



# Household Pollutant Collection Facility Annual Report 2024

Prepared By:

STORMWATER MAINTENANCE AND OPERATIONS

Public Works Department

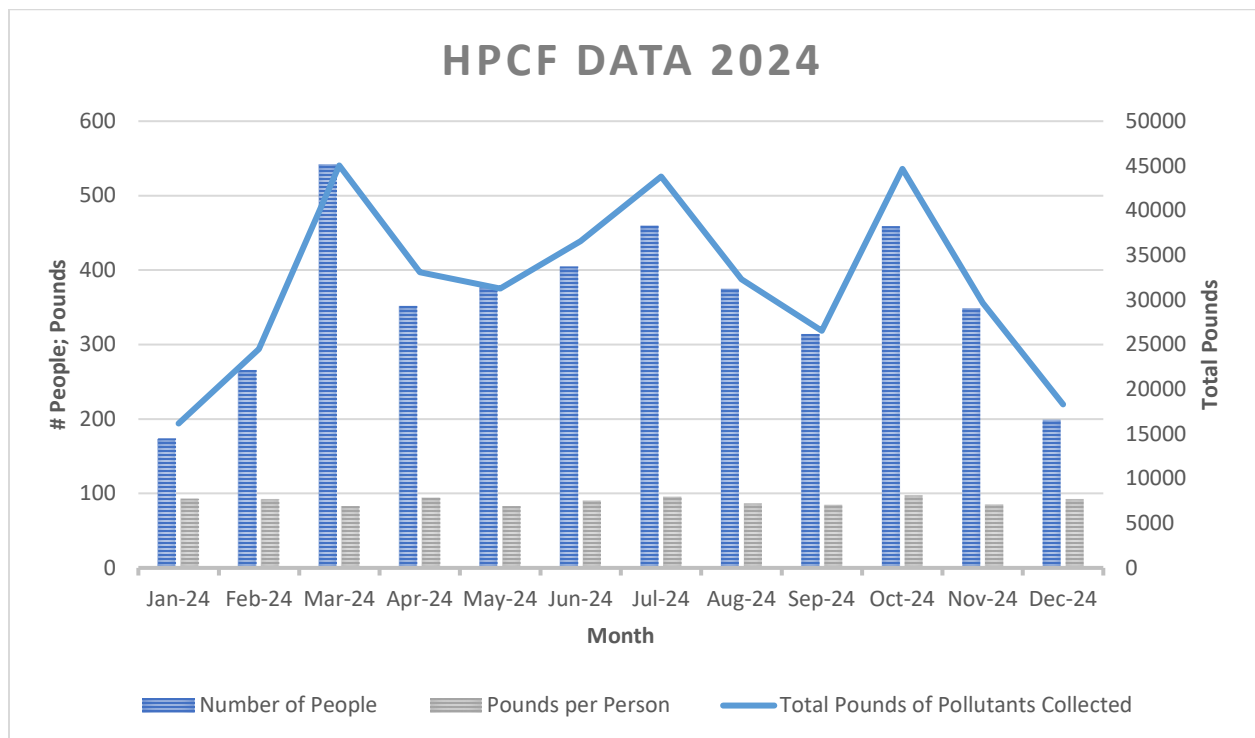
March 12, 2025



# Household Pollutant Collection Facility

## Annual Report 2024

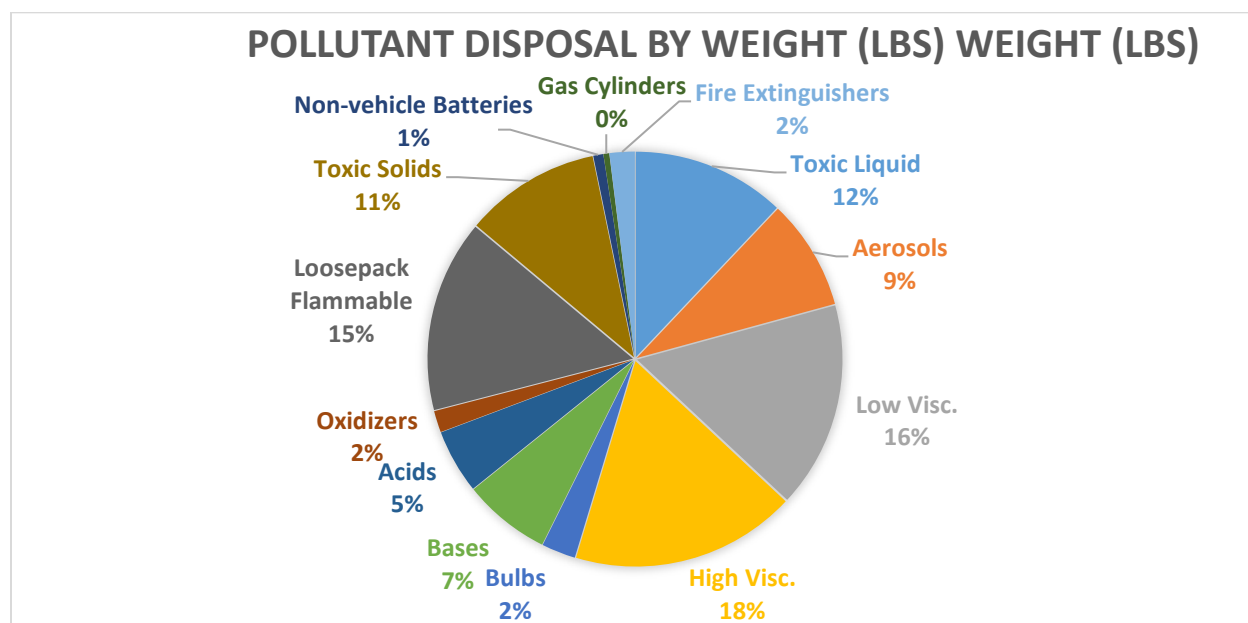
This report summarizes the 2024 operations of the City of Tulsa Household Pollutant Collection Facility (HPCF). The goal of this facility is the collection of household generated hazardous waste in an effort to reduce the amount of pollutants discarded in household drains, storm sewer systems, or landfills, and to improve the environmental quality of the land and water in the City of Tulsa. The Household Pollutant Collection Facility is a joint project of three City of Tulsa Department/Divisions (Solid Waste, Water and Sewer, and Stormwater). After obtaining a permit from the Oklahoma Department of Environmental Quality (ODEQ), the Household Pollutant Collection Facility opened on January 6, 2016, and we are happy to celebrate 9 years of successful and safe operations serving the citizens of Tulsa and surrounding communities. This year, the facility set a record with 4,272 customers and increased total pollutant intake to 381,890 lbs – the first increase since 2021. Both figures reflect the growing public demand for household waste disposal. See the chart below for month-to-month trends in total customers and pollutant poundage:



**Customers:** The Household Pollutant Collection Facility served 4,272 customers in 2024, an increase of 391. Customer participation from surrounding communities also increased to 702 customers, a 3.54% increase. Citizens from many miles away continue to hear about the HPCF and travel long distances to properly dispose of their unwanted household chemicals. See appendices for maps of customer locations. Citizens of Tulsa still made up the great majority of customers at 84% of participants. There is a substantial difference between the average weight brought in by Tulsa citizens (93 lbs) and outside Tulsa City limits/Metropolitan Environmental Trust (Met) member citizens (73 lbs). This difference is largely due to the voucher program only allowing for 45 lbs of pollutants at no cost to the customer. The number of customers from other municipalities can be seen below.

