



2022 ECOSS Pollution Prevention Outreach Report for the City of Pacific

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ECOSS

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Introduction

Washington State Department of Ecology considers stormwater (also known as polluted rainwater runoff) to be the primary source of pollution in Puget Sound. Small spills of hazardous materials and waste, leaks from vehicles, equipment and machinery, and other types of pollutants from business activities, mix with rainwater and travel across hard surfaces. These toxic materials then enter private and public storm systems through storm drains, and eventually end up in local creeks, rivers, and eventually, Puget Sound. The environmental impacts of this polluted runoff affects both wildlife and human health. According to the US EPA's Urban Storm Water Preliminary Data Summary, the impacts range from an increase in bacteria- and disease-causing organisms and contamination of drinking water supplies, to beach closures and high rates of pre-spawn mortality in salmonid populations.

Controlling and treating polluted runoff and non-point source pollution is key to protecting and restoring the Puget Sound ecosystem, and the resources and recreational opportunities the waterbodies provide to local communities. The greatest opportunity for systemic change is for businesses, residents and jurisdictions to do their part and prevent pollution before it enters Puget Sound.

ECOSS started its spill kit outreach program with Seattle Public Utilities (SPU) in 2004. The program expanded to South King County municipalities in 2009. With a large grant in 2013 from Puget Sound Partnership, ECOSS extended into four counties through the Puget Sound Spill Kit Incentive Program (PPSKIP). Since 2013, ECOSS has provided more than 10,000 businesses with spill kits and spill trainings.

The main goals of the program are to: 1) increase awareness of polluted stormwater runoff, and 2) encourage spill preparedness and response in small to medium-sized non-permitted businesses with connectivity to Puget Sound. ECOSS has developed partnerships with over 35 local jurisdictions over the years, including the City of Pacific, to help meet local water quality goals and assist in educating local businesses through this program.

ECOSS has sought to engage businesses on behalf of jurisdictions concerning stormwater pollution prevention, help businesses and municipalities save money by providing tools to keep pollutants at local businesses from entering storm drains, and contribute to a cleaner Puget Sound. By providing free spill cleanup materials and training as incentives, including multicultural and in-language support when needed, ECOSS strives to create a long-term positive relationship between municipalities and businesses.

Since implementing a standard procedure in response to the COVID-19 pandemic, we've become more lenient since the drop in infections, using masks and social distancing when conducting in-person outreach. Per the standard program scope, all staff performed the pre-service surveys, noted spill plan information and emails, and then provided socially distanced site visits, with a follow-up email that included a link to our engaging spill kit Instructional Video series for business owners, managers and staff to view on their own time. More about the videos is outlined on page 5.

In our last year of service to the City of Pacific, we outline a few recommendations and have attached all relevant materials template documents so that you are well resourced at the conclusion of this long-standing partnership.

Implementation

Business Prioritization

ECOSS provides spill kit outreach based on each jurisdiction's needs and preferences. As outreach is performed, ECOSS' staff may add additional businesses to the outreach list through field or online research based on the level of risk or business sector. The following facility activities were used as the standard to assess risk:

- Fueling and fuel transfer
- Outdoor manufacturing
- Outdoor equipment/vehicle maintenance
- Outside drum or container storage, including dumpsters and grease recycling containers
- Vehicle, equipment, or building washing
- Loading/unloading of products
- Landscape construction/ maintenance
- Outside storage of uncovered materials

In the City of Pacific, 34 businesses were identified and served through these approaches from March 2022 to November 2022 (see Appendix A for a list of businesses served). Of those businesses served during this period, 21 businesses received spill kits, and 13 post-service surveys were conducted in the city during 2022 while none of the businesses declined service. ECOSS has served a total of 249 businesses in the City of Pacific since 2013.

Outreach and Materials

ECOSS outreach staff made contact with each business through either a site visit (socially distanced and for a limited time since the start of the COVID-19 pandemic) or phone call, and introduced themselves as a partner of the City of Pacific. When available, outreach staff used referrals through property management companies, business associations, networks, and in some cases, other agencies and jurisdictions, as a means of introduction. For the participants who accepted the kits, the ECOSS team provided outreach materials in English and followed up with e-mails of video content. The materials and video links provided their staff with training guides for use of the spill kit.

