

Appendix B

***Public Education and Outreach on
Stormwater Impacts***

RESIDENTIAL ILLICIT DISCHARGE PREVENTION



Pollutant of Concern: Multiple

Help Keep Illicit Discharges Out of Our Rivers and Stormwater Facilities.

What is an Illicit Discharge?

An illicit discharge is any discharge to a gutter, storm drain, or surface water body that is not composed entirely of stormwater. Think **“Only Rain in The Storm Drain.”** Whereas, there are conditionally exempt discharges pursuant to regulations, City staff are available to evaluate those on a case by case basis. If you are not sure about a discharge contact the City and we will check it out.



Why is it a Problem?

Illicit discharges have the risk of polluting underground drinking water supplies and the Deschutes River. The City of Bend Stormwater utility works to protect underground drinking water quality of *all* Bend residents—whether they are served by the City, Avion, Roats, or private wells. Having your extra eyes in the field will help protect our valuable water quality and habitat.



How to Spot and Illicit Discharge?

Look for:

- ◆ Staining around storm drain
- ◆ Staining on storm drain grates
- ◆ Odd colors or smells inside the storm drain
- ◆ Flows during dry weather
- ◆ Hoses or pipes discharging to a storm drain.
- ◆ Debris swept or blown in streets



POLLUTANT: ILLICIT DISCHARGES



What Can You Do?

Avoid Creating an Illicit Discharge

- Remember, only rain in the storm drain! Use all reasonable measures to reduce pollutants from entering storm drains (e.g., litter, detergents, waste, oil, grease, fertilizers).
- Properly store grease, gas, oil, de-icing materials, and hazardous and non-hazardous substance to prevent leaks and spills from entering storm drains.
- Routinely sweep pavement, driveways and sidewalks to prevent the accumulation of pollutants that may enter storm drains. Collect and properly dispose—do not sweep to streets or storm drains.
- When possible, discharge pool or spa water to the sanitary sewer. Or, direct to a landscape area. Discharge may be directed to an adjacent storm drain only after the chlorine residual has been reduced (e.g., wait three days and test to see if chlorine is less than 1.0 parts per million) and after all debris and sediment that would be in the flow path to the storm drain has been swept up and properly disposed.
- See also property cleaning BMPs in Section 1 of Illicit Discharge Manual (link below).

Report All Suspected Illicit Discharges to the City of Bend

- Most people do not realize the connections between their actions and water quality. Reporting allows us to provide some targeted education and aware that additional cleanup may be needed to protect water quality.

If possible take a photo and note the time, date and location and notify:

- ❖ City of Bend Utility Department - (541) 317-3000
- ❖ If someone is actively dumping or spilling a hazardous material - **Call 911** and the Utility Department.

Other Resources:

City of Bend Illicit Discharge Minimization Best Management Practices Manual—Simple Steps to Protect Your Drinking Water and Our Beautiful Deschutes River
Bendoregon.gov/idmanual

Bend Code Title 16.10, Clearing Grading, and Erosion Control on Construction Sites
<http://www.bend.or.us/Modules/ShowDocument.aspx?documentid=7216>
See Sections 16.20 (Illicit Discharge); 16.10.20 (Grading Permits)

Fines & Penalties

Violating Bend Code Title 16 is a Class-A Civil Infraction, and could result in a maximum civil penalty of \$750.00 per day. Each day that a violation remains uncured in effect is a separate violation.



Accommodation Information for People with Disabilities

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UTILITY DEPARTMENT

SEDIMENT PREVENTION FOR RESIDENTS



Pollutant of Concern: Sediments

Help Keep Excess Sediment Out of Our Rivers & Stormwater Facilities.

What is sediment?

Sediment is loose soil like sand, clay, small rocks like gravel, or silt that can come as a result of soil erosion, winter traction materials, or plant decomposition.

Soils are Natural, So What's the Problem?

While some sediment is natural in surface water, in urban areas the amount of man-made sediment is high above natural levels. Sediment covers, compacts and clogs.

- ◆ Sediment can make water cloudy (turbid) and prevent animals from seeing food. The Deschutes River through Bend is listed for sediment and turbidity as a pollutant of concern.
- ◆ Sediment can clog fish gills, cover spawning areas and the habitats where the small organisms that form the basis for the food chain live.
- ◆ Nutrients transported by sediment can accelerate algae and plant growth that can ultimately affect oxygen levels in the water. The Deschutes River through Bend are listed for these types of pollutants of concern.
- ◆ Sediment deposits in rivers can alter the flow of water and reduce water depth, which makes navigation and recreational use more difficult.
- ◆ Sediment can clog stormwater facilities and result in flooding problems. If the sediment clogs beyond the drywell cylinder and into the surrounding drainage rock, the entire drywell would need to be replaced, which unnecessarily adds costs. Drill holes clog even more easily.



What can you do as a Bend resident?

Prevention is key. Use best management practices (BMPs) to keep soils from moving in the first place, and to keep sediments swept up and managed.

- Vegetate bare spots in your landscaping. Sweep sidewalks and driveways instead of hosing them off. Washing these areas results in sediment and other pollutants running off into streams, rivers and lakes.
- Avoid mowing within 10 to 25 feet from the edge of a stream or river. This will create a safe buffer zone that will help minimize erosion and naturally filter stormwater runoff that may contain sediment.
- Wash your car at a commercial car wash or on a surface that absorbs water, such as grass or gravel.
- Stockpile bark dust or other landscaping material on site and away from stormwater facilities.
- Ask before you hire a commercial landscaper or builder/contractor what steps they take to prevent sediments and debris from entering the street and storm drain system.
- If you are building, know that **Sediment is not allowed to come off any construction site**, whether or not your site is required to have an erosion and sediment control plan or a grading and drainage permit. For additional information, review the Central Oregon Stormwater Manual, Chapter 9 and the "ACWA Construction Site Stormwater Guide" (see Other Resources, below).

POLLUTANT: SEDIMENT



What can you do as a Bend resident? (Continued)

- o Excess sediment is considered an illicit discharge. If you spot excess sediment in the roadway or sediment that could potential reach stormwater facilities, such as shown in the pictures at right, contact the City of Bend at 541-317-3000.
- o Keep landscape bark on site.
- o Do not allow sediment access berms (see top picture).
- o Do not sweep or blow sediment and debris materials onto the street or in the storm drain.



Other Resources:

ACWA Construction Guide

www.oracwa.org/documents/ACWASWSiteGuide0313w.pdf

Central Oregon Stormwater Manual, Chapter 9

<https://newcoic.files.wordpress.com/2012/09/2010rev-chapter-9-esc.pdf>

Bend Code Title 16.10, Clearing Grading, and Erosion Control on Construction Sites

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Oregon DEQ 1200-C Permits

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For additional information on permitting requirements contact the City of Bend Permit Center at 541-388-5570.



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UTILITY DEPARTMENT

HELP GET THE LEAD OUT!



Pollutant of Concern: Lead

What is lead?

Lead (symbol Pb) is a soft, silvery to gray metal and is the heaviest non-radioactive natural chemical element.

What are Common Sources of Lead? Lead is used in building construction, car batteries; ceramic glazes; coating of electrical cords; fishing sinkers; shielding; organ pipes; electrodes; solder for electronics; high voltage power cables; oil-based paints; roofing material, cladding, flashings, gutters; statues; semiconductors; photovoltaic cells; wheel balances, bullets, weights, home plumbing, etc. Gas and paint (pre 1978) used to be leaded, and some of that remains in the environment especially in soils contaminated by particulate accumulation.

What's the Problem?

- ◆ When ingested, lead is poisonous as it can damage the nervous system and cause brain problems and blood disorders. It accumulates as a neurotoxin and can cause cognitive deficiencies in children, and also affect adults. Lead poisoning can occur by means of inhalation, swallowing or skin contact.
- ◆ The good news is that the results for lead testing in the City's drinking water supplies is either non-detect or typically well below Maximum Contaminant Levels. Also, Bend's water (both surface and ground) is not caustic, which means that it does not corrode the old piping that contains lead (and copper).
- ◆ Of 38 analytes tested in Central Oregon as part of stormwater monitoring, lead is the pollutant we find most often at higher levels in stormwater runoff (exceeded Underground Injection Control screening levels 7.7% of time). Therefore it is useful to consider ways to further reduce it.

What can you do as a Bend resident?

Owners of Buildings Constructed Prior to 1978

- If your paint is peeling or you are remodeling, be sure to use a lead-certified contractor, and test your paint for lead.
- According to the state, "Contractors that disturb painted surfaces in homes, child care facilities and schools built before 1978 must hold a special license and follow work practices that prevent lead contamination. Common renovation activities that disturb lead-based paint, such as sanding, cutting, and replacing windows, can create hazardous lead dust and chips." Visit <http://www.oregon.gov/CCB/homeowner/Pages/lead-paint.aspx> to learn more, and find a list of contractors certified to handle lead.
- Home repairs that create even a small amount of lead dust can be poisonous. Follow EPA's guidance for home renovation do-it-yourselfers: <http://www2.epa.gov/lead/renovation-repair-and-painting-program-do-it-yourselfers>



POLLUTANT: LEAD



What Can You Do as a Bend Resident? (continued)

All

- Lead can still be in soil as a result of atmospheric deposition of past gasoline use or paint chips/dust from paints applied before 1978. Cleaning sediments up will help keep lead cleaned up. Excess sediment in streets or storm drains is considered an illicit discharge. If you spot excess sediment in the roadway or sediment that could potential reach stormwater facilities, contact City of Bend at 541-317-3000.
- Follow the best management practices in the City's Sediment Fact Sheet to help keep lead out of stormwater.
- Check the common sources of lead, above, and see if you use any of these items. If so, consider alternatives.
- In home plumbing may contain lead. Since each home has different plumbing pipes and materials, test results are likely to be different for each home. Every three years the City collects 30 samples from residences in the City's distribution system that have been determined to have this type of plumbing. The results of this testing (which goes back to 1993) shows that lead is far below the maximum contamination level and the City of Bend does not have to treat our water to control corrosion. However, if you want to test your own water should your home have lead pipes, or your non-plastic plumbing was installed before 1986, then copy and paste this link into your web browser for more details:
<http://www2.epa.gov/lead/protect-your-family#homeleadsafe>.
- Properly dispose of any lead at Knott Landfill's Household Hazardous Waste Events.

