

Intergovernmental Agreement

Metro Contract No. 937045

THIS AGREEMENT, entered into and under the provisions of ORS Chapter 190, is between Metro, a metropolitan service district organized under the laws of the State of Oregon and the Metro Charter, located at 600 NE Grand Avenue, Portland, OR 97232-2736, and WASHINGTON COUNTY hereinafter referred to as “County”, whose address is 155 N First Avenue, MS5A, Hillsboro, OR 97124.

In exchange for the promises and other valuable consideration set forth below, the parties agree as follows:

1. Purpose. The purpose of this Agreement is to establish the responsibilities of the parties in implementing the FY 2020-21 Metro and Local Government Annual Waste Reduction Plan, Business Technical Assistance & Outreach, and Business Food Waste Requirement.

2. Term. This Agreement shall be effective July 1, 2020, and shall remain in effect through June 30, 2021 unless earlier terminated in conformance with this Agreement, or extended by written amendment signed by both parties. Costs for this project may be incurred beginning July 1, 2020.

3. Services Provided and Deliverables. County and Metro shall perform the services described in the attached Scope of Work, which is made part of this Agreement by reference, and otherwise fully comply with the provisions Exhibit A: Scope of Work (Attachments A, B, C and D).

4. Payment for Services. Metro shall pay County for Annual Waste Reduction services performed and materials delivered in the maximum sum of TWO HUNDRED SEVENTY-TWO THOUSAND, EIGHTY-EIGHT AND NO/100THS DOLLARS (\$272,088.00) and for Business Technical Assistance & Outreach services performed and materials delivered in the maximum sum of TWO HUNDRED THIRTEEN THOUSAND, FIVE HUNDRED EIGHTY-FIVE AND NO/100THS DOLLARS (\$213,585.00) and Business Food Waste Requirement services performed and materials delivered in the maximum sum of ONE HUNDRED TWELVE THOUSAND, NINE HUNDRED THIRTY-SIX AND NO/100THS DOLLARS (\$112,936.00). Metro has appropriated sufficient funds to provide the funding required by this Agreement during the current fiscal year. Funding may be subject to

Intergovernmental Agreement

budget adjustments in Metro's discretion at any time during the term of the Agreement. Grant Funds due after June 30 of any given year are subject to funds being appropriated by the Metro Council. The parties must not interpret this Agreement as a pledge of any source of Metro funds, including but not limited to its ad valorem property taxes, the full faith and credit of Metro, nor any other legally available revenues, taxes or other funds to make the payments described in the Scope of Work. Metro will provide sixty (60) days' written notice to County prior to a budget adjustment that reduces grant funds to the County. If Metro reduces grant funds to the County, the parties will execute an amendment to this Agreement that reduces the County's responsibilities under this Agreement to correspond to Metro's reduction in grant funds.

5. Insurance. County agrees to maintain insurance levels, or self-insurance in accordance with ORS 30.282, for the duration of this Agreement to levels necessary to protect against public body liability as specified in ORS 30.272. County also agrees to maintain for the duration of this Agreement, Workers' Compensation Insurance coverage for all its employees as a self-insured employer, as provided by ORS chapter 656, or disability coverage under its Disability, Retirement and Death Benefits Plan.

6. Indemnification. Subject to the provisions of the Oregon Constitution and Oregon Tort Claims Act, County shall indemnify, defend, and hold Metro and Metro's agents, employees, and elected officials harmless from any and all claims, demands, damages, actions, losses, and expenses, including attorney fees, arising out of or in any way connected with, County's performance under this Agreement.

7. Termination. This Agreement may be terminated by either party without cause upon giving 90 days written notice of intent to terminate. This Agreement may be terminated with less than 90 days' notice if a party is in default of the terms of this Agreement. In the case of a default, the party alleging the default shall give the other party at least 30 days written notice of the alleged default, with opportunity to cure within the 30-day period. Termination shall be without prejudice to any obligations or liabilities of either party already accrued prior to such termination.

Intergovernmental Agreement

8. State Law Constraints. Both parties shall comply with the public contracting provisions of ORS chapter 279A, B & C and to the extent those provisions apply, they are incorporated into this Agreement by reference. Specifically, it is a condition of this Contract that all employers working under this Agreement are subject employers that will comply with ORS 656.017.

9. Notices. Legal notice provided under this Agreement shall be delivered personally or by certified mail to the following individuals:

For County:

Office of County Counsel
Washington County
155 N First Avenue, MS 24
Hillsboro, OR 97124-3072

For Metro:

Office of Metro Attorney
Metro
600 NE Grand Avenue
Portland, OR 97232-2736

Informal coordination of this Agreement will be conducted by the following designated Project Managers:

For County:

Thomas Egleston
Washington County
155 N First Avenue, MS5A
Hillsboro, OR 97124
(503) 846-3665

For Metro:

Jennifer Erickson
Metro
600 NE Grand Ave.
Portland, OR 97232
(503) 797-1647

County may change the above- designated Project Manager by written notice to Metro. Metro may change the above-designated Project Manager by written notice to County.

10. Assignment. This Agreement is binding on each party, its successors, assigns, and legal representatives and may not, under any condition, be assigned or transferred by either party without prior written approval by the other party.

11. Integration. This writing contains the entire Agreement between the parties, and may only be amended by written instrument, signed by both parties.

12. Severability. If any portion of this Agreement is found to be illegal or unenforceable, this Agreement nevertheless shall remain in full force and effect and the offending provision shall be stricken.



600 NE Grand Ave.
Portland, OR 97232-2736
(503) 797-1700

Intergovernmental Agreement

This Agreement is dated as of the last signature date below.

WASHINGTON COUNTY

METRO

By: _____

By: _____

Print name and title

Print name and title

Date

Date

Intergovernmental Agreement

Scope of Work – Exhibit A

Attachment A

SCOPE OF WORK: Annual Waste Reduction Plan

- a) Term: July 1, 2020 to June 30, 2021.
- b) County's responsibilities. County shall:
1. Provide to Metro a copy of County's Resolution, Ordinance, or signature of authorized representative approving this Intergovernmental Agreement including all of its attachments.
 2. Upon request, provide to Metro a copy of the Intergovernmental Agreement or Letter of Understanding authorizing County to act on Cities' behalf in developing and implementing a joint annual waste reduction program.
 3. Ensure that by June 30, 2021, the activities specified in Attachments A and D have been completed.
 4. On or before August 1, 2021, submit the following:
 - A) A completed reporting template.
 - B) Demonstrated compliance with applicable state law and the Regional Waste Plan.
- c) Metro Responsibilities. Metro shall:
1. Provide technical assistance to County as necessary to develop, execute, monitor, and evaluate the project.
 2. Provide assistance to County on promotional and educational activities.
 3. Monitor the general project progress and review as necessary, County's accounting records relating to project expenditures.
 4. Provide County with any necessary reporting templates.
- d) Budget and Terms of Payment:
1. Upon completion of section (b)(1) and (b)(2) of this Scope of Work, Metro shall pay County \$272,088.00 in one lump sum. County's billing invoices shall include the Metro contract number, County name, remittance address, invoice date, invoice number, and invoice amount. County's billing invoices shall be sent to Metro Accounts Payable, 600 NE Grand Avenue, Portland, OR 97232-2736 or metroaccountspayable@oregonmetro.gov. The Metro contract number shall be referenced in the email subject line. County's billing invoices for goods and services through June 30 shall be submitted to Metro by July 15. Payment shall be made by Metro on a Net 30 day basis upon approval of County's invoice.

Intergovernmental Agreement Scope of Work – Exhibit A

2. County shall provide services described in Attachment D in exchange for the following funding allocations:

Banks	\$988.00
Cornelius	\$6,476.00
Durham	\$998.00
Forest Grove	\$13,338.00
Gaston	\$347.00
Hillsboro	\$54,744.00
King City	\$2,219.00
North Plains	\$1,740.00
Sherwood	\$10,379.00
Tigard	\$28,312.00
Tualatin	\$14,373.00
<u>Unincorporated Washington County</u>	<u>\$138,173.00</u>
TOTAL	\$272,088.00

3. County and Metro recognize that the Metro and Local Government Annual Waste Reduction Plan is a multi-year program and that future rounds of funding will depend in part on County's performance in implementing program activities during the term of this contract.

