

# At Your Door Special Collection

PROGRAM UPDATE  
DECEMBER 14, 2021

CEDAR  HILL





# VISION

We envision Cedar Hill as a premier city that retains its distinctive character; where families and businesses flourish in a safe and clean environment.

# MISSION

The Mission of the City of Cedar Hill is to deliver the highest quality municipal services to our citizens and customers consistent with our community values.

# VALUES



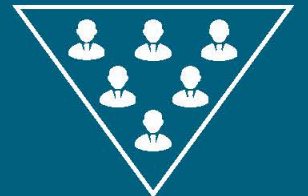
PEOPLE &  
RELATIONSHIPS



STEWARDSHIP



HIGHEST ETHICAL  
STANDARDS,  
BEHAVIOR & INTEGRITY



SERVANT  
LEADERSHIP

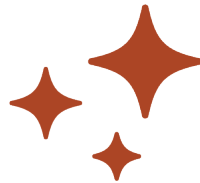
# Pursuing Premier

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**DISTINCTIVE  
CHARACTER**



**CLEAN**



**SAFE**



**VIBRANT PARKS,  
TRAILS & NATURAL  
BEAUTY**



**ENGAGED  
COMMUNITY**



**EXCELLENT, SAFE  
& EFFICIENT  
INFRASTRUCTURE**



**STRONG &  
DIVERSE  
ECONOMY**



**TEXAS  
SCHOOLS  
OF CHOICE**

# Mobile Collection



# Environmental Collection Day

SAFE

PROFESSIONAL

SERVICE  
ORIENTED

REFLECTS  
CEDAR HILLS  
CHARACTER

POPULAR!



