

# UNIVERSAL RECYCLING ORDINANCE HAULER GUIDE



## WHAT YOU NEED TO KNOW





City of Austin  
Austin Resource Recovery  
P.O. Box 1088  
Austin, TX 78767-1088

December 1, 2014

Dear Austin Service Providers,

As we implement the Universal Recycling Ordinance (URO), cooperation between the City of Austin and Service Providers in our community is crucial to achieving Zero Waste.

Austin Resource Recovery developed the Hauler Guide in response to requests and inquiries from various service providers and their sales staff. Our goal is to provide you and your sales teams with accurate information about the URO that will help you recommend and implement cost-effective, convenient, and compliant diversion programs for your clients. In this guide, you will find detailed descriptions of the ordinance requirements, educational materials, and tips to simplify explanation and implementation.

Over the next few years, many new properties will be affected by the Universal Recycling Ordinance. By Oct. 1, 2017, all commercial properties, including apartment buildings with more than five (5) dwelling units, will be required to have recycling programs available to tenants and employees. In addition, all businesses with food service permits will be required to have organics diversion programs in place before Oct. 1, 2018. For more information visit: <http://www.austintexas.gov/uro>

Austin Resource Recovery staff is available to provide trainings for your sales teams, meetings to discuss the Universal Recycling Ordinance, technical support, and onsite assessments. If you have questions, or suggestions to supplement this guide, please feel free to contact the ARR Business Outreach team at [commercialrecycling@austintexas.gov](mailto:commercialrecycling@austintexas.gov) or 512-974-9727.

Thank you for your time and your commitment to achieving Zero Waste in Austin. We look forward to working with you.

Best regards,

A handwritten signature in black ink that reads "Bob Gedert". The signature is fluid and cursive, with the first name "Bob" being more prominent than the last name "Gedert".

Bob Gedert, Director  
Austin Resource Recovery, City of Austin



# TABLE OF CONTENTS

---

- Contacts** ..... 1
- When is a Property Affected?** ..... 3
- Universal Recycling Ordinance** ..... 5
  - Recyclable Materials ..... 5
  - Convenience ..... 5
  - Capacity ..... 6
  - Signage ..... 8
  - Required Education ..... 9
  - Annual Diversion Plan (Recycling Plan) ..... 9
  - Waiver Process ..... 9
  - Compliance and Enforcement ..... 10
- Outreach Assistance & Collaboration** ..... 11
  - Resident Events and Employee Training ..... 11
  - Customizable Handouts and Educational Materials ..... 11
- Annual Diversion Plan** ..... 13
  - Instructions ..... 13
  - Where to Find the Property ID ..... 19
- Resources** ..... 21
  - Service Capacity Calculators ..... 21
  - Sample Newsletter/Website Article ..... 22
  - Sample Email/Letter Message ..... 23
  - Artwork Files ..... 23
- URO Fact Sheet** ..... 25
- Multifamily Handout Sample** ..... 27
- Commercial Handout Sample** ..... 29
- URO Poster** ..... 31



# CONTACTS

---

To request container decals, posters, or for general inquiries, please contact City of Austin, Austin Resource Recovery Staff:

Business Outreach Team  
(512) 974-9727  
[commercialrecycling@austintexas.gov](mailto:commercialrecycling@austintexas.gov)

Tom Gleason  
(512) 974-9201  
[thomas.gleason@austintexas.gov](mailto:thomas.gleason@austintexas.gov)

Keith Bible  
(512) 974-6492  
[keith.bible@austintexas.gov](mailto:keith.bible@austintexas.gov)

Roslyn Kygar  
(512) 974-3533  
[roslyn.kygar@austintexas.gov](mailto:roslyn.kygar@austintexas.gov)

For education and outreach assistance, please contact Concept Development & Planning:

Julie Richey  
URO Outreach Consultant  
(512) 533-9100, Ext.15  
[jrichey@cdandp.com](mailto:jrichey@cdandp.com)

Albert Castro  
URO Outreach Consultant  
(512) 533-9100, Ext. 17  
[acastro@cdandp.com](mailto:acastro@cdandp.com)

Information and resources for compliance with the Universal Recycling Ordinance can be found at:  
[austintexas.gov/zerowastebusiness](http://austintexas.gov/zerowastebusiness)





# WHEN IS A PROPERTY AFFECTED?

## MULTIFAMILY PROPERTIES

- Apartments
- Condominiums and townhome communities
- Mobile home parks
- Dormitories
- Assisted living facilities
- Other multifamily properties

Dwelling Units	75+	50+	25+	10+	All
Recycling Required	Oct. 1 2012	Oct. 1 2013	Oct. 1 2014	Oct. 1 2015	Oct. 1 2016

## NON-RESIDENTIAL COMMERCIAL PROPERTIES

- Retail stores and malls
- Medical facilities
- Hotels and motels
- Religious buildings
- Commercial office buildings
- Private educational facilities
- Industrial and manufacturing facilities
- Other non-residential commercial properties

Square feet	100k+	75k+	50k+	25k+	5k+	All
Recycling Required	Oct. 1 2012	Oct. 1 2013	Oct. 1 2014	Oct. 1 2015	Oct. 1 2016	Oct. 1 2017

By October 1, 2017, all properties will be required to ensure tenants and employees have convenient access to recycling.

## FOOD SERVICE ENTERPRISES

- Grocers
- Food and Beverage Distributors
- Restaurants
- Bars
- Catering
- Cafeterias
- Commercial kitchens
- Food trucks
- Other food service enterprises required to hold a food permit

Food Permitted Area (sq ft)	15k+	5k+	All
Organics Diversion	Oct. 1 2016	Oct. 1 2017	Oct. 1 2018

By 2018, all establishments with food permits will be required to ensure their employees have convenient access to organics diversion services.



# UNIVERSAL RECYCLING ORDINANCE

## RECYCLABLE MATERIALS

The Universal Recycling Ordinance requires properties to provide recycling for:



Paper (including mixed paper and office paper)



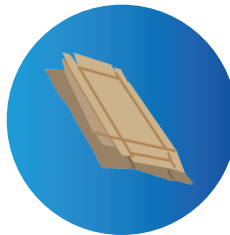
PETE and HDPE Plastic (#1 and #2)



Aluminum Cans



Glass Bottles and Jars



Cardboard and Boxboard

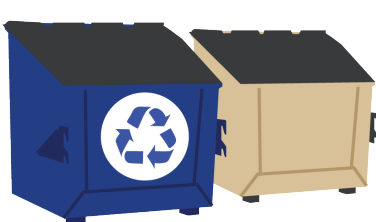
*Alternative materials can be proposed in the Annual Diversion Plan.*

## CONVENIENCE

All exterior landfill trash containers must have a recycling container within 25 feet. This includes dumpsters, carts, compactors, and chutes.

