Local Hazardous Waste Management Program in King County, Washington

2013 Financial and Performance Report
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Program Mission

The Local Hazardous Waste Management Program (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 and 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).
I. Executive Summary

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 2013, the Program delivered services at a total cost of $14.9 million. Expenditures by program partner and mission area are illustrated below.

Expenditures by Agency
Expenditures by Mission Focus

**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. 2013 highlights include:

- **Secure Medicine Return**: Facilitated the unanimous passage of Secure Medicine Return Regulations in June 2013 by the King County Board of Health, establishing an industry-funded product stewardship model to collect and safely dispose of unwanted household medicines. It is the first product stewardship law passed in King County and the second law of its kind in the nation.

- **Mercury Lighting Product Stewardship**: Continued to defend Washington State’s Mercury Lighting Product Stewardship Law from potential lighting industry efforts to erode its producer responsibility provisions.

- **Paint Product Stewardship**: Supported efforts to create a statewide collection program for oil-based and latex paint, which are one of the largest volume and most expensive waste products addressed by local hazardous waste collection programs.
USE AND STORAGE projects focus on reducing exposure to hazardous materials, wastes and products. In 2013, 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 waste and populations – including historically underserved and vulnerable community members. 2013 highlights include:

- **Business Visits**: Corrected storage and disposal practices through 915 technical visits to approximately 849 businesses, resulting in proper management of 52,997 pounds of hazardous products and hazardous waste, and 908,850 pounds of wastewater.

- **Community Education**: Provided information to at least 14,998 people through 249 workshops, trainings, community events, and customer service contacts. An additional 7,502 people were reached through 85 events and customer service contacts leveraged through the Program’s partnerships with the City of Seattle and community-based organizations.

- **Young Children**: Employed a combination of education and investigation strategies with approximately 647 families to raise awareness and reduce childhood exposures to hazardous chemicals.

COLLECTION AND DISPOSAL services provide convenient collection of hazardous wastes through a combination of fixed and “Wastemobile” collection sites. This includes three fixed facilities (North Seattle, South Seattle and Factoria), year-round Wastemobile collection in Auburn at the Outlet Collection Seattle (formerly “Auburn Supermall”), seasonal (spring-fall) weekend Wastemobile events in areas not served by year-round facilities, and limited home collection for homebound and elderly residents. 2013 highlights include:

- **Regular Collection Sites**: Disposed of 1,224 tons of hazardous waste from 38,841 residents and 671 businesses and organizations.

- **Wastemobile**: Disposed of 283 tons of hazardous waste from 9,951 residents and 47 businesses and other organizations.

- **Cities and Tribes**: Disposed of more than 94 tons of hazardous waste from 27,147 residents and collected more than eight tons of household batteries at year-round sites.

Program-funded facilities and events assured that 3.2 million pounds (1,610 tons) of hazardous waste from 76,657 residents and businesses were properly managed.
ADMINISTRATION AND TECHNICAL SUPPORT includes central functions that provide critical program-wide support to Program mission areas, staff, projects and partners. These include service equity and social justice, fund and contract management, performance management, research and evaluation, communications, web and data management. 2013 highlights include:

- **Service Equity:** Continued implementation of the Program’s service equity policy adopted in 2011. Implementation included staff trainings and providing intensive consulting support to six pilot projects including the Young Children’s Team (Green Schools, Mom’s Outreach, Community Directed Partnerships and Volunteer Training Network), IRAC (Korean Dry Cleaners) and the Janitorial project.

- **Rate Structure Equity:** Continued to analyze rate structure to increase fairness to ratepayers, including developing a revised rate model for proposed adoption in early 2014.

- **Performance Management:** Expanded the Program’s capacity for performance management and continuous improvement. A half-time interim Performance Manager was assigned in 2013 who worked with program management to streamline annual work planning and quarterly reporting processes.

- **Data Management and Reporting:** Continued to improve the Program’s centralized resource for data management and reporting. 2013 improvements included the addition of a new module to improve tracking of Program-funded public education events and training.
II. Financial Report

REVENUE

The Program received $16,321,004 in revenue during 2013, 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 (formerly 2.08.090). 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 2013 Program fees and revenue by utility provider are shown below.

