



To: Zero Waste Advisory Commission
From: Sam Angoori, P.E., Interim Director
Austin Resource Recovery Department
Date: January 10, 2018
Subject: **Director's Monthly Report to the Zero Waste Advisory Commission**

Lost Creek Annexation

December 15, 2017, Lost Creek reached the end of the two-year option period and are now required to receive Austin Resource Recovery collections services.

There were numerous advance communications, including a neighborhood meeting, letters to the Lost Creek Limited District, and communications with a neighbor that was supporting the transition by sharing all ARR communications on the Lost Creek Next Door message board. Lost Creek customers were given an advance cart-size option, with a default of 64-gallon trash cart delivery, as well as a letter outlining complete services provided by ARR.

Trash and recycle carts were delivered December 13-14, with a start date of service December 18, 2017. ARR worked with the private haulers servicing the area to ensure their carts were picked up the same week of ARR delivery. The following carts were delivered in addition to 96-gallon recycle carts:

| Type | Size | Delivered |
|-------------|--------------|------------------|
| Trash | 24 | 61 |
| Trash | 32 | 125 |
| Trash | 64 | 954 |
| Trash | 96 | 73 |
| | Total | 1213 |

There were minor logistical issues, causing some incorrect size carts to be delivered, resulting in approximately 137 calls on the first delivery day, all of which were resolved by Customer Service and field crews the second delivery day.

Post-delivery communication remains open and active. Subsequent customer communication has revealed the need for discussion and enforcement of cart sizing in the Administrative Rules. The primary customer complaint has been the comparison of private rates compared to City of Austin rates, with ARR responses outlining the broad spectrum of services provided by the Department, including trash, recycling, yard trimming, brush and bulk collection. Overall, customers seem to be satisfied with the carts and services they're receiving.

Textile Program

The Simple Recycling textiles and household goods curbside recycling service for ARR customers has completed its first year. Since December 2016, the program has diverted approximately 529,000 pounds of textiles and household goods. The monthly totals for material collected and number of customers served is provided below:

| Month | Number of Customers | Material Collected (pounds) |
|----------------------------|---------------------------|-----------------------------|
| December 2016 ¹ | 5,192 | 121,075 |
| January 2017 | 4,318 | 96,706 |
| February 2017 | 2,710 | 52,119 |
| March 2017 | 2,386 | 44,493 |
| April 2017 | 1,579 | 35,536 |
| May 2017 | 1,501 | 34,745 |
| June 2017 | 1,357 | 31,477 |
| July 2017 | 1,232 | 30,770 |
| August 2017 | 1,158 | 23,621 |
| September 2017 | 1,015 | 21,126 |
| October 2017 | 1,036 | 20,419 |
| November 2017 | 1,043 | 17,228 |
| Total | 24,527² | 529,315 |

Austin Resource Recovery continues to promote the “Donate First” message to its residents and promote local reuse organizations. Since early September, ARR has:

¹ The December 2016 figures have been corrected since the previous report to Council.

² This figure represents the number of customers that the program has served if each customer has used the program once.

- Held a stakeholder meeting for reuse and thrift organizations to discuss upcoming reuse initiatives.
- Held a series of stakeholder meetings, including 1 for reuse organizations, and organized a working group to design and implement a pilot project in to divert material to reuse organizations during summer 2018 for West Campus move-out.
- Launched the Austin Reuse Directory (<http://austineconetwork.com/austin-reuse-directory/>) through a contract with the Austin EcoNetwork.
- Launched an online survey and recruited participants for upcoming focus groups on Austinites' reuse knowledge, attitudes, and behaviors.
- Completed a holiday marketing campaign for the Shop Zero Waste program. In addition, ATXN (Channel 6 Live) received a Lone Star Regional Emmy for their work on Shop Zero Waste video series.

ARR/UT DOE Grant Submission

ARR is partnering with the University of Texas on a DOE grant project with the objective of identifying technologies to improve the energy efficiency of off-road vehicles (construction, mining, agriculture), and more specifically the performance of fluid/hydraulic systems on the vehicles. The Project Plan would consist of collecting duty-cycle data for the purpose of assessing new technologies. ARR would assist initially in outfitting the its' vehicles with sensors, and then operating these vehicles in typical day to day operations, and collecting the operational data during this period. The project would then begin modeling and simulations to design and assess the performance of new hybrid systems, this would be followed by a lab demonstration of the new hybrid system. The total project timeline is approximately three years. ARR is one of several partners in this research and will have no direct cost involvement.

Smarter Sorting

Austin Resource Recovery entered into a nine month pilot with the company Smarter Sorting, on December 22, 2016 at a cost of \$1,800. Smarter Sorting has an innovative method of tracking materials coming into the City of Austin's Household Hazardous Waste (HHW) Facility. Smarter Sorting was able to use this materials data to develop diversion opportunities that were not previously available. ARR is now planning to enter into a Sole Source contract with Smarter Sorting to use this program to further our diversion efforts.

