



**To:** Zero Waste Advisory Commission  
**From:** Bob Gedert, Director  
Austin Resource Recovery Department  
**Date:** April 8, 2015  
**Subject:** **Director's Report to ZWAC**

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### **Zero Waste Event Rebates**

The City of Austin's Zero Waste Event Rebate is an incentive for event organizers to make their outdoor events more sustainable and help reduce the amount of trash sent to area landfills. Eligible events include outdoor events within the Austin city limits that are open to the public with an expected attendance of 500 or more attendees. There are 5 basic steps to the rebate process:

1. Submit Eligibility Form
2. Register as a City of Austin Vendor
3. Contract for Recycling and/or Composting Services
4. Conduct the Event
5. Submit Rebate Request Form

The City has utilized multiple outreach efforts to encourage participation in the rebate program, including paid advertising such as direct mail to event organizers, social media and word of mouth. In addition, ARR staff provides information on the rebate to eligible events during the review of special event permit applications with Austin Center for Events. The chart below gives any overview of participation since the inception of the program.

<b>Fiscal Year</b>	<b>Number of Events Applied</b>	<b>Number of Events Eligible</b>
<b>2012</b>	8	6
<b>2013</b>	11	8
<b>2014</b>	17	7
<b>2015(currently)</b>	9	TBD

The rebate program will continue to support diversion of recyclable and organic material and consider expanding to include other resources needed to host a zero waste event. Staff plans to conduct focus group discussions with event organizers to brainstorm about how to increase participation in the program.

## Community Satisfaction Survey

During July and August of 2014, ETC Institute administered a community survey for the City of Austin. The purpose of the survey was to assess satisfaction with the delivery of major City services and to help determine priorities for the community as part of the City's ongoing planning process.

Most residents have a positive perception of the City. Eighty-three percent (83%) of those surveyed, who had an opinion, gave positive ratings for Austin as a place to live; 81% gave positive ratings for Austin as a place to work, 72% gave positive ratings for the quality of life in Austin and 76% gave positive ratings for Austin as a place to raise children.

The citizen satisfaction ratings applicable to Austin Resource Recovery services are as follows:

<b><i>Austin Rating</i></b>	<b><i>Average Large City</i></b>	<b><i>Austin Advantage</i></b>	<b><i>Austin Resource Recovery Service</i></b>
<b><i>87%</i></b>	<b><i>80%</i></b>	<b><i>+ 7%</i></b>	<b><i>Quality of residential garbage collection</i></b>
<b><i>86%</i></b>	<b><i>73%</i></b>	<b><i>+13%</i></b>	<b><i>Quality of residential curbside recycling services</i></b>
<b><i>81%</i></b>	<b><i>72%</i></b>	<b><i>+ 9%</i></b>	<b><i>Quality of residential yard waste collection</i></b>
<b><i>76%</i></b>	<b><i>64%</i></b>	<b><i>+12%</i></b>	<b><i>Bulky item pick-up/removal services</i></b>
<b><i>69%</i></b>	<b><i>59%</i></b>	<b><i>+10%</i></b>	<b><i>Cleanliness of city streets and public areas (street sweeping)</i></b>
<b><i>53%</i></b>	<b><i>54%</i></b>	<b><i>- 1%</i></b>	<b><i>Household hazardous waste disposal service</i></b>

The citizen satisfaction ratings for ARR services far exceeded the 2014 standard ratings in the 200 large cities surveyed within 43 states. Generally speaking, a 75% citizen satisfaction rating is the customer service goal of most cities, with 85% citizen satisfaction as the "gold standard".

Note the low ratings regarding Household Hazardous Waste service. The 53% citizen rating is lower than desired and generally reflective of the single facility location in the South East portion of the city. ARR is addressing this concern by constructing a second HHW facility to service the northern half of the city.

