



KNOX COUNTY
TENNESSEE

Convenience Center Operating Procedures

Revised January 2023

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I. General Information, Management, and Enforcement

Center users are advised to read this manual to better understand the general operation, management, and enforcement challenges associated with operating a permitted waste facility.

County Authority to Establish Convenience Center Policies

The Knox County Code Sec. 26-125 states: “The county department of solid waste shall be responsible for promulgating rules and regulations for operation of all county convenience centers. The regulation shall be available for inspection at each convenience center.”

Violations of any rule or regulation for the operation of convenience centers promulgated by the county solid waste department shall be considered littering and a violation of this article, with each violation being considered a separate offense. (Ord. No. O-96-11-102, § 1, 12-23-96)

Glossary of Common Waste Terms

Attended Donation Centers (ADC)

These are centers where additional staff or donation bins are located for recycling and reuse of textiles and/or other durable goods. These locations may also offer higher levels of service and accepted more items like electronic waste for recycling. Typically, the Attended Donation Centers (ADC) have an additional attendant there to instruct residents on how to recycle or donate items for reuse.

Bulky Waste

Refers to the material collected at Convenience Centers that is sent to a Class III/IV demolition landfill. The contents of these collection containers are buried in unlined or naturally lined (clay) landfills so materials sent for disposal to these types of landfills should not pose a risk of leaching harmful chemicals or organisms into groundwater. In other words, when exposed to groundwater, the material should not dissolve or release chemicals or organisms. There are some large items like televisions that should not be placed in the bulky waste container because they may be harmful to the environment if placed in a demolition landfill.

Contractor

In this document a “contractor” may refer to individuals or groups not allowed to use Convenience Centers because they are trying to dispose of commercial or business waste from paid jobs. In other cases, the term “contractor” may refer to businesses performing work on behalf of Knox County such as hauling, maintenance, or other recycling and waste reduction services.

Convenience Centers

Knox County Government manages several comprehensive household waste and recycling drop-off facilities called Convenience Centers. Convenience Centers operate under permit requirements established by the Tennessee Department of Environment and Conservation. Convenience Centers are required by state law. Convenience Centers are operated based on laws, rules, and operating procedures. Convenience Centers are further discussed in a later section called “What are Convenience Centers”.

Convenience Center Operating Procedures

Electronic Waste (e-waste)

Any waste item that includes electronic circuitry with an electronic cord, cable, or power supply. Electronic waste generally includes anything that can be plugged in or uses batteries to operate. Depending on the waste and recycling contracts in place and commodity markets different electronic waste may be directed to different parts of the center for recycling and proper disposal. Some electronics such as refrigerant containing devices may need to be directed to other facilities.

Green Waste (or greenwaste)

Green waste consists of tree limbs, tree trimmings, brush, logs, stumps, leaves, yard clippings, or any and other vegetative plant matter that will decompose obtained from naturally downed or managed vegetation. See Green waste section for more information.

Green Waste Facilities

Green waste is not typically sent to a landfill. Instead, it must be managed on site or taken to a facility that will process it into something else like mulch. There are a few places around Knox County to take green waste. Green waste facilities are privately owned and operated. They all charge fees and there may be high minimum charges. Some facilities may not accept certain materials. See Green waste section for more information.

Household Hazardous Waste (HHW) Building at City Transfer Station

There is a collection facility jointly funded by the City of Knoxville, Knox County that accepts a variety of materials typically considered hazardous to the environment which are ideally diverted away from the MSW waste stream. The Household Hazardous Waste Facility is a separate building located at the City of Knoxville Transfer Station (also defined below) Items accepted by HHW may not be accepted without a fee at any other location in the county. People with items not accepted at Convenience Centers may be directed to take material to the HHW facility. The HHW facility has limits for quantities they accept. The HHW facility hours are not the same as county-run facilities. Anyone wishing to use the HHW facility should contact them at 865-215-6710 to find out what is accepted and during what hours.

Landfill

(Class 1 Sanitary) – A landfill is a place to dispose of refuse and other waste material by burying it and covering it over with soil, especially as a method of filling in or extending usable land. Sanitary landfills accept municipal solid waste (MSW) and are typically isolated from ground water engineered with permanent control throughout the life of the site and planned by layers or cells which are covered daily. See municipal solid waste (MSW). Sanitary landfills are often the most expensive disposal option. Most landfills charge tip fees for every ton of waste disposed.

(Class III/IV Demolition) – A landfill is a place to dispose of refuse and other waste material by burying it and covering it over with soil, especially as a method of filling in or extending usable land. Demolition landfills typically only accept construction and demolition (C&D) waste, shredded tires, and waste with similar characteristics like waste generated from landscaping and land clearing. Demolition landfills are often less expensive than sanitary landfills. Most landfills charge tip fees for every ton of waste disposed.

Medical Waste

Medical waste is treated differently depending on whether it is home medical waste generated from non-regulated home medical activities (like blood sugar testing, allergy shots) or commercial medical waste generated by hospitals, clinics, doctors' offices, nursing homes,

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et cetera. Home medical waste may be disposed of at centers according to center operating procedures. Commercial medical waste cannot use Convenience Centers.

Municipal Solid Waste (MSW)

This is an industry term used to describe material collected and sent to Class I sanitary landfills built with an industrial liner and water collection system. MSW may contain residential or commercial waste. MSW cannot be sent to demolition landfills must typically be sent to Class I landfills. This typically includes trash mixed with food, business dumpster trash, any other home trash generated by households. Residential waste collected at Convenience Centers is considered MSW and is sent to for disposal at a Class I landfill.

City of Knoxville Transfer Station

The City of Knoxville owns and operates a facility that offers easier disposal of MSW and demolition waste from residents and business customers in the Knoxville Area. The City of Knoxville Transfer Station is also known as the Solid Waste Management Facility. The facility often accepts truckloads of material, and it accepts heavier or larger items like roofing shingles or hot tubs that County Facilities do not accept. The facility charges customers a fee based on weight to dispose of their waste. They use larger transfer trucks and trailer to transfer the material collected from customers to the landfill. Hours of the facility are not the same as county-run facilities. Anyone wishing to use the Transfer Station should contact the scale house operator at 865-215-6700 for details. Co-located at the City Transfer Station is a separate facility called the Household Hazardous Waste Facility (HHW) that will accept some HHW from city and county residents free of charge. See the Household Hazardous Waste (HHW) section for details.

Transfer Station (general definition)

A transfer station is a building or processing site for the temporary deposition of waste. Transfer stations are often used as places where local waste collection vehicles will deposit their waste cargo prior to loading into larger vehicles. Transfer stations typically charge tip fees based on weight or volume. Also see The City of Knoxville Transfer Station.

What are Convenience Centers

The State of Tennessee generally defines Convenience Centers as any area which is staffed and fenced that has waste receptacles on site that are open to the public, when an attendant is present, to receive domestic waste, municipal solid waste, and recyclable materials. Collection locations are only for household/domestic waste which means center users should only bring waste they generated from their own home for proper recycling, reuse, or sanitary disposal.

- Located conveniently throughout the county to provide residents with legal disposal to prevent roadside littering and dumping.
- Places to bring recyclable materials for recycling or reuse to further resource recovery goals for more sustainable material management.
- Places to bring very limited amounts of certain universal wastes such as used oil, automotive fluids, batteries, and certain types of cylinders or bulbs.
- Places to bring large or bulky items for disposal that may not be accepted through residential curbside pickup programs or at apartment complex waste containers.
- Places to bring limited amounts of do-it-yourself demolition for disposal
- NOT permitted for businesses or private waste haulers to bring waste from paid customers, paid jobs, or income generating properties
- NOT permitted for institutions or organizations to bring their waste.

