

Collecting HHW Curbside



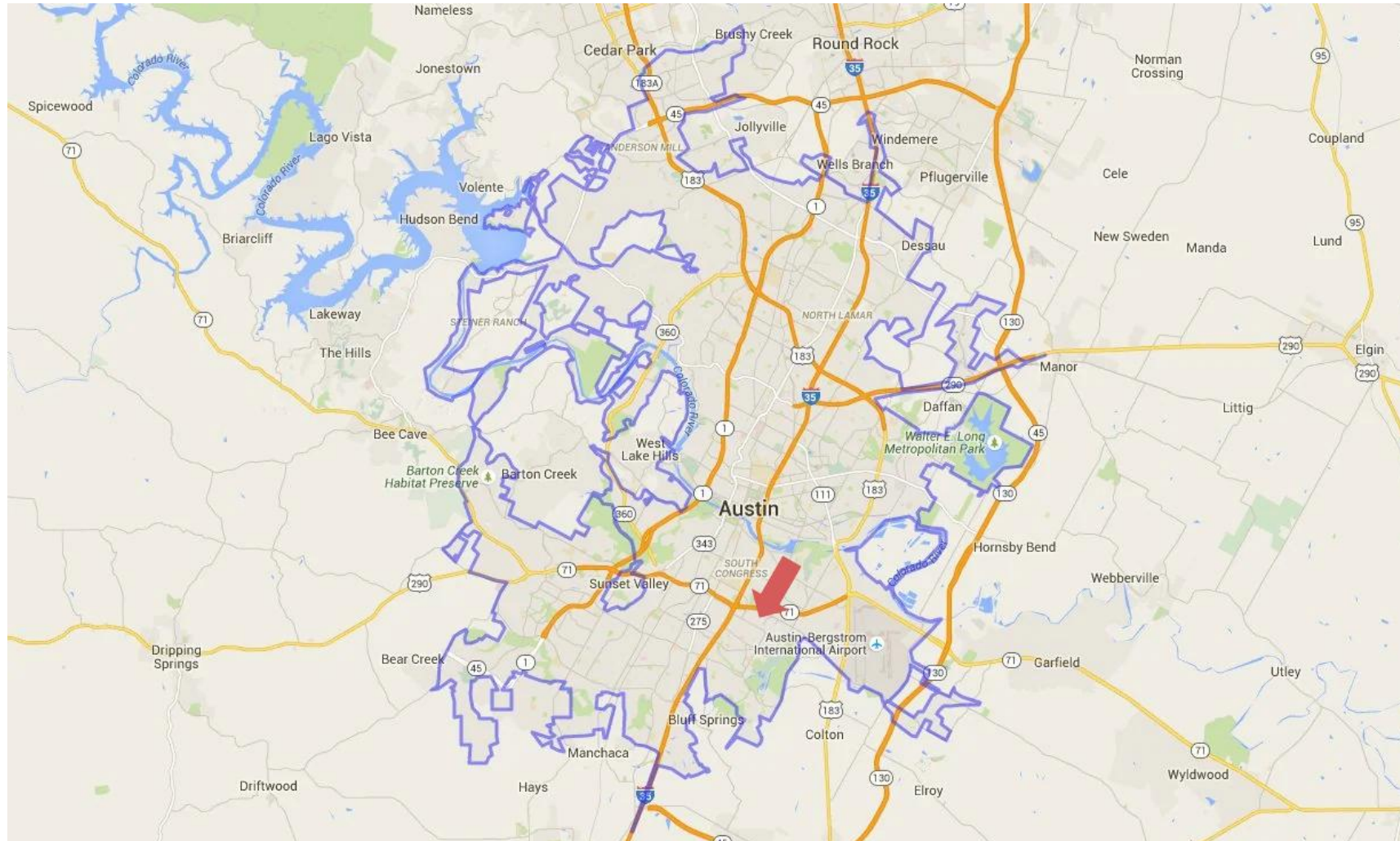
Austin HHW History

- 1986: Austin holds its first HHW collection event
 - Only a handful of other HHW/HHM programs exist
- Event exceeds expectations
 - Collect 4x expected volumes
- Demand is there – future events planned

Austin HHW History

- 1986 – 1990: Annual Collection Events
- 1991: HHW Facility is built
 - 1991 – 1993: Bi-Monthly Collections
 - 1994 – 1999: Weekly Collections
- 2000: Permanent HHW Facility built in new location

