

# ANNUAL DIVERSION PLAN INSTRUCTIONS

## STEP 1 REGISTRATION

www.austintexas.gov/diversionplan



Check Your E-Mail to Activate Account

Can't Find E-mail?  
Check Junk Mail or Contact support@re-trac.com

Click **Join** when you have activated your account through email

## STEP 2 ADDING A PROPERTY

Enter the property name as "Organization".

Choose the property type.

Type your property address in the box.  
\*Tab or click to move to next box.

Click "Save"

Good News! You will not need to repeat this step in subsequent years.

## STEP 3 OPENING ANNUAL DIVERSION PLAN

### Sample Property

Commercial Property (Any non-residential commercial property)

2514 Business Center Drive, Austin, TX 78744, USA



Click Go

Need help? Contact Austin Resource Recovery at 512-974-9727 or email at [CommercialRecycling@AustinTexas.gov](mailto:CommercialRecycling@AustinTexas.gov)  
To ADD ANOTHER PROPERTY click on the 'Program Details' link below the Austin Resource Recovery logo on the left.

- Legend
- Start Annual Diversion Plan Form
  - Form is Partially Complete
  - Form is Saved
  - Form has been Submitted

At any stage, click on the icon to access/view your form.

Note: You cannot edit a 'Submitted' form. Please contact Austin Resource Recovery at 512-974-9727 or email at [CommercialRecycling@AustinTexas.gov](mailto:CommercialRecycling@AustinTexas.gov) if you need your plan unlocked.

For more information on icons, click on the 'Legend' button at the top right of these instructions.

Hide

Guidance Survey - Not sure what forms you need to fill out? Start here

Austin Annual Diversion Plan

Organics Diversion

City of Austin Administration Log (City Staff Only)

If you are reporting after October 1, 2016, you are reporting for the year 2017

Click the 2017 blue icon.



## STEP 4 COMPLETING ANNUAL DIVERSION PLAN

### BEFORE YOU START, HERE ARE A FEW HELPFUL HINTS AND DEFINITIONS:

#### Hints

- The Annual Diversion Plan is divided into 3 pages
- All fields with a \* must be completed
- Hover over any **blue text with a dotted line** for more information
- Save information before you leave any page - the save button is found at the bottom left of each page
- Use Real Property ID#, identifying a facility's physical location, instead of the Business or Personal Property ID#, identifying individual businesses
- You can save information and come back at a later time
- You must submit your plan on the final page to complete the plan
- To make edits to a submitted plan, contact Austin Resource Recovery: 512-974-9727, [commercialrecycling@austintexas.gov](mailto:commercialrecycling@austintexas.gov)

#### Definitions

**Annual Diversion Plan (ADP)** is a yearly requirement of the Universal Recycling Ordinance for all affected properties. It captures how each property is complying with the URO and allows inputs by weight and/or volume.

**Commercial Property** refers to any non-residential commercial property, such as offices, retail, hotels, motels, educational or religious facilities, industrial, warehouses or manufacturing facilities or properties.

**Diversion** means the act of redirecting material from disposal for a higher or best use. Examples include but are not limited to recycling, composting, donating, reusing, reducing, redesigning, repurposing or repairing.

**Diversion Rate** means the percentage of materials reduced, recycled, composted, or re-used instead of being sent to a landfill or incinerator to be buried or burned.

**Multifamily Property** refers to any property with four or more dwelling units where people reside for more than 30 days, for example apartments, condominiums, assisted living, dormitories, or mobile home parks.

**Partial Property** is when you are reporting for one business, tenant, or building within a parcel containing multiple businesses, tenants, or buildings.

**Reduction or Reuse Credit** may be given to properties who reduce waste due to process improvements. Credits can be used to offset the recycling capacity and diversion performance standards and may be requested on the Annual Diversion Plan. Improvements must have resulted in waste reduction in the previous two calendar years from the date of request. Reductions may not be a result of economic conditions, sales, or product mix. Credits may be carried forward for up to five years, beginning on the date of improvement occurrence. If requested by the City, all Responsible Parties requesting credit agree to conduct a third-party audit of the waste stream.

