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A Department of the City and County of San Francisco

# **San Francisco Safe Drug Disposal Stewardship Ordinance Second Biennial Report to the San Francisco Board of Supervisors July 2019**

The San Francisco Board of Supervisors passed the San Francisco Safe Drug Disposal Stewardship Ordinance in March 2015, with an effective date of April 25, 2015. The Ordinance requires pharmaceutical manufacturers (called “Producers” in the Ordinance) that sell over-the-counter and prescription medicines in San Francisco to provide residents with a free, safe, and convenient way to dispose of their unwanted and expired medicines. Section 2214(c) of the Ordinance requires the Director of the Department of the Environment to report every other year to the Board of Supervisors on the status of all medicine stewardship programs and make recommendations on changes needed to the Ordinance. The Department submitted the first Biennial Report to the Board in April 2017 and submits this second Biennial Report pursuant to Ordinance requirements.

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## Ordinance Implementation Highlights

- MED-Project is the non-profit product stewardship organization established by the pharmaceutical industry to operate the Safe Medicine Disposal Program (Program) in San Francisco. MED-Project currently operates medicine collection kiosks at 44 locations for San Francisco residents to safely dispose of unwanted medicines at no charge. Photos 1 and 2 show the design and signage of MED-Project's collection kiosks.



**Photo 1.** CVS Pharmacy, 799 Beach Street (District 2)



**Photo 2.** Taraval Police Station (District 4)

- The Ordinance established a minimum "Convenience Standard" of five medicine collection kiosk locations in each Supervisorial District. As of July 2019, MED-Project is meeting the Convenience Standard in Districts Three, Five and Six. Although MED-Project has offered all pharmacies the opportunity to host a collection kiosk, some pharmacies have elected to not participate. See Table 1 for current medicine disposal services by District.
- Numerous independent pharmacies, three Kaiser Permanente Outpatient Pharmacies and thirteen CVS Pharmacies have joined the Program as medicine collection kiosk locations. Other eligible pharmacies such as California Pacific Medical Center, Safeway, Lucky and Walgreens do not yet participate. Walgreens operates its own medicine collection program at seven of their sixty-three San Francisco locations.
- The two City-operated pharmacies at Zuckerberg San Francisco General Hospital and Community Behavioral Health Services now participate in the Program as medicine collection kiosk locations.

- Because MED-Project has not met the Convenience Standard in all Districts, their current Program includes 73 supplemental Mail-Back Envelope Distribution Locations in San Francisco where residents can obtain free postage-paid medicine “mail-back” envelopes to mail most unwanted medicines directly to a permitted disposal site. All San Francisco Public Libraries (28 libraries) and Fire Stations (45 stations) participate as Mail-Back Envelope Distribution Locations. As required by the Ordinance, MED-Project also makes postage-paid medicine mail-back envelopes available to homebound or reduced-mobility residents by request free-of-charge through their website and call center. Photo 3 shows the standard medicine mail-back envelope and insert with directions for use.



**Photo 3.** Postage-paid medicine mail-back envelopes are available to residents free-of-charge at Mail-Back Envelope Distribution Locations and by request through the MED-Project website and call center.

- In calendar year 2017, MED-Project collected 14,787 lbs. of medicines through the medicine collection kiosk locations, medicine mail-back envelopes, and take-back events. In 2018 MED-Project collected 23,474 lbs. of medicines through these same services, representing a 59% increase in medicine collected. Appendix A provides a visual comparison of medicine collection services available to San Francisco residents in April 2017 and May 2019.
- Kiosk collection is by far the medicine disposal option preferred by San Francisco residents. Over 93% of total medicine collected by weight in 2017 and 2018 was collected in kiosks, with 5.5% and 0.9% collected during one-day events and through mail-back services respectively.
- As of February 2018, 37% of San Francisco residents were aware of the medicine collection kiosk locations, according to results from the first Biennial Survey of Residents required by the Ordinance

- Residents can now dispose most common medicine formulations in the MED-Project medicine collection kiosks, including pill, liquid, cream, aerosol and inhaler formulations. Pre-filled injector formulations, such as EpiPens®, are prohibited from disposal in the collection kiosks by California Board of Pharmacy rules, but MED-Project provides special postage-paid mail-back packages for pre-filled injectors free-of-charge through its website and call center.
- The Department anticipates continued increases in resident awareness and total pounds collected as MED-Project continues outreach efforts in 2019 and beyond. At this time, the Department does not recommend any changes to the Ordinance.