<table>
<thead>
<tr>
<th>Source</th>
<th>2013 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>$9,979,115</td>
<td>61.1%</td>
</tr>
<tr>
<td>Transfer Station Fees</td>
<td>$2,194,290</td>
<td>13.5%</td>
</tr>
<tr>
<td>Sewer Fees</td>
<td>$3,298,563</td>
<td>20.2%</td>
</tr>
<tr>
<td>Other Revenue (State Grant &amp; Interest)</td>
<td>$849,036</td>
<td>5.2%</td>
</tr>
<tr>
<td><strong>Total 2013 Revenue</strong></td>
<td>$16,321,004</td>
<td>100%</td>
</tr>
</tbody>
</table>
EXPENDITURES

Tables below illustrate 2013 program expenditures by mission areas and by implementing agencies.

<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>$818,680</td>
<td>5.5%</td>
</tr>
<tr>
<td>Use &amp; Storage</td>
<td>$6,524,785</td>
<td>43.9%</td>
</tr>
<tr>
<td>Collection &amp; Disposal</td>
<td>$7,507,895</td>
<td>50.6%</td>
</tr>
<tr>
<td>Total</td>
<td>$14,851,359</td>
<td>100%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Agency / Activity</th>
<th>Actual Expenditures</th>
<th>Percent of Total Expenditures</th>
</tr>
</thead>
<tbody>
<tr>
<td>King County Solid Waste Division</td>
<td>$2,716,798</td>
<td>18%</td>
</tr>
<tr>
<td>King County Water and Land Resources Division</td>
<td>$5,382,391</td>
<td>36%</td>
</tr>
<tr>
<td>Public Health – Seattle &amp; King County</td>
<td>$3,416,849</td>
<td>23%</td>
</tr>
<tr>
<td>Seattle Public Utilities</td>
<td>$2,898,335</td>
<td>20%</td>
</tr>
<tr>
<td>Cities and Tribes</td>
<td>$422,200</td>
<td>3%</td>
</tr>
<tr>
<td>Other</td>
<td>$14,784</td>
<td>0.1%</td>
</tr>
<tr>
<td><strong>Total Actual Expenditures</strong></td>
<td><strong>$14,851,357</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

The Program budgeted $16.3 Million to deliver Program services in 2013. Actual expenditures for 2013 totaled 14.9 Million; 1.4 million less than what was budgeted. Under-expenditures were primarily due to: 1) lower than projected use of MRW collection services; 2) staffing vacancies; and 3) lower than expected contract expenses.
III. Progress Highlights

OVERVIEW

The Local Hazardous Waste Management Program (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 11.04.050.)

The following pages describe project work throughout the Program including the three mission areas and program-wide support functions.

1. Upstream and Product Stewardship – Project Highlights

The term “upstream” refers to working higher up a waste stream to address the sources of the waste, rather than focusing only on the waste product itself. 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 continues through all stages of the products’ life cycle, including end-of-life management. The producer of the product has the greatest responsibility and ability to minimize adverse impacts. However, other stakeholders, such as suppliers, retailers, and consumers, also share responsibility. 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.

2013 highlights include:

- **Regional Coordination**: Continued to support and participate actively 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. PSI helped to support passage of 13 new product stewardship laws across the country, the most ever in one year.

- **Take It Back Network (TIBN)**: Managed TIBN, a partnership among government agencies, retailers, repair shops, charitable organizations and recyclers that provides consumers with options for recycling certain wastes and their hazardous components in a safe and cost effective manner. TIBN collected 61,672 fluorescent bulbs, 68,766 tubes and 6,047 other fluorescent lamps in 2013.

