



Local Hazardous Waste Management Program in King County

2014 Work Plan

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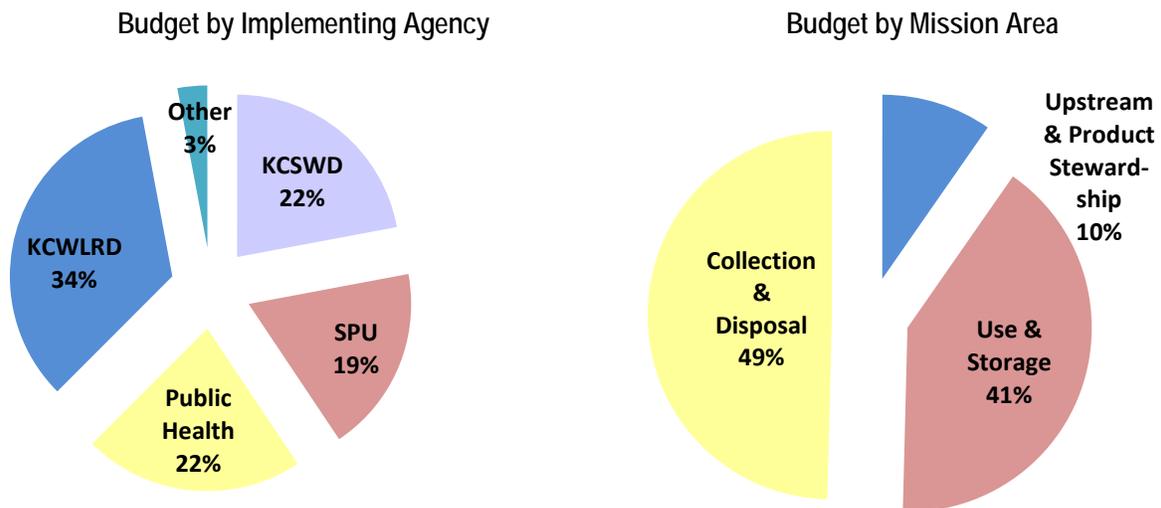
Program Mission

*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 11.04.050).*

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 2014, the Program plans to deliver services at a total cost of \$17.5 million. Funding allocation to implementing agencies and mission areas is illustrated below.



MISSION AREA HIGHLIGHTS

UPSTREAM AND PRODUCT STEWARDSHIP efforts strive to create systematic changes in the production, use and disposal cycles of hazardous materials. The Program looks for changes in formulation of hazardous materials and products, and/or their discontinuation – as well as ways to increase producer responsibility. During 2014, staff will focus 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:** Preparing to implement of King County’s new Secure Medicine Return (SMR) program, approved by the Board of Health in 2013.

USE AND STORAGE activities focus on reducing exposure to hazardous materials, wastes and products. In 2014, LHWMP will provide a wide range of services to businesses and residents – including services targeted to specific types of hazardous waste and populations – including historically underserved and vulnerable community members. Major work areas include:

- **Business Visits:** Correcting storage and disposal practices through technical visits to businesses throughout King County, and conducting a Lean process to identify and implement improvements to the Program’s business services.
- **Community Education:** Providing information through workshops, trainings, classes and community events.
- **Young Children:** Protecting children by educating child care providers, schools, and parents about ways to reduce exposure to toxics materials through general and targeted outreach, newsletters, on-site visits and all other means.

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 4 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. Major work areas include:

- **Facility Operations:** Maintaining facilities to collect and properly manage hazardous waste from residents and by businesses, schools and other small quantity generators.
- **Outreach and Marketing:** Developing a coordinated communication plan to promote proper hazardous materials/waste disposal by residents and businesses.
- **City and Tribal Events:** Providing financial support for city and tribal MRW collection and education events.