## Ordinance Background

San Francisco residents have long desired a good solution for safely disposing of their unwanted medicines. Improper disposal by flushing medicines down the toilet or drain or placing them in the trash can harm the environment and public health. Wastewater treatment plants are not designed to remove pharmaceutical chemicals, so many flushed medicines pass untreated into surrounding waterbodies and contaminate drinking water sources. Disposal in any of San Francisco's three refuse collection bins is also problematic because it can lead to accidental poisonings, diversion of medicines for abuse, or harm to sanitation workers. Once in the landfill, medicines may still pollute waterbodies through discharge of landfill leachate to wastewater treatment plants.

### *Safe Medicine Disposal Pilot Program*

San Francisco launched a Safe Medicine Disposal Pilot Program (Pilot Program) in April 2012 to demonstrate that residents would safely dispose of their unwanted medicines if given a free and convenient alternative to flushing or trashing. The Pilot Program established permanent medicine collection kiosk locations for prescription and over-the-counter medicines at twelve independent pharmacies and one community center. At the time, law enforcement agencies were the only entities allowed to collect controlled substance medications – medications with a high potential for addiction and abuse – due to federal Drug Enforcement Administration (DEA) regulations, so the San Francisco Police Department agreed to collect controlled medicines at all ten SFPD stations as part of the Pilot Program. The Pilot Program was very successful, collecting over 88,000 lbs. of unwanted medicines in a little over five years of operation.

### *Revised DEA Regulations*

In 2014, the DEA revised its regulations to allow certain non-law enforcement entities such as pharmacies and hospitals and clinics with pharmacies to collect controlled medicines in an effort to combat prescription drug abuse. With the DEA now allowing non-law enforcement entities to collect all types of medicines, San Francisco joined other local governments such as Alameda County and King County in Washington State in introducing and adopting a local safe medicine disposal stewardship

ordinance. San Francisco's Ordinance was signed March 25, 2015 and became effective April 24, 2015.

## Ordinance Requirements

The Ordinance is based on an Extended Producer Responsibility (EPR) model in which manufacturers of products that are difficult or expensive to dispose of are responsible for the costs of collection and disposal at the end of their product's useful lives. Under an EPR approach, all members of the product chain – producers, retailers, consumers, and local governments – participate in one or more programs to ensure problem products are managed to protect public health, safety and the environment at the end of their useful lives.

### *Producer Requirements*

Under the Ordinance, pharmaceutical manufacturers ("Producers") that sell their products into San Francisco are required to fund and operate an approved stewardship program that provides a safe medicine collection system for San Francisco residents. Producers can operate stewardship programs individually, jointly with other Producers, or through a non-profit product stewardship organization that operates the stewardship program on Producers' behalf. The collection system is required to meet a "Convenience Standard" by providing at least five medicine collection kiosk locations in each Supervisorial District, geographically distributed to promote convenient and equitable service. Eligible "collectors," which include pharmacies, hospitals or clinics with a pharmacy, and law enforcement agencies, voluntarily host medicine collection kiosks for residents to securely dispose their unwanted medicines. If Producers or the product stewardship organization are unable to meet the Convenience Standard in a District, they must provide one-day medicine "take-back" collection events and/or permanent medicine mail-back envelope distribution locations as supplemental collection services. The Ordinance also requires postage-paid medicine mail-back envelopes be made available free-of-charge to home-bound or reduced-mobility residents upon request. Additionally, the Ordinance provides outreach and reporting requirements for all approved stewardship programs and authorizes the Department to charge fees to recover administrative costs incurred overseeing the Program.

