Local Hazardous Waste Management Program

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Program Mission
The Local Hazardous Waste Management Program is a multi-agency coalition program whose mission is to protect and enhance public health and environmental quality throughout King County by reducing the threat posed by the production, use, storage and disposal of hazardous material and to reduce the generation of hazardous materials, their evaporation into the air, and their disposal into the trash, sewers and storm drains (King County Board of Health Code 11.04).
The Local Hazardous Waste Management Program in King County (Program) is a multijurisdictional program whose mission is to protect and enhance public health and environmental quality throughout King County by reducing the threat posed by the production, use, storage, and disposal of hazardous materials. Program partners include the Seattle Public Utilities, King County Department of Natural Resources and Parks (Solid Waste and Water and Land Resource Divisions), Public Health – Seattle & King County, and cities and tribes in King County.

In 2014, the Program delivered services at a total cost of $15.5 million. Expenditures by program partner and mission area are illustrated at right.

MISSION AREA HIGHLIGHTS

Upstream and Product Stewardship
Projects focus on creating systematic changes in the production-use-disposal cycles of hazardous materials. The Program works for changes that will reduce public and environmental exposures, and promote product stewardship by shifting responsibility and disposal costs from local ratepayers to product manufacturers.

Highlights include:

• Pharmaceutical Product Stewardship:
  Continued implementing the King County Board of Health’s Secure Medicine Return Regulations, including notifying producers of the requirement to establish an industry-funded system for King County residents to safely dispose of unwanted household medicines. The program is expected to be operational no later than early 2016. Several years of effort by the Program and partners across the country led the U.S. Drug Enforcement Administration (DEA) to finalize rules to fully implement the Secure and Responsible Drug Disposal Act, simplifying processes for collecting unwanted prescription controlled substances.
• **Mercury Lighting Product Stewardship:** Continued negotiations with the National Electrical Manufacturers Association, Department of Ecology (Ecology), and other stakeholders to resolve financing and implementation challenges with the Washington State Mercury-containing Lights Product Stewardship Law, enacted in 2010. The Program actively worked with stakeholders to develop legislative language that was passed to ensure adequate program financing, resolve the lighting industry’s lawsuit against the state, and establish a January 1, 2015 start date for LightRecycle Washington. All Washington State residents are now able to recycle mercury-containing lights at no charge by dropping them off at authorized collection sites.

• **Paint Product Stewardship:** Continued to support efforts to create an industry-funded statewide product stewardship program for oil-based and latex paint, which are commonly the largest waste volumes and management costs for local hazardous waste programs.

• **Battery Product Stewardship:** Worked with industry and government stakeholders to develop support for an industry-funded waste battery collection program in Washington State.

### Use and Storage
Projects focus on reducing exposure to hazardous materials, wastes, and products. In 2014, the Program provided a wide range of services to businesses and residents throughout King County. These included general services, as well as services targeted to specific types of hazardous wastes and populations— including historically underserved and vulnerable community members.

**Highlights include:**

- **Business Consultations:** Completed 1,037 technical visits to 967 businesses and corrected storage and disposal practices for more than 82 tons of hazardous materials and wastes. Compared to 2013, 208 percent more hazardous materials and wastes were properly managed as a result of the Program’s business technical assistance services.

- **Community Education:** Provided information to through at least 23,854 people at 561 workshops, trainings, and community events. In addition, the Program’s customer service lines and the Garden Hotline responded to 11,467 calls.

- **Young Children:** Reached approximately 1,089 families with a combination of education and outreach strategies to raise awareness and reduce childhood exposures to hazardous chemicals.

### Collection and Disposal
These services provide convenient collection of hazardous wastes through a combination of fixed and “Wastemobile” collection sites. This includes four year-round drop-off sites in Auburn, North Seattle, South Seattle and Factoria, and seasonal (spring-fall) weekend Wastemobile events in areas not served by year-round facilities. The Program also provides limited home collection service for homebound and elderly residents.
Highlights include:

- **Fixed Collection Sites:** Disposed of 1,272 tons of hazardous waste from 42,273 residents and 782 businesses and organizations.

- **Wastemobile:** Disposed of 320 tons of hazardous waste from 10,065 residents and 44 businesses and other organizations.

- **Cities and Tribes:** Disposed of more than 109 tons of hazardous waste from 27,638 residents and collected more than seven tons of household batteries at year-round sites.

