection of white goods 1=yes 2=no
CYARDWAS	Municipality provides collection of yard waste 1=yes 2=no
CBATTERIES	Municipality provides collection of old batteries 1=yes 2=no
CTIRES	Municipality provides collection of old tires 1=yes 2=no
CHAZWAS	Municipality provides collection of hazardous waste 1=yes 2=no
CCONSTR	Municipality provides collection of construction debris 1=yes 2=no
CRESTRIC	Are there any other restrictions 1=yes 2=no
	The municipality establishes a special district for contracted services with a hauler - (worksheet name="special")
DISTRICT	Name of district
SDCONT961	Name of commercial hauler contracted with
SDAMT961	Amount of the contract - \$nnnnnnn
SDCONT962	Name of commercial hauler contracted with 0=no second hauler
SDAMT962	Amount of the contract - \$nnnnnnn 0=no second hauler
SDCONT971	Name of commercial hauler contracted with
SDAMT971	Amount of the contract - \$nnnnnnn
SDCONT972	Name of commercial hauler contracted with 0=no second hauler
SDAMT972	Amount of the contract - \$nnnnnnn 0=no second hauler
SDCONT981	Name of commercial hauler contracted with
SDAMT981	Amount of the contract - \$nnnnnnn
SDCONT982	Name of commercial hauler contracted with 0=no second hauler
SDAMT982	Amount of the contract - \$nnnnnnn 0=no second hauler
SDHH96	Number of households receiving service - nnnnnn
SDHH97	Number of households receiving service - nnnnnn
SDHH98	Number of households receiving service - nnnnnn
SDPUFREQ	Number of trash pickups per week 1=once/week 2=twice/week 3=three times/week 4=other
SDSERVICE	Types of services available 1=curbside 2=garage 3=other #N/A=respondent's answers not applicable in this section
SDNUMCANS	Number of cans residents are permitted to put out 1=1 can 2=2 cans 3=3 cans 4=4 cans or more 5=unlimited
SDNUMBAGS	Number of bags residents are permitted to put out 1=1 bag 2=2 bags 3=3 bags 4=4 bags 5=unlimited
SDSIZECANS	Size of cans residents are permitted to put out - nn gallons

	The municipality establishes a special district for contracted services with a hauler - (worksheet name="special")
SDSIZEBAGS	Size of bags residents are permitted to put out - nn gallons
SDWHITEGDS	Municipality provides collection of white goods 1=yes 2=no
SDYARDWAS	Municipality provides collection of yard waste 1=yes 2=no
SDBATTERIES	Municipality provides collection of old batteries 1=yes 2=no
SDTIRES	Municipality provides collection of old tires 1=yes 2=no
SDHAZWAS	Municipality provides collection of hazardous waste 1=yes 2=no
SDCONSTR	Municipality provides collection of construction debris 1=yes 2=no
SDRESTRIC	Are there any other restrictions 1=yes 2=no
	The municipality does not provide trash collection service. Residents select a private hauler or transport their waste to an OCCRA transfer station - (worksheet name="resident")
APPPRO	Is there an approval process for private haulers 1=yes 2=no
HAULFEE96	\$nnnnnn 0=not applicable
HAULNUM96	Number of haulers - nnn 0=not applicable
HAULFEE97	\$nnnnnn 0=not applicable
HAULNUM97	Number of haulers - nnn 0=not applicable
HAULFEE98	\$nnnnnn 0=not applicable
HAULNUM98	Number of haulers - nnn 0=not applicable
	All municipalities that provide trash collection or contract with a private hauler
CUSTSUR	Are customer surveys conducted - 1=yes 2=no
SURFREQ	
WHOREC	Who receives results of the survey 1=municipality 2=hauler 3=other
COMP96	Number of complaints - nnnnn
COMP97	Number of complaints - nnnnn
COMP98	Number of complaints - nnnnn

APPENDIX C. DATA SPREADSHEET
SPREADSHEET OF RESPONSES TO THE MUNICIPAL SURVEY

Community Benchmarks Program
June 1999 Residential Trash Collection in Onondaga County
Municipal Survey—Section A/F

