End of Biennium Report 2007-09

Preliminary Results from three distinct, interrelated start-up efforts at Ecology

Local Source Control Partnership

Urban Waters Initiative

Environmental Results Pilot Program

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End of Biennium Report, 2007-2009

Preliminary Results

- ✓ Local Source Control Partnership
- ✓ Urban Waters Initiative
- ✓ Environmental Results Pilot Program

Hazardous Waste and Toxics Reduction Program
Washington State Department of Ecology
Olympia, Washington

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Introduction

In 2005, Washington State Governor Christine Gregoire and the Legislature acted on the broad recognition that economic vitality and viability of the state's small businesses is critical to the overall economy, and is directly tied to healthy and diverse ecosystems that have their basis in clean water.

This report highlights the progress of three discreet, interrelated efforts launched by the Department of Ecology (Ecology) as part of the Puget Sound Initiative to restore the significant urban waters in Washington State: the Local Source Control Partnership (LSCP), and the Urban Waters Initiative (UWI), both funded by the legislature, and the Environmental Results Program (ERP), a collaborative grant pilot between the United States Environmental Protection Agency (EPA) and Ecology.

Local Source Control Partnership

Summary

The mandated approach of the LSCP is source control – addressing possible causes of pollution at the source of use – through technical assistance visits to small businesses. These businesses are currently under regulated, or not regulated at all, and typically have limited access to hazardous waste handling, disposal expertise, and stormwater management methods.

This effort is linked to the UWI through a common site visit checklist, with all collected data entered in a common database. This provides an expanded view to the waste management issues of the small and medium quantity generator businesses. The connection to the Environmental Results Program lies with the LSC Specialists performing the ERP site visits.

Through collaboration between Ecology and our current 14 partner jurisdictions, the intent of solving pollution problems at the local level is being realized. Each jurisdiction hired at least one LSC Specialist who provides on-site, no-charge, technical assistance visits to small businesses whose operations are considered potential 'small quantity generators' of hazardous wastes. While looking closely at business practices and offering solutions and alternatives to the hazardous materials that are used, stored, and disposed of by each business, the Specialists draw on local and Ecology regional office staff expertise for the numerous types of waste media encountered.

This is proving to be an effective approach to improved waste management. Toxics used in business processes are being reduced or replaced with safer alternatives, safer handling and storage is being adopted, and businesses are increasingly aware of their drainage systems and potential impacts to stormwater. Not only is this resulting in a cleaner environment, it creates the possibility for a safer workplace and avoided costs of cleanup.

The details of these site visits are captured in the site visit checklist data entered into the Local Source Control database. Preliminary database results are in Tables 1 and 2, on page 9. Highlights from local agency partners' monthly reports are included on page 11. Both provide a view of the waste management challenges of the state's small businesses, the breadth and depth of the work being accomplished, and the impacts on the local jurisdiction. Specific, custom queries of the database and/or the full record of jurisdiction highlights are gladly provided on request. Contact Julia McHugh at jmch461@ecy.wa.gov or 509-329-3551.

Start-up

Initial legislative funds for the 2008-09 LSC program amounted to $2,312,000, as one of several efforts contributing to the Urban Waters / Puget Sound Initiative. Specific Legislative benchmarks for the LSC Program included:

- Reduce 25 tons of hazardous waste and 3,000 tons of solid waste each year.
- Train ten local government solid and hazardous waste reduction staff.
- Reach 1,000 – 3,000 businesses through on-site technical assistance visits each year.

By May 2008, half of Ecology's 14 local government partners were under contract and beginning visits to Small Quantity Generators, businesses that typically have less than 220 pounds of waste on site per month. If the quantity is larger, they move into the Medium Quantity Generator (MQG) or Large Quantity Generator (LQG) category and are visited by Ecology Inspectors instead. The last of the 14 contracts was finalized in November 2008, giving a late and uneven start to the 2008-09 LSC efforts, and is reflected in the uneven data collected during this short contract period.

Program beginnings were a challenge. Initially Ecology relied on a third-party list of businesses within a range of SIC codes to sort by zip code and provide to the partner jurisdictions to initiate target sector site visits. These lists proved to be out-of-date, inaccurate, and ultimately unreliable. Creation of the database for the site visit data was delayed by nearly a year, leading to a sizeable backlog of data to be entered, causing the Hazardous Waste and Toxics Reduction Program to lean on existing staff to enter the backlogged checklists. Additional difficulties were encountered in allowing LSC specialists access to Ecology's network to enter their site visit data.