Tulsa – 3,570	Bartlesville—2	Claremore – 17
Broken Arrow—271	Sand Springs—31	Glenpool—13
Jenks—99	Skiatook—2	Sapulpa - 15
Owasso—99	Collinsville—18	Coweta—10
Bixby—66	Tulsa County—8	Other—51

**Pollutants Collected:** As previously stated, 381,890 lbs of household pollutants from 4,272 customers were properly disposed of through the Household Pollutant Collection Facility. This equates to an average of 90 lbs per customer, which is about 3 times the national disposal average of 28 lbs. per customer. Compared to 2023, the HPCF collected more pounds of pollutants (+ 27,508 lbs, 7.7% increase) from more customers (+ 391 customers, 10% increase) in 2024. The most abundantly disposed of nonhazardous pollutant in the facility was latex paint at 183,403 lbs. The most abundantly disposed of hazardous material disposed of through our disposal contractor was high-viscous flammable liquids, which accounted for 18% of the total pollutant weight disposed through the contractor. Other materials included aerosols (cans of spray paint, stains, insect repellent, etc.), toxic solids (granular fertilizers and pesticides), flammable materials, oxidizers (bleach, pool chemicals), acids (cleaners), bases (soaps and drain cleaners), NiCad and lithium batteries, and fluorescent light bulbs.



Other waste streams included:

- 3,185 gallons of used oil
- 775 gallons of antifreeze
- 4,326 lbs of batteries
- 455 gallons of cooking oil and grease
- 7,738 lbs of recycled goods (cardboard and plastics primarily)
- 3,830 lbs of small electronics

The HPCF also repurposed some of the used oil with its used oil heater, which supplemented other sources of heat in the HPCF through the winter.

**Promotion and Advertising:** The HPCF continues to be promoted to the citizens of Tulsa through radio, social media, streaming ads, and billboards as well. Stormwater Quality promoted this facility at staffed events such as the Home and Garden Show and State Fair. The [HPCF General Brochure](#) and the [Disposal of Non-Accepted Items](#) were handed out at many public events. The website for the facility <https://www.cityoftulsa.org/hpcf> and the Stormwater Quality website [www.tulsastreams.com](http://www.tulsastreams.com) still appear to be the most common source of information on the facility to citizens.

Maps have also been created to help guide advertising, specifically looking to target areas of Tulsa with low participation rates. See appendixes.

Various promotional products were also given away at various events. These included fridge magnets, chip clips, and branded tote bags. These items were given away to remind the public about the facility and provide important contact information and the facility address on each item.

City of Tulsa Gov  
January 27, 2024 · 🌐

Reduce waste by shopping for free at our Swap Shop at the Household Pollutant Collection Facility! Available items include household cleaners, fertilizers, motor oil, and more.  
Located at 4502 S. Galveston Ave, Wednesdays & Saturdays, 8 a.m. - 11:30 a.m., Noon - 4:30 p.m.  
Take up to 5 items for FREE. For more information, visit [cityoftulsa.org/swapshop](https://www.cityoftulsa.org/swapshop).  
And while you're there, you can drop off any unused or expired household pollutants you have.  
[www.cityoftulsa.org/hpcf](https://www.cityoftulsa.org/hpcf)

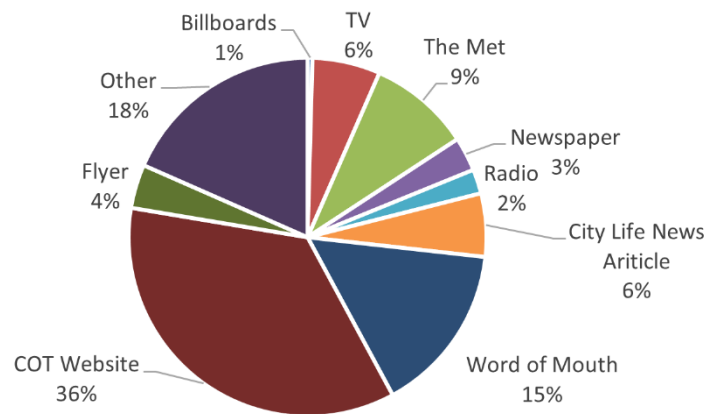
**Check out the Household Pollutant Collection Facility SWAP SHOP**

