



**To:** Zero Waste Advisory Commission  
**From:** Bob Gedert, Director  
Austin Resource Recovery Department  
**Date:** September 10, 2014  
**Subject:** **Director's Report to ZWAC**

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### **Transformational Change – City Collection Services**

Zero Waste is a paradigm shift from waste management to materials management. This new approach treats materials collected as *resources* that have secondary lives, not as waste streams. Moving a city to Zero Waste is a transformational change.

**Transformational change:** A shift in the business culture of an organization resulting from a change in the underlying strategy and processes that the organization has used in the past. A *transformational change* is designed to be organization-wide and is enacted over a period of time. (Source: BusinessDictionary.com)

*Transformational change* (for the city of Austin) is about proactively creating the future Zero Waste Austin with new material collection systems, eliminating wasteful practices, and creating pathways for waste reduction, material reuse, recycling, composting, and other end uses. *Transformational change* asks, “Given the future environment, the technology, the market and social changes, what do we need to be like in the future, and how do we create that Zero Waste future?”

Our city-wide Zero Waste goal is the guiding light:

Zero Waste is a paradigm shift. Recyclables are what we once kept out of the trash. With Zero Waste, trash is what is left over after we reduce, reuse, recycle and compost. As the City travels along the path toward Zero Waste, the Austin Resource Recovery Department is transforming from an organization focused on waste management collection to one focused on materials resource management. (ARR Master Plan, page 35)

City services provided to support Zero Waste Austin require the *transformational change* from traditional waste management collection techniques toward a different array of collection services.

Identifying and restricting city services through a particular container collection are waste management approaches toward waste collection. ARR is moving away from waste management practices toward materials management with the goal of Zero Waste. Many of ARR services are not based on a container style, but rather on the means to collect items that respect the integrity of the materials collected with consideration of secondary end use.

The proposed restrictive language to City Code 15-6-11 would limit ARR services to the traditional city sanitation department role. ARR is charged with implementing programs and services that move us closer to Zero Waste Austin. This new direction requires a *transformational change* in how we service the citizens of Austin. A few examples of recent service changes include:

*Brush & Bulk Collection:* ARR services single family and apartment customers with large brush and bulk collection. The old solid waste management method of rear loaders, tractor trailers and cranes is an antiquated collection method. ARR is piloting a different type of collection method, to reduce its carbon footprint and be more flexible in the field.

*Storm Debris:* Recently, ARR has been charged in developing a Disaster & Storm Debris Management Plan, in reflection of the Onion Creek flooding experience. Part of this planning involves the collection of electronics and HHW in the event of disaster. Additionally, we are exploring how to recover wet material for secondary end-use – a significant challenge with no easy answers. When a storm response is necessary, the principal response is citizen safety and quick debris removal. Balancing the needs of debris removal with zero waste practices is a new challenge that requires multiple means of handling material collection and innovative relationships with private service providers.

*Resource Recovery Center:* The RRC provides a common drop-off area for the public for tires, mattresses, electronics, appliances and items that may have a secondary use. ARR staff is in the process of redesigning this site for a one-stop type service that also includes reuse opportunities, as well as a redesign of HHW collection site. Again, this site is intended to help us move from waste disposal to materials reuse.

*Clean Austin:* As certain areas of the city need more frequent bulky material collection, this program originally was designed to service multi-family settings where there are a lot of mattresses and furniture setouts to the curb. As this program expands, staff is exploring different collection methods, as well as reuse options.

*Recycling Collection:* ARR collects recyclables through curbside blue cart containers. This single stream collection program yields easier citizen participation, yet the collection approach damages the integrity of the materials intended to be recovered. Exploring new means to recover more material through this collection method is challenging. Attention toward lowering residual trash rates are needed, and material types collected need further expansion. Refinement of the recycling collection program in public settings is in need of greater funding. Special event recycling is challenged by materials distributed at the events. In addition, parks and recreation settings need more recycling

*Organics Collection:* Yard trimmings and leaves are collected through bags at the curb. As we entertain the concept of food waste collection in several pilot areas, this collection program requires a container with a lid. Yet, as we learn from the pilot, we need to accommodate home composters, as well as allow for alternative food waste capture. In addition, we are exploring different processing and composting methods, centralized and decentralized. Final recommendations will be presented to ZWAC in January.