Partner jurisdictions are now generating their own lists of businesses and Specialists have access and are entering all checklist data into the database. The backlog is eliminated and things are on an even keel going into the 2009-11 biennium.

Specialists also provided on-the-ground execution of the Environmental Results Program Pilot (ERP), visiting a specified number of auto body shops, and will perform a series of follow-up visits to shops in 2010. This work is described in detail in the Environmental Results Program section.

Results-to-date

By the end of the biennium on June 30, 2009, 23 trained LSCS had completed 2,498 technical assistance site visits to small businesses in the Puget Sound region and the Spokane River Watershed, exceeding the 2008-09 contract target by more than 22 percent. They visited more than 30 different business sectors in nine of the ten counties bordering Puget Sound and in concentrated sections of the Spokane River Watershed. See Tables 1 and 2 for number and types of compliance issues found.

Twenty-five sectors make up 74 percent of the businesses visited by LSCS. The top five business types and waste management challenges found by the LSCS are listed in Table 2. This list provides a view to sectors that have issues significant enough to be referred, and the specific types of issues they are having. This information helps target sectors for return 'check-ups' and shows which sectors to visit first if/when more local agencies join the program.

Industry sectors receiving technical assistance visits include automotive repair; gas stations; dry cleaners; dentists, veterinarians, pharmacies; photo and printing industries; landscape-related contractors and golf courses; painting contractors; boat yard & marina; public facilities: school districts, city, county, state and school district maintenance shops, restaurants, and car washes.

It is apparent that many small businesses are unaware of stormwater impacts on or from their sites. As Phase II Stormwater Permit requirements advance, this will continue to be an area of business assistance focus for the LSC Specialists.

Current Status

Partners, budgets, and site visits for 2007-09 and 2009-11 are in Table 3. Technical assistance visits to small businesses continue in the 2009-11 biennium, with the LSCS steadily building a rapport with, and becoming a resource for, the small business community.

Highlights from partner jurisdiction monthly reports follow in Table 4, and provide an idea of the impact of the Specialists within their unique jurisdictions. The full report record is available on request.

Training

Because of the broad spectrum of business types and associated waste management issues, technical training is an important component of the LSC program. Ecology has provided several specific training events for the LSC Specialists and is piloting an ongoing monthly training program. In this training, the LSC Specialists work with Ecology staff specialists to teach their colleagues what they have learned during their sector research and business visits. The LSC Specialists have also received Ecology-provided training specific to their ERP work. There are two Ecology-sponsored 'live' trainings and twenty monthly training topics scheduled through June 2010. Attendance by others outside the LSCP sphere is encouraged and growing.

In addition, the LSC Specialists have staged their own local trainings and workshops for boat and marina owners, landscapers, and realtors, informing them of safe waste storage and disposal, and less toxic alternatives to business process materials, and stormwater regulations. A web-accessed library of resources is being compiled, including webinars that are available to any citizen/business owner.

Future

The contract renewal process for the 2009-11 biennium produced funding requests from existing partners that were $589,521 in excess of the funds that were available to distribute, which was the same amount as the 2007-09 biennium, $2,312,394.

At the time of contract renewal for FY 2009-11, Ecology received an additional formal proposal from the City of Redmond, and had inquiries from Kittitas and Chelan-Douglas counties, and a Port District. These were missed opportunities for collaboration between adjacent jurisdictions and initial start-up in the central region for watershed / urban waters protection through technical assistance to small businesses.

The LSC program is eager to share its resources and expertise with all interested jurisdictions. If your jurisdiction is interested in accessing the resources available through this program, please contact Julia McHugh, Local Source Control Program Coordinator at 509-329-3551 or jmch461@ecy.wa.gov.

Local Source Control Photo Journal

Checking drain capacity, Bellingham

Stormwater outfall, San Juan

Exemplary auto body shop, Snohomish

Small business waste, outdoor storage, Bellingham

Drain protection, Bellingham

Computer storage Bellingham

Tire pen, Kitsap

Urban Waters

Summary

The 2007-09 Urban Waters legislative appropriation was $2,570,000, and included goals with a stronger compliance approach than Local Source Control, with site visits geared mainly towards Medium and Large Quantity Generator businesses. Urban Waters Inspectors and the Local Source Control Specialists use a common site visit checklist, with all collected data entered in a common database.

