

## **Summary of 2003 IGC Visits Program**

The Increased Generator Contact (IGC) Visits Program has covered many different industries and businesses scattered throughout Spokane County in 2003. There are improvements that could be made across the board by the businesses and by the IGC Visits Program which would make this a more effective program.

Attached is a detailed summary of the 2003 IGC Visits, broken down in industry segments and month by month. As noted in the report, Automotive, RV and Boat/Marine Repair Shops were the major focus of the year, as they do tend to have more hazardous wastes in their businesses compared to other industry types. Other businesses that were visited by our program consisted of Photo Shops, Printing Shops, Auto Body Shops, Equipment Rental and Machinery Shops.

During IGC visits, we have found common waste management problems and/or violations in businesses. Many businesses have a general lack of knowledge of best waste management practices and the dangerous waste regulations. However, they are aware of the Spokane Valley – Rathdrum Prairie Aquifer, that it is below us and what goes in the ground can contaminate the aquifer. Some of the common violations noted were dangerous wastes not being stored in secondary containment, secondary containment not being large enough to contain largest container plus 10%, lack of labeling, open containers, used shop towels temporarily disposed on the floor, poor housekeeping, and very few businesses' owners know where their shop floor drains, in their bays, drain to or that they can not have wastes/contaminants going into it.

Many of the businesses are not aware of waste management programs available to them, such as the Valley Transfer Station Program for Small Quantity Generators that could cut down on costs and the amount of dangerous waste they store in their shops.

The positive side of our businesses and their problems is that certain improvements in the IGC Visits Program should be able to address these issues fairly easily. Currently, we are visiting companies once every five years. We might think about visiting them every three years, and increasing our follow-ups with these companies in the immediate months after our visits. The majority of the businesses we come across do not have problems serious enough for compliance to deal with but they are the beginnings of bad habits. If we focus on making our visits with businesses more frequent we can do a much more effective job of educating businesses' owners and managers on how they should be doing things, stopping the majority of bad habits before they start. Increased contact with each business will allow them to be more thoroughly educated so they are aware of why they should be doing things, beyond it being the law.

Something else that could help this become a more effective program would be offering some form of incentive to businesses that do a thorough job of complying with the way they should be running their business, from an environmental perspective. These businesses could be rewarded in the form of a sticker that they could post on their entrance window; very similar to businesses that are proud to display that they are

members of the Better Business Bureau or other similar organizations that are displayed in the entrance ways of businesses all over Spokane, and Washington in general.

One last thing that would benefit the effectiveness and integrity of the IGC Visits Program would be to work on expanding the types of businesses that we visit. For example, hospitals generate enormous amounts of waste, yet we do not even visit them. Attached is a detailed list of Hazardous Wastes that can be found in a hospital. We need to be thorough, not only in our individual visits but in the types of businesses that we are visiting.

As far as the relationship between the IGC Visits Program, Scott Windsor and The Spokane Regional Solid Waste System, it seems to be going well. I have had no further direct contact with Scott since our initial introduction and the Hazardous Materials in Solid Waste class that he taught, which I attended. However, I have referred many businesses with questions to him and upon my following up with those businesses have found that they were all able to get in touch with him and found the solutions they were seeking through him. It would be great if we could help out Scott in any way, and maybe we should try and stay in better contact so he knows we are more of a resource for him.

As you can see from this Summary of the 2003 IGC Visits Program and the included attachments, there are certain practices the businesses we visit can improve upon. Also, there are definitely improvements that we can make to the program to ensure our success of getting our message out to these businesses. The key to visits in 2004 should be focusing on more thoroughly educating and helping the businesses in our area that could play a major role in protecting our Spokane Valley – Rathdrum Prairie Aquifer.