

# Universal Recycling Ordinance Annual Diversion Plan Instructions



Updated November 2018

*Para asistencia en español, por favor contáctenos a [commercialrecycling@austintexas.gov](mailto:commercialrecycling@austintexas.gov) o (512) 974-9727.*

# www.austintexas.gov/diversionplan

**austintexas.gov**  
the official website of the City of Austin

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**Austin Resource Recovery**  
Departamento de Recuperación de Recursos de Austin

**ANNUAL DIVERSION PLAN (RECYCLING PLAN)**  
All properties affected by the Universal Recycling Ordinance must submit an Annual Diversion Plan every year between Oct. 1 and Feb. 1.

Plans are submitted through a secure, web-based software called Re-TRAC. Please note that you will be redirected off the City of Austin webpage to complete your plan details and recycling data. Plans not submitted by February 1 may be subject to penalties.

**Learn How**

**WRITTEN INSTRUCTIONS** [→](#)

**Complete Your Plan**

**SUBMIT ADP** [→](#)

**TOP CONTENT**

- ★ Recycle & Reuse Drop-Off Center
- ★ Residential Curbside Collection Schedule
- ★ Residential Bulk Collection
- ★ My Collection Schedule
- ★ Residential Recycling Collection

Learn more about the URO

**UNIVERSAL RECYCLING ORDINANCE (URO)**

Learn how the Universal Recycling Ordinance affects your business.

**FREE URO TRAINING**  
CLICK TO RSVP

Need to submit an Organics Diversion Plan?

**SUBMIT ODP** [→](#)

Questions or concerns? Austin Resource Recovery's Business Outreach staff is here to help. Call us at 512-974-9727 or send us an email at [CommercialRecycling@austintexas.gov](mailto:CommercialRecycling@austintexas.gov)

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**BUSINESS HUB**  
Services for commercial and multifamily properties.  
[GO TO THE HUB](#)

Click the Submit ADP button to get started

# Step 1: Log In or Create Your Account



## CITY OF AUSTIN - UNIVERSAL RECYCLING ORDINANCE - ANNUAL DIVERSION PLAN

Re-TRAC Connect is the web-based software that transforms the way organizations manage and measure their waste and recycling programs.

Austin Resource Recovery, City of Austin uses Re-TRAC to collect data for Universal Recycling Ordinance - Annual Diversion Plan.

Enter your email to get started

NEXT

1. Get started by entering your email address. If you have registered in previous years, be sure to enter the email address linked to your Re-TRAC account.

2. If you already have an account, you will be taken to the log in page to log in.

3. Once logged in, click ARR under "Programs I've Joined," and move on to step 3.

Log in as:  
sampleuser@domain.com

Password

By clicking Log In and using Re-TRAC Connect, I agree to the [Terms of 29, 2015.](#))

LOG IN

[Forgot password?](#)

### PROGRAMS I'VE JOINED

CITY OF AUSTIN - UNIVERSAL RECYCLING ORDINANCE - ANNUAL DIVERSION PLAN  
Austin Resource Recovery, City of Austin



