

Chapter 12-3 Solid Waste Guidelines

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1.0 SCOPE OF RULES

The City of Austin Solid Waste Services Guidelines contained within this document are intended to assist in the implementation, administration, and enforcement of City Code, Chapter 12-3.

2.0 ADOPTION AND REVISION OF SOLID WASTE GUIDELINES

Under authority of City Code Chapter 12-3, the Director of the Solid Waste Services Department [hereinafter Director] is authorized to adopt or revise the Guidelines, as needed. Before adopting or revising the Solid Waste Services Guidelines, the Director shall present the guidelines to the Solid Waste Advisory Commission.

3.0 GENERAL PRINCIPLES

The Solid Waste Services Department provides services to the citizens of Austin to manage the reduction, collection, recycling, and disposal of Austin's solid waste, recyclable materials, and household hazardous waste, as authorized in Chapter 12-3. The City's system of providing these services to residents is called the "Pay-As-You-Throw" program. This name refers to the financial incentives provided to customers who reduce their waste by taking advantage of the recycling and reduction opportunities offered by the City.

The Solid Waste Guidelines of Chapter 12-3 are the official Guidelines of the Solid Waste Services Department and may be updated as needed to reflect safety requirements, equipment or program changes, and contract requirements for disposal of solid waste or diversion of recyclable products.

4.0 SERVICES

4.1 Use of Service Required

1.1.1. All single family, duplex, or triplex dwellings are required to use the City's Pay-As-You-Throw services and pay the approved rates for those services. Commercial services are also available on a subscriber basis for low-volume commercial customers. Customers may be exempted by the Director from use of the service and payment if:

- the customer has requested and received an exemption from the Director and alternate services have been arranged.
- the volume of materials set out is prohibitive or a health threat.
- the location is prohibitive (private streets, accessibility difficult, narrow alleys, excessive distance from road, etc.)
- particular waste characteristics make mechanically handled containers preferable, such as animal manure, etc.

4.1.2. The owner or the owner's designated representative in charge of a business, apartment house, condominium, townhouse complex, or planned unit development containing four or more dwelling units may decline the collection services provided by the City if a written agreement is made with the City. A copy of the contract with the private hauler, or an affidavit from the private hauler showing the effective dates of service must be attached to the agreement.

The City will not charge the customer for service at the property while private collection service is secured during the time that the written agreement is in effect.

4.2 Alternative Services

If the Director determines that a customer or group of customers cannot be adequately served with the standard collection services, the Director may provide alternative collection services using whatever receptacles and removal methods the Director considers appropriate or the Director may require the customer or customers to secure private collection services

4.3 Landfill Services

4.3.1. Landfill Guidelines - The City of Austin FM 812 Landfill accepts non-putrescible waste, construction and demolition waste and other material as authorized for a Type IV landfill by the Texas Natural Resource Conservation Commission. When using the landfill all disposal fees must be paid prior to dumping and all rules must be obeyed, including the following prohibitions:

- No exceeding posted speed limits.
- No untarped loads unless assessment is paid.
- No disposal of hazardous wastes in the landfill. .
- No enclosed vehicles or trailers which do not allow inspection of the load are allowed.
- No handguns or weapons.

The Director or his designee may suspend the dumping privileges and order off the property any person violating these rules.

4.3.2. Landfill Recycling Center – The Director may provide a Landfill Recycling Center operated either by City personnel or a private contractor. The Landfill Recycling Center may accept car batteries, appliances, newspaper, most metals, glass, and other items that can be reused or recycled. Additional restrictions, such as limits on quantities, may apply.

4.4 Schedule and Frequency of Solid Waste Services

4.4.1. Residential Collection Services Schedule - Garbage, yard trimmings, and recycling are all collected in separate containers generally on the same service day each week, Mondays through Fridays. The Director may schedule different collection days for these services to better balance workload within the department. Collection services may be delayed or cancelled due to weather or unforeseeable circumstances.

4.4.2. Holiday Collection Schedule - When Solid Waste Services crews observe a holiday that falls on a weekday, the service day(s) slides to the following day for the remainder of the week after the holiday. The “slide” means that if your service day falls on a Solid Waste Services’ holiday, your service day slides to the following day. This also means that customers with a collection day later in the week will receive their service one day later.

1. Holidays observed by the Department:

- Thanksgiving Day
- Christmas Day
- New Year’s Day

2. Collection will occur on the following holidays:

- Martin Luther King Jr. Day
- Memorial Day
- Labor Day
- Christmas Eve
- Friday after Thanksgiving (*Thursday service day slides to Friday, and Friday service day slides to Saturday.*)
- Presidents' Day
- Independence Day
- Veterans Day

4.4.3 Special Collection Services Schedule

- 4.4.3.1 Bulky Item Collection - Curbside collection of bulky items is provided one to two times per year. Advance notice of scheduled bulk collections is provided to affected neighborhoods.
- 4.4.3.2. Brush Collection - Curbside collection of brush is provided at least once each year. Advance notice of scheduled brush collections is provided to affected neighborhoods.
- 4.4.3.3. Household Hazardous Waste Disposal - The Household Hazardous Waste Collection Facility is open only to City of Austin and Travis County households on Tuesdays and Wednesdays from 12:00 p.m. to 7:00 p.m., except during certain holiday weeks or severe weather events. The HHW Facility is closed during Thanksgiving and Christmas weeks. The Director will determine any changes in the weekly operating schedule, or the schedule for any weekend collection events.
- 4.4.3.4. Street Cleaning – The cleaning of curbed streets is performed nightly in the downtown business district, monthly on main boulevards, and at least six times each year in residential areas.
- 4.4.3.5. Litter Abatement – Litter abatement is performed nightly in the downtown central business district, and litter abatement on the public right of ways and City of Austin properties is scheduled as reported.
- 4.4.3.6. Dead Animals - Dead animals are collected from public rights-of-way Mondays through Saturdays as reported by customers.