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. The Program’s policy initiatives in 2013 primarily focused on product stewardship legislation at the state and local level. 2013 highlights include:

- **State Legislation**: The Program focused on three state-wide efforts:
  ○ Defended Washington State’s Mercury Lighting Product Stewardship Law from industry efforts to erode the law’s producer responsibility provisions;
  ○ Assisted an industry-supported product stewardship bill to create a statewide program for oil-based and latex paint, which are one of the largest volume and most expensive waste products addressed by local hazardous waste collection programs; and,
  ○ Assisted an industry-supported product stewardship bill to ensure ongoing recycling of rechargeable batteries by requiring fair participation by all manufacturers.

- **King County Legislation**: Facilitated the unanimous passage of Secure Medicine Return Regulations in June 2013 by the King County Board of Health, establishing an industry-funded product stewardship model to collect and safely dispose of unwanted household medicines. It is the first product stewardship law passed in King County, and the second law of its kind in the nation. The program provided policy and technical staffing to the Board of Health’s Secure Medicine Return Subcommittee as it conducted stakeholder outreach and developed a proposed regulation.
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. 2013 highlights include:

- **King County Secure Medicine Return Regulation**: Provided key research and statistical analysis to a Board of Health Subcommittee to assure proposed requirements were both feasible and appropriate. After the regulations were adopted, staff promptly communicated the new requirements to 1,078 drug manufacturers that sell drugs into King County. Additionally, the program launched a web site (www.kingcountysecuremedicinereturn.org) and held an informational webinar to provide information to more than 60 organizations on the new requirements.

- **Voluntary Take-Back Programs**: Continued to support King County resident access to temporary voluntary medicine take-back programs offered in 24 pharmacies and 11 law enforcement offices throughout King County. The pilot program was developed in 2006 in partnership with Group Health Cooperative, Bartell Drugs, and law enforcement. Program support was also provided on two National Prescription Drug Enforcement Administration Take Back Days, when 6,614 pounds of unwanted medicines were collected from King County residents at 22 locations.

2. Use and Storage – Project Highlights

Use and storage projects include general services for businesses and residents, as well as projects that target specific types of hazardous waste, 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. 2013 highlights include:

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

- **Training**: Provided eight workshops to 158 artists in art training programs.
BUSINESS FIELD SERVICES

Purpose: To assist businesses reduce use and properly manage hazardous products and hazardous wastes. 2013 highlights include:

- **Pollution Prevention and Compliance Technical Assistance:** Provided 583 technical assistance visits to 544 businesses and small quantity generators of hazardous waste, including but not limited to businesses in the auto repair, manufacturing, retail, dental, and dry cleaning industries. This includes 198 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.

- **Results:** Improved hazardous materials and waste management practices in 67% of non-compliant businesses, with 32% making all recommended improvements. This resulted in proper management of approximately 26 tons of hazardous materials and wastes, and proper disposal of 464 tons of wastewater that was previously discharged to storm drains and surface water.

- **Community Engagement:** Implemented a pilot community engagement and service equity initiative to leverage industry groups and associations, community organizations, and city stakeholders in order to better reach businesses that have not responded to traditional methods of engagement.

- **Continuous Improvement:** Initiated a “LEAN” process to better understand business service needs and improve service efficiency. Recommendations will be finalized and implemented in 2014.

### 2013 On-Site Business Assistance Summary

<table>
<thead>
<tr>
<th>By Project</th>
<th>Sites</th>
<th>Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Field Services</td>
<td>544</td>
<td>583</td>
</tr>
<tr>
<td>Nail Salons</td>
<td>125</td>
<td>132</td>
</tr>
<tr>
<td>EnviroStars</td>
<td>119</td>
<td>139</td>
</tr>
<tr>
<td>All Others</td>
<td>61</td>
<td>61</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>849</strong></td>
<td><strong>915</strong></td>
</tr>
</tbody>
</table>

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. 2013 highlights include:

- **Household Hazards Line:** Answered 5,239 phone calls and emails from residential customers, who mostly requested information and referral to the program’s collection facilities (52%), management of waste paint (31%), and recycling of fluorescent lights (8%). The line facilitated completion of 44 home-bound hazardous waste collections which provided collection services to seniors and other limited mobility residents.

- **Business Waste Line:** Answered 910 calls and emails from businesses, government, and non-profit organization customers, who mostly requested information on proper management of paint, fluorescent lights, and waste oil.

