PPD GROUNDS/REFUSE/RECYCLING REQUEST FOR SERVICE PROCEDURE

The purpose of this procedure is to streamline the process for customer requests for extra or additional refuse services and to charge for this service, when it is appropriate.

I. Work Management Center will receive all requests for refuse services.

II. Work Management will clarify, to the best of their ability with the Customer the following:

A. What kind of service?
   Deliver -- bring me a net new item to use
   Service -- empty and return my existing container
   Remove -- remove the container, I’m done with it and don’t want it back.
   Pick Up -- come collect something (not in a regular container)

B. What kind of container or equipment needs support:
   Box -- a cardboard box
   Bin -- a plastic or metal container that doesn’t have wheels (like a trash can)
   Cart -- a plastic or metal container with wheels
   Dumpster -- a large metal container (2- to 8-CY capacity) that is serviced by a front-loader garbage truck
   Roll-off -- a large (8’ x 24’ x 4-8’ high) open steel container that is serviced by a special tilt-rail truck.
   Baler -- a large metal container with a vertical ram (used to compact and bale cardboard boxes)
   Compactor -- a larger enclosed container with a hopper to compress garbage or paper waste
   Bulk pick up -- furniture, appliance, crate, or other bulky items (specify)

C. Content/Distinctions -- what kind of stuff needs disposal:
   Garbage -- mixed waste, including food-contaminated material.
   Construction waste/rubbish -- debris, dry furnishings and construction material, with no food or drink contamination.
   Recyclable material -- clean paper, concrete, cans, plastic, etc. recovered for use in manufacturing new products.
   Bulk pick up -- furniture, appliance, crate, or other non-containerized bulky items (specify)
   Yard trash -- leaves, tree limbs, dead plants, prunings.

III. Work Management will create a standard work order, supplying as much pertinent information as possible (above) and route the work order to the Grounds/Refuse Department. The work order will be issued to problem code #G040: WC Refuse Collection, unfunded.

IV. The Grounds/Refuse Department will review the work orders on a regular basis and execute as is appropriate within the guidelines of PPD. If the request requires Customer funding, the Grounds/Refuse will set up a pay job in Facility Focus following these guidelines:

   A. Exceptions: for regular scheduled users, special requests for more or fewer services against an existing Purchase Order. Work will be billed as part of a regular statement.
   B. Special: involves support for a new client, project, or activity not on an existing service schedule or a standing PO. Work will be billed as a special, separate charge.
   C. Work Order will read something like: John Jones, 392-1234, bldg 123, rm 101, requests delivery of a 20-cy construction roll-off by the SE entrance of Bldg 1233 by 11 a.m. on 24 July 2007. Charge to PO 1234-000034.