



To: Zero Waste Advisory Commission
From: Bob Gedert, Director
Austin Resource Recovery Department
Date: October 8, 2014
Subject: **Director's Report to ZWAC**

Transformational Change – ARR Material Collection Services

Zero Waste is a paradigm shift from waste management to materials management. This new approach treats materials collected as *resources* that have secondary lives, not as waste streams. Moving a city to Zero Waste is a transformational change.

Transformational change: A shift in the business culture of an organization resulting from a change in the underlying strategy and processes that the organization has used in the past. A *transformational change* is designed to be organization-wide and is enacted over a period of time. (Source: BusinessDictionary.com)

Transformational change (for the city of Austin) is about proactively creating the future Zero Waste Austin with new material collection systems, eliminating wasteful practices, and creating pathways for waste reduction, material reuse, recycling, composting, and other end uses. *Transformational change* asks, “Given the future environment, the technology, the market and social changes, what do we need to be like in the future, and how do we create that Zero Waste future?”

Our city-wide Zero Waste goal is the guiding light:

Zero Waste is a paradigm shift. Recyclables are what we once kept out of the trash. With Zero Waste, trash is what is left over after we reduce, reuse, recycle and compost. As the City travels along the path toward Zero Waste, the Austin Resource Recovery Department is transforming from an organization focused on waste management collection to one focused on materials resource management. (ARR Master Plan, page 35)

City services provided to support Zero Waste Austin require the *transformational change* from traditional waste management collection techniques toward a different array of collection services.

Identifying and restricting city services through a particular container style are waste management approaches toward waste collection. ARR is moving away from “waste management” practices toward “materials management” with the goal of Zero Waste. Many of ARR services are not based on a container style, but rather on the best means to collect items that respect the integrity of the materials collected with consideration of secondary end use.

The proposed restrictive language to City Code 15-6-11 does not represent status quo, and would limit ARR services to the traditional city sanitation department role. ARR is charged with implementing programs and services that move us closer to Zero Waste Austin. This new direction requires a *transformational change* in how we service the citizens of Austin. A few examples of recent service changes include:

Brush & Bulk Collection: ARR services single family and apartment customers with large brush and bulk collection. The old solid waste management method of rear loaders, tractor trailers and cranes is an antiquated collection method. ARR is piloting a different type of collection method, to reduce its carbon footprint and be more flexible in the field.

Storm Debris: Recently, ARR has been charged in developing a Disaster & Storm Debris Management Plan, in reflection of the Onion Creek flooding experience. Part of this planning involves the collection of electronics and HHW in the event of disaster. Additionally, need to explore how to recover wet material for secondary end-use – a significant challenge with no easy answers. When a storm response is necessary, the principal response is citizen safety and quick debris removal. Balancing the needs of debris removal with zero waste practices is a new challenge that requires multiple means of handling material collection and innovative relationships with private service providers.

Resource Recovery Center: The RRC provides a common drop-off area for the public for tires, mattresses, electronics, appliances and items that may have a secondary use. ARR staff is in the process of redesigning this site for a one-stop type service that also includes reuse opportunities, as well as a redesign of HHW collection site. Again, this site is intended to help us move from waste disposal to materials reuse.

Clean Austin: As certain areas of the city need more frequent bulky material collection, this program originally was designed to service multi-family settings where there are a lot of mattresses and furniture setouts to the curb. As this program expands, staff is exploring different collection methods, as well as reuse options.

Recycling Collection: ARR collects recyclables through curbside blue cart containers. This single stream collection program yields easier citizen participation, yet the collection approach damages the integrity of the materials intended to be recovered. Exploring new means to recover more material through this collection method is challenging. Attention toward lowering residual trash rates are needed, and material types collected need further expansion. Refinement of the recycling collection program in public settings is in need of greater funding. Special event recycling is challenged by materials distributed at the events. In addition, parks and recreation settings need more recycling

Organics Collection: Yard trimmings and leaves are collected through bags at the curb. As we entertain the concept of food waste collection in several pilot areas, this collection program requires a container with a lid. Yet, as we learn from the pilot, we need to accommodate home composters, as well as allow for alternative food waste capture. In addition, we are exploring different processing and composting methods, centralized and decentralized. Final recommendations will be presented to ZWAC in January.

Trash Collection: Too much of our “waste stream” is sent to the landfill. Our Zero Waste platform states: “Zero Waste means... conserve and recover all resources, and not burn or bury them” (Master Plan, page 35). Approximately 60% of residential discards are buried, contrary to our city zero waste goals.

