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Administrative Rules

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1.0 SCOPE OF RULES

- 1.1 The Austin Resource Recovery Administrative Rules (referred to as “Rules”) contained within this document are intended to assist Austin Resource Recovery, a Department of the City of Austin (referred to as “Department” or “ARR”), in the implementation, administration, and enforcement of City of Austin Code, Chapter 15-6, related City resolutions and ordinances, and operating requirements of the Department.
- 1.2 These Rules affect customers and properties within the Department’s service area boundary.

2.0 ADOPTION AND REVISION OF ADMINISTRATIVE RULES

- 2.1 Under authority of City Code Chapter 15-6, the Director of Austin Resource Recovery (hereinafter referred to as “Director”) is authorized to adopt or revise these Rules.
- 2.2 Before adopting or revising the Rules, the Director shall brief the Zero Waste Advisory Commission (ZWAC) on the revised or proposed Rules and follow the City of Austin process as required by City Code.

3.0 GENERAL PRINCIPLES FOR ADMINISTRATIVE RULES

- 3.1 The Department is authorized by City Code Chapter 15-6 to provide the following services to the citizens of Austin: collection of trash, recyclables, organics, household hazardous waste materials, brush and bulk items and dead animals, street cleaning, litter control and special services.
- 3.2 The Department utilizes a Pay-As-You-Throw (PAYT) program for the collection of trash, recycling and organics. Customers who reduce their landfill trash by utilizing recycling, organics, and waste source reduction opportunities may be able to reduce the size of their trash container and thereby reduce their monthly fees.
- 3.3 Collection of household hazardous waste, dead animals, street cleaning, and litter control is paid by each utility customer through the Clean Community Fee. Additional information regarding the Department’s Rates and Fees is available at the [Department website](#).
- 3.4 The Administrative Rules for Chapter 15-6 are the official Rules of the Department and may be updated, as needed, to reflect safety requirements, equipment standards, changes in applicable laws, regulations, programs, and requirements for disposal, hauling, and processing of trash or diversion of recyclable and organic materials.
- 3.5 More information about ARR’s programs and services is available at the [Department website](#).

4.0 GENERAL INFORMATION FOR CITY-PROVIDED SERVICES

4.1 Residential Collection Services

- 4.1.1 All single-family home, duplexes, and triplexes (including residential properties with three or fewer dwelling units) within the Department’s service boundaries as approved through city council (including but not limited to portions of the extra-territorial jurisdiction (ETJ), annexed areas, and Austin full purpose city limits) must use the City’s Pay-As-You-Throw (PAYT) curbside collection services, and pay the approved rates, as provided by the Department, unless exempted in writing by the Director.

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- 4.1.2 Any customers receiving services from the Department must comply with the applicable sections of these Rules.
- 4.1.3 Carts are the property of the City of Austin and should remain at the assigned property at all times.
- 4.1.4 Four (4) trash cart sizes are available for a fee:
 - 4.1.4.1 24-gallon
 - 4.1.4.2 32- gallon
 - 4.1.4.3 64-gallon
 - 4.1.4.4 96-gallon
- 4.1.5 Two (2) recycling cart sizes are available and included in monthly fees
 - 4.1.5.1 64-gallon
 - 4.1.5.2 96-gallon
- 4.1.6 Total trash cart volume must be equal to or smaller than total recycling cart volume. If there is a need for a second trash cart, the first trash cart must be a 96-gallon size.
- 4.1.7 Pay-As-You-Throw (PAYT) curbside collection includes the following services in contracted areas:
 - 4.1.7.1 Trash Collection - Curbside collection of trash is provided one time per week. ARR customers are provided with a trash cart. All materials placed in the trash cart are sent to the landfill for disposal. All materials must fit inside the cart to avoid additional fees. See “Extra Trash”
 - 4.1.7.2 Recyclables Collection - Curbside collection of recyclables is typically provided every two weeks (26 times per year). ARR customers are provided with a recycling cart. All materials placed in the recycling cart must comply with the Department’s recycling program standards and will be sent to a material recovery facility for recycling. See “Materials Accepted for Recycling”
 - 4.1.7.3 Organics Collection - Curbside collection of organics such as yard trimmings, leaves, and small branches or limbs are provided one time per week. These materials are collected and composted. ARR customers are asked to place their organics in special lawn and leaf kraft paper bags or reusable containers which can be purchased at local discount, grocery, and hardware stores. See “Organics Collection Guidelines”
 - 4.1.7.4 Bulk Collection – Curbside collection of bulk items is provided one to two times per year in order to provide ARR customers and annexed areas a way to dispose of items too large for trash and recycling collection. The Department will provide advanced notice of scheduled bulk collection to residents.
 - 4.1.7.5 Brush Collection – The brush collection program provides ARR customers with curbside collection of large tree limbs, large brush, and trees. Service is provided once or twice per year. The Department will provide advanced notice of scheduled brush collection to residents.

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- 4.1.8 Waivers for residential services may be allowed by the Director if the Director determines in writing that one or more of the following situations occurs:
 - 4.1.8.1 The volume of materials set out on a regular basis for curbside collection is too large in terms of quantity, size, or weight, as determined by the Director. If necessary, the Department may require that the customer arrange for alternative services.
 - 4.1.8.2 The materials are determined by the Director to be a threat to public health
 - 4.1.8.3 The location of the property is difficult or dangerous for City staff to provide regular service (i.e. properties that are only accessible via private roads, locked gates, narrow alleys, or are an excessive distance from public road).
- 4.1.9 Residential properties with three or fewer dwelling units, not receiving City-provided services due to a waiver, shall provide the City with an annual Recycling Plan otherwise comply with the Universal Recycling Ordinance (URO) as determined by the Director.
- 4.1.10 The Department will charge all applicable rates to customers who have City landfill trash carts as long as utility services are active. Cart fees are approved annually by City Council and vary depending on the size of and number of carts. ARR does not prorate any fee or charge.
- 4.1.11 Properties serviced by dumpster collection services contracted through the City of Austin will not be charged during the first 10 days of service. After the 10th day, monthly dumpster rates will be billed regardless of occupancy.
- 4.1.12 Regardless of occupancy, premises will be charged the cart fee if a cart is present. Premises that are not occupied may have their carts removed by calling the Utility Contact Center (UCC) at 512-454-9400 or dialing 3-1-1 to request a cart pickup. Once the carts have been removed, the cart fee will be removed from the billing account. The Base Charge and Clean Community Fee will continue to be billed while the electric or water utility services are active.
- 4.1.13 Customers that will be away from the premise for a period of at least (3) three months (90 days) may request to have their carts removed from the premise by calling the Utility Contact Center (UCC) at 512-454-9400 or by dialing 3-1-1 and requesting a cart pickup. Once the carts have been removed, the cart fee will be removed from the billing account. The Base Charge and Clean Community Fee will continue to be billed while the utility services are active. Upon their return, the customer must call the Utility Contact Center (UCC) at 512-454-9400 or dial 3-1-1 to request a cart drop-off. The Cart Exchange Fee will be charged to re-deliver the cart.
- 4.1.14 New customers have 60 days to exchange their cart size without incurring the Cart Exchange fee. After 60 days customers wanting to exchange their cart to a larger size will be charged the Cart Exchange Fee.

4.2 Commercial Collection Services

- 4.2.1 Commercial Collection Services are available for commercial customers with volumes and materials appropriate for cart-based collection. The ability of the City to service commercial customers is determined on a case-by-case basis.

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- 4.2.2 All commercial utility customers are subject to the Department's Clean Community Fee (also referred to as the Anti-Litter Fee), even if they are not directly receiving collection services from the Department.
- 4.2.3 Commercial Properties not receiving City-provided services will be required to provide the City with an annual Recycling Plan and comply with the Universal Recycling Ordinance (URO).
- 4.2.4 If the Director determines that a customer or group of customers cannot be adequately served with a cart-based collection service, the Director may arrange for alternative collection. The Director may also require the customer (or customers) to secure private collection services (see Commercial Collection Services).

4.3 Collection Services Schedule

- 4.3.1 Trash is collected weekly.
- 4.3.2 Recycling is collected every other week.
- 4.3.3 Organics materials are collected weekly.
- 4.3.4 All weekly, or bi-weekly, collection services provided by the Department are typically picked up on the same assigned service day, Monday through Friday.
- 4.3.5 The Director reserves the right to schedule different collection days as necessary.
- 4.3.6 Collection may be delayed due to weather or unforeseeable circumstances.

4.4 Holiday Collection Schedule

- 4.4.1 The Department does not provide collection services on the following holidays:
 - 4.4.1.1 Thanksgiving Day
 - 4.4.1.2 Christmas Day
 - 4.4.1.3 New Year's Day
- 4.4.2 When one of the holidays falls on a weekday, the service day(s) will slide to the following day for the remainder of the week. For example, on Thanksgiving Day, services scheduled for collection on Thursday will slide to Friday, and services scheduled for collection on Friday will slide to Saturday.
- 4.4.3 When Christmas Day or New Year's Day falls on a Saturday or Sunday, the service day will not slide. Collection services will maintain regular weekday collection schedules even if City administrative offices are closed. For example, if Christmas Day falls on Sunday, services scheduled for Monday will be collected even though administrative offices will be closed.
- 4.4.4 Even though City administrative offices may be closed, collection services will be provided on all other holidays not listed above.

