

Questions Asked	WCA (Town & Country)	Republic Services/Allied Waste	Jim's Disposal Service
Can you provide weekly trash, recycling and yard waste service for 8400 homes?	Yes	Yes	Yes
Can you provide yard waste service for an increase to 12 bags/containers every month?	Yes	Yes	Yes
Do you provide service to communities of similar size to Prairie Village? If so, whom?	Yes—KCMO, North Kansas City. Will provide references at a later point in time.	Yes—Liberty, MO; Jefferson City, MO; Joplin, MO.	Yes—Smithville, MO (3,182 homes); KCMO (52,000 homes).
Would you provide similar containers as used by Deffenbaugh or would you use manpower to toss bags?	We can do either. We prefer carts, though.	We can provide similar wheeled carts that Deffenbaugh uses.	We can provide containers, or manpower to toss bags can be used.
What type of fuel would your trucks use?	High Efficiency Diesel trucks	We operate over 2200 natural gas trucks nationwide. In KC area, we haven't converted to natural gas trucks, so we would be using clean burning diesel fuel trucks.	Diesel trucks
Would you provide bulky/large item pickup?	Yes	We offer programs that allow for once a year, twice a year, quarterly and weekly pickups.	Yes
Do you feel you can offer a competitive bid? (in comparison to Deffenbaugh's rates: \$13.42 per house hold (monthly) plus \$30,000 for large item pickup)	Yes	Yes	Yes
Can you adequately handle customer complaints?	Yes. "We use a point person at the city that communicates issues to a point person at our operation, a log is kept and from time to time reviewed with staff and reported to council at whatever frequency they deem necessary."	"We have fully trained personnel at our call centers that have a goal of answering every call by the third ring. Every call is to be handled and fixed by the person receiving the call, and the drivers do not leave their routes at the end of the day until they call into dispatch to see if there were any service calls for their route that day. If there were calls received they are instructed to go back and correct the matter before they leave their route."	"Yes, we have our own dispatch/customer service department."