

# Affordability Benchmarking Study



City of Austin, Texas

12/4/2018

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# **Affordability Benchmarking Study**

prepared for

**City of Austin, Texas**

**12/4/2018**

prepared by

**Burns & McDonnell Engineering Company, Inc.  
Austin, Texas**

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**TABLE OF CONTENTS**

	<b><u>Page No.</u></b>
<b>EXECUTIVE SUMMARY</b>	
<b>1.0 INTRODUCTION .....</b>	<b>1</b>
<b>2.0 METHODOLOGY .....</b>	<b>1</b>
<b>3.0 MONTHLY RESIDENTIAL RATES .....</b>	<b>2</b>
<b>4.0 ENVIRONMENTAL FEES + MONTHLY RESIDENTIAL RATES .....</b>	<b>3</b>
<b>5.0 RESIDENTIAL SERVICES COMPARISON .....</b>	<b>5</b>
<b>6.0 TEXAS CITIES WITH HIGH RECYCLING GOALS .....</b>	<b>8</b>
<b>7.0 PAY-AS-YOU-THROW (PAYT) IMPACT .....</b>	<b>9</b>
<b>8.0 SUPPORTED OR SHARED SERVICES .....</b>	<b>11</b>
<b>9.0 ORGANIZATIONAL STRUCTURE .....</b>	<b>11</b>
<b>10.0 AFFORDABILITY .....</b>	<b>12</b>
<b>11.0 NON-SOLID WASTE IMPACTS TO RATES .....</b>	<b>14</b>
<b>12.0 POTENTIAL RATE INCREASE METRICS .....</b>	<b>15</b>
<b>13.0 POTENTIAL COST REDUCTION OPTIONS .....</b>	<b>16</b>

## LIST OF TABLES

	<b><u>Page No.</u></b>
Table 1: Texas Cities with High Recycling Goals.....	8
Table 2: Comparison of Supported or Shared Services.....	11
Table 3: Employee Salaries & Benefits and Cost per Household .....	12
Table 4: Solid Waste Affordability Metrics .....	13
Table 5: Potential Cost Reduction Options .....	16

## LIST OF FIGURES

	<b><u>Page No.</u></b>
Figure 1: Benchmark City Locations .....	2
Figure 2: Residential Monthly Rate Comparison.....	3
Figure 3: Residential Monthly Rate + Environmental Fee Comparison.....	4
Figure 4: Services Comparison – Funded by Monthly Rates and Environmental Fees.....	6
Figure 5: Services Comparison – All Benchmarked Services and Funding Sources.....	7
Figure 6: Variable Residential Monthly Rates & Current Recycling Percentages .....	9
Figure 7: Pay-As-You-Throw (PAYT) Cart Size Distribution – 2013 to 2018.....	10
Figure 8: U.S. Cities with PAYT: Relative Large Cart Demand & Cost Premium .....	10
Figure 9: Annual Residential Solid Waste Rates as a Percent of Median Household Income .....	14

## **LIST OF ATTACHMENTS**

Attachment A: City Council Resolution No. 20180201-068

Attachment B: Detailed Benchmark Data Matrix

Attachment C: Organizational Structure

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## EXECUTIVE SUMMARY

ARR retained Burns & McDonnell to conduct a comprehensive, data-driven benchmarking study of public and private solid waste collection operators in Texas at the direction of the Austin City Council. The primary objective of the study was to provide a basis for assessment of ARR's affordability and sustainability of services to customers. Key findings include:

**Rates and service types.** Austin's monthly rate is in the highest quarter of benchmark cities based on the 64-gallon cart rate but is in the mid-range based on the 32-gallon cart rate. When the Clean Community Fee is added to the monthly solid waste rate, Austin's total monthly fees appear higher than the benchmark cities. However, Austin's Clean Community Fee provides many additional services that are either not provided by other benchmark cities or are funded through other sources or departments. Austin is the only city that provides all benchmarked services. Austin and San Antonio are the only cities that provide six types of regular collections: refuse, recycling, bulk, brush, yard trimmings, and organics.

**Recycling percentages and pay-as-you-throw (PAYT).** Austin has the highest recycling percentage (38%) among benchmark cities, including other large Texas cities with established recycling goals. Like Austin, Fort Worth and San Antonio have PAYT rate structures. Compared to these cities, Austin has a larger price differential between the rates charged for the largest and smallest cart sizes. This policy was designed to incentivize recycling. After the City increased the price differential between the largest (96-gallon) and smaller cart sizes (24-, 32-, and 64-gallons) in 2013, the residential cart size distribution has shifted toward the smaller cart sizes. This trend indicates an increase in recycling percentages and/or an increase in waste reduction by residential customers, both supporting the City's Zero Waste goals.

**Affordability.** There is not a standard measure of affordability among municipal solid waste programs. The metric of total annual costs to households as a percentage of median household income, a common affordability measure among municipal water and wastewater utilities, was utilized. Among benchmark cities, the average annual cost as a percentage of median household income is 0.42 percent. For Austin, this metric is 0.48 percent, 0.06 percent above the average.

**Potential Cost Reduction Options.** ARR and Burns & McDonnell developed options that may be implemented to potentially reduce costs of providing solid waste services. The options are intended only to communicate potential cost reduction strategies that the City may decide to further consider and are not meant to present recommendations for action. Identified options address the potential for reducing collection operations, enhanced processing and disposal alternatives, reducing support of non-solid waste services/programs, changing City Council policies, or entering commercial collection operations.

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## 1.0 INTRODUCTION

Under Resolution No. 20180201-068 (please reference Attachment A), adopted on February 1, 2018, the Austin City Council directed Austin Resource Recovery (ARR) to provide information about internal benchmarks that the City’s utilities use when assessing affordability and sustainability of the utilities’ services to customers. To fulfill this directive, ARR retained Burns & McDonnell to conduct a comprehensive, data-driven benchmarking study of public and private solid waste collection operators in Texas. The scope of this study included data gathering, review, and analysis of their programs, structures, commitments, goals, and background information on efforts relating to sustainability, Zero Waste, landfill diversion, and other components outlined by the City. This report presents the results of the benchmarking study conducted by Burns & McDonnell.

## 2.0 METHODOLOGY

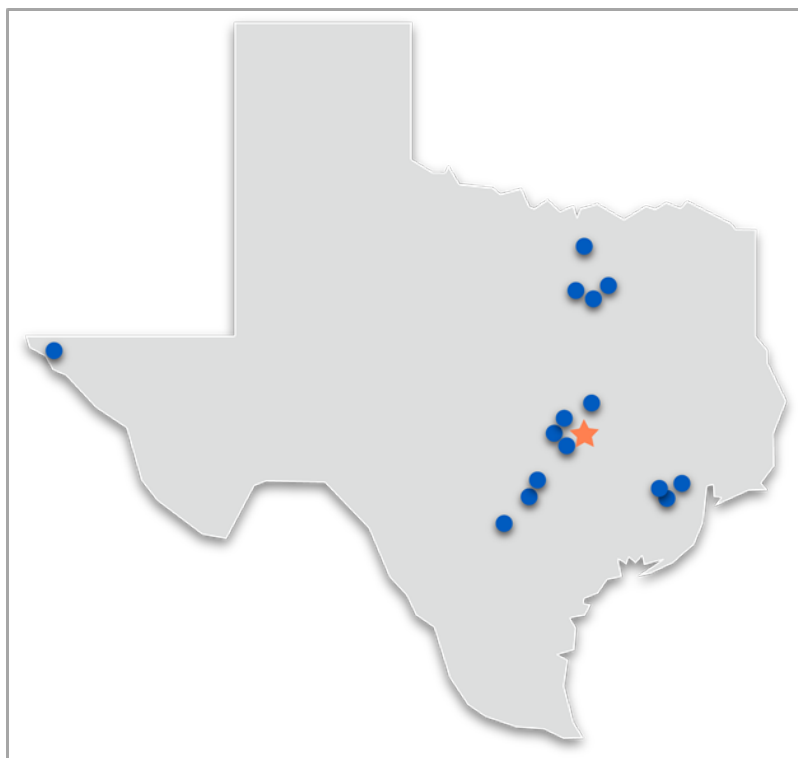
Based on the project scope and the direction from the City during the project kick-off meeting held with ARR staff on July 12, 2018, Burns & McDonnell developed an Excel-based benchmarking matrix to capture the data and information required to complete the study. Burns & McDonnell gathered publicly available data and then contacted the appropriate solid waste personnel at each of the benchmark cities to obtain the remaining data that was not publicly available. Data from solid waste personnel was gathered through a combination of phone call interviews and electronic data requests and responses.

The 15 benchmark cities that were approved by ARR and contacted by Burns & McDonnell are provided below.<sup>1</sup> Figure 1 provides a geographic depiction of the benchmark cities.

- Anderson Mill
- Arlington
- Dallas
- Denton
- El Paso
- Fort Worth
- Georgetown
- Houston
- Missouri City
- New Braunfels
- Pflugerville
- Round Rock
- San Antonio
- San Marcos
- Sugar Land

---

<sup>1</sup> This analysis contains partial data for Round Rock, as Burns & McDonnell was unable to reach City staff for an interview. Data included for Round Rock includes publicly available data and data obtained through prior recent benchmark studies conducted by Burns & McDonnell.

**Figure 1: Benchmark City Locations**

After data was obtained from the benchmark cities, Burns & McDonnell conducted various data analyses and developed key findings.

Summaries of the data, benchmark analyses, and key findings are presented throughout this report. Please reference Attachment B for the detailed benchmark data matrix.

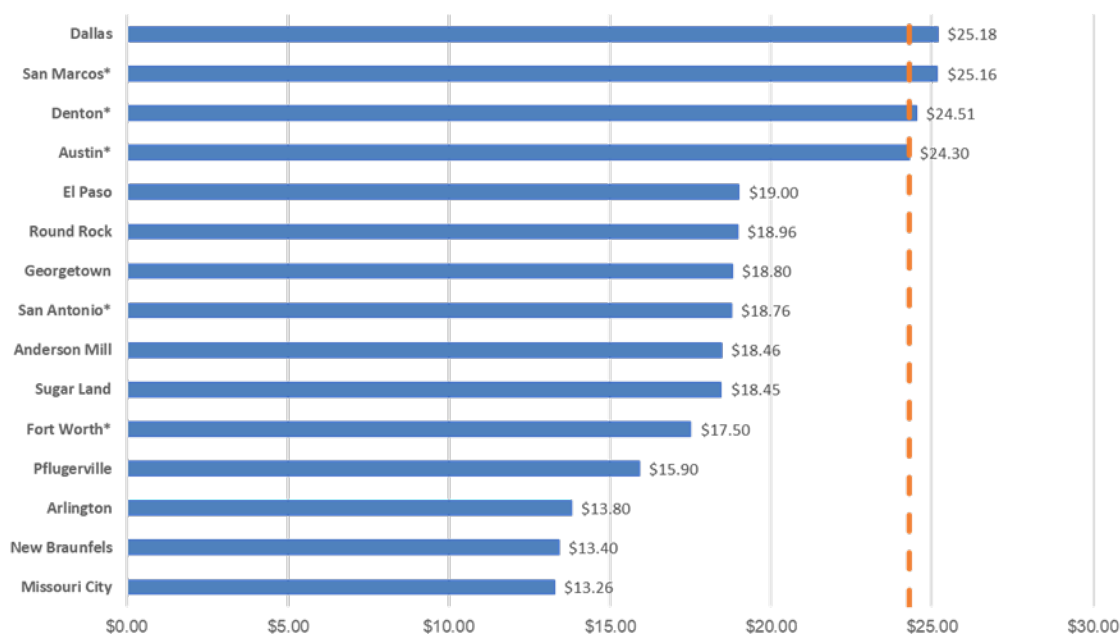
It is important to note that there are limiting factors when conducting benchmarking studies comparing different cities solid waste

management systems. There are many factors that impact each city's service offerings, cost of service, and customer rates, which makes simple comparison of customer rates and programs challenging. These factors may include but are not limited to establishment of (or absence of) sustainability or diversion goals, non-solid waste city-wide policies, regional waste generation factors, local disposal and diversion markets, and public or private provision of solid waste services.

It is necessary to gather and analyze detailed data and information to develop a comprehensive understanding of benchmarked solid waste programs and the potential implications for the City of Austin.

### 3.0 MONTHLY RESIDENTIAL RATES

Most benchmark cities have one monthly rate charged to all residential customers within the City. Similar to Austin, some cities including San Marcos, Denton, San Antonio and Fort Worth have a PAYT rate structure designed to increase recycling. For these cities, the rates used in the benchmark analysis are those charged for a 60/64-gallon refuse cart. Figure 2 presents a comparison of the monthly residential solid waste service rates for each benchmark city. The rates exclude any applicable sales tax.

**Figure 2: Residential Monthly Rate Comparison**

1. Cities marked with an \* have variable residential monthly rates based on cart capacity. Rates shown for these cities are for 60/64-gallon carts.
2. Rates do not include sales tax.
3. ARR residential customers pay a monthly base fee of \$14.05 plus a per-gallon fee of \$0.16 for 64-gallon carts or smaller and \$0.30 per gallon for 96-gallon carts.
4. The City of Houston was included in the benchmark analysis but is not shown in this chart because residential solid waste services are funded by the General Fund and customers do not pay a separate monthly user fee.

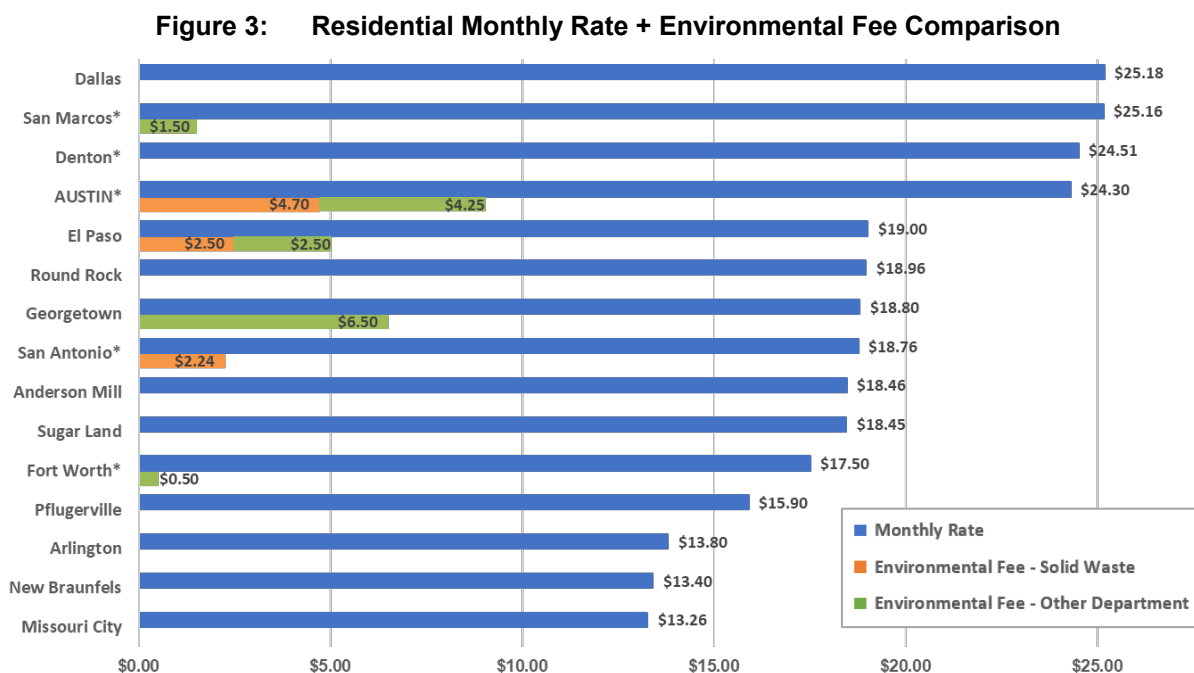
As shown in Figure 2, Austin's monthly residential rate falls within the highest quarter of benchmark cities. The City's rate is comparable to Denton and San Marcos, two cities that also have PAYT rate structures. Based on a 32-gallon cart size, Austin's monthly rate of \$19.15 is close to many cities in the \$18 – 19 monthly rate range. For some cities, including Arlington and Missouri City, residential services receive supplemental funding from commercial rates in addition to monthly residential rates. This causes these cities' residential rates appear artificially low and they do not reflect the actual cost of service for residential services.

## 4.0 ENVIRONMENTAL FEES + MONTHLY RESIDENTIAL RATES

There are five cities, including Austin, where residential customers pay a monthly environmental fee<sup>2</sup> in addition to monthly solid waste rates. The structure, departmental allocation, and specific services funded by these environmental fees vary greatly between cities, and therefore direct comparison is difficult.

<sup>2</sup> "Environmental fee" is a generic name used to collectively reference a fee that funds additional solid waste and/or environmentally-related services. The actual name for the fee varies by city. For example, Austin's environmental fee is the Clean Community Fee.

Figure 3 presents a comparison of the monthly rates shown in Figure 2, with the additional comparison of the monthly environmental fees for applicable cities. For San Antonio, the full amount of the environmental fee is allocated to the city's solid waste department and is shown in orange. For Fort Worth, Georgetown, and San Marcos, the full amount of the environmental fee is allocated to other city departments and is shown in green. For Austin and El Paso, a portion of the monthly environmental fee is allocated to solid waste and a portion is allocated to other city departments.



1. Cities marked with an \* have variable residential monthly rates based on cart capacity. Rates shown for these cities are for 60/64-gallon carts.
2. Rates do not include sales tax.
3. ARR residential customers pay a monthly base fee of \$14.05 plus a per-gallon fee of \$0.16 for 64-gallon carts or smaller and \$0.30 per gallon for 96-gallon carts.
4. The City of Houston was included in the benchmark analysis but is not shown in this chart because residential solid waste services are funded by the General Fund and customers do not pay a separate monthly user fee.

**Key Finding.** When Austin's Clean Community Fee is considered in conjunction with monthly solid waste rates, Austin's total monthly fees appear higher than the benchmark cities. However, as discussed in the next report section, Austin provides many additional services, funded by the Clean Community Fee, which are either not provided by benchmark cities, or funded by other sources or city departments.

## 5.0 RESIDENTIAL SERVICES COMPARISON

Burns & McDonnell developed a comprehensive matrix to visually illustrate the core residential solid waste services and additional services provided by each benchmark city and the sources by which they are funded. **Figure 4 shows only services provided with monthly solid waste rates or with an environmental fee. Figure 5 shows the same data, but also indicates where services are provided by another solid waste funding source or are provided and funded by a different city department.** For additional detail regarding services provided by each city, please reference Attachment B.