# ECD Limitations

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Only 1 Saturday per quarter

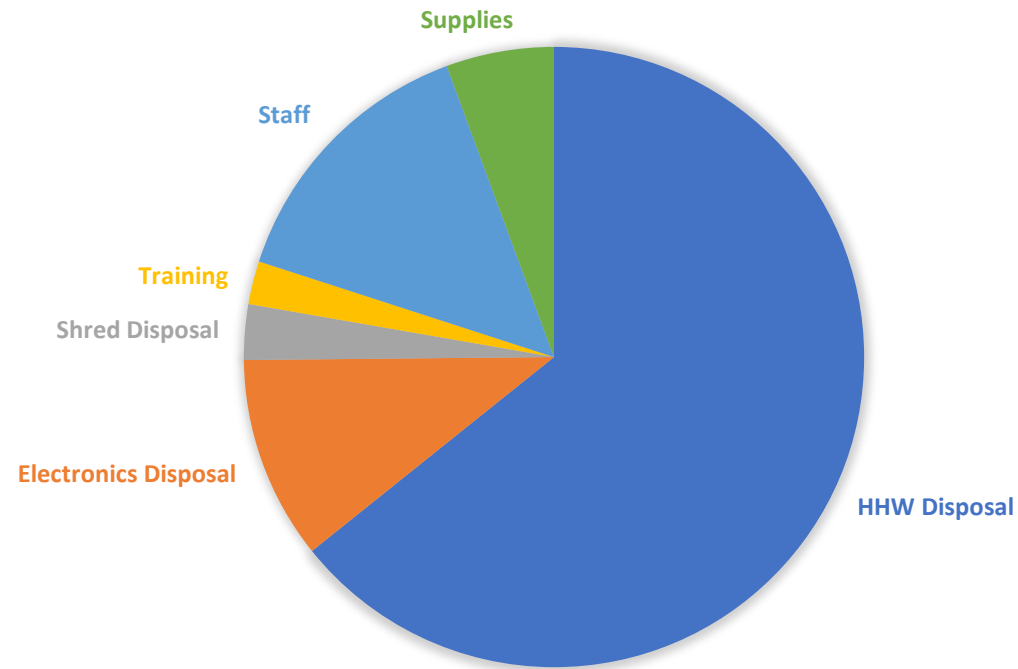
Requires transportation

200 household limit per event

# Operation cost for 4 events

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**4 EVENTS - \$63,540**

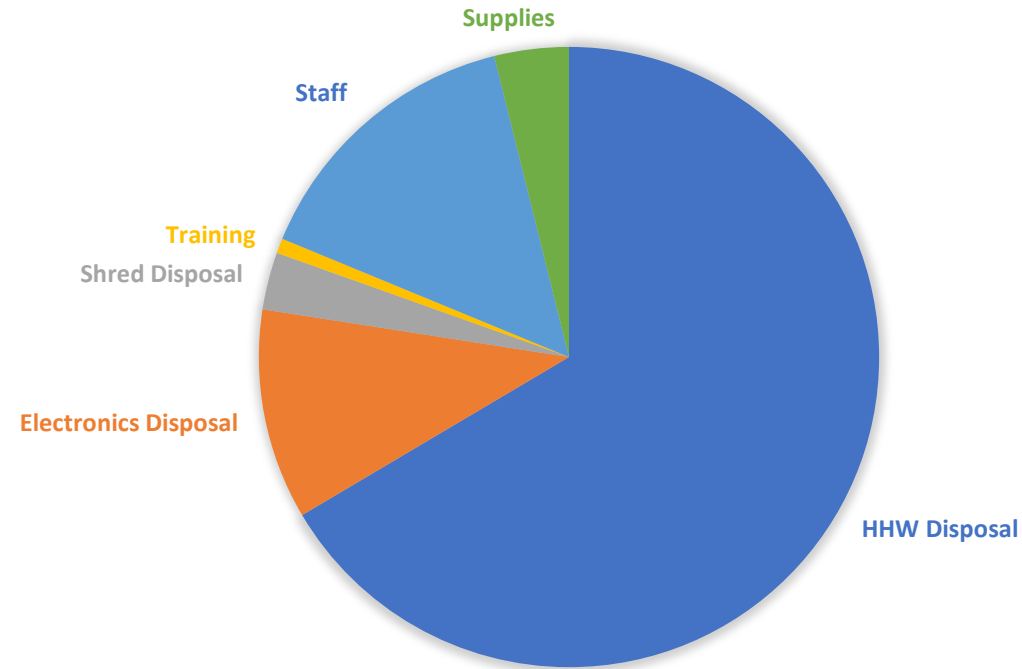




# Operational cost for 12 events

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**12 EVENTS - \$213,320**





At-Your-Door



# How the program works

- ***Starts January 1, 2022***
- ***Participation is EASY and CONVENIENT!***
  1. Residents contact WM
  2. Residents receive a collection kit
  3. Residents select a pick-up date and place HHW and electronics outside their door by 7:00 AM
  4. A WM technician collects the items
- Maintain shred events quarterly



