



Household Hazardous Waste Management Survey

Sugar Land's Household Hazardous Waste Management Survey

Total submissions:
729

Date range: Jul 01, 2024-

Total responses: **9023**

Goal statement: Receive feedback from the community regarding HHW to make at data-driven decision on program implementation.

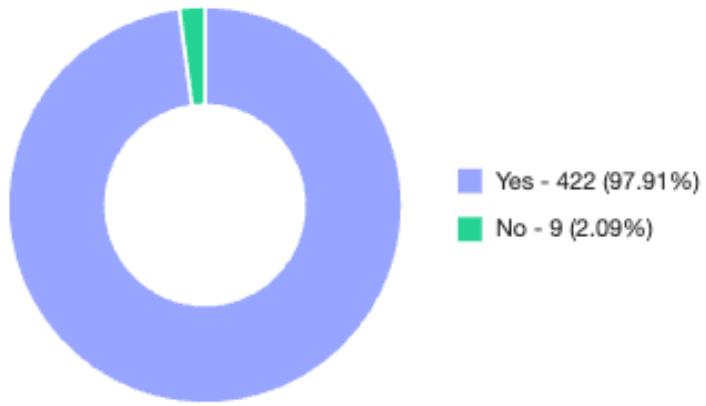
Distribution:

- Social Media Post - Facebook
- Drop-off Event
- Listserv
- Keep Sugar Land Beautiful - Contacts and Boards of Directors
- Emma Newsletter

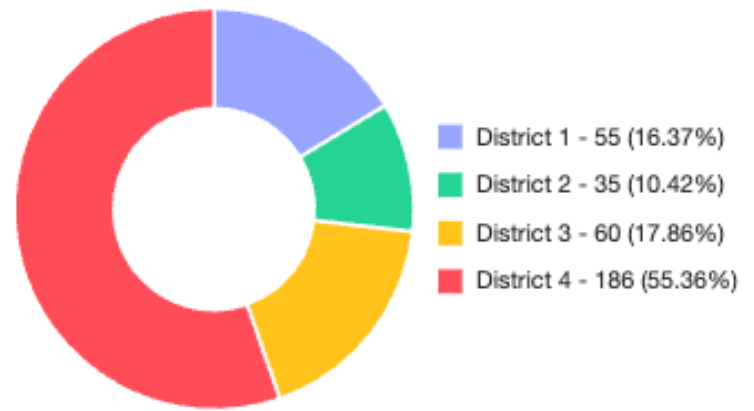
Of Responses: 729 Submissions; 9,023 Data Points

Highlight From Survey Responses: Residents overwhelmingly respond that they are aware of HHW items and that they should not be disposed of in their trash cans, but most are split on what their current options are for disposing their HHW.

Are you a Sugar Land Resident?

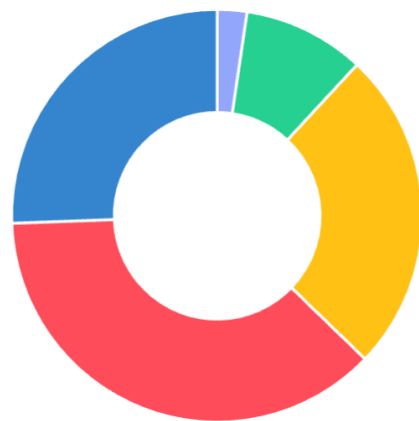


Please select the Council District you live in.



How frequently do you dispose of Household Hazardous Waste (HHW)?

