

Denver “Household Generated Special Materials” Collection Program

Complies with NPDES

1/1/12 through 12/31/12

SUMMARY OF ACTIVITIES:

This report has been prepared for the Denver Wastewater and Solid Waste Management Divisions of Denver Public Works. It represents activities performed for both the residential door-to-door collection program and the permanent drop off facility for the calendar year 2012.

The Door-to-Door Residential

Special Materials Collection Program:

Years ago when used oil, paint and cleaning materials were first collected, the term household hazardous waste was fitting. Today, a large number of items have been determined by federal, state and local agencies to be harmful to the public if not collected, recycled or destroyed. They include electronics, small batteries, lamps and items that are not considered hazardous because they can be recycled. Even some items formerly called household hazardous waste can be recycled. Because most materials collected by “At Your Door Special Collection” are recycled, we have decided to use a term which is more descriptive of what we collect “home generated Special Materials”. Waste Management “At Your Door Special Collection” is proud to provide a continuing Door-to-Door residential collection program for Special Materials.

For the last 18 years, Curbside Inc., now “At Your Door Special Collection,” has been assisting cities and counties making their homes more environmentally safe



Inside this Report:

Summary	1
Waste Stream	2
Electronic Waste	2
Small Business	
Stormwater Compliance Program	2
Reuse Program	2
Public Education Results	3
Survey Card Results	3 & 4

KEY PERIOD ACHIEVEMENTS:

- 1,341 Residents served by both Door-to-Door collections and the Drop Off Facility.
- 113,196 pounds of “household generated special materials” were collected which amounted to almost 57 tons; 92,027 pounds of it or 81% of total pounds collected has been recycled.
- 4,044 pounds of Electronic items were collected of that 2,185 pounds were televisions only.
- 7,081 pounds were collected from 42 businesses in the small business program.

through the convenience of a safe and proper home collection program. Its been almost 13 years since Curbside, Inc. began servicing The City and County of Denver in also making their homes more environmentally safe with the Door-to-Door Special Materials Home Collection Program. For this program, residents make a copayment of \$15.00. The City covers the balance of the collection cost. For this fee residents are scheduled for a home collection and are given an appointment date and mailed a collection kit. The *Special Materials Collection Kit* remains a proven safe, efficient and cost effective way of handling the waste collected. Residents dispose of their special materials in the convenient heavy-duty plastic bag provided in the kit. The “kit bag” can hold up to 12 gallons of material, depending on container size. Whatever fits in the bag is collected. In addition to the contents of the kit, residents may also place up to 5 auto batteries and 5 mercury containing lamps (fluorescent tubes, CFLs, HIDs, UV, sodium vapor and mercury vapor) outside the bag. Residents can also place outside the bag one electronic waste item to be collected, either one television (any size) or one complete Computer System consisting of a CPU, monitor (CRT), keyboard, mouse and desktop printer. Additional



Special Materials and E-Waste items can be collected for an additional fee paid by the resident. For those residents experiencing an emergent situation such as moving (moving company will not take the

