Universal Recycling Ordinance

FY16 Staff Update

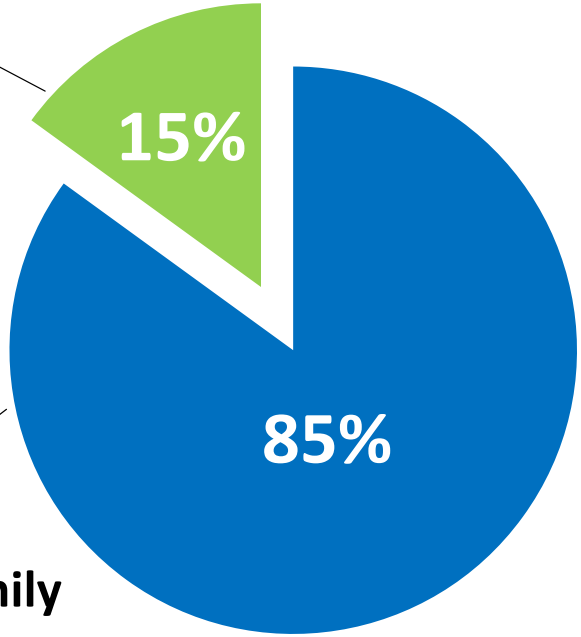
AUSTIN RESOURCE RECOVERY
A CITY OF AUSTIN SERVICE

Agenda

1. Staff introductions
2. Universal Recycling Ordinance (URO) Overview
   I. Recycling Requirements
   II. Organics Diversion Requirements
3. Outreach Efforts
4. Implementation – Wins and Challenges
5. URO Deficiency Process Overview
6. URO Implementation Metrics
7. Next Steps
8. Questions and Answers

City Control vs. URO Influence

Mostly Single-Family Homes
Serviced by City of Austin



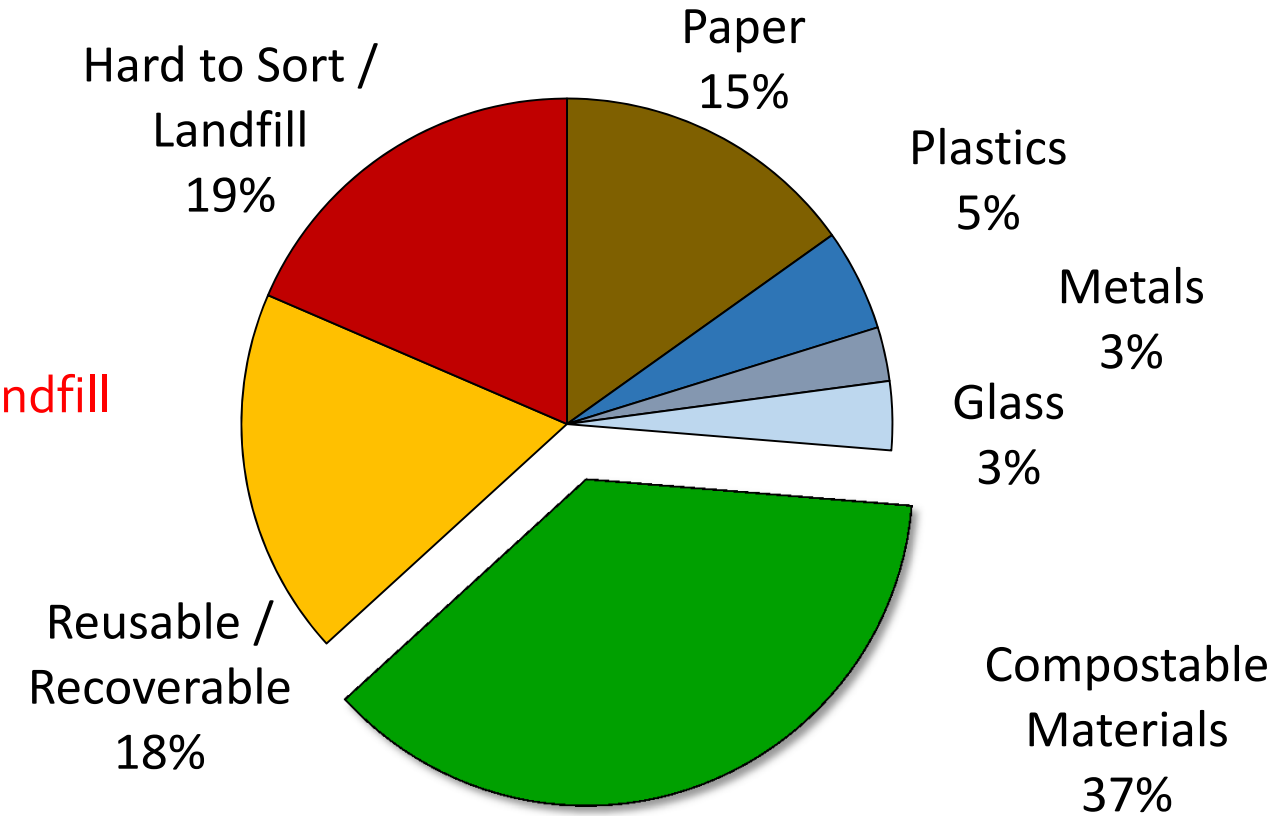
Key finding:
Business Community generates more than 85% of discards in Austin