Section A										
MUNI	HH1996	HH1997	HH1998	FTE1996	FTE1997	FTE1998	PUFREQ	SERVICE	NUMCANS	NUMBAGS
City of Syracuse	44229	44122	44097	106	106	104	1	1	3	3
Village of Camillus	450	450	450	2	2	2	1	1	5	5
Village of E. Syracuse	1655	1655	1655	4/pt	4/pt	4/pt	1	1	5	5
Village of Liverpool	1040	1040	1040	6	6	6	1	1	5	5
Village of Solvay	2900	2900	2900	6	6	6	1	1	5	5

Section A Continued										
MUNI	SIZE CANS	SIZE BAGS	WHITE GDS	YARD WAS	BATTERIES	TIRES	HAZWAS	CONSTRUC	RESTRIC	VEHICLES
City of Syracuse	30 Gal.	30 Gal.	1	1	1	1	2	1	2	49
Village of Camillus	0	0	1	1	1	1	2	1	2	1
Village of E. Syracuse	0	30 Gal.	1	1	1	2	2	1	1-Sticker	7
Village of Liverpool	60 Gal.	60 Gal.	1	2	1	1	2	1	1 Sticker	3
Village of Solvay	25 Gal.	25 Gal.	2	1	2	2	2	1	2	2

Section F						
MUNI	CUSTSUR	SURFREQ	WHOREC	COMP96	COMP97	COMP98
City of Syracuse	2	#N/A	#N/A	2359	1955	2334
Village of Camillus	2	#N/A	#N/A	5 to 10	5 to 10	5 to 10
Village of E.Syracuse	1	1/yr	1	208	280	208
Village of Liverpool	2	#N/A	#N/A	40	53	41
Village of Solvay	2	#N/A	#N/A	#N/A	#N/A	#N/A

Community Benchmarks Program
June 1999 Residential Trash Collection in Onondaga County
Municipal Survey—Section B/F

Section B														
MUNI	COMHL96	AMT961	COMHL962	AMT962	COMHL971	AMT971	COMHL972	AMT972	COMHL981	AMT981	COMHL982	AMT982	CHH1996	CHH1997
Town of Camillus	Camillus Trash Service	\$784,990.83	Feher Rubbish Removal	\$136,991.40	Camillus Trash Service	\$784,621.08	Feher Rubbish Removal	\$ 135,626.40	Camillus Trash Service	796,643.55	Feher Rubbish Removal	\$ 136,409.00	7527	7452
Town of Geddes	Waste Mgt.	\$461,800.00	0	0	Waste Mgt.	\$467,800.00	0	0	Waste Mgt.	\$ 375,000.00	0	0	4123	4123
Town of Salina	Waste Mgt.	\$1,624,000.00	Waste Mgt.	\$136,000.00	Waste Mgt.	\$1,476,550.00	Waste Mgt. (yard waste)	\$ 189,333.00	Waste Mgt.t	\$ 1,476,550.00	Waste Mgt.	\$ 189,333.00	10,775	10,775
Village of Elbridge	Rubbish Removal	\$36,609.00	0	0	Jerry's Removal	\$30,050.00	0	0	Jerry's Removal	\$ 32,019.00	0	0	383	383
Village of Jordan	Feher Rubbish	\$34,100.00	0	0	Jerry's Removal	\$27,800.00	0	0	Feher Rubbish Removal	\$ 33,994.92	0	0	400	400
Village of Marcellus	Waste Mgt.	\$40,040.00	0	0	Waste Management	\$40,040.00	0	0	Waste Mgt.	\$ 20,020.00	CTS Trash Service	\$ 7,350.00	630	630
Village of N. Syracuse	Capital	\$310,787.00	0	0	Capital	\$310,787.00	0	0	Capital	\$ 280,052.00	0	0	3000	3000

Section B Continued														
MUNI	CHH1998	CPUFREQ	CSERVICE	CNUMCANS	CNUMBAGS	CsizeCANS	CsizeBAGS	CWHITEGDS	CYARDWAS	CBATTERIES	CTIRES	CHAZWAS	CCONSTR	CRESTRIC
Town of Camillus	7495		1	4	4	No 50 Gal. Drums	#N/A	2	2	2	2	2	2	2
Town of Geddes	4478	1	1	4	4	75 Lbs.	75 Lbs.	1	1	2	2	2	1	2
Town of Salina	10,775	1	1	5	5	#N/A	#N/A	1	1	2	2	2	2	2
Village of Elbridge	383	1	1	#N/A	6	#N/A	30 Gal.	2	2	2	2	2	2	1 Sticker
Village of Jordan	400	1	1	#N/A	6	#N/A	30 Gal.	2	2	2	2	2	2	1 sticker
Village of Marcellus	630	1	1	5	#N/A	30 Gal.	#N/A	2	2	2	2	2	2	2
Village of N. Syracuse	3000	1	1	4	4	32 Gal.	32 Gal.	2	2	2	2	2	2	2

