



# **Local Hazardous Waste Management Program in King County**

# **2015 Work Plan**

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## Program Mission

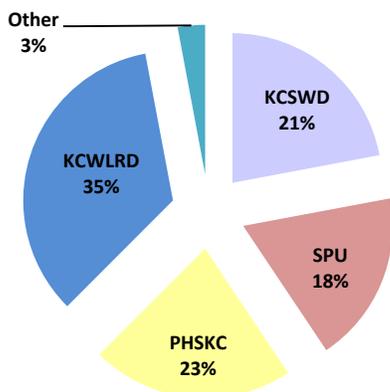
*The Local Hazardous Waste Management Program (Program) is a multi-agency coalition program whose mission is to protect and enhance public health and environmental quality throughout King County by reducing the threat posed by the **production, use and storage** and **disposal** of hazardous material 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

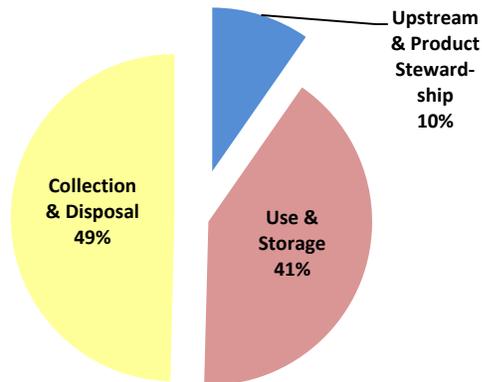
The Local Hazardous Waste Management Program in King County (Program) is a multijurisdictional program whose mission is to protect and enhance public health and environmental quality throughout King County by reducing the threat posed by the production, use, storage and disposal of hazardous materials.

In 2015, the Program plans to deliver services at a total cost of \$18,225,949. Funding allocation to implementing agencies and mission areas is illustrated below.

**Budget by Implementing Agency**



**Budget by Mission Area**



## 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 2015, staff will focus on two key issues:

- **Paint Stewardship:** Promote state legislation for paint stewardship including garnering local government support, analyzing legislative language and working with allies.
- **Mercury Lighting Product Stewardship:** Monitor and support implementation of the LightRecycle Washington stewardship program that started January 1, 2015, under the state’s second producer responsibility law (Chapter 70.275 RCW). Promote LightRecycle to county residents, evaluate program services, and provide feedback to the producer’s stewardship organization and Washington State Department of Ecology (Ecology).
- **Secure Medicine Return:** Continue to implement King County’s Secure Medicine Return (SMR) program, approved by the Board of Health in 2013. Work with local, state, and national partners to support full implementation of the U.S. Drug Enforcement Administration’s new rule for disposal of controlled substances, and to remove other barriers to medicine take-back.

- **E-Waste Stewardship:** Work with Ecology, manufacturers, local governments, waste management companies, recyclers, and other stakeholders on potential agency request legislation to expanding the state's E-waste law to include peripheral devices used with TVs and computers.
- **Battery Stewardship:** Work with the battery industry, local governments and stakeholders in anticipation of potential battery legislation covering primary and rechargeable in 2016.
- **Toxics Use Reduction and Safer Products:** Continue to track and support initiatives to reduce use of toxic chemicals and promote shifts to safer alternatives to protect people and the environment, including Puget Sound.

**USE AND STORAGE** activities focus on reducing exposure to hazardous materials, wastes and products. In 2015, the Program 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, developing a better understanding of business needs and interests, and continuing to implement efficiency measures to further improve 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 outreach, training, newsletters, and site consultations.

**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 Outlet Collection Seattle, in Auburn. 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 Promotion:** Providing a range of outreach activities and information outlets to promote proper hazardous materials/waste disposal by residents and businesses, and increase use of program services by historically underserved populations.
- **City and Tribal Grants:** Providing financial support for city and tribal MRW collection events and educational activities.