### VALET SERVICES?

If door-to-door valet service is being provided for trash AND recycling, that is considered to be meeting the convenience requirements.



Paired Dumpster



Landfill dumpster paired with carts



Common area containers, such as those in a break room, pool area, or mail center, should be paired with recycling containers.

## CAPACITY

### Multifamily properties

Recycling service capacity must be greater than or equal to 6.4 gallons per dwelling, per week.

### Commercial properties

Beginning October 1, 2014, recycling service capacity must be greater than or equal to 50% of the total weekly service capacity for all materials. Example: a 6 cubic yard landfill dumpster serviced twice weekly requires a 6 cubic yard recycling dumpster service twice weekly.

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.

### Annual Diversion Plan Calculator

The capacity calculator on the online Annual Diversion Plan ([www.austintexas.gov/diversionplan](http://www.austintexas.gov/diversionplan)) allows input of materials by weight or recycling by volume. Please add all the materials you recycle, donate, re-purpose, reduce and otherwise divert from landfills and incinerators. The calculator will translate your inputs into both recycling capacity and/or recycling diversion. If you are able to achieve more than 75% diversion by weight, then you could qualify for alternative compliance for capacity.

### Alternative Compliance by Achieving 75% Diversion

Some properties or businesses are able to divert more materials from the landfill through reduction, donation, recycling, and reuse. The online Annual Diversion Plan allows you to document all of your recycling and diversion activities. If you are able to document a diversion rate of more than 75%, your property meets the intent of the ordinance. Properties with a verified diversion rate of 75%+ may be exempt from some of the ordinance requirements such as the required five materials, service capacity, or placement of containers. Each year, documentation of the 75%+ diversion rate is required through the submission of the Annual Diversion Plan between Oct. 1 and Feb. 1.

### COMPLIANCE CHECK



Providing recycling dumpsters (with more than the required capacity) does not take the place of meeting the 25 foot rule.

### HELPFUL HINT

Don't forget to include additional items such as shredded paper, or pallets in recycling capacity totals on the Annual Diversion Plan.

## SOME COMMON PROBLEMS AND POSSIBLE SOLUTIONS

PROBLEM	SOLUTION
Additional containers are unsightly, don't fit in the enclosure, or may block the path of vehicles.	There are several options for both trash and recycling container sizes. Consider adjusting the size of your current trash dumpster so that both trash and recycling containers can fit in your enclosure or change the size of your enclosure. Another solution is to use carts, which often fit in existing enclosures where dumpsters are located. If they do not fit in the enclosures, they may fit nicely on the side or behind the enclosure.
Containers will take up parking spaces.	Consider adjusting the location of your dumpster, even slightly, so that the space the trash and recycling containers placed together consume is minimal. Adjusting the size of containers is another option.
Adding additional service is too expensive.	Providing recycling services may be slightly more expensive at first. However, as the recycling program grows, you can reduce landfill trash service, which can offset the cost of recycling. Fines for non-compliance may be considerably more expensive than cost of added services.
Landfill trash is collected in chutes on each floor.	If there is room, place recycling collection containers at each chute access point and empty those containers into a central recycling dumpster elsewhere on the property before the scheduled recycling service pick up.

Austin Resource Recovery's Business Outreach Team is here to help. Please call us at (512) 974-9727 or email us at [commercialrecycling@austintexas.gov](mailto:commercialrecycling@austintexas.gov) for site specific assistance.

# SIGNAGE

## Posters and Signs

All signs must:

- Indicate the recyclable materials accepted using graphics
- Include text in both English and Spanish
- Be posted on or near containers



**NEED POSTERS?**

Download and print from [austintexas.gov/zerowastebusiness](http://austintexas.gov/zerowastebusiness) or email [commercialrecycling@austintexas.gov](mailto:commercialrecycling@austintexas.gov) to request printed copies

Alternative languages can be substituted for Spanish depending on the needs of the property.

## Container Labels

All dumpsters and exterior containers must include signs and container identification labels indicating the materials to be collected.

The following container labeling is required:

**COMPLIANCE CHECK**

All containers are required to have the proper labeling. Typically, the Hauler provides decals for collection points

### REQUIRED CONTAINER LABELS

Large decal (12" minimum) indicating



Landfill Trash



Decals labeled "Recycling" must feature the universal chasing arrows recycling symbol



Organics or Compostables as appropriate

All recycling containers must have a large rectangular decal indicating common types of materials accepted in the container (18"x12" minimum)



Artwork files for the signs and decals provided by ARR are available at:

[austintexas.gov/zerowastebusiness](http://austintexas.gov/zerowastebusiness)

## REQUIRED EDUCATION

Properties are required to educate employees and tenants:

- On an annual basis, at minimum
- Within 30 days of employment or becoming a tenant
- Within 30 days of changes in materials accepted

Education must be provided in electronic or printed format and must include:

- Materials accepted
- Location of indoor common collection areas
- Location of exterior diversion containers or collection points

Materials must be provided in English and Spanish.

Alternative languages can be substituted for Spanish depending on the needs of the property.

## EDUCATION RESOURCES

Austin Resource Recovery provides resources to help meet the annual education requirements such as:

- Handouts that can be customized with property name and recycling program specifics
- Sample newsletter articles
- Sample webpage text
- Educational presentations
- Employee and tenant education
- Kid-focused education

## ANNUAL DIVERSION PLAN (RECYCLING PLAN)

The Responsible Party (usually the property owner or manager) must submit an Annual Diversion Plan between Oct. 1<sup>st</sup> and Feb. 1<sup>st</sup> of each year. This plan describes the trash and recycling services and education offered at the property.

The Annual Diversion Plan can be found at:

[austintexas.gov/recyclingplan](http://austintexas.gov/recyclingplan)

Responsible Party means a property owner, manager, tenant, or individual designated by the property owner who contracts for or manages the affected property's landfill trash, recyclable or compost-able organics diversion management services. The responsible party designated to contract or manage the property's waste and diversion services is often outlined in the lease or management agreement.

## REMINDER

Remember Annual Diversion Plans are due between Oct. 1 and Feb. 1 for the upcoming year. The person completing Annual Diversion Plan will need information about the size, number, and frequency of pick-up for both trash and recycling on hand when completing the form.