In developing this program, several businesses were interviewed to gather information about the perceived barriers and benefits of their participation in the program. A suite of outreach materials was developed to address perceived barriers and benefits with the help of a social marketing consultant. The list of the materials includes:

- **Program Brochure** (Appendix A) This is the primary tool used to introduce the program and to substantiate the city's participation. The brochure covers the issue of polluted runoff, the benefits to participation in the program and a historical background on ECOSS to increase the level of trust.
- Instructional Poster (Appendix B) This tool illustrates the steps to clean up a spill. Along with English, ECOSS translated the Instructional Poster into five additional languages including: Chinese, Korean, Somali, Spanish and Vietnamese. The translated posters are available to businesses with employees who speak English as a Second Language (ESL), and provide further assistance for multicultural business owners, managers and employees to better understand stormwater management.
- Instructional Video Series Because of COVID-19, ECOSS staff expressed concern, as well as ingenuity, while trying to address the real safety issue of spending extended periods of time with a customer in order to deliver materials and training for spill response. As a result, ECOSS developed a series of short videos that walk businesses through why protecting stormwater from pollutants is important, the cost to a business if they have a spill and don't clean it up, what's in a spill kit and how to use it, and other applicable information. In addition to English, the videos are both dubbed over and subtitled in Cantonese, Korean, Mandarin, Spanish, and Vietnamese with Russian to be developed in 2022. These videos were delivered by link to businesses by email. A sample video in English can be found here: https://www.youtube.com/watch?v=zNK0-XD-TfY
- **Spill Kit Content** (Appendix C) The spill kit content sheet provides a list of items found in the kit provided to each business. At the bottom of this sheet is a suggested list of companies that sell spill clean-up materials for businesses to purchase materials to refill their kits.
- **Pledge** (Appendix D) Businesses served through the program are encouraged to sign the pledge saying they will train their staff, use the kit if there is a spill, dispose of materials properly, and restock the kit. They can also demonstrate their effort in fulfilling their corporate social responsibility by posting it where their customers can see it.
- **Spill Plan** (Appendix E) Each business received a customized plan, noting site-specific risks and contact information for emergency response for both the business and the city. Depending on the language needs of the business, plans were provided in English exclusively or bilingual English and another language including: Chinese, Korean, Somali, Spanish or Vietnamese.
- Spill Map Due to limited staff capacity, businesses did not receive a spill map for their commercial property. Staff have noted over the years that they consider

the physical printing and mailing of spill maps to businesses have been an inefficient use of time and materials. We recommend providing digital copies sent via email with materials. This would be a procedure of the Pollution Prevention Assistance program.

New Municipal Stormwater Permit Requirements

The NPDES Municipal Stormwater Permit requires cities to identify and visit 20% of all potentially polluting non-permitted small businesses in their jurisdiction annually starting this year. BMPs provided were both business specific and general property maintenance such as the following:

- Storage of solid and food waste, including cooking grease
- Required BMPs for commercial properties
- Sweeping instead of spraying to clean paved areas
- Catch basin inserts
- Secondary containment
- Covering of materials stored outside
- Pressure washing of buildings, rooftops, and other large items

ECOSS recommends that you partner with the Local Source Control program as we discontinue our partnership. Local Source Control and Pollution Prevention Assistance Specialists' include spill kit training and materials in their technical assistance visits to Small Quantity Generators (SQG) of hazardous waste.

Initial and Follow Up Visits

During initial visits, email, or phone calls, businesses were given a basic primer on the subject of stormwater pollution and its effects on local water quality. As an incentive to address onsite spills, businesses received a free spill kit containing either universal or oil-only sorbent materials capable of absorbing up to seven gallons of liquid (Figure 1). The kit contents include:

- 1 6.5 Gal UN Rated Pail w/lid
- 2 Disposal Bag (4 mil)
- 2 Disposal Bag (6 mil)
- 4 Zip Ties
- 20 Heavy Wt. Sorbent Pads
- 2 3"x 48" Sorbent Socks
- 1 Pair Nitrile Gloves
- 1 Splash Resistant Goggles
- 1 Instruction/Contents Page
- 1 Spill Response Labels
- 1 Grate Hook Pull

Outreach staff provided training on the use and disposal of kit materials, as well as an instructional poster and video on how to clean up spills. Staff collected information on existing hazardous materials, high-risk activities and equipment, and delivered a customized spill plan and site map to each business. The businesses were reminded of ECOSS' role as a resource for future trainings, available in a variety of languages, for their employees.

