

5.0 Public Education and Information

5.1 Introduction

Public education is a critical component of a successful environmental program as it informs citizens about proper solid waste management methods and ways to reduce waste, and enhances public understanding and participation in various reuse and recycling activities. Education programs also serve to inform people of the wide variety of solid waste services provided by the County and other entities.

This section describes existing public education activities within Hawai'i County, identifies current issues and concerns with respect to public education, and presents recommendations that will help enhance educational opportunities.

5.2 Background

5.2.1 Regulatory Context

In accordance with HRS Chapter 342-26(g), the public education and information section of an Integrated Solid Waste Plan shall describe the programs that will be used to:

1. Provide comprehensive and sustained public notice of the options for alternate source reduction, recycling, and bioconversion, and for the proper handling of household hazardous and special wastes.
2. Distribute information and educational materials regarding general solid waste issues through the media, schools, and community organizations.

5.2.2 Review of 2002 Plan Update

Following is a summary of the recommendations put forth in the 2002 Plan update relative to source reduction, and a description of the actions taken to achieve each recommendation.

2002 Plan Update Recommendation	Status
Education and Promotion	
Hire County Recycling Coordinator	The County hired a full time Recycling Coordinator in mid 2003. The Coordinator currently has four full time recycling specialists on staff, each of which engages in various education and promotion activities.
Increase Budget for Promotion and Education	The County budgeted nearly \$400,000 on advertising and outreach education in FY 07-08, which is a substantial increase above 2002 levels.

5.3 Existing Conditions

5.3.1 Hawai'i County Waste Reduction Programs

The County of Hawai'i employs several recycling specialists, who conduct basic educational activities. In addition, the County provides funding to several business entities to coordinate and provide educational activities to the public and private schools. A portion of the funding provided by the County for public education is used by Recycle Hawai'i to support the activities of three education specialists. The County's main education initiatives include:

- Internet
- Recycling infoline
- Radio and television advertising
- Brochures
- Community outreach
- Community events
- School programs
- Business education
- Awards program

A brief description of each of these initiatives follows.

5.3.1.1 Internet

The County of Hawai'i maintains a listing of information on the internet including solid waste plans and operational information at the following address: (http://co.hawaii.hi.us/directory/dir_envmng.htm). This Web site is periodically updated to reflect changes in information regarding the County's waste management program and policies. The County of Hawai'i is also in the process of researching the use of an independent external Web site dedicated to recycling, reuse and other solid waste management issues.

In addition, the County frequently submits articles and information regarding their waste reduction and recycling programs for publication in the County Newsletter, which is electronically distributed to residents around the island on a weekly basis.

Recycle Hawai'i, as part of its overall recycling education contract, provides information on recycling and reuse services via its own Web site.

5.3.1.2 Recycling Infoline

The County of Hawai'i sponsors an infoline, to provide answers to most basic solid waste and recycling questions relating to topics including green waste and mulch, the HI-5 recycling program, abandoned vehicles, disposal of used appliances, the used motor oil program, household hazardous waste events, e-waste collection dropoff sites, and the collection of used cooking oil. The infoline is an automated program that is available 24 hours a day.

The County is upgrading its infoline to provide more information and options to communicate with County Recycling or Solid Waste Division staff. With funding from the

County, Recycle Hawai'i also maintains a live telephone information line from 8:00 a.m. to 5:00 p.m. Monday through Friday, to answer waste reduction and recycling questions from the public.

5.3.1.3 Radio, Television, & Print Media Advertising

The County and its vendors engage in multiple forms of advertising including radio, television, theater, newspaper and other print media.

The County has a current contract with Out of the Sea Media Arts to develop an advertisement plan. Initial efforts have included radio and television advertisements, and development of informational signage to be posted at recycling and transfer stations. Print media advertisements have included ads in the yellow pages and various local newspapers.

Through this contract the County hopes to develop a robust program to help educate the public about various waste issues and keep them informed of upcoming events.

Recycle Hawai'i assists the County by advertising for a variety of waste reduction and recycling programs, including the Christmas Treecycling, backyard composting, household hazardous waste, e-waste, and used motor oil programs. Forms of outreach include the Recycle Guide, printed media advertisements, banners, and radio spots.

5.3.1.4 Brochures

The County of Hawai'i and their vendors have prepared brochures that cover a range of waste management topics for public distribution. The brochures address various programs that are provided by the County and their vendors including green waste recycling, composting, plastics recycling, household hazardous waste, used motor oil collection, and the HI-5 recycling program. The brochures are made available to the public at community events, at the various recycling and recycling and transfer stations, and at other County solid waste facilities.