## WAIVER PROCESS

Responsible Parties may submit waiver requests for the following provisions on the Annual Diversion Plan. Waivers or approvals may be granted by the Director of Austin Resource Recovery for:

- Alternative methods of compliance (e.g. substitute materials, onsite recycling);
- Placement of exterior diversion containers due to site plan limitations, physical obstructions,

parking space or impermeable cover restrictions, vehicle access limitations, or other code violations; and

- Other provisions on a case by case basis

The City has 60 days to review requests for a waiver and to notify the requesting party if the waiver is denied. If the City does not contact the requesting party within 60 days, the waiver is deemed granted. During this review period, the requesting party will not be cited for non-compliance with the subject of the waiver request. Affected properties must apply for/renew waivers annually.

### Q & A

#### Is my waiver good forever? How does the City review waivers?

Waivers are only good for one year. An application must be submitted annually. The application is reviewed by City staff, and may include a site visit to confirm validity.

## COMPLIANCE AND ENFORCEMENT

The City has the right to visit and inspect any property to evaluate compliance with the ordinance. A site visit may be prompted by a complaint or by City staff review.

### Implementation Period

In the 12 months following a property's effective date, the City will work with the property managers and owners to find solutions as long as the property is making a good-faith effort to comply with the ordinance. Once the 12-month implementation period is over, affected properties may be subject to penalties and fines if not in full compliance.

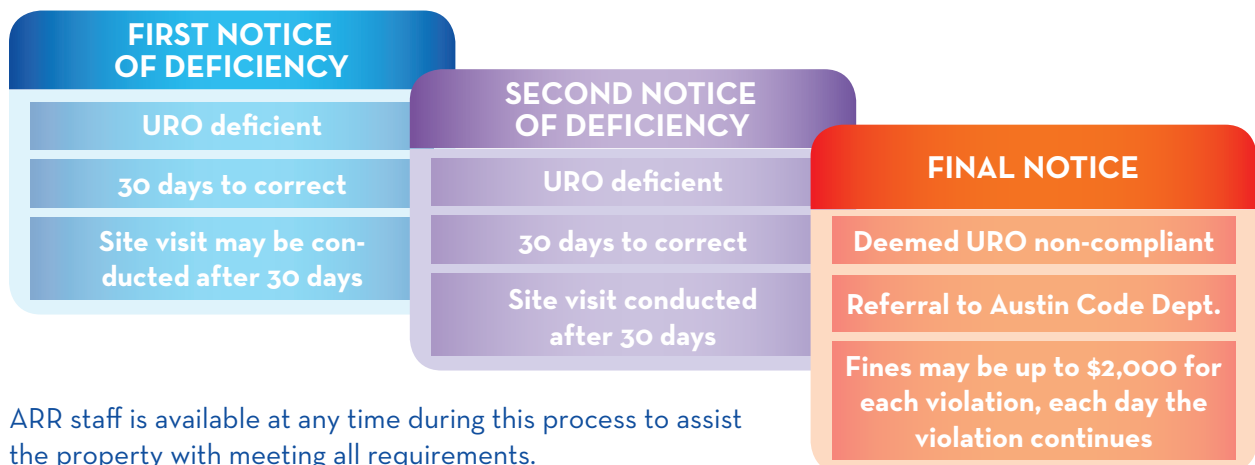
### Q & A

#### Is the City really enforcing the Universal Recycling Ordinance?

YES! Enforcement efforts are underway for properties that have been affected for over a year.

### Enforcement Process

A site visit is performed to verify the public complaint or staff observation. If the property is found to be deficient in any ordinance requirement, the City will issue the First Notice of Deficiency. A 30-day period is given for the property to correct the deficiency and provide documentation to show compliance. Second and third notices to correct the compliance issue follow, if necessary, as illustrated below.



ARR staff is available at any time during this process to assist the property with meeting all requirements.



# OUTREACH ASSISTANCE AND COLLABORATION

---

## RESIDENT EVENTS AND EMPLOYEE TRAINING

Our team often participates in resident and employee education and outreach events. These events provide an opportunity for you as the service representative to share additional details about the services your company provides. Call us if you want us to attend an event, or if you want to collaborate on a training session. Together, we can make these educational opportunities have a greater impact.

### HOST AN EVENT!

Coordinate a resident event or employee training meeting. You set it up, and ARR can provide a presentation, activities, or other educational materials.

## CUSTOMIZABLE HANDOUTS AND EDUCATIONAL MATERIALS

ARR provides materials to help meet the annual education requirements.

Our team can customize the sample educational handouts to include the property name, where the recycling containers are located, and other specific information about the onsite recycling program. For example, it is helpful to have a sample picture of what the onsite dumpster, toter, or labeling looks like on the tenant handout. Sample handouts, email messages, newsletters, website content, presentations, and other items are included in the [Resources](#) section (page 21) of this guide and can also be found at:

[austintexas.gov/zerowastebusiness](http://austintexas.gov/zerowastebusiness)

### ARR LUNCH AND LEARNS

Watch for Austin Resource Recovery's *Lunch and Learns* – free meetings for property managers or owners, usually around Oct and Feb.



# ANNUAL DIVERSION PLAN

## 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

## STEP 2

## ADDING A PROPERTY

Choose your property type.

Enter the property name.

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

Verify and add property.

## STEP 3 OPENING ANNUAL DIVERSION PLAN

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

After you have added your property, it is listed under My Organizations. *Click Join.*

City of Austin - Universal Recycling Ordinance Annual Diversion Plan

My Organizations

Property Name	Join
COMMERCIAL PROPERTY (NON-RESIDENTIAL)	Join

Add Organization

Would you like to add another location? Choose from the following types of organizations/events

- Add Commercial Property (non-residential)
- Add Multifamily Property (apartments, condos, dorms, or other long-term residential)

City of Austin - Universal Recycling Ordinance Annual Diversion Plan Status

Member: RUTHERFORD

Instructions:

Your Plan has not been submitted until a lock icon appears.

To make edits to a locked Plan, contact Austin Resource Recovery at 512-974-9727 or email at [CommercialRecycling@AustinTexas.gov](mailto:CommercialRecycling@AustinTexas.gov)

Only Austin Resource Recovery Staff can edit City of Austin Manager Notes. You have View Only access to these entries.

Property Name	Status
Austin Annual Diversion Plan	2014

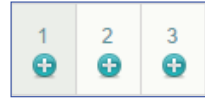
Click the blue icon.

