



**To:** Zero Waste Advisory Commission

**From:** Bob Gedert, Director  
Austin Resource Recovery Department

**Date:** February 12, 2014

**Subject:** Director's Report

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***AUSTIN RESOURCE RECOVERY ACCOMPLISHMENTS IN 2013***

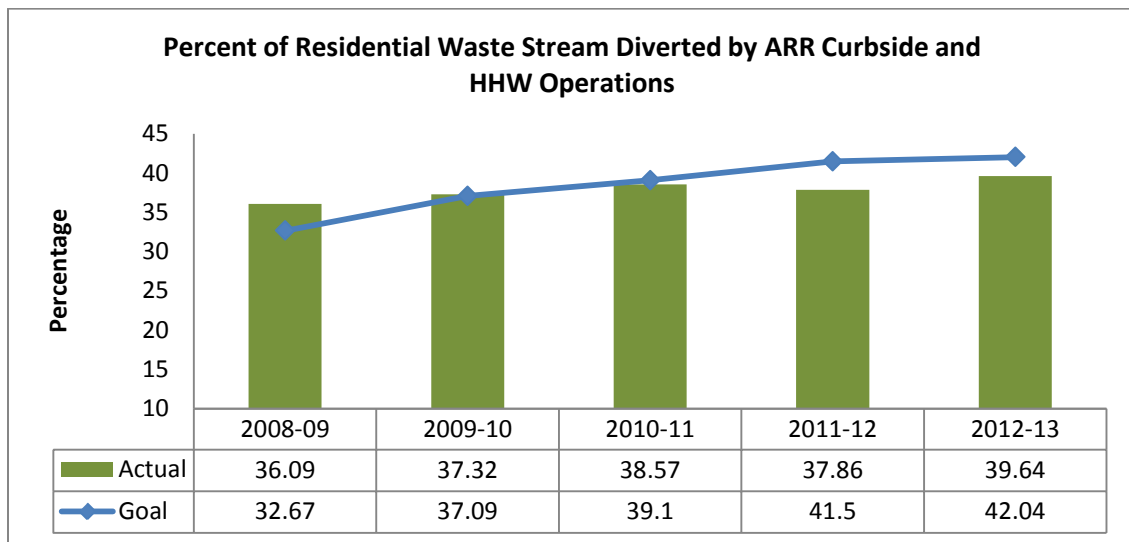
- Installed 352 solar panels on the rooftop of the Kenneth Gardner Service Center, producing 119,898 kilowatts hours of electricity a year, a cost saving of \$11,630.00 annually.
- Initiated a food waste composting pilot with 7,900 residential units, to divert food waste from landfilling to composting. This is a “best-managed practice” of food waste recovery in support of the city Zero Waste goals.
- Collected, mixed, and redistributed 21,738 gallons of paint through the Austin ReBlend program. This is a “best-managed practice” of paint reuse in support of the city Zero Waste goals.
- Implemented a new Safety Culture to mitigate workplace hazards with strong emphasis on accident and injury prevention, personal responsibility, and safety accountability through all staff. This is a “best-managed practice” in support of a safer workplace.
- Initiated an annual Leadership Development Training with Executives, Supervisors, and Managers focusing on best managed practices, personnel leadership, and quality customer services. This is a “best-managed practice” in support of the development of leadership practices.
- Coordinated the trash and debris removal from the Onion Creek flood zone, to date we have collected more than 4,139 tons of trash and debris. Collection crews continue to remove debris as the residents begin remodeling their homes.
- Received a rating of 85% citizen satisfaction regarding the quality of residential and trash curbside recycling services from the ETC Institute – 2013 Community Survey of Austin TX. This satisfaction rating is 11% above the national average. High customer satisfaction is an indicator of “best-managed practices” in support of making Austin the most livable city.

**AUSTIN RESOURCE RECOVERY AWARDS IN 2013**

- In April 2013 we received the state award and recognition for the Austin ReBlend program from the Texas Solid Waste Association of North America (TxSWANA).
- In August 2013 we received the national recognition for recycling leadership from the National Recycling Coalition (NRC).
- In September 2013 we received the national award and recognition for the Austin ReBlend program from the North America Hazardous Materials Management Association (NAHMMA).