*Source: 2014 City of Austin Community Survey: Final Report - ETC Institute (2014)*

**Staff Hires and Promotion Updates**

New Employee	Promotion, Temp to Regular, Retirement	Title/ Division
Edgar Hinojosa		Temporary, Service Maintenance
Marcia Jones		Financial Specialist
Christopher Simpson		ARR Operator Associate
Aaron Waters		Temporary, Research Intern
	Erin Benoit	Program Specialist
	Roland Crayton	ARR Operator Associate
	Zachary Lopez	ARR Operator Associate
	Roy Rivera	ARR Operator Associate
	Anthony Tinsley	ARR Operator Associate
	Promotion - Julian Alonzo	ARR Operator, Senior
	Promotion - Ricardo Guerrero	ARR Crew Leader
	Promotion - Dattrin Guyton	ARR Operator, Senior
	Promotion - Alonzo Zermeno	ARR Operator, Senior
	Promotion - Dayne Williams	ARR Operator, Senior
	Promotion - Damien Bailey-Harris	ARR Operator, Senior

**Positions Currently to be Filled**

<b>Position</b>	<b># Open</b>	<b>Manager</b>	<b>Posting Status</b>
Support Services Supervisor	1	Jessica Frazier	Position to be Posted
Munipro, Admin Sr (Purchasing)	1	Jessica Frazier	Screening Applications
Munipro, Admin Sppt. (Waste Diversion Planner)*	4	Jessica King	Interviews scheduled
Planner Sr	1	Jessica King	Top candidate selected
Public Information Specialist	1	Jessica King	Interviews scheduled
Public Information Specialist Sr	1	Jessica King	Position Posted
Occ. Health and Safety Spec Sr	1	Jeff Dilbert	Top candidate selected
ARR Crew Leader	2	Ron Romero	Top candidate selected
Austin Rsc Recovery Operator	3	Ron Romero	Position posted
Austin Rsc Recovery Operator Sr	1	Donald Hardee	Interviews scheduled
Environmental Program Specialist	2	Donald Hardee	Interviews scheduled
Austin Rsc Recovery Operator	2	Richard McHale	Position posted
ARR Crew Leader	2	Richard McHale	Position to be Posted
Munipro, ARR Associate*	8	McHale/Romero	Top candidate selected

Zero Waste Advisory Commission - April 8, 2015								
Single Stream Recycling Statistical Report								
FY 2014-15: October, 2014 - February, 2015								
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 2014	TDS	1,794.16	\$109,458	\$164,166	(\$54,708)	(\$30.49)	\$21.49	\$38,556
	BRI	2,973.81	\$161,505	\$235,645	(\$74,140)	(\$24.93)	\$21.49	\$63,907
	<b>Total</b>	<b>4,767.97</b>	<b>\$270,963</b>	<b>\$399,811</b>	<b>(\$128,848)</b>			<b>\$102,464</b>
November 2014	TDS	1,696.79	\$99,202	\$155,256	(\$56,054)	(\$33.04)	\$21.49	\$36,464
	BRI	2,587.55	\$146,047	\$206,077	(\$60,030)	(\$23.20)	\$21.49	\$55,606
	<b>Total</b>	<b>4,284.34</b>	<b>\$245,249</b>	<b>\$361,333</b>	<b>(\$116,085)</b>			<b>\$92,070</b>
December 2014	TDS	2,291.38	\$132,131	\$209,661	(\$77,531)	(\$33.84)	\$21.49	\$49,242
	BRI	3,042.85	\$169,341	\$240,930	(\$71,589)	(\$23.53)	\$21.49	\$65,391
	<b>Total</b>	<b>5,334.23</b>	<b>\$301,472</b>	<b>\$450,592</b>	<b>(\$149,120)</b>			<b>\$114,633</b>
January 2015	TDS	2,054.29	\$107,991	\$187,968	(\$79,976)	(\$38.93)	\$21.49	\$44,147
	BRI	3,078.17	\$158,610	\$243,634	(\$85,024)	(\$27.62)	\$21.49	\$66,150
	<b>Total</b>	<b>5,132.46</b>	<b>\$266,601</b>	<b>\$431,601</b>	<b>(\$165,000)</b>			<b>\$110,297</b>
February 2015	TDS	1,665.75	\$77,949	\$152,416	(\$74,467)	(\$44.70)	\$21.49	\$35,797
	BRI	2,542.52	\$118,863	\$202,630	(\$83,767)	(\$32.95)	\$21.49	\$54,639
	<b>Total</b>	<b>4,208.27</b>	<b>\$196,812</b>	<b>\$355,046</b>	<b>(\$158,234)</b>			<b>\$90,436</b>
<b>FY 2014-15 Totals</b>		<b>23,727.27</b>	<b>\$1,281,096</b>	<b>\$1,998,383</b>	<b>(\$717,287)</b>			<b>\$509,899</b>