## STEP 4 COMPLETING ANNUAL DIVERSION PLAN

### BEFORE YOU START HERE ARE A FEW HELPFUL 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 of each page
- 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)

# 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, list them here.

Name of Property \* timber creek

Property Street Address \* 610 South 1st Street

Property Zip Code \* 78704 Example: 12345-6789 or 12345

Which category best describes your property? \*  
- Select -

---

**Property ID**

This property ID is the unique value used by the county appraisal districts to identify a specific property. To retrieve your Property ID number, click on the link for your county.

- Travis Central Appraisal District
- Williamson Central Appraisal District
- Tips for searching by property address

Property ID # \*  Examples: 123456 (Travis County) or R123456 (Williamson County)

If this location is an apartment complex with multiple Property IDs, list them here:

Associated Property IDs  separate with commas

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@texas.gov](mailto:commercialrecycling@texas.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.

Is this submission for an entire property or part of the property? \*

Entire Tax Parcel

Part of the Tax Parcel

For the location that this report covers:

What is the number of the building, unit, or suite?  
 Separate by commas if multiple (i.e. -131-B, 131-C, 132)

What is the size in square feet of the property?

## CONTACT INFORMATION:

**Local Management Contact**

Name \*

Title \*

Organization \*

Phone \*  Example: 123-456-7890

Email \*  Example: name@example.com

Check box if owner contact is different than local contact above.

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

## SECTION 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?

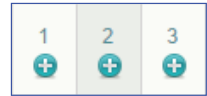
	Yes	No
Paper *	<input checked="" type="radio"/>	<input type="radio"/>
Cardboard *	<input checked="" type="radio"/>	<input type="radio"/>
Aluminum Cans *	<input checked="" type="radio"/>	<input type="radio"/>
Plastic bottles #1 and #2 *	<input type="radio"/>	<input checked="" type="radio"/>
Glass bottles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

Select yes or no for each of the 5 required materials. By selecting no, you are requesting a Waiver for Material Substitution. Explain the substitution in the text box provided. Note: You will document quantities for the requested substitute material on the next page.

# ANNUAL DIVERSION PLAN - PAGE 2



## SECTION 2: SERVICE CAPACITY AND DIVERSION

How many dwelling units are at this location?

For multifamily properties - enter # of units

Trash Collection Services									
	TYPE	NUMBER	VOLUME	UNIT	SERVICE FREQUENCY	UNIT	COMPACTOR?	CUBIC YDS/WK	
1	- Select -	0	0	Cubic Yards	0	Per Week	No	0	

Recycling Collection Services									
	TYPE	NUMBER	VOLUME	UNIT	SERVICE FREQUENCY	UNIT	COMPACTOR?	CUBIC YDS/WK	
1	- Select -	0	0	Cubic Yards	0	Per Week	No	0	

Organics Collection Services									
	TYPE	NUMBER	VOLUME	UNIT	SERVICE FREQUENCY	UNIT	COMPACTOR?	CUBIC YDS/WK	
1	- Select -	0	0	Cubic Yards	0	Per Week	No	0	

### Reduction or Reuse Credit.

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

Use the drop-downs to enter service details. Note if you are unsure of your service details, reference a service invoice or agreement, or contact your service provider.

**Additional 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 items recycled at your property to have them count toward your total recycling capacity. This section is required if you requested the Waiver for Material Substitution on page 1.

## COMPLIANCE SUMMARY

**Option 1: Collection Service Calculations**

The weekly recycling service capacity at this location is:  gallons per week per dwelling

Service Capacity Requirement: **Not met.**

---

**Option 2: Diversion Rate Calculations**

Based on the information reported, your diversion rate is:

Estimated Weekly Tons of Trash  tons per week

Estimated Weekly Tons of Materials Diverted  tons per week

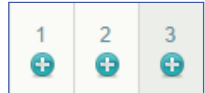
Additional Tons of Materials Diverted  tons per week

Total Diversion Rate  % diversion by weight

Diversion Rate Requirement: **Not met.**

This information will auto-populate based on your previous answers, and will tell you if you're compliant.

# ANNUAL DIVERSION PLAN - PAGE 3



## SECTION 3: CONVENIENCE

Does this location meet the Convenience Requirement? \* No, I need to request a waiver

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:

- Container would consume required parking space resulting in code violation.
- Property has no physical space for additional container.
- Container will restrict vehicle access.
- Collection vehicle would not be able to access the collection container.
- Placement requires concrete pad exceeding impermeable cover limits.
- Property has valet service for both trash and recycling.
- Other

Select yes or no. If no is selected, complete the Waiver for Convenience section. Include details in the text provided.

## SECTION 4: SIGNS & EDUCATION

Does this location meet the Sign Requirements? \* - Select -

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

## SECTION 5: GENERAL WAIVER REQUEST

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? - Select -

Select yes or no. If yes is selected, describe the circumstances for which you are requesting a waiver in the box provided.

## SECTION 6: E-SIGNATURE

Name \*

Title

Organization

Phone Number \*  Example: 123-456-7890

Email Address \*  Example: name@example.com

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

Yes  No

Certification \*

Enter your information here.

# STEP 5 SUBMIT THE ANNUAL DIVERSION PLAN

## SUBMIT TO PROGRAM

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 this button to submit the form to ARR.

**NOTE: THIS MUST BE DONE NO LATER THAN FEB 1<sup>st</sup>.**

## 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

Austin Annual Diversion Plan 2015

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

Save allows you to return to the form to make changes at a later time. A “saved” form will show one of the following icons:

Form in Progress – No Errors. Form in Progress – Errors. Single Form – Completed.

Submit to Program will lock your response. A locked response can be re-opened by Austin Resource Recovery staff.

Locked Form – Awaiting Verification. Your form has successfully been submitted to the Austin Resource Recovery for review. No additional action is required of you unless directed otherwise.

Locked Form – Completed. Your form has successfully been submitted to the Austin Resource Recovery and has been officially reviewed. No additional action is required of you unless directed otherwise.

### FREQUENTLY ASKED QUESTIONS

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

The Annual Diversion Plan describes to City staff the level of landfill and recycling services, as well as education and training, offered at properties that are affected by the 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.

### DEFINITIONS

**Annual Diversion Plan** is a requirement of the Universal Recycling Ordinance for all affected properties. It captures how, and to what degree, that each property is complying with the URO.

**Diversion** means the act of redirecting material from disposal for a higher or best use. Examples include but are not limited to recycling, composting, donation to non-profits for reuse, etc.