The City of Austin was the first in the nation to use this system. Smarter Sorting eventually launched pilots in three more cities. The first 3 months of the pilot were spent collecting data to teach the proprietary software the products that come into a HHW facility. This data would assist with hazard classification and future diversion. We were able to combine the first (data collection) and second (sortation) phases of the pilot. This allowed for the diversion of materials to take place for six months of the pilot. During those six months, Smarter Sorting diverted 25,763 pounds of material that Austin Resource Recovery was not able to divert through its robust ReUse program. All of that material went to a local non-profit for reuse. Currently, 14 other municipalities are using this system. Eight more have signed contracts with Smarter

Sorting. As the supply of reusable materials grows, Smarter Sorting is adding customers that wish to receive these reusable materials, therefore, increasing the opportunities for diversion.

Master Plan Update

At the August 9, 2017 ZWAC meeting, staff provided a schedule for the update. As an intent to narrow the scope of work, Commissioners were asked to review the existing Plan and provide comments on their areas of focus. Staff received feedback from Commissioners Masino, Acuna, and Gattuso in July 2017 (Appendix A). The additional feedback received from the Zero Waste Advisory Commission will be incorporated into the scope of work for the consultant.

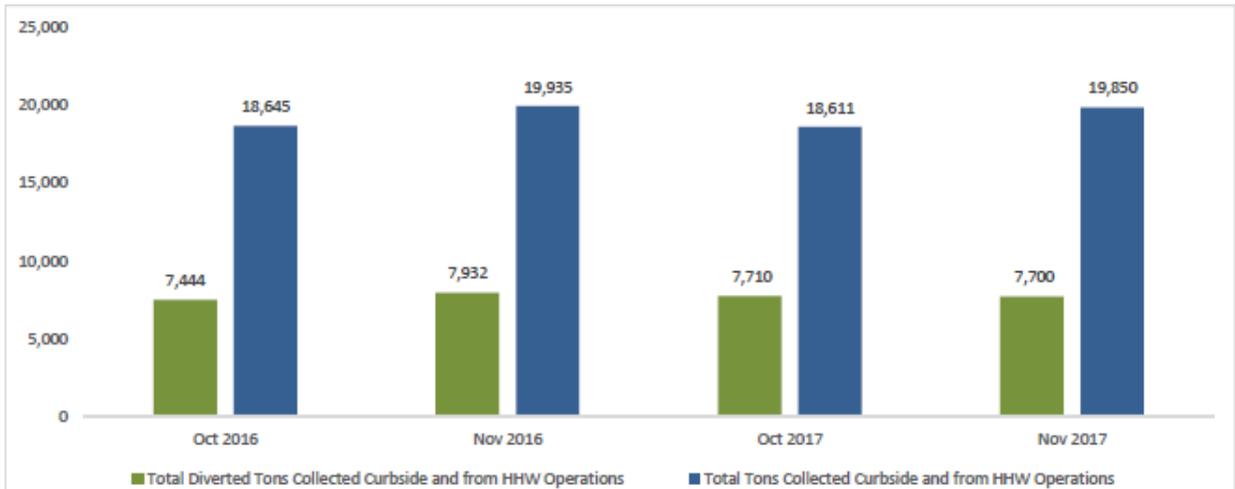
Division Managers and key staff met at the same time to review each chapter of the Master Plan. Based on this cross-functional staff work review by the ARR Executive Team, staff provided areas of focus for the upcoming Master Plan update (Appendix B).

Staff requests that any additional feedback be emailed to emlea.chanslor@austintexas.gov by January 31, 2018.

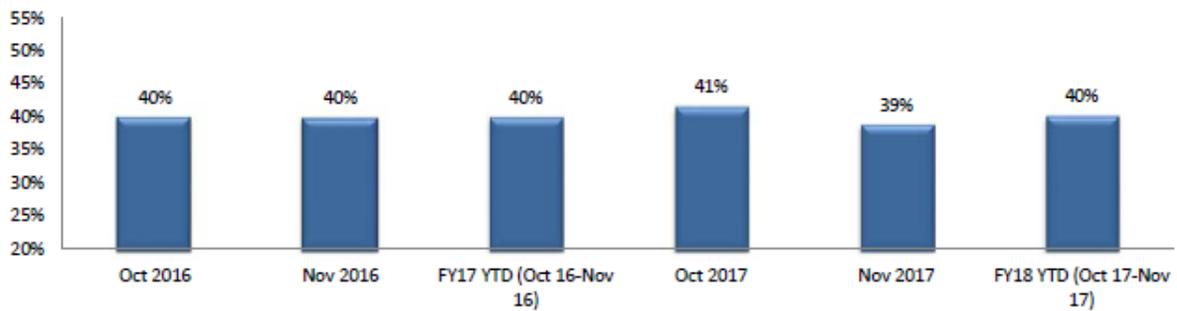
Austin Resource Recovery Curbside Collection and HHW Operations