**Administration and Technical Support**

These central functions provide critical program-wide support to Program mission areas, staff, projects and partners. They include service equity and social justice, fund and contract management, performance management, research and evaluation, communications, and web and data management.

Highlights include:

- **Service Equity:** Continued implementation of the Program’s Service Equity Policy, which was adopted in 2011. Implementation included workforce and leadership development, funding partners for community leadership on hazardous waste reduction, and completion of an online resource for interagency coordination on community engagement.

- **Performance Management:** Expanded the Program’s capacity for performance management and continuous improvement. A full-time Performance Manager was hired in 2014, implementing streamlined work planning and performance reporting processes.

- **Data Management and Reporting:** Continued to improve the Program’s centralized resource for data management and reporting. Improvements for 2014 included the addition of a new module to improve tracking of Program-funded public education events and training.

- **Communications:** Continued to coordinate and support Program strategic communications and assist project staff in effectively engaging and communicating with residents and businesses, including and expansion of social media use, Hispanic outreach, Web content revisions, and outreach to promote the Program’s fixed collection sites in Seattle.

- **Research:** Continued to coordinate and support Program strategic communications and assist project staff in effectively engaging and communicating with residents and businesses. Continued to expand the Program’s capacity for using social research to inform planning and policy decision-making.

- **Program Management:**
  - **Updating Rate Structure** to increase fairness to commercial ratepayers. Worked with the King County Board of Health to establish tiered fees which consider solid waste volume(s).
  - **Strategic Planning** to improve the reach and impact of Program services and create a more results-focused organization.
  - **Workforce development planning** to support the Program’s greatest asset and plan for anticipated changes – resulting from strategic planning and pending retirements.
REVENUE

The Program received $17,024,831 in revenue during 2014, primarily from fees on solid waste and sewer services. These fees, which apply throughout King County, are authorized by the King County Board of Health under King County Board of Health Code 11.04.060. Fees are collected by public and private utility providers (i.e., solid waste haulers, wastewater treatment plant operators, transfer station operators, and cities), which in turn pay them into the Program. A summary of 2014 Program fees and revenue by utility revenue source are shown below.

<table>
<thead>
<tr>
<th>Source</th>
<th>2014 Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential - Solid Waste accounts</td>
<td>$1.08 per month</td>
</tr>
<tr>
<td>Commercial - Solid Waste accounts</td>
<td>$11.24 per month</td>
</tr>
<tr>
<td>Private Vehicle - Transfer Station/Landfill trip</td>
<td>$1.81 per trip</td>
</tr>
<tr>
<td>Commercial Vehicle - Transfer Station/Landfill ton</td>
<td>$4.73 per ton</td>
</tr>
<tr>
<td>Sewer accounts (effective rate, avg.)</td>
<td>$0.26 per month</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Source</th>
<th>Actual Revenue</th>
<th>Percent of Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid Waste Account Fees</td>
<td>$9,957,767</td>
<td>58.5%</td>
</tr>
<tr>
<td>Transfer Station Fees</td>
<td>$2,324,945</td>
<td>13.7%</td>
</tr>
<tr>
<td>Sewer Fees</td>
<td>$3,697,037</td>
<td>21.7%</td>
</tr>
<tr>
<td>Other Revenue (State Grant and Interest)</td>
<td>$1,045,082</td>
<td>6.1%</td>
</tr>
<tr>
<td><strong>Total 2014 Revenue</strong></td>
<td><strong>$17,024,831</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
EXPENDITURES
Tables below illustrate 2014 program expenditures by mission areas and by implementing agencies.

### 2014 Expenditures by Mission Area

<table>
<thead>
<tr>
<th>Mission Area</th>
<th>Actual Expenditures</th>
<th>Percent of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product Stewardship</td>
<td>$942,169</td>
<td>6.1%</td>
</tr>
<tr>
<td>Use and Storage</td>
<td>$6,654,476</td>
<td>43.0%</td>
</tr>
<tr>
<td>Collection and Disposal</td>
<td>$7,884,361</td>
<td>50.9%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$15,481,006</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

The Program budgeted $17.5 million to deliver services in 2014. Actual expenditures for 2014 totaled $15.5 million, $2.0 million less than the approved budget. Under-expenditures were primarily due to: 1) lower than projected use of hazardous waste collection services; 2) staffing vacancies; and 3) lower than expected non-salary project expenses.
The following pages describe project work throughout the Program, including the three mission areas and program-wide support functions.

