

CONTRACTING FOR HAULER SERVICES

The Universal Recycling Ordinance (URO) requires commercial and multifamily properties in Austin such as apartments, condos and assisted living facilities to provide recycling to tenants and employees. For more information, visit: austintexas.gov/uro

DO YOUR HOMEWORK BEFORE YOU GET BIDS

- Are current collection services meeting your needs?
- Are containers full when emptied?
 - › Use **“Right-Sizing Worksheet”** to audit current services
- Are current services meeting Universal Recycling Ordinance requirements?
- Can you share services with a neighbor?
 - › Save money and reduce environmental impacts.
- Do you have an issue with illegal dumping?
 - › Ask if container lock bars are available
- Does your property or business have unique constraints (truck access, physical layout limitations, unique materials)?
- Does your facility have a food service permit?
 - › Organics Diversion Requirements: austintexas.gov/bizorganics
- Ask your current hauler if they can provide better rates before you rebid your contract
- Ask Austin Resource Recovery for a free Zero Waste Assessment for recommendations

QUESTIONS TO ASK WHEN RECEIVING BIDS

- What materials are accepted for recycling?
- What size and type of containers are available?
- How does the hauler handle:
 - › Overflowing bins - who is responsible for cleaning litter around container?
 - › Service on holidays
 - › Severe weather
 - › Illegal dumping
- Can services be increased temporarily for special events?
- Will the hauler provide training to employees or janitorial staff?
 - › If so, is there a fee?
- Is there a discount for bundled services? Are there any other discounts available?
- Can the hauler provide a waste assessment? What are the costs, processes and reports?
- Does the hauler offer compost collection?



CONTRACT REVIEW

This document is intended for informational purposes only and not for the purpose of providing legal advice. You should contact an attorney to obtain legal advice with respect to any particular issue.



Contract duration:

- Consider shorter contract duration
 - › Allows for more frequent bidding of services
 - › Allows change if services provided are not satisfactory or if business needs change

Read entirety of contract and consider negotiating:

- Ability to change container size or type and collection frequency to maximize flexibility and minimize monthly and unexpected fees
- Indemnity clauses that ensure mutual protection
- Cancellation terms and end-of-contract procedures
- Costs related to clean-up of illegal dumping of bulky items

Consider including in the contract that the hauler provides:

- URO-compliant container labels
- Assurance and documentation of URO-compliant services
- Itemized invoices, including:
 - › Container capacity (volume)
 - › Service frequency – actual dates of service
 - › Separate recycling and landfill trash charges

Outline minimum service standards:

- Customer service – response time for questions or complaints
- Response time for missed pick-ups
- Rights if hauler does not perform satisfactorily – can contract be cancelled?
- Timeframe for switching containers to adjust service capacity
- Container repair timeframe

SETTING UP SERVICES (LOGISTICS)

- Determine and agree on location for dumpsters/bins
- Container access
 - › Ensure trucks have access to any gates or enclosures
 - › Prevent parked cars from blocking containers (using signs or painting lines)
- Decide if locks are needed for enclosure or containers, and coordinate with hauler to ensure driver has access
- Determine collection times/days
- Ensure URO-compliant signs are posted on the container or the enclosure

RESOURCES

Universal Recycling Ordinance (URO): Austin City Code, effective Oct 1, 2012, requires minimum recycling standards for commercial and multifamily properties. austintexas.gov/uro

Austin Resource Recovery Business Outreach Team
Phone: (512) 974-9727
Email: commercialrecycling@austintexas.gov

Private Haulers Licensed by City of Austin
austintexas.gov/page/licensed-haulers

Free Zero Waste Assessments

Austin Resource Recovery's Business Outreach Team is available to help with assessments and technical recommendations. Call or email to schedule.

WASTE CHARACTERIZATIONS

Measure and sort discards to determine the quantity of materials that can be recycled or reused and find opportunities to increase diversion and decrease costs.