# At-Your-Home improvements

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Everyday is collection day

At home participation

No capacity limitations



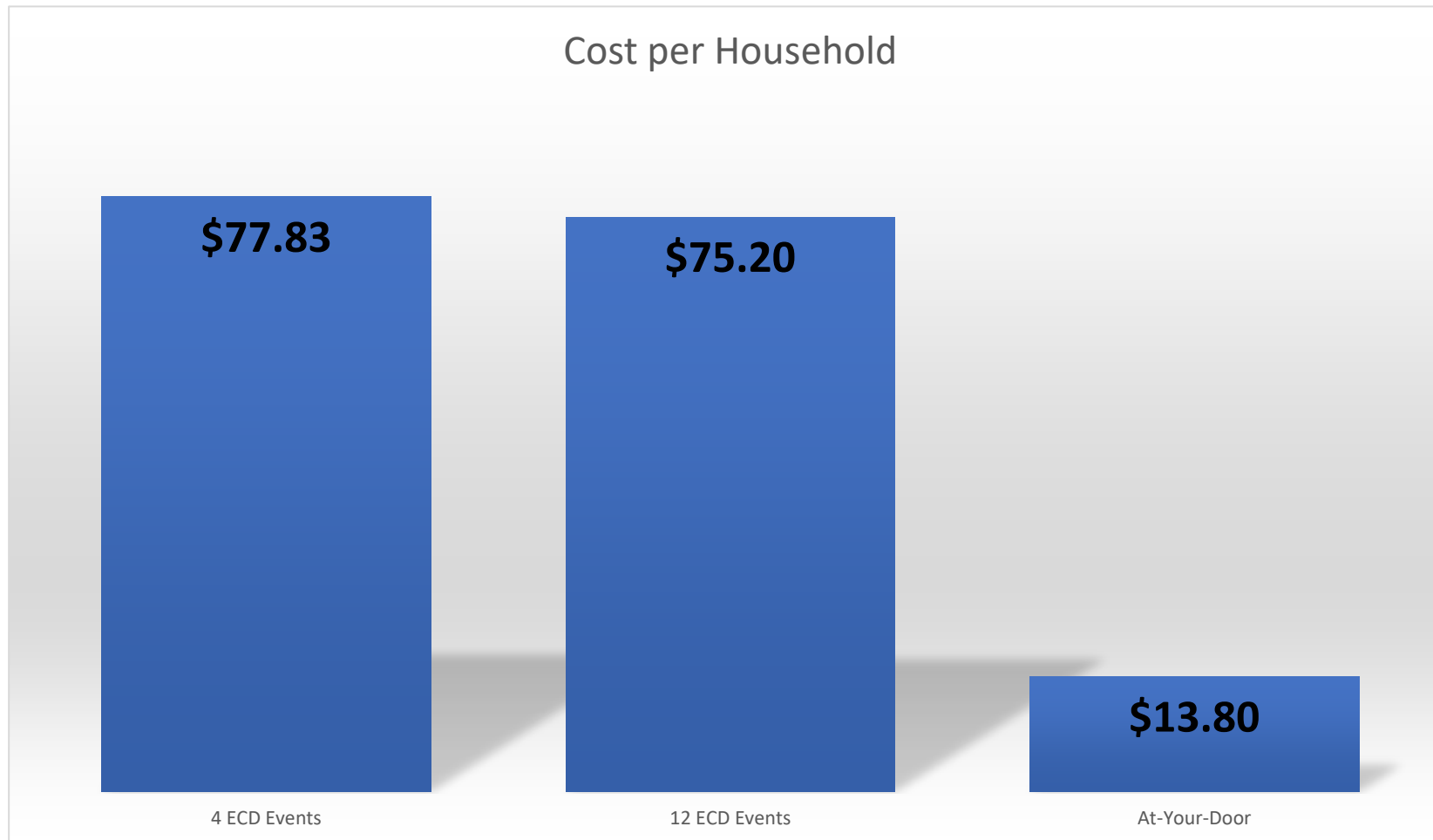
# AYD Program Costs

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- 13,500 household
- \$13.80 per household – Fee included in water bill
- \$186,300 annual cost
  
- Compared to \$213,320 annual cost for 12 mobile events

# Cost per Household

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# Communication Plan





# Environmental Collection Day (ECD) email & flyer

- 81% ECD repeat participation
- Email sent in December
- Flyer handed out during December 11 collection event

**WOW!**

**THIS IS AMAZING!**

**SO CONVENIENT!**

**THANK YOU!**

**IT'S ABOUT TIME!**



## Environmental Collection Day is this Saturday, December 11!

Environmental Collection Day combines household hazardous waste collection, electronic recycling, and secure paper shredding in one day. Registration for the household hazardous waste collection event is filling up fast (paints, batteries, chemicals, light bulbs, fertilizers, insecticides, cooking oil, motor oil, etc.)

If you **ONLY** have electronics or paper shred, registration is **NOT** required. Consider arriving after 10:00 am to avoid long lines and for staff to better serve you.

[CLICK HERE TO REGISTER](#)

If you are unable to participate, the next ECD will be on Saturday, March 12, 2022. Alternatively, you may take your HHW and electronic waste to the Mansfield ECC located at 616 S Wisteria. Contact the Mansfield ECC for more information.

[CLICK HERE FOR MORE INFORMATION ON THE PROGRAM AND THE MANSFIELD ECC](#)

## 'At-Your-Door' Service Begins January 1, 2022

Avoid the lines! Beginning January 1, 2022, residents can schedule a home pickup for household hazardous waste and electronic waste through Waste Management's At-Your-Door Special Collection. To schedule a home collection, visit [WMAAtYourDoor.com](#) or call 800-449-7587.

The flyer for "At-Your-Door Special Collection" features a photo of a house with a collection bag placed on the porch. The Waste Management logo is in the top left. Text on the flyer includes "Beginning January 1, 2022!", "At-Your-Door Special Collection", "A service of Waste Management", and "EASY & CONVENIENT!". A sidebar on the right explains the service and provides contact information for Duy Vu.

