

# MARIN SANITARY SERVICES

## Description of Services

JULY 2011

### GENERAL

Company shall provide collection services using modern automated and semi-automated equipment with the Company's name and telephone number clearly visible from the outside of the vehicle or equipment.

Company will provide carts or bins to residential and commercial customers that are clearly labeled for their allowable contents, with trash or recyclables. Containers provided by the company are the property of the company.

Company to provide an updated website with information on residential and commercial services offered and current customer rates. The website will contain recycling information for residential customers including materials accepted at the curbside, disposal and recycling information for items not accepted at the curbside, and information on the household hazardous waste collection center. The website will contain recycling information for commercial customers including information on the mandatory commercial recycling ordinance, availability of recycling schedules tailored to individual businesses. The website will also include information on the services available to meet the requirements of City's construction and demolition ordinance.

Company to provide customer billing and payment options including automatic billing, credit card billing, and online payments.

Company to provide annual reporting to the City of San Rafael on customer education and outreach activities.

Company to provide annual reporting on customer service complaints.

## **RESIDENTIAL SERVICE**

### Garbage:

Company shall provide semi-automated tipper carts in 20, 32, 64, and 96-gallon capacities to be placed at the curb or designated location for one time per week collection for rates and fees as listed in Exhibit C. 20-gallon carts are available for smaller households and intensive recyclers. Carts should be placed at the designated collection location by 6:00 am the day of service. On-site collection for cans not at the curb is available for an extra charge. Items placed outside the cart or overflowing carts will incur an additional charge. Carts are the property of MSS. Company will determine the appropriate collection location. Customers may set out additional containers or bags not to exceed 32 gallons in size for a fee as listed in Exhibit C. Low-income rates listed in Exhibit C are available for qualifying customers.

### Recycling:

Company shall provide all residential customers with one 64-gallon dual sort recycling cart, one side for paper and fiber products, one side for containers and all items marked #1-#7, and may set out additional customer owned containers for each product. Cardboard may be broken down and tied into 24" x 24" bundles. Carts or containers must be placed at the curb, or upon approval of company the designated collection location next to their garbage container for one time per week collection by 6:00 am the day of service. The list of acceptable material may be found in Attachment A-1. Customers may set out additional containers of acceptable recyclable material at no charge. Dual Sort Carts are the property of MSS. All residential customers must be offered recycling collection.

Recyclable material placed in company containers or at the curb for collection is the property of MSS.

### Organics, Yard waste, Food waste:

Company shall provide all residential customers with one 64-gallon "green" cart for organics, yard waste, and food waste to be placed at the curb or upon approval of company the designated collection location next to their garbage container for one time per week collection by 6:00 am the day of service. Customers may set out up to two (2) additional 32 gallon customer owned cans, or obtain and set out for a fee as listed in Exhibit C Rates, one additional 64 gallon "green" cart. Green carts are the property of MSS. The list of acceptable Organic Material may be found in Attachment A-1. Customers may set out additional containers for a fee as listed in Exhibit C. All residential customers must be offered organics collection.

### **Additional Services**

Special pickups of large, hard to handle or bulky items may be requested for an additional fee as listed in Exhibit C. Estimates can be provided. These bulky items will be collected in non-compaction vehicles for greater re-use and recycling. Extra material can be collected for a fee as listed in Exhibit C in cans or bags not greater than 32 gallons when placed next to the regular container on collection day.

## **COMMERCIAL SERVICE**

### Garbage:

Company shall provide semi-automated tipper carts in 32, 64, and 96-gallon capacities to be placed for collection at the curb or upon approval of company the designated collection location. On-site collection for cans not at the curb is available for an extra charge. Company will also provide bins from 2, 3-, 4-, 5-, 6-, 10-, or 18-yard capacities for large volumes of material. Service levels range from one time per week to six times per week. Customers may set out additional containers or bags not to exceed 32 gallons in size for a fee as listed in Exhibit C. Company retains approval of all service locations for bins. Company also services customer owned compactor units for the fees as listed in Exhibit C. For safety and equipment purposes company retains right of approval as to the type of compactor to be serviced and service location.

### Recycling:

Company shall provide unlimited commercial recycling collection for bottles, cans, beverage containers, all plastic items marked # 1-7, newsprint, office paper, and fiber or cardboard. Company provides semi-automated tipper carts in 32 and 64-gallon capacity for collection from one time per week to six times per week. Company can provide 2- and 3-yard rear loading bins for cardboard collection with the Company's approval of the location. Pick ups can be scheduled from one time per week to six times per week. Company is to perform waste audit at least one time per year for each commercial account, or upon request to determine composition and characterization of waste to offer recommendations regarding recycling services. Recycling services must be offered to all commercial customers.

Recyclable material placed in company containers or at the curb for collection is the property of MSS.

Company will provide services to comply with the City's Commercial Recycling Ordinance.