5.0 RECEPTACLES

5.1 Use of Receptacles

5.1.1 When to Set Out Receptacles - A customer shall set out the solid waste receptacle at the designated collection location at the public street or alley no earlier than 8:00 p.m. on the day preceding the collection day and no later than 6:30 a.m. on the collection day. A customer shall remove the solid waste receptacle from the collection location not later than 10:00 p.m. on the collection day.

5.1.2 Placement for Collection - The receptacles must be placed for collection at the curb or edge of street. Garbage, yard trimmings and recyclables should be placed at least five feet away from each other where space allows. Do not set out on top of water meters or in the path of the mail delivery vehicle or in front of mailboxes. The Depart-

ment may designate specific locations for container placement.

5.1.3. Garbage

5.1.3.1 Customers shall use the city-issued garbage cart(s) for their garbage.

5.1.3.2 If a customer subscribes to more than one garbage cart, the additional cart(s) shall be tagged by the City of Austin.

5.1.4. Extra Garbage

5.1.4.1 Extra Garbage Stickers are required for any garbage outside of the cart, or for any garbage in the cart, which will not allow the lid to close completely. Bags of extra garbage must have an Extra Garbage Sticker attached to each bag. Any extra garbage not properly tagged with an Extra Garbage Sticker will be collected and the customer will be assessed an unstickered garbage fee as established by ordinance.

5.1.4.2 Overloaded carts will not be emptied. If the lid to the cart(s) will not close, the extra garbage must be removed and placed in a plastic garbage bag(s) no larger than 40-gallons and set beside the cart.

5.1.4.3 No more than 35 pounds of garbage should be placed in each plastic bag. Solid Waste Services employees will exercise reasonable care in lifting bags, but if the bag breaks when it is lifted, it is the responsibility of the customer to clean it up.

5.1.4.4 If the customer chooses to place the bagged and tagged garbage in a reusable container, such as a garbage can:

- The can must have no sharp edges.
- Each bag inside the container must have an Extra Garbage Sticker or the unstickered fee will apply to each bag that is not properly stickered.
- The Extra Garbage Sticker(s) must not be placed directly on the can.
- Personal containers including contents must weigh no more than 50 pounds.

5.1.4.6 The director may choose to waive the fees for stickered and unstickered garbage in the event of a natural disaster or significant storm event.

5.1.5. Recycling

5.1.5.1 Recyclable containers should be placed in city-issued recycling bins, or other similar type bins with no sharp edges, and no larger than 14 gallons in volume.

5.1.5.2 Junk mail, newspapers, and home office paper should be placed in a brown paper grocery bag(s), a cardboard box, a separate bin or a reusable container(s) with no sharp edges and set next to the recycling bin.

5.1.5.3 Each bin or bag must not weigh more than 35 pounds.

5.1.6. Yard Trimmings

5.1.6.1 Yard trimmings, such as grass clippings, leaves, weeds and small twigs, must be placed in a kraft paper bag(s), a compostable cardboard box(es), or in a personal reusable container(s). (Cactus or other thorny plants that can easily injure employees must be placed in a cardboard box.)

2.2.2.2 Reusable containers must be no larger than 35 gallons, have no sharp edges,

- and weigh no more than 50 pounds when loaded.
- 2.2.2.3 In rainy weather, put lids on containers to keep water out.
- 5.1.6.4 The use of plastic bags for yard trimmings is not acceptable. Yard trimmings set out in plastic bags will be considered ‘extra garbage’, and must have an Extra Garbage Sticker attached to each bag or they will be charged as unstickered garbage.
- 5.1.6.5 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 50 pounds.
- 5.1.6.6 If limbs are placed in a personal, reusable container(s), limbs cannot project more than six (6) inches above the rim of the container.

5.2 Maintenance of Receptacles

5.2.1 Storage

- 5.2.1.1 Customers shall store receptacles on private property, except when special arrangements have been made with the City as specified in Chapter 12-3-26 E.
- 5.2.2.2 When moving, leave City-owned cart(s) and bin(s) behind for the next occupant in a secure place.

5.2.2 Care of Receptacles

- 5.2.2.1 Customers shall keep receptacles reasonably clean so they will not attract flies, fire ants or other pests or cause a health concern.
- 5.2.2.2 Bag all food waste, animal waste, soiled diapers, etc. in plastic before placing into receptacles.
- 5.2.2.3 Keep cart lids closed.
- 5.2.2.4 Rinse food residue from recyclable glass, metal and plastic containers before placing in the recycling bin to keep the bin clean and to avoid pests and odors.
- 5.2.2.5 Rinse out receptacles with regular soap and water if an odor develops or food residue spills.
- 5.2.2.6 Report any damage to the cart(s) or bin(s) to the Department. 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.

5.3 Public Receptacles

Receptacle Requirements - Public trash receptacles donated to the City by an individual must be obtained through the Keep Austin Beautiful container sponsorship program.

6.0 PROCEDURES AND MATERIALS COLLECTED

1.1. Garbage Collection

These guidelines apply to City of Austin Solid Waste Services Pay-As-You-Throw residential customers and commercial customers subscribing to City of Austin services. This information does not apply to households who are not City of Austin Solid Waste customers.

