

WASTE MANAGEMENT SERVICES

Waste Management is a cooperative effort between the Custodial and Environmental Services teams. The custodians collect waste from the bins within the buildings and the trucking team collects the bagged waste, organics, recyclables, cardboard, and paper and delivers it back to the central warehouse for processing and disposal. Haulage and disposal of waste from campus are contracted-out to a waste management contractor.

HOURS OF OPERATIONS

Monday – Friday 5:00am – 11:00pm

STANDARD SERVICE LEVEL EXPECTATIONS

Priority	Definition of Work	Response Time (Business Days)	Examples Of Work
1	Non-emergency issues that require quick attention. It is important work that will be investigated the same day but overtime may not be authorized if work can wait until next day.	Same day or next day. Overtime is assigned on weekends during peak times like student move-out times.	Emptying of over-flowing garbage cans, replacement of organics carts at residence buildings or litter collection. High volume locations are checked daily on weekdays.
2	Normal service items that do not pose any immediate risk to facilities, systems or equipment.	2 to 3 business days.	Checking trash receptacles.

3	Preventive Maintenance work	As scheduled. PM takes precedence over any service request of Priority 7 or higher and will be completed on schedule.	Washing out of recycling bins for indoor use
4	After-hours call-ins	All service calls occurring after normal work hours. Staff are called in to address the issue immediately. Permanent repairs will be conducted based on priority.	Oil and organic waste spills.
5	Routine Ops	Monthly work orders generated at start of month for regular scheduled work.	Routine collection of waste resources for sorting, processing and removal from campus. This includes specialized wastes from educational programs like Heavy Structures Lab, Biology and Food Sciences.
6	Specific Date	Events where Grounds/ Trucking assistance is required.	<p>Collection of recyclables and garbage during move-in period in September –scheduled OT Collection and handling of cardboard, recyclables and garbage related to student move-in/ out periods.</p> <p>Assisting with special events set-up and servicing of waste collection stations throughout the event.(Homecoming, FROSH and Orientation week).</p>

SERVICE COST RESPONSIBILITY

All waste management activities are fully funded by the FM Operating Budget for all operating costs (labor, materials and invoices) to collect and process recyclables and waste streams.