2-Bin Recycling

Now Available at most County Transfer Stations
Recycling is convenient and easier than ever!
Separate in 2 Recycling Bins

One Bin for non-HI5 Rinsed Glass Jars & Bottles
One Bin for Mixed Recycling Including:

Plastic Containers (#1, 2 & 5)

- Milk Jugs & Yogurt containers
- Detergent Bottles



Paper (Office & Mixed)

- Newspaper & Magazines
- Junk Mail
- Cereal boxes & egg cartons



Aluminum & Tin Containers

- Pet & food cans (rinsed)
- Clean foil



Corrugated Cardboard

- Flattened boxes
- Paper Grocery Bags
- NO wax coated or food contaminated



Look for Recycling Signs at your local transfer station!

Everyone Recycle!!

County of Hawai'i Department of Environmental Management
Call 961-5044 for Recycling Info or complete list of accepted materials.



Go ahead, Hawai'i: Give yourself a HI-5.

DEPOSIT BEVERAGE CONTAINER REDEMPTION RATES FOR WEIGHING

PLASTIC	ALUMINUM	BI-METAL	GLASS
Small sizes 17 oz. or less Sorted	Okay to crush	Cans with seams along side	
Mixed sizes			
1 pound of small plastic bottles = 22.7 containers = \$1.135	1 pound of aluminum cans = 21.6 containers = \$1.58	1 pound of bi-metal cans = 8 containers = 1.40	1 pound of glass bottles = 2.3 containers = 1.115

NEW! Customers may request hand counts for up to 200 bottles or cans.

For more recycling tips and a complete list of redemption centers, visit HI5deposit.com or call the Department of Health at 586-4226.



5.3.1.5 Community Outreach

Recycle Hawai`i conducts a minimum of 40 outreach presentations per year. The presentations are intended to educate the public about existing waste reduction and recycling programs and to encourage participation in those activities. The presentations are given to a wide array of organizations including schools, businesses, and at various conferences.

Recycle Hawai`i also conducts workshops on reuse of materials, proper recycling methods and composting.

5.3.1.6 Community Events

The County of Hawai`i participates in various community events throughout the year aimed at enhancing environmental awareness. The County also participates in promotional events, such as BYOB at grocery stores, which includes a give-away of reusable grocery bags. An emphasis has been placed on the HI-5 program through the installation of HI-5 recycle bins at larger community events such as the Merrie Monarch Hula festival.

In addition, with funding from the County, Recycle Hawai`i participates in a minimum of fifteen community events throughout the year, including Earth Day festivals, the Kuleana Green Business Conference, and similar events. As part of each event, educational information is distributed and recycling/reuse specialists are available to talk to members of the public. Recycle Hawai`i also participates in the annual Trash Art Exhibit at East Hawai`i Cultural Center.

5.3.1.7 School Programs

The County and its vendors organize a broad range of waste reduction and recycling programs for the local schools. The Artists and the Environment Program brings artists, resource educators, native Hawaiian cultural practitioners and community outreach staff into classrooms throughout Hawai`i Island. The two-part presentations link art and native culture with awareness and sustainable practices for our unique natural environment. Presentations range from 45 to 90 minutes depending on grade level.

The Art of Recycling School Competition (ARSC) is an educational art project that motivates youth to create art objects from recycled materials while helping to save landfill space, energy, and natural resources.

The "HI-5 Show!" is a magic show designed to raise awareness about the environmental benefits of recycling, and in particular the HI-5 Beverage Container Deposit Program. Each school performance can accommodate up to 350 students and is specifically designed to encourage students to participate in recycling of deposit beverage containers.

In addition, the County and Recycle Hawai`i both offer tours of the landfill, scrap metal and composting facilities, and the Recycling and Reuse Centers for school groups on an as-requested basis.

5.3.1.8 Business Education

On request, the County will assist in the set up of new recycling businesses and provide guidance to help new businesses understand and navigate applicable laws, regulations &

rules. The County will also occasionally assist with establishing or improving recycling programs at businesses at the request of companies and business organizations.

With funding from the County, Recycle Hawai'i has produced the Hawai'i Island Business Recycling Guide and Workbook, which is provided as a membership benefit. The Workbook provides information for businesses including how to conduct a waste audit and establish a waste reduction and recycling program.

