



Local Hazardous Waste Management Program

2012 Financial and Performance Report

April 2013

Publication Number: LHWMP_0160

TABLE OF CONTENTS

I. Executive Summary.....	3
II. Financial Report	5
III. Progress Highlights.....	7
1. Product Stewardship.....	7
2. Use and Storage	8
3. Collection & Disposal	13
4. Administration and Technical Support	14

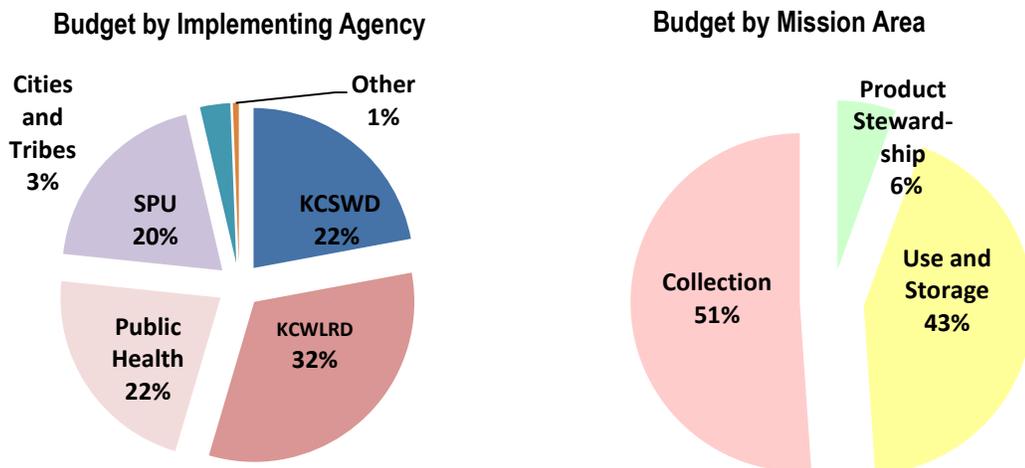
Program Mission

*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 2.08.085).*

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.

In 2012, the Program delivered services at a total cost of **\$12.7 million**. Funding allocation to implementing agencies and mission areas is illustrated below.



MISSION AREA HIGHLIGHTS

PRODUCT STEWARDSHIP projects focus on creating systematic changes in the production-use-disposal cycles of hazardous materials. LHWMP looks for changes in formulation of hazardous materials and products, and/or their discontinuation – as well as ways to increase producer responsibility. During 2012, staff worked closely together on two key issues:

- **Mercury Lighting Product Stewardship:** Defending the Mercury Lighting Product Stewardship Law from potential lighting industry efforts to erode its producer responsibility provisions.
- **Secure Medicine Return:** Working with *Take Back Your Meds* coalition partners to promote passage of state legislation to enact a statewide, manufacturer-funded pharmaceuticals take-back program. Despite strong support, the measure did not pass. After that, efforts were shifted to working with the King County Board of Health to explore local options.

USE AND STORAGE projects focus on reducing exposure to hazardous materials, wastes and products. In 2012, LHWMP provided a wide range of services to businesses and residents – including general services, as well as services targeted to specific types of hazardous waste and populations – including historically underserved and vulnerable community members. Highlights include:

- **Business visits:** Correcting storage and disposal practices through **826 technical visits** to approximately **599 businesses – for 260,700 pounds** of hazardous products and hazardous waste.
- **Community education:** Providing information to at least **39,440** people through **361** workshops, trainings, classes and community events.
- **Young children:** The Young Children’s Project reached **86,350 King County families** via mailings from Washington State’s CHILD Profile program – with information about preventing toxic exposures to children.

COLLECTION AND DISPOSAL services ensure the proper disposal of toxic and hazardous wastes from households and small quantity generator businesses, and others. This program maintains four hazardous waste collection sites (three facilities – North Seattle, South Seattle and Factoria; and regular Wastemobile collection at the Auburn Supermall). A roving Wastemobile serves suburban cities and rural King County, and financial support is provided for city and tribal collection events. In 2012:

- **Facilities:** Disposed of 1,478 tons of moderate risk waste from 46,298 residents and 583 businesses, schools and other small quantity generators.
- **City/Tribal Events:** Disposed of more than 116 tons of moderate risk waste from 29,172 residents.