4502 S. GALVESTON AVE.  
Wednesdays & Saturdays  
8 a.m. - 11:30 a.m.  
Noon - 4:30 p.m.

Save Our Streams™

CITY OF TULSA

### How did you hear about the Household Pollutant Collection Program?



The media consultant Byers Creative continued to be the marketing and advertising agency for the HPCF. They purchased and ran ads utilizing the below methods. These external advertising efforts were lacking compared to previous years. In the coming year, increased advertising will be a priority. Turnover in the community involvement coordinator position may have accounted for the decrease in extensive advertising. Although there was less advertising with Byers, promotion of the facility through City events and social media seems to have compensated, which could explain the increase in both customers and weight this year. Other groups, including the City of Tulsa's Solid Waste Division, also educate citizens on where they can dispose of household chemicals properly which protects the solid waste and recycling process.

Media	Impressions	Reach	Cost	Other Details
Pandora (English)	13,892	11,136 and listen-through rate of 97.4%	\$250.00	HPCF/Swap Shop English – February 1 -March 15, 2024
Pandora (Spanish)	13,892	6,997 and Listen-through rate of 93%	\$244.87	HPCF/Swap Shop Spanish – February 1 -March 15, 2024
Spotify (English)	51,318	21048	\$250.00	HPCF/Swap Shop English – February 1 -March 15, 2024
Spotify (Spanish)	39,929	11642	\$250.00	HPCF/Swap Shop Spanish – February 1 -March 15, 2024
<b>Total</b>	<b>119,031</b>		<b>994.87\$</b>	

**Swap Shop:** The Swap Shop offers new or lightly used household chemicals and makes them available to citizens for use rather than the City paying to dispose of them. This allows the product to be used for



what it was manufactured for, reduces the overall disposal cost, and is popular with the public. During the previous year the Swap Shop was relocated and renovated to a more prominent place in the Facility with increased square footage for inventories, better lighting, and accessibility. The Swap Shop originally opened in March of 2017, and this aspect of the HPCF has come a long way toward improving its appearance and experience for citizens since then. When customers bring goods into the HPCF for disposal, they are asked if they are interested in taking up to 5 items home with them from the Swap Shop, including a free promotional bag branded with HPCF. Participation increased exponentially in 2024, with 1,819 people signing waivers upon taking items – a 1,742% increase from the previous year's 102. These customers took home 12,008 items, totaling 14,212 lbs, a 58% increase from the prior year. This increase primarily began after a Channel 6 News video where the Swap Shop was discussed and displayed. Since then, it has been difficult to keep shelves stocked. The Swap Shop aspect of the facility set records in both customer totals and poundage and continues to show how word has traveled that the Facility is a great place to “shop” for products without having to bring anything for disposal. All these metrics reflect a cost-saving to the City of Tulsa instead of paying for the disposal of these products. See photo below of bare shelves after a typical week in the Swap Shop:

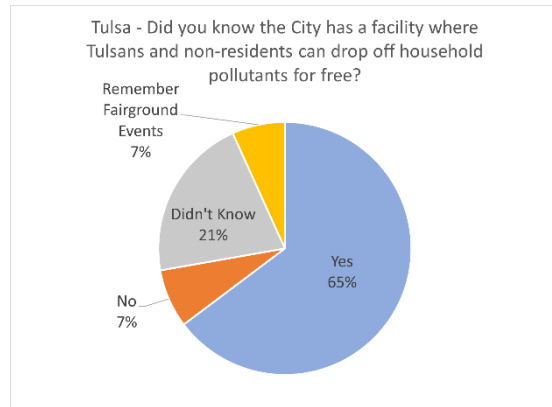
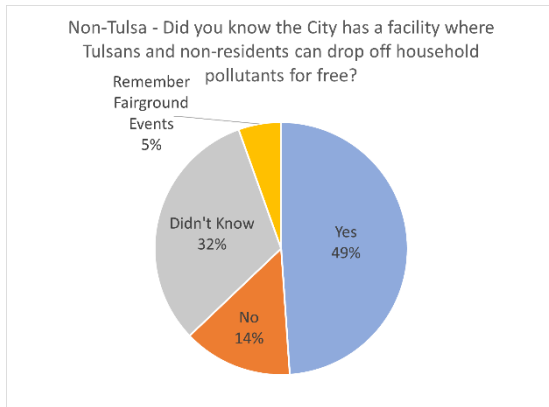