*Trash Collection:* Too much of our “waste stream” is sent to the landfill. Our Zero Waste platform states: “Zero Waste means... conserve and recover all resources, and not burn or bury them.” (Master Plan, page 35). Approximately 60% of residential discards are buried, contrary to our city zero waste goals.

ARR staff are conducting a study of the material sent to the landfill, to determine what portion of this waste disposal can be recovered through recycling, composting or reuse recapture. I anticipate a report will be presented in January regarding this composition study with recommendations for new material capture programs.

All of these recent changes reflect the challenges of moving from traditional waste management practices to a newer platform of services. ARR is transforming from an antiquated collection system to a multi-faceted array of services that cannot be defined by container type.

The primary concern that is bringing the container restrictions forward is based on the fear that ARR will directly compete with the private haulers in apartment complex and commercial settings. Fear often generates regressive solutions. The core of the issue can be addressed more progressively.

*ARR does not desire to provide dumpster service.* This has been plainly stated in the development of the Master Plan. If ARR desired to move in that direction, it would require eight separate public meetings:

- New service proposal reflected in Department Rules: ZWAC & Council approval required,
- New fee schedule to reflect new service: ZWAC & Council approval required,
- Budgetary request to purchase trucks & dumpsters: ZWAC & Council approval required,
- Approval of bid-selected purchases of trucks & dumpsters: ZWAC & Council approval required.

Dumpster collection is a traditional waste management handling system. *To be clear, ARR does not desire to directly offer dumpster service,* preferring instead toward contracting for dumpster service as needed. ARR is charged with a *transformational change* in its array of services. ARR services will likely be less universal in nature in the future, exploring pilots and new collection techniques. ARR services will not be based on container type; the services will be more material based for recovering to secondary end uses, with a variety of container types and truck styles. Dumpsters are not a preferred collection method for moving toward zero waste.

Current services provided by Austin Resource Recovery:

Austin Resource Recovery - Collection Services							
Service Name	Residential Collection Service	Multi-Family Collection Service	Commercial Service	Universal Service	Non Universal Service	Cart-Based Service	Non Cart-Based Service
Garbage Collection	X	X	X	X		X	
Recycling Collection	X	X	X	X		X	
Yard Trimmings Collection	X	X	X	X			X
Organics Collection (w/Food)	X	X			X	X	
Brush Collection	X	X		X			X
Bulk Collection	X	X		X			X
Clean Austin	X	X	X		X		X
Dead Animal Collection	X	X	X	X			X
HHW Collection	X	X		X			X
HHW Door-to-Door	X	X			X		X
Battery Retail Collection	X	X		X			X
Resource Recovery Center	X	X	X	X			X

Austin Resource Recovery - Contracted Collection Services							
Service Name	Residential Collection Service	Multi-Family Collection Service	Commercial Service	Universal Service	Non Universal Service	Cart-Based Service	Non Cart-Based Service
CBD Alley Service Contract	X	X	X		X		X
City Building Contract			X		X		X
Multi-Family Dumpster Contract		X			X		X
Disaster Relief Contract	X	X	X		X		X

Austin Resource Recovery - Other Services							
Service Name	Residential Properties	Multi-Family Properties	Commercial Properties	Universal Service	Non Universal Service	Cart-Based Service	Non Cart-Based Service
Business & URO Outreach		X	X		X		X
Zero Waste Educ/Outreach	X	X	X	X	X		X
Boulevard & Street Sweeping	X	X	X	X			X
Litter Control	X	X	X		X		X
Brownfields Remediation	X	X	X		X		X
Landfill Closure					X		X

Residential = Single Family, Duplexes, and Three-Plex residential dwelling units

Multi-Family = Residential with dwelling units of four or more

Commercial = Non-Residential properties

Universal Service = service consistent and universal to that customer class

Non-Universal Service = service provided to certain sectors, but not universal to a certain customer class