Convenience Center Operating Procedures

Self-Service

Convenience Centers are self-service which means people are responsible for unloading their own waste. Users must bring help if they need it. Unloading vehicles puts employees and users at risk of physical injury. Vehicles being unloaded are at risk of property damage. Governments must provide equal treatment, so a self-service model is the fairest to all users. Persons at a centers with a disability that cannot unload their waste may be offered a temporary accommodation to solve an immediate customer service issue. However, management will investigate a permanent solution to avoid County personnel having to handle a user's waste. One solution is for a friend or family member agreeing to bring the waste on behalf of the person with a disability in the future.

Assumption of Risk, Video Monitoring, Privacy

Convenience Center users should understand there are risks involved with loading, unloading, transporting, and throwing waste into designated collection areas. Using centers may pose a risk of physical injury to the center user and users' personal property. Center users assume all risks of any physical injury which results from the use, whether proper or improper, of the facilities. By entering the center and utilizing the County services provided, center users shall hold harmless and release, waive and discharge the County, together with its directors, officers, agents, and employees from all claims, suites, complaints and demands for personal injury or damage to center users' persons or property because of the use of the facilities. Convenience Centers may be monitored and recorded using audio and video recording equipment in place to prevent waste, fraud, and abuse. Courts have found that users cannot have an expectation of privacy of what is knowingly exposed to the public such as personal or vehicle description, license plate, or the contents of the waste or recycling brought for disposal. Waste brought for disposal will be used during an investigation if illegal dumping is suspected. All claims made against the County will be forwarded to Knox County Risk Management or the Law Director.

Eligible Users and Eligibility Requirements

Convenience Centers are primarily funded by Knox County taxpayers. For this reason, only Knox County residents may use Knox County Convenience Centers for waste disposal.

Any person using the center may be asked to show proof of residency. A driver's license, property tax bill, utility bill or something showing the resident's name with a Knox County address will work as acceptable proof of residency.

Vehicles with commercial tags (regardless of which county they are registered) and/or company names on the side may be investigated for illegal dumping and will be questioned about the origin of the waste and whether the waste was generated from commercial activity. It is acceptable for a county resident (with proof of residency) to come into a center with a commercial vehicle to bring in their household trash. Prior approval from management may be required to prevent an illegal dumping investigation.

Residents are only allowed to deliver trash they generated from their home because Convenience Centers operate under an assumption based on federal and state laws that residential household waste is non-hazardous. The same laws assume commercially generated waste collected and delivered by third parties is potentially hazardous. For this reason, commercial, business, or institutional waste is prohibited. Furthermore, waste delivered by private waste haulers or income generating properties (such as a rental property) is prohibited.

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Businesses and non-county residents may be allowed to bring limited amounts of recyclables and other non-regulated material to Convenience Centers if it is in the best financial interest of the County, or an approved recyclable collected for the County to meet statewide recycling and diversion requirements. For example, business will be allowed to deliver small amounts of cardboard, paper, and scrap metal recycling because they generate revenue.

Hours of Operation

Convenience Centers keep published hours of operation and those hours are communicated by placing signs on the entrance or exit gate at all locations, on brochures available from staff, on the website, and on the outgoing greeting of the main phone line. County facilities close for most recognized holidays. Holiday Schedules are also posted and communicated accordingly. The operating hours listed below are subject to change. If changed the signage on site and online will be updated accordingly.

Normal Hours of Operation (subject to change)

Monday, Tuesday, Thursday, and Friday 8:00 a.m. - 6:00 p.m.

Saturdays 7:00 a.m. - 3:00 p.m.

Closed: Wednesdays, Sundays & holidays

Gates close promptly at published closing times.

Situations listed below may cause Convenience Center to close. If Centers must close early, then attendants may remain on site to inform center users why the center is closed.

- published holidays (check signs, website, or phone for scheduled holiday closures)
- extreme weather such as snow, electrical storms
- ice on the ground
- power/utility outages
- equipment failures or inoperable equipment
- large spills needing specialized cleanup
- containers reaching maximum capacity
- staff member with a health emergency
- inoperable vehicles blocking lanes
- fire on site
- major repair or maintenance work
- order of the Knox County Mayor

Customer Service Challenges

From a public perspective the ability to arrive and dispose waste quickly with minimal wait times is a positive experience. During their visit users want clear informative signage or informative interactions with attendants about what is accepted and what is not.

From an operations perspective the ability to scan contents of users and correct residents with unallowable materials on proper disposal with minimal interaction is ideal. User compliance and willingness to accept direction from attendants is necessary for proper operation and permit compliance.

The County establishes Convenience Center Operating Procedures to provide written clarifications about how centers operate. Waste regulations and operational realities may require County staff to make policy and procedure adjustments in real time. Verbal cues and instructions from staff or management may override any written procedures or policy. Staff

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may also generate or distribute more specific flyers for specific materials or items not accepted. More general information such as brochures may be distributed that do not cover all rules, procedures, or policies.

When users ask attendants questions about operational issues, the attendant should answer to the best of their knowledge and provide a way for the customer to get further information. If necessary, users will be provided a handout, telephone number, or brochure for unanswered questions or specificities. Users should be referred to the management team when there is no clear answer to a question or if a lengthy explanation is needed.

If attendants see center users making mistakes, then attendants should politely ask users not to repeat the error in the future and to place any additional waste in the correct location. Attendants should never require users to remove items out of containers or compactors. If garbage or recycling must be removed and placed in another location, the attendant will be responsible for removing the item(s). The public should never enter containers or compactors.

Attendants should never make threats to center users about enforcement such as threatening to write their license plates or banning them from a center. If a user deliberately places waste in the wrong place after being advised of the correct place to put the waste, attendants will document the circumstances and a member of the management team will investigate and take appropriate action.

Attendants will treat the public/taxpayers with respect. If users are not willing to follow directions, then the attendants may need to refer offending center users to a manager for clarifications.

Center attendants should not tell users they must leave the center. Center attendants do not have the authority to ban center users from county facilities and must limit their statements to informing users about operating procedures outlined in this manual or other clearly established Knox County procedures or policies.

In certain situations, center attendants may authorize users to dispose of waste in undesignated locations or waive restrictions and limits in the issue of customer service. When exceptions are made the solid waste management team should be alerted about the exception and a clear reason given.

Attendants may not accept payment from anyone for any purpose. There are no fees to dispose of waste at Convenience Centers. There are other policies and procedures prohibiting Knox County employees from accepting money or using their job for personal enrichment. Attendants may accept modest gifts such as food or baked goods, but gifts should be reported by attendants to ensure compliance with County ethics rules.

Attendants should never engage in any kind of argument with a member of the public and not intervene in an argument between two center users.

Public & Personal Safety

Staff working at Centers should always be easily identifiable to approach and ask questions. Workers should be wearing at least one garment displaying the Knox County logo or hi-visibility safety gear such as a vest, hat, jacket, shirt, or County ID.

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If there is immediate danger, a medical emergency, or significant concern about public or worker safety then attendants will call 911 to request emergency responders and contact their immediate supervisor or a manager as soon as possible. Members of the public are urged to call 911 themselves if they cannot easily reach a staff member.

Attendants and County staff must always wear all applicable personal protective equipment (PPE) when they are at work to protect against workplace hazards.

At no time is the public allowed to operate the waste compactors and the control buttons should be locked. Waste compactors are heavy-duty industrial machines that can cause serious injury or death. It is the attendant's responsibility to visually inspect a compactor before turning on the hydraulic ram to ensure they are safely operated. The compactor should not be started if any part of a person's body is in the compaction zone or if there is a crush hazard. If the attendant cannot clearly see what is going on, then the attendant should adjust their viewpoint or operate the machine from the controls on the machine.

County staff and contractors such as attendants and truck drivers must establish safe work zones when trucks are performing work on site. Attendants, waste personnel, and contractor staff should direct traffic or set up cones to limit public exposure to dangers and ensure public safety. Young children and pets should remain in vehicles at all centers.