The basin, budget, and staff assigned are as follows:

Area	Allocation	FTE & Program	Ecology Staff
Lower Duwamish Waterway, Seattle	$775,000	2.0 (1 HWTR, 1 WQ)	Mike Jeffers, Bob Wright
Commencement Bay, Tacoma	$775,000	3.0 (1 HWTR, 1 WQ, 1 TCP)	Linda Glasier, Adonia McKinzi, Marv Coleman
Spokane River Watershed, Spokane	$980,000	3.0 (1 HWTR, 1 WQ, 1 TCP)	Arianne Fernandez, Ted Hamlin, Dave George
Effectiveness Monitoring	$540,000	2.0 EAP	Valerie Partridge, Maggie Dutch, Sandra Weakland, Kathy Welch, Ed Long, Marissa Jones

Start-up

The Urban Waters Initiative is proceeding to fulfill these legislated mandates:

- Identify potential sources of contamination and protect on-going cleanups.
- Extend sediment monitoring to shallower parts of Puget Sound, closer to potential sources.
- Inspect businesses more often to help them with changes to reduce pollution, cut costs, and keep toxics from harming the environment and people.
- Make sure businesses get the permit(s) they need and that they comply with the permit requirements.

Results-to-date

By the end of the biennium on June 30, 2009, five Ecology Urban Waters Inspectors completed 799 site visits to Small, Medium, and Large Quantity Generator businesses in the Puget Sound region and the Spokane River Watershed. Inspectors found two in five businesses with compliance issues, and were able to resolve 75 percent of these by end of this report period. See Table 5**.**

Table 6 shows the differences between each area and key accomplishments to-date. The Urban Waters Photo Journal at the end of this section offers a sampling of what is being found and the types of businesses that are receiving assistance to make changes to bring their operations into compliance.

Current Status

For the 2009-11 biennium, the Urban Waters Initiative was again funded by the legislature at the same 2007-09 levels. Urban Waters Inspectors continue to generate their own lists of priority businesses to visit and are entering all checklist data into the database.

Future

Urban Waters inspection activities continue in the 2009-11 biennium. The composite effect of Urban Waters and Local Source Control site visits to businesses in the three Urban Waters basins will be revealed in the form of an Effectiveness Monitoring Report by Ecology's Environmental Assessment Program. The analyzed data will provide direction for future work in these basins.

Urban Waters Photo Journal – All in a day's work

Environmental Results Program

Summary

The Environmental Results Program (ERP) is an innovative compliance model aimed at improving the environmental performance of sectors having many small quantity generators. The model offers sector-specific technical assistance, incentives, compliance self-certification, site-assistance visits, and statistically-based environmental performance indicators to measure sector compliance.

Ecology received an EPA State Innovations Grant for $225,000 in 2007 to test the ERP model through an Auto Body Pilot Project. The pilot area (which corresponds to the area covered by the local jurisdictions of the LSC Program) includes approximately 500 auto body shops.

For this pilot project, Ecology elected to combine the ERP model with EnviroStars, a voluntary business certification program that recognizes a company's efforts to reduce pollution, hazardous materials, and waste. The King County Local Hazardous Waste Management Program created EnviroStars in 1995 and it has since been adopted across the Puget Sound region, with programs operating in Jefferson, King, Kitsap, Pierce, and Whatcom counties.

The Auto Body Pilot Program provides:

- Two rounds of site visits conducted by Local Source Control Specialists to a statistically-significant number of randomly-selected shops.
- Industry-specific multi-media technical assistance and outreach.
- A multi-media Self Certification Checklist.
- Incentives to self certify compliance and beyond-compliance environmental performance.

The incentives, offered in collaboration with the EnviroStars Program and EPA's Collision Repair Campaign, include the ability for auto body shops that complete the Self-Certification Checklist to:

- Self-certify at the three-star EnviroStar level, without an inspection.
- Meet the requirements for the new federal air quality Surface Coatings NESHAP Area Source Rule.

Results-to-date

- Ecology developed a comprehensive Technical Assistance Manual, which covers key air, water, and waste compliance and beyond-compliance requirements and recommendations and mailed it to all of the auto body shops in the pilot area.
- Ecology also developed an Inspector's Checklist and Self Certification Checklist to coordinate with the Technical Assistance Manual.
- Local Source Control Specialists completed 160 baseline site visits.
- The period for returning the self-certification checklist ends March 31, 2010. So far, ten percent of them have been returned

- Ecology sent response letters to the shops who have turned in self-certification checklists so far, highlighting site-specific best management practices needed for compliance and directions for participation in incentive programs.