Cart-based Service = use of a cart with lid for collection purposes

### ***Mattress Recycling Update***

ARR contracted with Goodwill Industries for the collection and recycling of mattresses. Recycling diversion varied from 50% to 95% per unit collected, depending on type of mattress or box spring. By mutual agreement with the contractor, ARR did not renew the contract. The negative experience from the contractor involved dirty and difficult to handle mattresses, and box springs with the valuable metals stripped before pickup. ARR experienced high costs and service irregularities. The project may resurface in the future with learned lessons from this pilot. Below is a summary of the results of the Mattress Recycling Pilot:

City of Austin Mattress Recycling Contract Summary									
	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar/April	Total
Units	404	1097	692	384	341	319	234	331	<b>3802</b>
Actual Billing	\$6,868	\$18,649	\$11,764	\$6,528	\$5,797	\$5,423	\$3,978	\$5,627	<b>\$64,634</b>
Total Weight (Lbs.)	21,792	57,331	36,120	17,500	16,760	18,599	11,960	15,043	<b>195,105</b>

## ***Household Hazardous Waste (HHW) and Resource Recovery Center (RRC)***

### HHW Hours of Operation

Tuesday and Wednesday 10a.m. to 6 p.m., Saturday 7a.m. to Noon

Residents of the City of Austin and Travis County may bring up to 30 gallons of home-generated hazardous waste to the Household Hazardous Waste Facility free of charge. Bringing more than 30 gallons of hazardous waste may incur a charge at cost for the disposal of the extra waste

### HHW Items Accepted:

- Fluorescent bulbs
- Batteries (car and household)
- Cell phones
- Cleaners
- Automotive fluids
- Oil filters
- Paint and thinners
- Pesticides and herbicides
- Photographic chemicals
- Mercury
- Aerosol cans
- Pool chemicals
- Cooking oil
- Outdoor grill propane cylinders

### Items Not Accepted:

- Radioactive materials
- Syringes or medical waste
- Tires
- Electronics
- Explosive materials
- Business-generated waste

### Austin ReBlend

ARR's Austin ReBlend paint is free to City and County residents. Available in 3.5 gallon containers and in two colors: Texas Limestone (beige) and Balcones Canyonland (dark beige). Drop off paint is inspected before it is chosen to be used. It is then consolidated, blended, filtered and packed by trained personnel to ensure a quality product.

- Helps keep paint out of landfills
- Conserves water used to make new paint
- Prevents pollution from the mining and extraction of raw materials
- Moves Austin further toward its zero waste goal

RRC Hours of Operation:

Monday through Friday 8 a.m. to 4 p.m.

The Resource Recovery Center accepts:

- Televisions, including cathode ray tubes
- Computers, including cathode ray tube monitors
- Computer equipment, including keyboards and mice
- Mobile devices, including cell phones, smartphones, PDAs and pagers
- Printers, scanners and copiers
- CD cases
- Fax machines
- Video game consoles
- Cameras
- Air conditioners
- Hot water heaters
- Dryers
- Stoves
- Refrigerators

Wood Chips/Wood Mulch are available free of charge for self-loading and takeaway.

***Staff Hires and Promotion Updates***

<b>New Employee</b>	<b>Promotion Transfers, Retirement</b>	<b>Title/ Division</b>
Clinton Kerr		MuniProg, Service/Maintenance (Temporary)
Quentin Perkins		MuniProg, Service/Maintenance (Temporary)
Jorge Cervantes		Austin Resource Recovery Operator Associate
	Carnell Wilson (retired)	Waste Management Supervisor
	Andy Dawson (promoted)	Assistant Division Manager
	Bobby Brown (transferred)	Austin Resource Recovery Operator Senior

