

Local Hazardous Waste Management Program

Protecting Public Health and the Environment



2016 Annual Report



Local Hazardous Waste
Management Program
in King County, Washington

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2016 Annual Report

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Table of Contents

Director’s Message	3
Program Mission	4
Strategic Framework.....	5
Financial Report	6
General Services.....	8
Focus Projects	11
Policy	12
Service Equity.....	13
Research.....	13



Local Hazardous Waste
Management Program
in King County, Washington

Director's Message



Lynda Ransley, Program Director

2016 Annual Report

When I joined the Local Hazardous Waste Management Program four years ago, I was impressed by the Program's unique regional partnership, compelling mission and history of delivering excellent services. We are a truly a national model for interagency collaboration - leveraging the best of our partners to make a difference for all residents and businesses in King County. Our work together with community and industry partners, helps keep hazardous materials out of solid waste and wastewater systems, reduces harmful exposures to people and the environment, and creates lasting policy changes that will benefit our ratepayers for years to come.

So it is with great pleasure that I present the Local Hazardous Waste Management Program's 2016 Annual Report, which highlights our financial status, services and accomplishments.

LHWMP is now in its 26th year. We have recently implemented organizational changes designed to improve the reach, impact and equity of our services. LHWMP staff and leadership represent some of the most talented and respected professionals in their field, who are deeply committed to the Program's mission. We continually strive to provide relevant and effective services for King County residents and businesses.

In the years ahead, we will continue to provide important services, and develop innovative, evidence-based strategies to meet the needs of our ratepayers and fulfill our mission. We will also keep working to shift the cost burden of hazardous waste management from local ratepayers to companies that produce hazardous products. Known as *product stewardship*, a recent success is King County's Secure Medicine Return program which collects and disposes of unused medication. LHWMP is pursuing product stewardship opportunities for leftover paints and other household hazardous wastes.

Lynda Ransley, Program Director

Program Mission

The Local Hazardous Waste Management Program is a multi-agency program whose mission is to protect and enhance public Health and the 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).



Strategic Framework

In 2016, LHWMP realigned 20 separate projects into four **Lines of Business** to improve the **reach, impact and equity** of Program services. These changes will also increase efficiency, effectiveness and transparency, and maximize the benefits of the Program’s multi-agency model.

Provide greater reach of services

- Integrate similar services within Lines of Business, to improve Program capacity to deliver larger-scale services.
- Enhance marketing to better connect ratepayers with available services.
- Improve public awareness and best practices related to hazardous materials.
- Strengthen partnerships with community organizations, cities, tribes, and agencies.

Improve the impact of program services

- Apply social science research to behavior change initiatives.
- Use evidence-based planning and evaluation tools.
- Develop and apply robust performance measures.
- Seek policy changes to create lasting improvements for residents and businesses in King County.

Ensure Equity and Social Justice is embedded in services and operations

- Increase knowledge of equity audiences.
- Apply equity tools and planning processes.
- Ensure services are planned, delivered and evaluated in a culturally-appropriate manner.
- Establish strategic partnerships with community organizations.
- Develop and retain a workforce that reflects the diversity of King County through use of best practices in hiring, employee development, and retention.



Finance Report

LHWMP received \$16,608,096 in revenue during 2016, primarily from fees on solid waste and sewer services. These fees, which apply throughout King County, are authorized by the King County Board of Health under King County Board of Health Code 11.04.060. Fees are collected by public and private utility providers (i.e., solid waste haulers, wastewater treatment plant operators, transfer station operators, and cities), which in turn pay them into the program.