ARR staff are conducting a study of the material sent to the landfill, to determine what portion of this waste disposal can be recovered through recycling, composting or reuse recapture. I anticipate a report will be presented to ZWAC in January regarding this composition study with recommendations for new material capture programs.

All of these recent changes reflect the challenges of moving from traditional waste management practices to a newer platform of services. ARR is transforming from an antiquated collection system to a multi-faceted array of services that cannot be defined by container type.

The primary concern that is bringing the container restrictions forward is based on the fear that ARR will directly compete with the private haulers in apartment complex and commercial settings. Fear often generates regressive solutions. The core of the issue can be addressed more progressively.

ARR does not desire to provide dumpster service. This has been plainly stated in the development of the Master Plan. If ARR desired to move in that direction, it would require eight separate public meetings:

- New service proposal reflected in Department Rules: ZWAC & Council approval required,
- New fee schedule to reflect new service: ZWAC & Council approval required,
- Budgetary request to purchase trucks & dumpsters: ZWAC & Council approval required,
- Approval of bid-selected purchases of trucks & dumpsters: ZWAC & Council approval required.

Dumpster collection is a traditional waste management handling system. *To be clear, ARR does not desire to directly offer dumpster service*, preferring instead toward contracting for dumpster service as needed. ARR is charged with a *transformational change* in its array of services. ARR services will likely be less universal in nature in the future, exploring pilots and new collection techniques. ARR services will not be based on container type; the services will be more material based for recovery to secondary end uses, with a variety of container types and truck styles. Dumpsters are not a preferred collection method for moving toward zero waste.

Current services provided by Austin Resource Recovery:

Austin Resource Recovery - Collection Services							
Service Name	Residential Collection Service	Multi-Family Collection Service	Commercial Service	Universal Service	Non Universal Service	Cart-Based Service	Non Cart-Based Service
Garbage Collection	X	X	X	X		X	
Recycling Collection	X	X	X	X		X	
Yard Trimmings Collection	X	X	X	X			X
Organics Collection (w/Food)	X	X			X	X	
Brush Collection	X	X		X			X
Bulk Collection	X	X		X			X
Clean Austin	X	X	X		X		X
Dead Animal Collection	X	X	X	X			X
HHW Collection	X	X		X			X
HHW Door-to-Door	X	X			X		X
Battery Retail Collection	X	X		X			X
Resource Recovery Center	X	X	X	X			X

Austin Resource Recovery - Contracted Collection Services							
Service Name	Residential Collection Service	Multi-Family Collection Service	Commercial Service	Universal Service	Non Universal Service	Cart-Based Service	Non Cart-Based Service
CBD Alley Service Contract	X	X	X		X		X
City Building Contract			X		X		X
Multi-Family Dumpster Contract		X			X		X
Disaster Relief Contract	X	X	X		X		X

Austin Resource Recovery - Other Services							
Service Name	Residential Properties	Multi-Family Properties	Commercial Properties	Universal Service	Non Universal Service	Cart-Based Service	Non Cart-Based Service
Business & URO Outreach		X	X		X		X
Zero Waste Educ/Outreach	X	X	X	X	X		X
Boulevard & Street Sweeping	X	X	X	X			X
Litter Control	X	X	X		X		X
Brownfields Remediation	X	X	X		X		X
Landfill Closure					X		X

Residential = Single Family, Duplexes, and Three-Plex residential dwelling units

Multi-Family = Residential with dwelling units of four or more

Commercial = Non-Residential properties

Universal Service = service consistent and universal to that customer class

Non-Universal Service = service provided to certain sectors, but not universal to a certain customer class

Cart-based Service = use of a cart with lid for collection purposes

Mattress Recycling Update

ARR contracted with Goodwill Industries for the collection and recycling of mattresses.

Recycling diversion varied from 50% to 95% per unit collected, depending on type of mattress or box spring. By mutual agreement with the contractor, ARR did not renew the contract. The negative experience from the contractor involved dirty and difficult to handle mattresses, and box springs with the valuable metals stripped before pickup. ARR experienced high costs and service irregularities. The project may resurface in the future with learned lessons from this pilot. Below is a summary of the results of the Mattress Recycling Pilot:

City of Austin Mattress Recycling Contract Summary									
	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar/April	Total
Units	404	1097	692	384	341	319	234	331	3802
Actual Billing	\$6,868	\$18,649	\$11,764	\$6,528	\$5,797	\$5,423	\$3,978	\$5,627	\$64,634
Total Weight (Lbs.)	21,792	57,331	36,120	17,500	16,760	18,599	11,960	15,043	195,105