Community Benchmarks Program
June 1999 Residential Trash Collection in Onondaga County
Municipal Survey—Section B/F

Section F						
MUNI	CUSTSUR	SURFREQ	WHOREC	COMP96	COMP97	COMP98
Town of Camillus	2	#N/A	#N/A	260	260	260
Town of Geddes	2	#N/A	#N/A	37	44	#N/A
Town of Salina	2	#N/A	#N/A	#N/A	#N/A	#N/A
Village of Elbridge	2	#N/A	#N/A	#N/A	#N/A	#N/A
Village of Jordan	2	#N/A	#N/A	24	24	24
Village of Marcellus	2	#N/A	#N/A	0	0	0

Community Benchmarks Program
June 1999 Residential Trash Collection in Onondaga County
Municipal Survey—Section C/F

Section C										
MUNI	DISTRICT	SDCONT961	SDAMT961	SDCONT962	SDAMT962	SDCONT971	SDAMT971	SDCONT972	SDAMT972	SDCONT981
Town of Clay	Four Seasons Refuse Removal District	Feher	39812.5	0	0	Feher	39812.5	0	0	Feher

Section C Continued								
SDAMT981	SDCONT982	SDAMT982	SDHH96	SDHH97	SDHH98	SDPUFRE Q	SDSERVICE	SDNUMCANS
39812.5	0	0	325	325	325	1	1	5

Section C Continued									
SDNUMBAGS	SDSIZECANS	SDSIZEBAGS	SDWHITEGDS	SDYARDWAS	SDBATTERIES	SDTIRES	SDHAZWAS	SDCONSTR	SDRESTRIC
5	75 lbs	0	1	1	1	1	1	1	#N/A

Section F						
MUNI	CUSTSUR	SURFREQ	WHOREC	COMP96	COMP97	COMP98
Town of Clay	2	#N/A	#N/A	0	0	0

Community Benchmarks Program
June 1999 Residential Trash Collection in Onondaga County
Municipal Survey—Section C/F

Section D							
MUNI	APPRO	HAULFEE96	HAULNUM96	HAULFEE97	HAULNUM97	HAULFEE98	HAULNUM98
Town of Cicero	1	\$ 50.00	12	\$ 50.00	10	\$ 50.00	5
Town of Clay	1	\$ 10.00	7	\$ 10.00	7	\$ 10.00	7
Town of Dewitt	1	\$ 200.00	10	\$ 200.00	10	\$ 200.00	9
Town of Elbridge	1	\$ 100.00	4	\$ 150.00	3	\$ 150.00	4
Town of Fabius	1	\$ 25.00	2	\$ 25.00	4	\$ 25.00	3
Town of Lafayette	1	\$ 50.00	7	\$ 50.00	7	\$ 50.00	7
Town of Lysander	2	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
Town of Manlius	1	\$ 25.00	2	\$ 25.00	2	\$ 25.00	5
Town of Marcellus	1	\$ 100.00	6	\$ 100.00	6	\$ 100.00	3
Town of Onondaga	1	\$ 100.00	6	\$ 100.00	6	\$ 100.00	5
Town of Otisco	1	\$ 25.00	7	\$ 25.00	7	\$ 25.00	2
Town of Pompey	1	\$ 25.00	4	\$ 25.00	10	\$ 25.00	8
Town of Skaneateles	1	\$ 600.00	3	\$ 900.00	4	\$ 650.00	3
Town of Spafford	2	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
Town of Tully	2	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
Town of Van Buren	1	\$ 100.00	10	\$ 100.00	10	\$ 100.00	7
Village of Baldwinsville	1	\$ 25.00	8	\$ 25.00	6	\$ 25.00	6
Village of Fabius	2	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
Village of Skaneateles	2	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
Village of Tully	1	\$ 100.00	3	\$ 100.00	3	\$ 100.00	3