**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 technical resource teams focused on service equity, research, communications, and data management. In addition to ongoing responsibilities, 2015 work includes:

- **Strategic Planning:** Identify opportunities to improve Program efficiencies, effectiveness and service delivery to better achieve desired outcomes.
- **Service Equity:** Continuing efforts to expand service equity in all areas of the Program's work, including a geographically-focused pilot project which serves as a model for community engagement.
- **Information Technology and Data:** Analyze opportunities for the Program's IT and data support structure to better support performance measurement, reporting, project management, and the Program's web-based information and services.
- **Rate Structure Change:** Implementing a change to the Program's rate structure, approved by the Board of Health in 2014, to improve equity by changing commercial and multi-family fees from a flat rate to a volume-based system.
- **Audience Research:** Continue 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. 2015 FINANCIAL PROJECTIONS

### REVENUE

The Local Hazardous Waste Management Program expects to receive \$15,666,176 in 2015 revenue, primarily from fees on solid waste and sewer services, which are authorized under King County Board of Health Code 11.04.060. Rate changes summarized below were approved by the Board of Health in 2014 to improve commercial ratepayer equity, changing from a flat fee for all commercial accounts to a volume-based fee.

<b>2015 Program Fees*</b>		
	<b>Current Rate (expires 3/2015)</b>	<b>New Rate (effective 4/2015)</b>
Sewer accounts (effective rate, average)	\$0.26/mo.	\$0.26/mo.
Private vehicle (transfer station or landfill trip)	\$1.81/trip	\$1.81/trip
Commercial vehicle (transfer station or landfill trip)	\$4.73/ton	\$4.73/ton
Single-family residential solid waste accounts	\$1.08/mo.	<i>\$0.84/mo.</i>
Commercial solid waste accounts (current flat rate – all accounts)	\$11.24/mo.	--
<i>New volume-based commercial rates:</i>		
<i>Cart or can (&lt;=0.48 cu. yds.)</i>	--	<i>\$1.46/mo.</i>
<i>Dumpster (&gt;0.48 cu. yds. - &lt;10 cu. yds.)</i>	--	<i>\$12.01/mo.</i>
<i>Roll-off container (&gt;=10 cu. yds.)</i>	--	<i>\$46.15/mo.</i>

\*Changes to existing fees noted in italics.

<b>2015 Projected Program Revenues</b>		
	<b>Projected Revenue</b>	<b>Percent of Revenue</b>
Solid Waste Account Fees	\$9,559,993	61%
Transfer Station Fees	\$2,163,224	14%
Sewer Fees	\$3,408,415	22%
Other Revenue (State Grant & Interest)	\$534,544	3%
Total 2015 Revenue	\$15,666,176	100%
Fund Balance Drawdown <sup>1</sup>	\$2,559,773	--
<b>Total</b>	<b>\$18,225,949</b>	--

Approximately 60% of the budget is allocated to residential services and 40% to business-related services – reflecting projected revenue sources.

<sup>1</sup> 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

<b>2015 Budget and Staff Allocation by Agency/Activity</b>			
<b>Agency / Activity</b>	<b>Budget</b>	<b>FTEs</b>	<b>Percent of Budget</b>
King County Solid Waste Division	\$3,910,531	10.25	21%
King County Water and Land Resources Division	\$6,346,158	30.20	35%
Public Health – Seattle & King County	\$4,109,918	18.00	23%
Seattle Public Utilities	\$3,329,300	12.05	18%
Cities and Tribes	\$505,042		2.8%
Other	\$25,000		0.2%
<b>Total</b>	<b>\$18,225,949</b>	<b>70.50</b>	<b>100%</b>

## III. 2015 WORK PLAN HIGHLIGHTS

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

### UPSTREAM AND PRODUCT STEWARDSHIP

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#### **POLICY (2.75 FTE, \$520,306)**

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.

#### **PHARMACEUTICALS & SECURE MEDICINE RETURN (1.00 FTE, \$556,441<sup>2</sup>)**

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

- **Implementation:** Oversee implementation of the King County Secure Medicine Return program, including review and approval of proposed stewardship plans, monitoring of plan operations, and enforcement of non-compliant drug producers and plans.
- **Drop Boxes:** Provide up to \$285,000 of in-kind funding to reimburse stewardship plan operator(s) for the cost of purchasing secure medicine return drop-boxes for up to 400 voluntary collection sites throughout King County.
- **Promotion:** Provide up to \$127,439 of promotional support to the King County Secure Medicine Return Program, including targeted outreach to specific populations.

