

# 2015 DIVERSION RATE SURVEY



The City of Austin's Zero Waste goal means a 90 percent reduction of materials sent to landfills and incinerators by 2040. To measure progress towards Zero Waste, the City is conducting a citywide Diversion Rate Study. Please help us reach Austin's Zero Waste goal by completing the following survey. It should take less than ten minutes once you have your business's trash and recycling information, and your responses will contribute to a cleaner, more efficiently run city for everyone.

**Responses can be mailed** via the form below, or **online** at [www.surveymonkey.com/r/AustinBizDiversion2015](http://www.surveymonkey.com/r/AustinBizDiversion2015) by **Sept. 25, 2015**. If your company has recycling data compiled, please feel free to send information in lieu of the survey to [CommercialRecycling@austintexas.gov](mailto:CommercialRecycling@austintexas.gov) with "Diversion Rate Survey" as the subject.

## **Why is the Diversion Rate Study important to Austin businesses?**

Zero Waste initiatives can help businesses reduce production costs, right-size landfill trash services and transform discarded materials into valuable products. With your input, the Diversion Rate Study will help measure material flows including recycling and reuse activities in Austin. This information will assist the City in developing future incentives, programs and policies that support Austin businesses.

## **Why is the Diversion Rate Study important to the City?**

The City has established milestones for Zero Waste including a goal of 50 percent diversion of material sent to the landfill by 2015. This Study will measure Austin's progress towards Zero Waste and capture recycling challenges encountered by the business community. The City's goal is to create common-sense policies, identify economic development opportunities, and create rebates that support Austin's investment in recycling.

We appreciate your time to complete the survey. Please call City of Austin staff at 512-974-9727 if you have any questions or suggestions.

Para participar en la encuesta en español, visite [www.es.surveymonkey.com/r/AustinBizDiversion2015spanish](http://www.es.surveymonkey.com/r/AustinBizDiversion2015spanish)



**a) Which category best describes the type of business you represent?**

- |  |   |
|--|---|
| 1. Multifamily /Apartment Complex  | 7. Medical Facility/Hospital/Medical Office |
| 2. Professional Office   | 8. Hotel/Motel                              |
| 3. Retail/Mall   | 9. Entertainment/Bar/Theater                |
| 4. Industrial/Manufacturing/Warehouse  | 10. Restaurant/Grocery/Food Service         |
| 5. Non-Profit Organization (non-government, charity, religious, social club, etc.) | 11. Educational Institution                 |
| 6. Government  | 12. Other: _____                            |

**b) What materials do you recycle? (Choose all that apply)**

- |                       |                                    |
|-----------------------|------------------------------------|
| 1. Cardboard          | 5. Glass Containers                |
| 2. Mixed paper        | 6. Mixed Metals                    |
| 3. Plastics #1 and #2 | 7. Organic (Compostable) Materials |
| 4. Aluminum Cans      | 8. None                            |

**c) What process improvements to reduce waste have you implemented?**

1. Double sided printing: \_\_\_\_\_ pounds per year avoided
2. Toner cartridge refill programs: \_\_\_\_\_ pounds per year avoided
3. Reusable packaging (i.e. crates instead of cardboard boxes)
4. Vendor take-back
5. Repurpose for alternative use
6. Other: \_\_\_\_\_

**d) Approximately how much material does your property generate annually for:**

- |                                     |   |
|-------------------------------------|---|
| 1. Trash: _____ pounds per year     | 4. ReUse/Donate/Resell: _____ pounds per year |
| 2. Recycling: _____ pounds per year |   |
| 3. Compost: _____ pounds per year   |   |

If you do not track trash and recycling by weight, please use the table below to indicate the service volume at your business. The size and frequency of service can often be found on your hauler's invoices. If you completed "section d" with weights, please move to "section e".

Type of Container	Number	Volume	Unit (Cu. Yards or Gallons)	Service Frequency	Unit (Per Week, Mo, Yr)	Compactor? (Yes or No)
Dumpster						
Carts						
Roll-off						
Other						



e) What are the three (3) most challenging materials for your business to recycle? If you have estimated quantities, please enter them in “Table 1” on the last page.

- |   |  |
|---|--|
| <input type="checkbox"/> Carpet                         | <input type="checkbox"/> Non-bottle glass or ceramics                          |
| <input type="checkbox"/> Construction waste             | <input type="checkbox"/> Pallets   |
| <input type="checkbox"/> Electronics                    | <input type="checkbox"/> Plastic film (shrink wrap, plastic bags and sheeting) |
| <input type="checkbox"/> Expanded Polystyrene/Styrofoam | <input type="checkbox"/> Textiles or clothes                                   |
| <input type="checkbox"/> Food (All types)               | <input type="checkbox"/> Tires   |
| <input type="checkbox"/> Food containers and packaging  | <input type="checkbox"/> Treated Wood, Lumber                                  |
| <input type="checkbox"/> Furniture                      | <input type="checkbox"/> Other _____   |
| <input type="checkbox"/> Inventory Surplus              |  |
| <input type="checkbox"/> Mattresses                     |  |

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f) If you don't currently recycle, why not? (Choose all that apply)

- |                                      |   |
|--------------------------------------|---|
| 1. Not enough space                  |   |
| 2. Service too expensive             | 5. Other reasons, please specify: _____ |
| 3. Requires too much employee effort | _____                                   |
| 4. Not a priority                    |   |

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g) To avoid duplicate responses from the same business entity, please provide the following information (this will not be published, and your responses will remain confidential):

Business Name: \_\_\_\_\_

Location Address: \_\_\_\_\_

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**Thank You for Your Participation!** Please use the included postage paid envelope to mail paper surveys to Austin Resource Recovery:

**Mailing Address:**

City of Austin  
Attn: ARR Business Outreach Team  
P.O. Box 1088  
Austin, TX 78767

**Fax Number:**

(512) 974-1999, Attention: Business Outreach Team

**Email Address:**

[CommercialRecycling@austintexas.gov](mailto:CommercialRecycling@austintexas.gov)

**\*Please\* estimate the AMOUNTS of difficult to recycle items on the next page! → → →**



**Table 1: Difficult to Recycle Items**

In the table below, please estimate the amounts of materials your organization generates annually in discards, reuse, and recycling. For items not applicable to your business, please enter “0”.

	<b>Discards Generated</b>	<b>Reuse, Donate, Resell, Repurpose</b>	<b>Recycle</b>
	(lbs. per year)	(lbs. per year)	(lbs. per year)
Appliances (Washer/Dryer, Refrigerator, microwaves, etc.)			
Batteries			
Carpet			
Cleaning Chemicals, Pesticides, Acids/Bases			
Construction Materials (Concrete, lumber, asphalt, etc.)			
Electronics (PC's, printers, copiers, cell phones, etc.)			
Food (All types - Spent grain, kitchen scraps, unused food, etc.)**			
Furniture			
Inventory surplus or products near expiration			
Landscaping materials (brush, grass, leaves, etc.)**			
Mattresses			
Metals and Car Parts			
Oils, Automotive Fluids, Lubricants			
Packaging including Styrofoam			
Paints			
Pallets			
Paper Shredding/Document Destruction			
Plastic film (shrink wrap, pallet wrap, plastic bags and sheeting)			
Textiles			
Tires			
Other (Please Specify here _____)			
Other (Please Specify here _____)			
Other (Please Specify here _____)			

**\*\* If COMPOSTED, please list amount under “Recycle”. If DONATED, place under “Reuse, Donate”.**