

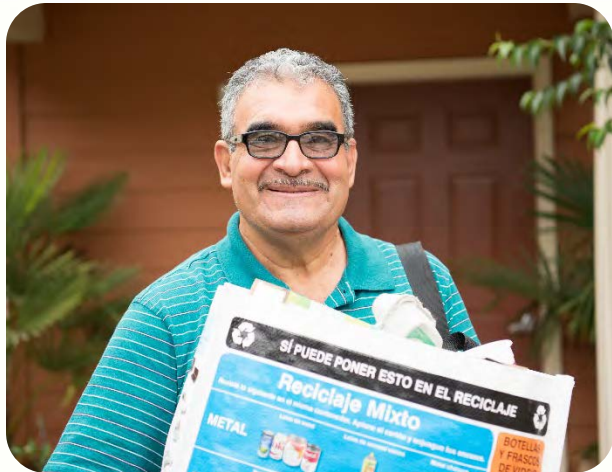


WASHINGTON COUNTY
OREGON

Solid Waste & Recycling



2019-2020 Annual Report





About Us

Solid Waste & Recycling is a division of the Washington County Department of Health and Human Services. We provide information and resources to help community members, property managers and businesses sustainably manage materials by preventing waste, recycling and disposing of garbage properly. We also regulate how garbage and recycling is collected, stored and disposed of and provide code enforcement services for nuisance and noise violations in unincorporated Washington County.

Through intergovernmental agreements, we provide education and outreach services on behalf of Washington County and 10 city government partners represented on the Washington County Technical Wasteshed Committee (WCTWC), including the cities of Banks, Cornelius, Durham, Forest Grove, Hillsboro, King City, North Plains, Sherwood, Tigard and Tualatin.

***Vision:** A healthy, equitable and supportive community*

***Mission:** Together we promote health and well-being by influencing policies, systems and environments; providing education, programs and services; and responding to the needs of vulnerable populations.*

*Department of Health and Human Services
Strategic Plan 2016-2020*

Program Service Area

For education and outreach services, Solid Waste & Recycling serves all of Washington County, except for the City of Beaverton. This service area spans 700 square miles and includes more than 500,000 community members and 232,000 employees. Regulatory services are limited to the unincorporated portions of the county.



Businesses

The service area is home to 17,500 businesses, 12,500 of which have paid employees, employing 232,000 people.

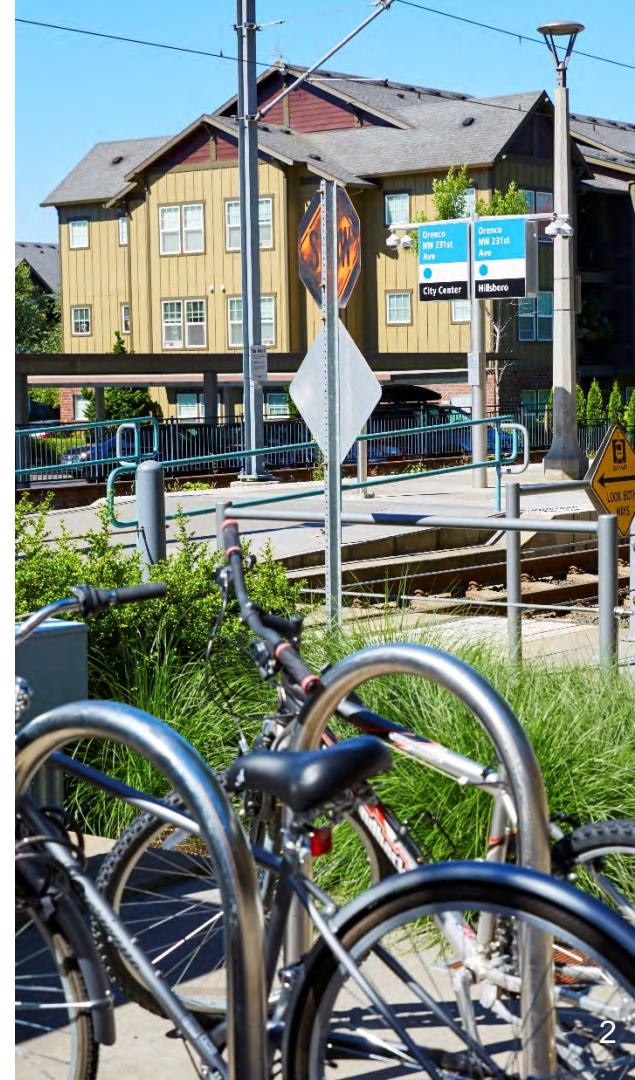
700
square miles

Demographics

Eighty percent of Washington County community members identify as White/Caucasian, 17% as Hispanic/Latino, and 12% as Asian. Median household income in Washington County is approximately \$78,000, with 9% living in poverty.

