

Thurston County Hazardous Waste Plan Stakeholder Meeting Notes 11-20-08

1) Introductions

Ken Butti, Lott Alliance
Liz Hoenig, City of Olympia
Mark Koster, TCEH
Rachel Laderman, TCEH
Jane Mountjoy-Venning, TCEH
Tammy Ramsey, Dept of Ecology
Al Salvi, Dept of Ecology
Mike Shultz, Olympic Region Clean Air Agency
Gerald Tousley, TCEH
Nicky Upson, TCEH
Mike Williams, Williams Group

2) Review and comment on meeting materials from 10/16

No comments

3) Small Business Technical Assistance Goals

#1 and #2 - no comments

#3: “Increase the per capita percentage of hazardous waste properly managed that cannot be prevented through waste reduction in the first place.” Tami questioned, if everything goes the way it should, whether the goal is not to increase the per capita, but to decrease what is collected because people have decreased what they use. Discussion followed that agreed this is the goal, but that we want to increase collection of the toxics that do not have alternatives.

Nicky proposed changing this to “Increase the proper management of hazardous waste that cannot be prevented through waste reduction in the first place,” and it was agreed this was clearer.

This brought up the question of measurement, which the group agreed is difficult but that would be dealt with in program evaluation rather than in the goal.

Al asked about using the whole range of what is coming into HazoHouse for evaluation, but Gerald reminded the group that today we are just looking at businesses. Specifically, the overall goal is to get 100% compliance in safely managing chemicals that cannot be reduced.

Al also asked how the team knows which chemicals have waste reduction strategies and which don't, and how that is tracked. Gerald replied that, for example in an automotive

shop, oil and antifreeze can be recycled. Other things like brake fluids and bad gas don't have a recycling avenue yet but might have a product substitution. For tracking, the team uses Best Management Practice (BMP) check lists. They do a waste inventory in every business they visit. They see at the beginning what was there and what they recommended, and then when they follow-up they can see whether the recommendations were followed.

#4, #5, #6 and #7 (new) - no comments

4) Small Business Technical Assistance Objectives

No comments

Click the link for the Final version of the Small Business Technical Assistance Goals and Objectives. [Technical Assistance G-and-O Final.pdf](#)

5) Enforcement Goals & Objectives Goals

Of Goal #1, which reads "Maintain a high rate of compliance with the Nonpoint Source Pollution Ordinance and the Critical Areas Ordinance," Tami asked what "high rate of compliance" meant.

Gerald said they are shooting for 100% compliance after they do a campaign. They compare values taken between initial and second inspections. For example with the dental campaign they had 98% compliance after the second inspection. The rate can be looked at by single campaign or by total of all campaigns. In 2007 they were at 88% compliance looking at total campaigns.

The group determined that the goal should be changed to read "Reach 100% compliance..."

#2 - no comments.

Objectives:

#1, #2, #3 no comments.

4 Gerald explained that the AMANDA system is a countywide database for compliance issues. Currently his group enters solid waste compliance issues, but not hazardous waste compliance issues, because they have their own database. The databases need to be integrated.

#5 and #6 - no comments

Click the link for the final version of the Enforcement Goals and Objectives. [Enforcement Goals and Objectives FINAL.pdf](#)

6) Gaps & Programs

1998 Gaps – Household Hazardous Waste Education

This section of the meeting began with a discussion of several of the gaps that were written up in the 1998 Plan, with the goal of reflecting on whether these gaps remain today.

1998 Gaps – Waste Collection (slide 9)

On the first gap, “28% of HHW and SQG waste is not collected,” the group discussed the difficulty of establishing this figure. Liz pointed out that collecting 72% of these wastes is huge. Al said in the Beyond Waste plan in 2002, Ecology estimated that only 16% of HHW was being collected statewide.

Thurston County can look at the percentage of the population that has visited HazoHouse every year since 1998, however this would not account for repeat customers.

