

ANNUAL DIVERSION PLAN INSTRUCTIONS

STEP 1 REGISTRATION

www.austintexas.gov/diversionplan



1. Create your username/password.
You will be asked to provide your name, email address, a password, and to accept the Terms of Use.

2. Check your email.
An email will be sent to the address you provided in Step 1. Check your email for a message from support@re-trac.com.
(Automated email messages are sometimes filtered to the spam/junk folder.)

3. Activate your account.
Follow the instructions within the Re-TRAC Connect activation email to activate your account.

Register

First Name * Last Name *

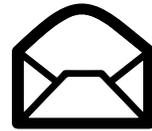
Email (this will be your username) *

Confirm Email *

Password * Confirm Password *

I have read and accept the [Terms of Use](#) *

Register



Check Your E-Mail to Activate Account

Can't Find E-mail?
Check Junk Mail or Contact support@re-trac.com

STEP 2 ADDING A PROPERTY

City of Austin - Universal Recycling Ordinance Annual Diversion Plan

My Organizations

My organizations

Add Organization
Add a new organization profile to your account from the following types of organizations:

- Add Commercial Property (see restrictions)
- Add Residential Property (apartments, mobile homes, or other lodging establishments)

Available in:
 Austin, Texas, United States

Choose your property type.

Enter the property name.

Type your address in the box.
*Tab or click to move to next box.

Verify and add property.

Location Details

Organization Property name (required, max 100 characters)

Address

1234 Main Street, Suite 100, Austin, TX 78701

City: Austin, State: TX, Zip: 78701

Country: United States

Latitude: 30.2672, Longitude: -97.7431

Map showing location in Austin, TX

Save

STEP 3 OPENING ANNUAL DIVERSION PLAN

Good News! You will not need to repeat this step in subsequent years.

After you have added your property, it is listed under My Organizations. *Click Join.*



Click the blue icon.

STEP 4 COMPLETING ANNUAL DIVERSION PLAN

BEFORE YOU START HERE ARE A FEW HELPFUL HINTS:

- The Annual Diversion Plan is divided into 3 pages
- All fields with a * must be completed
- Hover over any blue text with a dotted line for more information
- Save information before you leave any page – the save button is found at the bottom of each page
- You can save information and come back at a later time
- You must submit your plan on the final page to complete the plan
- To make edits to a submitted plan, contact Austin Resource Recovery: 512-974-9727, commercialrecycling@austintexas.gov

PROPERTY OR BUSINESS INFORMATION:

Note: Fields in this section are auto populated

Select your property type.

Enter your property ID.

If your property has multiple Property IDs, list them here.

The Property ID is included on correspondence sent to you by ARR, or can be found by searching on your county appraisal district website.

If you have trouble locating your Property ID, contact commercialrecycling@austintexas.gov or call (512) 974-9727

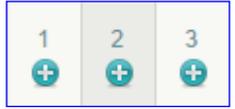
For commercial properties, enter whether you are reporting for part of or the entire tax parcel. Enter the square footage and suite or building number for the portion for which you are reporting.

CONTACT INFORMATION:

Enter the contact information for the person responsible for coordinating recycling services for the property.

SECTION 1: MATERIALS COLLECTED

Select yes or no for each of the 5 required materials. By selecting no, you are requesting a Waiver for Material Substitution. Explain the substitution in the text box provided. Note: You will document quantities for the requested substitute material on the next page.



SECTION 2: SERVICE CAPACITY AND DIVERSION

How many dwelling units are at this location?

For multifamily properties - enter # of units

Trash Collection Services

TYPE	NUMBER	VOLUME	UNIT	SERVICE FREQUENCY	UNIT	COMPACTOR?	CUBIC YDS/WK	
1 - Select -	<input type="text"/>	<input type="text"/>	Cubic Yards	<input type="text"/>	Per Week	No	<input type="text"/>	<input type="button" value="Remove"/>

Recycling Collection Services

TYPE	NUMBER	VOLUME	UNIT	SERVICE FREQUENCY	UNIT	COMPACTOR?	CUBIC YDS/WK	
1 - Select -	<input type="text"/>	<input type="text"/>	Cubic Yards	<input type="text"/>	Per Week	No	<input type="text"/>	<input type="button" value="Remove"/>

Organics Collection Services

TYPE	NUMBER	VOLUME	UNIT	SERVICE FREQUENCY	UNIT	COMPACTOR?	CUBIC YDS/WK	
1 - Select -	<input type="text"/>	<input type="text"/>	Cubic Yards	<input type="text"/>	Per Week	No	<input type="text"/>	<input type="button" value="Remove"/>

Reduction or Reuse Credit.

