



VILLAGE OF  
**NORTH**  
**AURORA**  
Crossroads on the Fox

Residential Refuse, Recycling and Yard Waste  
Collection Program – Request for Proposals (RFP)

(Exhibit A)

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## Section 1 – Requests for Proposals

### A. Request for Proposals

The Village of North Aurora, Kane County, Illinois, (hereinafter referred to as “Village”) is seeking proposals for a residential solid waste collection and disposal service program with an initial term from June 1, 2016 through May 31, 2021. This Request for Proposal (RFP) document describes in detail the Village’s objectives and criteria for the establishment of a solid waste collection and disposal service program, as well as the anticipated review and selection process.

The company (hereinafter referred to as “Contractor”) providing a proposal for such services shall submit a sealed proposal in accordance with the specifications of this RFP document.

### B. Contract Document

It is the express intent of the Village that all specifications as outlined in this RFP, including any addenda items which are issued, shall be incorporated as part of the written and signed contract with the successful Contractor.

Any exclusive franchise contract granted will incorporate the content of this RFP, also referred to as Exhibit A, as the basis for terms of service.

### C. Alternate Proposals

As part of the completion of the proposed rates for service as included in Exhibit B, the Village will be seeking alternate proposals that include the reduction of Spring/Fall Clean-up Days from twice-a-year to once-a-year or the elimination of the program all together. The Village will also be seeking alternate proposals that include the elimination of the free leaf pick-up program. Details regarding the free Fall Leaf Collection Program and Spring/Fall Clean-Up Days Collections are provided within this RFP.

The Village is only seeking alternate proposals as laid out in Exhibit B and not alternate proposals from potential Contractors outside of those specifically requested in Exhibit B.

### D. Contents of Proposals

1. Provide an executive summary of the company which includes the company’s name, address, phone/fax numbers and website address as well as a description of the company’s experience including relevant experience serving municipalities.
2. Provide contact information for the person submitting the company’s proposal, including name, title, phone/fax numbers, mailing address and email address.

3. Provide a list of municipalities where the company currently holds an exclusive franchise contract to provide refuse, recycling and yard waste collection in the Chicago area within the past five years.
4. Provide a list of at least three (3) references from municipalities the company currently provides refuse, recycling and yard waste service. Indicate, if appropriate, whether a reference currently utilizes a sticker program for refuse and yard waste collection.
5. Provide a description of how the company will implement and provide services as outlined in the RFP, including the company's qualifications.
6. Provide a breakdown on the number of garbage, recycling and yard waste trucks proposed to be utilized in the collection program on a daily basis (i.e. the total number of trucks for one (1) day pickup would be essentially double the amount of trucks for two (2) day pickup). All of these trucks should display, at the minimum, the name of the Contractor and a vehicle identification number clearly visible on both sides.
7. Describe the company's proposed fee for providing services as provided in this RFP by completing Exhibit B.
8. A \$10,000 proposal security as described in section 1-H of this RFP.
9. A map showing how the Village would be divided and the days of collection service for each divided section of the Village should the Contractor propose a two-day collection.

#### **E. Pre-Proposal Meeting**

Prospective contractors are required to attend a mandatory pre-proposal meeting to discuss the collection services as set in this RFP and to have any clarification questions answered. The pre-proposal meeting shall take place on Thursday, March 10, 2016 at 10 a.m. in the North Aurora Village Hall, 25 E. State Street, North Aurora, IL 60542.

#### **F. Proposal Deadline**

All proposals must be received at the North Aurora Village Hall, 25 E. State Street, North Aurora, IL 60542 by 12:00 p.m., Wednesday, March 23, 2016. Proposals received after the deadline will not be accepted.

Any questions concerning this RFP will be directed to Steven Bosco, Village Administrator, 630-897-8228 extension 233 and not to any other person at the Village. The Village will determine whether any addenda should be issued as a result of any questions raised or other matters raised.

#### **G. Basis of Selection**

The Village of North Aurora will evaluate proposals, and if a vendor is selected, the vendor will be selected on the basis of:

1. The Contractor's plan to provide the Village of North Aurora with the services as specified in this RFP.
2. The Contractor's experience in providing services similar to those described in this request for proposal.
3. The Contractor's references from municipalities where the Contractor currently holds or held an exclusive franchise contract within the last five years.
4. The Contractor's financial proposal as specified in Exhibit B.
5. Any other factors relevant to the Contractor's capacity and willingness to satisfy the Village of North Aurora

The Village of North Aurora has the right to waive technicalities, modify, and reject any or all proposals.

#### **H. Proposal Security**

Each proposal shall be accompanied by proposal security, which shall be in the form of a certified check or a bank cashier's check in the amount of \$10,000, made payable to the Village of North Aurora. Proposals submitted without the required security shall be rejected.

After formal notification by the Village that a contract award decision has been made, the proposal security of the successful Contractor shall be forfeited to the Village in the event that the Contractor shall withdraw its proposal, or neglect or refuse to enter into a contract and required letter of credit, the Contractor shall be liable for any damages the Village may thereby suffer.

Proposal securities shall be released as follows:

The successful Contractor's security shall be retained until the required letter of credit has been furnished.

Proposal securities of the proposing Contractors shall be held until the successful Contractor's letter of credit has been furnished, at which time the checks will be promptly returned to the unsuccessful Contractors.

#### **I. Withdrawal of Proposals**

A written request for the withdrawal of a proposal may be granted if the request is received by the Village Administrator prior to the specified time of opening. After the opening, the Contractor cannot withdraw or cancel its proposal.

#### **J. Competency of Contractors**

The opening and reading of proposals shall not be construed as acceptance by the Village. The Village reserves the right to determine the competence, as well as the financial and operational capacity of any Contractor. Upon request of the Village, the Contractor shall

furnish evidence as may be required by the Village to evaluate its ability and resources to accomplish the services required by the specifications therein.