5.3.1.9 Award Program

Recycle Hawai'i has recently initiated an award program called Keeping it Green Hawai'i. It is an incentive-based program that provides certificates and awards to 14 businesses and schools that demonstrate leadership in at least three aspects of sustainability. The award package includes a free membership to Recycle Hawai'i, and an Earth Machine composter or recycling collector bin.

5.4 Issues and Concerns

As described above, the County currently invests considerable resources into a number of creative education and outreach programs. However, given the County's commitment to Zero Waste, additional effort could be expended to further reduce the quantities of materials discarded in landfills. Successful adoption of the Zero Waste approach is intimately linked with the ability to influence public perception and modify existing behaviors, which is the main purpose of public education and promotional programs.

It is recommended that the County consider using social marketing principles to guide the design and implementation of education programs (see the Social Marketing Institute at <http://www.social-marketing.org/sm.html>). Social marketing is the planning and implementation of programs designed to bring about social change using concepts from commercial marketing. Some of its key concepts include:

- The ultimate objective of marketing is to influence action.
- Action is undertaken whenever target audiences believe that the benefits they receive will be greater than the costs they incur.
- Programs to influence action will be more effective if they are based on an understanding of the target audience's own perceptions of the proposed exchange.
- Target audiences are seldom uniform in their perceptions and/or likely responses to marketing efforts and so should be partitioned into segments.

RECYCLE HAWAII
A NON-PROFIT EDUCATIONAL ORGANIZATION
24-Hour Info Lines: 961-2676 • 329-2886 • www.recyclehawaii.org

HAWAII ISLAND RECYCLING GUIDE

WHAT'S NEW	TABLE OF CONTENTS
KEA'AU RECYCLING AND REUSE CENTER (KRRRC)	About Recycle Hawai'i 7
Since October 1, 2007, KRRRC has been featuring daily sales from 10 a.m. - 5 p.m. at its Home Remodeling Reuse Center -- latex paint selections at \$2/gallon, low prices on furniture, fixtures, doors, windows, pvc pipe, fencing, scrap lumber and other reuse items.	Appliances (see Scrap Metal) 2
Contractors are welcome to drop-off usable leftover home remodeling waste daily from 6:30 a.m. - 6:30 p.m. at no charge to help Recycle Hawai'i work towards reaching the county's goals in diverting "still good stuff" from island landfills.	Automobiles, Abandoned 2
Location - Highway 130 next to the Kea'au transfer station and the ARC of Hilo HI' redemption site (1st left past the Humane Society Pahoehoe-bound). Closed Thanksgiving, Christmas and New Year's Days.	Automobiles, Parts for Sale 5
Call KRRRC at 895-6815 for more information.	Batteries, Automotive/Deep Cycle 5
	Batteries, Household/Toy 5
	Batteries, NiCad/Wireless Phone 5
	Bubblewrap 2
	Cellphones/Equipment 2
	Donate Don't Dump 4
	Donate Reuse Items 3
	E-Waste, Computers/Electronics 2
	Fire Extinguishers 7
	Foam Peanuts 2
	Glass 3
	Green Waste 6
	HS-5 Beverage Containers 6
	Household Hazardous Waste 5
	Inkjet/Toner Cartridges 2
	Illegal Dump Site Reporting 5 & 7
	Membership 7
	Metals, Aluminum 2, 3, 6 & 7
	Metals, Ferrous 2
	Metals, Non-Ferrous 2
	Oil, Cooking 7
	Oil, Used Motor 4 & 5
	Paint, Disposal/Reuse 5 & 7
	Paper, Brown Bags 3
	Paper, Corrugated Cardboard 3
	Paper, Document Shredding 4
	Paper, Junk Mail 3 & 7
	Paper, Magazines 3
	Paper, Mixed Office 3
	Paper, Newspaper 3
	Paper, Phone Book 7
	Paper, White Office 3
	Plastic, #1 & #2 3 & 6
	Plastic, Shopping Bags 7
	Preparation/Markets 2
	Propane Tanks (see Metals) 2
	Recycle Pick Up Service 7
	Reuse Items, Donate 2
	Scrap Metal 1
	Scrap Metal, Appliances 2
	Tires 3

RE-STORE OPEN!
Visit the new Habitat for Humanity West Hawaii ReStore!
We are happy to offer a wide variety of new and gently used home improvement products at discounted prices of up to 50-75% off retail value. Habitat for Humanity West Hawaii will use the proceeds from the sales in our efforts to eliminate poverty housing in West Hawaii. Our inventory is generated through the generous donations of local businesses and community members and changes daily, so be sure to stop by frequently to see what we have in stock!
Visit our website at www.habitatwesthawaii.org or contact us 808-331-8010.