Commercial and Multifamily
Collection by Private Haulers

Most of the discards in Austin are outside of the City's direct control

Why Business Recycling Requirements?

Key finding:
More than 80% of landfill trash is recoverable



Austin's 2015 Community Diversion Study – What is going to the Landfill?
For more information: austintexas.gov/2015diversionstudy

Recycling Ordinance History

- Started with CMFRO – 1999
- Key Dates – URO Updates: 2010, 2012, 2014
- URO Phase II – 14 public meetings with 190+ stakeholders
- URO is capacity-driven, focus on back-of-house operations

Square feet	100k+	75k+	50k+	25k+	5k+	All
Recycling Required	Oct. 1 2012	Oct. 1 2013	Oct. 1 2014	Oct. 1 2015	Oct. 1 2016	Oct. 1 2017

Stakeholder Concerns

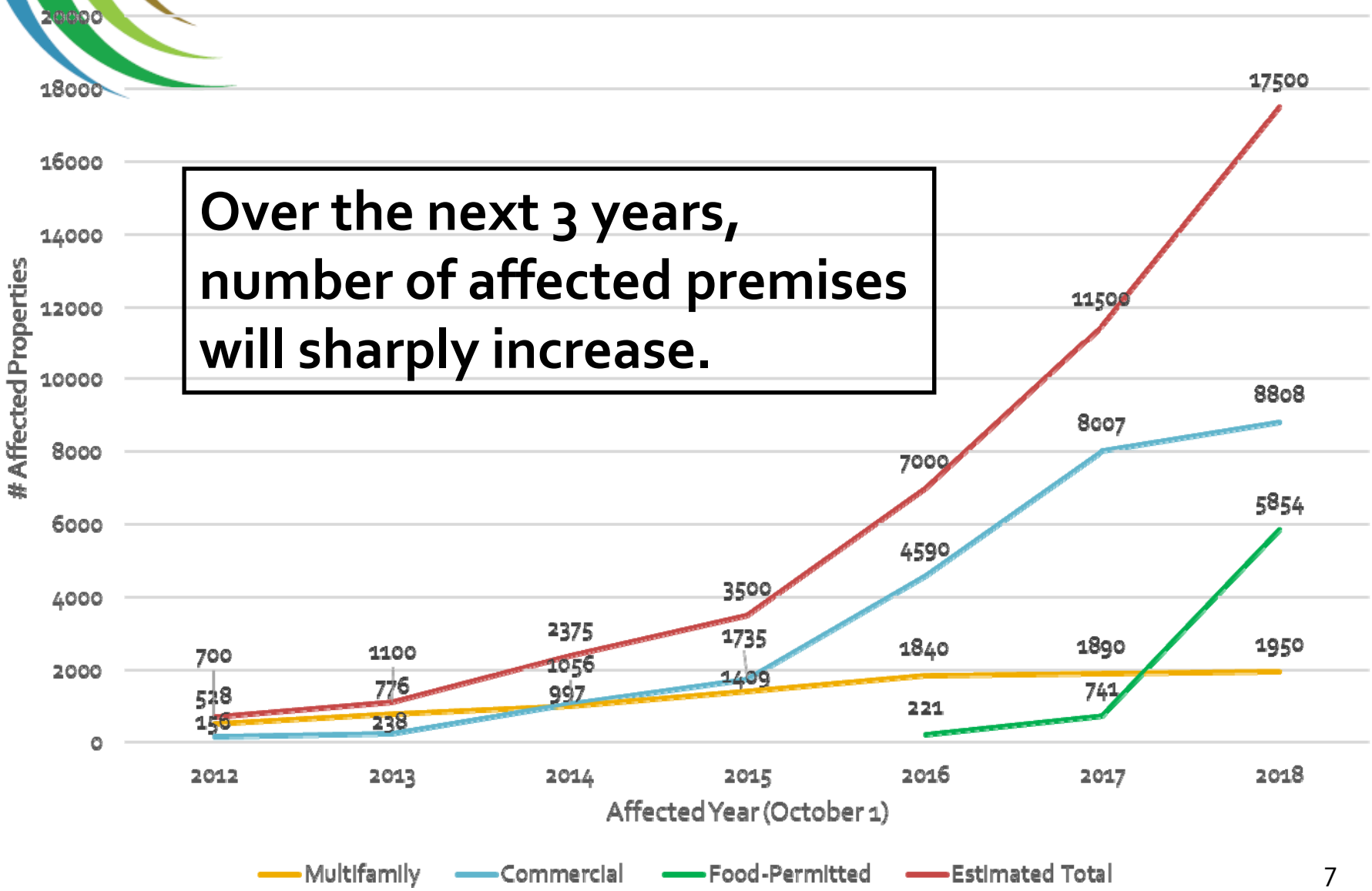
Austin's Market Challenges

- Potential Conflicts with Other City Ordinances (e.g. parking, health codes, design criteria)
- Compost Processing Capacity
- Hauler Infrastructure, Competition and Vehicles

Specific Business Concerns

- Space for Collection
- Cost of Collection and Processing
- Not Enough Recycling/Organics, Not Worth the Cost
- Labor Costs, Training, Added Time, Ick Factor

URO Affected Property Forecast



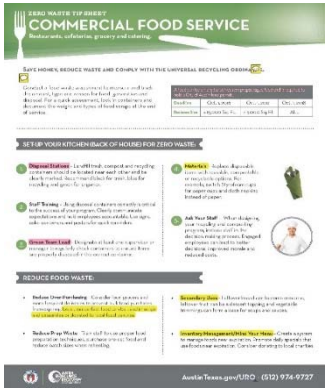
Over the next 3 years, number of affected premises will sharply increase.

URO Recycling Requirements

Responsible Parties must ensure the following :

Resources provided by ARR staff:	
• Zero Waste Assessments	• Annual Diversion Plan assistance
• Education and training materials	• Signs and decals online
• Presentations	• Zero Waste Business Rebate

Recycling Requirements and Best Practices



Recommendations:

- **Property-specific Posters**
- **Regular Education**
- **Labels in Multiple Languages**
- **Color Coding of Containers**