**Positions Currently to be Filled**

<b>Position</b>	<b># Open</b>	<b>Manager</b>	<b>Posting Status</b>
Financial Specialist	1	Jessica Edwards	Screening Applications
Muniprogram Acctg. Clerk (temp)	1	Jessica Edwards	Interviews Scheduled
Contract Compliance Specialist	1	Jessica Edwards	Top Candidate Identified
Contract Development Analyst	1	Jessica Edwards	Interviews Scheduled
Department Quality Analyst	1	Mike Turner	Interviews Scheduled
Administrative Supervisor	1	Sam Angoori	Interviews Scheduled
Planner Senior	1	Jessica King	Interviews Scheduled
Public Info. Specialist Senior	1	Jessica King	Interviews Scheduled
Administrative Specialist	1	Jessica King	Screening Applications
ARR Operator Senior	2	Ron Romero	Top Candidate Identified
ARR Operator	1	Ron Romero	Position to be Posted
Muniprogram, ARR Associate	4	Ron Romero	Interviews Scheduled
Waste Management Supervisor	1	Donald Hardee	Position to be Posted
Environmental Program Spec. Sr	1	Donald Hardee	Position to be Posted
ARR Supervisor	4	Ron Romero	Interviews Scheduled
Vehicle Coordinator	1	Richard McHale	Top Candidate Identified
ARR Associate - Carts	2	Richard McHale	Interviews Scheduled
ARR Operator	4	Vidal Maldonado	Top Candidate Identified
ARR Operator Senior	1	Vidal Maldonado	Top Candidate Identified
Muniprogram, ARR Associate	6	Vidal Maldonado	Interviews Scheduled

**Zero Waste Advisory Commission - September 10, 2014**

**Single Stream Recycling Statistical Report**

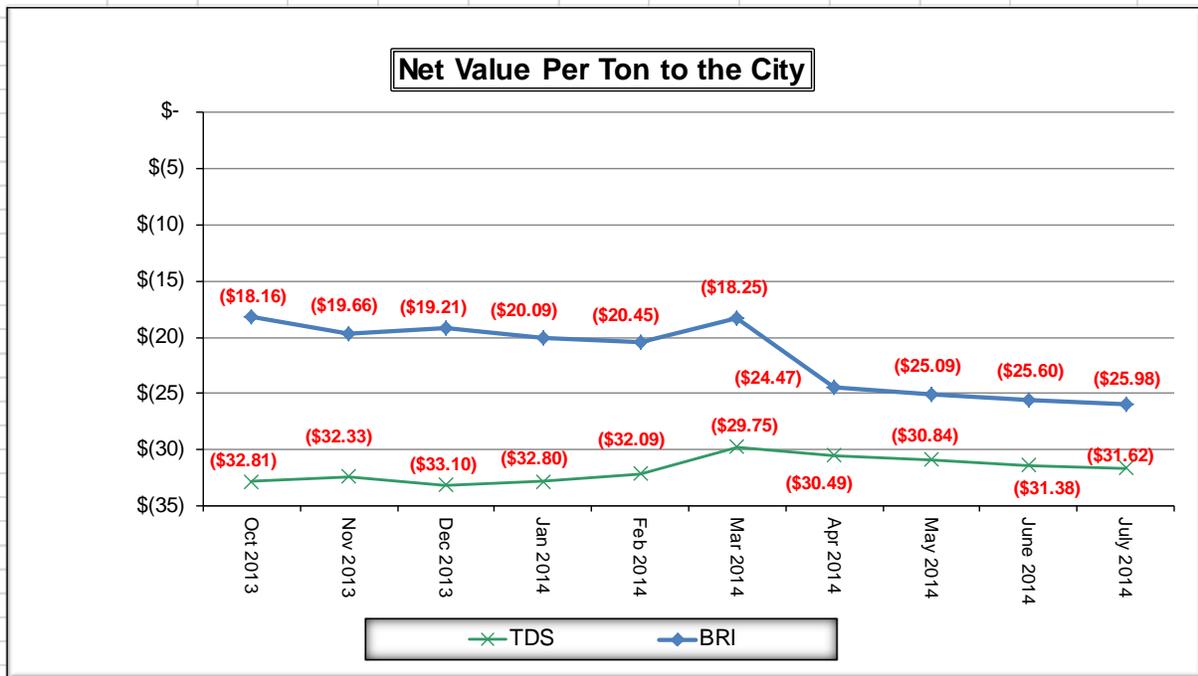
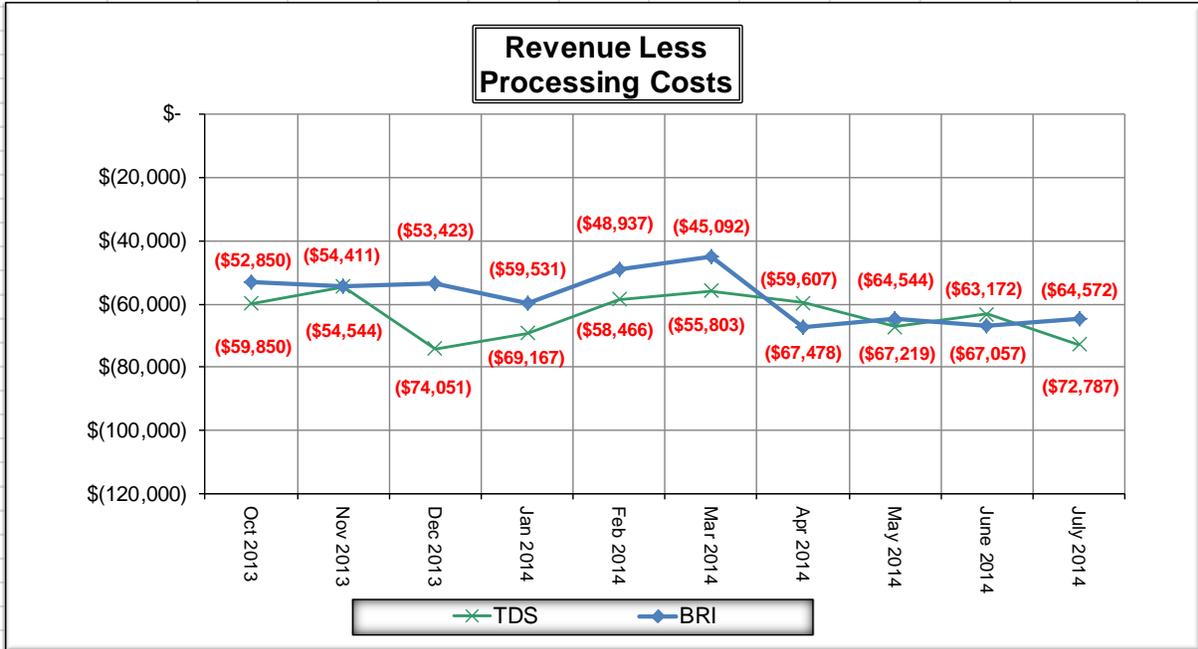
**FY 2013-14: October, 2013 through July, 2014**