### USE AND STORAGE

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#### **GENERAL SERVICES**

#### **CUSTOMER SERVICE LINES (1.75 FTE, \$172,795)**

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

- **Customer Service Improvements:** Review and implement technology and usability improvements to the Program's call center to create an improved customer service experience.
- **Phone calls and e-mails:** Respond to the projected 8,000 inquiries from residents and business regarding how to properly manage, recycle and dispose of hazardous wastes.

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<sup>2</sup> \$127,439 of the Solid Waste Division's Communications budget is earmarked to provide outreach support for the Secure Medicine Return Program. The 2015 Work Plan counts this as part of the Pharmaceuticals project in order to show the full cost of implementing the program. However to no change has been made in implementing agency budgets.

- **Website:** Maintain current and relevant information on the Program’s website ([www.hazwastehelp.org](http://www.hazwastehelp.org))
- **IMEX:** Operate the Industrial Materials Exchange (IMEX) to promote resource conservation through materials exchange as an alternative to disposal.

### **BUSINESS FIELD SERVICES (9 FTE, \$1,077,462)**

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

- **On-site Technical Assistance:** Conduct 700 technical assistance visits to businesses and other SQGs, including 100 visits in support of field activities for EnviroStars, Eco-Healthy Child Care facilities, and Green Schools.
- **Presentations and Trainings:** Conduct 20 presentations and trainings on program services to property managers, trade associations, and child care facilities.
- **Service Improvements:** Continue to implement service and efficiency improvements including “voice of the business customer” recommendations and new field computing technology designed to improve service efficiency.

### **ENVIROSTARS (1.75 FTE, \$278,939)**

Purpose: Recognize and promote businesses for reducing hazardous waste and their use of hazardous materials.

- **Regional Green Business Program:** Participate in the development and piloting of a regional green business program with agency and community partners which could consolidate several existing business recognition programs into one coordinated program.
- **On-site Technical Assistance:** Conduct over 200 site visits (including 100 conducted by the Business Field Services Team) to recruit new members and renew existing members, with emphasis on nail salons, dry cleaners, and child care facilities.
- **Promotion:** Promote the EnviroStars brand and participating businesses through print, web, and broadcast media, including a campaign to celebrate EnviroStars 20<sup>th</sup> Anniversary.

### **FINANCIAL INCENTIVES – VOUCHERS (1.5 FTE, \$308,772)**

Purpose: Provide financial incentives to encourage businesses to adopt best management practices related to hazardous materials and wastes.

- **Voucher Incentives:** Reimburse eligible businesses for 50% of the cost to implementing program recommendations (up to \$500 per business) to properly manage and reduce hazardous waste.
- **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.
- **Grants:** Provide up to four \$15,000 grants to eligible businesses to install equipment that eliminates or substantially reduces a priority hazardous waste identified by the Program.

## TARGETED SERVICES

### ART CHEMICAL HAZARDS (1.0 FTE, \$129,766)

Purpose: Reduce hazardous materials use and exposure among 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 300 artists about hazardous materials through workshops, trainings, and on-site consultation visits. Provide indirect outreach via blog articles and the Program's website.
- **Partner on Outreach:** Partner with Service Equity Team to assess the needs of underserved communities and develop culturally appropriate outreach strategies.

### HEALTHY SCHOOLS (0.7 FTE, \$186,707)

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

- **School Chemical Reduction:** Provide information for reducing chemical hazards in schools and science labs through workshops and on-site technical assistance to 50 teachers and 10 schools.
- **Green Schools:** Provide teacher trainings and parent outreach on the proper use, storage and disposal of hazardous household chemicals through technical assistance to 10 school Green Teams, 50 classroom trainings, training for 35 teachers, and presentations to 25 parents and community members.
- **On-line Resources:** Develop and post videos of chemical hygiene trainings and maintain a Chemicals List to assist schools in choosing safer alternatives, and with proper storage and disposal.

### INDOOR CHEMICAL HAZARDS (1.8 FTE, \$244,619)

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

- **Train-the-trainer:** Teach community partners to provide workshops and guidance on indoor chemical hazard reduction.
- **Workshops:** Assess community needs and provide at least 12 workshops to historically underserved populations on how to eliminate or minimize use of hazardous cleaning chemicals and pesticides.
- **Events:** Participate in at least four community events (e.g. job and safety fairs and community festivals) to promote safer cleaning practices and pesticide use reduction.