Organics Diversion

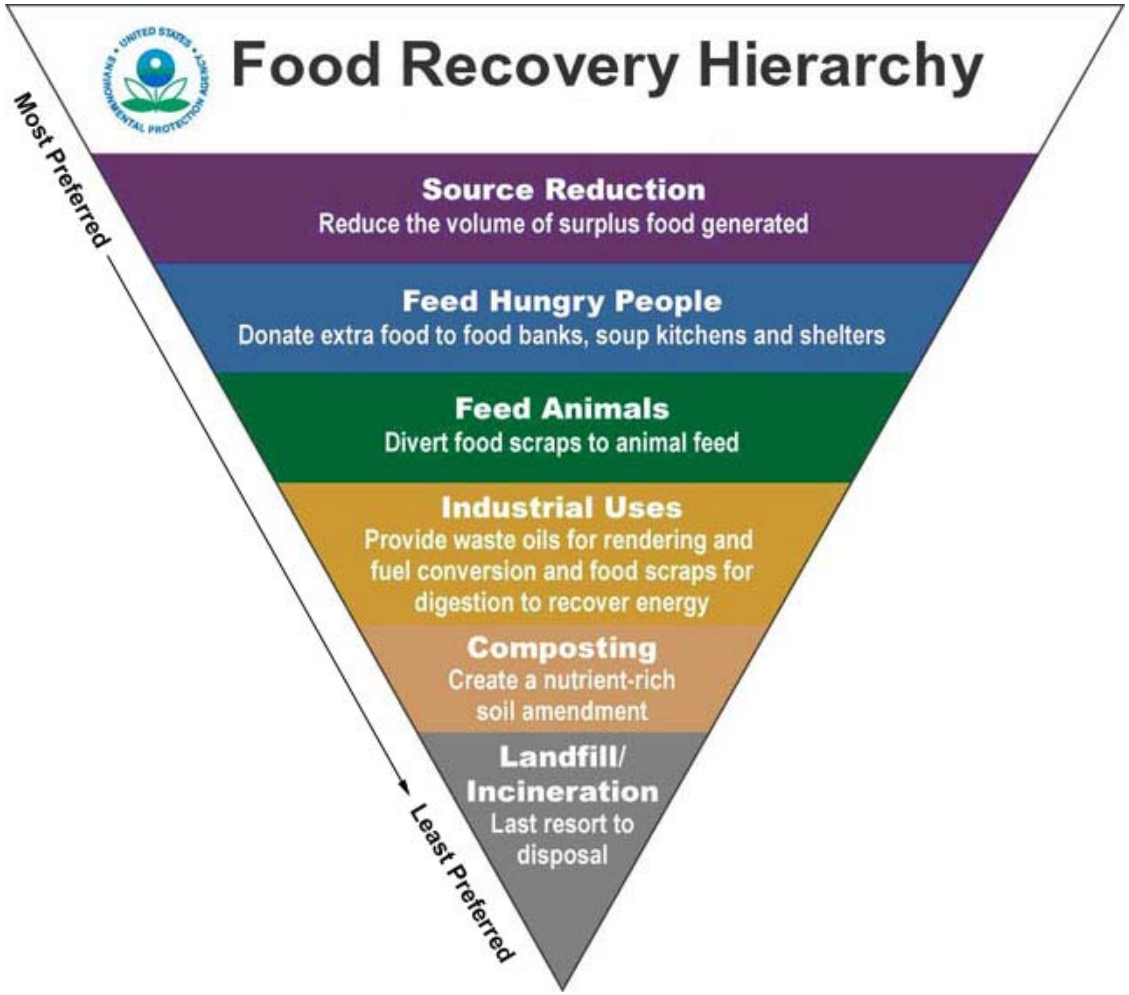
Food permitted businesses must ensure:

1. Organics Diversion program in place
2. Organics Diversion Plan (ODP) submitted online
3. Requires multiple organics diversion methods

Organics Implementation Timeline:

Note: Organics requirements apply to businesses with a food permit.

Organics Diversion Hierarchy



Some of the best organics diversion programs <u>may not</u> result in compost!

Food Permitted Businesses

- 5,000+ businesses will be affected by Oct. 1, 2018
- 5,872 registered food permits from Health Dept.
- Different challenges (restaurants, grocery, daycare, assisted living, manufacturing, hotels, catering, etc.)

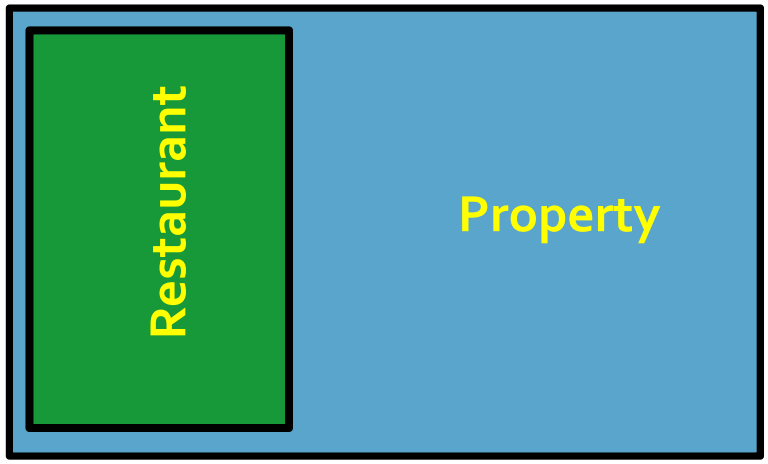
URO: Property vs. Business

Recycling Requirements

- Commercial/MF **properties**
- Tax parcel (property ID)
- Property owner/manager
- Annual Diversion Plan (ADP)