**K. Service Implementation**

All aspects of the refuse, recycling and yard waste collection service selected by the Village must be implemented by June 1, 2016.

**L. Contract Document**

It is the express intent of the Village that all specifications as outlined in this Request for Proposal Document, including any addenda items which are issued, shall be incorporated as part of the written and signed contract with the successful Contractor.

## **Section 2 – Project Overview**

**A. General Description of Services**

The Village of North Aurora is a community of 16,760 residents located in Kane County, Illinois. The Village is seeking one qualified and responsible Contractor to provide refuse, recycling and yard waste collection services. The Contractor shall provide these collections one time per week to all single-family and multi-family units that currently receive curbside refuse, recycling and yard waste collection under the current franchise agreement (approximately, 5,500-6,000 households). Multi-family properties serviced by centralized dumpsters, commercial properties and industrial properties are excluded from this franchise contract.

A summary of the collection program, including amounts of refuse, recycling and yard waste collected for the period of 2013 through 2015 is available in Exhibit C of this RFP.

**B. Exclusive Contract**

It is the intent of the Village to award the Contractor the sole exclusive franchise contract and privilege to collect refuse, recycling and yard waste from all single family and multi-family residences within the Village, excluding multi-family properties serviced by centralized dumpsters. Commercial, industrial and institutional properties are also excluded from this franchise contract.

**C. Initial Term of Franchise Contract**

The initial term of the franchise contract shall be for five (5) years commencing on June 1, 2016 and ending on May 31, 2021, unless terminated at an earlier date by either party by written notice (120 days prior notice) to the other party as to the effective date of termination by certified mail, return receipt requested.



#### **D. Renewal Term of Franchise Contract**

Not later than six (6) months prior to the end of the initial contract term, the Contractor may submit a proposal for a two (2) year contract extension. It shall be the right of the Village to determine whether or not to proceed with the process to negotiate a two (2) year contract extension. Should the Village and Contractor pursue, but fail to agree on mutually acceptable terms for a two (2) year contract extension, the Village shall be free to solicit bids or proposals from other contractors for a new exclusive franchise contract and the Contractor shall be free to bid for such contract or submit its proposal, as the case may be.

#### **E. Weekly Collection**

Currently, the Village receives refuse, recycling and yard waste collection on one (1) day. The current pickup day is Friday; however, the Village will consider proposals for a new collection day. Any one (1) day collection proposal must include which day service would be conducted.

Though the Village prefers collection on one (1) day, proposals for a two (2) day collection program will be considered. Any two (2) day collection proposal must include which days service would be conducted and a plan for how the Village would be divided. For a two (2) day proposal, each divided section of the Village must still receive refuse, recycling and yard waste collection on the same day.

#### **F. Price Changes**

The cost of refuse, recycling and yard waste collection shall be amended annually in accordance with the Contractor's proposal of rates in Exhibit B. The price changes shall be effective on June 1<sup>st</sup> of each year of the franchise contract.

#### **G. Collection of Charges**

All charges for services in addition to the sticker program shall be collected by the Contractor directly from its customers. The Contractor shall not look to the Village, but shall look solely to its customers, for the payment of services rendered outside of the sticker program.

## **Section 3 – Scope of Work**

#### **A. Program Design**

The method of collection shall continue to be volume-based, commonly known as a “sticker program”, in which residents pay for refuse and yard waste collection by placing a program sticker on each approved can, bag, receptacle or item being collected with multiple stickers needed for specific items under the program guidelines. The stickers can be purchased by homeowners through the mail directly from the Contractor, at local businesses, and at the Village Hall.

As part of this program, the company will provide 64 or 65 gallon recycling totes to residents at no charge. Residents will also have the ability to rent 95 or 96 gallon refuse totes on a monthly-basis for a flat rate of service. Additional items outside the tote would require the use of a sticker(s).

Refuse and recycling collection shall be conducted year-round with yard waste being collected for at least eight months (April through November).

The contract shall not include multi-family properties serviced by centralized dumpsters, commercial, industrial or institutional properties.

Refuse, recycling and yard waste shall be collected on one (1) or two (2) days per week.

### **B. Days of Collection**

The Contractor shall provide at a minimum once a week, refuse, yard waste, and recyclable collection service to all single-family, attached single-family, and multi-family residential properties which currently receive curbside collection. In no case shall any area or residence receive less than once a week collection. The Village currently receives one (1) day pickup throughout the entire service area on Fridays. The Village will consider two (2) day pickup. The Contractor shall designate day(s) the program will take place in accordance with Exhibit B and include a diagram of how the Village would be divided for any proposed two (2) day pickup program. Any boundary line streets shall have both sides of that street collected on the same day.

### **C. Hours of Collection**

The Contractor shall not commence work before 7:00 a.m. and shall cease collection by 6:00 p.m. The Contractor shall furnish a sufficient number of vehicles and personnel to accomplish the work within the specified time period, regardless of adverse conditions, mechanical breakdowns, or other similar hindrances. The Contractor's employees shall provide collection services to North Aurora residents with as little noise, disturbance and disruption as possible.

### **D. Point of Collection**

Refuse, recyclable materials, and yard waste materials shall be collected from receptacles placed at the curb (or edge of pavement where there is no curb) of the public street in front of the residence to be served.

In the event that it is not practical for refuse, recycling and yard waste materials to be collected directly from the curb/edge of pavement at a properties or in a specific development, the Contractor shall work with the residents on a resolution and notify the Village of the outcome.

Refuse and recyclable material from buildings owned or leased by the Village shall be collected from receptacles at a reasonably accessible location designated by the Village Administrator.

**E. Examination of the Service Area**

It is the responsibility of the Contractor to be completely informed of all conditions under which service is to be performed, the service area, and all other relevant matters pertaining to the collection services as specified herein, including, but not limited to, type of housing, population density, roads, traffic patterns, required collection procedure, labor requirements, and any other factors which would affect the execution and/or completion of the work covered by Exhibit A.