Material Composition Percentages					
		Previous Audit		Current Audit	
		TDS	BRI	TDS	BRI
<b>Material</b>		<b>4/26/14</b>	<b>4/12/14</b>	<b>10/18/14</b>	<b>11/1/14</b>
ONP #8 (Old Newspaper)		15.74%	25.52%	20.71%	24.77%
OCC (Corrugated Cardboard)		15.77%	10.58%	14.64%	10.69%
Mixed Paper		12.28%	12.00%	10.40%	13.82%
Plastic Bottles - PETE		2.93%	2.27%	2.72%	2.23%
HDPE Natural		1.18%	0.88%	1.06%	0.80%
HDPE Color		1.08%	0.91%	0.95%	0.52%
Mixed Plastics 3-7		3.19%	2.02%	3.72%	2.71%
UBC (Used Beverage Cans)		1.02%	0.50%	1.19%	1.06%
Tin Cans		1.18%	1.06%	1.57%	1.60%
Scrap Metal		0.74%	0.82%	0.83%	0.71%
Glass		27.21%	27.51%	28.12%	28.70%
Residual - trash		17.69%	15.93%	14.08%	12.39%
<b>Total</b>		<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

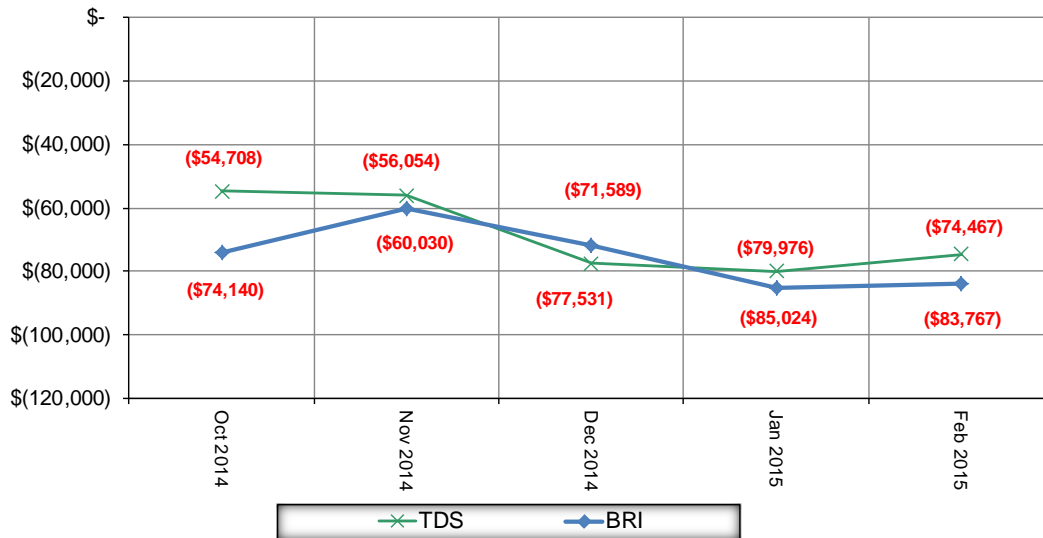
# Zero Waste Advisory Commission - April 8, 2015