Other Resources

USEPA Lead Webpage: <http://www2.epa.gov/lead>

Oregon Home Builder's Associations Lead Paint Training Courses Information
<http://oregonhba.com/lead-based-paint-training-refresher-course-oregon/>

Oregon Construction Contractor's Board list of certified lead paint contractors in Deschutes County
http://search.ccb.state.or.us/search/lead_safe_list.asp?code=9

Knott Landfill Household Hazardous Waste Events
<http://www.deschutes.org/solidwaste/page/hazardous-waste-collection>

City of Bend Annual Water Quality Report (Consumer Confidence Report)
<http://www.bend.or.us/index.aspx?page=205>



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UTILITY DEPARTMENT

Stormwater Steward Partner:

HOME CARE



Do you love being outside gardening, or enjoying your lawn? Improperly applied pesticides, weed killers, and fertilizers can wash into the storm drain when it rains or during over-watering runoff. Neglected or poorly located septic systems can result in an increase of nutrients and bacterial pollution in waterways. When the pollutants get into a storm drain they drain into the ground or directly into the Deschutes River, typically with no treatment at all. Even in small quantities these products can harm plants and animals in the river. Our underground aquifers are an important drinking water source.

"To protect the Deschutes River and our drinking water quality from pollution caused by home and garden care, I pledge to:

- Prevent runoff while watering my lawn/garden by checking and repairing leaks, adjusting my sprinkler heads or drip irrigation, or using a SMART controller.
- Properly aerate my lawn to help get the water to the roots and not running off to the street or storm drain.
- Have a licensed professional inspect and maintain my septic system regularly.
- Watch for signs of septic system failure (standing water, foul odors in the drain field; patches of lush growth and backed up toilets/drains) and immediately repair.
- Keep yard clippings, pet wastes, and trash out of the gutter, away from storm drains. If my pet makes a poop, I will use the scoop!
- Accept a few weeds, and hand-pull weeds when I can. Re-seed thin areas in my lawn to crowd out weeds.
- Use environmentally safe substitutes for pesticides where possible. If I must use a pesticide, weed killer, or fertilizer, I will use the least toxic one effective, use it sparingly, and never apply when rain is forecasted.
- Never pour anything or hose down spills to the storm drain. Use sawdust or kitty litter to soak up spills, and dispose of it in the trash.



Signature: _____

Zip Code: _____

Thank You for Becoming a City of Bend Stormwater Steward!



UTILITY DEPARTMENT



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Stormwater Steward Partner:

LANDSCAPE DESIGN



The design of our landscape and garden areas can play a big role in water quality. An effective design can save both money and natural resources, by reducing the need for pesticides, fertilizers, and over-water use that could lead to stormwater runoff. When pollutants get into a storm drain, they drain into the ground or directly into the Deschutes River typically without treatment. The river provides important habitat for fish and wildlife, along with numerous recreational opportunities—an irreplaceable resource. Our underground aquifers are an important drinking water source.

“To protect the Deschutes River and our drinking water quality through better landscape design, I pledge to:

- Understand my landscape and garden area characteristics before designing or making changes to it.
- Choose pest-resistant plants appropriate for the soil/sun conditions in my yard.



Use native plants that have evolved for our natural soils, climates and pests and are therefore more pest resistant and drought tolerant and require fewer fertilizers.

Research carefully and avoid or use the least toxic chemicals (e.g., pesticides, herbicides, fertilizers); avoid applying chemicals on windy days or right before or during rain; and be sure to sweep up and properly use or dispose of any oversprayed product.

Group plants with similar watering needs together.

Use drip irrigation, proper water zones, and SMART controllers to make my watering more efficient.

Signature: _____ Zip Code: _____

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Stormwater Steward Partner:

CARS / TRAVEL



Cars contribute to water pollution in several ways:

- ◆ Exhaust particles from incomplete combustion drift onto roadways and into waterways.
- ◆ Leaks and drips wash off of streets into storm drains, into the Deschutes River or the ground where groundwater aquifers exist.
- ◆ Parts of cars that are designed to wear off with use (such as tires and brake pads) leave toxic residue on the roadway that can get swept up when it rains or snows and becomes stormwater pollution.

When the water and pollutants get into a storm drain they drain into the ground or directly into the Deschutes River, typically with no treatment at all. The river provides important habitat for fish and wildlife, along with numerous recreational opportunities—an irreplaceable resource. Our underground aquifers are an important drinking water source.

“To protect the Deschutes River and our drinking water quality from pollution caused by cars, I pledge to:

- Drive less by walking, riding a bike, consolidating trips, taking the bus or carpooling.
- Watch for leaks from my car and repair them quickly. Use plastic tarps and drip pans to capture the leaks in the meantime and while I am working on repairs.
- Clean up spills using sawdust or kitty litter; sweep up and dispose of in the trash.
- Never pour auto fluids (oil, antifreeze, radiator fluid, etc.) into the street or storm drain. Recycle where possible.
- Clean brake dust off of wheels with paper towels and dispose of towels in the trash prior to washing wheels or doing brake work.
- Use a commercial car wash that recycles water or sends it to the sanitary sewer; or wash my car in an area with a porous surface where the wash water will not run into a street or storm drain.



Signature: _____ Zip Code: _____

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BUSINESS SELF INSPECTION CHECKLIST



DIRECTIONS: Complete the following checklist while surveying your facility. If you answer "no" to any of the questions, initiate appropriate best management practice(s) (BMP) to prevent pollutant discharge into the storm drain system (see back for resources).

| Stormwater Pollution Prevention Consideration | Yes | No | N/A |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Are storage containers including drums, waste dumpsters and/or trash compactors: free from crack/leaks? have lids or covers that are kept closed? not exposed to rain water? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 2. Are storage areas enclosed or covered from the rain? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Are material processing/handling areas enclosed or covered from the rain? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Are parking areas or access roads free of signs of excessive oil and/or motor fluids, leaks, stains, litter, and sediments? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Are vehicle repair and maintenance areas covered or out of the rain? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Are vehicles and heavy equipment stored outside, free of leaks and grime? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Are spills in fuel or vehicle/equipment maintenance areas prevented from entering the storm drain system? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Are dry cleaning methods (for example, sweeping, damp mopping, absorbents) used to clean: shop floors? material processing areas? material storage areas? waste disposal areas? access roads? parking lots? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 9. Are all washwater or process wastewater discharged to the sanitary sewer or recycled instead of discharged to the storm drain system? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Are storm drain inlets and catch basins inspected and mechanically cleaned on a regular schedule? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Are waste products from rooftop equipment (for example, oil and grease from exposed motors/pumps or other rooftop equipment) not exposed to stormwater runoff? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

N/A: Not Applicable

BUSINESS SELF INSPECTION



□ □

Help Keep Illicit Discharges Out of Our Rivers and Stormwater Facilities.

What Can Your Business Do?

If you marked “no” on any of the items, please review and institute best management practices to prevent pollution of our river and drinking waters.

For assistance on best management practices, see the resources below, or contact the City of Bend Stormwater Program at 541-317-3000.

Before hooking to the sanitary sewer, please contact the City of Bend Industrial Pretreatment Program at 541-317

Resources:

City of Bend Illicit Discharge Minimization Best Management Practices Manual—Simple Steps to Protect Your Drinking Water and Our Beautiful Deschutes River
Bendoregon.gov/idmanual

Clean Water Works Business Resources Webpage –
access from the “Business Resources” tab on Bendoregon.gov/cleanwaterworks

Commercial Illicit Discharge Prevention Fact Sheet
<http://www.bendoregon.gov/modules/showdocument.aspx?documentid=22513>

Bend Code Title 16.20 Illicit Discharges
<http://www.bend.or.us/Modules/ShowDocument.aspx?documentid=7216>

Fines & Penalties

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The City of Bend gratefully acknowledges the Alameda Countywide Clean Water Program for the original concept and text of this self-inspection form.



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UTILITY DEPARTMENT

COMMERCIAL ILLICIT DISCHARGE PREVENTION



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What is an Illicit Discharge?

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POLLUTANT: ILLICIT DISCHARGES



What Can Your Business Do?

Avoid Creating an Illicit Discharge

- Remember, and train your staff to remember, only rain in the storm drain! Use all reasonable measures to reduce pollutants from entering storm drains (e.g., litter, detergents, waste, oil, grease, fertilizers)
- Properly store grease, gas, oil, de-icing materials, and hazardous and non-hazardous substance to prevent leaks and spills from entering storm drains.
- Routinely sweep pavement, driveways and sidewalks to prevent the accumulation of pollutants that may enter storm drains.
- Follow the appropriate best management practices for your business in the Illicit Discharge Manual (bendoregon.gov/idmanual).
- Follow appropriate best management practices for any pressure washing (<http://www.bendoregon.gov/modules/showdocument.aspx?documentid=2695>), or carpet cleaning (<http://www.bendoregon.gov/modules/showdocument.aspx?documentid=13973>) activities.
- Ensure your on-site stormwater facilities are properly cleaned and maintained.
- Spills happen. Have a spill control plan and supplies at your business, and train staff to properly clean up spills.

Report All Suspected Illicit Discharges to the City of Bend

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If possible take a photo and note the time, date and location and notify:

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- ❖ If someone is actively dumping or spilling a hazardous material - **Call 911** and the Utility Department.

Other Resources:

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Bendoregon.gov/idmanual

Business Resources Webpage –access from
bendoregon.gov/cleanwaterworks

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Sediment can clog stormwater facilities and result in flooding problems. If the sediment clogs beyond the drywell cylinder and into the surrounding drainage rock, the entire drywell would need to be replaced, which unnecessarily adds costs. Drill holes clog even more easily

What can you do as a commercial business?

Prevention is key. Use best management practices (BMPs) to keep soils from moving in the first place, and to keep sediments swept up and managed.

All

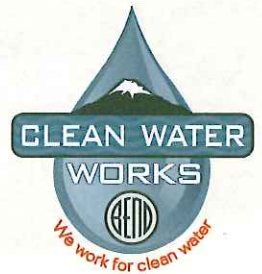
- Excess sediment is considered an illicit discharge. If you spot excess sediment in the roadway or sediment that could potential reach stormwater facilities (such as picture at right), contact City of Bend at 541-317-3000.



Commercial Business

- Vegetate bare spots in your landscaping.
- Sweep entrances, sidewalks, driveways and parking lots on a regular basis instead of hosing them off. Washing these areas results in sediment and other pollutants running off into streams, rivers and lakes.
- Inspect and clean your onsite stormwater facilities annually.
- Train landscape maintenance staff to blow dirt, dust and grass clippings back into the grass and not onto sidewalks or paved surfaces, or to collect and compost or dispose of properly in a bin.
- Avoid mowing within 10 to 25 feet from the edge of a stream or river. This will create a safe buffer zone that will help minimize erosion and naturally filter stormwater runoff that may contain sediment.