## Ordinance Implementation Status

### *MED-Project Stewardship Plan Review and Approval*

Medicine Education & Disposal Project (MED-Project) is the product stewardship organization created by pharmaceutical manufacturers to meet the requirements of the Ordinance. It operates the Safe Medicine Disposal Program in San Francisco on behalf of pharmaceutical Producers, representing 489 Producers as of April 2019.

Under the Ordinance, MED-Project is required to submit a written product stewardship plan (Stewardship Plan) describing the proposed safe medicine disposal program to the Department for



review. The Department evaluates the Stewardship Plan for compliance with the Ordinance and either approves or rejects it based on its determination.

MED-Project submitted an initial Stewardship Plan on April 25, 2016 that the Department approved with conditions on July 25, 2016. MED-Project has refined their Program and the written Stewardship Plan over time through Plan revisions and modification requests.

### *Ongoing Kiosk Installations*

MED-Project established the first 23 medicine collection kiosk locations in February 2017 and established an additional 21 collection kiosk locations during the remainder of 2017 and 2018 as interested pharmacies signed contracts and completed the kiosk installation process. Notable collection kiosk locations that came online between April 2017 and May 2019 (“the Reporting Period”) include the Kaiser Permanente Outpatient Pharmacies (3 locations), North East Medical Services clinic pharmacies (4 locations), both City-operated pharmacies at Community Behavioral Health Services and Zuckerberg San Francisco General Hospital, and CVS Pharmacies (13 locations).

Altogether, MED-Project added 18 collection kiosk locations during the Reporting Period, increasing the total number of kiosk locations available to residents from 26 to 44 locations. The additional kiosk locations also resulted in more Districts where the Convenience Standard is being met or close to being met. In April 2017, District Six was the only District with five or more collection kiosk locations and Districts Four and Five had four collection kiosk locations each. As of July 2019, Districts Three, Five and Six have five or more collection kiosk locations and Districts One and Ten have four collection kiosk locations each. See Table 1 for a breakdown of current Program services by District.

**Table 1: Table of MED-Project Medicine Collection Kiosk and Mail-Back Envelope Distribution Locations by Supervisorial District as of July 1, 2019**

Supervisorial District	MED-Project Collection Kiosk Locations	Mail-Back Envelope Distribution Locations (MBDL’s)			Total Collection Services
		SFFD	SFPL	Total MBDL’s	
<b>1</b>	<b>4</b>	3	2	<b>5</b>	<b>9</b>
<b>2</b>	<b>2</b>	4	3	<b>7</b>	<b>9</b>
<b>3</b>	<b>7</b>	4	2	<b>6</b>	<b>13</b>
<b>4</b>	<b>2</b>	2	3	<b>5</b>	<b>7</b>
<b>5</b>	<b>7</b>	5	2	<b>7</b>	<b>14</b>
<b>6</b>	<b>9</b>	6	2	<b>8</b>	<b>17</b>
<b>7</b>	<b>3</b>	5	3	<b>8</b>	<b>11</b>
<b>8</b>	<b>2</b>	4	3	<b>7</b>	<b>9</b>
<b>9</b>	<b>2</b>	3	3	<b>6</b>	<b>8</b>
<b>10</b>	<b>4</b>	7	3	<b>10</b>	<b>14</b>
<b>11</b>	<b>2</b>	2	2	<b>4</b>	<b>6</b>
<b>Total</b>	<b>44</b>	<b>45</b>	<b>28</b>	<b>73</b>	<b>117</b>

## *Mail-Back Envelope Distribution Locations and Take-Back Events*

Although MED-Project significantly increased the number of medicine collection kiosk locations during the Reporting Period, they fell short of the Ordinance's Convenience Standard in many Districts and are required to provide residents supplemental collection services. The two supplemental options include Mail-Back Envelope Distribution Locations – permanent locations where residents can pick up free, postage-paid medicine mail-back envelopes for mailing most unwanted medicines directly to a permitted disposal site – or one-day Take-Back Events where residents can bring their medicines for proper disposal.

