

BEGINNING  
**SEPTEMBER**  
2018



# **CITY OF DEKALB WASTE & RECYCLING PROVIDER UPDATE**

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**LRSRECYCLES.COM/DEKALB**



# CITY OF DEKALB

## NEW REFUSE, RECYCLING AND YARD-WASTE COLLECTION PROGRAM

Beginning September 1, 2018, Lakeshore Recycling Systems (LRS) will be the City of DeKalb's new service provider for refuse, recycling and yard-waste services. The transition of services begins mid to late August, with the delivery of new 95-gallon refuse (garbage) and 65-gallon recycling carts to the residents of DeKalb.

### THE TRANSITION

All residents in single family or multifamily homes, four units or less, with an active account, will automatically receive one (1) 95-gallon cart for garbage and one (1) 65-gallon cart for recyclables. **No action required.**

Residents with special requests or exercising their option for one free, additional 95-gallon refuse or recycling cart can use this link [LRSrecycles.com/DeKalb](https://LRSrecycles.com/DeKalb), email LRS directly at [DeKalb@LRSrecycles.com](mailto:DeKalb@LRSrecycles.com), or call LRS at 815.770.7550.

LRS will provide three categories of core residential services. **All services will remain the same, including your pick-up day.**

### MAIN SERVICES

#### REFUSE (GARBAGE) COLLECTION

Weekly garbage collection will occur on the same day as your previously scheduled collection day. LRS will provide one (1) 95-gallon garbage cart as part of the service. Residents may use their own carts for extra garbage so long as they weigh less than 50 pounds, do not exceed 32-gallons in size, and have two handles. Residents may request an additional 95-gallon garbage or recycling cart at no additional charge.

One (1) appliance such as a refrigerator or stove may be placed out for collection each week. One (1) large or bulky item that does not fit into the garbage cart or approved waste container may also be placed out for collection, every week. This may be an item such as a couch, chair, table or mattress. Heavy items not easily managed such as a piano, sofa sleeper, etc. are considered special pick-ups and require residents to contact LRS for an estimate.



#### RECYCLING COLLECTION

Collections for recyclable materials will occur on the same day as your garbage collection day. LRS will provide one (1) 65-gallon for recyclables as part of the service. Residents may use their own carts for extra recyclables so long as they weigh less than 50 pounds, do not exceed 32-gallons in size, and have two handles. Please clearly mark your cart with the word **recycling** to indicate additional recyclables. Residents may request an additional 95-gallon recycling cart at no additional charge or upsize their 65-gallon cart to a 95-gallon cart.

#### YARD WASTE COLLECTION

Yard waste will be collected the same day as your garbage and recyclables. LRS will collect yard waste from April 1 through the end of November. Yard waste includes garden trimmings, branches and brush under two inches (2") in diameter, leaves, flowers, tree droppings (crabapples and pinecones), garden plants, vines, weeds, and grass clippings. Place yard waste in a biodegradable landscape waste bags or open garbage cans marked with "YW or X," not to exceeding 32-gallons and 50 pounds. Brush must be cut to 4-foot lengths and bundled with biodegradable twine or string, not to exceed 50 pounds. LRS will provide annual Christmas tree collections for the first two weeks in January.

LRS offers 65-gallon and 95-gallon carts for yard waste. These are optional and available for residents to rent for a small fee billed quarterly by LRS.





# NEW SERVICES

## ORGANIC FOOD SCRAPS (OFS)

During the yard waste collection season, residents may mix OFS with yard waste. Acceptable OFS include bread, cereal, coffee grounds, dairy, egg shells, eggs, fruits, grain, pasta, shells, and vegetables.

## HOUSEHOLD HAZARDOUS WASTE

Beginning in the spring of 2019, LRS will introduce a new service for the collection of HHW. LRS will collect HHW materials from your front door or driveway.

More information will be provided for residents as it becomes available.

## ELECTRONIC WASTE

Beginning October 2018, LRS will begin collecting E-Waste on resident's first regularly scheduled pickup day of every month. E-Waste items includes the following items, computer mice, computer monitors, computers, digital converter boxes, digital video disc players, digital video disc recorders, fax machines, keyboards, portable digital music players, printers, satellite receivers, scanners, small scale servers, televisions, video game consoles, and videocassette recorders. Smaller E-Waste items may be placed at the curb in a brown paper bag or a 24" x 24" x 24" or smaller cardboard box. **Please mark the box as E-WASTE.** E-waste should be separate from the refuse (garbage), recycle and yard waste containers in a noticeable location easily identifiable for the driver. Residents with televisions and monitors weighing over 50 pounds or larger than 19 inches should contact LRS customer service department prior to the scheduled collection day.



