Household Pollutant Collection Facility
Annual Report 2017

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CITY OF Tulsa
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Household Pollutant Collection Facility

Annual Report 2017

This report summarizes the 2017 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. After obtaining a permit from the Oklahoma Department of Environmental Quality (ODEQ), the Household Pollutant Collection Facility opened on January 6, 2016. In its first year of operation, the facility made great strides to provide convenient, environmentally friendly household pollutant disposal to the public. The second year further improved upon this goal. The facility increased both total poundage and number of customers in its second year of operation, ending 2017 with 104,052 pounds of pollutants from 2,030 customers. In 2017 the HPCF hosted special collection events in April, May, and November at which customer participation was notably high.

Customers: The Household Pollutant Collection Facility served 2,030 customers in 2017—a 53% increase in customer participation from 2016 (see maps below). Customer participation from within Tulsa increased by over 700 customers from 2016. With 2017 being the first full year in which outside communities were able to access the facility, there was a large increase in surrounding community participation—391 customers, up from 82 in the previous year. Citizens of Tulsa still made up the great majority of customers at 81% of participants. The number of appointments made from each municipality can be seen below:

- Tulsa – 1,639
- Broken Arrow—175
- Owasso—46
- Jenks—43
- Sand Springs – 38
- Bixby – 27
- Collinsville—15
- Tulsa County – 15
- Claremore – 12
- Glenpool—10
- Coweta—5
- Sapulpa—5
Pollutants Collected: As previously stated, 104,052 pounds of household pollutants from 2,030 customers were properly disposed of through the Household Pollutant Collection Facility. This equates to 51.25 pounds per customer, which is 23.25 pounds more than the national disposal average of 28 pounds per customer. Compared to 2016, the HPCF collected almost 15,000 more pounds of pollutants from 704 more customers. The most abundantly disposed of pollutant was high viscosity paint related materials, which accounted for almost a quarter of the total pollutant weight disposed. Other materials included low viscosity liquids (paint thinners and gasoline), aerosols, toxic liquids (liquid fertilizers and pesticides), toxic solids (granular fertilizers and pesticides), flammable materials, oxidizers (bleach), acids (cleaners), bases (soaps and drain cleaners), NiCad batteries, and fluorescent lightbulbs.

In addition to the proper disposal of the above household pollutants, the facility also collected and disposed of:

- 2000 gallons of used oil
- 1600 gallons of antifreeze
- 7,068 pounds of batteries
- 250 gallons of cooking oil and grease
- 55 gallon drum of propane cylinders
- 55 gallon drum of fire extinguishers

The HPCF also repurposed over 500 gallons of used oil with its used oil heater, which supplemented other sources of heat in the HPCF through the winter.
**Accomplishments**: In 2017, the Household Pollutant Collection Facility continued to improve and expand. Here are some of the bigger highlights:

- Advertised with social media, radio spots, commercials, and promotional videos
- Opened and maintained the Swap Shop
- Hosted three special collection events
- Nominated for two awards

**Promotion and Advertising**: Tulsa promoted the HPCF through various media including radio, TV and social media advertising (see below) as well as at events and through handouts of literature (HPCF General Brochure, Disposal of Non-Accepted Items, and Proper Latex Paint Disposal). The HPCF also benefited from numerous news stories and interviews. One of the best outreach events was the Fall Special Collection Event, where News on 6 did a live broadcast from the Facility. Many citizens that visited the Facility stated that they’d heard about the event from that broadcast.
On all promotional literature, media campaigns and whenever possible in-person, citizens were directed to the website for the facility, www.cityoftulsa.org/resourcerecovery which has information about what is accepted for disposal as well as details how citizens can set up an appointment. Feedback from customer surveys list the website as the number one way of how they heard about the facility. Additional results are shown in the following chart.

The advertising proved to be successful and will continue and increase in the future as it is an important component in the operations of the facility. Below is a breakdown of advertising costs. A combination of Stormwater and HPCF funds were used since the collection of household pollutants is a requirement of the Stormwater Quality Permit as well as the Facility is jointly funded through other groups (Water and Refuse). The advertising budget is broken down below.