Intergovernmental Agreement

Scope of Work – Exhibit A

Attachment B

SCOPE OF WORK: Business Technical Assistance & Outreach

- a) Term: July 1, 2020 to June 30, 2021.
- b) County's responsibilities. County shall:
 1. Hire and train individuals as staff or contractors who work in the County's offices or external contractors whose primary responsibilities and duties are to provide waste prevention and recycling technical assistance and Business Recycling Requirement compliance services to businesses in Washington County.
 2. Implement the Regional Service Standard: Business, Business Recycling Requirement and Business Recycling Annual Outreach Plan sections in Attachment D that identify the County's strategy for targeting and recruiting businesses for waste prevention and recycling assistance and compliance with business recycling requirements.
 3. On or before August 1, 2021, submit an annual progress report on the accomplishments of the business assistance program, including:
 - A) A completed end-of-year report in a form provided by Metro and that includes:
 - i) A narrative on the successes and challenges of the business assistance program;
 - ii) Overall expenditures and Metro funds spent on the business assistance program during the fiscal year (July 1, 2020 through June 30, 2021);
 - iii) A list of staff who worked on business assistance during the fiscal year (July 1, 2020 through June 30, 2021), their level of full-time equivalent (FTE) work time spent on business assistance, and their source of funding (Metro or local government)
 - B) Data collected for each business assisted through the program including contact information and type of assistance provided
 4. Make resources available to businesses as appropriate for the County.
 5. Establish a compliance program for the Business Recycling Requirement consistent with applicable Metro Code and associated Administrative Rule and provide written description to Metro.
- c) Metro Responsibilities. Metro shall:
 1. Provide resources and staff time to County to develop, execute, monitor, and evaluate the Business Technical Assistance and Outreach program.
 2. Monitor the general program progress and review as necessary, County's accounting records relating to Business Technical Assistance and Outreach program expenditures.
 3. Notify the County of Metro business assistance or pilots and any other business recruitment scheduled for the term of the IGA.
 4. Provide the County with standardized reporting forms for annual progress reports.

Intergovernmental Agreement

Scope of Work – Exhibit A

5. Review and revise the program goals and budget as needed in conjunction with the Solid Waste Directors.
6. Conduct an evaluation of the program as needed, which may include on-site visits to businesses by Metro staff or independent third-party contractors.

d) Budget and Terms of Payment:

1. Metro shall pay County \$213,585.00 in one lump sum. County’s billing invoices shall include the Metro contract number, County name, remittance address, invoice date, invoice number, and invoice amount. County’s billing invoices shall be sent to Metro Accounts Payable, 600 NE Grand Avenue, Portland, OR 97232-2736 or metroaccountspayable@oregonmetro.gov. The Metro contract number shall be referenced in the email subject line. County’s billing invoices for goods and services through June 30 shall be submitted to Metro by July 15. Payment shall be made by Metro on a Net 30 day basis upon approval of County invoice.
2. County shall provide services described in section (b) in exchange for the following funding allocations:

Unincorporated areas	\$53,416.00
Banks*	0
Cornelius	\$2,488.00
Durham	\$1,842.00
Forest Grove	\$6,414.00
Gaston*	0
Hillsboro	\$74,501.00
King City	\$583.00
North Plains*	0
Sherwood	\$5,914.00
Tigard	\$39,292.00
<u>Tualatin</u>	<u>\$29,136.00</u>
TOTAL	\$213,585.00

*Withheld due to non-compliance with the Business Recycling Requirement.

Attachment C

SCOPE OF WORK: Business Food Waste Requirement

- a) Term: July 1, 2020 to June 30, 2021.
- b) County's responsibilities. County shall:
 1. Submit to Metro a revised Business Food Waste Requirement Implementation Plan no later than February 1, 2021.
 2. Hire and train a minimum of 1.0 FTE as staff or contractor who works in the County's offices or external contractor whose primary responsibilities and duties are to provide technical assistance to subject businesses for implementation of the business food waste requirement in compliance with the minimum standards of Metro Ordinance No 18-1418 and associated Administrative Rules.
 3. Utilize funding to hire staff and to purchase program-related equipment with funding allocated as described in section d) 2. below.
 4. Participate in the Commercial Work Group (CWG) and CWG Food Scraps Subcommittee for the purpose of collaborating on multijurisdictional food-generating business assistance, implement activities in the CWG Program Plan for FY 20-21 and participate in regional trainings.
 5. Utilize the Food Scraps Program Evaluation System developed for this program to collect and report data to Metro to demonstrate compliance with the business food waste requirement and assist with program evaluation.
 - a. Determine business compliance by conducting site visits at 100% of non-participating businesses and 20% of participating businesses subject to the requirement to assure that the required conditions of compliance are met by the end of the applicable implementation period based on the judgment of staff conducting the site visit.
 - b. On a quarterly basis submit business food waste compliance reports in the agreed upon format.
 - c. Once a year, at the end of FY Q2, provide a companion narrative report that contains qualitative information including successes and challenges.
 6. Report annually on expenditures.
 - a. Overall expenditures including local government and Metro funds spent on business food waste assistance program during the fiscal year (July 1, 2020 through June 30, 2021);
 - b. List of staff who worked on food waste business assistance during the fiscal year (July 1, 2020 through June 30, 2021), their level of full-time equivalent (FTE) work time dedicated to providing technical assistance to businesses subject to the food scraps requirement, total labor hours funded by Metro funds, and total number of businesses served.
 - c. Establish and describe an auditable accounting method for any labor hours funded by Metro funds. Preserve records for a minimum of five years after the end of the program and allow reasonable access to Metro upon request and as may be deemed necessary by Metro.
 - d. Provide documentation to demonstrate appropriate expenditure of funds provided for food waste collection containers.

c) Metro Responsibilities. Metro shall:

1. Provide resources and staff time to County to develop, execute, monitor, and evaluate the program.
2. Monitor general progress and review as necessary.
3. Convene and facilitate the quarterly CWG and CWG Food Scraps Subcommittee meetings as needed.
4. Analyze data from business food waste compliance reports submitted by jurisdictions on a quarterly and annual basis and provide quarterly reports to County that include graphical and numerical summaries of the compliance and performance data.
5. Report annually to the Metro Council on progress towards program goals.

d) Budget and Terms of Payment:

1. Metro shall pay County \$112,936.00 in one lump sum upon receipt and Metro approval of revised Business Food Waste Requirement Implementation Plan no later than February 1, 2021. County's billing invoices shall include the Metro contract number, County name, remittance address, invoice date, invoice number, and invoice amount. County's billing invoices shall be sent to Metro Accounts Payable, 600 NE Grand Avenue, Portland, OR 97232-2736 or metroaccountspayable@oregonmetro.gov. The Metro contract number shall be referenced in the email subject line. County's billing invoices for goods and services through June 30 shall be submitted to Metro by July 15. Payment shall be made by Metro on a Net 30 day basis upon approval of County invoice.
2. County shall provide services described in section (b) in exchange for the following funding allocations:

a. Staffing support (1.0 FTE):	\$103,471.00
<u>Container allocation</u>	<u>\$9,465.00</u>
TOTAL	\$112,936.00

Attachment D
Local Government Annual Implementation Plan Forms

Jurisdiction: Washington County

Contact: Thomas Egleston

I. Required Elements

Regional Service Standard: Single Family Residential

1. Demonstrate compliance with the regional service standard by completing/updating the table below. Highlighted jurisdictions indicate programs that are currently not in compliance with the Regional Service Standard.

Jurisdiction	Recycling Collection Frequency		Recycling Container Size		Glass Collection Frequency		Yard Debris Collection Frequency		Yard Debris Container Size		Alternative Program Approved	Resid FW
	Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural		
Uninc. Washington Co.	EOW	EOW	96	96	EOW	EOW	EOW	N	60	N/A	Yes	
Banks	EOW	N/A	90	N/A	EOW	N/A	EOW	N/A	60	N/A	No	
Cornelius	W	N/A	60	N/A	W	N/A	EOW	N/A	60	N/A	No	
Durham	EOW	N/A	60/90	N/A	M	N/A	W	N/A	60	N/A	Yes	
Forest Grove	W	N/A	60	N/A	W	N/A	W	N/A	60	N/A	No	Yes 2016
Gaston	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No	
Hillsboro	EOW	N/A	90	N/A	EOW	N/A	EOW	N/A	60	N/A	Yes	Yes 2020
King City	EOW	N/A	96	N/A	EOW	N/A	EOW	N/A	60	N/A	Extension	
North Plains	EOW	N/A	96	N/A	EOW	N/A	EOW	N/A	60	N/A	No	
Sherwood	EOW	N/A	90	N/A	M	N/A	W	N/A	60	N/A	Yes	
Tigard	W	N/A	96	N/A	M	N/A	EOW	N/A	60	N/A	Yes	
Tualatin	W	N/A	60	N/A	W	N/A	W	N/A	60	N/A	No	

2. List materials collected in each jurisdiction.

Jurisdiction	Mixed Recycling	Glass Recycling	Used Motor Oil	Yard Debris	Food Scraps
Urban Unincorporated Washington Co.	Yes	Yes	Yes	Yes	No
Rural Unincorporated Washington Co.	Yes	Yes	Yes	No	No
City of Banks	Yes	Yes	Yes	Yes	No
City of Cornelius	Yes	Yes	Yes	Yes	No

