



MEMORANDUM

To: Mayor and City Council

From: Sam Angoori, P.E., Interim Director
Austin Resource Recovery

CC: Spencer Cronk, City Manager
Robert Goode, P.E., Assistant City Manager

Date: April 2, 2018

Subject: **On-Call Bulk Collection Pilot**

The purpose of this memo is to inform the City Council of Austin Resource Recovery's On-Call Bulk Collection Pilot, scheduled to launch in April 2018 and last through December 2018. This pilot will test a new method of collecting bulk items on two current bulk collection routes in Central Austin and Northeast Austin, including portions of Council Districts 1 and 7 and small sections of Council Districts 9, 10 and 3 (see attached map). We selected these areas for the pilot program because they represent the diverse demographics of the City and include a variety of disposal patterns, including areas that set out a lot of material for bulk collection and areas that set out less material for bulk collection.

Currently, Austin Resource Recovery curbside customers receive a post card in the mail twice per year informing them of their pre-determined bulk collection week. During this pilot program, customers will call 3-1-1 to schedule the collection of unwanted bulk items too large to fit in their trash carts. Austin Resource Recovery will be testing the usability and benefits of on-call bulk collection as an alternative to the current bi-annual scheduled collection. For the remainder of 2018, bulk collections for those two routes will be by request only.

Customers in the pilot area were sent a letter the week of March 19 notifying them about the pilot program. As a reminder about the on-call pilot, customers will also receive postcard reminders about how to schedule an on-call bulk pick-up during the months that bulk collection would normally occur in. ARR staff also is reaching out to community and neighborhood groups in the pilot area. Staff has identified more than 40 organizations from the City's community registry whose boundaries overlap with the pilot area. We will contact the organizations by email or phone in the next two weeks to provide background information and to offer to present at a meeting. Throughout the pilot period, ARR will work with the City Council members whose Districts are involved in the pilot program to inform residents and seek feedback on the pilot.

At the end of the pilot program, staff intends to collect customer feedback on the pilot program through a survey that will be mailed to customers and available online.

Benefit to the City of Austin

Presently, when items are set out for regular twice-per-year bulk collection, and not properly separated by material, they are often sent to local landfills. In order to divert bulk collection items from the landfill, Austin Resource Recovery must know what items need to be collected in order to send the appropriate vehicle that can handle the material to ensure that it can be recycled, diverted, or disposed of correctly. Through the pilot program, crews will be informed in advance of what materials residents intend to dispose of, thereby dispatching the correct vehicle and reducing the amount of waste diverted to local landfills.

Benefit to the customer

This pilot will allow the customer to receive on-demand service and not have to wait up to six months until the next scheduled bulk collection.

Scheduling a collection

Customers will be able to schedule a maximum of three on-call bulk pick-ups per residence during the pilot (between April and December 2018).

To schedule a bulk collection, the customer will:

- Call Austin 3-1-1 to submit a request for pick-up. A representative from Austin Resource Recovery will return the customer's call to schedule the date of collection. Pick-ups will be scheduled for Monday through Friday on a first-come-first-served basis. Customers are encouraged to call at least two business days before their desired pick-up day.
- Set out a minimum of two large items per bulk collection. Once the customer receives a call from Austin Resource Recovery to schedule the pick-up, they must be prepared to tell the operator what will be set out (i.e. a couch and a tire, or an appliance and mattress).

