

REPORT FROM THE

WHATCOM COUNTY BUSINESS SURVEY

FOR THE WATERSHED PLEDGE PROGRAM



APPLIED RESEARCH NORTHWEST

TECHNICAL AND RESEARCH REPORTS
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220 West Champion Street, Suite 280
Bellingham, WA 98225

REPORT FROM THE

**WHATCOM COUNTY BUSINESS SURVEY FOR THE
WATERSHED PLEDGE PROGRAM**

**PREPARED FOR THE DEPARTMENT OF ECOLOGY, RESOURCES AND
SUSTAINABLE CONNECTIONS**

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Executive Summary

In the first quarter of 2004 Applied Research Northwest conducted a telephone survey of the population of businesses that had participated in the Whatcom Watershed Business Pledge program (WWBP) since its inception in 1999. Databases and paperwork including a total of 514 businesses and their pledge checklists were organized into a single file including 150 pledge items. Program coordinators prioritized 37 items that were of greatest concern due to their impact on the watershed. Three of these 37 items were selected at random to review with the pledge business along with a series of questions about the pledge program and the business' participation in the program.

Of the 514 businesses, 162 (31%) were either out of business, unable to respond during the study period (after 6 attempts), or unable to identify anyone who could answer questions about the program. Of the 352 remaining, 280 completed the survey with interviewers – an 80% adjusted response rate and a 54% raw response rate (see Table 1 for details).

This study provides reliable information about active pledge businesses participation in and experience of the WWBP, particularly with regard to many high-stakes pledge items. The focus of the research was to

- Identify the degree to which businesses followed through with checklist items
- Learn of the significant barriers to pledge item implementation
- Gauge overall response to the program.

Findings

Of the 280 businesses, 6 had no items that were among the 37 prioritized, 15 had one item, and 39 had two. The remaining 241 had 3 items about which they were interviewed.

Pledge item implementation

Of the 274 businesses with pledge items,

- 31 (11%) were able to implement *all* of their pledge items
- 60 (22%) were able to implement *2 of 3* items
- 105 (38%) were able to implement *one* item
- 78 (29%) were *unable* to implement any of the items about which they were asked.

The reader should remember that each business was only asked about three randomly selected high-stakes items. These findings do not reflect the extent to which the businesses followed through with pledge items overall. Based on prior explorations of business pledge program follow through, these items appear to be somewhat difficult for businesses to implement.

Table 2 summarizes the degree to which businesses were able to follow through with each of the 37 pledge program items. It shows both the percentage of businesses that were able to implement the item, and the number of businesses that were asked about the item. Business respondents that said they didn't know whether the item was implemented or that said the item no longer applied to their workplace (e.g. the business had moved and no longer had storm drains etc.) are omitted from the count.

Since these items have already been selected for their impact, the reader should consider both the percentage of businesses that were able to implement the pledge item and the number of businesses to which the item applied in order to assess overall impact.

For example, 100% of 27 businesses were able to “Dispose of hazardous wastes that were not recycled through the Disposal of Toxics facility or picked up by a vendor.” This suggests that this item was particularly easy for businesses to implement or that they were highly motivated to implement it. By comparison, the 15th ranked item “Ensure that storm drains were stenciled with the message Dump No Waste, Drains to Lake Stream Bay, etc.” was implemented by 63% of the 49 businesses to whom it applied – meaning that 31 businesses were able to implement the item (compared to 27 in the prior item). In order to determine overall impact of an item, consideration of how common the item is and how often it was implemented is essential.

Barriers

Table 3 summarizes the key barriers mentioned by businesses that were unable to implement items. In 23% of the cases, the item was not implemented primarily because there was little opportunity to do so (i.e. no fluorescent lights had burned out, very little newspaper needed to be disposed of etc.). However, in another 22% of cases the pledge program participants ran into barriers over which they had no control (i.e. corporate offices control what they can do, their business is not located near resources needed, etc.). A third prominent problem was a lack of information or materials (17%), though a substantial number of respondents also lacked motivation or interest or did not see any benefit to following through (15%).

Significant numbers found the time or cost required to be a barrier (16% total), but another 7% had found alternative ways of managing their business so that the problem was at least partially dealt with, just not in the way specified by the pledge program. Detailed lists of responses associated with each pledge item are provided in Open-ended Responses, V1A_1, V1B_1 and V1C_1 combined.

Additional Impacts

More than half of the respondents (55%) were able to note additional changes they had come up with on their own to reduce the company's waste or impact on the watershed. Table 4 shows the general classifications that their detailed responses suggested, with greater detail provided in Table 5. About half of those implementing additional changes

had changed procedures or operations in some way that is in keeping with reducing impacts on the watershed. Another 42% had begun recycling or reusing a variety of materials. Finally, 15% had changed their storage or disposal of toxic or hazardous materials in addition to those addressed by the pledge program.

Recognition

More than a quarter of the respondents (28%) said that they had received no recognition from their customers as a result of being a Watershed Pledge company. However 46% said that they had not expected any recognition in the first place. Another 14% said that they received about what they had expected. Nearly all the businesses (85%) who received a plaque or decal placed it where their employees can easily see it, and a substantial number (69%) also have placed it within sight of their customers.

Recertifying

Forty-three percent of the businesses said they would be “very” or “extremely” interested in recertifying as a Watershed Pledge business. Those who said they would be only “a little” or “not at all” interested (28%) were asked to explain why they would not be interested. Reasons for not being interested in recertifying are summarized in Table 6, and show that many feel that there were no benefits to the business or that the program did not change what they did (in some cases the responses suggested these were already highly compliant businesses). Some found the program to be too intrusive, costly or time consuming (29%) while others were simply not interested in the issues (7%).

Of those who were interested in recertifying most (79%) preferred telephone discussions to in-person visits.

Newsletter Recognition

Just prior to the evaluation, pledge businesses were sent a newsletter describing participant benefits, what was new in the program as well as how businesses participating in the program had been recognized in recent news articles. Thirty-seven percent of those interviewed remembered receiving the newsletter. Of those, 22% said they read the newsletter thoroughly, with another 33% saying they read selected portions. Nine percent said they didn't read it much at all. Among those who read the newsletter, 34% said the newsletter was “very” or “extremely” worthwhile (N=29).

Cooperative Purchases

Fifteen percent of respondents had participated in the purchasing cooperative for environmentally preferable office supplies through Northwest Computer Supplies. Twenty five percent said they didn't know about the cooperative, while 60% knew of the cooperative but did not use it to make purchases. Another 17 businesses were not able to say whether purchases were made through the cooperative or not.

Fluorescent Light Disposal

Although 49 businesses had pledged to dispose of fluorescent lamps and ballasts (with 92% implementing the change), and another 61 businesses were asked to recycle fluorescent light bulbs (with 64% implementing the change), the remaining businesses were asked explicitly whether they'd had any fluorescent lights to dispose of since becoming a pledge member. Forty-eight percent reported they'd had fluorescent lights to dispose of (N=76), and of those 57% had also taken them to the Disposal of Toxics Facility since becoming a pledge member. Of the 39 businesses that had not or did not know if they had, only one had been informed that pledge businesses were able to get up to \$100 in free disposal of fluorescent tubes in 2003.

Summary

Overall the Watershed Pledge program has had some impact in changing business practices on the 37 key items explored in this evaluation. There is an interesting mix of altruistic participants who say they would implement watershed recommended practices with or without the program, those who have learned and changed their practices, and those who are not concerned with the issues at stake in the program, despite their participation.

A substantial number of businesses experienced an expansion of their responsibilities to the program by implementing additional changes, which may suggest that there is a heightened awareness of key issues in businesses that undergo the pledge process resulting in unintended and beneficial consequences.

The fact that one of the key barriers to item implementation was a lack of opportunity to implement the item may mean that the program could benefit by providing more direction to businesses with regard to high-impact items. If pledge items are ranked according to how hazardous they are, or how applicable to the businesses practices, participants could prioritize their efforts and may also gain a greater sense of accomplishment by seeing or knowing how much of a difference their changes make.