City of Durham	Yes	Yes	Yes	Yes	No
City of Forest Grove	Yes	Yes	Yes	Yes	Yes
City of Hillsboro	Yes	Yes	Yes	Yes	Yes
City of King City	Yes	Yes	Yes	Yes	No
City of North Plains	Yes	Yes	Yes	Yes	No
City of Sherwood	Yes	Yes	Yes	Yes	No
City of Tigard	Yes	Yes	Yes	Yes	No
City of Tualatin	Yes	Yes	Yes	Yes	No

Material category definitions

Category	Material
Mixed Recycling	Metal, including aerosol cans, aluminum and steel tinned cans, ferrous and nonferrous scraps no greater than 36 inches in length and 40 pounds in total weight.
	Paper and cardboard, including magazines, newspapers, office paper (including white and colored ledger and computer), scrap paper (including envelopes, fax paper, blueprints, brochures and other miscellaneous papers), paper board, box board, telephone directories, and corrugated cardboard and Kraft paper.
	Plastic, including plastic bottles and tubs larger than six ounces, plastic buckets five gallons or less and rigid plastic nursery pots four inches or larger.
Glass Recycling	Glass bottles and jars (colored or clear)
Used Motor Oil	Used motor oil
Yard Debris	Leaves, weeds, grass clippings, branches and pruning no greater than four inches in diameter or 36 inches in length.
Residential Food Scraps	All food, including beans, bones, bread, coffee grounds, dairy, eggshells, fruits, meat, pasta, plate scraps, poultry, rice and other grains, seafood, vegetables.
	Food-soiled paper, including coffee filters, newspaper, paper napkins, paper towels, pizza boxes, and teabags.

3. Describe any variations from the regional service standard, exemptions and additional conditions in place.

Jurisdiction	Variance, exemption or additional condition to Regional Service Standard
Urban Unincorporated Washington Co.	<p>Single family community members in Urban Unincorporated Washington County receive every-other-week mixed recycling, glass recycling and yard debris collection under an approved alternative program. Additional conditions being met by the jurisdiction include:</p> <ul style="list-style-type: none"> • Providing community members with an additional recycling roll cart or glass bin upon request at no additional charge • Providing community members with the Garbage and Recycling Day mobile app to allow them to sign up for collection day reminders • Monitoring for chronic overflow through garbage and recycling service provider
Rural Unincorporated Washington Co.	Single family community members in Rural Unincorporated Washington County receive every-other-week mixed recycling and glass recycling

	<p>collection under an approved alternative program. Additional conditions being met by the jurisdiction include:</p> <ul style="list-style-type: none"> • Providing community members with an additional recycling roll cart or glass bin upon request at no additional charge • Providing community members with the Garbage and Recycling Day mobile app to allow them to sign up for collection day reminders • Monitoring for chronic overflow through garbage and recycling service provider
City of Banks	<p>Single family community members in the City of Banks receive every-other-week mixed recycling, glass recycling and yard debris collection. Additional conditions being met by the jurisdiction include:</p> <ul style="list-style-type: none"> • Providing community members with an additional recycling roll cart or glass bin upon request at no additional charge • Providing community members with the Garbage and Recycling Day mobile app to allow them to sign up for collection day reminders
City of Cornelius	<p>Single family community members in the City of Cornelius receive weekly mixed recycling, glass recycling and every-other-week yard debris collection. Additional conditions being met by the jurisdiction include:</p> <ul style="list-style-type: none"> • Providing community members with the Garbage and Recycling Day mobile app to allow them to sign up for collection day reminders
City of Durham	<p>Single family community members in the City of Durham receive every-other-week mixed recycling, monthly glass recycling and weekly yard debris collection under an approved alternative program. Additional conditions being met by the jurisdiction include:</p> <ul style="list-style-type: none"> • Providing community members with an additional recycling roll cart or glass bin upon request at no additional charge • Providing community members with the Garbage and Recycling Day mobile app to allow them to sign up for collection day reminders • Monitoring for chronic overflow through garbage and recycling service provider
City of Forest Grove	<p>Single family community members in the City of Forest Grove receive weekly mixed recycling, glass recycling and yard debris and food scraps collection pursuant to the Regional Service Standard.</p>
City of Hillsboro	<p>Single family community members in the City of Hillsboro receive every-other-week mixed recycling, glass recycling, and yard debris with food scraps collection under an approved alternative program. Additional conditions being met by the jurisdiction include:</p> <ul style="list-style-type: none"> • Providing community members with an additional recycling roll cart or glass bin upon request at no additional charge • Providing community members with the Garbage and Recycling Day mobile app to allow them to sign up for collection day reminders • Monitoring for chronic overflow through garbage and recycling service provider
City of King City	<p>Single family community members in the City of King City receive every-other-week mixed recycling, glass recycling, and yard debris collection under an alternative program extension. Additional conditions being met by the jurisdiction include:</p>

	<ul style="list-style-type: none"> • Providing community members with an additional recycling roll cart or glass bin upon request at no additional charge • Providing community members with the Garbage and Recycling Day mobile app to allow them to sign up for collection day reminders • Monitoring for chronic overflow through garbage and recycling service provider
City of North Plains	<p>Single family community members in the City of North Plains receive every-other-week mixed recycling, glass recycling, and yard debris collection. Additional conditions being met by the jurisdiction include:</p> <ul style="list-style-type: none"> • Providing community members with an additional recycling roll cart or glass bin upon request at no additional charge • Providing community members with the Garbage and Recycling Day mobile app to allow them to sign up for collection day reminders
City of Sherwood	<p>Single family community members in the City of Sherwood receive every-other-week mixed recycling, monthly glass recycling, and weekly yard debris collection under an approved alternative program. Additional conditions being met by the jurisdiction include:</p> <ul style="list-style-type: none"> • Providing community members with an additional recycling roll cart or glass bin upon request at no additional charge • Providing community members with the Garbage and Recycling Day mobile app to allow them to sign up for collection day reminders • Monitoring for chronic overflow through garbage and recycling service provider
City of Tigard	<p>Single family community members in the City of Tigard receive weekly mixed recycling, monthly glass recycling, and every-other-week yard debris collection under an approved alternative program. Additional conditions being met by the jurisdiction include:</p> <ul style="list-style-type: none"> • Providing community members with an additional glass bin upon request at no additional charge • Providing community members with the Garbage and Recycling Day mobile app to allow them to sign up for collection day reminders • Monitoring for chronic overflow through garbage and recycling service provider
City of Tualatin	<p>Single family community members in the City of Tualatin receive weekly mixed recycling, glass recycling and yard debris collection pursuant to the Regional Service Standard.</p>

4. Using the table below, demonstrate how you will meet the single family outreach and education minimum service standard. Include any outreach that exceeds the minimum standard.

Single Family Outreach and Education

Content	Audience	Distribution Method	Frequency
Recycling Update Print Newsletter: Includes bilingual (English/Spanish) information about what goes in the garbage, recycling, or to drop-off locations, etc, Recycle or Not information, preventing wasted food, reuse and repair options, green cleaners, regional updates and events, waste prevention and more.	All waste generators	Direct mail	Annually
Recycling Update E-Newsletter: Includes bilingual (English/Spanish) information about what goes in the garbage, recycling, or to drop-off locations, etc, Recycle or Not information, preventing wasted food, reuse and repair options, green cleaners, regional updates and events, waste prevention and more.	All waste generators	Electronic Mail	Quarterly
Garbage and Recycling Day app and What to Recycle and Where? tool: Electronic application, available in English, Spanish, French, Korean, Punjabi, Simplified Chinese and Vietnamese, that provides single family community members the ability to search for and print collection schedules, and sign up for weekly reminders and service alerts. The tool also provides information about how to recycle right and reduce contaminants, news of upcoming waste-related community events and other messages through a campaign feature. The What to Recycle and Where? feature allows community members to search specific items to determine whether they are recyclable or not. The application also provides reuse, recycling and disposal instructions for each item searched.	Single family waste generators	Electronic mobile application or website	On demand, weekly for subscribers
WashingtonCountyRecycles.com website: website containing the following pages and topics: 1) <i>Garbage and recycling services</i> page includes collection schedules, collection rates and disposal options. 2) <i>Reduce, reuse, recycle</i> page includes information on <i>the importance of reducing waste, why recycling is important, what can be recycled</i> and where, and composting. 3) <i>Business services</i> page includes information about free technical assistance, reducing waste at work, green business awards, and business specific resources. 4) <i>Community resources</i> page includes information about recycling at home, recycling at events, recycling at schools, multifamily recycling,	All waste generators	Website	On demand