MISSION AREA:
Upstream and Product Stewardship

The term “working upstream” refers to addressing a waste stream issue at its source, rather than focusing on proper disposal at the end of a product’s life. Product stewardship is an environmental management strategy that means whoever designs, produces, sells, or uses a product takes responsibility for minimizing the product’s health and environmental impacts. Stewardship applies to all stages of a product’s life cycle, including end-of-life management. The producer of the product has the greatest ability and thus responsibility to minimize adverse impacts. Taxpayers and ratepayers currently pay for the disposal and recycling of most products. Product stewardship policies shift responsibility from ratepayer-financed government programs to private sector systems that are financed, and in some cases, provided by product producers.

Product Stewardship

Purpose:
To shift the costs of disposing of problematic wastes from local ratepayers to product manufacturers and, in the longer term, encourage manufacturers to use less hazardous components.

Highlights include:

• Regional Coordination: Continued to support and actively participate in the Northwest Product Stewardship Council, coordinating product stewardship policy initiatives in Washington and Oregon.

• National Coordination: Continued to participate actively in the Product Stewardship Institute (PSI), which is critical to advancing understanding of product stewardship and support of policy changes nationwide, including in King County and Washington State.

• Take It Back Network (TIBN): Provided consumers with options for recycling certain wastes and their hazardous components in a safe and cost-effective manner through TIBN, a partnership among government agencies, retailers, repair shops, charitable organizations, and recyclers. TIBN collected 50,033 fluorescent bulbs, 62,571 tubes and 5,590 other fluorescent lamps in 2014.
Policy

Purpose:
To create systematic changes in the production-use-disposal cycles of hazardous consumer products by changing laws, rules, and policies to better protect the health of people and the quality of our water and broader environment.

Highlights include:
- State Legislation, continued to:
  - Work with the National Electrical Manufacturers Association, Ecology, and other stakeholders to agree on a legislative amendment to ensure full program financing for Washington State’s Mercury-containing Lights Product Stewardship Law. This legislation was passed by the 2014 State Legislature and established a January 1, 2015 start date for LightRecycle Washington, the statewide stewardship program.
  - Assist an industry-supported product stewardship bill to create a statewide industry-funded collection program for waste oil-based and latex paint, which are commonly the largest waste volume and management costs for local hazardous waste programs; and,
  - Work with program partners to develop comments and recommendations in support of the Governor’s Toxics Reduction Initiative including legislative options to shifts from toxic chemicals to safer alternatives.
- Federal Regulations: Conducted outreach to explain unwanted medicine take-back protocols authorized under the Drug Enforcement Administration’s final rule for disposal of controlled substances, which went into effect in 2014. This rule allows full implementation of the Secure and Responsible Drug Disposal Act and simplifies collection of unwanted prescription-controlled substances.

Pharmaceuticals

Purpose:
To address health, safety, and environmental risks from the storage and disposal of unwanted medicines, and provide King County residents with information and options for unused pharmaceutical products.

Highlights include:
- King County Secure Medicine Return Program: Continued to implement the King County Board of Health Secure Medicine Return Regulations, to provide an industry-funded collection system for unwanted household medicines. In 2014 the King County Board of Health adopted an oversight fee schedule. Program staff provided technical assistance to manufacturers, potential stewardship organizations and other stakeholders; required producers to identify a stewardship organization and notify pharmacies and law enforcement sites of the opportunity to participate as a collection site; and, provided the public and regulated entities with program information, updates, and requirements via www.kingcountysecuremedicinereturn.org. The program is expected to be fully operational in early 2016.
- Voluntary Take-Back Programs: Continued to support temporary voluntary medicine take-back programs offered in 12 Bartell Drugs pharmacies and 11 law enforcement offices throughout King County. Group Health Cooperative, which provided voluntary take-back since 2006, has temporarily suspended collections until the industry-funded program is operational.
MISSION AREA:
Use and Storage

Use and storage projects include general services for businesses and residents, as well as projects that target specific types of hazardous waste, and historically underserved and vulnerable populations, including infants, young children, and pregnant women.

Art Chemical Hazards

Purpose:
To reduce hazardous materials use and exposure to approximately 15,000 artists who live and work in King County.

Highlights include:

• Technical Assistance and Outreach: Collaborated with artists and art suppliers, including some of the largest art training programs in the Northwest, on ways to reduce exposure, use less toxic materials, and properly manage their wastes.