Current Status

Technical assistance and outreach is currently being provided to the auto body shops in collaboration with Local Source Control jurisdictions, the EnviroStars Program, EPA Region 10's Collision Repair Campaign, surface coating manufacturers and vendors, industry associations and stakeholders and other agencies, and Ecology programs.

Training

Local Source Control Specialists have received in-depth multi-media training on the auto body sector, including a session with a panel of leading auto body business owners. Another training session will be offered prior to the second round of site visits.

Future

- The Local Source Control Specialists will conduct a second round of site visits in spring, 2010.
- Checklist data will be analyzed to determine sector improvements in compliance with requirements and best management practices.
- The pilot will conclude in March 2011 with an evaluation of results and an assessment of application to other business sectors in the state.

For more information: http://www.ecy.wa.gov/programs/hwtr/lsp/index.html.

Tables

Table 1. Technical Assistance Visits and Inspections, April 2008 – June 30, 2009

	Local Source Control Specialists Technical Assistance Visits	Ecology Urban Waters Inspections	Total
No. of inspections (percent of total)	2,498 (76%)	799 (24%)	3,297
No. of Compliance issues found (percent of total visits)	1,251 (50%)	318 (40%)	1,566 (47%)
No. of compliance issues resolved	728	237	965
Percent of compliance issues resolved	58%	75%	62%
No. of referrals made	91	108	199
Percent of total visits made	4%	13%	6%

Table 2. Referral Rate of Top Five Business/Industry Sectors

Business Type *(in descending order of visit frequency)*	Corrective Actions requested				Referral Rate (% per business type)					
	Hazardous waste	Industrial Waste water	Storm water	Spills	Local HW	Local WW	Local storm water	ECY HW	ECY WQ	AQ
Auto Repair	138	10	99	77	3	6	11	7	1	1
NAICS="8111" SIC = "75*"	324 actions in 402 visits = 85%				29 referrals in 402 visits = 7.2%					
Dentists	56	4	3	32	1	5	1	4	0	0
NAIC = "6212" SIC = "802*"	95/153 = 63%				11/153 = 7.2%					
Veterinary NAIC 5419	29	3	7	21	1	5	1	4	0	0
NAIC = "54194" SIC = "074"	60/119 = 50%				11/153 = 7.2%					
Painting	18	0	8	15	1	0	0	0	0	1
NAIC = "2383" SIC = "172*"	41/94 = 44%				2/94 = 2.1%					
Dry Cleaning	30	1	4	26	0	1	1	1	0	1
NAIC = "8123" SIC = "721*"	61/96 = 64%				4/96 = 4.2%					

Table 3. Local Source Control, 2007-2009

Jurisdiction	2007-09 Contract	FTEs 2007-09	2007-09 # Site Visits Completed	2009-11 Contract	FTEs 2009-11	2009-11 # Target Site Visits	LSC SPECIALIST	EMAIL CONTACT
City of Bellevue	180,000	1.00	139	167,447	1.050	225	Elaine Borjeson	eborjeson@bellevuewa.gov
City of Bellingham	125,205	1.00	153	158,638	1.375	225	Bri Silbaugh Mindy Collins	bsilbaugh@cob.org mcollins@cob.org
City of Issaquah	139,212	1.00	223	155,668	0.750	175	Dana Zlateff	danaz@ci.issaquah.wa.us
King County Public Health Div	90,000	1.00	62	87,650	1.000	112	David Williams	david.williams@kingcounty.gov
King County Water & Land Res	90,000	1.00	78	87,650	0.400	90	Ed Evanson	ed.evanson@kingcounty.gov
Kitsap County Health District (incl Clallam & Jefferson Cos)	161,200	1.00	286	158,316	1.000	300	Niels Nicolaisen Anita Hicklin	nicoln@health.co.kitsap.wa.us ahicklin@co.jefferson.wa.us
Kitsap County Public Works (incl Mason Co.)	162,044	2.00	92	203,883	1.000	210	Geri Fowler Belinda Pero	gfowler@co.kitsap.wa.us bpero@co.clallam.wa.us
San Juan County	196,250	1.00	148	193,103	0.750	125	Brian Rader	brianr@co.san-juan.wa.us
Seattle Public Utilities	168,808	1.00	276	165,867	1.200	425	Megan Wisdom Mike Jeffers	megan.wisdom@seattle.gov michael.jeffers@seatle.gov
Skagit County Public Health	126,654	1.00	104	124,029	0.600	130	Britt Pfaff-Dunton Polly Dubbel Matt Kaufman	brittp@co.skagit.wa.us pollyd@co.skagit.wa.us mattk@co.skagit.wa.us
Snohomish Health District	210,264	1.00	241	207,012	0.800	225	Anne Alfred Hasina Wong	aalfred@shd.snohomish.wa.gov hwong@shd.snohomish.wa.gov
Spokane Regional Health District	230,000	1.00	169	176,975	1.000	225	Sandy Phillips	sphillips@spokanecounty.org
Tacoma Pierce County Health Dist	270,000	1.50	377	266,300	1.500	284	Tina Grigg Renee Avelino	tgrigg@tpchd.org ravelino@tpchd.org
Whatcom County Health District	162,500	1.00	150	159,606	0.800	180	Mike Kim Bill Angel	mkim@co.whatcom.wa.us wangel@co.whatcom.wa.us
TOTALS	**$ 2,312,137**	**15.50**	**2,498**	**$ 2,312,144**	**13.225**	**2,931**		
			122% of 2040 Target Site Visits					