household hazardous waste, solid waste advisory committee, reports and polices, partner agencies, and frequently asked questions. 5) <i>Report a problem</i> page includes information about code enforcement, filing complaints, and County codes and rules. 6) <i>About us</i> page includes information about the Solid Waste & Recycling division, city partners, and volunteer opportunities. An equivalent website in Spanish is nearly complete.			
Social Media promotion: Washington County Solid Waste & Recycling Facebook page content that promotes what goes in the garbage, recycling, or to drop-off locations, etc, Recycle or Not information, preventing wasted food, reuse and repair options, green cleaners, regional updates and events, waste prevention and more. Facebook promotion includes the boosting (advertising) of posts related to topics of importance like wasted food prevention and recycling contamination.	All waste generators	Social Media	Daily to weekly
New customer packets: Packet of information provided to new customers by garbage and recycling service providers. New customer packets include a welcome letter, collection calendar, and waste prevention and recycling guide.	New customers	Garbage and recycling service provider	Continuous, all new customers
Collection Calendar and Recycling Guide: Brochure containing collection calendar, recycling guide, and information about Garbage and Recycling Day application. Available in English, Spanish, Arabic, Chinese, Filipino, Hindi, Japanese, Korean, Khmer, Persian, Russian, Somali and Vietnamese.	All customers	Garbage and recycling service provider	Annually
Oops tag: Notice left on recycling roll carts when materials that do not belong in recycling are identified by the garbage and recycling service provider. Current Oops tag highlights plastic bags, plastic clamshells and Styrofoam as top contaminants. The reverse side of the tag provides recycling guidelines for what can be recycled.	Single family waste generators	Garbage and recycling service provider	As needed
Waste prevention and recycling guide: Brochure containing information about why recycling is important, what can be recycled, recycling at drop-off centers, disposing of household hazardous waste, preventing waste, preventing wasted food, bulky waste disposal facilities, and volunteer opportunities. Soon to be available in English, Spanish, Arabic, Chinese, Filipino, Hindi, Japanese, Korean, Khmer, Persian, Russian, Somali and Vietnamese.	All waste generators	Special events, garbage and recycling service provider; PDF versions available on website	Upon request; PDF versions available on demand

<p>Recycling guide: Flier with information about what can be included in the mixed recycling, glass recycling and what should be included in the garbage. Also includes call out of items that are not accepted as recycling. Available in English, Spanish, Arabic, Chinese, Hindi, Japanese, Korean, Russian and Vietnamese.</p>	<p>All waste generators</p>	<p>Special events, Garbage and recycling service provider; PDF versions available on website</p>	<p>Upon request; PDF versions available on demand</p>
<p>Event tabling: Staffing recycling or waste prevention tables throughout the community at special events. Tables include multiple topics and information about recycling, how to recycle right, what not to recycle, a recycling knowledge game, Eat Smart Waste Less wasted food prevention, and others upon request. Collaborate with CREW to create regional events. For unmonitored tabling events, program materials can be provided. Outreach in FY 2020-21 may depend on public health recommendations regarding COVID-19 and physical distancing.</p>	<p>All waste generators</p>	<p>In person; virtually (via Zoom or Teams)</p>	<p>Upon request</p>
<p>Presentations: Providing topical presentations, in English or Spanish, to community groups for special events and meetings. Topics include general waste reduction and recycling, Eat Smart Waste Less wasted food prevention, and others upon request.</p>	<p>Community groups</p>	<p>In person; virtually (via Zoom or Teams)</p>	<p>Upon request</p>
<p>Support for Promotores Ambientales and Master Recyclers: Provide materials, technical assistance, and staff support for Master Recyclers and Promotores Ambientales in their education and outreach efforts. Topics include PlanetCon, ESWLC, Recycling 101, Recycle or Not, multifamily outreach, repair, reuse, green cleaners, non-toxic personal care products, waste prevention, recycled art, environmental advocacy and more.</p>	<p>All waste generators; specifically connecting with the Latino community</p>	<p>In person; virtually (via Zoom or Teams); social media</p>	<p>As needed, upon request and on demand</p>
<p>Receptacle decals: Durable decals that stick to receptacles, identifying what type of material can be deposited in it. Decals are available for mixed recycling, glass recycling, garbage, yard debris, yard debris and food scraps and are bilingual (English/Spanish). Decals that include information about what cannot be included are also available.</p>	<p>All waste generators</p>	<p>Garbage and recycling service provider</p>	<p>Upon request, with containers</p>
<p>Eat Smart, Waste Less: Suite of educational materials about wasted food prevention. Materials encourage community members to waste less food by measuring wasted food, storing food properly, creating weekly meal plans, preparing food ahead</p>	<p>All waste generators</p>	<p>Special events, presentations, virtually (via Zoom or Teams); via website</p>	<p>Upon request; on demand</p>

of time, and using up leftovers. Resources, including website, available in English and Spanish.			
Video Library: Videos topics include waste reduction, reuse opportunities, recycling correctly, food waste prevention, green cleaners and more. Video library will continue to grow throughout the year and content will be developed in response to questions from community members and businesses.	All waste generators	Available via website links and the SWR Facebook page.	On demand
COVID-related community updates: Provide updates on impacts to garbage and recycling as a result of COVID-19. Message vehicles, include website, electronic newsletter, social media and video.	All waste generators	E-newsletter, Facebook page, website.	As needed
Community Repair: Compilation of resources to encourage community members to consider repair over replacement and connect them to resources such as a directory of local repair businesses, online video tutorials, and website content. If possible, this year community members will be connected with repair volunteers via in-person events or remote consultation.	All waste generators	Special events, virtually (via Zoom); website and social media	On demand (online content); twice annual repair event or other activity

Regional Service Standard: Multifamily Residential

1. Describe how you will meet or exceed the multifamily recycling minimum service standard.

All jurisdictions represented on the Washington County Technical Wasteshed Committee including the County and the cities of Banks, Cornelius, Durham, Forest Grove, Hillsboro, King City, North Plains, Sherwood, Tigard and Tualatin, provide mixed recycling and glass recycling collection service to multifamily communities, if present in their jurisdiction. Through data collection for the 2017 Multifamily Recycling Report, several multifamily communities were identified as being underserved with mixed recycling and glass. County staff has been and will continue to visit those communities and work with property managers to ensure the provision of mixed recycling and glass collection services to community members. County staff also respond to assistance requests from multifamily communities to provide outreach and education unrelated to collection service issues. During those site visits County staff make note of any missing mixed recycling or glass recycling services and work with property managers to restore it.

Per the exemption in AP510-5.4.2.2, motor oil is not collected from multifamily properties. Yard debris collection service is available to multifamily properties, however most properties in the Washington County Cooperative service area manage yard debris using landscape maintenance firms, mulching/grasscycling or self-haul.

2. Using the table below, demonstrate how you will meet the multifamily outreach and education minimum service standard. Include any outreach that exceeds the minimum standard.

Multifamily Outreach and Education

Content	Audience	Distribution Method	Frequency
<p>Recycling Update Print Newsletter: Includes bilingual (English/Spanish) information about what goes in the garbage or recycling and what goes to drop-off locations, etc, Recycle or Not information, preventing wasted food, reuse and repair options, green cleaners, regional updates and events, waste prevention and more.</p>	All waste generators	Direct mail	Annually
<p>Recycling Update E-Newsletter: Includes bilingual (English/Spanish) information about what goes in the garbage, recycling, or to drop-off locations, etc, Recycle or Not information, preventing wasted food, reuse and repair options, green cleaners, regional updates and events, waste prevention and more.</p>	All waste generators	Electronic mail	Quarterly
<p>WashingtonCountyRecycles.com website: Website containing the following pages and topics: 1) <i>Garbage and recycling services</i> page includes collection schedules, collection rates and disposal options. 2) <i>Reduce, reuse, recycle</i> page includes information on <i>the importance of reducing waste, why recycling is important, what can be recycled and where, and composting.</i> 3) <i>Business services</i> page includes information about free technical assistance, reducing waste at work, green business awards, and business specific resources. 4) <i>Community resources</i> page includes information about recycling at home, recycling at events, recycling at schools, multifamily recycling, household hazardous waste, solid waste advisory committee, reports and policies, partner agencies, and frequently asked questions. 5) <i>Report a problem</i> page includes information about code enforcement, filing complaints, and County codes and rules. 6) <i>About us</i> page includes information about the Solid Waste & Recycling Division, city partners, and volunteer opportunities. An equivalent website in Spanish is mostly completed.</p>	All waste generators	Website	On demand
<p>Recycling tote bag: Bag for multifamily community members for collecting and transporting recyclables from their unit to the shared recycling container. The bags have</p>	Multifamily community members	Door-to-door delivery, or pick-up from	Upon request

