



**To:** Zero Waste Advisory Commission  
**From:** Sam Angoori, P.E., Interim Director  
Austin Resource Recovery Department  
**Date:** January 10, 2018  
**Subject:** **Director's Monthly Report to the Zero Waste Advisory Commission**

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#### **Lost Creek Annexation**

December 15, 2017, Lost Creek reached the end of the two-year option period and are now required to receive Austin Resource Recovery collections services.

There were numerous advance communications, including a neighborhood meeting, letters to the Lost Creek Limited District, and communications with a neighbor that was supporting the transition by sharing all ARR communications on the Lost Creek Next Door message board. Lost Creek customers were given an advance cart-size option, with a default of 64-gallon trash cart delivery, as well as a letter outlining complete services provided by ARR.

Trash and recycle carts were delivered December 13-14, with a start date of service December 18, 2017. ARR worked with the private haulers servicing the area to ensure their carts were picked up the same week of ARR delivery. The following carts were delivered in addition to 96-gallon recycle carts:

Type	Size	Delivered
Trash	24	61
Trash	32	125
Trash	64	954
Trash	96	73
	<b>Total</b>	<b>1213</b>

There were minor logistical issues, causing some incorrect size carts to be delivered, resulting in approximately 137 calls on the first delivery day, all of which were resolved by Customer Service and field crews the second delivery day.

Post-delivery communication remains open and active. Subsequent customer communication has revealed the need for discussion and enforcement of cart sizing in the Administrative Rules. The primary customer complaint has been the comparison of private rates compared to City of Austin rates, with ARR responses outlining the broad spectrum of services provided by the Department, including trash, recycling, yard trimming, brush and bulk collection. Overall, customers seem to be satisfied with the carts and services they're receiving.

### **Textile Program**

The Simple Recycling textiles and household goods curbside recycling service for ARR customers has completed its first year. Since December 2016, the program has diverted approximately 529,000 pounds of textiles and household goods. The monthly totals for material collected and number of customers served is provided below:

<b>Month</b>	<b>Number of Customers</b>	<b>Material Collected (pounds)</b>
December 2016 <sup>1</sup>	5,192	121,075
January 2017	4,318	96,706
February 2017	2,710	52,119
March 2017	2,386	44,493
April 2017	1,579	35,536
May 2017	1,501	34,745
June 2017	1,357	31,477
July 2017	1,232	30,770
August 2017	1,158	23,621
September 2017	1,015	21,126
October 2017	1,036	20,419
November 2017	1,043	17,228
<b>Total</b>	<b>24,527<sup>2</sup></b>	<b>529,315</b>

Austin Resource Recovery continues to promote the "Donate First" message to its residents and promote local reuse organizations. Since early September, ARR has:

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<sup>1</sup> The December 2016 figures have been corrected since the previous report to Council.

<sup>2</sup> This figure represents the number of customers that the program has served if each customer has used the program once.

- Held a stakeholder meeting for reuse and thrift organizations to discuss upcoming reuse initiatives.
- Held a series of stakeholder meetings, including 1 for reuse organizations, and organized a working group to design and implement a pilot project in to divert material to reuse organizations during summer 2018 for West Campus move-out.
- Launched the Austin Reuse Directory (<http://austineconetwork.com/austin-reuse-directory/>) through a contract with the Austin EcoNetwork.
- Launched an online survey and recruited participants for upcoming focus groups on Austinites' reuse knowledge, attitudes, and behaviors.
- Completed a holiday marketing campaign for the Shop Zero Waste program. In addition, ATXN (Channel 6 Live) received a Lone Star Regional Emmy for their work on Shop Zero Waste video series.

### **ARR/UT DOE Grant Submission**

ARR is partnering with the University of Texas on a DOE grant project with the objective of identifying technologies to improve the energy efficiency of off-road vehicles (construction, mining, agriculture), and more specifically the performance of fluid/hydraulic systems on the vehicles. The Project Plan would consist of collecting duty-cycle data for the purpose of assessing new technologies. ARR would assist initially in outfitting the its' vehicles with sensors, and then operating these vehicles in typical day to day operations, and collecting the operational data during this period. The project would then begin modeling and simulations to design and assess the performance of new hybrid systems, this would be followed by a lab demonstration of the new hybrid system. The total project timeline is approximately three years. ARR is one of several partners in this research and will have no direct cost involvement.

### **Smarter Sorting**

Austin Resource Recovery entered into a nine month pilot with the company Smarter Sorting, on December 22, 2016 at a cost of \$1,800. Smarter Sorting has an innovative method of tracking materials coming into the City of Austin's Household Hazardous Waste (HHW) Facility. Smarter Sorting was able to use this materials data to develop diversion opportunities that were not previously available. ARR is now planning to enter into a Sole Source contract with Smarter Sorting to use this program to further our diversion efforts.

