

**Ann Arbor Organics Management Plan
Preliminary Commercial Recommendations
For Review and Discussion Only - Subject to Change**

The following preliminary recommendations for commercial organics management in Ann Arbor have been developed for the Commercial Advisory Committee's review and comment.

The preliminary recommendations have been developed based on the research and analysis completed to date, best practices in other high-performing and progressive communities, and the input of the committee. Based on the Committee's feedback and the project team's continuing analysis, the recommendations may be modified prior to presentation to the Environmental Commission.

Recommendations are organized by topic / operational area and are numbered in each topic area. Supplementary information is provided in bulleted form following certain recommendations, addressing implementation, costs, or decision points. Further detail and implementation responsibilities will be developed and incorporated in the future Organics Management Plan.

Reduction and Donation

1. Promote food waste reduction practices by sharing the USEPA food waste reduction tools available in its *Food: Too Good To Waste Implementation Guide and Toolkit* through the A2 website, supplementing with local information if necessary.
2. Provide and maintain a comprehensive listing of food donation outlets and guidelines for food donation on the A2 website and through other outreach materials.
3. Assist food donation outlets to provide incentives or rewards to residents donating unused food, such as discounts at local markets, restaurants, etc. in exchange for food donation.
 - No material cost to the City; envisioned to be broad-based outreach to the business community either by City staff or food donation outlets to request business participation in offering coupons for distribution to food donors
 - Could be conducted as part of a food waste diversion promotion campaign that includes promotion of businesses performing food waste diversion / participating in a future commercial organics collection program
4. Work with food donation outlets to determine whether data tracking and reporting can be provided to measure Ann Arbor resident efforts to reduce disposal of food waste.

Collection

1. Survey businesses to determine their preliminary interest in subscribing to a food waste collection service provided by a hauler contracted by the City, with cost to be paid by participating businesses.
 - A subset of businesses consisting of food-centric businesses such as restaurants/bars, catering businesses, grocery stores, and farmer's markets could be targeted for this initial survey as they are the most relevant audience.

- Information received in response to the survey will be incorporated into the collection RFP (see Collection Recommendation 2) as a guideline for responding haulers, with the qualification that the number of subscribing businesses may be more or less than indicated by the survey and may change over the term of the contract as businesses add or drop the service.
2. Develop and distribute a Request for Proposals to secure a private hauler to provide food waste collection on an exclusive basis to participating businesses and multi-family properties not eligible for residential collection service.
 - Business and multi-family participation will be voluntary, on a subscription basis.
 - Participating businesses will pay for the service at the rate established in the contract.
 - Securing a single hauler to provide collection service ensures a single point of contact for the City and pricing consistency and transparency to businesses.
 - The selected hauler will provide exterior collection containers, with sizes, number, and collection frequency selected by the business and approved by the hauler/City.
 - The hauler will be responsible for all billing to participating businesses and providing customer service; note this is different from the commercial waste collection program and reflects lessons learned through that program.
 - City to evaluate whether the City can sustainably fund a portion of the costs related to collection (e.g., the tipping fee at the compost facility) from existing solid waste program funding.
 - Contract term must be sufficient to ensure hauler can cost-effectively serve businesses and recover investment in equipment and labor; suggested contract term of 5 years, with one 5-year renewal option
 3. Provide implementation oversight to participating businesses, including identifying or reviewing organics container size, location, and service frequency needs and waste service modifications.
 - Implementation oversight required for all businesses prior to the start of service
 - All containers and placement must comply with City code and be approved by the City prior to implementation
 - Implementation oversight should be provided by one or more dedicated City staff members
 - For businesses in the DDA with alley service or other properties with significant space constraints, the contracted hauler should also participate in the space / service review to identify particular constraints that may need to be addressed to provide adequate service without impeding other alley or property operations
 - Encourage businesses to partner to share containers where feasible

- Shared containers recommended only if businesses mutually agree to sharing the container and with prior approval by the city (this is critical when it comes to thinking about space, billing and code)
- With shared containers, billing and enforcement should be allocated to a single business per container (i.e., if 3 businesses agree to share service, only 1 is named on the account and is responsible for payment and compliance with set-out requirements / cleanliness around the container in the eyes of the contractor)

Education and Promotion.