Organics Diversion Requirements

- Food-permitted **businesses**
- Food permit
- Business owner/manager
- Organics Diversion Plan (ODP)

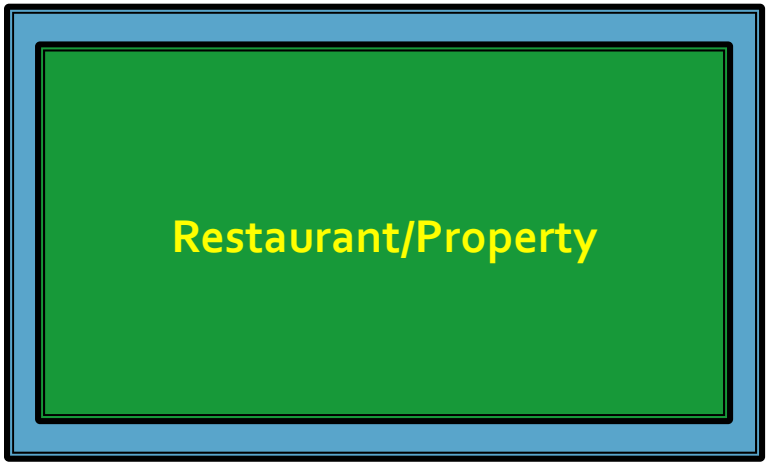


Green = Business Blue = Property

URO: Property vs. Business

If property 100% occupied by Food Service, submit BOTH:

1. Annual Diversion Plan (ADP)
2. Organics Diversion Plan (ODP)



Blue = Property

Green = Business

Business Outreach - Efforts

FY17: 6700+ Affected Properties/Food Service Businesses

FY16: 3300+ Affected Properties

- More than 3300 business contacts
- Approximately 3000 calls via shared phone line (212 hours)
- Over 600 waivers requested - 75% reviewed
- Site Visits – more than 300

FY15: 2375+ Affected Properties

- Nearly 3000 business contacts
- Approx. 152 hours assisting businesses (approx. 2000 calls)
- 700+ waivers requested, denied or approved – 30% reviewed
- Site Visits – more than 250

Zero Waste Business Rebate

Business Rebate – up to $1800 per business or property

- FY14 - Pilot program, 19 participants
- FY15 – 26 participants
- FY16 - 60 participants
- Service costs, reusable packaging, screening, balers and other innovative or creative solutions
- Case Study - Pointe at Ben White

URO Successes

- 95% of properties have recycling for tenants/employees
- Online Tools and Case Studies – austintexas.gov/uro
- Online Reporting Tool (Emerge/Re-Trac)
- 2015 Community Diversion Study – 42%
- Annual Diversion Plans (ADPs):
  - ✓ 2350 ADPs submitted in FY15 out of **2375 - 97%**
  - ✓ 2970 ADPs submitted in FY16 out of **3300 - 90%**

Tom Gleason

Waste Diversion Planner Senior

URO Implementation Lead

Implementation Trends

	FY2014	FY2015	FY2016
Affected Properties	1100	2375	3300
Deficiency Letter #1	222	1688	2478
Deficiency Letter #2	66	934	1031
Transferred to Code	12	17	16
Cases Resolved	11	12	5

Calls to properties, emails, advanced notice letters, postcards, lunch and learn trainings, advertising (print, radio, online)

Due to ARR Business Outreach Team's efforts – fewer than 1.5% of Affected Properties require enforcement by Austin Code

Notification Process

FIRST NOTICE OF DEFICIENCY

- URO deficient
- 30 days to correct
- Site visit may be conducted after 30 days

SECOND NOTICE OF DEFICIENCY

- URO deficient
- 30 days to correct
- Site visit conducted after 30 days

FINAL NOTICE

- Deemed URO non-compliant
- Referral to Austin Code Dept.
- Fines may be up to $2,000 for each violation, each day the violation continues

ARR staff is available at any time during this process to assist the property with meeting all requirements.