Household Hazardous Waste (HHW) and Resource Recovery Center (RRC)

HHW Hours of Operation

Tuesday and Wednesday 10a.m. to 6 p.m., Saturday 7a.m. to Noon

Residents of the City of Austin and Travis County may bring up to 30 gallons of home-generated hazardous waste to the Household Hazardous Waste Facility free of charge. Bringing more than 30 gallons of hazardous waste may incur a charge at cost for the disposal of the extra waste

HHW Items Accepted:

- Fluorescent bulbs
- Batteries (car and household)
- Cell phones
- Cleaners
- Automotive fluids
- Oil filters
- Paint and thinners
- Pesticides and herbicides
- Photographic chemicals
- Mercury
- Aerosol cans
- Pool chemicals
- Cooking oil
- Outdoor grill propane cylinders

Items Not Accepted:

- Radioactive materials
- Syringes or medical waste
- Tires
- Electronics
- Explosive materials
- Business-generated waste

Austin ReBlend

ARR's Austin ReBlend paint is free to City and County residents. Available in 3.5 gallon containers and in two colors: Texas Limestone (beige) and Balcones Canyonland (dark beige). Drop off paint is inspected before it is chosen to be used. It is then consolidated, blended, filtered and packed by trained personnel to ensure a quality product.

- Helps keep paint out of landfills
- Conserves water used to make new paint
- Prevents pollution from the mining and extraction of raw materials
- Moves Austin further toward its zero waste goal

RRC Hours of Operation:

Monday through Friday 8 a.m. to 4 p.m.

The Resource Recovery Center accepts:

- Televisions, including cathode ray tubes
- Computers, including cathode ray tube monitors
- Computer equipment, including keyboards and mice
- Mobile devices, including cell phones, smartphones, PDAs and pagers
- Printers, scanners and copiers
- CD cases
- Fax machines
- Video game consoles
- Cameras
- Air conditioners
- Hot water heaters
- Dryers
- Stoves
- Refrigerators

Wood Chips/Wood Mulch are available free of charge for self-loading and takeaway.