**DIVERSION PERFORMANCE MEASURE STATUS**

*Percent of residential waste stream diverted by ARR curbside, reuse, and HHW operations*



City Council adopted the Austin Zero Waste Strategic Plan in January 2009 (Resolution #2009-0115-050) that establishes the city’s waste diversion goals. Within the ARR Master Plan are benchmark goals of 50% diversion by 2015 and 75% diversion by 2020. ARR has established an ongoing performance measure that annually reports the residential recycling and household hazardous waste that is diverted from landfilling.

Pursuit of the long-range goal of 90% diversion requires significant annual increases of the amount of recyclables collected from households. Increasing the residential household diversion rate requires increasing collection of recyclables, HHW and yard trimmings, with corresponding reductions in trash collected and landfilled. New programs have been implemented to add new material streams to the recycling blue cart collection, increased hours of operation to increase HHW collection, and enlarged brush and yard waste collection to all single family residential units. These efforts have not yielded the desired increase collection of recyclables and the desired reduction in trash disposed from single-family households.

Performance Measure Evaluation: ARR customers are not recycling at the level desired, resulting in missed target diversion goals. The percentage of recyclable material diverted from landfilling from single-family residential units has remained constant over the last 3 years.

The diversion goal for this performance measure is 44% for FY14 (current fiscal year), with the current actual diversion at 39%. Upon staff analysis, the city-wide residential set-out rate of blue recycling carts is 72%, with some areas of the city at less than 50% usage of the blue carts. It is also estimated that only 70% of the available residential recyclables is captured in the blue carts. There is strong concern that the 2015 diversion goal of 50% landfill diversion will not be met without more aggressive efforts to divert material from landfilling.

Next Steps: To reach the 50% diversion by 2015 goal, ARR will increase public education through several planned *Recycle Right* marketing campaigns projected to increase the amount recycled per household as well as the percentage of households participating in recycling services. Additional diversion opportunities can be gained through the addition of new recyclables, and encouraging waste reduction through reuse. Finally, ARR will prioritize existing programs with new diversion-oriented programs as it evaluates the affordability of its diversion programs.

#### **PUBLIC EDUCATION – CHAPTER 24, ARR MASTER PLAN**

*(Part 7 of a series describing the chapters of the ARR Master Plan)*

According to the EPA, “a successful solid waste management program requires widespread public participation. Such participation can best be obtained through early and effective public education programs, which must continue even after the program is in full swing.” Well-planned education and outreach programs will generate understanding and support for the City’s Zero Waste initiatives.

Public education and outreach can take a variety of forms including written materials, visual materials and events. The Department will enhance the existing public education program to ensure a comprehensive, robust program. In developing these programs, staff will evaluate the investment of time and labor, the financial cost and the effectiveness of each strategy. These programs will become a regular part of the Austin community and will evolve to meet the needs of the City. Some examples of public education activities include youth education, speakers’ bureaus and an annual report.

#### Youth Education

The Department currently provides free classroom presentations for 2nd and 3rd grade students in the school districts’ elementary schools. These presentations introduce students to the concepts of recycling, waste reduction and Zero Waste, and correspond with the Texas Essential Knowledge and Skills requirements. Staff desires to expand the youth education program by developing a new scope of work to be competitively bid through City’s process. The new scope of work will consider the following:

- Expand opportunities from 2nd and 3rd grade only to other grade levels, targeting students in all levels – elementary, middle and high school
- Expand content from recycling only to a larger message of Zero Waste and sustainability
- Ensure that content is curriculum-based and that the message is cohesive throughout the various grade levels
- Partner with other City departments that have a message of sustainability to develop a unified voice from the City

- Include an on-call option to fulfill youth education requests that come from non-school groups or for large presentations
- Consider including private and charter schools
- Collaborate with other surrounding school districts through inter-local agreements having them cover the cost

### Speakers Bureau

The Department provides a wide range of services to Austin residents, businesses and visitors. To better understand the City's Zero Waste programs and initiatives, the PIO/Marketing team will develop a speakers bureau, comprised of representatives from throughout the City to provide presentations on a wide range of topics free of charge.

### Annual Report

ARR will prepare an annual report to provide the Austin community with updates on programs, services and progress toward the Zero Waste goal. This document will report on how well the Department is doing in meeting the specific objectives outlined in the Master Plan and will include but not be limited to the following:

- Departmental awards and accomplishments
- Brief background and history on the Department
- Program highlights – the latest and greatest
- Community partnerships and research
- Operational and administrative overviews

The annual report will be developed and distributed widely, including other City Departments, the Mayor and Council, as well as the general public. The report will be printed for distribution, posted on the City's website and content delivered at various community engagement opportunities.