Traffic/Compactor Flow Management

Attendants must direct traffic to certain containers or lanes to ensure containers are filled to sufficient capacity prior to them being hauled away and emptied. These lanes are open or closed based realistic assumptions about the time taken to remove, dump, and return an empty container. Once a container is removed it may take several hours turnaround time to be returned. Some lanes may be kept closed to preserve capacity for later in the day but to the extent possible, attendants should also open additional lanes when traffic is backed up at centers.

Centers must have several hours of compactor capacity when containers are being emptied. Convenience Centers are open long after local landfills close. To remain open after landfills are closed the staff must keep some containers empty otherwise all the containers would fill up at the same time. Attendants are trained to tell when the containers have reached capacity and when to call for a container to be emptied, including when to empty containers prior to reaching maximum capacity in the interest of operational efficiency. Attendants will consult with their supervisors on ways to avoid shutting down if all containers begin to fill up.

Exemptions and Exceptions from Limits or Center Policies

There are situations where exceptions to center rules, procedures, or policies may be necessary. Exemptions or exceptions to established center procedures are all evaluated and approved on a case-by-case basis by the solid waste management team. Agency personnel will focus on what is in the best financial interest of taxpayers to provide excellent customer service to rule-abiding users. Limits will not apply to Knox County litter crews, public land or water adoption groups, or other illegal dump or litter cleanup efforts supported by the County. Hardship cases approved by the solid waste management team may be allowed to go over quantity limits or accept some items not normally accepted. Special cases must be arranged in advance so the management team can alert center attendants to expect individuals needing exemptions.

Convenience Center Operating Procedures

The following chart shows incidental items where center attendants are allowed discretion to make small exceptions in the interest of customer service. Attendants may be asked to document the make, model, license plate, and description of the vehicle to document habitual policy abusers and to ensure future compliance with Convenience Center policies.

Convenience Center Exception Policy Chart	Center attendant makes decision, explains policy, hands brochure(s), and notifies Solid Waste Offices
air conditioning units (any device with Freon)	only accept from disabled, frail, elderly
automotive gas tanks	never without calling office/supervisor
block(s)	two 5-gallon buckets
brick(s)	two 5-gallon buckets
cement weights	two 5-gallon buckets
chemicals (in small amounts/containers)	only accept from disabled, frail, elderly
chemicals (large amounts/containers)	never without calling office/supervisor
commercial waste clearly from a paid job	never without calling office/supervisor
community cleanup groups	load limits waived
concrete chunks	two 5-gallon buckets
dirt	two 5-gallon buckets
fuel	never without calling office/supervisor
landscaping rubbish	two 5-gallon buckets
lumber (long/thick heavy-duty boards)	some if open top available or capacity allows
out of county license plates	give brochure, log the plate
overload(ed) vehicle	show load limit diagram, make exception, log plate
paint (liquid)	only accept from disabled, frail, elderly
refrigerators (any device with Freon)	only accept from disabled, frail, elderly
rock(s)	two 5-gallon buckets
sand	two 5-gallon buckets
shingles	two 5-gallon buckets
soil	two 5-gallon buckets
tires	8-19 ok -license plate #, 20+ call office/supervisor

Spill Containment & Reporting

All Convenience Centers are equipped with kits with the capacity to absorb several gallons of oil. Spills of any automotive fluids (gasoline, oil, anti-freeze), hydraulic fluids (contractor trucks, compactors), and any other potentially hazardous material will be contained and cleaned up promptly. Contractors working on site also have kits to address minor spills. Staff members undergo spill response training upon hiring and receive regular trainings to prepare for spill response and must report spills to their direct supervisor.

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Soliciting

The County may gather information with surveys or interviews of center users for the purpose of policy analysis and waste planning. County personnel may be on site to stop and screen users for residency or compliance with center operating procedures. Authorized individuals may distribute informational publications such as brochures, handouts, notices, warnings, or citations. There may be promotional periods where give outs are distributed to promote proper waste disposal or recycling. Unauthorized soliciting for money, services, or goods by businesses or other organizations is prohibited. Users may not distribute or hand out printed materials without permission. Permitted solicitation will require prior authorization in writing from the solid waste management team.

Center User “Bill of Rights”

Users have the right to...

- courteous service and should expect to be treated courteously and professionally by all team members.
- be treated fairly during dealings with team members or contractors working for the County.
- request information and assistance with understanding policy which may include short directions in plain language from center attendants or more detailed technical explanations provided by request from a member of the waste management team.
- speak with supervisor or management personnel to discuss questions or concerns about the Convenience Center operations, policies, and procedures.

No Scavenging or Theft

Scavenging is the unpermitted taking of waste from Convenience Centers which is a considered theft (Tenn. Code Ann. § 39-14-103). Theft is against the law and violators will be prosecuted. Center attendants are not authorized to take or approve anyone taking material out of centers. Authorized removal is called salvaging and it is a type of resource recovery performed by or on behalf of the County. Knox County staff and contractors may be authorized to collect, and transfer recovered materials for sale or beneficial end use. For example, Knox County staff or waste companies contracted to haul material may load and haul recyclables to the material recovery contractors or deliver items to be sold by government auction.

Secured Loads

Waste should be delivered to centers in sealed containers that are fully secured inside the vehicle. Loads should be covered with a tarp to comply with litter and transportation laws. Below are two citations in the state law related to covering and securing loads.

Tenn. Code Ann. § 39-14-507 Motor Vehicles Transporting Litter

Any motor vehicle that transports litter or any material likely to fall or be blown off onto the highways, shall be required to have such material either in an enclosed space or fully covered by a tarpaulin. This is a Class B Misdemeanor, potential six months' jail time and a \$500 fine, 40 hours of litter pickup.

Tenn. Code Ann. § 55-7-109 Loose Material Hauled in Open Truck Bed Restrictions

Any truck, or other motor vehicle, with an open bed, that is operated on any highway, road, or street open for public use in this state, shall be loaded so that any loose material

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transported in truck or other motor vehicle remains at least four inches below the walls of the open bed This is a Class C Misdemeanor, potential 30 days' jail time and a \$50 fine.

Enforcement

Solid waste staff members are responsible for promulgating rules and regulations for the operation of all Convenience Centers. The regulations are available for public inspection at every center. Violations of any rule or regulation for the operation of Convenience Centers are considered littering/dumping. Some actions may also be more serious crimes. For example, being abusive to staff may be considered assault and scavenging is a form of theft. Violators will be prosecuted.

The County will follow an internal enforcement response plan where possible. For minor violations the individuals suspected of violating the rules will be notified, where possible and asked to either comply with the rules or cease offending behavior. Where possible vehicle information may be obtained by video monitoring, staff submission, or public complaints to identify users that are breaking center rules.

Common violations occurring at Convenience Centers that may result in enforcement actions.

- contractor bringing waste from paid jobs (construction or carpet installers)
- bringing waste from a business, organization, office, or commercial activity
- bringing waste from an income generating property (like a rental unit)
- bringing tires from retailers, businesses, or organizations
- bringing more passenger tires than you are allowed in a year
- bringing more than the maximum allowed amount of trash for a day
- bringing waste that is not accepted (paint, chemicals, refrigerators)
- removing items/theft/scavenging
- being verbally abusive or physically threatening to a center attendant
- throwing bags on the ground instead of in the receptacle
- throwing bags of trash next to gate when the center is closed
- trying to enter the facility prior to opening
- refusing to leave the facility after closing time

II. Amounts & Types of Waste Accepted

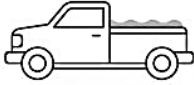


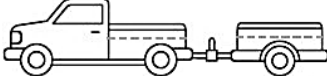
There are limits on what type of waste & recycling and how much may be disposed of at Convenience Centers. Users are encouraged to check the operational procedures here and read the section thoroughly below prior to visiting the center to ensure they are not turned away.