POLLUTANT: SEDIMENT



What Can You Do as a Builder/Contractor?

Builders/Contractors

- Install erosion control BMPs (e.g., catch basin inlet protection, wattles or silt fence) before you begin site clearing/grading.
- Install temporary gravel construction entrance, never use erodible materials (i.e. gravel, dirt or sand) as ramps for protecting existing curbs.
- Never stockpile any material in the roadway. Properly secure stockpiles.
- Sweep up material that gets tracked out onto the roadway daily.
- **Sediment is not allowed to come off any construction site**, whether or not your site is required to have an erosion and sediment control plan or a grading and drainage permit. For additional information, review the Central Oregon Stormwater Manual, Chapter 9 and the "ACWA Construction Site Stormwater Guide" (see Other Resources, below).



Other Resources:

ACWA Construction Guide

www.oracwa.org/documents/ACWASWSiteGuide0313w.pdf

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Violating Bend Code Title 16 is a Class-A Civil Infraction, and could result in a maximum civil penalty of \$750.00 per day. Each day that a violation remains uncured in effect is a separate violation.



Accommodation Information for People with Disabilities

To obtain this information in an alternate format such as Braille, large print, electronic formats and audio cassette tape please contact Karen Morris at 541-693-2141 or email kmorris@bendoregon.gov.



UTILITY DEPARTMENT

Community-Based Social Marketing: The Clean Water Works Partnership Program

Using Behavior Change Tools to Improve Results

Wendy Edde, CSM, CESCL
Stormwater Program Manager
May 11, 2016



1

City of Bend Strategic Education Outreach Plan



- Defined driving forces, goals, objectives
- Identified and analyzed target audiences
- Determined messages to create and delivery
- Outlined packaging and distributing the message
- Evaluation

| Message IV: Incentive Programs | Target Audience | Message | Format | Channel | Evaluation |
|-------------------------------------------------------------------------|-------------------------------------------------------------------------|-------------------------------------------------------------------------|-------------------------------------------------------------------------|-------------------------------------------------------------------------|-------------------------------------------------------------------------|
| Businesses that have a public public presence, quality of life, economy | Businesses that have a public public presence, quality of life, economy | Businesses that have a public public presence, quality of life, economy | Businesses that have a public public presence, quality of life, economy | Businesses that have a public public presence, quality of life, economy | Businesses that have a public public presence, quality of life, economy |
| Businesses that have a public public presence, quality of life, economy | Businesses that have a public public presence, quality of life, economy | Businesses that have a public public presence, quality of life, economy | Businesses that have a public public presence, quality of life, economy | Businesses that have a public public presence, quality of life, economy | Businesses that have a public public presence, quality of life, economy |

2

Fostering Community Based Social Marketing



- Identify Barriers to Sustainable Behavior
- Design Strategy Using Behavior Change Tools
- Pilot the Strategy
- Evaluate Impact of Program

3

Identify Barriers



1. Literature Review (e.g. Getting In Step; Bend2030 Vision; Sources of Lead)
 - Stormwater Public Advisory Group
2. Focus Groups
 - Community Survey: Children's Health and Water Quality Are Important; Bend is Costly
3. Phone Survey
 - Marketing behavior change is different than marketing a product



4

Tools: Enhancing Motivation



- Incentives (media promotion)
- Closely pair the incentive & behavior
- Use Incentive to Reward Positive Behavior (making a commitment)
- Make the Incentive Visible (TV commercial)
- Be Cautious About Removing Incentives
- Prepare for People's Attempts to Avoid Incentive
- Consider the Size of the Incentive
- Consider Non-Monetary Forms of Incentives



5

Invite Letter



July 8, 2015

RE: Clean Water Works Partnership Opportunity

Dear Lead-Sector Partner Training Educator:

The City of Bend Stormwater Utility would like to partner with you to help keep our water clean. In your specific clean water and business environment, please consider this voluntary opportunity. The City of Bend is undertaking an exciting new incentive-based watershed campaign entitled Clean Water Works. Please see our website at: bendoregon.gov/cleanwaterworks. Here you can see that we have both educational and partnership aspects to the campaign.

We are looking to support businesses that are working to keep our waters clean. We have selected educators who provide training on best management practices to prevent lead pollution within the City of Bend and Deschutes County as potential Clean Water Works Partners. Should you choose to participate, the City would like to reward you by providing the following promotional materials:

• Promotional on our "Discount Cards" that you can use to reward your customers. These cards are available in three denominations: \$10, \$20, and \$50. We will actively encourage people to use these cards and help you promote them, events and social media.

• Discount Card - The City will provide Clean Water Works award image at no charge to help advertise your business as one that cares about Clean Water!

• Discount Card - The City will provide you with a short partnership form and a manual for applicable best management practices, and you will agree to share the applicable best management practices, and you will agree to honor any discount that you specify through at least December 31, 2015.

• Water Bottle - The City will provide you with two stainless steel Clean Water Works Partner logo water bottles for your use and enjoyment.



Display Boiler Promotion for your business meeting with a Clean Water Works Partner outreach sheet promoting your participation as a company that cares about clean water to your customers.

The partnership works like this—once you just fill out the attached certification form business category is as follows:

- You complete the attached Business Self Inspection Checklist, and review the City of Bend Illicit Discharge Manual for applicable best management practices,
- You agree to share the applicable best management practices with your staff,
- You agree to honor any discount that you specify through at least December 31, 2015.

Just review our Clean Water Works website (bendoregon.gov/cleanwaterworks) and specifically bendoregon.gov/cleanwaterworks/partners complete the short partnership form and email it to the cleanwaterworks@bendoregon.gov or fax to 541-337-2048. You may also mail it to my attention at: 6225 Boyd Acres Road, Bend, OR 97701. Please contact me if you have any questions. And remember, if you are not a partner for your work as a Lead Sector Partner, just rate me on the attached form with links to any upcoming projects!

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6

Tools: Make it Easy to Act



- Convenient
 - easy to sign up
 - print your own card;
 - businesses could pick own incentive;
 - provided them quick fact sheet BMPs
- We brought materials to businesses and public



7

Partners Targeted -- Pilot



- Restaurants/Food Service
- Carpet Cleaners
- Construction Contractors
- Commercial Car Wash
- Supporters of Stream Stewardship Day/
Clean Water Volunteers > 3 hrs

8

Tools: Using Commitment



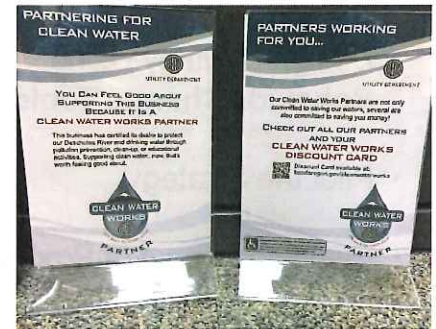
- Emphasize Written over Verbal Commitments
- Ask for Public Commitments
- Seek Group Commitments
- Actively Involve the Person
- Consider Cost-Effective Ways to Obtain Commitments
- Use Existing Points of Contact to Obtain Commitments
- Help People View Themselves as Environmentally Concerned
- Don't Use Coercion (Commitments must be freely volunteered)
- Combine with Other Behavior Change Techniques

10

Tools: Prompts/ Remember to Act



- Slogans
- Prompts:
 - Noticeable
 - Self explanatory
 - Close in time/space to targeted behavior
 - Encourage people to engage in positive behaviors.



10

Tools: Norms/Building Community Support



- Positive Campaign
 - Modeling norms in radio commercial
 - <http://www.bendoregon.gov/modules/showdocument.aspx?documentid=22502>
- Norms—showing them as a Clean Water Partner...working for clean water
- Reaching into areas not normal (arts)
- Lesson learned: point of purchase display, positive.



11

Tools: Effective Messages



- Capture Attention
- Vivid Portrayal
 - (<http://www.bendoregon.gov/modules/showdocument.aspx?documentid=23147>)
- Know Your Audience
- Use a Credible Source (UDWC, BendFilm, Zolo Media)
- Frame Your Message
 - Carefully Consider Use of Threatening Messages
 - One or Two Sided Message (present both sides? Depends)
- Make Your Message Specific
 - Make Your Message Easy to Remember
 - Provide Personal or Community Goals
 - Emphasize Personal Contact (note cards)
- Model Sustainable Behavior
 - Foster Social Diffusion
 - Community Block Leaders
 - Provide Feedback



Costs



- Evaluation Survey (30 questions; 400 by telephone)
 - Pre: \$22,000
 - Post: \$20,000
- Media Contracts: Total \$42,000
 - TV: \$15,000 Spring; \$18,000 Fall (budgeted) (\$14K spent)
 - Radio: \$6,600 Spring; \$6,500 Fall (budgeted) (\$6.1K spent)
- Print Media/Graphic Artist: \$3,000 budgeted; (\$2.7K spent)
- Film Contest: \$750 (\$300 = prize money)
- Events: \$8,000 Spring/fall (budgeted) (~\$2.4K spent)
- Time: Intensive

13

Key Findings (Statistically Significant)



- Increased amount show concern for pollution in drinking (6% ↑) & surface water (9% ↑)
- Fewer respondents believe all/most of Bend's stormwater is treated at WTP (5% ↓)
- More residents understand what stormwater service charge covers
 - “Unsure” dropped from 71% (April) → 63% (Nov);
 - “O&M” cited from 8% → 14%;
 - “Quality/Protection” cited from 4% → 7%

14

Partner Survey



- Participate again? 100% (14) Yes
- Make you/your employees think about water quality/importance of protecting it? 71% Yes; 29% Maybe; 0% No
- Effort help make a positive difference for water quality? 57% Yes; 29% Potentially

15

Lessons Learned



- Main messages received tend to be those repeated over time
- Target low hanging fruit first
- Written commitment is beneficial
 - People want to stay consistent

“When possible we should be helping people to see themselves as environmentally concerned.”