The group agreed that looking to Ecology for a statewide figure would be more practical than doing an expensive study to figure out a county-specific figure of waste generated vs. waste collected.

On gap #2, “Disposal of wastes is not convenient for people in outlying areas,” Rachel said this was written before the WasteMobile service, which has addressed the gap to a large extent.

At this point, rather than going through the gaps and later discussing services, it was determined to merge these discussions. The question posed to the stakeholders was whether the programs were working for their jurisdiction, what they liked/disliked, where they want to see improvement, or expansion or decrease.

Program Options – Waste Collection

Household hazardous waste collection

Staff explained that on the table (slide 10), the programs checked to the right are the ones determined by stakeholders and SWAC in 1998 to be funded, priority tasks.

The bullets underneath describe briefly what is being done now. The dashes below are items or questions for discussion.

Regarding overall HHW collection, Mike Shultz said he sees almost weekly illegal burns and prohibited materials by poorer people, and this includes a lot of burning hazardous waste. He suggests more availability of hazardous waste events, or more education directed towards this crowd, might help.

Staff discussed with Mike that they could work together to target geographic areas where the economics and response to illegal burns pointed to a greater need for WasteMobiles.

They also agreed to provide ORCAA with direct notice of upcoming WasteMobiles to use in their response and outreach.

Liz asked for reminder on whether the WasteMobile schedule and whether it alternates between rural and urban sites. Gerald responded that they have planned the WasteMobiles a year ago and are focusing on rural areas. Although they are very successful when they go into the urban areas, they really need to provide the service to rural people.

Liz said the 1993 survey showed a high demand for HHW collection services, and asked, as the population grows and the demand grows, how do you do the feasibility study, and justify and increase services?

Tami asked if, looking a little further down road, they really want to increase this service of people taking excess and getting rid of it? It costs a lot of money for a little bit of waste. She suggests as they are doing an event to continue to educate about least toxic and take back, and then ideally phase out collection and have consumers and manufacturers be more responsible.

Gerald said they have been taking about phasing out the WasteMobile and forcing people to go to a fixed facility. What are pros and cons of doing that? Can they charge every resident \$5 that comes to a facility? Do they need another fixed facility in South County? What about opening up the one at Hawk's Prairie 7 days a week, stopping WasteMobile, and working to get people to go where facilities are.

Mike Shultz said this gets back to his earlier point, that lower economic people won't drive very far to get rid of their hazardous (or other waste) so that group will continue to dump or burn. Rachel said a fixed facility located a drivable distance from most in South County then might work. The group agreed education is still key and that people would not pay extra for HHW disposal.

Gerald said one obstacle in Yelm is that a large percentage just hang onto their HHW until the WasteMobile arrives. So if they don't do WasteMobile then it would force them to go to a fixed facility. Mike Shultz said he would argue that a lot wouldn't go, and Nicky said she thinks they would just hold onto it.

Liz suggested doing some ethnography to get a better sense of behavior. Everyone is recycling well but now they are trying to switch people to waste reduction. With hazardous waste, she doesn't know that if you take the WasteMobile away that people won't just leave it there or put it in the garage etc. So is that a better alternative?

Jane said it seems like one thing they are lacking, a gap for this time around, is that it's time for an updated or current needs assessment of who isn't using the facilities. They do an annual survey for people coming to Hazo House or WasteMobile but they haven't in a long time done a general survey that tries to get at broader population that will target people that aren't using this service.

Tami said she doesn't want to give up on the idealistic thought and progress they have made with product stewardship initiatives like paint and electronics, this movement to make manufacturers and consumers more responsible to take burden off the County government to manage it and pay for it. She pointed to how consumers will always go back to Home Depot for something, but not necessarily HazoHouse, so what if they can take it back to Home Depot. Tami said she definitely doesn't want to give it up as a goal.

Al said you don't have to give it up but it's going to take a long time to get there and in the meantime you still have to be managing those materials and be as effective with it as you can. This movement doesn't show one set model, each item is different. You don't know what model is going to be with different products so you might need public infrastructure down the road for that.