4.5 Special Collection Service

- 4.5.1 If a curbside residential customer is physically unable to move their carts to the street, due a physical disability or medical condition, ARR offers a special collection service (for trash and recycling services) for no additional charge.

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- 4.5.2 Customers can contact customer service representatives at 3-1-1 to obtain the necessary Special Services Application forms which require physician verification of physical conditions which require special services from ARR. This information must be updated annually by the customer.

5.0 OTHER CITY-PROVIDED CORE SERVICES – The following activities are also provided by the Department:

- 5.1 Household Hazardous Waste (HHW) Disposal – The HHW Facility serves residents of the City of Austin and surrounding counties by providing proper recycling and technical assistance to residents in order to ensure environmentally safe disposal and removal of hazardous materials from the waste stream.
- 5.2 Street and Boulevard Sweeping – The Street Cleaning unit provides frequent street and boulevard sweeping throughout the City. This service is designed to clean the gutters and limit contaminants from polluting Austin’s creeks and drainage ways.
- 5.3 Litter Control – Litter control services, provided by the City’s Litter Abatement Division, include litter pick up, litter container management, and illegal dump clean ups. Litter abatement is performed nightly in the downtown central business district with additional litter abatement on the public right-of-way and City of Austin properties scheduled as reported.
- 5.4 Dead Animal Collection – Dead animal collection is provided Monday through Saturdays as reported on public rights-of-way throughout Austin and from the City’s Animal Shelter.
- 5.5 Alley and Street Flushing – Alley and Street flushing utilizes a cold water flushing process to clear contaminants from alleys and streets in the Central Business District (CBD).
- 5.6 Landfill Services - The City of Austin FM 812 Landfill is permanently closed and no longer accepts material for disposal. However, there are several locations in the Austin area where the public may drop off appliances, construction waste, and other large items.
- 5.7 Resource Recovery Center (RRC)
- 5.7.1 The Resource Recovery Center (RRC) is operated by City staff, or a private contractor, and accepts the following materials at this time:
- 5.7.1.1 Air conditioners
 - 5.7.1.2 Water heaters
 - 5.7.1.3 Appliances including washers, dryers, stoves, refrigerators, dishwashers
 - 5.7.1.4 Car batteries
 - 5.7.1.5 Metals of all types
 - 5.7.1.6 Used antifreeze
 - 5.7.1.7 Porcelain Toilets
 - 5.7.1.8 Used motor oil and oil filters
 - 5.7.1.9 Automobile tires
- 5.7.2 The list of accepted materials is subject to change. Please contact the RRC for a complete and current list of materials accepted. Further details and contact information can be found online at the Department’s website.

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- 5.8 Reuse and Recycling Drop-off Locations - The Director may establish additional reuse and recycling centers or drop-off locations operated by City personnel, volunteers, non-profit organizations, or private contractors.

6.0 PLACEMENT FOR COLLECTION, MAINTENANCE OF CARTS, AND ADDITIONAL FEES

6.1 Placement of Carts for Collection

- 6.1.1 All carts shall be set out by the customers on the public curb, alley, or other City designated location no earlier than 8:00 p.m. on the day before the collection day and no later than 6:30 a.m. on the collection day.
- 6.1.2 If a customer does not have their cart in place by 6:30 a.m., then collection may not be serviced for this location. Customers can call 3-1-1 to speak with a customer service representative to have a late set-out serviced. A late set-out fee may be assessed for the location to be serviced.
- 6.1.3 All carts shall be removed by customers from the curb or alley collection location no later than 10:00 p.m. on the collection day. All carts shall be placed 3-5 feet apart (when space allows). Please keep carts out of the path of mail delivery locations, vehicles, and driveways.
- 6.1.4 If carts are placed under a tree limb or power line, please make sure there is 15' below the line or limb and the ground. The City may designate specific locations for container placement as needed.
- 6.1.5 Customers shall use the city-issued cart(s) for their trash, recycling and organics. Excess trash materials may be placed at the curb in a bag with an extra trash sticker. All trash materials must be placed in a cart or bag; no loose trash is permitted on the ground. Excess yard trimmings may be placed at the curb in a paper bag.
- 6.1.6 If a customer pays for more than one trash cart, the additional cart(s) may be tagged by the City of Austin to ensure operation crews collect the additional cart.
- 6.1.7 The City of Austin reserves the right to perform cart audits on its customers to ensure each customer is billed correctly and receives their scheduled service.
- 6.1.8 Any trash on the public right-of-way, which is not set out in conformance to these rules, shall be deemed an improper set out. In order to maintain the health and cleanliness of the City, the Department may collect and remove these materials and assess a fee for this additional service to the adjacent resident or property owner.

6.2 Maintenance of Carts

- 6.2.1 Customers shall store city-issued carts on private property, except when special arrangements have been made in writing with the City.
- 6.2.2 Carts issued by the City remain the property of the City and must remain at the site assigned.
- 6.2.3 When residents vacate a property, they are responsible for leaving City-owned cart(s) and bin(s) on the property in a secure place. All carts will be removed by the City when the utilities are disconnected.

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- 6.2.4 Customers shall keep carts reasonably clean so they will not attract flies, fire ants or other pests or cause a health concern.
- 6.2.5 Customers without organics collection shall bag materials that may attract pests or cause health concerns (i.e. food waste, animal waste, soiled diapers, etc.) in a plastic trash bag before placing into the trash cart.
- 6.2.6 Customers shall keep cart lids closed when placing cart at the curb.
- 6.2.7 Customers should rinse food residue from recyclable glass, metal and plastic containers before placing in the recycling cart to keep the cart clean and to avoid pests and odors.
- 6.2.8 Report any damage to the cart(s) to the Department by calling City of Austin Utility Contact Center 494-9400 to speak to a customer service representative.
- 6.2.9 Damaged carts will be replaced at no extra charge if damage is due to “normal wear and tear”, or due to no fault of the customer.

6.3 Extra Trash

- 6.3.1 Extra Trash Stickers are required for trash placed for curbside collection that is in addition to, or outside of, the City-provided trash cart. Extra trash stickers can be bought at many local grocery stores by customers for a fee paid by the customer.
- 6.3.2 To avoid additional penalties or fees, the collection of trash in excess of the City-provided carts shall require Extra Trash Sticker(s) attached to each bag or additional container.
- 6.3.3 Extra Trash Stickers do not apply to scheduled Bulk or Brush pickup.
- 6.3.4 Any additional trash not properly tagged with a sticker will be collected, and an additional fee will be assessed to the customer for each bag or item outside of the trash cart.
- 6.3.5 If the lid to a cart(s) does not close, the extra trash must be removed by the customer and placed in a plastic trash bag(s) no larger than 40-gallons and set beside the cart.
- 6.3.6 Trash carts, whose lids do not close, may be charged an additional fee.
- 6.3.7 No more than 35 pounds of extra trash should be placed in each plastic bag.
- 6.3.8 Department employees will exercise reasonable care in lifting bags, but if the bag would likely break if lifted, the bag may be left uncollected. .
- 6.3.9 Personal containers can only be used for yard trimmings and must have the following characteristics:
 - 6.3.9.1 Weigh less than 35 pounds when full
 - 6.3.9.2 No sharp edges
- 6.3.10 If a customer places extra trash at the curb, then:
 - 6.3.10.1 An Extra Trash Sticker must be placed on each bag
 - 6.3.10.2 Each bag must weigh no more than 35 pounds.

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6.3.10.3 Personal containers cannot be emptied by an automated vehicle and the City takes no responsibility for loss of, or damage to, containers not issued by the City.

6.3.11 The Director reserves the right to waive extra trash fees in the event of a natural disaster or significant storm event.

7.0 COLLECTION PROCEDURES

7.1 Trash Collection Guidelines

- 7.1.1 These Directors Rules apply to ARR Pay-As-You-Throw (PAYT) residential customers and commercial customers subscribing to City of Austin services.
- 7.1.2 Trash is collected once each week for residential customers and as subscribed for commercial customers, in brown or beige carts provided by the City.
- 7.1.3 Days of collection are normally Monday through Friday, except during holiday slide weeks observed by the department.
- 7.1.4 The Director designates the day a customer will receive service for trash collection. The Director may change the service day(s) at any time, provided the customers receive advance notice. Any changes to service day(s) will be based on the routing needs of the department.
- 7.1.5 The Director may impose restrictions on the collection and quantities of certain items to protect departmental employees, or based on equipment limitations.
- 7.1.6 Items collected that require special handling must be placed in a sealed bag including but not limited to kitty litter, animal waste, Styrofoam peanuts, sawdust, and vacuum cleaner dust.
- 7.1.7 If organics collection is not available, kitchen waste and food scraps shall be placed in a bag or wrapped in newspaper before being placed directly into the trash cart.
- 7.1.8 Ashes must be cooled, boxed or bagged, and placed inside of the trash cart. (Due to the risk of causing a fire in the refuse truck, ashes should be extinguished completely for at least 72 hours before setting out for collection.)
- 7.1.9 Needles or syringes must be placed in a hard-plastic or metal container with a screw-on or tight-fitting lid, placed in the trash cart and labeled as “sharps”.
- 7.1.10 Broken glass must be carefully wrapped in newspaper or boxed and labeled “GLASS” and placed inside the trash cart.