A substantial number of participants lacked information on suppliers or service providers in order to implement their pledge items. This suggests an ongoing need for program information targeted toward their specific problems. However, the newsletter may not be the best source for reaching pledge businesses about their problems, since fewer than 100 (35%) remembered receiving it or reading it.

Social Marketing research shows that one-on-one interaction can produce an effect like that of an implicit contract. Program participants are more likely to follow through with pledge actions if they feel an obligation to a program administrator because of their discussion. Though time consuming for both the program's administrators and participants, overall the effects may be more desirable than the seemingly more efficient mailings that are common in environmental education programs.

The program has an interesting reputation among some of its constituents as being one that doesn't require recognitions. However a substantial portion (N=77) replied that they received no recognition, even when offered the option that they "didn't expect any in the first place." Additional analysis shows that there is no clear relationship between how likely the respondents were to implement their pledge items and how much recognition they expected or received.

Tables of Findings

Table 1. Whatcom Watershed Business Pledge Survey Call Results Summary	
	<u>N</u>
Complete	280
Soft Refusal	3
Refused	11
No Answer - no pick up	1
Callback	57
Total Valid Contacts	352
Already Responded	3
Bad Number	61
Maximum Attempts (6)	49
Nobody Aware of Pledge Program - Asked Others	26
Nobody Aware of Pledge Program - Did not ask others	13
Physical/Mental - Unable	10
Total Invalid Contacts	162
Total	514
Response Rate (completes/valid)	80%

Rank	Item	% Complying	N
1	Educate employees about which drains lead to the storm drainage system and which drains lead to the sanitary sewer system?	100%	10
1	Dispose of hazardous wastes that are not recycled through the Disposal of Toxics Facility or picked up by a vendor?	100%	27
1	Recycle plastic bottles?	100%	2
1	When pressure washing, divert water away from storm drains and to a sanitary sewer, grassy area or sump or any other	100%	5
1	Ensure catch basins were routinely inspected and maintained?	100%	12
1	Use alternatives to pesticides whenever possible and when pesticides must be used, the least harmful product was selected?	100%	2
1	Use alternatives to wood products treated with creosote, CCA, ACZA and other hazardous chemicals?	100%	2
2	Recycle or properly dispose of spent fluorescent lamps and ballasts?	92%	49
3	Ensure that records are kept on hazardous waste activities? For example, testing data and copies of receipts and manifests?	89%	9
4	Ensure that vehicles and e/Quipment were washed only in a designated areas that drain to the sanitary sewer or took steps to keep wash water out of the drainage system?	88%	16
5	Buy reusables instead of disposables (cloth towels, rags, table linens, durable plates, cups, silverware, etc)?	87%	15
6	Crush and recycle or properly dispose of used oil filters?	86%	21
7	Reuse single-sided pages for draft copies and notepaper?	85%	13
8	Specify recycled paper for print jobs, e.g. letterhead, business cards, brochures, flyers, newsletters?	81%	27
8	Recycle mixed (office) paper?	81%	21
9	Implement Waste containers that are labeled with a description of the waste and the hazard associated with the waste (for example, Waste Acetone, Flammable)?	80%	5
10	Buy recycled paper office products (paper, register tape, envelopes, file folders, paper towels, etc)?	79%	33
11	Provide clean-up supplies that are readily available and insure that all spills were cleaned up immediately?	75%	4
12	Purchase recycled photocopy paper?	71%	14
12	Recycle shredded/confidential paper?	71%	7
13	Contact companies that send unwanted mail or extra catalogs?	67%	48
14	Recycle fluorescent light bulbs?	64%	61
14	Store outdoor containers that are kept under cover and have spill containment?	64%	11
15	Ensure that storm drains were stenciled with the message Dump No Waste, Drains to Lake Stream Bay, etc?	63%	49
16	Use or Purchase rechargeable batteries wherever possible?	61%	23
17	Recycle Old computers & monitors?	60%	5
17	Recycle newspaper?	60%	10
17	Recycle aluminum and tin cans / glass / plastic bottles?	60%	10
17	Encourage employees to walk, bike or take the bus to work (reimburse employees for bus passes, provide bicycle parking,	60%	10
18	Make double-sided copies?	59%	17
19	Purchase recycled paper for brochures, flyers, newsletters, etc?	58%	12
20	reusable, recyclable?	54%	24
21	Buy remanufactured toner cartridges and refilled ink jet cartridges for printers and fax machines?	45%	42
22	Recycle white paper?	44%	9
23	Recycle plastic film, plastic bags or pallet wrap?	41%	32
24	Provide clean-up supplies, such as floor dry or oil absorbent pads, to be readily available?	40%	5
25	Insure free listing services such as the Industrial Materials Exchange (IMEX) are used to get rid of extra materials or to	18%	17

Table 3. Biggest Barrier In Implementing Pledge Item*

	<u>N</u>	<u>%</u>
Not Applicable - Item Didn't Apply/Little Or No Opportunity To Implement	47	23%
Problems Arose - Insufficient Control, Conditions, or Services	45	22%
Needed More Information/Couldn't Find Materials, Tools, Supplies	35	17%
Forgot/No Motivation/Lack of Interest/Don't Know	32	15%
Time Consumption/Effort Involved/Inconvenient	21	10%
Alternative- Stopped Buying/Using or Partially Implemented	14	7%
Cost	13	6%
Other	11	5%

*N=208. Sum of percentages greater than 100 due to multiple responses.

Table 4. General Changes Implemented On Own To Reduce Impact On Watershed*

	<u>N</u>	<u>%</u>
Additional Purchasing/Operations/Procedures That Are Watershed Friendly	74	49
Additional Recycling Or Reuse - Any Materials	64	42
Additional Proper Disposal/Storage Of Toxic Materials	23	15
Other	16	11

*N=151. Sum of percentages greater than 100 due to multiple responses.

Table 5. Specific Changes Implemented On Own To Reduce Impact On Watershed*

	<u>N</u>	<u>%</u>
Recycling Cardboard Materials	26	17%
Drainage Precautions-Including Car Washing	26	17%
Proper Disposal/Containment/Transport Of Hazardous Materials	25	17%
General Recycling/Reducing Waste-No Materials Specified	25	17%
Using Less Toxic Products	19	13%
Recycling Paper Products	16	11%
Recycling Metal Materials	16	11%
Reducing Risk Of Hazardous Materials Seeping Into The Ground	13	9%
Using Reusable Materials	11	7%
Recycling Plastics	9	6%
Recycling Fluorescent Light Bulbs	7	5%
Buying Recycled Products	6	4%
Recycling/Reusing Packing Materials	6	4%
Using Technological Methods To Reduce Paper Waste	6	4%
No Specific Measures Taken	6	4%
Use Businesses That Are Eco-Friendly	6	4%
Recycling Wood Products/Pallets	5	3%
Encouraging Customers/Clients/Others To Take Measures To Be Environmentally Safe	5	3%
Company Clean To Begin With	5	3%
Set Up Recycling Bins	5	3%
Reducing Water Usage	4	3%
Recycling Computers And Computer Accessories	4	3%
Encouraging Customers To Bring Back Reusable/Recyclable Products	4	3%
Other	27	18%

*N=151. Sum of percentages greater than 100 due to multiple responses.

Table 6. Reasons Not Interested In Recertifying*

	<u>N</u>	<u>%</u>
No benefits/No difference/Do not need or want recognition	21	30%
Already do what can/Would not change what we do/ Nothing more to learn/Can not do more	20	28%
Not enough employees/Too busy/No time	12	17%
Cost	8	11%
Dislike program/Intervention/Too much trouble	7	10%
Not interested in program issues/Not important	6	8%
Don't Know or Not Applicable	5	7%
Other	5	7%

*N=71. Sum of percentages greater than 100 due to multiple responses.

Survey Instrument and Response Frequencies

INTRO:

Hello, my name is <interviewer first & last name>. May I speak with <contact name>?