## Single Stream Recycling Statistical Report

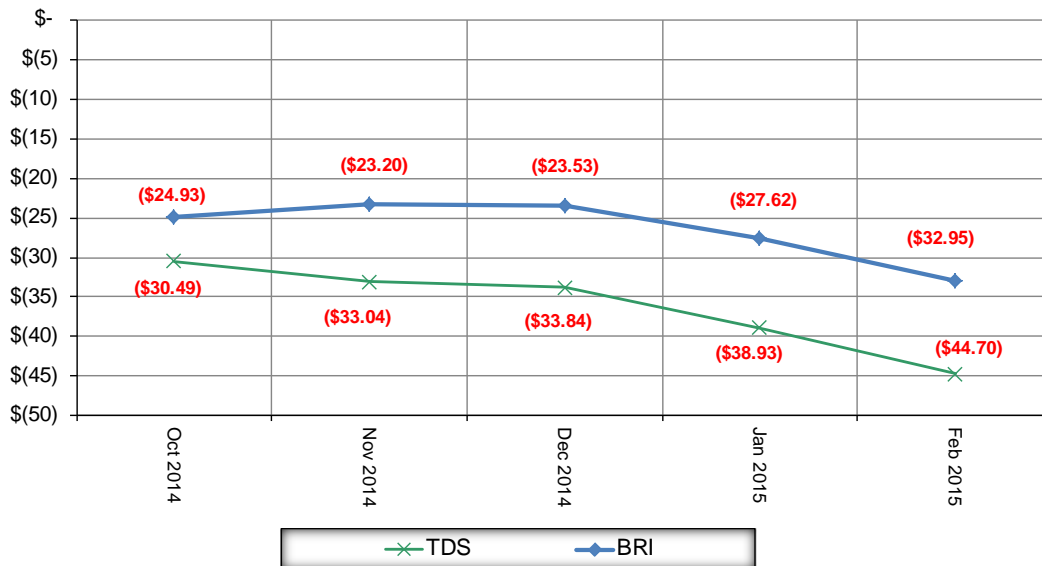
FY 2014-15: October, 2014 - February, 2015

Texas Disposal Systems (TDS) and Balcones Resources, Inc. (BRI)

### Revenue Less Processing Costs



### Net Value Per Ton to the City

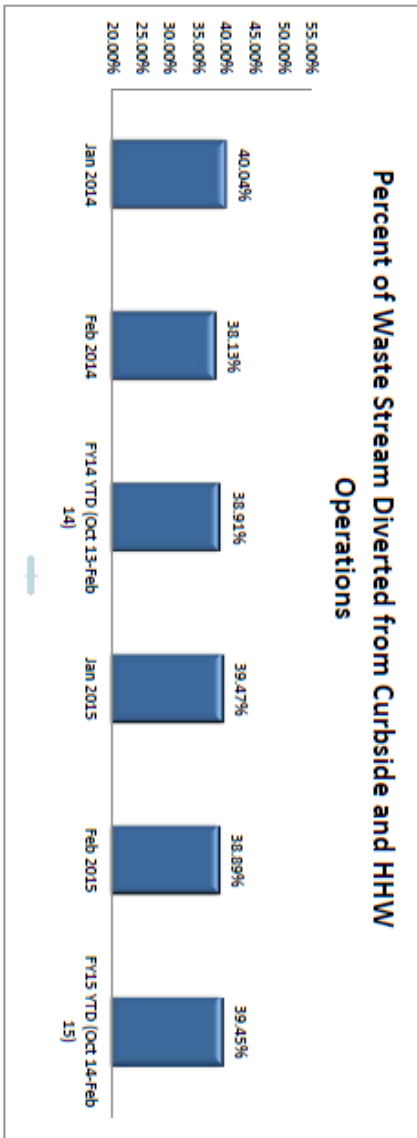
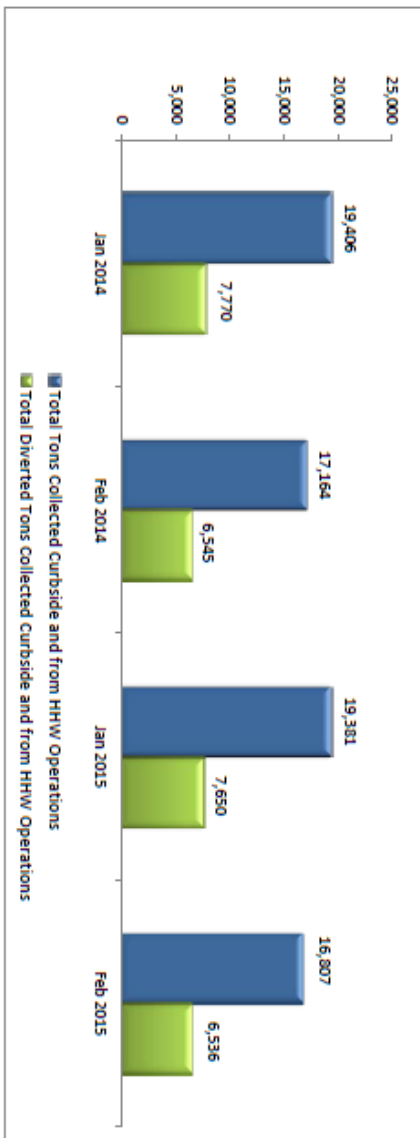