In 2017, MED-Project supplemented the collection kiosk locations by providing 33 Mail-Back Envelope Distribution Locations – primarily the 28 San Francisco Public Library (SFPL) branches – and holding 39 Take-Back Events. The Take-Back Events proved to be under-utilized, collecting only 44 pounds of medicine per event on average. In early 2018, MED-Project proposed ending the Take-Back Events entirely and replacing them with additional Mail-Back Envelope Distribution Locations. The San Francisco Fire Department (SFFD) agreed to participate and MED-Project – with the Department's approval – added all 45 SFFD Stations as Mail-Back Distribution Locations and stopped holding Take-Back Events. Between the SFPL branches and SFFD stations, there are 73 Mail-Back Envelope Distribution Locations currently available to residents throughout the City. Despite widespread availability of the medicine mail-back envelopes, residents strongly prefer the collection kiosks. In 2017 and 2018, 35,840 lbs. of medicine (93.7%) were collected in kiosks compared to 328 lbs. (0.9%) collected through the mail-back envelopes.

## *Separate Mail-Back Packages for Inhalers/Aerosols and Pre-Filled Injector Products*

A key requirement of the Department's July 2016 conditional plan approval was for MED-Project to propose alternate collection systems for inhaler/aerosol and pre-filled injector (e.g. EpiPens®) medicine formulations because their proposed Stewardship Plan did not provide disposal options for those formulations. At the time, the combined requirements of regulations from the DEA, California State Board of Pharmacy, the federal Department of Transportation, and the United States Postal Service prohibited utilizing the medicine collection kiosks or standard mail-back envelopes for these formulations.

Following a few proposals that the Department viewed as inadequate, MED-Project developed separate, product-specific mail-back packages for inhaler/aerosol and pre-filled injector formulations that met all regulatory requirements. The Department approved the proposed Inhaler/Aerosol Mail-Back Package and Pre-Filled Injector Mail-Back Package and MED-Project made them available to residents free-of-charge through the MED-Project website and call center in August 2018. Residents can request small (1.4-quart) or large (1.2-gallon) mail-back packages for pre-filled injector products and a 2.5-gallon mail-back package for inhalers/aerosols. Appendix B presents photos of the two Pre-Filled Injector Mail-Back Packages.

## *Revised DEA Guidance Allows Inhaler and Aerosol Collection in Kiosks*

Around the same time that MED-Project proposed the Inhaler/Aerosol and Pre-Filled Injector Mail-Back Packages, the DEA issued new regulatory guidance that allowed inhaler and aerosol medicine formulations to be placed in the medicine collection kiosks. At the Department's urging, MED-Project updated the procedures and signage at collection kiosks to accept aerosols and inhalers. As a result, residents can either conveniently dispose their inhalers or aerosols in the collection kiosks along with most other common medicine formulations or request an Inhaler/Aerosol Mail-Back Package from the MED-Project website or call center. Pre-filled injector formulations are still prohibited from placement in the collection kiosks by California Board of Pharmacy regulations, so requesting a Pre-Filled Injector Mail-Back Package is the only disposal option available for pre-filled injectors.

## *MED-Project Promotion Activities*

The Ordinance requires MED-Project to promote its Program to ensure collection options are widely understood by residents, pharmacists, doctors, veterinarians, and other members of the medical community. Department staff developed and adopted outreach regulations ("Outreach Regulations") in July 2016 to provide additional guidance on the promotion system requirements. Among other things, the Outreach Regulations establish outreach metrics MED-Project's promotion efforts must meet and requires that at least 50% of San Francisco residents be aware of the Program, as measured by the Biennial Survey of Residents required by the Ordinance.