Staff Hires and Promotion Updates

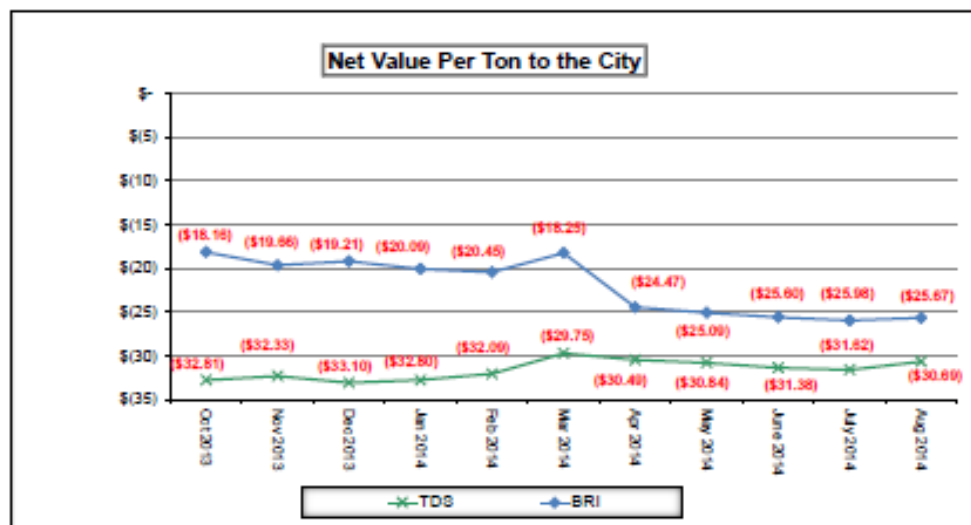
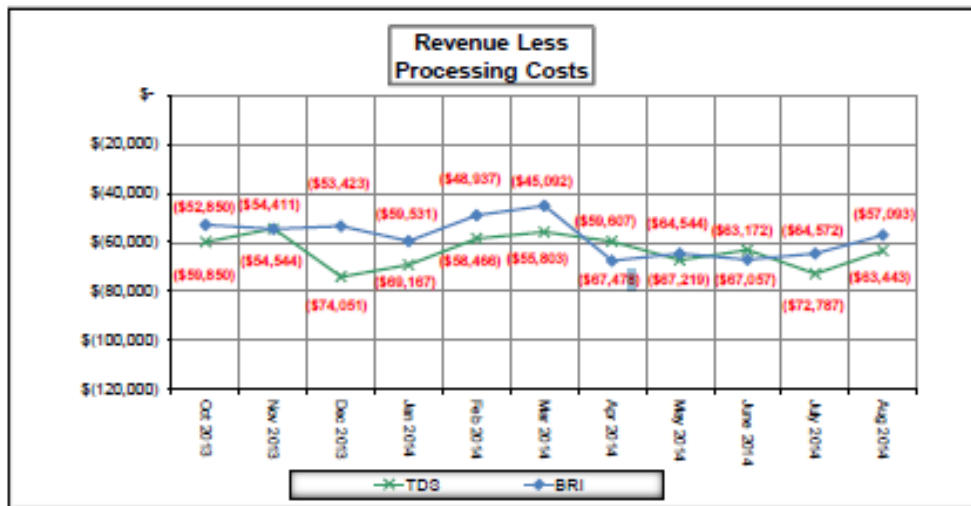
New Employee	Promotion, Transfers, Reclasses	Title/ Division
Taylor Youngblood		Contract Compliance Specialist
Paige Kroll		PIO Intern
Eric Natal		ARR Operator
Terrance Johnson		ARR Operator
Iby Setzer		Planner Senior
Roy Rivera		Temporary Associate
Fidel Hernandez		Temporary Associate
Anthony Tinsley		Temporary Associate
Matthew Castilleja		Temporary Associate
Joshua Tibbs		Temporary Associate
Robert Kimble		Temporary Associate
Roland Crayton		Temporary Associate
Michael Rodriguez		ARR Operator Associate
	Raymundo Benavidez (promoted)	Vehicle Coordinator
	Jason Smith (promoted)	ARR Operator Specialist, Sr.
	Malcolm Smith (promoted)	ARR Operator Specialist, Sr.
	Patrick Clark (promoted)	Supervisor, ARR
	Richard Herrera (promoted)	Supervisor, ARR
	Adam Surita (promoted)	Supervisor, ARR
	Corey Anderson (promoted)	Supervisor, ARR
	Glenn Phillips (promoted)	ARR Operator
	Karl Harrison (promoted)	Waste Management Supervisor
	Dale Johnson (Reclassification)	Vehicle Coordinator

Positions Currently to be Filled

Position	# Open	Manager	Posting Status
Financial Specialist	1	Jessica Edwards	Top Candidate Selected
Temporary Accounting Clerk	1	Jessica Edwards	Top Candidate Selected
Contract Development Analyst	1	Jessica Edwards	Top Candidate Selected
Department Quality Analyst	1	Mike Turner	Top Candidate Selected
Human Resources Advisor	1	Blanche Quarterman	Screening Applications
Administrative Supervisor	1	Sam Angoori	Interviews scheduled
Planner Senior	1	Jessica King	Top candidate selected
Public Information Specialist Sr.	1	Jessica King	Top candidate selected
Administrative Specialist	1	Jessica King	Interviews scheduled
ARR Operator Senior	2	Ron Romero	Top candidate identified
ARR Operator	1	Ron Romero	Position to be posted
ARR Crew Leaders	3	Ron Romero	Screening applications
Temporary, ARR Associate	2	Ron Romero	Position to be posted
Vehicle Coordinator	1	Richard McHale	Top candidate identified
ARR Operator	2	Vidal Maldonado	Top candidate identified
Training Instructor	1	Vidal Maldonado	Position to be posted
ARR Supervisor-Yard Trimmings	1	Vidal Maldonado	Position to be posted
Temporary, ARR Associate	2	Vidal Maldonado	Position to be posted