7.2 Cart Capacity, Materials Accepted, and Weight Limits

- 7.2.1 Loaded carts exceeding the following weight limits will not be collected:
 - 7.2.1.1 The 24-gallon cart weight limit is 73 pounds
 - 7.2.1.2 The 32-gallon cart weight limit is 112 pounds
 - 7.2.1.3 The 64-gallon cart weight limit is 224 pounds
 - 7.2.1.4 The 96-gallon cart weight limit is 335 pounds
- 7.2.2 The following items will not be collected during the regularly scheduled weekly services without special requests to 3-1-1:

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- 7.2.2.1 Extra trash in bags or personal containers weighing more than 35 pounds
- 7.2.2.2 Hot ashes, coals, or loose cool ashes
- 7.2.2.3 Dead animals or animal by-products including loose kitty litter
- 7.2.2.4 Automobile tires or wheels
- 7.2.2.5 Items too large for carts such as furniture, appliances
- 7.2.2.6 Broken glass that is not properly wrapped
- 7.2.2.7 Rocks, dirt or construction debris
- 7.2.2.8 Household hazardous waste (i.e. pool chemicals, motor oil, used oil filters, paint, solvents, etc.)
- 7.2.2.9 Automobiles or large automotive parts
- 7.2.2.10 Biomedical waste or liquids
- 7.2.2.11 Syringes and needles - unless properly contained in a rigid plastic or metal container with a screw-on top, and clearly labeled as "Sharps"

7.3 Recycling Collection Guidelines

- 7.3.1 These collection rules apply to City of Austin, residential customers, and commercial customers subscribing to City of Austin services. This information does not apply to residents who are specifically exempted from ARR collection services.
- 7.3.2 Recycling is collected by the City of Austin every other week, in a blue cart provided by the City.
- 7.3.3 Days of collection are normally Monday through Friday, except during holiday slide weeks observed by the Department.
- 7.3.4 The Director designates the day a customer will receive service for recycling collection. The Director may change the service day(s) at any time, provided the customer receives advance notice. Changes to service day(s) will be based on the routing needs of the Department.
- 7.3.5 The Director may impose restrictions on the collection or quantities of certain items to protect departmental employees or based on equipment limitations.
- 7.3.6 The Director may impose additional restrictions based on applicable laws, regulations, and the City's recycling contracts.

7.4 Materials Accepted for Recycling

- 7.4.1 Plastic containers with resin codes PETE, HDPE, LDPE, PVC, PP, and PS (also known as plastics #1-#7) including, but not limited to, the following rigid plastic examples:
 - 7.4.1.1 Laundry detergent bottles, bleach bottles, shampoo bottles, liquid and dishwashing soap bottles bathroom, all-purpose cleaner bottles, milk jugs, soda, liquor, water, cooking oil bottles, and plastic juice containers
- 7.4.2 Aluminum, tin and steel cans and containers are accepted; labels do not need to be removed.

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- 7.4.3 Glass jars, bottles, and beverage containers of any color are accepted; labels do not need to be removed.
- 7.4.4 Mixed paper (clean) and cardboard (without wax) of all types are accepted. The following are examples of accepted paper types:
 - 7.4.4.1 Computer, printer, and fax paper
 - 7.4.4.2 Brochures and pamphlets
 - 7.4.4.3 Posters, flyers and direct mail advertisements,
 - 7.4.4.4 Newspapers (including inserts), magazines and catalogs
 - 7.4.4.5 Envelopes with labels and windows are accepted
 - 7.4.4.6 Carbonless forms and self-adhesive "Post-it" notes
 - 7.4.4.7 Shredded paper wrapped in a paper bag
- 7.4.5 Cardboard boxes must be flattened for collection.
- 7.5 **Materials not Acceptable in Curbside Recycling Carts**
 - 7.5.1 Broken window or sheet glass, light bulbs, Pyrex, crystal, or ceramic dishes
 - 7.5.2 Jars, cans, containers, or flower pots contaminated with large amounts food or organics products
 - 7.5.3 Styrofoam (i.e. egg cartons, cups, packing materials peanuts, etc.)
 - 7.5.4 Soap, diapers, floppy disks and CDs, plastic packaging (i.e. sandwich bags, plastic wrap, plastic film, plastic bags)
 - 7.5.5 Soiled or food-stained paper, paper towels, cardboard, pizza boxes, wet paper or cardboard
 - 7.5.6 Rubber bands, facial or toilet tissue
 - 7.5.7 Medical supplies, needles or syringes
 - 7.5.8 Home chemical containers (pesticides, herbicides, solvents, paints, adhesives, motor oil, and other petroleum product containers)
 - 7.5.9 Compressed gas or propane cylinders
 - 7.5.10 Automotive products including batteries, lids, filters, and used car parts
 - 7.5.11 Any other items not specifically listed in the above Materials Accepted for Recycling section.
- 7.6 **Organics Collection Guidelines**
 - 7.6.1 The Rules in this section apply only to residential customers receiving organics collection. This information does not apply to households that are not City of Austin residential customers, or do not have City of Austin curbside collection services, unless covered by a separate written annexation agreement.
 - 7.6.2 Days of collection are normally Monday through Friday, except during holidays observed by the Department.
 - 7.6.3 The Director designates the day a customer will receive service for organics collection. The Director may change the service day(s) at any time, provided the

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customers receive advance notice. Any changes to service day(s) will be based on the routing needs of the department.

- 7.6.4 The Director may impose restrictions on the collection and/or quantities of certain items to protect departmental employees, or based on equipment limitations.
- 7.6.5 Non-organic items, such as trash or recyclables, must not be mixed with organics.
- 7.6.6 Organic materials that are collected at the curbside include leaves, grass clippings, and small branches and limbs that are smaller than 5 feet and no thicker than 3 inches. Curbside collection does not accept branches longer than five (5) feet in length and wider than three (3) inches in diameter. All yard trimmings must be tied in small bundles using rope or heavy string and weigh no more than 35 pounds.
- 7.6.7 Items not collected at the curb include trash, lumber, large tree limbs (longer than five (5) feet or wider than three (3) inches in diameter), old water hoses, clay or plastic pots, old gardening tools, fertilizers, any dirt, sand, soil, sod or rocks and any other materials not listed which are not biodegradable plant materials.
- 7.6.8 Organic materials, such as grass clippings, leaves, weeds and small twigs, must be placed in a compostable paper bag(s), a compostable cardboard box(es), or in a personal reusable container(s), unless a City of Austin organics cart is provided. Thorny plants, including cacti that can easily injure employees, must be placed in a cardboard box.
- 7.6.9 Customer supplied reusable containers must be no larger than 35 gallons, have no sharp edges, and weigh no more than 35 pounds when loaded. On rainy weather, put lids on containers to keep water out.
- 7.6.10 The use of plastic bags for organics is prohibited. Organics set out in plastic bags will be considered extra trash, and must have an Extra Trash Sticker attached to each bag or they will be charged an extra trash fee.
- 7.6.11 Small brush and limbs must be bound in small bundles no longer than five (5) feet with heavy cord (not wire), must be easy to pick up and must weigh no more than 35 pounds.
- 7.6.12 If limbs are placed in a personal, reusable container(s), limbs cannot project more than six (6) inches above the rim of the container.

7.7 Bulk Item Collection Guidelines

- 7.7.1 The Rules in this section apply to residential customers only. This information does not apply to households without City of Austin residential services, or customers without City of Austin curbside collection services, unless covered by a separate written annexation agreement.
- 7.7.2 The Director determines the frequency of bulk item collections and any special collections. Customers will be notified in advance when a bulk collection is scheduled in their neighborhood.