- 6.1.1. Garbage is collected once each week for residential customers and as subscribed for commercial customers.
- 6.1.2. Days of collection are normally Mondays through Fridays, except during holiday

- “slide” weeks observed by the department.
- 3.3.3. The Director designates which day customers’ collection services, i.e. garbage, recycling, and yard-trimmings falls on and any special collections due to holidays or weather. The Director may change the service days for any of the services with proper notice at any time to allow for the efficient collection of materials (route balancing).
- 3.3.4. The lid(s) to the garbage cart(s) must close completely by its own weight.
- 6.1.5. If the lid does not close, extra garbage must be bagged and tagged with an extra garbage sticker.
- 6.1.6. See Section 5.1 for set-out guidelines.
- 6.1.7. The Director may impose additional restrictions on items, or quantities of items to be collected to protect workers or based on equipment limitations.
- 6.1.8. Items collected:
- Regular household garbage
 - Bagged and tagged extra garbage bags
- 6.1.9. Items collected that require special handling:
- Kitty litter, animal waste, Styrofoam peanuts, sawdust, vacuum cleaner dust, kitchen and food scraps must be bagged in plastic.
 - Ashes must be cooled, boxed or bagged, and labeled “ASHES.” Tape or otherwise attach the label to the outside of the cart, or directly on the box or bag if not in the 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.)
 - Needles or syringes must be placed in a hard-plastic or metal container with a screw-on or tight-fitting lid.
 - Broken glass must be carefully wrapped in newspaper, boxed and labeled ”GLASS.” Tape or otherwise attach the label to the outside of the cart, or directly on the box or bag if not in the cart.
- 6.1.10. Items **not** collected for garbage:
- Loaded carts exceeding weight limit (30-gallon cart weight limit = 70 pounds; 60-gallon cart weight limit = 130 pounds; 90-gallon cart weight limit = 185 pounds)
 - Extra garbage in bags or personal containers weighing more than 50 pounds
 - Hot ashes or loose cool ashes
 - Dead animals
 - Tires
 - Items too large for regular garbage collection such as furniture, etc.
 - Biomedical waste
 - Liquids
 - *Loose* kitty litter, Styrofoam peanuts, vacuum cleaner bags or sawdust
 - Broken glass that is not properly wrapped
 - Rocks, dirt or construction debris
 - Household hazardous waste (pool chemicals, motor oil, paint, solvents, etc.)
 - Automotive parts.

6.2. Recycling Collection - These guidelines apply to City of Austin Solid Waste Services Pay-As-You-Throw residential customers. Once-a-week commercial customers subscribing to City of Austin services and City of Austin on-the-job customers are allowed to recycle cardboard, paper and aluminum cans, and must follow the guidelines listed below for these items. This

information does not apply to residents who are not a City of Austin Solid Waste customer and/or do not have a City of Austin garbage cart.

- 6.2.1. Recycling is collected once each week.
- 6.2.2. See Section 5.1 for set-out guidelines.
- 6.2.3. Days of collection are normally Mondays through Fridays, except during holiday “slide” weeks observed by the Department.
- 6.2.4. The Director designates which day your recycling service falls on and any special collections due to holidays or weather.
- 6.2.5. The Director may impose additional restrictions on items, or quantities of items to be collected to protect workers or based on equipment limitations.
- 6.2.6. The Director may impose additional restrictions based on applicable laws, regulations, and the City’s contracts with purchasers of items to be recycled.
- 6.2.7. Items collected for recycling:

CONTAINERS

All Plastic Bottles #1 and #2: *(A bottle has a smaller neck than base. Remove lids and throw away. Rinse plastics to keep pests away. Flatten plastics. Place in recycling bin.)*

- Laundry detergent bottles
- Bleach bottles
- Shampoo bottles
- Cooking oil bottles
- Soda, liquor, water and milk bottles
- Liquid and dishwashing soap bottles
- Juice bottles and jugs
- Bathroom and all-purpose cleaner bottles
- Other plastic bottles with the #1 or #2 recyclable symbol and with smaller necks than bottoms.

Cans: *(Labels are okay. Remove lids and throw them away. Rinse food residue from metal cans to keep pests away. Place in recycling bin.)*

- Aluminum
- Tin
- Steel

Glass: *(Labels are okay. Remove lids and throw them away. Rinse glass to keep pests away. Place in recycling bin.)*

- Bottles and jars - any color (Food and beverage containers only.)

PAPER PRODUCTS

Paper: *(Paper may be placed in a brown paper grocery bag(s) or a recycling bin, a cardboard box(es) or a personal, reusable container(s), separate from plastics and other containers. Keep paper dry and out of rain.)*

- Computer and fax paper
- Brochures, pamphlets and posters
- Flyers and direct mail advertisements
- Newspapers (including inserts), magazines and catalogs
- Envelopes (White, manila and pastel colors only. Labels and windows are okay.)
- Carbonless forms
- Paper ream wrappers

- Self-adhesive and “Post-it” notes

Cardboard: *(Boxes must be flattened into 2’x 2’x2’ high bundles and tied with heavy cord or string. Keep cardboard dry and out of rain.)*

- Corrugated cardboard only (thick with a wavy middle)

6.2.8. Items that are not to be placed in recycling set-outs:

- Plastic packaging materials
- Broken glass (window glass, mirrors, glass bottles, etc.)
- Unrinsed jars, cans or containers
- Flower pots
- Styrofoam (egg cartons, cups, peanuts, etc.)
- Plastic tubs (yogurt, margarine or other frozen food packaging)
- Plastic utensils and food storage containers
- Toys
- Ceramic mugs or dishes
- Holiday or other greeting cards, including their envelopes
- Brown, red or any dark-colored envelopes and folders
- Product samples (such as soap, diapers, floppy disks and CDs)
- Plastic or foil packaging (sandwich baggies, plastic wrap, plastic bags)
- Soiled or food-stained paper or cardboard
- Pizza boxes
- Wet paper or cardboard
- Phone books
- Wrapping paper
- Rubber bands
- Facial or toilet tissue, or paper towels
- Medical supplies
- Window panes, light bulbs, Pyrex, crystal or dishes
- Pressed board (cereal, shoe boxes, beverage cartons, food boxes, detergent containers, etc.)
- Home chemical containers (pesticides and herbicides; solvents and paints; adhesives; motor oil and other petroleum product containers)
- Aerosol cans or compressed gas cylinders
- Motor oil or any container for automotive products
- Batteries (all kinds)
- Lids and caps to containers
- Car parts
- Plastics #3-7 or any other plastic containers (even if they have a recycling symbol on the bottom)
- Any other items not specifically allowed

1.2. Yard Trimmings Collection

These guidelines apply to City of Austin Solid Waste Services Pay-As-You-Throw residential customers only. This information does not apply to households who are not City of Austin Solid Waste residential customers and/or do not have a City of Austin garbage cart.