Zero Waste Advisory Commission					
Single Stream Recycling Statistical Report					
FY 2013-14: October, 2013 through September, 2014					
Texas Disposal Systems (TDS) and Balcones Resources, Inc. (BRI)					
Month, Year	Contractor	Tons Delivered	Revenue	Processing Cost	Net Amount Due/(Owed)
October, 2013	TDS	1,824.24	\$108,623	\$168,473	(\$59,850)
	BRI	2,910.84	\$177,974	\$230,825	(\$52,850)
	Total	4,735.08	\$286,598	\$399,298	(\$112,701)
November, 2013	TDS	1,682.84	\$99,569	\$153,980	(\$54,411)
	BRI	2,775.04	\$165,885	\$220,429	(\$54,544)
	Total	4,457.88	\$265,454	\$374,409	(\$108,955)
December, 2013	TDS	2,237.24	\$130,657	\$204,707	(\$74,051)
	BRI	2,781.35	\$167,489	\$220,913	(\$53,423)
	Total	5,018.59	\$298,146	\$425,620	(\$127,474)
January, 2014	TDS	2,108.75	\$123,783	\$192,951	(\$69,167)
	BRI	2,963.60	\$175,333	\$234,864	(\$59,531)
	Total	5,072.35	\$299,116	\$427,814	(\$128,698)
February, 2014	TDS	1,821.99	\$108,246	\$166,712	(\$58,466)
	BRI	2,392.85	\$142,235	\$191,172	(\$48,937)
	Total	4,214.84	\$250,482	\$357,884	(\$107,403)
March, 2014	TDS	1,875.52	\$115,807	\$171,610	(\$55,803)
	BRI	2,470.59	\$152,032	\$197,124	(\$45,092)
	Total	4,346.11	\$267,839	\$368,733	(\$100,894)
April, 2014	TDS	1,954.76	\$119,253	\$178,861	(\$59,608)
	BRI	2,757.04	\$151,574	\$219,052	(\$67,478)
	Total	4,711.80	\$270,827	\$397,912	(\$127,085)
May, 2014	TDS	2,179.65	\$132,219	\$199,438	(\$67,219)
	BRI	2,572.14	\$140,352	\$204,897	(\$64,545)
	Total	4,751.79	\$272,571	\$404,335	(\$131,764)
June, 2014	TDS	2,012.96	\$121,013	\$184,186	(\$63,173)
	BRI	2,618.97	\$141,425	\$208,482	(\$67,057)
	Total	4,631.93	\$262,438	\$392,668	(\$130,230)
July, 2014	TDS	2,301.98	\$137,844	\$210,631	(\$72,787)
	BRI	2,485.29	\$133,677	\$198,249	(\$64,572)
	Total	4,787.27	\$271,521	\$408,880	(\$137,359)
August, 2014	TDS	2,066.90	\$125,679	\$189,122	(\$63,443)
	BRI	2,223.71	\$121,132	\$178,225	(\$57,093)
	Total	4,290.61	\$246,811	\$367,347	(\$120,536)
September, 2014	TDS	2,540.99	\$154,065	\$232,501	(\$78,435)
	BRI	2,153.26	\$117,864	\$172,832	(\$54,968)
	Total	4,694.25	\$271,929	\$405,333	(\$133,404)
FY 2013-14 Totals		55,712.50	\$3,263,731	\$4,730,234	(\$1,466,503)