Table 4. Partner Highlights of Monthly Reports, April 2008–June 30, 2009

City of Bellevue	Focus on illicit discharges to floor drains & storm water catch basins.
City of Bellingham	• **Developed spill plan** to give to all businesses at follow-up visits. • **Developed user-friendly, cost effective storm drain maintenance program**. • Coordinated with wastewater treatment plant to **provide floor drain plugs to dry cleaners** and with Port of Bellingham when notifying tenants. • **Veterinarians and dentists handling pharmaceuticals improperly** - down drain, in garbage, or in sharps container. Most managing silver recovery systems improperly sending silver fixer to city sewer. • Acquired silver test kit to assist businesses in determining if silver recovery units are working properly (photo processors and dentists needing substantial education. • Promotion of EnviroStars program. • **Business participation in Local Source Control Program (LSCP) and ongoing information to web site with pollution prevention promotion posted on Bellingham Chamber of Commerce web site** to promote Puget Sound pollution prevention. • Coordinating workshop for boat repair shops, boatyards, and Do-It-Yourselfers in June, including finding local promotion of event. • Provide Material Safety Data sheets of each business discharging industrial waste to Waste Water Treatment Plant supervisor - **each business now has written permission to continue drain disposal or not, per specific responses from wastewater treatment plant.**
Clallam County	Three Environmental Results Program (ERP) Auto Body site visits completed. Providing used oil/antifreeze stickers to associated local businesses.
City of Issaquah	• Weekend car wash patrol. **Car wash retrofit kits distributed** to prevent wash water from storm drain. **Set up hotline.** • Halted fats, oil, and grease from dumpster, **obtained corporate agreement to dispose properly.** • Networking with Issaquah (business) Associates Board and city's Critical Aquifer Recharge Area staff. • Spill kit program initiated including spill response outline for business owners and spill response plan required. • Began Environmental Results Program auto body visits. • Gas station carwash retrofit preventing 173,000 gallons wash water from entering Tibbetts Creek. Discovered auto shop oil spill and discharge to sanitary; **coordinating with King County Industrial Waste and Public Works to determine if plumbing lines affected.** • Gas station placed 150 gallons in secondary containment; transmission shop placed 275 gallons in secondary containment and removed 140 gallons from shop; collision shop removed 10 gallons of antifreeze stored uncovered outside. • **Outreach to Eastside Fire & Rescue with pollution prevention technical assistance;** developed fact sheets on each business sector for their use. • **Working with City Parks and Recreation on source control issues and herbicide application.** • Four businesses put in secondary containment. • Grange – 55 gallons in secondary containment. Kawasaki dealer provided voucher to purchase secondary containment for 165 gallons. • **Two dentists became EnviroStars members.**
Jefferson Co. Public Health	• Some businesses are opting out because it's voluntary.