Before

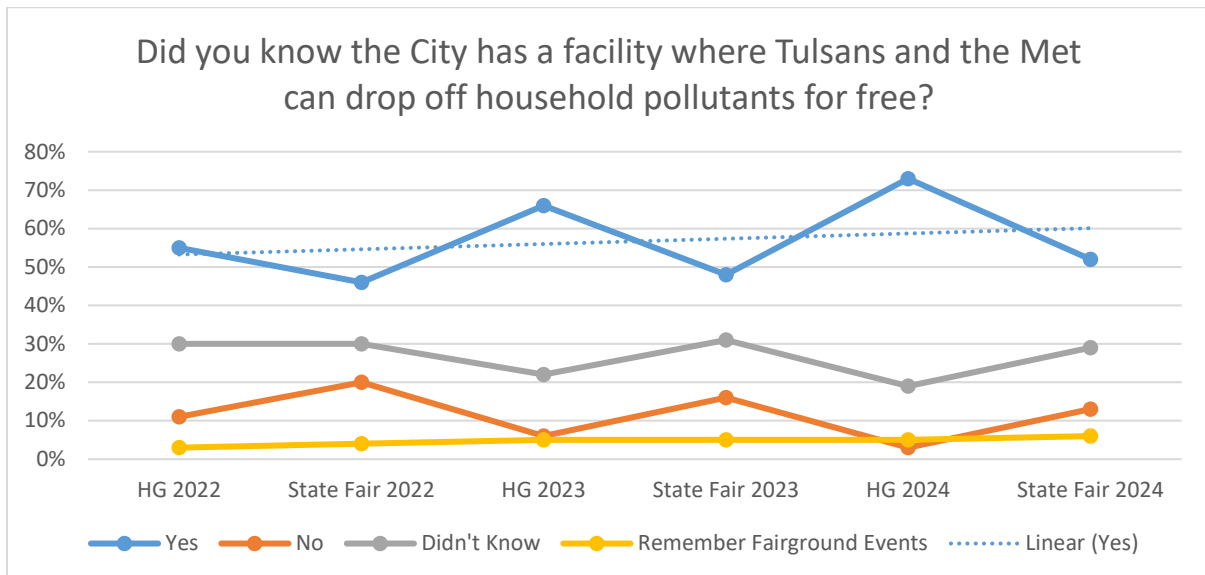


After

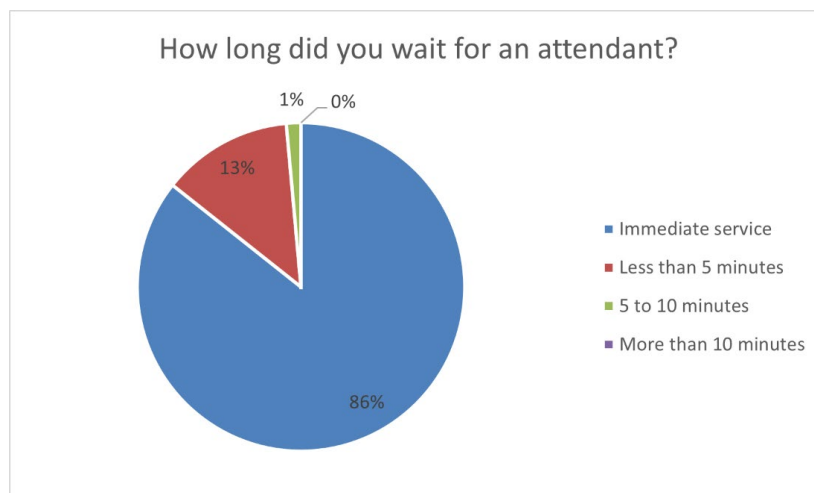
**Customer Surveys:** More surveys were completed this year than the previous, and citizens are still overwhelmingly pleased with their service. They have noted that staff is friendly and helpful and enjoy short wait times. In the past, surveys have shown that vehicles are bringing in multiple households in one load. In addition to information gathered at the HPCF, during other large events like the Tulsa State Fair and Home and Garden Show, surveys were used to gauge how aware attendees were of the HPCF, and it appears there is still room for education and outreach on the services this facility offers. Generally, Tulsans were more aware of the facility than non-Tulsans.