# RECYCLABLE MATERIALS

## PAPER

Newspaper and inserts  
Computer printouts  
Glossy brochures  
Stationery  
Envelopes  
Cardboard boxes

Magazines catalogs & phone books  
Hanging file folders (remove metal & trash it)  
Index cards  
Fax paper  
Junk mail  
Brown paper grocery bags

Office paper notebooks  
Pastel sticky notes  
Greeting cards  
Manila folders  
Chipboard/Paperboard  
Paperback books

- NO used paper plates or pizza boxes, or fluorescent paper (they contaminate the paper stream with food, dye, or plastic coating) If pizza box top is clean you can tear it off and recycle it.
- NO paper towels, tissues, or napkins, which are not recyclable because the fibers are too small to reuse (please compost them with kitchen food scraps if possible)
- NO Shredded Paper – Loose shredded paper causes major sorting problems in the Recycling Facilities
- NO frozen food boxes, which are made of a hybrid of paper and plastic, and are not wanted by paper mills
- NO paper cups, which are also made of a hybrid of paper and plastic rendering them unrecyclable

## ALUMINUM CANS AND FOIL

Aluminum cans

Aluminum foil

Pie plates & trays

## CARTONS

Milk, Soup, and Juice cartons & boxes

## STEEL/TIN CANS

Food cans and lids

Metal paint cans and lids

Empty aerosol cans

- NO utensils, propane tanks, wire hangers, or small appliances

## GLASS BOTTLES AND JARS

All colors are accepted

- NO window or auto glass, bakeware, ceramics, mirrors, light bulbs, coffee pots or drinking glasses

## PLASTIC CONTAINERS

Plastic bottles

Plastic tubs

Plastic jugs

- NO plastic bags or plastic film (plastic wraps, sandwich bags, freezer bags, tarps)
- NO plastic utensils or plates (plastic wraps, sandwich bags, freezer bags, tarps), cups, lids or straws
- NO candy wrappers, cereal bags, potato chip bags, or snack bags
- NO empty motor oil, pesticide, or chemical bottles
- NO Styrofoam, polystyrene (do not put in curbside bin)



## JUST THE FACTS

On June 25, 2018, City Council passed a resolution authorizing a five-year contract for the collection of refuse (garbage), recyclables, and yard waste with Lakeshore Recycling Systems (LRS). As the City works with LRS to transition from the current service provider, the City would like to take the opportunity to provide residents with an overview of the upcoming services and dispel any misinformation regarding the reduction of services.

### **WHEN DOES THE LRS CONTRACT FOR THE COLLECTION OF REFUSE, RECYCLABLES, AND YARD WASTE TAKE EFFECT?**

The contract with LRS begins September 1, 2018 with the **first residential pick-ups scheduled for Thursday, September 6, 2018, due to the Labor Day Holiday.**

### **WILL THE REFUSE SERVICES CONTINUE WITHOUT INTERRUPTION DURING THE TRANSITION PERIOD?**

There will be **no interruptions in service.** LRS plans to begin delivering carts in mid-August. The current service provider will begin picking up their carts the week of August 27, 2018, which coincides with their last week of scheduled pick-ups.

### **DO I NEED TO SUBMIT A REQUEST FOR THE DELIVERY OF LRS CARTS?**

**No requests are necessary.** By default, all residents in single family and multi-family homes with an active, City of DeKalb, utility/garbage account will receive one (1) 95-gallon cart for refuse and one (1) 65-gallon cart for recyclables.

### **MAY I REQUEST AN ADDITIONAL CART OR A LARGER RECYCLING CART?**

Yes, residents may request an additional 95-gallon refuse and/or recycling cart at no additional charge. Residents may also request to exchange the 65-gallon recycling cart they receive for a 95-gallon recycling cart.

### **WHAT IF I NEED A 65-GALLON GARBAGE CART?**

Senior citizens and residents living in multifamily (attached homes) may request a 65-gallon refuse cart in place of the 95-gallon cart.

### **HOW DO I SUBMIT A REQUEST FOR AN ADDITIONAL CART OR A SMALLER CART, AS DESCRIBED?**

Residents may submit those requests online at [LRSrecycles.com/DeKalb](https://LRSrecycles.com/DeKalb) or by dialing the number posted on the website. LRS recommends residents submit special requests online as the process is easy for residents who have internet access. It also helps residents avoid extended phone hold time.

### **MAY I CONTINUE USING MY OWN GARBAGE, RECYCLE OR YARD-WASTE CART OR CONTAINER?**

Residents may use their own carts or containers. Resident owned carts or containers must weigh less than 50-lbs, not exceed 32-gallons in size and have two handles.

### **WILL MY PICK-UP DAY BE THE SAME AS IT IS NOW?**

LRS will keep the same schedule as the previous service provider. However, the time of day your collection occurs may vary during the transition phase as LRS works to increase efficiency.

### **HAS THE LOWER MONTHLY RATE RESULTED IN A REDUCTION OF SERVICES?**

All core services stay the same with only one (1) exception. The new contract eliminates the City's three (3) sites for landscape waste at Fire Station #2 1154 South 7th Street, 950 W. Dresser Road, and the southeast corner of North 7th Street and Oak Street. These facilities had become prone to abuse and misuse.