King County Public Health	• Focus on dry cleaner technical assistance visits and ERP visits. • **Promoting Voucher Incentive Program** for secondary containment purchase; **promote Small Quantity Waste Generator waste mobile.**
King County Water & Land	• **Focus on unincorporated areas of county**; ERP auto body shop site visits. • Focus on automotive repair shops, and gas station/convenience stores; begin landscape/nursery sector.
Kitsap County Health District	• **Coordinate with King County Public Works and Bainbridge Island Stormwater** to identify priority business sectors to inspect on Bainbridge Island. • Initial visits to pharmacies, veterinarian, sign company; follow-up visits to auto repair, veterinarians, dental offices. • ERP Auto Body pilot visits begun. • Focus on big box stores; follow up visits to medical and dental clinic and office, auto repair, chain pharmacies.
Kitsap County Public Works w/ Mason Co.	• Image processing waste from dental, veterinary, photo processing. Tough for dentists to 'bundle' all waste management needs into one service company contract. • **Appears LSCP generating increase in commercial customers at county Hazardous Waste facility.** • **Focus on businesses without sewer system connection** - vehicle washing wastewater looming. • ERP auto body site visits commencing. • **Coordinating approach** with storm sewer waste management personnel on car wash and auto repair operations with oil water separators and discharging industrial wastewater to Kitsap County sewers. • Challenge to educate businesses that their site stormwater and infiltration devices are a waste that must be managed as just as hazardous and solid waste is managed. • **Assisted auto body shop in renewal of air agency registration, saving business $3200**. • **Targeting government equipment repair shops to ensure Best Management Practices (BMPs).** • Difficulties in waste management for small businesses in Mason County: fuel and distance to haul to transfer station, high fees to dispose if services by commercial dangerous waste hauler. • **N. Kitsap Transit to apply for industrial stormwater permit** - facility manager cleaning catch basins and storm drains and establishing baseline sampling program for facility.
San Juan County	• Collaborate with Clean Marina Program to provide outreach tips and BMPs to marinas; distribute car wash kits. • **Partnered with three entities to host Low Impact Development training**; working with Washington State University (WSU) Extension to develop training course for landscapers. • Landscape sector visits begun - promoting training instruction to reduce runoff and informed use of pesticides and fertilizers. • **Assembling sector-by-sector BMP list for distribution.** • **San Juan County adds second hazardous waste round up on San Juan Island in response to LSCS business feedback.** • **Work with fire chiefs on requirements for owners of stationary fueling stations.** • Provide info to real estate professional workshop on pollution prevention. • **Radio broadcast** on Lopez Island on landscape pesticide use and safe chemical handling. • Assisting to find low cost way of getting spent x-ray chemicals off island more frequently. • Purchased two car wash inserts for use on Orcas & Lopez - **available to community, government, and charity groups.** • **Disposal options provided to x-ray service provider**; pharmaceutical disposal options for households and pharmacies. • Citizens began marking unmarked storm drains.

Seattle Public Utilities	• Meeting with Street Div to work together on street use permitting and stormwater pollution prevention. Illicit storm water connection discovered, acted upon, and plugged permanently. • Discovered large facility discharging to storm, not sanitary. • Completed ERP Auto Body site visits. • Continue to work in Lower Duwamish and East Waterway. Sixteen sites required one or more corrective actions. Thirteen sites achieved compliance with all corrective actions from prior reporting period. • **Discovered, and working with facility to correct illicit connection and discharge to city storm line**. • Begin collecting samples on the western edge of the river, an area that has received very little attention in the past. Roughly 250 acres, with one-third tidally influenced. • Full inspection required at city Fire Station. Will meet with Fire Dept managers to discuss stormwater code and NPDES requirements. • Will use subcontractor to outreach to minority-operated, non-English speaking businesses.
Skagit County Public Health	• Focus on dry cleaner sector, dentists, automotive repair, county maintenance facilities. • Compiling list of businesses interested in EnviroStars; focus on boatyard, marina, and marine industries. Follow-up with dry cleaners. • **Spill kits provided to businesses** in exchange for allowing a site visit, perform any necessary upgrades to their operation, and complete a customized spill response plan.
Snohomish Health District	• **Met with Snohomish County surface water inspectors for general storm water on-site training and coordination.** • Creation, printing, distribution of business resource: 'Navigating the Regulatory Maze.' • **Coordinate with County NPDES Business Inspection Team and Snohomish County Surface Water Management**, **with County storm water management inspectors, and Alderwood Sewer District** on NPDES regulations and consistent messages and requirements. • **Coordinating with City of Edmonds** on technical assistance visits and with **Snohomish County Surface Water Watershed Stewards**. • Distribution of "Only Rain in the Drain" stickers to businesses and restaurants to warn of not dumping mop water into storm drains.
Spokane Regional Health District	• **Collaboration with city-county stormwater entities**; focus on ERP visits. • Coordinate water quality sampling plan. • **Sewer sampling in Union Basin.** • **Participation on City/County stormwater education committee**. • Technical assistance provided for waste disposal - fluorescent tubes and electronic waste; proper outdoor storage and labeling. • **Development of spill kit distribution program.**