McKenzie-Mohr, Doug. *Fostering Sustainable Behavior—Community-Based Social Marketing*

16

Lessons Learned



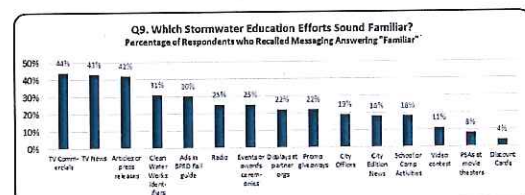
- Prompts:
 - More: shelf talkers, point of purchase
 - Adequate numbers for group
 - Details—sides on decals/stickers
 - Decals versus Magnets/Quality Control
- Expand Partners Beyond Low Hanging Fruit
 - Educational Partners (High Desert Museum; OSU)

17

Effectiveness: Efforts Recalled



- 42-44%: TV; Press Releases/Articles
- 30-31%: Identifier; Long-term Ads
- 22-25%: Promos/Displays/Events/Radio



18

Lessons Learned



- Information is Costly
- Overcoming
 - Refining marketing to selling behavior change
 - Resistance among colleagues / politics
- Work to increase our understanding of target audience and their barriers
 - Focus Groups Recommendation: pay community members because volunteers too interested
 - We used Stormwater Quality Public Advisory Group
 - Continue deeper understanding with pilot partners

19

Questions

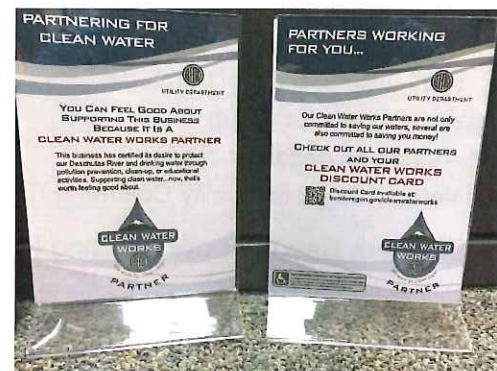


www.bendoregon.gov/cleanwaterworks

21



37



38

City Quest at the Fest 2015 Clean Water Pledges Summary

| Do Not Litter/ Clean up Litter | General Pollution Prevention/ Clean Water | Development Related Water Quality Measures | Waterwise Prevent Runoff- Reuse | Use Alternative Transportation | Minimize Chemical use/ Dumping |
|-------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Don't Litter | I will be good | Help people move logs and other things to help stop erosion | Prevent runoff from our home | Walk/bike more/ carpool if can / Keep trash picked up/ Recycle | I will not put motor gas on the dirt |
| I pick up trash and I don't litter so it won't pollute the water | We have our lawn aerated and have our septic regularly inspected/ We never pour anything down the drain that could hurt the water | Backflow testing | Save water/ Xeriscape | Drive less by walking /riding a bike consolidating / taking the bus or carpooling /watch for leaks in my car and repair them quickly/ use plastic tarps an drip pans to capture leaks in the meantime while I'm working on repairs | Bike commute/clean up the dog's poop every time/avoid fertilizers and garden chemicals |
| Don't Litter in it/ Don't throw trash in the gutters and keep them clean | I don't put yucky or sticky things down the drain | Continue to do wetland delineation and mitigation | Turn water off | I will not drive as much to school | Cleaning things that touch the road like shoes/tires and dirty I garden organically with minimal use of pesticides and try to use organics as much as possible |
| Do not litter in the water | Keep water clean | Building a new home and plan to do xeriscaping landscaping/ drip watering | Native plants/ Drip system/ neighborhood is on water rotation between homes etc. etc. etc. | | We use only natural and biodegradable soaps/ Native landscaping/Drip irrigation/Healthy organic soils/No herbicides and pesticides/ Care much about our environment |
| Clean the gutters of garbage | I would probably make sure whats clean water than sewage water and how to protect it to make the environment better and healthy | I will protect streams and creeks from unregulated development | I am going to not throw /pour extra water or liquids away | | Hand pull weeds keep yard clippings |
| Keep garbage out of storm drains and away from rivers and streams | I do not pollute the river | | Shorter showers/ Keep things out of the sewer / Sweep the driveway don't spray the driveway off | | Keep gutters clean/hand pull weeds in street and driveway/Use safe pesticides/ never pour anything questionable down drains outside |
| Keep yard clippings, petwastes, and trash out of the gutter, away from storm drains. If my pet poops/ scoop | Keep pet waste away from street | | Take short showers. Water plants only when needed | | I will use least toxic chemicals |
| Don't let trash get on the ground | Do not use a garbage disposal | | Take quick showers | | Won't do scientific experiments in the sink with chemicals I use non-toxic chemicals /Actually garden organically |
| To pick trash out of the river, streams, and ocean | To protect | | Clean off dishes no waste in drains | | Never throw chemicals down the drain |
| Don't dump in the street | To protect Puget Sound | | Don't waste water/ limit watering/conservel | | Reduce our use/No chemicals |
| Don't put trash in water ways | To give people in Africa who are homeless water filters so they can drink clean water and not dirty water | | My family will conserve water an dnnot dump FOG into the storm drains | | Never pour cleaner or car stuff in drains |
| By picking up trash from sidewalks and reusing recyclables | Make sure you don't pollute | | Don't pour dirty water in rivers/grass/ etc. | | Keep trash out of the water/No chemicals in water |
| Don't dump things down the street drains/recycle | Don not put plastic in the river | | I am going to keep water clean by scraping food off my plate | | By not using chemicals on our lawn |
| I will clean water by helping get litter /trash out of streams, rivers, etc. | Don't put dirt in the sink | | Turn of the sink when your brushing your teeth | | Hand pull weeds |
| I take out trash in the ocean and off the ground/ Only use water for special things | | | Prevent runoff/ plant native plants/ keep gutters clean | | Not polluting/Turn off sink/no chemicals |
| I won't litter so trash doesn't get in the water | | | Don't over water lawn/ stop from running down street | | I don't let my oil go in the gutter |
| Don't litter | | | I will re-use water within my household/plants and in my greenhouse so none is wasted | | No trash or chemicals in storm drain |
| Throw my garbage in the trash can | | | I don't waste clean water/ I don't flush what shouldn't be | | |
| I won't throw garbage down the drains | | | No pollution/turn off water | | |
| No grabage on the streets or in storm drains/Pick up after self | | | We will learn about drip irrigation to water our garden | | |
| Dispose of my trash in correct areas | | | Don't use more water than needed/pick up after ourselves/Teach our children how to keep the water clean | | |
| I will pick up after my dog and pick up trash | | | I will not use a bunch of water | | |
| I pledge to pick up trash off of the streets, so that they do not end up in storm drains | | | Take short showers/ reuse water to hydrate plants | | |
| I don't litter | | | Take rain water to water my plants out of rain barrel/ use gray water/ no oil or pesticides on ground | | |
| By not littering | | | Downspouts collect water to barrel for garden irrigation | | |
| Don't put trash down the gutter | | | | | |
| Clean up trash | | | | | |
| Put cleaning stuff in it andpick up trash | | | | | |
| I do not litter in the river and not over water | | | | | |
| I don't litter in the road | | | | | |



August
13, 14, 15 & 16

170+ CRAFT BEERS CIDER & WINE
AT THE LES SCHWAB AMPHITHEATER

Kid Stuff Search

Sorting by Date

55 total results

Terrific Tall Tales

Wed., Aug. 5, 10:30 a.m.

541-312-1090

La Pine Public Library 16425 First St., La Pine

General Bend Area (map)

Kid Stuff

Ages 6-11. Pit your strength against Paul Bunyan. Give lassoing a whirl. Outshoot Calamity Jane. Free.

Meet a Real Hero

Wed., Aug. 5, 1 p.m.

541-330-3760

East Bend Public Library 62080 Dean Swift Rd.,

Bend Eastside (map)

Kid Stuff

All ages. Guide dog—meet and learn from Al and his dog, Sable, real heroes who don't wear capes but can teach a lot about courage, safety, and health. Free.

Terrific Tall Tales

Wed., Aug. 5, 1:30 p.m.

541-312-1080

Sunriver Area Public Library 56855 Venture Ln.,

Sunriver Sunriver (City) (map)

Kid Stuff

Ages 6-11. Pit your strength against Paul Bunyan. Give lassoing a whirl. Outshoot Calamity Jane. Free.

60% Off Sticker Printing

Ends Soon! Quality Printing. Order Custom Stickers & Decals Online.



Westside Church Vacation Bible

School: Bible Blast to the Past

Wed., Aug. 5, 9 a.m.-12 p.m. and Thu., Aug. 6, 9 a.m.-12 p.m.

541-382-7504

Westside Church 2051 NW Shevlin Park Rd., Bend

General Bend Area (map)

Kid Stuff

Get ready to travel on a life-changing adventure that leads kids in search of a love that lasts forever! At Bible Blast to the Past, kids will participate in the large group excitement of Blast to the Past Bash, experience God's word, learn ways to serve others, discover ancient arts and facts through science and crafts, and enjoy snacks and games. Kids will walk away knowing that God will always love them—no matter what! Free.



Terrific Tall Tales

Thu., Aug. 6, 10:30 a.m.

541-617-7097

Downtown Bend Public Library 601 NW Wall St.,

Bend Downtown (map)

Kid Stuff

Ages 6-11. Pit your strength against Paul Bunyan. Give lassoing a whirl. Outshoot Calamity Jane. Free.

Discover Nature Days: Predators & Prey

Thu., Aug. 6, 11 a.m.-12 p.m.

541-383-5592

Boyd Park 20750 NE Comet Ln., Bend North (map)

Kid Stuff, Outdoors

Presented by the Children's Forest of Central Oregon. This week's program by The Environmental Center. Have fun learning about the diverse animals that call Central Oregon home through exciting games and interactive science activities. Ages 5-10 with parent or guardian. Free.

Blue Wave Band

World Class Live Music For Your Party? Inquire Today For A Demo!

Summer STEAM

Thu., Aug. 6, 3-4 p.m.

541-617-7097

Downtown Bend Public Library 601 NW Wall St.,

Bend Downtown (map)

Kid Stuff

Ages 9-17. Bristlebots and squishy circuits—make a toothbrush robot. Create electrical circuits. Register online. Free.

Let's Go Camping

Fri., Aug. 7, 4 p.m., Sat., Aug. 8, 10 a.m. and

Sun., Aug. 9, 8 a.m.-12 p.m.

503-510-9540

Tumalo State Park Campground 62976 O B Riley

Rd., Bend General Bend Area (map)

Outdoors, Events, Kid Stuff

Tumalo State Park invites beginning campers on a guided camping excursion. Tents, sleeping bags, and other gear provided. \$30 for two nights camping and gear rental for the whole family.



Family First Friday: Painting

Fri., Aug. 7, 4-6 p.m.

541-617-1317

Art Station 313 SW Shevlin Hixon Dr., Bend

General Bend Area (map)

Local Arts, Events, Kid Stuff

Kids and adults can get creative with a self-guided art activity with one of our instructors. Enjoy art making plus children and adult refreshments! No registration necessary. \$5.