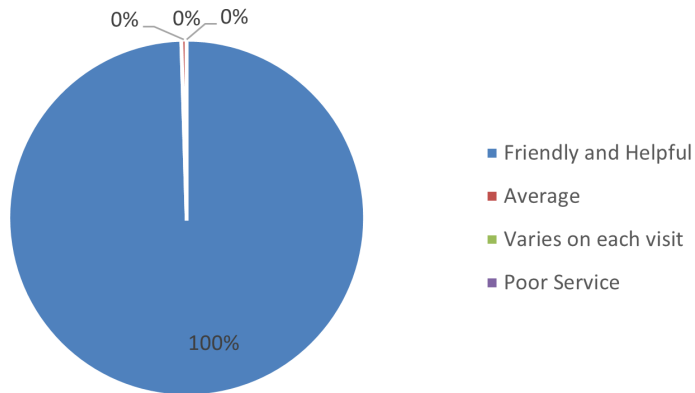
The graph below shows a positive survey result from our HG (Home and Garden Show) and State Fair events. It shows that Tulsa citizens' awareness of the HHP has trended slightly upward since 2022.



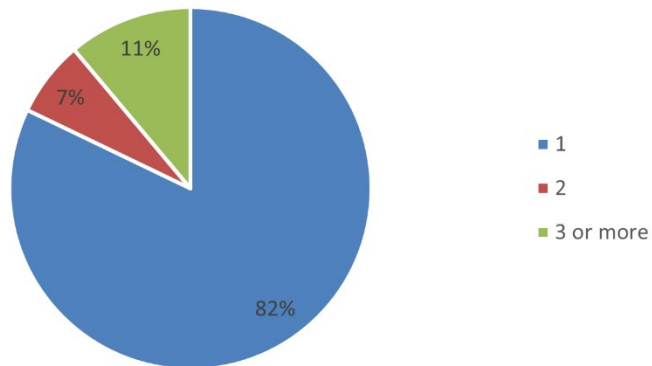
Additional survey results for 2024 are below on the following charts:



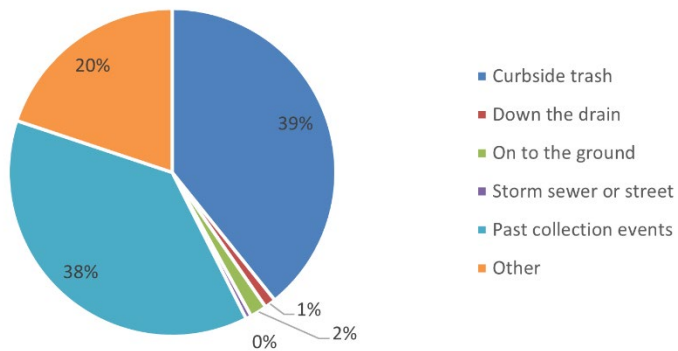
### How would you rate the staff?



### From how many households are you bringing in waste?



### How did you previously dispose of waste?





**Staffing:** The facility was open 103 days of 2024. The labor hours for the facility were shared among the Solid Waste and the Stormwater funds. Solid Waste added two additional full-time employees in early 2019 in anticipation of increased traffic due to the acceptance of latex paint. In 2024, several changes to staffing were made. Initially, the facility was staffed on each day of operation (Wednesday and Saturday) the same as previous years; one employee from the Tulsa Land Reclamation Site (TLRS funded by Solid Waste, Stormwater, and Water and Sewer departments), one Stormwater Quality employee, and two full-time Solid Waste employees managed by Stormwater Quality. After March 2024, the TLRS position was no longer working in the facility and had to be replaced by a Stormwater Maintenance and Operations (SMO) employee. After the beginning of the 2025 fiscal year, a new HPCF (SMO-funded) full-time supervisor began working in the facility, along with the two Solid Waste employees, and the last position being filled by SMO. Any vacancy or leave of the above-mentioned employees was filled by a Stormwater Maintenance and Operations employee. The hourly breakdown is as follows:

Work Group	Scheduled Hours	Actual Hours
TLRS	824	150.0
Solid Waste Employees	1,648	1,203.5
Stormwater Maintenance and Operations	824	2,026.0

In addition to normal staffing, many hours were spent by the Stormwater Quality group assisting during days the facility was open and preparing for and executing each of the contractor pickups and supply drop-offs, which cannot occur on Wednesday or Saturday due to servicing customers.

**Incoming Revenue:** The HPCF received revenue through battery and gas cylinder sales and services to non-Tulsa residents (both Met and non-Met communities). Compared to 2023, revenues increased in practically every category.

Revenue Source	Amount
Met	\$32,626.00
Sapulpa	\$248.00
Batteries	\$879.44
Gas Cylinders	\$15.60
Customer Payments	\$35,940.46
<b>Total</b>	<b>\$69,709.50</b>

**Year in Review, Future Plans and Concerns:** A working supervisor was added to the facility in 2024 to provide dedicated oversight to daily operations. This oversight has also enhanced the facility's efficiency and allowed the previous supervisor responsible for the facility to focus more on their division's specific tasks. Although the facility set a record with residents served, the poundage collected was shy of the record set in 2021. The high poundage collected in 2024 is a sign that the facility may continue to see increased numbers throughout the next several years. Looking to the future, several large facility renovation plans have been discussed. This work could include maintaining a more consistent temperature in the building (insulation and heat/air system), adding fencing and new gates to section off other Division operations from the public, and adding/reconfiguration of water and sewer lines to the Facility. As previously stated, TLRS is no longer providing a position to work in the facility; this vacancy must be filled. For the FY 26 budget, a request has been submitted for a third full-time employee (ST-24) for this facility to fill the vacancy. With



the newest Stormwater Discharge Permit that requires the facility to be open for two weekdays and at least a part-day on the weekend, this has also facilitated the need for another full-time employee for the facility. This position will supplement the three positions the facility currently has, one supervisor and two environmental monitoring technicians. The addition of this position will prevent other Stormwater Maintenance and Operations staff from having to fill in and prevent additional overtime usage. Subsequently, the addition of the position will also allow staff that would fill in previously to focus on their main duties, which will further each respective program.



**In Summary:** The HPCF operations continued its high level of customer service with growing levels of participation and poundage collected. The increasing numbers continue to show how necessary and important the need for citizens to have a year-round safe and convenient disposal facility for household chemicals. Of chief concern for the facility is additional staffing needed to accommodate the increased hours required by the City's Stormwater Discharge Permit (2 weekdays and 1 weekend day) and the loss of the TLRS employee. The Swap Shop set another record level for customers and pounds taken, increasing exponentially. Citizen participation increased in almost every participating zip code. Although advertising efforts could certainly be improved upon, the HPCF had several record numbers, and surveys show a slight increase in customer awareness of the facility. As stated in previous reports, some major facility renovation projects have been identified, with overall hopes of increasing ease of services to the public and convenience. This includes a reconfigured entry and exit, climate-controlled building, and adding water and sewer utilities to the building. Facility workers continued to excel in their work and will attend trainings and workshops to maintain safe knowledgeable service and disposal of household