**Diversion Rate** means the percentage of materials diverted from traditional disposal, such as landfill or incineration, to be recycled, composted, or re-used.

**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. Credits 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 request. All Responsible Parties requesting credit agree to conduct a third-party audit of the waste stream, reduction request, or reuse request if requested by the City.

**ReTRAC** is the program used to host the City of Austin’s Annual Diversion Plan.

**Service Capacity** is defined as the number of times a container is collected. It is found by multiplying the container’s volume times the service frequency.

**Total Recycling Service Capacity** equals the total collection service generation divided by the total diverted from the landfill.



## WHERE TO FIND THE PROPERTY ID

The City of Austin uses Property IDs found in the Travis County and Williamson County Appraisal District tax rolls. These Property ID numbers provide a unique, static identifier allowing Austin Resource Recovery to track each affected property.

To find the Property ID:

## LOOK UP YOUR TRAVIS COUNTY TAX ID

1. Go to [www.traviscad.org](http://www.traviscad.org)
2. Click the Property Search link on the left side of the home page
3. Click the Property Search button on the left side of the page
4. Select the type of search, enter the search terms as indicated and click the search button.

Travis CAD Property Search Options

Select a search type, then enter one or more search terms. Click "Advanced" for more search options.

Search Type: Owner Name  
Property Address  
Account Number  
Doing Business As (DBA)

Owner: Smith John or Smith

Results Display

Tax Year: 2014

Search Advanced >>

Questions Please Call (512) 834-9317  
This site requires cookies to be enabled in your browser settings.

Database last updated on: 6/16/2014 2:01 AM  
This site only supports Internet Explorer 6+, Netscape 7+ and Firefox 1.5+.

Website version: 1.22.3 © 2014 True Automation, Inc. All Rights Reserved. Privacy Notice

Note: When searching by address, please note that the TCAD address is not always the address a business uses so it may be more difficult to find. If this is the case, it is helpful to use the map search feature at the top right of the webpage. This feature allows the user to click the parcel and open the tax information. Tips for property searches are available on the TCAD website.

Property Search Results > Property ID 235467 CITY OF AUSTIN for Year 2014

Details Map

Account  
Property ID: 235467  
Geo. ID: 0233200003

Location  
Situs Address: 1520 RUTHERFORD LN TX 78754

Owner  
Owner Names: CITY OF AUSTIN  
Mailing Address: N. REAL ESTATE SERVICES DIVISION, 505 BARTON SPRINGS RD STE 1350, AUSTIN, TX 78704-1245

Property  
Appraised Value: N/A

Type: Real

Legal Description: LOT 1-3 HEADWAY 4 LOT 11 BLK C HEADWAY 8 LOT 1 HEADWAY 9-A

Neighborhood: EXEMPT COMMERCIAL PPTY

Mapcode: S26Y

Jurisdictions: 0A, 02, 03, 23, 24, 68

Layers: Parcels Group, Dimensions, Subdivisions, Abstracts, School Districts

Map Search: Radius Search, Map Search

5. The Property ID number is located in the upper left side of the webpage.

Travis CAD Property Search Results > 235467 CITY OF AUSTIN for Year 2014

Details Map

Click on a title bar to expand or collapse the information.

Property

Account  
Property ID: 235467  
Geographic ID: 0233200003

Location  
Address: 1520 RUTHERFORD LN TX 78754

Legal Description: LOT 1-3 HEADWAY 4 LOT 11 BLK C HEADWAY 8 LOT 1 HEADWAY 9-A

Agent Code:

Type: Real

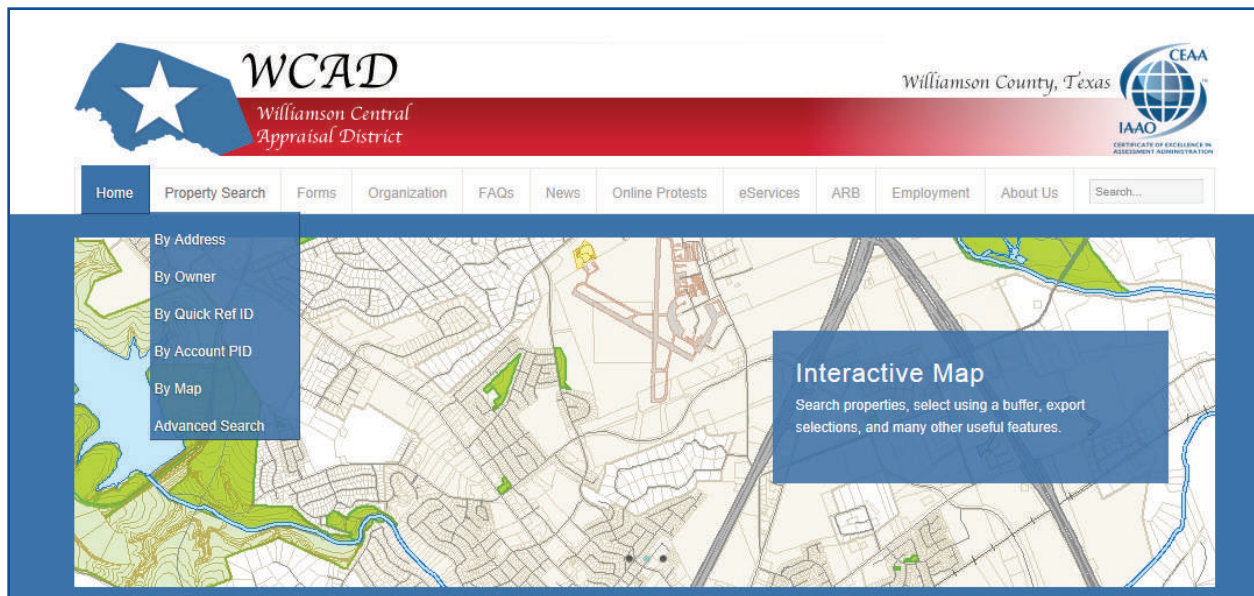
Property Use Code:

Property Use Description:

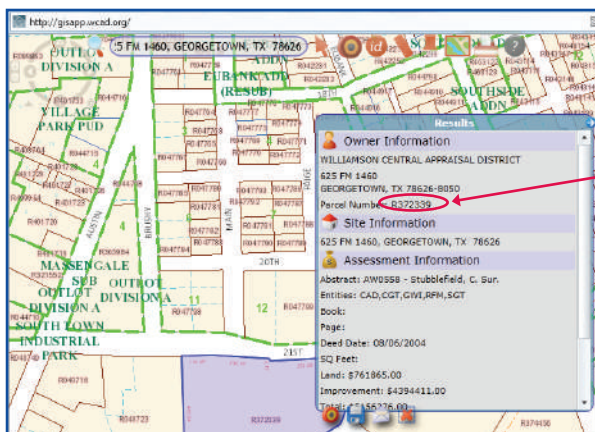
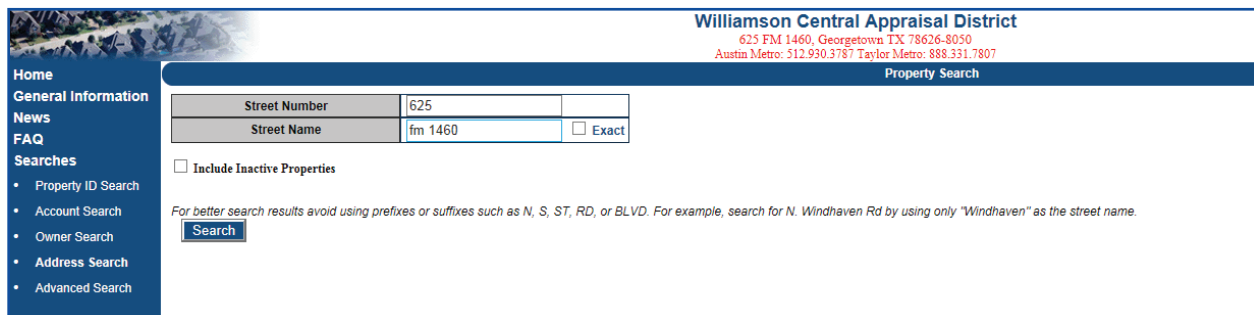
Mapcode: S26Y

# LOOK UP YOUR WILLIAMSON COUNTY TAX ID

1. Go to [www.wcad.org](http://www.wcad.org)
2. Select from the drop down list the category for the search. In this example, we have chosen to search by address.



3. Enter address as indicated, and click the search button.



You may also search by map at:  
<http://gisapp.wcad.org/>

If you have any trouble finding the Property ID, email [commercialrecycling@austintexas.gov](mailto:commercialrecycling@austintexas.gov) or call (512) 974-9727.

# RESOURCES

## SERVICE CAPACITY CALCULATORS

The new Annual Diversion Plan form has several built in calculators to assist with calculation of service capacity. The calculators below are available on the URO Resources webpage at:

[austintexas.gov/zerowastebusiness](http://austintexas.gov/zerowastebusiness)

1. Enter number of dwelling units:	240
------------------------------------	-----

2. Complete one line below for each type of trash container.

Exterior TRASH Containers							Weekly Service Capacity (cu yd/wk)
Type	Number	Container Size		No. of Services		Compaction Rate*	
		gallons	cubic yards	per week	per year		
Carts							-
Dumpster, Roll-off, Compactor, Other	6		6	3.0			108.00
							-
							-
							-
*Enter 3 or 4 for compactors; 1 for noncompacting containers							
<b>Total weekly trash service capacity</b>							<b>108.00</b>

3. Complete one line below for each type & size of recycling container.

Exterior RECYCLING Containers							Weekly Service Capacity (cu yd/wk)
Type	Number	Container Size		No. of Services		Compaction Rate*	
		gallons	cubic yards	per week	per year		
Carts	10	96		1.0			4.75
							-
Dumpster, Roll-off, Compactor, Other							-
							-
							-
*Enter 3 or 4 for compactors; 1 for noncompacting containers							
<b>Weekly recycling service capacity</b>				<b>cubic yards/week</b>			<b>4.75</b>
				<b>gallons/week</b>			<b>960.00</b>

4. Does recycling service meet minimum ordinance requirement of >6.4 gallons/unit/week?

Weekly Recycling Service Capacity per Dwelling Unit (gallon/unit/week)	4.00	Green value meets requirement Red value is less than requirement
--	------	---

**5. How many RECYCLING containers will provide the minimum required recycling service?**

Number of recycling containers for combinations of size and service frequency				
Type	Size	Serviced once per 2 weeks	Serviced weekly	Serviced twice per week
Carts	64 gallon	48	24	12
	96 gallon	32	16	8
Dumpsters	2 cu yd	8	4	2
	3 cu yd	6	3	2
	4 cu yd	4	2	1
	6 cu yd	3	2	1

Red values above are less than the number of trash containers

## SAMPLE NEWSLETTER/WEBSITE ARTICLE

### Mixed Recycling Comes to [Business/Property Name]

The Universal Recycling Ordinance went into effect on Oct. 1, 2012, requiring property owners of large multifamily apartment complexes and commercial office properties to ensure convenient recycling is available for tenants, and employees.

Austin is recovering more material than ever before in an effort to meet its Zero Waste goal of diverting 90 percent of waste from the landfill by 2040.

Separating recyclables into different bins is a thing of the past. Thanks to new technologies, properties can place a variety of materials into a single recycling dumpster or bin with no sorting required. This advancement simplifies how Austin businesses and multifamily complexes collect recyclables and how private haulers transport them.

The following five materials can now be recycled here:

- Mixed paper
- Corrugated cardboard
- Glass bottles and jars
- Plastic containers
- Aluminum and tin cans

As the number of locations diverting materials increases, recycling costs decrease and recycling systems become more effective. Along the way, all this activity boosts the local economy.

To ensure your discards go to beneficial use and contribute to Austin’s Zero Waste goal and the economy, please place your recyclables in the appropriate [COLOR HERE] bins conveniently located throughout the property.

## SAMPLE EMAIL/LETTER MESSAGE

[Company logo]

[Address]

Dear [employee/tenant/etc.]

The Austin City Council set a Zero Waste goal to reduce waste by 75% by 2020 and 90% by 2040.

To help achieve this goal, [Company/Apartment Name] has conveniently located recycling containers near trash containers throughout the property. You can place boxes, paper, bottles, jars, and cans in the recycling containers. Look for [color here] recycling containers and informative posters to identify where to place these recyclable materials!

For more information on recycling onsite, contact [Company/Apartment Name].