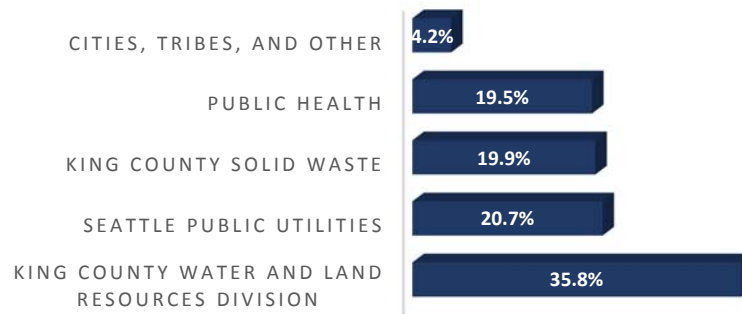
LHWMP 2016 Financial Report - Budget vs Actual

As of December 31, 2016

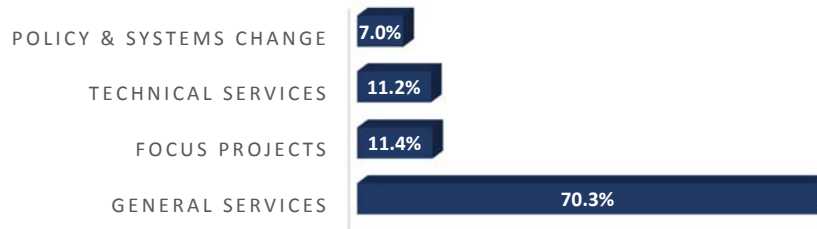
	2016 Budget	2016 YTD Actual	2016 Current Year % of Budget	2015 Prior Year % of Budget
Revenues				
Net Interest Income	\$ 62,869	\$ 105,358	168%	175%
Washington State Grant-CPG	427,859	427,952	100%	101%
Sewer Revenue	3,461,276	3,465,723	100%	93%
Transfer Stations	2,334,899	2,738,131	117%	115%
Solid Waste Accounts	10,321,193	10,366,172	100%	108%
Total Revenues	\$ 16,608,096	\$ 17,103,336	103%	106%
Expenses				
Seattle Public Utilities	(\$ 3,367,404)	(\$ 3,290,554)	98%	99%
King County Solid Waste	(3,992,108)	(3,165,856)	79%	79%
King County Water & Land	(6,464,417)	(5,698,795)	88%	87%
Public Health	(4,300,375)	(3,108,244)	72%	81%
City and Tribal Contracts	(495,217)	(647,872)	131%	70%
City and Tribal Event Inspections	(22,601)	(22,601)	100%	100%
Disaster Debris Contingency Fund	(25,000)	-	0%	0%
Total Expenses	(\$ 18,667,122)	(\$ 15,933,922)	85%	85%

Finance Report

EXPENDITURES BY IMPLEMENTING AGENCY



EXPENDITURES BY LINE OF BUSINESS



Did you know...

The average single family household pays \$1.10 per month for LHWMP program fees.

LHWMP 2016 Program Fees

Revenue Source	Use	Current Rate
Sewer accounts	Effective rate, average	\$0.26 /mo.
Private vehicle	Transfer station or landfill trip	\$1.81 /trip
Commercial vehicle	Transfer station or landfill trip	\$4.73 /ton
Single-family residential solid waste accounts	Residential	\$0.84 /mo.
Commercial solid waste accounts	Cart or can (<0.48 cu. yds.)	\$11.24 /mo.
Commercial solid waste accounts	Dumpster (>0.48 cu. yds. <10 cu. Yds.)	\$12.01 /mo.
Commercial solid waste accounts	Roll-off container (>10 cu. yds.)	\$46.15 /mo.