**Key Finding.** This comparison shows that Austin is the only city that provides all benchmarked services to its residents and community. Additionally, Austin and San Antonio are the only two cities that provide six types of separate regular material collections, including:

- Refuse
- Bulky
- Yard Trimmings
- Recycling
- Brush
- Organics

The symbol legend corresponding to both Figure 4 and Figure 5 is as follows:

Legend	
★	Provided with monthly rates
■	Material collection provided but not as separate service
◆	Provided with an environmental fee
▲	Provided with other funding source
●	Provided and funded by another city department
(blank)	Service is not provided by the city

**Figure 4: Services Comparison – Funded by Monthly Rates and Environmental Fees**

	Austin	Anderson Mill	Arlington	Dallas	Denton	El Paso	Fort Worth	Georgetown	Houston	Missouri City	New Braunfels	Pflugerville	Round Rock	San Antonio	San Marcos	Sugar Land
<b>CORE SOLID WASTE SERVICES</b>																
Refuse	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★
Recycling	★	★	★	★	★	★	★	★	★	★		★	★	★	★	★
Bulky	★	★	■	★	★		★	★	★	★		★	★	★	★	★
Brush	★	■	■	■	★	■	■	■	★	★	■	★		★	■	★
Yard trimmings	★	■	■	■	■	■	★	★	★	■	★	■	■	★	■	■
Organics (including food scraps)	★													★	★	
<b>ADDITIONAL SERVICES</b>																
Household Hazardous Waste (HHW)	◆			★	★	★		★	★		★			◆	★	★
Textiles collection	★												NR			★
Dead animal collection	◆			★		★	★		★					★◆		
Prescription medication drop-off	◆				★											
Drop-off centers	◆			★	★	★	★		★				NR	◆	★	★
Street sweeping	◆					◆	◆						NR			
Bike lane sweeping	◆					◆	★◆						NR			
Illegal dumping cleanup	◆		★	★	★	★	★		★				NR	★	◆	★
Neighborhood Clean-ups	◆					★							NR	◆		
Post-disaster response/cleanup	★◆			★	★		★		★				NR	★		
Special events	★◆	★					★		★	★	★	★	★	★	★	★
Education and outreach	★◆			★	★	★	★	★	★	★	★	★	★	★	★	★
Central Business District (CBD)	◆					◆										

★ Provided with monthly rates  
 ◆ Provided with an environmental fee  
 ▲ Provided with other funding source  
 ■ Material collection provided but not as separate service  
 ● Provided and funded by another city department (blank) Service is not provided by the city  
 NR Not Reported

**Figure 5: Services Comparison – All Benchmarked Services and Funding Sources**

	Austin	Anderson Mill	Arlington	Dallas	Denton	El Paso	Fort Worth	Georgetown	Houston	Missouri City	New Braunfels	Pflugerville	Round Rock	San Antonio	San Marcos	Sugar Land
<b>CORE SOLID WASTE SERVICES</b>																
Refuse	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★
Recycling	★	★	★	★	★	★	★	★	★	★	▲	★	★	★	★	★
Bulky	★	★	■	★	★	▲	★	★	★	★	▲	★	★	★	★	★
Brush	★	■	■	■	★	■	■	■	★	★	■	★	▲	★	■	★
Yard trimmings	★	■	■	■	■	■	★	★	★	■	★	■	■	★	■	■
Organics (including food scraps)	★													★	★	
<b>ADDITIONAL SERVICES</b>																
Household Hazardous Waste (HHW)	◆		▲	★	★	★	▲	★	★		★▲		●	◆	★	★
Textiles collection	★												NR			★
Dead animal collection	◆	●	●	★		★	★	●	★	●	●	●	●	★◆	●	●
Prescription medication drop-off	◆		●	●	★		●	●	●	●		●	●	●	●	
Drop-off centers	◆		▲	★	★	★	★	▲	★		▲	▲	NR	◆	★	★
Street sweeping	◆		●	●	●	◆	◆	●	●	●	●		NR	●	●	●
Bike lane sweeping	◆			●		◆	★◆			●			NR			
Illegal dumping cleanup	◆		★	★●	★●	★	★	▲	★	▲	▲	●	NR	★	◆▲	★
Neighborhood Clean-ups	◆			●		★		▲	▲				NR	◆		
Post-disaster response/cleanup	★◆		▲	★	★	●	★	▲	★	▲	▲	▲	NR	★	▲	▲
Special events	★◆	★		●	▲	▲	★●	▲	★	★	★	★	★	★●	★	★
Education and outreach	★◆		▲	★	★	★	★	★	★	★	★	★	★	★	★	★
Central Business District (CBD)	◆					◆	▲									

★ Provided with monthly rates  
 ◆ Provided with an environmental fee  
 ▲ Provided with other funding source  
 ■ Material collection provided but not as separate service  
 ● Provided and funded by another city department  
 (blank) Service is not provided by the city  
 NR Not Reported

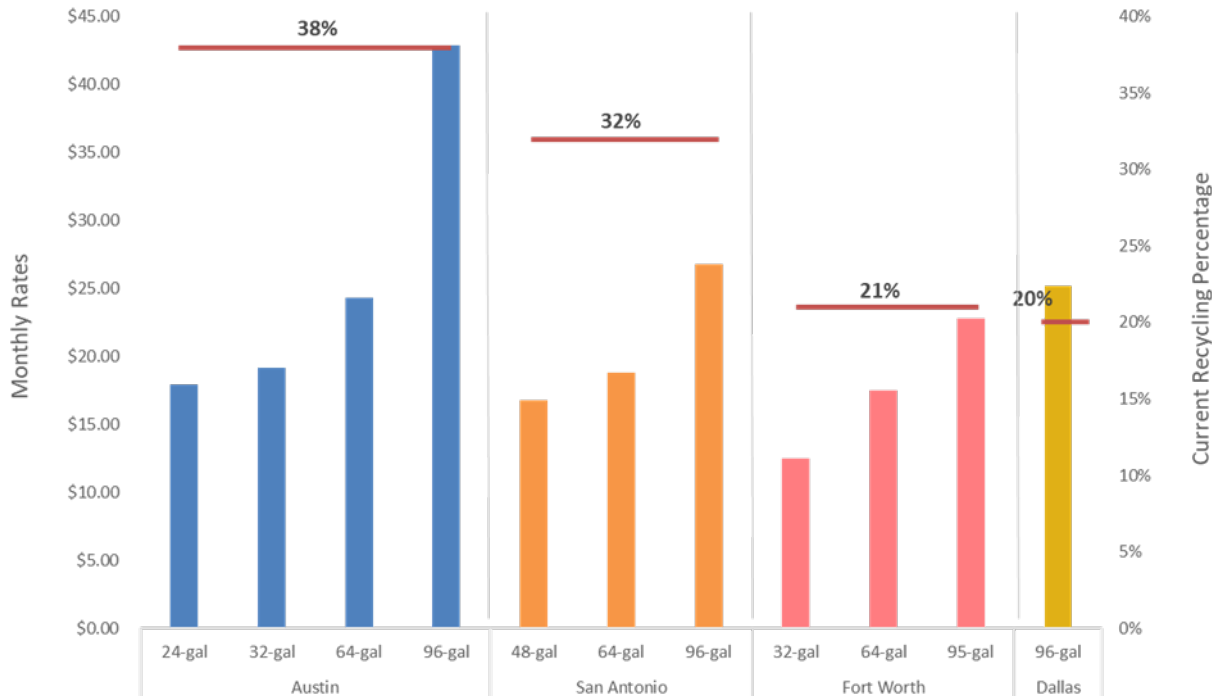
## 6.0 TEXAS CITIES WITH HIGH RECYCLING GOALS

It has become common for cities to set short-, mid-, and long-term goals for recycling, developing progressive program strategies and implementation plans to meet established recycling benchmarks. Among the benchmark cities included in the study, there are three other large Texas cities that have established goals to reach high recycling percentages within a defined time period: Dallas, Fort Worth, and San Antonio. Table 1 compares the recycling goals and timelines and current recycling percentages for Austin and these three cities.

**Table 1: Texas Cities with High Recycling Goals**

City	Recycling Goals	Current Residential Recycling Percentage
Austin	<ul style="list-style-type: none"> <li>• 20% reduction in per capita solid waste disposal by 2012</li> <li>• 75% recycling by 2020</li> <li>• 90% recycling by 2040</li> </ul>	38%
San Antonio	<ul style="list-style-type: none"> <li>• 60% single family residential recycling by 2025</li> </ul>	32%
Fort Worth	<ul style="list-style-type: none"> <li>• 30% residential recycling by 2021</li> <li>• 40% total City recycling by 2023</li> <li>• 50% total City recycling by 2030</li> <li>• 60% total City recycling by 2037</li> <li>• 80% total City recycling by 2045</li> </ul>	21%
Dallas	<ul style="list-style-type: none"> <li>• 40% recycling by 2020</li> <li>• 60% recycling by 2030</li> <li>• Maximize recycling by 2040</li> </ul>	20%

A common strategy used by cities to drive increases in recycling percentages and to meet recycling goals is to implement a PAYT rate structure. Figure 6 illustrates the residential monthly rate structures for the four cities with defined recycling goals (presented in Table 1) and the current recycling percentages achieved.

**Figure 6: Variable Residential Monthly Rates & Current Recycling Percentages**

**Key Finding.** Figure 6 shows that, compared to Fort Worth and San Antonio, Austin has a larger price differential between the rate charged for the largest refuse cart size (96-gallon) and the smaller refuse cart sizes. This was a policy decision by the City that was designed to incentivize recycling and increase the City’s residential recycling percentage.

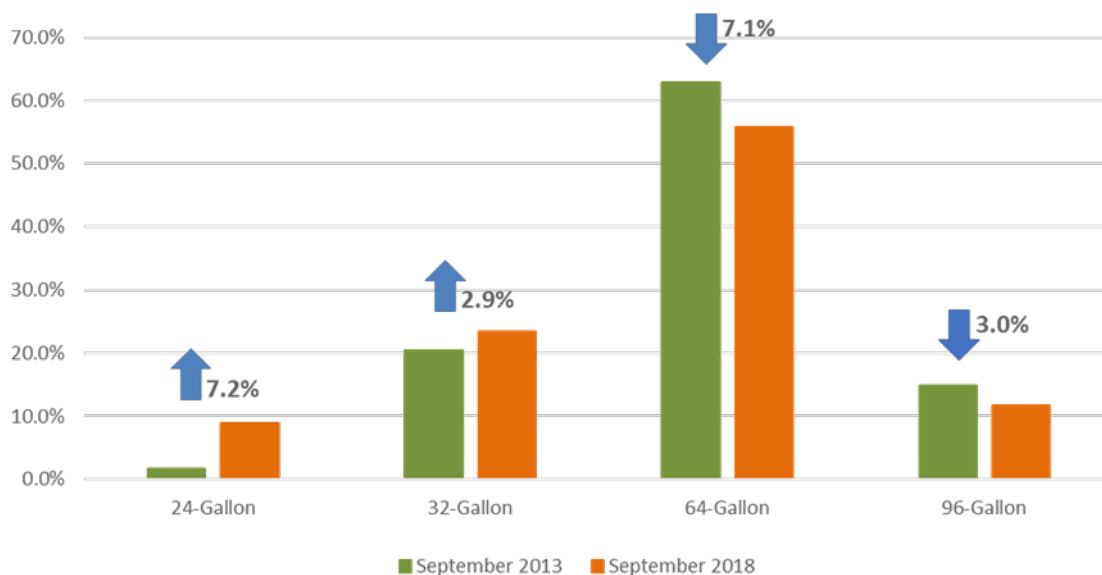
Driven in part by its higher PAYT price differential, Austin has the highest residential recycling percentage among all benchmarked cities. The following section further describes the impact of Austin’s and other national cities’ PAYT programs.

## 7.0 PAY-AS-YOU-THROW (PAYT) IMPACT

In FY 2013, ARR established the current per-gallon pricing structure for smaller refuse cart sizes (24-, 32-, and 64-gallons) at a rate of \$0.16 per gallon per month. At that time, a rate of \$0.25 per gallon was set for the largest cart size (96-gallons). The per-gallon rates are in addition to the monthly base rate. In FY 2015, ARR further differentiated the cost of the 96-gallon cart by increasing the per-gallon rate to \$0.30 per month while maintaining the \$0.16 per month rate for all other cart sizes. Figure 7 shows the changes in cart size distribution the City has seen in response to increasing the price differential between the largest cart (96-gallons) and all smaller cart sizes (24-, 32-, and 64-gallons).

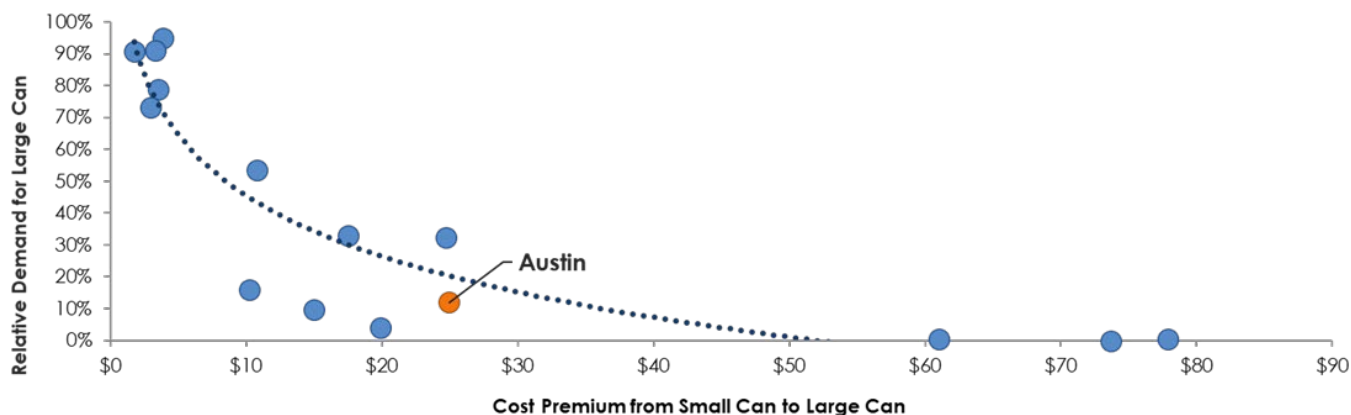
**Key Finding.** The trend toward small refuse cart sizes indicates either an increase in recycling percentages and/or an increase in waste reduction by residential customers, both of which support the City's Zero Waste goals.

**Figure 7: Pay-As-You-Throw (PAYT) Cart Size Distribution – 2013 to 2018**



**Key Finding.** While not included in the broader benchmarking study, multiple other U.S. cities also have PAYT solid waste rate structures. Figure 8 shows each city's cost premium from the smallest can to the largest can (the difference in monthly rates) compared with the relative demand for a large refuse cart (percent of residents with choosing a large cart). Austin has achieved relatively low large cart demand with a moderate cost premium.

**Figure 8: U.S. Cities with PAYT: Relative Large Cart Demand & Cost Premium**



## 8.0 SUPPORTED OR SHARED SERVICES

ARR provides support for some services in addition to residential solid waste and recycling services, which may have an impact on costs to ARR. Table 2 summarizes the additional supported or shared services provided by Austin and comparable support provided by benchmarked cities' solid waste departments.

**Table 2: Comparison of Supported or Shared Services**

<b>Supported or Shared Service</b>	<b>Support Level Provided by Austin</b>	<b>Comparable Support from Other Cities</b>
Central Business District collections	<ul style="list-style-type: none"> <li>• Provided through third-party contractor; customers pay fees directly to contractor</li> <li>• Contractor provides collection, alley maintenance, and special events within Downtown</li> </ul>	<ul style="list-style-type: none"> <li>• Provided by only two other cities, El Paso and Fort Worth</li> <li>• Not funded by residential rates</li> <li>• Similar, third-party or partner agreement for services</li> </ul>
Commercial services and support	<ul style="list-style-type: none"> <li>• City provides curbside collection to limited number of commercial customers, utilizing the same resources as residential services</li> </ul>	<ul style="list-style-type: none"> <li>• Eight cities provide limited commercial support</li> <li>• Similar to Austin; collection for a small number of commercial customers</li> <li>• Minimal shared administrative support</li> <li>• A few cities' with low residential rates subsidize residential services through commercial rates</li> </ul>
Maintenance operations	<ul style="list-style-type: none"> <li>• Fleet maintenance and fuel surcharges (electric infrastructure surcharge) are expensed where the equipment is utilized and thus included in the cost of service</li> </ul>	<ul style="list-style-type: none"> <li>• Six benchmark cities provide fleet maintenance support</li> </ul>

## 9.0 ORGANIZATIONAL STRUCTURE

The benchmarking study considered cities having both publicly and privately provided residential solid waste services. Seven cities, including Austin, have solid waste systems in which collection services are provided by the City primarily through city personnel and equipment. Nine cities provide solid waste services to residents through contracts with a single private hauler. For commercial customers, two cities (Denton and New Braunfels) have publicly-provided solid waste services and all other cities have either an exclusive franchise<sup>3</sup> or an open franchise system.<sup>4</sup>

<sup>3</sup>An exclusive franchise system is one in which the City enters into a contract with a single hauler for specified services, and that hauler has the exclusive right to provide those services within the City limits. No other hauler may operate within the City limits for the specified services (typically residential and/or commercial).

<sup>4</sup>An open franchise system is one in which the City enters into agreements with multiple haulers, and each of those haulers has the right to provide services within the City limits. Under an open franchise system, the customer (residential or commercial) may choose which of the franchised haulers they receive services from.

For benchmark cities providing public residential solid waste services, Burns & McDonnell requested employment data including the number of full-time employees (FTEs) in solid waste operations, the median salary or those employees, and employee benefits as a percentage of median salary. For cities that were able to provide complete data, this allowed for analysis and comparison to ARR's employment data and the per-household monthly cost to the cities of solid waste employee salaries and benefits. Complete data is available for five large cities that provide collection services through City resources, presented in Table 3.

**Table 3: Employee Salaries & Benefits and Cost per Household<sup>1</sup>**

City	FTEs	Median Employee Salary	Percent Benefits	Number of Households	Monthly Cost per Household of Salaries & Benefits
Austin	276	\$44,803	35%	200,550	\$6.94
Dallas	479	\$35,701	45%	245,000	\$8.43
El Paso	275	\$30,644	46%	180,000	\$5.70
New Braunfels	55	\$35,402	35%	28,900	\$7.58
San Antonio	619	\$38,924	42%	356,000	\$8.01

<sup>1</sup> The number of FTEs and median employee salary data utilized in this comparison reflect only FTEs directly involved in solid waste operations, including solid waste drivers/equipment operators, crew leaders, and supervisors.