1. Develop a robust education program to promote food waste reduction, modify operations to allow for separation of food wastes, and prepare for participation in a City-contracted food waste collection program.
 - Slogan/branding for compost collection
 - Highlight environmental benefits of waste reduction and compost
 - Develop comprehensive website
 - Consider need for multiple languages for education materials
 - Promotion through direct mailings, social media, newspaper, radio, television
 - Education roll-out when City is prepared to begin the process of procuring a hauler for the commercial collection program
2. Develop educational materials to be provided by the City and/or downloadable from the A2 website for posting or distribution by businesses and at multi-family properties classified for commercial service who have subscribed for commercial collection service.
 - Common area signage
 - Back-of-house signage
 - Container labels identifying acceptable materials
 - Tips for organics management
3. Offer one-on-one training / site evaluations to assist businesses in establishing a food waste diversion practice following establishment of the commercial collection program.
 - Optional training / evaluation service for participating businesses focusing on segregation methods, employee training, performance monitoring, kitchen container selection and management, etc.
4. Provide half-day workshops to the business community to promote and facilitate implementation of the commercial collection program.

5. Develop and provide promotional materials to businesses participating in a City-organized commercial compost collection program to denote their participation and serve as ambassadors of the program to the broader community.
 - Materials may include “A2 Compost Partner”-type decals or badges to be displayed at participating businesses.
6. Provide ongoing education to reinforce food waste reduction and compost collection best practices.
 - This will be important for businesses where employee turnover impacts performance and quality of compost set-outs
7. Provide ongoing education as program changes are approved for implementation.
 - Business association / Citywide meetings to provide feedback on program performance, review lessons learned, and reinforce best management practices
 - Communicate ordinance requirement and penalties for not participating if going to mandatory collection service

Performance Monitoring

1. Routinely evaluate commercial sector organics diversion performance.
 - Review performance annually during initial term of collection contract
 - Collection quantities via scalehouse records and/or hauler reports
 - Business participation and feedback, via hauler reports, online survey, and lid-lifting of carts/containers
 - Contamination, via visual observation of incoming material and feedback from compost facility operator on screenings from finished compost
 - Compost facility operation, including ability to manage food waste as an increased proportion of incoming organics
 - Prepare a performance summary prior to renewal or re-procurement of collection contract to assess program performance and identify the need for possible program changes
2. Prepare case studies of successful collection implementation at various types of properties in the City to serve as models for other properties.
 - Downtown alleys
 - Strip malls
 - Multi-building multi-family complexes

- High-rise apartments
- Mixed use buildings with consolidated collection
- Shared containers
- Restaurants
- Grocery stores

Future Phased-In Mandatory Collection Service for Food-Centric Businesses

1. Following implementation of the subscription-based collection program and based on the performance of the program, conduct a future evaluation of the feasibility of mandatory organics collection service for food-centric commercial properties (restaurants/bars, catering, grocery stores, farmers markets)
 - Future policy decision / ordinance development for mandatory collection dependent on:
 - Available funding and staffing for City contract administration and inspections / enforcement
 - Specific and proven solutions available for space-constrained properties, including alleys
 - Compost facility continues to operate without problems / contamination / odor
 - Education of upcoming shift is communicated at least 1 year in advance, and possibly phased based on business size over a multi-year implementation period
 - Until mandatory collection service is established and successfully implemented, mandatory diversion of food waste / organics from the commercial sector should not be pursued.

Fats, Oils, and Grease Management

1. Develop and implement a licensing or registration requirement applicable to all companies providing used cooking oil collection via City ordinance. As a condition of licensing, require service providers to submit a listing of customers and container locations with the initial license request and all annual renewals.
 - This would need to be coordinated with the Washtenaw County Health Department.

On-Site Composting

1. Require businesses engaging in on-site food waste management (such as on-site composting, food slurring to send to wastewater treatment, individual digesters) to register their operation with the City.
 - Tracking tool for use in monitoring diversion quantities

- Provide potential information for use in identifying alternative management options in the future
- Provide basis for evaluating future criteria that may be used to exempt businesses from a mandatory collection requirement

Multi-Family

1. Perform an assessment of all multi-family properties to assess available space for compost carts and suitability of truck access or cart staging for collection.
 - City staff (collection operations supervisor or trained designee, possibly in cooperation with City-contracted private hauler) will visit each property to provide visual assessment of the ability to serve the property using compost carts and classify properties for residential or commercial service
 - Properties that are determined to be feasibly served with compost carts will be included in the residential program and provided the same services as single-family and duplex properties
 - Properties that are determined to not be feasibly served with compost carts will be included in the commercial program and provided the same services as commercial properties
2. Provide a reference list or look-up option on the A2 website to identify the program (residential or commercial) that each multi-family property is assigned to.
 - List will be developed, maintained, and posted by the City based on the outcome of property assessments; responsible departments to be identified in Plan