[When <contact name> is on the phone, or there is no contact name:] Hi, (my name is <interviewer first & last name>), I'm calling from Applied Research Northwest, an independent local research firm, to review the Watershed Pledge that was taken by <business name>. Are you the most knowledgeable person about the company's participation in the pledge program?

N¹ = 280 100%

V1:

I'd like to ask you a few questions about your business so that we can provide accurate feedback to the Pledge Program coordinators. Do you have a few minutes to answer some questions?

[If NO:] When would be a better time for me to reach you?

[If YES:] All of your answers are completely confidential and will not be reported in any way that they could identify your business's responses. As a result, you can answer candidly without the pressure of feeling like you have to answer in a certain way.

V1A1:

To begin, I'd like to read you a list of some of the items that the pledge program representative discussed with you/your company. For each item, please tell me if you were able to implement the procedure or not.

Were you able to educate employees about which drains lead to the storm drainage system and which drains lead to the sanitary sewer system?

N =	10	100%
Yes.....	1	100%
No	0	0%
Don't Know	7	0
Not Applicable.....	8	1
Refused	9	0

¹ Total N reported throughout refers to valid cases only. This does not include respondents who answered "Don't Know", "Not Applicable", or "Refused".

V1A2:

Were you able to recycle or properly dispose of spent fluorescent lamps and ballasts?

N =	49	100%
Yes..... 1	45	92%
No 0	4	8%
<hr/>		
Don't Know	7	2
Not Applicable..... 8	6	
Refused	9	0

V1A3:

Were you able to crush and recycle or properly dispose of used oil filters?

N =	21	100%
Yes..... 1	18	86%
No 0	3	14%
<hr/>		
Don't Know	7	0
Not Applicable..... 8	0	
Refused	9	0

V1A4:

Were you able to Recycle Old computers & monitors?

N =	5	100%
Yes..... 1	3	60%
No 0	2	40%
<hr/>		
Don't Know	7	4
Not Applicable..... 8	0	
Refused	9	0

V1A5:

Were you able to implement Waste containers that are labeled with a description of the waste and the hazard associated with the waste (for example, Waste Acetone, Flammable)?

N =	5	100%
Yes..... 1	4	80%
No 0	1	20%
<hr/>		
Don't Know	7	1
Not Applicable..... 8	2	
Refused	9	0

V1A6:

Were you able to store outdoor containers that are kept under cover and have spill containment?

N =	11	100%
Yes.....	7	64%
No	4	36%
<hr/>		
Don't Know	1	
Not Applicable.....	1	
Refused	0	

V1A7:

Were you able to provide clean-up supplies, such as floor dry or oil absorbent pads, to be readily available?

N =	5	100%
Yes.....	2	40%
No	3	60%
<hr/>		
Don't Know	0	
Not Applicable.....	0	
Refused	0	

V1A8:

Were you able to insure free listing services such as the Industrial Materials Exchange (IMEX) are used to get rid of extra materials or to purchase inexpensive raw materials?

N =	17	100%
Yes.....	3	18%
No	14	82%
<hr/>		
Don't Know	5	
Not Applicable.....	4	
Refused	0	

V1A9:

Were you able to ensure that records are kept on hazardous waste activities? For example, testing data and copies of receipts and manifests?

N =	9	100%
Yes.....	8	89%
No	1	11%
<hr/>		
Don't Know	0	
Not Applicable.....	1	
Refused	0	

V1A10:

Were you able to dispose of hazardous wastes that are not recycled through the Disposal of Toxics Facility or picked up by a vendor?

N =	27	100%
Yes.....	1	27 100%
No	0	0 0%
<hr/>		
Don't Know	7	0
Not Applicable.....	8	0
Refused	9	0

V1A11:

Were you able to recycle white paper?

N =	9	100%
Yes.....	1	4 44%
No	0	5 56%
<hr/>		
Don't Know	7	0
Not Applicable.....	8	0
Refused	9	0

V1A12:

Were you able to recycle plastic bottles?

N =	2	100%
Yes.....	1	2 100%
No	0	0 0%
<hr/>		
Don't Know	7	0
Not Applicable.....	8	0
Refused	9	0

V1A13:

Were you able to purchase recycled photocopy paper?

N =	14	100%
Yes.....	1	10 71%
No	0	4 29%
<hr/>		
Don't Know	7	1
Not Applicable.....	8	4
Refused	9	0

V1A14:

Were you able to purchase recycled paper for brochures, flyers, newsletters, etc?

N =	12	100%
Yes.....	7	58%
No	5	42%
<hr/>		
Don't Know	3	
Not Applicable.....	3	
Refused	0	

V1A15:

Were you able to provide clean-up supplies that are readily available and insure that all spills were cleaned up immediately?

N =	4	100%
Yes.....	3	75%
No	1	25%
<hr/>		
Don't Know	0	
Not Applicable.....	0	
Refused	0	

V1A16:

When pressure washing, were you able to divert water away from storm drains and to a sanitary sewer, grassy area or sump or any other alternatives such as sweeping?

N =	5	100%
Yes.....	5	100%
No	0	0%
<hr/>		
Don't Know	0	
Not Applicable.....	2	
Refused	0	

V1A17:

Were you able to ensure that vehicles and equipment were washed only in designated areas that drain to the sanitary sewer or took steps to keep wash water out of the drainage system?

N =	16	100%
Yes.....	14	88%
No	2	12%
<hr/>		
Don't Know	1	
Not Applicable.....	2	
Refused	0	

V1A18:

Were you able to ensure that storm drains were stenciled with the message Dump No Waste, Drains to Lake Stream Bay, etc?

N =	49	100%
Yes.....	31	63%
No	18	37%
<hr/>		
Don't Know	7	1
Not Applicable.....	8	5
Refused	9	0

V1A19:

Were you able to ensure catch basins were routinely inspected and maintained?

N =	12	100%
Yes.....	12	100%
No	0	0%
<hr/>		
Don't Know	7	1
Not Applicable.....	8	1
Refused	9	0

V1A20:

Were you able to use alternatives to pesticides whenever possible and when pesticides must be used, the least harmful product was selected?

N =	2	100%
Yes.....	2	100%
No	0	0%
<hr/>		
Don't Know	7	0
Not Applicable.....	8	3
Refused	9	0

V1A21:

Were you able to use alternatives to wood products treated with creosote, CCA, ACZA and other hazardous chemicals?

N =	2	100%
Yes.....	2	100%
No	0	0%
<hr/>		
Don't Know	7	0
Not Applicable.....	8	0
Refused	9	0

V1A22:

Were you able to recycle mixed (office) paper?

N =	21	100%
Yes.....	17	81%
No	4	19%
Don't Know	7	1
Not Applicable.....	8	0
Refused	9	0

V1A23:

Were you able to recycle fluorescent light bulbs?

N =	61	100%
Yes.....	39	64%
No	22	36%
Don't Know	7	6
Not Applicable.....	8	2
Refused	9	0

V1A24:

Were you able to recycle newspaper?

N =	10	100%
Yes.....	6	60%
No	4	40%
Don't Know	7	0
Not Applicable.....	8	0
Refused	9	0

V1A25:

Were you able to recycle shredded/confidential paper?

N =	7	100%
Yes.....	5	71%
No	2	29%
Don't Know	7	0
Not Applicable.....	8	1
Refused	9	0

V1A26:

Were you able to recycle aluminum and tin cans / glass / plastic bottles?

N =	10	100%
Yes.....	6	60%
No	4	40%
Don't Know	7	0
Not Applicable.....	8	0
Refused	9	0

V1A27:

Were you able to recycle plastic film, plastic bags or pallet wrap?

N =	32	100%
Yes.....	13	41%
No	19	59%
Don't Know	7	1
Not Applicable.....	8	2
Refused	9	0

V1A28:

Were you able to buy recycled paper office products (paper, register tape, envelopes, file folders, paper towels, etc)?

N =	33	100%
Yes.....	26	82%
No	7	8%
Don't Know	7	1
Not Applicable.....	8	1
Refused	9	0

V1A29:

Were you able to Use or Purchase rechargeable batteries wherever possible?