Three chances, then referred to Austin Code for enforcement

URO Implementation- Results

FY16 - Universal Recycling Ordinance (URO) - Compliance

- 3300+ affected properties
- 90% (~2970) affected properties completed Annual Diversion Plans (ADPs)
- 605+ waivers requested – staff reviewed 75%
- 1314 properties received URO deficiency letter #1
- 440 properties received URO deficiency letter #2
- 94 URO deficiency complaints received from community
- 16 transfers to Austin Code, 5 documented resolutions

URO Implementation

Enhanced Collaboration with Austin Code

- Code Training provided on 6/9/16
- URO Cases transferred to Code - 45

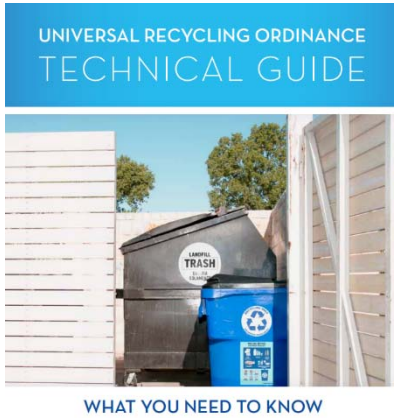
URO Outreach Contract Rebid

- Two URO outreach contractors
- Increased outreach capacity

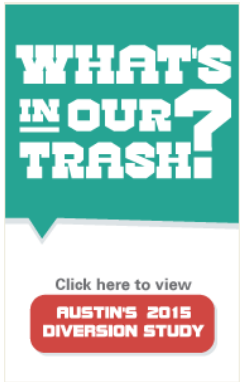
Collaboration with Business Community

- Austin Hotel and Lodging Association and Greater Austin Restaurant Association – Organics Diversion Training
- Zero Waste Professional Certificate Program – 50 people trained
- ReVerse Pitch Competition (http://reversepitch.org)