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- 7.7.3 Crews typically collect bulk items Monday through Friday in each neighborhood, except for holidays. All items intended for collection must be set out at the curb, not in an alleyway, by the first day of collection at 6:30 a.m.
- 7.7.4 Items must not be set under low hanging electrical wires, basketball goals or low hanging trees.
- 7.7.5 Items must not cover or block access to mailboxes, water meters, or be leaned against telephone connection boxes. Items should not be stacked against fences or other objects that may hinder easy collection of materials by hand or mechanically.
- 7.7.6 The Director may impose restrictions on the collection or quantities of certain items to protect employees, or based on equipment limitations.
- 7.7.7 Items collected at the curb include passenger car tires (removed from rims, no more than eight per collection date), doors, furniture, appliances, carpeting, rolled fencing, lawn mowers, railroad ties (must be cut to no more than 5-feet in length), pallets, lumber (must be free of nails and tightly bound), tree logs or limbs larger than 8-inches in diameter, and utility poles (less than 10-feet long).
- 7.7.8 Different types of materials must be sorted into separate piles.
- 7.7.9 Items not collected at the curb include the following:
 - 7.7.9.1 Hazardous materials including, but not limited to, pesticides, paints, batteries, solvents, oils, aggregate materials, acids, and bases.
 - 7.7.9.2 Automotive chassis and bodies, motorcycles, trailers, boats, truck or tractor tires, any passenger tires mounted on wheels, or oil contaminated automotive parts.
 - 7.7.9.3 Construction and remodeling debris (including plywood, bricks, rocks, cinder blocks, stone, concrete, mortar, sand, sheet rock, insulation, flooring, shingles, siding, steel, roofing, sheet glass, and mirrors)

7.8 Brush Collection Guidelines

- 7.8.1 The Rules in this section apply to residential customers only. This information does not apply to households who are not City of Austin residential customers, or do not have City of Austin curbside collection services, unless covered by a separate annexation agreement.
- 7.8.2 The Director determines the frequency of brush collections and any special collections. Customers will be notified in advance when a brush collection is scheduled in their neighborhood.
- 7.8.3 Crews typically collect brush and yard trimmings Monday through Friday in each neighborhood, except for holidays. All items intended for collection must be set out at the curb, not in an alleyway, by the first day of collection at 6:30 a.m.
- 7.8.4 Brush must be confined to one row, in an area no larger than 15' x 15', and stacked no higher than 4 feet.
- 7.8.5 Brush must be stacked loosely with cut ends facing the street. It must not be tied into bundles nor extend into the street or sidewalk.
- 7.8.6 Items must not be set under low hanging electrical wires, basketball goals or low hanging trees.

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- 7.8.7 Items must not cover or block access to mailboxes, water meters, or be leaned against telephone connection boxes. Items should not be stacked against fences or other objects that may hinder easy collection of materials by hand or mechanically.
 - 7.8.8 The Director may impose restrictions on the collection and/or quantities of certain items to protect departmental employees, or based on equipment limitations.
 - 7.8.9 Items collected at the curb include brush and tree limbs that are too large to be included in the organics collection, brush (5' to 15' long), branches (3" to 8" in diameter and 5' to 15' long).
 - 7.8.10 Items not collected at the curb include bulk items and household hazardous waste
 - 7.8.11 Brush shorter than 5-feet and smaller than 3-inches in diameter should be bundled, tied, and set out for organics or yard trimming collection on your normal service day.
- 7.9 **Household Hazardous Waste (HHW) Management**
- 7.9.1 The HHW Collection Facility is open to City of Austin and Travis County residents and households of surrounding counties. Non-City of Austin utility customers can use the facility for a fee.
 - 7.9.2 The Director will determine any changes in the weekly operating schedule or the schedule for any weekend collection events.
 - 7.9.3 Residents of the City of Austin and Travis County may bring up to 30 gallons of home-generated hazardous waste to the Household Hazardous Waste Facility free of charge.
 - 7.9.3.1 If more than 30 gallons of hazardous waste are brought to the facility for disposal, the resident may be charged at cost for the disposal of the extra waste.
 - 7.9.3.2 Residents may not bring items in containers with more than 5 gallons of capacity.
 - 7.9.4 The Director may impose additional restrictions on items, or quantities of items to be collected to protect workers or based upon equipment limitations.
 - 7.9.5 Materials accepted at the drop-off site include: pesticides, herbicides, and fertilizers, paints and thinners, gasoline, antifreeze, motor oil, oil filters, and other automotive products, all household and car batteries, cleaners, aerosol cans, pool chemicals, photographic chemicals, and any fluorescent bulbs.
 - 7.9.6 Materials prohibited include: radioactive materials, any biologically active materials, ammunition or explosive materials, certain pressurized gas cylinders, and any hazardous wastes generated by a business.

8.0 UNIVERSAL RECYCLING ORDINANCE (URO) RULES

8.1 Background and Scope of Universal Recycling Ordinance (URO) Rules

8.1.1 On November 4, 2010, the Austin City Council unanimously approved the modification of the current Commercial Multi-Family Recycling Ordinance (CMFRO) passed in 1999 and established the Universal Recycling Ordinance (URO) which becomes effective October 1, 2012.

8.2 Applicability

8.2.1 These rules apply specifically to properties that are within the city limits of Austin, Texas, including those that receive collection services from the City of Austin, or a licensed private hauler, and that are affected by the Universal Recycling Ordinance.

8.2.2 The URO Rules contained within this document are intended to specify the standards and expectations for collecting recyclables at commercial and multi-family properties as authorized in the City Code Chapter 15-6, Article V.

8.2.3 In this section, Property Owner means the owner of property subject to the Universal Recycling Ordinance, or the owner's designee for the procurement of solid waste management services.

8.2.4 The URO requires that affected commercial and multi-family properties owners provide on-site recycling services and established a phase-in approach for implementation based on property type and size over time. (See "URO Phase-In Dates").

8.2.5 The size of commercial properties is based on the floor area recorded by the appraisal district.

8.3 General Principles

8.3.1 The Universal Recycling Ordinance (URO) is designed to increase access to recycling and encourage waste reduction for properties within the Austin city limits. Benefits may include on or more of the following:

8.3.1.1 Increase the life of local landfills

8.3.1.2 Decrease the trash disposal costs for businesses and multi-family properties

8.3.1.3 Reduce the impact on the environment

8.3.1.4 Help the City of Austin move towards the Zero Waste goal of reaching 75% diversion from landfills by 2020 and 90% diversion by 2040.

8.3.2 The URO requires that property owners provide reasonable and consistent access to recycling for residents, tenants, customers, and employees.

8.3.3 Participation of each individual resident, tenant, customer or employee is voluntary but should be encouraged through regular education, proper signage, and conveniently located containers.

8.4 General Requirements

- 8.4.1 Properties required to provide recycling shall be in compliance with these Rules contained in this document unless a written waiver has been granted by the Director.
- 8.4.2 Recycling programs and compliance with the URO shall be maintained regardless of any changes in building ownership or service provider.
- 8.4.3 Affected property owners shall maintain site specific records and Recycling Plan forms as directed herein.
- 8.4.4 The City reserves the right to review, at the customer's premises, invoices for trash, composting, or recycling service contracts, hauling contracts, valet recycling contracts, scale receipts, materials management programs, recycling, waste processing, educational activities, certifications, and self-haul activities to verify compliance with these Rules.
- 8.4.5 Property owners, or their designees, shall respond within 15 days to a request from the City to review records to verify compliance with these Rules.
- 8.4.6 Property owners, or businesses, that do not receive collection services from the City, shall contract only with private collection service providers (haulers) that are registered with the City and licensed to do business within the city limits of Austin.
- 8.4.7 These URO Rules do not prohibit, limit, or restrict the ability of affected property owners, employees, or tenants to:
 - 8.4.7.1 Negotiate prices, collection schedules, or pickup locations for these services
 - 8.4.7.2 Contract collection service from any private collection hauler, provided the service provider is licensed by the City
 - 8.4.7.3 Place all recyclable materials in one container to conserve space and maximize efficiency
 - 8.4.7.4 Self-haul material to a material recovery facility, processor, or material broker
- 8.4.8 If the property owner, business, or their representatives provides compliant recycling capacity and related Universal Recycling requirements, the City will not hold the affected property owner responsible for actual or proper use of recycling by employees, tenants, customers, or residents.
- 8.4.9 The City is not responsible for any unauthorized collections, liabilities, or any other difficulties that arise between any private service provider and any property affected by these Rules.

8.5 Recycling Plans

- 8.5.1 Annual Recycling Plan Due Date –Affected property owners shall file an annual Recycling Plan form, as provided by the Department, by February 1st, each calendar year.
- 8.5.2 Affected property owners must provide a Recycling Plan on the designated form provided by the City of Austin within 30 days of beginning operations, or within

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90 days of the date established in the “URO Phase-In Dates” section of this document.

- 8.5.3 Multiple locations - Where a business covers multiple service locations, or where a multi-family property company manages multiple properties, the affected property owner shall submit a Recycling Plan form for each property that has a unique street address.
- 8.5.4 Termination or Changes in Service - If a property changes or discontinues recycling services, resulting in significant changes to the amounts or types of materials collected, affected property owners shall notify the City by resubmitting a Recycling Plan form within 30 days. If a change in the service provider does not result in significant changes to the recycling program, then the property may submit a new Recycling Plan form at the next reporting opportunity, typically by February 1st of the following year.
- 8.5.5 Delivery of Reports – Reports and Recycling Plans will be accepted either electronically, or through an online reporting system. All reports must be provided in a format that can be uploaded to a database (i.e. Microsoft Excel spreadsheet), or otherwise acceptable by the Director.
- 8.5.6 Any property that receives both recycling and landfill trash collection services from the City of Austin may not be required to submit an annual Recycling Plan form, unless requesting certain waivers from the City or providing notification of alternate material collection.
- 8.5.7 Any property receiving City of Austin trash and landfill trash collection services, which are not required to submit an annual Recycling Plan form, are required to comply with all other applicable sections of these Rules, the Universal Recycling Ordinances, and Austin City Code.