Daily Limits

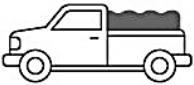
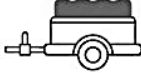


There are daily limits for how much waste a household may bring. Only one (1) five-foot by eight-foot (5'x8') pickup truck load of waste be disposed of daily. The load should not be piled higher than the sides of the truck. If some material is higher than the sides of the truck but could fit in the truck if packed better, then it is acceptable. One car or trailer load following the same size guidelines as a pickup load is also accepted. There are separate limits on the amount of oil, antifreeze, cooking oil, and tires accepted. See those sections for more information. Below is an info-graphic illustrating how load limits will be enforced by center attendants.

Load Limits

ONLY ONE (1) of these loads is allowed per day

		* Load level with sides
✓ FULL LOAD* PICKUP TRUCK	✓ FULL LOAD* SHORT TRAILER	
		
✓ HALF LOAD LONG TRAILER	✓ HALF LOAD PICKUP TRUCK AND HALF LOAD SHORT TRAILER	

ALL of these loads are TOO BIG and NOT ALLOWED

		* Load level with sides
✗ OVER LIMIT PICKUP TRUCK	✗ OVER LIMIT SHORT TRAILER	
		
✗ FULL LOAD* LONG TRAILER	✗ FULL LOAD* PICKUP TRUCK AND FULL LOAD* TRAILER (ANY SIZE)	

<p>Load Limits General Information</p> <ul style="list-style-type: none"> • Knox County has daily load limits to allow more people to use the Convenience Center each day • Oversized loads can fill containers too soon and require closing of the center • Oversized loads can take a long time to unload making wait times inconvenient for other users 	<p>Box Trucks, Cargo Vans and Other Type Vehicles</p> <p>The Convenience Center Operator is fully authorized to examine and reject full or partial loads if it is determined the material exceeds the daily limits described above.</p>
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Bagged Household Garbage (residential trash)

Household trash is subject to daily limits. Bagged household garbage or residential trash is accepted from Knox County residents bringing their own waste generated from their own homes. Residential trash may also be called refuse or municipal solid waste (MSW). This waste might include any kind of material resulting from the operation of a household. Typically, residential trash is putrescible and may contain a wide variety of materials that are disposed of in household kitchen trash cans, bathroom trash cans, or other waste bins in the home. This type of waste should be bagged to minimize litter and other nuisances such as smell or pests. When delivered to a Convenience Center it should be placed in one of the lanes with a blue compactor labelled for household trash. This type of waste is taken to a Class I sanitary landfill for disposal as a type of MSW. Residential trash delivered to Convenience Center should only be brought by a member of the household that generated that waste. Loose trash brought in by a truck or trailer load is not accepted because it creates litter and cannot be unloaded in a timely manner without spilling trash on the ground which also creates a mess for other users. Items that are too large to fit in bags may be considered bulky waste. There are separate rules for bulky waste.

Bulky Waste (from the home)

Bulky waste is subject to daily limits. Knox County residents bringing their own waste from their own homes may have large items they need to dispose of that cannot fit into a bag. A wide variety of bulky items may be disposed of at centers. Depending on the items a center user may be asked to place bulky items into specific collection containers or designated areas. Typically, bulky waste will be placed into waste compactors that are painted brown, but users may also be directed to throw items into a large open top container. Some common examples of bulky items and where they should be placed are listed below. The list is not comprehensive, item accepted and where they should be placed are subject to change. See scrap metal and electronic sections for more details about those types of material.

- bed frame metal frames go in metal, otherwise bulky waste container
- bed headboard bulky waste container
- bird bath bulky waste container (if metal then metal pile)
- bookshelves bulky waste container
- box spring bulky waste container
- chainsaw scrap metal pile
- chair bulky waste container (if metal then metal pile)
- chests/drawers bulky waste container
- couch bulky waste container
- dishwasher scrap metal pile or bulky waste container
- dryer scrap metal pile
- exercise bike scrap metal pile
- glass mirror bulky waste container
- mattress bulky waste container
- mower scrap metal pile
- pallet bulky waste container (or designated area, ask attendant)
- stove scrap metal pile
- speaker bulky waste container
- swing set bulky waste container (if metal then metal pile)
- table bulky waste container (if metal then metal pile)
- television blue trash for garbage (or potentially as e-waste)
- toys (plastic/wood) bulky waste container
- treadmill scrap metal pile
- vacuum cleaner bulky waste container (if metal then metal pile)
- water heater scrap metal pile
- washer scrap metal pile
- weed eater scrap metal pile

Construction & Demolition Waste (C&D)

Construction and demolition waste is subject to daily limits. The County provides a container that accepts most bulky waste as well as construction and demolition material from residents bringing their own waste from their own homes. Depending on the items a center user may be asked to place bulky items into specific collection containers or designated areas. Typically, bulky or C&D waste will be placed into waste compactors that are painted brown, but users may also be directed to throw items into a large open top container. Some common examples of acceptable C&D are listed below. Some items may only be accepted if cut into smaller pieces. The list below is not comprehensive. Item accepted and where they should be placed are subject to change. See scrap metal, carpet, and electronic sections for more

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details about those types of material. There are some types of C&D that are not accepted at any Convenience Center also listed below.

Construction & Demolition Waste (C&D) Accepted:

- doors bulky waste container, or metal pile
- drywall bulky waste container
- lumber bulky waste container (no long boards, cut into small pieces)
- siding bulky waste container (no long sections, cut into pieces)
- tile bulky waste container (bagged)
- insulation bulky waste container (bagged)
- sheet glass bulky waste container
- windows bulky waste container, or metal pile
- sinks bulky waste container, or metal pile
- toilettes bulky waste container, or metal pile
- carpet bulky waste container (small pieces), or carpet container
- paint cans bulky waste container (no wet paint)
- buckets bulky waste container (no liquids)

Construction & Demolition Waste (C&D) NOT Accepted:

The following items are not accepted at Convenience Centers. Users bringing more than an incidental amount of these materials will be redirected to paid facilities such as a landfill.

- block
- brick
- dirt
- debris (loose, unbagged)
- gravel
- roofing
- sand
- shingles
- soil

Recycling Area

Typical packaging, food, or beverage container-type recyclables are collected in a designated recycling area using roll-off containers and compactors. Convenience Centers are self-service drop-off facilities, and all materials as well as recyclables must be sorted by the user and placed into the designated containers. Other materials brought to Convenience Centers such as scrap metal, bulbs, batteries, automotive fluids, or cooking oil have different designated areas on site with separate rules and quantity limits. Those other recyclables have their own procedures and rules listed later in this document.

Below is a list of the types of recyclables collected in the designated household packaging, food, or beverage recycling. Materials are listed separately according to how they must be separated. Common contaminants are also listed.

Please understand that recycling markets can change rapidly. Recyclers understand there will be minor amounts of contamination but what is acceptable or not acceptable in the collection area may change periodically based on market conditions. Pay attention to any signs that may appear announcing changes in what is accepted because labels are made to be general but anything important may be communicated with a separate sign or label.

Plastic Recycling Collection Container

Plastic is typically collected in a compactor unless the compactor is full or missing and a separate container is designated as the plastic collection container. Plastic collected should be rinsed, clean, and free from food contamination.

Plastic Container Accepted:

- plastic bottles
- plastic cups
- milk/beverage jugs
- plastic detergent containers

Plastic Container NOT Accepted:

- plastic bags/film (flimsy plastic)
- foam (including any cups marked with #6 recycle symbol)
- chips/candy wrappers
- straws
- toys
- storage containers or coolers
- syringes or self-testing lancets
- tubing/hoses

Cardboard Collection Container

Cardboard is typically collected in a compactor unless the compactor is full or missing and a separate container is designated as the cardboard collection container. Cardboard collected should be dry, clean, and free from food contamination. All non-cardboard packaging such as plastic wrap, foam, or air-filled plastic pillow packs must be removed.