**WASTE MANAGEMENT**

**Beginning January 1, 2022!**

**At-Your-Door Special Collection**  
A service of Waste Management

**EASY & CONVENIENT!**

At-Your-Door is a new **easy** and **convenient** way to dispose of household hazardous wastes and electronics beginning on January 1, 2022.

The service allows you to properly dispose of wastes easily and conveniently at home on your preferred day.

Questions?  
Contact Duy Vu at  
972-291-5126 ext. 2819.

## How the program works:

- 1 Initiate** Visit [WMAAtYourDoor.com](#) or call 800-449-7587.
- 2 Schedule** Select a date and receive a collection bag.
- 3 Package** Place HHW and electronics outside your door before 7 AM.
- 4 Collect** A technician collects your items for disposal.

# Service Guide Brochure

- Mailed to all residents in December
- Includes all trash and recycling services
- Also provided to all new residents

## WASTE 101: TRASH & RECYCLING BASICS

Waste Management provides trash and recycling services for the City of Cedar Hill. Please contact Waste Management Customer Service at (972) 315-5400 for trash and recycling issues.

Trash and recycling are collected once per week, and bulk items and green waste are collected once per month (see the map inside for your collection schedule).

Each single-family home is provided a green 96-gallon cart with a yellow lid for recyclable materials and a green 96-gallon cart with a green lid for household trash. All trash and recyclable materials must be inside the cart with the lid properly closed. Materials left outside carts on collection day, bagged or not, will not be collected. Recycling carts will not be collected if they contain anything but acceptable recyclable materials (see inside for details). Only Waste Management carts are serviced. Any other containers will not be serviced.

Carts must be placed at the curb—or in the alley, if an alley collection—by 7 a.m. on your collection day. Carts may be set out after 6 p.m. or one hour before sunset the night before pickup, whichever is earlier.

## CART PLACEMENT INSTRUCTIONS

- Place carts within one foot from the curb—or fence, if in an alley—with the handles facing the home or fence.
- Give carts plenty of space. The automated control arms need at least three feet of space on all sides of your carts in order to pick them up. Keep trash and recycling carts at least three feet apart and at least five feet from cars, mail boxes, gas meters, and other nearby objects.
- Trash must be contained. Place your trash in securely tied plastic bags. All bags must fit inside the cart with the lid closed. Any trash left on top of or beside the cart will not be collected.
- Set it out by 7 a.m. on your collection day.

## IMPORTANT NOTE ABOUT PARKING

Parking too close to the alleyway can block trash collection vehicles from servicing your home. Make sure all visitors and residents park more than 25 feet from the alley entrance/exit on both the alley side of the street and the opposite side of the street. (City Ordinance No. 2019-074)

## COLLECTION SCHEDULE & MAP

Use this map to identify:

- Your collection day for trash & recycling
- Your set-out day for bulk items and brush

**Monday Trash & Recycling Collection**  
First Monday Bulk & Brush Set Out

**Thursday Trash & Recycling Collection**  
Second Monday Bulk & Brush Set Out

**Friday Trash & Recycling Collection**  
Fourth Monday Bulk & Brush Set Out

**Remember:** Carts must be set by 7 a.m. on your collection day, and bulk items and brush must be set out by 7 a.m. on the Monday morning of your collection week.

## HOLIDAYS & INCLEMENT WEATHER

The only holiday impacting service in 2022 is Thanksgiving. Trash and recycling normally collected on Thursday, November 24 will be collected on Friday, November 25. Those normally serviced on Friday, November 25 will be collected on Saturday, November 26.

Service may also be impacted due to inclement weather. Find updated information and sign up for service alerts and reminder at [cedarhilltx.com/trash](http://cedarhilltx.com/trash).

## WASTE MANAGEMENT

Waste Management of North Texas  
3321 Corporate Drive, Suite 100  
Lewisville, TX 75057

## IMPORTANT INFORMATION INSIDE

about updates to your residential trash, recycling, and bulk item collection services.  
Para información en Español, llame 972-291-5100, ext. 1022

Sign up for service reminders and alerts via text, email, or phone at [CEDARHILLTX.COM/TRASH](http://CEDARHILLTX.COM/TRASH)

SCAN ME

## BULK & BRUSH

Bulk items and brush are collected together in one pile once per month at the curb (even if you have an alley) and are limited to 10 cubic yards.