APPENDIX D. CONTACT LOG
CHRONOLOGICAL LISTING OF CONTACTS WITH MUNICIPALITIES AND AGENCIES

Community Benchmarks Program
June 1999 Residential Trash Collection in Onondaga County
Contact Log

Name and Organization/Municipality	Date of Contact	Time Contacted	Point of Contact	Contact Numbers	Activity Description	Team Contact
Suzanne Lalonde, Tom Rhoads - OCRRA	2/2/99	3:00 PM	meeting at OCRRA		Introduction to Onondaga County Resource Recovery Agency. Gave presentation on trash collection cycle, different means of trash removal from residences based on municipality.	Liz Dimatteo, Priya Perera, David Radley
Terry Vargason - Town of Dewitt	2/25/99	9:45 AM	phone	phone 315-446-3392	Spoke with Mr. Vargason. He is very interested in participating in the survey, but he will not be able to get it sent back for another three weeks.	Liz DiMatteo
Naomi McIntyre - Village of Jordan	2/25/99	9:45 AM	phone	phone 315-689-7350	Call to follow up on survey completion progress. Said it would be faxed today.	David Radley
John Shehadi - Town of Clay	2/25/99	9:55 AM	phone	phone 315-652-3800	Spoke with Roberta St. Croix, who works with Mr. Shehadi. The surveys are in the process of being completed and will be sent back within the week.	Liz DiMatteo
Mary Ellen Sims - Village of Liverpool	2/25/99	9:55 AM	phone	phone 315-457-3441	Call to follow up on survey completion progress. Said it should be returned in a couple of days, it needed to be distributed to other departments.	David Radley
Alfred Chemotti - Town of Geddes	2/25/99	10:00 AM	phone	phone 315-468-3600	Spoke with Mr. Chemotti. He said that he had no idea what survey I was talking about and directed me to call Manny Martinez at 315-468-2582.	Liz DiMatteo
Mark Vislosky - Town of Salina	2/25/99	10:05 AM	phone	phone 315-451-4210	Spoke with a secretary. She gave me the number 315-699-7912 to call for Mr. Vislosky.	Liz DiMatteo
Mark Vislosky - Town of Salina	2/25/99	10:15 AM	phone	phone 315-699-7912	Left a voice-mail message, reminding him about the surveys.	Liz DiMatteo
Sandy (last name not provided) - Village of Solvay	2/25/99	2:25 PM	phone	phone 315-468-1651	Call to follow up on survey completion progress. Left message for Cheryl Libertone to return call.	David Radley
Sharon Klementowski - Town of Van Buren	2/26/99	11:00 AM	phone	Reached via town comptroller's office at 315-638-4375. Her fax number is 315- 635-8247	Call to follow up on survey completion progress. She said she had not received it and requested another copy to be sent over by fax.	Priya Perera
Sharon Norcross - Village of Camillus	2/26/99	11:07 AM	phone	phone 315-672-3484	Call to follow up on survey completion progress. She received the survey and had actually met with Carol Dwyer last night. Mentioned that she had all three surveys and would begin them as soon as possible. There had been some question originally as to whether the Village of Camillus would participate.	Priya Perera
Patricia Derby - Village of East Syracuse	2/26/99	11:10 AM	phone	phone 315-437-3541	Call to follow up on survey completion progress. Line was busy.	Priya Perera