Cardboard Container Accepted:

- corrugated and non-corrugated boxes
- tv boxes

Cardboard Container NOT Accepted:

- non-cardboard packing material
- Styrofoam
- plastic bubble wrap/ air pillows-
- household trash

Mixed Paper Collection Container

There may be multiple mixed paper containers. Users should use the container with doors open as the other container(s) maybe full or be kept empty as an overflow. Mixed paper collected should be dry, clean, and free from food contamination.

Mixed Paper Container Accepted:

- office paper
- newspaper
- magazines
- books
- paper with staples, tape, envelopes
- empty cereal and snack boxes

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- shredded paper inside paper bags
- paper towel/toilet paper tubes

Mixed Paper Container NOT Accepted:

- paper cups
- paper plates
- paper towels
- paper napkins
- tissues
- envelopes with bubble wrap
- milk, juice, ice cream cartons

Aluminum Can Collection Container

Aluminum can container is meant for household food and beverage container recycling. Aluminum cans collected should be rinsed, clean, and free from food contamination. Larger pieces metal that are were not food or beverage containers should be placed in the scrap metal pile. See scrap metal for details.

Aluminum Containers Accepted:

- aluminum food or beverage cans/lids/tabs (clean)
- aluminum pet food cans/lids (clean)

Aluminum Containers NOT Accepted:

- aluminum foil
- baking pans
- aerosol cans

Steel Can Collection Container

Steel can container is meant for household food and beverage container recycling. Steel cans collected should be rinsed, clean, and free from food contamination. Larger pieces metal that are were not food or beverage containers should be placed in the scrap metal pile. See scrap metal for details.

Steel Can Container Accepted:

- Steel/tin food or beverage cans/lids/tabs (clean)
- steel/tin pet food cans/lids (clean)

Steel Can Container NOT Accepted

- aluminum foil
- baking pans
- aerosol cans

Scrap Metal Area

Scrap Metal is collected loosely at Convenience Centers in specially designated areas. Generally smaller pieces of scrap metal should be thrown into the pile while larger items are set to the side. Users may be asked by attendants to place larger items like appliances to the side to better manage or order the pile. The metal collected does not go to the landfill, rather it is loaded up and transported to a scrap metal company where the County sells the metal for revenue which helps offset operating costs. Center users may not scavenge or remove items from the metal pile. Individuals attempting to scavenge or remove metal are subject to

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criminal charges for theft. Only a member of the management team may authorize salvaging from the metal pile. Salvaging operations such as the metal recycling is well-documented. If an item is removed from a pile, it is usually sold along with other surplus County property through an online auction. Please understand that recycling markets can change rapidly. Recyclers understand there will be minor amounts of contamination but what is acceptable or not acceptable in the collection area may change periodically based on market conditions. Pay attention to any signs that may appear announcing changes in what is accepted because labels are made to be general but anything important may be communicated with a separate sign or label.

Below is a list of the types of scrap metal collected along with any other special preparation or handling needed prior to placement into the designated scrap metal recycling area. Common contaminants are also listed.

Scrap Metal Accepted Items:

- dishwashers
- microwaves
- chain link fence
- fence posts
- aluminum or steel containers/buckets/cans
- wire hangers
- screws (bring in container, place container in an appliance, or see attendant)
- nails (bring in container, place container in an appliance, or see attendant)
- washers
- dryers
- hot water heaters
- stove
- grills (place the propane tank in designated area)
- push mowers (remove fuel, place battery in designated area)
- weed eater, string trimmer (remove fuel)
- exercise equipment
- shelving
- metal pipes
- metal doors
- sheet metal
- cast iron bathtubs

Scrap Metal NOT Accepted:

- aerosol cans (see Household Hazardous Waste Facility)
- mattresses (bulky waste)
- bed spring (bulky waste)
- concrete (small post pieces in bulky)
- refrigerant containing devices (should take directly to scrap metal company)
- refrigerators (scrap metal company)
- freezers (scrap metal company)
- air conditioners (scrap metal company)
- dehumidifiers (scrap metal company)
- gasoline (see Household Hazardous Waste Facility)
- kerosene (see Household Hazardous Waste Facility)

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- fuel (see Household Hazardous Waste Facility)
- batteries (place in battery area)
- television, TV (place in household trash)
- vacuum (place in household trash)

Household Hazardous Waste (HHW) Facility

Household hazardous waste (HHW) is any material discarded from the home that may pose a health threat to humans or the environment if handled or disposed of improperly. HHW is any household material labeled: toxic, poison, corrosive, reactive, flammable, combustible, or irritant. Please bring these items to the Household Hazardous Waste facility so they can be properly and safely disposed of; do not place them in your trash.

Knox County and the City of Knoxville jointly fund a location for residents to deliver HHW for proper disposal without being charged disposal fees. The City owns and operates the facility so anyone wishing to use the facility is urged to contact the HHW facility directly to confirm hours and acceptability. The information below about the HHW facility should be checked for accuracy since the city may make changes to operating procedures at any time.

HHW Facility Address (Co-located at the City Solid Waste Facility):

1033 Elm Street Knoxville, TN 37921
865-215-6710

Hours Of Operation (call or email to verify)

Tuesdays - Thursdays - Fridays: 7:00 am - 3:45 pm

Wed: 7:00 am - 11:45 am

Sat: 8:00 am - 11:45 am

Sun: Closed, Mondays, and on city-resident only Saturdays (1st Saturday of the month)

Visiting the household hazardous waste facility

- all visitors must drive across the scale
- no fee to drop off accepted household hazardous waste
- only City of Knoxville and Knox County residents may drop off accepted household hazardous wastes; only residential material will be accepted
- businesses, nonprofits, churches, and other non-residential entities must contract privately for any hazardous waste disposal
- residents may bring up to 20 gallons of oil-based paint per day
- residents may bring up to 10 gallons of other HHW liquids (oils, fuel, etc) per day
- residents may bring up to a total of 100 pounds of HHW materials per day
- materials in containers that are larger than 5 gallons will not be accepted

HHW Facility Material Accepted

- acids
- aerosol cans
- auto body repair products
- automotive oil and fuel (10 gal. limit/day)
- additives
- antifreeze

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- batteries - lead acid, lithium, and rechargeable (no alkaline)
- bleach
- brake fluid
- car wax and cleaners
- carburetor and fuel injection cleaners
- caulk
- computer systems (limit of 3/visit. charges apply if over limit)
- cooking grease
- drain openers
- fertilizers
- fire extinguishers
- flea collars
- fluorescent tubes & compact fluorescent light bulbs
- fungicides/wood preservatives
- gasoline (10 gal. limit/day)
- grease and rust solvents
- herbicides
- household cleaners
- insect repellent
- insecticide
- kerosene (10 gal. limit/day)
- lighter fluid
- gas cylinders
- mercury thermometers and thermostats
- mothballs
- oven cleaner
- paint (oil-based only. 20-gallon limit/day/container size.
- paint stripper and removers
- paint thinner
- pesticides
- pet spray and dip
- pool chemicals
- propane cylinders
- rat and mouse poison
- shoe polish
- spray paint cans
- stain
- starter fluids
- toilet bowl cleaner
- transmission fluid
- tub and tile cleaner
- varnish
- weed killer
- windshield wiper fluid

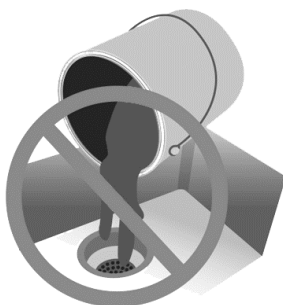
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HHW Facility Material NOT Accepted

- latex paint (see paint disposal section)
- ammunition, explosives, fireworks (contact law enforcement at 865-215-4010)
- light ballasts
- medical waste
- non-propane cylinders (no oxygen tanks)
- radioactive waste
- smoke and carbon monoxide detectors
- industrial, commercial, or business-generated hazardous waste
- any household hazardous waste in commercial or work vehicles
- any household hazardous waste from out-of-county residents
- unidentifiable materials

Paint Disposal

Do NOT pour paint down a household drain, storm drain, or in other collection containers such as used oil tanks. It must be processed differently based on its type.