*Source: Austin Resource Recovery Master Plan, excerpts from Chapter 24*

### **Recent Council Actions**

January 30<sup>th</sup> Council Meeting – City Council authorized execution of a contract with Toter LLC for the purchase of residential garbage, organics, and recycling carts.

January 30<sup>th</sup> Council Meeting – City Council authorized the award, negotiation, and execution of a 24 month service agreement with the US Business Council for Sustainable Development to design, develop, and maintain a materials exchange system.

**Personnel Changes in December 2013/January 2014**

New employee	Promotions	Notes: Title/ Division
Kendra Leger		Temporary Recycle Right Crew
Kristen Munoz		Temporary Intern PIO
Willie Wilson		Temporary ARR Associate
Emily Yeoman		Temporary Intern, SI
	Jessica Edwards	Austin Resource Recovery Division Manager-Finance
	Vera Labriola	Research Analyst
	Charlotte Huskey	Waste Diversion Planner Senior
	Jose Tejero	Austin Resource Recovery Crew Leader
	Lee Houston	Austin Resource Recovery Crew Leader
	Richard Herrera	Austin Resource Recovery Crew Leader
	Robert Williams	Austin Resource Recovery Operator Specialist Senior
	Joshua Williams	Austin Resource Recovery Operator Specialist Senior
	Michael Turner	Austin Resource Recovery Operator Specialist Senior
	Dexter Landry	Austin Resource Recovery Operator Specialist Senior
	Sean Fresch	Austin Resource Recovery Operator Specialist Senior
	Dana Blindert	Coordinator, Occupational Health & Safety