How to Do It Yourself

Search Videos & Articles to Find How to Do it Yourself - Free!

Clean Water Works Film Workshop

Sat., Aug. 8, 9-10 a.m.

541-317-3018

Riverbend Park 799 SW Columbia St., Bend

General Bend Area (map)

Kid Stuff, Presentations

Come join BendFilm's Todd Looby to get useful tips for creating a winning entry for the City's Clean Water Works TV commercial film contest, now underway. Cool prizes to contest winners! Open to kids in grades 6-12. See

bendoregon.gov/cleanwaterworks "Kid's" page for more details. RSVP wedde@bendoregon.gov. Free.

Kids' Forest Fun

Sat., Aug. 8, 10 a.m.–12 p.m.
541-330-0017

Metolius Preserve near Camp Sherman, Sisters
General Bend Area [\(map\)](#)

Kid Stuff, Outdoors

We'll explore the Preserve's pine forests and the plants and animals that live around them. Enjoy some hiking, hear some stories, and make a craft under the shade of your favorite pine tree. Perfect for kids ages 6–12 with a grown-up in tow. Registration is required. Free.



Redmond LEGO® Block Party

Sat., Aug. 8, 10:30 a.m.
541-312-1050

Redmond Public Library 827 SW Deschutes Ave.,
Redmond, Redmond [Redmond \(City\) \(map\)](#)

Kid Stuff

All ages. Read! Build! Play! Join other builders and a gazillion LEGO® pieces. Free.

Start Download Now

Find Hundreds of On-line Games
Free Become an A Plus Gamer Now!



Sunriver Music Festival—Family Concert

Mon., Aug. 10, 4 p.m.

Sunriver Resort 17600 Center Dr., Sunriver
General Bend Area [\(map\)](#)

Kid Stuff

Classical family concert performed by Sunriver Music Festival's orchestra. Adult \$10, youth 18 and under free.

Noisy Clay

Aug. 10–13, 9 a.m.–12 p.m.
541-617-1317

Art Station 313 SW Shevlin Hixon Dr., Bend
General Bend Area [\(map\)](#)

Local Arts, Classes, Kid Stuff

Ceramic art doesn't have to sit on a shelf, it can create music! Using hand-building techniques create whistles and mobiles that are meant to be enjoyed by the eyes and the ears. \$90.

Sunriver STEAM Team

Wed., Aug. 12, 1:30 p.m. and Wed., Sept. 9, 1:30 p.m.

541-312-1080

Sunriver Area Public Library 56855 Venture Ln.,
Sunriver [Sunriver \(City\) \(map\)](#)

Kid Stuff

Ages 9+. Register online. August 12, BrushBots—create and race tiny, hygienic robots. September 9, Squishy Circuits—create simple electrical circuits. Free.

Showing 1–15 of 55 total results in this search.



Search

member log in

member benefits

find a business

Home Welcome Visit us in Bend Move Join the Bend Chamber Events Business Resources Publications



Clean Water Works Partners Discount Program

By: Wendy Edde, stormwater program manager for the City of Bend



Edde has served over 10 years helping to develop the stormwater utility for the City of Bend. Prior, she spent eight years as a consultant with EOA, Inc. focusing on providing stormwater technical guidance to several large and small countywide stormwater programs working to meet regulatory requirements. An APWA Certified Stormwater Manager, Wendy earned a B.S. in Environmental Policy Analysis and Planning (Environmental Science focus) from the University of California, Davis.

During this season of giving, the City of Bend has partnered with area businesses and non-profits who are working to protect water quality, and give the public a variety of discounts on goods and services.

Participants in the innovative, incentive-based Clean Water Works Partnership Program are businesses and non-profits who meet basic criteria and commit to protecting our river and drinking water quality. They either train their staff on water quality best management practices, or support clean water through sponsorships of, or volunteering at, river clean up events.

These participants have also offered a discount to the public to enjoy in return for recognition as a Clean Water Works Partner. The City has provided this recognition as part of its public outreach efforts.

Have a craving for a juicy steak, Thai food, spirits, cupcakes or ice cream?

Need to get your car washed or carpets cleaned before company arrives for the holidays?

Want a discount on the latest Indie film special screening?

Need to consult on that dream home improvement/development project you are planning?

Care about our river or drinking water quality?

If you said "yes!" to any of these, then this card may be a gift to you.

"We are excited about partnering with these businesses and non-profits who have pledged to help protect our water quality," said Paul Rheault, City of Bend utility department director. "We were

looking for an incentive-based approach to bring attention to not only the importance of protecting our valuable river and drinking water quality, but also to promote actual actions that can help protect it."

"This program brings a benefit to everyone participating, including those using the discount cards, those participating businesses and non-profits working to make a positive difference in our community, and everyone using or enjoying our local waters. It's a program that is giving in so many positive ways, and really illustrates the caring and wonderful spirit of our local business and non-profit community," said Rheault.

You can download discount cards right from your computer (or pick up cards at City offices). Visit www.bendoregon.gov/cleanwaterworkspartners to view all the partners and opportunities, and click on the round Clean Water Works Partners button to see the discounts and to download your card. Discounts are good at least through the end of the year, with some extended into 2016.

Like 0

[Member Focus](#). Bookmark the [permalink](#).
Comments or Questions?

Your email address will not be published. Required fields are marked *

Name *

Email *

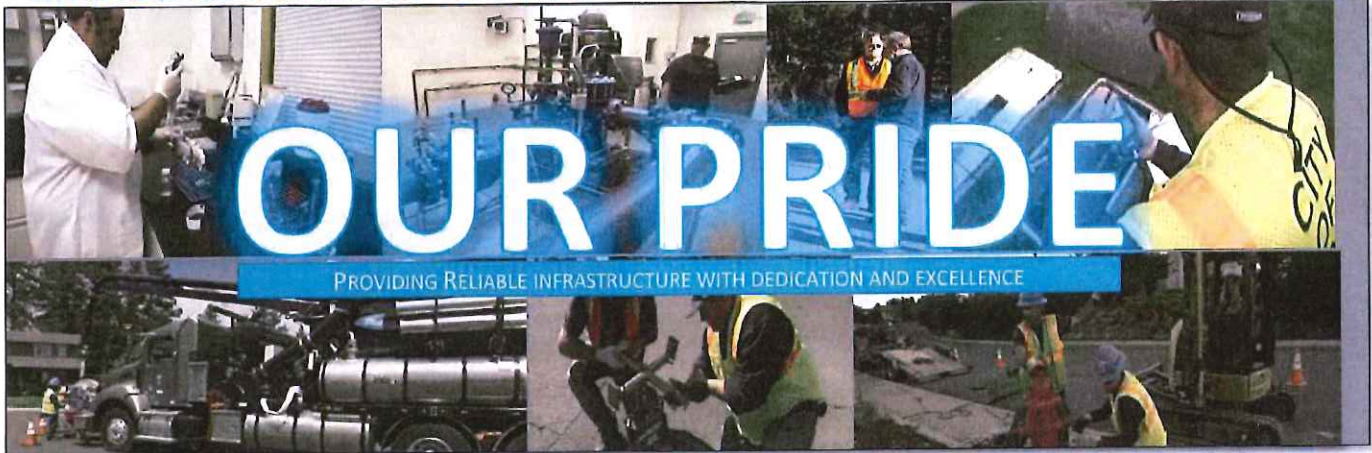
Website

Bend's listening. The stage is all yours.

Post Comment



| | | | | |
|------------------|----------------|------------------|--------------------------------|-----------------------------|
| BEND | CHAMBER | EVENTS | BEND BUSINESS RESOURCES | GOVERNMENT RELATIONS |
| History | About | Chamber Events | Move My Business to Bend | Government Officials |
| Weather | Advertise | Business Events | Development Center | Advocacy in Action |
| Bend at a Glance | Join | Community Events | Member Directory | Legislative Action |
| Visit Bend | | | | |



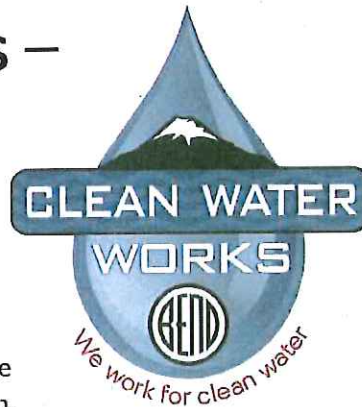
STORMWATER PROGRAM

Clean Water Works – And WE work for Clean Water

by Wendy Edde

Clean Water Works! Everyone in Utilities is working for clean water. In spring 2015 we began an educational and incentive-based Clean Water Works campaign to highlight to the community our efforts to keep our waters clean.

We have focused this pilot campaign on keeping our river and underground drinking water clean of stormwater pollutants. We are both educating the community about our activities, along with working to gain them as partners towards keeping our waters clean. To this end, businesses and non-profits can sign up as partners if they have either volunteered for clean water, or they have committed to training their staff on best management practices for keeping our waters clean. In turn, we have recognized them as partners and advertised a Clean Water Works discount card for the public to note their efforts and to enjoy discounts at their establishments. So far the response has been swale, and you too can benefit! Get your discount card today in hardcopy or download it off the discount page at www.bendoregon.gov/cleanwaterworks



Meet the Stormwater Utility – They Rain Supreme!

The stormwater utility was officially formed in 2007 with a service charge that provides stable funding for maintenance and operations of the public drainage system; meeting regulatory requirements to protect water quality, and providing for capital improvements.



Stormwater Crew – left-right - Ric Kuss, Doug Straw, JJ Bibler, Antonio Suarez, Travis Somers, Reese Moody, David Oak, Ian Klotz.

Want to know more about the grate work our stormwater personnel do? Click on these radio advertisements:

Click to listen -

[Radio Ad #1](#)

[Radio Ad #2](#)



Or visit our website at:

www.bendoregon.gov/cleanwaterworks



*Whale, whole, whale,
what do we have here?*

Perhaps you have noticed that we in the stormwater utility like to work in a pun environment! The first ten people who note all the puns in the above article and get them to Wendy E. along with a short note why working for clean water is important to *you* will win a free Clean Water Works partner water bottle! And if you don't like puns, know that when this article is over; we won't gutter another word....

STORMWATER CLEAN WATER WORKS DISCOUNT CARD

The Savings are YOURS with the Discount Card!

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Use your Clean Water Works Discount Card for...

