



CITY OF HIGHLAND PARK

SOLID WASTE, RECYCLING AND ORGANIC WASTE COLLECTION GUIDE FOR RESIDENTS



The City of Highland Park and Lakeshore Recycling Systems (LRS) are pleased to provide this guide as reference for the City's new residential solid waste, recycling and organics services agreement.

Starting on January 1, 2016, LRS drivers and trucks will begin collecting the waste and recycling that you place curbside and at your backdoor. There will be no interruption in service and carts will be switched sometime within the first two weeks of service after the first of the year when accessible/ on your service day, contingent on the service you choose. All single family residents of Highland Park may choose one of the same collection options; these are the same options that Highland Park residents are familiar with.

For more detailed information and questions concerning service, such as what to do with pre-purchased stickers, go to: LRSrecycles.com/for-municipal/city-of-highland-park/

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Waste Services

Residents will have the option of using either a volume-based service, or subscription service, similar to what you are used to.

Under a **volume-based service**, residents will be provided two 35-gallon carts for refuse and recycling with RFID (Radio Frequency Identification) chips implanted within each cart. This will eventually eliminate the need for residents to purchase stickers, as the carts serviced will automatically be recorded and charged. Under the subscription service, residents will have the option to use either 35, 65 or 95-gallon carts for refuse and recycling. No stickers are necessary with this program, and you will see no charge for the use of the plastic cart(s).

Carts provided by LRS must be used for service. If you have purchased an individual, non-branded, cart in the past, please call LRS' Customer Service Center to be evaluated on an individual case-by-case basis.

Residents will continue to have several service options, including:

- once-per-week volume-based curbside service
- once-per-week volume-based backdoor service
- once-per-week subscription curbside service
- twice-per-week subscription curbside service
- once-per-week subscription backdoor service
- twice-per-week subscription backdoor service

General Guidelines

- Please have carts placed curbside by 7:00 a.m. on your scheduled service day.
- Please keep carts on your property.
- Please avoid placing heavy construction & demolition in your carts. Roll-off containers are available for jobs that involve heavy material.
- Backdoor customers: please make sure your carts are placed at or near your backdoor or garage. Also, please do your best to make carts visible to the driver from the street.

Backdoor Subscription Service (1x/ week)

Residents opting for this service will be provided a 35-gallon refuse cart by LRS.

Residents will also be provided a 35-gallon recycling cart to use. Carts issued by LRS must be used. Additional recycling carts are available if needed, at an added charge. All containers must be visible from the street (top of driveway) to be serviced.

Cost: \$38.29 per month

Backdoor Subscription Service (2x/ week)

Same provisions as 1x/ weekly Backdoor Subscription Service. Rates will be adjusted to match the service.

Cost: \$56.29 per month

Backdoor Volume-Based Service (stickers)

Residents will be provided a 35-gallon refuse cart (no larger size available with this option) to use. Residents may only use the cart provided by LRS for this service option. All containers must be visible from the street (top of driveway) to be serviced.

Residents will also be provided a 35-gallon recycling cart to use. The carts issued by LRS must be used. Additional recycling carts may be leased through LRS.

Cost: \$21.29 monthly fee, plus \$2.45 per sticker

Curbside Subscription Service (2x/ week)

Same provisions as 1x/ weekly Curbside Subscription Service. Rates will be adjusted to match the service.

Cost: \$40.29 per month

Curbside Subscription Service (1x/ week)

Residents who opt for this service will be provided either a 35 or 65-gallon refuse cart by LRS. Garbage that does not fit in the cart provided must have a refuse sticker attached to it. Additional cans of refuse must have a pre-paid refuse sticker attached in order to be collected.

Residents will also be provided either a 65 or 95-gallon recycling cart. Additional carts are available and may be leased from LRS.

Cost: \$22.29 per month

Curbside Volume-Based Service (stickers)

Customers opting for this service will continue to use existing refuse stickers until Summer 2016. When service begins, LRS will provide a 35-gallon cart for refuse. This cart will have an RFID chip implanted in it that will eliminate the need for refuse stickers after Summer 2016, when the program is fully implemented. Residents may purchase stickers at the same local outlets they have in the past, including:

- Sunset Foods, 1812 Green Bay Road
- Jewel Osco, 1600 Deerfield Road
- Heinen's Foods, 2503 Waukegan Road
- Mutual Ace Hardware, 1393 Half Day Road
- Craftwood Lumber, 1590 Old Deerfield Road
- City Hall, 1707 St. Johns Avenue
- Walgreens, 632 Roger Williams Avenue

Residents will also be provided a 35, 65 or 95-gallon recycling cart to use. Carts issued by LRS must be used. Additional recycling carts are available at an added charge.