Acceptable bulk items include: appliances, furniture, fence sections, bags of leaves or other residential items too large for a container. Refrigerators, freezers, window A/C units, and similar items must be tagged as "Free of Fear". Bulk items do not include: construction debris, hazardous waste, vehicles, parts, or tires; televisions or computers.

Bulk items and brush must be placed at the curb by 7 a.m. on the Monday morning of your collection week. Waste Management may collect your items any day of the scheduled week. Refer to the Collection Schedule & Map to determine your set-out day and collection week, which are color coded below for each month.

MONTH	1	2	3	4	5	6	7	8	9	10	11	12
JANUARY 2022	3-7	10-14	17-21	24-28	31							
FEBRUARY 2022	7-11	14-18	21-25	28-MAR 4								
MARCH 2022	7-11	14-18	21-25	28-APR 4								
APRIL 2022	7-11	14-18	21-25	28-MAY 4								
MAY 2022	7-11	14-18	21-25	28-JUN 4								
JUNE 2022	7-11	14-18	21-25	28-JUL 4								
JULY 2022	7-11	14-18	21-25	28-AUG 4								
AUGUST 2022	7-11	14-18	21-25	28-SEP 4								
SEPTEMBER 2022	7-11	14-18	21-25	28-OCT 4								
OCTOBER 2022	7-11	14-18	21-25	28-NOV 4								
NOVEMBER 2022	7-11	14-18	21-25	28-DEC 4								
DECEMBER 2022	7-11	14-18	21-25	28								

## DIY DISPOSAL (LANDFILL)

Once per quarter, at no cost, residents may take materials such as fencing and construction debris to the Waste Management landfill, 1201 N Central Avenue, Lewisville, TX. The maximum quantity for disposal at no charge is three cubic yards per visit.

Residents will need to present their most recent utility bill and a driver's license at the same address shown on the bill. The landfill is open from 6 a.m. to 4 p.m. on weekdays from 6 a.m. to noon on Saturdays. (The landfill is closed Thanksgiving Day, Christmas, and New Year's Day).

## TRASH & RECYCLING SERVICE GUIDE 2022

**FIND INSIDE**

- Collection Schedule & Map
- New At Your Door Service for HHW
- 2022 Holiday Schedule

[CEDARHILLTX.COM/TRASH](http://CEDARHILLTX.COM/TRASH)

## RECYCLE RIGHT™

Every time you choose to recycle, you are giving that item a second life to serve a new purpose and save natural resources. Now more than ever it's important that only the right items, free from contamination, make their way into your recycling bin to help keep recycling, and our shared planet, sustainable.

It's time to get back to the basics. The fact is that some recycling actions make a bigger impact than others. So please remember these three basic rules the next time you recycle.

- Recycle clean bottles, cans, paper and cardboard
- Keep food and grease out
- No loose plastic bags and no bags

## HAZARDOUS WASTE AT YOUR DOOR

Beginning January 1, 2022, residents can schedule home pick up for unwanted household hazardous waste materials through Waste Management's At Your Door Special Collection™.

Automotive Products	Paint Products	Electronics
Antifreeze, batteries, brake fluid, motor oil and filters, fluids and more	Caulk, glue, paint, spray paints, stains, strippers & thinners	Music players, TVs, DVD/CD players, VCRs, cell phones, microwaves, computers
Garden Chemicals	Household chemicals	Household Items
Fertilizers, insect sprays, herbicides, pesticides & weed killers	Ammonia, heavy-duty cleaners, shower/tile cleaners, drain cleaners	Batteries, compact fluorescent lamps (CFL), thermometers, thermostats

To schedule a home collection, visit [WMAYourDoor.com](http://WMAYourDoor.com) or call 800-449-7587 (M-F, 7 a.m. to 7 p.m.)

MATERIAL THAT WILL NOT BE COLLECTED: ammunition, medicine, explosives, asbestos, tires, materials in leaking containers, commercial chemicals or hazardous materials in containers larger than five gallons in size. For qualified residents of contracted community. Acceptable materials are based upon Federal, State and local regulations.