# Step 1: Log In or Create Your Account

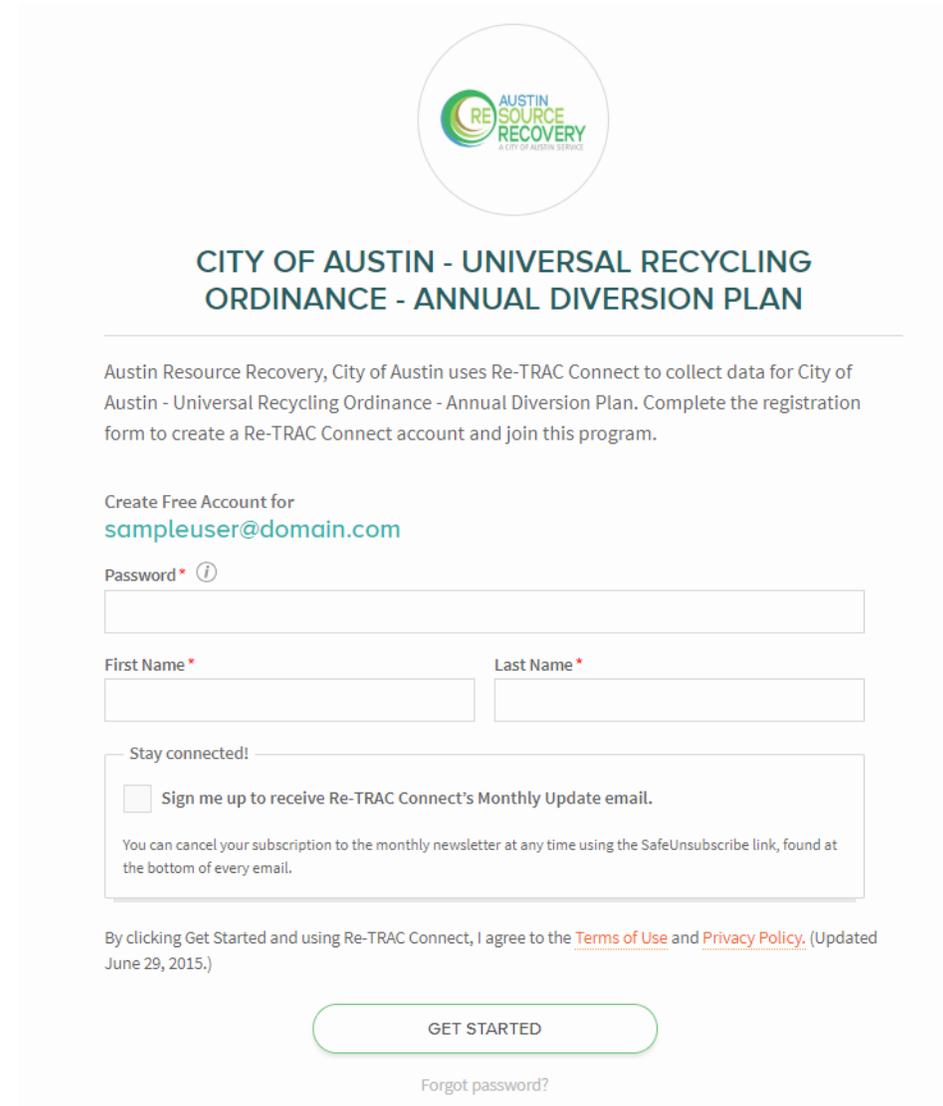
## Don't already have an account?

1. You will see the screen at right. Enter your information and click "Get Started."

2. Check your email for an activation link and click "Activate."

3. Proceed to Step 2 to add your property or business to your account.

GET STARTED



The screenshot shows the registration page for the City of Austin's Universal Recycling Ordinance - Annual Diversion Plan. At the top is the Austin Resource Recovery logo. Below it is the title "CITY OF AUSTIN - UNIVERSAL RECYCLING ORDINANCE - ANNUAL DIVERSION PLAN". A paragraph explains that Austin Resource Recovery uses Re-TRAC Connect to collect data for the ordinance and that users must complete the registration form to create an account. The form includes a "Create Free Account for" section with a sample email address "sampleuser@domain.com". There is a "Password" field with a help icon, and "First Name" and "Last Name" fields. A "Stay connected!" section has a checkbox for "Sign me up to receive Re-TRAC Connect's Monthly Update email." and a note that users can cancel their subscription at any time. At the bottom, there is a disclaimer: "By clicking Get Started and using Re-TRAC Connect, I agree to the Terms of Use and Privacy Policy. (Updated June 29, 2015.)" and a "GET STARTED" button with a "Forgot password?" link below it.

# Step 2: Add Your Property

If your property was added in a previous year, move on to Step 3.

