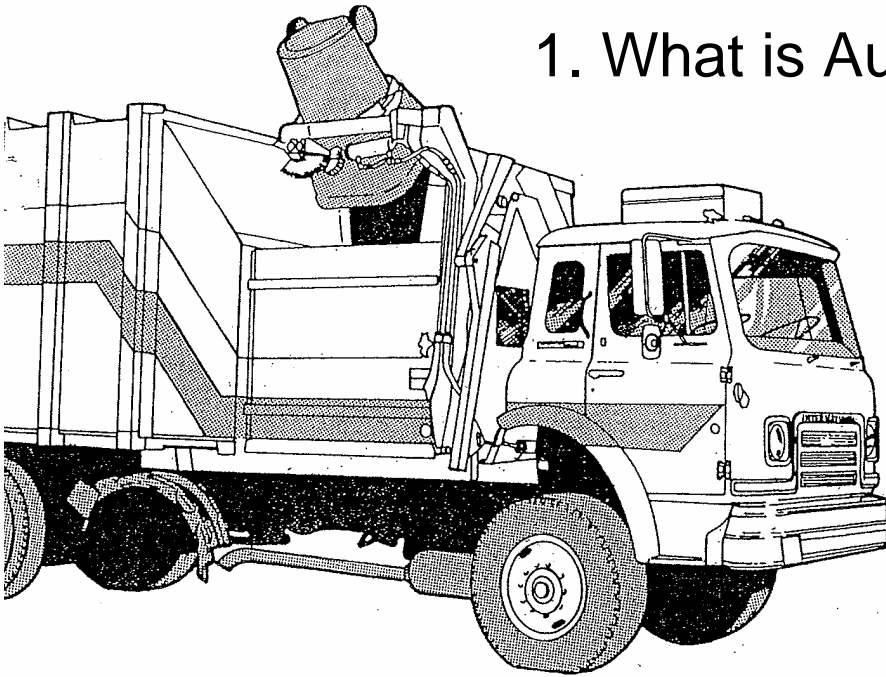


1. What is Automated Collection?



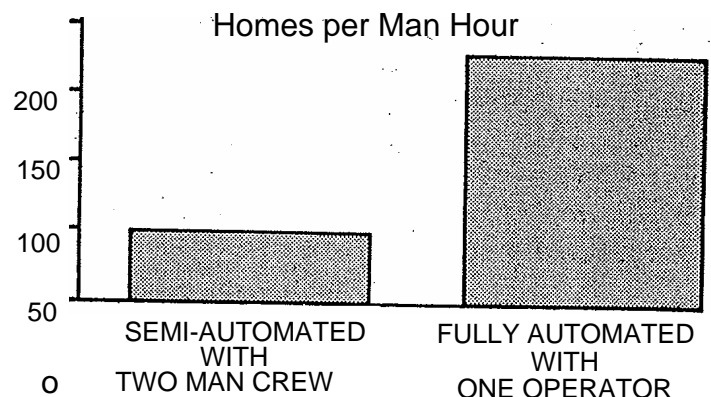
Automated Collection is a system that utilizes automated collection of residential garbage rather than manual collection. Each home is furnished with a special cart which the resident rolls to the end of the driveway on collection day. The garbage truck, equipped with a lifting mechanism on the side, will pull up to the cart. The operator never leaves the truck cab, but controls the entire loading, operation from his right hand drive seat. The whole process takes only about 10 seconds. After collection, the resident rolls the durable, weather-resistant cart back to either its indoor or outdoor storage place.

2. Why is Automated Collection better than traditional methods?

- The most important feature of automated systems is that it allows your city to collect garbage much more efficiently.
- It will help stabilize cost while improving service.
- Automation eliminates manual loading, thus reducing job related injuries.
- The city supplies extremely durable carts, with close fitting lids. This eliminates expense on your part for personal cans. Litter, odor and fly problems are greatly reduced.
- The curbside carts are maneuverable and easy to roll. No more strained backs from "carrying out the garbage."