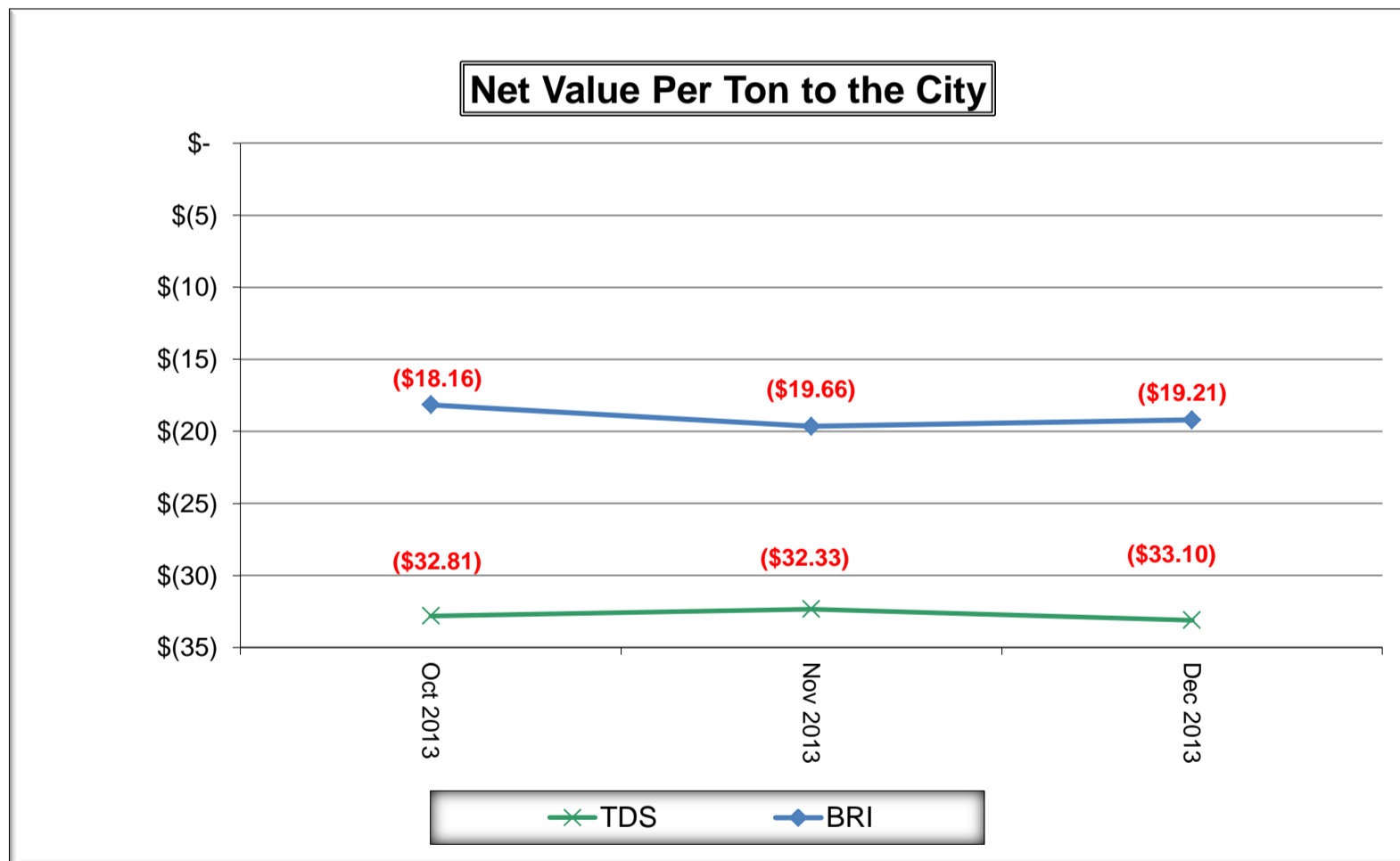
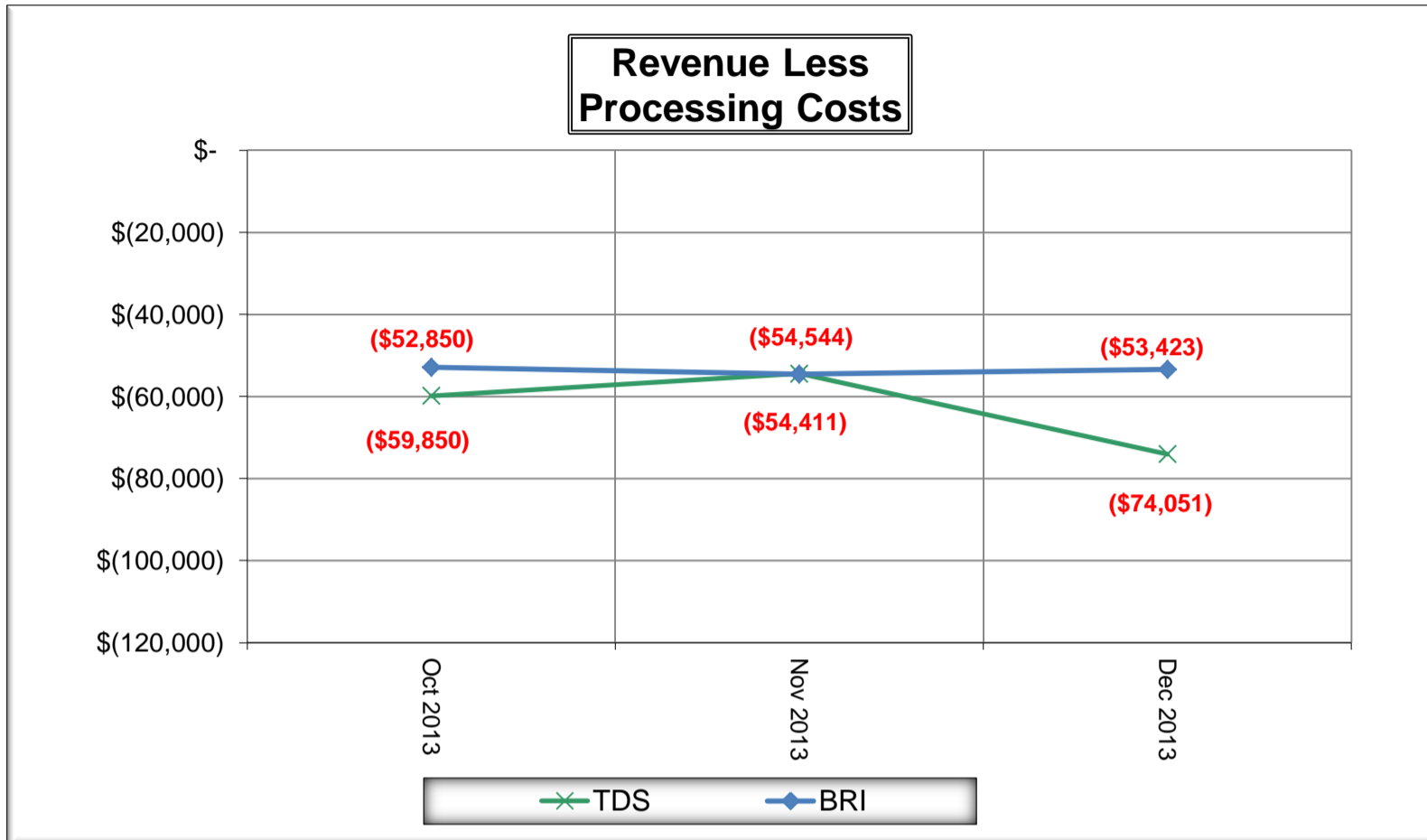
**Zero Waste Advisory Commission - February 12, 2014**  
**Single Stream Recycling Statistical Report**  
**FY 2013-14: October - December, 2013**  
**Texas Disposal Systems (TDS) and Balcones Resources, Inc. (BRI)**