bilingual (English/Spanish) information printed on them about what is and what is not recyclable.		property manager	
Door-to-door outreach: Includes canvassing at multifamily communities to distribute waste prevention and recycling information and, as needed, recycling tote bags as well as answer questions. Outreach in FY 2020-21 may depend on public health recommendations regarding COVID-19 and physical distancing.	Multifamily community members	In-person	Upon request
Property manager technical assistance and targeted outreach: Includes responding to requests for technical assistance, proactively identifying and offering assistance to multifamily properties located in census tracts with a diverse population. Technical assistance includes review of waste collection services and enclosure layout, recommendations for improvement and adjustment, coordination with collection companies, and recommendations for tenant education.	Multifamily owners and managers	In-person; potential for virtual presentations via Zoom or Teams	Upon request
Door hanger: Bilingual (English/Spanish) educational information is placed on a community member's door providing information about why recycling is important, how to recycle and what is or is not recyclable at home.	Multifamily community members	Door-to-door delivery, or pick-up from property manager	Upon request
Waste prevention and recycling guide: Brochure, with English and Spanish versions, containing information about why recycling is important, what can be recycled, recycling at drop-off centers, disposing of household hazardous waste, preventing waste, preventing wasted food, bulky waste disposal facilities, and volunteer opportunities. Soon to be available in English, Spanish, Arabic, Chinese, Filipino, Hindi, Japanese, Korean, Khmer, Persian, Russian, Somali and Vietnamese.	All waste generators	Door-to-door delivery, or pick-up from property manager	Upon request
Clean and Green Communities E-Newsletter: Electronic newsletter sent to multifamily property managers with information about available technical assistance, promotion of the What to Recycle and Where? tool, tips for handling common waste-related issues at multifamily communities, waste-related messaging to share with their community members, and more.	Multifamily owners and managers	Electronic mail	Quarterly

Recycling guide: Flier with information about what can be included in the mixed recycling, glass recycling and what should be included in the garbage. Also includes call out of items that are not accepted as recycling. Available in English, Spanish, Arabic, Chinese, Hindi, Japanese, Korean, Russian and Vietnamese.	All waste generators	Door-to-door delivery, or pick-up from property manager	Upon request
Property manager recycling guide: Guide providing an overview of how to evaluate a multifamily property's recycling infrastructure. Includes tips and provides recommendations for making recycling easy for community members.	Multifamily owners and managers	In-person or electronic mail	Upon request
Event tabling: Staffing recycling or waste prevention tables throughout the community and at multifamily properties for special events. Tables include multiple topics and information about recycling, how to recycle right, what not to recycle, a recycling knowledge game, Eat Smart Waste Less wasted food prevention, and others upon request. For unmonitored tabling events, program materials can be provided. Outreach in FY 2020-21 may depend on public health recommendations regarding COVID-19 and physical distancing.	All waste generators	In-person; virtually (via Zoom or Teams); materials only	Upon request
Presentations: Providing topical presentations to community members living in multifamily properties for special events and meetings. Topics include recycling, Eat Smart Waste Less wasted food prevention, and others upon request. Outreach in FY 2020-21 may depend on public health recommendations regarding COVID-19 and physical distancing.	Multifamily community members	In-person and via video	Upon request
Enclosure signs: Durable, rigid plastic signs intended to be used in enclosures. These English/Spanish bilingual signs are available for both mixed recycling and glass recycling. Signage regarding theft of services and illegal dumping are also available to property managers. Note: Staff will distribute regional signage when it becomes available.	Multifamily owners and managers and multifamily community members	In-person or attached to enclosure	Upon request
Receptacle decals: Bilingual (English/Spanish) durable decals that stick to a receptacle, identifying the type of material that can be deposited in it. These decals are available for mixed recycling, glass recycling, garbage, yard debris and are. Decals that include information about what cannot be included are also	Multifamily owners and managers and multifamily community members	In-person or attached to receptacle	Upon request

available. Note: Staff will distribute regional decals when they become available.			
Garbage and Recycling Day app and What to Recycle and Where? tool: Electronic application, available in English, Spanish, French, Korean, Punjabi, Simplified Chinese and Vietnamese, that provides multifamily community members or property owners/managers the ability to search items to determine whether they are recyclable or not and gives additional reuse, recycling and disposal instructions for each item searched. The app also provides information about waste-related community events or drop-off recycling opportunities.	All waste generators	Electronic mobile application or website	On demand
Social Media promotion: Washington County Solid Waste & Recycling Facebook page promotes what goes in the garbage, recycling, or to drop-off locations, etc, Recycle or Not information, preventing wasted food, reuse and repair options, green cleaners, regional updates and events, waste prevention and more. Facebook promotion includes the boosting (advertising) of posts related to topics of importance like wasted food prevention and recycling contamination.	All waste generators	Social Media	Daily to weekly
Video Library: Videos topics include waste reduction, reuse opportunities, recycling correctly, food waste prevention, the Green Business certification process and more. Video library will continue to grow throughout the year and content will be developed in response to questions from community members and businesses.	All waste generators	Available via website links and the SWR Facebook page.	On demand
COVID-related community updates: Provide updates on impacts to garbage and recycling as a result of COVID-19. Message vehicles include website, electronic newsletter, social media and video.	All waste generators	E-newsletter, Facebook page, website.	As needed
Eat Smart, Waste Less: Suite of educational materials about wasted food prevention. Materials encourage community members to waste less food by measuring wasted food, storing food properly, creating weekly meal plans, preparing food ahead of time, and using	All waste generators	Special events, presentations, virtually (via Zoom or Teams); via website	Upon request; on demand

up leftovers. Resources, including website, available in English and Spanish.			
Support for Promotores Ambientales and Master Recyclers: Provide materials, technical assistance, and staff support for Master Recyclers and Promotores Ambientales in their education and outreach efforts. Topics include PlanetCon, ESWLC, Recycling 101, Recycle or Not, multifamily outreach, repair, reuse, green cleaners, non-toxic personal care products, waste prevention, recycled art, environmental advocacy and more.	All waste generators	In person; virtually (via Zoom or Teams); social media	As needed, upon request and on demand
Community Repair: Compilation of resources to encourage community members to consider repair over replacement and connect them to resources such as a directory of local repair businesses, online video tutorials, and website content. If possible, this year community members will be connected with repair volunteers via in-person events or via remote consultation.	All waste generators	Special events, virtually (via Zoom); website and social media	On demand (online content); twice annual repair event/activity

Regional Service Standard: Businesses

1. Describe how you will meet or exceed the business recycling minimum service standard.

All jurisdictions represented on the Washington County Technical Wasteshed Committee including the County and the cities of Banks, Cornelius, Durham, Forest Grove, Hillsboro, King City, North Plains, Sherwood, Tigard and Tualatin, provide mixed recycling and glass recycling service to businesses. These jurisdictions, except for North Plains and Banks, also have adopted a local ordinance requiring businesses to recycle.

Recycling service in these jurisdictions includes the following:

Category	Material
Mixed Recycling	Metal, including aerosol cans, aluminum and steel tinned cans, ferrous and nonferrous scraps no greater than 36 inches in length and 40 pounds in total weight.
	Paper and cardboard, including magazines, newspapers, office paper (including white and colored ledger and computer), scrap paper (including envelopes, fax paper, blueprints, brochures and other miscellaneous papers), paper board, box board, aseptic and other cartons, telephone directories, and corrugated cardboard and Kraft paper.
	Plastic, including plastic bottles and tubs larger than six ounces, plastic buckets five gallons or less and rigid plastic nurse pots four inches or larger.
Glass Recycling	Glass bottles and jars (colored or clear)

- Using the table below, demonstrate how you will meet the business outreach and education minimum service standard. Include any outreach that exceeds the minimum standard.