- 6.3.1. Yard trimmings are collected once each week.
- 6.3.2. See Section 5.1 for set-out guidelines.
- 6.3.3. Days of collection are normally Mondays through Fridays, except during holiday “slide” weeks observed by the department.

- 6.3.4. The Director designates which day your yard trimmings service falls on and any special collections due to holidays or weather.
- 6.3.5. The Director may impose additional restrictions on items, or quantities of items to be collected, to protect workers, prevent contamination, or based on equipment limitations.
- 6.3.6. Garbage must not be mixed with yard trimmings.
- 6.3.7. Customers must use biodegradable kraft paper grass and leaf bag(s), a compostable cardboard box, or a personal trash container (reusable) instead of plastic bags. (Cactus or other thorny plants that can easily injure employees must be placed in a cardboard box.)
- 6.3.8. Items collected at the curb:
 - Leaves
 - Grass clippings
 - Small branches and limbs (no longer than five (5) feet in length and no wider than three (3) inches in diameter) that are tied in small bundles using rope or heavy string, and weighing no more than 50 pounds.
- 6.3.9. Items **not** collected at the curb:
 - Garbage
 - 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
 - Dirt, sand, soil, sod or rocks
 - Any other materials not listed which are not biodegradable plant materials

4.4 Bulky Item Collection

These guidelines apply to City of Austin Solid Waste Services Pay-As-You-Throw residential customers only. This information does not apply to households who are not City of Austin Solid Waste residential customers and/or do not have a City of Austin garbage cart, unless covered by a separate annexation agreement.

- 6.4.1. The Director determines the frequency of bulky item collections and any special collections. Customers will be notified in advance when to have items at the curb for collection.
- 6.4.2. Items must be set out by the first day of collection at 6:30 a.m., even though crews will be collecting in the neighborhood for the entire week. It may take more than one day to collect these items.
- 6.4.3. Place items at the curb (not in alley). Sort your items into separate piles of passenger tires (off the rim and no more than eight during each collection), appliances, metals and non-metals.
- 6.4.4. Do not place your items under electrical wires, basketball goals or low hanging trees.
- 6.4.5. Do not block your mailbox, cover your water meter, or lean materials against the telephone connection box. If you have a fence close to the street, avoid stacking materials against your fence.
- 6.4.6. If you cannot wait for the next scheduled bulky item collection, you may request an off-schedule collection for a fee.

6.4.7. The Director may impose additional restrictions on items, or quantities of items to be collected to protect workers or based on equipment limitations.

6.4.8. Items collected at the curb:

- Passenger car tires (removed from rims, no more than eight each collection)
- Doors
- Furniture
- Appliances
- Carpeting
- Rolled Fencing
- Lawn mowers
- Railroad ties (must be cut to no more than 5 feet in length)
- Pallets
- Lumber (nail-free and tightly bound)
- Tree logs or limbs larger than 8 inches in diameter
- Utility Poles (less than 10' long)

The following items must be sorted into separate piles:

- a. Tires (off rims)
- b. Appliances and other metal items
- c. Non-metal bulk items

Each pile may be picked up at a different time by a different crew over a period of several days. Mixed piles cannot be picked up.

6.4.9. Items **not** collected at the curb:

- Household Garbage (non-bulky items that could be collected with weekly garbage collection)
- Pesticides
- Paints
- Solvents
- Oils
- Hazardous materials
- Aggregates
- Automotive chassis and bodies
- Motorcycles
- Trailers
- Boats
- Truck or tractor tires
- Passenger tires mounted on wheels
- Construction and remodeling debris: plywood, bricks, rocks, cinder blocks, stone, concrete, mortar, sand, sheet rock, insulation, flooring, shingles, siding, steel, roofing, sheet glass, and mirrors
- Dirt or soil
- Brush or yard trimmings
- Cardboard

4.5 Brush Collection

These guidelines apply to City of Austin Solid Waste Services Pay-As-You-Throw residential customers only. This information does not apply to households who are not City of Austin Solid

Waste residential customers and/or do not have a City of Austin garbage cart, unless covered by a separate annexation agreement.

- 6.5.1. The Director determines the frequency of brush collections and any special collections. Customers will be notified in advance when to have your items at the curb for collection.
- 6.5.2. Items must be set out by the first day of collection at 6:30 a.m., even though crews will be collecting in the neighborhood for the entire week. It may take more than one day to collect these items.
- 6.5.3. Place brush at curb (not in alley).
- 6.5.4. Brush set-out must be confined to one row, in an area no larger than 15' x 15', and stacked no higher than 4 feet.
- 6.5.5. Stack brush loosely with cut ends facing the street. Do not tie into bundles and make sure that brush does not extend into the street or sidewalk.
- 6.5.6. Do not place items under electrical wires, basketball goals, or low hanging trees.
- 6.5.7. Do not block mailboxes, cover water meters, or lean materials against the telephone connection box.
- 6.5.8. The Director may impose additional restrictions on items, or quantities of items to be collected to protect workers or based on equipment limitations.
- 6.5.9. Items collected at the curb:
 - Brush and tree limbs that are too large to be reduced to yard trimmings
 - Brush (5' to 15' long)
 - Branches (3" to 8" in diameter and 5' to 15' long)
- 6.5.10. Items **not** collected at the curb:
 - Bamboo
 - Bulky items
 - Yard trimmings (Brush and bamboo shorter than 5', and smaller than 3" in diameter should be bundled, tied and set out for yard trimmings collection on your normal service day.)
 - Household Garbage

4.6 Household Hazardous Waste Disposal

The Household Hazardous Waste Collection Facility is open only to City of Austin and Travis County households.