- Year round BendFilm screening discounts: \$3.00 off of \$10 list price screenings; \$2.00 off \$12 list price screenings; discount available for box office sales only (not online); not applicable for the BendFilm Festival – Expires: June 30, 2016
- Free appetizer with purchase of two entrees at The Blacksmith Restaurant
- \$100 off a full service catering event with Blue Bite Catering
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- \$1.00 off your purchase at Orchid Thai Restaurant
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- \$15.00 off with a min. \$150.00 purchase from Stanley Steemer Carpet Cleaners
- \$1.00 off all cocktails at Wild Rose Thai Restaurant

(See the website for more discounts at www.bendoregon.gov/cleanwaterworks)



As part of the Stormwater regulatory requirements the Stormwater educational message will be aired on local TV and radio stations during September and October. Look for the commercials on KTVZ- Ch. 21; KFXO – Fox; KBNZ – CBS; KOHD – ABC.

Radio commercials can be heard on KQAK 105.7; KWPK 104.1; KMTK 99.7; KTWNS 98.3.

Let Wendy or David know you heard or saw our commercials!



Stormwater does not drain to the sanitary sewer system? The water entering street gutters drains either to the river, or to a dispersed system of dry wells, drill holes, or retention basins.



The stormwater service charge is based on the amount of impervious surface coverage—or hard surfaces like roofs, driveways, compacted soils—on properties throughout the city? There is a direct link between the amount of impervious surfaces and how much and how fast water runs off, because impervious surfaces will not allow water to sink into the ground as it normally would in a natural condition. That runoff can pick up pollutants and can clog facilities. Protecting against flooding and protecting our water quality are critical goals.

Local Businesses Join City of Bend on Erosion & Sediment Certification

This spring, several local businesses joined City of Bend staff in earning the Certified Erosion and Sediment Control Lead (CESCL) certification, which is valid for three years. This is an intensive two day class including both classroom and field components to become proficient in keeping soil sediments from moving off construction sites.

All construction sites within Bend are required to keep sediments on site to prevent clogging of runoff facilities and for environmental protection. The Deschutes River in Bend is federally listed for sediment/turbidity among other related pollutants of concern.

The following individuals joined nine City inspectors and utility personnel in earning their CESCL certification:

- Kevin Jenison (ACF West)
- Brian Johnston (Alex Hodges Construction)
- Amber Hudspeth and Parker Emahiser (Farallon Consulting)
- Jennifer VanCamp (Harber Houf Peterson Righellis)
- Lisa Ziegler and Ben Moore (High Desert Aggregate and Paving)
- Krista Ratliff (Oregon DEQ)
- Greg Bridge (Stormwater Services)
- Noah Cervantes, Chance Steffey, and Dirk Duryee (Tye Engineering and Surveying, Inc.)

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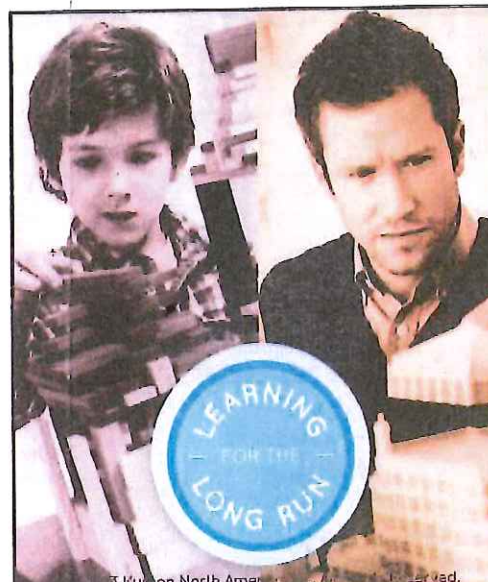
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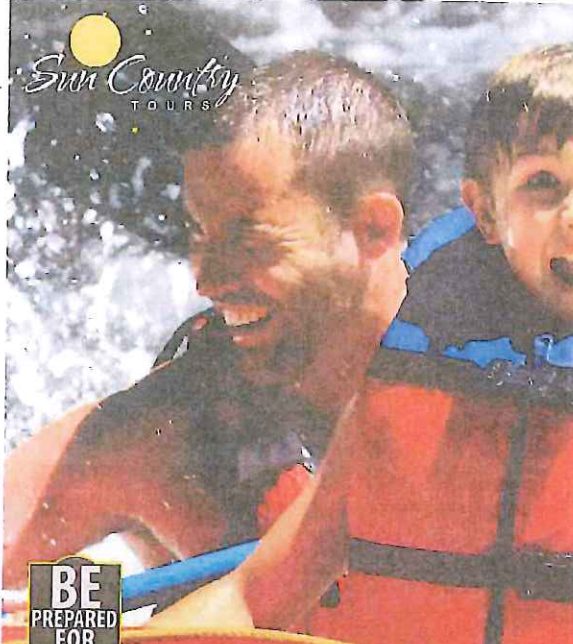
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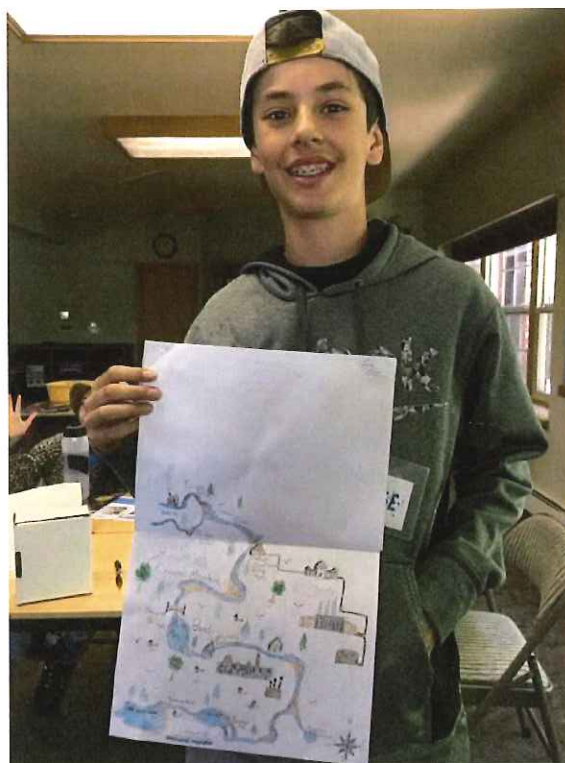
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BLV
Catherin
John Fr



*The City of Bend and The Environmental Center
Our Water Program: A Journey Through Bend
Youth Education Partnership*

Annual Activity Report
June 16, 2016



Homeschool students drew the Deschutes watershed with City water sources, Outback WFF, storage tanks, pipes to their homes, sewage pipes from their homes and the WRF.

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Overview

Our Water System: A Journey Through Bend is a classroom and field based education program designed to educate middle and high school students about Bend's water sources, distribution, wastewater and stormwater management and water conservation. Each lesson educates students about these topics and how to make choices that reduce their environmental impact at school and at home.

Summary statistics for the 2015-2016 school year:

| | Contract goals for 2015-2016 school year | Actual data for 2015-2016 school year |
|-------------------------|------------------------------------------|---------------------------------------|
| Total contacts | 2000 | 1856 |
| Number of presentations | 75 | 70 |
| Number of classes | 15 | 18 |

Program Promotion

- The Environmental Center's website: The water education program is listed with our youth education programs <https://envirocenter.org/programs/youth-education/school-programs/classroom-lessons/>
- School visits: On September 1, 2015 Kirin Stryker visited the science departments at High Desert, Pilot Butte, Pacific Crest and Cascade Middle School to share the water education program. On September 17, 2015 Kirin visited with the upper school teachers at West Side Village Magnet School.
- Teachers Night Out: The water education program was shared with teachers who stopped by The Environmental Center's booth at the High Desert Museum's Teachers Night Out on September 17, 2015.
- EarthSmart E-News: Water program successes for 2014-2015 school year and an invitation to participate for the 2015-2016 school year was shared in May, 2015 issue.
- Discover Nature Festival: The water education program was shared with those who stopped by The Environmental Center's booth at the Children's Forest of Central Oregon's Discover Nature Festival on September 26, 2015.
- Bend Science Teachers Meeting: Kirin presented the program to a gathering of Bend LaPine School District science teachers on January 20, 2016.
- Press Release: Anne Aurand sent out a press release to share the expansion of the program and to recruit media to cover Pilot Butte's WRF tours on February 22, 2016. Kirin also personally invited a Bulletin reporter and photographer who

covered a landfill trip earlier in the year. However, no media attended any of the program delivery.

Program Marketing Materials

The following three documents were used to market the water education program this year. The first two documents were shared with middle and high school teachers at face-to-face events. The third document is a copy of the press release from February, 2016.

The Environmental Center, in partnership with the City of Bend, presents a series about water in Bend: where it comes from and where it goes along the cycle through the city. All lessons are free and correlate to national education standards for middle school. Classroom presentations are FREE and last approximately fifty five minutes.

Classroom presentations



Watersheds and Water Users
Students take a virtual tour of the watershed, learn about Bend's dual source water system, identify ways they connect with water, learn how our community uses water and the impacts of that use on our watershed.

Ins and Outs of Water:
Students tour their school grounds to explore how water gets into and out of our schools. They will look at water and sewer lines on city maps to gain an understanding of the city infrastructure needed to provide and manage water, including customer pre-treatment and reclamation systems.

Sewer Studies
Students learn what happens to wastewater once it leaves our schools, homes and businesses and enters the City's sewage system. They learn what can and cannot go down the drains or toilets and how water is treated at the reclamation facility before being released back to the environment.

Be Water Wise
Students generate reasons to conserve water based on what they learned during the series then identify and commit to conservation methods both inside and outside the home.

Our Water System: A Journey through Bend


Field trips

From Mountains to Homes
Take half a day to visit the Bridge Creek Intake and the Outback Treatment site to experience our water sources, the system of pipelines that bring water into the City and learn how the water is treated before reaching our taps.

Wastewaters New Life
Take a second half day to visit the Wastewater Reclamation Facility and adjacent Hatfield Ponds. Students will tour the facility and observe the cleaning process, learn about the organisms that clean water and see where the cleaned water is released back to the natural world.

Stormwater QUEST
Students solve a puzzle as they visit locations along the Deschutes River in Farewell Bend and River Bend Parks to learn about Stormwater and City infrastructure to minimize the impact of Stormwater on the Deschutes River.