**Key Finding.** Of these five cities, the average median solid waste employee salary is \$37,095. Austin's median salary is 21% higher than average, at \$44,803. However, Austin has a lower than average monthly cost per household of employee salaries and benefits at \$6.94, whereas the average is \$7.33. This metric is impacted the percentage of benefits each city provides (ranging from 35 to 46 percent) and by the number of households each city services.

Please reference Attachment C for complete organizational structure and employment data information benchmarked for each city.

## 10.0 AFFORDABILITY

A common measure of affordability for municipal utilities such as water and wastewater is to view annual utility costs as a percentage of the municipality's median household income. There is not a standard measure of affordability among municipal solid waste programs. Therefore, Burns & McDonnell applied this metric for the benchmark cities as a method of comparing the affordability of solid waste services. Among the benchmark cities, including Austin, the average annual cost of solid waste services as a percent of median household income is 0.42 percent. For Austin, that metric is 0.06 percent above the average, at 0.48 percent. Table 4 presents the median household income, annual cost of solid waste

services to each household (calculated as the monthly rate multiplied by 12 months), and annual solid waste costs as a percent of median household income. Figure 9 presents annual solid waste costs as a percent of median household income in graphical format.

**Table 4: Solid Waste Affordability Metrics**

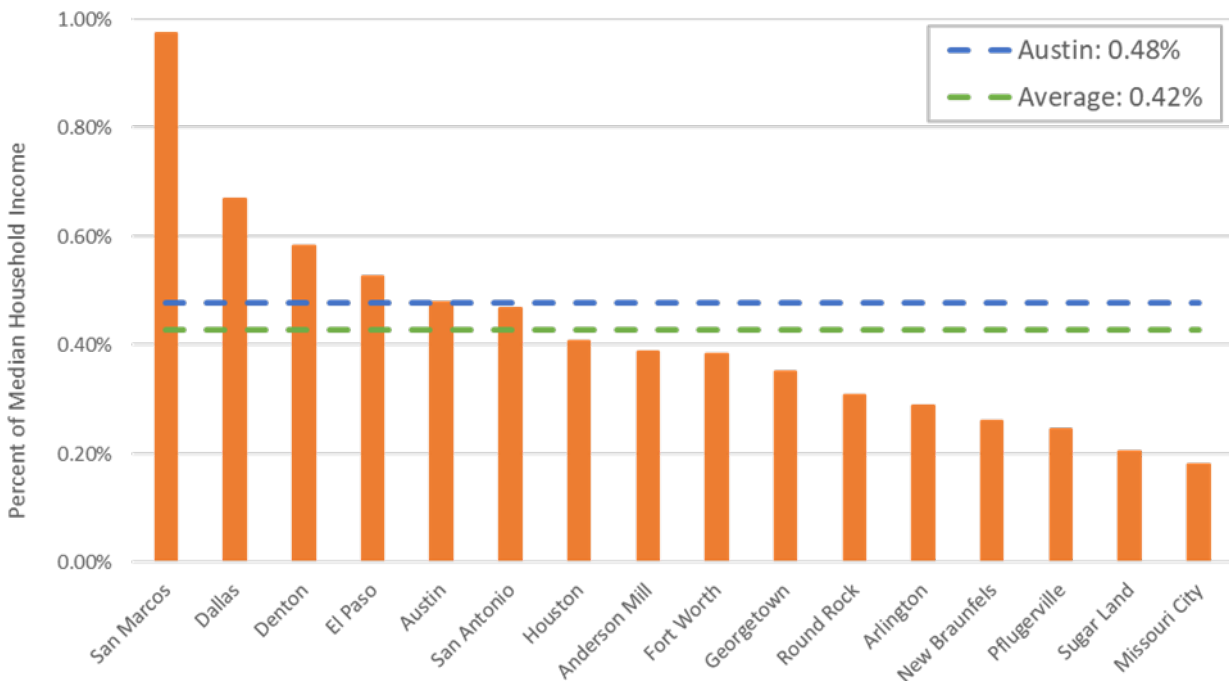
City	Median Household Income <sup>1</sup>	Annual Solid Waste Cost to Households <sup>2</sup>	Percent Median Household Income
Austin	\$60,939	\$291.60	0.48%
Anderson Mill	\$57,000	\$221.52	0.39%
Arlington	\$53,574	\$154.56	0.29%
Dallas	\$45,215	\$302.16	0.67%
Denton	\$50,487	\$294.12	0.58%
El Paso	\$43,322	\$228.00	0.53%
Fort Worth	\$54,876	\$210.00	0.38%
Georgetown	\$64,256	\$225.60	0.35%
Houston <sup>3</sup>	\$47,010	\$191.79	0.41%
Missouri City	\$88,591	\$159.12	0.18%
New Braunfels	\$61,618	\$160.80	0.26%
Pflugerville	\$77,899	\$190.80	0.24%
Round Rock	\$74,087	\$227.52	0.31%
San Antonio	\$48,183	\$225.12	0.47%
San Marcos	\$30,985	\$301.92	0.97%
Sugar Land	\$108,504	\$221.40	0.20%

<sup>1</sup> Sources for median household income: Anderson Mill – Anderson Mill is a Limited District within the City of Austin. Median Household Income was provided by Anderson Mill; All other cities – U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

<sup>2</sup> This number is calculated as the monthly residential rate multiplied by 12 months per year. It is the total annual amount billed to each household for regular solid waste services.

<sup>3</sup> Houston's Solid Waste Management Department (SWMD) is funded through the general fund and residents do not pay monthly service rates for solid waste services. The Annual Solid Waste Cost to Households column is instead the annual cost per household to the City of Houston for departmental operations. This number was calculated by dividing the SWMD's adopted total maintenance and operations (M&O) budget for FY 2018 by the City's 390,400 households. Source: <https://www.houstontx.gov/budget/18budadopt/index.html>

The average annual cost of solid waste services to each household is the cost each household pays to receive the services their city chooses to provide. The range of services varies among cities (refer to Figure 4 and Figure 5 for services provided by the solid waste monthly rate). Among benchmark cities, the average annual cost of solid waste services to each household is \$225.38. Though Austin is above average at \$291.60 annually, the City provides more services than other cities, has established high recycling goals, and has made the policy decision to implement a PAYT rate structure to work toward achieving those goals.

**Figure 9: Annual Residential Solid Waste Rates as a Percent of Median Household Income**

1. Houston's Solid Waste Management Department (SWMD) is funded through the general fund and residents do not pay monthly service rates for solid waste services. The percent of median household income is based on the data and sources provided in Table 4.

## 11.0 NON-SOLID WASTE IMPACTS TO RATES

The City of Austin has several citywide policies or requirements that ARR must follow. These policies and requirements impact total operational costs for ARR and thus impact customer rates as well. These include:

- Living Wage Requirements
- Paternal Leave Policies
- Insurance availability for temporary employees
- Austin Energy Green Choice program participation
- Fuel surcharge to fund electric charging stations
- Cost to administer open records program
- Art in public places expenses for CIP Projects

Only three of the 15 benchmark cities reported having similar citywide policies or requirements that impact solid waste department budgets and therefore impact residential customer rates. The similar policies or requirements reported by other cities included:

- Minimum wage floor requirements for solid waste contractors
- Requirement to maintain a certain percentage of reserve balance
- Annual funds transfers from solid waste department to support fleet maintenance, street maintenance, environmental clean-up, and general fund administration

## 12.0 POTENTIAL RATE INCREASE METRICS

Potential metrics that the City may consider using as the basis for future residential solid waste rate increases include:

**Cost of service.** Rate increases based on the cost of service are commonly used among cities for both publicly-provided services and privately-provided (contracted) services. The following summarizes rate increase metrics for both types of approaches to provide services:

- **Publicly-provided services.** A city evaluates the costs for services in a typical year and develops a multi-year cost of service forecast. Based on the cost of service, rate increases may be set annually or as needed (e.g. one increase that is designed to be in place for three years), which is often a City Council preference. Cities may choose to conduct a formal cost of service study with internal resources or utilizing a consultant.
- **Privately-provided services.** Cities that contract for solid waste services typically include contract terms regarding allowable metrics for rate increases by the contractor. Examples may include contract terms allowing annual rate increases based on the Consumer Price Index (CPI) and/or fuel prices, an annual fixed percent rate increase, or allowance for the contractor to ask for rate increases as they determine is necessary where the City has the authority to approve or reject such requests. While this approach is most common for cities with privately-provided services, a few cities have considered this type of approach to increasing rates in communities where the city is the service provider.

**Adopted policy.** Adopted city policies may drive the timing and amount of residential solid waste rate increases. For example, in Austin and other cities that have adopted PAYT residential rate policies, this can drive decisions about rate increases. The intent of the policy is to incentivize increased recycling percentages, which may be accomplished by increasing price differentials between small and large cart sizes. PAYT policies are typically adopted by cities with established recycling goals.

### 13.0 POTENTIAL COST REDUCTION OPTIONS

In collaboration with ARR staff, Burns & McDonnell developed options that may be implemented by ARR and the City to potentially reduce costs of providing solid waste services. The options were developed through the benchmarking process and known operations and strategies of other cities. The options, presented in Table 5, are intended only to communicate potential cost reduction strategies that the City may decide to further consider and are not meant to present recommendations for action. In-depth evaluations of these options specific to Austin have not been conducted. Burns & McDonnell recommends that the City conduct thorough evaluations for the feasibility and impacts of each option it may want to further consider.

**Table 5: Potential Cost Reduction Options**

Potential Option	Current State for Austin	Potential Applicability
<b>Reduce collection frequencies</b>	<b>Refuse:</b> weekly	<b>Possibly:</b> current frequency is industry best practice, but the City could consider every other week collection
	<b>Recycling:</b> every other week	<b>Unlikely:</b> reduced frequency would be inadequate
	<b>Brush/bulky:</b> twice per year	<b>Yes:</b> City is currently conducting pilot for call-in service
	<b>Curbside compostables:</b> weekly	<b>Unlikely:</b> current frequency is industry best practice with inclusion of food scraps
<b>Procure or develop local processing and disposal options</b>	<b>Landfill:</b> long distance from some areas of City	<b>Possibly:</b> closer landfill or multiple options may reduce hauling costs
	<b>Transfer station:</b> City does not utilize a transfer station	<b>Possibly:</b> use of transfer station may reduce hauling costs
	<b>MRF<sup>1</sup>:</b> currently have local processing contracts in place	<b>Unlikely:</b> no significant benefit
<b>Reduce support of non-solid waste services/programs</b>	ARR funds multiple programs that are typically funded by other departments in benchmark cities	<b>Possibly:</b> Operational/financial support by other departments may reduce annual costs for ARR; requires City Council direction and costs would be absorbed by the General Fund
<b>City Council policies</b>	City of Austin requires multiple programs that are not required by other cities. (e.g., living wage, insurance for temp. employees, green energy requirement, etc.)	ARR will need direction from City Council
<b>Enter Commercial collections operations</b>	The City provides residential and cart-based commercial services only	<b>Unlikely:</b> While City would see substantial pushback from private haulers, providing commercial services provides the option to spread costs over more operations and potential for commercial rates to support residential services

<sup>1</sup> Materials processing facility (MRF)

## Attachment A

### RESOLUTION NO. 20180201-068

**WHEREAS**, the City of Austin owns and operates three municipal utilities: Austin Energy, Austin Water, and Austin Resource Recovery; and

**WHEREAS**, according to the Fiscal Year 2017/18 Taxpayer Impact Statement, the services provided by those three utilities will cost the average Austin resident approximately \$2,475; and

**WHEREAS**, in 2010, the City of Austin, by benchmarking residential, commercial, and industrial electric bills across the State, was able to calculate how affordable utility bills were when compared to other cities; and

**WHEREAS**, through that analysis, the City Council adopted Austin Energy's Affordability Goals which set a goal for Austin Energy to keep rates in the lowest 50% of Texas utilities and limit annual rate increases to no more than two-percent for any customer class; and

**WHEREAS**, those Affordability Goals have been utilized when considering annual budgets as well as when deciding to make long-term investments for the utility; and

**WHEREAS**, given the differences in the energy, water, and solid waste markets and the differences in services and other factors between utilities in different cities, the goals may be different for each utility; and

**WHEREAS**, the City of Austin is committed to protecting the long-term viability and competitiveness of all of its municipally-owned utilities as well as ensuring affordable utility bills for all customers; and

**WHEREAS**, affordable utility bills are a critical part of all resident's personal monthly budgets and are an impactful piece of managing the rising cost of living in Austin; and

**WHEREAS**, the City of Austin has not established Affordability Goals or other standards for Austin Water or Austin Resource Recovery; and

**WHEREAS**, it is in the public's interest for the City to establish Affordability Goals for Austin Water and Austin Resource Recovery; **NOW, THEREFORE**,

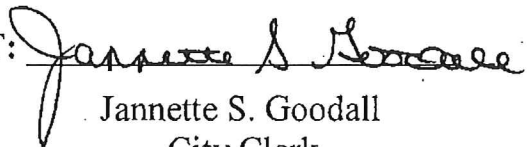
**BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:**

The City Council directs the City Manager to provide information about internal benchmarks that the City of Austin's utilities conduct when assessing affordability and sustainability of the utilities' services to customers. The City Manager is directed to conduct a comprehensive, data-driven benchmarking study of public, and where available private, water and solid waste utilities in Texas that includes contextual information, where useful, such as efforts relating to sustainability, zero waster commitments, landfill diversion goals, conservation and drought mitigation efforts, the value of water, the source of water, purity standards, climate, and other components the City Manager deems appropriate.

Utilizing the findings of this review, the City Manager shall make recommendations for how to continue the utilities' evaluations with regard to affordability, as well as strategies for effectively communicating these ongoing efforts to customers, and how affordability goals may be reasonably determined, applied, tracked, and disclosed.

**ADOPTED:** February 1, 2018

**ATTEST:**

  
Jannette S. Goodall  
City Clerk

ECONOMICS AND CORE SERVICES								
Austin		Anderson Mill	Arlington	Dallas	Denton	El Paso	Fort Worth	Georgetown
Service Provider								
Residential	City	Private - Central Trash & Recycling	Private - Republic Services	City	City	City	Private - Waste Management (Knight Waste Services is a subcontractor). City Staff manages services and provides some targeted operational programs (drop off stations, illegal dumping cleanup, etc.)	Private - Texas Disposal Systems
Commercial	Open Franchise	N/A	Exclusive franchise - Republic Services	Open Franchise	City	Open Franchise	Open Franchise	Exclusive franchise - Texas Disposal Systems
Department Name (Department responsible for solid waste services and/or contract management)	Austin Resource Recovery (ARR)	No solid waste department. Anderson Mill Limited District (District) is a special district within the City of Austin. Residents are also residents of Austin. Residents are eligible to receive many services provided by the City of Austin. There are few additional services provided by the District itself.	Solid Waste & Recycling	Sanitation Department	Solid Waste and Recycling Department	Environmental Services Department	Code Compliance Department - Solid Waste Services Area Command	Environmental Services Department
CITY SOLID WASTE GOALS								
Sustainability goals								
Does the City have any recycling, diversion, or sustainability goals?	20% reduction in per capita solid waste disposal by 2012 75% diversion by 2020 90% diversion by 2040	No, Anderson Mill is part of the City of Austin.	None currently. The City established a Solid Waste Management Plan that is reviewed and updated every 10 years.	2020: 40% diversion 2030: 60% diversion 2040: Zero Waste  In the City's 2013 Solid Waste Management Plan, waste minimization, recycling, and waste diversion were established as priorities for the City.	Per capita recycling goal of 735 pounds per year by 2020; the City's 2030 comprehensive plan identified a Solid Waste and Recycling goal to work toward waste minimization, material reuse, and maximum material recovery.	86% recycling participation by 2021; 10% reduction in recycling contamination rate year-over year by 2021.	2021: Increase residential recycling rate to 30% 2023: Recycle 40% of all waste by weight generated in the City (residential and commercial) 2030: Recycle 50% of all waste by weight 2037: Achieve 60% diversion from landfill through recycling, reuse, waste reduction and waste to energy 2045: achieve 80% diversion	None currently. The City is in the process of developing a Comprehensive Solid Waste Master Plan, including development of solid waste management goals over the next 20 years.
Zero Waste goals								
Does this include Zero Waste goals?	Yes	No	No	Yes	No	No	No	No
CURRENT DIVERSION								
Current residential waste diversion								
What is the City's current (actual or estimated) residential recycling percentage?	38%	Unavailable; Anderson Mill is part of the City of Austin.	23%	19.4%	33%	14.5%	19.3%	20.2%
ADDITIONAL ECONOMIC INFORMATION								
Median household income (Source: ACS)	\$60,939	\$57,000 (Anderson Mill is a Limited District within the City of Austin. Median Household Income was provided by the District.)	\$53,574	\$45,215	\$50,487	\$43,322	\$54,876	\$64,256
Residential population (number) (Source: ACS)	950,715	10,000	396,394	1,341,075	136,268	683,577	874,168	70,685
Single-family residential solid waste customers (households) (Source: ACS & cities)		2,800	93,700	245,000	33,246	180,000	225,049	21,500
	200,550							
Number of solid waste employees								
How many employees are in the Solid Waste department?	462	Zero. The District does not have a solid waste department.	2	479	123	275	116	1
Does that number include any traditionally external resources that are housed within the Solid waste department? (Ex: HR employees in SW, rather than centralized?)	There are 462 regular full-time employee positions within ARR. This includes administrative support functions such as HR, Finance, Safety, Quality Assurance, Public Information/Business Outreach and Ordinance Development, and Customer Service.  However, 276 of those FTEs are directly involved in solid waste collection operations (including drivers/equipment operators, crew leaders, and supervisors).	N/A	No	No	Yes	No. 275 employees directly involved in solid waste services. There are 391 total ESD employees, including HR and PIO, which are shared by the whole department.	Yes. This includes FTEs and partial FTEs for other employees funded out of Solid Waste account.	No
Details						275 includes landfill, collections, recycling, transfer station drivers, and managers. It excludes co-compliance. 391 total in the Environmental Services Department, including co-compliance.		There is an ESD director and the department is supported by other City departments as needed.
Employee benefits								
Median solid waste employee annual salary (see Texas Tribune source)	\$44,803	N/A. Services are provided by a contracted hauler.	N/A. Services are provided by a contracted hauler.	\$35,701	\$54,058	\$30,644	\$48,096	N/A. Services are provided by a contracted hauler.
Details	The median salary figure includes only those 276 FTEs directly involved in solid waste collection operations.				Includes management and administrative staff	Includes the 275 direct solid waste employees	Includes all solid waste employees including operations, management, and support.	
Estimated percent of overall employee salary?	35% of base salary, including employer aid expenses such as FICA, benefits, etc.	N/A. Services are provided by a contracted hauler.	N/A. Services are provided by a contracted hauler.	45% of base salary	Not reported	46% of base salary	Not reported	N/A. Services are provided by a contracted hauler.