**F. Holidays**

The Contractor shall not be required to provide refuse, yard waste, or recyclable collection services on the following recognized holidays:

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

In the event that any of these holidays fall on a week-day, all refuse, yard waste, and recyclable collection services on that day and for the remainder of the collection week shall be delayed one day after the recognized holiday. If collection is scheduled on a Friday, collection shall also be provided on Saturday, as the result of a holiday.

**G. Employee Conduct/Quality of Performance**

The Contractor shall undertake to perform all collection and disposal services rendered herein in a clean, orderly and efficient manner and to use due care and diligence in the performance of the contract. Neat, orderly, and courteous employees and collection crews shall also be provided.

The Contractor shall prohibit the drinking of any alcoholic beverages or the ingestion of any illegal narcotics by its drivers and crewmembers while on duty or in the course of performing their duties under the contract.

All employees shall carry official company identification and shall present such identification upon request. All vehicle operators shall carry valid State of Illinois drivers licenses for the class of vehicle operated. Vehicle operators shall obey all traffic regulations, including gross vehicle weight and speed limits.

**H. Vehicles**

All vehicles shall display the name of the Contractor, a local phone number, and a vehicle identification number, which are clearly visible on both sides of the vehicle.

All vehicles shall be fully enclosed, leak proof, and operated in such a way that no refuse, recyclables, or yard waste can leak, spill or blow off a vehicle as the result of the vehicle operator's failure to properly monitor the load or to close openings. The Contractor shall be responsible for the immediate collection and clean-up of the litter.

All vehicles used in the collection of recyclable materials shall be operated in such a way as to allow for the physical characteristics of the materials to be retained. Compaction of materials shall be performed at a minimum.

The Village reserves the right to inspect the Contractor's equipment solely for the purpose of determining compliance with the contract.

### **I. Change in Service**

If the Village should wish to change the type of service provided for during the term of the contract including, but not limited to, the type of materials collected, method of collection, variety of recyclable materials collected, etc., the Village shall have the option to initiate the change in service by notifying the Contractor in writing at least 30 days prior to the date such service is to begin. The Village and the Contractor shall agree to negotiate the terms, frequency, and price of such change in service after proper notice has been served.

### **J. Contractor Transition**

Should the Village select a different hauler at the expiration of the contract, the Contractor shall agree to refund to all customers the full purchase price of any refuse, yard waste, and leaf disposal stickers returned to the Contractor within 30 days after such contract expiration. The Contractor shall reimburse retailers as appropriate for returned or unsold refuse, yard waste, and leaf disposal stickers within 30 days from the expiration date.

### **K. Sticker Transition**

During the first four (4) weeks of the new collection service, the Contractor shall honor any refuse and/or yard waste disposal sticker used from the previous collection program.

### **L. Future Development/Annexations**

The Contractor shall service any land annexed to the Village of North Aurora during the term of the contract, as well as any residential dwellings constructed during said term. Service to land annexed to the Village and future residential development shall be provided on the same terms as set forth herein.

Any changes to the corporate boundaries or service area resulting from annexations, zoning actions, site plan approvals, construction, etc. shall be communicated to the Contractor by the Village.

### **M. No Strike Guarantee**

The Contractor shall continue to provide all services in a timely and complete manner, in the event of any labor stoppage or slow down. The contractor shall be obligated to take all reasonable and necessary steps to secure, at its sole expense, replacement employees and/or subcontractors to perform its obligations under any contract.

### **N. Additional Requirements/Disposal Facilities**

The Contractor at all times shall maintain access to disposal facilities approved by the Illinois Environmental Protection Agency (IEPA), the necessary financial resources, the vehicles, equipment and supplies, personnel, permits and licenses required to perform the Services, all in accordance with the specifications and provisions contained in the Contract.

At any point of the contract, the Village may request the Contractor to provide a list of all of the facilities it utilizes to dispose of the refuse, recycling and yard waste collected as part of the Village's waste collection program.

## **Section 4 – Refuse Collection**

### **A. Refuse Collection Program**

The collection of household garbage, bulk materials, white goods (i.e. appliances), and household construction and demolition debris shall be offered on a year round basis.

### **B. Refuse Disposal Stickers**

The Contractor shall provide refuse disposal stickers. Homeowners may purchase these stickers from the Contractor, the Village, and local retailers at the rates shown on the enclosed price quotation sheet.

The Contractor shall be responsible for the printing, distribution, and sale of refuse disposal stickers, which should be designed as a "one time use" variety. The Contractor shall arrange for area retailers to aid in the sale of stickers, and shall make every effort to secure arrangements with at least five (5) retail establishments so as to achieve reasonable Village wide coverage and a readily available supply of stickers. The Village shall also agree to act as a retailer in the sale of refuse disposal stickers. The Contractor shall provide refuse disposal stickers on consignment to local retailers and shall not charge retailers for the storage, handling, mail, or in person delivery of such stickers. The Contractor shall also offer stickers for sale to North Aurora residents through mail order and shall include handling and mailing costs in the total cost for the stickers. No other mark up for mail orders shall be permitted. The Contractor may require a minimum quantity for purchase through the mail and must inform the Village of such requirements. North Aurora residents may request the mail order of stickers by phone. The Contractor may sell stickers directly to residents by mail on either

a pre-paid or a billable basis, at its discretion. Billing and collection of charges for residential mail orders shall be the sole responsibility of the Contractor.

### **C. Sticker Design and Construction**

Stickers must be of a bright color, which should be clearly visible from a distance by drivers at dawn or dusk. The paper used shall be biodegradable and shall contain a backing of glue that will adhere to container surfaces in sub-zero temperatures as well as in extreme heat. All stickers shall include either the Village of North Aurora logo or name and shall be clearly labeled for refuse/yard waste use as well as the customer service phone number of the waste hauler.