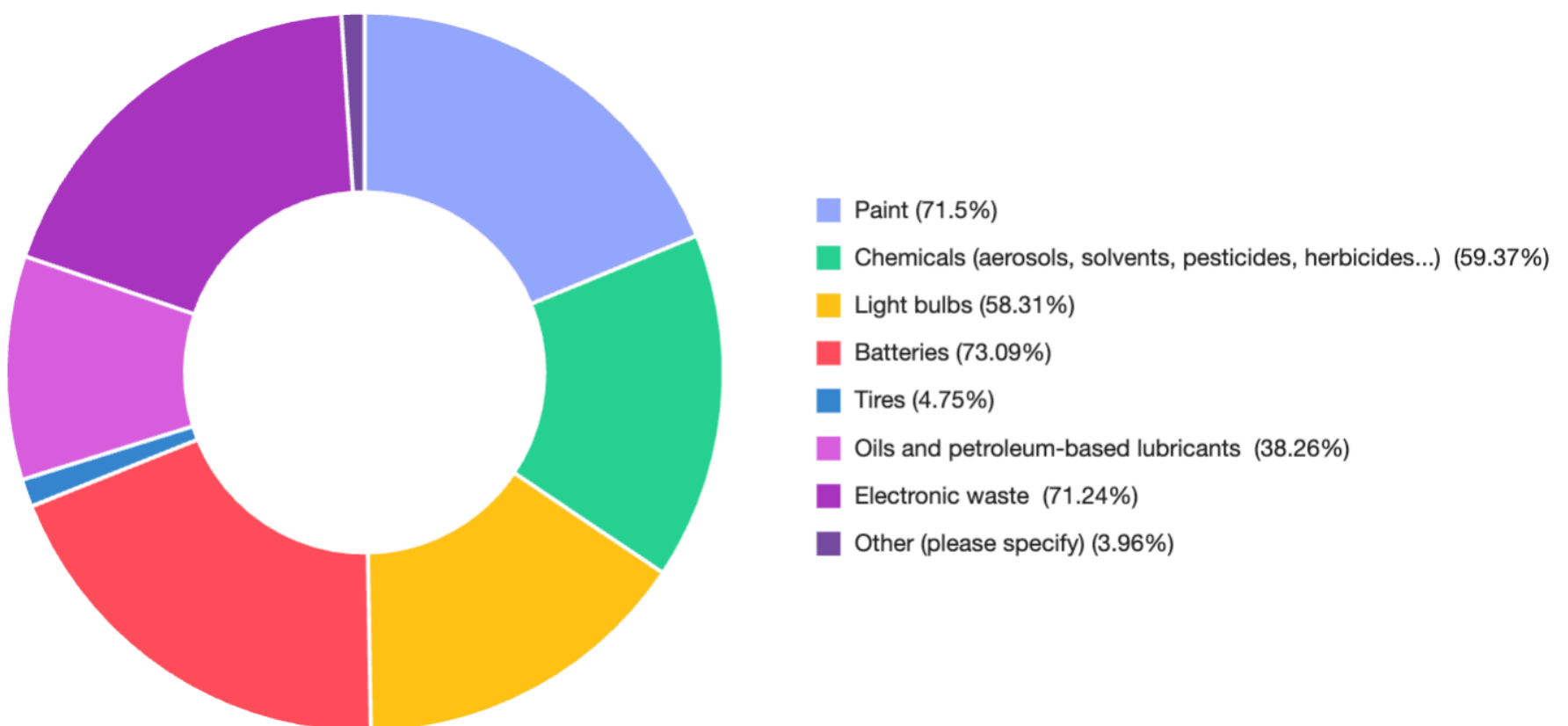
DROPDOWN



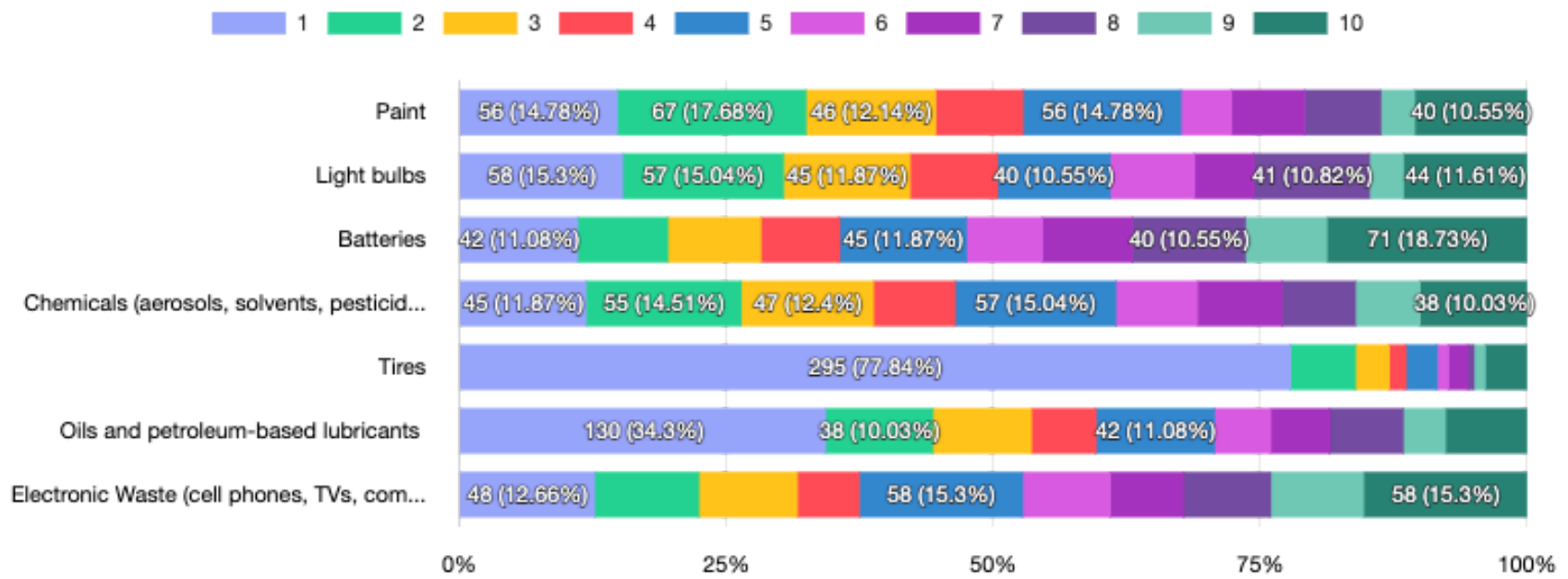
Generally speaking, how much household hazardous waste (in pounds) does you/your family generate each month?



