

ANNUAL REPORT MULTI-FAMILY RECYCLING



CITY OF SAN ANTONIO
**SOLID WASTE MANAGEMENT
DEPARTMENT**

2018

2018 Annual Report: Multi-Family Recycling

Introduction

In 2010, the San Antonio City Council passed the Multi-Family Recycling Ordinance that amends Chapter 14-43 of the city code to require multi-family complexes within the city to provide adequate and convenient recycling to all residents. The ordinance outlines requirements property owners, managers, and recycling haulers must follow related to multi-family recycling.

Under the ordinance, multi-family properties are required to register with the City of San Antonio Solid Waste Management Department (SWMD) and are inspected by the Commercial Initiatives and Multi-Family Recycling Division (CIMFRD). Multi-Family Recycling Coordinators inspect properties with a history of compliance once every four years. Others, such as new, non-compliant, and those that haul recycling independently (self-haulers) to material recovery facilities (MRFs) are inspected annually. In addition, property complaints received by the department are inspected throughout the year, as they come in. The compliance rate for FY2018 was 98%¹.

Per the ordinance, recycling haulers are required to submit annual reports by March 1 of each year. The report lists multi-family properties serviced with recycling and garbage collection, the number of living units at each property, tonnage collected, and the MRF recyclables are delivered to.

Inspection Process

At the beginning of the fiscal year, properties are sorted into one of six lists for inspection. Properties on the Annual and Monitoring lists are inspected every year, while properties in a Quadrennial list are inspected every four years. 28 new properties were added in 2018 compared to 89 in 2017, and 17 in 2016. New properties are added to the Annual list until it establishes a history of compliance, after which it is moved to a Quadrennial list.

¹ Hauler data is reported by calendar year. Compliance is reported on the fiscal year for budget purposes, however, the anticipated compliance rate for FY2019 is 97%.



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Table 1: Number of Properties by List Type

List	Number of Properties
Annual	146
Monitoring	23
Quadrennial 2019	264
Quadrennial 2020	269
Quadrennial 2021	252
Quadrennial 2022	280

Table 2: Count of New Properties

Calendar Year	New Properties
2016	17
2017	89
2018 ²	28

Properties are broken into monthly inspection zones that cross multiple zip codes and council districts. There are approximately 40 properties in each zone scheduled for inspection each month so staff can complete all planned inspections during a given fiscal year. As inspections are conducted, information is entered and routinely updated in a central database. Each type of inspection serves a specific purpose (see Figure 1), though routine inspections are the most common.

Figure 1: Types of Inspections and Description

Implementation	Routine	Compliance	Complaint
Review and register new property plans	Ensure continued compliance	Visit to failed properties to verify resolution or escalation to Municipal Court	Following up on a property where a resident expresses concern(s)

To help ease the inspection expectations, advance letters are mailed to owners and managers thirty days before inspections begin. When properties fail an inspection, property owners and managers are informed on-site if available and then sent a 30-day violation notice. The notice explains the issue(s) found and resulting enforcement action. If not corrected after the thirty days, a second 15-day notice is issued. The number of inspections conducted on a property is dependent upon the promptness of an owner or manager to comply and/or the challenges it is experiencing.

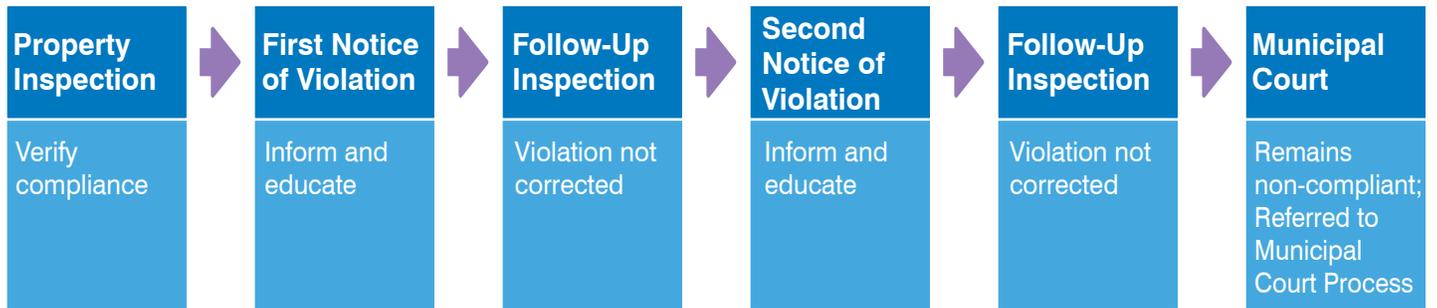
For example, a newly constructed property will receive an implementation inspection in order to start the registration process; then, if management has challenges with choosing the sufficient amount of capacity, it may experience a routine inspection, compliance inspection, and be placed on the monitoring list. An inspection is conducted after the expiration of each notice to provide an opportunity for follow up and resolution. When compliance issues are not resolved after the second notice, SWMD may file an affidavit with the Municipal Court, and the City may take further action for enforcement.