Business Outreach and Education

Content	Audience	Distribution Method	Frequency
On and off-site technical assistance: includes one-on-one bilingual (English/Spanish) technical assistance pairing business representatives with County staff. Staff offer guidance and technical assistance on educating employees, securing resources, coordinating with garbage and recycling companies, managing unique materials, and much more. Technical assistance staff support approximately 600 businesses each year.	All business waste generators	In person and virtually (via Zoom or Teams)	Upon request
Business Bulletin Newsletter: includes English and Spanish versions with information about food donation, preventing waste, local solid waste related news and events, workshop announcements, promotion of green businesses, recycling instructions, common contaminants, how to find recycling outlets for certain items, and others.	All businesses waste generators	Electronic Mail; archived issues available on website	Every-other-month: one-time event updates
WashingtonCountyRecycles.com website: website containing the following pages and topics: 1) <i>Garbage and recycling services</i> page includes collection schedules, collection rates and disposal options. 2) <i>Reduce, reuse, recycle</i> page includes information on the importance of reducing waste, why recycling is important, what can be recycled	All waste generators	Website	On demand

and where, and composting. 3) <i>Business services</i> page includes information about free technical assistance, reducing waste at work, green business certification, and business specific resources. 4) <i>Community resources</i> page includes information about recycling at home, recycling at events, recycling at schools, multifamily recycling, household hazardous waste, solid waste advisory committee, reports and polices, partner agencies, and frequently asked questions. 5) <i>Report a problem</i> page includes information about code enforcement, filing complaints, and County codes and rules. 6) <i>About us</i> page includes information about the Solid Waste & Recycling Division, our annual report, city partners, and volunteer opportunities.			
Commercial New Customer Packets: Packet of information provided to new commercial customers that includes notification of local Business Recycling Requirements, information about why recycling is important, what can and cannot be recycled, and an offer of free technical assistance and resources.	New business customers	Direct mail	Continuous, all new customers
Event tabling: Staffing recycling or waste prevention tables throughout the community and at businesses for special events. Tables include multiple topics and information about recycling, how to recycle right, what not to recycle, a recycling knowledge game, business technical assistance, wasted food prevention, and others upon request. For unmonitored tabling events, program materials can be provided. Outreach in FY 2020-21 may depend on public health recommendations regarding COVID-19 and physical distancing.	All waste generators	In person or via materials drop-off.	Upon request
Social Media promotion: Facebook platform promotion of waste prevention, reuse and recycling information. Facebook promotion includes the boosting (advertising) of posts and staff or partner produced videos related to topics of importance, for example business waste prevention and recycling contamination.	All waste generators	Social Media	Daily to weekly
Presentations: Providing topical presentations to businesses and employees for new programs, special events or other meetings. Topics include recycling, food waste prevention, donation, composting, life cycle analysis and others upon request.	All business waste generators	In person and hosted virtually (via Zoom or Teams)	Upon request

Postcards: Topical postcards sent to businesses notifying them of business assistance services and special opportunities. Postcard examples include keeping Styrofoam out of curbside recycling and where to recycle it properly, collecting food scraps at assisted living communities, and preventing wasted food.	All waste generators, or special audiences	Direct mail	Semi-annually
Receptacle decals: Durable decals that adhere to receptacles, identifying what type of material can be deposited in it. Decals are available for mixed recycling, glass recycling, garbage, food scraps and are bilingual (English/Spanish). Decals include information about what cannot be included are also available.	All business waste generators	In person or attached to receptacle	Upon request
Business Recycling Guide: Guide showing business representatives what can and cannot be included in mixed recycling. Guide is offered in both Spanish and English.	All business waste generators	Varies; PDF available on website	Upon request
Mixed recycling, glass recycling, food scraps and garbage posters: Posters provided to businesses to place near internal receptacles identifying what type of materials are accepted in those receptacles. Posters are offered in both English and Spanish.	All business waste generators	Varies; PDFs available on website	Upon request
Internal collection containers: Durable recycling and food scraps collection containers that can be used by a business to recover recyclable materials. Receptacles include large and small recycling containers and large and small food scraps containers.	All business waste generators	In person	Upon request
Business services brochures: Fliers and brochures highlighting the services offered by the business assistance program. Fliers and brochures include promotion of food scraps collection, food donation, recycling services, green business certification and awards, and others. Brochures are offered in Spanish and English.	All business waste generators	Varies; PDFs available on website	Upon request, during site visits, during tabling events
Business food donation information: Staff assists businesses by providing thorough information to implement food donation programs. Use of internal mapping tool to connect businesses with donation sites and assist businesses in best practices for managing leftover, edible and donatable foods.	Food waste generating businesses	In person; PDFs available on website	Upon request
Waste sort kit: Kit that can be checked out by business or school representatives to conduct waste sorts on materials generated onsite. The waste sort kit includes a scale, tarp, Tyvek suits, gloves, tools, collection bins, and all other items	All business waste generators	In person	Upon request

necessary to conduct a waste sort. When businesses check out the waste sort kit, a SWR staff person will provide technical assistance during the sort.			
Video Library: Video topics include waste reduction, reuse opportunities, recycling correctly, food waste prevention, and the Green Business certification process. Topical videos will continue to expand throughout the year and content will be developed in response to inquiries from community members and businesses.	All business waste generators	Website, YouTube and Social Media	Upon Request

Business Recycling Requirement

1. Demonstrate compliance with the business recycling requirement by completing the table below.

Required Action	Local Government Program
Establish a method for ensuring business compliance with the requirement.	<p>On-going compliance monitoring of the Business Recycling Requirement is primarily a complaint driven process. When staff learn about a business that is not in compliance with the requirement, the following procedure is followed:</p> <ul style="list-style-type: none"> • Upon learning of a business potentially out of compliance, staff make a cold call asking the business about its recycling program and notifying the business of its responsibility under the requirement. • Staff then offer technical assistance to coordinate recycling collection services from the business’ garbage and recycling service provider, delivers internal recycling containers, instructional materials, decals and posters and offers to facilitate on-site training. • Staff then follow-up after approximately one month to ensure recycling programs are effectively operating and offer additional assistance for successful continuation of materials collection. • If staff deem that programs are functioning properly, the business is determined to be in compliance. • If no programs are in place, staff offer more technical assistance and remind the business of its responsibility under the requirement.

	<ul style="list-style-type: none"> • Staff then follow-up after approximately one month to ensure recycling programs are effectively operating and offer additional assistance for successful continuation of materials collection. • If staff deem that programs are functioning properly, the business is determined to be in compliance. • If no programs are in place staff will refer the business, with a record of assistance offered, to city or code enforcement staff for next steps. <p>To proactively monitor compliance, County staff will request records from collection companies for commercial accounts that do not have a record of recycling containers associated with their accounts. Those businesses will be visited pursuant to the approach outlined above.</p> <p>BRR compliance monitoring and assistance in FY 2020-21 may depend on public health recommendations regarding COVID-19 and physical distancing.</p>
Exempt businesses from compliance.	<p>A business may seek an exemption from the business recycling requirement from the County or City in which it resides. The business must establish that it cannot comply with the business recycling requirement for reasons that include space constraints and other extenuating circumstances such as not generating recyclable material, recyclable materials not being suitable for regular collection service, compliance would result in unreasonable capital expense, or compliance would result in violation of other rules and regulations. A site visit by County staff to confirm extenuating circumstances is required.</p> <p>Any business that is granted an exemption of the business recycling requirements must acknowledge the departure from basic service, and such acknowledgment is to be documented by the business' garbage and recycling collection service provider.</p>
Send notice to businesses outlining the requirements and how to receive assistance.	During the initial rollout of the Business Recycling Requirements all businesses throughout Washington County and the cities of Forest Grove, Cornelius,

	<p>Hillsboro, Tigard, Durham, King City, Tualatin, and Sherwood were notified of the requirement via direct mail and in-person site visits.</p> <p>For ongoing notification purposes businesses are notified of the requirement through a variety of means, including:</p> <ul style="list-style-type: none"> • Direct mail of new customer packets to all businesses that sign up for garbage service. Packets include notification of the requirement, a Green Business program informational guide and an offer of technical assistance. • Cold call, site visit or direct mailing to new restaurant license holders to provide notification of the requirement and an offer of technical assistance. • Inclusion of information about the requirement in all restaurant license application packets. • Inclusion of an acknowledgement of the requirement for businesses to complete when acquiring or renewing business licenses (within cooperative city jurisdictions, Washington County does not issue business licenses).
<p>Enforcement method.</p>	<p>Enforcement of the requirement varies by jurisdiction and is primarily achieved through education. Businesses that are found to be out of compliance are offered various resources and tools to achieve compliance, as noted in the “method for ensuring business compliance” section above. Businesses that do not achieve compliance are handled on a case-by-case basis, depending on the jurisdiction in which they reside.</p> <p>Each jurisdiction has a process for enforcement that includes an official notice of non-compliance issued by an enforcement officer. Notices of non-compliance provide a window of opportunity for the business to come into compliance. If businesses remain out of compliance after the compliance window, they are issued citations under the discretion of the enforcement officer. Citations carry fines for each day of violation and are administered in the same manner as other solid waste or city code enforcement issues. County staff have always been</p>

	successful in working with businesses to achieve compliance with the requirements before any citations have been issued.
--	--------------------------------------------------------------------------------------------------------------------------

II. Business Technical Assistance and Outreach

Business Recycling Requirement

Provide a narrative that demonstrates the following:

1. Local jurisdiction has hired staff or contractors whose primary responsibilities and duties are to provide technical assistance and Business Recycling Requirement compliance services to businesses.
2. A strategy for targeting and recruiting businesses for assistance.