8.6 Recyclable Materials

- 8.6.1 Required Materials – Except for waivers granted by the Director, affected property owners shall establish on-site recycling services for the following five (5) materials:
 - 8.6.1.1 Paper (including mixed paper and office paper)
 - 8.6.1.2 Cardboard
 - 8.6.1.3 Aluminum cans
 - 8.6.1.4 Plastics PETE (#1) and HDPE (#2)
 - 8.6.1.5 Glass bottles and jars
- 8.6.2 The Director reserves the right to add additional materials with at least 365 days prior notice.
- 8.6.3 These requirements do not limit the recycling of additional materials. Properties that are able to prove a diversion rate greater than 75%, through a third-party waste audit, may be granted a waiver from providing recycling capacity for one or more of the materials required by the URO. The City reserves the right to conduct an additional waste audit, or periodic inspections of material flows, to substantiate the findings of third-party audit that results in a request for a waiver.

8.7 Substitute and Alternate Materials

- 8.7.1 Affected property owners may request approval to substitute materials for one or more of the required materials in the following situations:
 - 8.7.1.1 Substitution of one or more of the required Recyclable Materials results in an increase in the landfill diversion rate, as calculated by City staff.
 - 8.7.1.2 The operations of the property do not generate sufficient quantities of the material to justify recycling, as determined by City staff, and a substitute material will allow recycling of five (5), or more, materials or will result in a recycling diversion rate of more than 75%.
- 8.7.2 Waivers or service credits may be granted based on the amount, in volume or weight, and type of alternate materials generated at the facility in question. Alternate materials must be of equivalent weight, volume, or value as the listed Minimum Recyclable Materials.
- 8.7.3 Materials that may be considered as substitute materials or service credits may include the following:
 - 8.7.3.1 Wood or Plastic Pallets
 - 8.7.3.2 Plastic Bags and Films
 - 8.7.3.3 Polystyrene (Styrofoam)
 - 8.7.3.4 Batteries of all Types
 - 8.7.3.5 Compact Fluorescent Lights (CFLs) and other Florescent Bulbs
 - 8.7.3.6 Electronics (E-Waste) including Televisions
 - 8.7.3.7 Beverage Cartons (gable-top containers)
 - 8.7.3.8 Foils (Aluminum, Tin, Copper)
 - 8.7.3.9 Tin, Steel, or Mixed Metals
 - 8.7.3.10 Printer or Toner Cartridges
 - 8.7.3.11 Shredded Paper
 - 8.7.3.12 Compostable Materials
 - 8.7.3.13 Tires
 - 8.7.3.14 Liquids including Fats, Oils and Greases
 - 8.7.3.15 Textiles
 - 8.7.3.16 Plastics with resin codes #3-#7
- 8.7.4 Well managed, on-site composting programs are an acceptable form of diversion and may be approved by the Director as an alternative collection method for food scraps and yard waste.
- 8.7.5 Compostable materials must be hauled by an authorized, City-licensed service provider.

8.8 Exterior Collection Areas and Containers

- 8.8.1 Provision of Containers - Dumpsters, carts, or other containers needed for the initiation and maintenance of a recycling program will be provided by the

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service provider, business owner, multi-family property owner, or owner's representative.

- 8.8.2 Convenient Access - Recycling dumpsters, carts, chutes, or other collection points shall be located within 25 feet of landfill trash collection points to provide convenient access by tenants and facility maintenance personnel.
- 8.8.3 If a property chooses to limit access to recycling or landfill trash containers, with locks or other methods of restriction, the Director reserves the right to review, approve or disapprove, a revised Recycling Plan which addresses reasonable access concerns of tenants, employees, or customers.
- 8.8.4 Placement of trash, recyclables or organics shall never be placed directly on the ground, unpaved or paved surface. All materials must be placed in secured containers.
- 8.8.5 Containers located outdoors shall be covered or otherwise secured to prevent material from blowing, leaking or falling out, being stolen, and to protect the materials from vector populations and the elements.
- 8.8.6 Periodic provision and use of open-top roll-off containers, or similar services that do not provide daily access for tenants or employees to a recycling container, does not constitute a recycling program and will not be considered compliant with the URO.
- 8.8.7 Covered containers of all types are acceptable upon agreement with service provider provided that they comply with these rules. This includes barrels, plastic box containers, and any other container that has been agreed upon with the service provider. Any container used must meet minimum volume requirements as stipulated in the Administrative Rules.
- 8.8.8 Exterior recyclables storage areas shall be established in accordance with City of Austin requirements for solid waste enclosures. Property owners shall maintain all recycling areas, including containers, in a clean, sanitary and litter-free manner.
- 8.8.9 A property owner may request a waiver on a form approved by the Director (typically as part of the Recycling Plan form) for providing exterior containers because the placement or servicing of the container meets one of the following conditions:
 - 8.8.9.1 Site plan limitations, obstructions, physical layout, or topography
 - 8.8.9.2 Violation of one or more other City Codes
 - 8.8.9.3 Vehicle parking space or impermeable cover restrictions
 - 8.8.9.4 Vehicle access limitations
- 8.8.10 If a waiver is requested through the proper process as determined by the Director, and is not responded to within 60 days (referred to as the "Waiver Review Period"), the waiver request will be deemed accepted by the Director.
- 8.8.11 A property shall not be cited for non-compliance with the Universal Recycling Ordinance during the Waiver Review Period.

8.9 Interior Collection and Containers in Common Areas

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- 8.9.1 Affected property owners shall establish indoor common-area collection or storage areas in accordance with appropriate City of Austin ordinances, permits, and building codes including all applicable fire, health, and safety requirements.
- 8.9.2 Whenever practical, affected property owners shall pair common-area recycling containers, or chutes, with landfill trash containers, or landfill collection points, for equal convenience to users. Practicality shall be determined through deliberative process amongst City staff and affected property owners.
- 8.9.3 All containers shall be labeled or otherwise clearly identified to indicate the materials intended for each container.
- 8.9.4 The City recommends using blue containers for recycling, black containers for landfill trash, and green containers for compostable materials.

8.10 Signs, Labels, and Container Identification

- 8.10.1 Affected property owners shall ensure the provision, posting, and maintenance of signs and labels indicating container location, and materials accepted, in their recycling programs.
- 8.10.2 All signs, whether interior or exterior, shall be labeled in both English and Spanish and may include other languages as deemed appropriate by service provider or property owner.
- 8.10.3 Exterior containers larger than one (1) cubic yard shall include two types of signs or stickers affixed to the container:
 - 8.10.3.1 18-inch round sticker or placard indicating “Landfill Trash”, “Compostable” or “Recyclable” materials accepted.
 - 8.10.3.2 24-inch by 18-inch sticker or placard, provided by the Service Provider, that indicates the common types of materials accepted in each exterior collection container.
 - 8.10.3.3 Container decals, stickers or placards that meet or exceed information and container surface area requirements shall be allowable alternatives.
- 8.10.4 Signs relating to a facility’s waste diversion program that are on or near containers shall be at minimum 24-inches by 18-inches in size and shall have high-contrast colors and background.
- 8.10.5 Signs that are designed as to adhere to surfaces, such as stickers, should adhere to metal or plastic surfaces and be difficult to remove.
- 8.10.6 The owner of the compactor must place and maintain appropriate signs and labels on container(s) on or near to point of entry or hopper feed.
- 8.10.7 Signs shall clearly indicate which materials are acceptable in designated containers. Graphic representation of common materials shall be illustrated on proper containers.
- 8.10.8 Upon request, the City may provide stickers to area service providers in order to ensure consistency of labeled containers for ease of identification but proper placement and maintenance will be the responsibility of the owner or service provider.

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8.11 Promotion and Education

- 8.11.1 Affected property owners shall document that recycling program information has been provided to employees and tenants.
- 8.11.2 Affected property owners shall provide written education as follows:
 - 8.11.2.1 Annually to all employees, tenants, and businesses
 - 8.11.2.2 To all employees, tenants, and businesses within 90 days after an affected property's URO Effective Date and annually thereafter
 - 8.11.2.3 To a new employee, tenant, or business within seven (7) days of employment or becoming a tenant
 - 8.11.2.4 To all employees and tenants about any changes in the recycling program within 30 days of changes in materials accepted
- 8.11.3 Education shall include electronic or printed information about on-site recycling services that indicates:
 - 8.11.3.1 Materials Accepted
 - 8.11.3.2 Location of Exterior Recycling Containers
 - 8.11.3.3 Service Frequency
 - 8.11.3.4 Standard Colors for Stickers, Decals and Signs (i.e. recommend "Blue" for Recycling, "Black" for Landfill Trash, and "Green" for Compost)
- 8.11.4 The City of Austin may provide general promotional material such as posters, introductory letters, and signage. If requested, the City may also provide information, guidance, and training, for site-specific programs.

8.12 Self-Haul Semi-Annual Volume Report

- 8.12.1 Self-Hauler Semi-Annual Volume Report - Property owners who self-haul materials to a recycling facility or landfill must file a Semi-Annual Volume Report with The Department that includes information about the amount and types of recyclable materials collected in the preceding six (6) months.
- 8.12.2 Volume Reports – Due on or before January 31 (for reporting period July 1 – December 31) and July 31 (for reporting period January 1 – June 30) of each year. When the specified semi-annual report dates fall on a Saturday, Sunday or City holiday, the report is due on the next business day.
- 8.12.3 Semi-Annual Volume Report - Property owners, who procure hauling services from a third party, are responsible for ensuring that their hauler files a Semi-Annual Volume Report.
- 8.12.4 If a property owner has a written contract with terms that are compliant with the URO, and serviced by a City-licensed hauler, the property owner will be deemed compliant with the Semi-Annual Volume Report requirement for the purpose of this ordinance.