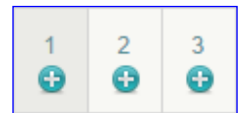
**Responsible Party** refers to any business or person responsible for providing solid waste services at the property, including the owner of the premises, an employee of the owner, the manager of the premises, an employee of the manager, a tenant or an employee of the tenant.

**ReTRAC** is the online program used to host the City of Austin's Annual Diversion Plan, and is a product of Emerge Technology.

**Service Capacity** equals service frequency multiplied by container volume/size. Example: one 8 cubic yard container collected twice a week is 8 cu yd x 2 collections each week = 16 cu yd/week.

**Total Recycling Service Capacity** equals the total volume collected and diverted from the landfill (recycling, composting, etc.), divided by the total volume of all collection services (recycling, composting, etc. + landfill trash).

## ANNUAL DIVERSION PLAN - PAGE 1



### PROPERTY OR BUSINESS INFORMATION:

Note: Fields in this section are auto populated

Select your property type.

Enter your property ID.

If your property has multiple Property IDs, click the "ADD" button to enter each ID individually

The Property ID is included on correspondence sent to you by ARR, or can be found by searching on your county appraisal district website.

If you have trouble locating your Property ID, contact [commercialrecycling@austintexas.gov](mailto:commercialrecycling@austintexas.gov) or call (512) 974-9727

For commercial properties, enter whether you are reporting for part of or the entire tax parcel. Enter the square footage and suite or building number for the portion for which you are reporting.

### CONTACT INFORMATION:

Enter the contact information for the person responsible for coordinating recycling services for the property.

# 1. MATERIALS COLLECTED

**Minimum Required Materials:** The Universal Recycling Ordinance requires that employees and tenants have opportunities to recycle the following five (5) materials. Which of these materials are collected at this location?

	Yes	No
Paper *	<input type="radio"/>	<input type="radio"/>
Cardboard *	<input type="radio"/>	<input type="radio"/>
Aluminum Cans *	<input type="radio"/>	<input type="radio"/>
Plastic bottles #1 and #2 *	<input type="radio"/>	<input checked="" type="radio"/>
Glass bottles and jars *	<input type="radio"/>	<input type="radio"/>

Additional materials may be reported on Page 2.

**Waiver Request** - Explain why location does not collect one or more of the materials above and document the proposed substitute materials in the Additional Material table on Page 2. \*

By selecting "NO", you are requesting a Waiver for Material Substitution. Explain the substitution in the text box provided. **Note: You must document quantities for the requested "substitute material" on the next page.**

# ANNUAL DIVERSION PLAN - PAGE 2

## 2. COLLECTION SERVICES AND ADDITIONAL MATERIALS

1 +	2 +	3 +
--------	--------	--------

**Trash Collection Services**

CONTAINER	NUMBER	VOLUME	UNIT	SERVICE FREQUENCY	UNIT	COMPACTORY?	CUBIC YDS/WK
1 - Select -			- Select -	Per Week		No	

**Additional Trash by Weight (Optional)**

MATERIAL	UNITS OF MEASURE	AMOUNT	FREQUENCY	EST. CUBIC YARDS/WEEK	EST. TONS/WEEK
Additional Trash by Weight	- Select -		- Select -		

**Recycling Collection Services**

CONTAINER	NUMBER	VOLUME	UNIT	SERVICE FREQUENCY	UNIT	COMPACTORY?	CUBIC YDS/WK
1 - Select -		Required Field	- Select -	Per Week		No	

**Additional Recycling by Weight (Optional)**

MATERIAL	UNITS OF MEASURE	AMOUNT	FREQUENCY	EST. CUBIC YARDS/WEEK	EST. TONS/WEEK
Other Material by Weight	- Select -		- Select -	N/A	

**Organics Collection Services**

CONTAINER	NUMBER	VOLUME	UNIT	SERVICE FREQUENCY	UNIT	CUBIC YDS/WK
1 - Select -			- Select -	Per Week		

How many dwelling units are at this location? \*

For multifamily properties - enter # of units

Click on the arrows to select service details from the drop-down menus.  
**Note: if you are unsure of your service details, reference a service invoice or agreement, or contact your service provider.**

### Additional Diverted Materials by Volume, Weight, or Quantity (Optional)

Austin Resource Recovery staff will review this information and may request additional documentation.