TECHNICAL PROGRAMS AND OPERATIONS provide critical support to the Program’s mission areas, staff, projects and partners. These functions include program administration, fund and contract management, performance management, as well as program-wide resource teams focused on service equity, research, communications, information technology and data management. In addition to ongoing responsibilities, 2014 work includes:

- **Service Equity:** Continuing efforts to expand service equity in all areas of the Program’s work, including a geographically-focused pilot project which integrates a range of Program issues and services.
- **Information Technology and Data:** Conducting a business needs assessment of the Program’s IT and data support structure to improve performance measurement, reporting, project management, and the Program’s web-based information and services.
- **Rate Structure Change:** Seeking Board of Health approval to improve equity by changing commercial and multi-family fees from a flat rate to a tiered, volume-based model.
- **Audience Research:** Developing a more robust range of assessment tools and practices to more effectively develop, target and evaluate project/program strategies in achieving desired outcomes.

II. 2014 FINANCIAL PROJECTIONS

REVENUE

The Local Hazardous Waste Management Program expects to receive **\$16,425,061** in 2014 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 11.04.060](#). 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.

2014 LHWMP Fees	
	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

2014 Projected Program Revenues		
	Projected Revenue	Percent of Revenue
Solid Waste Account Fees	\$9,560,483	59%
Transfer Station Fees	\$2,196,258	13%
Sewer Fees	\$3,685,972	22%
Other Revenue (State Grant & Interest)	\$982,348	6%
Total Revenue	\$16,425,061	100%
Fund Balance	\$1,070,496	
Total	\$17,495,477	

Approximately 60% of the budget is allocated to residential services and 40% to business-related services – reflecting projected revenue sources. Fund balance use is consistent with the Program’s multi-year rate strategy, which accrues reserves in early years of a rate period, and expends them in later years.

BUDGET AND STAFFING

2014 Budget and Staff Allocation by Agency/Activity			
Agency / Activity	Budget	FTEs	Percent of Budget
King County Solid Waste Division	\$3,857,923	10.25	22%
King County Water and Land Resources Division	\$6,046,825	29.20	35%
Public Health – Seattle & King County	\$3,824,519	18.00	22%
Seattle Public Utilities	\$3,248,488	12.05	19%
Cities and Tribes	\$492,723		2.8%
Other	\$25,000		0.2%
Total	\$17,495,477	69.50	100%

III. 2014 WORK PLAN HIGHLIGHTS

The following pages highlight work within the 3 mission areas, as well as Program-wide support functions. The costs shown are budgeted project costs.

UPSTREAM AND PRODUCT STEWARDSHIP

PRODUCT STEWARDSHIP (.75 FTE, \$242,314)

Purpose: Shift the costs of disposing of problematic wastes from local government to product manufacturers.

- **Secure Medicine Return:** Prepare for implementation of the new Secure Medicine Return program.
- **Partnering:** Work with Interstate Chemicals Clearinghouse and New Washington Center for Green Chemistry to promote upstream changes to complement end-of-life product stewardship.
- **Mercury Lights:** Support mercury lights product stewardship initiatives on state and local levels.
- **State Legislation:** Support other product stewardship initiatives in the 2014 state legislative session.
- **Stakeholder Support:** Increase stakeholder support for product stewardship initiatives.

POLICY (2.00 FTE, \$262,481)

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

- **Mercury Lights and Paint:** Promote state legislation related to financing the mercury lights stewardship law and paint stewardship.
- **Batteries:** Examine product stewardship options for batteries.
- **Secure Medicine Return:** Pursue opportunities to leverage King County's Secure Medicine Return Regulations locally and nationally.
- **Strategic Policy Objectives:** Develop a multi-year policy strategy for LHWMP.

PHARMACEUTICALS (1.00 FTE, \$238,911; \$285,000 for secure medicine drop-boxes)

Purpose: Reduce health and environmental risks from the storage and disposal of unwanted medicines.

- **Implementation:** Implement and administer King County's Secure Medicine Return program, including development of a fee schedule for agency cost recovery, review and approval of proposed stewardship plans, monitoring of plan operations, and enforcement of non-compliant drug producers and plans.
- **Drop Boxes:** Provide funding for secure medicine return drop-boxes for voluntary collection sites.
- **Promotion:** Promote the SMR program throughout King County.

