



Single-Use Carryout Bag Ordinance

Zero Waste Advisory Commission

April 9, 2014



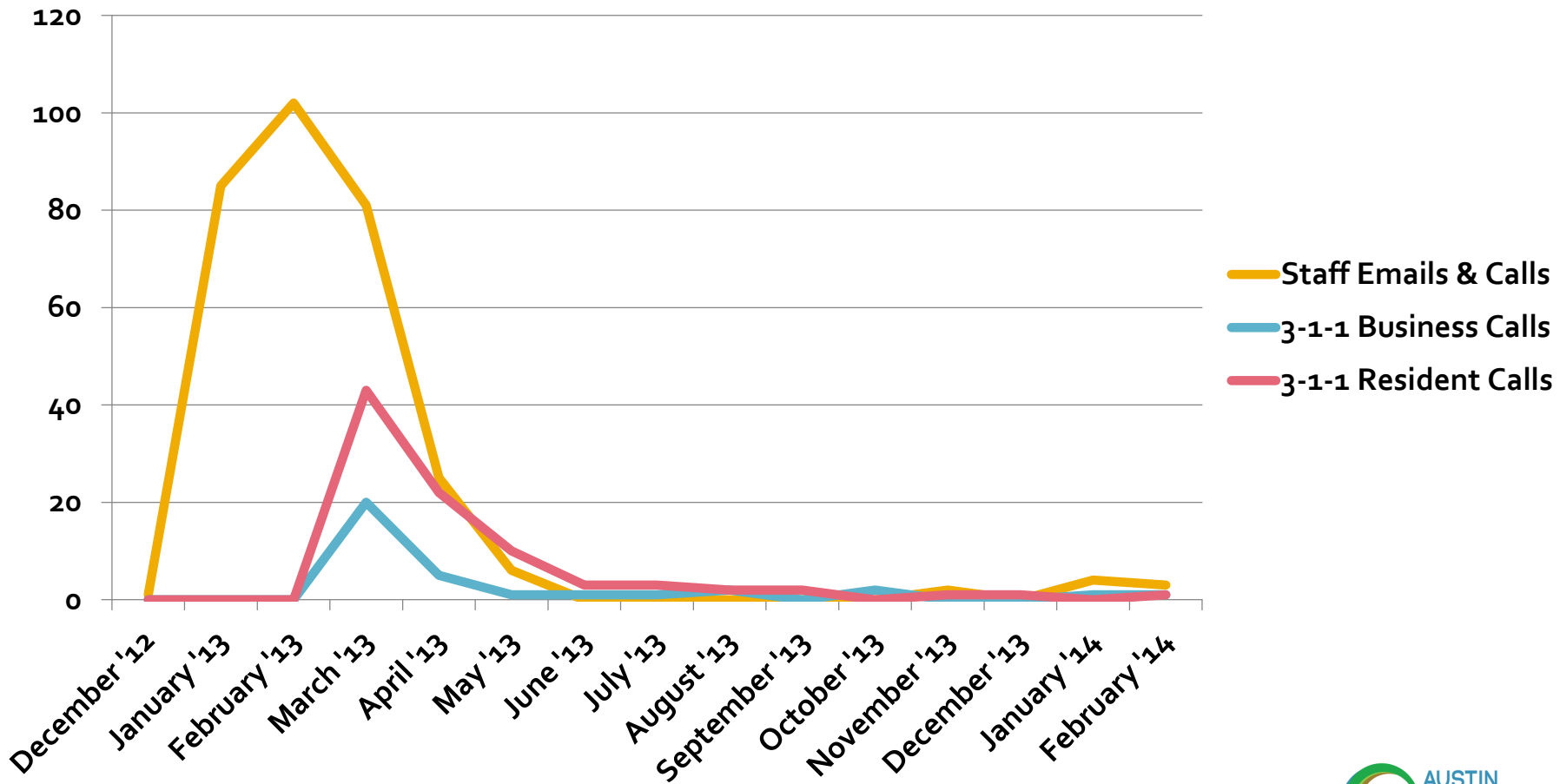


Agenda

- Community Communications
- 311 Feedback & Complaints
- Hardship & Alternative Compliance Requests
- Compliance & Enforcement



Community Communications



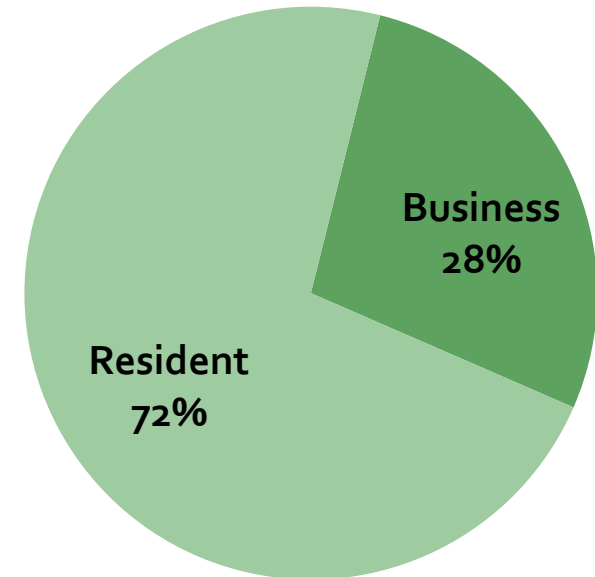


SUBO 3-1-1 Feedback & Complaints

Over last 12 months:

- 123 calls to 3-1-1
- 72% of calls from residents
- 28% from businesses
- 34 business calls requested information
- 89 resident calls complained about ordinance

Total 3-1-1 Calls





Hardship & Alternative Compliance Requests

85 Total Requests:

- ✓ Approved 72
- ✓ Denied 7
- ✓ 6 withdrawn by businesses
- ✓ List of businesses with alternative compliance or hardship, or variance requests
- ✓ Bringitaustin.com/businesses

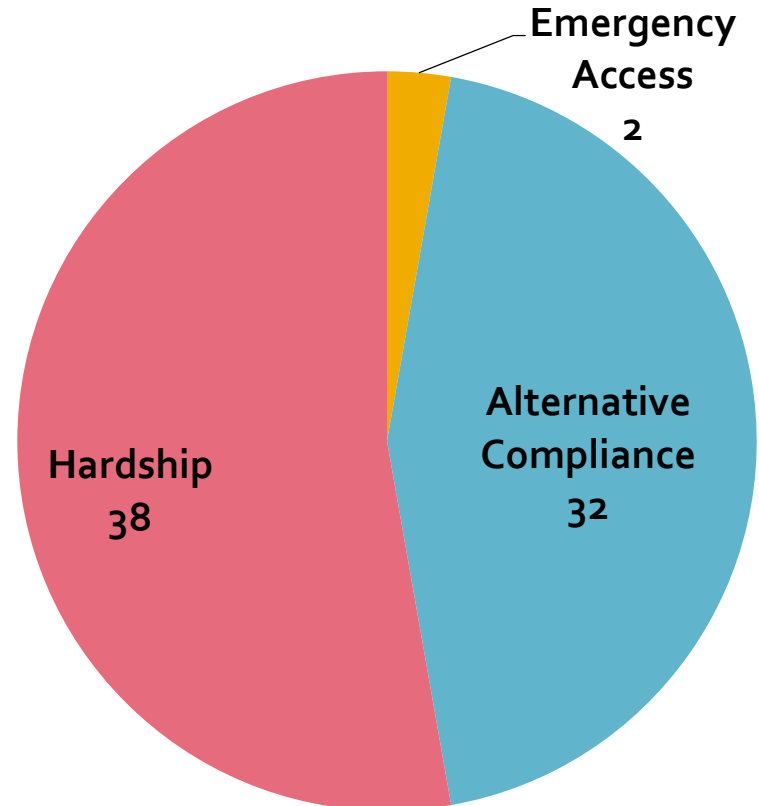




Hardship & Alternative Compliance Requests

Approved (72):

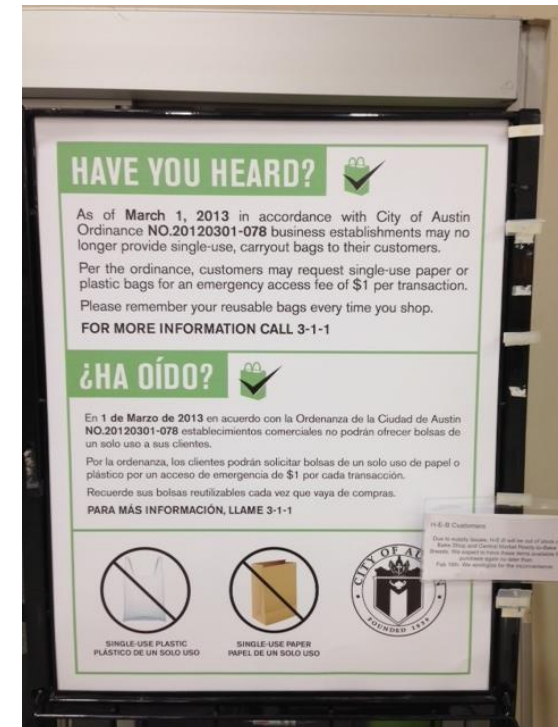
- 32 alternative compliance
 - Alternative bag: 27
 - Signage: 5
- 38 hardship
 - March 2013-Sept. 2013: 29
 - Sept. 2013-March 2014: 5
 - March 2014-Sept. 2014: 4
- 2 emergency access





SUBO Compliance & Enforcement

- March 1, 2014, all complaints of non-compliance are directed to Code Compliance.
- ARR staff continues to provide information and support to the business community.





Questions?

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