Austin		Anderson Mill		Arlington		Dallas		Denton		El Paso		Fort Worth		Georgetown	
FUNDING SOURCE(S)															
Residential Monthly Rates															
Does the City have a pay-as-you-throw rate system?	Yes	No	No	No	No	Yes	No	Yes	No						
Monthly Rates (do not include tax)	24-gallon: \$17.90 32-gallon: \$19.15 64-gallon: \$24.30 96-gallon: \$42.85	96-gallon: \$18.46	Bag-based (no cart): \$13.80	\$25.18	65-gallon: \$24.51 95-gallon: \$29.26	\$19.00	32-gallon: \$12.50 64-gallon: \$17.50 95-gallon: \$22.75	96-gallon: \$18.80							
Additional monthly solid-waste related fees (e.g., admin, public education, etc.)	None	None	None	None	None	Additional \$4.00 per month franchise fee	None	None							
Additional Notes	Each rate above includes a base fee of \$14.05 plus a per-gallon fee of \$0.16 for 64-gallon carts or smaller and \$0.30 per gallon for 96-gallon carts.	Residents are billed quarterly (\$59.98 per quarter).													
Environmental fees and other funding sources															
Are there funding sources for residential solid waste services other than monthly residential rates (other than additional fees associated with specific curbside services)?	Yes	No	No	No	No	Yes.	Yes	No							
If so, please briefly describe.	The revenue share received from the single-stream recycling program is used to offset some of the expense involved. Also, customers are charged for extra services (extra trash charges for bags left outside of or that overflow the cart). The recycling revenue share and extra stickers revenue make up approximately 3% of the overall budgeted revenue for the department for FY19.	N/A	N/A	N/A	N/A	Environmental Fee, see below	Royalties from the landfill and sale of recyclable materials	N/A							
Do residents pay any other fees to the City (such as an "Environmental Fee" or "Clean Community Fee")?	Clean Community fee, \$8.95 per month	No	No	No	No	Environmental Fee, \$5.00 per month	Environmental Protection Fee, \$0.50 per month	Stormwater Drainage Fee, \$6.50 per month							
If so, does the fee help fund residential solid waste services?	Yes	N/A	N/A	N/A	N/A	No	No	No							
What does the fee fund for the City?	This fee funds citywide street sweeping, dead animal collection, litter control, Brownfields remediation, recycling economic development, the resource recovery center and household hazardous waste facility, the Clean Austin program, and landfill closure and post closure care.	N/A	N/A	N/A	N/A	The Environmental Fee is allocated 50% to the Environmental Services department and 50% to other City department. It funds many environmental-related services, including, but not limited to: General Fund Administrative Services, City Facility Maintenance, Graffiti Abatement, Street Sweeping, Tree Farm, Alley Cleaning /Street Maintenance, Parks Litter Control, DMD Interlocal Sanitation Services, City Facilities Trash Disposal Contract, Env Code Compliance.	Funds the City's Air, Stormwater, Land & Litter compliance programs; funds 30-40% of the HHW Environmental Collection Center.	Stormwater infrastructure development and maintenance							
CORE RESIDENTIAL SERVICES															
Refuse															
Refuse cart size(s) available	24-, 32-, 64-, 96-gallon with PAYT rate structure	96-gallon	N/A; bag-based refuse collection	96-gallon standard; 48-, 64-gallon upon request	65-, 95-gallon with PAYT rate structure	96-gallon	32-, 64-, 96-gallon with PAYT rate structure	96-gallon standard; 35-, 65-gallon upon request							
Manual, automated, or semi-automated?	Automated	Automated	Manual	Automated	Automated	Automated	Automated	Automated							
Collection frequency	Weekly	Weekly	Twice per week	Weekly	Weekly	Weekly	Weekly	Weekly							
Additional fees (if applicable)	Bag tags may be purchased for \$4.00 per tag for additional material.	None	None	\$10.56 per month per additional cart	\$17.38 per month per additional large cart; \$7.00 per cart reload & empty for out-of-cart material.	\$19.00 per month per additional cart	"Pay Bags" (bag tags) may be purchased at a rate of \$15.00 per 5 bags for additional material.	\$9.00 per month per additional cart; bag tags may be purchased for \$5.00 per tag for additional material.							
Extra refuse - outside of cart															
Does City or contractor collect refuse material outside of cart?	Provided for additional fee	Not provided	N/A (bag-based collection); refuse collection includes household waste placed in non-reusable containers AND up to 1 cubic yard of bulky materials not bagged.	Not provided	Provided for additional fee	Provided for additional fee	Provided for additional fee	Provided for additional fee							
If yes, is service provided in monthly rate? Or for additional fee, other funding, etc.?	An additional fees for this service are approved by City Council.	N/A	N/A	N/A	\$7.00 per cart reload and empty for out-of-cart refuse	One "extra lift" by refuse collection vehicle will be provided for an additional \$4.50 per collection.	"Pay Bags" (bag tags) may be purchased at a rate of \$15.00 per 5 bags for additional material.	Bag tags may be purchased for \$5.00 per tag for additional material.							
Extra refuse - additional scheduled collections															
Does City or contractor provide extra trips for refuse pick-ups at a customer's request?	Provided for additional fee	Provided for additional fee	Not provided	Not provided	Not provided	Provided for additional fee	Not provided	Not provided							
Additional fees (if applicable)	An additional fee for this service is approved by City Council.	Not reported	N/A	N/A	N/A	Additional fee of \$10.00 per request.	N/A	N/A							

	Austin	Anderson Mill	Arlington	Dallas	Denton	El Paso	Fort Worth	Georgetown
<b>Curbside Recycling</b>								
Provided with residential solid waste monthly rate, provided but not with monthly rate, or not provided?	Provided with monthly rate	Provided with monthly rate	Provided with monthly rate	Provided with monthly rate	Provided with monthly rate	Provided with monthly rate	Provided with monthly rate	Provided with monthly rate
Recycling cart size(s) available	64-, 96-gallon	96-gallon	65-gallon	96-gallon standard; 48-, 64-gallon upon request	65-gallon standard; 95-gallon upon request	96-gallon	64- or 96-gallon	95-gallon standard; 35-, 65-gallon upon request
Manual, automated, or semi-automated?	Automated	Automated	Automated	Automated	Automated	Automated	Automated	Automated
Collection frequency	Every other week	Weekly	Weekly	Weekly	Weekly	Weekly	Weekly	Every other week
Additional fees (if applicable)	None. Extra recyclables are collected free of charge in a cardboard box or other reusable container. Residents may request an additional recycling cart at no cost.	None	None	None	None; additional carts available at not cost	None; limit of one cart per household	Additional fees may be assessed by Enforcement for recycling contamination.	\$9.00 per month per additional cart; boxed recyclables outside of cart are accepted at no additional cost.
<b>Curbside Bulk collection</b>								
Provided with residential solid waste monthly rate, provided but not with monthly rate, or not provided?	Provided with monthly rate	Provided with monthly rate	Combined with regular refuse (monthly rate)	Provided with monthly rate	Provided with monthly rate	Additional fee	Provided with monthly rate	Provided with monthly rate
Frequency	Twice per year	Monthly	Not provided separately, combined with regular refuse	Monthly	Four times per year, upon request	Unlimited, upon request	Monthly	Two times per year, upon request
Materials accepted	Doors, carpet, furniture, appliances (remove doors), passenger car tires (remove rims; limit eight tires per household), lawn mowers (remove gas/oil), railroad ties (cut in half), pallets, rolled fencing, nail-free lumber.	Large items such as large appliances, furniture, mattresses; bagged leaves and bundled branches; up to three cubic yards or 20 bags/bundles per collection; C&D material not accepted	Furniture, large appliances, carpet, and fencing, up to one cubic yard per collection; bundled tree limbs and brush, up to one cubic yard per collection.	Furniture, appliances, carpet, mattresses, other bulky items	Household items, appliances, remodeling debris	Bulky items, brush and other yard waste	Large, bulky items too large for the cart or normal refuse collection; limit of 10 CY per collection	Furniture, mattresses, toilets, large appliances; not intended for brush and yard trimmings; limit of 3 CY per collection.
Additional fees	Additional collections are available for \$120.00 for two items.	None	None	City provides on-demand collection for construction or remodeling materials for an additional fee.	4 large household items per year are included in monthly rate service; appliances and electronics are \$20.00 each; remodeling debris is \$25.00 for 4 CY maximum.	\$35 for collection of five CY or less, \$7 for each additional CY, plus tax. Typically, special collections include a mix of material types (e.g., bulk and brush).	Additional charge for material exceeding 10 CY; \$75 for first excess 5 cubic yards and \$65 for every additional 5 cubic yards.	Additional collections or out-of-city customer collections provided upon request for \$28.00 per CY.
<b>Curbside Brush collection</b>								
Provided with residential solid waste monthly rate, provided but not with monthly rate, or not provided?	Provided with monthly rate	Combined with bulk (monthly rate)	Combined with regular refuse (monthly rate)	Combined with bulk (monthly rate)	Provided with monthly rate	Combined with bulk (additional fee)	Combined with yard trimmings (monthly rate)	Combined with yard trimmings (monthly rate)
Frequency	Twice per year	Combined with bulk	Not provided separately, combined with regular refuse	Combined with bulk	Weekly	Combined with bulk	Combined with yard trimmings	Combined with yard trimmings
Materials accepted	Brush, tree trunks cut and stacked per City guidelines	Large items such as large appliances, furniture, mattresses; bagged leaves and bundled branches; up to three cubic yards or 20 bags/bundles per collection	Bundled tree limbs and brush, up to one cubic yard per collection	Tree limbs, shrubbery, bagged leaves	Bagged grass clippings and leaves, brush, limbs, and other yard waste, up to 4 CY per collection	Collections include bulky items, brush and other yard waste.	Leaves, grass clippings, small trimmings, shrub and tree trimmings, stacked or bundled brush	Yard trimmings and bundled brush, up to 20 bags, containers, or bundles accepted per collection; food scraps not accepted
Is material composted, mulched, otherwise diverted, or landfilled?	Composted	Landfilled currently. The District is in the process of arranging for brush/yard waste material to be diverted, with anticipated start date of 4-6 months from now (late August 2018).	Landfilled	Some is diverted, but loads mixed with bulk waste are landfilled.	Composted into Dyno Dirt	Material is not composted; some clean brush is mulched; if brush is mixed with other materials (bulky waste) it is landfilled.	Mulched	Mulched at the City's Collection Station (Transfer Station)
Additional fees	Additional collections are available for \$100.00 for up to a 15-feet high, 4-feet long brush stack.	None	None	City provides on-demand collection for brush for an additional fee.	\$7.00 per each excess cubic yard	\$35 for collection of five CY or less, \$7 for each additional CY, plus tax. Typically, special collections include a mix of material types (e.g., bulk and brush).	None	Additional items are collected if tagged with bag tag purchased for \$5.00 each.
<b>Curbside Yard Trimmings (no food scraps)</b>								
Provided with residential solid waste monthly rate, provided but not with monthly rate, or not provided?	Provided with monthly rate	Combined with bulk (monthly rate)	Combined with regular refuse (monthly rate)	Combined with bulk (monthly rate)	Combined with brush (monthly rate)	Combined with bulk (additional fee)	Provided with monthly rate	Provided with monthly rate
Frequency	Weekly	Combined with bulk	Not provided separately, combined with regular refuse	Combined with bulk	Combined with brush	Combined with bulk	Weekly	Monthly
Materials accepted	Grass clippings, leaves, small branches or limbs no longer the 5 feet and 3 inches in diameter	Large items such as large appliances, furniture, mattresses; bagged leaves and bundled branches; up to three cubic yards or 20 bags/bundles per collection	Bagged leaves, up to one cubic yard per collection; bundled brush; grass clippings are not accepted curbside.	Bagged leaves	Bagged grass clippings and leaves, brush, limbs, and other yard waste, up to 4 CY per collection	Collections include bulky items, brush and other yard waste.	Leaves, grass clippings, small trimmings, shrub and tree trimmings, stacked or bundled brush	Yard trimmings and bundled brush, up to 20 bags, containers, or bundles accepted per collection; food scraps not accepted
Is material composted, mulched, otherwise diverted, or landfilled?	Composted	Landfilled currently. The District is in the process of arranging for brush/yard waste material to be diverted, with anticipated start date of 4-6 months from now (late August 2018).	When placed curbside material is landfilled.	Some is diverted, but loads mixed with bulk waste are landfilled.	Composted into Dyno Dirt	Landfilled	Mulched	Mulched at the City's Collection Station (Transfer Station)
Cart collection or bagged/bundled?	Cart and/or Kraft paper bags or reusable container	Bagged/bundled	Bagged or bundled	Bagged/bundled	Bagged/bundled	Set-out	Optional cart, may also be bagged or bundled	Kraft bags or personal containers
Additional fees	None	None	No separate yard trimmings collection; City provides leaf recycling drop-off sites.	No	\$7.00 per each excess cubic yard	\$35 for collection of five CY or less, \$7 for each additional CY, plus tax. Typically, special collections include a mix of material types (e.g., bulk and brush).	None (however residents can purchase a yard cart for a one time fee of \$75 and there is no weekly charge for collection).	Additional items are collected if tagged with bag tag purchased for \$5.00 each.

Austin		Anderson Mill	Arlington	Dallas	Denton	El Paso	Fort Worth	Georgetown
Curbside Organics collection (Composting, including food scraps)								
Provided with residential solid waste monthly rate, provided but not with monthly rate, or not provided?	Provided with monthly rate	Not provided	Not provided	Not provided	Not provided	Not provided	Not provided	Not provided
Frequency	Weekly	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Organics cart sizes available	32-, 96-gallon	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Materials Collected (please specifically indicate if food scraps are accepted)	Food scraps, yard trimmings, food soiled paper	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Additional fees	None	N/A	N/A	N/A	N/A	N/A	N/A	N/A

ECONOMICS AND CORE SERVICES								
	Houston	Missouri City	New Braunfels	Pflugerville	Round Rock	San Antonio	San Marcos	Sugar Land
Service Provider								
Residential	City	Private - WCA Waste Corp	City	Private - Waste Connections	Private - Round Rock Refuse	City	Private - Texas Disposal Systems	Private - Republic Services
Commercial	Open Franchise	Exclusive franchise - WCA Waste Corp	City	Exclusive franchise - Waste Connections	Exclusive franchise - Round Rock Refuse for commercial refuse. Commercial recycling is open franchise.	Open Franchise	Exclusive franchise - Texas Disposal Systems	Exclusive franchise - Republic Services
Department Name (Department responsible for solid waste services and/or contract management)	Solid Waste Management Department (SWMD)	Municipal Solid Waste Program	Solid Waste and Recycling Division	Utility Billing, Trash & Recycling	Environmental Services	Solid Waste Management Department	Neighborhood Services Department, Resource Recovery	Environmental & Neighborhood Services, Solid Waste & Recycling
CITY SOLID WASTE GOALS								
Sustainability goals								
Does the City have any recycling, diversion, or sustainability goals?	None currently. City continuously seeks ways to increase diversion through programs provided to residents (e.g., curbside recycling, drop-off centers, concrete recycling). The City will begin developing a long-range solid waste plan in the near future, which will likely include establishing waste diversion goals.	None currently. The City is actively working to increase participation in its recycling program.	None currently. The City is currently working on a 20-year solid waste management plan, including addressing waste diversion, reduction, and recycling goals.	None currently. The City tries to divert as much material as possible through its recycling service.	No	60% recycling/diversion rate for single-family residential waste by 2025; Ensure all single- and multifamily residents have access to recycling; improve recycling opportunities for businesses.	2013: 65% residential recycling participation 2015: 75% residential recycling participation, 75% green waste diversion 2030: 100% residential recycling participation; 100% green waste diversion  The City has also established the goal to increase waste reduction/diversion and has set varying goals by waste type and sector. There is no specific diversion goal for residential recycling.	40% diversion rate for residential
Zero Waste goals								
Does this include Zero Waste goals?	No	No	No	No	N/A	Yes, the City has set the goal to ultimately become a zero waste community through a change in culture to view discarded materials as resources, and meeting the goals stated above.	No	No
CURRENT DIVERSION								
Current residential waste diversion								
What is the City's current (actual or estimated) residential recycling percentage?	28%	Not reported.	15.8%	Unknown	15%, based on 5 months of data available on the City's website (March-July 2018) <a href="https://www.roundrocktexas.gov/departments/utilities-and-environmental-services/solid-waste-recycling/">https://www.roundrocktexas.gov/departments/utilities-and-environmental-services/solid-waste-recycling/</a>	32.6%	30%	37%
ADDITIONAL ECONOMIC INFORMATION								
Median household income (Source: ACS)	\$47,010 (ACS)	\$88,591	\$61,618	\$77,899	\$74,087	\$48,183	\$30,985	\$108,504
Residential population (number) (Source: ACS)	2,312,717	74,497	79,152	63,359	123,678	1,511,946	63,071	117,869
Single-family residential solid waste customers (households) (Source: ACS & cities)	390,435	23,400	28,900	23,299	Not reported	356,000	92,000	39,964
Number of solid waste employees								
How many employees are in the Solid Waste department?	472	0	55	0	Equivalent of 4 FTEs	619	3 FTEs, 6 part-time interns	4
Does that number include any traditionally external resources that are housed within the Solid waste department? (Ex: HR employees in SW, rather than centralized?)	Approximately 80-85% of the SWMD employees are involved in service operations (City has four service quadrants). The remaining 15-20% include employees in accounts payable, purchasing, public information, community outreach, GIS, and other functions that support the department.	N/A	No	N/A	Approximate equivalent of four full time employees perform solid waste responsibilities: 1 FTE in parks for Downtown monitoring; 2.5 FTEs for the recycling drop off center, monthly HHW collection, and some public space and City facility recycling; 0.5 FTE from the Environmental Department provides additional support for solid waste.	No. 619 includes only those in solid waste operations. The department total is 725 employees, including 5-10 for HR, purchasing, risk management, and safety and about 100 for fleet maintenance.	No	No
Details		There are no dedicated solid waste employees.	55 total includes admin, residential, recycle/green waste, commercial, container maintenance, and fleet services	There are no dedicated solid waste employees.		619 in solid waste operations. 725 solid waste total in SWMD, including providing fleet maintenance for the entire city.	The role of City solid waste employees (Neighborhood Services) is to execute contracts, implement the master plan, resolve customer issues, provide education and outreach, etc.	
Employee benefits								
Median solid waste employee annual salary (see Texas Tribune source) Details	Not reported.	N/A. Services are provided by a contracted hauler.	\$35,402	N/A. Services are provided by a contracted hauler.	N/A. Services are provided by a contracted hauler.	\$38,924 (average for Side Load Equipment Operator)	N/A. Services are provided by a contracted hauler.	N/A. Services are provided by a contracted hauler.
Estimated percent of overall employee salary?	33% of base salary	N/A. Services are provided by a contracted hauler.	35% of base salary	N/A. Services are provided by a contracted hauler.	N/A. Services are provided by a contracted hauler.	42% of base salary	N/A. Services are provided by a contracted hauler.	N/A. Services are provided by a contracted hauler.