- 6.6.1. The facility is open weekly on Tuesdays and Wednesdays from 12:00 p.m. to 7:00 p.m., except during certain holidays weeks or severe weather events.
- 6.6.2. The Director will determine any changes in the weekly operating schedule, or the schedule for any weekend collection events.
- 6.6.3. The facility accepts household quantities of home chemicals only.
- 6.6.4. Commercial business wastes are not accepted through this program.
- 6.6.5. Smoking is not allowed while inside facility gates.
- 6.6.6. The Director may impose additional restrictions on items, or quantities of items to be collected to protect workers or based upon equipment limitations.
- 6.6.7. Materials accepted at the drop-off site:
 - Pesticides, herbicides, and fertilizers
 - Paints and thinners
 - Gasoline, antifreeze, motor oil, oil filters, and other automotive products
 - Household and car batteries

- Cleaners
- Aerosol cans
- Pool chemicals
- Photographic chemicals
- Fluorescent bulbs

6.6.8. Materials Prohibited:

- Radioactive materials
- Biologically active materials
- Ammunition
- Explosive materials
- Certain pressurized gas cylinders
- Hazardous wastes generated by businesses

7.7 Improper set-outs

Any garbage or trash on the public right-of-way, which is not set out in conformance to these guidelines, shall be deemed an improper setout. 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.

7.0 COMMERCIAL / MULTI-FAMILY RECYCLING GUIDELINES

7.1.0 SCOPE OF RULES

The City of Austin requires that all businesses with 100 employees or more and multi-family properties with 100 units or more must provide on-site recycling services. Under this requirement, businesses and multi-family properties continue to choose their own waste haulers and recyclers and to negotiate prices for these services.

The Recycling guidelines contained within this document are intended to articulate the standards and expectations for commercial and multi-family recyclables collection as authorized in the City Code Chapter 12-3, Article VI.

7.2.0 ADOPTION AND REVISION OF RECYCLING GUIDELINES

Under authority of City Code Chapter 12-3, Article VI, the Director of the Solid Waste Services Department [*hereinafter* Director] is authorized to adopt and revise rules, procedures and forms to implement provisions of that Chapter which regulate commercial and multi-family recycling in the City of Austin.

7.3.0 GENERAL PRINCIPLES

City Code Chapter 12-3, Article VI is designed to increase access to the benefits of recycling and waste reduction for area businesses and multi-family properties within the City of Austin and thus help increase the life of local landfills, decrease disposal costs for area businesses and multi-family properties, and have a positive impact on the environment generally in terms of reduced pollution and energy consumption.

The Ordinance requires that multi-family property owners and business owners provide on-site recycling opportunities to their residents and employees in much the same way that the City of Austin has provided this opportunity to single-family homes through curbside recycling. As is

the case with the City of Austin's curbside program, the participation of each individual resident or employee is voluntary.

7.4.0 DEFINITIONS

A. "Commercial Business" is any commercial entity with 100 or more employees doing business within the City limits of Austin. In buildings or complexes which house a number of businesses with a single garbage collection service provided by the building owner or manager, the total number of employees in all such businesses must be 100 or more in order to be subject to this ordinance.

B. "Collect" or "collection" includes accept, accumulate, store, process, transport, market or dispose of as required by City regulations, Metro, state and federal law.

C. "Customer" means a business or a multi-family property that has arranged for recycling services to be provided by a service provider in exchange for compensation. Where several businesses share garbage containers and service, "Customer" refers only to the entity that arranges the service for all.

D. "Infraction" means a failure to comply with City Code or rules promulgated thereunder.

E. "Multi-Family Property" means any multi-family dwelling building or group of buildings that contain (s) 100 dwelling units or more on a single tax lot e.g. apartments, condominiums, mobile home parks which is not included in the City of Austin's curbside refuse, recyclables, and yard trimmings collection program.

F. "Owner," shall mean any persons, corporation, partnership or entity, or their agent (such as a condominium or homeowners association), jointly or severally, having an ownership interest in a multi-family property or business otherwise responsible for solid waste collection.

G. "Recyclable Material" is a material which otherwise would be abandoned or discarded but which can be utilized in the secondary material market. Such material includes, but is not limited to, newspaper, home office paper ("junk mail"), aluminum, steel and tin cans, glass bottles and jars, and #1 and #2 plastic bottles. Rather than providing an exclusive list of materials, this approach allows a business the flexibility to satisfy the ordinance by recycling special wastes unique to its operation.

H. "Recycling" means the series of activities, including collection, separation, and processing, by which products or other materials are recovered from or otherwise diverted from the solid waste stream.

I. "Recycling Plan Form" means the 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.

J. "Self-Haul," when used in reference to recyclable materials generated by a commercial entity or multi-family property subject to this ordinance, means the collection and transportation of such material where an owner or employee or agent of the entity hauls the material rather than hiring a service provider to perform this function.

K. "Service Provider" means a person, firm or corporation engaged in the removal of solid waste, compostable material and/or recyclable material from any location within the City of Austin.

L. “Source Separation” shall mean a process that separates the recyclable material from solid waste prior to collection for the purpose of recycling such materials.

M. “Material Recovery Facility” is any business, organization or facility that accepts recyclable materials from residential or business sources and processes these materials by sorting, baling, crushing or granulating, for the purpose of recycling them.