Month and Year	Contractor	Tons Delivered	Contractor Payments			Net Value to the City	Landfill Cost Avoidance	
			Revenue	Processing Cost	Net Amount Due/(Owed)	\$ per ton value	Cost Per Ton	Total
October 2013	TDS	1,824.24	\$108,623	\$168,473	(\$59,850)	(\$32.81)	\$21.01	\$38,327
	BRI	2,910.84	\$177,974	\$230,825	(\$52,850)	(\$18.16)	\$21.01	\$61,157
	<i>Total</i>	4,735.08	\$286,598	\$399,298	(\$112,701)			\$99,484
November 2013	TDS	1,682.84	\$99,569	\$153,980	(\$54,411)	(\$32.33)	\$21.01	\$35,356
	BRI	2,775.04	\$165,885	\$220,429	(\$54,544)	(\$19.66)	\$21.01	\$58,304
	<i>Total</i>	4,457.88	\$265,454	\$374,409	(\$108,955)			\$93,660
December 2013	TDS	2,237.24	\$130,657	\$204,707	(\$74,051)	(\$33.10)	\$21.01	\$47,004
	BRI	2,781.35	\$167,489	\$220,913	(\$53,423)	(\$19.21)	\$21.01	\$58,436
	<i>Total</i>	5,018.59	\$298,146	\$425,620	(\$127,474)			\$105,441
<b>FY 2013-14 Totals</b>		<b>14,211.55</b>	<b>\$850,197</b>	<b>\$1,199,327</b>	<b>(\$349,130)</b>			<b>\$298,585</b>

**Material Composition Percentages**

	Previous Audit		Current Audit	
	TDS	BRI	TDS	BRI
<i>Material</i>	<i>4/13/13</i>	<i>4/27/13</i>	<i>10/19/13</i>	<i>11/16/13</i>
ONP #8 (Old Newspaper)	16.14%	25.97%	17.56%	23.88%
OCC (Corrugated Cardboard)	8.42%	12.14%	13.49%	10.99%
Mixed Paper	20.17%	9.73%	15.59%	13.51%
Plastic Bottles - PETE	2.71%	3.21%	3.00%	3.25%
HDPE Natural	1.00%	0.62%	1.07%	0.83%
HDPE Color	0.83%	0.75%	0.94%	0.79%
Mixed Plastics 3-7	3.73%	1.85%	3.77%	2.16%
UBC (Used Beverage Cans)	1.21%	1.33%	1.21%	1.08%
Tin Cans	1.94%	1.86%	1.63%	1.37%
Scrap Metal	0.89%	0.72%	0.87%	0.70%
Glass	27.04%	27.99%	28.76%	28.89%
Residual - trash	15.92%	13.83%	12.11%	12.55%
<i>Total</i>	100.00%	100.00%	100.00%	100.00%

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**Texas Disposal Systems (TDS) and Balcones Resources, Inc. (BRI)**



**Zero Waste Advisory Commission**  
**Single Stream Recycling Statistical Report**  
**FY 2012-13: October, 2012 through September, 2013**  
**Texas Disposal Systems (TDS) and Balcones Resources, Inc. (BRI)**

