



City of Austin – Austin Resource Recovery
 Public Stakeholder Meeting Comments
 Austin Public Library – Terrazas Branch
 July 24, 2019

Capacity	<ul style="list-style-type: none"> • Lots of properties may already be meeting the 24 gallon requirement (ie more than 25%). • Ordinance successful up to now, but need to step up the capacity to have adequate service and make sure gaps are being addressed. • From hauler: 6.4 gallons is not enough, but the 24 gallons might not work for all properties, so instead consider adding language about overflow. • There is value in having qualitative language in the administrative rules. • Qualitative language regarding “trash on the ground” is less frightening. • Providing the capacity could be seen as a first step that’s followed by education. • For property managers: Monitor trash levels when you adjust recycling service because eventually the trash level should decrease, which should help concerns about costs to residents. • Special treatment for small properties that may struggle with new capacity restrictions. • Logistical concerns – properties need the right equipment <ul style="list-style-type: none"> ○ West Campus needs more side load containers to replace 96-gallon carts.
Education	<ul style="list-style-type: none"> • Some people just don’t care about recycling, regardless of the amount of education. • For COA: Provide onsite training to increase education by increasing interaction with tenants. • When providing education, explain the big picture behind recycling (the actual process, end products, why it matters). • From tenant: People don’t understand the recycling process, and that information could be more helpful than learning the list of recyclables. • The City’s apartment guide pull out collateral has been helpful for tenants. • City of San Antonio educational tools use real photos instead of drawings. • From tenant: Education doesn’t have to be expensive. At her complex, they have a bulletin and use Facebook, which is free. <ul style="list-style-type: none"> ○ Suggestion: To increase engagement and interest in recycling, do an event for tenants. • Engagement with haulers is needed to understand their pricing practices relating to additional fees for contamination.
Affordability	<ul style="list-style-type: none"> • One property manager did a survey asking tenants if they wanted valet service, and tenants said no, so it’s likely they won’t like the increased fees because contamination fees are passed on to tenants.



City of Austin – Austin Resource Recovery
 Public Stakeholder Meeting Comments
 Austin Public Library – Terrazas Branch
 July 24, 2019

	<ul style="list-style-type: none"> Property managers may not be able to change their multi-year contracts with private companies. Haulers may be amenable to increasing service, but not lowering the service. The actual capacity is not the issue, it's the contamination, and resulting hauler fines which are passed on to residents, that's the concern.
Contamination	<ul style="list-style-type: none"> Contamination fees from haulers are an issue. Property manager: Private driver checks carts and if it's contaminated, a separate truck is sent to collect the material and then there's a charge. Haulers in the room were not in the know about that tactic.
Tenant expectations	<ul style="list-style-type: none"> From tenant: She picked her apartment complex because it offers recycling service and she sees that people do use the recycling bins. People come to Austin because it's green, not because it's a mecca of trash.
Implementation	<ul style="list-style-type: none"> October 1st is not feasible because property managers need to have time to budget for a change in recycling service and work through space restrictions. From property manager: Make a gradual increase from 6.4 gallons to 24 gallons. <ul style="list-style-type: none"> From hauler: Overall cost might be higher if there is a gradual change because the hauler will charge for container exchange each time. From other actor: A gradual, phase-in approach might confuse people (Dallas example). Keep October 1st date because reporting is not due until Feb 1, 2020.
Incentives	<ul style="list-style-type: none"> For property managers: See the change as helpful instead of as a hindrance. It helps the bottom line. Property managers can do creative things because they know their property. For property managers (from a PM): Properties can profit from cleaner streams. Properties should create incentives for tenants to participate in the recycling program. For example, the property manager can provide X amenity if tenants help reduce the cost of trash/recycling services and contamination charges. For COA: City can provide incentives for properties that are early adopters (ie have compliant capacity before the implementation date). Property manager: Sister properties can incentivize each other to adopt early, e.g. through public recognition.
General Comments	<ul style="list-style-type: none"> Question: what will constitute a "dwelling unit" at a dormitory?



City of Austin – Austin Resource Recovery
Public Stakeholder Meeting Comments
Austin Public Library – Terrazas Branch
July 24, 2019

	<ul style="list-style-type: none">○ If there are issues with meeting the capacity requirement, service frequency can be increased.● There is a climate change emergency to consider when deciding on this amendment. Suggestion: Mention recycling requirements during building development phase of new construction.● Suggestion: Consider accessibility when/if setting requirements for private hauler equipment. For instance, the dumpsters that have a side door opening are much more accessible to someone in a wheelchair or anyone that can't lift the lid off the front of the dumpster.● Illegal dumping is an issue that might increase with more capacity/containers onsite.
--	--