7.5.0 COMMERCIAL STANDARDS

7.5.1 Program Requirements

A. Service Responsibility - City of Austin Commercial Business Customers are exempted from the requirements of this ordinance. All other businesses in the City of Austin with 100 or more employees, or buildings with an aggregate of at least 100 employees that have a single garbage collection service, shall establish an on-site recycling program and recycle a minimum of two (2) designated materials. The various materials selected may be commingled in order to conserve space requirements and maximize efficiency. The business can sell or exchange at fair market value its own recyclable materials which are source-separated for reuse or recycling. Such recycling shall be done in compliance with the Recycling guidelines developed by the City of Austin, Solid Waste Services Department. The business owner is not held responsible for employees’ actual use of the recycling system, so long as the system itself has been properly set up and maintained.

B. Service Agreements - Each affected business may enter into written service agreements, with a service provider. The service agreement must provide at a minimum twice (2) per month collection of recyclable materials. The on-site recycling program shall be initiated by a business by April 15, 1999.

C. Service Provider -

1. The service provider providing the on-going recycling collection service shall be responsible for furnishing, maintaining, and replacing all common area recycling containers and collection vehicles which are deemed necessary in the recycling program. The service provider shall be responsible for the collection, intermediate storage or transfer, transportation, and sale of recyclable materials to a processor, broker, or market desired for reuse of materials.
2. All service providers who collect solid waste, and/or recyclable material from businesses in the City of Austin must comply with all applicable federal, state, county and local laws, ordinances, rules and regulations.

D. Termination of Service - The City must be notified in writing within 14 working days of termination of any recycling services. In such a case, the business has 30 days to notify the City of Austin of their new choice of service provider. Such recycling programs shall be maintained in effect regardless of any change of building ownership or service provider.

E. Recycling Business Plan - All business owners must provide a Recycling Plan on the form provided by the City of Austin by April 15, 1999 or within 14 days of beginning operations. Where a business covers multiple service locations, the business shall provide the City of Austin with one Recycling Plan form for each location.

F. Schedules and Locations - Recycling collection schedules and pickup locations shall be mutually agreed upon by the business and the service provider. The City is not responsible for any

problems, unauthorized collections, liabilities, or any other difficulties that arise between the service provider and the business.

G. Recyclable Material to be Collected from Businesses - The business shall recycle a minimum of two (2) materials listed below or other non-listed materials which are approved by the Director. Materials should be prepared and/or separated in a manner mutually acceptable to the Service Provider and the business.

This requirement does not limit the recycling of additional materials as desired by the business, nor does it prohibit a business from self-hauling material to a material recovery facility, processor, or material broker.

- Aluminum Cans
- Tin/Steel Cans
- Glass bottles
- Plastic Containers
- Newspaper
- Corrugated Cardboard
- Mixed office Paper

The City of Austin reserves the authority to add or delete other materials to the above list. Substitutions for items on the list will be considered by Solid Waste Services Director on a case by case basis subject to the applicable procedural requirements and collection of any material under these Recycling Guidelines.

H. Containers -

1. Containers provided by the service provider for recyclables, including compactors, shall be clearly labeled in English and in other languages if appropriate, including indicating the material to be placed in the container and the word “recycling” or “recyclable” or the “chasing arrows” recycling symbol.
2. Containers used to collect the recyclable material should have adequate capacity and durability to function efficiently and meet the spatial constraints of the business. The type of containers used for collection of recyclables will be established between the business owner or owner’s representative and the service provider.
3. Any recycling containers needed to set up a recycling program will be provided by the service provider or business owner.
4. Containers located outdoors shall be covered or otherwise secured to prevent material from blowing, leaking or falling out and to protect the materials from vector populations and the elements.
5. Indoor common-area collection/storage areas shall be established in accordance with appropriate City of Austin fire and/or safety codes.
6. Exterior recyclables storage areas shall be established in accordance with City of Austin requirements for solid waste enclosures.

7. The business property owner shall maintain all recycling areas, including the containers, in a clean, sanitary and litter-free manner.-

7.5.2 Promotion and Education

A. A business subject to this ordinance is responsible for notifying and continually educating its employees on recycling issues and practices through a formal and ongoing education campaign. Every business shall distribute to every new employee, or within seven days of employment, and to all existing employees at least annually, general recycling information and current program recycling guidelines. In the case of a multi-tenant building, the building owner or manager must distribute general recycling information and current program recycling guidelines to every tenant housed in the building within 30 days of occupancy and to all tenants housed in the building annually.

B. The business shall provide recycling service options that enhance convenience for employees/tenants in order to gain and maintain maximum participation in the program, thus reducing the volume of solid waste being sent to area landfills.

C. The business must provide a written copy of recycling program information and guidelines provided to employees/tenants within (30) thirty days of sign-up with a service provider, the commencement of self-hauling, or after any changes in services offered.

D. The City of Austin will provide general promotional material such as posters, introductory letters, and signage. If requested the City will also assist with information for site-specific programs.

7.5.3 Reporting

A. General - All businesses shall maintain records and reports as directed herein and promptly respond to periodic requests for such records and reports which are directly pertinent to the recycling guidelines.

B. Delivery of Reports - For purposes of reporting deadlines, the delivery address for the reports or correspondence pertaining to this ordinance is City of Austin, Solid Waste Services Department, P.O. Box 1088, Austin, Texas 78767-1088. The City of Austin fax number for reporting purposes is (512) 974-9048. Reports may be submitted in hard copy or readable fax form. Reports faxed to any other number are not considered to have been submitted.

C. Report Due Date – A business required to provide recycling services under this article must file a quarterly volume report on the amount of recyclable material collected on January 1, April 1, July 1, and October 1 of each year. When the specified quarterly report dates fall on a Saturday, Sunday or legal holiday, the report is due on the next business day. Service Providers licensed under Ch. 12-3, Art. IV of the City Code are required to file quarterly volume reports with the data described below and this filing will fulfill the filing requirements for their business customers

1. This data should include scale tickets, or receipts, from the processor if the business self-hauls, or invoices from service providers showing the amount and type of each of the recyclable materials collected from the business, including additional optional recyclables, for the preceding reporting quarter.