- **Referrals:** Provided information and referrals to 65 customers to help them minimize use of hazardous materials.

- **Industrial Materials Exchange (IMEX):** Answered 80 calls and emails, and facilitated 99 new listings of unwanted hazardous materials that still have market value. Five successful exchanges were reported by customers.
ENVIROSTARS

Purpose: To recognize and promote businesses working to reduce their use of hazardous materials and operate in an environmentally sustainable manner. 2013 highlights include:

- **New & Upgraded Members:** Enrolled 25 new EnviroStars businesses, including three Washington State Ferry terminals in King County that were certified at the highest 5-star level. 38 businesses renewed their certification, and seven improved their environmental performance to upgrade to a higher star rating. 432 businesses were certified as EnviroStars in 2013. Details on rating changes, and a list of the top five EnviroStars industry groups are shown in the table below.

- **Site Visits:** Provided 139 visits to 119 businesses for the purpose of recruitment, ongoing technical assistance, and assuring conformance with certification standards.

- **Service Equity and Outreach:** Translated EnviroStars outreach materials into Spanish, Vietnamese, Korean, and Cambodian in an effort to better reach non-English speaking business owners in King County. Certified businesses were featured in a new video to recruit additional members.

- **Leadership:** Provided technical assistance to Swedish Medical Center, the largest health system in the Greater Seattle Area, which saved approximately $100,000 by nearly eliminating use of pesticides on seven campuses including five in King County. They were awarded a King County Green Globe award for their environmental leadership.

### EnviroStars Rating Changes and Top Industries in 2013

<table>
<thead>
<tr>
<th>Rating Changes</th>
<th>2013</th>
<th>Total (%)</th>
<th>Top Industry</th>
<th>Count</th>
<th>Total (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td># New Members</td>
<td>25</td>
<td>25%</td>
<td>Dentist</td>
<td>98</td>
<td>23%</td>
</tr>
<tr>
<td># Rating Upgrades</td>
<td>7</td>
<td>7%</td>
<td>Dry Cleaning</td>
<td>58</td>
<td>13%</td>
</tr>
<tr>
<td># No Rating Change</td>
<td>44</td>
<td>44%</td>
<td>Auto Repair &amp; Service</td>
<td>51</td>
<td>12%</td>
</tr>
<tr>
<td># Program Dropouts</td>
<td>23</td>
<td>23%</td>
<td>Building &amp; Property Maintenance</td>
<td>41</td>
<td>9%</td>
</tr>
<tr>
<td># Reinstated</td>
<td>2</td>
<td>2%</td>
<td>Landscaping, Nurseries &amp; Related Services</td>
<td>35</td>
<td>8%</td>
</tr>
<tr>
<td><strong>Total # of sites:</strong></td>
<td>101</td>
<td>100%</td>
<td><strong>All Others</strong></td>
<td>149</td>
<td>34%</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td></td>
<td></td>
<td><strong>432</strong></td>
<td></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
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. 2013 highlights include:

- **Green Schools:** Supported the King County Green Schools Program with on-site hazardous chemical reviews for participating schools.
- **Hazards on the Homefront:** Provided Hazards on the Homefront training and technical assistance to 39 educators, demonstrating how household cleaning and gardening products affect human health and the environment and explaining how to make safe product choices.
- **Training:**
  - Provided 25 presentations to 357 parents, teachers and other adults, including 191 English language learners; and,
  - Provided 74 classroom presentations to 1,897 students, including two classes of 44 English language learners.

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. 2013 highlights include:

- **Training:** Partnered with four local agencies to provide hazardous site safety training to 33 partner agency staff.
- **Hazardous Waste Cleanup:** Made significant progress toward the proper disposal of 40 drums of unknown wastes stored adjacent to the Cedar River in Renton.
INTERAGENCY RESOURCES 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. 2013 highlights include:

- **Marine Flare Disposal**: Facilitated an agreement with fire officials to provide a safe, convenient, and cost-effective way to accept expired marine flares at Program collection facilities, which avoided an estimated $75,000 in infrastructure improvements.