USE AND STORAGE

GENERAL SERVICES

CUSTOMER SERVICE LINES (1.75 FTE, \$178,528)

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

- **Phone calls and e-mails:** Answer 7,000 – 8,000 inquiries from residents and business regarding how to properly manage, recycle and dispose of their hazardous wastes.
- **Website:** Maintain current and relevant information on the Program website (www.lhwmp.org)
- **Outreach:** Promote service lines to underserved communities, targeting a 5% increase in service contacts.
- **IMEX:** Operate the Industrial Materials Exchange (IMEX) to promote resource conservation through the exchange of waste instead of disposal.

BUSINESS FIELD SERVICES (9 FTE, \$1,087,686)

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

- **Technical Assistance:** Conduct 600 technical assistance visits to businesses and other SQGs.
- **Requests/Complaints:** Respond to complaints and assistance requests throughout King County.
- **Public Health Team:** Complete 300 priority visits to businesses in Tukwila, Redmond and other King County cities; respond to assistance requests; support other LHWMP projects working with businesses including Young Children, Healthy Schools and EnviroStars.
- **Water and Land Resources Team:** Complete 300 visits to SQG businesses targeted via outreach to property owners; respond to assistance requests; engage property owners and managers to improve their tenants' management of hazardous waste.
- **Lean Process:** Conduct and implement a Lean process to improve efficiency and customer service.

ENVIROSTARS (1.75 FTE, \$278,141)

Purpose: Recognize and promote businesses working to reduce their use of hazardous materials.

- **Site Visits:** Conduct 150 site actions to garner 30 new EnviroStar members and 65 EnviroStar renewals.
- **Training:** Provide 10 workshops reaching 150 people with “beyond compliance practices” and sustainability information.
- **Focus:** Dry cleaners, nail salons, marinas, pesticide free place, property management companies and artists.

FINANCIAL INCENTIVES – VOUCHERS (1.5 FTE, \$303,991)

Purpose: Provide financial incentives for businesses to reduce, properly store, recycle and/or dispose of hazardous materials and wastes.

- **Voucher Incentive Program:** Reimburse eligible businesses up to \$500 for equipment.
- **Grants:** Provide four \$15,000 grants to eligible dry cleaners toward perchloroethylene-free machines.
- **Substantial Improvements:** Reimburse select qualified businesses between \$500 and \$2,500 for installation of new technologies to reduce the use and generation of hazardous materials.

TARGETED SERVICES

ART CHEMICAL HAZARDS (1 FTE, \$129,974)

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

- **Technical Assistance:** Collaborate with artists, art suppliers and art educators about ways to reduce exposure, use less toxic materials, and properly manage their wastes.
- **Education and Training:** Educate 250 artists through workshops/visits and 250 more artists at art walks and events. Provide indirect outreach via blog articles and the art hazards website.
- **Partner on Outreach:** Partner with Service Equity and Young Children projects to broaden art hazard audiences. Develop curriculum and action kit items for use by community volunteers and art schools.

HEALTHY SCHOOLS (.7 FTE, \$185,544)

Purpose: Reduce chemical hazards in schools and increase awareness of hazardous products and alternatives.

- **Green Schools:** Provide technical assistance to 10 school Green Teams.
- **On-line Resources:** Develop and post videos of chemical hygiene trainings and maintain a Chemicals List to assist schools in safer chemical selection, proper storage and disposal.
- **Trainings:** Conduct 5 chemical hygiene trainings for science teachers and school administrators; HHW workshops for 45 teachers; 35-50 classroom presentations for trained teachers; and 25 presentations to parents of young children and adult English Language Learners.

INDOOR CHEMICAL HAZARDS (1.8 FTE, \$239,342)

Purpose: Reduce exposures of low income and immigrant residents and businesses to indoor chemical hazards by working with community partners, residents, community health providers, housing and placement professionals, and others.