8.13 Weekly Service Capacity

- 8.13.1 Minimum recycling container capacities are established to ensure that adequate storage capacity is available for recyclable materials.

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8.13.2 Multi-Family apartment properties – Affected property owners shall ensure providing a minimum of 6.4 gallons of recycling capacity per dwelling per week. The following weekly capacity equivalencies and requirements are established for the purpose of these Rules (one (1) cubic yard equals 202 gallons):

8.13.2.1 One cubic yard per 32 dwelling units per week

8.13.2.2 One 64-gallon cart per every ten (10) dwelling units per week

8.13.2.3 The Director reserves the right to reevaluate and change the multi-family service capacity requirements effective after October 1, 2014.

8.13.3 Commercial properties – For two (2) years after the effective date (between October 1, 2012 and September 30, 2014), affected commercial property owners shall ensure that the total weekly service capacity for recyclable materials is greater than 25% of the total weekly service capacity for all materials collected at the property. In other words, the weekly capacity shall be 1:3 ratio of recycling to landfill trash capacity.

8.13.3.1 The weekly service capacity of a container is determined by multiplying its volume times the weekly service frequency (i.e. a four-yard container serviced four times per week equals 16 yards of weekly service capacity).

8.13.3.2 Compactors - Compactors will be considered as a 4:1 ratio of compaction, unless otherwise verified by the City.

8.13.3.3 Affected commercial property owners may request credit for the weekly service capacities of substitute or additional materials towards the weekly service capacity requirements.

8.13.3.4 To be considered as a credit towards the weekly service capacity requirements, the current Recycling Plan form must reflect the volumes collected by a third-party shredding company in the previous year.

8.13.3.5 For commercial properties, starting October 1, 2014 the minimum capacity requirements for recycling expands to 50% of the total materials collected or a 1:1 ratio of recycling weekly capacity to trash weekly capacity.

8.14 Waiver Process

8.14.1 The Director may grant written waivers for placement of exterior containers, service capacity, or other provisions on a case-by-case basis.

8.14.2 Affected property owners shall submit requests for waivers to the Director on the annual Recycling Plan form or other form provided by the City.

8.14.3 The Department will approve or deny a waiver request and notify the property within 45 days of receiving a completed form.

8.14.4 Affected property owners may not file for a waiver more frequently than once per year.

8.15 Compliance and Enforcement

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- 8.15.1 In order to investigate a complaint or evaluate whether an ordinance violation has occurred, City of Austin staff have the right to visit and inspect the premises as provided in Section 15-6-82 of the Austin City Code.
- 8.15.2 Onsite inspection, with or without notice, may be conducted by City staff to verify compliance with the Code of Ordinances and these rules.
- 8.15.3 Implementation Period - In the twelve months following the commencement of Effective Dates (referred to as the "Implementation Period"), City staff will not enforce fines, unless the property fails to make a good faith effort, as determined by the Director, to comply.
- 8.15.4 Enforcement - Following conclusion of the Implementation Period, all affected properties may be subject to penalties and fines as allowed through the enforcement of this ordinance and rules.
- 8.15.5 City staff will be available to assist property owners, or onsite managers, by providing guidance, technical assistance, and information on request.
- 8.15.6 First Written Notice of Non-Compliance
 - 8.15.6.1 City staff performs a site visit to determine compliance. This visit can be triggered by a staff review or by a complaint.
 - 8.15.6.2 If property is found to be in violation of the ordinance, City staff issues first written notice of non-compliance, giving the property at least 30 days to come into compliance with the ordinance.
 - 8.15.6.3 City staff will send notices of non-compliance to the registered agent or the property owner.
 - 8.15.6.4 City staff may perform a follow up site visit, after the First Written Notice has expired, or at the request of the property owner or manager, to determine compliance.
- 8.15.7 Second Written Notice of Non-compliance
 - 8.15.7.1 If property remains in violation of the ordinance after at least 30 days of the First Written Notice, City staff issues the Second Written Notice of non-compliance, giving the business at least 30 days to come into compliance.
 - 8.15.7.2 City staff will send notices of non-compliance to the registered agent or property owner.
 - 8.15.7.3 After expiration of the second notice, or at the request of the property owner or the onsite manager, City staff will perform a site visit to determine compliance.
- 8.15.8 Sec. 15-6-128 of the Austin City Code provides in part:
 - 8.15.8.1 A person, or entity, that violates a provision of this chapter, or fails to perform a duty required of the person under this chapter, commits an offense. Each infraction is an offense for each day, or part of the day, during which a violation is committed, continued, or permitted.
 - 8.15.8.2 An offense or infraction under this chapter is punishable by a fine of not more than \$2,000 and, upon a first conviction, not less than \$100.

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- 8.15.8.3 In addition to being subject to criminal enforcement and penalties as provided in this section, a person, organization, corporation, or licensee that violates or causes or permits the violation of any of the provisions of this chapter commits a civil offense and is civilly liable to the City for an amount not to exceed \$2,000 for each violation.
- 8.15.8.4 In any instance where a person or corporation's violation of this chapter creates or exacerbates an adverse public health or safety condition related to wet or dry solid waste material accumulation, release, or dispersal, the City may immediately abate the conditions in question without notice and charge the person or licensee for any and all costs and fees incurred by City staff or any entity acting on its behalf for the abatement, cleaning, removal, or remediation of any location adversely affected by the violation of this chapter.
- 8.15.9 Citation for Non-Compliance – If the property remains non-compliant after the expiration of the Second Written Notice of non-compliance:
 - 8.15.9.1 City staff will issue a citation, or administrative fine, and may refer the case to Municipal Court.
 - 8.15.9.2 A citation provides the property owner the option to pay the fine or set a date for trial.
- 8.15.10 Further Legal Action - If a property remains non-compliant following citations, the case may be referred for further legal action.
- 8.15.11 No sooner than 30 days after a second written notice, and continuing non-compliance, will an offense be punishable by a fine not to exceed \$2,000 as described in City Code 15-6-128.
- 8.15.12 Fines are not to exceed \$2,000 for each violation or infraction. A licensee is liable for a separate violation for each day or part of a day during which a violation is committed, continued, or permitted.
- 8.16 Universal Recycling Ordinance Phase-In Dates by Property Size
 - 8.16.1 Effective October 1, 2012
 - 8.16.1.1 Commercial office properties larger than 100,000 square feet
 - 8.16.1.2 Multi-Family properties with more than 75 dwelling units
 - 8.16.1.3 Commercial customers receiving COA collection services
 - 8.16.2 Effective October 1, 2013
 - 8.16.2.1 Commercial office properties larger than 75,000 square feet \
 - 8.16.2.2 Multi-Family properties with more than 50 dwelling units\
 - 8.16.3 Effective October 1, 2014
 - 8.16.3.1 Commercial office properties larger than 50,000 square feet
 - 8.16.3.2 Multi-Family properties with more than 25 dwelling units
 - 8.16.4 Effective October 1, 2015
 - 8.16.4.1 Commercial office properties larger than 25,000 square feet

9.0 SERVICE PROVIDER REQUIREMENTS

- 9.1 Some portions of this section of the Rules may be superseded by a subsequent revision of the Private Service Provider (Hauler) Licensing Ordinance, or other related ordinances.
- 9.2 All service providers who collect solid waste or recyclable material from properties in the City of Austin must comply with all applicable federal, state, county and local laws, ordinances, rules and regulations.
- 9.3 All recycling shall be in compliance with the Rules contained in this document or otherwise provided in writing by the Director.
- 9.4 Paper shredding companies must be able to provide written proof, upon request by the City of Austin, that collected materials are recycled
- 9.5 Collection of Recyclable Materials
 - 9.5.1 The service provider shall be responsible for the collection, intermediate storage or transfer, transportation, and proper disposition of recyclable materials to a processor, broker, or market desired for reuse of materials.
 - 9.5.2 Service providers must provide minimum collection frequency as follows:
 - 9.5.2.1 Twice (2) per month collection of recyclables, or
 - 9.5.2.2 Service frequency adequate for each property type to meet capacity standards as outlined in these Rules.
- 9.6 Collection Containers Provided by Service Provider (Hauler)
 - 9.6.1 The service provider shall be responsible for furnishing, maintaining, and replacing exterior recycling collection containers and vehicles used by the service provider for collection, storage, and hauling of materials.
 - 9.6.2 Containers used to collect materials should have adequate capacity and durability to function and meet the spatial constraints of the affected facility.
 - 9.6.3 The size and type of containers used for collection of recyclables will be established between the business owner, multi-family property owner, or owner's representative and the service provider selected by the property.
 - 9.6.4 Service providers and haulers supplying containers shall affix signs, stickers, or other placards to the containers provided to clearly differentiate recycling, landfill waste, and compost containers. These affixed labels shall not be removed by residents, tenants, or facility managers.
- 9.7 Signage Provided by Service Provider (Hauler)
 - 9.7.1 All containers provided by the service provider for recyclables, including compactors, shall be clearly labeled in at least English and Spanish.
 - 9.7.2 All containers provided by a service provider shall have signs or labels indicating the type of material to be placed in the container.
 - 9.7.3 Recycling containers shall be labeled on the top or front of each receptacle with the word "recycling" or "recyclable" and with the "chasing arrows" recycling symbol.
 - 9.7.4 Service providers shall place at least one sign near the loading chute of each compactor.