# Highlights front page



## 'AT YOUR DOOR' SERVICE FOR HOUSEHOLD HAZARDOUS WASTE BEGINS JANUARY 1

Beginning January 1, 2022, residents can schedule home pick up for unwanted household hazardous waste materials through Waste Management's At Your Door Special Collection<sup>SM</sup>. To schedule a home collection for the eligible items below, visit [WMAYourDoor.com](http://WMAYourDoor.com) or call 800-449-7587 (Monday-Friday, 7 a.m. to 7 p.m.).



### Automotive Products

Antifreeze, batteries, brake fluid, motor oil and filters, fuels and more



### Garden Chemicals

Fertilizers, insect sprays, herbicides, pesticides & weed killers



### Electronics

Music players, TVs, DVD/CD Players, VCRs, cell phones, microwaves, computers



### Paint Products

Caulk, glue, paint, spray paints, stains, strippers & thinners



### Household chemicals

Ammonia, heavy-duty cleansers, shower/tile cleaners, drain cleaners



### Household Items

Batteries, compact fluorescent lamps (CFL), thermometers, thermostats

MATERIAL THAT WILL NOT BE COLLECTED: ammunition, medicine, explosives, asbestos, tires, materials in leaking containers, commercial chemicals or hazardous materials in containers larger than five gallons in size.

Acceptable materials are based upon Federal, State and local regulations.

## DECEMBER 2021

### ALSO IN THIS ISSUE

[Recycle Your Live Christmas Tree](#)

[Holiday Trash & Recycling Collection Schedule](#)

[Cedar Hill Acknowledged for Clean Air Efforts](#)

[Stay Fire-Safe This Winter Holiday Season](#)

[Upcoming Events](#)

[People Make it a Community](#)

**GET MORE NEWS AT  
[CEDARHILLTX.COM](http://CEDARHILLTX.COM)**





# Postcard

- To all residents in January 2021

## INTRODUCING AT YOUR DOOR SPECIAL COLLECTION<sup>SM</sup> SERVICE BEGINNING JANUARY 1, 2022

Schedule home pick up for your unwanted household materials with WM's At Your Door Special Collection<sup>SM</sup>.



### Automotive Products

Antifreeze, batteries, brake fluid, motor oil and filters, fuels & more.



### Garden Chemicals

Fertilizers, insect sprays, herbicides, pesticides & weed killers.



### Paint Products

Caulk, glue, paint, spray paints, stains, strippers, thinners & wood preservatives.



### Household Chemicals

Ammonia, heavy-duty cleansers, shower/tile cleaners, drain cleaners & rust removers.



### Electronics

Music players, TVs, DVD/CD players, VCRs, cell phones, microwaves, computers & monitors.



### Household Items

Batteries, compact fluorescent lamps (CFL), thermometers, thermostats, fluorescent tubes & more.

### TWO EASY WAYS TO SCHEDULE A HOME COLLECTION!

Web: [www.WMAtYourDoor.com](http://www.WMAtYourDoor.com)

Phone: 800-449-7587 (M-F, 7 am - 7 pm CST)

**MATERIAL THAT WILL NOT BE COLLECTED:** WM At Your Door Special Collection<sup>SM</sup> will not collect ammunition, medicine, explosives, asbestos, tires, materials in leaking containers, commercial chemicals or hazardous materials in containers larger than five gallons in size. For qualified residents of contracted community. Acceptable materials are based upon Federal, State and local regulations. No business waste is accepted.



The City of Cedar Hill offers home collection of electronics and unwanted household materials beginning January 1, 2022.



1251 N. Central St.  
Ferris, TX 75125



To dispose of home-generated special materials and schedule a collection at your home, contact us in one of these two ways:

- Web: [www.WMAtYourDoor.com](http://www.WMAtYourDoor.com)
- Phone: 800-449-7587 (M-F, 7 am - 7 pm CST)

WM At Your Door Special Collection<sup>SM</sup> will not collect ammunition, medicine, explosives, asbestos, tires, materials in leaking containers, commercial chemicals or hazardous materials in containers larger than five gallons in size.