Zero Waste Advisory Commission - October 8, 2014								
Single Stream Recycling Statistical Report								
FY 2013-14: October, 2013 through August, 2014								
Texas Disposal Systems (TDS) and Balcones Resources, Inc. (BRI)								
Month and Year	Contractor	Tons Delivered	Contractor Payments			Net Value to the City \$ per ton value	Landfill Cost Avoidance	
			Revenue	Processing Cost	Net Amount Due/(Owed)		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
	Total	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
	Total	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
	Total	5,018.59	\$298,146	\$425,620	(\$127,474)			\$105,441
January 2014	TDS	2,108.75	\$123,783	\$192,951	(\$69,167)	(\$32.80)	\$21.01	\$44,305
	BRI	2,963.60	\$175,333	\$234,864	(\$59,531)	(\$20.09)	\$21.01	\$62,265
	Total	5,072.35	\$299,116	\$427,814	(\$128,698)			\$106,570
February 2014	TDS	1,821.99	\$108,246	\$166,712	(\$58,466)	(\$32.09)	\$21.01	\$38,280
	BRI	2,392.85	\$142,235	\$191,172	(\$48,937)	(\$20.45)	\$21.01	\$50,274
	Total	4,214.84	\$250,482	\$357,884	(\$107,403)			\$88,554
March 2014	TDS	1,875.52	\$115,807	\$171,610	(\$55,803)	(\$29.75)	\$21.01	\$39,405
	BRI	2,470.59	\$152,032	\$197,124	(\$45,092)	(\$18.25)	\$21.01	\$51,907
	Total	4,346.11	\$267,839	\$368,733	(\$100,894)			\$91,312
April 2014	TDS	1,954.76	\$119,253	\$178,861	(\$59,608)	(\$30.49)	\$21.01	\$41,070
	BRI	2,757.04	\$151,574	\$219,052	(\$67,478)	(\$24.47)	\$21.01	\$57,925
	Total	4,711.80	\$270,827	\$397,912	(\$127,085)			\$98,995
May 2014	TDS	2,179.65	\$132,219	\$199,438	(\$67,219)	(\$30.84)	\$21.01	\$45,794
	BRI	2,572.14	\$140,352	\$204,897	(\$64,545)	(\$25.09)	\$21.01	\$54,041
	Total	4,751.79	\$272,571	\$404,335	(\$131,764)			\$99,835
June 2014	TDS	2,012.96	\$121,013	\$184,186	(\$63,173)	(\$31.38)	\$21.01	\$42,292
	BRI	2,618.97	\$141,425	\$208,482	(\$67,057)	(\$25.60)	\$21.01	\$55,025
	Total	4,631.93	\$262,438	\$392,668	(\$130,230)			\$97,317
July 2014	TDS	2,301.98	\$137,844	\$210,631	(\$72,787)	(\$31.62)	\$21.01	\$48,365
	BRI	2,485.29	\$133,677	\$198,249	(\$64,572)	(\$25.98)	\$21.01	\$52,216
	Total	4,787.27	\$271,521	\$408,880	(\$137,359)			\$100,581
August 2014	TDS	2,066.90	\$125,679	\$189,122	(\$63,443)	(\$30.69)	\$21.01	\$43,426
	BRI	2,223.71	\$121,132	\$178,225	(\$57,093)	(\$25.67)	\$21.01	\$46,720
	Total	4,290.61	\$246,811	\$367,347	(\$120,536)			\$90,146
FY 2013-14 Totals		48,951.35	\$2,866,123	\$4,135,779	(\$1,269,656)			\$1,028,468