Name and Organization/Municipality	Date of Contact	Time Contacted	Point of Contact	Contact Numbers	Activity Description	Team Contact
JoAnna Woodford - Village of Fabius	2/26/99	11:11 AM	phone	private number	Call to follow up on survey completion progress. Left message on home answering machine reminding her about the survey due date and to call Carol Dwyer or Priya Perera if she had any questions.	Priya Perera
Receptionist - Village of Solvay	3/1/99	9:50 AM	phone	phone 315-468-1651	Call to follow up on survey completion progress. Tried to call Cheryl Libertone, left message for her to call back.	David Radley
Mark Fernandez - Village of Solvay	3/1/99	10:41 AM	phone		Called back on behalf of Cheryl Libertone. Said he spoke with Carol Dwyer and sent in survey on Friday.	David Radley
Mary Ellen Sims - Village of Liverpool	3/9/99	11:40 AM	phone	phone 315-457-3441	Called for clarification of responses on survey. Asked for explanation of sticker system and personnel expenses on budget.	Priya Perera
Patricia Derby - Village of East Syracuse	3/9/99	11:50 AM	phone	phone 315-437-3541	Needed clarification on total number of employees and vehicles used for trash collection.	Priya Perera
Sharon Norcross - Village of Camillus	3/9/99	11:55 AM	phone	phone 315-672-3484 fax 315-672-5323	Called to request budget information page from survey. She asked that another copy of budget form be faxed.	Priya Perera
Lynn McCormick - Town of Van Buren	3/22/99	3:08 PM	phone	phone 315-635-3009	Asked her for figure on total number of trucks were operating in Town of Van Buren. Said she would determine and call back with information.	David Radley
Lynn McCormick - Town of Van Buren	3/22/99	3:25 PM	phone	phone 315-635-3010	Faxed information requested on number of trucks operating in Town of Van Buren.	David Radley
Janette Horner - Village of Elbridge	3/22/99	3:40 PM	phone	phone 315-689-3404	Requested information on tipping fee and sticker system.	David Radley
Town Hall Secretary - Village of Jordan	3/23/99	9:40 AM	phone		Had question on sticker system in the Village of Jordan. Left message for Naomi McIntyre.	David Radley
Secretary - Village of East Syracuse	3/23/99	9:45 AM	phone	phone 315-437-3541	Called for Patricia Derby. Told to call back at 11:00 AM.	David Radley
Pat Casale - Village of Liverpool	3/23/99	9:50 AM	phone	phone 315-457-3441	Asked for figures on sticker system revenue. Said she would fax information within the next "day or so."	David Radley
Lynn McCormick - Town of Van Buren	3/23/99	10:25 AM	fax		Received fax on trash hauler fees for 1996-1998 in Town of Van Buren.	
Peg Casale - Village of Liverpool	3/23/99	10:51 AM	fax		Received fax on 1996-1998 data for sticker revenue, total trash revenue, and total trash expenses.	
Naomi McIntyre - Village of Jordan	3/23/99	11:50 AM	phone	phone 315-689-7350	Returned call. Requested information on sticker system which she said she would fax.	David Radley
Secretary - Village of East Syracuse	3/23/99	11:55 AM	phone	phone 315-437-3541	Had a questions on sticker system about the cost per sticker, the number of stickers sold per year, and the revenue from stickers sold in the Village of East Syracuse. Left message for Patricia Derby to call back.	David Radley

Name and Organization/Municipality	Date of Contact	Time Contacted	Point of Contact	Contact Numbers	Activity Description	Team Contact
Patricia Derby - Village of East Syracuse	3/23/99	1:08 PM	phone	phone 315-437-3541	She returned call with responses about sticker system.	David Radley
Village of Jordan	3/23/99	2:21 PM	fax		Received fax on revenue and amount of stickers sold in the Village of Jordan.	
Richard Robb - Town of Dewitt	3/25/99	9:45 AM	phone	phone 315-446-3768	Referred to Barbara Klim.	David Radley
Ron Monsour - City of Syracuse	3/25/99	11:15 AM	phone	phone 315-448-8082	Left a voice-mail message, asking him some questions about the budget information he provided in Syracuse's survey. He returned my phone call the same day, leaving me a voice-mail message and requesting that I do a follow-up call on 3/29.	Liz DiMatteo
Christine Slocum - Town of Salina	3/25/99	11:29 AM	phone	phone 315-457-6661	Called her for clarification of special districts in the Town of Salina. She suggested also speaking with the Assessor, Brad Brennan, who could provide more information on the different districts.	Priya Perera
William Asmus - Village of Liverpool	3/25/99	11:30 AM	phone	phone 315-457-1882	Spoke with Rick who told me that fuel is included in the equipment expenses. He directed me to call Mary Ellen Sims at 315-457-3441 for the budget information I needed.	Liz DiMatteo
Mary Ellen Sims - Village of Liverpool	3/25/99	11:35 AM	phone	phone 315-457-3441	Spoke with Ms. Sims, who told me that on the 1997 and 1998 budget data she gave us, the equipment expenses lines were blank due to the fact that the village purchased no new equipment.	Liz DiMatteo
Sharon Norcross - Village of Camillus	3/25/99	11:49 AM	phone	phone 315-672-3484	Called to check on status of budget questionnaire. Receptionist said she had faxed it out earlier in the day. Norcross was in a meeting.	Priya Perera
Barbara Klim - Town of Dewitt	3/25/99	12:13 AM	phone	phone 315-446-3826	Called with question on the number of trucks in Town of Dewitt. Said she would try to breakdown the information on trucks, it might include commercial haulers.	David Radley
Sharon Norcross - Village of Camillus	3/25/99	2:55 PM	phone	phone 315-672-3484	Called for information on tipping fee. She said there was an additional fee to Town of Camillus for construction debris.	David Radley
Barbara Klim - Town of Dewitt	3/25/99	3:09 PM	fax		Received fax on haulers and vehicles for 1996-1998.	
Town Supervisor's Office - Town of Onondaga	3/25/99	4:05 PM	phone	phone 315-469-3888	Called to confirm that Town of Onondaga has no special district.	David Radley
Assessor's Office - Town of Salina	3/26/99	10:45 AM	phone	phone 315-451-3231	Called for information on Town of Salina special districts. Left message for Brad Brennan.	Priya Perera
Brad Brennan - Town of Salina	3/26/99	1:38 PM	phone	phone 315-451-3231	He returned call. Discussed the explanation of special districts in Town of Salina. Later, transferred call to clerk who gave chronology of special district trash collection in Town of Salina.	Priya Perera