### **D. Sticker Price Change**

Refuse disposal sticker prices may be changed on an annual basis only in accordance with the enclosed price quotation sheet (Exhibit B). The Contractor, the Village, and local retailers shall begin selling stickers at the appropriate price effective on the anniversary date of the contract: June 1<sup>st</sup>. The Contractor shall honor the use of old refuse stickers for an unlimited time after the new sticker price has been instituted, at no additional charge either to the Village or the homeowner.

### **E. 95/96 Gallon Refuse Toter Service**

The Contractor shall make available to the residents participating in the curbside collection service, as an optional service, once per week refuse collection from 95 or 96-gallon toters. The Contractor shall provide the toters and any other related equipment necessary for collection to residents. The Contractor shall bill the resident receiving the service directly and shall cancel service, without penalty fee, provided the resident notifies the Contractor within 30 days in advance of the last date of desired service. The flat monthly rate for this service shall be provided on the enclosed price quotation sheet (Exhibit B).

### **F. Refuse Containers**

Refuse must be properly contained in cans or bags, and is not to exceed 35 gallons in size or 50 pounds in weight per can or bag, or large items that cannot be containerized. Refuse which is not readily storable in refuse containers shall be collected by the Contractor if it is stacked neatly alongside of refuse containers on regular refuse collection days.

In order for an approved refuse container to be collected, each container must be properly stickered, which shall mean that it has a pre-paid refuse sticker exclusively supplied by the Contractor securely and visibly affixed on the approved refuse container. There shall be no limit on the number of containers placed out for collection by a given household, provided all containers are properly stickered with the appropriate refuse disposal sticker.

### **G. Collection Standards**

The Contractor shall be required to provide a tagging system for any refuse container that does not get collected. Each tag or label must provide a brief explanation as to why the material was not collected, including, but not limited to, overcapacity, container over weight, unacceptable refuse, and no refuse sticker.

### **H. Bulk Items/Materials**

The Contractor shall provide collection services for items which are too large to fit into an approved refuse container, but do not exceed, in total, 50 pounds in weight. Examples shall include; discarded toys, crates, barrels, small tables, small chairs, etc. at the cost of one refuse sticker.

The Contractor shall also provide collection services for items exceeding 50 pounds in weight in accordance with the enclosed price quotation sheet; Exhibit B. Examples shall include; sofas, tables, mattresses and dressers, etc.

### **I. White Goods**

The Contractor shall also provide collection services for white good items (i.e. appliances) exceeding 50 pounds in weight in accordance with the enclosed price quotation sheet; Exhibit B. Examples shall include; refrigerators, dish washers, water heaters, washers, dryers, etc.

### **J. Construction Material**

The Contractor will pick up small amounts of construction material that is in proper containers, not to exceed 35 gallons, weighing less than 50 pounds or bundled into 4-foot bundles not exceeding 50 pounds, and secured on both sides. The debris from small remodeling projects cannot exceed 2 cubic yards, the equivalent of 10 normal trash containers. This material will be picked up at no additional charge to the customer. The price of this service shall be one refuse sticker per container or bundle of 50 pounds or less.

In the event large amounts of construction materials are placed at the curb, which exceeds 2 cubic yards, the customer shall be responsible to arrange a special pick-up for the removal and disposal of those materials. The Contractor will provide the customer with an estimate upon said terms if requested by the customer, and if the customer so elects, the Contractor shall provide said service. Residents are not required to use the Contractor for the removal of construction materials.

### **K. Household Hazardous Waste**

It is not intended that the contractor be responsible under this contract to dispose of household hazardous waste, this can be handled separately from the contract. This contract does not preclude the contractor from providing that service to a Village resident separately.

## **L. Debris Management/Natural Disaster Clean-up Plan**

In the event of a manmade or natural disaster including events such as tornado, flood, etc., the Contractor will work with the Village to arrange for special collection(s) to assist in clean-up efforts. The cost for service in response to a manmade or natural disaster shall be negotiated between the Village and Contractor. It is the intent of the Village to work with the Contractor on clean-up efforts in response to a manmade or natural disaster; however, the Village will be allowed to use an alternate Contractor should the Village and Contractor not be able to agree on terms.

## **Section 5 – Recycling Collection**

### **A. Recycling Collection Program**

The collection of household recycling shall be offered on a year round basis.

### **B. Recycling Containers**

The contractor shall provide a free 64/65 gallon recycling toter to each household receiving curbside refuse collection via exclusive franchise contract with the Village. The Contractor shall allow recycling materials to be comingled (i.e. plastic, glass, metal and paper products mixed together). The Contractor shall provide preparation requirements for households participating in the recycling program including, rinsing, removing labels, flattening, removing caps and lids.

### **C. Minimum Recycling Materials to be Collected**

The Contractor shall collect the following materials at a minimum:

#### *Non-paper Items:*

- Cloudy white HDPE (#2) plastic milk and water jugs
- Colored HDPE (#2) plastic blow molded containers
- PETE (#1) plastic blow molded containers
- LDPE and HDPE soft plastic 6 & 12 pack rings
- Brown, green, and clear glass containers
- Aluminum formed containers/wrap
- Steel/tin/bi-metal cans
- Aerosol cans
- Formed steel containers
- Aluminum cans
- Aseptic packaging and gable-top containers



### Paper Items

- Corrugated cardboard
- Chipboard (Paperboard)
- Newspaper (ONP)
- Magazines and catalogs (glossy & non-glossy)
- Telephone directories
- Brown kraft paper bags
- Frozen food packages
- Mixed paper
- Wet strength carrier stock

The aforementioned materials shall be referred to as the basic recycling package. The Contractor may accept additional recyclable material as part of their proposed minimum recycling package at no additional charge to the Village or North Aurora residents.

#### **D. Non-Conforming Recycling Receptacles**

Ordinarily there will be no more than the 64/65 gallon recycling toter provided by the Contractor at the curb by the occupants of each residence. However, residents will be allowed to supplement the single container with a generic container if the receptacle provided by the Contractor is not large enough to accommodate a resident's needs. Recyclable material packed in such generic containers shall be collected by the Contractor with all other recyclable material.