**Texas Disposal Systems (TDS) and Balcones Resources, Inc. (BRI)**

Month and Year	Contractor	Tons Delivered	Contractor Payments			Net Value to the City \$ per ton value	Landfill Cost Avoidance	
			Revenue	Processing Cost	Net Amount Due/(Owed)		Cost Per Ton	Total
October 2013	TDS	1,824.24	\$108,623	\$168,473	(\$59,850)	(\$32.81)	\$21.01	\$38,327
	BRI	2,910.84	\$177,974	\$230,825	(\$52,850)	(\$18.16)	\$21.01	\$61,157
	<b>Total</b>	<b>4,735.08</b>	<b>\$286,598</b>	<b>\$399,298</b>	<b>(\$112,701)</b>			<b>\$99,484</b>
November 2013	TDS	1,682.84	\$99,569	\$153,980	(\$54,411)	(\$32.33)	\$21.01	\$35,356
	BRI	2,775.04	\$165,885	\$220,429	(\$54,544)	(\$19.66)	\$21.01	\$58,304
	<b>Total</b>	<b>4,457.88</b>	<b>\$265,454</b>	<b>\$374,409</b>	<b>(\$108,955)</b>			<b>\$93,660</b>
December 2013	TDS	2,237.24	\$130,657	\$204,707	(\$74,051)	(\$33.10)	\$21.01	\$47,004
	BRI	2,781.35	\$167,489	\$220,913	(\$53,423)	(\$19.21)	\$21.01	\$58,436
	<b>Total</b>	<b>5,018.59</b>	<b>\$298,146</b>	<b>\$425,620</b>	<b>(\$127,474)</b>			<b>\$105,441</b>
January 2014	TDS	2,108.75	\$123,783	\$192,951	(\$69,167)	(\$32.80)	\$21.01	\$44,305
	BRI	2,963.60	\$175,333	\$234,864	(\$59,531)	(\$20.09)	\$21.01	\$62,265
	<b>Total</b>	<b>5,072.35</b>	<b>\$299,116</b>	<b>\$427,814</b>	<b>(\$128,698)</b>			<b>\$106,570</b>
February 2014	TDS	1,821.99	\$108,246	\$166,712	(\$58,466)	(\$32.09)	\$21.01	\$38,280
	BRI	2,392.85	\$142,235	\$191,172	(\$48,937)	(\$20.45)	\$21.01	\$50,274
	<b>Total</b>	<b>4,214.84</b>	<b>\$250,482</b>	<b>\$357,884</b>	<b>(\$107,403)</b>			<b>\$88,554</b>
March 2014	TDS	1,875.52	\$115,807	\$171,610	(\$55,803)	(\$29.75)	\$21.01	\$39,405
	BRI	2,470.59	\$152,032	\$197,124	(\$45,092)	(\$18.25)	\$21.01	\$51,907
	<b>Total</b>	<b>4,346.11</b>	<b>\$267,839</b>	<b>\$368,733</b>	<b>(\$100,894)</b>			<b>\$91,312</b>
April 2014	TDS	1,954.76	\$119,253	\$178,861	(\$59,608)	(\$30.49)	\$21.01	\$41,070
	BRI	2,757.04	\$151,574	\$219,052	(\$67,478)	(\$24.47)	\$21.01	\$57,925
	<b>Total</b>	<b>4,711.80</b>	<b>\$270,827</b>	<b>\$397,912</b>	<b>(\$127,085)</b>			<b>\$98,995</b>
May 2014	TDS	2,179.65	\$132,219	\$199,438	(\$67,219)	(\$30.84)	\$21.01	\$45,794
	BRI	2,572.14	\$140,352	\$204,897	(\$64,545)	(\$25.09)	\$21.01	\$54,041
	<b>Total</b>	<b>4,751.79</b>	<b>\$272,571</b>	<b>\$404,335</b>	<b>(\$131,764)</b>			<b>\$99,835</b>
June 2014	TDS	2,012.96	\$121,013	\$184,186	(\$63,173)	(\$31.38)	\$21.01	\$42,292
	BRI	2,618.97	\$141,425	\$208,482	(\$67,057)	(\$25.60)	\$21.01	\$55,025
	<b>Total</b>	<b>4,631.93</b>	<b>\$262,438</b>	<b>\$392,668</b>	<b>(\$130,230)</b>			<b>\$97,317</b>
July 2014	TDS	2,301.98	\$137,844	\$210,631	(\$72,787)	(\$31.62)	\$21.01	\$48,365
	BRI	2,485.29	\$133,677	\$198,249	(\$64,572)	(\$25.98)	\$21.01	\$52,216
	<b>Total</b>	<b>4,787.27</b>	<b>\$271,521</b>	<b>\$408,880</b>	<b>(\$137,359)</b>			<b>\$100,581</b>
<b>FY 2013-14 Totals</b>		<b>46,727.64</b>	<b>\$2,744,991</b>	<b>\$3,957,554</b>	<b>(\$1,212,563)</b>			<b>\$981,748</b>

Material Composition Percentages					
	Previous Audit		Current Audit		
	TDS	BRI	TDS	BRI	
Material	10/19/13	11/16/13	4/26/14	4/12/14	
ONP #8 (Old Newspaper)	17.56%	23.88%	15.74%	25.52%	
OCC (Corrugated Cardboard)	13.49%	10.99%	15.77%	10.58%	
Mixed Paper	15.59%	13.51%	12.28%	12.00%	
Plastic Bottles - PETE	3.00%	3.25%	2.93%	2.27%	
HDPE Natural	1.07%	0.83%	1.18%	0.88%	
HDPE Color	0.94%	0.79%	1.08%	0.91%	
Mixed Plastics 3-7	3.77%	2.16%	3.19%	2.02%	
UBC (Used Beverage Cans)	1.21%	1.08%	1.02%	0.50%	
Tin Cans	1.63%	1.37%	1.18%	1.06%	
Scrap Metal	0.87%	0.70%	0.74%	0.82%	
Glass	28.76%	28.89%	27.21%	27.51%	
Residual - trash	12.11%	12.55%	17.69%	15.93%	
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