For more information on recycling in Austin, visit [AustinRecycles.com](http://AustinRecycles.com) or email: [CommercialRecycling@austinrecycles.com](mailto:CommercialRecycling@austinrecycles.com)

Sincerely,

[Company/Apartment Name]

---

## ARTWORK FILES

Graphics and artwork provided by Austin Resource Recovery are free to use. These files can be helpful in creating custom posters, handouts, and signage, or in designing recycling related materials with a company's own branding standards. These artwork files are available on the URO Resources webpage at:

[austintexas.gov/zerowastebusiness](http://austintexas.gov/zerowastebusiness)





# UNIVERSAL RECYCLING ORDINANCE

## Fact Sheet for Property Owners



The Universal Recycling Ordinance supports Austin's Zero Waste goal by requiring affected property owners to ensure that tenants and employees have access to convenient recycling. The ordinance is intended to increase the life of local landfills, reduce harmful environmental impacts, and encourage economic development.

### The ordinance requires affected property owners to provide:

- Recycling services for plastics #1 & #2, paper, cardboard, glass and aluminum
- Sufficient capacity and convenient location
- Informational signage in English and Spanish
- Regular tenant and employee education
- Annual Recycling Plan Forms

### Who is affected? When?

Properties will be phased in over time. By Oct. 1, 2017, all properties will be required to provide recycling services to their tenants and employees, and properties with food service permits will be required to provide food scrap diversion programs.

Facilities are subject to the URO beginning:	Multifamily properties with more than:	Commercial office buildings larger than:	Other commercial properties larger than:	Food scrap requirements for food service properties larger than:
10/1/2012	75 dwelling units	100,000 SF		
10/1/2013	50 dwelling units	75,000 SF		
10/1/2014	25 dwelling units	50,000 SF	50,000 SF	
10/1/2015	10 dwelling units	25,000 SF	25,000 SF	
10/1/2016	All properties	5,000 SF	5,000 SF	5,000 SF
10/1/2017		All properties	All properties	All properties

Properties with food service permits will be required to provide food scrap diversion programs.

### Multifamily properties:

- Apartments
- Condominiums
- Mobile home parks
- Private funded dorms

### Commercial office buildings:

- Business office properties
- Medical facilities
- Religious buildings
- Private educational facilities

### Other commercial properties:

- Food and beverage industry (restaurants, bars, grocers, catering)
- Retail stores and grocers
- Hotels, motels, and event facilities
- Industrial and manufacturing facilities

## 5 steps to meeting the requirements:

### 1. RECYCLABLE MATERIALS

Properties are required to offer recycling for these materials (at a minimum):



**Paper (including mixed paper and office paper)**



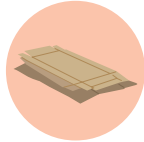
**PETE and HDPE plastic (#1 and #2)**



**Aluminum cans**



**Glass bottles and jars**



**Cardboard and boxboard**

*\*Alternative materials can be proposed in the annual Recycling Plan Form*

### 2. RECYCLING SERVICE CAPACITY

To ensure convenient access and adequate storage capacity for recyclable materials, recycling capacity must meet the following requirements:



**Multifamily properties:**  
Recycling capacity must exceed 6.4 gallons per dwelling, per week.



**Commercial office buildings:**  
Recycling capacity must be equal to, or greater than, 25 percent of the total weekly service capacity for all materials.



All exterior trash containers should have a recycling container within 25 feet.

### 3. SIGNAGE REQUIREMENTS

Properties must provide signage for all exterior containers. All signage must:



- Indicate recyclable materials accepted
- Use graphic illustrations
- Include English and Spanish

### 4. ANNUAL EDUCATION

Properties are required to:

- Educate employees, tenants and businesses about recycling opportunities on the property annually.
- Educate new tenants and employees within 30 days of hire or move in
- Education may include brochures, fliers, emails, meetings, etc.



### 5. RECYCLING PLAN FORM

By **Feb. 1 of each year**, property managers must submit a Recycling Plan to the City of Austin that describes the trash and recycling services and education offered at the property. Find the Recycling Plan form online at [austintexas.gov/recyclingplan](http://austintexas.gov/recyclingplan).

**WAIVERS** - Property owners, or their designee, may request a waiver or alternative compliance when submitting the annual Recycling Plan form. Austin Resource Recovery customers are not required to complete a Recycling Plan, but must meet all other requirements of the Universal Recycling Ordinance.



**DUE FEB. 1**

## Questions?

Austin Resource Recovery, a City of Austin service, offers free Zero Waste business services to help reduce waste, recycle more materials and comply with the City's recycling ordinances. Please email us your business recycling questions to [CommercialRecycling@austintexas.gov](mailto:CommercialRecycling@austintexas.gov)



# PROPERTY NAME RECYCLES!



## How do I start recycling in my home?

- Find a container just for your recyclables. For example, reuse a 5 gallon bucket, extra laundry bin, reusable bag, or old trash can
- Place it in a convenient place for the whole family
- Recycle the items on this page
- Empty recycling container when you take out your trash
- Take container back home and repeat



## WHAT CAN I RECYCLE?

### Paper (mixed & office)

Newspaper, office paper, junk mail, wrapping paper, catalogs, envelopes, greeting cards



### Plastics #1 - #7

Beverage bottles, spray bottles, milk jugs, detergent bottles, soap and shampoo bottles, food tubs (margarine, yogurt, etc.)



### Glass

Beverage bottles, food jars



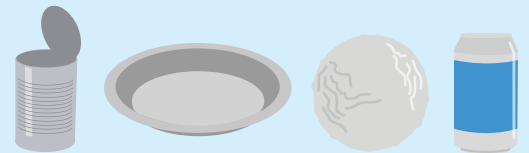
### Flattened Cardboard

Cereal boxes, shoe boxes, gift boxes, beverage containers, food packaging (microwave meals, macaroni & cheese, etc.), paper towel rolls, moving boxes



### Aluminum & Metal

Beverage cans, baking tins and trays, food cans, foil



### Keep out of the recycling bin

Pizza boxes, Styrofoam, hangers, cords, clothing, plastic bags, food, fabric, paper cups and plates, napkins and paper towels, plastic wrap, candy wrappers, chip bags, scrap metal, glassware, glass cookware

*Property specific, customized text goes here*

# NOMBRE DE LA PROPIEDAD RECICLA!



## ¿Cómo puedo empezar a reciclar en mi casa?

- Encuentra un contenedor para su reciclaje. Por ejemplo reutiliza un balde de 5 galones, una cesta de la ropa, una bolsa reutilizable o un viejo bote de basura
- Colóquelo en un lugar conveniente para toda la familia
- Recicla los elementos en esta página
- Vacía el contenedor de reciclaje cuando saques la basura
- Regresa el contenedor a la casa y repite