Name and Organization/Municipality	Date of Contact	Time Contacted	Point of Contact	Contact Numbers	Activity Description	Team Contact
Mark Fernandez - Village of Solvay	3/29/99	9:30 AM	phone	phone 315-468-1679	Called to confirm that budget information includes tipping fees.	David Radley
Ron Monsour	3/29/99	9:30 AM	phone	phone 315-448-8082	Left a voice-mail message asking him to call me back before my class or I would get in touch with him in the afternoon.	Liz DiMatteo
Mary Ellen Sims - Village of Liverpool	3/29/99	9:35 AM	phone	phone 315-457-3441	Called to confirm that budget information includes tipping fees.	David Radley
Patricia Derby - Village of East Syracuse	3/29/99	11:15 AM	phone	phone 315-437-3541	Called to confirm that the "operational budget" reported on the survey was the overall cost of trash and to obtain figures on tipping fees.	David Radley
Ron Monsour	29-Mar	2:30 PM	phone call	315-448-8082	Left a voice-mail message asking him to call me back sometime in the afternoon. He did and told me that the City of Syracuse did not include commercial trash removal expenses in their Total Contracted Expenses.	Liz DiMatteo
Suzanne Lalonde - OCRRA	3/30/99	9:05 AM	phone	phone 315-453-2866	Called to request information on yard debris answered other questions as well as she could.	David Radley
Suzanne Lalonde - OCRRA	3/30/99	9:38 AM	fax		Received fax on yard debris	

APPENDIX E. SURVEY INSTRUMENT
“CITIZEN TELEPHONE TRASH SURVEY” – RESIDENTIAL SURVEY

COMMUNITY BENCHMARKS PROGRAM

SPRING 1999 CITIZEN TELEPHONE TRASH SURVEY

Caller _____ Date _____ Time _____

Respondent:

Name _____ Phone Number _____

Address _____

.....
1. In which municipality do you reside? _____

(Note: Make sure to include if the municipality is a Town, Village, or Special District)

2. Does your municipality provide trash collection service or must you find your own provider?

_____ Municipality _____ Resident

(If resident, go to question 3. If municipality, thank and terminate the phone call.)

3. What is the name of the hauler? _____

4A. Did the hauler offer you more than one choice of service when you signed up? Y N

4B. If Yes, which service did you select? _____

5. How long have you used this hauler? _____

6. What is the amount you pay each month for trash and recycling collection? _____

7. How often does the hauler collect your trash? _____

8. Where does the hauler pick up the trash? _____

9A. Does the hauler limit the number of containers? Y N

9B. If Yes, what is the maximum number allowed? _____

Note: Make sure to complete both sides of this survey.