Baseline Pre-Service Surveys and Follow Up Post-Service Surveys

During the initial visit, a Pre-Service Survey was conducted to obtain a baseline level of awareness and behavior on the part of business owners or staff. This survey helps paint a picture of what each business's beliefs are regarding liability and responsibility before the interaction, as well as awareness of stormwater pollution and stormwater systems. At a later date, between six months and two or three years, businesses previously served are re-contacted for a follow-up Post-Service Survey. The purpose of this Survey is to assess the increase in awareness retained of polluted stormwater runoff and changes in behavior in response to receiving spill training since the first interaction.

In early 2022, ECOSS hosted a roundtable discussion with municipalities on the challenges and opportunities with post-service surveys. Post-pandemic, collecting post-service survey data has improved, but is still inconsistent considering the nature of business sectors like food service and grocery stores having high employee turnover

rates. We recommend that the time in between the initial visit and the follow up visit be six months to a year to capture an accurate set of data.

2nd Trainings

In 2014, ECOSS developed a thorough evaluation report on the effectiveness of the program. Through the Post-Service Survey process, ECOSS found that approximately 50% of businesses had not provided spill response training to their employees. To improve the effectiveness of the program, ECOSS began revisiting previously served businesses and offering the additional service of free spill re-training. As part of the 2nd training, outreach staff reminded business owners, managers and employees about the latest required BMPs, how to replenish spill kits, and provided updated spill prevention plans and emergency spill contacts, as needed.

ECOSS generally does not provide a 2nd free spill kit to businesses if kit contents are used, but outreach staff provide detailed spill kit purchasing information to business managers on each visit. If a language barrier is an issue for business managers to train their employees, ECOSS also offers trainings in nearly 10 different languages.

Businesses Served and Their Stormwater Awareness

Business Sectors Served

In 2022, a total of 34 businesses were served through this program in the City of Pacific. The sectors served automotive, industrial, retail, and food service.

Languages Served

Through this program, ECOSS' Multicultural Outreach Team utilized their language capacities to connect and communicate with multicultural businesses. Two of the businesses in the City of Pacific spoke English as a Second Language (ESL).

Conclusions

- The 2022 outcomes for the City of Pacific from this project are as follows:
- **Deliveries:** A total of 34 businesses in the City of Pacific received spill training, a spill kit, and spill plan.
- One of the businesses served in the City of Pacific spoke English as a second language with their primary language being Korean.
- The trainings were well-received and the outreach team received positive feedback from attendees about how much they learned.
- Businesses appreciated the BMPs provided.
- Expressed support on the part of the municipality was crucial to gaining the trust of business representatives.
- **Post-Service Surveys: 13** businesses participated in the post-service survey this year. We recommend that the time in between the initial service and follow-up be six months to a year.
- Next steps: At the conclusion of our spill kit partnership, we offer a few recommendations that would complement your spill kit program. Throughout the years of outreach for spill kits and with our recent Pollution Prevention Assistance outreach, the data is suggesting that spills are infrequent among the businesses we work with. We recommend that you target the automotive, car dealership, gas stations, and food service sectors as the likelihood of pollution is high. Additionally, there are customers and other members of the general public who contribute to pollution of the multiple catch basins in the City of Pacific. If there is pollution that is sourced to a specific location, we also recommend installing Green Stormwater Infrastructure (GSI) in the form of Low Impact Development (LID) projects like raingardens or Grattix boxes to implement a form of stormwater treatment around catch basins, however feasible the site. They can be cost efficient and have been proven to clean stormwater of heavy metals and pollutants that affect our local wildlife.
- If the City of Pacific is not already a partner of the Pollution Prevention Assistance (PPA) or Local Source Control (LSC) programs, we highly recommend that you consider joining. This program includes spill kit education and materials being provided in a Technical Assistance visit whether by your own in-house stormwater or civil engineering staff or through a contractor like BEA Consulting. They have extensive experience conducting LSC and spill kit delivery visits.

We are grateful for the opportunity to work with your municipality and sincerely wish you the best. For any questions or further recommendations, please do not hesitate to contact us.