	Houston	Missouri City	New Braunfels	Pflugerville	Round Rock	San Antonio	San Marcos	Sugar Land
FUNDING SOURCE(S)								
Residential Monthly Rates								
Does the City have a pay-as-you-throw rate system?	N/A	No	No	No	No	Yes	Yes	No
Monthly Rates (do not include tax)	None; funded by the General Fund through property taxes	96-gallon: \$13.26	96-gallon: \$13.40	96-gallon: \$15.90	\$18.96 (plus 8.25% tax)	48-gallon: \$16.76 64-gallon: \$18.76 96-gallon: \$26.76	65-gallon: \$25.16 96-gallon: \$28.16	96-gallon: \$18.45
Additional monthly solid-waste related fees (e.g., admin, public education, etc.)	None	Additional \$1.50 per month administrative fee	None	None	None	None	None	
Additional Notes							Rates paid by residents include a large portion that goes to TDS, portion to Green Guy Recycling for drop-off, and portion to the City for administration, education, and other support.	
Environmental fees and other funding sources								
Are there funding sources for residential solid waste services other than monthly residential rates (other than additional fees associated with specific curbside services)?	N/A (no rates, services are funded by General Fund)	No	No	No	Not reported	Yes, funding for SW Operations (FY18) comes from the following:	No	No
If so, please briefly describe.	Some revenue is generated and retained from sale of recyclables but is an insignificant portion of the solid waste budget.	N/A	N/A	N/A	Not reported	For FY2018, the breakdown for solid waste funding is as follows: Monthly rates 80.20%, Environmental Fee 13.49%, Recycling Program revenues - 3.47%, Brush Recycling Fee - 0.89%, Waste Hauler Permit Fee - 0.90%, Miscellaneous Revenue - 0.83%.	N/A	N/A
Do residents pay any other fees to the City (such as an "Environmental Fee" or "Clean Community Fee")?	No	No	No	No	Not reported	Environmental Fee, \$2.24 per month; in addition to the monthly rates stated above, residents also pay a monthly Environmental Fee of \$2.24, described below.	Community Enhancement Fee, \$1.50 per month for residential customers and \$5.50 per month for commercial customers.	No
If so, does the fee help fund residential solid waste services?	N/A	N/A	N/A	N/A	Not reported	Yes, the Environmental Fee is full allocated to the Solid Waste Management Department.	No	N/A
What does the fee fund for the City?	N/A	N/A	N/A	N/A	Not reported	Offsets costs for illegal dumping clean-up, dead animal collection and disposal, regulatory maintenance for closed landfills, and other equitable costs sharing activities benefiting residents and businesses; also funds HHW and brush and bulk drop-off facilities and the City's Office of Sustainability (sister department to Solid Waste).	Funds items such as litter clean-up on major roadways, community beautification, public trash and recycling receptacles.	N/A
CORE RESIDENTIAL SERVICES								
Refuse								
Refuse cart size(s) available	96-gallon	96-gallon standard; 65-gallon upon request	96-gallon standard; 48-gallon upon request	95-gallon	96-gallon	48-, 64-, 96-gallon with PAYT rate structure	65-, 95-gallon with PAYT rate structure	95-gallon standard; 35-, 65-gallon upon request
Manual, automated, or semi-automated?	Automated	Automated	Automated	Automated	Cart-based, automated	Automated (10% semi-automated due to alley collection)	Automated	Automated
Collection frequency	Weekly	Twice per week	Weekly	Weekly	Weekly	Weekly	Weekly	Twice per week
Additional fees (if applicable)	\$17.27 (including sales tax) per month per additional cart; bag tags may be purchased for additional material \$2.28 per tag from participating retailers or \$5.00 each directly from the City.	\$75.00 per year per additional cart service; \$95.00 one-time fee for purchase of additional cart	\$6.50 per month per additional cart, plus one-time processing fee of \$10.00; bag tags may be purchased for \$2.00 per tag for additional material.	\$6.12 per month per additional cart	None; If requested, customers may receive an additional cart for no additional cost, though requests are uncommon	None	\$6.29 per month per additional cart; bag tags may be purchased for \$6.17 per tag for additional material	\$5.00 per month per additional cart
Extra refuse - outside of cart								
Does City or contractor collect refuse material outside of cart?	Provided for additional fee (no monthly rate)	Not provided	Provided for additional fee	Provided with monthly rate	Provided with monthly rate	Not provided	Provided for additional fee	Not provided
If yes, is service provided in monthly rate? Or for additional fee, other funding, etc.?	Bag tags may be purchased for additional material \$2.28 per tag from participating retailers or \$5.00 each directly from the City.	N/A	Bag tags may be purchased for \$2.00 per tag for additional material.	Provided as part of bulky collection (up to six large items) on same day as refuse	Provided with monthly rate. Customers may place up to seven additional items at the curb outside of the refuse cart on each refuse collection day. Materials accepted include additional household items and bagged or bundled brush and yard trimmings.	N/A	Bag tags may be purchased for \$6.17 per tag for additional material	N/A
Extra refuse - additional scheduled collections								
Does City or contractor provide extra trips for refuse pick-ups at a customer's request?	Not provided	Not provided	Provided for additional fee	Not provided	Not reported	Provided for additional fee	Provided with monthly rate	Provided for additional fee
Additional fees (if applicable)	N/A	N/A	Additional fee of \$15.00 per request	N/A	Not reported	Additional fee of \$10.00 per request	N/A	Additional fee of \$25.00 per request

	Houston	Missouri City	New Braunfels	Pflugerville	Round Rock	San Antonio	San Marcos	Sugar Land
Curbside Recycling								
Provided with residential solid waste monthly rate, provided but not with monthly rate, or not provided?	Provided through General Fund (no monthly rates)	Provided with monthly rate	Provided but not with monthly rate; additional fee of \$4.26 per month	Provided with monthly rate	Provided with monthly rate	Provided with monthly rate	Provided with monthly rate	Provided with monthly rate
Recycling cart size(s) available	96-gallon	65-gallon standard, 95-gallon upon request	96-gallon standard; 48-gallon upon request	95-gallon	96-gallon	48- or 96-gallon	96-gallon	65-gal standard; 35-, 95-gallon upon request
Manual, automated, or semi-automated?	Automated	Automated	Automated	Automated	Cart-based, automated	Automated (10% semi-automated due to alley collection)	Automated	Automated (carts) and manual (bulk cardboard)
Collection frequency	Every other week	Every other week	Weekly	Every other week	Every other week	Weekly	Every other week	Once per week and on-call bulk cardboard collection
Additional fees (if applicable)	None	\$75.00 per year per additional cart service (65-gallon); \$95.00 one-time fee for purchase of additional cart	None	\$2.55 per month per additional cart	None; If requested, customers may receive an additional cart for no additional cost, though requests are uncommon	\$25.00 or \$50.00 contamination fee assessed dependent on level and type of contamination	None; extra boxed recyclables accepted at no additional cost	None; additional carts available at no cost
Curbside Bulk collection								
Provided with residential solid waste monthly rate, provided but not with monthly rate, or not provided?	General funded	Provided with monthly rate	Additional fee	Provided with monthly rate	Provided with monthly rate	Provided with monthly rate	Provided with monthly rate	Provided with monthly rate
Frequency	Six times per year (every other month)	Every other week	Unlimited, upon request	Weekly	Once per year (Annual Spring Clean Up) included with monthly rate; additional bulky waste collections may be scheduled for a fee	Twice per year	Four times year, upon request	Monthly
Materials accepted	Tree waste (limbs, branches, stumps) and junk waste (bulky items, furniture, appliances) are collected in alternating months (Tree Waste and Junk Waste Program).	Large, bulky items such as furniture or large appliances; limit of 4 items or 5 CY per collection	Bulk and brush material	Furniture, large appliances, mattresses, bundled brush and limbs; up to six bulky items per collection	Annual Spring Clean up accepts large appliances, furniture, scrap metal, lumber, mattresses; brush is not accepted;; no tires, large tv  Additional scheduled bulky collections accept excess large items and brush	Household appliances, scrap metal, carpeting, fencing, treated wood, furniture, mattresses, passenger car tires, televisions, toilets, wooden pallets, rigid plastics	Bundled brush, furniture, mattresses, large appliances, carpet; limit of 3 CY per collection (total of 12 CY annually)	Furniture, large appliances and other household items too large to fit in the refuse cart; does not include construction, demolition, or hazardous wastes.
Additional fees	None	None	\$25 minimum for 30 minutes then \$25 per 30 minutes after that to include travel if more than one load	None	Additional pick-ups may be specified as brush or non-brush; fees are \$25 plus \$1 for each minute over five minutes	Additional collections (brush and bulk) are available for \$50.00 up to 4 CY and additional \$25.00 for each additional 4 CY or portion thereof.	Additional fee of \$35 per CY for material exceeding service limits paid to contractor	Extra on-call bulky service is available for additional fees per collection; \$75.00 for five cubic yards or less.
Curbside Brush collection								
Provided with residential solid waste monthly rate, provided but not with monthly rate, or not provided?	General funded	Provided with monthly rate	Combined with bulk (additional fee)	Provided with monthly rate	Provided for additional fee. This is intended for times when a resident has brush material in excess of the 7-item additional set-out limit for collection on refuse days; City residents may also drop off up to 2 CY of brush at the Brush Recycling Center at no cost.	Provided with monthly rate	Combined with bulk (monthly rate)	Provided with monthly rate
Frequency	Six times per year (every other month)	Weekly	Combined with bulk	Every other week	Up to weekly, upon request	Two times per year	Combined with bulk	Weekly
Materials accepted	City collects tree waste (limbs, branches, stumps) and junk waste (bulky items, furniture, appliances) in alternating months (Tree Waste and Junk Waste Program).	Bundled brush	Bulk and brush material	Large volumes of brush and limbs	Brush (unbundled, no longer than 10 feet)	Brush (ex. shrubs, tree branches, woody vines), leaves; designed for large quantities	Same as bulky.	Grass clippings, leaves, brush, tree limbs, organic material from yard or garden (does not include food waste)
Is material composted, mulched, otherwise diverted, or landfilled?	Composted	Chipped and used as alternative daily cover at the landfill.	Material is diverted to Comal County Rural Recycling for mulching.	Diverted	Mulched	Mulched	Landfilled (collected with bulky material)	Materials are recycled into mulch or compost.
Additional fees	None	None	\$25 minimum for 30 minutes then \$25 per 30 minutes after that to include travel if more than one load.	None	Fee is \$25 per collection plus \$1 per minute over five minutes	Additional collections (for bulk and brush) are available upon request for additional fees: \$50 up to 4 CY, additional \$25 for each additional 4 CY or portion thereof.	Additional fee of \$35 per CY for material exceeding service limits paid to contractor	
Curbside Yard Trimmings (no food scraps)								
Provided with residential solid waste monthly rate, provided but not with monthly rate, or not provided?	General funded	Combined with brush (monthly rate)	Provided with monthly rate	Not provided (combined with refuse)	Provided with monthly rate; Customers may place up to seven additional items at the curb outside of the refuse cart on each refuse collection day, including bagged leaves, yard trimmings, and bundled brush	Provided with monthly rate	Not provided (material accepted with brush and organics)	Combined with brush (monthly rate)
Frequency	Weekly	Combined with brush	Weekly	Not provided separately, combined with regular refuse	Weekly	Two times per year (upon request)	Combined with organics	Combined with brush
Materials accepted	Grass clippings, small branches, leaves	Bagged or contained yard trimmings, bundled brush; 4 items or 5 CY per collection, with bulky waste	Bagged or bundled collection of grass clippings, garden trimmings, leaves, twigs; service does not include food scraps and not intended for large volumes of brush	N/A	Bundled brush, bagged leaves and other yard trimmings; Customers may place up to seven additional items at the curb outside of the refuse cart on each refuse collection day, including bagged leaves, yard trimmings, and bundled brush	Leaves only; leaves and yard waste are also accepted with regular organics collection, if the customer opts in to organics service	N/A	Grass clippings, leaves, brush, tree limbs, organic material from yard or garden (does not include food waste)
Is material composted, mulched, otherwise diverted, or landfilled?	Composted	Diverted (mulch, compost, or alternative daily cover)	Material is diverted to Comal County Rural Recycling for mulching.	N/A	Not reported	Leaves are recycled	N/A	Mulched or composted
Cart collection or bagged/bundled?	Material must be bagged in compostable bags and branches must be bundled.	Compostable bags, bundled, or customer-provided reusable container	Bagged or bundled	N/A		Bagged	N/A	Materials should be bagged separately, placed separate (customer-provided) reusable containers, or bundled
Additional fees	None	None	None	N/A	bags and bundles None	\$20 per collection after 2 free collections	N/A	Included in monthly rate

	Houston	Missouri City	New Braunfels	Pflugerville	Round Rock	San Antonio	San Marcos	Sugar Land
Curbside Organics collection (Composting, including food scraps)								
Provided with residential solid waste monthly rate, provided but not with monthly rate, or not provided?	Not provided	Not provided	Not provided	Not provided	Not provided.	Provided with monthly rate (opt-in service)	Provided with monthly rate (food scraps are not accepted)	Not provided
Frequency	N/A	N/A	N/A	N/A	N/A	Weekly (opt-in program)	Weekly (no meat/dairy)	N/A
Organics cart sizes available	N/A	N/A	N/A	N/A	N/A	48-, 96-gal	96-gal	N/A
Materials Collected (please specifically indicate if food scraps are accepted)	N/A	N/A	N/A	N/A	N/A	Leaves, grass, shrub and tree trimmings, food scraps, food-soiled paper	Yard trimmings, plant-based kitchen waste (fruit and vegetables; meat and dairy not accepted), soiled paper products, branches, coffee grounds, pet waste if not bagged	N/A
Additional fees	N/A	N/A	N/A	N/A	N/A	\$25 or \$50 contamination fee dependent on type of contamination	Extra material is collected in paper yard waste bags at no additional cost.	N/A

ADDITIONAL RESIDENTIAL CUSTOMER SERVICES									
	Austin	Anderson Mill	Arlington	Dallas	Denton	El Paso	Fort Worth	Georgetown	
Household Hazardous Waste (HHW)									
Does the City offer household hazardous waste (HHW) collection services or program? (e.g., curbside collection, permanent collection facility, periodic or mobile collection events, etc.)	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	ARR	Not provided or funded by the District. Residents are eligible to participate in the City of Austin HHW drop-off program through the City.	Solid Waste Department	Solid Waste Department	Solid Waste Department	Solid Waste Department (Environmental Services)	Solid Waste Department	Solid Waste Department
	Is it funded through residential solid waste monthly rates?	No	N/A	No	Yes	Yes	Yes	No	Yes. The HHW program funding is part of the Environmental Services Department's (solid waste) annual budget development.
	If not through residential monthly rates, please briefly describe how service is funded.	Clean Community Fee	N/A	Storm Water Fees	N/A	N/A	N/A	30-40% of program funding is from the City's Environmental Fee (\$0.50/month for residents), which is partially allocated to the HHW program. 60-70% of funding comes from participant cities.	N/A
	Summary of Service	Austin and Travis County residents may drop off HHW material (up to 30 gallons annually) at the City's Recycle & Reuse Drop-off Center.	N/A	City participates in Fort Worth's regional HHW collection program. Residents may drop off material at Fort Worth's Environmental Collection Center (ECC) or monthly collection events at no charge.	The City participates in Dallas County's program, which offers periodic BOPA (batteries, oil, paint, antifreeze) mobile collection events and drop-off of traditional HHW at the County's permanent collection facility.	Residents receive on-call curbside collection	HHW may be dropped off at the City's five Citizens Collection Stations. The City contracts with vendors for the proper packaging, transport, an disposal of HHW materials.	The City operates four Drop-Off Stations that accept HHW and the Environmental Collection Center (permanent HHW collection facility) and a regional collection program with about 54 participating cities. The City also hosts about 75 mobile collection events per year. The facility has a HHW reuse store as well.	The City partners with Williamson County to provide residents with an on-line voucher program for drop-off of HHW material at the Williamson County Recycle Center. The City pays for 100% of voucher costs for in-City residents, and 50% of voucher costs for residents in the ETJ. The county pays for the second half of ETJ voucher costs.
Textiles collection									
Does the City offer residents separate curbside collection of textiles?	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	ARR contracted through Simple Recycling	Not provided by District.	Not provided by City	Not provided by City	Not provided by City	Not provided by the City	Not provided by City	Not provided by City
	Is it funded through residential solid waste monthly rates?	No, however there are no additional costs to the City to provide this service; see below.	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	If not through residential monthly rates, please briefly describe how service is funded.	The current contract is a revenue generating contract with the minimal revenue received helping to offset the monthly rate.	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Summary of Service	Residents receive curbside collection of clothing and housewares every other week on single-stream recycling collection days.	N/A	N/A	N/A	N/A	Donation bins for textiles are available at the City's Citizens Collection Stations (drop-off sites).	Textiles are included in accepted materials at the Drop Off Station Goodwill Partnership with Attended Donation Centers located within our four (4) DOS sites.	N/A
Dead animal collection									
Does the City offer residents call-in collection of small dead animals, from public rights-of-way and homes? (does not include pets or livestock)	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	ARR	Other District department - Parks and Recreation. Indicated that residents may also be eligible to receive services from the City of Austin. Whichever is called will provide the service.	Other City department - Animal Services	Solid Waste Department	Not provided by City	Solid Waste Department (Environmental Services)	Solid Waste Department	Other City department - Streets Department
	Is it funded through residential solid waste monthly rates?	No	No	No	Yes	N/A	Yes, when the dead animal is collected from a public right of way.	Yes	No
	If not through residential monthly rates, please briefly describe how service is funded.	Clean Community Fee	Through Parks and Recreation department budget.	Program is funded by the Animal Services Department.	N/A	N/A	If the dead animal is collected at a resident's home, the resident pays an additional fee based on the size of the animal	N/A	Not funded through solid waste monthly rates or other solid waste funding sources. Funded through other City department.
	Summary of Service	Collection staff remove dead animals from public rights-of-way within two business days.	Residents may call the Parks and Recreation department for pick-up of dead animals at no cost to the resident.	Animal Services will respond to all reports of deceased animals within the Arlington jurisdiction.	Yes, on-call from residences and public rights of way.	N/A	Typically, the Environmental Services Department provides removal of dead animals from public rights of way at no cost to residents (funded by the monthly solid waste rate). Residents may request dead animal removal from thier property for a fee based on size of the animal (from small domesticated animals to large farm animals).	The city's Solid Waste Division handles the pickup and removal of small dead animals on city streets, as well as on private property after the animal has been placed on the curb in a plastic bag.	Dead animal collection services are provided by the City's Streets Department.