This section is optional. Please contact ARR if you have questions or are interested in learning more.

Use the drop-downs to enter service details. Note if you are unsure of your service details, reference a service invoice or agreement, or contact your service provider.

Additional Materials by Volume, Weight, or Quantity (Optional)

Austin Resource Recovery staff will review this information and may request additional documentation.

MATERIAL	UNITS OF MEASURE	AMOUNT	FREQUENCY
Battery, general	- Select -	<input type="text"/>	- Select -
Battery, motor vehicle	- Select -	<input type="text"/>	- Select -
Cardboard, baled	- Select -	<input type="text"/>	- Select -
Donated Food	- Select -	<input type="text"/>	- Select -

Enter the quantities of the additional items recycled at your property to have them count toward your total recycling capacity. This section is required if you requested the Waiver for Material Substitution on page 1.

COMPLIANCE SUMMARY

Option 1: Collection Service Calculations

The weekly recycling service capacity at this location is: gallons per week per dwelling

Service Capacity Requirement: **Not met.**

Option 2: Diversion Rate Calculations

Based on the information reported, your diversion rate is:

Estimated Weekly Tons of Trash tons per week

Estimated Weekly Tons of Materials Diverted tons per week

Additional Tons of Materials Diverted tons per week

Total Diversion Rate % diversion by weight

Diversion Rate Requirement: **Not met.**

This information will auto-populate based on your previous answers, and will tell you if you're compliant.

SECTION 3: CONVENIENCE

Does this location meet the Convenience Requirement? * No, I need to request a waiver

Austin Resource Recovery staff will review waiver requests on a case-by-case basis and respond within 60 days, if waiver is not accepted. Waivers must be requested each year.

Waiver Request - Which of the following conditions apply to this location:

- Container would consume required parking space resulting in code violation.
- Property has no physical space for additional container.
- Container will restrict vehicle access.
- Collection vehicle would not be able to access the collection container.
- Placement requires concrete pad exceeding impermeable cover limits.
- Property has valet service for both trash and recycling.
- Other

Select yes or no. If no is selected, complete the Waiver for Convenience section. Include details in the text provided.

SECTION 4: SIGNS & EDUCATION

Does this location meet the Sign Requirements? * - Select -

If no, click the link for resources for signage or educational materials. If yes, indicate the type of materials used.

SECTION 5: GENERAL WAIVER REQUEST

A General Waiver Request may be granted on a case-by-case basis by the Director of Austin Resource Recovery in writing.

Do you have any additional documented waiver requests not previously noted in this plan to submit for review? * - Select -

Select yes or no. If yes is selected, describe the circumstances for which you are requesting a waiver in the box provided.

SECTION 6: E-SIGNATURE

Name *

Title

Organization

Phone Number * *Example: (512) 438-7890*

Email Address * *Example: name@company.com*

Please contact me about city-sponsored recycling, training or educational materials.

Yes No

Certification *

Enter your information here.

STEP 5 SUBMIT THE ANNUAL DIVERSION PLAN

SUBMIT TO PROGRAM

[Submit to Program](#)

READY TO SUBMIT TO PROGRAM?

"Save" allows you to return to this form to make changes, but does NOT submit.

"Submit to Program" completes the Annual Diversion Plan and sends to staff for review. Form **MUST** be submitted annually between October 1 and February 1.