• Training: Provided twelve workshops to 221 artists in studios and art training programs. In addition, six training videos were completed and made available through the Program’s website, resulting in over 10 hours of viewing.

Business Field Services

Purpose:
To help businesses reduce their use of and properly manage hazardous products and hazardous wastes.

Highlights include:

• Pollution Prevention and Compliance Technical Assistance: Ensured 82 tons of hazardous materials and wastes were properly managed as a result of 720 technical assistance visits to 675 businesses and small quantity generators of hazardous waste. These included businesses in the auto repair, manufacturing, retail, dental, and dry cleaning industries. Among the total were 99 visits to businesses in environmentally-sensitive areas such as groundwater and flood hazard zones, wellhead protection areas, and areas served only by on-site wastewater systems.

• Interagency Coordination: Partnered with King County Industrial Waste and Ecology’s Source Control Program to provide technical assistance, vouchers, and

<table>
<thead>
<tr>
<th>2014 On-Site Business Assistance Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Project</strong></td>
</tr>
<tr>
<td>Business Field Services</td>
</tr>
<tr>
<td>Nail Salons</td>
</tr>
<tr>
<td>EnviroStars</td>
</tr>
<tr>
<td>All Others</td>
</tr>
<tr>
<td>Total</td>
</tr>
</tbody>
</table>

LHWMP field staff Sharon Schoenfeld-Cohen checks dry cleaning equipment for leaks.
spill kits to businesses near the lower Duwamish waterway in support of the Duwamish Superfund Cleanup.

- **Continuous Improvement Actions:** Continued to implement LEAN continuous improvement actions. Compared to 2013, 23 percent more site visits were completed and 208 percent more hazardous waste was properly managed in 2014.

**Customer Service Lines**

**Purpose:**
To provide customer service through the Household Hazards Line, Business Waste Line, and Industrial Materials Exchange (IMEX) website and phone line.

**Highlights include:**

- **Household Hazards Line:** Answered 5,004 phone calls and emails from residential customers. Most frequently requested topics were management of waste latex and oil-based paint (24 percent), non-hazardous solid wastes (12 percent), the Program’s collection facilities (10 percent), and recycling of fluorescent lights (6 percent). The line facilitated completion of 36 home-bound hazardous waste collections to seniors and other limited-mobility residents.

- **Business Waste Line:** Answered 871 calls and emails from businesses, government, and non-profit organization customers, who most often requested information on proper management of paint, fluorescent lights, and waste oil. The line also provided information and referrals to 113 customers to help them minimize use of hazardous materials.

- **Industrial Materials Exchange (IMEX):** Answered 55 calls and emails and facilitated 90 new listings of unwanted hazardous materials that still have market value. Five successful exchanges were reported by customers (many others are not reported), diverting at least 3,080 pounds of hazardous waste and 100 pounds of latex paint for reuse instead of disposal. IMEX also began researching updated call center software to improve call management functionality and customer service experience.

**EnviroStars**

**Purpose:**
To recognize and promote businesses working to reduce their use of hazardous materials and operate in an environmentally sustainable manner.

**Highlights include:**

- **New and Upgraded Members:** Enrolled 22 new EnviroStars businesses, including one dry cleaning business with ten sites in King County that were all certified at the highest 5-star for using safer dry cleaning solvent alternatives. Seventy-five businesses renewed, and ten improved environmental performance to upgrade to a higher star rating. A total of 432 businesses were certified as EnviroStars in 2014.

- **Site Visits:** Provided 179 visits to 167 certified businesses for recruitment, ongoing technical assistance, and conformance with certification standards.

- **Training and Outreach:** Provided 13 workshops and events, reaching approximately 1,045 people.

- **Incentive Funding:** Leveraged $108,169 of business investment in pollution prevention changes by reimbursing EnviroStars businesses part of the cost through the Program’s Voucher Incentive Program. This resulted in a 1:9 return on an investment of $12,933. For example, two dental practices replaced chemical-based x-ray equipment with advanced digital imaging equipment.
• **Leadership:** With regional partners, continued to develop a proposed regional green business program that would combine several existing recognition programs into one, potentially adding visibility to the program and benefits to businesses that demonstrate environmentally preferable behavior.

### Healthy Schools

**Purpose:**
To reduce chemical hazards in schools and increase awareness of hazardous products and alternatives by school educators and other staff, parents, and students.