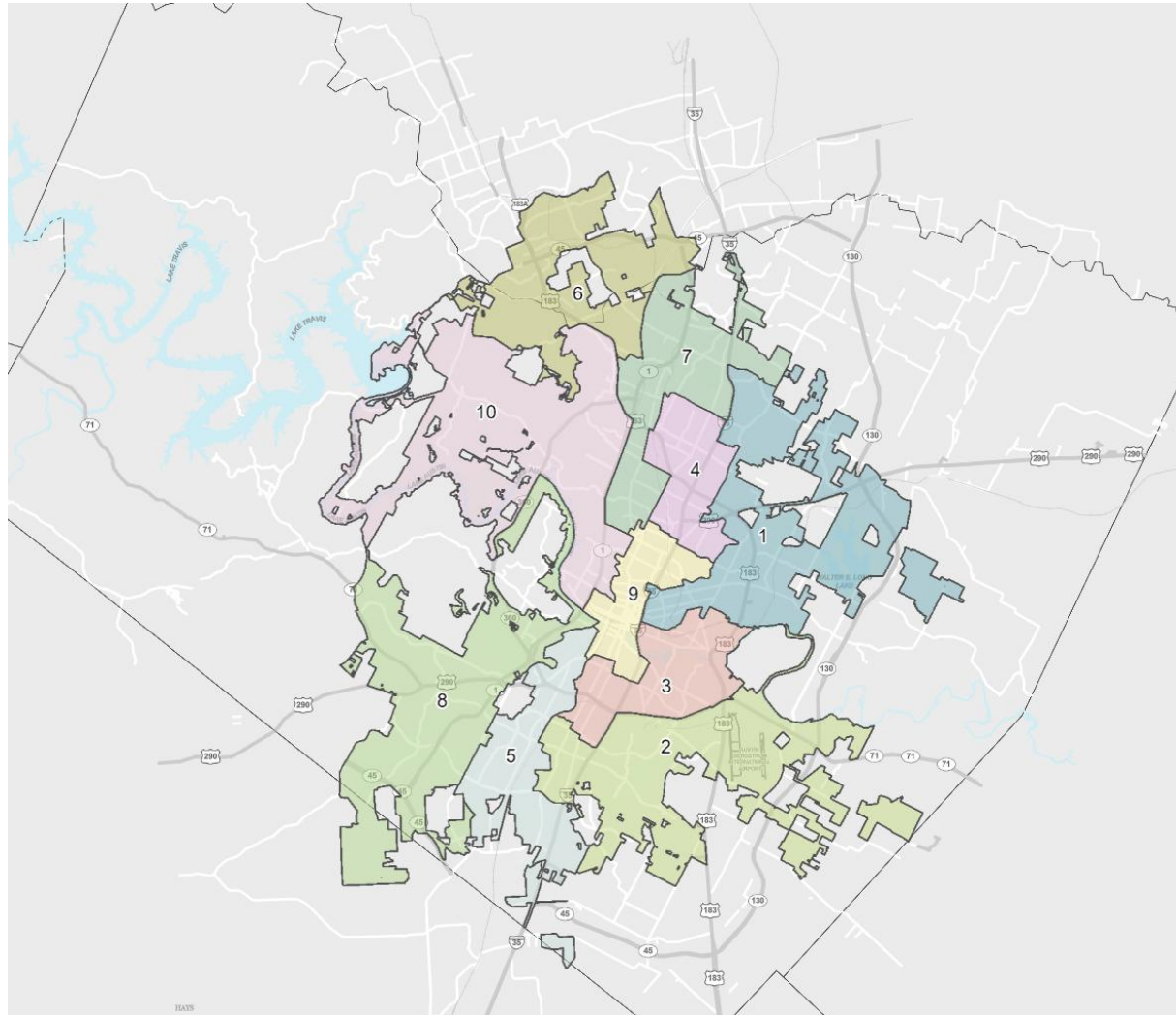
Austin HHW History



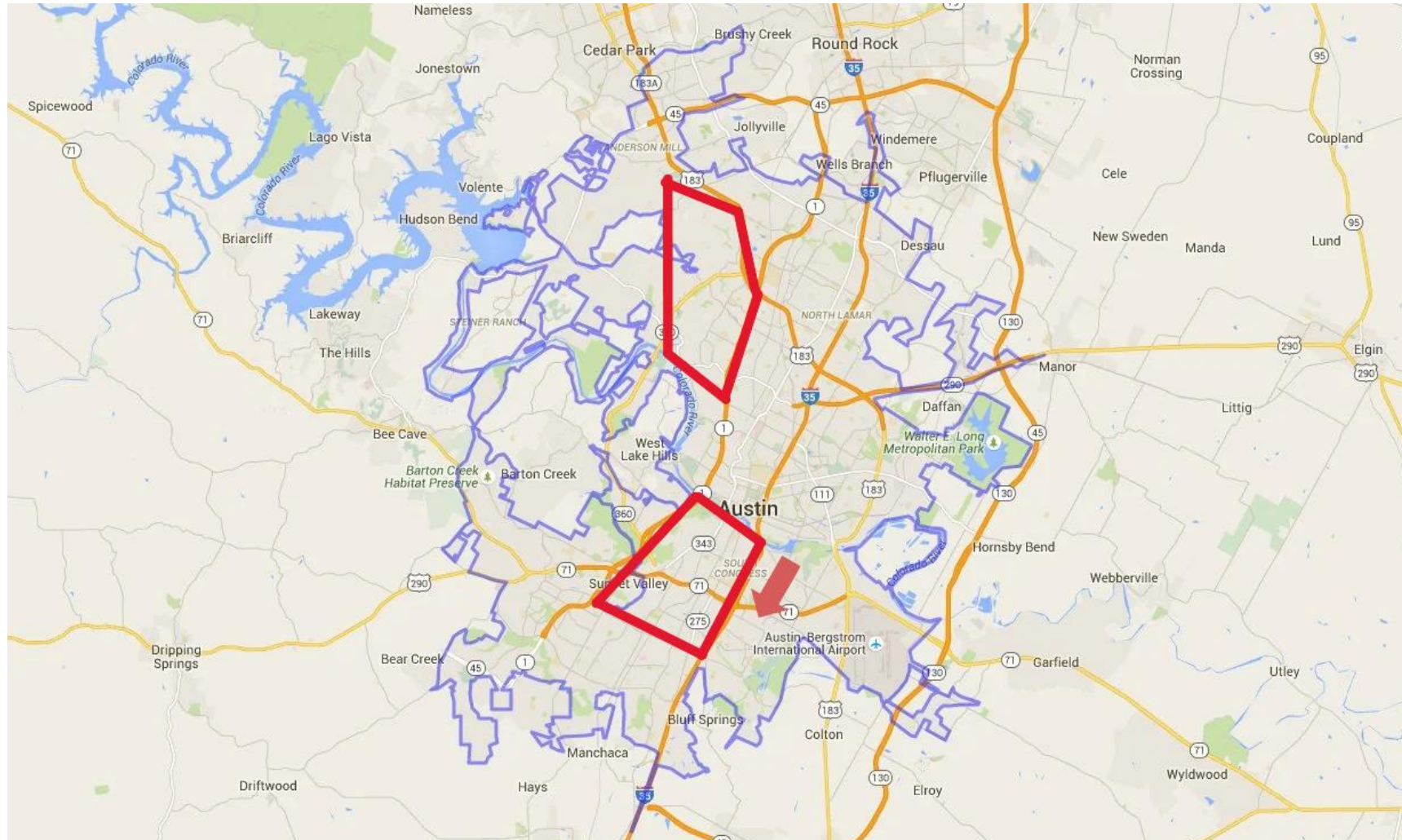
Austin HHW History

- 1986 – 1990: Annual Collection Events
- 1991: HHW Facility is built
 - 1991 – 1993: Bi-Monthly Collections
 - 1994 – 1999: Weekly Collections
- 2000: Permanent HHW Facility built in new location
 - 2000 – 2008: Bi-Weekly Collections (Tue & Wed)
 - 2008 - 2011: First Saturday collections added
 - 2011-2014: Facility hours changed to include Saturdays
 - 2015 – Present: The campus is rebranded as the Recycle and Reuse Dropoff Center (RRDOC)
 - Open 6 days a week Monday-Saturday

Current Service Area



Participation History



How did we get here?

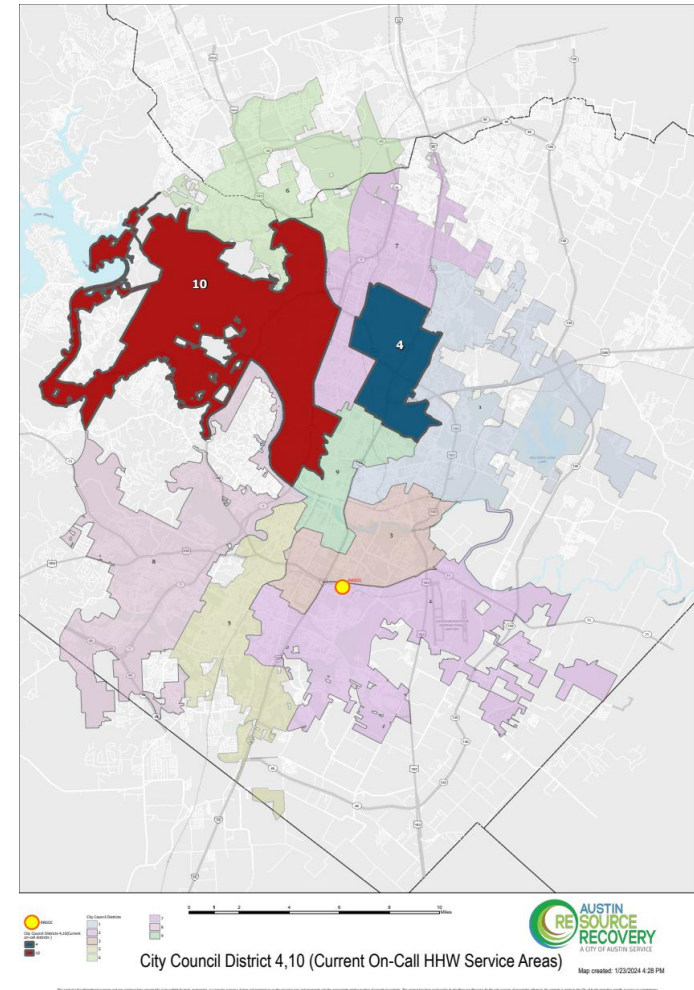
- Covid Closure of RRDOC
 - Transition to At-home HHW service for shutdown
 - Existing Battery program used as basis for setting household limits for pickup service
 - 20 Households per vehicle limit
 - Assigned to your trash pickup weekday
 - All Households in service area are eligible

Covid Operations



At-home Collection Pilot

- Began in Districts 4 and 10



At-home Collection Pilot

- Residents could use the online scheduling tool to request a HHW pickup

https://www.austintexas.gov/dropoffschedule

Resident Business Government Department

Home

Recycle & Reuse Drop-off Center

Battery Drop-off Locations

Get free Austin ReBlend Paint

Contact Info

512-974-4343

Email

Physical Address:
Recycle & Reuse Drop-off Center
2514 Business Center Drive
Austin, TX 78744

See Map

Open Hours:
• The Recycle & Reuse Drop-off Center is open, by appointment only
• Austin-Travis County residents can schedule a drop off.
austintexas.gov/dropoff

Facebook

Instagram

Schedule a drop off

Calendar What do I do with... On-call bulk Drop off Game Need help?

Please type your home address:
2514 Business Search

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List of Materials

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Related Links

[Recycle & Reuse Drop-off Center](#)

austintexas.gov/dropoffschedule

Resident Business Government

Paint

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What would you like to drop off?

The Recycle & Reuse Drop-off Center is open, by appointment only.

Brush drop off has moved to the Hornsby Bend Biosolids Management Plant and the Recycle & Reuse Drop-off Center will no longer accept brush. Drop off at Hornsby is free of charge for Austinites and no appointment is needed. [Learn more.](#)

☐ Household hazardous waste
Cleaning products, automotive fluids and oil filters, paint and thinners, light bulbs, batteries (car and household), pesticides and herbicides, mercury, aerosol cans, pool chemicals, cooking oil, propane cylinders. **Businesses are not eligible to drop off hazardous waste.** For information about how businesses can dispose of hazardous waste, call 512-974-4335.