MATERIAL	UNITS OF MEASURE	AMOUNT	FREQUENCY
Battery, general	- Select -		- Select -
Battery, motor vehicle	- Select -		- Select -
Cardboard, baled	- Select -		- Select -
Donated Food	- Select -		- Select -

Enter the quantities of the additional materials recycled at your property to have them count toward your total recycling capacity.  
**Note: This section is required if you do not collect all of the 5 required materials stated on page 1.**

# CAPACITY COMPLIANCE SUMMARY

**Option 1: Collection Service Calculations**  
 Based on the information reported, your service capacity is estimated as follows:

Trash Collection  cubic yards per week

Recycling and Organics Collection  cubic yards per week

Additional Materials - Diverted (Estimated Capacity)  cubic yards per week

Additional Materials - Landfilled  cubic yards per week

**Total Estimated Recycling Service Capacity**  % recycling service by volume

Service Capacity Requirement: **Met.**

This section will calculate and let you know if your property is meeting the minimum capacity requirement. There are two options for meeting this requirement, only one must be met.

OR

**Option 2: Diversion Rate Calculations**  
 Based on the information reported, your diversion rate is estimated to be:

**Estimated Weekly Tons of Trash**  tons per week

**Estimated Weekly Tons of Materials Diverted**  tons per week

Additional Tons of Materials Diverted  tons per week

Additional Tons of Trash Landfilled  tons per week

**Total Estimated Diversion Rate**  % diversion by weight

Diversion Rate Requirement: **Not met.**

## ANNUAL DIVERSION PLAN - PAGE 3



### 3. REDUCTION AND REUSE CREDIT SECTION

**Reduction or Reuse Credit.**  
 This section is optional. Please contact ARR if you have questions or are interested in learning more.

**Reduction or Reuse Credit (Optional)**

Businesses may qualify for the Reduction or Reuse Credit if waste generation has been significantly reduced through reuse or process improvements during the past two calendar years. Describe the process improvements or source reduction below. If you know the estimated weight or volume savings, enter those values in the Other Material (by Weight/Volume) row at the bottom. [Hoverover for examples](#)

Do you qualify for a Reduction or Reuse Credit?

Check out [Austin Materials Marketplace](#) for material reuse opportunities in Austin.

### 4. CONVENIENCE

Does this location meet the Convenience Requirement? \*

A waiver request claiming space constraints will not be considered without proper documentation and explanation. Examples of documentation may include correspondence from the hauler, site plans, or photos. Upload documentation here:

No file chosen

Austin Resource Recovery staff will review waiver requests on a case-by-case basis and respond within 60 days, if waiver is not accepted. Waivers must be requested each year.

Waiver Request - Which of the following conditions apply to this location: \*

Space constraint

Property has valet service for both trash and recycling.

Other

Please Explain \*

If "NO" is selected complete the Waiver Request section and provide supporting documentation. Include additional details in the text box.

### 5. SIGNS AND EDUCATION

**Sign Requirements:** The Universal Recycling Ordinance requires locations to post signs or posters and label containers. Signs and labels must:

- Indicate materials accepted
- Use graphics
- Use English and Spanish (or other applicable language)

Does this location meet the Sign Requirements? \*

**Education Requirements:** The Universal Recycling Ordinance requires locations to educate tenants and employees on recycling opportunities. Education must:

- List materials accepted
- Indicate where to recycle
- Use English and Spanish (or another appropriate language)
- Be provided annually and within 30 days of move-in or hiring

Does this location meet the Education Requirements? \*

[Click here](#) to access bilingual educational materials (sample fliers and articles) or ask your recycling service provider for more information.