#### **E. Recyclable Material Disposition**

The Contractor shall, at least once a month, transport all recyclable material to a recyclable material processing facility which is actually engaged in the business of reusing or recycling such materials. Any and all recyclable material processing facilities which may receive recyclable material collected through the service herein described, and the intended use of the processed material, shall be subject to approval by the Village.

## **Section 6 – Yard Waste Collection**

#### **A. Yard Waste Collection Program**

The Contractor is required to provide yard waste collection once each week for at least eight months during the year (April – November).

Yard waste collection and disposal services shall be provided at no direct charge to Village residents, who will pay for such services solely through the purchase of stickers. The stickers shall be the same design and cost as the stickers used for the Village's refuse collection program throughout the contract. As they are interchangeable, the cost for the stickers will

be subject to the same rate changes/schedule as the stickers used in the Village's refuse collection program.

**B. Yard Waste Collection Season**

The yard waste collection service shall be offered each year from April 1 through November 30 during the term of the contract. The Village reserves the right to extend the length of the Yard Waste Collection season, at its discretion, for a period of up to two (2) weeks and shall notify the Contractor of such change.

**C. Yard Waste Containers**

In order for an approved yard waste or leaf container to be collected, each container must be properly stickered, which shall mean that it has a pre-paid refuse collection sticker exclusively supplied by the Contractor securely and visibly affixed to a maximum 33-gallon biodegradable Kraft paper bag or appropriately dimensioned bundle. There shall be no limit on the number of containers placed out for collection by a given household.

**D. Free Leaf Pick-up**

The contractor shall provide free leaf pick-up from October 1<sup>st</sup> through November 30<sup>th</sup>. It will be required that leaves are placed in a 33-gallon Kraft bag which is compostable. These bags shall not require stickers. The Contractor agrees to perform this once a year service at no charge to either the Village or North Aurora residents. This program is subject to an alternate proposal cost schedule per Exhibit B. As part of the alternate proposal, the proposal selected by the Village Board may include the elimination of the free leaf pick-up program.

**E. Christmas Tree Collection**

The Contractor shall provide a special collection for Christmas trees during the month of January. The Contractor agrees to perform this once a year service at no charge to either the Village or North Aurora residents.

**F. Brush and Tree Trimmings**

The Contractor shall collect brush and tree trimmings as long as the materials are bundled no more than four-feet in length and 18 inches in diameter with a maximum weight of 50 pounds and secured with biodegradable twine or other accepted material. The Contractor shall collect each bundle at a cost of one sticker.

**G. Yard Waste Toters**

The Contractor can offer, at its discretion to the residents, an option of the Contractor providing and maintaining a yard waste toter. This option is for the convenience of the customer. The rate for this will be established between the customer and Contractor and billed to the customer on a quarterly basis.

## Section 7 – Special Collection Services

### **A. Fall/Spring Clean-up Days**

The contractor shall provide the Village with a special fall and spring clean-up day on an annual basis where bulk items (couches, chairs, beds, etc.) will be picked up for free. On these dates, regular garbage and yard waste will require stickers as usual. The Contractor agrees to perform this service at no charge to either the Village or North Aurora residents. This program is subject to an alternate proposal cost schedule per Exhibit B. As part of the alternate proposal, the proposal selected by the Village Board may include the reduction of Clean-up Days from twice-a-year to once-a-year, or the elimination of the program.

### **B. Village Special Events**

The contractor shall provide refuse/recycling containers, port-o-lets and other ancillary containers and pick up services at no cost to the Village of North Aurora for Village sponsored events including but not limited to North Aurora Days (first weekend in August), Community Parade (Spring), and the North Aurora Fourth of July Fireworks Show, should the Village choose to have one. Additional events may be added during the term of the contract as requested by the Village. This shall include separate waste and recycling receptacles for the events in an amount as reasonably determined by the Village of North Aurora.

### **C. Resident Requested Special Collections**

The Contractor shall offer a special curbside collection service for large quantities of refuse including, but not limited to, household construction and demolition debris, and move-in or move-out clean-up rubbish. Such services shall be by advance arrangement with the Contractor at the resident's request.

The Contractor shall also specify the minimum cubic yardage of refuse necessary for the collection to be considered a special collection. Items, which are less, in total, than the minimum requirement, shall be considered bulk materials for collection and disposal purposes. The Contractor shall advise the resident directly of the terms of such collection (i.e. what materials will be collected, how the materials should be prepared, the date of collection and/or the policy on furnishing advance estimates of charges).

The contractor shall also offer dumpster rental and pick-up service for residents with household remodeling and repair projects that generate large quantities of construction and demolition debris which cannot be easily picked up at the curbside.

The terms and pricing of special collections and dumpster rental service as requested by residents shall be arranged solely between the Contractor and the resident. The resident shall make payment for any special collection directly to the contractor, and collection of

such fees shall be the sole responsibility of the Contractor. Residents are not required to use the Contractor for special collections or dumpster rentals.

**D. Village Requested Special Collections**

The Contractor shall also at the request of the Village, collect quantities of refuse, debris, or yard waste left at the curb without proper stickers or preparation in unusual circumstances, i.e. evictions or “skip-outs” and shall bill the property owner for such costs.

**E. Municipal Properties**

Free once-a-week refuse and recycling collection, as well as special pick-ups upon the request of the Village shall be provided to the following Village and other municipal properties. The Contractor shall provide the size dumpster specified (unless another container is requested and agreed upon) in the list below to each property.