Mike Williams said and remember this is a 6 year plan approximately. So what you are talking about is what you will be doing during those 6 years, not to exclude your vision of where you could be heading towards.

Al said one way to work something like this in is to look at what percentage of your dollars are going to collection and maybe take a small percentage of those and put it into producer responsibility/education. So later on down the road if you have the public thinking about that more then it will be easier to influence that trend.

Rachel said they have done a lot in this direction since the last plan; they have been involved in the Northwest Product Stewardship Council, which is working on framework legislation to apply to a broad range rather than waste stream by waste stream. Al reiterates that it's going to take time.

Mike Williams asked if a possible addition to the plan could be to make some kind of dedicated percentage of funds for manufacturer take backs or waste reduction and not just waste management.

Gerald said would it be good to take that idea and thought and not put into collection but into education outreach process.

Rachel said to remember it all comes from a limited amount of money, so if HazoHouse is open all week they will have to increase tipping fees and then there is less money for reduction.

Mike Williams said or can you use these as vehicles for that promotion? Can you use HazoHouse and WasteMobile as a way to get out that education? Rachel said you are getting the word out but you are taking the pressure off of the producers of the material. If the cost of taking care of this is already taken care of then there is no reason for them to change.

Liz said is there a way to think about what is the next waste stream (i.e. electronics, paint, silver), coming through HazoHouse that you could focus on? You can say something like next year we are not going to collect this anymore, we are going to phase this out. Then you can train people into this thinking.

Gerald said they have been talking to people at HazoHouse already asking them what is the next big problem waste stream you see coming through, to see how can they help with it. For example, taking all white gas and not shipping it off but seeing if someone can use it. Good things that come into HazoHouse go to Swap Shop for reuse.

Mike Williams said they are good additional thoughts, but what about the question they posed about frequency for how often HazoHouse is open and when WasteMobile events are held.

Ken and Al said that Friday through Monday are the heaviest days and they have definitely picked the right days to be open, unless you have been hearing from people otherwise. Gerald said they still do get a lot of waste left at the gate.

Ken asked if the County ever looks at models of doing something in between the fixed facility and mobile; what about one day a week have County facility manned and people know that on Mondays in Tenino you can for drop off and then for example on Tuesdays it's in Yelm, etc. It will take a lot to make it work but then at least you are hitting people on a weekly basis and by doing this it might eliminate one WasteMobile event.

Gerald said they have looked at doing that at the County transfer stations, and he thinks it's a very good option. They already have 3 County transfer stations with oil collection so why can't they put one man at each one with totes for HHW.

Liz said what about public-private partnerships? Getting them to pitch in or draw in customers. Get people used to taking their stuff back to Home Depot instead of the County facility. Gerald said they did that with pesticides in Yelm at Gordon's. Gerald said during a big business day they had a booth where people could drop off pesticides.

Liz thought it might help with long-term goal of trying to get people to associate disposing of their stuff at the place where they bought it. Mark said they have had success with that especially with the fluorescent lamps. Some of retail partners are serving as collection points and some of the smaller chains might be more receptive than the bigger box stores.

Al said Home Depot has shown a lot of resistance to the whole model of them being a place for people to drop things off. Home Depot is now taking fluorescents, which is huge.

Nicky said a point she wants to raise about the product stewardship model, for electronics and paint, is that they have built-in parameters for their drop-off locations. With

electronics they say it has to be convenient. They have to have a drop-off location per 100,000 people per county and they have different parameters (10,000?) for cities.

Nicky said that isn't something they have built into hazardous waste collection but she thinks it's an important thing that they need to recognize. It's really not convenient for people to do. For rural people, it's as convenient as it can be but still the WasteMobile is only once every 2 years. She agrees with Tami and would like to think they can move in a different direction but the reality is people have this stuff in their garages and they have had it there for 20 some years and they have to get it out. We have to make it more convenient by going back into the system as well as doing the education so people will choose different alternatives.