N =	23	100%
Yes.....	14	61%
No	9	39%
Don't Know	7	0
Not Applicable.....	8	4
Refused	9	0

V1A30:

Were you able to specify recycled paper for print jobs, e.g. letterhead, business cards, brochures, flyers, newsletters?

N =	27	100%
Yes.....	22	82%
No	5	18%
Don't Know	7	0
Not Applicable.....	8	2
Refused	9	0

V1A31:

Were you able to encourage employees to walk, bike or take the bus to work (reimburse employees for bus passes, provide bicycle parking, etc.)?

N =	10	100%
Yes.....	6	60%
No	4	40%
<hr/>		
Don't Know	7	0
Not Applicable.....	8	0
Refused	9	0

V1A32:

Were you able to buy remanufactured toner cartridges and refilled ink jet cartridges for printers and fax machines?

N =	42	100%
Yes.....	19	45%
No	23	55%
<hr/>		
Don't Know	7	2
Not Applicable.....	8	1
Refused	9	0

V1A33:

Were you able to buy reusables instead of disposables (cloth towels, rags, table linens, durable plates, cups, silverware, etc.)?

N =	15	100%
Yes.....	13	87%
No	2	13%
<hr/>		
Don't Know	7	0
Not Applicable.....	8	0
Refused	9	0

V1A34:

Were you able ask your suppliers to minimize the packaging they send or have them take it back make packaging returnable, reusable, recyclable?

N =	24	100%
Yes.....	13	54%
No	11	46%
<hr/>		
Don't Know	7	3
Not Applicable.....	8	0
Refused	9	0

V1A35:

Were you able to make double-sided copies?

N =	17	100%
Yes.....	10	62%
No	7	38%
Don't Know	0	
Not Applicable.....	1	
Refused	0	

V1A36:

Were you able to reuse single-sided pages for draft copies and notepaper?

N =	13	100%
Yes.....	11	85%
No	2	15%
Don't Know	1	
Not Applicable.....	0	
Refused	0	

V1A37:

Were you able to contact companies that send unwanted mail or extra catalogs?

N =	48	100%
Yes.....	32	67%
No	16	33%
Don't Know	3	
Not Applicable.....	2	
Refused	0	

V1A_1:

What has been the biggest barrier to your company in implementing this item?

[If Respondent Doesn't Know Prompt:] Would you say, Cost...the time it would take...the value...?

N =	211*	100%
-----------	------	------

*See Open-Ended Responses

V1D:

Are there any changes you've come up with on your own to reduce the company's waste or the impact on the watershed?

N =	275	100%
Yes - [Record Response]	152*	55%
No	123	45%
Don't Know	5	
Not Applicable.....	0	
Refused	0	

*See Open-Ended Responses

V2:

How much recognition do you get for being a Watershed Pledge company from your customers? Would you say... [Please read options ALL response categories before accepting a response]

N =	135	100%
Much More Than You Expected.....	2	2%
Somewhat More Than You Expected.....	4	3%
About What You Expected	38	28%
A Little Less Than Expected.....	8	6%
Much Less Than Expected	6	4%
No Recognition	77	57%
<hr/>		
Didn't Expect Any in the First Place, or	128	
Don't Know	11	
Not Applicable.....	6	
Refused	0	

V3A:

We'd like to know what you did with your Watershed Pledge Plaque or Decal. Is it where EMPLOYEES can easily see it?

N =	202	100%
Yes.....	172	85%
No	30	15%
<hr/>		
Didn't Use Plaque or Decal.....	9	
Didn't Receive a Plaque or Decal.....	45	
Don't Know	16	
Not Applicable.....	7	
Refused	1	

V3B:

Where CUSTOMERS can easily see it?

N =	194	100%
Yes.....	134	69%
No	60	31%
<hr/>		
Don't Know	2	
Not Applicable.....	7	
Refused	0	

V4A:

How interested, if at all, would you be in re-certifying as a Watershed Pledge Business? Would you say...

N =	249	100%
Extremely.....	5	39 16%
Very	4	68 27%
Somewhat.....	3	72 29%
A Little, or.....	2	31 12%
Not At All.....	1	39 16%
<hr/>		
Don't Know	7	27
Not Applicable.....	8	3
Refused	9	1

V4B:

What are some of the reasons you wouldn't be interested in recertifying?

N =	70*	100%
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*See Open-Ended Responses

V4C:

If you were to re-certify, would you want to have a volunteer visit again or would you prefer to do it over the phone?

N =	173	100%
Volunteer Visit.....	1	37 21%
Over The Phone	2	136 79%
<hr/>		
Don't Know	7	36
Not Applicable.....	8	0
Refused	9	1

V5A:

Do you remember getting a newsletter recently describing what's new in the Business Pledge Program, including how pledge businesses have been covered in the news and benefits available to pledge businesses?

N =	262	100%
Yes.....	1	98 37%
No	0	164 63%
<hr/>		
Don't Know	7	14
Not Applicable.....	8	0
Refused	9	4

V5B:

Would you say you read the newsletter...

N =	97	100%
Thoroughly.....	4	21 22%
Read Selected Portions.....	3	32 33%
Skimmed It.....	2	35 36%
Didn't Read It Much At all.....	1	9 9%
Don't Know	7	1
Not Applicable.....	8	0
Refused	9	0

V5C:

Did you feel that the newsletter was worthwhile? Would you say...

N =	84	100%
Extremely.....	5	2 3%
Very	4	27 32%
Somewhat.....	3	44 52%
A Little, or.....	2	11 13%
Not At All.....	1	0 0%
Don't Know	7	4
Not Applicable.....	8	0
Refused	9	0

V6B:

Have you participated in the purchasing cooperative for environmentally preferable office supplies through Northwest Computer Supplies?

N =	256	100%
Yes.....	1	38 15%
No	0	154 60%
Didn't Know About The Opportunity Through NWCS.....	2	64 25%
Don't Know	7	17
Not Applicable.....	8	4
Refused	9	3

V6C:

Have you had any fluorescent lights to dispose of since you became a pledge member?

N =	157	100%
Yes.....	1	76 48%
No	0	81 52%
Don't Know	7	5
Not Applicable.....	8	0
Refused	9	2

V6D:

Have you taken any fluorescent lights to the Disposal of Toxics for disposal since you became a pledge member?

N =	67	100%
Yes..... 1	38	57%
No 0	29	43%
<hr/>		
Don't Know	7	10
Not Applicable..... 8	0	
Refused	9	0

V6E:

Did anyone inform you that pledge businesses were able to get up to \$100 worth of free disposal of fluorescent tubes at the Disposal of Toxics facility in 2003?

N =	36	100%
Yes..... 1	1	3%
No 0	35	97%
<hr/>		
Don't Know	7	2
Not Applicable..... 8	0	
Refused	9	0

QCMT:

[Comment Box: Do NOT Prompt]

N =	14*	100%
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*See Open-ended Responses

Open-ended Responses

V1A_1, V1B_1, and V1C_1: combined by item.

What has been the biggest barrier to your company in implementing this item?

2. Biggest Barrier in Implementing: Recycling or properly disposing of spent fluorescent lamps and ballasts
We are storing them until we have a decent amount to get rid of.
I didn't know there was a recycling source.
Don't use many fluorescent bulbs, and don't know where to take them.
Cost.
3. Biggest Barrier in Implementing: Crushing And Recycling Or Properly Disposing Of Used Oil Filters
We need to get a crusher.
The crusher was too time consuming, another company takes them and they crush them.
4. Biggest Barrier in Implementing: Recycling Old Computers & Monitors
The cost. It costs \$30 to recycle each item and there's not money in the budget for that yet.
It hasn't come up yet.
5. Biggest Barrier in Implementing: Waste Containers That Are Labeled With A Description Of The Waste And The Hazard Associated With The Waste (For Example, Waste Acetone, Flammable)
Just not completed, and haven't got a lot of them.
6. Biggest Barrier in Implementing: Storing Outdoor Containers That Are Kept Under Cover And Have Spill Containment
It is in the process but has not been implemented yet.
I don't usually store stuff outside.
Space constraints.
Room.
7. Biggest Barrier in Implementing: Providing Clean-Up Supplies, Such As Floor Dry Or Oil Absorbent Pads, To Be Readily Available
I'm a one-man shop; I have rags to clean up.
The oil pads? We just have not done it. We don't have many spills. It's not a barrier, really. We have sawdust if we do spill anything, and they (spills) are small if we have them at all.
Didn't have a need for it.