3. What is the difference between fully automated collection and a semi-automated cart system?

As far as the resident is concerned, there is very little difference. Both systems provide a convenient method for storing and disposing of household trash, although the fully automated cart is typically larger and more durable than most carts now in use. The most important difference is the potential cost savings available through fully automated collection since one person can do the work of two or more using conventional collection methods.



4. What will it cost me, the homeowner?

For the majority, nothing. Each property will be provided with a 96 gallon cart which will be picked up weekly. The costs related to this pick up are covered in your property taxes. It should also help to avoid or delay future cost increases because the city is now able to better define costs and control them. Actually, it may save you money since you won't have to buy any more garbage cans or bags.

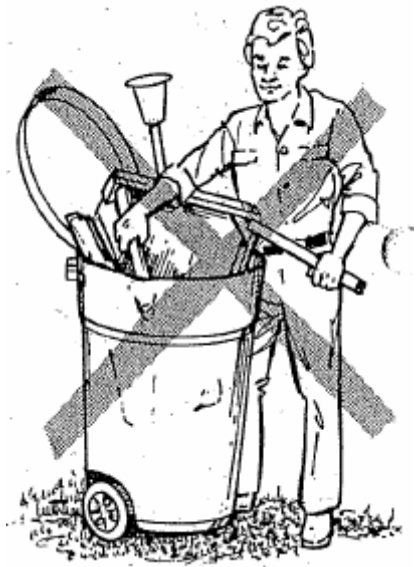
5. May I continue to use my old carts?

No. Because the new automated truck will pick up **ONLY** the new carts, your old garbage cans or Herbie cannot be used. The new carts are much larger than your old cans and should adequately hold your garbage.

6. What kind of garbage can I put in the cart?



Typical household trash of course - as long as it fits under the lid. Paper, cans, glass and flattened cardboard boxes should be recycled. In the interest of cart cleanliness, we encourage you to use plastic bags for wet garbage and to occasionally hose out your container.

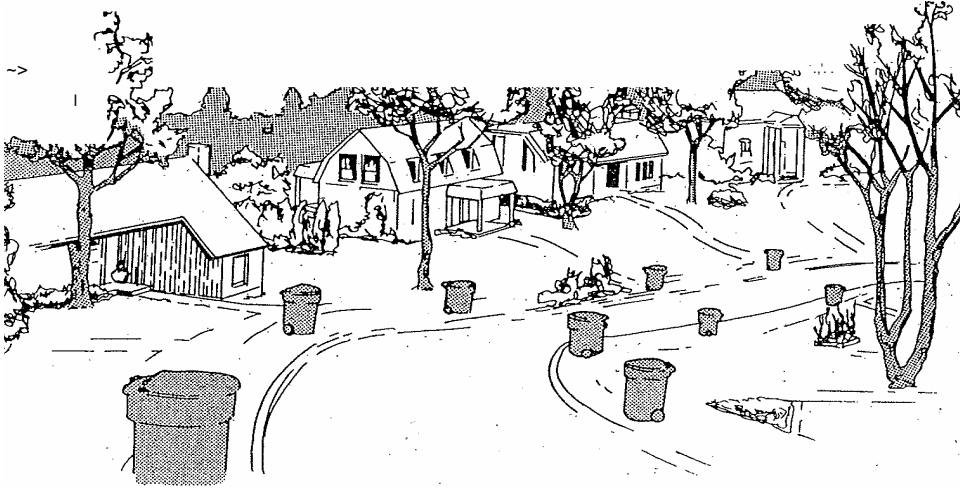


Items that **SHOULD NOT** be placed in the new containers include: large quantities of dirt, sod or rock, yard waste, large appliances or furniture, flammable materials such as oil, gas or paint, concrete, hot ashes, tires and hazardous waste.