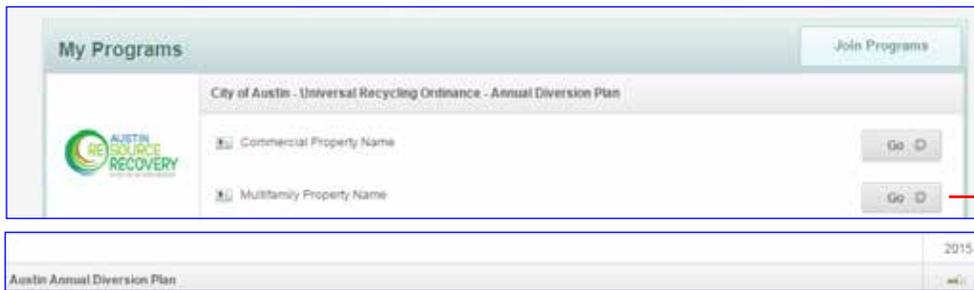
To update or edit this submission, contact Austin Resource Recovery at 512-974-9727 or email at CommercialRecycling@AustinTexas.gov

Once all data is complete and correct, use this button to submit the form to ARR.

NOTE: THIS MUST BE DONE NO LATER THAN FEB 1st.

ADDITIONAL INFORMATION

EDIT A SAVED PLAN



To edit a saved plan prior to submitting follow these steps:

1. Sign In
2. Select the property to edit that form
3. Click the status icon  to open the form

Save allows you to return to the form to make changes at a later time. A “saved” form will show one of the following icons:

 Form in Progress – No Errors.  Form in Progress – Errors.  Single Form – Completed.

Submit to Program will lock your response. A locked response can be re-opened by Austin Resource Recovery staff.

 Locked Form – Awaiting Verification. Your form has successfully been submitted to the Austin Resource Recovery for review. No additional action is required of you unless directed otherwise.

 Locked Form – Completed. Your form has successfully been submitted to the Austin Resource Recovery and has been officially reviewed. No additional action is required of you unless directed otherwise.

FREQUENTLY ASKED QUESTIONS

What is the purpose of the Annual Diversion Plan?

The Annual Diversion Plan describes to City staff the level of landfill and recycling services, as well as education and training, offered at properties that are affected by the Universal Recycling Ordinance. Learn more about the Universal Recycling Ordinance at www.austintexas.gov/uro

I clicked the Submit to Program button, but I need to make an edit. How do I make an edit?

Contact ARR staff at commercialrecycling@austintexas.gov to explain the issue. Staff will either make the change for you, or unlock the survey so that you may make the appropriate edits.

The person who reported last year no longer works at this business anymore. How do I get the account information?

Please send the new contact information, Property ID, and Property Address to commercialrecycling@austintexas.gov. Staff can move the account to the new person responsible for reporting.

I am reporting for a mixed use property. Do I report as a commercial or multifamily property, or both?

In the case of mixed use properties, you may either submit a plan for each use or report aggregate information on a single Annual Diversion Plan using the Commercial property recycling capacity requirements.

DEFINITIONS

Annual Diversion Plan is a requirement of the Universal Recycling Ordinance for all affected properties. It captures how, and to what degree, that each property is complying with the URO.

Diversion means the act of redirecting material from disposal for a higher or best use. Examples include but are not limited to recycling, composting, donation to non-profits for reuse, etc.

Diversion Rate means the percentage of materials diverted from traditional disposal, such as landfill or incineration, to be recycled, composted, or re-used.

Reduction or Reuse Credit may be given to properties who reduce waste due to process improvements. Credits can be used to offset the recycling capacity and diversion performance standards. Credits may be requested on the Annual Diversion Plan. Improvements must have resulted in waste reduction in the previous two calendar years from the date of request. Reductions may not be a result of economic conditions, sales, or product mix. Credits may be carried forward for up to five years, beginning on the date of request. All Responsible Parties requesting credit agree to conduct a third-party audit of the waste stream, reduction request, or reuse request if requested by the City.

ReTRAC is the program used to host the City of Austin’s Annual Diversion Plan.

Service Capacity equals service frequency multiplied by container volume/size. Example: one 8 cubic yard container collected twice a week is 8 cu yd x 2 collections each week = 16 cu yd/week.

Total Recycling Service Capacity equals the total volume collected and diverted from the landfill (recycling, composting, etc.), divided by the total volume of all collection services (recycling, composting, etc. + landfill trash).