Refuse Collection

<i>Village Hall</i>	<i>25 E. State St.</i>	<i>1-2 yard</i>
<i>Village Police Station</i>	<i>200 S. Lincolnway</i>	<i>1-2 yard</i>
<i>Village Public Works</i>	<i>318 Butterfield</i>	<i>1-6 yard</i>
<i>Fire District Station #1</i>	<i>2 N. Monroe</i>	<i>1-6 yard; 1-4 yard on call</i>
<i>Fire District Station #2</i>	<i>2201 Tanner Road</i>	<i>1-4 yard</i>
<i>Fire Training Facility</i>	<i>300 Butterfield</i>	<i>1-6 yard</i>
<i>Messenger Public Library</i>	<i>113 Oak Street</i>	<i>1-2 yard</i>

Recycling Collection

<i>Village Hall</i>	<i>25 E. State St.</i>	<i>1-2 yard</i>
<i>Village Police Station</i>	<i>200 S. Lincolnway</i>	<i>1-2 yard</i>
<i>Village Public Works</i>	<i>318 Butterfield</i>	<i>1-2 yard</i>
<i>Fire District Station #1</i>	<i>2 N. Monroe</i>	<i>1-2 yard</i>
<i>Fire District Station #2</i>	<i>2201 Tanner Road</i>	<i>1-2 yard</i>
<i>Messenger Public Library</i>	<i>113 Oak Street</i>	<i>1-2 yard</i>

The Village reserves the right to include additional municipal buildings or facilities for service by the Contractor during the term of the contract. The number and type of containers or dumpsters and their placement at each location shall be specified by the Village and shall be furnished at no charge by the Contractor during the term of the contract.

## Section 8 – Public Awareness & Customer Service

### A. Holiday Notification

The Contractor shall assist the Village with notifying the residents of their collection days and changes in service schedules due to holidays throughout the duration of the franchise contract.

### B. Maintain Schedule of Pick-up

The Contractor shall continue to pick up garbage throughout the Village on the same day(s) of the week as proposed on Exhibit B of this RFP during the term of the franchise contract (the "Schedule"). The Schedule shall not be changed without the consent of the Village nor without giving a minimum of thirty (30) days written notice to all affected residents by mail.

### C. Informational Brochure & Public Outreach

The Contractor shall create, supply and maintain throughout the term of the franchise contract an informational brochure to the Village for distribution to new residents and residents upon request. The brochure should inform residents of the aspects included in the residential refuse, recycling and yard waste collection service. The Contractor and Village shall mutually agree upon the contents of the informational brochure.

Upon request of the Village, the Contractor shall also make available personnel for presentations at meetings or other similar gatherings to explain or reinforce the collection program throughout the term of the contract.

The Village retains the right to approve all materials to be delivered by the Contractor to North Aurora residents including, but not limited to, door hangers, leaflets, fliers, etc.

### D. Reporting Requirements

Refuse: A monthly report on the status of the refuse collection program, including an account of the volume of refuse collected each month and the disposition of same, and summaries of any problems encountered with programs implementation.

Recycling: A monthly report on the status of the curbside recycling program, including the volume of recyclable materials collected and deposited at any and all material processing facilities, the percent of homes participating, revenues collected from the material processing facilities, and summaries of any problems encountered with program implementation.

Yard Waste: A monthly report on the status of the yard waste collection program, including the volume of yard waste collected (separated into amounts of leaves and grass) and deposited at each yard waste processing facility, and summaries of problems encountered with program implementation.

Missed Pick-ups: A weekly report or email of all missed pickups and the reason refuse, recycling and/or yard waste was not collected the dates and times of such complaints, and the corrective action taken by the Contractor with respect to each complaint.

Complaints: For any complaint forwarded by the Village of North Aurora to the Contractor, the Contractor shall provide a written report or email to the Village of North Aurora as to how the Contractor responded to the resident's complaint and the outcome.

#### **E. Complaint Response**

The Contractor shall maintain an office equipped with sufficient telephones and personnel to provide prompt, courteous and efficient service at which North Aurora customers can pay their bills, to residents wishing to request service, or file complaints by telephone or in person, Monday through Friday (except holidays) from 9:00 a.m. until 4:30 p.m. Every complaint shall be given prompt, courteous attention. In the case of alleged missed collections, the Contractor shall investigate, and, if such allegation is verified, shall make the collection within 24 hours after the complaint is received.

#### **F. Contractor Contact**

The contractor shall provide a point of contact to the Village to handle any issues relative to the exclusive franchise contract as well as any complaints received by the Village regarding the refuse, recycling and yard waste collection services provided by the Contractor.

## **Section 9 – General Provisions**

#### **A. Adherence to Schedule**

The Contractor shall carefully adhere to the Schedule. Time shall be of the essence of the Contract. Failure of the Contractor to adhere to the Schedule shall be a material breach of this Contract and grounds for its immediate termination.

The Contractor shall not be excused for failure to comply with the Village-approved Schedule by reason of any street or other construction work performed by the Village or its contractors, unless the Village is made aware of the circumstance and grants the Contractor an extension of time to complete their collection. The Village reserves the right to construct any improvement or to permit any construction in any street, which may have the effect, for a time, of preventing the Contractor from traveling its accustomed route or routes for collection. The Contractor shall continue to collect the refuse, recyclable material, and yard waste by a reasonably acceptable method to the same extent as though no interference existed upon the streets formerly traversed, without extra cost to Village residents.

## **B. Penalties, Remedies and Default**

If the Contractor fails to perform any of its obligations under the Contract to the reasonable satisfaction of the Village ("Default"), the Village shall have one or more of the following remedies:

In the event of Contractor's failure to collect, remove and properly dispose of the refuse, recyclable materials, and yard waste in accordance with the time periods set forth herein for more than three consecutive days (excluding Sundays, Saturdays and holidays), the Village Administrator may cause such refuse and other disposable materials to be collected and disposed of by means available to the Village, and any and all expense incurred by the Village for that purpose shall be charged to the Contractor and collected from the Surety under the irrevocable letter of credit submitted pursuant to section 9-F of Exhibit A.