Washington County’s commercial outreach program, Green Business Leaders, is funded through the Annual Waste Reduction Plan grant and provides technical assistance and educational materials as well as Business Recycling Requirement and, starting in March 2021, Business Food Waste Requirement compliance services to the local business sector, excluding those in the City of Beaverton. This sector employs more than 250,000 individuals across 15,000 establishments (~700 food generating businesses) throughout the county. Currently, the Green Business Leaders program in Washington County is staffed by 3.5 FTE employees whose primary responsibilities are to provide technical assistance and outreach, support business efforts to reduce waste, conduct waste evaluations, and offer additional educational opportunities to businesses to learn about best practices. Washington County will dedicate 1 FTE to the Business Food Waste Requirement in FY 2020-21. The Green Business Leaders program will also continue to provide technical assistance and educational outreach related to the Business Recycling Requirements adopted by the County and 10 Washington County Technical Wasteshed Committee (WCTWC) member cities in 2009-2010.

The assistance and outreach that Washington County provides businesses involves efforts addressing waste prevention, reuse, recycling, food donation and food scraps collection. These efforts include, but are not limited to:

- Providing personalized recycling and waste prevention assessments and recommendations
- Assisting businesses in establishing internal recycling, food scraps collection, and waste prevention programs
- Delivering program materials, including educational posters, decals, food scraps collection bins, and durable recycling bins
- Conducting waste audits and data driven technical reports with customized recommendations for waste reduction
- Coordinating garbage and recycling services with collection companies (haulers)
- Providing bilingual (English/Spanish) or other interpretation services for educational presentations and training to business employees, commercial property managers and janitorial crews
- Certifying businesses as Green Business Award winners to recognize their success and promote sustainable practices to other businesses

At the core of the Green Business Leaders program is technical assistance that includes recycling and waste prevention assessments that are completed through site visits and meetings with key business representatives. Typically, Green Business Advisors meet with a business representative at their site to discuss what the company is already actively doing regarding waste prevention and sustainability, their goals and what we can offer to help them meet these goals. Following this first meeting, each business receives technical assistance and educational materials specifically tailored to its needs and an implementation outline is agreed upon. Outreach staff regularly follow up with each business to review progress and provide the business further assistance in achieving its sustainability goals. Due to the presence of COVID-19 in our community, throughout FY 2020-21 Washington County staff will adjust programs and services to meet physical distancing guidelines issued by the Oregon Health Authority. To protect the health and safety of staff and business clients, events and outreach opportunities may be postponed, limited to a specific duration and conducted by appointment only. The continuation of this outreach will be offered through virtual platforms or phone interviews.

Business Recycling Requirement (BRR) compliance is generally a complaint driven process. When Green Business Leaders staff learn about a business that is not in compliance with the requirement the following procedure is followed:

- Upon learning of a business potentially out of compliance, staff make a cold call asking the business about its recycling program and notifying the business of its responsibility under the Business Recycling Requirement.
- Technical assistance coordinating recycling collection services from the business' garbage and recycling service provider, and the provision of internal recycling containers, signs and posters and an offer to facilitate on-site training.
- After approximately one month a follow-up is conducted to ensure recycling programs are in place.
- If programs are in place, the business is determined to be in compliance.
- If no programs are in place, staff offer more technical assistance and remind the business of its responsibility under the requirement.
- After approximately one month another follow-up is conducted to ensure recycling programs are in place.
- If programs are in place, the business is determined to be in compliance.
- If no programs are in place staff will refer the business, with a record of assistance offered, to code compliance or city staff for enforcement.

Enforcement of the requirement varies by jurisdiction and is primarily achieved through education. Businesses that are found to be out of compliance are offered various resources and tools to achieve compliance, as noted above. Businesses that do not achieve compliance are handled on a case-by-case basis, depending on the jurisdiction in which they reside.

Each jurisdiction has process for enforcement that includes an official notice of non-compliance issued by an enforcement officer. Notices of non-compliance provide a window of opportunity for the business to come into compliance. If businesses remain out of compliance after the compliance window, they are issued citations under the discretion of the enforcement officer. Citations carry fines for each day of violation and are administered in the same manner as other solid waste or code enforcement issues. County staff have always been successful in working with businesses to achieve compliance with the Business Recycling Requirement before any citations have been issued.

In addition to the above tasks, the Green Business Leaders program assists businesses that are looking to go beyond waste prevention, reuse and recycling. For example, Green Business Advisors work with businesses to establish green teams, facilitate peer-to-peer business relationships, promote social and equitable engagement business practices, connect to local and regional sustainability resources, table at sustainability fairs or research company-wide green procurement strategies.

Businesses that go above and beyond “basic” recycling are recognized through the Green Business Leaders Certification and Award program. From 2015 to date, 60 businesses have been certified as Green Business Award winners and currently, several other businesses are in the process of completing their applications. Recipients include OHSU West Campus, UHaul, New Seasons, Bridges to Change, Salesforce, Tualatin Riverkeepers, Willamette Dental Group, Acumed, Nike Air MI, and WHPacific. New winners and highlights of their unique efforts are detailed on the County’s website, in the Green Business Leaders every- other- month e-newsletter and annually through print media.

All program activities and outreach are tracked through our Salesforce database. Outreach staff collect data for each business visited that summarizes key contact information, resources and tools provided, notes, languages spoken, updates and recommendations for improvement.

Green Business Leaders also extends beyond the private commercial sector. The program works with area school districts and other non-profit and public organizations, to implement comprehensive waste prevention, reuse, and recycling programs.

Green Business Leaders staff attend the regional CWG and School Resource Conservation Network (SCRN) planning groups and their associated work groups. In addition to developing and implementing regional projects, CWG regularly discusses ways to enhance the effectiveness of local government commercial outreach programs. Green Business staff explore best practices by participating in these collaborative work group meetings, as well as by attending the Association of Oregon Recyclers (AOR) annual conference, AOR quarterly forums, attending virtual webinars and workshops, and other educational events in the industry.

Due to the presence of COVID-19 in our community, throughout FY 2020-21 Washington County staff will adjust programs and services to meet physical distancing guidelines issued by the Oregon Health Authority. To protect the health and safety of staff and business clients, events and outreach opportunities may be postponed, limited to a specific duration and conducted by appointment only.

Business Assistance Annual Outreach Plan

Target audience, goals, and outreach strategy	Planned Efforts
Government Facilities (required)	
Assist public school districts in adopting food scraps collection and other waste prevention activities	<p>Washington County Solid Waste & Recycling (SWR) has partnered with the Hillsboro School District (HSD) and Tigard-Tualatin School District (TTSD) to launch comprehensive food scraps collection programs. Together we have successfully set up food scraps collection at all HSD and TTSD schools where the service is available. Due to this success, SWR is planning to reach out to other school districts and individual schools in the County to set up additional food scraps collection programs. SWR staff will focus on back- of- house collection and are able to support front- of- house collection if the school has interest and support from volunteers and staff. SWR staff help schools by bringing stakeholders together from facilities and nutrition services programs, providing bins and decals, training cafeteria staff, coordinating with garbage and recycling service providers, and any other assistance that is needed.</p>
Assist Washington County Technical Wasteshed Committee (WCTWC) members in improving waste diversion and reduction for government facilities	<p>SWR staff is partnering with WCTWC members to improve waste diversion and reduction practices. Planned efforts for the FY 2020-21 fiscal year include:</p> <ul style="list-style-type: none"> • Working with Washington County facilities that generate food, such as Community Corrections, the Public Services Building and Harkins House, to implement food waste reduction and food scraps collection programs. • Supporting the Washington County Sustainability program by serving as a member of the Sustainability Liaison committee and providing expertise and guidance on waste reduction related initiatives. • Assisting the city of Hillsboro’s Sustainability Committee, as needed, through providing expertise and guidance on waste related initiatives. • Assisting the City of Hillsboro and the Hillsboro Downtown Partnership to improve access to garbage and recycling services in the city’s business district. • Facilitating quarterly WCTWC meetings to discuss solid waste related topics and offering technical assistance to all WCTWC member’s facilities.