☐ Electronics and small appliances
Televisions, computers, electronic media such as CDs (remove and throw away jewel cases), DVDs and floppy disks, printers and fax machines, cell phones and chargers, lawn mowers and weed eaters, small appliances (lamps, microwaves, small kitchen appliances like blenders)

☐ Plastic bags and plastic film
Stretchy plastic like single-use bags, plastic wrap, shrink wrap, etc. (must be clean and dry)

☐ Single-stream recycling
Cardboard, hard plastic, paper, cans and foil, glass bottles and jars

☐ Styrofoam
Must be clean and dry. Must be free of labels and tape. Packing peanuts are not accepted.

austintexas.gov/dropoffschedule

Resident Business Government

Paint

Contact Info

512-974-4343

Email

Physical Address:
Recycle & Reuse Drop-off Center
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Austin, TX 78744

See Map

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Appointment Details

• Address: 2514 Business Center Dr, Austin
• Appointment Date: Thursday, July 21, 2022 from 10:45 AM to 11:00 AM

Collected Items

Household hazardous waste (1)

Please enter the following information

* These fields are required

Full Name or Business Name *

Phone #: * 555-555-5555

Email: * you@example.com

Zip Code: *

County of residence: * select 1

Comments:

Submit Request

At-home Collection Pilot

- Each day designated staff would receive a report of the requests made for that day



Schedule Household Hazardous Waste Collection - Dispatch Report

Attached is your dispatch report for the dates:

Jun 5 2025, at 12:00AM to Jun 6 2025, at 12:00AM.

Total Requests: 32

Cancelled Requests: 1

Active Requests: 31

The detailed report can be found in the attached CSV file.

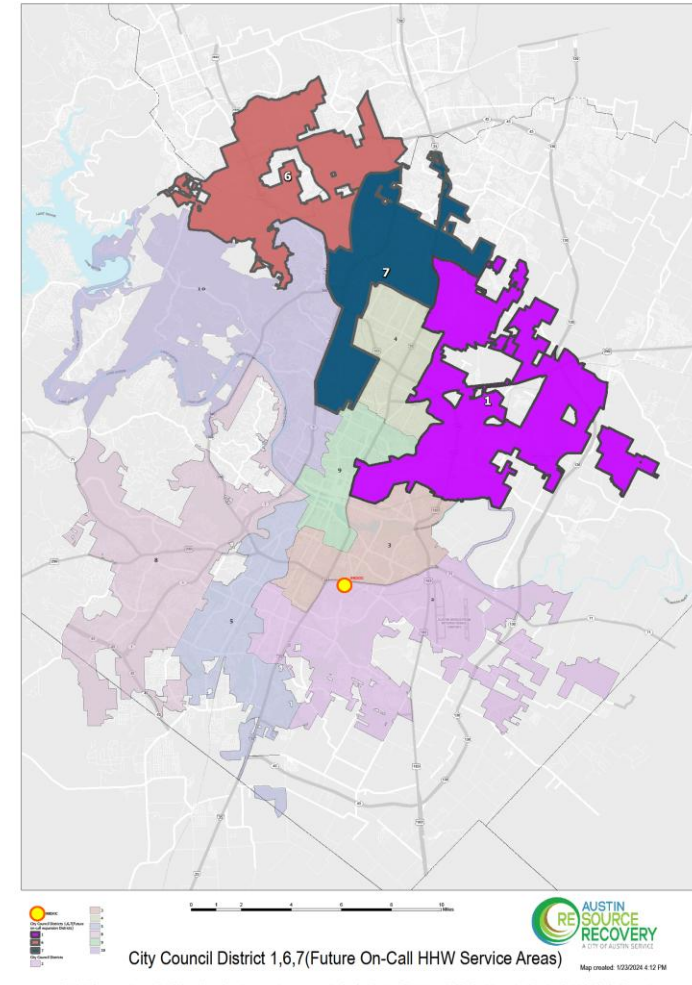
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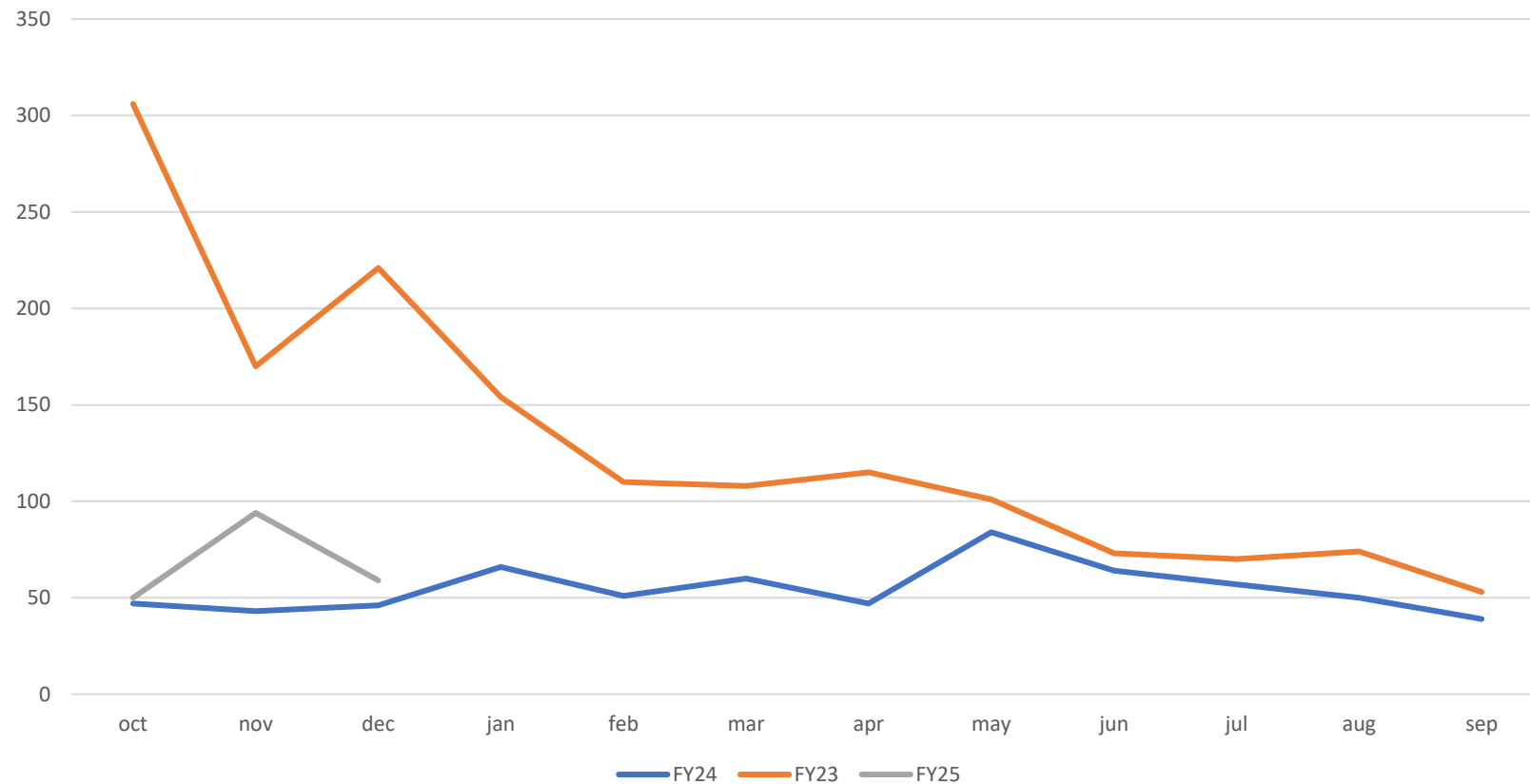
At-home Collection Pilot