- **Dry Cleaning Project**: Continued a work group with ten IRAC partner agencies and the Korean Dry Cleaning Association to develop comprehensive best management practices for the industry.

- **Training**: Provided training to 69 field staff in 21 agencies on the new Globally Harmonized System (GHS). GHS is an internationally agreed-upon system designed to replace various classification and labeling standards for hazardous materials with consistent international criteria and standards.

JANITORIAL

Purpose: To reduce use and exposure to hazardous chemicals by English as second language residents who work as janitors and domestic housekeepers. 2013 highlights include:

- **Partnerships**: Continued to develop and maintain strategic partnerships with groups and organizations representing non-English speaking populations in King County.

- **Workshops**: Provided five Cleaning with Caution workshops to 147 people from various ethnicities including, but not limited to: Somali, Tigrigna, Amharic, Hispanic, Vietnamese, Korean, Chinese, Russian, and Filipino.

- **Events and Outreach**: Hosted tables at job and safety fairs and community festivals and conducted a variety of other outreach activities that reached at least 1,955 people with safe cleaning messages.

NAIL SALONS

Purpose: To reduce use of and exposure to hazardous products by nail salon owners and workers in King County, 85% of which are estimated to be Vietnamese. 2013 highlights include:

- **State Regulations**: Supported the amendment of State cosmetology regulations (Chapter 308-20 WAC) to require 20,000 cosmetologists in Washington State to adhere to hazardous material and disposal requirements as a condition of licensure.

- **Technical Assistance**: Provided 132 site visits to 125 nail salons to provide technical assistance in hazardous materials exposure reduction, including proper ventilation.

- **Research**: Continued partnership with the University of Washington to evaluate ventilation devices provided by four equipment manufacturers.
PESTICIDES - INDOOR

Purpose: To work with project partners to develop an Integrated Pest Management (IPM) outreach program on how to prevent and mitigate indoor pest infestation in multi-family housing while minimizing or eliminating the application of indoor pesticides. 2013 highlights include:

- **Partnerships**: Continued to develop and maintain strategic partnerships including, but not limited to: the Refugee Women’s Alliance (ReWA), SeaMar Community Health Centers, and the Washington State University Urban IPM Center.
- **Training**: Provided IPM information to at least 407 people through workshops, train-the-trainer events, and community fairs and festivals.
- **Service Equity**: Worked through Program partners to identify ethnic groups that will serve as the focus of Program services in 2014. These include Ukrainian, Russian, Somali, Burmese, Bhutanese/Nepali, Vietnamese, Amharic, Tigrignya, and Hispanic.

PESTICIDES - OUTDOOR

Purpose: To promote natural yard care strategies with professional landscapers and homeowners to help them choose the least hazardous lawn care products and methods. 2013 highlights include:

- **The Garden Hotline**: Provided, in partnership with the City of Seattle and community partners, advice to 7,502 residents on ways to reduce waste, conserve water and resources, and minimize chemical use while creating a vibrant landscape.
- **Sustainable Landscape Professional Certification**: Provided technical advice and Program-developed curriculum materials for a new Washington Sustainable Landscape Professional Certificate program. After two years of development, an inaugural group of 40 landscapers became certified in 2013.
- **Recognition and Leadership**: Nominated by Program staff, the City of Shoreline received a Green Globe award in recognition of their long-standing leadership in creating pesticide-free places for residents and businesses since 2002.
- **Pesticide-free Places**: Recognized all 23 municipal parks in the City of Bellevue as Pesticide-free Places, and included 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), recognized statewide as an approved Master Gardener resource.
- **Natural Yard Care**: Provided two English/Spanish bilingual trainings to 80 yard care professionals.

### 2013 Garden Hotline Statistics

<table>
<thead>
<tr>
<th>Type</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotline contacts</td>
<td>5,086</td>
</tr>
<tr>
<td>Classes and events provided</td>
<td>85</td>
</tr>
<tr>
<td>Contacts at classes and events</td>
<td>2,416</td>
</tr>
</tbody>
</table>
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 and/or disposal. 2013 highlights include:

- **Vouchers**: Provided a total of $118,000 in financial incentives to 148 businesses, and leveraged an additional $400,000 in investment from those businesses to improve hazardous materials storage and disposal. Most voucher incentives reimbursed up to $500 for the cost of implementing program-recommended improvements. Five 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 chemicals.

