



New Recycling & Refuse Program with Lakeshore Recycling Systems Frequently Asked Questions

(this list will be updated with new questions as needed)

General

Why did the Village make a change to the current program?

The Village was approached by our current waste hauler regarding several components of the existing program that could no longer be supported. Three main concerns drove the decision to change:

- The program included non-recyclable blue bags,
- The garbage collection rates were no longer supporting the cost to provide the services,
- A fee for recycling collection was to be applied going forward.

In 2018, a survey was distributed via the Tower Topics newsletter and the Village website, and the resulting feedback was presented and discussed at several public meetings. Responses included requests for carts for both refuse and recycling collection, thus eliminating blue bags. Residents also supported the continuation of the Spring Clean-Up, and options for larger containers for some, while maintaining the choice for the smaller 35-gallon cart size for others. There were also requests for recycling of electronics at curbside.

The Village sought formal proposals from area waste haulers for a community residential program. Though they provided high-quality service, the cost increases proposed by Republic were substantially higher than the other proposals that were received. Lakeshore Recycling Services provided the lowest cost proposal, while adding the option of curbside electronics recycling (with required stickers). Lakeshore was also willing to continue offering three cart size options.

Though no one program will best meet the needs every one of over 4,000 households, this program option seeks to meet the needs of the vast majority, at the lowest cost.

Cart Selection

What am I choosing?

Two carts are to be selected by each household. Each household is to select a **refuse cart** (35 gal, 65 gal, 95 gal) which will set the monthly rate for collection. At no additional cost, select a **recycling cart** of any size (35 gal, 65 gal, 95 gal).

Do I have to select the same size cart for both refuse and recycling?

No, you may choose whichever size best suits your needs for each service. The cost for service is based on the size of the refuse cart and whether you select back door or curbside collection.

How do I designate back door or curbside collection for service if I'm registering online through the LRS website?

The default service is curbside, however, if you elect back door service you must call LRS at 773-685-8811 to specify.

Where can I see the carts in person?

Carts are on display at Village Hall, the train station, and the Recreation Center.

Can I use carts that I already own?

No, you must select and use carts provided by LRS for regular weekly refuse and recycling service. User-owned carts can be used for yard or extra waste (as long as a sticker is attached), or they can be placed at the curb for removal by LRS free of charge, as long as they have an indicating note attached (that states, for example "for removal by LRS"). If you currently rent a cart from Republic, they will arrange pick up/removal.

Do I have to pay for recycling under the new program?

Recycling is still free to all households. The rate charged will be based on the size of the refuse cart only.

What if I don't register for a cart?

Those who do not make a cart selection online or by calling LRS, will be provided with the default 65-gallon cart sizes for both refuse and recycling and billed accordingly.

What happens to the cart I currently rent from Republic?

Republic will collect their carts from customers following the last pick up in December. More information will be distributed to residents as it becomes available.

What if I realize after service begins, that I've chosen the wrong cart size?

Between Jan 1 – March 31, carts can be exchanged for a different size at no charge, and your bill will be revised to reflect your new cart choice.

Services

Will the new program include stickers?

Stickers are for overflow refuse placed outside the carts, and yard waste in bundles/paper bags. The fee for stickers will be reduced in 2020 at \$3.00/sticker from the current \$4.30/sticker, and will continue to be sold at Village Hall and local retail outlets.

What do I do with any remaining stickers from Republic?

LRS will accept Republic waste stickers through March of 2020. Please plan accordingly.

What should I do with my leftover blue bags?

After January 1, 2020, blue bags can be used as regular trash bags. They will no longer be used for recycling.

We are out of town for extended periods, can I suspend service while away?

Residents who need to suspend service for one month or longer can do so by contacting LRS with at least 7 days' notice.

Will the Village still have an annual spring clean-up day collection?

Yes, there will continue to be a spring clean-up collection with this new five-year agreement.

Will there still be leaf collection?

The Village will continue to provide leaf collection service in-house through the Public Works Department. Brown Kraft paper bags or bundles are still accepted with sticker. Yard/organic waste carts are also available to rent through LRS, if residents prefer that option. Residents who choose to rent a cart for yard waste will only be charged for service April – November.

Will LRS collect Christmas trees after the holidays?

Yes, there will still be a collection of Christmas trees.

Is there a discount for Senior Citizens?

Yes. Seniors are eligible for a 10% discount on services.

The LRS brochure indicates a cost savings – how is that so?

The equivalent of one bag with a single sticker at the 2019 rate is \$4.30 per bag, or approx. \$17.20/month. The sticker cost was proposed to increase again in 2020. With the new program, the 35 gallon cart (which holds two large bags) at a 2020 rate, is \$14.55/month. Though we recognize that some households produce less garbage, the obligation to negotiate services for over 4,500 households requires that the Village work to find the best program for the community as a whole.

Where can I learn more?

Go to LRSrecycles.com/WesternSprings or call LRS at 773-685-8811 to learn more and/or to register for services online.