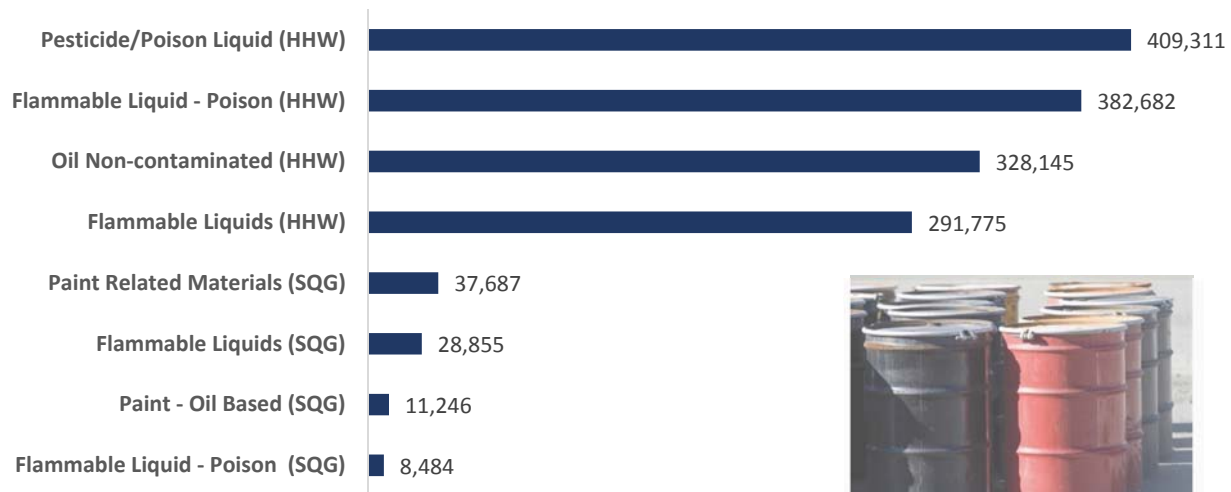
General Services

Collection Services and Grants

City and Tribal Grants

Program funding provided through Sound Cities biennial budget resulted in 67.3 tons of hazardous waste collected from 24,873 customers through City and Tribal Grants, and 14 cities provided hazardous waste related education.

By the Numbers: Toxics Reduction in 2016
Top Ranking HHW and SQG Hazardous Wastes (Pounds Collected)



Collection Totals for 2016

Visits to fixed facility and Wastemobile collection sites increased in 2016 for residents (8 percent) and businesses (2 percent).

Collection Services	Pounds Collected ¹	Average Pounds Collected Per Visit		Total Number of Visits	Percent Total Visits	
		Residents	Businesses		Residents	Businesses
Fixed Facility and Wastemobile	2,916,600	49	131	58,203	98.3%	1.7%
Home Collection Services	12,000	124	n/a	97	100%	n/a

¹Total pounds collected include 26,000 pounds of useable material diverted for reuse

King County Housing Authority

Work with King County Housing Authority to develop a strategy for compact fluorescent light and battery collection for multi-family housing sites continued in 2016.

Information and Marketing

At a Glance

The most frequently asked questions of the Customer Service Lines were solid waste, latex paint and oil-based paint.

The Program’s website is currently being redesigned to be more customer focused and to better meet the needs of the Program. Initial planning began in 2016 with the launch scheduled for 2018.

Promotion strategy was developed for the Secure Medicine Return Program with a media kickoff event and broad scale promotion scheduled for the first quarter of 2017. A strategy for regional broad scale promotion was outlined in the fourth quarter. Promotions will begin in 2018.

To better serve business customers, a multiphase strategy was developed to engage King County’s business communities and promote our services.

A five year communications plan around outreach, marketing and community engagement was developed. This plan was developed with input from key stakeholders to ensure equity is included across the Program.

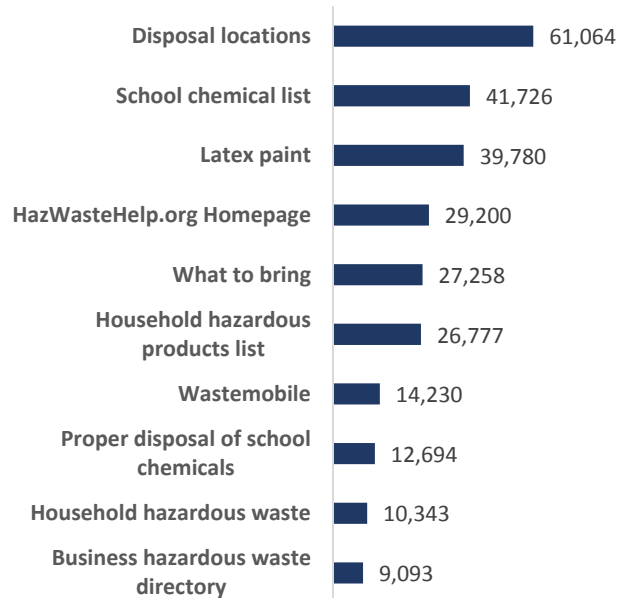
Outreach Messaging

357,676 Families received messaging on safe handling, storage and disposal of hazardous materials.