<table>
<thead>
<tr>
<th>Media</th>
<th>Cost</th>
<th>Comments</th>
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</thead>
<tbody>
<tr>
<td>Radio</td>
<td>$8,500</td>
<td>General 30 second ad on KMOD, The Twister, and El Patrón</td>
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<tr>
<td>TV</td>
<td>$17,000</td>
<td>Sgt Red and Mingo “Garbage Juice” commercial on Ch. 6 and 8</td>
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<tr>
<td>Facebook</td>
<td>$250</td>
<td>Advertisements for Special Events</td>
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Swap Shop: One of the goals for 2017 was to open a swap shop, where new or lightly used household pollutants could be distributed to people who would properly use them rather than 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. The facility’s solid waste transfer station permit did not allow for the giving back of this material, but through negotiations and minor changes to the permit, Tulsa received ODEQ approval to move forward with this change. The Swap Shop officially opened in March of 2017. 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. Throughout the course of 2017, over 1000 items were logged into the swap shop and 599 of those items were repurposed instead of disposed. 85 customers signed waivers upon taking things from the swap shop, totaling over 1,450 pounds of product.

Special Collection Events: In an effort to accommodate a wider range of disposal needs, the City of Tulsa hosted special collection events in which the HPCF partnered with the M.E.T., Oklahoma Department of Environmental Quality, and the Tulsa Police Department to accept additional items outside of those normally permitted. The additionally accepted items at these events include electronic waste, tires, medications, and ammunition. The goal is to do these special events biannually, every spring and fall. In 2017, there were 2 special collection events in the spring: April 29th and May 20th. On these two days, the HPCF serviced 173 customers and disposed of 119 pounds of medication, 135 tires, 4,772 pounds of electronic waste, and 140 pounds of ammunition on top of collecting 9,521 pounds of household pollutants. The special collection event held in November was even more successful, servicing 206 customers and collecting 50 pounds of medication, 193 tires, 2,500 pounds of electronic waste, 150 pounds of ammunition, and 9,738 pounds of household pollutants on the single event day.
**Award Nominations:** In 2017, the HPCF was nominated for two awards. The first award was from Keep Oklahoma Beautiful in the category of governmental programs for environmental improvement. The HPCF was selected as a finalist for this category but did not win. The second award the HPCF was nominated for was the Metropolitan Environmental Trust’s Green Government award. The HPCF was presented with this award for its work in preventing hazardous wastes from being improperly disposed of.

**Customer Surveys:** According to survey results, customers who visit the HPCF are typically pleased with their service. They have noted that staff is friendly and helpful, enjoy short wait times, and are impressed by the indoor facility. For suggested improvements, the most common requests were to implement online scheduling and to accept a latex paint. Additional survey results for 2017 are found on the following graphs:
Hours Worked: The facility was open 98 days of 2017. The labor hours for the facility was shared among the Solid Waste and the Stormwater funds. Hourly contributions made by each group are shown below:
- Solid Waste: 1,503 hours
- Stormwater: 931 hours
In addition to hours worked in the facility, several hours were spent by the Stormwater Quality group to prepare for and execute each of the 10 contractor pickups.

Incoming Revenue: The HPCF received revenue through battery sales and services to non-Tulsa residents (both M.e.t. and non-M.e.t. communities). Compared to 2016, battery revenue increased by over $2,000, M.e.t. payments increased by $10,000, and customer payments increased by over $4,000.

<table>
<thead>
<tr>
<th>Revenue Source</th>
<th>Amount</th>
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<tr>
<td>M.e.t.</td>
<td>$13,640.00</td>
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<tr>
<td>Batteries</td>
<td>$2,901.59</td>
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<td>Customer Payments</td>
<td>$4,724.00</td>
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<td><strong>Total</strong></td>
<td><strong>$21,265.59</strong></td>
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Future Plans and Concerns: The Household Pollutant Collection Facility should continue its trend of expansion and growth to continue to meet the needs of its customers. Some future plans for 2018 may include:
- Evaluate feasibility of opening more days to increase availability
- Accept latex paint for processing
- Increasing advertising to increase citizen awareness

The Streets and Stormwater department is working to see if accepting latex paint will be possible in 2018. Accepting latex paint will require more laborers and equipment in order to keep up with the expected demand for disposal. If this is successful, it is likely that the HPCF will have to increase its days of operation in order to keep up with citizen demand.

Another concern is the building used for the facility. The building has plenty of room to accommodate the current needs, but lack of insulation makes it difficult to maintain a workable temperature for staff.
In Summary: Year 2 of HPCF operations were more successful than its first in every way. More customers were serviced, more pollutants were disposed of, and more items were given back to the community. The swap shop earned high reviews from the public and the special collection events were popular. The HPCF was recognized with two award nominations. Looking to the future, promotions and advertising will continue in order to maintain the upward trend of facility use by the public. Facility workers will continue to work safely and deliver friendly, prompt service to citizens who make an effort to properly dispose of household pollutants.