- Expansion was planned for Districts 1, 7, and 6 in January 2025



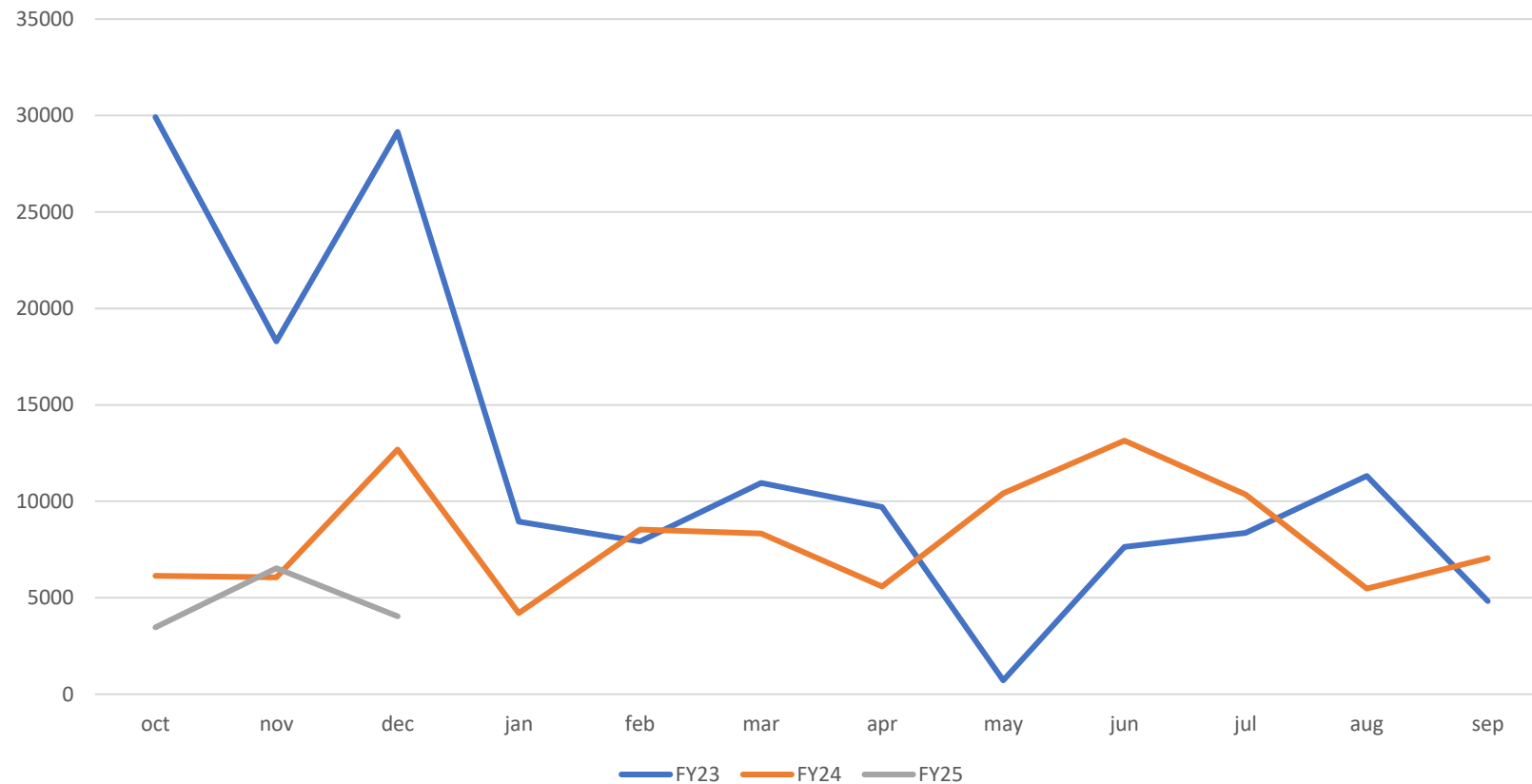
HHW Resident Participation

Monthly HHW At-Home Pilot Participation



Pilot Collected Weights

HHW At-Home Pilot Weight Collected Monthly



Planning for Expansion

- Review the lessons learned from the Pilot phase
 - Need to stay in front of your audience
- Changing Routing Software
 - GPS issues
- Equipment/Vehicle Upgrades

