

Campton Township Solid Waste Disposal District (CTSWDD)
Meeting Minutes for the regular meeting of
January 21, 2015 7:30 p.m.
held at Luau Coffee, 40W301 Route 64, Campton Hills, Illinois

A. Call to Order

President Berry called this regular meeting of the Campton Township Solid Waste Disposal District to order at 7:31 p.m. President Jack Berry and trustees Mark Gordon, Robert Knowlton, Denise Morgan, and Dave Phillips were in attendance.

B. Pledge of Allegiance

President Berry led the group in the Pledge of Allegiance to the American Flag.

C. Welcome General Public and Guests

1. General Public

Debby Ballot, 4N605 Snowbird Court, Campton Hills, IL
Joan Bowgren, 40W214 Wasco Road, Campton Hills, IL

2. Guests

Matt Hernandez, Waste Management
Vaughn Kuerschner, Waste Management

D. Public Comments

Ms. Ballot had no comments at this time.

Ms. Bowgren has multiple issues to discuss.

12/29/14 – Refuse was not picked up and she did not call WM. The recyclables were picked up. About once a year the trash is not collected from the entire road.

01/05/15 - Refuse was not picked up again. She called the number on their bill, 800-747-2278, where a recording asked for their billing zip code. When she entered the Wasco zip code 60183, the recording said Waste Management did not service their area. When she finally did reach a customer service rep, she was told that the first week, 12/29/14, the refuse truck did not go down the road because it was not plowed properly (which it was) and was not safe. She told them that the recycling truck did pick up Monday, 12/29/14, without a problem. She was told the 2nd week, 01/05/15, the driver did not pick up the refuse because the cart was frozen to the ground, but the carts were moved out at 6 a.m. Again the recycling truck picked up 01/05/15 without a problem. Instead of telling the customer that the trash would be picked up the next day, she was told they will be serviced the following Monday. The customer told the customer service rep about the recording saying 60183 is a zip code area not serviced by WM. The customer service rep offered to give them a credit of 2 weeks off their next bill.

Ms. Bowgren owns two properties and the 2nd property is vacant. It was put on vacation status in September 2014. Waste Management told her that she could not cancel the service so she would have to call every 90 days to keep it in vacation status. They still received a bill and called WM. WM said they would credit the account but the customer is afraid it will be

sent to a collection agency. When the customer called on 01/12/15 the recording had been fixed for zip code 60183.

This brought up some questions by the CTSWDD trustees for Waste Management.

Doing a search for the address, only one incident was on the CTSWDD reports from WM. On

04/15/13 – “Whole street missed” with the town listed as St. Charles. Are the reports provided by WM missing calls coming in for zip code 60183 (Wasco)? 60147 (La Fox)?

Why did the Call Center tell the customer it would be picked up the next week? I should have been serviced as soon as possible.

Why did the Call Center tell the customer they could not cancel service at the vacant house?

Mr. Hernandez (WM) will follow-up on all of the above. He said they will also review the information that comes up on the screen at the Call Center for Campton Township to make sure all information is correct.

E. Campton Township Board Meeting

A CTSWDD representative was not present at the Campton Township Board meeting this month.

F. Review and Approval of Minutes of November 19th, 2014 Meeting

Minutes of the November 19, 2014 regular meeting were presented. Trustee Gordon made a motion to approve the minutes, seconded by Trustee Knowlton. A vote was taken and the motion passed unanimously.

G. Review and Acceptance of Reports

3. Treasurer’s Report

i. Report of Current Balances

Checking Acct. Beginning Balance:	\$ 792.21
0 Credits:	\$.00
2 Debits (see Oct. & Nov. 2014 minutes):	\$ 150.00
Ending Balance:	\$ 642.21

Money Market Beginning Balance:	\$14,674.70
2 Credits (Nov. & Dec. 2014 interest):	\$ 1.22
0 Debits:	\$.00
Ending Balance:	\$14,675.92

Trustee Phillips made a motion to approve the Treasurer’s Report, seconded by Trustee Gordon. A vote was taken and the motion passed unanimously.

ii. Presentation of Outstanding Bills

None.

iii. Vote to Pay Outstanding Bills

None.

2. Waste Management Monthly Reports

The tonnage report figures were very high for every category. The UNR (Unresolved issues non-operation related), CLP (complaint), MPU (missed pickup) report was incomplete. Mr. Hernandez (WM) informed us that the preparation of these reports had been taken over by a new people and the reports would be corrected by early next week.

3. Residents' Queries

A resident contacted President Berry concerned that a missed pickup in his neighborhood might be due to political signs posted in the yard. Mr. Hernandez (VM) spoke with the resident via telephone and assured him that there had to have been another reason for the missed pickup.

A resident put out additional recyclable materials in plastic bags between the recycling cart and the garbage. The bags were not picked up for two weeks. The resident said the Call Center hung up on her on one of her calls. Mr. Hernandez (WM) is following up with the Call Center. Due to the location of the bags, the drivers did not know if the bags were garbage or recycling so neither truck picked them up. A recycling truck was sent out to retrieve them once they were identified as bags of recyclables.

H. Old Business

1. New Contract Discussion

The CTSWDD did a final review of the contract. After the final minor changes are made a copy will be sent to the CTSWDD attorney and Waste Management for review.

2. Action Item List review

Trustee Morgan made a motion to postpone the review of the Action Item list until the February meeting since none of the outstanding items were time sensitive, seconded by Trustee Gordon. A vote was taken and the motion passed unanimously.

I. New Business

1. Contract Communications – Waste Management

Since refuse carts will need to be delivered as part of the new contract and there will be new service options the residents will need to be informed. The rough plan is to:

- 1.) have a robo-call go out to all residents telling them to watch the mail for information
- 2.) have a mailer go out by the middle of February with details about the new options, refuse carts, and option to change out the recycling cart. Residents can make their choices via phone (a special # will be on the card just for Campton Township residents) or by email
- 3.) put a press release in local papers from WM pointing to the website for more information
- 4.) ask the Village of Campton Hills to put out an e-mail blast
- 5.) have a display of the 3 sizes of carts at a public place
- 6.) have a second robo-call with a phone number to call if they did not receive a mailer
- 7.) have a public forum hosted by CTSWDD and Waste Management

- 8.) have a call back to residents that have not responded, if they cannot be reached the default service/cart will be applied/delivered
- 9.) start delivering carts within 30 days of the beginning of the new contract

2. Other

Matt Hernandez, has accepted a promotion Waste Management. Vaughn Kuerschner will be taking over his position and will be CTSWDD's direct contact at Waste Management.

K. Adjournment

At 10:15 p.m. Trustee Phillips made a motion to adjourn the meeting, seconded by Trustee Gordon, motion carried on a unanimous vote.

Next Regular Meeting

The next regular CTSWDD meeting will be Wednesday February 18, 2015 at 7:30 p.m. at Luau Coffee, 40W301 Route 64, Campton Hills, IL.