10. Does the hauler limit the size of the container? Y N
10B. If Yes, what is the maximum size allowed? _____

11. Which of the following does the hauler collect:
_____ Leave/Yard Debris _____ White Goods _____ Tires
_____ Hazardous Waste _____ Construction Debris _____ Batteries
_____ None of these _____ Other: _____

12. How satisfied were you with the information that was provided when you selected your trash service?
Very Satisfied Satisfied Neutral Somewhat Disappointed Disappointed

13. How satisfied are you with the trash collection service you receive?
Very Satisfied Satisfied Neutral Somewhat Disappointed Disappointed

Thank you for your time in completing this survey!

APPENDIX F. CODEBOOK OF RESPONSES
CODES FOR ANSWERS TO THE RESIDENTIAL SURVEY

Residential Survey Codebook

Column	Column Titles	Description
A	ID	ID=nnn
B	MUNI	1=Town of Cicero 2=Town of Clay 3=Town of Dewitt 4=Town of Elbridge 5=Town of Fabius 6=Town of Lafayette 7=Town of Lysander 8=Town of Manlius 9=Town of Marcellus 10=Town of Onondaga 11=Town of Otisco 12=Town of Pompey 13=Town of Tully 14=Town of Van Buren 15=Village of Baldwinsville 16=Village of Fabius 17=Village of Tully
C	WHO	Does municipality or resident choose trash collection service? 1=Municipality 2=Resident
D	HAUL	Name of resident's hauler - 1=Bistrow Trucking 2=Blue Ribbon Sanitation 3=Capital Environmental Resource 4=CTS Trash Service 5=DC Morgan Trash 6=WSI 7=Feher Rubbish Removal 8=Jerry's Removal 9=Appleton Disposal/Rainbow 10=Santaro Trucking 11=Syracuse Haulers Waste Removal 12=Waste Management/USA Waste/Laidlaw 13=Green Trash Removal 14=Resident transports waste to OCCRA facility 15=Other
E	CHO	Did hauler offer more than one service? 1=Yes 2=No #N/A=no answer/not applicable
F	TUSE	How long has resident used the hauler? 1=< 1 year 2=1 to 3 years 3=4 years or more 4=don't know #N/A=not answer/not applicable
G	PAY	\$nnn.nn/year #N/A=no answer
H	OFTC	How often does hauler collect trash? 1=once/week 2=twice/week 3=three times/week 4=4 or more times per week #N/A=no answer/not applicable
I	WPU	Where does hauler pick up trash? 1=curb 2=other place besides curb #N/A=no answer/not applicable
J	CLIM	Does hauler limit number of containers? 1=yes 2=no 3=don't know #N/A=no answer/not applicable
K	MCONT	Maximum number of containers=nn #N/A=no answer/not applicable
L	SLIM	Does hauler limit size of containers? 1=yes 2=no 3=don't know #N/A=no answer/not applicable
M	MSIZE	Maximum size of containers=nn gal #N/A=does not apply/no answer
N	LYDEB	Does hauler collect leaf/yard debris? 1=yes 2=no 3=don't know
O	OLDAPL	Does hauler collect white goods? 1=yes 2=no 3=don't know #N/A=no answer/not applicable
P	TIRES	Does hauler collect tires? 1=yes 2=no 3=don't know #N/A=no answer/not applicable
Q	HAZ	Does hauler collect hazardous waste? 1=yes 2=no 3=don't know #N/A=no answer/ not applicable

R	CDEB	Does hauler collect construction debris? 1=yes 2=no 3=don't know #N/A=no answer/not applicable
S	BATTS	Does hauler collect old batteries? 1=yes 2=no 3=don't know #N/A=no answer/not applicable
T	SATIN	Satisfaction with information provided by hauler - 1=very satisfied 2=satisfied 3=neutral 4=somewhat disappointed 5=disappointed
U	SATCOL	Satisfaction with service - 1=very satisfied 2=satisfied 3=neutral 4=somewhat disappointed 5=disappointed

APPENDIX G. DATA SPREADSHEET
SPREADSHEET OF RESPONSES TO THE RESIDENTIAL SURVEY

*Community Benchmarks Program
June 1999 Residential Trash Collection in Onondaga County*