**Highlights include:**
- **Green Schools:** Supported the King County Green Schools Program with on-site hazardous chemical reviews for 12 participating schools.
- **Online Resources:** Provided information to educators, administrators, and facility managers through the *School Chemical List*, enabling them to evaluate the hazards associated with laboratory chemicals, including grade-appropriate experiments designed to reduce hazards to younger students. With almost 24,000 hits in 2014, the list was the Program’s fourth most visited website.
- **Training:** Provided 100 presentations and trainings, reaching 2,395 students, teachers, and parents, with an emphasis on English Language Learners. This included *Hazards on the Homefront* workshops for teachers on ways to incorporate lessons on safer product choices into science, health, and other school subjects.

### Interagency Compliance Team (ICT)

**Purpose:**
To reduce public and environmental exposure to hazardous materials by working together with other local, state, and federal regulatory agencies to address chronically problematic sites.

**Highlights include:**
- **Training:** Partnered with EPA to provide hazardous site safety training to 79 partner agency staff.
- **Hazardous Waste Cleanup:** Provided coordination for a total of ten problem sites. Cleanup was completed at

### 2014 EnviroStars by Industry

<table>
<thead>
<tr>
<th>Industry</th>
<th>Count</th>
<th>% Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dental</td>
<td>97</td>
<td>23%</td>
</tr>
<tr>
<td>Dry Cleaning</td>
<td>61</td>
<td>14%</td>
</tr>
<tr>
<td>Auto Repair</td>
<td>51</td>
<td>12%</td>
</tr>
<tr>
<td>Building &amp; Property Maintenance</td>
<td>41</td>
<td>9%</td>
</tr>
<tr>
<td>Landscaping, Nurseries &amp; Related</td>
<td>34</td>
<td>8%</td>
</tr>
<tr>
<td>Government</td>
<td>25</td>
<td>6%</td>
</tr>
<tr>
<td>Veterinarian</td>
<td>19</td>
<td>4%</td>
</tr>
<tr>
<td>Marina</td>
<td>15</td>
<td>3%</td>
</tr>
<tr>
<td>All Others</td>
<td>89</td>
<td>21%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>432</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

The Interagency Compliance Team worked with the EPA and other local agencies to coordinate cleanup of this Green Lake property.
three locations including a chemical hoarder site, and legal action was taken against the owner of three additional problem sites.

**Interagency Resource for Achieving Cooperation (IRAC)**

**Purpose:**
To cultivate relationships between the Program and regulatory agencies to protect environment, public and worker safety, and human health; pursue agency agreements to increase clarity and consistency of business requirements.

**Highlights include:**
- **Dry Cleaning Project:** Developed content for two comprehensive best management practices documents with ten IRAC partner agencies and the Korean Dry Cleaning Association. Participated in partner agency efforts to improve leak detector use, understand health hazards associated with spot cleaners, and provide clear guidance on state dangerous waste requirements.
- **Marijuana Regulation:** Convened an interagency workgroup to develop hazardous waste best management practices for the estimated 644 producers and processors of cannabis products in King County, including proper management of flammable solvents and extraction residues.
- **Training:** Provided four trainings, reaching 246 people on a variety of topics, including safer dry cleaning methods, chemical hazard recognition for inspectors, and hazardous waste management for producers and processors of cannabis products.

**Indoor Chemical Hazards (Formerly Janitorial and Indoor Pesticides Projects)**

**Purpose:**
To reduce use and exposure to hazardous janitorial chemicals, especially among Limited English Proficiency residents who work as janitors and domestic housekeepers. Highlights include:

- **Partnerships:** Continued to develop and maintain strategic partnerships with groups and organizations representing Limited English Proficiency residents in King County.
- **Workshops:** Provided 63 workshops on safer cleaning and pest management practices to 1,648 people, including members of the Indian, Cambodian, Bhutanese, Russian, Hispanic, Somali, Vietnamese, Chinese, and Filipino communities.
- **Events and Outreach:** Provided information on indoor chemical hazard reduction to 2,726 people at 46 festivals, meetings, and community events.

**Nail Salons**

**Purpose:**
To reduce use of and exposure to hazardous products by nail salon owners and workers in King County, 85 percent of whom are estimated to be Vietnamese.

**Highlights include:**
- **State Regulations:** Continued work with the Washington State Board of Cosmetology to add chemical handling and chemical safety requirements to annual license renewal for 20,000 cosmetologists in Washington State.
- **Training:** Provided eight trainings to 253 A nail salon technician who received training on personal protective equipment.
cosmetologists and agency partners on nail salon hazards and safer practices, including local exhaust ventilation (LEV) of particulates and solvent vapors.