ADMINISTRATION AND TECHNICAL SUPPORT includes central functions that provide critical program-wide support to LHWMP mission areas, staff, projects and partners. These include administration, fund and contract management, research and evaluation, communications, web, and data management. Additionally, an initiative to ensure provision of equitable services to historically underserved populations has been a key priority.

- **Service Equity:** The 2012 focus was on implementation of the Program’s service equity policy, adopted the previous year. Implementation included full-day staff trainings, comprehensive staff tools and resources, and several pilot projects - Hispanic outreach, and Nail Salons (Vietnamese), Janitors (Hispanic and immigrant), Indoor Pesticides (low income), Dry Cleaners (Korean), and the Environmental Justice Network in Action (EJNA) project.
- **Data Management and Reporting:** Significant improvements were made to the Extranet – the Program’s centralized resource for data management and reporting. This increasingly useful on-line tool is used by project staff, supervisors and management for planning, evaluation and reporting.
- **Market Research:** In striving to meet the needs of our diverse and growing population, the Program conducted research, including surveys of the general public and collection site customers, and focus groups and interviews of historically underserved residents in South King County.

II. FINANCIAL REPORT

REVENUE

The Local Hazardous Waste Management Program received **\$15,848,099** in 2012 revenue, 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 2.08.090](#). Fees are collected by public and private solid waste haulers, wastewater treatment plant operators, transfer station operators, and cities, which in turn pay them into the Program.

2012 Fees by Revenue Source	
Source	2012 Rate
Residential - Solid Waste accounts	\$1.08 per month
Commercial - Solid Waste accounts	\$11.24 per month
Private Vehicle - Transfer Station/Landfill trip	\$1.81 per trip
Commercial Vehicle - Transfer Station/Landfill ton	\$4.73 per ton
Sewer accounts (effective rate, avg)	.26¢ per month

2012 Program Revenue by Source		
Source	Actual Revenue	Percent of Revenue
Solid Waste Account Fees	\$9,772,700	62%
Transfer Station Fees	\$2,223,453	14%
Sewer Fees	\$3,022,344	19%
Other Revenue (State Grant & Interest)	\$829,603	5%
Total 2012 Revenue	\$15,848,099	100%

EXPENDITURES

Tables below illustrate 2012 program expenditures by mission areas and by implementing agencies.

2012 Expenditures by Mission Area		
Mission Area	Actual Expenditures	Percent of Total
Product Stewardship	\$709,749	5.6%
Use & Storage	\$5,519,037	43.3%
Collection & Disposal	\$6,505,858	51.1%
Total	\$12,734,644	100%

2012 Expenditures by Agency/Activity		
Agency / Activity	Actual Expenditures	Percent of Total Budget Expended
King County Solid Waste Division	\$2,630,752	77%
King County Water and Land Resources Division	\$4,557,675	91%
Public Health – Seattle & King County	\$2,355,411	69%
Seattle Public Utilities	\$2,694,763	89%
Cities and Tribes	\$479,148	102%
Other	\$16,896	100%
Total Actual Expenditures	\$12,734,844	83%
Total Budgeted	\$15,402,730	100%

The Program budgeted \$15.4 Million to deliver Program services in 2012. Actual expenditures for 2012 totaled 12.7 Million; 2.1 million less than budgeted. Under-expenditures were primarily due to: 1) lower than projected use of MRW collection services; 2) staff vacancies; and 3) a one-time savings in agency overhead charges.

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 2.08.085.)

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

1. PRODUCT STEWARDSHIP – PROJECT HIGHLIGHTS

PRODUCT STEWARDSHIP

Purpose: shift the costs of disposing of problematic wastes from local government to product manufacturers. Longer term, motivate manufacturers to discontinue the hazardous components.

In 2012:

- **State Senate:** Presented a Product Stewardship overview at Senate Environment Committee workshop on 1/10/12.
- **Department of Ecology:** Commented on the draft rule for implementing the mercury lighting bill.
- **Take It Back Network:** Managed the network which collected 81,138 compact fluorescent lamps, 89,956 fluorescent tubes, and 5,346 other fluorescent lamps.