### INTERAGENCY COMPLIANCE TEAM (0.5 FTE, \$71,249)

Purpose: Support multi-agency enforcement coordination to cleanup chronically mismanaged sites that and present environmental, health and safety risks.

- **Site Compliance:** Bring 5-10 highly problematic properties into compliance with environmental regulations and best management practices, and monitor an additional 5-10 sites that may require later action.

## **INTERAGENCY RESOURCES FOR ACHIEVING COOPERATION (1.0 FTE, \$149,796)**

Purpose: Facilitate cooperation among agencies that regulate chemical management and disposal; and improve regional regulatory and enforcement coordination.

- **Coordination:** Provide operational support to IRAC including coordination of general membership and interagency advisory committee meetings, producing a semi-annual membership newsletter, and conducting regular trainings for field staff.
- **Topical Workgroups:** Facilitate workgroups on key topics (such as dry cleaning) to reduce chemical hazards within specific industries.

## **NAIL SALONS (1.0 FTE, \$145,758)**

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).

- **Healthy Nail Salons:** Recognize and promote 10 salons for safer nail salon practices that reduce chemical exposures to customers and clients.
- **Training:** Conduct four workshops to train 100 nail salon owners and workers in healthy nail salon practices. Propose changes to cosmetology licensing regulations to strengthen continuing education and incorporate standards and testing on safe chemical handling practices.
- **Consultation:** Provide research-based information on nail salon solvent alternatives and ventilation improvements to reduce employee and customer exposures to solvent vapor and particulates.
- **Beauty Salons:** Assess chemical exposure hazards in other cosmetology practices including beauty salons.

## **OUTDOOR PESTICIDES (1.35 FTE, \$400,613)**

Purpose: Promote smart practices and safer landscaping alternatives with professional and residential audiences in partnership with regional agencies.

- **Green Gardening:** Operate the Green Gardening Program to reduce chemicals used by landscape professionals throughout King County, with an emphasis on ESL landscapers. Hold workshops and classes to train 300 businesses and employees on integrated pest management strategies.
- **Garden Hotline:** Expand reach of the Garden Hotline beyond Seattle to provide all King County residents with access to information on environmentally-preferred solutions to garden problems. Answer resident inquiries and promote pesticide-free “natural” approaches, with outreach to approximately 10,000 residents.
- **Natural Yard Care:** Implement Natural Yard Care Neighborhoods, a neighborhood-based strategy to promote behavior change by providing education on resource conservation, healthier landscaping, and chemical use reduction. Provide classes to approximately 200 residents in four neighborhoods.
- **Grow Smart Grow Safe:** Maintain a comprehensive guide to help consumers purchase safer lawn and garden chemicals in partnership with Thurston County and Oregon Metro. Maintain and improve partnership website at [www.growsmartgrowsafe.org](http://www.growsmartgrowsafe.org).
- **Pesticide-Free Places:** Promote Pesticide Free Places, a guide for parents and other community members to locate healthy and safe play areas in King County that are free of harmful landscaping chemicals.

## YOUNG CHILDREN (4.55 FTE, \$722,987)

Purpose: Reduce toxic chemical exposures of young children and pregnant women during critical developmental stages when exposures may result in long-term health impacts.

- **Exposure Prevention:** Reduce lead and residential chemical exposure through technical consultations, trainings and field investigations benefitting up to 200 families in King County.
- **Community Partnership:** Partner with the SOAR Coalition to educate at least 240 families about hazardous materials and wastes, focusing on Bhutanese, Nepalese, Hispanic, Purepecha, Chinese and Filipino families in south King County.
- **Pilot Evaluation:** Evaluate the effectiveness, cost and scale of peer-to-peer (“Promotora”) training conducted in previous years, including recommendations on possible application to future Program initiatives.
- **Eco-Healthy Childcare:** Help childcare providers reduce environmental exposures and convey information to parents. Train up to 200 childcare provider using the *Eco-Healthy Child Care*® model.
- **Alternatives Research:** Participate in a statewide workgroup to develop non-bleach disinfecting and sanitizing alternatives for child care providers.
- **Parent Outreach:** Conduct up to six parent workshops for reducing toxic exposures to children at home.