## Member Details

### Member Type\*

Select Type

Commercial Property (Any non-residential commercial property)

Multifamily Property (Apartment, condominium, townhome, and assisted living)

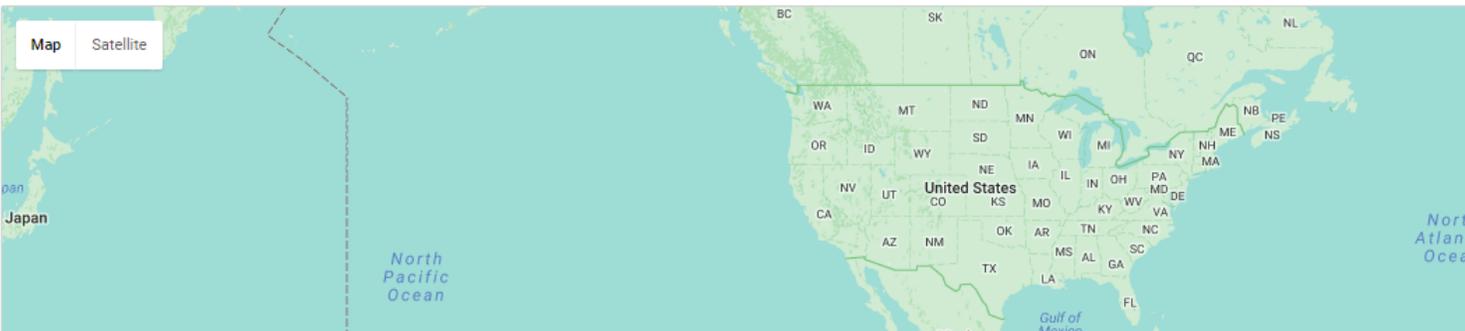
Select your property type, Commercial or Multifamily

## Location Details

### Search Google Maps for your Address ⓘ

Search by organization name or address

Type in the property address

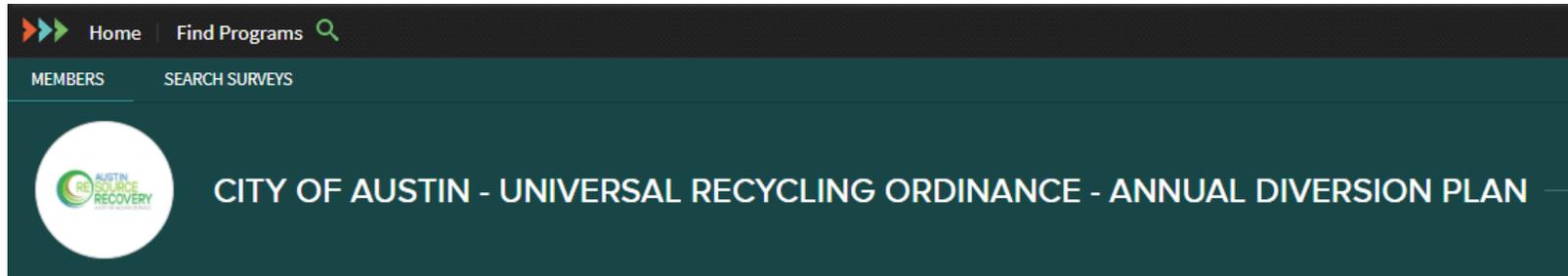


If you don't see this screen, search for "Universal Recycling Ordinance" using the find programs tool.