## Austin Resource Recovery Curbside Collection and HHW Operations

	LAST FISCAL YEAR				CURRENT FISCAL YEAR			
	FY 2014	FY 2014 Goal	Jan 2014	Feb 2014	FY14 YTD (Oct 13-Feb 14)	Jan 2015	Feb 2015	FY15 YTD (Oct 14-Feb 15)
<b>Tons of curbside garbage</b>	127,924	123,000	11,076	9,571	51,466	11,150	9,483	52,563
Tons of Curbside Bulk Disposed	8,892	7,000	525	1,025	3,551	530	757	3,143
HHW Operations Tons Disposed	442	390	34	23	157	51.25	31	160
<b>Total Disposed Tons Collected Curbside and from HHW Operations</b>	<b>137,258</b>	<b>130,390</b>	<b>11,535</b>	<b>10,619</b>	<b>55,184</b>	<b>11,731</b>	<b>10,271</b>	<b>55,865</b>
<b>Tons Diverted</b>								
Tons of curbside recycling	55,494	64,000	4,998	4,182	23,278	5,134	4,209	23,871
HHW Operations Tons recycled/reused	296	150	13	17	101	3.03	18	83
Tons of Curbside Yard Trimmings	27,367	31,000	2,426	1,779	9,251	2,231	1,890	29,037
Tons of Curbside Bulk Recycled	176	783	14	19	76	12	12	66
Tons of Curbside Brush Collected	6,692	6,200	320	548	2,436	270	407	2,219
<b>Total Diverted Tons Collected Curbside and from HHW Operations</b>	<b>90,015</b>	<b>102,133</b>	<b>7,770</b>	<b>6,545</b>	<b>35,142</b>	<b>7,650</b>	<b>6,536</b>	<b>36,383</b>
<b>Total Tons Collected Curbside and from HHW Operations</b>	<b>227,273</b>	<b>232,523</b>	<b>19,406</b>	<b>17,164</b>	<b>90,326</b>	<b>19,381</b>	<b>16,807</b>	<b>92,259</b>
<b>Percent of Waste Stream Diverted by Curbside and HHW Operations</b>	<b>39.61%</b>	<b>44%</b>	<b>40.04%</b>	<b>38.13%</b>	<b>38.91%</b>	<b>39.47%</b>	<b>38.89%</b>	<b>39.45%</b>
<b>Pounds of Garbage collected per customer per pickup</b>	<b>25.95</b>	<b>24.64</b>	<b>27.14</b>	<b>23.48</b>	<b>25.25</b>	<b>26.92</b>	<b>22.91</b>	<b>25.36</b>
<b>Number of Garbage customers</b>	189,543	192,000	188,490	188,240	188,205	191,279	191,228	191,222
<b>Pounds of Recycled materials collected per customer per pickup (every other week)</b>	<b>22.79</b>	<b>25.64</b>	<b>24.82</b>	<b>20.80</b>	<b>23.15</b>	<b>24.96</b>	<b>20.49</b>	<b>23.24</b>
<b>Pounds of Yard Trimmings collected per customer per week</b>	<b>5.62</b>	<b>6.21</b>	<b>6.02</b>	<b>4.42</b>	<b>4.60</b>	<b>5.43</b>	<b>4.60</b>	<b>4.94</b>
<b>Number of Recycling and Yard Trimmings customers</b>	187,266	192,000	186,029	185,733	185,692	189,834	189,754	189,716
<b>Number of PAYT pickups</b>	52	52	4.33	4.33	22	4.33	4.33	22
<b>Total tons of Dead Animals Collected from COA rights-of-way and the animal shelter</b>	61	95	5.00	5.00	29	5.00	4.00	28
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## 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 actual	FY2014-15 Goal	FY2014-15 Current
Residential Waste Diversion (city serviced accounts)	37.32%	38.57%	37.86%	39.64%	39.61%	44.00%	39.45%
Commercial / Industrial Waste Diversion	information not available*						
Institutional Waste Diversion	information not available*						
	*Non-residential waste diversion to be inventoried in 2015						