| Description of Services | LAST FISCAL YEAR | | | | CURRENT FISCAL YEAR | | | | FY 2018 Goal |
|---|------------------|----------------|---------------|---------------|--------------------------|---------------|---------------|--------------------------|----------------|
| | FY 2016 | FY 2017 | Oct 2016 | Nov 2016 | FY17 YTD (Oct 16-Nov 16) | Oct 2017 | Nov 2017 | FY18 YTD (Oct 17-Nov 17) | |
| Tons Disposed | | | | | | | | | |
| Tons of curbside Trash | 129,266 | 131,815 | 10,105 | 11,365 | 21,470 | 10,534 | 11,200 | 21,734 | 133,208 |
| Tons of Curbside Bulk Disposed | 11,869 | 11,179 | 1,061 | 614 | 1,675 | 333 | 913 | 1,246 | 10,900 |
| HHW Operations Tons Disposed | 468 | 471 | 35 | 24 | 59 | 34 | 37 | 71 | 476 |
| Total Disposed Tons Collected Curbside and from HHW Operations | 141,603 | 143,465 | 11,201 | 12,003 | 23,204 | 10,901 | 12,150 | 23,051 | 144,108 |
| Tons Diverted | | | | | | | | | |
| Tons of curbside recycling | 58,879 | 58,705 | 4,499 | 4,986 | 9,485 | 4,808 | 4,918 | 9,726 | 60,000 |
| HHW Operations Tons recycled/reused | 436 | 465 | 34 | 28 | 62 | 38 | 28 | 66 | 498 |
| Tons of Curbside Yard Trimmings | 32,605 | 34,316 | 2,038 | 2,378 | 4,416 | 1,944 | 2,313 | 4,257 | 41,525 |
| Tons of Curbside Bulk Recycled | 276 | 161 | 15 | 9 | 24 | 10 | 23 | 33 | 160 |
| Tons of Curbside Brush Collected | 8,460 | 7,367 | 858 | 531 | 1,389 | 910 | 418 | 1,328 | 8,000 |
| Total Diverted Tons Collected Curbside and from HHW Operations | 100,656 | 101,014 | 7,444 | 7,932 | 15,376 | 7,710 | 7,700 | 15,410 | 110,183 |
| Total Tons Collected Curbside and from HHW Operations | 242,259 | 244,479 | 18,645 | 19,935 | 38,580 | 18,611 | 19,850 | 38,461 | 254,291 |
| Percent of Waste Stream Diverted by Curbside and HHW Operations | 41.55% | 41.32% | 39.93% | 39.79% | 39.86% | 41.43% | 38.79% | 40.07% | 43.33% |
| Pounds of Trash collected per customer per pickup | 25.83 | 26.09 | 24.13 | 27.16 | 25.64 | 24.71 | 26.21 | 25.46 | 25.89 |
| Number of Trash customers | 192,476 | 194,357 | 193,286 | 193,172 | 193,229 | 196,806 | 197,236 | 197,021 | 197,876 |
| Pounds of Recycled materials collected per customer per pickup (every other week) | 23.69 | 23.38 | 21.65 | 23.99 | 22.82 | 22.69 | 23.16 | 22.92 | 23.61 |
| Pounds of Yard Trimmings collected per customer per week | 6.56 | 6.83 | 4.90 | 5.72 | 5.31 | 4.59 | 5.45 | 5.02 | 8.17 |
| Number of Recycling and Yard Trimmings customers | 191,156 | 193,110 | 191,870 | 191,853 | 191,862 | 195,603 | 196,048 | 195,826 | 195,520 |
| Number of PAYT pickups | 52 | 52 | 4.33 | 4.33 | 8.67 | 4.33 | 4.33 | 8.67 | 52 |
| Total tons of Dead Animals Collected from COA rights-of-way and the animal shelter | 39 | 44 | 4 | 4 | 8 | 3 | 4 | 7 | 42 |
| Estimated tons of curbside recycling processed by vendors as residual - based on bi-annual sample route audit | 9,556 | 9,471 | 747 | 758 | 1,504 | 821 | 846 | 1,668 | 9,927 |
| Tons of Curbside Textiles Collected | N/A | 245 | 0 | 0 | 0 | 10 | 9 | 19 | 171 |
| Tons of Curbside Compost Collected | 4,123 | 5,069 | 353 | 389 | 742 | 869 | 994 | 1,863 | 20,221 |

Austin Resource Recovery Curbside Collection and HHW Operations



Percent of Waste Stream Diverted from Curbside and HHW Operations



Reporting Status and Diversion Results for All Categories of Waste Generation

| Category of Waste Generation | FY2012-13 Actual | FY2013-14 Actual | FY2014-15 Actual | FY2015-16 Actual | FY2016-17 Actual | FY2017-18 Goal | FY2017-18 Current |
|--|----------------------------|------------------|------------------|------------------|------------------|----------------|-------------------|
| Residential Waste Diversion (city serviced accounts) | 39.64% | 39.61% | 40.11% | 41.55% | 41.32% | 50.00% | 40.07% |
| Commercial / Industrial Waste Diversion | information not available* | | | | | | |
| Institutional Waste Diversion | information not available* | | | | | | |

* "Commercial, industrial, and institutional materials are not separately quantified and reported because licensed haulers do not separately collect and manage these materials (e.g., a commercial collection route can include both commercial businesses and institutional facilities)." (Page 51 - Austin's 2015 Community Diversion Study)

Residential Waste Diversion (city serviced accounts)