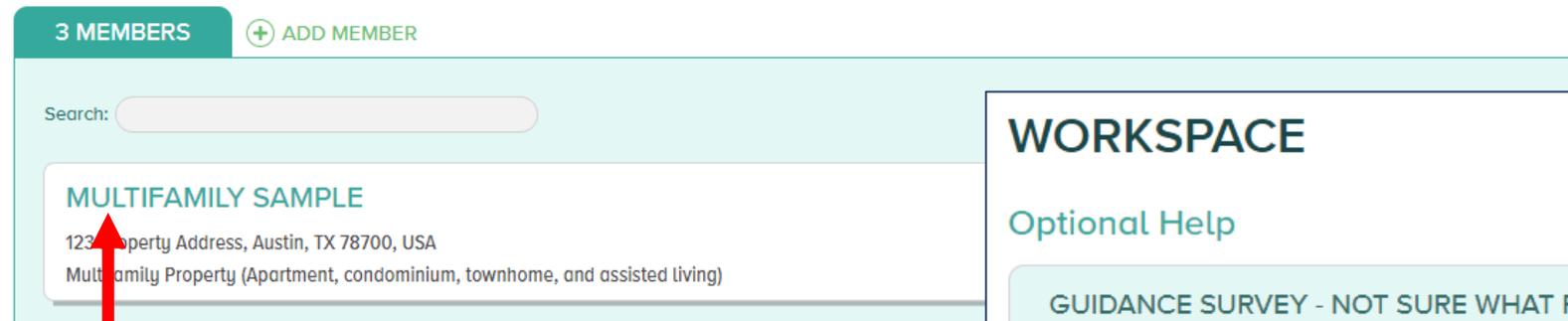
JOIN

Click "Join" to add your property to your account

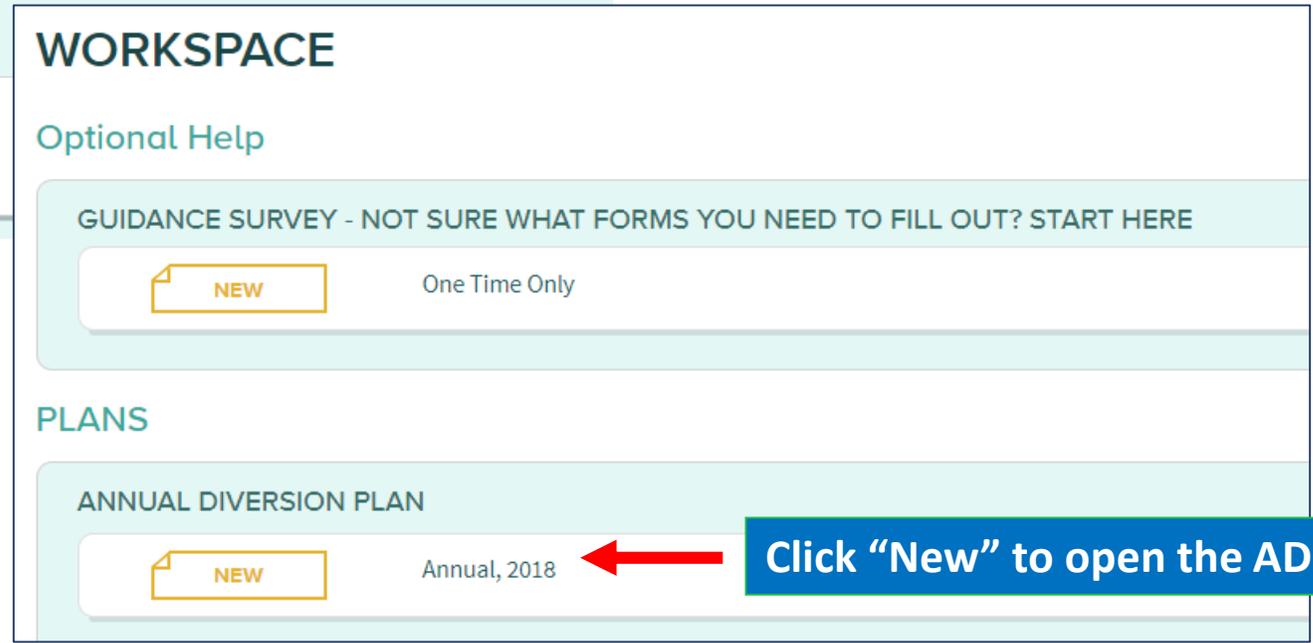
# Step 3: Open the Annual Diversion Plan (ADP)



## MEMBERS



Click on your property to open the workspace.