Oil and Lead-Based Paint & Spray Paint Cans

Oil and lead-based paints and stains are considered a problem and Household Hazardous Waste and must be properly disposed. Partially full aerosol spray paint cans are usually oil based and are considered problem and Household Hazardous Waste. Empty aerosol paint cans may be thrown away along with regular household trash.

Residents may take a limited amount of these types of paint to the Household Hazardous Waste (HHW) Facility. See the HHW section for more information.

Latex, Acrylic, and other Water Based Paint

Paints labeled as “latex”, “acrylic”, or “water-based” are not hazardous and can be thrown away with your regular household garbage ONLY IF COMPLETELY DRY TO THE BOTTOM OF THE CAN. If not completely dry, it can leak from a garbage truck and ruin vehicles and/or private property. Be sure your paint is COMPLETELY dry before including it in your regular garbage.

Drying Latex Paint:

- Lids should be removed, and the cans should be placed in a dry location to allow the paint to dry. This may not be an option for a full can of paint. See tips on speeding up the drying process below.

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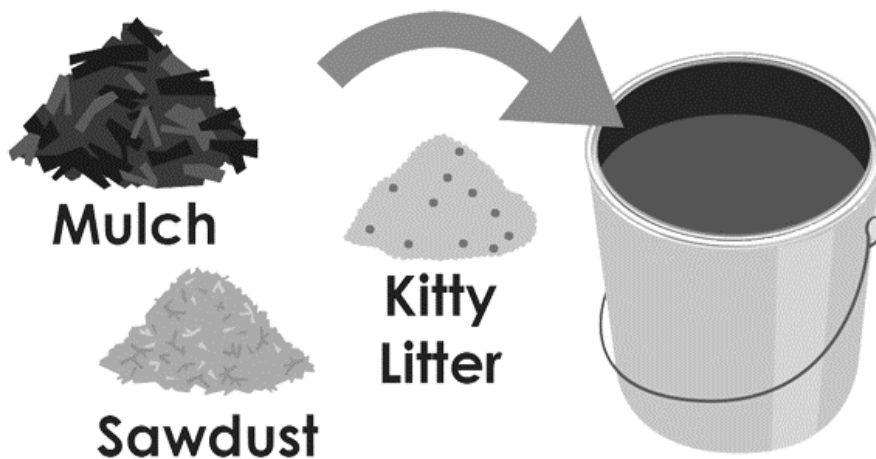
- After a few days, the surface of the paint should be dry to the touch, however the paint below and on the bottom may still be liquid or gloppy. Naturally drying the paint will take time. Check periodically to ensure paint is completely dry and no liquid remains.
- A can that has been dried correctly should be able to be turned upside down and held upside down with no leaking. This is dry enough to throw away in the garbage. See instructions for throwing away dry cans below.

Speeding up Latex Paint Drying:

- A thin layer of paint will dry much faster. Pour paint into a wide container with a large surface area such as a bag lined box or wide disposable tray or container that will allow paint to dry without leaking.
- Place container of paint outside on a sunny day to help speed up the drying process.
- Add and mixing an absorbent material such as kitty litter, wood chips, saw dust, or mulch to make the paint turn into a solid or to speed the paint drying.

Disposing Dried Paint, Dried Paint Cans, or Empty Paint Cans

- When the paint is dry, double bag the container and any absorbing material and throw it out with the regular garbage.
- Dried paint or containers with dried or absorbed paint may be disposed of at Convenience Centers. Paint cans should be brought without the lids to allow attendants to inspect them prior. Once inspected the cans or containers may be disposed as bulky waste or household trash.
- Oil and lead-based paint and stain must be taken to the Household Hazardous Waste Facility See the HHW section for more information.



Liquid Mercury, Thermometers, Thermostats

Elemental or liquid mercury is mostly found in households in old thermometers or thermostats. It is important that mercury is not thrown away in the regular trash. A mercury thermometer typically has a small tip or reservoir at the end of the thermometer filled with a shiny silver liquid that goes up and down the thermometer with the temperature. Older thermostats use mercury floating around in a little glass bulb or ampule connected to wires

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for use as a switching device. Those little ampules contain up to 12 grams of elemental mercury, making it the single largest source of mercury in homes.

Sometimes devices that contain mercury will have a symbol with the letter “Hg” which is the symbol for mercury either on the device box, instructions, or external labelling. Never throw away a device with elemental mercury. Never pour the mercury down the drain. Mercury thermometers and thermostats should be placed in a Ziplock bag and carefully transported to either a Convenience Center or the Household Hazardous Waste (HHW) facility. Mercury containing device should be carefully handed to the attendant. Users should tell the attendants when bagged devices contain mercury thermometers or thermostats. Individuals with larger amounts of mercury should contact the solid waste offices for advice.

Thermometers with red reservoirs are often filled with a non-hazardous alcohol-based fluid. Digital thermometers, while not using mercury, often have batteries that need to be recycled. See the section on battery disposal for more information.

Fluorescent Bulb Collection

Mercury vapor can be found in a variety of different fluorescent lamps. Sometimes devices that contain mercury will have a symbol with the letter “Hg” which is the symbol for mercury either on the lamp box, instructions, or external labelling. Bulbs that are unbroken are safe to be around and handle. If broken however a small amount of mercury vapor is released into the environment. Once a mercury lamp is broken the vapor is released and it cannot be properly disposed. For unbroken fluorescent bulbs, compact fluorescent bulbs, or other lamps labeled as containing mercury vapor, they should be carefully transported to either a Convenience Center or the Household Hazardous Waste (HHW) facility. At centers bulbs should be carefully placed into a bulb collection bin so as not to break any of the bulbs. Individuals having difficulty locating the collection area should find an attendant for assistance.

Newer LED bulbs do not contain mercury. New LED bulbs may be disposed of as trash or placed in the scrap metal pile if they are made mostly of metal.

Refrigerant Containing Devices

Devices that contained refrigerant are not accepted at Convenience Centers. Common household appliances that contain Freon or other chlorofluorocarbons (CFCs) or hydrochlorofluorocarbons (HCFCs) are refrigerators, freezers, air conditioners, dehumidifiers, ice makers, wine coolers, and water coolers. These CFCs and HCFCs are highly regulated. There are federal rules about handling, evacuation, and processing of the refrigerant that prevent the County from accepting these devices from center users. There are generally three options for getting rid of refrigerant containing device. Those options are listed below.

1.) Scrap Metal Companies (sell for scrap value)

Deliver it to a scrap metal company that may buy it for scrap value. The Scrap metal company may deduct a fee for the proper disposal of the refrigerant from the value of the device. There could be a charge if the device is small or has little or no metal value.

SA Recycling (scrap metal)
2826 N Central St · (865) 524-2791
5205 N National Dr · (865) 637-0911
1202 Maryville Pike · (865) 579-9389

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2.) City Transfer Station (paid disposal)

Deliver and pay to dispose of it at the City of Knoxville Transfer Station at 1033 Elm Street. There will be a small fee to drop off the item. You should call 215-6700 ahead of time to confirm hours of operation and amount of fees.

City of Knoxville Solid Waste Facility (transfer Station)
1033 Elm St, Knoxville, TN 37921
865-215-6700

3.) Waste or Junk Clean-out Companies

Individuals wishing for a higher level of service may want to contact commercial waste cleanout companies that will charge to come, retrieve, and take items for proper disposal.

Propane Tanks, Cylinders, & Fire Extinguishers

Certain types of pressurized tanks or cylinders may be accepted at Convenience Centers however in most situations other locations offer better options for tank or cylinder disposal. Individuals with cylinders other than propane tanks are encouraged to call the solid waste offices for assistance in finding the appropriate solution to dispose of cylinders.