² When the annual report data was received from private haulers this year, 100 new properties were identified that were not already present in the database. These properties have been added to the implementation list for FY2020.



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Figure 2: Enforcement Process



Inspection Data

In 2018, SWMD Recycling Coordinators inspected 584 properties that were either serviced by private haulers or self-hauled by owners. Properties serviced by the SWMD are not included in the inspection data as they are inspected by the SWMD Inspection Team.

As shown below, out of the 584 inspected properties, a total of 507 received a routine inspection. It is customary for properties to receive a routine inspection unless non-compliance issues exist or the property is new to the program. All inspections conducted are shown below.

Table 3: Inspections by Type 2016 - 2018

Inspection Year	2016		2017		2018	
	Inspections	Failures	Inspections	Failures	Inspections	Failures
Implementation ³	12	4	1	0	12	0
Routine	1,201	99	293	32	507	82
Compliance	168	49	65	19	57	16
Complaint	6	1	5	3	8	5
Total	1,387	153	364	54	584	103

Violation Data

Violations fall into three main categories - Convenience, Capacity, and Signage. It is important to note that properties may have more than one violation during a single inspection. For example, a property may fail due to signage and capacity.

³ Implementation inspection count differs from Table 2 (above) because of the difference in calendar year and fiscal year reporting.

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Figure 3: Violation Categories and Examples

Convenience

- Valet does not collect recycling at the same frequency as recycling
- Disposal containers are locked
- Recycling containers not available in all waste areas
- Recycling not available