Click "New" to open the ADP

# Page 1: Property Information

Real Property ID can be found on letters and postcards from ARR or using the links to your county's appraisal district.

Real Property ID

Real Property ID \*

*Travis County example 123456, Williamson County example R123456*

Make sure to use the Property ID(s) listed on the communication you received from ARR. "Real Property" is defined as land, or other examples found [here](#).

- [Travis Central Appraisal District](#)
- [Williamson Central Appraisal District](#)

If this is a commercial complex with multiple Real Property IDs, click the 'Add' button to list each ID:

Associated Real Property ID

*Travis County example 123456, Williamson County example R123456*

Associated Real Property ID

*Travis County example 123456, Williamson County example R123456*

 ADD

Add additional Property IDs if necessary

# Page 1: Property Information

Choose a name for the property or business you are reporting for: \*

Sample Plaza



Type the name of the property

Property Street Address \*

1234 Sample Dr.

*Example: 1234 Fake St, Suite 100*

Property Zip Code \*

78701

*Example: 12345-6789 or 12345*

Is this submission for an entire property or part of the property? \*

Entire Tax Parcel

Part of the Tax Parcel

To report for all of the buildings on the property, select "Entire Tax Parcel"

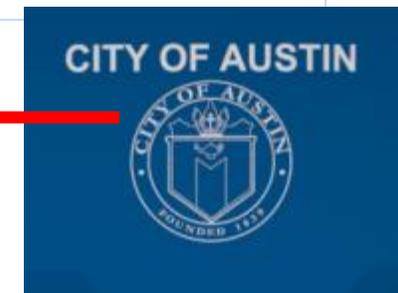
If you are reporting for part of a property, select "Part of the Tax Parcel" and enter building or suite information.

# Page 1: Property Information

Answer the questions under  
Additional Property  
Information. Most properties  
will select “No” to all

Additional Property Information	YES	NO
Is your property vacant? *	<input type="radio"/>	<input checked="" type="radio"/>
Are you in the City of Austin's designated Downtown Recycling, Trash District which provides shared dumpsters in alleys? (See Map) *	<input type="radio"/>	<input checked="" type="radio"/>
Does your property have trash and recycling carts with the City logo? (As pictured here) *	<input type="radio"/>	<input checked="" type="checkbox"/>

Only select “yes” if you have  
trash and recycling carts with  
the City of Austin labels.



# Page 1: Materials

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## URO REQUIREMENTS

### 1. Materials

Do you offer single-stream recycling (where all your recyclables go in one bin-- paper, cardboard, aluminum cans, plastic bottles #1 and #2, glass bottles and jars) to your employees? \*

Yes

No



**Confirm your property provides single-stream recycling for the 5 required materials.**



**If single-stream collection is not provided, alternative materials may be substituted. Please complete the Additional Materials section on page 2, and the waiver request on page 3 to explain the substitution.**

SAVE DRAFT



**Click to save your responses for page 1.**

# Page 2: Collection Services and Additional Materials

How many dwelling units are at this location? \*

If you are reporting for a multifamily property, enter the number of dwelling units

Complete the tables to report the collection services onsite.

Trash Collection Services (Hover over column headers for more information)

	CONTAINER TYPE	NUMBER OF CONTAINERS *	VOLUME *	UNIT *	SERVICE FREQUENCY *	UNIT *	COMPACTOR?	CUBIC YDS/WK (AUTO-CALCULATED)	
1	Dumpster	1	8	Cubic Yards	2.0	Per Week	No	16.00	REMOVE

+ ADD

Container Type

How many of this type?

Container Size

How often the containers are picked up

Calculated Automatically

Add table rows by clicking "Add" as necessary and repeat process for recycling table and compost table (if applicable).