Liz said she was thinking about how Canada has banned cosmetic use of pesticides. What they did before they made the laws is that they spent 1-2 years preparing people for the fact that you won't be able to use these products anymore. So they were essentially saying here is your chance to get rid of this stuff and then after that we are going to transition this out. She said so this is another possibility. So you expand it but with the expansion you say here is your chance to get things out of your garage.

Al said along those lines, right now in Clark County, they are trying to pass a local ordinance to prohibit HHW from being put in the trash. There is the whole education piece and how do you enforce it, but at least it gets the word out there.

Used Motor Oil Collection

Al said 80% is not realistic; it's a very tough number to get to, but is in the statute. Tami added that you don't know what's out there in the first place. The group discussed setting a more realistic goal, starting with the current rate and working on an increase.

Ken asked if staff had SQG data on oil recycle recovery. Mark said yes but he doesn't know if dealerships and Jiffy Lubes are making up the difference between what they collected 10 years ago and what they do now. They only have ½ the picture.

Rural needs are served with three drop boxes, in Rainier, Rochester and Summit Lake.

Mark said he likes Ken's suggestion of applying that model from HHW to used oil and doing more targeted locations instead of installing drop boxes. Then you can rotate where you collect used oil and get out to more remote areas where they don't have fixed facilities.

Mike Shultz said it seems like your target for used oil is locating with the industry type, for example Shucks, Jiffy Lube, etc. That's where people are going to be buying the oil so maybe then they will drop in drop box.

Ken asked are rural towns served well with private sites? Mark said Yelm is becoming better served with new businesses opening there. Rochester, Tenino, Rainier are not so well served but still fall within goals for having a site within the population level.

Tami asked if there is money to be made off the oil that is collected, and whether the county did public-private partnerships; and Mark replied that yes, they have a network of such sites including Auto Zones, Shucks, and other corporate-owned stores, who collect the oil with their own tanks and vendors. The county has 3 tanks available to be placed.

Oil Filter Collection

Ken asked if the motor oil filter program is cost-intensive or provides revenue, in which case he suggests that putting more time into it would be profitable. Gerald said the program only has a .2 FTE. At \$0.10 a gallon they would generate \$20,000 a year in revenue. They can generate revenue to possibly sustain the program.

Gerald noted that their silver recovery generates enough money for the system to be paid for and some extra.

Mark said this brings up the point that this is something that most people consider a waste but actually is found to have value. How many other HHW waste streams are out there that haven't been utilized? Ken pointed out that usually as a waste gets more toxic there is less chance for cost recovery.

Gerald thinks this is a big element in the upcoming plan. They have collection covered pretty well, but now they need to look into what they can pull out of collection and do other things with. He thinks this is a big component for their work over the next 6 years.

Waste Exchange/Material Exchange

Gerald said Swap Shop helps businesses out because if they come in with a lot of good product with low toxicity then they can put into Swap Shop, thus having less disposal costs, which is a win-win.

Staff said that Swap Shop is not heavily publicized because it may at times be empty. It is described along with most HazoHouse publicity, such as recycling flyers, Talkin Trash, and website, including the 2 Good 2 Toss website (2good2toss.com). The HazoHouse workers also mention Swap Shop to customers.

Business Waste Collection Service

Gerald said right now businesses can register to use the service at HazoHouse or through the Health Department (his office). They can make appointments on Tuesday and Thursday if needed. Al asked how often they get requests for non business hours, and Gerald replied about once per month. They set up their schedule with a business when the business signs up.

Al mentioned that the schedule is really good for home owners but not as good for businesses. However Gerald said they haven't gotten any feedback that the businesses are having a difficult time getting there.

Ken said they partnered up with silver recovery and they have silver recovery unit at their treatment plant and they have collection 5 days a week but only noon to 3, which is based on when lab technicians are done with their routine and can take more time to bring in the waste.