MED-Project conducted some outreach in 2017 to promote the medicine collection kiosks and take-back events as they became available, but most of their efforts focused on developing the collection system. 2017 outreach activities included print and digital advertisements in the San Francisco Chronicle and San Francisco Examiner, email "e-blasts" to targeted groups of residents, and promotion on social media sites such as Facebook, Twitter, Eventbrite and SF Station. MED-Project also developed and distributed promotional materials including a poster and trifold flyers to the collection kiosk and Mail-Back Envelope Distribution Location host staff.

With a more developed collection system in place by 2018, MED-Project scaled up outreach activities significantly as their focus shifted towards broad promotion of the Program. In 2018 MED-Project continued the print and digital advertisements in the San Francisco Examiner, increased their social media footprint, and added other media channels such as broadcast TV, radio and digital advertisement campaigns. We anticipate a continued emphasis on promotion in 2019 and beyond as the Program continues to mature.

## *Biennial Survey of Residents and Requirement to Undertake Future Outreach Activities*

Per Ordinance requirements, MED-Project conducted the first Residential Survey in early 2018. Survey results showed only 37% of residents had recently heard about the Program. To meet the Outreach Regulation's requirement of 50% awareness, MED-Project is scaling up promotion activities, including adding digital and social media activity in Chinese, Spanish, Tagalog and Russian, sending quarterly



“e-blasts,” and placing print advertisements in Chinese and Spanish. The Department will reevaluate MED-Project’s progress in increasing resident’s awareness after the next Residential Survey is conducted in early 2020.

## Department Implementation Activities

### *Program Participant Monitoring and Support*

Department staff conduct regular site visits to each pharmacy or hospital/clinic pharmacy medicine collection kiosk location approximately every six months to check in with the employee(s) responsible for overseeing the collection kiosks day-to-day. Staff also ask for feedback on the location’s general experience participating in the Program, answer questions, and provide technical support. Department staff also contact other Program participants, including law enforcement medicine collection kiosk locations and Mail-Back Envelope Distribution Locations, on a regular basis to solicit feedback and offer support. These regular check-ins have helped the Department establish strong working relationships with Program participants, identify potential issues, and ultimately encourage continued participation.

### *Outreach to Non-Participating Pharmacies*

Department staff also conduct semi-annual site visits to all San Francisco retail pharmacies that do not participate as medicine collection kiosk locations pursuant to Department obligations under the Safe Drug Disposal Information Ordinance (Environment Code, Chapter 22, Division II Safe Drug Disposal Information). As part of this outreach, staff promote the Program, provide pharmacists informational materials for educating patients on safe disposal, and remind pharmacists of the opportunity to participate as a collection kiosk location at no cost to the business.

### *Collaboration with California, Oregon and Washington State Counties*

Soon after adoption of San Francisco’s Ordinance, the Counties of San Mateo, Santa Clara, and Marin passed safe drug disposal stewardship ordinances of their own. Because the reporting and participation requirements are essentially the same in all four counties, San Francisco began collaborating with the other three counties to streamline implementation efforts and share resources. Subsequently, 11 additional local governments in California and Washington State joined regular conference calls after adopting ordinances of their own and the collaboration expanded into a bi-monthly multi-county medicine stewardship ordinance implementation conference call (Multi-County Call) coordinated by Department staff. Multi-County Call participants discuss ordinance implementation, coordinate oversight efforts, and share experiences and expertise. As of May 2019, staff representing 16 state and local governments participate in the Multi-County Calls.

In addition to information sharing, the Multi-County Call group has also leveraged the strength of the collective to successfully recruit large pharmacy operators to join the MED-Project program. In late 2016 the Multi-County Call group sent a joint letter to Kaiser Permanente informing them of the MED-

Project program and requesting that their outpatient pharmacies located in counties with ordinances become medicine collection kiosk locations. Kaiser began exploring participation with MED-Project and eventually placed collection kiosks in their Outpatient Pharmacies, including at three of their San Francisco pharmacies. The Multi-County Call group sent similar letters to CVS Pharmacy in August 2017 and Walmart/Sam's Club in April 2018. CVS Pharmacy responded affirmatively and placed MED-Project collection kiosks at 13 of their San Francisco stores in September 2018. MED-Project is also exploring collection kiosk placement at CVS Pharmacies located inside of Target stores. The Multi-County Call group has not received a response from Walmart/Sam's Club to date. The group may send joint letters to other pharmacy chains that do not participate such as Costco, Lucky Supermarkets and Safeway in light of these successes.