Which of the following types of household hazardous waste are you currently considering disposing of? (Select all that apply)

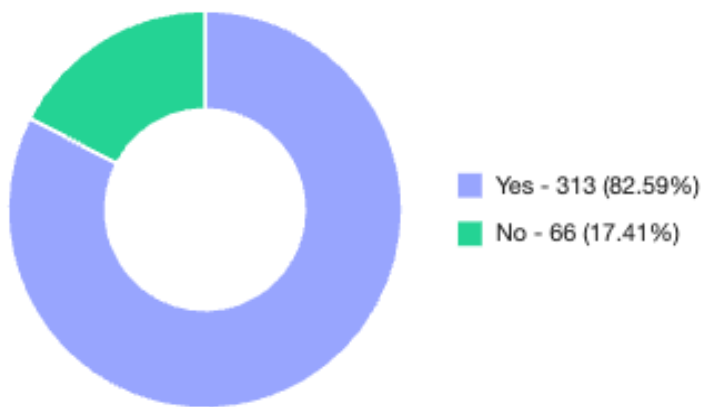


Select a value for each item

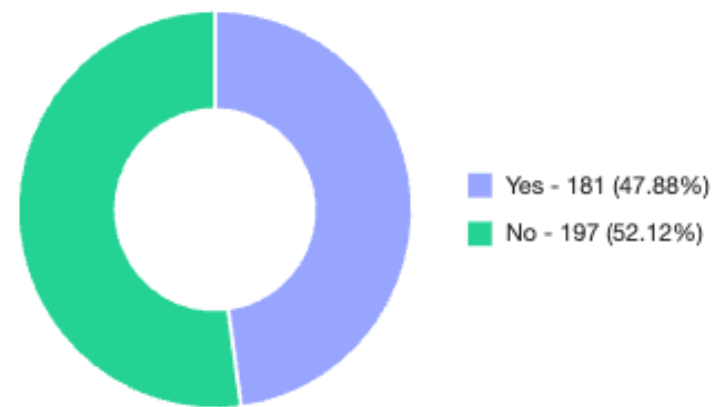


379 of 489 participants have responded to this question (78%)

