



# FY2026– Q2- Performance Update

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Austin Resource Recovery | March 25, 2026

# FY 2026– Q2- Performance Update



# Key Performance Indicators (KPIs) | Austin Resource Recovery

March 25, 2026

KPI Number:	Key Performance Indicator:	FY23 Actual Result:	FY24 Actual Result:	FY25 Actual Result:	FY26 Q1 Year-to-Date Actual Result:	FY26 Target:	FY26 Status:
8665	Average Customer Satisfaction With the Quality of all Curbside and Household Hazardous Waste Services	71.70%	N/A	Available Spring 2026	Annual	75%	On Track
3452	Lost Time Injury Rate Per the Equivalent of 100 Employees	1.22	4.25	10.17	Annual	0.00	In Progress
8466	Percent of Combined Residential Collection Services Collected On-Time	99.82%	99.82%	99.77%	99.7%	100%	On Track
9107	Estimated Percent of Curbside Collected Materials Diverted from Landfills by ARR	63.42%	36.55%	36.61%	36.64%	38%	On Track
9168	Percent of Universal Recycling Ordinance-Affected Properties Reporting Access to Recycling for Employees and Tenants	62.30%	59.29%	69.76%	Annual	65%	On Track

# ISO 9001:2015 Certification



## Quick Navigation





# ISO Performance Metrics - Sample

Goal	Accomplishments
Percent of Trash, Recycling, and Composting Special Services Collected On-Time	Consistently meets or exceeds the $\geq 98\%$ on-time target across all three service areas.
Pro Center Email Handling – Average Customer Satisfaction Rating	Exceeds the target of $\geq 3.5$ on a 4-point scale for the past 12 months.
Recycle and Reuse Drop –off Center & Household Hazardous Waste Drop-Off Customer Satisfaction Survey Ratings	All three survey metrics meet or exceed the $\geq 4$ on a 5-point scale. <ul style="list-style-type: none"> <li>• Drop-off Booking Process</li> <li>• Drop-off On-site Process</li> <li>• Drop-off Customer Satisfaction – Average Employee Rating</li> </ul>
Clean Creeks – Average Number of Clean-Ups per Site per Month	Target is $\geq 2$ . This metric is the most improved. After falling below target during the first 6 months of tracking, the team increased focus and has met or exceeded the target—often well above it—for the past 5 months.



# Austin Resource Recovery Strategic Goals

## Zero Waste Comprehensive Plan & Climate Equity Plan

- Bulk, Brush, and Household Hazardous Waste On-demand collection
- Implementation of multifamily composting policy
- Expand digital public tools, such as the Austin Reuse Directory, for locating donation and reuse opportunities
- Move Out ATX – promotes donation of unwanted items during student move out to support Austin’s zero waste goal, provide economic opportunities for reuse organizations, and improve neighborhood safety and cleanliness
- Construction & Demolition Recycling Ordinance Implementation
- Rheaply is an online software program that allow sharing and swapping of City of Austin furniture and equipment between departments



# Key Milestones | Austin Resource Recovery

March 25, 2026

Number:	Key Milestone:	Target Completion Date :	Previous Status:	Current Status:	Revised Target Completion Date :
1	Establish litter removal coordination efforts with non-profits to identify cleanup sites throughout the City	Q1 FY26		In Progress	Q2 FY26
2	Offer Compost Services in Central Business District (CBD) to bring the district into alignment with the standards set in the Universal Recycling Ordinance and demonstrate our commitment to Zero Waste.	FY26– Q2		In Progress	
3	Implement solar farm at FM812 Landfill to create energy benefits for the community by utilizing un-used City land	FY26– Q2		In Progress	
4	Complete ISO 9001 Standard (for quality management systems) certification	FY26– Q2		Complete	
5	Identify site for North Transfer Station to improve department operational efficiency and provide an opportunity for community drop-off of hard to recycle materials	FY26– Q2		In Progress	
6	Purchase furniture reuse warehouse to accept and redistribute gently used furniture to nonprofits and their clients	FY26-Q4		In Progress	Q2 FY26

# Contributions to Climate



Austin

- Austin Resource Recovery (ARR) is partnering with Austin Energy to explore using ARR's closed landfill for the installation of a solar array to produce renewable electricity to power Austin homes.
- ARR's Recycle & Reuse Drop-off Center is selecting and stockpiling Austin ReBlend paint for the new Convention Center, reusing about 3,600 gallons and saving nearly \$100,000.
- The Circular Economy Program encourages the reuse, repair and recycling of materials through programs like Fix-It Austin, ReVerse Pitch and circular services to local businesses.
- ARR is actively working to electrify the fleet. Light-duty vehicles, such as pickup trucks and passenger cars, were replaced with electric models, and we recently purchased an electric trash collection vehicle to test.



# Contributions to Water

- ARR removed 1,476 tons of debris from area encampments throughout the city. ARR also removed 48 tons of litter debris from the embankments of area creeks in FY25.
- To date, ARR collected 383 tons of Household Hazardous Waste curbside through the on-demand program, keeping chemicals, oils, paints, and solvents out of storm drains and waterways.
- ARR swept approximately 79,000 miles of city roadways and removed 5277 tons of debris in FY25.



# Contributions to Environment



- ARR's internal reuse marketplace program Rheaply, helps extend the life of City resources such as furniture, equipment, and office supplies.
- Curbside recycling and composting programs reduce landfill waste, conserve natural resources, and lower environmental impacts. In FY25, ARR diverted 40,094 tons of recycling and 38,971 tons of compost from curbside collections.
- The Universal Recycling Ordinance supports Austin's zero waste goal. The ordinance requires commercial businesses and multifamily properties to ensure that all commercial tenants, multifamily residents and employees have access to recycling and composting services.
- Crews removed 490 tons of litter from the central business district and cleanups in the rights of way in FY25.



# Contributions to Parks

- ARR partnered with the Austin Parks and Recreation to recycle discarded Christmas trees, processing about 950 cubic yards of trees at Zilker Park into roughly 260 cubic yards of mulch for Austin residents.
- ARR removed approximately 450 tons of debris and illegally dumped items in FY 25 from parks.
- ARR worked with Austin Parks and Recreation to develop a diversion opportunity for cemetery spoils that were previously landfilled. The spoils, which are leftover soil and debris that are excavated when a grave is opened, are collected and used as fill in the City's closed landfill.



# Thank You!