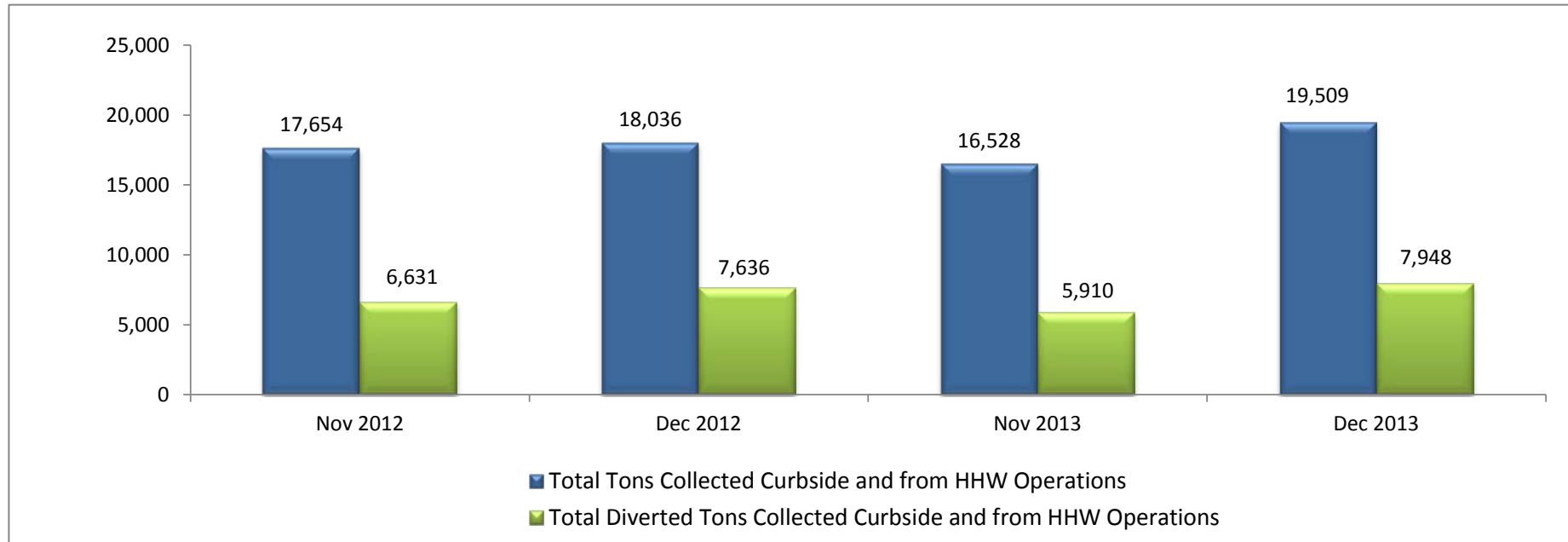
Month/Year	Contractor	Tons Delivered	Revenue	Processing Cost	Net Amount Due to COA/(Owed to Contractor)
October 2012	TDS	1,992.62	\$107,483	\$182,325	(\$74,842)
	BRI	2,522.20	\$156,614	\$201,074	(\$44,460)
	<i>Total</i>	4,514.82	\$264,097	\$383,399	(\$119,302)
November 2012	TDS	1,676.28	\$92,488	\$153,380	(\$60,891)
	BRI	2,864.82	\$188,214	\$227,301	(\$39,087)
	<i>Total</i>	4,541.10	\$280,702	\$380,681	(\$99,978)
December 2012	TDS	2,584.16	\$144,257	\$236,451	(\$92,194)
	BRI	2,010.51	\$135,238	\$161,904	(\$26,666)
	<i>Total</i>	4,594.67	\$279,495	\$398,355	(\$118,860)
January 2013	TDS	2,014.55	\$117,385	\$184,331	(\$66,946)
	BRI	3,059.87	\$201,932	\$242,233	(\$40,301)
	<i>Total</i>	5,074.42	\$319,317	\$426,564	(\$107,247)
February 2013	TDS	1,588.12	\$95,632	\$145,313	(\$49,681)
	BRI	2,370.66	\$159,074	\$189,474	(\$30,400)
	<i>Total</i>	3,958.78	\$254,706	\$334,787	(\$80,081)
March 2013	TDS	1,639.78	\$103,588	\$150,039	(\$46,451)
	BRI	2,625.14	\$185,599	\$208,953	(\$23,354)
	<i>Total</i>	4,264.92	\$289,187	\$358,992	(\$69,805)
April 2013	TDS	2,055.29	\$128,513	\$188,059	(\$59,546)
	BRI	2,517.46	\$172,616	\$200,712	(\$28,096)
	<i>Total</i>	4,572.75	\$301,129	\$388,771	(\$87,642)
May 2013	TDS	1,649.59	\$96,860	\$150,937	(\$54,077)
	BRI	3,167.84	\$205,879	\$250,498	(\$44,619)
	<i>Total</i>	4,817.43	\$302,739	\$401,436	(\$98,697)
June 2013	TDS	1,694.34	\$95,969	\$155,032	(\$59,063)
	BRI	2,479.78	\$155,851	\$197,827	(\$41,976)
	<i>Total</i>	4,174.12	\$251,820	\$352,859	(\$101,039)
July 2013	TDS	2,010.01	\$114,213	\$183,916	(\$69,703)
	BRI	2,604.04	\$163,896	\$207,339	(\$43,443)
	<i>Total</i>	4,614.05	\$278,110	\$391,255	(\$113,146)
August 2013	TDS	1,637.80	\$89,016	\$149,859	(\$60,843)
	BRI	2,831.40	\$173,468	\$224,744	(\$51,276)
	<i>Total</i>	4,469.20	\$262,483	\$374,602	(\$112,119)
September 2013	TDS	3,099.10	\$167,777	\$283,568	(\$115,791)
	BRI	1,243.76	\$75,299	\$100,185	(\$24,886)
	<i>Total</i>	4,342.86	\$243,076	\$383,753	(\$140,677)
<b>FY 2012-13 Totals</b>		<b>53,939.12</b>	<b>\$3,326,861</b>	<b>\$4,575,453</b>	<b>(\$1,248,592)</b>