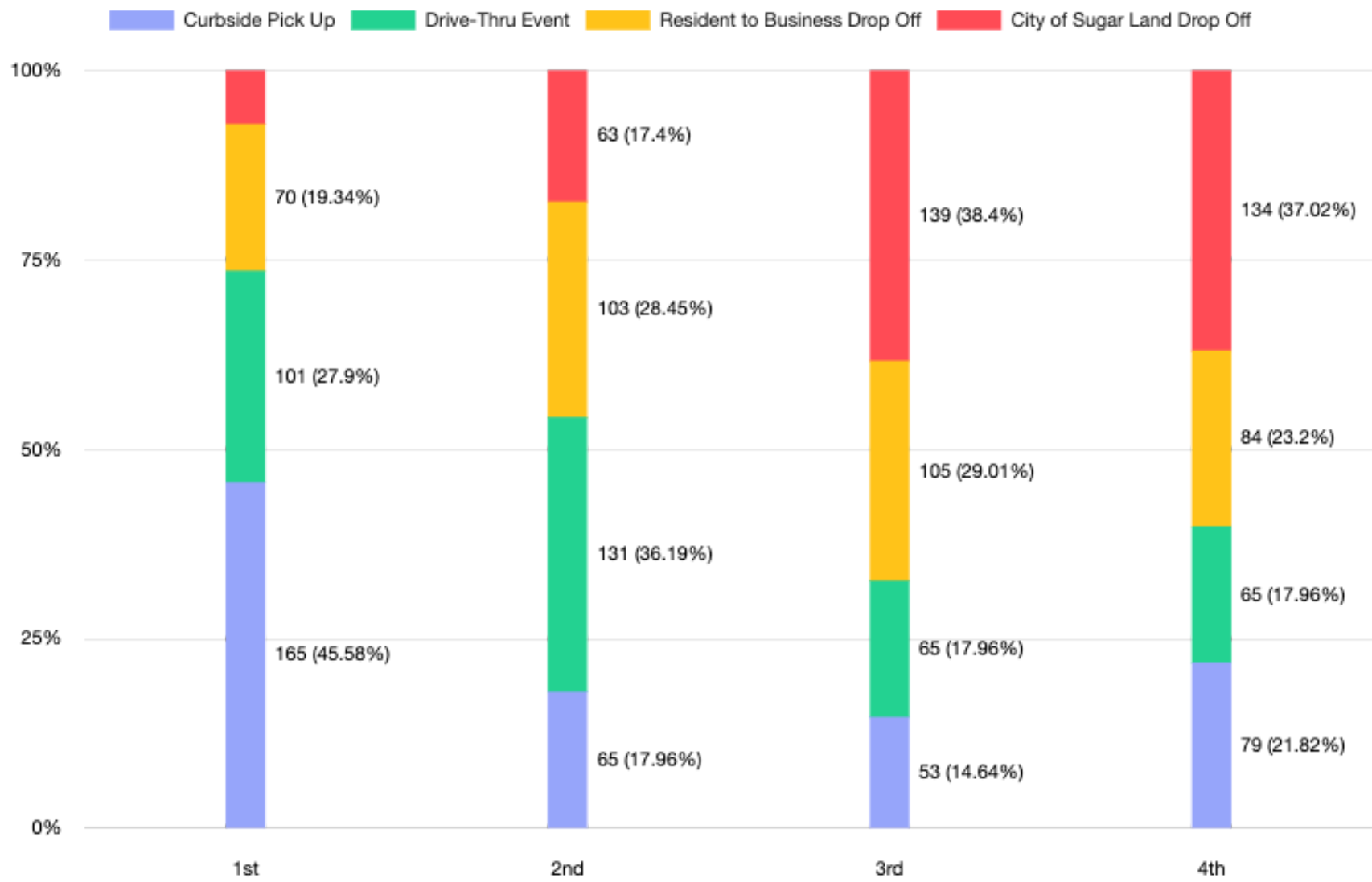
Did you know that these items are HHW and should not be disposed of in your trash containers?



Do you know your current options for HHW?



Please rank the below options in order of preference (1 – Most preferable and 4 – Least preferable).



Page 4: The City is considering 4 methods of HHW collection for residents to choose from which may impact your solid waste rate. Please read through the options below, then answer the survey questions.

What are your considerations for the ranking?

TEXT BOX

Sentiment Analysis [i](#)



BIGGEST CHALLENGE: Resident Engagement and Educational Access. An unexpected challenge that arose was the skewed District representation following the Emma Newsletter post; before March, the district distribution had been mostly even.

BIGGEST DATA STORY MESSAGE: There is a serious need for this program, and the survey responses highlight that people are likely not disposing of their HHW correctly, and they are unaware of how they can currently dispose of their HHW. Residents want the program, and they have predominantly highlighted a drop-off event, but most importantly, they want the **most convenient option** and one that **will not increase cost**.

RESULTING ACTIONS: Budget request this week to implement this program – Drive-thru/Drop-off style based on the October event and the received feedback from the survey – Looking to have it bi-annually. Plans to close out the survey and share the data after this weekend's Earth Day event.

ENGAGEMENT DRIVES ENGAGEMENTS

Where we see surveys really thrive is with direct, boots-on-the-ground engagement. It's also a great tool to test which types of engagements or communication plan elements work well with these calls-to-action

Full responses:

- Price and convenience
- Low cost and ease of use
- Frequency of need
- Most useful
- Convenience and fees
- Convenience, frequency, not having to store hazardous waste at home.
- Gather up everything and bring to park is one stop. I participated this morning and it was great.
- Drive thru works for me best. Curbside is a concern due to chemicals sitting at the curb. Even in a bag children can be curious.
- 2, 3, 4, 1
- The drive-through event is preferable being that I don't have to dispose of the items myself and someone can take them out of my vehicle. Even if this means, the event only happens once or twice a year it's worth it since I don't have that much hazardous material that accumulates over a year.
- 1,2,3,4
- Cost and convenience — Dropping off at businesses is fine; could do this periodically through the year. Love the drive through event today. If we knew this was a regular thing, we could plan accordingly. Not interested in driving to a COSL location.... I perceive that as inconvenient and a hassle.
- low cost more important than convenience because I tend to recycle once or twice a year
- Low cost. I don't accumulate much HHW so for me I would be happy with a central drop off 1-2 times a year at little to no cost.
- Flexibility in drop off time at the residents own schedule will encourage residents recycling participation which lead to successful recycling program. City of Houston been doing this for years
- Our household does not have enough hazardous recycling for curb side regular pick. A semi annual or annual event would be enough for us.
- Costs & convenience Single-location drop off for multiple waste types I don't generate a constant amount of hazardous waste over time. I do generate a constant amount of paper to be shredded but the amount is easily processed by my home paper Shredder. A once a year shredding event may be useful.
- Cost and convenience
- Either city or county should have monthly drop offs. I like Harris county has electronics and cardboard drop off for residents every business day. For Sugarland once a month minimum would be my preference.
- Main consideration is convenience and ease of disposal.
- Convenience
- Convenience and cost
- How far I need to drive to drop off the waste
- Cost and ease
- Ease of disposal and affiliated costs.
- Mostly convenience.
- 2 x HHW Drive-thru Events annually is preferred and should include paper, as well as plastics & tin cans that can not be put into the household recycle bins which Republic Services picks up every Tuesday.
- Convenience and Costs to operate.
- i like the once a year drive thru
- Frequency of need and cost
- Cost, then convenience.

- Cost and convenience
- Easy - if future events are held at the park.
- Convenience and pricing and past experience
- Convenience and frequency
- Convenience and making sure I'm doing it correctly. The drive thru yesterday was amazing! Thank you so much.
- Convenience
- Curbside would be easy to schedule on my timeframe. However, if I know that a city wide drop-off is scheduled, I don't mind holding onto items to take to the drop-off site.
- Don't like cost on residents. Don't dispose that often
- Price is my most important consideration. Happy to store or dropoff HHW at the lowest cost possible.
- Cost and convenience
- Curbside is more convenient and less costly
- Storing the items 6 months until recycled is better than once a year drive/drop off. We don't have a large quantity of HHW very often.
- Convenient
- #3 City of Sugar Land Drop Off - Like this as we can plan and collect everything to be dropped off. This worked great on the 10/19 event.
- Convenience.
- I don't want hazardous waste to be sitting at the curb, that sounds dangerous so I ranked it #4. I would prefer drive through events or business drop off location. I don't think that the City of Sugar Land needs to spend money on expanding the City drop off location.
- cost and low need for the service
- Curbside convenience is worth a small increase. It will hopefully make it easier for residents to dispose of HHW in an easier manner
- Dropoff events are very convenient, twice or three times a year would be ideal, and all could be disposed of at once. Also convenient would be a list of local businesses where various types of waste could be dropped off.
- Convenience
- Getting items out of my house frequently vs waiting for an event
- A location where Electronic waste items can be dropped off is needed. We don't mind driving to that location.
- Most convenient
- Most efficient for the city of Sugar Land
- Convenience - I want to be able to drop off whenever I need to on my timing.
- Simplicity and cost
- Cost and convenience. \$2-3 per month for all residents is too high especially for residents who do not use the service often.
- Convenience in hauling and timing. No need to temporarily-long term store at my property.
- I like the drive through events because they are on Saturdays which is convenient with my work schedule. They are quick, well organized and efficient. I prefer not putting things on the curb in case the truck never comes. Then I'm stuck with wondering whether to leave it or haul it back into the garage. I don't mind the idea of a business drop off but then you're at the mercy of their hours, where they put the bins, possibly needing to make multiple trips from the car etc.
- Cost and convenience
- My Ease
- I like curbside because I can't always get to events