• **Technical Assistance:** Provided 86 site visits to 74 nail salons to promote a new Healthy Nail Salon Certification partnership with EnviroStars and provide information on dust and chemical exposure reduction.

• **Research:** Completed a partnership with the University of Washington’s School of Public Health to evaluate LEV devices. A report on research findings is located on the Program’s [Healthy Nail Salons](#) web page.

### Outdoor Pesticides

**Purpose:**
To promote natural yard care strategies to professional landscapers and homeowners to help them choose the least hazardous lawn care products and methods.

**Highlights include:**

- **The Garden Hotline:** Through partnerships with the City of Seattle and community organizations, provided advice to 5,479 residents on ways to reduce waste, conserve water and resources, and minimize chemical use, while creating a vibrant landscape.

- **Green Gardening:** Completed ten trainings to 245 landscape professionals to provide information on healthy landscape design, installation, and maintenance.

- **Natural Yard Care Neighborhoods:** Provided four trainings to 103 people on resource conservation to create behavior change and healthier landscapes with lower chemical and other resource inputs and waste outputs.

- **Other Events and Outreach:** Provided healthy landscaping information to 3,676 people at 88 community events and trainings, emphasizing communities with diverse populations.

- **Pesticide-free Places:** Recognized 16 new Pesticide-free Places in Bothell, including them on a map of over 850 locations in King County where residents and visitors can play outdoors without exposure to harmful chemicals.

- **Grow Smart, Grow Safe®:** Continued to operate Grow Smart, Grow Safe as a partnership website at [www.growsmartgrowsafe.org](http://www.growsmartgrowsafe.org), which was recognized statewide as an approved Master Gardener resource; completed development and launch of the Grow Smart, Grow Safe iPhone application.

### Voucher Incentive Program

**Purpose:**
To provide incentives for businesses to purchase equipment to properly store hazardous materials by reimbursing up to half of the cost of equipment or disposal. Highlights include:

- **Vouchers:** Provided a total of $128,000 in financial incentives to 178 businesses, leveraging an additional $404,000 in business investment to improve hazardous materials storage and disposal.

<table>
<thead>
<tr>
<th>Type</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotline contacts</td>
<td>5,479</td>
</tr>
<tr>
<td>Classes and events provided</td>
<td>102</td>
</tr>
<tr>
<td>Contacts at classes and events</td>
<td>4,024</td>
</tr>
</tbody>
</table>
Most voucher incentives reimbursed up to $500 for the cost of implementing program-recommended improvements. Seven additional “substantial improvement” vouchers were provided in larger amounts, and four $15,000 grants were awarded to drycleaners to replace aging equipment and begin using safer dry cleaning technologies.

• **Secondary Containment**: Continued a pilot project to provide required secondary containment equipment to minimize spill risks **when a primary hazardous waste container fails**.

**Young Children**

**Purpose:**
To reduce the exposure of very young children and pregnant women to toxic and hazardous materials. Young children and pregnant women are highly vulnerable to toxic chemical exposures, which can result in long-lasting health damage.

**Highlights include:**

• **Volunteer Training Network**: Funded a community partnership with Refugee Women’s Alliance of Washington (ReWA) to provide 60 peer-to-peer trainings to 331 people. The trainings provided information on lead hazard reduction and green cleaning to members of the Burmese, Vietnamese, and Chinese immigrant communities.

• **Community Directed Partnership (Healthy and Toxic Free Homes)**: Funded a partnership with the SOAR Coalition to provide 51 trainings to 504 people. The trainings provided information on lead hazard reduction and green cleaning to members of the Nepali, Hispanic, Purepecha, Chinese, and Filipino communities.

• **Exposure Prevention**: Responded to 287 technical assistance requests from families of children with elevated blood lead levels, and provided 27 environmental source investigations and written exposure reduction plans.

• **Eco-Healthy Child Care**: Provided ten trainings to 163 childcare providers on eco-healthy behaviors, including 28 on-site Eco-Healthy Child Care® technical assistance visits. Provided additional training to 91 parents at six trainings and community events.