POLICY

Purpose: address key moderate risk waste and toxics issues by changing laws, rules and policies.

In 2012:

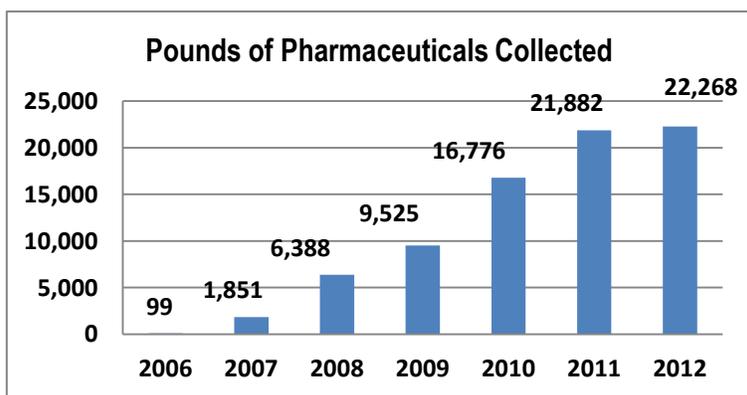
- **State Legislation:** 2012 efforts focused on product stewardship bills in the State Legislature. Top priorities were passing a secure medicine take-back bill (see Pharmaceuticals Project) and to defending the Mercury Lighting Product Stewardship Law from potential lighting industry efforts to erode its producer responsibility provisions. Efforts also included two industry-supported stewardship initiatives for paint products and rechargeable batteries.
- **King County:** The program worked with stakeholders to pursue a secure medicine return program for King County through the King County Board of Health. Also, after several years of work with the U. S. Fish and Wildlife Service, their [SMARxT website](#) now recommends the use of medicine take-back programs over trash disposal. Work will continue to improve their messaging and materials

PHARMACEUTICALS

Purpose: address health, safety and environmental risks from the storage and disposal of unwanted medicines.

In 2012:

- **State and Local Legislation:** The program worked with over 270 other organizations in the *Take Back Your Meds* coalition to pass state legislation for a statewide manufacturer-funded pharmaceuticals take-back program. Despite legislative support, extensive media coverage and widespread public support, this effort was not successful. After that, efforts shifted to working with the King County Board of Health to explore local options. This work continues in 2013.
- **Support of Independent Take-Back Programs:** LHWMP continued to support independent



medicine take-back programs located at 24 King County pharmacies (Bartell Drugs and Group Health Cooperative) and 11 King County law enforcement offices. Support was also provided to two national Drug Enforcement Agency Take Back Days held at 28 King County locations (a 50% increase over 2011).

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.

2012 LHWMP Field Visit Summary		
By Project	Sites	Visits
Business Field Services	327	488
Nail Salons	116	150
EnviroStars	63	83
All Others	93	105
Total:	599	826

Business visits: Correcting storage and disposal practices through 826 technical visits to approximately 599 businesses – for 260,700 pounds hazardous products and hazardous waste.

2012 Environmental Impact Indicator Summary

Projects	Number of Non-Compliant Sites Visited	BMP Compliance (%)	Waste Properly:		Waste Diverted From:				Product Properly Stored (Lbs)
			Disposed (Lbs)	Stored (Lbs)	Sanitary Sewer (Lbs)	Storm Drain (Lbs)	Solid Waste (Lbs)	Septic (Lbs)	
Business Field Services	182	34	142,252	87,392		121,279	666		20,783
EnviroStars	39	46	48	3,947			44		6,295

❖ GENERAL SERVICES

CUSTOMER SERVICE LINES

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

In 2012:

- **Household Hazards Line:** Answered 5,315 phone calls (10 in Spanish) and 110 e-mails. Top 3 questions were about paint, fluorescent tubes and solid waste disposal.
- **Business Waste Line:** Answered 946 phone calls and 48 e-mails from businesses and non-profit organizations. Top questions were about paint, fluorescent tubes, solvents and solid waste disposal.
- **Referrals:** Referred 117 callers for further assistance from the Program.
- **IMEX:** Answered 70 calls and 23 e-mail; approved 99 listings, which resulted in 7 exchanges of hazardous materials.

