



**CITY OF AUSTIN**  
**SOLID WASTE SERVICES DEPARTMENT**  
**Annual Report - Calendar Year 2010**

Solid Waste Services (SWS) offers a variety of residential services that help keep Austin clean, green and on the path to Zero Waste. The Department's services go beyond garbage collection to include progressive recycling and yard trimmings collection, as well as twice a year bulky item and brush collection, dead animal removal, street sweeping services, litter collection, and operation of the Household Hazardous Waste Facility.

**DEPARTMENT VISION AND MISSION**

In 2010, the Department developed a new vision and mission, as well as department values and objectives:

**Department Vision:**

To be the national Zero Waste leader in the transformation from traditional integrated waste collection to sustainable resource recovery.

**Department Mission:**

To achieve Zero Waste by providing excellent customer services that promote waste reduction, increase resource recovery, and support the City of Austin's sustainability efforts.

**Department Values:**

- We deliver quality services through sustainable and innovative best practices
- We are fiscally, socially, and environmentally responsible through collaborative efforts
- We are ethical and transparent
- We foster a safe and healthy work environment through employee/staff development, appreciation, recognition, and respect

**Department Objectives:**

- To meet community needs by providing excellent customer service and proactive education and outreach
- To increase fiscal responsibility to customers
- To provide optimal resource recovery while reducing the Department's carbon footprint
- To educate, empower and hold staff accountable to provide affordable quality services

## 2010 HIGHLIGHTS

### PERSONNEL

- **New Director** - Hired new Department Director, Bob Gedert who has more than 30 years of experience in the solid waste and recycling management industry.
- **Reorganization** - Reorganized the Department into four Operations Divisions and four Administrative Divisions.
- **New Chief Administrative Officer** - Hired Roshanda Smiley to manage the department budget, Customer Service Division and Employee Services Division.
- **Computer Training** - Expanded and transformed the Project Connect program into a full access computer lab increasing computer accessibility to operational staff.
- **Employee Classes** - Created a series of Interview Skills Development classes for SWS employees that include videotaping with an interview panel and follow up coaching services that have resulted in an increased number of employee promotions.

### OPERATIONS

- **Landfill Closure** - Finalized closure of the FM812 City Landfill, with plans to monitor methane for possible future energy conversion and expand the Resource Recovery Center to serve more customers.
- **Added Service** - Assisted the Dove Springs Neighborhood with high demand bulk/brush collection services. Worked directly with residents, tenants, property owners, and property managers to empower the neighborhood to actively participate in keeping the neighborhood clean. This effort prompted a comprehensive analysis to identify other neighborhoods with similar needs and evaluate options to redirect assistance to those neighborhoods.

City Disposal FY10			City Diversion FY10		
	tons collected	% of Total		tons collected	% of Total
Curbside Trash	130,851	94.30%	Curb Recycling	52,479	63.53%
Bulk Disposed	7,516	5.42%	Bulk Recycled	194	0.23%
HHW Disposed	390	0.28%	HHW Recycled	132	0.16%
<b>Total Disposal</b>	<b>138,757</b>	<b>100.00%</b>	Brush Compost	7,350	8.90%
			Yard Trimmings	22,456	27.18%
			<b>Total Diversion</b>	<b>82,611</b>	<b>100.00%</b>

Residential Diversion FY10		
	tons collected	% of Total
Waste Stream	221,368	100.00%
Total Disposal	138,757	62.68%
<b>Total Diversion</b>	<b>82,611</b>	<b>37.32%</b>

## BUDGET

- **Cost Savings** - Reduced overtime costs by approximately 47 percent in Collection Services from the previous fiscal year due to efficiencies realized by collection crew resource allocation and improved operations at the recycling center.
- **Total Department Budget for FY 2010** - \$66.1 million
- **Total Department Expenditures for FY 2010** - \$63.9 million
- **Total Department Revenues for FY 2010** - \$74.7 million
- **Full-time Employees for FY 2010** - 398 FTEs

## NEW PROGRAMS

- **Event Recycling** - For the first time, implemented comprehensive event recycling and clean-up practices for 13 City-sponsored events, such as the Night of the Bat which achieved an 84 percent diversion rate.
- **Composting** - Launched the Green30 Challenge, a pilot composting incentive program which encouraged customers to begin backyard composting by offering a rebate of 75 percent towards the cost of a composting system. Over 700 customers took advantage of the free composting classes offered with the program and half of those customers applied for and received the rebate.
- **EarthDay 2010** - Hosted the first One Green Step event providing Austinites with resources to commit to small, personal green steps and help make Austin a cleaner and greener place to live. The event featured a presentation by citizen astronaut and environmentalist Richard Garriott, and informational booths with resources to take green steps, music, and appearances by local DJs.
- **Paint Reuse** - Started *Austin Reblend*, a 100 percent post-consumer, rebled flat paint made from paint collected at the City's Household Hazardous Waste facility. The paint contains low volatile organic compounds (VOCs) and is accepted by the Austin Energy Green Building Program. This year, 3,417 gallons of paint have been mixed and 1,577 gallons of paint have been given away for free to Austinites, using grant funding from CAPCOG.
- **Universal Recycling Ordinance** - Adopted the first phase, of a two phase process, to expand the commercial/multi-family recycling ordinance requiring all commercial and multifamily properties to provide recycling services to their tenants and customers by 2015.
- **Toilet Recycling Pilot** - Worked with Austin Water Utility to implement a pilot toilet recycling program, especially to customers participating in the Water Conservation Free Toilet program.
- **Construction Debris Pilot** - Worked with Austin Water Utility to implement a pilot program to grind construction debris for use in the Dillo Dirt Program.
- **Construction Recycling Summit** - In partnership with CAPCOG and Austin Energy, hosted the Second Annual Regional Construction & Demolition Summit, a local conference designed to engage industry leaders in a discussion of successes, challenges and opportunities for improvement in the construction and demolition recycling industry.
- **Master Plan** - Initiated development of the Department's long-range Master Plan to implement Zero Waste and utilized interactive public meetings and social media methods such as live web casting and online voting to gather public input.