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- 9.8 Service Provider (Hauler) Data Collection and Reporting
 - 9.8.1 Service Providers authorized to operate within the city limits of Austin, and required to obtain a license issued by the City of Austin, are required to file semi-annual volume reports with information determined by the Director on the City provided form.
 - 9.8.2 Semi-Annual Volume Reports - Are due January 31st and July 31 of each year. When the specified semi-annual report dates fall on a Saturday, Sunday or legal holiday, the report is due on the next business day.
 - 9.8.3 Failure to submit required information within 30 days after the due date shall constitute an ordinance violation and will be subject to penalties as described in City Code Chapter 15-6.
 - 9.8.4 Providing aggregate information will fulfill the material reporting requirements for customer facilities subject to these Rules.
 - 9.8.5 The City reserves the right to audit scale tickets, receipts, or invoices from the processor if the business or multi-family facility self-hauls
 - 9.8.6 The City reserves the right to audit invoices from service providers showing the amount and type (if possible) of recyclable materials collected from the property, for the two (2) preceding reporting periods.

10.0 (RESERVED) OTHER ISSUES

11.0 DEFINITIONS

- 11.1 BENEFICIAL USE is material that is processed for recycling, or undergoes activities to repair for reuse, including extraction or separation of component materials (such as the separation of commingled recyclable materials), cleaning, grinding, or other preparation at a recycling facility to make it amenable for subsequent recycling or reuse.
- 11.2 BENEFICIAL REUSE means any agricultural, horticultural, reclamation, or similar use of compost as a soil amendment, mulch, or component of a medium for plant growth, when used in accordance with generally accepted practice. Simply offering a product for use does not constitute beneficial reuse. Beneficial reuse does not include placement in a disposal facility, use as daily cover in a disposal facility, or utilization for energy recovery.
- 11.3 BI-METAL CONTAINERS or DUAL-METAL CONTAINERS mean containers consisting of two or more metals (i.e. tin coated steel cans used in food packaging).
- 11.4 BUSINESS CUSTOMER or COMMERCIAL CUSTOMER means a multi-family property, institution, organization, or commercial business that generates, contracts for, or arranges collection services.
- 11.5 CITY or CITY OF AUSTIN or COA means staff of the City of Austin, a home-rule municipality incorporated by the State of Texas, including, but not limited to, the Solid Waste Services Department.
- 11.6 CLEAN COMMUNITY FEE, previously known as the Anti-Litter Fee, is a City Council approved fee charged to property owners or residents and used for various zero waste or code compliance related activities.
- 11.7 COLLECT or COLLECTION means accept, accumulate, store, process, transport, market or dispose of as required by City regulations, ordinance, county, state, and federal law.

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- 11.8 COLLECTION CONTAINER means a receptacle, including lids that protect, contain, and store trash, compostable materials, or recyclable materials.
- 11.9 COLLECTION SERVICE means collection and disposition of solid waste, recyclables, or compostable materials
- 11.10 COMMERCIAL BUSINESS means any entity including sole proprietorships, partnerships, corporations, for profit, non-profit, educational, and religious organizations, and any entity not defined as a single-family or multi-family residence operating within the Austin city limits.
- 11.11 COMMERCIAL RESIDENTIAL see MULTI-FAMILY RESIDENTIAL PROPERTY
- 11.12 COMMERCIAL OFFICE PROPERTY means a property whose predominant use (more than 50%) is not used as a dwelling, restaurant, manufacturing, or retail establishment.
- 11.13 COMMERCIAL PROPERTY is defined as a one or more buildings or habitable property improvements on a single parcel or on a group of parcels connected and managed by the same ownership entity.
- 11.14 COMMINGLED means mixed recyclable materials of several types that are collected together
- 11.15 COMPLIANCE or EFFECTIVE DATE refers to the date that properties of difference sizes and types are obligated to comply with the Universal Recycling Ordinance (URO).
- 11.16 COMPOST means the stabilized product of decomposition of organic materials such as food scraps, yard trimmings, or manure that is used as a soil amendment, artificial top soil, growing medium amendment, or other similar use.
- 11.17 COMPOSTABLE MATERIAL means organic material recovered, collected, or otherwise diverted from the non-hazardous solid waste stream, a substantial portion of which will decompose in a managed compost operation.
- 11.18 COMPOSTING is a type of diversion process that means the controlled biological decomposition of organic material in the presence of air to form a humus-like material. Controlled methods of composting include mechanical mixing and aerating, ventilating the materials by dropping them through a vertical series of aerated chambers, or placing the compost in piles or enclosed bins in the open air and mixing it or turning it periodically.
- 11.19 COMPOSTING FACILITIES (EPA definition) means an offsite facility where the organic component of municipal solid waste is decomposed under controlled conditions
- 11.20 CONFIDENTIAL INFORMATION means all information that is considered proprietary or confidential to the disclosing party and not subject to disclosure per the Texas Public Information Act or the Open Records Act. Confidential information shall be clearly marked as such by the disclosing party.
- 11.21 CONTAMINANT or CONTAMINATION refers to materials (landfill trash, recyclable, household hazardous wastes (HHW), or compostable materials) that are placed in a container not designated for that type of material (i.e. the presence of HHW in a landfill trash container, food in a container designated for recyclables, or plastic present in a container designated for compostable material).
- 11.22 DEPARTMENT means the department within the City of Austin, referred to as Austin Resource Recovery (ARR), or any other name assumed by the Department.

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- 11.23 DIRECTOR means the director of Austin Resource Recovery (ARR), or any other name assumed by the Department.
- 11.24 DISPOSAL means placing in a TCEQ-authorized municipal solid waste landfill or other City or TCEQ approved disposal facility or transfer station.
- 11.25 DIVERSION means the act of redirecting material from disposal for a higher or best use
- 11.26 DIVERSION RATE means the percentage of materials diverted from traditional disposal such as landfill or incineration to be recycled, composted, or re-used.
- 11.27 DOWNTOWN SERVICE DISTRICT (DSD) or CENTRAL BUSINESS DISTRICT (CBD) means the area serviced by the contract administered by City staff for refuse collection and hauling services. The contract area for the District includes the alleys of Congress Avenue (100 through 1000 blocks) and East 6th Street (100 through 700 blocks). Additional areas of the District include: 500 block of East 7th Street (north block); 300 block of West 5th Street (south block); 200 block of West 6th Street (south block). Commercial business and multi-family properties within the Downtown Service District are subject to the Universal Recycling Ordinance.
- 11.28 GENERATOR means any person, by site or location that produces solid waste to be shipped to any other person, or whose act or process produces a solid waste or first causes it to become regulated.
- 11.29 GLASS CONTAINERS means glass bottles and jars.
- 11.30 HIGH DENSITY POLYETHYLENE (HDPE) means opaque plastic containers labeled with the #2 code.
- 11.31 INCIDENTAL WASTE or INCIDENTAL NON-RECYCLABLE WASTE means non-recyclable waste that accompanies recyclable material despite reasonable efforts to maintain source-separation and that is no more than 10% by volume or scale weight of each incoming load, and averages no more than 5% of the total scale weight or volume of all materials received as substantiated by the facility's records. The practices and standards of recycling facilities of a particular type will be considered by the Department Director to allow alternative compliance with these standards on a case-by-case basis. May also referred to as CONTAMINATION.
- 11.32 INFRACTION means a failure to comply with applicable City Codes, ordinances, or Administrative rules provided in writing by City staff.
- 11.33 MATERIAL RECOVERY FACILITY means an operation that processes recyclable materials collected from residential or commercial sources by sorting, baling, crushing or granulating, for the purpose of recycling them. Facilities that accept mixed solid waste streams and attempt to recover recyclables from that stream are not congruent with Zero Waste principles.
- 11.34 MIXED PAPER means recovered paper that is not sorted into specific categories including junk mail, magazines, box board, telephone books, wrapping paper and other paperboard products.
- 11.35 MIXED USE PROPERTIES refers to a development that is a real estate project with planned integration of some combination of retail, office, residential, hotel, recreation or other functions.
- 11.36 MULTI-FAMILY RESIDENTIAL PROPERTY is the use of a site for three or more dwelling units, within one or more buildings, and includes condominium residential use.