For inquiries and scheduling contact:
Kirin Stryker 541.385.6908 x16
kirin@envirocenter.org
www.envirocenter.org



Water education for high school

The Environmental Center, in partnership with the City of Bend, presents a new series focused pre-customer water and waste water treatment. Address Next Generation Science Standards for Earth and Human Activity by engaging your students with their community through the Environmental Center and the City of Bend's water education program. Designed specifically to expose students to real world issues and to share careers in water utilities, the program is free to schools in Bend. Classroom lessons are supported by field trips to our City's public utility locations. Choose from the two lessons below or collaborate with our educators to design a lesson unique to your classes' needs.



Clean City Water: Where does drinking water come from? What happens to that water before it comes out of your tap? This hour long classroom based lesson is well suited to biology, chemistry and environmental science classes. Students will learn about the water quality tests the City conducts on our ground and surface water and how water gets from the Cascade Mountains to your homes, schools and businesses. Expose your students to careers in water utilities and the City's apprenticeship program. Optional but recommended addition: single class field trip to the Outback Water Treatment Facility.

What a Waste! In this hour long lesson designed for high school environmental science and biology classes, learn about the City of Bend's infrastructure to transport and treat sewage to minimize our impact on the environment. Learn how to properly care for your sewage system and what you can do to not overburden the City sewage system. Optional but recommended addition: single class field trip to the Wastewater Reclamation Plant.

Note: Field trips can be combined into a single trip: visit the Outback Water Treatment Facility in the morning followed by an afternoon visit to the Wastewater Reclamation Plant.

For more information or to schedule, contact:



Kirin Stryker
541.385.6908 x16
kirin@envirocenter.org

Embedding sustainability into daily life in Central Oregon.

NEWS RELEASE

For Immediate Release

Date: February 22, 2016

*From: Anne Aurand
Community Relations Manager
541-388-5573, aaurand@bendoregon.gov*



CITY OF BEND

Contact: Kirin Stryker
Sustainability Educator, The Environmental Center
541-385-6908 ex 16, kirin@envirocenter.org

Contact: Shannon Ostendorff
Utility Operations Manager, City of Bend
541-322-6334, sostendorff@bendoregon.gov

City and Environmental Center expand water system education program

The City of Bend and the Environmental Center are continuing and expanding an education program called Our Water System: A Journey through Bend.

The program began in the 2014-2015 school year with a goal to make 1,500 contacts (a contact is each individual time the instructor works with a student), give 60 presentations and work with 10 classes. For the 2015-16 school year, the program will grow to 2,000 contacts, 75 presentations and 15 classes.

The program was originally piloted at Marshall High School and delivered to sixth grade students at Cascade Middle School. This year, the program is expanding to St. Francis of Assisi Catholic School, Pilot Butte Middle School and the Bend homeschool group.

Also new this year, the program will include field trips to the City of Bend Outback water facility west of Bend, and the Water Reclamation Facility – the City's wastewater treatment facility – east of Bend.

Classroom lessons include an overview of the Deschutes Watershed and how our community uses water, where our drinking water comes from, a school ground tour of how water gets into and out of our schools and homes, where water goes when it leaves our house and how it is treated, what happens to Stormwater after it rains, and a hands-on lesson about water conservation.

The program is free for middle and high school classes at public and private schools in Bend.

Deliverables

List of schools and delivered presentations:

| School /teacher | Lesson |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Sun and snow women's study group | <ul style="list-style-type: none"> • Be Water Wise |
| St. Francis of Assisi Catholic School | <ul style="list-style-type: none"> • Combination of Watersheds & Water-users and Ins and Outs of water. • Water Reclamation Plant field trip and Hatfield Ponds tour with Audubon Society • StormWater Quest field trip • Post test |
| Ponderosa Lego League | <ul style="list-style-type: none"> • Stormwater quest |
| Cascade: | <ul style="list-style-type: none"> • Pre-test and pre lesson • Watersheds and water users • Ins and outs of water • Sewer studies or field trip • Be Water Wise • Post test |
| Pilot Butte | <ul style="list-style-type: none"> • Pre test & pre-lesson • Watersheds and Water users • Water Reclamation Plant tour & Hatfield Ponds with Audubon Society • Ins and outs • Be Water Wise • Post test |
| Home School group ages 10 to 14 | <ul style="list-style-type: none"> • Pre test • Watersheds and Water users • Ins and outs of water with a mini stormwater study • Outback Water Filtration Facility tour • Water Reclamation Facility tour and Hatfield Ponds with Audubon Society • Be Water Wise • Post test |

Curriculum Summary

Curriculum Google Drive:

The current lesson plans, marketing materials and photos are available via a Google Drive that has been shared with Mary Packbush and the participating teachers. Use this link to access the drive:

<https://drive.google.com/drive/u/0/folders/0By3auy3oW9PUV2ZWOXpKSVdaQnM>

Water Filtration Facility Tour

Tour the Outback Treatment site to learn how water is treated before reaching our taps.

Wastewaters New Life

Visit the Wastewater Reclamation Facility and adjacent Hatfield Ponds to observe the cleaning process, learn about the organisms that clean water and see where the treated water is released back to the natural world to create a rich wildlife habitat.

Watersheds and Water Users

In this lesson, students take a virtual tour of the watershed, learn about Bend's dual source water system, identify ways they connect with water and learn the various ways that our community uses water and how those uses impact the whole community.

Ins and Outs of Water

Students participate in a tour of the school grounds to learn how water gets into and out of our schools, including customer pre-treatment and sewer systems. They look at water and sewer lines on city maps to gain an understanding of the city infrastructure needed to provide and manage water.

Sewer Studies

Students learn what happens to wastewater once it leaves our schools, homes and businesses and enters the City's sewage system. They learn what can and cannot go down the drains and toilets and how water is treated at the reclamation facility before being released back into the environment.

Stormwater QUEST

Students and parent chaperones solve a puzzle as they visit locations along the Deschutes River in Farewell Bend and River Bend Parks to learn about Stormwater and City infrastructure to minimize the impact of Stormwater on the Deschutes River.

Be Water Wise

Students generate reasons to conserve water based on what they learned during the series and identify and commit to conservation methods both inside and outside the home.

Performance Measures

Students contacted

Total student contacts (this does not count adult chaperones): 1,856

Sun and Snow Ladies Study Group

- 13 students

St. Francis of Assisi Catholic School

- 147 student contacts
- 49 individual students (each had 3 lessons)

Ponderosa Lego League

- 5 students

Cascade Middle School

- 736 student contacts
- 184 individual students (each had 4 lessons)

Pilot Butte Middle School

- 895 student contacts
- 179 individual students (each had 5 lessons)

Homeschool Group

- 60 student contacts
- 15 individual students (each had 5 lessons)

Presentations provided

Total Presentations delivered: 70

- Sun and snow ladies group 1
- St. Francis School 6
- Ponderosa Lego League 1
- Cascade Middle School 32
- Pilot Butte Middle School 25
- Homeschool group 5

Classes reached

- Number of classes reached: 18
- 16 classes for full or abbreviated programs
- 2 classes for single lessons

Materials distributed:

| | |
|--------------------------------------------------------------|-----|
| Indoor conservation brochure | 391 |
| Outdoor conservation brochure | 391 |
| Conservation kits | 115 |
| Goody bags (funnels, grease lids, grease scrapers, stickers) | 115 |
| Reign of Terror comic book | 60 |
| Stormwater Student workbook: | 50 |
| Sewer dos and don'ts brochure | 427 |
| Water Filtration Facility brochure | 15 |

% of students involved in the program who can trace the water path from source to treatment.

- On the pretest, 56% of survey respondents could identify that Bend has a dual water source. On the post test, the percentage increased to 74%.
- On the pre-test 76% of survey respondents could correctly summarize the process by which city water gets to our taps. This increased to 84% on the post test.
- On the pre-test, 73% of survey respondents accurately identified that a City utility bill includes sewage treatment, Stormwater treatment, pre-customer water treatment and yard irrigation water. This response increased to 82% on the post-test.
- On the pretest, 82% of respondents accurately identified that wastewater goes down a drain or toilet goes to the water reclamation facility via sewer pipes. By the post test, accurate responses increased to 90%.
- On the pretest, 52% of respondents accurately noted that bio-solids are recycled as compost on crops. Correct responses increased to 72% on the post test.

% of students who identify with one or more conservation strategy.

- On the pre-test, 61% of survey respondents could identify that water conservation is important for the City of Bend because it prolongs current water supplies, reduces energy consumption and saves money for customers. This increased to 75% on the post test.
- Student's added classic conservation strategies to an open ended survey question. Strategies were appropriate for middle school students and include: take shorter showers (far and away the most common answer), use a toilet tank water displacer, shower less often, turn off the water when not in use, fix leaks, install low flow shower heads and aerators, water outside plants less, run full loads of laundry and dishwasher, use the public pool vs. home pools.

Evaluation of the program:

Teacher feedback of the water education program:

Teachers who participated were sent an evaluative survey upon completion of the program. Five of eight participating teachers provided feedback via the survey; here is a summary of their feedback:

- All the teachers who completed the survey noted that the presenter's interactions with students, knowledge of content, ability to present the content clearly and ease of scheduling was highly effective.
- Teachers were satisfied with the age appropriateness and enjoyment of the lessons, hands on elements, quality of educational materials, connections to their required curriculum and standards and the overall effectiveness of the program.
- All teachers surveyed said that they would have their students participate in the program again.
- When asked about additional content that they would like to see included, teachers suggested adding the stormwater QUEST and a tour of the reclamation plant. (Not all groups signed up for these options; reclamation tours were limited.)
- Teachers said that as a result of the program, their students can successfully trace the path of water from its source, to use, and finally to treatment. They can also demonstrate or encourage water conservation behaviors. None of the respondents agreed that their students have shown any additional interest in water science or careers related to water.
- As a result of the program, teachers learned how to better share water reclamation and stormwater information with their students, what not to put down their drains, and the possibility of treating reclaimed water to be drinking water in the future.

Successes:

- The program reached more classes than expected. The contract set a goal of 15 classes but we reached 18 classes.
- All 8th grade students at Pilot Butte Middle School participated in the program. The material feels more appropriate for grade 8 than any of the younger grades that were reached this year.
- Pilot Butte Middle School used the PNWCWA grant to pay for subs and busses for their trips to the WRF. The East Cascades Audubon Society supplied volunteers, who were passionate about the wildlife habitat created at Hatfield Ponds and excited to work with middle school students.
- The program was modified for the homeschool group and delivered at The Environmental Center. The participating families were pleased with the program, but would have preferred more field trips like a trip to the intake and the stormwater QUEST.