Propane Tanks:

Propane tanks should be returned or traded in directly at cylinder exchange programs located at several local retailers. If this is not an option residents may bring propane tanks from household gas grills or indoor/outdoor space heaters. Tanks should be placed in the designated propane tank area. Residents may only dispose of one tank per year. Smaller disposable Coleman-style camp stove propane tanks can be thrown away as household trash when empty. If they are not empty, they should be connected to the stove or heater and flared off until empty prior to disposal.

Cylinders:

Cylinders or other pressurized gases or liquids such as oxygen tanks, carbon dioxide tanks, or welding tanks are generally property of gas companies and should be returned to the gas distributor from which it was purchased. Individuals trying to determine where to get rid of cylinders should contact the solid waste offices for more information.

Fire Extinguishers:

EMPTY fire extinguishers may be disposed of as trash at Convenience Centers. If the fire extinguisher is FULL then it may be taken to the Household Hazardous Waste (HHW) Facility. Also, there are local fire extinguisher companies like Fire Pro that can often recharge or trade in and swap out fire extinguishers.

FirePro Sales & Service Inc
865-859-0138
<https://www.fireprosales.com>

Green Waste

Convenience Centers do not accept green waste. Green waste consists of tree limbs, tree trimmings, brush, logs, stumps, leaves, and yard clippings. Homeowners may manage their green waste by burning it after obtaining a permit, by paying landscaping companies to manage it, or by paying to dispose of it at privately owned and operated green waste facilities. See information on those options below. Individuals with incidental amounts of potted houseplants, home decorations, or flower bouquets may dispose of those items in

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either the bulky or regular trash. Center attendants will redirect anyone with more than incidental amounts of household plant or flower waste.

Green Waste Disposal Facilities (privately owned/operated, high minimum fees)

There are three privately run facilities that accept green waste. They all charge a fee. Green waste facilities are not owned by the County, and they do not receive government subsidies. Residents are urged to call ahead for pricing because the facilities charge very high minimum fees. Other drop-off options and locations will be listed if they become available.

- Living Earth West 865- 927-7646 8707 Joe Daniels Rd
- Living Earth East 865-546-0584 6323 Rutledge Pike
- Living Earth Downtown 865-281-3388 2601 Middlebrook Pike

Landscaping Companies (privately owned/operated, charges fees)

Individuals interested in having green waste picked up from their property should contact local landscapers or property maintenance companies. It may also be possible to hire persons willing to do odd jobs to transport material to a green waste facility. When hiring someone that doesn't normally haul green waste, they should be informed green waste facilities charge high minimum fees.

Burn Permits

Residents may be able to burn brush piles. Knox County Air Quality Management issues the required permit. See their website for details.

Knox County Air Quality Management
<https://www.knoxcounty.org/airquality>
865-215-5900

Backyard Composting and On-site Brush Management.

Residents are encouraged to keep brush on site to support natural decomposition. Wooded lots are good places to scatter or pile green waste to decompose naturally. Wood chips, leaves, and food waste can be composted to create beneficial soil amendments. Wood chippers may be needed to reduce large pieces of wood into smaller pieces. Larger limbs and logs may be used as firewood. Below is a link to the EPA website for composting.

EPA Composting Web Page
<https://www.epa.gov/recycle/composting-home>

Christmas Tree Recycling (only Christmas trees during January)

There is a limited collection of live Christmas trees in January after Christmas for Christmas tree recycling. Details about the Christmas tree recycling program are communicated to the media annually after Christmas.

Electronic Waste (e-waste)

Recycling electronics is encouraged but it may be necessary to throw some electronics in trash containers or in other collection areas such as scrap metal. Please understand that electronic waste and recycling markets can change rapidly. What is acceptable in collection areas may change periodically based on market conditions. Pay attention to any signs that may appear announcing changes in what is accepted because anything important may be communicated with a separate sign or label.

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Convenience Centers with Goodwill Operated E-waste Recycling

Four (4) Convenience Centers listed below have an area for electronic recycling. Also below is a list of what is accepted by Goodwill for e-waste recycling. Goodwill attendants will be there to clarify what is acceptable for recycling and what is not.

Goodwill E-waste Locations:

- Dutchtown -10618 Dutchtown Road
- Halls -3608 Neal Road
- Karns -6930 Karns Crossing Lane
- John Sevier -1950 West Gov. John Sevier Highway

E-waste Recycling Accepted:

Computer equipment, PC systems, CPUs, monitors, mice, keyboards, printers, scanners, laptops, modems, hard drives, speakers, power cords, cables, phones, powers strips, desktop copiers, fax machines, and cell phones.

E-waste Directed to Other Disposal Streams

- televisions must be thrown in the trash containers because they are cost prohibitive to recycle. they must be placed into the blue trash containers because they are sent to class i landfills. users should use caution and bring help if needed for loading and unloading as centers are self-service
- toasters, hair dryers, clock radios, vacuums, corded telephones, speakers, and other small electronic components may be placed in the garbage compactor or scrap metal pile depending on whether they are mostly non-metal or metal
- home appliances such as washers, dryers, stoves, water heaters, and microwaves will be directed to be thrown into the scrap metal piles. see scrap metal information for details
- bulbs, lamps, batteries. see information on these collection areas for more details
- refrigerant containing devices are not accepted. see refrigerant section for more information

Trade-in Old Electronic Devices for Credit at Retailers

Where possible electronics should be traded in for credit when purchasing new products. Trade-in credits or free recycling for mobile devices and tablets is often available at electronic retailers.

Automotive or Engine Oil, Oil Filters, & Antifreeze

All Convenience Centers have areas for the collection of automotive fluids removed from home maintenance of vehicles or small engine repair. Centers also have a container for antifreeze. Center users should deliver fluids in closed re-sealable non-breakable containers such as the original packaging or empty bleach/laundry detergent jugs. All fluids brought must be emptied into their correct disposal container. Users should look at signs on tanks to ensure they are dumping the correct liquid into the correct tank. There are also 55-gallon drums used to collect used oil filters. Never pour automotive oil or other automotive fluids down the drain because it pollutes the environment, can cause costly problems for your home's plumbing, and may damage municipal sewers.

Automotive Oil Collection Tank

- limit 20 gallons per month
- used oil from oil changes

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- brake fluid
- power steering fluid
- hydraulic fluid

Antifreeze & Non-oil Coolant:

- limit 20 gallons per month
- propylene glycol
- ethylene glycol
- RV weatherization antifreeze

Oil Filter Drum

- oil Filters accepted in a 55-gallon drum
- used oil filters are collected in a designated drum near the oil collection area

NOT ACCEPTED in Auto Fluid Area (will be directed to Household Hazardous Waste):

- gasoline (see Household Hazardous Waste section)
- kerosene (see Household Hazardous Waste section)
- diesel fuel (see Household Hazardous Waste section)
- liquid paints (see paint disposal section)
- explosive material (see Household Hazardous Waste section)
- mixed oil/water or other fluids (see Household Hazardous Waste section)
- cooking oil (separate area, see cooking oil section)
- gas tanks (call solid waste offices for more information)
- oil tanks (call solid waste offices for more information)
- fuel (see Household Hazardous Waste section)
- jerry cans (see Household Hazardous Waste section)

Cooking Oil Collection

Convenience Centers have a separate container to accept cooking oil. The Cooking oil container may be located near the automotive fluids, but it may also be in a different area. Individuals recycling cooking oil should make sure the container is clearly labelled as cooking oil. Center users should deliver fluids in closed re-sealable non-breakable containers such as the original packaging or empty bleach/laundry detergent jugs. Once the containers are emptied, they should be placed in the trash. Limit 10 gallons per month Never pour cooking oil or grease down the drain because it pollutes the environment, can cause costly problems for your home's plumbing, and may damage municipal sewers.

Battery Recycling Area

Convenience Centers accept a variety of different batteries for recycling. Please understand that waste and recycling markets can change rapidly. What is acceptable in collection areas may change periodically based on market conditions. Pay attention to any signs that may appear announcing changes in what is accepted because anything important may be communicated with a separate sign or label.