# Page 2: Collection Services by Weight (optional)

Do you receive weight tickets for trash and/or recycling?

Yes

No

If you receive information about your collection by weight rather than volume, enter Zeros in the top 2 tables, select “Yes” and complete the weight tables instead.

## Additional Trash by Weight (Optional)

MATERIAL	UNITS OF MEASURE	AMOUNT	FREQUENCY	EST. CUBIC YARDS/WEEK	EST. TONS/WEEK
Additional Trash by Weight	- Select -		- Select -		

## Additional Recycling by Weight (Optional)

MATERIAL	UNITS OF MEASURE	AMOUNT	FREQUENCY	EST. CUBIC YARDS/WEEK	EST. TONS/WEEK
Other Material by Weight	- Select -		- Select -	N/A	

# Page 2: Additional Recycled Materials

## 3. Additional Materials (Example: compost, metals, electronics, etc.)

Do you recover, recycle, or reuse additional materials? \*

Yes

No

MATERIAL	UNITS OF MEASURE	AMOUNT		
Battery, general	- Select -			
Battery, motor vehicle	- Select -		- Select -	
Cardboard, baled	Cubic Yards	6.00	Per Week	
Donated Food	Gallons	5.00	Per Week	
Electronics	- Select -		- Select -	
Landscape Debris	- Select -			
Mattress	- Select -			

If you divert additional materials from the landfill, click “Yes” and enter the quantities, this will count towards your total recycling capacity

This section is REQUIRED if you do not collect all 5 required materials through single-stream collection services.

# Page 2: Diversion Calculations

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## CAPACITY RESULTS

Your recycling capacity by volume is:

Your diversion by weight is:

**Diversion rates are automatically calculated for you.**

## CAPACITY COMPLIANCE

You have **NOT MET** the capacity requirement.

**The Capacity Compliance section will show “MET” or “NOT MET”**

You can meet the capacity requirement by increasing your recycling volume or weight, or by decreasing your trash volume or weight (see requirements above).

If you do not meet either capacity option, you will be required to complete a waiver request on page 3.

SAVE DRAFT



**Click to save your responses for page 2.**

# Page 3: Additional Diversion

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## Reduction or Reuse Credit (Optional)

Businesses may qualify for the Reduction or Reuse Credit if waste generation has

1. Describe the process improvements or source reduction below.
2. Provide the estimated weight or volume savings in the Additional Recycled Materials section on Page 2.

[Hover over for examples](#)

Do you qualify for a Reduction or Reuse Credit?

 ▼

Check out [Austin Materials Marketplace](#) for material reuse opportunities in Austin.

**Complete this section if you believe you qualify.**

# Page 3: Convenience

## 4. Convenience

Convenience Requirement: The Universal Recycling Ordinance requires each trash service container

Does this location meet the Convenience Requirement? \*

No, I need to request a waiver ▾  
- Select -  
Yes  
No, I need to request a waiver

A waiver request claiming space constraints will not be considered without supporting

Upload documentation here: \*

Choose File No file chosen

Austin Resource Recovery staff will review waiver requests on a case-by-case basis and respond with

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

Space constraint

Other

Please Explain \*

Select "Yes" or "No" to indicate compliance with convenience requirement.

If "No" is selected, select reason, attach required documentation, and explain situation.

# Page 3: Signage & Education

## 5. Signage

Do you have signage on outdoor containers meeting the following requirements? Note: Your waste service provider may provide signage.

- Landfill containers - labeled as "landfill" in 2 languages
- Recycling
  - Labeled with chasing arrows symbol (recycling symbol)
  - Labeled in 2 languages (example [here](#))
- Compost
  - Labeled with plant symbol
  - Indicates what materials are accepted in the container

Select Yes or No: \*

Yes ▼

Select "Yes" or "No" to indicate compliance with additional URO requirements.

## 6. Education

Are the employees or tenants of this property educated about what and where to recycle within 30 days of hire or move-in and at least once a year?