22 Number of languages outreach materials are provided.



www.HazWasteHelp.org Top 10 Most Frequently Viewed Web Pages



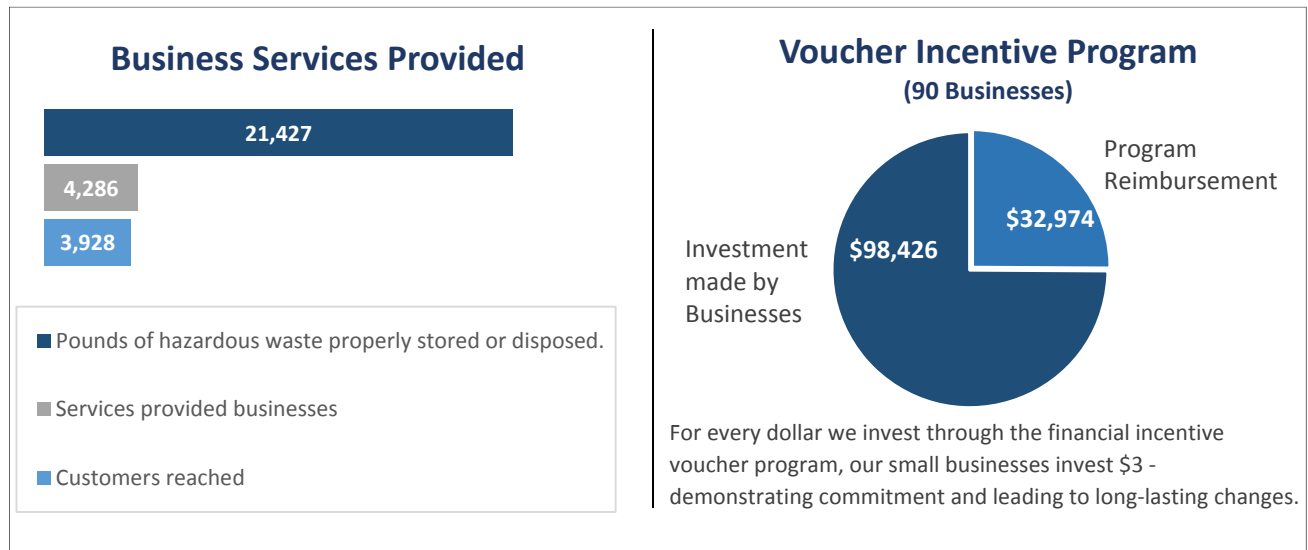
Customer Service Lines



General Services

Technical Assistancess and Incentives

Pollution prevention and technical assistance consultations were provided to businesses. As a result, we improved 165 specific hazardous materials and waste management practices in 303 businesses, with 40 percent that were not in conformance with recommended improvements. Auto repair, manufacturing, retail, dental, and dry cleaning industries were among the most frequently visited businesses and small quantity generators of hazardous waste.



Success Story

For many years now the EnviroStars program has been a key element of King County Housing Authority's resource conservation work, and having the technical support and program framework has been key to elevating the importance of hazardous waste management at our properties. Looking ahead at our goals to certify 100% of our properties by 2021, and with the expansion of the EnviroStars program to include new environmental areas, we're excited about the opportunity to promote more of our sustainability efforts through EnviroStars!" - Jenna Smith, KCHA Resource Conservation Manager

450 EnviroStars certified businesses across 29 cities in King County offering a wide selection of green businesses for interested consumers to choose from.



Technical Assistance Highlights



Focus Projects

Safer Cleaning Practices

Situational analysis under development focuses on Spanish speaking immigrants in King County and examines cleaning practices over the past 20 years in immigrant communities. Work includes social marketing design information that will help identify remaining data and audience research needs. Planning is underway for an in-home cleaning chemical inventory. Survey will focus on cleaner consumption patterns in homes. Audience research will continue through mid-2017.