Reviewing the pilot program and next steps

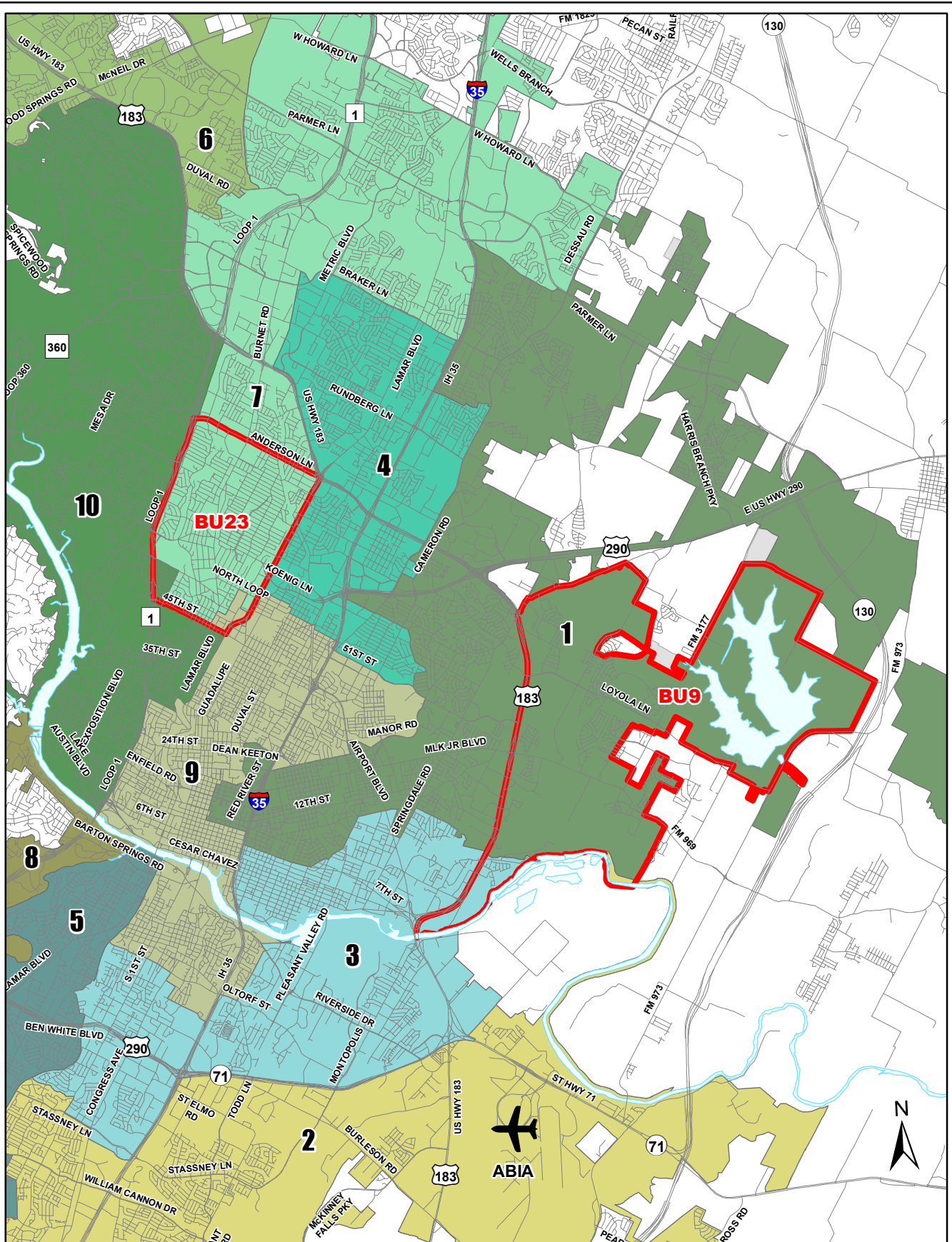
This pilot initiative will be used to measure the effectiveness of an on-call bulk collections program, to gather preliminary data on the bulk items that ARR customers dispose of, and will ultimately help staff determine whether to replace the existing bi-annual bulk collection program with the on-call service for all Austin Resource Recovery customers.

Following conclusion of the pilot program in December 2018, we will analyze data collected during the pilot, including: number of pick-up requests, how much material can be recycled that was previously landfilled, and any effect on carbon footprint based on miles-travelled for collection vehicles.

Additionally, we will use data provided by customers via a post-pilot survey to guide them in determining whether or not to recommend expanding the pilot. We will make sure to work with Council offices to collect any feedback they received about the pilot and include it in our analysis.

In early 2019, staff will update the Zero Waste Advisory Commission on its findings from the pilot program and will send a memo to Council to provide an update on future plans for bulk collection after the conclusion of the pilot program and staff analysis.

If you have any questions regarding this pilot initiative, please contact Amy Slagle, Division Manager, Litter Abatement, at 512-974-4302 or amy.slagle@austintexas.gov.



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On-Call Bulk Routes & Council Districts