- **Zero Waste** – Bob Gedert, Director, attended a Zero Waste Summit in Boulder Colorado which yielded a community “Bridge Strategy” to achieve Zero Waste. An outcome of this summit was the concept of a community material resource inventory in the development of a Zero Waste Plan, of which Austin is the national pilot.

#### DEPARTMENT AWARDS

- **Event Recycling Award** - US Conference of Mayors 2010 City Livability Award: Achievement Award for Event Recycling
- **Writing Talents Award** - Texas Public Relations Association (TPRA): Best of Texas Bronze in the Newsletter category for the Block Leader Newsletter and a Best of Texas Merit Award for writing for “Composting - Nature's Recycling”
- **Marketing Talents Awards** - Austin Chapter of the International Association of Business Communicators (IABC/Austin): Bronze Quill for Graphic Design of the Flower Seed bookmark; Awards of Merit for the Recycle Right ad campaign, Christmas Tree Recycling marketing and ad campaign, the Trash Project special event communication and the Block Leader newsletter
- **Greening Impact Award** - Nominated as a finalist for the Austin Business Journal’s *GoGreen Award*.
- **Driving Talents** - SWS employees Greg Karo and Gerald Watson represented the department at the state ROAD-E-O in San Antonio

#### TRADE ASSOCIATIONS

- **HHW Representation** - Donald Hardee, SWS Division Manager, elected President of the Lone Star Chapter of NAHMMA (North American Hazardous Materials Management Association). Gena McKinley, SWS Planner Principal, elected Secretary of NAHMMA Executive Committee.
- **Solid Waste Representation** - Richard McHale, SWS Division Manager, represents the Department in TXSWANA meetings (Texas chapter of the Solid Waste Association of North America).
- **Recycling Representation** - Bob Gedert, Director, elected Vice President of the NRC (National Recycling Coalition).

# Solid Waste Services Department

## Operations Support

### PRIMARY FUNCTIONS:

- Cart delivery and maintenance
- Routing
- Facility maintenance
- Departmental CIP project management
- Departmental fleet purchases
- Recycling Center

## Disposal Facilities

### PRIMARY FUNCTIONS:

- Brush grinding
- Landfill post closure care
- Household hazardous waste collection
- Appliance/freon recycling
- Battery recycling
- Austin Reblend Paint
- Provide mulch and glass mulch to the public
- Pick up of household hazardous waste from Elderly and disabled home
- Metal recycling
- Tire recycling

## Collection Services

### PRIMARY FUNCTIONS:

- Garbage Collection
  - Curbside residential
  - Commercial
  - City facilities
  - Special services
- Recycling Collection
  - Curbside residential
  - Commercial
  - In-house and city facilities
  - Special services
- Yard Trimming Collection
  - Curbside residential
  - Curbside Christmas tree collection

## Litter Abatement

### PRIMARY FUNCTIONS:

- Bulk Collection
- Brush Collection
- Street Sweeping
  - Residential streets
  - Blvd sweeping
- Litter Control
  - Illegal dumpsite collection
  - Litter removal from right-of-way
  - Flush and sweep central business district nightly
  - Garbage collection from Congress Ave and downtown litter cans
  - Dead animal collection
- Special Services

## Strategic Initiatives

### PRIMARY FUNCTIONS:

- Marketing and Media
  - Public outreach
  - Education campaigns
  - Interviews
  - Media purchasing
- Zero Waste Program
  - Incentive based programs
  - Youth education programs
  - Ordinance development
  - Product stewardship
  - Research and development
- Business Outreach
  - Waste reduction assistance
  - WasteSmart program

## Safety

### PRIMARY FUNCTIONS:

- Loss control and prevention program
- Department safety training
- Incident investigation
- Workplace hazard assessments
- Workers compensation/Return to work
- Safe driver programs
- Federal, state and local regulatory programs
- Safety committees
- Emergency evacuation
- Inspections and audits
- Policy and procedure review
- Statistical documentation

## Quality Assurance

### PRIMARY FUNCTIONS:

- Operational report development
- Standard operating procedure and process development for service requests and customer complaints
- Analyze department performance trends
- Department liaison for 3-1-1 and customer care and billing
- Monitor and track customer satisfaction levels
- Continuity planning

## Finance

### PRIMARY FUNCTIONS:

- Budget development and monitoring
- Accounts payable
- Financial reporting
- IT coordination
- Revenue recovery and analysis
- Billing system management
- Accounts receivable
- Performance measures reporting
- Contract administration
- Purchasing
- Contract compliance and auditing

## Employee Services

### PRIMARY FUNCTIONS:

- Timekeeping
  - Payroll/time entry
- Benefits
  - Open enrollment
- Staff Management
  - Employment/eCareer
- Compensation
  - Position analysis questionnaire
- Employee Relations
  - Investigations/grievances
- Organization Development & Training
  - New employee orientation
  - Standard operating procedures
- Employee Recognition

## Customer Service

### PRIMARY FUNCTIONS:

- Process requests
- Handle inbound calls
- Respond to emails
- Resolve escalations
- Case creation for Code Compliance Department
- Mail run
- Dispatch (Station 30)
- Fields emergencies
- Fields break downs
- Page requests
- Updates Service Requests
- Log calls