2. Failure to submit required information by 10 days after the due date shall constitute a violation.
3. All such reports, data and information once received by the City of Austin or its designee shall become the property of the City of Austin to be used as it shall determine without obligation to any person, firm or corporation.

D. Retention and Additional Information - The City of Austin reserves the right to obtain copies of the service contract, scale receipts, and enter the premises to inspect the recycling program. Information requested by the City of Austin shall be provided or made available to the City of Austin within twenty (20) working days of a request for any relevant non-financial information from the business as may be needed to satisfy the requirements of the ordinance. Information requested by the City of Austin shall be provided or made available to the City of Austin within twenty (20) working days of a written request, or, if the City of Austin makes an inspection of the business as provided in the Ordinance, the information shall be made available during the inspection.

Upon inspection of the business premises, the City of Austin may inspect other relevant information required for the recycling program, including financial records necessary to verify sale or delivery of collected recyclables. If records are not kept on-site, the business owner will make them available within 20 days of the written request.

7.5.4 Compliance & Enforcement

A. City Inspection - In evaluating whether a violation of City Code has occurred, City of Austin staff have the right to visit the premises as provided in Section 12-3-175 and determine the presence and capacity of recycling containers, the presence and quantities of recyclables in recycling containers, the presence of signs, flyers, stickers and other information which promotes recycling, and engage in discussion with employees, tenants and owners, and service providers regarding their recycling program.

Any processing and storage of recyclable materials shall be undertaken in a location suitable and adequate for such activity. Processing and storage facilities shall comply with all applicable zoning ordinances and any other applicable local and state statutes, ordinances and regulations.

B. Initiation of Enforcement Action - The City of Austin may initiate an enforcement action based on its own observations or a complaint from others for violation of City Code. The City will send notice of the violation to the business describing the nature of the violation and providing a point of contact with city staff to remedy the problem.

C. Opportunity to Respond - The owner, unless he has otherwise arranged for and received approval from the Solid Waste Services Director for more time, will be given twenty (20) business days from the date of the mailed notice to provide the City of Austin with a written explanation of the pertinent events and circumstances relative to the alleged violation.

D. Assistance - City of Austin, Solid Waste Services staff will be available for assistance in setting up a satisfactory recycling system and achieving compliance with this ordinance.

E. Investigations - The City of Austin shall investigate each alleged violation and may contact

any known complainant, witness, the business in question, or other relevant part before making its determination. All investigations will be conducted within 90 days of the complaint.

7.6.0 MULTI-FAMILY STANDARDS

7.6.1 Program Requirements

A. Service Responsibility - All Multi-Family properties in the City of Austin with 100 dwelling units or more shall institute an on-site recycling program, and recycle a minimum of four (4) designated materials. The various materials selected may be commingled in order to conserve space requirements and maximize efficiency. Multi-family properties can sell or exchange at fair market value their own recyclable materials that are source-separated for reuse or recycling. Such recycling shall be done in compliance with the Recycling guidelines developed by the City of Austin, Solid Waste Services Department. The multi-family property owner is not held responsible for tenants' actual use of the recycling system, so long as the system itself has been properly set up and maintained.

B. Service Agreements - Each affected multi-family complex may enter into written service agreements, with a service provider. The service agreement must provide, at a minimum, twice (2) per month collection of recyclable materials. The on-site recycling program shall be initiated by a multi-family property owner by April 15, 1999

C. Service Provider -

1. The service provider providing the on-going recycling collection service shall be responsible for furnishing, maintaining, and replacing all common area recycling containers and collection vehicles which are deemed necessary in the recycling program. The service provider shall be responsible for the collection, intermediate storage or transfer, transportation, and sale of recyclable materials to a processor, broker, or market desired for reuse of materials.
2. All service providers who collect solid waste, and/or recyclable material from multi-family properties in the City of Austin must comply with all applicable federal, state, county and local laws, ordinances, rules and regulations.

D. Termination of Service - The City must be notified in writing within 14 working days of termination of any recycling services. In such a case, the multi-family property has 30 days to notify the City of Austin of their new choice of service provider. Such recycling programs shall be maintained in effect regardless of any change of building ownership or service provider.

E. Recycling Business Plan - All multi-family property owners must provide a Recycling Plan on the form provided by the City of Austin by April 15, 1999 or within 14 days of beginning operations. Where a multi-family property company manages multiple properties the multi-family property company shall provide the City of Austin with one Recycling Plan form for each property.

F. Schedules and Locations - Recycling collection schedules and pickup locations shall be mutually agreed upon by the multi-family property owner and the service provider. The City is not responsible for any problems, unauthorized collections, liabilities, or any other difficulties that arise between the service provider and the multi-family property.

G. Recyclable Material to be Collected from Multi-Family Properties - The multi-family prop-

erty shall recycle a minimum of four (4) materials listed below. Materials should be prepared and/or separated in a manner mutually acceptable to the Service Provider and the multi-family property.

This requirement does not limit the recycling of additional materials as desired by the multi-family property, nor does it prohibit a multi-family property from self-hauling material to a material recovery facility, processor, or material broker.

- Aluminum Cans/Tin/Steel Cans
- Glass bottles
- Plastic bottles #1 & #2
- Newspaper
- Corrugated Cardboard
- Kraft Paper Bags
- Home Office Paper (“junk mail”)

The City of Austin reserves the authority to add or delete materials to the above list. Substitutions for items on the list will be considered by Solid Waste Services Director on a case by case basis subject to the applicable procedural requirements and collection of any material under these Recycling guidelines.

