FREQUENTLY ASKED QUESTIONS FOR THE HONOLULU BULKY ITEM COLLECTION PILOT:

Question: When does the pilot start and end?
Answer: Honolulu Bulky Item Collection Pilot residents may start scheduling appointments May 15, 2019. Collection crews will begin collection service June 3, 2019 and will continue through January 2020. The pilot may be extended beyond January 2020.

Question: How do I schedule a bulky item collection appointment?
What if I do not have internet access?
Answer: Through Opala.org, or, if you do not have internet access, by calling 768-3200.

Question: How many items can be included per appointment?
Answer: Single-family homes may schedule up to five (5) bulky waste items* per collection appointment. Residents are required to keep their property frontages clean and free of refuse/bulky items between collection appointments.

*Individual units in multi-unit residential buildings are able to schedule up to five (5) bulky waste items* for disposal. Multi-unit buildings can opt to manage all units as a single entity. To switch, property managers should email collection@honolulu.gov.

*These numbers may be adjusted as data and input are received.

Question: Does the City have informational flyers for multi-unit residential buildings to post in their public notice space?
Answer: AOAOs, property managers and/or resident managers must inform their residents about the pilot program. Information, including downloadable brochures to assist with this notification, are available at Opala.org.

Question: What happens if someone else places a bulky item on my frontage? Will it be collected? Will I be fined?
Answer: Collection crews will only pick up the items included in the collection appointment. Items not included in the appointment will be left behind. If someone dumped items on your frontage and you can identify the person or business, Refuse Inspectors will take action to have those items removed by the culprit and distribute educational materials to area residents to help address the problem. Should problems persist, Refuse Inspectors will take appropriate enforcement action. Issuing fines is the last resort, but may occur due to repeated failure to comply with the requirements of the pilot.

Question: What if I have more items than what are allowed?
Answer: If the bulky items still have some usable life left, donation is strongly encouraged. If the items require disposal, they may be taken to a City drop-off facility. Visit Opala.org for a list of reuse donation locations and City refuse drop-off facilities.

Question: What if I am moving before the appointment date? May I place bulky items at the curb earlier than the appointment date?
Answer: No. It is illegal to place bulky items at the curb outside of collection appointment dates. Violations may lead to civil fines. If you are unable to wait until your appointment, we encourage you to utilize the City’s drop-off facilities. Visit Opala.org for more information.
BASICS
• From June 2019 to January 2020 (estimated) the City and County of Honolulu will conduct a Bulky Item Pilot Project to transition its residents from regularly-scheduled monthly collection to an appointment-based system in the Honolulu Collection District.
• Pilot Service Area: Honolulu Collection District – Foster Village to Hawaii Kai and Waikiki
• Service Area Recipients: ~70,000 single family homes and multi-unit residential buildings.
• Between 2008 (6,525 tons) and 2018 (11,687 tons), ENV experienced nearly an 80% increase in curbside collected bulky item tonnage.

MAKING APPOINTMENTS
• Only one appointment per address can be made per month except for in Waikiki, where residents can make weekly appointments.
• Appointments must be made via the City's Opala.org website.
• Residents who are unable to schedule an appointment will call the City’s Refuse Division office at 768-3200 where an employee will assist them in scheduling an appointment via the website.
• The website requires a resident to input his/her address to confirm collection eligibility and to record the address for a specific appointment.
• To schedule an appointment, the resident must select from a list of bulky items he/she intends to have collected and then select an available collection date.
• The website provides alternative disposal options for bulky items (i.e. reuse, donations, locations of City disposal sites, etc.) in the event the available collection dates are not manageable or the resident has more bulky items than are allowable per collection appointment.
• Upon scheduling an appointment, the resident receives an email confirmation containing the appointment date and time, instructions for placement of bulky items at curb and how to modify or cancel appointment.

ADVANTAGES
An appointment-based system provides the following advantages:
• Improves collection efficiency resulting in cost savings as bulky crews are directed to specific addresses, rather than “canvassing” entire sectors in search of bulky waste items for collection.
• Reduces driving distances and time it takes to collect materials.
• Decreases wear-and-tear on City collection trucks and roadways.
• Reduces fuel consumption and air emissions.
• Reduces illegal dumping as scheduled items will be curbside for a shorter time duration, thus reducing the likelihood it will attract other waste items.

PROGRAM MANAGEMENT
• Public educational campaign for pilot area residents on appointment system, including presentations at the 18 impacted neighborhood boards, press releases, mailers, and online and social media promotion.
• City Refuse Inspectors will educate residents and monitor the pilot areas for compliance with both the requirements of the pilot and City ordinance.
• City Refuse Inspectors will issue citations for non-compliance, as appropriate.
• Tracking program metrics – appointments made, tons collected, complaints received, citations issued – to use for program evaluation and improvement.
• ENV will meet regularly with UPW to receive worker feedback and assess pilot progress.
• Place items at curb by 6:00 am on the day of the scheduled appointment, but no earlier than the evening before.
• Pick-up access should not be blocked by objects or vehicles.
• Do not block sidewalks, driveways or roadways.
• Separate trucks are used to collect recyclable metals vs H-POWER-bound items. Bulky items will be collected on the date of their schedule appointment.
• If your items are still in good, useable condition, please contact non-profit organizations first.
• Visit Opala.org for refuse and recycling information.