Austin		Anderson Mill	Arlington	Dallas	Denton	El Paso	Fort Worth	Georgetown	
<b>Prescription medication drop-off</b> Does the City offer prescription drug/medication drop-off disposal options to residential customers?	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	ARR	Not provided by District.	Other City department - Police Department and Water Utilities	Other City department - Police Department	Solid Waste Department-through contractor	The City partners with the U.S. Drug Enforcement Administration	Other City department - program is provided by the Police Department and community support organizations. Solid Waste department is not involved in the program.	Partnership between City's Environmental Services Department (solid waste) and the Police Department.
	Is it funded through residential solid waste monthly rates?	No	N/A	No	No	Yes	No	No	No
	If not through residential monthly rates, please briefly describe how service is funded.	Clean Community Fee	N/A	Not funded by solid waste department. Funded through other City department.	Not funded through solid waste monthly rates or other solid waste funding. Other than staff time required, the City does not have designated funding for this program.	N/A	N/A, this is a federal program.	Drop off boxes are funded by community support organizations and the material disposal is funded by the Police Department.	The program is funded by the Police Department.
	Summary of Service	ARR operates two prescription medication drop-off kiosks for residents.	N/A	The City's Police Department and Water Utilities Department collaborate to host biannual drug take-back events for residents.	Dallas Police Department Community Outreach Unit helps coordinate the periodic Drug Takeback events that are hosted by The Dallas Area Drug Prevention Council.	The City provides a drug disposal kiosk at the Denton Police Department, available 24-hours per day.	The City partners with the U.S. Drug Enforcement Administration for bi-annual prescription drug take-back events.	The City has three 24-hour drug collection boxes around the City and five additional boxes at police stations open during business hours. The City previously conducted a pilot of distributing drug mail back envelopes to residents upon their request but program was discontinued due to low participation.	The City's police department, in partnership with Environmental Services, worked to establish a permanent prescription drug collection kiosk for residential use. Collection boxes are purchased, set out for collections, and shipped to a disposal contractor when full.
<b>Drop-off centers</b>									
Does the City operate a drop-off center, where residents can drop off various items/materials for proper disposal or reuse? If yes, briefly describe drop-off location(s) and materials accepted.	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	ARR	Not provided or funded by the District. Residents may use the City of Austin's Recycle and Reuse Drop-off Center.	Solid Waste Department	Solid Waste Department	Solid Waste Department	Solid Waste Department (Environmental Services)	Solid Waste Department	Solid Waste Department (operated by City's contractor)
	Is it funded through residential solid waste monthly rates?	No	No	No	Yes	Yes	Yes	Yes	No;
Is there a re-use store?	If not through residential monthly rates, please briefly describe how service is funded.	Clean Community Fee	N/A	Landfill drop off is funded through landfill contractor	N/A	N/A	N/A	N/A	Additional fees for drop-off of materials/items except for single-stream recyclables.
	Summary of Service	ARR operates the Recycle & Reuse Drop-off Center where residents may drop off various items to be recycled, reused, or safely discarded. Materials for drop-off include HHW, electronics and appliances, clothing and housewares, single-stream recyclables, tires, brush and yard trimmings.	The District does not operate a drop-off center. Residents may use the City of Austin's Recycle & Reuse Drop-off Center.	Residents may drop off material at the Arlington Landfill twice per year at no cost. The City also provides seven locations for drop-off of residential single-stream recyclables.	Residents may drop off material at the Customer Convenience Recycling Center at the landfill and at three transfer stations. Included drop-off for materials such as refuse, single-stream recyclables, grass clippings, electronics, scrap metal, tires.	Home chemical collection drop-off during normal business hours, recycling drop off sites.	The City operates five Citizens Collection Stations where residents can drop off various materials at no additional cost, including refuse, HHW, bulky items, single-stream recycling, yard waste, tires, electronics.	The City operates four drop-off stations throughout the City for residential drop-off of refuse, brush, recyclables, household chemicals, and donated items.	Residents may drop off refuse, recyclables, brush, tires, large appliances at the City's transfer station.
	Is material drop-off free for residents or are additional fees are required?	Most drop-off services are free to residents but some services have a fee (e.g., tire disposal).	Austin's drop-off facilities are free for residents of City of Austin and Travis County.	Free drop off of recyclables and two landfill visits per year.	Free for residents (for vehicles and trailers less than 15 feet).	Free	Free for residential solid waste customers.	Free for residents that have an active solid waste account.	Additional charges apply for drop off of all materials/items except for single-stream recyclables.
	Is there a re-use store?	Yes, items available for free pick-up from the Reuse Store include: art supplies, cleaning products, household chemicals, automotive fluids, paint, and mulch.		No	Not reported.	Yes	One of the five Citizens Collection Stations has a reuse store.	There are not reuse stores at the drop-off centers. There is only an HHW reuse store at the HHW collection facility.	No

Austin		Anderson Mill		Arlington	Dallas	Denton	El Paso	Fort Worth	Georgetown
ADDITIONAL CITY-WIDE SERVICES									
Street sweeping									
Does the City offer prescription drug/medication drop-off disposal options to residential customers?	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	ARR	Not provided by the District. Street sweeping services are provided by the City of Austin.	Other City department - Stormwater Utility Division of the Department of Public Works and Transportation	Other City department - Transportation department and third-party contractors	Other City department	Other City department - Streets and Maintenance Department	Service is performed by Solid Waste Services. Equipment is funded by the City Environmental Fund.	Provided by other City department - Public Works
	Is it funded through residential solid waste monthly rates?	No	N/A	No	No	No	No	Partially funded through monthly rates; labor is funded by solid waste monthly rates. Sweepers (equipment) were purchased with funding from the City Environmental Fund.	No
	If not through residential monthly rates, please briefly describe how service is funded.	Clean Community Fee	N/A	Not funded by solid waste department. Funded through other City department.	Street sweeping is funded through the General Fund.	General fund	Funded through the Environmental Fee	See above.	Service us funded through Public Works.
	Summary of Service	Residential streets are swept six times a year, while major streets are swept once a month.	N/A	Street sweeping is provided for major thoroughfares and contracts with a vendor for sweeping in other areas including the Entertainment District, major intersections, and residential streets.	The City currently has a street sweeping contract which sweeps major thoroughfares, non-raised bike lanes and no residential streets. The Department also has in-house street sweepers that sweep the Central Business District streets with non-raised bike lanes (lanes not physically separated from motor vehicle traffic). Currently neither the contractor nor the City in-house street sweepers have small sweepers with the capability of sweeping inside the narrow raised bike lanes.	N/A	Street sweeping is provided by Streets and Maintenance Department.	Limited street sweeping (no residential areas) is provided by the City. Main arterials (Downtown and outwards 2-4 exits, and other key areas, not citywide) and select intersections swept by Solid Waste Services. Downtown sweeping is contracted by the Downtown PID (Public Improvement District).	Public Works provides street sweeping services for the City.
Bike lane sweeping									
Is bike lane sweeping performed as a separate service (with separate costs and/or equipment) from street sweeping?	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	ARR	Not provided by the District. Services are provided by the City of Austin.	Not provided by the City	Other City department - Department of Public Works	Not provided by City	Other City department - Streets and Maintenance Department - same service as street sweeping	Provided by Solid Waste Services as time allows or upon request, not a regularly-scheduled service.	Not provided separately by the City. The City does not currently have bike lanes.
	Is it funded through residential solid waste monthly rates?	No	N/A	N/A	No	N/A	No	Partially funded through monthly rates; labor is funded by solid waste monthly rates. Sweepers (equipment) were purchased with funding from the City Environmental Fund.	N/A
	If not through residential monthly rates, please briefly describe how service is funded.	Clean Community Fee	N/A	N/A	General Fund	N/A	Funded through the Environmental Fee	See above.	N/A
	Summary of Service	Protected Bike lanes and bike lanes on boulevards are swept monthly; bike lanes (unprotected) in residential areas are swept on the residential sweeping cycle (about every two months).	N/A	N/A	There is no separate service or cost for bike lane sweeping. To the extent possible, bike lane sweeping is provided with street sweeping (for non-raised bike lanes).	N/A	Provided by City's Streets and Maintenance Department as part of street sweeping services.	Bike lanes are swept by Solid Waste Services up on request. There are only two regen air sweepers and two parking lot sweepers so the City doesn't have capacity to sweep all bike lanes regularly. Public Works also has a few street sweepers that are primarily used for construction jobs but upon request can sweep bike lanes as well.	N/A

AustinAnderson MillArlingtonDallasDentonEl PasoFort WorthGeorgetown									
Illegal dumping clean-up									
Does the City perform illegal dumping clean-up activities?	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	ARR	Not provided by the District. Services would be provided by the City of Austin.	Service is provided by the City's Code Compliance Department.	Service is provided by multiple City departments, including Sanitation Department (solid waste).	Solid Waste Department, Parks and Recreation Department, Community Improvement Services Department, Keep Denton Beautiful	Provided by the Solid Waste Department (Environmental Services)	Solid Waste Services	Services is provided by the City's solid waste contractor.
	Is it funded through residential solid waste monthly rates?	No	N/A	Yes	Partially funded through solid waste monthly rates. If the Sanitation Department collects illegal dumping upon request by Code Compliance, the collection cost is absorbed within the Sanitation Department's collection services.	Partially funded through solid waste monthly rates	Yes, though there is not a dedicated budget for this service. It is performed and funded on an as-needed basis.	Yes	No
	If not through residential monthly rates, please briefly describe how service is funded.	Clean Community Fee	N/A	N/A	General Fund	Tonnage is accepted without revenue recovery.	N/A	N/A	If there is a customer address associated with the illegal dumping clean-up, the customer is charged the same rates as for a bulky waste collection. If there is no customer address associated, the contractor charges the City additional fees as though assessing a bulky waste collection.
	Summary of Service	Clean-ups for illegal dumpsites are typically performed monthly or as needed based on complaints.	N/A	Code hires contractors to perform cleanup of illegal dump sites.	The Solid Waste Department focuses on illegal dumping and litter issues near the City's landfill. Illegal dumping cleanup activities elsewhere in the City is performed by multiple City departments.	Waste collected at clean-up events such as Great American Cleanup, and as a function of code enforcement.	The City performs clean-up of illegal dumping on an as-needed basis.	City has five two-person crews that sweep the City for dumping in public rights-of-way. This is done proactively and via incoming requests through the City Call Center.	The solid waste contractor provides illegal dumping clean-up upon request for additional fees. Fees are the same as those assessed for extra bulky waste collections.
Neighborhood Clean-ups									
Does the City provide a "Dial-a-Trailer" type of program? Such a program would allow residents to call the City to request a solid waste collection vehicle to be stationed in their neighborhood for a period of time (e.g., a four-hour time block on a Saturday) for collection of brush and bulky items (intended to be an illegal dumping abatement program).	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	Other City department, Austin Code Department, provides the service through a third-party contractor.	Not provided by the District. Services would be provided by the City of Austin.	Not provided by the City	Service is provided by the Code Compliance Department	Not provided by City	Solid Waste Department (Environmental Services)	No	Service is provided by the City's solid waste contractor. City or neighborhood would pay for it; ex: station brushy collection
	Is it funded through residential solid waste monthly rates?	No	N/A	N/A	No	N/A	Yes	N/A	No
	If not through residential monthly rates, please briefly describe how service is funded.	Provided via the Clean Community Fee	N/A	N/A	General Fund	N/A	N/A	N/A	Service would be paid for through additional fees by the requesting party, either the City or customer.
	Summary of Service		N/A	N/A	Neighborhood may request roll off dumpsters when there is a community cleanup event. Code Compliance Department will set up the roll offs before the event and pick them up after the event. There is no charge to the requesting residents/neighborhoods.	N/A	Solid Waste Department (Environmental Services) Provides roll-offs for Keep America Beautiful (KAB) events and does not charge tipping fees. Neighborhood associations receive one free clean-up event per year for which Solid Waste will collect material at no cost.	N/A	Upon request, the City's contractor would station a collection vehicle at a specified location for additional collection of large brush quantities or bulky waste.

		Austin	Anderson Mill	Arlington	Dallas	Denton	El Paso	Fort Worth	Georgetown
Does the City or its contractor provide additional solid waste/cleanup services to residents as needed in response to disasters?	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	Combination of ARR and third-party contractor	Not provided by the District. Services would be provided by the City of Austin.	Solid Waste & Recycling Department/City contractor.	Solid Waste Department	Solid Waste Department	Other City department - Streets and Maintenance Department	Service is provided primarily provided by the City's contractor (and their subcontractors); additional collections are provided by the Solid Waste Services Division. Other City departments also contribute to storm debris cleanup.  City has stand-by contracts for clean-up after major storm/disaster events.	Service would be provided by the City's solid waste contractor.
	Is it funded through residential solid waste monthly rates?	Funding is provided by both residential monthly rates if ARR provides service and through the Clean Community fee if service is contracted.	N/A	No	Yes	Yes	No	Yes, to the extent that our collections contractor, and the Solid Waste Services Division are concerned. The Illegal Dump Team that is involved in Disaster response if fully funded by the residential monthly rate.	No
	If not through residential monthly rates, please briefly describe how service is funded.	Depending on whether the department assists or the contractor assists would determine if it was through the monthly rate or Clean Community Fee; i.e. staff from Collection Services as well as Litter Abatement might participate in cleanup activities.	N/A	Funding is through City General Fund	N/A	N/A	?	N/A	Funding is unclear since this need has not occurred. It would not be provided through monthly rates. The City would identify another funding source.
	Summary of Service	Depending on the size of the disaster, the department will utilize resources to help. The department also has a disaster response contract in place if needed.	N/A	The regular collection program is used for minor damage events through the additional 1 cubic yard of bundled materials.	After storms/sever weather Sanitation collects brush/debris at no additional charge.	City provides post-disaster material collection.	The Streets Department performs post-disaster response/clean-up as needed.	The City's residential solid waste contractor as well as Solid Waste Services Division and several other City Departments are involved in storm/disaster response/cleanup. These include: Transportation and Public Works, Park and Recreation, Solid Waste Services and the City's residential contractor. For large disasters, the City has standby disaster debris abatement contracts with 3rd party vendors.	The contractor is prepared for emergency response and debris cleanup if needed.
Special Events									
Does City or contractor provide solid waste/recycling services for special events? Please summarize.	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	Combination of ARR and contracted dumpster service	Provided by solid waste contractor.	Not provided by City. Event must supply services.	Service is provided by the Code Compliance Department	Solid Waste Department	Provided by the Solid Waste Department (Environmental Services)	Provided by combination of Solid Waste Services and other City department - Parks Department	Service is provided by the City's solid waste contractor.
	Is it funded through residential solid waste monthly rates?	Funded through combination of monthly rates, Clean Community Fee, and other City departments/events. Each event is required to pay for the services they use based on the ARR fee schedule; however, many fees are often waived by Council, in which case ARR absorbs the costs through base rates, cart rates, and the Clean Community Fee.	Yes. Service is provided as part of the residential services contract for no additional charge to District or residents.	N/A	No	No	No	Partially funded through monthly rates. Initial bins were purchased through grant funding (NCTOG and KAB). Replacement bins are purchased by the Solid Waste Serviced Division (funded by monthly rates) as needed.	No
	If not through residential monthly rates, please briefly describe how service is funded.	See above.	N/A	N/A	General Fund	Fees are charged for special events service.	The event sponsor contracts with City and pays for service for the event.	N/A	The City is billed separate, additional fees for special events.
	Summary of Service	ARR coordinates solid waste/recycling services for City co-sponsored events that are waived through Council fee waivers. ARR staff works with events to identify services needed and coordinates containers through contracted dumpster service. The monthly customer rate covers services to City co-sponsored special events (litter abatement and contracted dumpster service). City co-sponsored events have the option to request services from ARR for their event. Waste management needs can vary from providing only recycling bins to full waste management	At spring and fall festivals the contractor provides temporary waste containers.	N/A	For special events, the Code Compliance Department will provide services up on request. There are no additional charges.	The City will provide containers and collections for special events and applicable fees are charged.	The City provides carts for street festivals and small events. These are usually one-day events and can be up to three days.	Park Department staff loan out bins for special events upon request, at no charge. Park Department inventories bins and when bins, lids and bags need to be replaced or reordered the Solid Waste Services Division purchases these items.	Yes, the Contractor provides solid waste and recycling services via additional containers and staffing for City-sponsored special events. For all other events, the host must initiate and pay for service.