If no, click the link for resources for signage or educational materials. If yes, indicate the type of materials used.

## 6. GENERAL WAIVER REQUEST (OPTIONAL)

A General Waiver Request may be granted on a case-by-case basis by the Director of Austin Resource Recovery in writing.

Do you have any additional documented waiver requests not previously noted in this plan to submit for review?

If yes is selected, describe the circumstances for which you are requesting a waiver in the box provided.

## 7. ADDITIONAL NOTES AND INFORMATION (OPTIONAL)

This section can be used to offer additional information about your property. Please note that if you have questions or concerns that need immediate attention, you should call Austin Resource Recovery at 512-974-9727 or email at [CommercialRecycling@AustinTexas.gov](mailto:CommercialRecycling@AustinTexas.gov)

Would you like to submit additional information or comments on this plan?

Please enter additional information or comments: \*

If you have any additional information you would like to add that does not pertain to any other section, please include it here.

## 8. E-SIGNATURE

Name \*

Email Address \*  Example: name@example.com

Phone Number \*

Please contact me about city-sponsored recycling, training or educational materials.

Yes  No

Certification \*

I certify that this information is true and agree to hold responsibility for the validity of the data.

Enter your information here.

# STEP 5 SUBMIT THE ANNUAL DIVERSION PLAN

**NOTE: THE ADP MUST BE SUBMITTED NO LATER THAN FEB 1<sup>st</sup>.**

## SUBMIT TO PROGRAM

READY TO SUBMIT TO PROGRAM?

\*Save\* allows you to return to this form to make changes, but does NOT submit.

\*Submit to Program\* completes the Annual Diversion Plan and sends to staff for review. Form MUST be submitted annually between October 1 and February 1.

To update or edit this submission, contact Austin Resource Recovery at 512-974-9727 or email at [CommercialRecycling@AustinTexas.gov](mailto:CommercialRecycling@AustinTexas.gov)

Once all data is complete and correct, use the "Submit to Program" button to finalize the ADP.



## ADDITIONAL INFORMATION

### EDIT A SAVED PLAN

My Programs Join Programs

City of Austin - Universal Recycling Ordinance - Annual Diversion Plan

Commercial Property Name Go

Multifamily Property Name Go

	2015
Austin Annual Diversion Plan	

To edit a saved plan prior to submitting, follow these steps:

1. Sign In
2. Select the property to edit that form
3. Click the status icon to open the form

Incomplete with no errors

Incomplete with errors

Complete, but not submitted

Complete, submitted and awaiting verification

Complete, submitted and verified

Don't forget to click the "Submit to Program" button to finalize the ADP.

No further action is required

### FREQUENTLY ASKED QUESTIONS

#### What is the purpose of the Annual Diversion Plan?

The Annual Diversion Plan describes the level of landfill and recycling services, as well as education and training, offered at properties that are affected by the City of Austin's Universal Recycling Ordinance. Learn more about the Universal Recycling Ordinance at [www.austintexas.gov/uro](http://www.austintexas.gov/uro)

#### I clicked the "Submit to Program" button, but I need to make an edit. How do I make an edit?

Contact ARR staff at [commercialrecycling@austintexas.gov](mailto:commercialrecycling@austintexas.gov) to explain the issue. Staff will either make the change for you, or unlock the survey so that you may make the appropriate edits.

#### The person who reported last year no longer works at this business anymore. How do I get the account information?

Please send the new contact information, Property ID, and Property Address to [commercialrecycling@austintexas.gov](mailto:commercialrecycling@austintexas.gov). Staff can move the account to the new person responsible for reporting.

#### I am reporting for a mixed use property. Do I report as a commercial or multifamily property, or both?

In the case of mixed use properties, you may either submit a plan for each use or report aggregate information on a single Annual Diversion Plan using the Commercial property recycling capacity requirements.