## COLLECTION & DISPOSAL

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### MRW COLLECTION AND DISPOSAL (15.05 FTE, \$4,096,901)

Purpose: Operate and manage collection facilities and Wastemobile services. Collect and manage hazardous waste from residents and businesses, schools and other small quantity generators, and limited home collection service for homebound and elderly residents.

- **Collection Sites and Wastemobile:** Maintain four fixed hazardous waste collection sites (North Seattle, South Seattle, Factoria and regular Wastemobile collection in Auburn), and a roving Wastemobile serving suburban cities and rural King County
- **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.
- **Increase Use by Underserved Groups:** Explore ways to increase collection services by multi-family housing residents, homebound and businesses.

### CITY & TRIBAL COLLECTION EVENTS (0.25 FTE, \$538,706)

Purpose: Provide financial support for city and tribal moderate risk waste (MRW) collection and education events.

- **City & Tribal Funding:** Provide \$538,706 for MRW education and collection events, distributed among cities and the Snoqualmie tribe - based on population.
- **Collaboration and Coordination:** Continue to explore potential areas of increased collaboration with city and tribal partners.

# TECHNICAL PROGRAMS & OPERATIONS

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## SERVICE EQUITY (0.85 FTE, \$222,134)

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

- **Staff Development:** Continue to build internal capacity to fully implement the Program's Service Equity Policy by providing training and coaching for management and staff.
- **Translation Policy:** Support development of a translation/trans-creation policy to improve the accessibility of program outreach materials and service information to non-English speaking community members.
- **Community Engagement:** Continue to implement the Environmental Justice Network in Action (EJNA) Project and apply community engagement strategies to assess community needs and identify equity-based service priorities.
- **Planning and Project Support:** Provide strategic planning support to the Director's Office to develop equity goals and objectives within Lines of Business. Continue to provide technical assistance to project staff on equity and community engagement strategies.

## RESEARCH SERVICES (4.0 FTE, \$839,324)

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

- **Assessment and Planning Support:** Provide support to the Director's Office to ensure the Program's goals, objectives and performance management systems are informed by evidence on community and environmental indicators.
- **Original Research and Analysis:** Conduct research to inform hazardous waste and exposure reduction best management practices to be applied through the Program's focused residential and business initiatives.
- **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:** Build research skills and capacity in the Program by providing tools, resources and training to project staff and the community.

## COMMUNICATIONS (3.80 FTE, \$1,042,266<sup>3</sup>)

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 and implementing effective communications strategies. Support the development of additional communications capacity throughout the Program.
- **Editing and Usability:** Help ensure the Program's electronic and print communications are designed to meet appropriate style guidance, incorporate usability feedback, and consider alternative formats as appropriate including translation and trans-creation for non-English speaking customers.
- **Web & Social Media:** Promote projects and services via the Program's website, Facebook and other electronic and social media as appropriate.

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## **DATA & WEB SERVICES (2.35 FTE, \$842,818)**

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

- **Website:** Develop and revise web pages in collaboration with content managers, and manage associated web services, videos, analytics, and video content. Review overall web content and strategy periodically to ensure a high level of customer usability.
- **Databases & Tools:** Develop and maintain databases and tools necessary to support project, program and performance management objectives.
- **KCIT Resources:** Manage work and additional services via KCIT.
- **Special Projects:** Develop and maintain applications and tools including mobile computing for field staff and smart phone applications.

## **AGENCY ADMINISTRATION (7.55 FTE, \$1,013,954)**

Purpose: Provide oversight and management within respective implementing agencies, 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 (6.25 FTE, \$922,554)**

Purpose: Manage the overall Program in fulfillment of its mission; provide program-wide leadership, to implement work plans, support cross-Program collaboration, and ensure that the Program is efficient, effective, relevant and equitable for the Program's ratepayers. Ensure financial and performance accountability.



**Alternative Formats on Request  
(206-263-1650) TTY Relay: 711**



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

*150 Nickerson Street, Suite 204  
Seattle, WA 98109-1634  
Phone: (206) 283-0481  
Fax: (206) 263-3070  
[www.hazwastehelp.org](http://www.hazwastehelp.org)*