Tacoma Pierce County Health Dist	• Numerous facilities with small quantities of hazardous waste with disposal problems - cannot go to household waste facilities, not feasible to dispose of established hazardous waste treatment facilities - **many businesses did not know where to dispose of wastes**. • Several businesses started collecting used fluorescent light bulbs for recycle; most unaware of mercury content and recycling opportunities in Pierce Co. • **Developed resource kit for painters and distributed on CD (41 separate references)**. • Paint shop changes from paint thinner to citrus-based cleaner, print shop plugs interior floor drains to prevent spills from entering sanitary sewer and purchased secondary containment for solvent storage. • **Two marinas alter lease contracts to include BMP language** regarding bilge water and public pump out services. One marina installs oil-recycling station at facility. • **One of four businesses cease discharging silver waste to sanitary sewer** - three are reviewing options for compliance; working with sewer utility to ensure compliance. • **Two marinas, four print shops** have implemented significant BMPs per LSCS recommendations. • Labeling and record keeping of hazardous waste increasing, spill kits purchased or improved, storm water systems cleaned of debris. • **Coordinate with several NPDES Phase II permittees** to discuss possible future cooperation for their permits' outreach and education requirements. • Puyallup shop ceased discharging oil draining to sanitary sewer; another shop ceased use of underground storage tank (UST) to store used oil. • **40% all businesses needed to clean catch basins; 20% needed to improve storage of dangerous waste.** • **Follow-up visits observed fluorescent light recycling and cleaning of catch basins.** • Promotion of EnviroStars program. • Two businesses installed wash bays and are being permitted by the city. • **Two businesses cleaned their oil/water separator, and a total of 64 catch basins cleaned out.**
Whatcom County Health District	• **Support from Chamber of Commerce, Sustainable Connections, Port of Bellingham collaboration with City of Bellingham** LSCS to develop brochure and industry-specific flyers. • **Networking with Building Industry Association (Built Green)**. • Focus on veterinary clinics – **significant lack of fundamental waste management**, especially pharmaceutical and used filter media disposal. • **Pharmaceutical waste management challenge for small clinics and challenge for dairy farmers**. • **Mt Baker Dental Assn president pens favorable LSC letter in assn. newsletter**. • 60% golf courses discharging wash water to storm system. • **Activities leading to increased inquiries to moderate risk waste (MRW) facility due to LSCS visits.** • Automobile repair shops – all shops need to improve spent antifreeze management and disposal, labeling and secondary containment. • **Certified animal hospital 3-star EnviroStar.**

Table 5. Technical Assistance Visits and Inspections, April 2008 – June 30, 2009

	Local Source Control Specialists Technical Assistance Visits	Ecology Urban Waters Inspections	Total
No. of inspections (percent of total)	2,498 (76%)	799 (24%)	3,297
No. of Compliance issues found (percent of total visits)	1,251 (50%)	318 (40%)	1,566 (47%)
No. of compliance issues resolved	728	237	965
Percent of compliance issues resolved	58%	75%	62%
No. of referrals made	91	108	199
Percent of total visits made	4%	13%	6%

Table 6. Urban Waters – Differences and Accomplishments

Area	Key Differences from Other Urban Waters Areas
Lower Duwamish Waterway Seattle	• This Seattle / Tukwila waterway is an on-going Superfund site clean-up jointly-led by USEPA (sediments) and Ecology (source control). ▪ Extensive efforts to identify pollution sources (and PLP's) prior to sediment removal. ▪ Spokane is in the early stages of program development. ▪ Commencement Bay is a data-rich, mature program w/goal of preventing recontamination. • Area has extensive information regarding levels of contaminants of concern (PCBs, phlalates, metals & dioxins) as a result of source control efforts to date.
	Key Accomplishments & Results to Date
	• **Coordinated activities** ▪ Launched program w/ extensive involvement of multi local jurisdictions to cross reference inspections and data gathered. ▪ Held public orientation session to explain Urban Waters Initiative to stakeholders in the Lower Duwamish. • **Completed site visits** along Lower Duwamish Waterway in King County as follows: ▪ 317 site visits between Jan 1, 2008 and August 6, 2009. ▪ 276 site visits completed by SPU Local Source Control Specialists using checklist procedure. • **Estimates** of the amount of used oils, fuels, liquid products, and waste that were moved from outside storage to cover/containment or disposed due to inspections: ▪ 3100 gals of used oil stored outside. ▪ 975 gals of fuels stored outside moved to cover and/or containment. ▪ 4500 gals of liquid waste moved or disposed. ▪ 700 gallons of this contained phthalates. ▪ 11 spills or discharges to storm system stopped and/or cleaned up. • **General Activities** ▪ Developed education/outreach information for Urban Waters Initiative. ▪ Engaged w/ local governments & public by participating in presentations, advisory committees, regular attendees at technical meetings, etc. ▪ Participated in development of Ecology Urban Waters Initiative webpage. ▪ Developed innovative triage and referral procedures to increase likelihood of appropriate follow-up to resolve findings (81%).