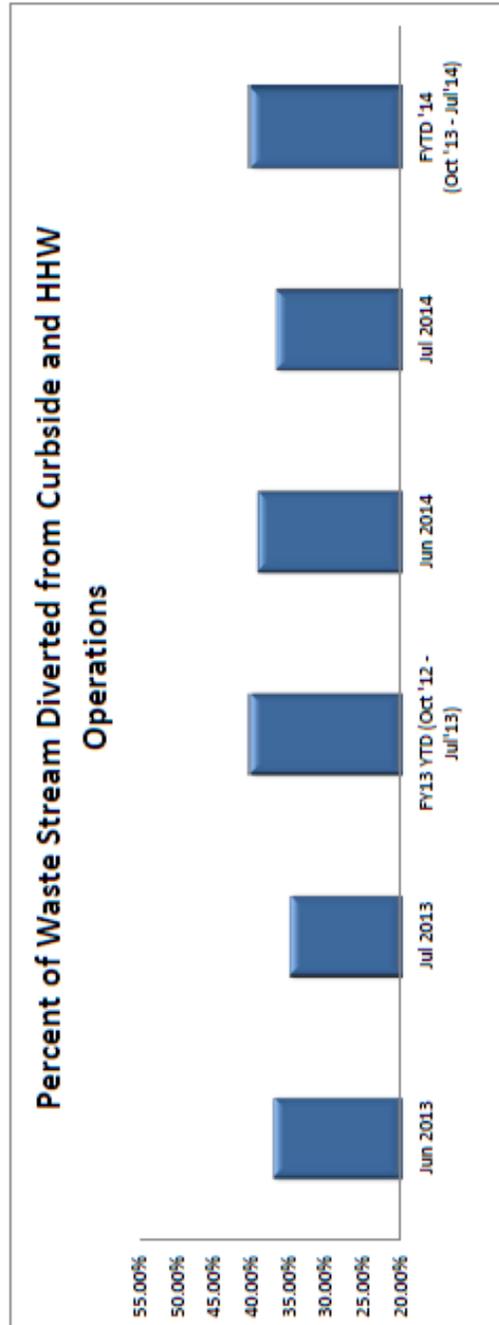
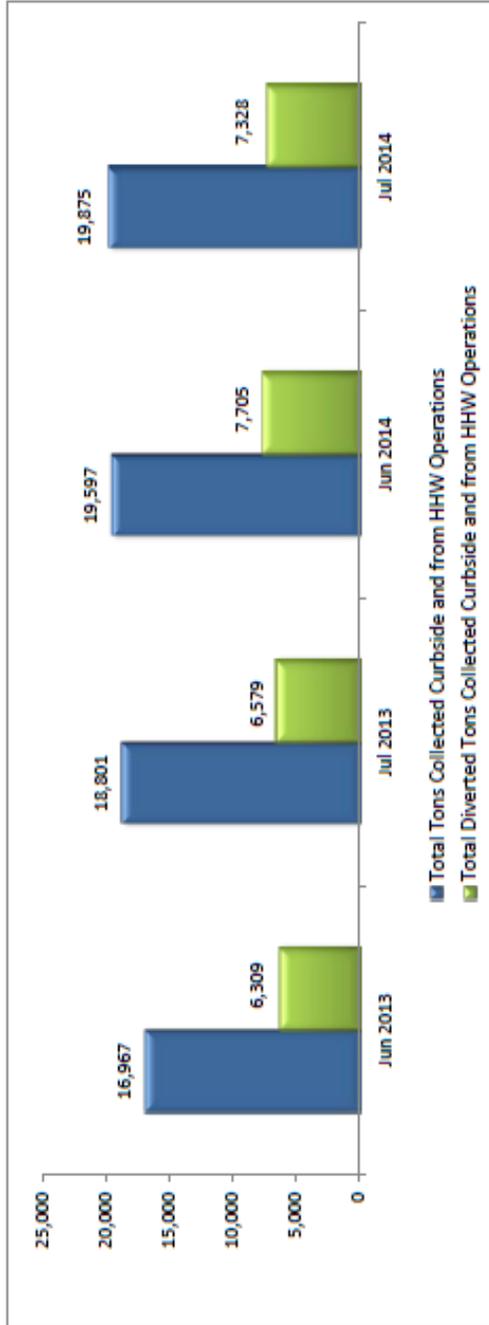
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## Austin Resource Recovery Curbside Collection and HHW Operations