# Social media outreach



**City of Cedar Hill, Texas - Government** ✓

8.7K followers • 225 following

**Posts** About Mentions Followers Photos Videos More

**Intro**

Cedar Hill, Texas is a premier city - Where Opportunities Grow Naturally

**Page** • City Hall

285 Uptown Blvd, Cedar Hill, TX, United States, Texas

(972) 291-5100

publicrelations@cedarhilltx.com

cedarhilltx.com

Open now

**Photos** See All Photos

**Posts** Filters

**City of Cedar Hill, Texas - Government** ✓

★ Favorites • 1h •

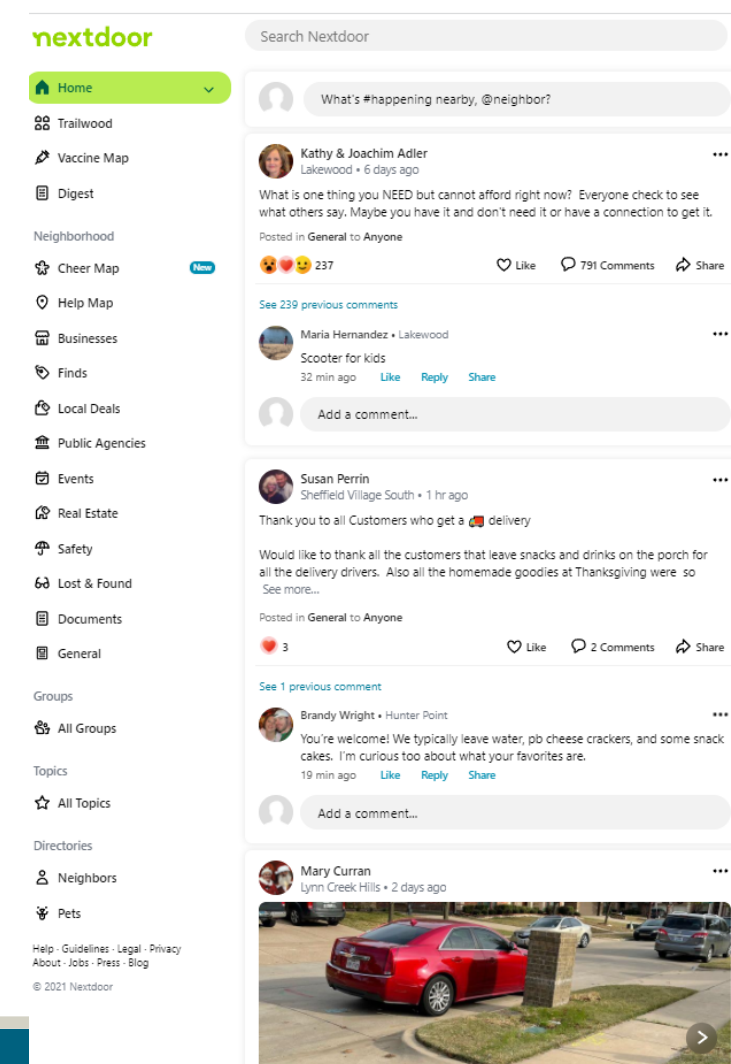
The Cedar Hill City Council will meet tonight, Tuesday, December 14 at 6:00 p.m. Find the meeting agenda or watch the meeting online <http://ow.ly/7ZPy50EgT0p>

**TUESDAY, DECEMBER 14 AT 6 PM**

**CITY COUNCIL MEETING**

2 1 Share

Like Comment Share



**nextdoor** Search Nextdoor

**Home** Trailwood Vaccine Map Digest Neighborhood Cheer Map Help Map Businesses Finds Local Deals Public Agencies Events Real Estate Safety Lost & Found Documents General Groups All Groups Topics All Topics Directories Neighbors Pets

What's #happening nearby, @neighbor?

**Kathy & Joachim Adler** Lakewood • 6 days ago

What is one thing you NEED but cannot afford right now? Everyone check to see what others say. Maybe you have it and don't need it or have a connection to get it.

Posted in **General to Anyone**

237 Like 791 Comments Share

See 239 previous comments

**Maria Hernandez** • Lakewood

Scooter for kids

32 min ago Like Reply Share

Add a comment...

**Susan Perrin** Sheffield Village South • 1 hr ago

Thank you to all Customers who get a delivery

Would like to thank all the customers that leave snacks and drinks on the porch for all the delivery drivers. Also all the homemade goodies at Thanksgiving were so See more...