*Great presentation. Excellent information. Will refer to other childcares for training and also parent training.*

—2014 participant evaluation, Eco-Healthy Childcare® training
MISSION AREA:  
Collection and Disposal

“Moderate Risk Wastes” (MRW) are hazardous wastes generated in relatively small amounts from residents and businesses that, if not managed properly, will negatively impact public sewer and solid waste systems. Examples include unwanted oil-based paints, pesticides, and business solvent wastes (e.g., perchloroethylene wastes from drycleaners and mercury-containing amalgam waste from dental offices). One of the Program’s primary functions is to divert MRW from the sewer and solid waste system, while assuring that after they are collected, opportunities to reduce, reuse, and recycle MRW are maximized.

Collection and Disposal

Purpose:
To provide convenient collection of MRW through a combination of fixed and mobile collection sites. This includes four year-round drop-off sites (North Seattle, South Seattle, Factoria, and Auburn), weekend Wastemobile events in areas not served by year-round facilities, and limited home collection for homebound and elderly residents. 2014 waste volume statistics are summarized at right and 2014 collection site visits are summarized below. Overall, visits to Program-funded collection sites and events increased five percent in 2014. This includes a twenty-eight percent increase at the Program’s South Seattle facility – a result of targeted outreach campaign conducted in 2014.

<table>
<thead>
<tr>
<th>Facility</th>
<th>Business</th>
<th>Residential</th>
<th>Total</th>
<th>% Change 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auburn</td>
<td>51</td>
<td>6,856</td>
<td>6,907</td>
<td>+9%</td>
</tr>
<tr>
<td>Factoria</td>
<td>181</td>
<td>13,455</td>
<td>13,636</td>
<td>+6%</td>
</tr>
<tr>
<td>N. Seattle</td>
<td>234</td>
<td>13,758</td>
<td>13,992</td>
<td>+2%</td>
</tr>
<tr>
<td>S. Seattle</td>
<td>316</td>
<td>8,204</td>
<td>8,520</td>
<td>+28%</td>
</tr>
<tr>
<td>Wastemobile</td>
<td>44</td>
<td>10,065</td>
<td>10,109</td>
<td>+1%</td>
</tr>
<tr>
<td>Total: Program Operated</td>
<td>826</td>
<td>52,338</td>
<td>53,164</td>
<td>+7%</td>
</tr>
<tr>
<td>City and Tribal Contracted Sites</td>
<td>--</td>
<td>27,638</td>
<td>27,638</td>
<td>+2%</td>
</tr>
<tr>
<td>Total: All Collection Sites</td>
<td>826</td>
<td>79,976</td>
<td>80,802</td>
<td>+5%</td>
</tr>
</tbody>
</table>
Success Story

In 2014, the Program’s Wastemobile celebrated 25 years of providing convenient hazardous waste collection services for residents, and more recently, qualified businesses. As a result, more than 32 million pounds (16,000 tons) of hazardous waste have been recycled or properly discarded since the Wastemobile started operation in 1989.

City and Tribal MRW Events

Purpose:
To provide financial support for cities and tribes to conduct education and collection events. Program funding is combined with city and tribal funding to collect limited types of HHW and recyclable solid wastes. Some cities use Program funds to educate their residents about ways to reduce the use and properly dispose of toxic and hazardous materials.

Highlights include:

- **City and Tribal Funding**: Provided a total of $457,701 for MRW education and collection events to 37 cities and towns and the Snoqualmie tribe, using a population-based allocation.

- **Collection Events**: Funded 43 city and tribal collection events for 27,638 residents, collecting 109 tons of used oil, mixed fuel, oil filters, antifreeze, lead batteries, refrigerant (CFCs), household batteries, fluorescent lights, and propane tanks.

- **Alkaline Battery Collection**: Funded collection of seven tons of household batteries at year-round collection sites in the cities of Bothell, Duvall, Lake Forest Park, SeaTac, and Shoreline.

- **Education and Outreach**: Funded hazardous waste reduction education and outreach in Auburn, Bellevue, Bothell, Federal Way, Issaquah, Lake Forest Park, Renton, Shoreline, and Woodinville. Messages promoted proper disposal, use of less toxic products, attendance at natural yard care workshops, and sustainability through toxics use reduction.
MISSION AREA:
Technical Programs and Administration

Technical and administrative efforts provide critical support to the overall program and mission-related projects. Functions include service equity, research and evaluation, performance management, communications, web and data management, and administration.

SERVICE EQUITY

Purpose:
To implement the Program’s Service Equity Policy, including identification of historically underserved populations and development of culturally relevant services that minimize use and exposure to chemical hazards.

