

City of Wooster Waste Contract FAQ's

How did we select Kimble?

- The City of Wooster selected Kimble Recycling and Disposal, Inc. following a competitive bid process as the lowest and best bidder. The previous waste hauler's bid was 20% higher than Kimble for a significantly reduced service level (no additional bags or bulk pick up). Kimble provided the lowest and best bid to the City.
- The contract started July 1, 2020.

Who is Kimble?

- Kimble is a local family-owned business with 68 years of experience in the refuse industry and a reputation for excellent service (Learn more about Kimble at kimblecompanies.com).

How did rates change?

- The monthly price for refuse and recycling is \$15.02 and \$12.77 for seniors.
- A 31% increase over the last rates under our previous contract.

Why did rates increase?

- Previous rates were kept artificially low as long as possible knowing that an increase was coming.
- The City knew an increase was coming with the new contract because disposal fees and recycling **costs had increased dramatically** in the past several years.
- The recycled content is sold as a commodity bringing down the cost of running the recycling program, so the value of the recycling material drastically affects the price of the recycling service. The scrap price of plastic and low-grade paper collapsed, sending the industry into unprecedented disruption. The economics behind recycling show that it is now more expensive to recycle than haul the landfill material.
- Some cities have abandoned curbside recycling due to increased costs. Although recycling may come at increased costs, it is the right thing to do for the environment.
- Also, tipping fees (cost charged by the landfill to dump waste) are rising each year, just like recycling costs and as a result everyone is experiencing rising costs in waste hauling.
- Wooster is committed to providing curbside recycling for the community.

What is included in the price?

- Weekly curbside recycling service includes the contents of the smaller 65-gallon cart.
- Weekly refuse service includes the large 96-gallon cart contents plus up to 8 additional 30-gallon bags or cans.
- Bundled or bagged yard waste is included in the additional bags or cans allowed, but must not exceed 50 pounds or 4 feet in length.
- Also included is up to **1 bulk item** per month on any regularly scheduled collection day. **Customers must contact Kimble and request this bulk item pickup 48 hours before the scheduled trash day.** Some of the items approved for a bulk pick up include: mattresses, sofas,

tables, chairs, dressers, doors, washers/dryers, water heaters, carpet, toilets, stoves, and refrigerators with Freon removed and tagged by a certified technician.

- All mattresses and upholstered items must be wrapped and sealed in plastic.
- Kimble's Customer Service number is **1-800-201-0005**

What can be recycled?

- Recycled material does not have to be sorted, but it all must be clean and dry and free from contaminants like food, grease, or liquids.
- Items should be placed in the cart loose and unbagged since plastic bags are considered a contaminant.
- **Plastic:** Only clean and empty plastic bottles and jugs are accepted. Do not crush the bottles and keep the lids on. No other plastic items are accepted.
- **Glass:** Glass bottles should be clean and dry. Glassware, mirrors, window glass or light bulbs cannot be recycled.
- **Metal:** Only clean and dry metal or aluminum drink cans are accepted. No other metal items are accepted.
- **Cardboard:** Must be clean and dry, and flattened.
- **Paper:** Paper should be clean and dry and not stained by waste. Magazines, mail, newspapers, and copier paper are accepted.
- Items not accepted: wood, paint cans, wax cartons, wire, plastic bags, Styrofoam, plastic utensils, and yard waste.

What issues with the service have been reported?

- A few residents had service issues as routes were developed and these were quickly cleared up.
- There were a few mix-ups with cart delivery as would be expected and these were quickly resolved. Some of these were condo developments, private roads/drives, or other unusual circumstances such as access from a rear alley. Once these issues were resolved, most of the complaints revolve around the changed level of service.
- The service no longer includes unlimited pickup. Some residents have exceeded the 8 additional 30-gallon bag limit and the extra bags were not picked up. Some residents failed to call Kimble to arrange for the pickup of a bulk item as required or have exceeded the limits of bulk pickup and these items were not picked up.
- The City is continuing efforts to educate residents on the service.



1-800-201-0005