8. Biggest Barrier in Implementing: Ensuring Free Listing Services Such As The Industrial Materials Exchange (IMEX) Are Used To Get Rid Of Extra Materials Or To Purchase Inexpensive Raw Materials

We don't have excessive amounts of surplus materials.
 No barriers.
 Forgotten about it.
 Don't have leftovers.
 Lack of information.
 Our supply chain is locked in by the corporate office.
 We recycle ourselves.
 We haven't had the opportunity.
 Time.
 Not knowing about it.
 No need.
 I'm not that heavy an industrial materials user. The products I produce have a material restraint.
 Cost of labor.

9. Biggest Barrier in Implementing: Ensuring That Records Are Kept On Hazardous Waste Activities? For Example, Testing Data And Copies Of Receipts And Manifests

Not sure, I just don't keep records.
 We don't do oil changes here.

11. Biggest Barrier in Implementing: Recycling White Paper

Too lazy. Kind of forgot, I guess.
 We watch what goes in the garbage.
 We just don't know who would take our recycled paper.
 Don't know.
 We have a guy that picks up cardboard but at work they want to charge way more to recycle the paper than they do at home. It is very costly. But, we do give it to a family friend that picks it up. But, without him it may go in the garbage or pile up.
 We don't find that purchasing recycled paper is cost effective.
 Forgot.
 Don't know where to get recycled photocopy paper.

14. Biggest Barrier in Implementing: Purchasing Recycled Paper for Brochures, Flyers, etc.

Price, availability. It's not the primarily marketed product. We buy cheaper.
 We tried some different kinds but the quality was just not the same. The edges seemed to roll up and we had to send them back to the printer.
 The same response as before.
 Just don't use flyers typically.

15. Biggest Barrier in Implementing: Providing Clean-Up Supplies That Are Readily Available And Ensure That All Spills Were Cleaned Up Immediately

Lack of time

17. Biggest Barrier in Implementing: Ensuring That Vehicles And Equipment Were Washed Only In Designated Areas That Drain To The Sanitary Sewer Or Took Steps To Keep Wash Water Out Of The Drainage System

My business is not in the city; we're out in the county. When we do that, it drains into the gravel, unless we take it to a carwash.
 Where we are located

18. Biggest Barrier in Implementing: Ensuring That Storm Drains Were Stenciled With The Message Dump No Waste, Drains To Lake Stream Bay, Etc

We didn't know we were supposed to.
The only storm drains we have are inside the building and they are hardly ever used. We don't have any outdoors at all.
Just haven't labeled the storm drains yet.
I was going to paint the basic floor first before we put the stencil down and we haven't been able to do that. Haven't had the time or money to paint the floor yet.
I don't know.
Haven't got to it.
For me personally, I did not know where to get those stencils. I have to call them.
Forgot.
No storm drains here. We had some, and stamped them at the old location.
That was up to the port. It was the port's property, and we just lease from the port. The representative said they would talk to the port about it.
They said they would send some one to do it (like the Boy Scouts or something) and they never contacted us again about it.
Time of year.
There hasn't been a storm drain to stencil.
Talked to the city about this and they said they had the stencil for it. I just haven't been able get a hold of the stencil.
Stickers fell off we need the stencils
No storm drains that are our own, only the city's.
It's not our property. You could talk to the property owner.
Getting the OK from the head office to purchase the stuff to get it done.
22. Biggest Barrier in Implementing: Recycling Mixed (Office) Paper
Don't have enough paper
Cost of service.
Do not have that much.
We don't generate that much paper.
23. Biggest Barrier in Implementing: Recycling fluorescent light bulbs
We haven't had to replace any fluorescent lights.
The management company takes them, I don't know if they recycle them or not.
Probably just the time to get someone to do it.
I don't know where to take the bulbs.
I don't have many (fluorescent bulbs). It's a pain to single them out to go somewhere else with them. For us, it's only one or two per year.
I didn't know you could recycle fluorescent bulbs.
Forget
Don't know where to take them.
Don't know anyone that does it.
Don't know where to recycle them.
Don't know where to take fluorescent tubes.
Don't know where to take them to recycle them.
I don't know where to take them.
I'm getting ready to do that. Do you know where I can take them?
We just haven't had it come up.
We don't get very many.
Time and convenience.
23. Biggest Barrier in Implementing: Recycling fluorescent light bulbs (Cont.)

The guys didn't know they were supposed to recycle them.

Just getting someone to take them to the recycling center.

I checked into it and they said they wouldn't take them.

DOT doesn't take them.

Don't know where to put the lights.

24. Biggest Barrier in Implementing: Recycling Newspaper

Well, I just don't. It's just adding more expense. I'm sure it's a monthly fee, and I don't want to pay for something I already paid for.

No newspaper recycling bins.

We don't get much newspaper, but we do recycle regular white paper.

I usually take them home, where they do get recycled.

25. Biggest Barrier in Implementing: Recycling Shredded/Confidential Paper

Taking the time to get it set up.

We don't have a shredder; we don't go through that much paper.

26. Biggest Barrier in Implementing: Recycling Aluminum And Tin Cans / Glass / Plastic Bottles

Most plastic is from oil containers

I haven't had a chance to do it myself.

The recyclers don't usually stop here for pick-ups.

We are not hooked up with a recycling company and we have relatively few cans or glass bottles to worry about.

27. Biggest Barrier in Implementing: Recycling Plastic Film, Plastic Bags Or Pallet Wrap

We just haven't tried. We don't have the information on how to recycle our pallet wrap.

We don't have much.

We already have three or four separate areas that my garbage is going, such as paper recycling, etc; we just don't have a plastic bin.

Time.

There's no place Bellingham that does that, at least as far as I know. The recycling company never told me about that.

Need a convenient local program/place to take plastics.

We haven't checked in to it yet.

The people that do the recycling in this area won't do it - they do paper and cardboard, but not plastic.

Nobody does that really

Haven't found anyone to take it.

Finding someone to take it.

Don't know where to take the stuff.

Don't know if there is a drop off facility close by.

We don't really get a lot of plastic.

Pick-up. I don't have anybody that takes those items. I don't have that service.

No place locally that recycles them.

Lack of initiative on my part.

I don't know where I can recycle that stuff.

Can't find anybody to take this type of poly.

28. Biggest Barrier in Implementing: Buying Recycled Paper Office Products (Paper, Register Tape, Envelopes, File Folders, Paper Towels, Etc)

Money, there was a whole ordeal
 Don't have the capability of purchasing those things.
 The paper we use the most of is our printer paper and we tried the recycled paper it didn't seem as good as it should be...the quality of it.
 We haven't had to buy new supplies yet.
 We recycle our paper.
 The supplies we need are not available.
 Cost.

29. Biggest Barrier in Implementing: Using Or Purchasing Rechargeable Batteries Wherever Possible

We haven't needed any.
 I knew nothing about it.
 It is difficult for the particular battery sizes we need.
 We don't use batteries.
 We go through them too quickly, we do use rechargeable products in a few ways though.
 The stuff we buy ends up in trucks, which are not locked, so we end up purchasing disposable stuff because it gets stolen quite often.
 Rechargeable batteries don't last as long and don't do the job as well. We've tried them and they didn't work.
 I've had bad luck with them; they seem to get all goopy.
 Don't know where to go find them.

30. Biggest Barrier in Implementing: Specifying Recycled Paper For Print Jobs, E.G. Letterhead, Business Cards, Brochures, Flyers, Newsletters

Taking the time to find it.
 Just knowing what to do.
 Costs.
 Price.
 We just buy what's on sale.