### *Program Launch Press Conference*

The Department organized a Safe Medicine Disposal Program press event to celebrate the launch of the Program in October 2017. The San Francisco Department of Public Health (SFDPH) helped organize the event at Zuckerberg San Francisco General Hospital. Mayor London Breed – who authored the Ordinance when she was Board President – spoke at the event along with Department Director Debbie Raphael and San Francisco Department of Public Health Chief Pharmacy Officer David Woods. The event garnered media coverage online and on radio and television from English and Chinese-language news outlets.

### *Community Outreach and Presentations*

The Department supplements MED-Project's Program outreach required by the Ordinance by promoting the Program to a variety of City agencies and community organizations, and to the general public at tabling events such as Sunday Streets, wellness fairs, and similar events. These outreach activities have been well-received and have often resulted in opportunities to reach other groups. For instance, a presentation Department staff gave to the Department of Aging and Adult Services led to presentation requests from the non-profit Institute on Aging and several other organizations that provide senior services. The Department plans to continue giving presentations to senior care groups, school groups, and other interested organizations in 2019.

## Implementation Challenges

### *Lack of Chain Pharmacy Participation and the Convenience Standard*

Chain pharmacies were initially slow to participate as medicine collection kiosk locations despite significant recruitment efforts by MED-Project and the Department. At the Multi-County Call group's urging, a few large pharmacy operators such as Kaiser Permanente and CVS Pharmacy eventually joined the Program but other prominent pharmacy operators such as Costco (one pharmacy in SF), Lucky Supermarkets (two pharmacies), and Safeway (eight pharmacies) still have not volunteered to host collection kiosks. Because pharmacy participation is voluntary, MED-Project's ability to establish a

collection system that provides convenient and equitable medicine collection services throughout the City is dependent on chain pharmacies agreeing to host collection kiosks. The lack of chain pharmacy participation impedes MED-Project's ability to reach the Convenience Standard established in the Ordinance. Of the 98 pharmacies city-wide that are open to the public but do not participate in the MED-Project Program, 77 are chain pharmacies.

#### *Walgreens Private Medicine Collection Program at Limited Locations Nationwide*

In February 2016, Walgreens established their own privately-operated safe medicine disposal program at select Walgreens locations, including five of their San Francisco pharmacies. Walgreens continues to operate their private program and thus far has declined to participate in the MED-Project program. Walgreens is slowly adding Walgreens stores to their program as part of their overall build-out, but their program is still very limited in scope with only seven of their sixty-three San Francisco pharmacies currently hosting medicine collection kiosks. Walgreens' private program differs in significant ways from the Program required by the Ordinance. Walgreens collection kiosks accept pills and sometimes liquids, but typically not inhaler or aerosol formulations. Walgreens also does not provide free mail-back packages for pre-filled injector products or to homebound residents. In terms of Program promotion, the Walgreens program is confusing to residents because only a few Walgreens stores have collection kiosks. Despite these challenges, the Walgreens program does provide San Francisco residents with seven additional collection kiosk locations for medicine in pill form and positively contributes to safe medicine disposal awareness overall.

## Future Program Enhancements

### *Multi-Language Website and Call Center Support*

The Ordinance requires all Program outreach to be available in five languages (English, Chinese, Spanish, Russian and Tagalog) to ensure all residents can access information about safe medicine disposal opportunities. This requirement includes the Program website and call center required by the Ordinance.