Are educational materials offered in at least 2 languages?

Yes ▼

Select the educational methods used: \*

- Email
- In-person
- Flyer

Provide additional details when prompted.

Education is required. For dual language educational materials, see our website: [Zero Waste Education](#)

Click the link for free signs and educational materials

# Page 3: Waivers

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## Waiver Request

A Waiver Request may be granted on a case-by-case basis.

You are required to request a waiver because you responded "no" to providing single stream recycling.  
Please state if alternative materials are recycled.

You are required to request a waiver because your property is not meeting the minimum capacity requirement. Please

Please explain your waiver request: \*

Upload any supporting documentation you would like to include:

 No file chosen

**Complete this section when a waiver must be requested for materials or capacity.**

**Waiver requests must include an adequate explanation of the situation to be considered.**

**For assistance with requesting a waiver, contact Austin Resource Recovery at 512-974-9727 or [CommercialRecycling@AustinTexas.gov](mailto:CommercialRecycling@AustinTexas.gov)**

# Page 3: Certify Information & Submit

Complete the signature section and check the certify box.

Name \*

Title: \*

Name of Company: \*

Email: \*  *Example: name@example.com*

Phone Number \*

Certification \*  I certify that this information is true and agree to hold responsibility for the validity of the data.

Click "Mark Complete" when the ADP is ready to submit.

Click "Mark Complete" to confirm submittal.

Confirmation ✕

**Nice work!**

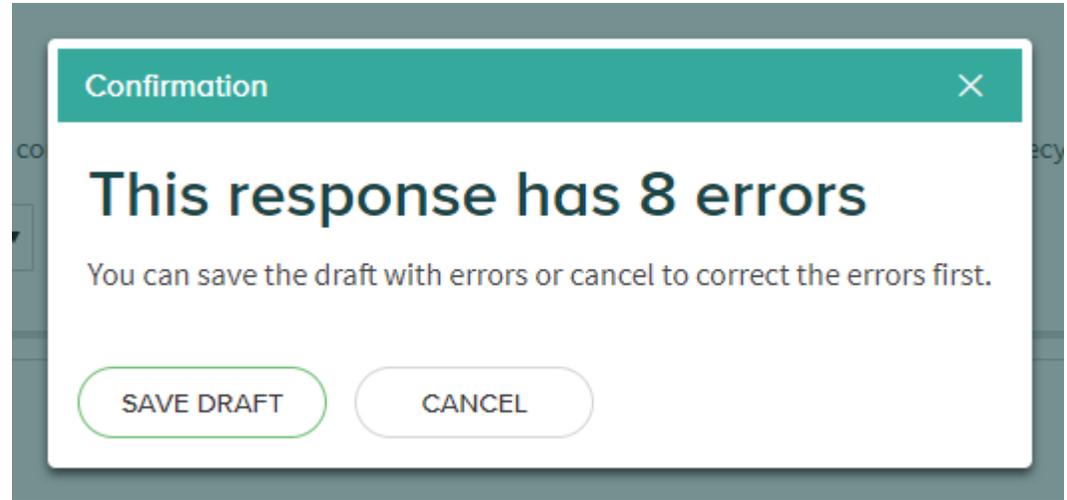
As a reminder, responses marked complete can not be edited. Are you sure you want to continue?

# Saving a Draft

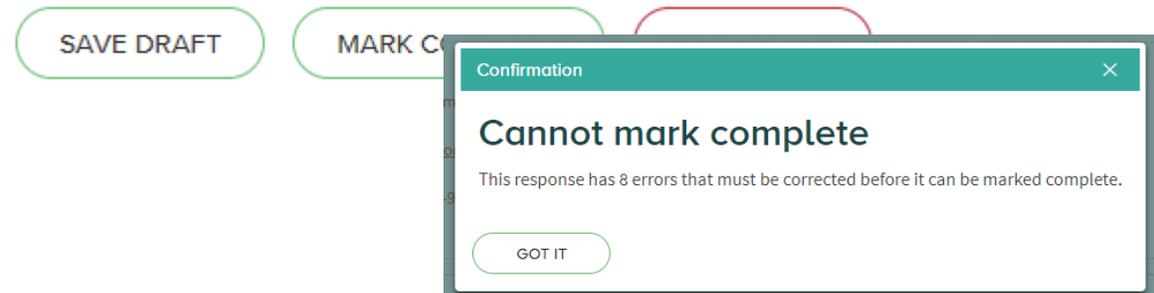
If you see any of these messages when saving, you have missed a required field. Check your responses and ensure all required fields are complete.