H. Containers -

1. Containers provided by the service provider for recyclables, including compactors, shall be clearly labeled in English and in other languages if appropriate, including an indicating the material to be placed in the container and the word “recycling” or “recyclable” or the “chasing arrows” recycling symbol.
2. Containers used to collect the recyclable material should have adequate capacity and durability to function efficiently and meet the spatial constraints of the multi-family dwelling. The type of containers used for collection of recyclables will be established between the multi-family property owner or owner’s representative and the service provider.
3. Any recycling containers needed to set up a recycling program will be provided by the service provider or multi-family property owner.
4. Containers located outside the multi-family properties shall be covered or otherwise secured to prevent material from blowing, leaking or falling out and to protect the materials from vector populations and the elements.
5. The recycling containers at a multi-family property shall be placed in a location or locations at least as convenient to tenants as the trash receptacles, including trash chutes, insofar as is practical given space limitations.
6. Indoor common-area collection/storage areas shall be established in accordance with appropriate City of Austin fire and/or safety codes.
7. Exterior recyclables storage areas shall be established in accordance with City of Austin requirements for solid waste enclosures.
8. The multi-family property owner shall maintain all recycling areas, including the containers, in a clean, sanitary and litter-free manner.

I. Minimum Capacity of Recycling Containers - In order to ensure that adequate weekly deposit

and storage capacity is available for recyclables, the following minimum capacity will be required:

Two 60 to 64 gallon carts, one for paper and one for containers, per twenty (20) units. The use of other types of containers for recycling, such as dumpsters may be approved by the Solid Waste Services Director on a case-by-case basis.

7.6.2 Promotion and Education

A. A multi-family property owner is responsible for notifying and continually educating its tenants on recycling issues and practices through a formal and ongoing education campaign. Every owner shall distribute to every new tenant, within 30 days of tenant occupancy, (and to all existing tenants at least annually), general recycling information and current program recycling guidelines.

B. The multi-family property owner shall provide recycling service options which enhance convenience for residents in order to gain and maintain maximum participation in the program, thus reducing the volume of solid waste being sent to area landfills.

C. The multi-family property must provide a written copy of recycling program information and guidelines provided to tenants within (30) thirty days of sign-up with a service provider, the commencement of self-hauling, or after any changes in services offered.

D. The City of Austin will provide general promotional material such as posters, introductory letters, and signage. If requested the City will also assist with information for site-specific programs.

7.6.3 Reporting

A. General - All multi-family properties shall maintain records and reports as directed herein and promptly respond to periodic requests for such records and reports which are directly pertinent to the recycling guidelines.

B. Delivery of Reports - For purposes of reporting deadlines, the delivery address for the reports or correspondence pertaining to this ordinance is City of Austin, Solid Waste Services Department, P.O. Box 1088, Austin, Texas 78767-1088. The City of Austin fax number for reporting purposes is 974-9048. Reports may be submitted in hard copy or readable fax form. Reports faxed to any other number are not considered to have been submitted.

C. Report Due Date – A multi-family property required to provide recycling services under this article must file a volume report on the amount of recyclable material collected on January 1, April 1, July 1, and October 1 of each year. When the specified quarterly report dates fall on a Saturday, Sunday or legal holiday, the report is due on the next business day. Service Providers licensed under Ch. 12-3, Art. IV of the City Code are required to file quarterly volume reports with the data described below and this filing will fulfill the filing requirements for their multi-family customers.

1. This data should include scale tickets, or receipts, from the processor if the business self-hauls, or invoices from service providers showing the amount and type of each of the recyclable materials collected from the business, including additional optional recyclables, for the preceding reporting quarter.

2. Failure to submit required information by 10 days after the due date shall constitute a violation.
3. All such reports, data and information once received by the City of Austin or its designee shall become the property of the City of Austin to be used as it shall determine without obligation to any person, firm or corporation.

D. Retention and Additional Information - The City of Austin reserves the right to obtain copies of the service contract, scale receipts, and enter the premises to inspect the recycling program. Information requested by the City of Austin shall be provided or made available to the City of Austin within twenty (20) working days of a request for any relevant non-financial information from the multi-family owner as may be needed to satisfy the requirements of the ordinance. Information requested by the City of Austin shall be provided or made available to the City of Austin within twenty (20) working days of a written request, or, if the City of Austin makes an inspection of the multi-family property as provided in the Ordinance, the information shall be made available during the inspection.

Upon inspection of the multi-family premises, the City of Austin may inspect other relevant information required for the recycling program, including financial records necessary to verify sale or delivery of collected recyclables. If records are not kept on-site, the multi-family owner will make them available within 20 days of the written request.

7.6.4 Compliance & Enforcement

A. City Inspection - In evaluating whether a violation of City Code has occurred, City of Austin staff have the right to visit the premises as provided in Section 12-3-175 and determine the presence and capacity of recycling containers, the presence and quantities of recyclables in recycling containers, the presence of signs, flyers, stickers and other information which promotes recycling, and engage in discussion with employees, tenants and owners, and service providers regarding their recycling program.

Any processing and storage of recyclable materials shall be undertaken in a location suitable and adequate for such activity. Processing and storage facilities shall comply with all applicable zoning ordinances and any other applicable local and state statutes, ordinances and regulations.

B. Initiation of Enforcement Action - The City of Austin may initiate an enforcement action based on its own observations or a complaint from others for violation of City Code. The City will send notice of the violation to the property owner describing the nature of the violation and providing a point of contact with city staff to remedy the problem.

C. Opportunity to Respond - The owner, unless he has otherwise arranged for and received approval from the Solid Waste Services Director for more time, will be given twenty (20) business days from the date of the mailed notice to provide the City of Austin with a written explanation of the pertinent events and circumstances relative to the alleged violation.

E. Assistance - City of Austin, Solid Waste Services staff will be available for assistance in setting up a satisfactory recycling system and achieving compliance with this ordinance.

F. Investigations - The City of Austin shall investigate each alleged violation and may contact any known complainant, witness, the business in question, or other relevant part before making its determination. All investigations will be conducted within 90 days of the complaint.