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- 11.37 MULTI-FAMILY PROPERTY OWNER means the owner, general manager, or the responsible individual or group that has controlling ownership interest in any dwelling, building, or group of buildings that contains (5) five or more dwelling units on a single tax lot (i.e. apartments, condominiums, mobile home parks).
- 11.38 MUNICIPAL RECYCLABLE MATERIAL means material that has been diverted from the Municipal Solid Waste stream for purposes of reuse, recycling, or reclamation, of which a substantial portion is consistently used in the manufacture of products that may otherwise be produced using raw or virgin materials.
- 11.39 MUNICIPAL SOLID WASTE means solid waste, trash or rubbish and includes putrescible materials. Municipal Solid Waste shall not include regulated hazardous waste or special waste.
- 11.40 OLD CORRUGATED CONTAINERS (OCC) means corrugated cardboard containers having liners of test, jute, or kraft.
- 11.41 OLD NEWSPAPER (ONP) means newspaper and advertising supplements and other paper grades as delivered to local subscribers of newspaper distributed in the Austin area.
- 11.42 ORGANICS see COMPOSTABLE MATERIAL
- 11.43 OUT-OF-CYCLE COLLECTION refers to the service provided to ARR customers, for a fee, of collection of bulk items and brush outside of the standard twice a year collection times.
- 11.44 OWNER means any persons, corporation, partnership, entity, or their agent (such as a condominium or homeowners association), jointly or severally, having a principal ownership interest in a Commercial property or Multi-Family property.
- 11.45 PAPER means fiber products such as old newspaper, old magazines, office paper, telephone directories, old corrugated containers, and some paperboard packaging.
- 11.46 PERSON means an individual, corporation, firm, subdivision, partnership, joint venture, Limited Liability Company (LLC), company, non-profit organization, or other business entity.
- 11.47 PHASE-IN APPROACH means a gradual introduction of new policies or procedures, such as the process of expanding the number of commercial and multi-family facilities subject to the Universal Recycling Ordinance (URO) over time.
- 11.48 PHASE ONE or PHASE 1 means that period of time, beginning October 1, 2012, by which apartments, condominiums, dormitories, mixed use properties with residences, commercial office properties, institutional properties (i.e. medical facilities, nursing homes, religious buildings, and other non-profits), and private educational facilities will be required to comply with this ordinance.
- 11.49 PHASE TWO or PHASE 2 means the period of time as determined by the Director, but beginning after September 30, 2013, by which food and beverage industries (i.e. restaurants, bars, grocers and caterers), retail stores and industrial and manufacturing facilities will be required to comply with this ordinance.
- 11.50 PLASTICS means any of a wide range of synthetic or semi-synthetic materials typically that are non-metallic, chemo-reactive compounds molded into rigid or pliable construction materials, fabrics, or packaging such as bottles or containers made from

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various polymer resins including PETE, HDPE, PVC, LDPE, PP, PS (see PLASTIC RESIN CODES) and other materials labeled with #1 - #7 plastic resin codes.

- 11.51 PLASTIC RESIN CODES means the following system developed by the Society of the Plastics Industry to identify the types of plastic used to manufacture various products. See the table below:

Resin Code	Definition
	1 = PETE (polyethylene terephthalate (or PET)) Commonly used to package soft drinks, water, beer, juice, sports drinks and other beverages, as well as edible oils, salad dressing, peanut butter, various condiments and sauces, and non-food products like household cleaners and personal products.
	2 = HDPE (high-density polyethylene) Commonly used for milk, cider and water jugs, as well as detergent, fabric softener and bleach.
	3 = V (vinyl/polyvinyl chloride (PVC)) Often used for salad dressing bottles, vegetable oil bottles and mouthwash.
	4 = LDPE (low-density polyethylene) Used for flexible bags for dry cleaning, trash, produce, bread and shrink wrap. Recycled LDPE is often used to make grocery bags.
	5 = PP (polypropylene) Usually found in drinking straws, battery cases, some dairy tubs, bottle labels and caps.
	6 = PS (polystyrene) Commonly used for materials like packaging peanuts, plastic utensils, meat and egg trays.
	7 = OTHER Other plastics are often made of multiple resins or layers of different types of plastics. These may include microwavable packages, snack bags and industrial plastics

- 11.52 PRIMARY USE or PREDOMINATE USE refers to the use category of a property. If the use of a property accounts for more than 50% of the total building square footage, or more than 50% of a set of buildings on a single property tax lot as measured as a proportion of total square footage, then the property will be considered that category of property for purpose of the compliance effective date (i.e. if a mixed used property includes more

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than 50% residential properties then the property will be considered a residential property in terms of the compliance date).

- 11.53 PRIVATE SOLID WASTE COLLECTION SERVICE or PRIVATE SOLID WASTE SERVICE PROVIDER or PRIVATE HAULER means an entity in the business of collecting, removing, or transporting solid waste from any premises within City of Austin for a fee, and excludes any governmental entity.
- 11.54 PUTRESCIBLE MATERIALS means organic materials, such as plant or animal wastes, including wet trash, wastewater sludge, and grease trap waste, that can decompose rapidly enough to cause odors or gases, or to attract birds, insects, or other animals.
- 11.55 REASONABLE ACCESS refers to the ability for employees, tenants, and customers to readily access recycling or trash containers for the purpose of centralizing materials prior to collection.
- 11.56 RECOVERY RATE means the percentage of usable recycled materials that have been removed from the total amount of municipal solid waste generated in a specific area, property, or by a specific business.
- 11.57 RECYCLABLE MATERIAL means non-hazardous material that has been recovered or diverted from disposal in Municipal Solid Waste (MSW) facilities for purpose of reuse, recycling or reclamation and a substantial portion of which is consistently used in the manufacture of products, which may otherwise be produced using raw or virgin materials.
- 11.58 RECYCLE means minimizing waste generation by recovering and reprocessing usable products that might otherwise become waste and diverting the material to a beneficial use (i.e. recycling of aluminum cans, paper, and bottles).
- 11.59 RECYCLING means a process by which materials that have served their intended use or are scrapped, discarded, used, surplus, or obsolete are collected, separated, or processed and returned to use in the form of raw materials in the production of new products. The definition of recycling does not include waste-to-energy processes, placement in a disposal facility, or use as daily cover in a disposal facility.
- 11.60 RECYCLING PLAN FORM or RESOURCE MANAGEMENT PLAN means a City-provide form, the online form provided by the City of Austin on which a Customer makes a commitment to comply with the City's recycling requirement, specifying which materials they will recycle and who will collect the recyclables.
- 11.61 RESIDENTIAL PROPERTIES are defined as single family homes or properties with three or fewer dwelling units.
- 11.62 RESIDUAL means the quantity of non-recyclable material left over at the end of a recycling process; often expressed as a percentage (i.e. amount of material remaining after the resource recovery process, divided by the total amount of materials processed).
- 11.63 REUSE means using a product or component of municipal solid waste in its original form more than once; e.g., refilling a glass bottle that has been returned or using a coffee can to hold nuts and bolts
- 11.64 SELF-HAUL or SELF-HAULER means a property subject to this ordinance that collects and transports landfill trash, recyclable, or compostable materials rather than hiring a third-party service provider to perform this function.

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- 11.65 SERVICE PROVIDER or HAULER means a person, firm or corporation that is compensated for the removal or transportation of solid waste, compostable material, or recyclable material from any location within the City of Austin. Services that are subject to State or Federal requirements related to the transportation of medical or hazardous waste, including oil, liquids, or grease, are excluded.
- 11.66 SINGLE-STREAM RECYCLING, also known as “commingled” or “single-sort recycling,” means a system in which all paper fibers, metals, glass, and plastic are mixed together in a collection truck, instead of being sorted into separate commodities. In a single stream recycling system, both the collection and processing systems are designed to handle this fully commingled mixture of recyclables.
- 11.67 SOLID WASTE means rubbish, refuse, and other discarded materials.
- 11.68 SOLID WASTE SERVICE means collection and disposal of solid waste, collection and processing of recyclable material, litter abatement, street cleaning, and household hazardous waste disposal.
- 11.69 SOURCE SEPARATION means a process that separates the reusable, compostable, or recyclable products, commodities or materials from mixed solid waste streams prior to collection for the purpose of reuse, composting, or recycling such materials.
- 11.70 VALET RECYCLING means a service that collects material at a particular building or property, often providing door-to-door service, as a method to increase recycling by tenants or to make trash or recycling collection easy for tenants. Materials are not hauled off-site by the Valet, but may be sorted or otherwise collected for pick-up by a registered hauler.
- 11.71 WASTE AUDIT - A waste audit is a process of sorting, weighing, and documenting the amounts and types of waste being generated by an organization or property over a specific period of time.
- 11.72 WASTE-to-ENERGY (WTE) means a process of generating energy directly from materials through a process that yields fuel or heat. WTE is not diversion, nor is it supported by the Austin Resource Recovery’s Master Plan, but is considered an alternative disposal technology that must consider the life-cycle effects on the environment.
- 11.73 ZERO WASTE (ZW) is a goal that is ethical, economical, efficient, and visionary to guide people in changing their lifestyles and practices to emulate sustainable natural cycles where all wasted materials are designed to become resources for others to use. Zero Waste means designing and managing products and processes to systematically avoid and eliminate the volume and toxicity of waste and materials, conserve and recover all resources, and not burn or bury them. Implementing Zero Waste will eliminate all discharges to land, water or air that are a threat to planetary, human, animal or plant health (as defined by the Zero Waste International Alliance).

12.0 (RESERVED) OTHER ISSUES