Table 6. Urban Waters – Differences and Accomplishments, continued

Area	Key Differences from other Urban Waters Areas
Commencement Bay Tacoma	• Other watersheds in different stages of development with their programs and source control assessments than Commencement Bay. ▪ Spokane was in the early stages of program development while the Lower Duwamish has an ongoing robust program. • Area has extensive information regarding levels of contaminants of concern (PCBs, PBDEs, metals, & dioxins) due to long history of cleanup issues.
	Key Accomplishments & Results to Date
	• **Coordinated Activities** – launched program w/extensive involvement of multi local jurisdictions to cross reference inspections and data gathered. ▪ Held 2 regional multi-jurisdictional meetings to shape, direct, share programs' features. ▪ Accompanied / mentored Local Source Control Specialists assigned to area. • **Completed site visits** in Commencement Bay area of Pierce County as follows: ▪ 472 initial site visits between Jan 1, 2008 and June 30 2009. ▪ 122 follow-up visits during same time frame. • **Second phase activities** to also include: ▪ Develop education/outreach information for Urban Waters Initiative. ▪ Continue to engage w/ local governments & public by participating in presentations, advisory committees, regularly attend technical meetings, etc. ▪ Contribute to development of Ecology Urban Waters Initiative webpage.

Table 6. Urban Waters – Differences and Accomplishments, continued

Area	Key Differences from other Urban Waters Areas
Spokane River Watershed Spokane	• Other watersheds much further along with source control assessment at the onset of the UW Initiative. • Spokane lacks information on specific origin of contaminants of concern (PCBs, PBDEs, metals & dioxins). • Lack of infrastructure information (little mapping information of storm water system available).
	Key Accomplishments & Results to Date
	• **Funding** from Urban Waters Initiative is being used to help TCP manage cleanup actions. ▪ TCP Cleanup Sites – Spokane River metals sites (6 completed, 4 in progress). ▪ Remedial Investigation/Feasibility Study in process on one site (PCBs). ▪ Detailed review in process for two other sites. • **Source Tracing** background study and pilot in Liberty Lake area of Spokane County completed. ▪ Conducted dye testing in Liberty Lake storm water system –identified connections to lake that were previously thought to be plugged. ▪ Conducted sediment, storm water and wastewater influent sampling in Liberty Lake system. ▪ Currently drafting summary report with recommendations, results, etc., ready for review by end of 2009. • **Completed site** visits in Liberty Lake Area of Spokane County as follows: ▪ 30 initial site visits using checklist procedure. ▪ Local Source Control Specialists completed all initial visits for the Union Basin catchment and is completing follow up. If problems identified and unresolved they are then referred to Ecology for compliance inspections and follow-up monitoring. ▪ LSCS is currently working in CSO 34. ▪ Ecology has compiled a list of suspected sources from LSCS visits and historical analysis and will begin their visits fall 2009. ▪ Ecology completed design for a low cost storm-drain sediment collector and will pilot the design fall 2009. This will provide a low cost alternative to storm sampling and provide a more representative sample of contribution over time. • **Completed first round** of sewer and storm sampling in the City of Spokane. Includes CSO 34 and Union Basin, the two catchments identified by EAP in the 2007 PCB TMDL Stormwater Analysis report as high in PCBs, PBDEs, and Dioxin/Furans. • **General Activities** ▪ Developed education/outreach information for Urban Waters Initiative. ▪ Engaged with local governments & public by participating in presentations, advisory committees, media events, etc. ▪ Coordination related to Spokane River TMDL Development: ○ With municipalities and industries looking at treatment options for capturing toxics. ○ With City of Spokane involved with pilot project for testing treatment technologies. Some toxics of concern are included in pilot testing. ▪ Building historical data for source tracing (i.e. mapping storm water system and facilities). ▪ Creating interactive GIS mapping database for assistance with source tracing spatially. ▪ Developing sampling protocols for storm drain sediments and water. ▪ Prepared for sampling events by setting up ERO sample prep room.