Appendix A: Program Brochure



Appendix B: Instructional Poster



Appendix C: Spill Kit Content Sheet



Appendix D: Pledge



Appendix E: Spill Plans

Busin	ess Name						Phone		
Site A	ddress								
Run-c	off from this site drains	to:					Date		
		SPILL PI	ΔΝΝΙΝ	IG AN	D PE	REVENTI	ON:		
X	Take inventory of ch								
<u> </u>	Obtain appropriate s								
<u>_</u>	Designate and train s			a persona	prote	cure equipm			
×	Train staff, at least o			our traini	ine				
					_	THE EQ	LI OMINIO		
	IN CA	SE OF A	SPILL,		ACT NA		LLOWING: CONTACT PHONE N	IMPERS	
Busin	ess Owner, or Site Ma	nager		CONT	ACTNA	MIES	CONTACT PHONE NO	DIMIBERS	
	e Spill Cleanup Coordir	_							
DEOL	UDED DUONE CALLS			Auburn	Spill H	otline	(253) 931-304	18	
	IRED PHONE CALLS to large to control reach			National Response Center			1 (800) 424-88	302	
water	ter-body, or exceeds kit capacity.		,	WA State Dept of Eco		Ecology (425) 649-7000		14 hours	
	-cou		,		(120,000				
				L CLEA					
X	Evaluate situation, in			ons; notif	y owne	r/manager of	fspill		
X	Put On Personal Prot		ent (PPE)						
X	Stop the source of th	e spill							
X	Protect the drain(s)								
X	Clean up spill by applying spill kit mate								
X	Dispose of clean up r	materials prop	erly and res	tock the k	it				
ACILI	TY ACTIVITIES WITH	POTENTIAL T	O CONTAI	MINATE F	RUN-O	FF			
Activi	ities			check all that apply	Activi	ties		check all the apply	
Fuelin	ng and fuel transfer				Loadi	ng/unloading	of products		
Outdo	oor manufacturing					•	ction/maintenance		
Outdo	oor equipment/vehicle	maintenance a	and repair				uncovered materials		
	de drum or container s						oloyee vehicles		
Vehic	le, equipment, and bui	lding washing			Other	5:			
		ALS STORED (N) WIT	H POTENTIA	L TO CONTAMINATE R	UN-OFF	
Equip		check all that apply	Vehicle F			check all that apply	Misc. Chemicals	check all that app	
Forkli			Antifreez Brake flui		ission		Acid		
Truck	5		fluid	u, transm	1551011		Ammonia		
Crane	es		Gasoline				Caustic, bases, Iye		
Other	Motor o		Motor oil				Photographic chemicals		
Clean			5 1	ther fluids:			Pesticides, herbicides		
Liquid				oolvents, Paints, ubricants		check all that apply	Other	check all that app	
Solids	lids Parts			ts washer			Fertilizers		
Food Cooki	Preparation/Waste	check all that apply	_	aning fluids hinner, turpentine			Inks, dyes Others:		
	e (new or used)			coatings; oil based			Odleis.		
Dump			Paint, late						
Trash	compactor		Machine	oil/coolar	nt				
Other	liquids:		Hydraulic	fluid					
			Others:						

PLAN DE PREVENCIÓN Y LIMPIEZA DE DERRAMES SPILL PREVENTION AND CLEANUP PLAN



PLAN DE PREVENCIÓN Y LIMPIEZA DE DERRAMES

SPILL PREVENTION AND CLEANUP PLAN

SpillKit

check all that apply (marror todas las que apliquen) Customer and employee vehicles Vehiculas de clentes y empleados Outside manage of uncovered Activities (Actividades) Loading/unloading of produ-Carga y descarga de produc Almacenamiento de Diertos al aire libre check all that apply (marque todas las FACILITY ACTIVITIES WITH POTENTIAL TO CONTAMINATE RUN-OFF ACTIVIDADES QUE PODRÍAN CAUSAR UN DERRAME Fueling and fuel transfer Gazolinerus o vendedores de combustibles Vehicle, equipment, and building washing Limpieza de vehiculos, equipo o edificios Outside drum or container storage Tembor exterior o contemedor de almao loor manufacturing cación de materiales al alve libre Activities (Actividades) itos (fechas, personal, etc)

eguipment and mattriales stored on site (>1 gallon) with potential to contaminate run-off Equipo y mattriales almacenados en el local (en cantidades mayores a 1 galân) que podrían causar un derrame