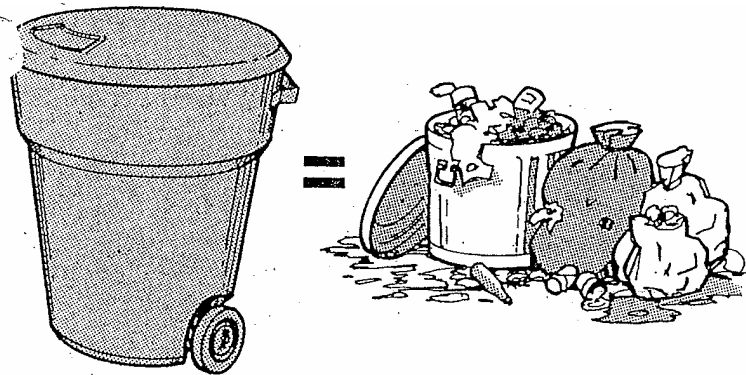
The durable plastic material is impervious to odors and household chemicals. It does not corrode, etch, or deteriorate.

7. Will residents set out the carts in time for early morning collection?



Residents usually learn to work with the system in order to benefit from its advantages. Occasionally, customers call in "misses" where they have put their cart out too late. In order to deal with this problem, operators will be instructed to make a note of addresses where containers were not out for collection so customers can be informed and requirements enforced. Carts will be required to be put out by 6:30 a.m. Many customers soon learn to set the container out the night before.

8. Will a 96 gallon cart be sufficient capacity for my garbage?



The amount of garbage varies with locale, size of family, size of lot; affluence and other factors. Surveys have shown that providing a 96 gallon capacity cart per household per week takes care of most normal needs. For properties that need more than one cart, a volume based system is being made available. An additional cart can be leased for a one-time charge of \$46.00; after the first year and all subsequent years, there will be an annual fee of \$35.00 to dispose of the extra garbage.

9. What if the container gets full before collection day?

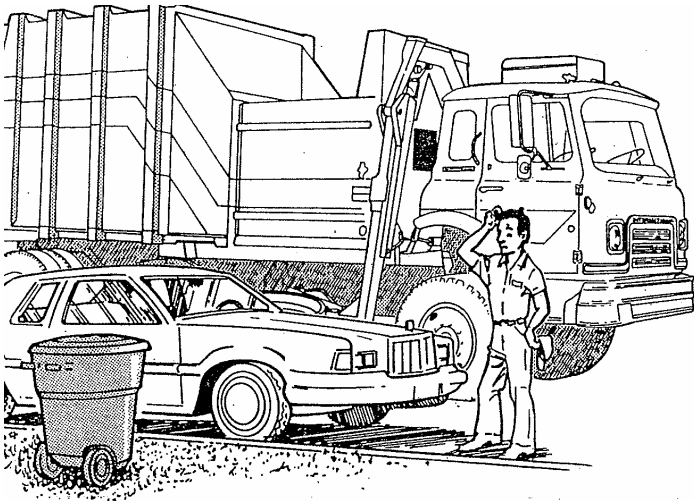
National surveys indicate that the 96 gallon cart like you will receive is adequate for the average home. Each container will hold the equivalent of three normal metal garbage containers. Residents are encouraged to recycle to save space in the automated carts. Recycle drop-off sites are located at the Public Works Facility, 3635 4th Avenue, and Harolds Landing, 26th Street and North Shore Drive, Moline.

10. Will the carts make it through skipped collections and/or holidays?

Since one man does the work of two manual collectors, overtime pay is not nearly so burdensome and many systems operate on holidays. Where once per week collection of 96 gallon containers is used, it's a good idea to provide service on an overtime basis on certain holidays.

11. What will I do if a medical (or physical) condition prohibits my handling the cart?

Upon receipt of certification by a licensed medical doctor that your health will not permit you to handle the cart, steps will be taken to have your container moved to the curb on collection day by someone other than yourself.



12. What about parking on collection days?

So that the collection truck can easily approach the carts, we ask that you do not park at the curb on collection day. This simple request has had remarkable effectiveness, even in areas that were considered to be sure problems.