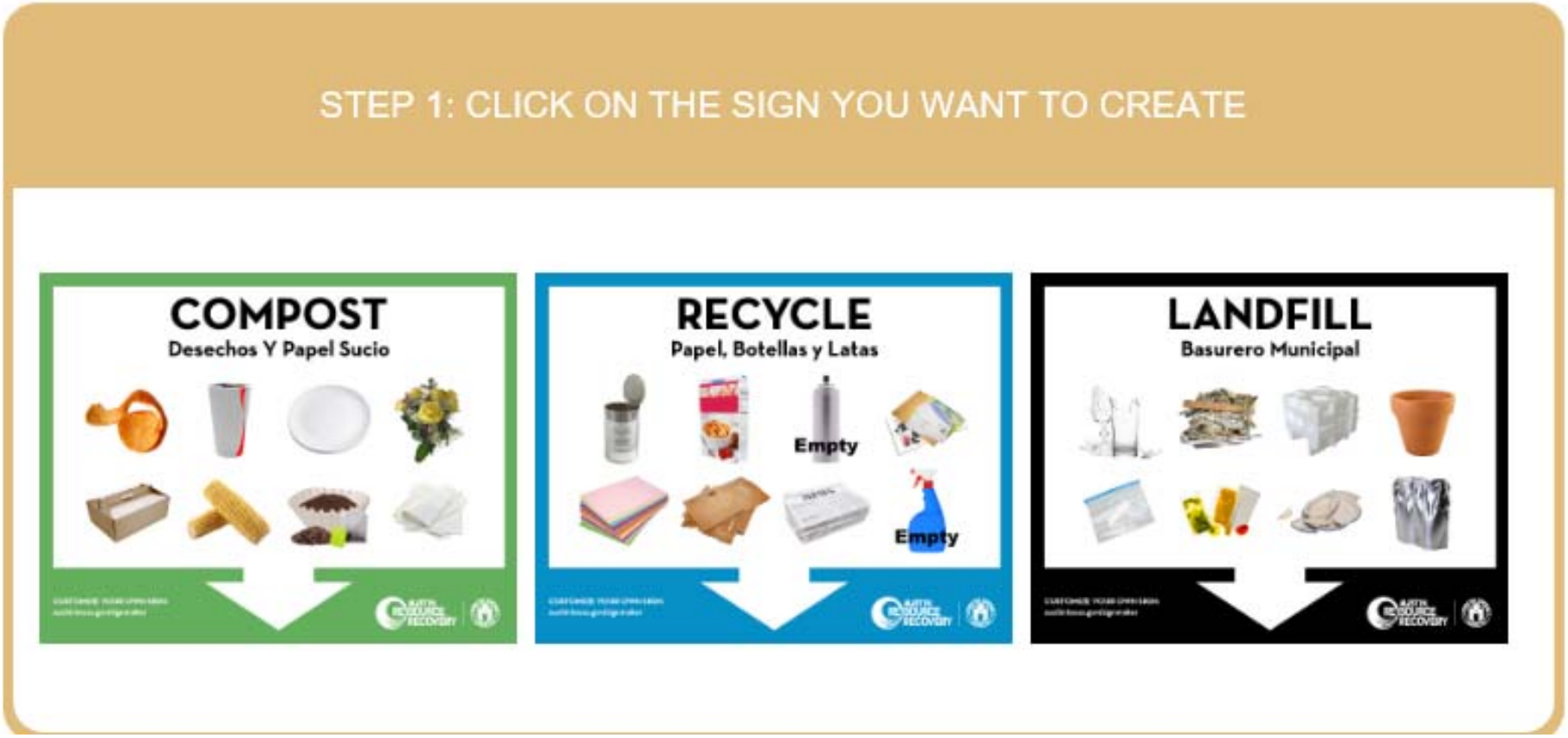
Helpful Links and Resources



- Sign Maker – Custom Posters
- Business Hub – Access to Online Resources
- Case Studies – Examples of Business Successes
- Biz Organics – Organics Recovery
- URO 101 Video – Five Minute Briefing on URO
- Austin Materials Marketplace – Biz to Biz trade of Materials
- 2015 Community Diversion Study – Diversion in Austin
- Annual Diversion Plan – Online Reporting
- Licensed Hauler List – Online List of Haulers
- URO Technical Guide – Implementation Best Practices
- Lunch and Learn trainings – Free training and resources
- Industry Tip Sheets, Educational Materials and More…



Sign Maker – Custom Posters



http://www.austintexas.gov/signmaker

How Can you Help?

- ✓ Clarify the URO establishes Organics Diversion **NOT** Composting Requirements
- ✓ Offer ARR's Businesses Outreach Team's Resources
- ✓ Share Business Outreach Team Information
  - Zero Waste Rebate
  - Lunch & Learns
  - Zero Waste Certificate Program
  - Free Zero Waste Assessments

Help Promote the Rebate

Zero Waste Business Rebate

- Businesses can receive up to $1,800
- Start or expand diversion programs
- Includes organics reduction, food donation and composting services
- Other innovative or creative ideas

Rebate information at: austintexas.gov/zwbizrebate

Questions?

More information available:

Web: austinrecycles.com

Email: CommercialRecycling@Austintexas.gov

Phone: 512-974-9727

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Organics Diversion