(NÚMEROS DE TELÉFONO)

EN CASO DE QUE OCCURRA UN DERRAME, CONTACTE A: CONTACT NAMES

Business Owner, or Ste Manager [Dueño del negocio o Gerente] Onabe Spill Cleanup Coordinator (Coordinador para limpiar derram

IN CASE OF A SPILL, CONTACT THE FOLLOWING

Train staff, at least once annually. Document your training Entrene a su personal por lo menos una vez al año. Mantenga record de los

Designe y entrene a un coordinador para limpiar derrames

Designate and train spill cleanup coordinator

Equipment Equipo	Amil of the apply (number toler in an adjust)	Vehicle Fluids Fluidos vehiculares	Chank of that age's (compactions in gas appared	Instance of the Wild Chemicals Instance of Subtancials Quimicals	dead of the apply (restant tole in the applicati
Forkillts (Montacargas)		Antifreeze (Anticongelante)		Acid (Acidos)	
Trucka (Camiones)		Brake fluid, transmission fluid (Fluides de fremos o transmission)		Ammonia (Ameniace)	
Cranes (Grúss)		Gazoline (Gasolina)		Caustic, bases, Ive (Sustancias câusticas, Iejia)	
Other: (Other)		Motor oil (Acete de motor)		Phetographic chemicals (Quimicas fotográficas)	
Cleaning Products Productos de limpieza		Other fluidz: (Otros fluidos):		Pezticides, herbicides (Pesticides, Herbicides)	
Liquiers (Liquides)		Solvents, Paints, Lubricants Solventes, Pinturas, Lubricantes		Other (Otros)	
Solidz (Sólidos)		Parts washer (Contenedor para larar autopantes)		Fertilizers (Fertilizantes)	
Food Preparation/Waste Comida/Basura		Dry cleaning fluids (Liquidos de tintorenia)		Inka, dyes (Tinta, sinturas)	
Caoking oil (Acaite de cocina)		Paint thinner, turpentine (Tiner, aguards)		Others: (Others)	
Greate (new or used) Gress (news o useds)		Paint, coatings, oil based (Pintura de acaite)			
Dumpater Contenedor de basura		Paint, lates (Pintura de látes)			
Trash compactor Compactador de basura		Machine ol/coolant (Aceite para máquinas/Refrigerante)			
Other liquids:		Mydraulic fluid (Fluido hidraulica)			
Orne Squides:	-	Others (Ones)			

(425) 649-7000 24 hours (24 home

WA State Dept of Ecology Depte. de Ecologia del Estado de WA

Evaluate situation, including safety considerations; notify owner/manager of spill Evalue is situación, incluyendo factores de seguridad; informe ai dueño/gerente del derrame

Use el equipo protector (guantes, lentes, etc.)

Detenga lo que esté causando el derrame

Stop the source of the spill

Put On Personal Protective Equipment (PPE)

LIMPIEZA DE DERRAMES:

SPILL CLEAN-UP:

derrames? (Contictenos! (206) 767-0432; Spilkit Becoss or Contact Us! (206) 767-0452 or <u>Spilk's Becoss or</u>

Need help developing your spill plan? Wecesita ayuda para hacer su plan para limpiar.

Umpie el derrame usando los materiales en el equipo para limpiar derrame

Clean up spill by applying spill kit materials

Proteja las alcantarillas

Protect the drain(s)

8 8 Dispose of clean up materials properly and restock the kit

Deshágase de los

Contact Us! (206) 767-0432 or <u>Spilikit #ecoss or</u> wes? | Contactenos! (206) 767-0452; Spilk R @ecces. Need help developing your spill plan?
Mecesita ayuda para hacer su plan para limpiar

Take inventory of chemicals and materials on site – use less toxic materials where available. Haga inventario de las sustancias químicas y otros materiales en su local – Ses pesable, use me

PREPARACIÓN Y PREVENCIÓN DE DERRAMES:

SPILL PLANNING AND PREVENTION:

Obtain appropriate spill response materials and personal protective equipment (PPE)

Obtenga material para limpiar derrames y equipo protector (guantes, lentes, etc.)

8

Appendix F: Site Map and Watershed Map (Example Only)