### Organics, Yard waste, Food waste:

Company is working with franchising agencies to develop and implement a commercial food waste collection program. Upon approval of the program, the Company will perform a waste audit of all commercial customers for evaluation and inclusion into the food waste collection program, and inform customers of all options to participate. This section of Exhibit A will be amended to include food waste collection with rates and fees listed in Exhibit C.

### **Additional Services**

Special pickups of large, hard to handle or bulky items may be requested for an additional fee as listed in Exhibit C. Estimates can be provided. These bulky items will be collected in non-compaction vehicles for greater re-use and recycling. Extra material can be collected for a fee as listed in Exhibit C in cans or bags not greater than 32 gallons when placed next to the regular container on collection day.

## **MULTI-FAMILY**

### Garbage:

MSS provides semi-automated tipper carts in 32, 64, and 96-gallon capacities for collection at the curb or designated collection location. Minimum service for all multi-family units is 32 gallons per unit, or the equivalent bin service. On-site collection for cans not at the curb is available for an extra charge. Company will also provide bins from 2-, 3-, 4-, 5-, 6-yard capacities for large volumes of material. Service levels range from one time per week to six times per week. Customers may set out additional containers or bags not to exceed 32 gallons in size for a fee as listed in Exhibit C. Company retains approval of service locations for bins. Company also services customer owned compactor units for the fees as listed in Exhibit C. For safety and equipment purposes company retains right of approval as to compactor type and service location. Apartments or multi-family complexes of fewer than 10 units may be eligible to waive the 32 gallon per unit minimum for 20-gallon minimum service at the discretion of MSS based on history of material collected at that location. Complexes must have in place and make use of all available recycling services to be considered eligible for the waiver.

### Recycling:

Company provides unlimited multi-family recycling collection for bottles, cans, beverage containers, all plastic items marked # 1-7, newsprint, office paper, and fiber or cardboard. Cardboard or fiber not able to fit in containers may be placed alongside for collection. Company provides semi-automated tipper carts in 32 and 64-gallon capacity for collection from one time per week to six times per week. Recycling services must be offered to all multi-family customers.

Recyclable material placed in company containers or at the curb for collection is the property of MSS. Company will provide services to comply with the City's Commercial Recycling Ordinance.

### Organics, Yard waste, Food waste:

Company is working with franchising agencies to develop and implement a commercial food waste collection program. Upon approval of the program, the Company will perform a waste audit of all commercial customers for evaluation and inclusion into the food waste collection program, and inform customers of all options to participate. This section of Exhibit A will be amended to include food waste collection with rates and fees listed in Exhibit C.

### **Additional Services**

Special pickups of large, hard to handle or bulky items may be requested for an additional fee as listed in Exhibit C. Estimates can be provided. These bulky items will be collected in non-compaction vehicles for greater re-use and recycling. Extra material can be collected for a fee as listed in Exhibit C in cans or bags not greater than 32 gallons when placed next to the regular container on collection day.

## **MUNICIPAL SERVICES**

### Garbage:

Company will provide collection services up to six times per week for all City owned containers located in public areas of the City at a service level determined by the City. City owns and maintains all containers located in public areas and parks. Company shall provide semi-automated tipper carts in 32, 64-gallon sizes, or bins from 2, 3-, 4-, 5-, 6-, 10-, or 18-yard capacities for large volumes of material upon request for service at City owned facilities. City will provide Company with locations of all City owned containers.

### Recycling:

Company shall provide unlimited commercial recycling collection for bottles, cans, beverage containers, all plastic items marked # 1-7, newsprint, office paper, and fiber or cardboard. Company provides semi-automated tipper carts in 32 and 64-gallon capacity for collection from one time per week to six times per week. Company can provide 2- and 3-yard rear loading bins for cardboard collection with the Company's approval of the location. Pick ups can be scheduled from one time per week to six times per week. Company is to perform waste audit at least one time per year for each commercial account, or upon request to determine composition and characterization of waste to offer recommendations regarding recycling services. Recycling services must be offered to all municipal customers.

Company will provide services to comply with the City's Commercial Recycling Ordinance.

### Organics, Yard waste, Food waste:

The Company is working with franchising agencies to develop and implement a commercial food waste collection program. Upon approval of the program, the Company will perform a waste audit of all commercial customers, including the City of San Rafael, for evaluation and inclusion into the food waste collection program, and inform customers of all options to participate. This section of Exhibit A will be amended to include food waste collection with rates and fees listed in Exhibit C.

### **Additional Services**

Special pickups of large, hard to handle or bulky items may be requested for an additional fee as listed in Exhibit C. Estimates can be provided. These bulky items will be collected in non-compaction vehicles for greater re-use and recycling. Extra material can be collected for a fee as listed in Exhibit C in cans or bags not greater than 32 gallons when placed next to the regular container on collection day.