- Ease of disposal with estimated weighing cost.
- I feel that a drop off twice a year is enough. Most businesses deal with disposal of tires so I have NO tires to rid of why should I pay for this. Electronics and batteries can be discarded at several businesses for free! Stop increasing my prices on waste disposal. Sugar Land & Fort Bend is pricing me out of living here. Soon I will have to move in order to continue living. STOP PRICE INCREASING EVERYTHING!!
- ease and convenience
- Cost of serviceable convenience
- Frequency of need to dispose of products vs. cost
- Drive-through once a year is not enough. People will not store the waste for a year. They will just put it in their regular trash.
- How much waste I would have, the convenience, and frequency to dispose
- I like to have a specific date for collecting hazardous items and second to schedule a service when needed. I had bad experiences going to the trash o recycling center because they don't want to accept items or over charge.
- Avoiding loading hazardous items into vehicle and minimize in-person contact
- Convenience for me
- I drop medications once a year at Mercer by FBISD so this will be the same system but twice a year. That would be great.
- Convenience
- Don't like the added charge, but it is nice to have options. Love the once a year, but if you are out of town, then you miss it and having to wait a whole year would not work either.
- Convience
- Ease and cost
- cost
- Convenience...don't have to save up and wait for it to be picked up or hope that I can remember and be available for a drive through option.
- How often I need to make a special trip. Batteries disposal is needed every month. I have a TV and a computer monitor right now that I would like to dispose of. I know I have taken this same survey in the past 6 months.
- Infrequent drop off is good unless you cant make that weekend / you miss the announcement
- convenience
- My bill is already high enough. If you want people to really recycle hazardous waste, the most important thing is to educate them of what it is and where and how to dispose of it
- The hours for current drop off are challenging for working families. A weekend drop off a couple times a year would be the best and cost effective means in my opinion
- Drive throughs are so convenient!
- Cost and convenience
- Considerations are the convenience of having a home pick-up without having to physically carry items into a drop-off location and cost. I can do drive-through where workers take items from the car and the special pick-up options, both of which we used to have. Due to physical limitations, hauling items from the car into a drop-off site is difficult.
- Distance convienience (The current drop off plce is far from my house.) Availability (I don't like to hang onto trash waiting for the right date to remember to put out or drop off.)
- convenience.
- Ease of drop off at time that works for me

- Availability (available to me at the time the waste is generated); convenience (single place to drop off ALL HHW); cost
- I liked the option of setting up a time to pick up the hazardous waste
- Would not be disposing of these items frequently so looking at cost to resident
- convenience can improve participation
- Convenience
- Convenience
- Not only is city sponsoring home improvement programs but approximately 30% of SugarWood homes have been recently remodeled. LED bulbs are all we use and most don't know they are hazardous. Children electronic toys are thrown in regular trash.
- Easy
- Convenience, cost
- Ease and convenience.
- convenience
- Your system must be convenient in order to work. Otherwise, it is too easy just to throw HHW in the trash. Also, my household typically generates 0 HHW per month. That was not an option in your survey.
- Cost to residents and availability options.
- Convenience
- If you make it easier for folks and a convenience more HHW would be removed properly as opposed to folks dumping it in city drains or other areas creating a greater hazard causing the city more money to clean of the waste.
- An on demand pick up service is convenient and prevents people from piling the HHW at the curb every week. Drive thru and business drop off is less convenient but workable. I rate SL drop off as 4 because of lack of details of where this would be and potential environmental impacts.
- ease of use and cost
- Convenience, the option to drop of to businesses that may only specialize in 1 or 2 of the multiple of HHW does not work for me as you would need to visit multiple sites to complete your HHW disposal
- Cost, ease of access and time used.
- Cost is most important for me.
- If I'm cleaning out an area, I'm Looking to dispose as fast as possible. Not looking to hold onto until community disposal day.
- In my case, HHW disposal is a rare requirement. Would just like the ability to take it somewhere to be disposed of properly when needed.
- Current options are not convenient and sometimes difficult.
- Convenience
- Don't want to store stuff waiting for an event and if I'm out of town wait again for next collection event. Current drop off locations are not convenient and limited in what they take.
- Convenience regarding eliminating effects from weather and health issues.
- Decrease driving time, easier method for disposal of hazardous materials.
- Not interested in waiting and storing things I don't need. Also not interested in having to specify exactly what I need picked up "this time"
- ease of use
- Convenience (especially for older people) and people in general. And what would have the best solution for people to follow the guidelines.