BUSINESS FIELD SERVICES

Purpose: Assist businesses and other small quantity generators to reduce use and properly manage hazardous products and hazardous wastes.

In 2012:

- **Technical Assistance:** Provided 512 technical assistance visits to 332 businesses and other small quantity generators.
- **Requests/Complaints:** Responded to requests for assistance and complaints throughout King County.
- **Focus:** On auto repair, manufacturing and other businesses located in areas susceptible to groundwater contamination, flooding and/or not served by a sewer system. Completed 335 on-site technical assistance visits to businesses in environmentally sensitive areas, including 125 visits to businesses in groundwater/wellhead protection areas in Redmond and 171 visits to businesses located in the Green River Valley flood plain.
- **Results:** 34% of non-compliant businesses corrected their practices and properly stored and disposed of more than 250,000 pounds of hazardous products and waste. Over 121,000 pounds of this material had previously been disposed of into storm drains.

ENVIROSTARS

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

In 2012:

- **New & Upgraded Members:** 25 new EnviroStar businesses joined, including Swedish Hospital and two more Clean Marinas. 31 businesses renewed their status and 3 businesses upgraded their status.
- **Site Visits:** 83 visits to 63 businesses.
- **Success Story:** Pepsi-Cola reduced their waste by 98% over the past three years (490 lbs in 2010 to 10 lbs in 2012); eliminated their paint booth and associated products/wastes, added a water-based parts washer and much more.

2012 EnviroStars Outcomes		
Rating Changes	Number	% of Total
New Members	25	37%
Rating Upgrades	3	4%
No Change	31	46%
Dropouts	8	12%
Reinstated	1	1%
Total:	68	100%

EnviroStars By Industry Type		
Top Industry	Count	% of Total
Dentist	98	24%
Dry Cleaning	59	14%
Auto Repair	57	14%
Property Maintenance	34	8%
Landscaping	34	8%
All Others	131	32%
Total:	413	100%

VOUCHER INCENTIVE PROGRAM

Purpose: 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 (\$500 max).

In 2012:

- **Vouchers:** 94 vouchers worth approximately \$100,500 (includes grants listed below).
- **Leverage:** Businesses invest over \$4.00 for every \$1.00 reimbursed (about \$348,400); three vouchers to dentists in 2012 produced a 33:1 return (\$40,000 for \$1,250 in incentives).
- **Grants:** Provided three \$20,000 grants to eligible dry cleaners to help purchase perchlorethylene-free machines.

❖ TARGETED SERVICES

ART CHEMICAL HAZARDS

Purpose: Reduce hazardous materials use and exposure by the approximately 15,000 artists who live in work in King County.

In 2012:

- **Technical Assistance:** Collaborated with artists, art suppliers and art educators about ways to reduce exposure, use less toxic materials, and properly manage their wastes – including the most influential glass arts studio in the Northwest.

- Training: Trained 151 artists through workshops (135), visits to their studios (9) and via phone and e-mail consultations (7).

HEALTHY SCHOOLS

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

In 2012:

- Green Schools: Supported the *King County Green Schools Program* with on-site hazardous chemical reviews for participating schools.
- **On-line Resources:** Maintained a Chemicals List to assist schools in safer chemical selection, and proper storage and disposal.
- **Trainings:**
 - 5 chemical hygiene trainings for 89 science teachers and school administrators;
 - 76 workshops, classes and trainings for teachers, students, and parents of young children, including adult English Language Learners;
 - Trained 68 teachers and presented information to at least 1,056 students, and 360 adults.

INTERAGENCY COMPLIANCE TEAM (ICT)

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

In 2012:

- **Site Compliance:** Brought 6 highly problematic properties into compliance with environmental regulations and began to work on 5 additional properties.
- **Clean-up:** Protected Des Moines Creek and the Cedar River by removing 618 lead acid auto batteries, 250 gallons of used oil, 135 gallons of hazardous wastes, 250 gallons of fuel, 18 tons of steel, iron, and oily automotive and machinery parts and 150 yards of solid wastes.