Responsible parties shall:

1. Establish an organics diversion program
2. Provide convenient access to organic diversion services
3. Post signs and provide education
4. Submit Organic Diversion Plan by Feb. 1
5. Adopt multiple organic diversion methods

Organics Diversion Methods

Examples of Organics Diversion Methods:

- Documented Reductions
- Food Waste Prevention Program
- Donate to feed people or animals
- Food Recovery Program
- Yellow Grease Collection Program
- Eliminate Single-Use Materials
- Back-of-House Organic Compost Collection
- Front-of-House Organic Waste, Compost Collection
- Other Innovative Practices

Who is Affected by the Ordinance?

MULTIFAMILY PROPERTIES

- Apartments
- Condominiums and townhome communities
- Mobile home parks
- Dormitories
- Assisted living facilities
- Other multifamily properties

Dwelling Units	75+	50+	25+	10+	All
Recycling Required	Oct. 1 2012	Oct. 1 2013	Oct. 1 2014	Oct. 1 2015	Oct. 1 2016

Who is Affected by the Ordinance?

NON-RESIDENTIAL COMMERCIAL PROPERTIES

- Retail stores and malls
- Medical facilities
- Hotels and motels
- Religious buildings
- Commercial office buildings
- Private educational facilities
- Industrial and manufacturing facilities
- Other non-residential commercial properties

Square feet	100k+	75k+	50k+	25k+	5k+	All
Recycling Required	Oct. 1 2012	Oct. 1 2013	Oct. 1 2014	Oct. 1 2015	Oct. 1 2016	Oct. 1 2017

By **October 1, 2017, all properties** will be required to ensure tenants and employees have convenient access to **recycling**.