### **HOW DO I NOTIFY LRS THAT MY REFUSE, RECYCLING, OR YARD WASTE WAS NOT COLLECTED?**

Please contact LRS at **815.770.7550** or email your name, phone number, and address to [DeKalb@LRSrecycles.com](mailto:DeKalb@LRSrecycles.com) to notify customer service which waste material(s) were not collected.

For regular updates, please visit our website at [CityofDeKalb.com](https://CityofDeKalb.com). You may also follow us on Facebook and Twitter at [@cityofdekalb\\_IL](https://twitter.com/cityofdekalb_IL). Please call Patrick DiDiana at **815.748.8135** or [patrick.didiana@cityofdekalb.com](mailto:patrick.didiana@cityofdekalb.com) with questions and concerns.

## CONTACTING LRS

LRS DEKALB CUSTOMER SERVICE PHONE

**815.770.7550**

LRS EMAIL FOR DEKALB RESIDENTS

**DEKALB@LRSRECYCLES.COM**



# WASTE AND RECYCLING CARTS

ALL DEKALB RESIDENTS WILL AUTOMATICALLY  
RECEIVE NEW LRS REFUSE AND RECYCLE CARTS

All residents in single family or multifamily homes, four units or less, will automatically receive one (1) 95-gallon garbage cart and one (1) 65-gallon recycle cart. Garbage carts will have a different color lid from the recycle cart. **NO ACTION REQUIRED.**

## DO I NEED TO SUBMIT A REQUEST FOR CARTS TO BE DELIVERED?

No, residents will automatically receive both carts before September 1st.

### SPECIAL CART REQUESTS

#### ADDITIONAL CART REQUEST

Residents may request one additional 95-gallon garbage or recycling cart at no charge.

#### SMALLER (65-GALLON) GARBAGE CARTS MAY BE REQUESTED BY

- Multi-family homes, four units or less
- Senior-citizens

#### HOW TO SUBMIT SPECIAL CART REQUESTS

- Visit [LRSrecycles.com/DeKalb](https://LRSrecycles.com/DeKalb) to submit an online request.
- Call customer service directly at **815.770.7550**.

#### HOW TO CHANGE A SPECIAL CART REQUEST SUBMITTED

If you need to change your submitted request, please send your name, address, phone number and request by email to: [DeKalb@LRSrecycles.com](mailto:DeKalb@LRSrecycles.com). LRS will respond to you!

#### WHEN TO SUBMIT SPECIAL CART REQUEST

Please submit special cart requests **before August 17, 2018** to ensure delivery before September 1st.

**Requests submitted after August 17, 2018** may take several weeks for delivery due to the anticipated number of requests. LRS will work quickly to fulfill cart delivery and special exchange requests. Please keep in mind this is a citywide transition that may require delivery times to be updated throughout the transition.

#### YARD-WASTE CARTS (OPTIONAL)

LRS offers optional 65-gallon and 95-gallon yard waste carts to DeKalb residents for a small monthly fee. The monthly fee is billed directly to the resident by LRS on a quarterly basis. You may continue using your own container or biodegradable bags or request subscription service. Refer above (**HOW TO SUBMIT SPECIAL CART REQUESTS**) to request an LRS yard-waste cart.

- 65-gallon optional yard waste cart \$3.00 per month
- 95-gallon optional yard waste cart \$5.00 per month

### MISSED COLLECTION & HOLIDAY SCHEDULE

#### HOW DO I NOTIFY LRS THAT MY REFUSE, RECYCLING OR YARD WASTE WAS NOT COLLECTED?

Please contact LRS at **815.770.7550** to notify LRS DeKalb Customer Service your waste material was not collected. If you would prefer to email, please send your name, phone number, full address and specifically what material was not collected (garbage, recycle, yard waste, large item, etc.) to [DeKalb@LRSrecycles.com](mailto:DeKalb@LRSrecycles.com).

Improperly Prepared Materials placed for collection will not be collected. LRS will tag the items left behind for the resident communicating the non-compliance preventing the collection.

#### HOLIDAY SCHEDULE

LRS observes New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas. There will be no collection on the holiday.

If the holiday falls on a weekday prior to your regular collection day, service will be the following day. Services will take place on Saturday's during holiday weeks.





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#### DID YOU KNOW?

LRS can partner with residents for more than waste and recycling. Whether you have a home renovation or outdoor event, LRS can help with the following additional needs.

#### PORTABLE RESTROOMS

As the second largest portable toilet business in Illinois, LRS provides safe and sanitary restrooms for any occasion, from construction job sites, to large events, to outdoor weddings. With four different types of units and over 10,000 units in stock, we will work with you to find the best model for your needs. Our portable restroom expertise allows us to ensure environmentally-friendly solutions restrooms and customizable options.

#### DUMPSTERS

LRS has expanded our temporary services division to create an easier customer experience, whether for a large construction site or a home owner with a renovation project. With nearly 20 years of roll-off dumpster experience, we guarantee service operations will be timely and above expectations. An LRS representative will work with you to select the appropriate box so that your project continues to run smoothly.

This enhanced service area will ensure that you have the proper equipment to handle any of your construction, dumpster rental and demolition projects. LRS can make your waste removal even easier, no matter the project.



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