Planning for Expansion



Moving from Pilot to Program

- Marketing and Advertisement
 - Used a combination of methods to get the word out including Direct Mail and Zero Waste Block Leaders*
 - Combined efforts and budgets to advertise for all of the On-Demand programs being launched
- Transition from District Model to “Route” Model
- Establishing “Rules”
 - State/City Finance
 - Operational

Moving from Pilot to Program

ON-DEMAND HOUSEHOLD HAZARDOUS WASTE COLLECTION

WE APOLOGIZE. We could not collect your household hazardous waste (HHW) items because:

LE PEDIMOS DISCULPAS. No pudimos recoger sus desechos domésticos peligrosos porque:

1 The number of items set out is more than what was listed in the appointment or exceeds our capacity limit. Individual containers cannot exceed five gallons. The total quantity of items cannot exceed more than 30 gallons. Schedule another appointment for on-demand collection or to drop off items at the Recycle & Reuse Drop-off Center. El número de artículos era mayor que lo que se indicó en la cita o supera nuestro límite de capacidad. Los recipientes individuales no pueden ser de más de cinco galones. La cantidad total de artículos no puede ser más de 30 galones. Programe otra cita para recolección a solicitud o deje los artículos en el Centro de Reciclaje y Reuso.

2 Items for collection are unsealed, not closed, unlabeled or leaking. Leaking containers should be bagged separately in sealable bags to avoid accidental reactions between materials. Los artículos a ser recogidos no están sellados, no están cerrados, no tienen etiqueta o tienen fugas. Los recipientes con fugas deben colocarse por separado en bolsas selladas para evitar reacciones accidentales entre los materiales.

3 Unaccepted materials were set out for collection. Commercial and industrial materials, tires, electronics, Styrofoam, etc. cannot be collected as HHW. The Recycle & Reuse Drop-off Center accepts most of these items. Se colocaron materiales no aceptados para recolección. Los materiales comerciales e industriales, llantas, electrónicos, unicel, etc. no se pueden recoger como desechos domésticos peligrosos. El Centro de Reciclaje y Reuso acepta muchos de estos artículos. Programe una cita en [AustinTexas.gov/dropoff](https://www.austintexas.gov/dropoff).

4 Items were set out in an inaccessible or unsafe area. Items should be placed in an area the collection staff can access safely. Animals should be restrained. Los artículos tenían más de 15 pies. La maleza debe tener entre 3 y 15 pies de largo; las ramas de más de 15 pies de longitud deben cortarse al largo adecuado.

For more information, call 3-1-1 or visit [AustinTexas.gov/OnDemand](https://www.austintexas.gov/OnDemand). Para más información, llame al 3-1-1 o visite [AustinTexas.gov/OnDemand](https://www.austintexas.gov/OnDemand).

Date: ☐ Collected ☐ Not Collected

HHW COLLECTION
Mark an X over the item(s) that you have checked on the customer's copy above.

1 2 3 4

Address:

Completed By: Route #:

NO APPOINTMENT ON-DEMAND COLLECTION

WE APOLOGIZE. We could not collect your items because you did not have an appointment.

LE PEDIMOS DISCULPAS. No pudimos recoger sus artículos porque no tenía una cita.

Austin Resource Recovery now offers on-demand collection of bulk, brush and household hazardous waste (HHW). Appointments are required. Customers can schedule up to three collections per service every calendar year. El Departamento de Recuperación de Recursos de Austin (Austin Resource Recovery) ofrece ahora recolección a solicitud de artículos grandes, maleza y desechos domésticos peligrosos. Se requiere una cita. Los clientes pueden programar hasta tres recolecciones de cada servicio por cada año calendario.

Please remove all items from the curb for appointments scheduled 7 days past this notice. Retire todos los artículos de la acera para las citas programadas 7 días después de este aviso.

Moving from Pilot to Program

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Recycle and Reuse Drop-off Center >


Battery Drop-off Locations >

Get free Austin ReBlend Paint >


Contact Info

 [512-974-4343](tel:512-974-4343)


 [Email](#)


 **Physical Address**
Recycle & Reuse Drop-off Center
2514 Business Center Drive
Austin, TX 78744


[See Map](#)


 **Hours**
The Recycle & Reuse Drop-off Center is open by appointment


On-Demand 🌐 English ▾


 Calendar

 What do I do with...

 Game


 On-Demand


 Drop-Off


 Need help?