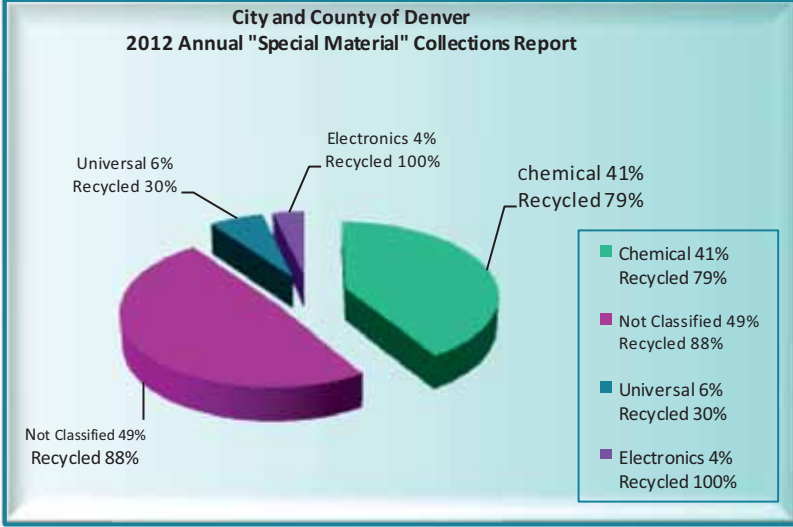
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City and County of Denver of “Special Materials” 2012 Annual Report				
Waste Streams: In Pounds	Door-to-Door	Recycling Center	TOTAL	% of total
Chemical Waste:				
Acid Liquid	971.13	140.25	1,111	1.0%
Acid Solid	10.00	39.00	49	0.0%
Antifreeze	3,060.00	504.00	3,564	3.1%
Base Liquid	65.88	76.50	142	0.1%
Base Solid	3.00	25.25	28	0.0%
Batteries, Lead Acid	1,300.00	75.00	1,375	1.5%
Flammable Liquid	8,585.00	2,029.38	10,614	9.4%
Flammable Solid	726.25	318.00	1,044	0.9%
Gas Cylinder	35.25	2.00	37	0.0%
Motor Oil	3,321.38	779.88	4,101	3.6%
Oil-Based Paint	13,404.50	2,726.38	16,131	14.3%
Other 1	36.13	112.63	149	0.1%
Other 2	18.00	1.00	19	0.0%
Oxidizer Liquid	112.63	10.63	123	0.1%
Oxidizer Solid	62.00	-	62	0.1%
Pesticide Liquid	3,004.75	716.13	3,721	3.3%
Pesticide Solid	402.25	395.00	797	0.7%
Toxic Liquid	2,227.00	246.50	2,474	2.2%
Toxic Solid	956.00	75.00	1,031	0.9%
Chemical Waste Subtotal:	38,301.15	8,272.53	46,574	41.1%
Chemical Waste Recycled:	30,432.39	6,434.63	36,867	79.2%
Not-Classified Waste:				
Filters, Vehicle	102.00	9.00	111	0.1%
Latex Paint	38,754.00	9,978.75	48,733	43.1%
Non-RCRA Liquid	3,789.30	1,324.90	5,114	4.5%
Non-RCRA Solid	862.50	460.50	1,323	1.2%
Sharps	-	-	-	0.0%
Not Classified Waste Subtotal:	43,507.80	11,773.15	55,281	48.8%
Not Classified Waste Recycled:	38,856.00	9,987.75	48,844	88.4%
Universal:				
Aerosols	4,237.20	782.00	5,019	4.4%
Batteries Household	1,674.00	163.00	1,837	1.6%
Batteries Recyclable	-	-	-	0.0%
Fluorescent Tubes	185.88	7.31	193	0.2%
Lamps, other	137.00	5.25	142	0.1%
Mercury Compound	3.00	-	3	0.0%
Mercury Devices	4.26	-	4	0.0%
Universal Waste Subtotal:	6,241.34	957.56	7,199	6.4%
Universal Waste Recycled:	1,997.39	175.56	2,173	30.2%
Electronic Waste:				
Batteries	5.00	-	5	0.0%
Comportable/Laptops	24.00	-	24	0.0%
CPU	597.40	-	597	0.5%
CRT	672.00	-	672	0.6%
Computer Peripherals	40.00	-	40	0.0%
Printerdesk	336.00	-	336	0.3%
Fax Machine	18.00	-	18	0.0%
Televisions	2,184.52	29.66	2,214	2.0%
Home Electronics	92.00	-	92	0.1%
General	144.00	-	144	0.1%
Electronic Waste Subtotal:	4,112.92	29.66	4,143	3.7%
Electronic Waste Recycled:	4,112.92	29.66	4,143	100.0%
WASTE STREAMS GRAND TOTAL	92,163.21	21,032.90	113,196	100.0%
RECYCLED GRAND TOTAL	75,398.70	16,627.60	92,026	81.3%

chemicals), estate cleanouts, large quantities of special materials or any other “emergent” situation that would make a home collection inconvenient, “At Your Door” offers a “Drop-off” option at the **Denver Regional Household Hazardous Waste Recycling Center**. For the same \$15 co-payment, residents are able to dispose of up to 125 lbs of special materials, plus the same additional batteries, lamps and E-waste allowed at the home collection. Drop-offs are conveniently scheduled on Tuesdays and/or Thursdays, depending on call volume and sometimes “on-call” if it can be reasonably accommodated. There have been no reportable accidents or spills to date at the facility.