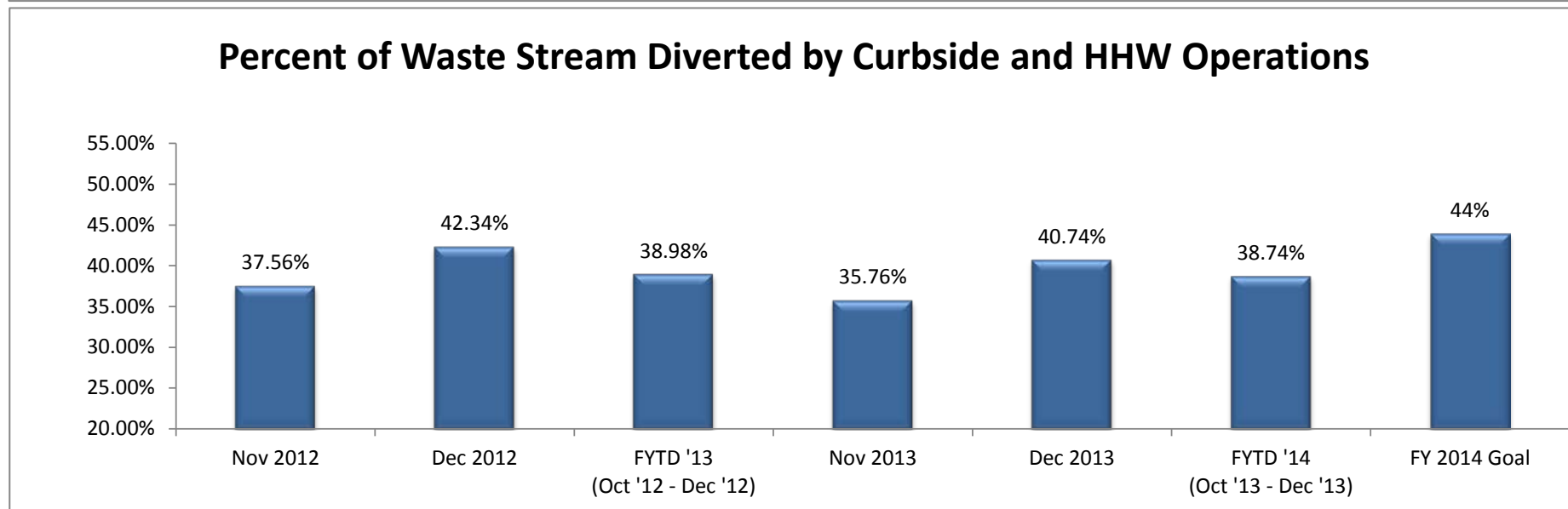
# Austin Resource Recovery Curbside Collection and HHW Operations