The City of Austin was the first in the nation to use this system. Smarter Sorting eventually launched pilots in three more cities. The first 3 months of the pilot were spent collecting data to teach the proprietary software the products that come into a HHW facility. This data would assist with hazard classification and future diversion. We were able to combine the first (data collection) and second (sortation) phases of the pilot. This allowed for the diversion of materials to take place for six months of the pilot. During those six months, Smarter Sorting diverted 25,763 pounds of material that Austin Resource Recovery was not able to divert through its robust ReUse program. All of that material went to a local non-profit for reuse. Currently, 14 other municipalities are using this system. Eight more have signed contracts with Smarter

Sorting. As the supply of reusable materials grows, Smarter Sorting is adding customers that wish to receive these reusable materials, therefore, increasing the opportunities for diversion.

### **Master Plan Update**

At the August 9, 2017 ZWAC meeting, staff provided a schedule for the update. As an intent to narrow the scope of work, Commissioners were asked to review the existing Plan and provide comments on their areas of focus. Staff received feedback from Commissioners Masino, Acuna, and Gattuso in July 2017 (Appendix A). The additional feedback received from the Zero Waste Advisory Commission will be incorporated into the scope of work for the consultant.

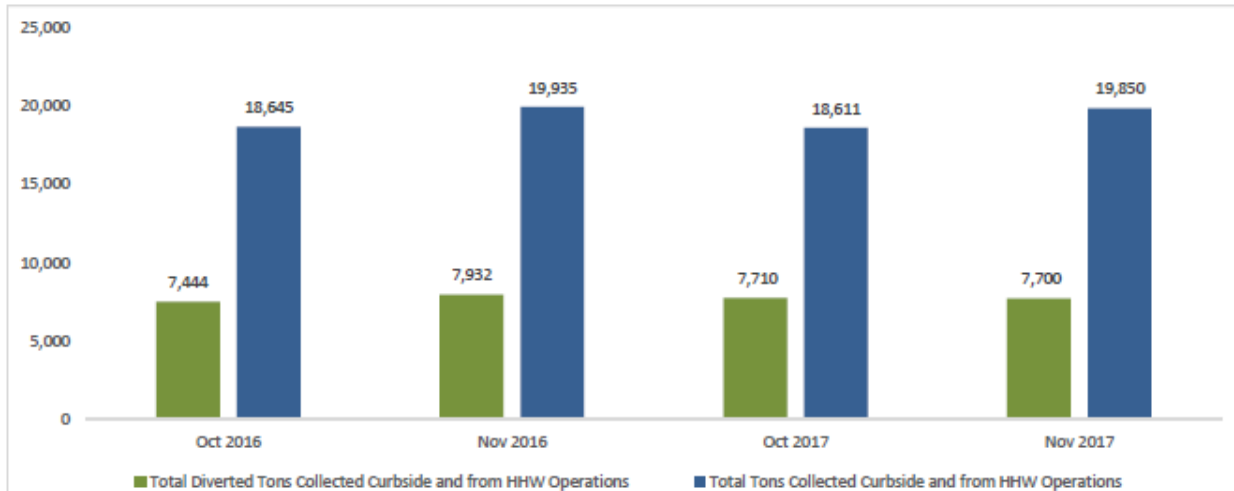
Division Managers and key staff met at the same time to review each chapter of the Master Plan. Based on this cross-functional staff work review by the ARR Executive Team, staff provided areas of focus for the upcoming Master Plan update (Appendix B).

**Staff requests that any additional feedback be emailed to [emlea.chanslor@austintexas.gov](mailto:emlea.chanslor@austintexas.gov) by January 31, 2018.**

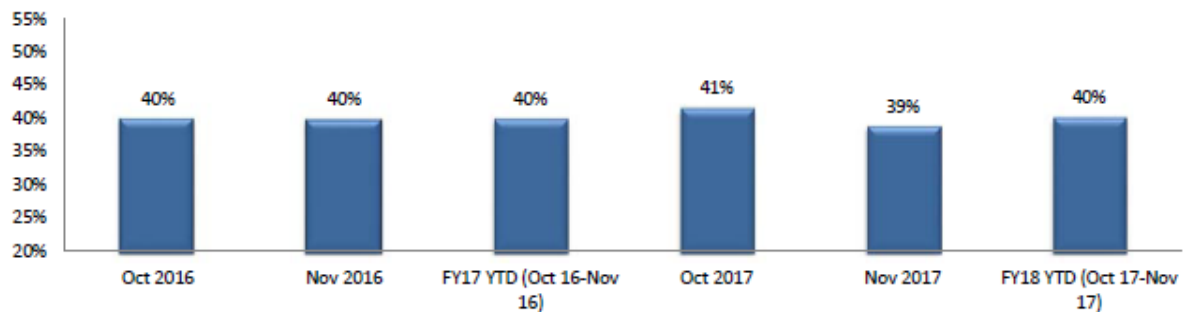
# Austin Resource Recovery Curbside Collection and HHW Operations