- Depending on how involved, I like the curbside.
- Convenience
- ease of convenience- residents are most likely to participate in programs if they are easy to use. The costs added seem minimal when all city residents pay in.
- Cost
- Convenience and time
- 1 Drive thru event 2 City drop off 3 Business drop off 4 Curbside pick up
- Had used previously, scheduled pickup
- Convenience; elderly residents.
- Convenience
- convenience
- Easiest and saves time for me!
- Cost and convenience
- Option A I suppose. Still, the city does not make it easy if this is a concern. Why not a third trash can for these types of waste products and picked up at the curb once a month, like bulky trash day. Make it easy and convenient and people will stop with the "easy" solution of just putting in the trash can or worse, dumping in the woods or elsewhere.
- Having drop off points through out the city is better than having to take it to county drive thru. Curbside requires too much planning/time. Easier just to Put it on your car and drop off close to home.
- Most residential waste is seasonal or infrequent . Richmond/Rosenberg collection for motor oil or electronics is easier to drive through and drop off
- It's cheaper and easier to drop off
- Cost. I don't do this very often so I am fine paying as needed, but I do not want to pay more monthly for the service.
- Ease of use.
- Convenience
- Cost and ease of use
- Convenience
- Likely hood of my using that option if all 4 were available.
- I can go to the current locations if I have this type of waste. I would rather not have an increase in my bill.
- convenience, handling
- convenience
- I'm used to take my hazmat waste to a waste site.
- Ease and frequency of drop off sites
- Ease of taking care of waste in a timely manner. Do not want to store waste for long periods of time.
- Convenience is key to get people to participate. Fort Bend county does allow drop off as well, but for some going down to Rosenberg may be preventive.
- Combination of availability, convenience, and overall cost. All options are favorable and I appreciate the city looking into and considering offering all of them.
- Personal need for service, not wanting to pay monthly for a service I rarely, if ever, would use.
- I very rarely have any of these HWM to dispose of, so I do not want to pay extra for monthly curbside pickup. I'd rather have a yearly drive-thru event or go to drop them off somewhere.
- My convenience and my time. I can easily schedule for drop off times twice a year or so.
- Ease of disposal

- ranked by cheapest options.
- Most economical for the City
- Convenience
- Cost and we don't have a large need to dispose of these items
- Easy, quick availability.
- Ease of use
- Not having to store waste at home. Close drop off locations. Cost.
- Ease
- I use FB county's hazardous waste facility so don't see a need for Sugar land to have one.
- Convenience
- Ease
- cost and convenience
- Ease and price
- Convenience and cost.
- Convenient
- Convenience and cost
- I rarely have anything to recycle except paint every now and then. I could take it to a drop off site at my convenience.
- Don't know
- Ease and cost
- cost and convenience
- Central drop off and business dropoff I think would work best because most people probably don't generate enough waste for a curbside pickup. They are also more convenient if they are centrally located or have multiple drop off options.
- Cost to the city and convenience
- County recycle takes currently takes all for pay as needed.
- Convenience. It's very inconvenient currently and many items just stack up.
- Efficiency
- I do not have a lot of hazardous waste and there are currently options for disposing of same without additional costs monthly.
- Convenience and flexibility.
- I love the drive-thru format at a decent interval (6 months?), and the business drop off is helpful if the participating locations are easily located. I don't see myself using the city drop off very frequently, and the curbside pick up is overkill in my opinion
- Unless it's really easy, lazy people will continue to put in weekly garbage.
- EASE FOR ME TO GET RID OF
- May not be available on that one day , cost, don't want city to expand at gillingham site
- i don't have alot, nor do i generate alot, the drive thru makes sense for me.
- convenience and cost
- Residential dropoff
- none of the options are satisfactory. ideally, City should provide different colored baskets for different HHW products such as batteries, electronic waste (cell phones, laptops), etc. households can discard these products once a month in the color-coded baskets by the curbside. different neighborhoods can have different pickup days. Awase, Okinawa Japan has a very successful recycling program wrt household waste and HHW. Sugar Land can

learn from their recycling program. One request; please ban use of plastic bags in the city. we see these bags getting stuck on the trees; not a sight to behold!!!