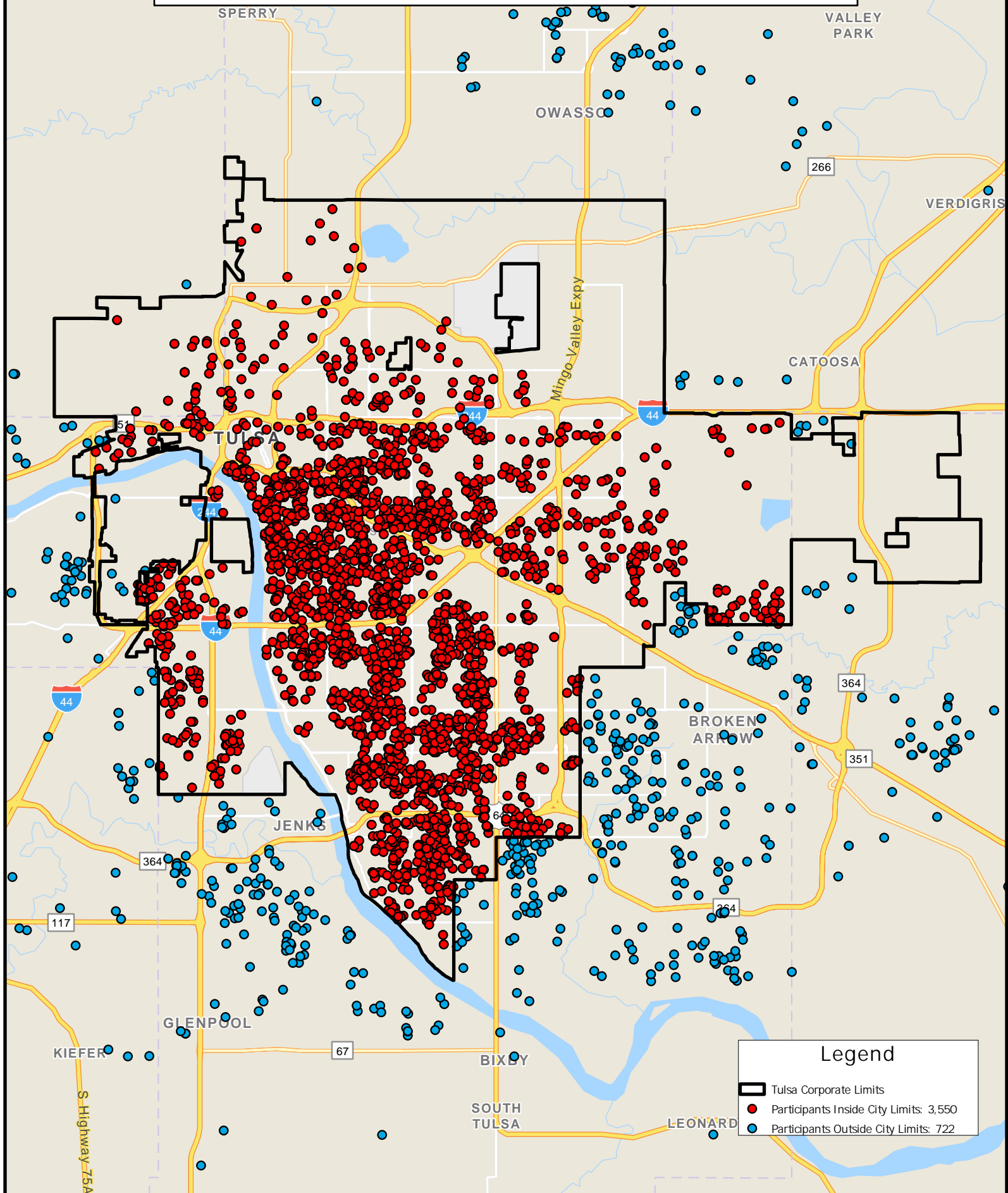
pollutants. The facility will continually look to improve participation, for ways to improve customer service, and provide efficient and proper disposal of household pollutants.







# HOUSEHOLD POLLUTANT COLLECTION FACILITY (HPCF) CUSTOMER LOCATIONS FOR 2024



## Legend

- Tulsa Corporate Limits
- Participants Inside City Limits: 3,550
- Participants Outside City Limits: 722

# HOUSEHOLD POLLUTANT COLLECTION FACILITY (HPCF) ZIP CODE PARTICIPATION LEVELS 2024