Description of Services	LAST FISCAL YEAR					CURRENT FISCAL YEAR			
	FY 2016	FY 2017	Oct 2016	Nov 2016	FY17 YTD (Oct 16-Nov 16)	Oct 2017	Nov 2017	FY18 YTD (Oct 17-Nov 17)	FY 2018 Goal
Tons Disposed									
Tons of curbside Trash	129,266	131,815	10,105	11,365	21,470	10,534	11,200	21,734	133,208
Tons of Curbside Bulk Disposed	11,869	11,179	1,061	614	1,675	333	913	1,246	10,900
HHW Operations Tons Disposed	468	471	35	24	59	34	37	71	476
Total Disposed Tons Collected Curbside and from HHW Operations	141,603	143,465	11,201	12,003	23,204	10,901	12,150	23,051	144,108
Tons Diverted									
Tons of curbside recycling	58,879	58,705	4,499	4,986	9,485	4,808	4,918	9,726	60,000
HHW Operations Tons recycled/reused	436	465	34	28	62	38	28	66	498
Tons of Curbside Yard Trimmings	32,605	34,316	2,038	2,378	4,416	1,944	2,313	4,257	41,525
Tons of Curbside Bulk Recycled	276	161	15	9	24	10	23	33	160
Tons of Curbside Brush Collected	8,460	7,367	858	531	1,389	910	418	1,328	8,000
Total Diverted Tons Collected Curbside and from HHW Operations	100,656	101,014	7,444	7,932	15,376	7,710	7,700	15,410	110,183
Total Tons Collected Curbside and from HHW Operations	242,259	244,479	18,645	19,935	38,580	18,611	19,850	38,461	254,291
Percent of Waste Stream Diverted by Curbside and HHW Operations	41.55%	41.32%	39.93%	39.79%	39.86%	41.43%	38.79%	40.07%	43.33%
Pounds of Trash collected per customer per pickup	25.83	26.09	24.13	27.16	25.64	24.71	26.21	25.46	25.89
Number of Trash customers	192,476	194,357	193,286	193,172	193,229	196,806	197,236	197,021	197,876
Pounds of Recycled materials collected per customer per pickup (every other week)	23.69	23.38	21.65	23.99	22.82	22.69	23.16	22.92	23.61
Pounds of Yard Trimmings collected per customer per week	6.56	6.83	4.90	5.72	5.31	4.59	5.45	5.02	8.17
Number of Recycling and Yard Trimmings customers	191,156	193,110	191,870	191,853	191,862	195,603	196,048	195,826	195,520
Number of PAYT pickups	52	52	4.33	4.33	8.67	4.33	4.33	8.67	52
Total tons of Dead Animals Collected from COA rights-of-way and the animal shelter	39	44	4	4	8	3	4	7	42
Estimated tons of curbside recycling processed by vendors as residual - based on bi-annual sample route audit	9,556	9,471	747	758	1,504	821	846	1,668	9,927
Tons of Curbside Textiles Collected	N/A	245	0	0	0	10	9	19	171
Tons of Curbside Compost Collected	4,123	5,069	353	389	742	869	994	1,863	20,221

## Austin Resource Recovery Curbside Collection and HHW Operations



### Percent of Waste Stream Diverted from Curbside and HHW Operations



### Reporting Status and Diversion Results for All Categories of Waste Generation

Category of Waste Generation	FY2012-13 Actual	FY2013-14 Actual	FY2014-15 Actual	FY2015-16 Actual	FY2016-17 Actual	FY2017-18 Goal	FY2017-18 Current
Residential Waste Diversion (city serviced accounts)	39.64%	39.61%	40.11%	41.55%	41.32%	50.00%	40.07%
Commercial / Industrial Waste Diversion	information not available*						
Institutional Waste Diversion	information not available*						

\* "Commercial, industrial, and institutional materials are not separately quantified and reported because licensed haulers do not separately collect and manage these materials (e.g., a commercial collection route can include both commercial businesses and institutional facilities)." (Page 51 - Austin's 2015 Community Diversion Study)

### Residential Waste Diversion (city serviced accounts)