31. Biggest Barrier in Implementing: Encouraging Employees To Walk, Bike Or Take The Bus To Work (Reimburse Employees For Bus Basses, Provide Bicycle Parking, Etc.)

It is not practical for my drivers and they were not interested.
 Cars.
 No one lives on bus route, almost everyone lives out in the County.
 A wide range of locations that people are coming from at different times, it's just not conducive.

32. Biggest Barrier in Implementing: Buying Remanufactured Toner Cartridges And Refilled Ink Jet Cartridges For Printers And Fax Machines

We use a film product in our fax machine that is not available any other way.
 We don't want to; we don't like them.
 We do recycle the cartridges that we use.
 There is a company in town - the re-ink spot, so I never buy new ones.
 The time to get them.
 It never really came up.
 Finding the source for these products.
 Finding a source.
 Didn't know they were available
 Can't find available ones and there is a low usage. Availability is the main thing

32. Biggest Barrier in Implementing: Buying Remanufactured Toner Cartridges And Refilled Ink Jet Cartridges For Printers And Fax Machines (Cont.)

All of our printing has to be perfect. We did try the refillable ones and found that they are not dependable.

Doesn't work on our machines well

Forgotten about it.

Haven't found any

It hasn't come up yet.

We don't find that refilled ink jet cartridges, etc. are cost effective.

We don't go through a whole lot of stuff.

We tried but we couldn't get them to work, in fact we had a \$200 bill from having to fix our copier afterward.

When they work I use them.

Not needing it yet.

Lack of use on the machines.

Don't know where to get them.

A couple printers couldn't use those.

33. Biggest Barrier in Implementing: Buying Reusables Instead Of Disposables (Cloth Towels, Rags, Table Linens, Durable Plates, Cups, Silverware, Etc)

No laundry or dishwashing facilities, and we have 600 employees.

Can't get the stain out all the way.

34. Biggest Barrier in Implementing: Asking Suppliers To Minimize The Packaging They Send Or Have Them Take It Back Make Packaging Returnable, Reusable, Recyclable

We utilize pallets and recycle our cardboard.

There isn't much we can send back that we aren't already sending.

Just getting the right the people

A place to do it.

I never thought of it, but I will in the future.

Lack of incentive; we generally recycle it anyway.

Too many people receiving things.

We weren't able to do that, but we do recycle as much as we can.

We try to use supplies that have minimal packaging as possible.

The stuff we get is dated, so they can't just re-date it for some reason.

A matter of getting everybody on board.

35. Biggest Barrier in Implementing: Making Double-Sided Copies

We don't usually make copies, just copies for customers out of catalogs.

Don't know.

I hardly make any copies.

Time.

We just don't have the machinery to make double-sided copies.

We haven't figured out how to do it yet in regard to giving things out to people and having to have it look nice.

It jams up our printers.

36. Biggest Barrier in Implementing: Reusing Single-Sided Pages For Draft Copies And Notepaper

It's been so long ago since the request that I forgot about it.

It is the nature of business - with medical records we can't print double sided or re-use pages.

37. Biggest Barrier in Implementing: Contacting Companies That Send Unwanted Mail Or Extra Catalogs
We don't have a mailbox here.
Too cumbersome
Time and not knowing who to contact.
It is difficult to establish which ones they want.
Don't know what numbers to call.
Didn't have that much extra mail to deal with
Having clear directions on how to do that.
I don't have time.
I have got a few not to send me stuff, by calling, but you can't control it. They just send it anyway.
Impossible, you can't stop people from mailing you things.
We just haven't done it yet.
Time. I am afraid that I would have to stay on the phone for a half of an hour to get it done.
Time
Reduced garbage flow, to save money.
No time.
Just doing it. We just didn't get to it.

V1D.

Are there any other changes you've come up with on your own to reduce the company's waste or the impact on the watershed?

BIZID	V1D. Are there any other changes you've come up with on your own to reduce the company's waste or the impact on the watershed?
583	A switch to less toxic products in the shop has been the biggest push.
231	Adapted new rules in the loading and unloading arena to reduce our waste.
399	All of our waste: stain, lacquer, and sludge are picked up by a company in Seattle that comes out here and picks up our barrels and disposes of them so we don't have to take it to the Bellingham Department of Toxics. There's a bin outside where our sawdust goes; I think it goes for farmers' shavings. We don't throw anything away or burn anything. It's all taken by other companies. All our wood and sawdust is recycled, and I believe that the company that takes the barrels recycles them.
45	All sorts of in-house recycling as well as providing recycling for phone books, etc.
569	Been keeping up on recycling religiously.
218	Burn waste oil and recycling it and recycling antifreeze.
2	Buying recycled and reclaimed coolants, and pretty much we were already doing a lot of this stuff.
232	Cardboard recycling.
179	Cooling system recycling on the car, break part cleaner under the car that is portable, under the oil drum there is a double container, we buy bulk items and refillable ones, recycle cardboard and metal.
10	Dealing with treated lumber - not having it sit where it can leach into the soil.
345	Designated specific areas for car washes so no contaminated water leaks out.
233	Disposing of light bulbs.
273	General recycling, all paper and cardboard and aluminum plates.
167	Hazardous waste management with the Department of Ecology has gotten much better.
157	I am a staunch recycler.
190	I am careful not to put chemicals in our fountains.
504	I brought in hand towels, so we don't use paper towels. 'Cloth' towels I guess is the word. Try not to print things unless we really need them and go double-sided when we can.
27	I don't have anything written down on a list, but I try my best.
4	I don't use solvents and detergents at all.
871	I get my oil changed at a place that recycles it, I use bio-diesel, etc.
830	I have recycled the fluorescent tubing at the correct place. I have been watching and doing the proper recycling procedures.
303	I just did a major upgrade to my waste oil heater, costing about five thousand dollars.
52	I only wash the truck on the highway or a local site, where it is safe.
224	I quit washing cars out front. I recycle everything I can.
530	I recycle all the normal stuff.
118	I recycle, reduced garbage and oil is going to a bio-diesel company.
815	I reuse materials whenever possible. I use things from the ReStore.
135	I send back the picture tubes and circuit boards that can be sent back.

BIZID	V1D. Are there any other changes you've come up with on your own to reduce the company's waste or the impact on the watershed? (Cont.)
535	I use cloth towels.
822	I watched where I dumped my oil, etc. Before I ever took these pledges.
339	Implemented different quality standards to make sure that we are making our paints properly, which has created a lot less waste.
148	Increased overall recycling.
844	Instructing people how to dispose of anything that may be hazardous. Minor things, take proper care of things that might freeze and have to be disposed of, use low VOC paints.
876	Just our recycling program - (we recycle) building wrap, paper, cardboard, metal scrap.
336	Leftover paints and stuff we take to the hazardous disposal place, we get our oil changed somewhere else where it is recycled, and we get our cars washed at specific places instead of in the driveway.
840	Light bulbs are recycled, the fluorescent ones.
860	More in house recycling.
855	Most work is done inside and we have absorbents for leaks.
411	Motor oil recycled.
324	New recycling program and changed from 4-part carbon form to a single sheet of a form that we print about 60 of per day.
403	No longer using bercoethelene and now are using a non-hazardous chemical, and generating no waste.
14	On the unsolicited mail, I put on "Return to Sender" so that they pay the charges. My hope is that they don't continue to send the mail and reduce paper use and absorb the cost.
873	Paperless recordkeeping and experimenting with electronic faxing.
355	Plumbers are more aware, they are separating garbage flow, scrap metal, metal, and plastics etc., and we made it easier for them.
241	Purchasing more recycled materials.
359	Put "stream-friendly" promotion on our advertisements.
818	Put in another rain barrel so kids can water with it, been taking in other peoples unusable paper that we can use.
188	Recycle anti-freeze, oil filters and oil for the community.
184	Recycle oil and shavings or chips that have gotten oil on them that would have normally gone to the landfill.
116	Recycling all metal and plastics through sanitary service.
281	Recycling more plastics, that is, the bottles the oil and antifreeze come in. We've been cleaning them out and recycling them.
208	Recycling more steel, scrap aluminum and lead.
806	Recycling plastic, cardboard, and paper.
275	Recycling steel and cardboard.
141	Started taking light bulbs to recycler.
843	Under our new ownership, we use 1/16 of the chemicals they used too and they are organic and we are also selling organic chemicals. Also, we use one chemical once a year that is not organic, but we use the recommended dosage.
108	Washing cars indoors, keeping booth filters clean.
249	We always use/buy recycled products whenever possible.