ID	MUN I	WH O	HAU L	CHO	TUSE	PAY	OFTC	WPU	CLIM	MCONT	SLIM	MSIZE	LYDEB	OLDAPL	TIRES	HAZ	CDEB	BATTS	SATIN	SATCOL
TD16	3	2	12	1	2	\$ 160.00	1	1	1	1 cont	1	96 gal	2	2	2	2	2	2	3	2
TD20	3	2	12	1	3	\$ 296.00	1	1	2	#N/A	2	#N/A	2	2	2	2	2	2	2	2
TD23	3	2	3	1	2	\$ 200.00	1	1	1	#N/A	1	33 gal.	2	2	2	2	2	2	3	2
TD27	3	2	14		#N/A	\$2.00/bag	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
TD30	3	2	12	1	2	\$ 80.00	1	1	1	2 bags	2	#N/A	1	1	1	1	1	1	1	1
TY6	13	2	14	#N/A	#N/A	\$2.00/bag	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
TY2	13	2	14	#N/A	#N/A	0	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
TY19	13	2	14	#N/A	#N/A	\$2.00/bag	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
TY35	13	2	14	#N/A	#N/A	\$2.25/bag	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
TY12	11	2	11	2	1	\$ 288.00	1	1	2	#N/A	2	#N/A	3	1	3	3	3	3	1	1
TY16	11	2	1	1	3	#N/A	#N/A	2	2	#N/A	2	#N/A	3	1	1	3	1	3	1	1
TY20	11	2	11	2	2	\$ 280.00	1	1	2	#N/A	2	#N/A	2	2	2	2	2	2	1	1
TY30	11	2	14	#N/A	#N/A	\$2.00/bag	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
TY48	11	2	14	#N/A	#N/A	\$2.00/bag	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
TY53	11	2	14	#N/A	#N/A	\$2.00/bag	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
TY54	11	2	11	2	2	\$ 160.00	1	1	3	#N/A	3	#N/A	1	1	1	1	1	1	3	1
TY36	13	2	14	#N/A	#N/A	\$2.00/bag	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
TY37	17	2	11	1	2	#N/A	1	1	2	#N/A	2	#N/A	1	1	1	1	1	1	3	1
TY43	17	2	3	2	2	\$ 348.00	1	1	2	#N/A	2	#N/A	1	1	1	1	1	1	2	2
TY44	17	2	3	2	1	\$ 120.00	1	1	1	6 cont	2	#N/A	3	3	3	3	3	3	1	1
TVB4	14	2	14	#N/A	#N/A	\$2.00/bag	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
TVB6	14	2	12	2	3	\$ 265.92	1	1	1	1 cont	1	64 gal	2	2	2	2	2	2	3	2
TVB8	14	2	3	2	3	\$ 260.00	1	1	1	3 cont	2	#N/A	1	1	1	1	1	1	4	1
TVB9	14	2	5	2	3	\$ 240.00	1	1	2	#N/A	2	#N/A	#N/A	#N/A	2	2	1	2	3	1

APPENDIX H. RESPONDENT LOG – RESIDENTIAL SURVEY

RESPONDENT LOG – RESIDENTIAL SURVEY

Municipality	# of Attempts Made	# of Responses	Percent Response
Town of Cicero	19	10	52%
Town of Clay	51	10	19%
Town of Dewitt	58	8	13%
Town of Elbridge	65	4	6%
Town of Fabius	49	5	10%
Town of LaFayette	50	5	10%
Town of Lysander	52	9	17%
Town of Manlius	61	8	13%
Town of Marcellus	47	11	23%
Town of Onondaga	47	9	19%
Town of Otisco*	29	7	12%
Town of Pompey	26	10	38%
Town of Tully*	29	4	6%
Town of Van Buren	8	4	50%
Village of Baldwinsville	55	7	12%
Village of Fabius	40	3	7%
Village of Tully	11	4	36%
<i>Total Attempts</i>	*697		
Total Responses	118		
Overall Response Rate	17%		

*Due to the overlap of town borders, and the fact that the towns share the same zip-code and telephone exchange, it is impossible to distinguish the number of attempts made to each town. The total number of attempts made to both towns is 58.

APPENDIX I. COMPARISON CHART
A COMPARISON OF MUNICIPALLY-PROVIDED OR MUNICIPALLY-CONTRACTED
COSTS AND SERVICES