- **Collaboration:** Partner with the Mexican Consulate, New Futures, Refugee Women's Alliance, SOAR and other community groups to offer *Cleaning with Caution* workshops, as well as other LHWMP projects.
- **Focus:** Cleaning chemicals and pesticides; safer alternatives (integrated pest management) for preventing and treating bed bugs, mold and cockroaches.
- **Workshops:** Provide at least 10 workshops on cleaning or indoor pests, reaching people of various ethnicities.
- **Events:** Participate in at least 4 community events (e.g. job and safety fairs and community festivals)

INTERAGENCY COMPLIANCE TEAM (.5 FTE, \$71,232)

Purpose: Work with other local, state, and federal regulatory agencies to address problematic sites.

- **Site Compliance:** Bring 5-10 highly problematic properties into compliance with environmental regulations. Monitor 5-10 additional sites which may need to be addressed.
- **Clean-up:** Ensure cleanup of hazardous materials and wastes from contaminated sites.

INTERAGENCY RESOURCES FOR ACHIEVING COOPERATION (1.0 FTE, \$149,605)

Purpose: Cultivate relationships between LHWMP and regulatory agencies; increase clarity and consistency of respective business requirements.

- **Auto Body Rule Tool:** Improve this on-line resource, based on outcomes of 2013 usability testing.
- **Dry Cleaning Project:** Encourage dry cleaners to make necessary or desirable changes by providing usable information on new regulations and technologies.
- **Training:** Train inspectors, field staff, and regulatory personnel through newsletters, work groups, meetings and workshops.

NAIL SALONS (1.0 FTE, \$161,561)

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).

- **Technical Assistance:** Work with 80 nail salons (with Vietnamese-speaking coordinator) to improve healthy nail salons practices. Enroll at least 5 salons in new Health Nail Salons EnviroStars certification.
- **Research:** Explore options for reducing exposure through ventilation devices.
- **Training:** Conduct 4 workshops to train 100 nail salon owners and workers in healthy nail salon practices.

OUTDOOR PESTICIDES (1.35 FTE, \$396,692)

Purpose: Promote smart practices and safer alternatives with professional and residential audiences.

- **Green Gardening:** Hold workshops and classes to train 300 businesses and employees in integrated pest management strategies.
- **Garden Hotline:** Answer resident inquiries and promote pesticide-free “natural” approaches. Provide community outreach to 8-10,000 residents.
- **Natural Yard Care:** Provide classes to approximately 200 residents in four neighborhoods (two in diverse communities). Redesign content to better attract and engage diverse participants.
- **Grow Smart Grow Safe:** Maintain and improve partnership website at www.growsmartgrowsafe.org.
- **Pesticide-Free Places:** Increase the number of land managers and sites featured on the Pesticide-Free Places map. Use the map to educate caregivers of young children about the hazards of pesticide exposure.

YOUNG CHILDREN (4.55 FTE, \$724,046)

Purpose: Reduce toxic chemical exposures of very young children and pregnant women, who are highly vulnerable and can experience long-lasting health damage.

- **Exposure Prevention:** Reduce lead and residential chemical exposure through technical consultations, trainings and field investigations. Provide direct assistance to 100 families.
- **Volunteer Training:** Continue “Promotora” program, teaching members of immigrant communities to reduce lead and residential chemical hazards exposures. Work with the Refugee Women’s Alliance to train 200 people in workshops. Support current Vietnamese, Burmese and Chinese volunteers.
- **Community Directed Partnership:** Partner with the SOAR Coalition to educate families in ethnic communities about hazardous materials and wastes. Initial focus will be on Bhutanese, Nepalese, Hispanic, Hispanic Purepecha, Chinese and Filipino families from south King County communities.
- **Eco-Healthy Childcare:** Help childcare providers reduce environmental exposures and convey information to parents. Train up to 100 childcare provider using the *Eco-Healthy Child Care*® model. Train up to 180 Head Start providers and conduct training for parents as requested.

COLLECTION & DISPOSAL

MRW COLLECTION AND DISPOSAL (15.05 FTE, \$4,203,963)

Purpose: Maintain 4 fixed hazardous waste collection sites (North Seattle, South Seattle, Factoria and regular Wastemobile collection in Auburn), and a roving Wastemobile serving suburban cities, rural King County and limited home collection service for homebound and elderly residents.