BIZID	V1D. Are there any other changes you've come up with on your own to reduce the company's waste or the impact on the watershed? (Cont.)
602	We are actually cleaning our batteries from our electric forklifts and containing the water for disposal rather than letting it go down the sewer for waste disposal.
361	We are always finding environmentally safer materials to use.
193	We are going to be hiring a company to take away coolant for us and recycle it.
863	We are holding on to oil filters to crush and dispose of and florescent bulbs. We are recycling motor oil and antifreeze. We have a recycle system that handles the wash down water. We do a lot of metal recycling. We recycle all cardboard and do three types.
422	We are in a new facility; all storage under cover so there is no run off. Using different material in the cement mix that has a lower lime concentration.
39	We are in the process of developing a coolant-recovering device. There is not one available on the market yet. We have also placed oil soak pads in the storm drains.
266	We are recycling all of our cardboard and plastic and packaging. Pallets and paper are also recycled.
158	We are recycling batteries.
66	We are recycling paper. We put brake pads and windshield wiper pieces out for the scrap man. Our dumpster is only about half full now.
163	We are working on it constantly.
525	We bundle and recycle 300 pounds of cardboard per day, we send 100 pounds of compost to farmers and gardeners per day, and we use biodegradable utensils in our cafe.
381	We changed from using solvent-based cleaners to aqueous-enzyme cleaners.
809	We changed showerheads to low-flow, did a complete renovation of lighting system, environmentally friendly cleaning supplies.
71	We changed to biodegradable vehicle soap and reduced vehicle washing to reduce waste production. We have scheduled maintenance program to deal with oil and contaminant leaks. We continued recycling nicad (nickel cadmium) batteries.
214	We definitely increased our recycling, and we purchase equipment that uses less chemicals that would need to be processed for disposal.
367	We definitely recycle computers, and fluorescent lights.
25	We developed methods to reduce our hazardous waste.
882	We did recycling with Sound Recycling, they buy back white paper.
847	We do our newsletters by email, and tried to reduce our electricity by taking out the pop machine.
524	We do recycle a lot of cardboard and pretty much anything we can. We try to get it out of here so it's not sitting around.
28	We do. What we do is put filters over storm drains, a burlap sandbag that filters more or less and work to keep them clean.
181	We don't use paper cups, plates, silverware, etc. We use real ones.
829	We found a place to take any extra packing material. It is a mailing service.
253	We got an oil-water separator in the shop where we wash the trucks.
513	We have added filters to our groundwater runoff.
93	We have been calling companies that send catalogs that are not solicited and asking them to take us off their list.
517	We have been pretty clean all along and if there have any changes, they have been small.

BIZID	V1D. Are there any other changes you've come up with on your own to reduce the company's waste or the impact on the watershed? (Cont.)
90	We have cleaned out our catch basins, making our drain water cleaner.
200	We have implemented a no-drip policy. In the past we have had some hydraulic leaks and we have been working to stop those from occurring.
284	We have increased the burn because we are making a bio-swell, as a way to decrease the run-off. We've increased the trees and shrubs and mowed the canary grass to keep it from spreading.
170	We have installed a sump where all the grease etc. gets collected. And we recycle all of our used motor oil.
60	We have minimal waste as it affects the watershed to my knowledge.
209	We have purchased a shredder and recycle the shredded paper. We don't use harsh chemicals; we normally use soapy water.
347	We have recycled all the metals that we can.
201	We have recycling bins everywhere waste is generated.
162	We have someone come in and do our oil who recycles it.
210	We have the bio-swell on the new building.
229	We installed a twenty-five thousand dollar retention basin.
240	We made arrangements with the garbage company to not pick up our trash at home. We bring it here to the dumpster to consolidate. We have a shredder and most things are shredded before we recycle them.
72	We make an effort to recycle everything that we can.
606	We no longer operate a landfill. We used to, but it has closed.
38	We pass out the pledge information to our chamber memberships.
827	We printed a new brochure and spent extra money on recycled paper.
386	We purchased a cardboard bin.
192	We put containment around our used oil.
854	We put filters on the drains that go back into the bay.
82	We put in a pre-filter system on dry clean machines. Also we have a carbon filter system, which cuts down on using a still, which cuts down on pollution toward the water.
407	We recycle cardboard, we wash very few vehicles.
423	We recycle all cardboard and stuff, and we use all of the pallets and extra wood that we receive as packing materials.
207	We recycle all cardboard and wood products and also recycle appliances including Freon.
247	We recycle all of our cardboard now.
570	We recycle all of our cardboard, scrap paper, cans, and bottles.
356	We recycle all of our fluids, and everything that we can, for example cardboard, coolant, oil, and batteries.
378	We recycle and reuse everything.
417	We recycle cans, cardboard. Steel and metal. We make sure to separate trash.
16	We recycle cardboard and pallets and metal crates. We also switched to a new lighting system.
159	We recycle cardboard.
564	We recycle cardboard.
195	We recycle everything that we can, that's all.
533	We recycle everything we can.

BIZID	V1D. Are there any other changes you've come up with on your own to reduce the company's waste or the impact on the watershed? (Cont.)
96	We recycle everything we can. We have a cardboard bin. I take things to the ReStore instead of just throwing it away.
125	We recycle olds fluid and have an oil- water separator.
537	We recycle our customer's plastic bags.
879	We recycle our waste back into the business, for example scrap fiberglass material.
826	We recycle packaging material.
282	We recycle paper, glass. We recycle our coffee grounds to farmers for compost.
267	We recycle paper.
572	We recycle.
807	We recycle.
250	We sell a line of environmentally friendly cleaning products. We also take back empty containers from our customers. We recycle cardboard. On items we sell we use returnable containers.
134	We separate all of our paper and recycle it and recycle fluorescent lights.
416	We shred a lot of stuff, which compacts it.
300	We sort our garbage. I don't know if what we do really affects the watershed - we're a law firm. We recycle our printer cartridges.
383	We started recycling computers.
176	We switched to biodegradable chemicals in water baths.
206	We try and do all we can. We use citrus based cleaners, we recycle all we can including batteries, things are kept contained and indoors, to stop run-off. Also, we took a look at a solvent container and decided the need for the container was not needed. Figured out how to clean with more biodegradable solvents. Biodegradable vs. Oil-based solvents. We advocate to all our customers on this, trying to put things on our boats to help. We would like to see the watershed used in the recreational area for a long time so we add all we can to out boats to help, Looking for oil leaks and any other pollutions contaminates. Hopefully, those kinds of measures will keep the lake open and people happy.
838	We try not to cause much impact to start with.
57	We try to reduce, reuse, and recycle, we try and find people that will take the wooden shakes, use them. We recycle fluids. If it is a demolition on a house, we let the ReStore go in and take what they want, and a lot of the old wood, we recycle any of the lumber possible.
105	We turned more of our lawn into garden.
137	We use a aqua based solvent cleaning product, never keep any more than 200 gallons of waste oil on-site and recycle brake fluid.
856	We use pesticides but whenever we transport or mix them, we have them in a basin so that they can't reach the watershed. We recommend a natural wood mulch and hand maintenance in lieu of pesticides. We also used environmentally sensitive paint when we repainted our office.
237	We use recycled paper on everything, and we recycle antifreeze and oil. Pretty much everything is recycled - paper, cardboard - and we stamped the water drains in case they drain to a salmon stream.
259	We wash cars without soap, just hot water and a sponge. Sometimes I use soap if it's really bad, and I do that on gravel. We have our own recycling for waste thinner, and we reuse it. Another thing we talked about was packing material: we reuse it to ship stuff back.
293	We were able to change to alcohol finish material. It's good for the air.