INTERAGENCY RESOURCES FOR ACHIEVING COOPERATION (IRAC)

Purpose: 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.

In 2012:

- **Auto Body Rule Tool:** Completed the web-based, educational [Auto Body Rule Tool](#), which has been well received and won several awards. The ABRT was accessed over 1,200 times with an average duration of 2 minutes per visit – longer than any other page on our website.
- **Dry Cleaning Project:** Initiated a work group with 10 IRAC partner agencies and the Korean Dry Cleaning Association to develop comprehensive best management practices.
- **Training:** Provided information and training to approximately 1,200 inspectors, field staff, and regulatory personnel through newsletters, workgroup, advisory and general meetings, and SEE-IT training.

JANITORIAL

Purpose: Reduce use and exposure to hazardous chemicals by the Hispanic, Somali, Vietnamese, Ukrainian/Russian and Bhutanese communities who work as janitors and domestic housekeepers. The project focuses on [Cleaning with Caution](#).

In 2012:

- **Collaboration:** Partnered with the Mexican Consulate, New Futures, Refugee Women’s Alliance and other community groups to offer *Cleaning with Caution* workshops. Coordinated outreach with other LHWMP projects.
- **Workshops:** Provided 18 workshops and presentations, reaching at least 365 people of various ethnicities.
- **Events:** Hosted tables at job and safety fairs and community festivals, reaching at least 150 individuals.

NAIL SALONS

Purpose: Reduce use of and exposure to hazardous products by Vietnamese nail salon owners and workers (85% of the nail salons in King County are estimated to be Vietnamese).

In 2012:

- **Technical Assistance:** Worked with 62 new nail salons (with Vietnamese-speaking coordinator). Documented nearly 100 positive behavior changes during follow-up visits.
- **Research:** Explored options for reducing exposure through ventilation devices.
- **Partnerships:** Partnered with nail salon businesses, industries, and other government programs for research and outreach.

PESTICIDES - INDOOR

Purpose: Work with housing and placement professionals, residents and the pest management industry to develop an Integrated Pest Management (IPM) plan for indoor pest manifestations in multi-family housing, while minimizing the application of pesticides.

In 2012:

- **Coalition:** Worked with Washington State Departments of Health and Agriculture, King County Housing Authority, Refugee Women’s Alliance (ReWA) and New Futures.
- **Focus:** Current priority is bed bugs, especially infestation prevention. Other concerns are head lice, fleas and scabies.
- **Training:** Held one training for King County Housing Authority staff and gave pilot presentations to five different ethnic groups (with translators). Attendees included: low income American (2), Russian/Ukrainian (10), Somali (49), Bhutanese (13) and Burmese (22.) Many were illiterate in their native language.

PESTICIDES - OUTDOOR

Purpose: Work with a variety of professional and residential audiences to promote smart practices and safer alternatives.

In 2012:

- **Integrated Pest Management:** Trained over 2,500 professional landscapers and designers on Integrated Pest Management strategies at a variety of events.
- **Grow Smart Grow Safe:** Re-launched *Grow Smart Grow Safe*® as a partnership website at www.growsmartgrowsafe.org, recognized statewide as an approved Master Gardener resource.

2012 GARDEN HOTLINE STATISTICS	
Type	Totals
Contacts at classes and events	10,267
Hotline contacts	17,165
Classes and events provided	157

- **Natural Yard Care:** Provided approximately 200 classes and workshops to train residents in Natural Yard Care and Green Gardening techniques. Presentations were in English, Spanish, Somali, Bhutanese, Cambodian and Burmese, and Vietnamese; materials have been translated into 14 languages.

YOUNG CHILDREN

Purpose: 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.

