

Austin Resource Recovery 2012 Accomplishments

Single-Use Bag Ordinance

- Held stakeholder meetings and public forums to develop Single-Use Carryout Bag Ordinance.
- On March 2, 2012, City Council approved the Single Use Carryout Bag Ordinance.
- September 2012, City Council approved SUBO Department Rules.
- Distributed over 9,000 reusable bags and 15,000 multiple-use plastic bags to Austin residents through various education and outreach events.

Universal Recycling Ordinance

- Phase 1 Rules presented and Adopted by Council September 2012.
- Phase 2 ordinance stakeholder meetings, ordinance amendments under development, and to be presented to Council in 2013.

Restaurant Recycling and Composting Pilot

- Completed restaurant recycling and composting pilot program to evaluate methods to implement composting and recycling among restaurants. Information and experience utilized to help develop ordinance language for Council consideration in 2013.
- Completed waste composition study of fast food restaurant waste stream in support of URO.

Downtown Recycling Program

- Expanded downtown recycling services. Effective April 2012, downtown businesses could combine paper, cardboard, glass, aluminum, tin, steel cans and hard plastic containers Nos. 1–7.

Public Education

- Published and distributed ARR Annual Report in April 2012.
- Launched a “Recycle Right” campaign, focused on educating Austin residents in proper recycling practices.
- Launched Catalog Choice, a program that helps Austin residents opt out of unsolicited mail and phone. As a result, in 2012 Austin residents saved 1,277 trees, prevented 473,185 pounds of carbon dioxide, saved 1,138,400 gallons of water and diverted 167,837 pounds of waste.
- Launched a new Youth Education Program, Generation Zero, which provides students and educators with awareness about recycling, composting and conservation, and waste reduction. The program is poised to reach over 10,000 youth in its first two years.
- Taught 86 free composting classes to 2,647 students. Had a total of 463 students take the course online. This effort resulted in the approval of 870 home composting rebates.
- Published and distributed annual service calendar to all ARR customers.

Household Hazardous Waste

- Distributed 12,767 gallons of Austin Reblend paint, a low VOC paint product developed by Austin Resource Recovery staff using recycled paint collected at the department's Household Hazardous Waste Facility.

Curbside Recycling

- Austin Resource Recovery expanded its recycling services to include additional materials to include:
 - Aluminum baking tins (clean/free of food residue)
 - Aluminum trays, pie plates (clean/free of food residue)
 - Clean, balled aluminum foil (2 inches or larger).
- The total tons of recycled material collected curbside increased by 3.4% from 2011.
- The average pounds of recyclable materials increased to 22.71 per household.

Customer Service & Quality Assurance

- Created the Quality Assurance Division, to support quality initiatives within the department.
- Successfully completed a re-route of garbage and recycling routes, thereby increasing the efficiency of routes.
- Reduced Customer Service Complaints by 1.79%.
- Achieved an 85% customer satisfaction rating, as determined by an independent survey company.

Litter Abatement & Street Sweeping

- Cleaned 3,120 rights of ways and illegal dumpsites which is an increase of 56% over the proposed total.
- Expanded Special Event Cleanup services by providing service to 16 events throughout Austin.
- Assisted with Formula 1 cleanup through street sweeping, litter control, and trash receptacle maintenance. Two Hundred (200) litter cans were added to the downtown area to prepare for the amount of people attending Formula 1 celebrations. Employees manually collected 5.5 tons of litter in the downtown area. Approximately 12 tons of debris was swept from the roads in the downtown area and major arterials leading to the Formula 1 track. One hundred ten (110) Austin Resource Recovery employees were utilized from all areas of operations.
- Provided 23 hour per day coverage for eleven days both downtown and east side during SXSW.
- Provided support to Clean Sweep 2012. Department crew's visited 46 locations and collected 5640 pounds of bags and bulk and 26 tires.
- Implemented Clean Austin as pilot April 2012, permanent program in FY13 budget

Employee Safety

- Changed the Safety Section of Austin Resource Recovery to a Division of Austin Resource Recovery to promote a greater sense of safety and prevention in the department.
- Implemented a monthly Commercial Driver's License review to determine driving eligibility of high risk drivers. This prevents employees over the City of Austin's 10 point threshold or those with suspended licenses from driving City of Austin property.
- Participated in the TXSWANA ROAD-E-O. Chris Gonzales placed 1st and Aaron Green place 3rd in the tractor-trailer category. Chris Gonzales was also the overall winner. Mr. Gonzales qualified to represent the State of Texas at the International ROAD E-O in Lexington, Kentucky.

Private Hauler License Ordinance

- Adopted Ordinance by City Council in June 2012.
- Full implementation began in Oct 2012 by Code Compliance.

Awards

- The National Association of Telecommunications Officers and Advisors Public Information Series – Dare to Go Zero.
- National Association of Telecommunications Officers and Advisors (NATOA): Winner Public Information Series – Dare to Go Zero.
- Texas Association of Municipal Information Officers (TAMIO)
Third place award: Recurring Programming/Cities over 100,000 population – Dare to Go Zero.