Marketing efforts must incorporate all of the "4 Ps," that is:

- Create an enticing "*Product*" - the package of benefits associated with the desired action.
- Minimize the "*Price*" - the target audience believes it must pay in the exchange.
- Make the exchange and its opportunities available in "*Places*" that reach the audience and fit its lifestyles.
- *Promote* the exchange opportunity with creativity and through channels and tactics that maximize desired responses.

Recommended behaviors always have competition which must be understood and addressed. Because the marketplace is constantly changing, program results must be regularly monitored and management must be prepared to rapidly alter strategies and tactics to optimize the effectiveness of the program.

Other key features of successful education programs that the County should strive to achieve include:

- Research different segments of the population who are targeted for programs
- Maintain a consistent "look" for the program
- Use a variety of communication methods
- Keep detailed records of efforts and results
- Evaluate the impact of education and promotion programs
- Cross-promote solid waste management activities with other County environmental initiatives

5.5 Options for Improvement

Substantial progress in advancing the County's Zero Waste objectives will require enhancements to the County's current education and promotional program. Specific programs and initiatives that could potentially be part of this expanded effort are described below. Implementation of these programs and initiatives will require added County education staff and additional funding for outreach activities. This could be achieved either directly by the County or by contracts with appropriate consultants or vendors, such as Recycle Hawai'i.

It is critical that the County allocate significant resources to education and promotion. For example, the Curbside Value Partnership, a curbside recycling advocacy group <http://www.recyclecurbside.org/>, recommends spending \$1 per household on curbside recycling education alone, and \$2 to \$3 per household when major new programs are being implemented. Considering the importance of education to the County's Zero Waste resolution, the County should consider hiring a Zero Waste education specialist who would work under the direction of the County recycling coordinator. . This person would be responsible for planning and coordinating all waste management education activities.

In addition to adding a Zero Waste education specialist, initial, planning-level estimates of additional costs are provided for each option. These estimates will be refined after receiving comments from stakeholders and after other sections of the plan are completed. Revised cost estimates will be presented in the draft plan in the implementation section.

5.5.1 Develop 3-Year Zero Waste Education and Social Marketing Plan

In order to maximize the effectiveness of the County's educational and promotional efforts, a 3-year plan could be developed that identifies the major goals and objectives of the County's Zero Waste education efforts, and specific programs and initiatives that will be implemented to obtain those goals. This plan would provide a schedule or "blueprint" of activities that will be undertaken to support waste reduction and recycling activities. It would help ensure effective use of staff time and budget as well as offering a benchmark for measuring success.

Development of the plan could include a brainstorming session attended by various stakeholders such as the Solid Waste Advisory Committee (SWAC), County Council, and recycling vendors. Specific elements of plan development could include the following:

- Identify and target specific demographic groups or geographical areas that the County would like to reach with its messaging.
- Identify and clearly state the County's key messages (broad goals and specific objectives).
- Tailor educational programs to target the specific types of materials that are easy to recycle yet are not being diverted effectively, based on the results of the waste stream assessment section of the IRSWMP update.
- Develop and implement public awareness programs that publicize current and future waste management and recycling programs.
- Develop educational and promotional activities specifically geared toward new programs and initiatives identified in this plan.
- Evaluate the benefit of providing educational and promotional materials in other languages.
- Identify how the County will measure the success of its efforts (evaluation).
- Estimate the costs of future education and promotion efforts.
- Pay-as-you-throw program and fee schedules for residents and businesses.

The plan should address immediate, short- and long-term actions pertaining to the following programs:

- Zero Waste as an overarching County waste management policy
- Residential waste reduction and reuse
- Residential backyard composting
- School programs for waste reduction and recycling
- Residential recycling

- Visitor industry waste reduction and recycling
- Business waste audit and education programs
- Other business waste reduction and recycling
- C&D waste reduction, reuse, and recycling
- Implementation of Pay-As-You-Throw program

Estimated cost: To implement this option, the County would need to budget for consulting time to assist in the preparation of an education and promotion (E&P) plan and development of program identification and materials. In the first year, the County should budget for consulting costs of approximately \$30,000 plus some time from existing staff. Recommendations from the plan would probably result in initiatives that would require funding in subsequent years for plan implementation. The plan should be updated every other year.