- **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. 2013 highlights include:

- **Volunteer Training Network**: Applied a peer training model to reduce residential chemical exposures. In partnership with Refugee Woman’s Alliance of Washington (ReWA), developed a training and certification program for volunteers and trained 12 Burmese and Vietnamese speaking volunteers who delivered 12 in-home trainings to 79 community members.

- **Community Directed Partnership (“Healthier and Toxic Free Homes”)**: Partnered with SOAR to develop and deploy residential chemical hazard education projects within five ethnic communities: Bhutanese, Nepalese, Hispanic, Purepecha, Chinese, and Filipino. Provided training to 20 community liaisons, who in turn facilitated 10 community meetings with a total of 70 participants.

- **Exposure Prevention**: Investigated the availability and use of mercury-containing skin creams among the East African populations, including consulting with 25 community stores, and providing seven trainings to 99 community members. In addition, responded to 136 technical assistance requests from families of children with elevated blood lead levels, and provided 86 environmental source investigations and written exposure reduction plans.

- **Eco-Healthy Child Care**: Provided training to 253 childcare providers on easy, “eco-healthy” behaviors, including 17 on-site site technical assistance visits on the Eco-Healthy Child Care® model. Provided additional training to 89 parents at three trainings and community events.

- **Leadership**: Recognized by the Eco-Healthy Child Care® Director as having the best program outreach efforts in the United States.

- **Children’s Environmental Health Forum**: Held the 3rd Biannual Children’s Environmental Health Forum with support from community partners and with $30,000 in leveraged funding from the Washington State Department of Ecology.
3. Collection & Disposal – Project Highlights

“Moderate Risk Wastes” (MRW) are hazardous wastes from residential and business sources that generate relatively small amounts and if not managed properly, will negatively impact publicly-funded 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 three fixed facilities (North Seattle, South Seattle and Factoria), year-round “Wastemobile” collection in Auburn at the Outlet Collection Seattle (formerly “Auburn Supermall”), seasonal (spring-fall) weekend Wastemobile events in areas not served by year-round facilities, and limited home collection for homebound and elderly residents. 2013 collection highlights are summarized below:

#### Hazardous Waste Tonnage by Site

<table>
<thead>
<tr>
<th>Facility</th>
<th>Business</th>
<th>Residential</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auburn</td>
<td>47</td>
<td>6,284</td>
<td>6,331</td>
</tr>
<tr>
<td>Factoria</td>
<td>106</td>
<td>12,737</td>
<td>12,843</td>
</tr>
<tr>
<td>N. Seattle</td>
<td>221</td>
<td>13,446</td>
<td>13,667</td>
</tr>
<tr>
<td>S. Seattle</td>
<td>297</td>
<td>6,374</td>
<td>6,671</td>
</tr>
<tr>
<td>Wastemobile</td>
<td>47</td>
<td>9,951</td>
<td>9,998</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>718</strong></td>
<td><strong>48,792</strong></td>
<td><strong>49,510</strong></td>
</tr>
</tbody>
</table>
CITY & TRIBAL MRW EVENTS

Purpose: To provide financial support for cities and tribes to conduct education and collection events. Events usually collect limited types of MRW (funded by the Program) and recyclable solid wastes (funded from other sources). Some cities use Program funds to educate their residents about ways reduce the use and properly dispose of toxic and hazardous materials. 2013 highlights include:

- **City & Tribal Funding:** Provided a total of $460,128 for MRW education and collection events to 37 cities and towns and the Snoqualmie tribe. Funding is allocated based on population.

- **Collection Events:** Funded 42 city and tribal collection events for 27,147 residents, collecting more than 94 tons of used oil, mixed fuel, oil filters, antifreeze, lead batteries, CFCs, household batteries, fluorescent lights and propane tanks.