If at any time during the course of the Contract the Contractor shall collect waste from any zone of the Village on a day other than the scheduled day (except in case of the holidays as specified in Exhibit A or where the Village has approved the alternate collection day) the Contractor shall notify the Village that the Contractor is in "Default" under the Contract. If a similar violation should occur once more within the three (3) week period following the week of the original Default it shall be considered a material breach of this Contract and grounds for its immediate termination.

Except for the violation of those terms and provisions of this Contract which expressly state that the failure constitutes a material breach and grounds for its immediate termination, if Contractor is otherwise in default of this Contract, the Village may notify the Contractor that it is in Default. The Village shall notify the Contractor in general terms the nature of the Default and that the Contractor's rights under the Contract will be terminated in 60 days unless the Contractor cures its Default within 30 days of the notice. If the Contractor fails to cure its Default, the Contractor's rights under the Contract shall cease.

## **C. Insurance**

The Contractor shall procure and maintain for the duration of the Contract, the following minimum insurance coverage:

Worker's Compensation Insurance as prescribed by the laws of the State of Illinois

Employer's Liability Insurance, with limits of not less than \$1,000,000 per occurrence

Comprehensive General Liability Insurance and Comprehensive Automobile Liability Insurance, with limits of not less than \$1,000,000 combined single limit per occurrence, and \$2,000,000 aggregate.

The Contractor shall include the Village, its officers, employees, and agents named as additionally insured on any of the foregoing policies. The Contractors shall also furnish to

the Village a certificate of insurance attesting to the respective insurance coverage for the full term of the contract.

The Village shall receive written notice of cancellation or reduction in coverage on any insurance policy within 45 days prior to the effective date of cancellation or reduction.

#### **D. Indemnification**

The Contractor shall indemnify, defend, save, and hold harmless the Village its officers and employees, from any and all liability, losses, damages, expenses, and lawsuits, including workers' compensation claims, attorney's fees and costs of defense, that the Village may suffer, incur, or become liable for on account of:

The negligence of the Contractor, its employees, agents or assigns

Any assertion of claim under the Illinois Workers' Compensation Act or similar acts made by persons furnished by the Contractor or subcontractor

Any action in law or equity brought by any person or entity under Federal or State law in an effort to set aside the contract.

#### **E. Licenses and Taxes**

The Contractor shall be responsible for obtaining all licenses and permits necessary for the successful performance of the contract. The Contractor shall also pay all Federal, State, and local taxes, including sales tax, social security, workers compensation, unemployment insurance, and any other tax which may be chargeable against labor, material, equipment, or real estate.

#### **F. Irrevocable Letter of Credit**

The Contractor shall furnish to the Village an irrevocable letter of credit in the amount of \$500,000 from a reputable banking institution acceptable to the Village to guarantee the faithful performance of the contract. The Contractor shall notify the Village of the institution providing the letter of credit by April 16, 2016. The letter of credit shall be payable to the Village and prepared in a format approved by the Village Attorney. It shall remain in effect for the full term of the contract, including any extension period, and be delivered to the Village by May 1, 2016.

#### **G. Contingency**

If the Contractor fails to perform the work as specified herein, the Village may take such steps as are determined necessary to furnish services according to the collection requirements provided for in Exhibit A. The Village shall provide the Contractor at least 24 hours written notice and shall draw on the Contractor's letter of credit for all expenses incurred as a result of such action.



#### **H. Independent Contractor**

The Contractor acknowledges that it is an independent Contractor and that none of its employees, agents, or assigns are employees of the Village. The Contractor shall be solely responsible for all unemployment, social security, and other payroll tax payments required by law or union contract.

#### **I. Compliance with Applicable Laws**

The Contractor shall comply with all applicable Federal, State, and Municipal laws, ordinances, rules, and regulations governing the collection, disposal, and processing of refuse, recyclables, and yard waste during the term of the contract.

#### **J. Change in Laws**

The fees provided above in this provision shall include any and all charges, taxes and fees for the collection, transportation and disposal of all refuse and yard waste collected and the transportation and processing and disposition of all recyclable materials. The Contractor shall pay all sales, use, property, income and other taxes that are lawfully assessed against the Village or the contractor in connection with the Contractor's facilities and for all licenses, permits, certificates of authorities, and inspections required for this work. In the event there is a change or addition in new local, state or federal rules, ordinances, regulations, taxes or government charges, that affects the Contractors cost of providing the service, such as a sales tax on services, other than property taxes, the Contractor may approach the Village to request adjusting the established rates accordingly. Any changes in rates must be supported by documentation. Upon discussion, if an agreement can be reached, then the agreed upon price shall be passed on to the customer.

#### **K. Equal Employment Opportunity**

Contractor agrees to comply with Title VII of the Civil Rights Act of 1964 (42 U.S.C. paragraph 2000a, et seq.) and the Illinois Human Rights Act (775 ILCS 5/1-101, et seq.) including:

Refraining from unlawful discrimination in employment and undertake affirmative action to eliminate the effects of any past discrimination.

Comply with the procedures and requirements of the Department of Human Rights' regulations concerning equal employment opportunities and affirmative action.

Provide such information, with respect to its employees and applicants for employment, and assistance as the Department of Human Rights may reasonably request.

#### **L. Non-Assignment**

The Contractor shall not assign or subcontract any rights or interests under the contract or any part thereof to any other person, firm, or corporation without the prior written consent of the Village.

**M. Right of Inspection**

The Contractor shall, upon reasonable notice, make accessible for inspection by the Village, every landfill, incinerator, transfer station, recycling facility, and yard waste disposal site which receives waste from the Village as a result of the Contract.

**N. Records**

The Contractor shall maintain complete and accurate books, records and accounts showing its total quarterly billings for the collection service in the Village, and gross receipts from the sale of recyclable materials during the term of the Contract. Such books and records shall be made available for examination and audit by the Village at any time during business hours.

**O. Penalties and Fines**

The Contractor shall be solely liable for all fines and penalties imposed by the Village or any other governmental agency resulting from the Contractor's performance or its failure to perform its duties and obligations under the contract.