Highlights include:
- **Workforce and Leadership Development:** Worked with LHWMP managers to continue improving cultural competency and equity awareness at all levels of the Program.
- **Environmental Justice Network in Action:** Funded community partners (AARTH and Puget Sound Sage) for a community-based leadership development and education project in Tukwila and SeaTac to increase awareness of hazardous materials issues in communities of color and refugees.
- **Interagency Coordination:** Launched an online resource to enhance interagency coordination on community engagement and outreach activities.

Research and Evaluation

Purpose:
To identify emerging issues and provide technical, analytical, and evaluation support to project staff and Program management.

Highlights include:
- **Auto Body Paint Research:** Continued efforts to evaluate waterborne paints as an alternative to solvent-based paints.
- **Perchloroethylene Alternatives in Dry Cleaning:** Continued to characterize the health and safety of perchloroethylene alternatives in dry cleaning, and clarify hazardous waste regulatory requirements.
- **Program Strategic Research:** Completed small business and residential customer research to support Program and project planning and performance measurement, including a business phone survey and “voice of the customer” focus groups; formative research to guide a single-family resident HHW collection campaign in the Factoria service area; and focus groups to support the Secure Medicine Return project implementation.
• Technical Support: Responded to 551 research and analytical support requests from Program staff, including 45 publications and outreach materials reviewed for technical merit and consistency. Developed and tested an approach for identifying safer products that will be explored further next year.

Communications

Purpose:
To coordinate and support Program strategic communications and assist project staff in effectively engaging and communicating with residents and businesses.

Highlights include:
• Facebook: Expanded reach of the Program’s English and Spanish Facebook pages, which continued to be among the fastest growing Facebook pages in King County government in 2014. Our posts reached King County residents and businesses almost 900,000 times, and they engaged with our posts over 25,000 times.
• Hispanic Outreach: Conducted a Spanish language media campaign, which resulted in 29.5 million impressions that included TV, radio, and print advertising.
• MRW Outreach: Reached over 305,000 homes through Seattle’s Curbwaste & Conserve newsletter to promote use of the two permanent collection sites in Seattle.
• Website Content: Revised the content and organization of 37 Program web pages to be more readable and usable. Created content for seven new pages, including Medicines, Indoor Pesticides, and two business information pages.

Data and Web Services

Purpose:
To develop and maintain the data infrastructure which provides the foundation for the Program’s website and extranet data system. Provide data for program and project planning, management, evaluation, and reporting.

Highlights include:
• Event Tracking: Implemented a system to better track event and evaluation data for Program-sponsored workshops, trainings, and outreach events.
• Data Management: Continued to provide critical maintenance and upgrades to the Program’s website and data applications.
• Website: Completed major software and security updates and migrated the Program’s website to a new web address, www.HazwasteHelp.org. In 2014, the Program’s websites served 189,539 people with 449,634 visits, an annual increase of 24 percent and 12, respectively.
• Mobile Technology: Completed development and release of the Grow Smart, Grow Safe application for iPhone, a guide for gardeners to choose safer pesticides and garden products. The application was...
developed through a partnership with Thurston County (WA), and Oregon Metro, and has been downloaded more than 2,000 times.

Administration

Purpose:
To manage the Program in fulfillment of its mission; provide program-wide leadership and support to implement work plans and ensure that the Program is efficient, effective, relevant, and equitable for the Program’s ratepayers.

Highlights include:

• Rate Structure Equity: Worked with the King County Board of Health to pass a new Program rate structure to increase fairness to ratepayers, establishing a tiered commercial rate based on solid waste volume. This took effect April 1, 2015.

• Strategic Planning: Initiated a strategic planning process to improve the reach and impact of Program services and create a more results-focused organization.

• Fund Management: Continued to provide fiscal oversight and management of Program funds. At the Program’s request, the King County Board of Health passed a proposed rate restructure designed to improve ratepayer equity.

• Performance Management: Expanded the Program’s capacity for performance management and continuous improvement. A full-time Performance Manager was hired in 2014, implementing streamlined work planning and performance reporting processes.

• Public Disclosure and Records Management: Processed 508 public records requests, most of which asked for information on specific properties where the Program may have provided service. All requests were completed and responded to within legal timelines.

• Workforce Development: Completed a Workforce Development Plan to ensure service continuity during staff transitions, provide growth opportunities for staff, and recruit and retain the best talent.