In 2012:

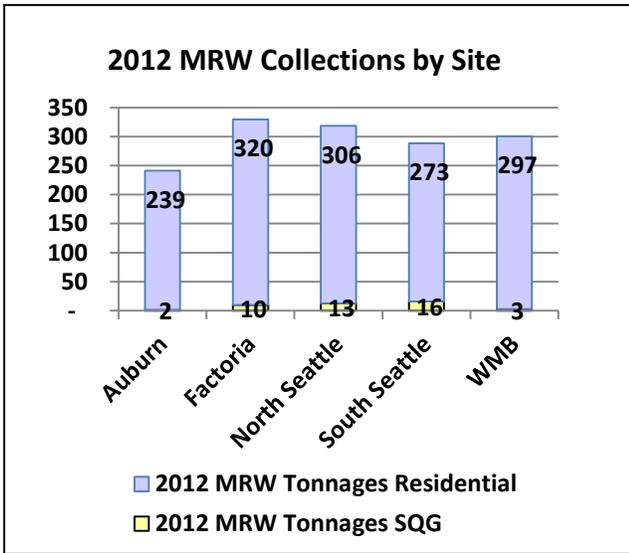
- **Chinese Community Partnerships:** Efforts to reduce lead exposure included partnering with Refugee Woman's Alliance of Washington to train Chinese-speaking residents; and Seattle's Beacon Hill Chinese language speakers who provided in-home classes to 115 residents (based on the "Promotora" outreach model).
- **East African Childcare Providers:** Partnered with Horn of Africa Services to teach 43 East African childcare providers culturally adapted classes on protecting children from residential chemicals; with technical assistance visits to 22 sites.
- **Eco-Healthy Child Care:** Taught 41 childcare providers easy, "eco-healthy" behaviors and visited 6 sites using the *Eco-Healthy Child Care*® model. Comment from one evaluation: "Exelente. Toda la gente deberia tomar esta clase." [Excellent. Everyone should take this class.]
- **Pediatricians:** Worked with regional partners to reach pediatricians – a critical and hard-to-reach audience – with information about environmental health exposures. Partnered with the WA chapter of the Collaborative on Health and the Environment), the UW Pediatric Environmental Health Unit, and the WA chapter of the American Academy of Pediatricians (WCAAP). As a result, two environmental health articles were published in WCAAP's online journal – read by 1,100 Washington pediatricians. Two more are scheduled for 2013.
- **Pesticide-Free Places:** Expanded the [Pesticide-Free Places interactive map](#), which added King County Parks (189 sites). The map is advertised through workshops, classes, training materials and newsletter articles.

3. COLLECTION & DISPOSAL – PROJECT HIGHLIGHTS

One of the Program's primary functions is to provide proper collection and disposal of moderate risk waste (household hazardous waste and small quantity-generating businesses), and to ensure that it is disposed of according to Washington State's Waste Management Hierarchy.

COLLECTION AND DISPOSAL (MRW)

Purpose: Maintain four hazardous waste collection sites (three facilities – North Seattle, South Seattle and Factoria; and regular Wastemobile collection at the Auburn Supermall), and a roving Wastemobile service for suburban cities, rural King County and limited home collection service for homebound and elderly residents.



2012 MRW Visits by Site			
Facility	SQG	Residential	Total
Auburn	25	5,350	5,375
Factoria	123	12,960	13,083
NHHW	177	11,731	11,908
SHHW	219	6,467	6,686
WMB	39	9,790	9,829
Total	583	46,298	46,881

- **Collection:** 46,298 residents and 583 businesses, schools and other small quantity generators disposed of 1,478 tons of moderate risk waste in our facilities.

SPECIAL COLLECTION EVENTS

Purpose: Provide financial support for city and tribal MRW collection events. These events usually collect limited types of MRW (funded by the Program) and recyclable solid wastes (funded from other sources).

In 2012:

- **City & Tribal Funding:** provided a total of \$468,449 for MRW education and collection events to 31 cities and the Snoqualmie tribe; funding is allocated based on population.
- **Event Participation:** 29,172 residents brought more than 116 tons of moderate risk waste to 46 city/tribal events.

4. ADMINISTRATION AND TECHNICAL SUPPORT – PROJECT HIGHLIGHTS

Purpose: These projects and functions provide critical support to the overall program and mission-related projects. Functions include environmental justice/service equity, research & evaluation, communications, web, data management and administration.

SERVICE EQUITY INITIATIVE

This is a long-standing project that has worked to identify historically underserved populations in King County that are not being adequately served. A [Service Equity Policy](#) was adopted by the Management Coordination Committee in November 2011.