13. What if vehicles block containers in the alley or street?

Most cities do not have problems locating carts in alleys where they will be accessible and not inconvenience residents who park or have garages along the way. Alley-collection areas already provided by residents for their conventional containers are usually easy to convert for automated containers. At the curb it is a simple matter to avoid parking conflicts by requiring containers to be placed at the corner of the driveway. Unless householders park in front of the driveway, the container will be accessible. In those few locations where parking is an extreme problem, or where sidewalks are narrow, many cities ask residents to place containers in the gutter beside the curb, and to park autos so as to accommodate the new system.

14. Can I call for a special pick-up?

Each residence will be provided one special pick-up service annually at no charge. Additional special pick-ups will be provided at a pre-paid charge of \$25.00. Customers can coordinate together with each other to get multiple free special pick-ups per year.



15. Will yardwaste collection be changed?

No, the current program will remain unchanged. Yardwaste will continue to be placed in large lawn & leaf paper bags with a City of Moline sticker on each bag and will be picked up weekly on your garbage collection day during the season.

16. Will citizens complain because carts are located either inconveniently across the alley or too close along a fence?

Yes, a few customers will complain about cart location. Again, they usually appreciate the advantages and eventually accept the minor inconveniences that go along with them. Surveys of users made after three weeks or more of use have indicated a fifteen-to-one or higher preference for automated collection.

17. Will the public support the initial cost?



Most citizens accept the idea of lower operating costs and the large initial capital outlay required to reduce costs when they understand the system. It is important to explain the cost accounting carefully and to provide information about the system through news releases, mailings, handouts, public presentations and other media. The City of Moline is already purchasing five new sanitation vehicles this year (2006), regardless of type. The initial cost of the carts will be spread over an eight year payback plan.

18. How do I dispose of my existing containers?

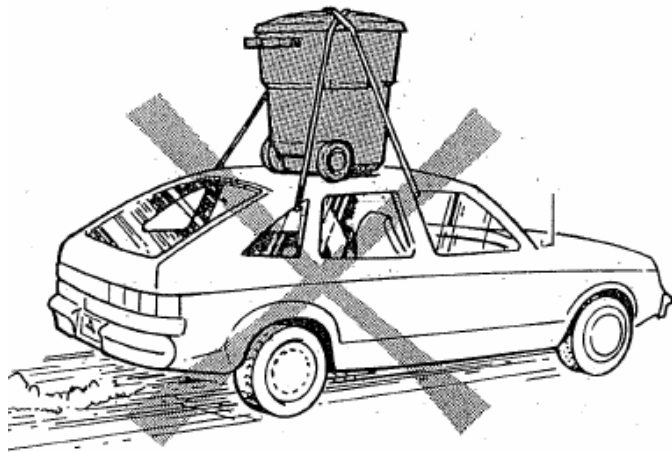
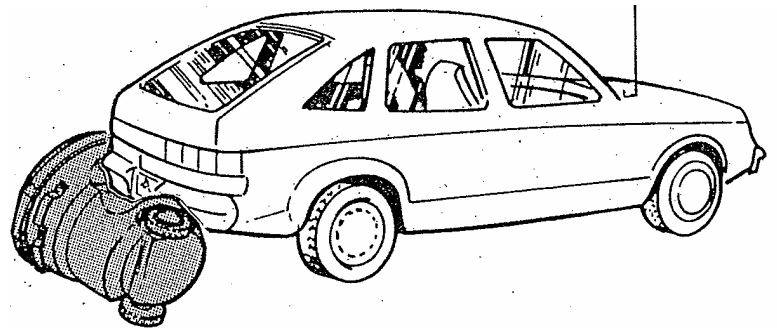
After you receive your new cart, you may put your old containers beside your new cart for pick-up and disposal. We will have a manual truck follow the automated trucks to pick up these cans and containers for the first two weeks of the new system. However, residents who lease carts (Herbie Curbies) from Whittinghill Refuse Equipment must make arrangements with Whittinghill (1-800-747-8441) for termination of the lease and pickup of those carts.