	LAST FISCAL YEAR				CURRENT FISCAL YEAR				FY 2014 Goal
	FY 2013	FY 2013 Goal	Jun 2013	Jul 2013	FY13 YTD (Oct '12 -	Jun 2014	Jul 2014	FYTD '14 (Oct '13 -	
Tons of curbside Garbage	124,183	127,000	9,804	11,064	104,130	11,077	11,483	106,984	123,000
Tons of Curbside Bulk Disposed	8,500	6,600	822	1,123	6,736	775	1,024	7,101	7,000
HHW Operations Tons Disposed	381	400	32	35	328	39	39.52	345	350
<b>Total Disposed Tons Collected Curbside and from HHW Operations</b>	<b>133,064</b>	<b>134,000</b>	<b>10,658</b>	<b>12,222</b>	<b>111,194</b>	<b>11,891</b>	<b>12,547</b>	<b>114,440</b>	<b>130,350</b>
Tons of curbside recycling	53,702	62,500	4,129	4,632	44,923	4,632	4,788	46,508	64,000
HHW Operations Tons recycled/reused	240	150	28	29	210	31	37.21	247	150
Tons of Curbside Yard Trimmings	25,898	27,000	1,631	1,352	23,594	2,332	1,810	24,736	31,000
Tons of Curbside Bulk Recycled	161	800	16	24	156	16	22	146	783
Tons of Curbside Brush Collected	7,369	6,400	505	542	6,067	684	671	5,366	6,200
<b>Total Diverted Tons Collected Curbside and from HHW Operations</b>	<b>87,380</b>	<b>96,850</b>	<b>6,309</b>	<b>6,579</b>	<b>74,970</b>	<b>7,705</b>	<b>7,328</b>	<b>77,033</b>	<b>102,133</b>
Total Tons Collected Curbside and from HHW Operations	220,444	230,850	16,967	18,801	186,164	19,597	19,875	191,473	232,523
<b>Percent of Waste Stream Diverted by Curbside and HHW Operations</b>	<b>39.64%</b>	<b>42%</b>	<b>37.18%</b>	<b>34.99%</b>	<b>40.27%</b>	<b>39.32%</b>	<b>36.87%</b>	<b>40.23%</b>	<b>44%</b>
Pounds of Garbage collected per customer per pickup	25.53	26.03	23.92	27.20	25.74	26.90	27.75	26.09	24.64
Number of Garbage customers	187,105	187,676	188,914	187,858	186,722	191,852	191,120	189,277	192,000
Pounds of Recycled materials collected per customer per pickup (every other week)	22.25	25.62	20.30	22.96	22.38	22.76	23.36	23.01	25.64
Pounds of Yard Trimmings collected per customer per week	5.37	5.53	4.01	3.35	5.88	5.73	4.42	6.12	6.21
Number of Recycling and Yard Trimmings customers	185,658	187,676	187,461	186,360	185,252	187,369	189,334	186,569	192,000
Total tons of Dead Animals Collected from COA rights-of-way and the animal shelter	50	85	3	4	42	4	5	52	55

## Austin Resource Recovery Curbside Collection and HHW Operations



## Austin Resource Recovery Curbside Collection and HHW Operations

Reporting Status and Diversion Results for All Categories of Waste Generation						
Category of Waste Generation	FY2009-10 actual	FY2010-11 actual	FY2011-12 actual	FY2012-13 actual	FY2013-14 goal	FY2013-14 current
Residential Waste Diversion (city serviced accounts)	37.32%	38.57%	37.86%	39.64%	44.00%	40.23%
Commercial / Industrial Waste Diversion	information not available*					
Institutional Waste Diversion	information not available*					
*Non-residential waste diversion to be inventoried in 2015						