Posted in **General to Anyone**

3 Like 2 Comments Share

See 1 previous comment

**Brandy Wright** • Hunter Point

You're welcome! We typically leave water, pb cheese crackers, and some snack cakes. I'm curious too about what your favorites are.

19 min ago Like Reply Share

Add a comment...

**Mary Curran** Lynn Creek Hills • 2 days ago

Red car

# Instructional videos

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# Cedar Hill Trash App

- Know-What-To-Throw tool will direct residents to At-Your-Door

Know What to Throw?

English

Share

Calendar

Know What to Throw

Cart Store


Need help?


1417 Peak St, Cedar Hill


Type the name of a waste item and we'll tell you how to recycle or dispose of it.


Search

Popular Searches

  
Motor Oil

  
Clothes

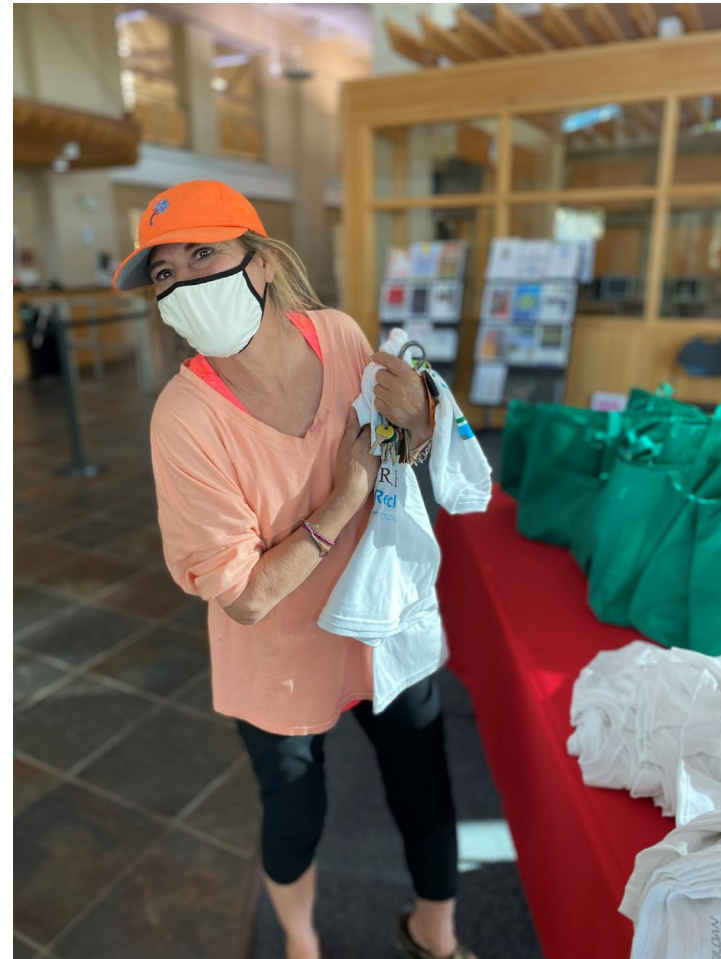
  
Tire

  
Fruit

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# Future outreach events

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# Metrics



# Metrics

MONTH	HOUSEHOLDS	COLLECTED (LBS)	LBS PER HOUSEHOLD
Mar-20	0	0	0
Jun-20	81	4211	51.98
Sep-20	95	4938	51.97
Dec-20	121	6290	51.98
Mar-21	131	6810	51.98
Jun-21	116	7214	62.18
Sep-21	94	4248	45.19
Dec-21	112	6841	61.09
Jan-22	64	5424.32	84.75
Feb-22	118	8552.49	72.48
Mar-22	148	9912.27	66.97
Apr-22	83	6909.4	83.25
May-22	78	5175.23	66.35
Jun-22	81	5593	69.05
Jul-22	71	5476.29	77.13
Aug-22	90	6156.9	68.41
Sep-22	174	14883.96	85.54



# Metrics

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- More weight per household versus mobile events
  - 74.88 lbs avg versus 53.76 lbs avg
- Less electronics weights per household versus mobile events
  - 25.3% versus 37.4%
- More participation with advertisement
  - 126 avg households with advertisement
  - 80.6 avg households without advertisement
- Lots of room to grow

Questions?