BIZID	V1D. Are there any other changes you've come up with on your own to reduce the company's waste or the impact on the watershed? (Cont.)
601	We're signed with an EPA outfit.
115	We've eliminated any washing of cars outside and we had expanded drains put in to take care of that.
428	We've gone paperless as far as file keeping goes, cut down on shredding, and recycle aluminum.
46	We've gotten a huge blue recycle bin, recycling cardboard and pallets.
857	We've implemented recycling of aluminum and bottles, which we didn't do before.
508	We've worked hard on recycling plastic and cans, which previously had been put in the garbage, as well as newspaper recycling.
53	We've worked with our suppliers to return boxes.
106	What the former owner did, I don't know.
821	When we do have wastewater, we pour it down a drain so that it doesn't enter the storm water.

V4B.

What are some of the reasons you wouldn't be interested in recertifying?

BIZID	V4B. What are some of the reasons you wouldn't be interested in recertifying?
25	Business is down to just one employee.
218	Cost
42	Doesn't have all that much of an effect and we do all of the recycling anyway.
49	Doesn't make much difference. We're getting to spring and we are busy.
878	Don't feel that it benefits us as far as customer base goes. Some of the things we would like to recycle there is no way to recycle.
501	Don't have the time.
44	Don't know, waste time with telephone surveys.
519	Financial reasons.
31	Hasn't been a benefit to customer growth.
248	I didn't know anything about it before, and I don't know what else we could do.
601	I don't believe in the way they treated me; telling me I have to do something.
275	I don't know if it did us a whole lot of good besides providing other ideas about recycling.
176	I don't know.
413	I don't need to belong to an organization to comply with what they would like to see happen.
253	I don't see the benefits to it.
371	I don't think they would do that.
235	I don't want the hassle of the phone call.
185	I guess I don't highly understand what the certification does, and we do everything that we can anyway.
387	I just don't produce that much waste to begin with. It's something I would do on my own.
106	I just don't want to get hassled.
137	I usually do things as an avenue for advertising our business and I need to be able to see that happen. E.G. Envirostar advertises for us.
838	I wouldn't re-certify, but that would not decrease my effort. We don't want to cause any harm to environment.
77	I'd have to think about that, and that would take too much time to do right now.
868	It doesn't accomplish anything other than my own knowledge, which I now have.
539	It doesn't apply.
339	It doesn't make much of a difference, besides the education that I received from the initial visit.

BIZID	V4B. What are some of the reasons you wouldn't be interested in recertifying? (Cont.)
61	It doesn't really affect us one way or another; we will still recycle regardless.
595	It doesn't really matter.
247	It doesn't seem to be making any difference.
67	It is not a high priority; don't need recognition for actions like this.
821	It is not a huge interest of mine, and money.
345	It is not of primary concern.
283	It is something we don't even think about, not even on my mind at all.
147	It is sort of a zero impact thing.
427	It just adds to the busyness of an already busy day. I don't feel the need to have a plaque or a license to show what we already do. It's a little overdone.
208	It seems like a waste of paperwork. Awareness is important, and I feel that we know what we need to do.
172	It's kind of hokey and juvenile. It seems like it's run by people who really don't understand what the problems are. I think they are trying to make something out of something that isn't there.
252	It's not a real benefit to us
393	It's not that I wouldn't do it; it's neither here nor there for me. We don't get any recognition for it. We don't deal with the public much.
32	It's too expensive. We have a small business.
232	I've taken care of everything, no need to do it again.
396	Just another thing I have to do.
27	Just not interested.
159	Lack of interest from the public.
517	Mainly the cost. We are cutting all costs that we can. It's just not budgeted in.
40	Money.
294	Not enough time.
229	Not sure where we can help much.
195	Nothing in particular.
363	Nothing, I can do where my location is.
524	Our business now is pretty much what we recycle and what we do here to keep the water safe and everything. Everyone pretty much knows because we've had the same crew for about ten years now and everyone pretty much knows what do and abides by the rules.
52	Relocation outside of town.
603	This is a new company- they consolidated with another company.
56	Time.
314	Time. We are really committed to the ideals, but these things take time and that is a precious commodity these days.
833	Too busy and don't really have the time to be messing around.
297	Too much other stuff on my hands right now.
277	We are already doing our part.
156	We are closing.
877	We are doing everything already, naturally.

BIZID	V4B. What are some of the reasons you wouldn't be interested in recertifying? (Cont.)
34	We did it once, that's good enough. We know what we're doing now and have it covered.
12	We didn't see any benefit as far as what we did, beside our water cost going up.
94	We do what we can, everyone is very environmentally conscious; we just don't want to spend time certifying.
301	We don't have some of the abilities to do some things like I feel we should.
154	We don't need the recognition; we just like to do it because we need to.
428	We don't overdue things, we're really low-key, and we don't need a pledge or recognition.
135	We don't service anymore. We just do in-home service now.
333	We just do it for the good of the ecology without the recognition.
533	We just keep plugging along and we're hanging on. We'll continue to do what we're doing.
558	Whatever it would take me to do it I guess. If there's any time or expense. I would need to see a benefit for whatever effort it required.

QCMT.

Additional Comments

BIZID	Comments:
282	I didn't know about opportunity with NWCS because our mailing address is different than the address here.
106	The respondent bought the company three years ago and is somewhat familiar with the program, but has not certified herself. She did not know what the former owner did regarding waste and impact on the watershed, but answered according to her/husband's activities at the business. For example: she received the newsletter since her company was registered, but does not have a plaque because it left with the former owner.
224	As long as an appointment is made first, I don't mind if someone visits.
178	Have a brochure that promotes the companies involved.
359	If they could mail information about where to take things and buy things they prefer us to have would be nice.
82	In California and some other places, they are giving rebates for Laundromats that buy new equipment that saves water, and I was wondering if Washington was planning on doing anything like that.
530	In order for this program to really work, we need to get politicians and city council behind it, as well as create a demand for the post-recycled products and local places that would do the recycling.
809	It seems like the pledge program was set up not to recognize activity businesses have done already but to take it the next step further and it seemed like there wasn't much else we could do because we had done all of the big things already. It is harder to become a part of the program because the things we have to do are so little and we are not being recognized for the big stuff that we already did.
504	It went to the disposal of toxics and the man said that will be ten dollars, for two bulbs! That was a crummy day. I paid for something that I could have just thrown away for free.
367	It would be nice to get a small description of what the plaque is for, like a laminated thing so that customers and employees who are unfamiliar with the program know what it means. I think the biggest obstacle to dealing with disposal of toxics is that we expect disposal to be free. I think it would be a definite advantage after talking to other business owners... I think (disposal of toxics) should be subsidized, until the manufacturer is required to pay for disposal by law, since it will be a long time before disposal cost is included in the purchase cost. Also, I hope the fluorescent bulb recycling can be done again in 2004. Also, offer discounts to businesses for disposal of other toxics, paints, solvents, etc., that businesses want to get rid of. If it's free the first time, so you can see the process and how it's done, you won't be intimidated by it, it would put it in your conscience that that's what you do with toxics, and it would keep the lead and mercury out of the landfills. Also, I think they need to do more education on disposing of cell phones.
603	The company has changed hands and has been consolidated into a new company. They don't know if the new company has been contacted in regards to certifying or not.

BIZID	Comments: (Cont.)
826	The emblem doesn't identify the sponsor or the recipient. Basically it's an idiographic cryptogram. It's nice, but it's not a symbol everyone recognizes. In the future, they should have the ideogram on a plaque that explains what's going on. Otherwise it's not fulfilling the donor's goal.
844	The newsletter: maybe they should have one big one for new members, but something smaller for everyone else. Maybe it would have paper.
852	They need to include Office Depot on here because NWCS buys a lot from us and we do a lot to recycle here as well as sell mostly recycled things, such as using only recycled paper in our copy center.