- Select - Required Field

**!** **WARNING** A response has been saved with errors. Please correct errors to mark complete.



You can save a plan with errors and complete it later, but you cannot mark it complete until all errors are corrected.



# Add Another Property to Your Account

If you have additional properties to add to your account follow these steps.

The screenshot shows a web application interface. At the top left, there is a navigation bar with 'Home' and 'Find Programs' links. A red arrow points from a blue callout box labeled 'Click "Home"' to the 'Home' link. Below the navigation bar is a 'WORKSPACE' section. On the left of the workspace is a circular logo for 'AUSTIN RESOURCE RECOVERY'. To the right of the logo, the text reads 'Program: City of Austin - Universal Recycling Ordinance - Annual Diversion Plan' and 'SAMPLE COMMERCIAL PROPERTY'. Below this, there is a 'SWITCH MEMBER' dropdown menu. Underneath the workspace is a 'WORKSPACE' heading followed by 'Optional Help' and a light blue button that says 'GUIDANCE SURVEY - NOT SURE WHAT FORMS YOU NEED TO FILL OUT? START HERE'. On the right side of the interface, there is a 'PROGRAMS I'VE JOINED' section. A red arrow points from a blue callout box labeled 'Click on the Annual Diversion Plan Program' to a program card. The program card contains the text 'CITY OF AUSTIN - UNIVERSAL RECYCLING ORDINANCE - ANNUAL DIVERSION PLAN' and 'Austin Resource Recovery, City of Austin', along with the 'AUSTIN RESOURCE RECOVERY' logo.

# Add Another Property to Your Account

## MEMBERS

The screenshot shows a web interface for managing members. At the top left, there is a green header with '3 MEMBERS' and a '+ ADD MEMBER' button. A red arrow points from a blue callout box 'Click "Add Member"' to the '+ ADD MEMBER' button. Below the header is a search bar. The main content area shows a list of properties. The first property is 'MULTIFAMILY SAMPLE' with address '123 Property Address, Austin, TX 78700, USA' and type 'Multifamily Property (Apartment, condomini)'. The second property is 'SAMPLE MULTIFAMILY PRO'. A 'Join program' pop-up dialog is overlaid on the second property. The dialog title is 'Join program' and the main heading is 'Join City of Austin - Universal Recycling Ordinance - Annual Diversion Plan'. Below the heading is a paragraph: 'Join this program by creating a new organization. Some programs require the program manager's approval before your organization can become a member of the program.' At the bottom of the dialog is a button labeled 'New organization' with a 'CREATE NEW' label inside it. A red arrow points from a blue callout box 'Click "Create New" in the pop up message box and follow the steps to add the additional property' to the 'CREATE NEW' button.

3 MEMBERS [+ ADD MEMBER](#) **Click "Add Member"**

Search:

**MULTIFAMILY SAMPLE**  
123 Property Address, Austin, TX 78700, USA  
Multifamily Property (Apartment, condomini)

**SAMPLE MULTIFAMILY PRO**

**Join program** ×

**Join City of Austin - Universal Recycling Ordinance - Annual Diversion Plan**

Join this program by creating a new organization. Some programs require the program manager's approval before your organization can become a member of the program.

New organization

**CREATE NEW** **Click "Create New" in the pop up message box and follow the steps to add the additional property**