19. What are vandalism costs?

They are generally similar to vandalism costs on other public property. In cities which have adopted the system, the vandalism costs seldom exceed 1% of initial cost per year. They usually result from defacing containers or from setting garbage in the containers on fire.

20. Who replaces damaged carts?

Molded carts are extremely durable and can withstand even the toughest abuse; however carts which fail in normal use are replaced by the City under the terms of the standard 10 year warranty with the manufacturer.



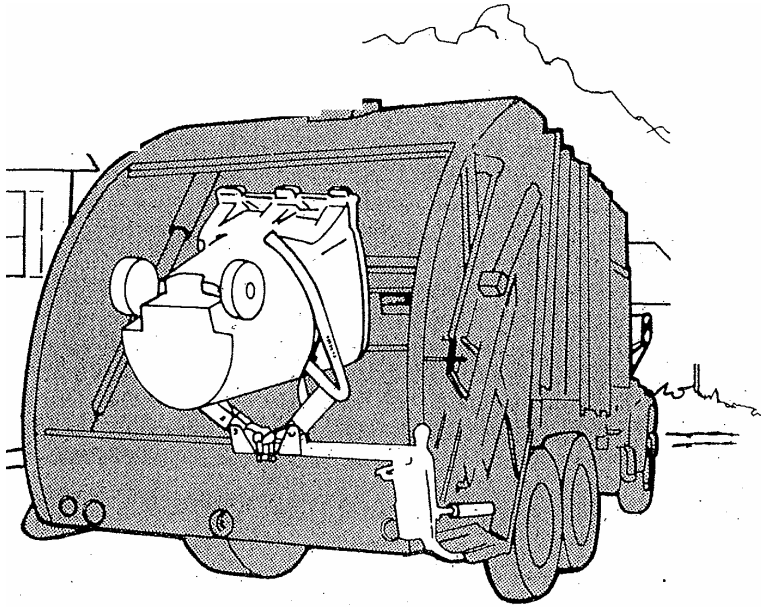
21. What happens when a resident moves?

They leave their container for use by the next resident. In spite of its apparent convenience as a storage bin for household effects, very few carts "disappear" when residents move. The carts are a bit awkward in the trunk of a car or back of a pick-up. At any rate, loss from theft or moving is negligible when a serial number is permanently applied to each container and registered to each address.

22. What if my cart is stolen or destroyed?

Each household will receive one specialized cart when the new system begins. Upon verification by the police department, stolen carts should be replaced free of charge. The city will repair or replace all damaged containers except damage due to negligence or abuse.

23. What will the city do with its existing fleet of collection trucks?



Automated collection will be phased-in by late 2006. The can(s) to cart conversion is expected to be implemented by June of 2006. The automated trucks will follow for implementation in the fall of 2006. This phase-in allows for older trucks to be retired on a well planned depreciation basis as the city continues to use its present rear loader fleet to pick up the automated carts, a cart "Tipper" is available on the back of the rear loaders. The Tipper eliminates lifting of the carts and can be used as a first step towards fully automated collection.

24. Will the city provide back-up equipment?

The Public Works management team which developed the proposal for the city has made provisions for backup equipment. The City will have four route trucks and one automated truck for reserve; back-up equipment becomes increasingly important and should be part of any well managed system. The Tipper shown above is an excellent source for back-up situations.

25. Will the introduction of automated collection mean that the Sanitation Section will lay off employees, adding to the unemployment problem?

No. Usually cities find that normal attrition coincides well with the phase-in of automated collection. Eventually, the Sanitation Section will have fewer employees (saving tax dollars) and will be operating much more efficiently. Often sanitation workers are transferred to other openings within the City. Automated garbage collection systems have a proven record of reducing employee turnover, absenteeism and on-the-job injuries, resulting in improved employee moral and self-esteem.