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

- **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.
4. Technical Programs & Operations – Project Highlights

Technical programs and operations capacity provides critical support to the overall program and mission-related projects. Functions include service equity and social justice, research and evaluation, performance management, communications, web and data management, and program administration.

SERVICE EQUITY INITIATIVE

Purpose: To implement the Program’s Service Equity Policy, including identification of historically underserved populations and developing culturally-relevant services that minimize use and exposure to chemical hazards. 2013 highlights include:

- **Workforce Development:** Provided four trainings to more than 150 staff to develop awareness and skill in cultural competence, public engagement, project management, health disparities, and audience identification.
- **Equity and Data Collection:** Created tools to assess and deliver equitable and appropriate services including standard demographics questions for project evaluations.
- **Equity and Continuous Improvement:** Supported six pilot projects including Young Children’s Team (Green Schools, Mom’s Outreach, Community Directed Partnerships and Volunteer Training Network), I.R.A.C. (Korean Dry Cleaners), and the Janitorial project with consulting support to advance equity.
- **Interagency Coordination:** Substantially completed an online resource for 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. 2013 highlights include:

- **Dry cleaning solvent research and analysis:** Developed a better understanding of the alternatives to perchloroethylene (PERC), the most common solvent used in dry cleaning. The hazardous properties of PERC are widely known and several alternatives are appearing on the market. The Research Team continued to characterize and research PERC alternatives, so the program is well positioned to make alternative recommendations.
- **Technical support:** Responded to 734 research and analytical support requests from Program staff, and reviewed more than 60 publications and outreach materials for technical merit and consistency. This included significant updates to the program’s Web site information on bisphenol-A, a common plasticizer and endocrine disruptor found in many consumer products.

COMMUNICATIONS

Purpose: To coordinate and support Program strategic communications and assist project staff in effectively engaging and communicating with residents and businesses. 2013 highlights include:

- **Service Equity:** Coordinated the translation of two key program brochures into 14 languages spoken by people living in King County.
• **Senior Outreach:** Conducted focused outreach to 3000 service providers to senior citizens, resulting in dissemination of more than 1,400 educational materials.

• **Facebook:** Expanded reach of the Program’s English and Spanish Facebook pages, which were among the fastest growing Facebook pages in King County government in 2013, reaching over 150,000 people and engaging over 11,000 people with messaging on chemical hazard reduction and proper disposal.

**WEBSITE**

Purpose: To maintain and enhance the Program’s website as a primary communication vehicle and public information source. 2013 highlights include:

• **Secure Medicine Return:** Developed and launched a website to provide information and resources for implementing the King County Board of Health’s Secure Medicine Return Regulation.

• **Popular Sites:** A CNN.com article included a link to the Program’s web page on bisphenol-A, recognizing the page as a reputable public reference on the chemical.

**DATA MANAGEMENT**

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. 2013 highlights include:

• **Event Tracking:** Developed a new module for the extranet to improve data collection and reporting on the number and type of Program-sponsored educational events, and the attendance at those events.

• **Data and Web Maintenance:** Continued to assure the Program’s data and web systems function properly and meet the needs of internal and external clients.

**PROGRAM 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. In addition to fulfilling ongoing responsibilities, specific 2013 efforts included:

• **Program Leadership:** Successfully recruited a new Program Director to implement program needs and management priorities.

• **Fund Management:** Continued to provide fiscal oversight and management of Program funds, including an analysis of the current rate structure to increase fairness to ratepayers.

• **Performance Management:** Expanded the Program’s capacity for performance management and continuous improvement. A half-time interim Performance Manager was assigned in 2013, and worked with program management to streamline annual work planning and quarterly reporting processes.

• **Public Disclosure and Records Management:** Processed 423 public records requests, most requesting information on specific properties where the Program may have provided service. 100% of requests were completed and responded to within legal timelines. In addition, program files were reviewed for conformance with legally accepted records retention policies.

• **Emergency Planning:** Continued Program planning for emergency response and disaster debris.
2013 Financial and Performance Report

Local Hazardous Waste Management Program in King County, Washington

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