“At Your Door Special Collection” has implemented a new accounting and tracking system. The waste categories listed in this report are now more closely aligned with the actual waste streams collected using industry standard identification. Our Customer Service Technicians are also able to enter this data into an electronic database on the truck at the time of the collection. This allows for more timely processing of the data collected. The new system not only tracks the types and amounts of waste collected, but also provides an “*estimate*” of the percentage of each material recycled as you can see here to the left and the chart on the right on page 3.

During calendar year 2012, Denver residents disposed of a total of 113,196 pounds of special materials through the program. A total of 92,163.21 pounds, (little over 46 tons), were collected through the Door-to-Door Home Special Materials Collection Program serving 1,218 homes. Of those numbers 123 residents visited the permanent facility and dropped off 21,033 pounds of waste material, (little over 10 tons). From the grand total collected of special material from both programs, 92,027 pounds or 81% has been recycled through various industry standards. Latex paint continues to be the bulk of all waste material collected weighing a total of 48,733 pounds. The total amount of Latex paint and paint related materials made up a little over half of the grand total waste collected. Please review the chart on the left for a complete breakdown by category and percentage.



Electronic Waste:

Electronic waste was introduced last year to the Program. Residents can now get rid of their old televisions or computer systems. One television or one complete computer system may be collected along with each appointment at no additional charge. In 2012, 166 items weighing a total of 4,044 pounds, and of that grand total, 42 were televisions weighing 2,185, which was over half of all electronics collected.



Small Business Stormwater Compliance Program:

For 2012, 42 Denver based businesses utilized the program and disposed of 17,081 pounds of various types of special materials. There were no disposal costs incurred by the City for this program. The Small Business Program is made available to Denver businesses through the combined efforts of Denver Public Work's Solid Waste Management and Wastewater Divisions, Colorado Association for Recycling and WM Curbside, LLC "At Your Door Special Collection." Their combined efforts continue to promote and instill an environmentally conscientious attitude in both the business and residential communities.



Reuse Program:

The Denver permanent facility operated by "At Your Door Special Collection" offers new and useable materials collected through the various programs at no cost to the general public. This year 1,007 Metro Area residents visited the Denver Center, taking back 59,972 pounds of reclassified "consumer commodity" items. These items would otherwise be disposed of through the various hazardous waste disposal processes. Program details are communicated through Craigslist.org.

Public Education Efforts and Outreach:

Denver Solid Waste Management staff continued to promote the household hazardous waste program in 2012. Some of the promotional efforts included:

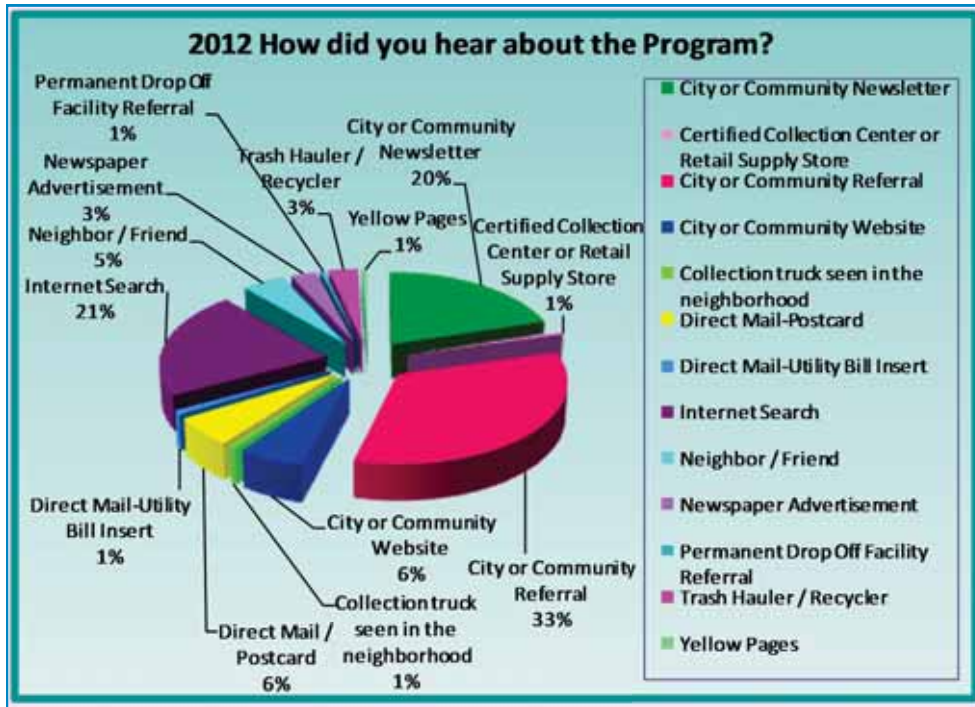
- Distributing HHW program flyers to Denver residents at community events, including Earth Day Fair and at Denver Recycles Action Network and Master Composter trainings.
- Placing HHW program ad in the 2013 Solid Waste Management's WasteWise, a direct mail newsletter sent to more than 173,000 Denver residents in December 2012.
- Inserting HHW program ads in community newspapers in 2012.
- Writing an article about the program in one edition of the Denver Recycles monthly news column that is sent to more than 90 neighborhood organizations and publications
- Including an HHW flyer in all of the Wastewater bills that are sent to Denver properties. The bills are mailed on an annual cycle, with the inserts beginning to go out in Aug. 2012 with a completion in Aug. 2013.
- Posting information on Denver Recycles' Household Hazardous Waste web pages.
- Posting information on Denver Recycles' Facebook page.

Survey Card Results:

In order to ascertain the degree of success of the **Door-to-Door Household Special Materials Collection Program**, Survey cards were mailed in the kit to every participant. The participant in turn, fills out the card and mails it to the designated City staff member. After the cards are reviewed, they are then forwarded to WM Curbside, LLC for



statistical reporting. **Program Satisfaction** rating continues to receive high positive responses at 95% which includes “Excellent,” “Very Good,” “Good,” while “Fair” received 2%. The results increased by 1% overall. There are residents still to be found that continue to hold on to their waste throughout the years. This program is in its 16th year, 43% of participating residents indicated that they stored their waste 5% less than last year between 1 to 5 years; 25% of residents stored their waste between 6 to 10 years, a percentage less than last year; 22% stored their waste for 11 to 15 years, 4% more of residents than last year. 10% kept their waste for more than 25 years, 1% more than last year.



Survey Card Results and Comments Continued on next page:

On the survey card residents are also asked to write down how they heard about the program. The chart above shows the results. The City of Denver referrals has proven this year to be the most helpful form of media attention to the residents. The last question on the survey card solicits comments and suggestions regarding the program. Here are a few:

Comments and Suggestions:

- *“Would love to have a drop-off site near my home. Easier than waiting for bag, etc.”*
- *“This was a very convenient and ecologically sound way to get rid of old chemicals. Thanks”*
- *“When I need to I will use service again- Thank You”*
- *“Please continue with the program - its very helpful”*
- *“We appreciate the convenience of your service.”*
- *“Pleasant Experience”*
- *“Great Program, I'm cleaning out my moms house so there was a lot that needed to go. I'm glad denver has this.”*
- *“Wonderful program! Thank - you”*
- *“I was extremely happy because he waste was accumulated and I didn't know how to get rid of it.”*
- *“Very courteous and helpful personnel. Brandon helped me to fill the bag and picked up heavy items.”*
- *“Thank you for keeping hazardous waste out of the landfill.”*
- *“This is a great program.”*
- *“I am very grateful that this service exists!”*
- *“Great Service Thanks!”*
- *“Thank you for this program.”*
- *“Great program I really appreciate the safe disposal of nasty chemicals!”*
- *“Process was easy and happy to dispose of materials the proper way.”*
- *“Very easy. professional operator”*
- *“Customer Service Lisa Garcia was very helpful abd prompt in answering all my emails.”*