5.5.2 Develop Zero Waste Theme and Logo

To launch and implement a comprehensive educational program, it is beneficial to have a set of unified promotional materials, including a theme, slogan and/or logo. The County currently has a logo that has been effective in establishing a “brand” for County waste reduction and recycling efforts. Given the County’s commitment to Zero Waste, the County may want to consider changing its logo to adopt a Zero Waste theme. The potential benefit of this approach must be weighed against the cost and potential confusion that could occur during the transition to a new theme and brand. During the development of the Plan, it was decided by consensus that a zero waste theme be incorporated to the Plan, and the title of the plan was changed to include “On The Path To Zero Waste” to reflect the County’s commitment to this goal.

Estimated cost: This option could be implemented by existing staff, with perhaps a relatively low cost contract with an outside vendor for graphics assistance. The County could experience added costs if a Zero Waste theme was implemented rapidly, thus making various education and recycling materials with the existing logo obsolete.

5.5.3 Conduct Waste Management Attitude Survey

The County would benefit from conducting a market survey to assess public attitudes about waste management in the county. The survey would be used to assess perceptions, attitudes and behavior of non-users and users towards the County’s programs and services. The results could be used to shape messages to target audiences in different communities.

The survey should be conducted over the telephone by a firm experienced in conducting market research. Respondents would be randomly selected from commercially available lists that are specially prepared and which provide phone numbers in the target geographic area (excluding fax numbers, business numbers and other non-residential numbers).

Because non-response tends to increase with survey length, the survey should not exceed 10 minutes in length, as this tends to be the upper limit of tolerance for surveys. Methods such as using a predictive auto dialer (PAD) and a computer assisted telephone interviewing (CATI) system should be considered to ensure randomness and survey efficiency.

Estimated cost: A market survey of County attitudes toward waste management would probably cost in the range of \$15,000 to \$40,000. County staff time would be needed to further develop the survey scope and monitor its execution.

5.5.4 Expand Existing Advertising and Marketing Efforts

The County currently advertises various aspects of its waste management program, such as recycling, through television, radio, print advertising and outreach at community or special events. These efforts could be expanded to include Zero Waste programs and initiatives and incorporate new themes or slogans implemented by the County. Expanded television and radio advertising could include both paid advertisements, as well as promotional opportunities such as news stories, talk show interviews and additional special event outreach.

In addition, the County's Web site could be upgraded to include specific information about source reduction and recycling capabilities (for example, interactive guide with drop-down options for material type and location), a calendar of events with upcoming events, a list of businesses that participate in "take-back programs", and educational materials and reference list. The County's Web site is currently being expanded, which should improve its function as a solid waste education medium.

Increasing the number and scope of community events that the County participates in is recommended in Section 4.0, Recycling, Bioconversion, and Markets. Expanding participation in community events will create additional opportunities to distribute educational and marketing materials to both residents and businesses.

Estimated cost: This option could be funded at a variety of levels. The specific amount of spending on added advertising and marketing should be developed as part of development of the 3-year education and promotion plan. For planning purposes, this could range from \$50,000 to \$100,000 per year.

5.5.5 Expand School Education Programs

The County has a well developed school education program that includes several educational initiatives being implemented in the public schools around the island. These existing educational programs could be expanded to incorporate a multi-level approach that is consistently implemented across a range of age groups over time, and should integrate Zero Waste concepts. Potential activities could include recycling and composting initiatives, specific curriculum, field trips, and guest speakers.

If the County is able to incorporate recycling as a requirement for the hauling contractors that service schools as recommended in Section 4.0, it could create opportunities for schools to involve students with the recycling effort on individual campuses.

Estimated cost: This option could be funded at a variety of levels. Much of the expense would be for added staff time for County staff or contracts with its education vendors. The County may want to add an additional \$10 to \$20,000 annually for additional school education materials and supplies.

5.5.6 Expand Business Education Programs

The County could further encourage partnerships and sponsorships by local environmental and community groups to help them take ownership of waste management issues, and provide recognition to them for waste reduction successes. The County could expand on its program of written education information and technical assistance for individual business owners and business and trade groups, with a focus on reducing both the quantity and toxicity of commercial and industrial discards to landfill. County education staff could collaborate with other agencies that interact with businesses about environmental issues such as air, energy, water, wastewater, and disaster planning to leverage resources and avoid duplication of effort.