📍 2401 Laramie Trl, Austin

Schedule a Collection


 On-Demand Bulk Collection >


 On-Demand HHW Collection >


 On-Demand Brush Collection >

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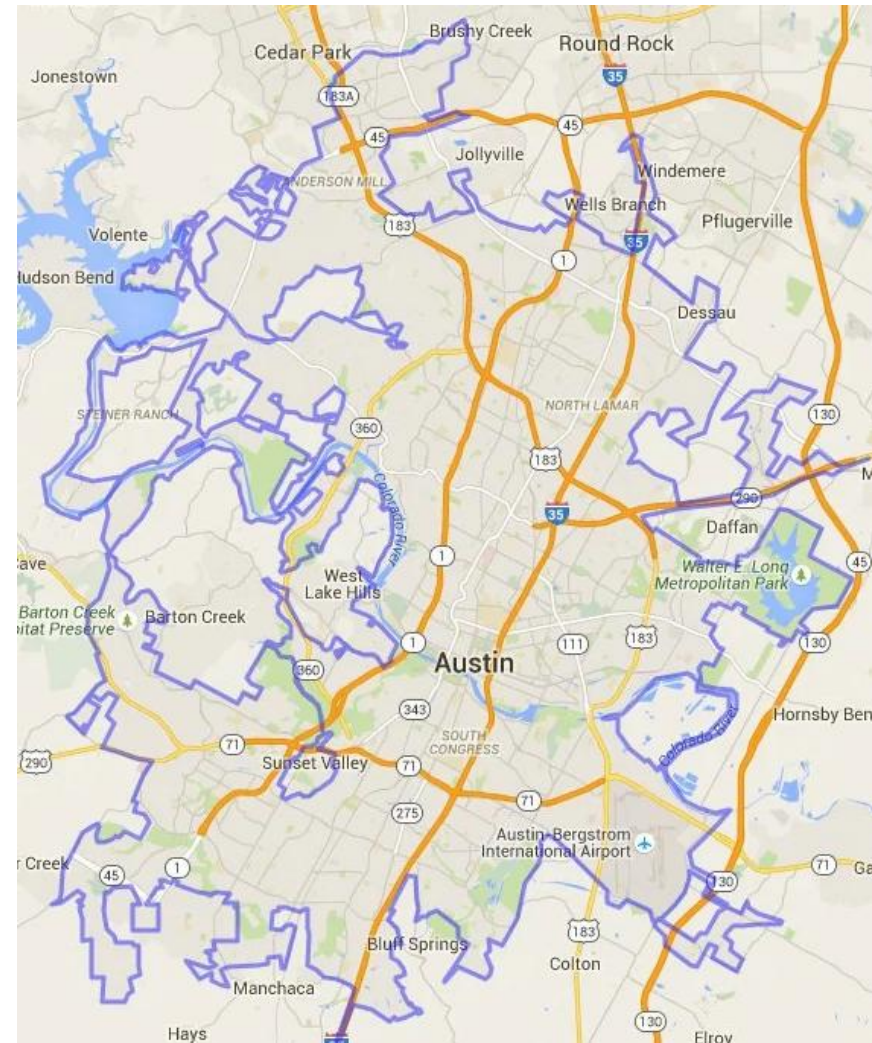
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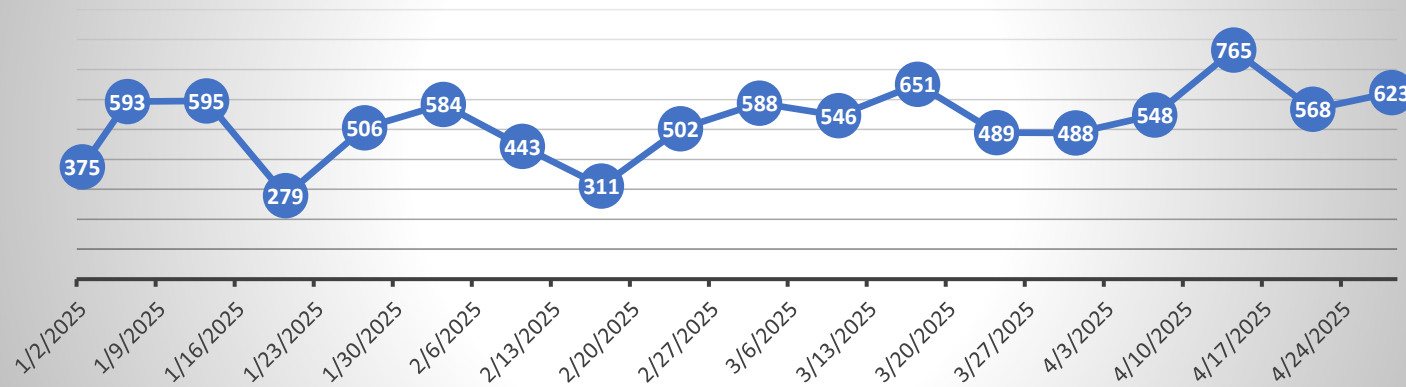
Related Links