**P. Notifications**

Official notifications shall be made in writing and addressed to the Village as follows:

Village of North Aurora  
Steven Bosco, Village Administrator  
25 E. State St.  
North Aurora, IL 60542

## Exhibit B – Pricing Proposal

### 1) Current Program

(Includes two clean-up day collections)

(Includes the free fall leaf collection program)

# of Collection Days (circle) –        1        2

Collection Day(s) (circle) – Monday   Tuesday   Wednesday   Thursday   Friday

	Refuse/Yard Waste Cost per Sticker	Monthly Flat Fee 95/96 Gallon Refuse Toter Service	# of Stickers per Bulk Item Heavier than 50 Pounds	# of Stickers per White Good Item Heavier than 50 Pounds
June 1, 2016	\$			
June 1, 2017	\$			
June 1, 2018	\$			
June 1, 2019	\$			
June 1, 2020	\$			

### 2) Alternate Program #1

(Includes one clean-up day collection)

(Includes the free fall leaf collection program)

# of Collection Days (circle) –        1        2

Collection Day(s) (circle) – Monday   Tuesday   Wednesday   Thursday   Friday

	Refuse/Yard Waste Cost per Sticker	Monthly Flat Fee 95/96 Gallon Refuse Toter Service	# of Stickers per Bulk Item Heavier than 50 Pounds	# of Stickers per White Good Item Heavier than 50 Pounds
June 1, 2016	\$			
June 1, 2017	\$			
June 1, 2018	\$			
June 1, 2019	\$			
June 1, 2020	\$			

## Exhibit B – Pricing Proposal

### 3) Alternate Program #2

(Includes no clean-up day collections)

(Includes the free fall leaf collection program)

# of Collection Days (circle) –        1        2

Collection Day(s) (circle) – Monday   Tuesday   Wednesday   Thursday   Friday

	Refuse/Yard Waste Cost per Sticker	Monthly Flat Fee 95/96 Gallon Refuse Toter Service	# of Stickers per Bulk Item Heavier than 50 Pounds	# of Stickers per White Good Item Heavier than 50 Pounds
June 1, 2016	\$			
June 1, 2017	\$			
June 1, 2018	\$			
June 1, 2019	\$			
June 1, 2020	\$			

### 4) Alternate Program #3

(Includes two clean-up day collections)

(Includes no free fall leaf collection program)

# of Collection Days (circle) –        1        2

Collection Day(s) (circle) – Monday   Tuesday   Wednesday   Thursday   Friday

	Refuse/Yard Waste Cost per Sticker	Monthly Flat Fee 95/96 Gallon Refuse Toter Service	# of Stickers per Bulk Item Heavier than 50 Pounds	# of Stickers per White Good Item Heavier than 50 Pounds
June 1, 2016	\$			
June 1, 2017	\$			
June 1, 2018	\$			
June 1, 2019	\$			
June 1, 2020	\$			

## Exhibit B – Pricing Proposal

**5) Alternate Program #4**  
**(Includes one clean-up day collection)**  
**(Includes no free fall leaf collection program)**

# of Collection Days (circle) –        1        2

Collection Day(s) (circle) – Monday   Tuesday   Wednesday   Thursday   Friday

	Refuse/Yard Waste Cost per Sticker	Monthly Flat Fee 95/96 Gallon Refuse Toter Service	# of Stickers per Bulk Item Heavier than 50 Pounds	# of Stickers per White Good Item Heavier than 50 Pounds
June 1, 2016	\$			
June 1, 2017	\$			
June 1, 2018	\$			
June 1, 2019	\$			
June 1, 2020	\$			

**6) Alternate Program #5**  
**(Includes no clean-up day collections)**  
**(Includes no free fall leaf collection program)**

# of Collection Days (circle) –        1        2

Collection Day(s) (circle) – Monday   Tuesday   Wednesday   Thursday   Friday

	Refuse/Yard Waste Cost per Sticker	Monthly Flat Fee 95/96 Gallon Refuse Toter Service	# of Stickers per Bulk Item Heavier than 50 Pounds	# of Stickers per White Good Item Heavier than 50 Pounds
June 1, 2016	\$			
June 1, 2017	\$			
June 1, 2018	\$			
June 1, 2019	\$			
June 1, 2020	\$			

## Exhibit C – Collection Summary (2013-2015)

2013-15 COLLECTION DATA			
	2013	2014	2015
RESIDENTIAL COLLECTION PROGRAM			
GARBAGE (tons)	2,998	3,043	3,171
RECYCLING (tons)	1,876	1,959	1,981
YARDWASTE (tons)	483	436	428
<b>TOTAL</b>	4,874	5,002	5,152
CLEAN UP DAYS (2x/year)			
GARBAGE (tons)	383	420	497
REFUSE/YARD WASTE STICKERS SOLD			
<b>TOTAL</b>	183,480	210,730	206,611
2 cy 1x/wk VILLAGE HALL			
GARBAGE (yds)	104	104	104
RECYCLING (yds)	104	104	104
<b>TOTAL</b>	208	208	208
6 cy 2x/wk PW GARAGE			
GARBAGE (yds)	624	624	624
2 cy 2x/wk POLICE DEPARTMENT			
GARBAGE (yds)	208	208	208
RECYCLING (yds)	208	208	208
<b>TOTAL</b>	416	416	416
6 cy 1x/wk, 4 cy on call FIRE STATION 1			
4 cy 1x/wk FIRE STATION 2			
6 cy serviced on call FIRE PROTECTION TRAINING FACILITY			
GARBAGE (yds)	592	592	592
2 cy 1x/wk LIBRARY			
GARBAGE (yds)	104	104	104
RECYCLING (yds)	104	104	104
<b>TOTAL</b>	208	208	208
<b>TOTAL HOMES SERVICED</b>	5,503		
<b>PROGRAM PARTICIPATION</b>	RECYCLING	TOTER RENTALS	
	95%	13%	