Capacity

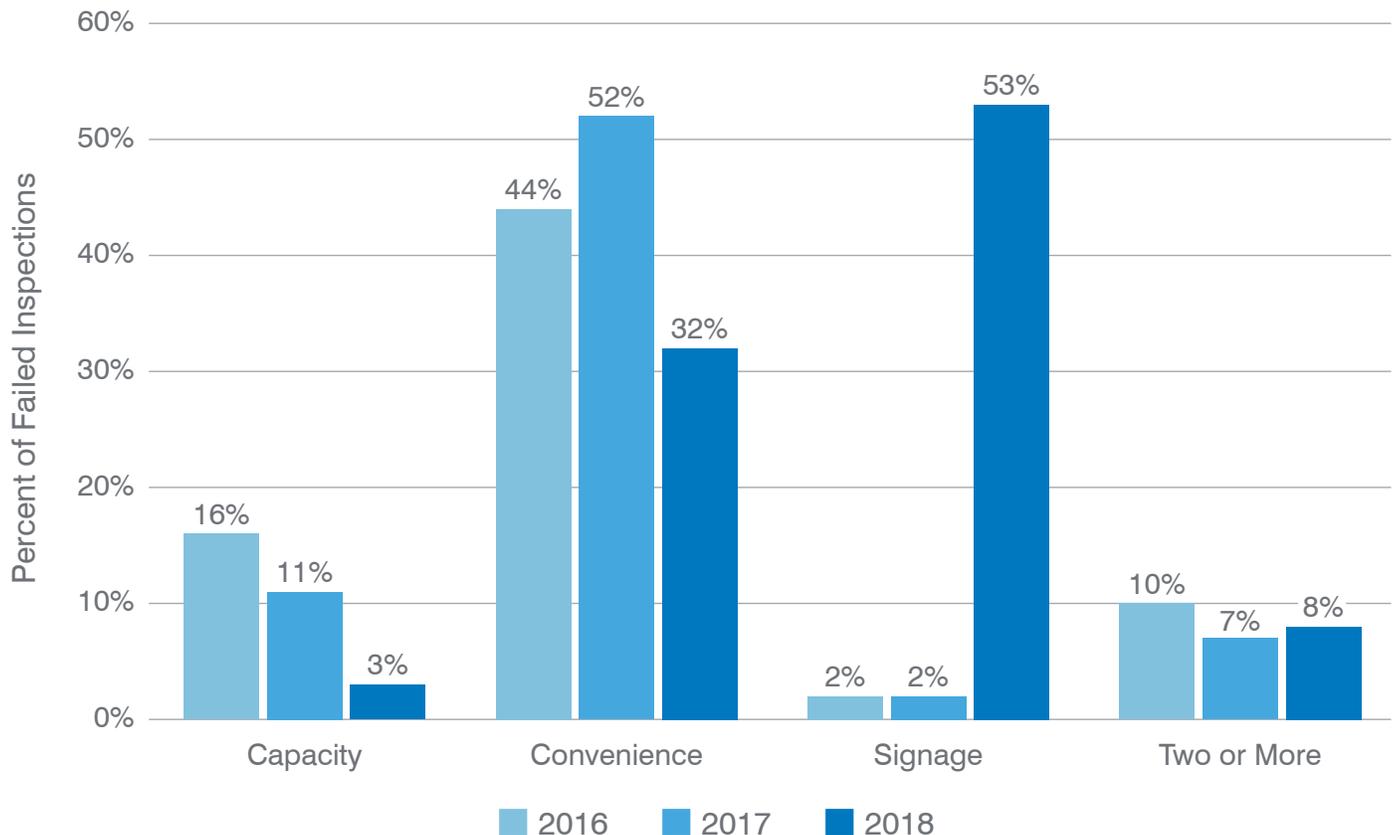
- Recycling containers are overflowing

Signage

- Does not state that containers are for recycling only
- Does not state types of materials accepted

In 2018, 8% of failed inspections were due to more than one violation and 32% of failed inspections were due to violations in the convenience category. Notably, violations due to signage increased from 2% to 53% of total annual violations.

Figure 4: Percent of Violations by Type⁴



⁴ Values do not add to 100% due to structure of the pre-existing database design. The new design greatly reduces instances of this issue, and a new update should eliminate it entirely.



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Hauler Reporting

Haulers report on the total number of units served, months serviced, and the recycling capacity provided (in cubic yards, CY). Staff uses this data to calculate recycling gallons provided per unit per week. In 2018, the report format was revised to include reporting on garbage capacity provided. Staff found that on average, haulers are providing a ratio of approximately 10 gallons of garbage capacity to 1 gallon of recycling capacity per unit.

Table 4: Recycling Capacity Calculation

Data from Self Haulers and Private Haulers					
Report Year	Units Served	Recycling			
		Annual CY	Percent Change from Previous Year	Annual CY Per Unit	Weekly Gal Per Unit
2016	158,906	374,723	–	2.36	9.07
2017	162,059	421,001	12%	2.60	7.08
2018	164,004	521,787	24%	3.18	14.29

Table 5: Garbage Capacity Calculation

Data from Self Haulers and Private Haulers				
Report Year	Units Served	Garbage		
		Annual CY	Annual CY Per Unit	Weekly Gal Per Unit
2018	164,004	5,310,320	32.38	137.14

Education and Outreach

In 2018, the SWMD designed and implemented a plan to improve education and outreach to San Antonio residents that live in multi-family dwellings. The plan included staff coordination with property managers to educate multi-family residents about recycling. With the assistance of the department's marketing team, staff developed a flyer and PowerPoint presentation to inform residents about the Multi-Family Recycling Ordinance, proper recycling practices, and available city resources for bulky waste disposals. The team also distributed over 100 counter-top recycling bins at their presentations in 2018.

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Other Initiatives

Staff continues to find more efficient ways to conduct inspections, help properties avoid failing inspections, and identify new properties. The multi-family team now creates an annual inspection plan for all properties due for a compliance inspection in a given year. These are then divided into monthly allotments and clustered by geographic area. Each month's property inspection list is then fed into an ESRI application that creates a driving path for the inspector to reduce driving and preparation time.

Properties on a route are also sent letters at the beginning of the month prior to the month of inspection notifying the managers and owners of the ordinance requirements and their upcoming inspection. These letters include a simplified ordinance with suggestions about common problems and solutions. Also, since 2018, staff has coordinated with the Department of Development Services (DSD) to receive lists of new properties. The team has also modified the Annual Hauler Reports to find new or unregistered multi-family properties in San Antonio.

Staff also continues to build relationships with haulers through increased communication such as monthly phone calls, annual refresher letters about ordinance requirements, and participating in the SWMD's annual hauler meetings to ensure multi-family properties have proper signage on their recycling containers and will continue these efforts in 2019.

