Laura Aldrich

From: Laura Aldrich <townclerk@irshores.com>
Sent: Thursday, January 11, 2018 2:00 PM
To: Laura Aldrich
Subject: IMPORTANT Recycling Information
Attachments: IMG_0167001.jpg; 2017 IRC Recycle_Items.pdf

Importance: High

Dear Residents and Interested Parties,

The Town has received numerous complaints regarding recycling service. This week recycling was not completed due to the continued extreme volume of material that is being placed out for pickup. While Republic Services is doing their best to pick up everything that is set out, the residents also share some responsibility to help ensure timely service.

- **Missed pickups**. Sometimes residents contact us regarding the **timeliness of service.** Several things can cause this:
  1) A mechanical issue with a truck.
  2) The anticipated time of the truck's arrival changes. **All recyclables are to be ready for pickup by 7:00 a.m.**
  3) Excessive amounts left for pick up – this is especially problematic around Christmas and before New Year's Day. Sheer volume can cause overloaded trucks, and extra staff is often required.
- **Improperly prepared recyclables**. Leaving electronics, assembled cardboard boxes, Styrofoam and other items for removal is not allowable. Per both the old and the new (1-1-18) franchise agreement, **customers** are to break down, fold or cut all cardboard boxes to ***fit inside the recycle bins***. We understand that in the past, breaking down boxes was not enforced. When customers set out fully assembled boxes, and in some cases, leave the bubble-wrap/styrofoam or paper stuffing inside the box, this requires Republic Services personnel to make **multiple** trips to/from the truck to haul all of this away. It can even be so much that one truck load is not sufficient, and the truck must go to the dump mid-route. This is unacceptable and results in slowing down the collection, which causes Republic Services **not** to be able to finish their assigned routes on time.

With the explosive interest in on-line purchasing through companies such as Amazon, many residents have an excessive amount of cardboard boxes, far beyond anything in the past. It is now more important than ever for customers to properly prepare and place all recyclable materials **inside** the bins.

As many neighborhoods have a requirement to have the route completed by a certain time, drivers have been instructed to not hold up the rest of the service stops by breaking down boxes for the homeowners. The driver will contact Republic Services, who will contact the homeowner with the reason for not picking up that day.

If all of our residents properly prepare their recycling, there should be no reason for Republic Services to not be able to complete its recycle route.

Sincerely,
Town Management

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We have resources for you on our website that may be helpful for recycling guidelines (also attached) and general solid waste information. Please take a few minutes to explore this page. Please see the attached example photo of what Republic Services has found that was incorrectly prepared for pickup this month.

Respectfully yours,

Laura

Laura Aldrich, MMC
Town Clerk, Indian River Shores