		LAST FISCAL YEAR				CURRENT FISCAL YEAR				
		FY 2012	FY 2012 Goal	Nov 2012	Dec 2012	FYTD '13 (Oct '12 - Dec '12)	Nov 2013	Dec 2013	FYTD '14 (Oct '13 - Dec '13)	FY 2014 Goal
Tons Disposed	Tons of curbside Garbage	129,653	123,000	10,652	9,898	31,177	10,155	11,049	30,819	123,000
	Tons of Curbside Bulk Disposed	7,611	7,500	339	480	1,679	422	490	2,011	7,000
	HHW Operations Tons Disposed	434	400	32	22	82	41	22	99	390
	<b>Total Disposed Tons Collected Curbside and from HHW Operations</b>	<b>137,698</b>	<b>130,900</b>	<b>11,023</b>	<b>10,400</b>	<b>32,938</b>	<b>10,618</b>	<b>11,561</b>	<b>32,929</b>	<b>130,390</b>
Tons Diverted	Tons of curbside recycling	54,009	60,000	4,525	4,572	13,595	4,220	5,129	14,099	64,000
	HHW Operations Tons recycled/reused	208	150	16	11	47	21	20	71	150
	Tons of Curbside Yard Trimmings	21,712	25,000	1,504	2,634	5,522	1,247	2,460	5,046	31,000
	Tons of Curbside Bulk Recycled	233	200	8	13	48	5	10	43	783
	Tons of Curbside Brush Collected	7,720	7,500	578	406	1,827	417	329	1,568	6,200
	<b>Total Diverted Tons Collected Curbside and from HHW Operations</b>	<b>83,882</b>	<b>92,850</b>	<b>6,631</b>	<b>7,636</b>	<b>21,039</b>	<b>5,910</b>	<b>7,948</b>	<b>20,827</b>	<b>102,133</b>
	<b>Total Tons Collected Curbside and from HHW Operations</b>	<b>221,580</b>	<b>223,750</b>	<b>17,654</b>	<b>18,036</b>	<b>53,977</b>	<b>16,528</b>	<b>19,509</b>	<b>53,756</b>	<b>232,523</b>
	<b>Percent of Waste Stream Diverted by Curbside and HHW Operations</b>	<b>37.86%</b>	<b>41.50%</b>	<b>37.56%</b>	<b>42.34%</b>	<b>38.98%</b>	<b>35.76%</b>	<b>40.74%</b>	<b>38.74%</b>	<b>44%</b>
	<b>Pounds of Garbage collected per customer per pickup</b>	<b>27.05</b>	<b>25.06</b>	<b>26.52</b>	<b>26.36</b>	<b>n/a</b>	<b>25.01</b>	<b>27.05</b>	<b>n/a</b>	<b>24.64</b>
	Number of Garbage customers	184,316	188,807	185,491	185,712	n/a	187,522	188,221	n/a	192,000
	<b>Pounds of Recycled materials collected per customer per pickup (every other week)</b>	<b>22.71</b>	<b>24.44</b>	<b>22.71</b>	<b>22.70</b>	<b>n/a</b>	<b>21.07</b>	<b>25.46</b>	<b>n/a</b>	<b>25.64</b>
	<b>Pounds of Yard Trimmings collected per customer per week</b>	<b>4.56</b>	<b>5.09</b>	<b>3.77</b>	<b>3.77</b>	<b>n/a</b>	<b>3.11</b>	<b>6.10</b>	<b>n/a</b>	<b>6.21</b>
	Number of Recycling and Yard Trimmings customers	182,971	188,807	184,049	184,284	n/a	184,974	185,697	n/a	192,000

## Austin Resource Recovery Curbside Collection and HHW Operations



### Percent of Waste Stream Diverted by Curbside and HHW Operations



# Austin Resource Recovery Curbside Collection and HHW Operations

Reporting Status and Diversion Results for All Categories of Waste Generation						
Category of Waste Generation	FY2009-10 actual	FY2010-11 actual	FY2011-12 actual	FY2012-13 actual	FY2013-14 goal	FY2013-14 current
Residential Waste Diversion (city serviced accounts)	37.32%	38.57%	37.86%	39.64%	44.00%	38.74%
Commercial / Industrial Waste Diversion	information not available*					
Institutional Waste Diversion	information not available*					
	*Non-residential waste diversion to be inventoried in 2015					