Lead-Safe Home

Audience selection and project scope is complete. The selected audience is parents with children younger than age 4 and living in housing built before 1978. Project will focus on behaviors to reduce exposure to lead dust. A research plan identifying research needs and impacts is under development. Audience research will be complete in early 2017. A focus on message and strategy development will continue throughout 2017.

Auto Body

Auto body shops in King County were contacted about their interest in converting to waterborne basecoats. Of the 195 locations, 167 provided information on their interest. We learned that about 40%-60% of the industry has converted to waterborne basecoats. We identified 19 additional shops that indicated an interest in converting to waterborne basecoats. This number is lower than originally anticipated, and is due to recent shop consolidations and other factors.

Did you know....

It costs \$2,000 to \$100,000 to convert an auto body shop to a waterborne basecoat system. Actual cost depend on available industry incentives and shop infrastructure improvements.



Policy

Policy and Systems Change

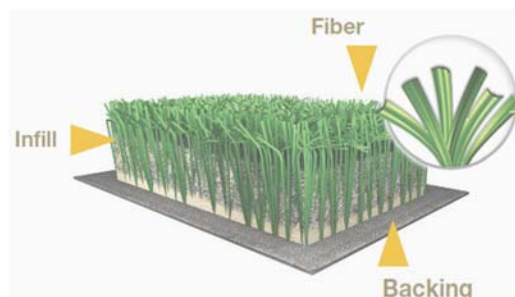
The Policy Team is working to foster systematic changes in the production, use and disposal of hazardous materials to help ensure chemicals and products are safe for people and safe for our environment. The team aims to change laws, rules and policies to manage and dispose of hazardous materials through a stewardship system, funded by those who make and sell the products. The team is addressing hazardous materials issues that are disproportionately affecting service equity audiences.

Dry Cleaners

The Policy Team is researching policy paths for moving the local dry cleaning industry away from use of perchloroethylene (PERC) and to safer alternatives. Key factors include the characteristics of alternative solvents, existing regulations, equity considerations, and market trends.

Synthetic Turf

Focus on synthetic turf includes continued work to define testing protocol, including analysis for a cork alternative. Crumb rubber, made from recycled tires, contains hazardous constituents which leach out, potentially to stormwater runoff. Research on human health effects is underway.



Did you know....

About 21 King County parks and 20 Seattle parks currently have crumb rubber fields.

Secure Medicine Return (King County Board of Health 11.50)

Implementation of King County's new medicine return program continued in 2016. Drop-boxes were installed at 87 participating pharmacy and law enforcement locations throughout the county. The program is expected to be fully operational starting in January, 2017 with additional drop-box locations anticipated. When operational, residents will be encouraged to take their unwanted and expired medicines to a drop-box location for safe disposal. The program is funded and operated by MED-Project, the stewardship organization operating on behalf of the drug companies it represent. There is no cost to residents to use this service.



www.MedicineReturn.org

Service Equity

Service Equity Resources and Partnerships

Project teams have received service equity 101 training, and an introduction to LHWMP equity toolkits. Community partnership is working to building capacity to increase awareness and knowledge on LHWMP and SPU lines of business. Provided project-specific staff working closely with the service equity staff are receiving tailored consultation, support and guidance.

Research

Research and Social Science Teams

At a Glance

Established a collaboration with the Policy Team to evaluate policy options associated with artificial turf in sports fields and transitioning dry cleaners away from using perchloroethylene.

Supported LHWMP focus projects by providing technical and social marketing advice and guidance. This included convening focus groups, guiding the audience selection process, and helping complete Situation Analyses. Surveys and focus groups include child care, lead, auto paint shops, Latino community, and pharmaceuticals.

Lead the statewide effort to update the occupational lead standards in Washington State, which are more than 40 years old and based on 1970s era science.

Completed an exposure assessment of painters who use waterborne vs. solventborne auto paints.

Established a new collaboration with Ecology and Northwest Green Chemistry to help inform the program's research agenda for 2017-2018.

Began exploring options for an issue assessment and evaluation framework to help direct future Program activities.

The Latino/Hispanic portion of the Residential Research Project has been completed. Community liaisons completed 170 phone surveys on common myths about safer cleaning and household hazardous waste.



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Alternate Formats Available on Request

206-263-1650 - TTY Relay 711



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