- The tour of the Outback WFF tour was great! The City has created a really nice brochure and is well prepared to conduct tours in the future. The tour stops and headsets are effective instructional tools. Touring the facility ahead of time with Environmental Center staff was nice, too.
- Having access to the stormwater model for Pilot Butte and the homeschool group was great! Students really get the big picture of stormwater and its connection to groundwater when able to visualize it with the model.
- City Utility staff participation in the SUSTAIN Central Oregon events during April was an unanticipated but positive outcome. Adults are a unique audience!
- Using Survey Monkey allowed us to receive 300 plus responses to the pre and post program assessment and analyze the results quickly. Survey Monkey was also used to gather feedback from participating teachers.
- Same as last year, please keep the following documents available for future lessons:
 - City Edition: History of Surface Rights in Bend.
<https://www.youtube.com/watch?v=JKJV-QPBCmk>
 - Bend's Wastewater history:
<http://bendoregon.gov/modules/showdocument.aspx?documentid=15999>
 - Residential Sewer Pipe awareness brochure:
<http://www.bend.or.us/modules/showdocument.aspx?documentid=6785>
 - Water Reclamation Facility Virtual Tour:
<http://www.bend.or.us/index.aspx?page=201>
 - Introduction to Wastewater treatment
<http://www.bend.or.us/index.aspx?page=201>
 - Water conservation brochures: indoors and outdoors

Challenges:

- Due to new boundaries, the number of students at Cascade Middle School was smaller than expected, which limited our total number of contacts. We expected approximately 30 students per class, but the average class size was 23.
- The Stormwater QUEST for Cascade Middle School had to be cancelled because the Millpoint Bridge was inaccessible due to construction. This also limited the total number of student contacts.
- The class periods at Pilot Butte and Cascade are only 47 minutes. Since the lessons are designed for 55 minute classes, the lessons felt rushed and some content was skimmed over.
- Upper elementary classes are interested in the program, but they are not old enough to visit the WRF.

- High school teachers still don't feel that the program works for their classes. The teachers worry about students missing other classes or sports to attend field trips.
- Knowing ahead of time that the City had developed tour materials for the WFF would have been helpful for planning and prepping students for the tour.
- Students at Pilot Butte did the Living Wise Curriculum in grade 6 and received a box with conservation items. So, many of them chose not to take a water conservation kit via the water education program.

Suggestions for next year, improvements:

- Some schools would prefer a mini-series that could include a pre lesson, field trip and a follow up lesson. This may be more appropriate for schools and would allow the program to reach more schools. Scheduling five lessons is a big commitment for a middle school and near impossible for a high school.
- Interested teachers, including those who have already hosted the program in their classrooms, could be trained to deliver the lessons themselves (with support from TEC staff) to expand our reach and increase student contacts. Trained teachers could deliver the in-class lessons and the contracted educator could support them by coordinating and delivering the field trips to WRF and WFF.
- Teachers may be more open to coaching to delivering field trips or lessons on their own than having a guest teacher. In April, 2016 Kirin coached the 7th grade science teachers from Seven Peaks School to deliver the stormwater QUEST to their students. Student numbers are not included in the report, but two additional classes of students were able to participate in the QUEST and now two more teachers know about the water program.
- In the past, The Environmental Center included a water conservation lesson in the EarthSmart Program for grades 4 and 5. The lesson could be listed in Our Water System: A Journey through Bend as an option for elementary school and could potentially reach about 20 classes or 500 additional students. The lesson would be a neat way to share some background on City water and simple conservation measures with younger students.

Photo Gallery:



East Cascades Audubon Society volunteers were fabulous! Their passion for birds and their willingness to work with the students was a valuable addition to the program.



Pilot Butte students react to bio-solids during a tour of the WRF.



Homeschool families were able to visit the Outback WFF and enjoy a well-planned tour that included headsets and a labeled diagram of the plant.



Pilot Butte students reflect on the connections between human and natural systems at Hatfield Ponds.



WRF staff did a fantastic job with the tours! Visual displays helped clarify the reclamation process and the staff connected well with the students.

Additional photos from this year's program are in a file on the Google Drive.

YEAR-ROUND SCREENINGS & EDUCATION ACCOMPLISHMENTS

We set ambitious goals last year to hire a programmer, host more monthly screenings, and expand our educational programs. Here are the results:

- With help from a Meyer Memorial Trust Grant, we hired experienced Programmer Mimi Brody to program the 2016 Festival. Mimi and our screening committee put together one of our most high-profile programs yet. You will definitely hear about these films in the upcoming year as they hit theaters and VOD platforms.
- We hosted several successful events throughout the year in conjunction with other great organizations. Here are some highlights:



WORLD MUSE

With WorldMUSE, we hosted a sold-out screening of "Girl Rising." "Girl Rising"

spotlights the unforgettable stories of nine girls living in the developing world, striving beyond circumstance, and overcoming nearly insurmountable odds to achieve their dreams.

SOURCE WEEKLY

Working with the Source, we were honored to host a 30th anniversary screening of "The Breakfast Club" with the film's legendary cinematographer and Bend resident, Thomas Del Ruth.

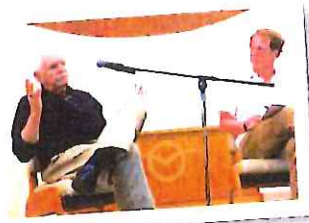


Photo by Todd Looby

To celebrate the 50th anniversary of the Wilderness Act, we hosted a sellout screening of two excellent films that celebrate the wild, "Only the Essential," about walking the PCT, and "The Meaning of Wild," which takes us through the wonders of Alaska's Tongass National Forest.

Most recently, we partnered with Cascades Academy and Moementum, Inc. to host a screening of the Sundance Documentary, "The Mask You Live In," which was followed by a great discussion about how the issues in the film affect our community.



Photo by Todd Looby

- Our educational programs are growing fabulously:

Longtime BendFilm supporter and Highland teacher, Alicia Vickery, took the helm as Future Filmmakers' (FF) coordinator. Alicia ran one of our best FF editions and will take this program to the next level.



Photo by Tina Ellis

BendFilm recruited filmmaker Brittany Reeber to be an official Caldera Artist in Residence this winter. In addition to working on her next project, Brittany will teach filmmaking to Caldera students on weekends during her residency. (See Sponsor Spotlight for more on Caldera)



Photo by Tina Ellis

BendFilm partnered with Scalehouse to host a 72-hour Filmmaker Scramble.

In June, seven teams of all ages received a crash course in shoestring-budget filmmaking from Todd Looby and local filmmaker, Wes Coughlin, and then set out to make no budget short films in only three days. BendFilm and Scalehouse co-hosted the outdoor screening of these films where both the audience and jury gave top awards to Max Reisfar's "First World Wonders."

SCALE HOUSE

CREATIVE CENTER



Photo by Workhouse



BASE CAMP STUDIO

BendFilm teamed up with Base Camp Studio for their 5x5 Challenge where five teams of artists painted pieces all based on the same, five Festival films. The resulting art was displayed at the BendFilm Hub and Venues and sold to benefit Base Camp's programs. BendFilm Future Filmmaker Mackenzie Hice helped shoot the event documentary, which can be seen [here](http://www.basecampstudio.org/2013/events-2015).

www.basecampstudio.org/2013/events-2015

In 2016, we plan on teaching filmmaking in area schools and starting a BendFilm lecture series to deepen our community's appreciation of the art of cinema.



Photo by Steven Addington

"IT WAS A BLAST AND I HAD SO MANY GREAT INTERACTIONS WITH PEOPLE FROM BEND WHO SAW 'FRAME BY FRAME'. I'M PRETTY SURE I'VE NEVER GOTTEN SO MANY PEOPLE WALKING UP TO ME ON THE STREET TO TALK ABOUT THE FILM. IT WAS WONDERFUL. WAY TO KICK ASS AND BRING PEOPLE TOGETHER AROUND FILM."

- ALEXANDRIA BOMBACH, CO-DIRECTOR OF "FRAME BY FRAME"

SPONSOR SPOTLIGHT

BendFilm wants to congratulate longtime Sponsor and collaborator **Caldera Arts** for being one of 12 creative youth development organizations to receive a 2015 National Arts and Humanities Youth Program (NAHY) Award from First Lady Michelle Obama at a White House Award Ceremony on November 17, 2015. Oregon is fortunate to have such a great organization working on behalf of our youth and the arts. We hope to deepen our partnership with Caldera for many more years to come. Caldera, you inspire us all!



Photo courtesy of Caldera

“...THE THING I’M GLAD I WAS ABLE TO EXPERIENCE WERE THE INCREDIBLE PEOPLE WHO MADE THIS FESTIVAL GREAT. FROM DRIVERS WHO SHUTTLED US AROUND TO THE HOSTS WHO TREATED US LIKE FAMILY IN THEIR HOMES...TO THE INCREDIBLE TEAM WHO ASSEMBLED THEM AND MADE SURE THEY WERE SO WELL TAKEN CARE OF, I’VE NEVER FELT MORE FORTUNATE TO CALL MYSELF PART OF A GROUP. I WILL HENCEFORTH MAKE FILMS WITH THE SOLE INTENTION OF RETURNING TO THE BENDFILM FESTIVAL.”

- TOM SVEEN, DIRECTOR OF “SMUT”

THANK YOU 2015 SPONSORS

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Dogwood Cocktail Cabin
Hollywood Theatre
Hot Box Betty
Hydro Flask
Karen Cammack Photography
KPOV
Let It Ride Bicycles
NW FilmCenter
ShiftBoard
Steven Addington Photography
Tina Ellis Photography
Saginaw Sunset
Sweet Saigon / Pho Viet & Cafe
The Wilds

“YOU GUYS MADE A PERFECT FESTIVAL, ONE THAT MANAGED TO HAVE A REALLY STRONG LINE UP OF FILMS, AN INCREDIBLE SETTING (AND REALLY UNIQUE VENUES), HAVE PLENTY OF PARTIES TO ENTERTAIN FELLOW FILMMAKERS AND KEPT THINGS SMALL AND CONTAINED (AND I DIDN’T SPEAK ABOUT THE WEATHER). BRAVO!”

- DEIGO ONARGO, DIRECTOR OF “BOB AND THE TREES”

“IT WAS A REALLY LOVELY AND REWARDING EXPERIENCE! [WE WERE] WELL TAKEN CARE OF AND WERE HONORED TO BE PART OF SUCH A GREAT GROUP OF FILMS. PLEASE THANK ALL OF THE VOLUNTEERS, BOARD MEMBERS AND SPONSORS FOR US.”

- NICOLE BERNARDI-REIS, PRODUCER, “RADICAL GRACE”



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BendFilm also receives support from the Meyer Memorial Trust