AustinAnderson MillArlingtonDallasDentonEl PasoFort WorthGeorgetown									
Education and Outreach									
Does the City or contractor provide public education and outreach activities?	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	Provided by ARR staff and contractors	Not provided by the District.	Service is provided by the City staff in the Solid Waste & Recycling Department (not the contractor).	Currently provided by the Solid Waste Department. For FY19 the Zero Waste Division will be transferred to Office of Environmental Quality.	Solid Waste Department	Provided by separate group within the Environmental Services Department (not by the 275 Solid Waste employees)	The City provides outreach via multiple departments: Solid Waste, Community Engagement, Public Information Office	Service is provided by the City's solid waste contractor.
	Is it funded through residential solid waste monthly rates?	The residential monthly rate funds education and outreach to ARR customers. The Clean Community fee supports implementation of the Universal Recycling Ordinance and outreach to commercial and multifamily properties.	N/A	No	Yes	Yes	Yes	Yes	Yes
	If not through residential monthly rates, please briefly describe how service is funded.	This is a support service and is allocated annually to all of the departments' major fees (base fee, cart fee, and Clean Community Fee).	N/A	Position is an Environmental Education Specialist and funded through General Fund.	N/A	N/A	N/A	Solid Waste collects money for education from the collection contractor and recycling processor.	N/A
	Summary of Service	Staff participates at community events - ranging from tabling/booths, presentations and more. ARR manages a contract for K-12 education in the classroom with local school districts, charter and private schools. ARR also manages a contract to provide targeted door-to-door and neighborhood education about the new curbside composting service. The clean community fee supports implementation of the Universal Recycling Ordinance. ARR staff provides education and outreach to commercial and multifamily properties in the form of presentations, on-	There is not an education and outreach program, but information is available on the District website.	School presentations, workgroups, etc.	No description provided.	The City sponsors booths at public events, educates university students, promotes and educates regarding business and multi-family recycling.	A separate group within the Environmental Services Department (not by the 275 Solid Waste employees) provides outreach for the whole Department.	N/A	Funding for education and outreach activities is built into the contract. There are no additional charges to the City or customers. The City's contractor attends various events throughout the year and offers program education to customers.
Central Business District (CBD)									
Does the City solid waste department or contractor provide services to any special business or service districts? If so, please summarize.	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	Provided by a contractor	Not provided by the District. There is not a special business district.	Not provided by City	Not provided by City	Not provided by City	City partner - the DMD holds an interlocal agreement with the City to perform special sanitation services in the DMD.	Provided by Solid Waste Department	Services are provided to the City's Downtown area via contracted terms for commercial service.
	Is it funded through residential solid waste monthly rates?	No	N/A	N/A	N/A	N/A	No	No	No
	If not through residential monthly rates, please briefly describe how service is funded.	This service is funded via the Clean Community Fee and separate charges specifically to the customers located in the CBD.	N/A	N/A	N/A	N/A	Services are funded through the Environmental Fee.	Each small business is billed individually for service	Downtown services are funded through commercial customer rates.
	Summary of Service	Per Ordinance No. 20051020-063 the director is to contract with a private collection service to provide solid waste service in the are comprised of the city blocks adjacent to Sixth Street(East) between Congress Avenue and IH-35, the city blocks adjacent to Congress Avenue between Cesar Chavez and Eleventh street. This contract provides for daily refuse and recycling services in the alleys of the Downtown Central Business District. In addition to refuse and recycling collection, this contract provide services for cleaning	N/A	N/A	Not a major service. Sanitation does collect recyclables for a small number of businesses (about ten) in downtown area that the City partners with (mainly art & cultural facilities) with no charge. The initial intent was to promote recycling programs.	N/A	The Downtown Management District (DMD) holds an interlocal agreement with the City to perform special sanitation services in the DMD.	Garbage collection only, in 96 gallon carts. Collection is provided by the City's solid waste collection contractor and their subcontractors.	Services are provided to the City's Downtown area via contracted terms for commercial service.

ADDITIONAL RESIDENTIAL CUSTOMER SERVICES									
		Houston	Missouri City	New Braunfels	Pflugerville	Round Rock	San Antonio	San Marcos	Sugar Land
Household Hazardous Waste (HHW)									
Does the City offer household hazardous waste (HHW) collection services or program? (e.g., curbside collection, permanent collection facility, periodic or mobile collection events, etc.)	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	Solid Waste Department	Not provided by City	Solid Waste Department in partnership with Comal County	Not provided by the City.	Other City department - Wastewater utility	Solid Waste Department	Solid Waste Department	Collection provided by contractor (Republic only)
	Is it funded through residential solid waste monthly rates?	Funded through Solid Waste budget from General Fund	N/A	Partially funded through residential solid waste monthly rates	N/A	No	No	Partially funded through monthly rate; about 25% or \$30,000 annually	Yes, funded through monthly rates (no additional fee for residential customers)
	If not through residential monthly rates, please briefly describe how service is funded.	N/A	N/A	Partially funded through other sources, including a \$30,000 grant from Edwards Aquifer Authority and Comal County provides up to \$50,000 for disposal.	N/A	Funded through the wastewater utility	Funded through Environmental Fee (\$2.24 monthly) paid by residential customers; no additional cost for customers	Additional funding provided by Hays County (\$30,000), Habitat Conservation Plan (\$30,000), and Water/Wastewater (\$25,000).	N/A
	Summary of Service	Permanent drop-off locations; residents may drop off HHW at the City's two Environmental Service Centers, and limited materials at the Westpark Consumer Recycling Center. The City also hosts periodic B.O.P.A. (batteries, oil, latex paint, and antifreeze) collection events.	Contractor or City do not provide HHW services. Residents may participate in Fort Bend County's drop-off program directly with County.	City and Comal County partner to provide HHW drop-off events performed by a contractor three times per year, with labor assistance from the City.	The City does not provide HHW service. Travis County residents may drop off HHW materials at the City of Austin's Recycle and Reuse Drop-off center at no cost.	The City has a drop-off location where residents may drop off material for free once per month, or pay an additional fee for additional scheduled drop-offs	Residents may utilize a permanent drop-off facility, monthly drop-off events at an additional facility, or periodic mobile collection events.	The City operates a permanent collection facility where all county residents may drop off HHW materials free of charge (single-family and multifamily. The HHW facility also has a reuse store.	On-call curbside collection
Textiles collection									
Does the City offer residents separate curbside collection of textiles?	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	Not provided by City	Not provided by City	Not provided by City	Not provided by City	Not reported	Not provided by City	Not provided by City	Collection provided by City's contractor
	Is it funded through residential solid waste monthly rates?	N/A	N/A	N/A	N/A	Not reported	N/A	N/A	Service provided at no cost
	If not through residential monthly rates, please briefly describe how service is funded.	N/A	N/A	N/A	N/A	Not reported	N/A	N/A	N/A
	Summary of Service	Curbside textile collection is not provided. Three drop-off locations have boxes for textiles - no curbside.	N/A	N/A	N/A	Not reported	N/A	None currently. City may consider curbside program with Simple Recycling.	Separate weekly curbside collection is provided on same day as single-stream recycling.
Dead animal collection									
Does the City offer residents call-in collection of small dead animals, from public rights-of-way and homes? (does not include pets or livestock)	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	Solid Waste Department	Other City department - Animal Services	Other City department - Animal Services	Not provided by the solid waste contractor. Service may be provided and funded by Animal Services.	Other City department - Animal Control	Solid Waste Department	Other City department - Animal Services	Other City department
	Is it funded through residential solid waste monthly rates?	Funded through Solid Waste budget from General Fund	No.	No	N/A	Not reported	Funded through monthly rates with supplemental funding through Environmental Fee.	No	No
	If not through residential monthly rates, please briefly describe how service is funded.	N/A	Not funded through solid waste budget. Funded by other City department.	Animal Control is funded through the General Fund	N/A	Not reported	Partially by Environmental Fee	General Fund; some additional funding from Hays County	General Fund
	Summary of Service	Small animal collection is provided at no charge to residents. Large animals are collected for a fee of \$102.62 per animal. Residents may call City for collection of dead animals at their home or along City of Houston maintained streets (excludes freeways and feeder roads as these are maintained by TXDOT).	The City's Animal Services Department collects dead animals if in the public domain.	Comal County and City of New Braunfels Animal Services provide collection of dead animals from public rights-of-way and private property.	N/A	Animal control will collect dead animals on City streets. For dead animals on County roads, Williamson County provides collection	Yes, City provides collection of small dead animals to residents and veterinary clinics.	The City's Animal Services department provides collection of dead animals and pets upon notification by residents.	Call-in collection of dead animals from public right-of-way.

Houston		Missouri City		New Braunfels	Pflugerville	Round Rock	San Antonio	San Marcos	Sugar Land
Prescription medication drop-off									
Does the City offer prescription drug/medication drop-off disposal options to residential customers?	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	Other City department/City partner - Police Department and U.S. Drug Enforcement Administration.	Other City department - Police Department in partnership with the DEA.	Not provided by City	Other City department - Police Department	Other City department - Police Department partners with Drug Enforcement Administration (DEA)	Collaboration between Solid Waste Management Department and Police Department	Partnership between the City's Neighborhood Services Resource Recovery Department (solid waste) and the Police Department.	Not provided by City
	Is it funded through residential solid waste monthly rates?	No	No	No	No	Not reported	No	No	N/A
	If not through residential monthly rates, please briefly describe how service is funded.	Unknown	Program funded through the Police Department and the County.	Funded by New Braunfels Utilities (not a City department)	Funded through Police Department.	Not reported	Police Department	Funded by the Police Department (for material disposal).	N/A
	Summary of Service	The Houston Police Department and Mayor's Office partner with the U.S. DEA to participate in their bi-annual collection events.	The City's police department hosts bi-annual drug take-back collection events in partnership with the DEA.	New Braunfels Utilities partners with New Braunfels Police Department offer periodic events for disposal of medications.	The City's Police Department provides a 24 hour/7 days per week prescription drug disposal receptacle at the Pflugerville Justice Center.	The Police Department partners with the Drug Enforcement Administration to host biannual drug take-back events for residents	Periodically (about three times per year) the San Antonio Police Department, San Antonio Water System, and the Solid Waste Management Department collaborate to hold drug collection and disposal events.	The City's Community Services Resource Recovery Department (solid waste) and the San Marcos Police Department collaborate to provide a permanent prescription medication disposal kiosk for residents at the City's police station.	N/A
Drop-off centers									
Does the City operate a drop-off center, where residents can drop off various items/materials for proper disposal or reuse? If yes, briefly describe drop-off location(s) and materials accepted.	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	Solid Waste Department	Not provided by City	Solid Waste Department	Solid Waste Department	Solid Waste Department	Solid Waste Department	Not provided by City	Solid Waste Department
	Is it funded through residential solid waste monthly rates?	Funded through Solid Waste budget from General Fund	N/A	No	No	Not reported	No	Yes (\$0.80 of resident's monthly fee goes to Green Guy Recycling (contractor) for drop-off services)	Tire recycling provided with monthly rate, no additional cost to residents. Cooking oil collection is provided at no cost to City.
Is there a re-use store?	If not through residential monthly rates, please briefly describe how service is funded.	N/A	N/A	Funded through the residential recycling rate (\$4.26 per month in addition to monthly rate)	Unsure.	Not reported	Environmental Fee	N/A	N/A
	Summary of Service	The City operates two Environmental Service Centers, six Neighborhood Depository/Recycling Centers, and four additional Neighborhood Recycling Drop-off Locations. Each site/facility accepts a variety of materials for proper disposal and/or recycling; accepted materials at each location differ but may include: bulky waste, brush, single-stream recyclables, textiles, building materials, concrete, tires, used motor oil, paint, etc.	No; the City's recycling center was closed in 2016 when curbside recycling services were begun. Residents may drop off materials at the Fort Bend County's Recycling Center free of charge.	The City operates the City Recycling Center, where residents may drop off single-stream recyclables, scrap metal, and Styrofoam for recycling at no additional cost. The Recycling Center also accepts appliances without Freon. Bulky waste drop-off events are provided four times per year for residential customers.	The City operates a recycling center where City residents and utility customers may drop off various materials for recycling, including: brush, large appliances, vehicle batteries, automotive fluids, tires, leaves, aluminum, cardboard, paper, and scrap metal.	The City owns and operates a Recycling Center where residents may drop off items including single-stream recyclables, brush, HHW, large appliances, and some other special wastes. Tires and electronics are not accepted.	The City operates four bulky waste collection centers where residential solid waste customers (who pay the Environmental Fee) can drop off bulky waste for free.  The City operates two brush recycling centers where residential solid waste customers (who pay the Environmental Fee) can drop off brush to be recycled for a fee (residential rate) of about 25 cents per pound.	Residential rate-payers have access to Green Guy drop-off facilities with monthly solid waste rates (single-stream, tires, large appliances and other materials). The City also has a monthly brush drop off for free where residents can drop off large brush quantities and pick up mulch for free. The City itself does not operate drop-off centers,	The City operates the Public Works Service Center where residents can drop off passenger vehicle tires and used cooking oil only.
	Is material drop-off free for residents or are additional fees are required?	Free, no additional fees required (residents may use centers up to four times per month).	N/A	Free for residential solid waste customers	Free	Not reported	Free for bulky waste drop-off; additional fee for brush drop-off.	No additional fees are paid; drop-off service is funded through monthly rates.	Free for residents (up to four tires per week and 10 gallons of cooking oil per day).
	Is there a re-use store?	The City operates a ReUse Warehouse at one drop-off location for reusable building materials.	N/A	No	No.	Yes	No	Yes, Green Guy Recycling has a reuse store.	No
ADDITIONAL CITY-WIDE SERVICES									
Street sweeping									
Does the City offer prescription drug/medication drop-off disposal options to residential customers?	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	Other City department - the Street and Bridge Maintenance Branch of the Public Works Department.	Other City department - Streets and Drainage division of Public Works	Other City department - Streets and Drainage Division of the Public Works Department	Not provided by City	Not reported	Other City department, Transportation and Capital Improvements Department	Provided and funded by the City's Streets Division of the Transportation Division.	Other City department
	Is it funded through residential solid waste monthly rates?	No	No	No	N/A	Not reported	No	No	No
	If not through residential monthly rates, please briefly describe how service is funded.	Street and Bridge Maintenance Department budget	Street sweeping is funded through the Streets and Drainage division of Public Works.	General Fund	N/A	Not reported	Unsure, probably General Fund	General Fund and Community Enhancement Fee	General Fund
	Summary of Service	Service performed in the downtown sector of Houston weekly and four times a year on major thoroughfares throughout the city.	Street sweeping is provided by Streets and Drainage division of Public Works.	Street sweeping is provided by the Streets and Drainage Division of the Public Works Department.	N/A	Not reported	Street sweeping is provided by Transportation and Capital Improvements Department.	The City utilizes a large street sweeper for major roads and a smaller one (through Easter Seals) in Downtown area that can reach parking spaces.	Once a month sweeping of all non-residential streets.

Houston		Missouri City	New Braunfels	Pflugerville	Round Rock	San Antonio	San Marcos	Sugar Land	
Bike lane sweeping									
Is bike lane sweeping performed as a separate service (with separate costs and/or equipment) from street sweeping?	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	Not provided as a separate service from street sweeping.	Other City department - Streets and Drainage division of Public Works	Not a separate service - bike lanes are swept when streets are swept	Not provided by City	Not reported	Not provided by City	Not provided separately by City (part of Street Sweeping services)	Not provided by City
	Is it funded through residential solid waste monthly rates?	N/A	No	No	N/A	Not reported	N/A	N/A	N/A
	If not through residential monthly rates, please briefly describe how service is funded.	N/A	Street sweeping is funded through the Streets and Drainage division of Public Works.	General Fund	N/A	Not reported	N/A	N/A	N/A
	Summary of Service	N/A	Street sweeping is provided by Streets and Drainage Division of Public Works.	Street sweeping is provided by the Streets and Drainage Division of the Public Works Department.	N/A	Not reported	N/A	N/A	N/A
Illegal dumping clean-up									
Does the City perform illegal dumping clean-up activities?	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	Solid Waste Department	The City contracts separately for illegal dumping clean-up from regular solid waste services. Illegal dumping clean-up is not funded through solid waste monthly rates.	Provided by a combination of Solid Waste and Streets and Drainage	Not provided by solid waste contractor. If provided, would be handled by the Streets/Public Works department.	Not reported	Solid Waste Department	Combination of Solid Waste, KSMB, and Code Compliance	Stormwater Department (same staff as Solid Waste Department)
	Is it funded through residential solid waste monthly rates?	Funded through Solid Waste budget from General Fund.	No	No	N/A	Not reported	Funded through monthly rates with supplemental funding through Environmental Fee.	No	Yes
	If not through residential monthly rates, please briefly describe how service is funded.	N/A	Funded through the General Fund.	Several ways service is funded: charged to the dumper, lien is put on the property or it is just done at no charge.	N/A	Not reported	Partially by Environmental Fee	General Fund if performed by Code Compliance; KSMB support is funded by General Fund and Community Enhancement Fee.	Solid Waste fees provide contingency funds to be utilized in the event of a spill/illegal dumping.
	Summary of Service	The Solid Waste Department provides illegal dumping clean-up based on reports to 311, or their own survey of a service area. When crews have extra time, they will also pick up material as they are found. No charge to residents. If police charge someone with illegal dumping there may be fines but that revenue does not contribute to solid waste services.	The City contracts separately for illegal dumping clean-up.	When a dump site is identified, an investigation is done and if the responsible party is not identified, a request is made for clean up, a record of cost is done and submitted for payment or lien against the property owner.	N/A	Not reported	City provides frequent illegal dumping clean-up with dedicated crews. This is seen as extension of drop-off services. Clean-up is both proactive by City and call-in based.	Small amounts of material are collected by the solid waste department and KSMB; large amounts are collected by Code Compliance.	The City will utilize contingency funds for environmental clean-up if responsible party cannot be identified, or if responsible party does not have remediation company on-hand.
Neighborhood Clean-ups									
Does the City provide a "Dial-a-Trailer" type of program? Such a program would allow residents to call the City to request a solid waste collection vehicle to be stationed in their neighborhood for a period of time (e.g., a four-hour time block on a Saturday) for collection of brush and bulky items (intended to be an illegal dumping abatement program).	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	Solid Waste Department partners with Keep Houston Beautiful (KHB) to provide similar programs.	Not currently provided by City.	Not provided by the City	Not provided by City	Not reported	Solid Waste Department	Not provided by the City	Not provided by City.
	Is it funded through residential solid waste monthly rates?	No	N/A	N/A	N/A	Not reported	No	N/A	No
	If not through residential monthly rates, please briefly describe how service is funded.	Not reported	The City would contract separately for this service.	N/A	N/A	Not reported	Environmental Fee	N/A	N/A
	Summary of Service	Solid Waste Department has a partnership with KHB and assists with litter and clean-up, provides and services dumpsters for clean-up events.	This would be considered a secondary service by the City. The City is working on a contract for this type of service.	N/A	N/A	Not reported	The City's Dial-A-Trailer program allows neighborhoods the opportunity to schedule and reserve a garbage truck on a Saturday to be used for the disposal of brush and bulky items.	N/A	N/A