## ¿QUÉ PUEDO RECICLAR?

### Papel

Periódicos, papel de la oficina, correo no deseado, papel de regalo, catálogos, sobres, cartas



### Plástico

Botellas de bebidas, jarras de leche, botellas de detergentes, botellas de jabón y champú, contenedores de yogurt y mantequilla



### Vidrio

Jarros, botellas, y frascos de comida



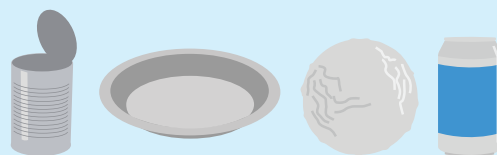
### Cartón

Cajas de cereal, cajas de zapatos, cajas de regalo, contenedores de refrescos, contenedores de comida como cajas de macarrones con queso, comida del microondas, el cartón de los rollos de toallas de papel, cajas de mudanza



### Aluminio y Metal

Latas de bebidas, moldes de aluminio, contenedores de aluminio, latas de alimentos y sus tapas, papel de aluminio



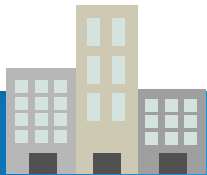
### Mantenga estos artículos fuera del bote de reciclaje

Cajas de pizza, espuma de poliestireno expandido, perchas, alambres, ropa, bolsas de plástico, comida, tela, copas y platos de papel, servilletas y toallas de papel, film de plástico para alimentos, papel de caramelo, bolsas de patatas fritas, chatarra, cristalería, batería de cocina

*informacion sobre la propiedad especifica aqui*

# PROPERTY NAME RECYCLES!

## WHAT CAN I RECYCLE?



Property specific,  
customized text  
goes here

### Paper (mixed & office)

Newspaper, office paper, junk mail, catalogs, envelopes



### Plastics #1 - #7

Beverage bottles, spray bottles, milk jugs, food tubs (margarine, yogurt, etc.)



### Glass

Beverage bottles, food jars



### Flattened Cardboard

Food packaging (microwave meals, macaroni & cheese, etc.), paper towel rolls, moving boxes



### Aluminum & Metal

Beverage cans, food cans, foil



### Keep out of the recycling bin

Pizza boxes, Styrofoam, hangers, cords, clothing, plastic bags, food, fabric, paper cups and plates, napkins and paper towels, plastic wrap, candy wrappers, chip bags, scrap metal, glassware, glass cookware



### Reduce and Reuse in the office, in addition to recycling

#### Reduce

- Go electronic, use less paper
- Store files electronically
- Scan and email rather than fax
- Distribute reports, newsletters, memos and manuals electronically
- Use a projector in meetings rather than printing materials
- Print double-sided
- Use smaller fonts and wider margins

#### Reuse

- Envelopes and file folders
- Cardboard boxes
- Office supplies
- Use the blank side of single-side printed materials and outdated letterhead or forms

#### Recycle those broken or outdated electronics!

There are many opportunities to donate your used computers and other office equipment. If the item is broken or otherwise at the end of its life you can take them to be recycled where materials such as plastic, glass, and even precious metals are reclaimed.

Designate a collection point for electronics that would otherwise be thrown away and take them once or twice a year to an e-cycler.



# NOMBRE DE LA PROPIEDAD RECICLA!



información  
sobre la  
propiedad  
específica aquí



## ¿QUÉ PUEDO RECICLAR?

### Papel

Periódicos, papel de la oficina, correo no deseado, papel de regalo, catálogos, sobres, cartas



### Plástico

Botellas de bebidas, jarras de leche, botellas de detergentes, botellas de jabón y champú, contenedores de yogurt y mantequilla



### Vidrio

Jarros, botellas, y frascos de comida



### Cartón

Cajas de cereal, cajas de zapatos, cajas de regalo, contenedores de refrescos, contenedores de comida como cajas de macarones con queso, comida del microondas, el cartón de los rollos de toallas de papel, cajas de mudanza



### Aluminio y metal

Latas de bebidas, moldes de aluminio, contenedores de aluminio, latas de alimentos y sus tapas, papel de aluminio



### Mantenga estos artículos afuera del bote de reciclaje

Cajas de pizza, espuma de poliestireno expandido, perchas, alambres, ropa, bolsas de plástico, comida, tela, copas y platos de papel, servilletas y toallas de papel, film de plástico para alimentos, papel de caramelo, bolsas de patatas fritas, chatarra, cristalería, batería de cocina

### Reduce y reutiliza en la oficina además de reciclar

#### Reduce

Utiliza menos el papel y utiliza más los electrónicos

- Almacena archivos de forma electrónica
- Escanea y envía por correo electrónico en lugar de fax
- Distribuye informes, boletines, notas y manuales electrónicamente
- Utilice un proyector en las reuniones en lugar de imprimir los materiales
- Imprime páginas a doble cara
- Utilice las fuentes más pequeñas y márgenes más amplios

#### Reutiliza

- Sobres y carpetas de archivos
- Cajas de cartón
- Materiales de oficina
- Use el lado blanco de material impreso de una cara y membretes obsoletos o formas

### Recicle los productos electrónicos rotos u obsoletos!

Hay muchas oportunidades para donar sus computadoras usadas y otros equipos de oficina. Si el artículo está roto puede llevarlo a ser reciclado donde se recuperan materiales como plástico, vidrio, e incluso metales preciosos.

Designar un punto de recogida para las electrónicas que de otra manera serían desechados y llevan una o dos veces al año para un e-cycler.

# WHAT CAN I RECYCLE?

## ¿QUÉ PUEDO RECICLAR?



**PAPER  
(MIXED & OFFICE)**  
PAPEL  
(MEZCLADO & DE OFICINA)



**PLASTICS #1 - #7**  
PLÁSTICOS #1 - #7



**GLASS  
BOTTLES & JARS**  
VIDRIO (JARROS Y  
BOTELLAS)



**FLATTENED CARDBOARD**  
CARTÓN APLANADO



**ALUMINUM & STEEL CANS, FOIL, & PIE PLATES**  
LATAS DE ALUMINIO Y ACERO PLATO DE TARTA  
Y PAPEL DE ALUMINO



**PIZZA BOXES**  
CAJAS DE PIZZA



**FOOD**  
COMIDA



**PLASTIC BAGS**  
BOLSAS DE PLÁSTICO



**STYROFOAM**  
POLIESTIRENO EXPANDIDO



**PAPER TOWELS**  
TOALLAS DE PAPEL



**SHARPS**  
OBJETOS AFILADOS