Mike Williams mentioned about Thurston Green through the City of Olympia and Thurston Chamber. They are trying to make this program County wide and bring lots of other partners. They are focusing on businesses and this might be a way to help promote the county services and do a partnership program through this. Mike mentioned that he is coordinating with county staff on this and talked about it being included in the plan as well.

Paint Collection at Transfer Stations (slide 11)

The group discussed the possibility of collecting paint at the Summit Lake, Rainier and Rochester transfer stations. Gerald said partnering with a non-profit prior to implementation of manufacturer take-back programs is one option. The other option is, if they can handle it, having a transfer station open one day and have all people come in on that day. Maybe it is more manageable doing one day at each of those facilities.

Tami said it might be another opportunity for revenue with the take back. Liz asked about private partners, and Tami pointed out that they could generate revenue too so there wouldn't be any reason for them to partner with the county.

Mike Shultz asked if the county works with Second Use (salvage company). If people are going in to get refurbished wood that they could do that with other items like paint, etc. Mark said Second Use does accept paint donations, but that's not a good thing because they collect it but then no one wants it so they have to get rid of it.

Mike Shultz said you really want to get to this type of audience because they want to reuse.

Paint Swaps

Gerald said they tried a couple but got overwhelmed at WasteMobile.

Assess Collection Needs

The group discussed the lack of data on different behaviors. Ken asked if the data was good when they did do surveys, and Rachel acknowledged that this was always a good

question to ask. It's hard to see if there is progress made, but if they are asking specific enough questions then it could be a useful way to track programs.

Ken said he asks because he's been involved in efforts before where you put in a lot of time but there is no way to apply it to your program to make a significant change. With the times right now, he is wondering about the cost effectiveness of this.

Mike Williams said if you happen to decide yes that it's worth it, this goes back to what Jane was talking about earlier in finding out who is not using the services, is that an appropriate part of the plan, to assess and do survey work?

Al said it's something that can and would be a good part of the plan. It gets back to that there are a lot of things like trying to figure out inventory of hazardous waste in your County and the generators. It gets back to how useful this information is. If the information is not going to be useful then don't have it in there.

Rachel agrees and says that that is what they have done, for example with the mercury project they surveyed to find out how many people in the county had mercury thermometers, and could tell whether a thermometer was mercury, so they could set a target for education and collection and then evaluate.

Tami said if you want to do a survey and you want grant money to pay for that, then it has to be in the plan.

Liz said maybe this is oriented around the transition that Gerald has been talking about, about thinking about specific waste streams. Maybe you evaluate which is the next waste stream; whether it be researching or assessing, you apply this to the next waste stream you are going to take on.

Ken said surveys are a lot more valuable back when you are first starting all of this and you want to get an idea of where we put stuff, where do we get started. Now they have been doing this for so many years they know that if they do this, they will get a better response than what they are doing now, as opposed to putting a survey out there. The County staff has a lot of good ideas already based on behaviors they have already seen, especially response and lack of response to current efforts.

Rachel said they feel like they really need surveys when required to show how they will evaluate their programs.

Ken said the mercury thermometer was great and the silver recovery examples were great, you had amounts of this stuff coming in and you said we took out this much, we saw this reduction in loadings coming into our treatment plant. Ken said he has been trying to find another waste stream that will lend itself to this model.

Jane said the other place that is helpful is in the initial assessment, in other words who is not using the proper collection services and what would make a difference to them? So

find out if it's because they are not getting the information or if the convenience factor isn't there, or is there a language barrier.

Mike Shultz said an assessment of the motivators needs to be done because they find that people are going to change based on the motivators. Some people are motivated by doing right by the environment, some people it's whatever is easier and for others it's to not get into trouble. If you base program on changing behaviors in community to recycle more than you will need to find out what motivators are.

Rachel said this could be covered by the objectives in the plan that say "assess population's needs." She also noted that assessment of motivators is tricky because people will think and say they are motivated by certain things, but in reality studies show it really comes down to what the person next to them is doing. Liz agreed, and said in actuality people don't even know what motivates them.