In 2012:

- **LHWMP Guidance & Training:** Developed recommendations to meet goals of the Service Equity Policy, and provided full day cultural competence and public engagement training for over 80 Program staff and agency/non-profit partners.
- **Outreach:** Developed 16 outreach videos on beauty products and pesticide-free food, working with community partners and approximately 180 culturally diverse youth; videos were used at 22 events, reaching over 900 people.
- **Program Resources:** Developed LHWMP planning and engagement website for use by Program staff to increase effectiveness of community engagement and outreach efforts.
- **Focus within Projects:** Several projects within the Program focused specifically on increasing service equity. These included:

- **The Indoor Pesticide Project** (low-income residents and immigrants living in low income housing)
- **The Outdoor Pesticide Project** (variety of different ethnic groups)
- **The Janitorial Project** (Hispanic and other immigrant groups)
- **The Nail Salon Project** (Vietnamese nail salon owners and operators)
- **Hispanic Outreach Media:** In its second year, this project includes storytelling, TV and radio ads, direct marketing, and events. It also worked with community partners and Seattle & King County Public Health's Asthma program to start the Spanish language Facebook page *Por Una Familia Sana y Segura*, providing radio and TV interviews.

RESEARCH AND EVALUATION

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

In 2012:

- **Original research and analysis:** Provided technical support to the dry cleaning project, including analyzing options for transitioning to non-perchloroethylene dry cleaning techniques.
- **Technical support:** Provided a range of research and analytical support to management and program staff.
- **Evaluation support:** Coordinated the Program's [2012 residential surveys](#) which included address-based sampling, interviews of African-American residents and focus groups of Hispanic, Vietnamese, Korean and Tagalog-speaking Filipino residents.

COMMUNICATIONS

Purpose: Support LHWMP strategic communications, and assist project staff in effectively engaging and communicating with residents and businesses.

In 2012:

- **Campaigns:** Developed and launched new customer-focused campaigns including [Kids & Chemicals Don't Mix](#) and [When You Can't Take It With You](#).
- **Hispanic Outreach:** Conducted targeted outreach via the Hispanic Outreach multimedia project, now in its second year.

WEBSITE

Purpose: Maintain and enhance the [Program's website](#) as a primary communication vehicle and public information source.

In 2012:

- **Use:** Our website had nearly 350,000 page views. The "Yellow Book" hazardous waste directory had the most page views (17%).
- **Popular Sites:** "Yellow Book" web activity focused on paint, batteries and gasoline. Top publication downloads were *Laboratory Waste Management Guide* and *Grow Smart, Grow Safe* 6th Edition.
- **Content and Usability Testing:** Assessed usability of the website and other communications tools; updated web and Facebook (*HazWebHelp*) content.

DATA MANAGEMENT

Purpose: Develop and maintain the data infrastructure which provides the foundation for the Program's website and Extranet. Provide data for program and project planning, management, evaluation and reporting.

In 2012:

- **New Website:** Collaborated with the Pesticide Project, Oregon Metro and Thurston County to launch the new www.growsmartgrowsafe.org website. Real-time content is managed by the Outdoor Pesticide Use Team, and provides the basis for a mobile site and smart phone “App”.
- **Service Equity Tools:** Helped build web-based resources to support the Service Equity Initiative, providing staff with tools needed to improve public outreach and engagement.
- **Extranet:** Enhanced the Extranet’s Work Planning/Quarterly Performance reporting module – which centralized data, increased efficiency, and improved the ability to generate reports.

ADMINISTRATION

Purpose: 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 2012: In addition to fulfilling ongoing responsibilities, specific efforts included:

- **Reporting:** Revised evaluation and reporting systems.
- **Rate Structure:** Analyzed rate structure to increase fairness to ratepayers.
- **Emergency Planning:** Continued Program planning for emergency response and disaster debris.

**Alternative Formats on Request
(206-263-3050) TTY Relay: 711**



**Local Hazardous Waste
Management Program
in King County, Washington**

*150 Nickerson Street, Suite 100
Seattle, WA 98109-1634
Phone: (206) 240-5977
Fax: (206) 263-3070
www.lhwmp.org*