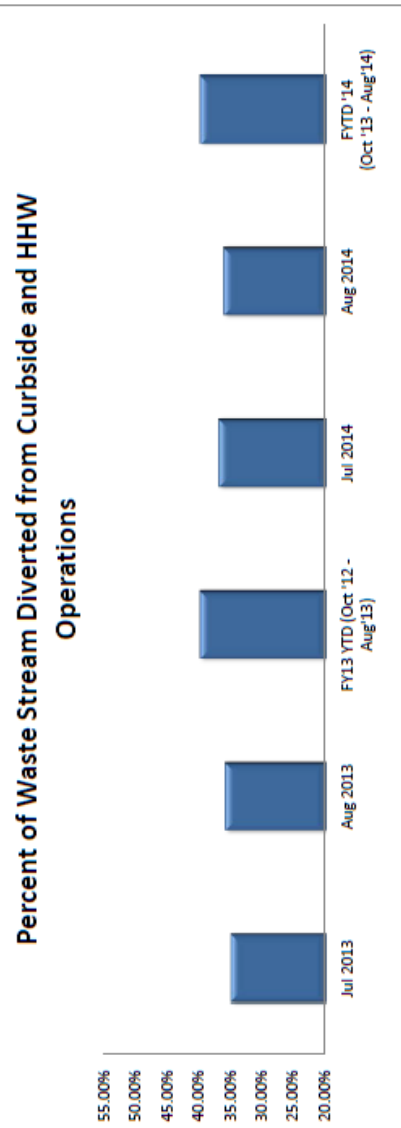
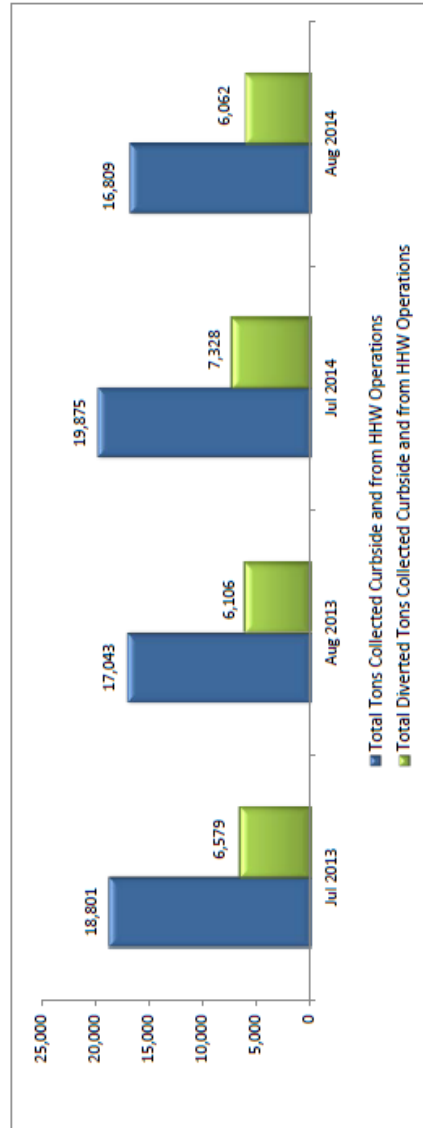
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Austin Resource Recovery Curbside Collection and HHW Operations

	LAST FISCAL YEAR				CURRENT FISCAL YEAR				
	FY 2013	FY 2013 Goal	Jul 2013	Aug 2013	FY13 YTD (Oct '12 -	Jul 2014	Aug 2014	FYTD '14 (Oct '13 -	FY 2014 Goal
Tons of curbside Garbage	124,183	127,000	11,064	10,145	114,275	11,483	9,961	116,955	123,000
Tons of Curbside Bulk Disposed	8,500	6,600	1,123	753	7,489	1,024	716	7,817	7,000
HHW Operations Tons Disposed	381	400	35	39	367	39,52	70,11	415	390
Total Disposed Tons Collected Curbside and from HHW Operations	133,064	134,000	12,222	10,937	122,131	12,547	10,747	125,187	130,390
Tons of curbside recycling	53,702	62,500	4,632	4,451	49,375	4,788	4,291	50,799	64,000
HHW Operations Tons recycled/reused	240	150	29	17	227	37,21	29,71	277	150
Tons of Curbside Yard Trimmings	25,698	27,000	1,352	1,103	24,697	1,810	1,218	25,954	31,000
Tons of Curbside Bulk Recycled	181	800	24	11	167	22	10	156	783
Tons of Curbside Brush Collected	7,359	6,400	542	524	6,611	671	513	5,909	6,200
Total Diverted Tons Collected Curbside and from HHW Operations	87,380	96,850	6,579	6,106	81,076	7,328	6,062	83,095	102,133
Total Tons Collected Curbside and from HHW Operations	220,444	230,850	18,801	17,043	203,208	19,875	16,809	208,282	232,523
Percent of Waste Stream Diverted by Curbside and HHW Operations	39.64%	42%	34.99%	35.83%	39.90%	36.87%	36.06%	39.90%	44%
Pounds of Garbage collected per customer per pickup	25.53	26.03	27.20	24.74	25.65	27.75	24.07	25.91	24.64
Number of Garbage customers	187,105	187,676	187,858	189,408	186,966	191,120	191,141	189,447	192,000
Pounds of Recycled materials collected per customer per pickup (every other week)	22.25	25.62	22.96	21.89	22.34	23.33	20.91	22.78	25.64
Pounds of Yard Trimmings collected per customer per week	5.37	5.53	3.35	2.71	5.59	4.41	2.97	5.82	6.21
Number of Recycling and Yard Trimmings customers	185,658	187,676	186,360	187,865	185,526	189,565	189,590	187,116	192,000
Total tons of Dead Animals Collected from COA rights-of-way and the animal shelter	50	85	4	3	45	5	4	55	55

Austin Resource Recovery Curbside Collection 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%	39.90%
Commercial / Industrial Waste Diversion	information not available*					
Institutional Waste Diversion	information not available*					
*Non-residential waste diversion to be inventoried in 2015						