Houston		Missouri City	New Braunfels	Pflugerville	Round Rock	San Antonio	San Marcos	Sugar Land	
Post-disaster response/cleanup									
Does the City or its contractor provide additional solid waste/cleanup services to residents as needed in response to disasters?	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	Provided by Solid Waste Department and contractors	Not provided by the City's solid waste contractor; Provided either through the County's contractor or one-off contracts as needed.	Provided by Solid Waste and other departments	Solid waste contractor would provide service if requested by City but not in contract provisions.	Not reported	Collaboration between Solid Waste, Public Works, and Emergency Response departments.	All City Departments, solid waste contractor (TDS), and additional contractors if needed	Solid Waste Department (debris contractors)
	Is it funded through residential solid waste monthly rates?	Funded through Solid Waste budget from General Fund.	No	Not a budget item but Solid Waste pays for clean-up. If there is a large enough disaster event, the department receives a percentage reimbursement from FEMA.	No	Not reported	Yes, funded through monthly rates; the department seeks reimbursement through FEMA or other sources but funds service with monthly rate revenue if additional funding is not received.	No	No
	If not through residential monthly rates, please briefly describe how service is funded.	N/A	Funded through the General Fund.	See above.	Solid waste contractor would provide service if requested by City but not in contract provisions.	Not reported	N/A	All City departments contribute if needed, utilize bulky collections under existing contract if possible, if large amounts City will procure additional collection contracts	FEMA
	Summary of Service	Both city crews and contractors provide post-disaster clean-up, debris collection, and debris monitoring. Localized clean-up is provided by City crews and City will suspend non-essential collections to utilize equipment for disaster response.	Post-disaster response and clean-up is not included in the City's existing solid waste services contract. Large-scale services are provided by the County's contractors and the City pays the County with secondary services. If there were a smaller, localized need for additional disaster-related clean-up, the City would contract separately for service.	Debris is separated and set at the curb for collection, over a period of time it is removed by debris type.	Solid waste contractor would provide service if requested by City but not in contract provisions.	Not reported	All disaster response is coordinated through Emergency Response (Fire Department). Public Works moved debris out of roadways and Solid Waste collects it.	After events resulting in large amounts of material, all City departments contribute to clean-up and the City may issue an emergency RFP and secure additional collection contracts; for smaller amounts of material, City will work with existing contractor to utilize bulky pick-ups under the existing solid waste collection contract.	City has contracts with debris monitoring and removal contractors to be utilized in the event of a debris causing event.
Special Events									
Does City or contractor provide solid waste/recycling services for special events? Please summarize.	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	Provided by Solid Waste Department	Solid Waste Department	Solid Waste department	Provided by solid waste contractor	Solid Waste Department	Occasionally provided by Solid Waste if asked by City, not a regular service.	Provided by solid waste contractors for large events (per contract)	Solid Waste Department
	Is it funded through residential solid waste monthly rates?	Funded through Solid Waste budget from General Fund.	Yes	Solid waste monthly rates fund City-sponsored events; private event organizers are charged using temporary container rates.	Yes	Yes	Sometimes - Solid Waste Department seeks reimbursement if possible, otherwise it is funded through monthly rates.	Yes	Yes
	If not through residential monthly rates, please briefly describe how service is funded.	N/A	N/A	See Above	N/A	N/A	See above.	N/A	N/A
	Summary of Service	Solid Waste provides services for smaller City sponsored special events. For larger events, the City crews contribute to solid waste services but the main services will be contracted.	Yes, Contractor shall provide collections for City's annual litter collection event, holiday tree collection, and event boxes and liners at the City's request.	For City sponsored events solid waste provides dumpsters, carts and recycling containers, all of that is picked up during the event by city staff and removed by solid waste. Private events are similar but the organizers must coordinate in advance to ensure availability and they are charged using our temporary container rates.	Contractor provides service for City-sponsored events.	Per the City's contract, the contractor provides additional collection containers for City events.	Solid Waste Department occasionally provides services at big City-sponsored parties or events.	All events held in parks must obtain a permit and the solid waste department works with event organizers to maximize waste diversion by utilizing existing dumpsters (no special services).	Services provided upon request of City staff.
Education and Outreach									
Does the City or contractor provide public education and outreach activities?	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	Provided by Solid Waste Department	Solid Waste Department	Provided by Solid Waste Department	Provided by solid waste contractor	Solid Waste Department	Solid Waste Department	Provided by solid waste department	Solid Waste Department
	Is it funded through residential solid waste monthly rates?	Funded through Solid Waste budget from General Fund.	Yes. Provided as required by contract. The contractor pays \$1.14 per household (built into monthly rates) per year to the City for public education, equivalent to about \$25,000 per year.	Yes. Approximately \$10,000 to \$16,000 annually is dedicated to solid waste and recycling education and outreach efforts.	Yes	Not reported	Yes. About \$2 million annually budgeted for education and outreach.	Yes, \$0.21 of resident's monthly fee is allocated to education and outreach.	Yes
	If not through residential monthly rates, please briefly describe how service is funded.	N/A	N/A	N/A	N/A	Not reported	N/A	N/A	N/A
	Summary of Service	There are two major groups that contribute to public education and outreach: Public Information Team provides media outreach and inquiries, social media, flyers, etc. The Community Outreach team provides school, town hall, and HOA presentations.	Yes. Per contract, Contractor must provide MRF tours, school recycling presentations twice per year, and provide educational materials to schools, youth groups, and other groups as deemed appropriate by the City.	The Solid Waste Department provides presentations, news paper adds, short videos played in local theater, information on government access channel, web site, My Waste app, and participation in community events.	The contractor has informational booths at City events.	City employees conduct most public education and outreach, including maintaining the City's solid waste website, and heavy use of social media resources. The main cost is staff time. Per contract, minimal public education and outreach is required from the contractor.	Solid Waste has 4-5 full-time recycling coordinators who provide community presentations. 90% school presentations, 10% other (e.g., City Council).	City solid waste employees conduct various education and outreach efforts and events including: apartment recycling competition and education, hand outs, recycling and landfill diversion games/education at many City events; event for recycling week; plastic bag and bottle exchange (resident may exchange plastics for reusable bags), attend National Night Out and neighborhood events, spring concert series,72 Degrees Festival; Per contract TDS also attends the 72 Degrees Festival.	Solid Waste staff provides educational outreach material to residents through participation in various community events.

		Houston	Missouri City	New Braunfels	Pflugerville	Round Rock	San Antonio	San Marcos	Sugar Land
Central Business District (CBD)  Does the City solid waste department or contractor provide services to any special business or service districts? If so, please summarize.	Is this service provided by: - Solid Waste Department (or contractor) - Other City department - Not provided by City	Not provided by City	Separate CBD service is not provided by the City. WCA has an exclusive franchise in the City for regular commercial collections.	Not provided by City	Not provided by City	Not currently provided by City. See notes below.	Not provided by City	Not provided by City	Not provided by City
	Is it funded through residential solid waste monthly rates?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	If not through residential monthly rates, please briefly describe how service is funded.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Summary of Service	The City has several large employment centers, which typically have management districts that are responsible for providing specialized services. Solid Waste is not involved.	N/A	N/A	N/A	Currently, commercial services in the Downtown area are provided in the same manner as services for other commercial customers. Providing services in the Downtown areas is challenging due to space constraints and limited capacity. The City is in the process of considering implementing a 4-block special service district to be services with compactors and carts.	There are some services for trash containers in the Downtown area as part of regular commercial collections, not special district or services.	The City has a Downtown area, but customers contract for services on their own (with permitted haulers). The City only services refuse and recycling receptacles for public use.	N/A

ADDITIONAL QUESTIONS								
	Austin	Anderson Mill	Arlington	Dallas	Denton	El Paso	Fort Worth	Georgetown
1	How does the City determine when, whether, and by how much to increase solid waste monthly rates?	Each year the rates are set based on the cost of service. If new services are provided in a given year, their cost and requisite fee amount is included in the appropriate rate (base fees, cart fees, Clean Community Fee)	The contract allows for the contractor to request a rate increase an annual basis, if the contractor believes it is needed.	Rate increases are requested by the collection contractor.	The residential solid waste collection rate is designed to recover the respective cost for providing such service. Rate is usually adjusted annually through the budget process and the rate is set to recover the projected residential collection cost for the upcoming budget year	The City of Denton's rates are based on cost of service recovery.	Annual budget proposals are developed based on projected cost of service and rates may be adjusted if approved.	Generally, City approves a rate increase during the annual budget process if/when proposed cost of service and annual CIP expenditures exceed the projected revenue from residential rates. Solid Waste has advocated for a rate increase for the past 2-4 years but it has not been passed. They are again requesting a rate increase for the 2018-2019 fiscal year and may incorporate public outreach/involvement.
	Is there a particular metric used (for example, percentage of median income, federal poverty guidelines, or other?)	Cost of Services provided	Rate increases are based on the CPI for diesel fuel and trash collection.	The contractor must submit list of increases to operational costs as justification for rate increases.	No	No	No	No
	Are there any <b>scheduled</b> rate increases? (frequency, percentage, other criteria?)	No, however any rate increases in the 5-year forecast are due to enhanced/additional programs	Annually, as requested and approved.	The contractor submits an annual request to the City for rate increases.	No pre-scheduled rate changes. If the residential collection cost is projected to change for the upcoming fiscal year, the monthly residential rate will be adjusted accordingly during the annual budget process to recover the projected cost for the upcoming year.	No	No formal schedule, but a rate increase will be seriously considered in the 2019-2020 budget.	No
2	Does the City, or solid waste department, have guidelines for defining "affordability" of rates?	Not currently	No hard guidelines but the District strives to "provide the most services for the best price for residents" and to keep rates below the City of Austin rates.	No	No	No. Residents 65 years and older receive a 20% discount on solid waste rates.	No	No
3	Does the City or the solid waste department have any internal policies in place that may be impacting costs for the department (and therefore impacting customer rates)? E.g., living wage requirements, requirements for purchase of "green" power?	Yes; the department must participate in the City's benefits package which includes a living wage minimum of \$15/hour for FY19 along with numerous other employee benefits. Additionally, various cost allocations charged by the City for support services such as technology support, fleet maintenance, and other administrative support functions;	No	Yes, Sanitation Services uses contracted labor and the contractor is required to meet the minimum wage floor.	No	No	The department has a financial requirement to maintain a minimum 25% Fund Balance.	No
4	Do residential rates provide any amount of support/subsidy for commercial or multifamily services? Or vice versa?	The department services single-family up to quadplex residents that are all charged the residential rate. Other than those, the department does not service, nor charge apartment dwellers or residents living in units larger than quadplexes.	The District does not provide commercial and multifamily services.	No	Residential collection service does not provide support to commercial service costs. Multifamily customers/apartments that use Sanitation's collection services are charged at the same per roll cart rate like single family customers. Revenues from the City's landfill commercial customers/private haulers have supported/subsidized residential collection services in the past years.	No	Approximately 26% of the Solid Waste budget is transferred to other departments and the General Fund, including all revenue generated through the franchise fee (\$4.00/customer/month). 10% of the Environmental Fee (\$5.00/customer/month) is used for administrative purposes.	Yes, Solid Waste does help support Multi-family Inspection & Recycling Program. Solid Waste does not provide funds but does allocate staff time and resources.
	Do rates for either sector either under-recover or over-recover the cost of service for that sector?	No	N/A	N/A	No	Yes	Not reported	Commercial and multifamily services are provided via an open market system.
5	Are there any shared resources that serve both the residential and commercial sectors? E.g., staff resources such as policy and technical support?	The department has a few (2,216 as of 8/31/2018) commercial curbside customers that receive trash and recycling collection. These customers are spread throughout the service area and are not collected on a dedicated route. Since these customers utilize the same trash carts as residential customers, they are collected with the same vehicles and staff.	The District does not provide commercial and multifamily services.	N/A. Services provided by contractor.	Yes	Yes, recycling drop-off sites; administrative and overhead expenses are shared across the Solid Waste fund.	No, Solid Waste does not provide commercial services.	The Material Management Team services commercial and residential sectors. Also what is referenced Question #4.
	Are costs shared between residential and commercial services for these shared resources?		N/A	N/A	Yes. Sanitation Services has a small number of commercial accounts and the collection service for these commercial accounts is provided by the same division that provides residential collection services.	Yes	No	N/A
6	Are there any maintenance operations performed/ provided by the City that are funded by residential solid waste monthly rates? (e.g., fleet maintenance, diesel surcharge, other "greater good" activities/fees)	Yes. Fleet maintenance and fuel charges (electric infrastructure surcharge) are expensed where the vehicles/equipment are utilized and are thus included in the cost of service.	No, the entirety of monthly rates is paid to the contractor, who provides all residential solid waste services.	Illegal Dumping clean-up is provided by Code Compliance and funded by solid waste monthly rates.	Yes, the fleet maintenance is provided by the City's internal service department and Sanitation is charged for the cost. The fleet maintenance cost/budget is one of the costs included in the residential fee model.	Yes. Fleet Maintenance, Keep Denton Beautiful, Facilities Maintenance, Technology Services.	Yes, Solid Waste pays a 10% surcharge on diesel fuel for it's fleet, which is used to subsidize other departmental fleet operations and a portion is transferred to the General Fund.	The Solid Waste Budget does include expenditures/transfers to pay for our vehicle maintenance completed by City Department, we cover Code Enforcement expenses in support of solid waste enforcement activities, we cover the Water Department allocation for processing Solid Waste accounts (fees) as a part of the Utility Bill, and we cover our internal allocation for the various city departments: HR, Legal, Risk & IT areas. "Greater Good" categories of litter and illegal dumping are funded by solid waste.
								N/A. All services are provided by the contractor.

ADDITIONAL QUESTIONS									
	Houston	Missouri City	New Braunfels	Pflugerville	Round Rock	San Antonio	San Marcos	Sugar Land	
1	How does the City determine when, whether, and by how much to increase solid waste monthly rates?	Not applicable - the City does not have solid waste rates. Services are funded through the General Fund.	Terms for rate increases are written into the City's solid waste services contract. Based 80 percent on the CPI and 20% on fuel prices; rate increases are capped at five percent	We have a 5 year solid waste rate model that is reviewed annually that suggest the needed increase if any.	The contractor proposes rate changes to City Council when the feel it is necessary and Council approves or denies.	Not reported	The main driver of rate increases is the pay-as-you-throw (PAYT) rate structure: 1) City has differences in rates between cart sizes to try to drive increases in recycling rates 2) Policy-driven: the solid waste operation is not intended to be revenue-neutral. The City actively tries to trying to increase overall revenue for the purposes of preparing for future needs and capital expenses, hauling contracts, and building capital reserves.	Rate increases are per contracts; TDS contract specifies a 3% annual increase; Green Guy Recycling rate increases are based on the CPI, just under a 3% increase this year.	Increases are based on terms of each contract.
	Is there a particular metric used (for example, percentage of median income, federal poverty guidelines, or other?)	N/A	No. Basis is per contract.	No	No	Not reported	No	No	Yes, based on CPI.
	Are there any <b>scheduled</b> rate increases? (frequency, percentage, other criteria?)	N/A	No	No	No	Not reported	No	Yes, rates are increased per contract every October 1.	Republic annual increase is based on CPI, with minimum of 2.5% and maximum of 5%; Best Trash annual increase based on CPI.
2	Does the City, or solid waste department, have guidelines for defining "affordability" of rates?	N/A	No	No	No	Not reported	No	No	No.
3	Does the City or the solid waste department have any internal policies in place that may be impacting costs for the department (and therefore impacting customer rates)? E.g., living wage requirements, requirements for purchase of "green" power?	N/A	No	Yes; the City's Fleet Maintenance Division is funded by Solid Waste, City facilities do not pay for collection service, and Solid Waste does annual interfund transfers for street maintenance, river cleanup, and admin support from the General Fund	No	Not reported	No; not officially, Solid waste does purchases CNG trucks.	No	No
4	Do residential rates provide any amount of support/subsidy for commercial or multifamily services? Or vice versa?	N/A	Commercial rates provide some funding support for the contractor's residential operations in order to help maintain lower residential rates.	Yes, although not intentionally.	Commercial services are provided through a franchise system. Customers contract directly with the hauler.	Not reported	Solid Waste Department provides oversight of multifamily recycling ordinance as well as commercial business outreach and support team. These are funded by residential rates. The department does not directly handle any commercially-generated material.	No	No
	Do rates for either sector either under-recover or over-recover the cost of service for that sector?	N/A	Per the contractor, the residential rates under-recover.	Residential over recovers and commercial under recovers.	N/A	Not reported	N/A	N/A (residential is exclusive, commercial is permitted open-market)	No
5	Are there any shared resources that serve both the residential and commercial sectors? E.g., staff resources such as policy and technical support?	N/A	N/A	Multifamily complex tenants are charged residential rates but are serviced by commercial operating system.	N/A	Not reported	N/A	Businesses may utilize recycling drop-off center.	Solid Waste staff handle both residential and commercial sectors.
	Are costs shared between residential and commercial services for these shared resources?	N/A	N/A	Yes	N/A	Not reported	N/A	Not reported.	Program is funded through residential collection fees, commercial franchise fees, and commercial waste licensing program.
6	Are there any maintenance operations performed/ provided by the City that are funded by residential solid waste monthly rates? (e.g., fleet maintenance, diesel surcharge, other "greater good" activities/fees)	N/A	N/A	Yes, Fleet Maintenance	N/A	Not reported	No. The Solid Waste Department provides fleet maintenance, but this is paid for as an internal services fund by other departments.	No	Solid waste funds are utilized for fleet replacement and street repairs.

# Organizational Structure

	Residential Collections	Commercial Dumpster Collections	Facilities Operated by City	FTEs	Median Employee Salary	% Benefits	Number of Households	Monthly Cost per Household of Salaries & Benefits
Austin	Public	Open Franchise	HHW	276	\$44,803	35%	200,550	<b>\$6.94</b>
Anderson Mill	Private	N/A	None	0 <sup>a</sup>	N/A	N/A	2,800	N/A
Arlington	Private	Excl. Franchise	LF	2 <sup>a</sup>	N/A	N/A	93,700	N/A
Dallas	Public	Open Franchise	3 TS, LF, MRF	479	\$35,701	45%	245,000	<b>\$8.43</b>
Denton	Public	Public	HHW, LF, MRF	123 <sup>b</sup>	\$54,058	Not reported	33,200	Data not reported
El Paso	Public	Open Franchise	LF, TS	275	\$30,644	46%	180,000	<b>\$5.70</b>
Fort Worth	Private	Open Franchise	LF	116 <sup>b</sup>	\$48,096	Not reported	22,500	Data not reported
Georgetown	Private	Excl. Franchise	TS	1 <sup>a</sup>	N/A	N/A	21,500	N/A
Houston	Public	Open Franchise	3 TS, MRF	472 <sup>b</sup>	Not reported	33%	390,400	Data not reported
Missouri City	Private	Excl. Franchise	None	0 <sup>a</sup>	N/A	N/A	23,400	N/A
New Braunfels	Public	Public	None	55	\$35,402	35%	28,900	<b>\$7.58</b>
Pflugerville	Private	Excl. Franchise	None	0 <sup>a</sup>	N/A	N/A	23,300	N/A
Round Rock	Private	Excl. Franchise	DO	4 <sup>a</sup>	N/A	N/A	26,400 <sup>c</sup>	N/A
San Antonio	Public	Open Franchise	TS	619	\$38,924	42%	356,000	<b>\$8.01</b>
San Marcos	Private	Excl. Franchise	None	3 <sup>a</sup>	N/A	N/A	9,200	N/A
Sugar Land	Private	Excl. Franchise	None	4 <sup>a</sup>	N/A	N/A	40,000	N/A

a Residential services are provided by a third-party contractor. Therefore the City has zero to few employees within the solid waste department.

b These numbers of FTEs include primarily those involved in Solid Waste operations but also include some employees in supportive services such as administration, human resources, purchasing, public information, etc.

c Number of Households for Round Rock is the number of 1-unit detached housing units based on American Community Survey (ACS) 2016 5-year estimates. All other Number of Households data were provided by the responding benchmark cities.



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