Key steps in expanding the County's business outreach programs could include:

- Identifying major generators and generating sectors
- Developing a database of key contacts at individual businesses and organizations
- Identifying classes of readily recyclable materials and toxics generated by businesses
- Establishing priorities
- Developing strategy and preparing education and outreach materials
- Monitoring effectiveness
- Revising and refining the program annually based on results of effectiveness analysis

County education staff should also look to businesses that provide advertising services (such as utilities, transit, newspapers, and so forth) and search for opportunities for free advertising.

Estimated cost: This option could be funded at a variety of levels. Much of the expense would be for added staff time. The County may want to add an additional \$10 to \$20,000 to its annual budget for business education materials and supplies.

5.5.7 Develop Visitor Industry Education Programs

Given the significant contribution of the visitor industry to the County's waste stream, it would be beneficial to develop focused educational and promotional programs that specifically target the visitor industry. This could include developing brochures to provide in hotels, adding recycling bins at airports, beaches and parks, and installing displays at airports. The County could also provide a list of recommended actions to hotels and resorts outlining measures that they can implement to reduce waste, and contact information for technical assistance. A good example of this and potential resource for the County is a waste reduction tip sheet prepared by the City of Austin, Texas, which can be found at: http://www.ci.austin.tx.us/sws/downloads/wrap_hotel_tips.pdf.

Estimated cost: This option could be funded at a variety of levels. Much of the expense would be for added staff time. The County may want to add an additional \$10 to \$20,000 to its annual budget for visitor education and promotion materials and supplies.

5.5.8 Evaluate Effectiveness and Continue to Refine Education Programs

The long-term success of the County's education program will be dependent on the extent to which educational and promotional materials can be continually modified to respond to changes in the program. As part of this effort, the County should conduct an on-going effort

to evaluate the progress and effects of its source reduction and recycling programs. This effort should include evaluating the public's understanding of various programs, establishing benchmarks for success at current levels of effort, and evaluating the effectiveness of education and promotional campaigns.

The information needed to evaluate the effects of an E&P program might be gained through:

- Analysis of recycling rates, monthly participation rates, and capture rates
- Analysis of levels of contamination in recycling programs
- Analysis of the extent of media coverage
- Personal interviews
- Soliciting opinions at community events and meetings
- Mail, telephone, or dropoff surveys
- Focus groups
- Mail-back response cards
- Evaluation of the number of hits on the County's Web site

The County should include evaluation as part of every education and promotion program. Results should be communicated to appropriate audiences including elected officials, interest groups, and the general public.

Estimated cost: A good rule of thumb is that approximately 10 percent of the cost of programs should be spent on evaluation.

5.6 Recommendations

On the basis of the analysis presented above, the results of the Zero Waste study, and discussions with stakeholders, this Plan update recommends the following improvements. It should be noted that many of the options discussed above and other education initiatives, such as those in support of residential and business recycling, the implementation of a pay-as-you-throw program, visitor industry waste management practices, and organics and composting are addressed in other sections of the Plan update.

1. **Implement a 3-year Zero Waste education and social marketing program to educate the public and business community about Zero Waste initiatives and opportunities.**
2. **Hire one full-time staff position to serve as the coordinator of Zero Waste programs.**
3. **Implement a community-wide social marketing plan.** This plan would increase public awareness of new waste management programs being implemented and to foster participation in the programs. The education and social marketing plan should include the elements outlined in Section 5.5.1, plus all other aspects of the County's solid waste management efforts that may benefit from focused education or promotion.

Filename: 5_Public_Education_and_Information_071809_lr.doc
Directory: C:\Documents and Settings\jalba\My Documents\Jocelyn
Template: C:\Program Files\Microsoft Office\Templates\CH2M HILL
Documents\Automated Blank Document.dot
Title: 6
Subject:
Author: Dan Pitzler
Keywords:
Comments:
Creation Date: 7/20/2009 1:47:00 PM
Change Number: 6
Last Saved On: 8/5/2009 3:07:00 PM
Last Saved By: CH2M HILL
Total Editing Time: 6 Minutes
Last Printed On: 8/5/2009 3:07:00 PM
As of Last Complete Printing
Number of Pages: 11
Number of Words: 4,117 (approx.)
Number of Characters: 23,757 (approx.)