Automotive, Motorcycle, Marine, or Lawnmower Batteries:

Automotive or lead acid batteries are collected in a cage near the center attendant office or oil collection areas.

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Rechargeable, Button-Style, Tool, Phone, and Internal Home Electronic Batteries:

Standard size rechargeable batteries (AA, AAA, C, D, and 9V) button-style or hearing aid batteries are accepted in buckets labelled for battery collection. Also accepted in the buckets are batteries from power tools, mobile phones, hover boards, children's riding toys, cordless razors, cordless toothbrushes, or other home electronic devices that contain built in rechargeable batteries. Batteries should be removed from the devices. Buckets are typically sitting next to the automotive lead acid batteries. If a battery is too large to fit in the bucket, then it should be placed in the cage with automotive batteries.

Non-Rechargeable Alkaline Batteries

Regular non-rechargeable alkaline batteries (AA, AAA, C, D, and 9V) may be thrown out as household trash. The County advises consumers to switch to rechargeable batteries. Non-rechargeable batteries may be placed in the recycling bucket, but they may be treated as contamination and disposed of later as trash.

Tire Recycling and Disposal

Tires are a problem waste. Ideally tires should be properly disposed once removed or replaced by a tire retailer. The Knox County Tire Program has its own rules and operating procedures conforming to state laws related to tire disposal. Below are the types of tires accepted at Convenience Centers and in what quantities. Tires from businesses or commercial enterprises are not accepted at Convenience Centers. Individuals trying to illegally dump tires at Convenience Centers or anywhere on public or private property will be prosecuted to the full extent of the law. Anyone wishing to learn more about the tire program or where to take tires should contact the solid waste offices.

Fewer Than 8 tires:

Up to eight (8) passenger tires per year may be taken to any Convenience Center

- tires must be passenger car, light truck, motorcycle, small off-road sport vehicle, or lawn tractor type tires only.
- tractor trailer tires will not be accepted
- large equipment, tractor, or agricultural tires not accepted
- may be with or without rims
- must be placed in the tire pile.
- anyone suspected of dumping tires from businesses or commercial enterprises may be investigated for illegal dumping or theft of services

Up to ~20 tires (from small tire dumps):

Up to ~20 tires from illegal dumps may be accepted at Convenience Centers if prior authorization is granted from the solid waste management team. In most situations individuals with tires from tire dumps will be directed to dump tires directly at a tire processor rather than at a center, however, this may be approved if deemed necessary by the management team.

- requires pre-authorization from management team
- attendants on duty will be asked to record identifying information or take a photo of personal IDs once on site with tires
- vehicle description as well as the license plate number may be recorded
- tires must be passenger car, light truck, motorcycle, small off-road sport vehicle, or lawn tractor type tires only.
- tractor trailer tires will not be accepted
- large equipment, tractor, or agricultural tires not accepted

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- may be with or without rims
- must be placed in the tire pile.
- anyone suspected of dumping tires from businesses or commercial enterprises may be investigated for illegal dumping or theft of services

20+ Tires or Tires from Businesses or Organizations

Individuals with more than twenty (20+) tires will be directed to contact a tire disposal facility to schedule and deliver tires for disposal. Below is the tire disposal company operating in the county. There may be some assistance available from the County to property owners that have had tires dumped on their property. For more information about assistance residents should contact the solid waste offices.

Liberty Tire Recycling LLC
1700 Transport Ln, Knoxville, TN 37924
<https://libertytire.com>

Medication & and Home Medical Waste

The proper disposal of unused medications is a problem. Medications flushed down the drain are a problem for the water treatment system and the environment. Unused medications sitting in medicine cabinets are a community safety problem because too often medications end up in the hands of people that abuse substances. Individuals with medications, home medical waste such as testing lancets or injection sharps should follow the procedures below for proper disposal. No commercial medical waste or wastes accepted from any businesses. There are some medications that may have very special instructions for proper disposal. Also, Convenience Centers are not allowed to accept recognizable body parts or containers with bodily liquids or bodily fluids.

Safe Home Disposal of Medications:

Do not flush or pour medications down the drain. Remove medication from original packaging and mix with an undesirable substance such as kitty litter or used coffee grounds. Place the mixture in a bag and throw in your trash container. Remove and destroy any personal information on the empty medicine container and recycle the empty container.

Sharp Containers, Syringes, Testing Lancets:

Sharps waste may be thrown out with household trash, but the container must be safeguarded prior to disposal. Safeguarding prevents waste worker injuries in case waste must be handled during collection or transport. Sharps or home medical waste containers typically have syringes, lancets, testing strips, bandages, catheter bags, and tubing. If an FDA approved container is not used it is important to use a sturdy old bleach or laundry detergent container or anything that can withstand compression and remain sealed. Once the container is full the lid should be firmly secured and then taped to prevent removal. The container should be labelled as containing sharps, biohazard, or bodily fluids that way if it had to be handled manually a waste worker will know the contents. Once secured and labelled it can be placed in household trash. Individuals may choose to bag it prior to disposal, effectively double bagging the container while protecting personal privacy. Below are infographics illustrating the proper packaging process.

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IF YOU CANNOT GET AN FDA-CLEARED SHARPS CONTAINER, FOLLOW THESE GUIDELINES:

Use an empty household container with these features:

- Stays upright
- Made of heavy-duty plastic
- Tight-fitting lid that cannot be punctured
- Does not leak

Discarding a household container:

- 1 Close lid and tape shut. Label container.
- 2 Bring container to a sharps disposal program.

If you cannot find a disposal program, put container in center of full trash bag and discard in regular trash.*

DO NOT USE
These containers can break or puncture easily.

- Milk container
- Water bottle
- Glass container
- Soda can

DO NOT put sharps containers in RECYCLING.

* In some areas it is illegal to dispose of sharps in the trash. Please follow your community guidelines.

KEEP YOUR COMMUNITY SAFE

DO NOT throw loose sharps in trash

DO NOT put sharps in recycling

DO NOT flush sharps down toilet

KEEP OUT of reach of children

ALWAYS USE A SHARPS CONTAINER

Used sharps are hazardous waste. When not discarded properly they can cut and infect others. Protect your community by always discarding your used sharps in a sharps disposal container.

FREE sharps containers may be available from your doctor, hospital, health insurance or medication supplier. You can also buy a sharps container from your pharmacist or online.

FDA For information about rules and laws in your community, contact the Coalition for Safe Community Needle Disposal at 800.643.1643. For more information on sharps visit fda.gov/safesharpsdisposal.

703.370.5527 - ivivipoint.com

Medication Collection Drop-off Sites and Events:

There are drop off collection containers located in the community at participating locations. These locations are best options for accepting controlled substances that pose a greater risk of abuse. Events are also held periodically to collect medications from the community. Links below are provided for looking up available FDA approved drop off locations and to inquire about DEA disposal locations and events. The City of Knoxville maintains a collection box that is open 24 hours a day 7 days a week at their main police station. The address of that collection location is below.

City of Knoxville Police Department (KFD) Collection Box
Safety Building, 800 Howard Baker Jr. Ave, Knoxville, TN 37915
(24 hours a day, 7 days per week)

FDA Website

<https://www.fda.gov/drugs/disposal-unused-medicines-what-you-should-know/drug-disposal-drug-take-back-locations>

DEA Website

<https://apps.deadiversion.usdoj.gov/pubdispsearch/spring/main?execution=e1s1>

TN Website

<https://www.tn.gov/opioids/education-and-prevention/prevention/safe-disposal-of-unwanted-medication.html>

Medical Waste -Large Amounts, Businesses

Businesses, institutions, or anyone with large amounts of medical waste should contact a medical waste disposal company. Stericycle operates in Knox County. There may be others.

Stericycle

<https://www.stericycle.com/en-us>