

## Household Hazardous Waste (HHW)

### Pilot Curbside Collection Program

The HHW Program is a joint effort between the City of Tucson and Pima County that started over 18 years ago. The program is responsible for the safe collection, reuse, recycle and disposal of thousands of tons of common household chemicals, cleaners and automotive products. The program's success relies on City and County residents who take their HHW to the main collection site or the monthly outreach locations. Environmental Services (ES) has brought the program to residents as a newly created pilot program.

On October 1, 2012, ES staff initiated a pilot program to its Wednesday collection area. The area consisted of approximately 28,000 eligible customers to participate in the program. To be eligible, the resident had to have an active City of Tucson water bill in which ES could bill them for the \$25 charge per collection. As ES was not sure of the participation level it would receive, only about 6,000 customers received the first notice of the program by mail. Over the next few weeks, the participation rate was very low, so ES chose to excel the program and mail out notices to all the remaining customers in the Wednesday area.

Upon reviewing the statistics in December 2012, ES staff chose to expand the program. The east side of Tucson, which is the Tuesday collection area, was the next targeted area in which an estimated 31,000 customers would be eligible. Once again, not sure what the level of participation would be, ES mailed out notices to 6,000 customers and received about the same amount of participation as the west side.

As of January 1, 2013, ES had a total of 19 requests for curbside collection for HHW. Although ES didn't receive many requests, the customers that did use the program did a great job of following the directions that were in the mail out and the information the ES Customer Service Representative provided by phone.

As of March 12, 2013, ES has had 27 requests for pick-up, which is a small increase in participation on the east side. ES has again chosen to mail out notices to all the remaining customers. Once the pilot program is complete, ES will gather all the information and be able report on the participation level, as well as, what the collection fee should be.