- **Collection Sites and Wastemobile:** Operate and manage collection facilities and Wastemobile services. Collect and manage hazardous waste from residents and businesses, schools and other small quantity generators.
- **Home Collection Service:** Provide home collection of household hazardous waste upon request for senior citizens and homebound residents.
- **Promotion:** Implement a coordinated marketing plan to provide residents and businesses with information about hazardous materials/waste disposal options.
- **Increasing Use by Underserved Groups:** Explore ways to increase collection services by multi-family housing residents, homebound and businesses.

CITY & TRIBAL COLLECTION EVENTS (.25 FTE, \$526,731)

Purpose: Provide financial support for city and tribal MRW collection and education events.

- **City & Tribal Funding:** Provide \$492,723 for MRW education and collection events, distributed among cities and the Snoqualmie tribe - based on population.

TECHNICAL PROGRAMS & OPERATIONS

SERVICE EQUITY (.85 FTE, \$242,395)

Purpose: Implement LHWMP's [Service Equity Policy](#) to improve services to all populations, particularly historically under-represented.

- **Staff Training:** Implement targeted training and coaching for LHWMP staff based on survey results, staff feedback and management guidance.
- **Outreach:** Train 5-10 community partners in 1-2 geographic areas of King County to reach 300 residents.
- **Project Support:** Continue technical assistance to all projects to increase equity. Particular focus includes: Dry Cleaners (Korean), Healthy Schools (English language learners, Somali youth), Hispanic Media, Indoor Chemical Hazards (low-income residents, immigrants), Nail Salons (Vietnamese), Outdoor Pesticides (various ethnic groups), and Young Children (ethnic, immigrant, and low income childcare providers, and parents).

RESEARCH SERVICES (4.0 FTE, \$682,583)

Purpose: Identify emerging issues and provide technical, analytical and evaluation support.

- **Original Research and Analysis:** Characterize auto body paint products and waste streams.
- **Technical Support:** Provide research, surveys and other analytical services to support Program and project planning, management and performance measurement. Respond to technical and social research requests.
- **Research and Evaluation:** Train staff, procure resources, build and apply research skills across the Program.

COMMUNICATIONS (3.55 FTE, \$916,918)

Purpose: Provide strategic communications and assist project staff in effectively engaging and communicating with residents and businesses to achieve intended project outcomes.

- **Communications Planning:** Assist project staff in developing effective communications strategies.
- **Writing Services:** Provide editing and communications development for project staff and management.
- **Hispanic Outreach:** Conduct a Hispanic Outreach multimedia project, now in its fourth year.
- **Web & Social Media:** Promote projects and services via the LHWMP website, Facebook and other venues.

DATA & WEB SERVICES (2.35 FTE, \$608,640)

Purpose: Develop and maintain data infrastructure, including LHWMP's website and Extranet. Provide data for planning, management, evaluation and reporting, and manage the [Program's website](#).

- **Website:** Collaboratively develop and revise web pages, with content managers; manage web services, videos, analytics, and video content.
- **Databases & Tools:** Support project, program and performance management objectives, as needed.
- **KCIT Resources:** Manage work and additional services via KCIT.
- **Special Projects:** Develop and maintain applications and tools such as a program-wide "Events and Evaluation" Extranet module, and the collaborative *Grow Smart Grow Safe* website.

YELLOW BOOK & USABILITY TESTING (.25 FTE, \$31,505)

Purpose: Assess and improve LHWMP outreach tools, including the "Yellow Book" hazardous waste directory.

- **Yellow Book:** Survey 100 businesses to analyze format (hard copy vs. digital), and content; implement changes as needed.
- **Usability Assistance:** Provide technical assistance to other LHWMP projects on audience usability testing.

AGENCY ADMINISTRATION (7.55 FTE, \$1,023,143)

Purpose: Provide necessary oversight and management within respective implementing agencies for the Program, including administrative support, supervision, planning, financial and project management and reporting. Maintain agency participation on the Core Team and the Management Coordination Committee.

PROGRAM ADMINISTRATION (5.25 FTE, \$767,829)

Purpose: Manage the overall 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, and ensure financial and performance accountability.

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



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