On-Demand Route Areas

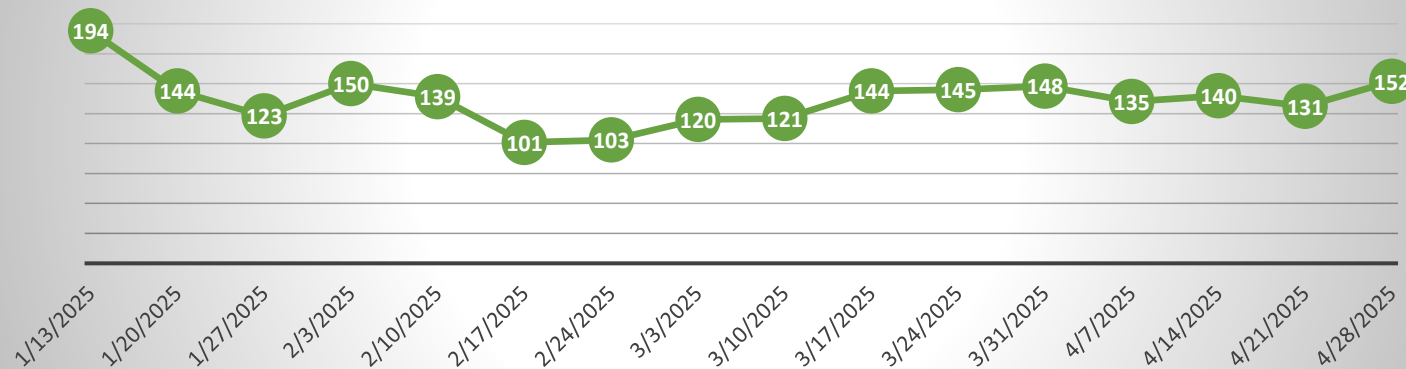


Program Performance

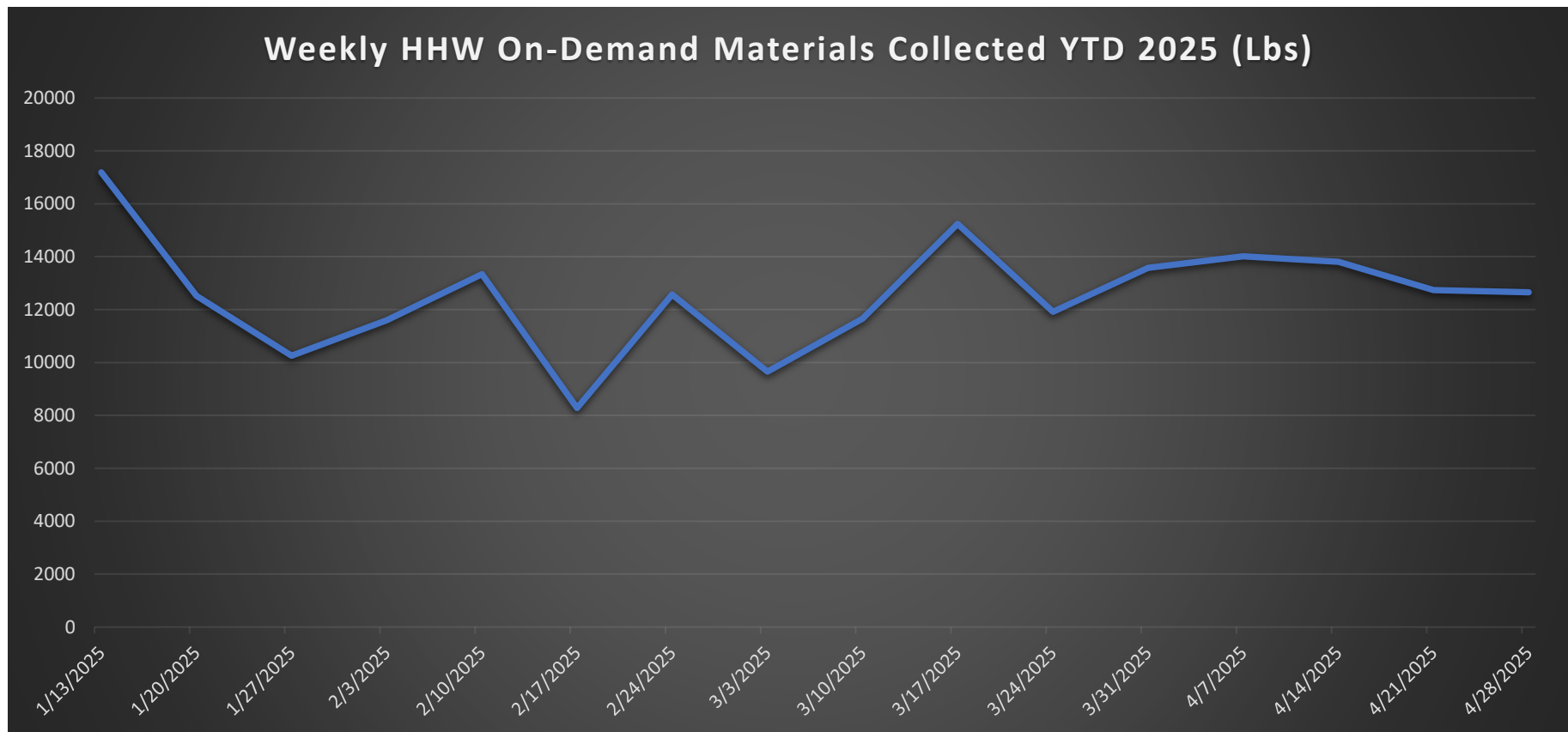
HHW Drop-off Participation by Week



Total On-Demand Service Requests per Week



Program Performance



Cost of Convenience

HHW Drop-off CYTD 2025			
Participation	8,198	Personnel Cost	\$ 152,538.60
Total Disposal Cost	\$ 178,744.11	Total Collected (lbs)	357,246.00
Disposal Cost/lb	\$ 0.4469	Waste/HH (lbs)	43.58
Disposal Cost/HH	\$ 19.48	Personnel Cost/HH	\$ 18.61
	Effective Cost/HH	\$ 38.08	

HHW On-Demand CYTD 2025			
Service Requests	2,214	Vehicles Mileage	8,733
Total Collected (lbs)	194,559	Fuel Costs	\$ 2,733.50
Total Disposal Cost	\$ 97,345.46	Fuel Costs/HH	\$ 1.23
Waste/HH (lbs)	87.88	Personnel Cost	\$ 36,431.20
Disposal Cost/HH	\$ 43.97	Personnel Cost/HH	\$ 16.45
	Effective Cost/HH	\$ 61.66	

Risks of On-Demand Collection

- Demand Too High
 - Vehicle and time constraints



Risks of On-Demand Collection

- Demand Too High
 - Vehicle and time constraints
- Planning for inclement weather
- Improper Setouts/Packaging
 - Reactions in the field
 - Spills

Risks of On-Demand Collection



- Improper Setouts/Packaging
 - Reactions in the field
 - Spills



Risks of On-Demand Collection

- Demand Too High
 - Vehicle and time constraints
- Planning for inclement weather
- Improper Setouts/Packaging
 - Reactions in the field
 - Spills
- Software Issues

Benefits of On-Demand

- Customer Satisfaction
- Program Reach
- Collecting more materials per household vs traditional dropoff

Questions?

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Richard.Avila@austintexas.gov