- Monthly drop off would be ideal. I don't need curbside but can't sit on this stuff.
- Cost and convenience
- Worked well for me when I lived in Houston
- How often it's required.
- Easiest to do
- Only needed 1 or 2 per year, so seem more efficient if I bring my waste to a central location.
- Cost
- The cost. I am very good at managing my waste. On the other hand, I know most other people are not so good at it. So I would actually be happy to go with whatever answer will get the most people to properly dispose of their hazardous waste. I am very happy that the city of Sugar Land is paying attention to this and trying to come up with solutions to encourage people for proper disposal.
- Convenience, cost
- I don't require this service very often, so I think it would be a waste of the city's resources to provide it as a curbside service.
- Convenience
- Convenience
- If it's not convenient, I will not use
- Cost vs convenience. Option D seems too expensive and you still need to deliver the waste. Option A, given the cost seems the most convenient and the best option.
- None of the above we already pay an astronomical amount for waste pick up and shouldn't be told you are trying to find a way to raise the price AGAIN! STOP IT!
- cost, amount of personal use
- I would pick C, then A. The current facilities for drop off are not that convenient to me. But I use them each about once per year.
- Ease. The recycle center is far from us and inconvenient
- Convenience
- Cost and convenience (when needed)
- expense, convenience. Curbside sounds complicated and expensive. Drop Off sites get trashy. Drive Thru and Business drop off need to be advertised.
- I prefer the convenience of drive-thru waste collection events, where I can drop off all my waste in one place without having to sort it myself or visit multiple businesses/locations for different types of waste, such as e-waste and hazardous materials. These scheduled events also allow for community reminders, helping residents plan ahead and store their hazardous waste until the next available date. On the other hand, I'm not a fan of curbside pickup, as it seems inefficient in terms of manpower and fuel usage. Additionally, I have concerns about the specific instructions and packaging requirements for curbside kits when many residents can't even follow the simple guidelines for normal trash pickup.
- Curbside is the easiest so I am not loading all the paint cans in my car
- I don't usually have much HHW so a twice a year drive thru event would work for me. Recently, I drove to 1200 Blume Road to drop off a box of old HHW that had been in my garage for years. It was very convenient.
- convenience
- convenience
- convenience

- Rarely needed, preference for lowest cost
- My convenience. I have experienced the drive thru event and it was too time consuming.
- Keeping vehicle clean and safe. Get garage cleaned out.
- Curbside Pick Up - Most convenient, I would not use this frequently, I'd wait for HHW to accumulate and then contact the service. City of Sugar Land Drop Off - I am not familiar with this service, but if this is a drop off service, I could see this being equal to Curbside Pick Up in terms of preference Resident to Business Drop Off - May have to make multiple stops, I see this as being less convenient Drive-Thru Event - I could see lines getting very long, and having issues with the timely sorting and offloading of HHW if everyone is doing it
- Convenience and frequency.
- Convenience
- Convenience, low cost
- Cost, frequency needed less than average household, ease of drive-thru.
- Ease of recycling
- curbside pick up is more likely to get a higher level of frequent participation from residents.
- convenience and availability
- Convenience
- Access, convenience
- I don't have a lot— so doesn't make sense to have someone come to me. Drive thru event or drop off seems intuitively more cost effective
- For me this is most convenient.
- Convenience and flexibility
- Ease of disposal
- I like that I can drop off when I want and only get charged when I go. I don't like a monthly fee on my bill
- Convenience
- 1 to 2 times a year for a drop off will consolidate all items and overall be cheaper than having drop boxes everywhere. Notification to residents of the 1-2 yearly drop offs would remind people to do the paint and oil inventory at houses and then take it all at same time. Also, you did not mention anything about the drop offs that can be done at recycling center. Yes, there is a cost, but why should I have to pay a monthly charge when I seldom have stuff that is hazardous.
- Convenience and cost,. Right now, hazardous waste is being stored in our garage for too long.
- Preference
- Convenience. If it's too difficult people will not use it.
- Number of opportunities and ease of disposal
- I feel the City of Sugar Land should have a drop off event
- Convenience
- Cost per month. Don't want to pay for something that will always go up and not down. I would pay when I use it.
- Convenient. More likely to use
- Price and convenience
- Convenience
- I don't see that a Resident to business could handle all chemicals in drop boxes. I mostly have household cleaning and garage and gardening chemicals to get rid of. I prefer to be able to recycle those once a month or so.
- Convenience
- Convenience
- Cost

- Easy
 - Convenience.
 - Convenience Cost
 - Cost, storage
 - Ease of drop off
 - Ease
 - convenience/timing
 - I think a twice a year drop off event would serve our needs the best. We did this last year for electronics and it worked out well. We just don't have that much hazardous waste to warrant much more.
 - Light Bulbs? First Mention ever. Batteries and Aerosols always mentioned not to be in garbage, but no alternative ever mentioned.
 - Availability during hours I am not working. Proximity to home. Cost.
 - Availability to residents at their convenience when the need arises.
 - Convenience and not having to fill out a ton of forms
 - Convenience, cost
 - An option that cost to implement is lower
 - We did the drop off event last time you had it and it worked out well. I always collect my items and making one trip was time efficient.
 - Cost of recycling vs free drop offs. Convenience of dropping them off occasionally and having many types of items covered. Curbside pickup sounds good but seems like a hassle to arrange for the small number of items we need to recycle.
 - Cost and convenience
 - .convenience and safety
 - Flexibility
 - Ease
 - The easier it is the more likely these things will be disposed of properly
-
- Names, phone numbers, address and emails can be viewed on the Zencity platform.