Mike Shultz said they can motivate people generally by penalties, by tickets, but it might be best to assess what motivates people, especially the highest offenders of pollution.

Gerald said then they can agree that the assessment is a big part of building this new plan and to get it funded and to look as these items, it needs to be written into the plan.

Annual Evaluation and Environmental Monitoring (on slide 11)

Gerald asked would these be the beyond waste indicators, would those work?

Rachel said the only indicator that relies on environmental monitoring is in the draft revised Beyond Waste plan, for looking at certain pesticides in water, but so far she hasn't seen any for air.

Gerald said from his standpoint, in developing this plan, he has a hard time understanding what that element is or that component.

Ken brought up for the mercury and the silver and they are doing routine monitoring (at LOTT) and he was able to pull out of that what the results were of those efforts. Mark pointed out that that was for a very small, controlled system. Ken said there may be other pollutants to look at as far as getting people to use alternatives. You might keep track of certain pesticides or solvents coming down the drain and see if you see any kind of reduction.

Rachel asked if they already track that information or if they could look for something they wanted. Ken said both; they already have a lot of information that doesn't even get looked at.

Mike Shultz said there is a lot of data out there as to what air toxins are, so from a business standpoint you can do an annual evaluation on what hazardous wastes are out there, but from a household standpoint it would be real hard.

Liz said the challenge would be to tie back the result of environmental monitoring to whether a specific program is working. Rachel suggested that even if they aren't looking for a direct tie back to a program, they could at least show whether they are failing or missing an area.

Liz said you could show if there is a spill or serious contamination inside. They could at least show that something failed and how many do they have on an annual basis.

Tami said so it sounds like more of an assessment. Mike Shultz agreed and said it sounds like more of an assessment of the health of the overall community than a disposal assessment.

Ken said it gets back to the monitoring that they do, there are a lot of other agencies that do air monitoring, water and soil monitoring on a regular basis because they have some sort of permit. There is a lot of data out there and he can tell us trends he sees for example there are certain pollutants that go up as the population goes up, certain metals. There is more copper, nickel and zinc as there are more people.

Ken said in their case it could be as simple as saying, can you send me a sample of your annual report? To which Rachel asked for a copy of their annual report.

Emergency Planning (still slide 11)

Gerald said the statement "needs to be more comprehensive" is a true statement, that's what they need it to be. Right now they are planning for emergencies when they are in the middle of them.

Nicky said they do have a command center which is the EOC on Pacific Avenue, but what needs to be more comprehensive here is planning around household hazardous waste and how their department responds in an emergency situation.

Gerald said work is needed on how it ties into the other existing plans, how it ties into solid waste plan, how it ties into Thurston County public health plan, and how it ties into Thurston County emergency plan.

Gerald asked how the group would like this put into the hazardous waste plan. It's a matter of having an inventory of sites that are high enough and dry enough to where they can temporarily put hazardous waste.

Ken said you might have County property in places that would work or you make arrangements with another jurisdiction where you say if you wind up having widespread flooding in this area, and they need a local, that there are going to figure this is the spot for it. Being reactive in emergencies isn't a bad thing because sometimes you can't predict what will happen.

Al said what he saw down in Lewis County last year is that the best place for household hazardous waste is the same place as the temporary sites for solid waste.

Assess Non-English Speaking Customer's Needs

Jane said this can be rolled into the assessment of who is not using services.

Mike Shultz said this is pretty important because he thinks that population is a lot larger than it was. Gerald said they already do some signs, and are looking to do others, in multiple languages.

Ken asked if it was common practice to use in-house resources like multi cultural staff, and Rachel replied that this was done occasionally but it was hard for this staff to do that on top of their normal workload. Jane said they have hired a translator service for a few projects and it's really not that expensive.

Next meeting:

Determined the need to complete this discussion, and go on to remainder of agenda on Program Evaluation, at next meeting. Several participants unable to attend or be present for the whole of the next meeting so a new date will be looked for in December, and possibly an extra meeting held.