



# Gar-Ba-Zine

Customer Newsletter

Issue Number IV

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## Choosing Partners

Today's business environment requires each of us to form good business relationships with high-quality, dependable, successful partners to insure that our own operations run smoothly.

ARC's new truck fleet and growing customer list give me the confidence to say "We're the right business partner for you!"

*Mike O'Brien*

General Manager, ARC Disposal



## Customer Satisfaction

Melissa Bonilla, Customer Service Supervisor

Every week ARC's customer service center receives and handles more than 2,500 inbound customer calls. Our goal is to provide each of the customer service representatives with ample training and tools to resolve every customer inquiry or issue in "real time" without the need to transfer calls to other departments.



Call our friendly staff to:

- Schedule rolloff pulls and deliveries
- Arrange for extra commercial pickups
- Increase or decrease your regular service level
- Obtain prices for adding recycling services
- Inquire about your bill or a service issue

## Savings Opportunities

Kevin Perkins, Sales Manager



Each of us is impacted by cost of living increases and we all recognize that, over time, the price of everything we need in our lives continues to rise.

At ARC we're especially vulnerable to fuel costs, labor contract increases, the cost of steel and above all, rising landfill tipping fees. And, like any other business, we have no choice but to pass these costs along to our customers.

**There are ways to offset cost increases in your solid waste collection services. We encourage you to:**

- Increase the size of your container and reduce the frequency of weekly services
- Add recycling services to avoid landfill fees for recyclable cardboard and office paper

***Our customer service representatives can help!!***

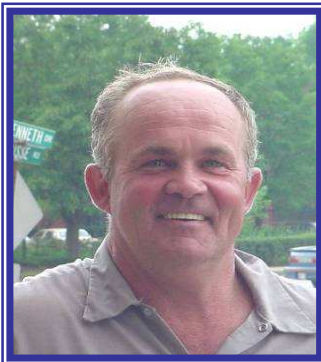
**Call 847-981-0091 to save money now!!**

## Employee Profiles



**Terry McNulty** is a senior shop mechanic and shift leader at ARC Disposal.

Terry has developed expert skills - including computer diagnostics - during his 18 years at ARC and has great knowledge of our engines and electrical systems.



**Mike Stroh** made a career change this year, moving from our transfer station to residential yard waste.

Mike's friendly ways and good work habits make him very popular with our customers.

And, "Happy Birthday"!



**Mark Bruscato**, a commercial route driver, has twelve years of service with ARC.

Mark's number was called to operate our new FEL route in Prospect Heights and he's done a great job with our new customers.



**Ken Klein**, residential route supervisor, is responsible for 17 routes in Mt. Prospect and Des Plaines.

Ken recently celebrated the conversion of our Mt. Prospect routes to fully-automated collection.

## Hello, Prospect Heights!!

By Dirk DeVries, Commercial manager

We are pleased to welcome some 300 new commercial customers in Prospect Heights to the "ARC Family" effective July 1.

Thanks for your assistance during our transition.

## Garbology...Fact or Myth?

Jim Van Dyke, Division Controller

### Milestones in Garbage

500 B.C.	The city of Athens organizes the first municipal dump in the Western world. Citizens are required to dispose of their waste at least one mile from the city walls.
1757	American households begin digging refuse pits instead of throwing garbage out of windows and doors.
1842	A report in England links disease to unsanitary environmental conditions, helping to launch the "age of sanitation."
1860s	In Washington, D.C., people still dump garbage and slop in the street, while pigs, rats, and cockroaches flourish.
1895	The New York City Street Cleaning Commissioner sets up the first comprehensive system for public sector garbage management in the country.
1900s	"Piggeries" are developed in small- to medium-sized towns in the United States. Swine eat fresh or cooked food waste. It is estimated that 75 pigs consume 1 ton of refuse per day.
1902	Seventy-nine percent of 161 cities in the United States surveyed in a Massachusetts Institute of Technology study provide regular collection of waste materials from people's homes.
1916	Cities begin switching from horse-drawn to motorized refuse collection equipment.
1920s	Using wetlands located near cities as a garbage disposal facility becomes popular. Garbage is placed in the wetlands in layers, with ash and dirt layers on top as cover.
1940s	The Fresno, California, Director of Public Works leads the effort in developing sanitary methods for disposing of trash in large urban areas.
1940s	Almost 100 cities in the United States are using sanitary landfills.
1950	Bernie Boer, ARC's operations manager for the last 28 years is born in Chicago.
1952-1953	Many urban areas use close-in, open-burning dumps to reduce volume of refuse and extend the usability of the site. But by the end of the decade, open burning of refuse is prohibited in many areas.
1955	With consumer prosperity at an all-time high in the United States, Life magazine heralds the advent of the "throwaway society."
1958-1976	The amount of packaging produced and disposed of in the United States increases by 67 percent, due to the increase in consumerism after World War II.
1970	The U.S. Environmental Protection Agency (EPA) is created by President Nixon. Its first Administrator is William Ruckelshaus.
1975	All 50 states have some form of solid waste regulations in place, although the requirements vary widely.
1979	<a href="#">EPA prohibits open dumping and sets first standards for landfills.</a>
1987	Mobro, the garbage barge, sails up and down the U.S. East Coast, looking for a place to dispose of its waste. Rejected by facilities in six states and three countries, the barge draws public attention to the landfill capacity shortage.