Since its launch in October 2016, the MED-Project website supports multi-language functionality by providing a PDF of the translated website content in each language. Although this approach may technically satisfy the multi-language requirement, it does not provide an optimal user experience: the PDF is static and does not provide important website functions such as the interactive map of medicine collection kiosks and the mail-back package request form. Instead, using the current website, a resident must view the English-language webpage and PDF translation side-by-side to find a collection kiosk and must use the call center to request a mail-back envelope. At the Department's urging, MED-Project is in the process of adding full multi-language functionality, including in-browser translation of the interactive collection kiosk map and medicine mail-back services request form, for all five required languages. The Department anticipates launch of the fully-translated MED-Project website in Summer 2019.

The MED-Project call center previously could not accommodate non-English speakers in real time. Instead, MED-Project utilized translated phone recordings that directed the resident to leave a voice message so that their call could be returned with a response in the requested language. Department staff requested that MED-Project explore other options to provide support to non-English speakers without waiting for a return call. MED-Project now provides multi-language support for the call center so that non-English speakers can request information in any of the required languages and be transferred to a customer service representative who can provide an in-language response.

## Conclusions

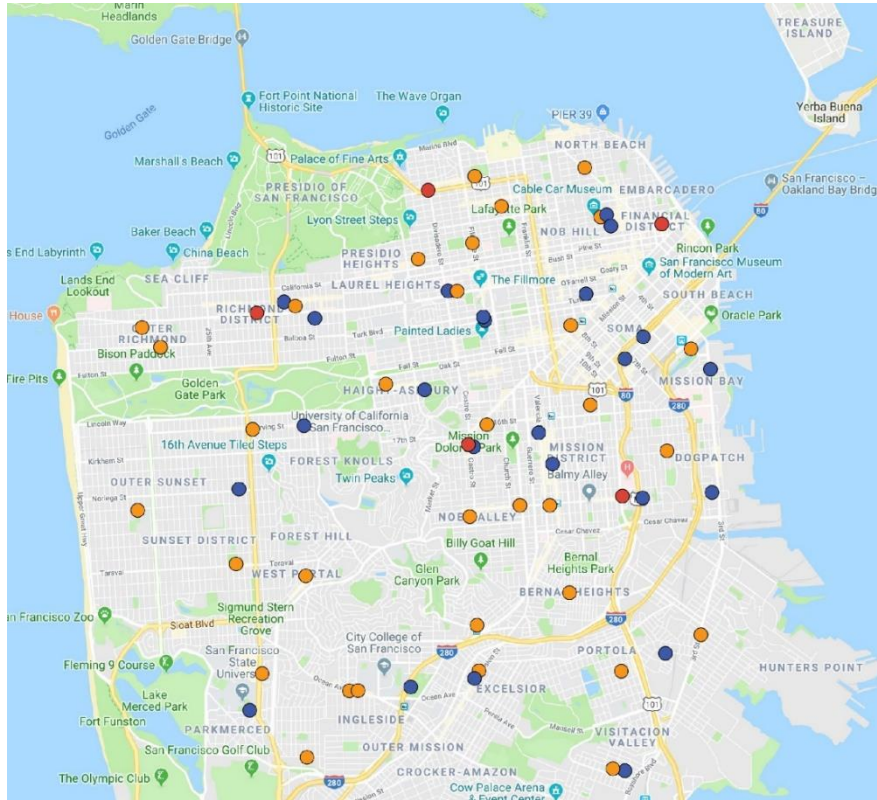
The Ordinance envisioned a producer-operated and financed safe medicine disposal program that provides San Francisco residents the opportunity to conveniently and safely dispose of all their unwanted medicines. When the first Biennial Report was submitted in April 2017, the MED-Project Program had recently launched and was in the early stages of building out the collection system. Two years later, MED-Project has significantly expanded the network of medicine collection kiosks and Mail-Back Envelope Distribution Locations, added new mail-back services so residents have a disposal option available for all medicine formulations, and is scaling up Program outreach to non-English speaking residents. MED-Project may be able to add a few collection kiosk locations if new independent pharmacies open and decide to join the Program, but their ability to reach the Convenience Standard largely depends on chain pharmacies agreeing to participate.