Cost: \$5.29 monthly fee, plus \$2.45 per sticker

Bulk Item Services & Spring Clean-Up

However, items may not exceed 50 pounds. If a customer has an item that exceeds this weight limit, or has white goods in need of disposal, they are asked to contact our LRS Customer Service representatives at **773.685.8811** to schedule a pickup for an additional fee.

In addition to its once-per-week bulk item collection, LRS will provide one annual collection (also known as Spring Clean-Up) at no cost for large items, including white goods, during the months of April or May. Dates will be advertised well in advance so that residents may prepare for the collection.

Construction material to be collected during the annual spring clean-up is limited to one (1) cubic yard. Electronics, including televisions and computers, are not included in this collection.

Holiday Trees

During the first two weeks of January, LRS will collect Christmas trees that are placed at the curb at no additional charge. Please be sure to remove all lights, ornaments and decorations prior to collection. After the first two weeks of the year, call LRS for pick-up arrangements.

In this new service offering, residents are allowed to place one bulk item at curbside to be collected each week. This does not include white goods, such as appliances. No sticker or container will be required for these items.

Holiday Schedule

LRS recognizes the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

If the holiday falls on your service day, your scheduled service will be delayed by one day.

IE, if you normally have a Monday collection, then your collection will be delayed to Tuesday.

As of January 2012, electronic waste is no longer allowed in Illinois landfills. Certain electronic items such as TVs, monitors, computers and printers are no longer considered conventional waste, and must be disposed of properly.

Electronic Waste

As part of its agreement with the City, LRS will allow one electronic waste item to be placed curbside on the customer's first pickup of the month. These items will be properly collected and disposed of.

Hazardous material including paint, mineral spirits, chemicals, gasoline, oil, poison, pesticides, cleaning materials, to name a few, may not be disposed of as part of your household waste.

Hazardous Waste

For information on how to properly dispose of these items, please call the Solid Waste Agency of Lake County at **847.336.9340**, or visit swalco.org.

Highland Park Collection Schedule



As a courtesy to its residents, Highland Park offers a complimentary program in which electronics, Styrofoam, textiles, bulbs and batteries may be collected at no charge when dropped off.

Highland Park Recycling Center

The Recycling Center is located at 1180 Half Day Road, in Highland Park. Hours of operation may be found on the City's website: cityhpil.com/recyclingcenter

Part-time Residents

Residents that split their time in Highland Park and a different semi-permanent location throughout the year need to call LRS Customer Service to discuss their vacation hold. These residents still pay **\$5.29**, a monthly base fee for the months they remain out of town.

Organics and Landscape Services

Option One: Once-per-week subscription service. Service will occur on the same day as your refuse and recyclables collection, and use a 35-gallon container. Residents that choose this option will be charged a seasonal fee of \$225.00 for the service.

Option Two: Volume-based service. Under this program, the resident will be required to attach a refuse/landscape waste sticker to the 35-gallon cart provided by LRS. Stickers will be charged at \$2.45 per sticker. This container will only be provided upon request, please contact LRS Customer Service to schedule delivery.

Organics may be a mixture of landscape and food waste. Items accepted include the following: grass clippings, shrubbery cuttings, leaves, tree clippings and food scraps.

Customers are encouraged to participate in the City's new organics initiative, which is available April 1st through December 15th. Two options are available:

Single-stream Recycling

LRS was one of the first companies in Chicagoland to implement a single-stream recycling program. Through this, residents may mix plastics, paper, glass and metals in the same container, without the need to sort materials by makeup. Examples of recyclables under the single-stream program:

- magazines
- cardboard
- aluminum
- glass bottles
- drink cartons
- tin cans
- cleaning bottles
- glass jars

See SWALCO's recycling guide here: ow.ly/UTwmV

Residents will be billed three times annually by mail. LRS offers residents additional and convenient ways to pay:

Automatic Bill Payment: Your account will automatically be paid in full, on time, each month, from a credit or debit card, or preferred bank account provided by you. Call Lakeshore to sign up for automatic online payments today.

Online Bill Payment: Pay online each month at LRSrecycles.com, where you can also view previous invoices.

Residents considered hardship customers may receive backdoor subscription service to be charged at the same rate as curbside subscription service on a once-per-week basis. Hardship customers who select any other type of municipal waste service shall pay the rate imposed for that particular service option.

In order to qualify, residents must be physically unable to place refuse containers at the curb, and there must be no family member or other person living in the residence that is able to place containers at the curb.

LRS will review each request on a case-by-case basis to determine if a residence qualifies for hardship status.

Billing

Hardship Customers



LRSrecycles.com | 773.685.8811

LRS will provide you with the highest standards of service the industry has to offer.

All of us at LRS look forward to working with Highland Park residents to find new ways in improving recycling rates, while enhancing existing ones.

Should you have any questions, please reach out to LRS's Customer Service Center at:



773.685.8811



Questions@LRSrecycles.com



LRSrecycles.com