New Businesses (required)	
Participate in chamber of commerce meetings and events	Washington County Green Business Leaders staff participate in and host events organized by the Tigard, Tualatin, Hillsboro and Forest Grove Chambers of Commerce. These events include business networking events, special business resource events, and dedicated business sustainability events. Staff will participate in these chamber of commerce events to continue building connections and networks with the business community throughout Washington County and its cooperative cities. Participation in FY 2020-21 may be adjusted to meet public health recommendations regarding COVID-19 and physical distancing.
Provide technical assistance to businesses, institutions and nonprofits.	Washington County Green Business Leaders program continues to provide free technical assistance and resources to businesses and other institutions in the County. The program achieves this by educating and training employees; providing free bins, decals and posters; supporting green teams; troubleshooting with garbage and recycling service providers; conducting waste sorts; hosting events; and more. Technical assistance in FY 2020-21 may be adjusted to meet public health recommendations regarding COVID-19 and physical distancing.
Incorporate offers of assistance into WCTWC members' business license process	SWR will work with WCTWC partners to promote assistance with meeting Business Recycling Requirement compliance and associated services of the Green Business Leaders program through the city business licensing process. This will include advertisements of free assistance to be included in renewal applications and/or notices.
Continue providing durable recycling containers to businesses to encourage participation	<p>SWR provides durable plastic recycling bins to businesses. These bins are made available to businesses that meet with staff and agree to implement at least one new waste reduction or recycling strategy, based on recommendations. In FY 2020-21, SWR will continue providing durable recycling bins as an incentive to businesses that work with us on waste prevention and recycling projects.</p> <p>SWR will continue to purchase durable recycling bins in two sizes and offer them to those businesses that are willing to meet with staff for an initial site visit and a second time to review recommendations for waste reduction opportunities.</p>

Target Businesses that have cultural and language barriers to implementation (optional)	
Facilitate sustainability education sessions with Adelante Mujeres' Empresas Small Business Development program	SWR will partner with Adelante Mujeres to facilitate and teach a business sustainability session in the Empresas Small Business Development program. Empresas teaches entrepreneurs through a ten-week business development course, taught in Spanish, that covers the foundations of business plan creation and business administration, from registering a company to setting up a marketing and operations system. SWR will teach a segment on why sustainability is important, what resources are available for on-going sustainability coaching and assistance, and how small businesses can promote their sustainability efforts to attract customers. The course runs once in the Spring and once in the Fall.
Host Green Business Roundtable with a focus on the Latino business community	SWR will partner with Centro de Prosperidad (a culturally specific workforce and economic development program) to host a Green Business Roundtable event. The Roundtable event is planned to take place in the Fall/Winter of 2020 and may cover topics including business recovery due to COVID-19, equity, social sustainability and the impact of the Latino business community on Washington County's economy and culture.
Sponsor culturally specific business events organized by community-based organizations	SWR will provide financial sponsorship of special events organized by community-based organizations such as Adelante Mujeres' Dia Del Emprendedor-Latino Women in Business event.
Target Business Sectors, Institutions or Materials including effort to promote food waste reduction and voluntary food scraps collection prior to implementation of the Business Food Waste Requirement in March 2021 (optional)	
Continue outreach and follow-up to food sector businesses	SWR staff will continue to identify and engage with food sector businesses for food scraps collection before the requirement goes into effect March 2021. Outreach will include site visits, bilingual (English/Spanish) staff training and educational materials, resources and bins. Website links and outreach materials explaining the food scraps collection process and why it's important will continue to be updated. Outreach in FY 2020-21 may be adjusted to meet public health recommendations regarding COVID-19 and physical distancing.

Commercial contamination reduction activities (optional)	
Participate in regional efforts to reduce contamination in mixed recycling	SWR will work to leverage the regionally-coordinated contamination reduction efforts through the Recycle or Not messaging and content. Staff will focus on the “star trash” in contamination reduction messaging to the business community. Messaging will be incorporated into social media posts and electronic newsletter articles. Staff will facilitate communication between businesses and haulers to solve issues with contamination through education and outreach.
Other commercial waste prevention, or waste reduction activities (optional)	
Provide commercial customers with waste assessment services	On a case by case basis, SWR may continue to offer waste assessment services to businesses to assist in forming more in-depth waste prevention and recycling strategies and planning. SWR will allow commercial clients to check out the waste assessment kit to conduct their own assessments. The kit includes a waste assessment guide and all the materials necessary to conduct a waste assessment. These materials include a variety of bins for sorting and distributing materials into, tarps, PPE, scales and other items necessary to conduct a thorough waste assessment. If a waste assessment is conducted by SWR, staff will follow up with a technical waste assessment report at the request of the business. Assistance with waste assessments in FY 2020-21 may be adjusted to meet public health recommendations regarding COVID-19 and physical distancing.
Facilitate several roundtable events to engage businesses, including certified Green Business Award Winners, in Washington County	Over the past two fiscal years, SWR facilitated multiple events for businesses in Washington County to learn about and discuss upcoming policy issues and opportunities related to solid waste and recycling. In FY 2020-21, SWR will continue coordinating, planning and executing roundtable events featuring presentations and discussion about topics such as employee engagement, mandatory food scraps collection, the Green Business Award, recycling markets, moving upstream, communicating sustainability efforts, measuring success and others. Events held in FY 2020-21 may be adjusted to meet public health recommendations regarding COVID-19 and physical distancing.
Distribute every other month electronic newsletter	To keep businesses informed about the Green Business Leaders program and provide a platform for additional education, SWR will create and distribute an every-other-month electronic newsletter with information and links for more resources. The e-newsletter provides a way to communicate relevant policy changes that may affect businesses.
Facebook posts	Provide posts on newly certified Green Business Leaders awardees and highlight unique best practices.

Business Food Waste Requirement

1. Local jurisdiction has hired staff or contractors whose primary responsibilities and duties are to provide technical assistance and Business Food Waste Requirement compliance services to businesses.
2. Implement approved and updated Business Food Waste Requirement Implementation Plan beginning March 31, 2021.

Washington County's commercial outreach program, Green Business Leaders, is funded through the Annual Waste Reduction Plan grant and provides technical assistance and educational materials as well as Business Recycling Requirement and, starting in March 2021, Business Food Waste Requirement compliance services to the local business sector, excluding those in the City of Beaverton. Washington County will update its Business Food Waste Requirement Implementation Plan in early 2021.

Currently, the Green Business Leaders program in Washington County is staffed by 3.5 FTE employees and is anticipated to grow to 4.5 FTE (provided Business Food Waste Requirement funds are allocated in FY 2021-22) whose primary responsibilities are to provide technical assistance and outreach, support business efforts to reduce waste, conduct waste evaluations, and offer additional educational opportunities to businesses to learn about best practices. In FY 2020-21, Washington County will dedicate 1 FTE to the Business Food Scraps Requirement.

III. Cooperative Regional Priority Initiatives and Programs

Contamination Reduction Education Plan

Describe how your jurisdiction will implement the following outreach and education initiatives in the community and to businesses:

- Incorporate Recycle or Not messages and content into existing English and Spanish language recycling education programs and activities, including online resources and customer feedback communication conducted by local haulers, to ensure consistency with regional contamination reduction messages.
- Promote the featured contaminants.
- Link to and promote the Recycle or Not English and Spanish language websites and Instagram accounts.

Recycle or Not messaging and content will be incorporated in English and Spanish through multiple outreach channels, including the *Recycling Update* quarterly bilingual (English/Spanish) community electronic newsletter, the yearly bilingual (English/Spanish) print newsletter, quarterly property manager electronic newsletter, bilingual (English/Spanish) Master Recycler monthly electronic newsletter, Facebook and at community outreach events and presentations.

Information about featured contaminants will be promoted in English and Spanish through multiple outreach channels, including the *Recycling Update* quarterly bilingual (English/Spanish) community electronic newsletter, quarterly property manager electronic newsletter, yearly bilingual (English/Spanish) print newsletter, bilingual (English/Spanish) Master Recycler monthly electronic newsletter, Facebook and at community outreach events and presentations.

The Recycle or Not English and Spanish language website will be promoted as a supplement to SWR's What to Recycle and Where? tool and the search function on the Garbage and Recycling Day application. The Recycle or Not website will primarily be promoted through social media outlets.

Multifamily Program Improvements

Describe how your jurisdiction will actively participate in and commit to the following:

- Development and implementation of a plan to deploy regional signage (posters, stickers, decals) for multifamily waste and recycling receptacles and enclosures. (Local government staff will not be the only deployment mechanism.)
- Development of implementation plans to ensure minimum volume and service level requirements at all multifamily properties are met. Local governments will have two years; July 2021-July 2023 to ensure all properties meet minimums.
- Planning related to Regional Waste Plan actions 10.5 and 10.6 to determine goals, outcomes and lead agency(s) for bulky waste collection and enclosure design improvement projects.

Washington County Solid Waste & Recycling commits to having one or more representatives participate in regional planning regarding:

- The design, promotion and distribution of regional signage. This will include engaging collection companies, property management companies and local housing organizations in order to distribute signage.
- The development of implementation plans for the minimum volume and service level requirements at multifamily properties. This will include supporting efforts to operationalize the requirements the Cooperative program's service area, where applicable.
- Multifamily bulky waste collection, and enclosure design requirements or a model ordinance. This will include being involved and/or stay up to date with local bulky waste pilot initiatives in order to inform future efforts in Washington County.