Given the collection system of 44 collection kiosk locations and 73 Mail-Back Envelope Distribution Locations now in place, MED-Project's efforts may be better spent focusing on broad promotion of the Program to increase resident awareness and participation rather than continuing to recruit chain pharmacies. Key Program evaluation metrics such as the 59% increase in total pounds collected from 2017 to 2018 demonstrate that the existing Program is well-utilized but others such as 37% resident awareness show potential for improvement. The Department anticipates continued increases in resident awareness and total pounds collected as MED-Project continues outreach efforts in 2019 and beyond.

At this time, the Department does not have any recommended changes to the Ordinance itself. The Department is preparing revisions to the 2016 Outreach Regulations to clarify promotion guidance and expand reporting requirements. We anticipate completing revised Outreach Regulations for the Safe Drug Disposal Stewardship Ordinance in Fall 2019.

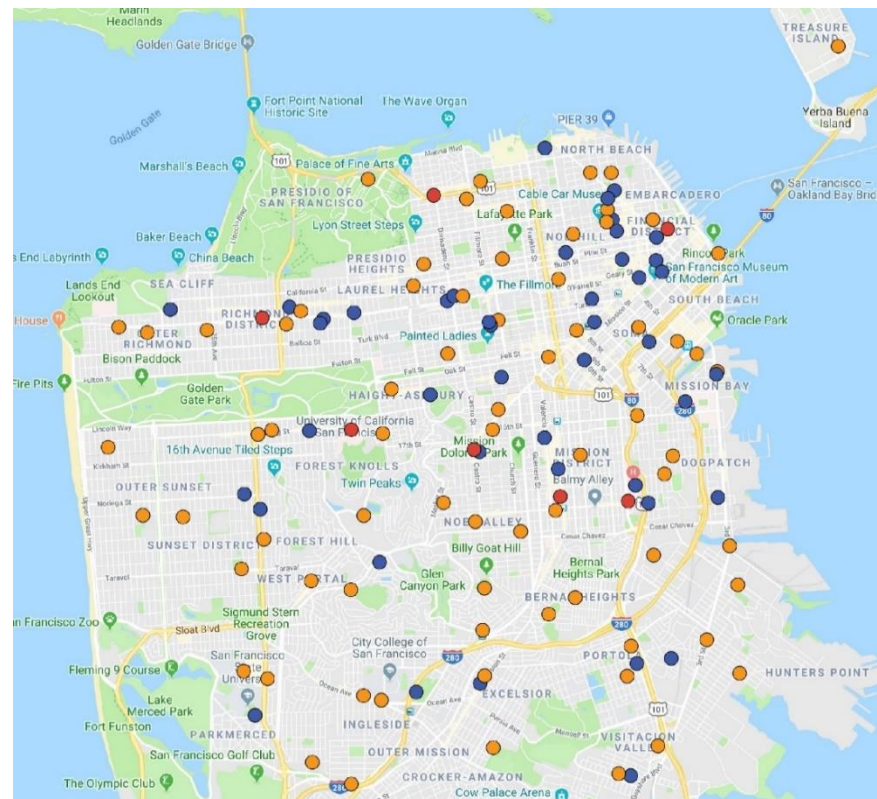


# Appendix A: Visual Comparison of Medicine Collection Services, April 2017 vs. May 2019



April 2017

- MED-Project Collection Kiosk Location
- Mail-Back Envelope Distribution Location
- Walgreens Collection Kiosk Location



May 2019

- MED-Project Collection Kiosk Location
- Mail-Back Envelope Distribution Location
- Walgreens Collection Kiosk Location

## Appendix B: Pre-Filled Injector Mail-Back Packages Available to Residents



*Pictured (above): Pre-Filled Injector Mail-Back Package, small (1.4 quart)  
Available to residents free-of-charge through the MED-Project website and call center*



*Pictured (above): Pre-Filled Injector Mail-Back Package, large (1.2 gallon)  
Available to residents free-of-charge through the MED-Project website and call center*