12,500
businesses with paid employees

502,600
community members

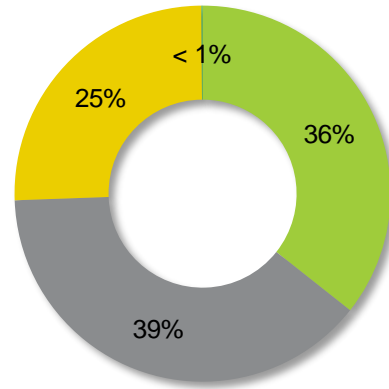




Budget

For fiscal year 2019-20, Solid Waste & Recycling's budget was \$2,500,000. Projected revenue included \$910,000 in disposal site franchise fees, \$990,000 in garbage hauler franchise fees, \$650,000 in Metro grant funds directed to Washington County through intergovernmental agreements with Washington County Technical Wasteshed Committee members, and \$2,500 in other miscellaneous permit and document fees.

Revenue



- Landfill franchise fees
- Hauler franchise fees
- Metro Grant funds
- Other permits and fees

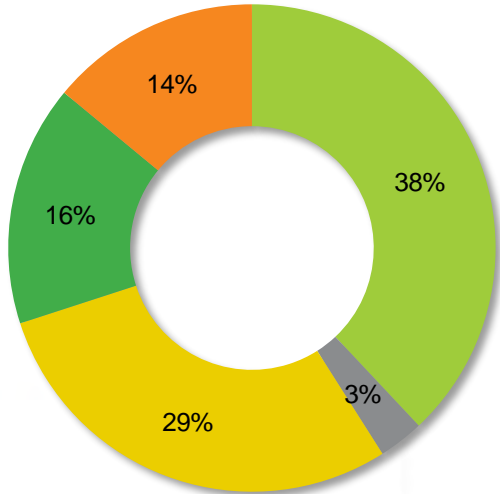
\$2,500,000
operating budget

Customer Service

We field inquiries for both regulatory and education and outreach services. Two full-time administrative and customer service professionals help community members find recycling options for items, identify their garbage and recycling service provider, file complaints with the division, and request educational materials and recycling assistance. Calls were down about 15% in FY 19-20, likely due to impacts from COVID-19.

3,292

community member inquiries fielded



- How to recycle an item
- Request for recycling assistance or materials
- Question about garbage service
- File complaint
- Other (Complaint follow-up, refer to Sheriff, Land Use, Animal Services)





Code Enforcement

We enforce Washington County Code Chapters 8.04, 8.08, 8.20 and 8.24 relating to nuisance, noise, and garbage and recycling service providers. Code enforcement officers investigate complaints and facilitate compliance of illegal dumps, solid waste accumulations, hazardous overgrowth and other violations that put community members' health and safety at risk. Code Enforcement figures reported below cover calendar year 2019.

315

cases investigated

199

notices of non-compliance issued

Most Common Cases

Accumulation of solid waste

Overgrowth

Noise

Garbage company compliance

Garbage and Recycling Collection

Regulatory staff oversee garbage and recycling collection services throughout unincorporated Washington County. Collection services are provided by nine private companies that are exclusively authorized to provide collection services to certain geographic areas through the issuance of sanitary service certificates. We set collection rates, develop administrative rules to guide the collection system, and mediate disputes between community members and service providers. Garbage and recycling collection figures reported below cover calendar year 2019.

2,150
*commercial customers
served*

65,150
*single-family residential
customers served*

\$36,600,000
revenue collected by system





Disposal Sites

We regulate solid waste disposal sites located throughout unincorporated Washington County, overseeing franchise agreements with two disposal sites, including one composting facility and one dry waste landfill. Franchise oversight includes monitoring for compliance with environmental rules and regulations, reviewing material intake and output, and ensuring site compatibility with the community. Disposal site figures reported below cover calendar year 2019.

45,300

*tons of material received by
Recology Organics – North Plains*

538,400

*tons of material received by the
Hillsboro Landfill**

\$30,404,600

revenue collected at disposal sites

**tonnage figures include alternate daily cover*

Residential Outreach

We promote sustainable materials management by encouraging waste prevention, reuse and recycling. From newsletters and how-to guides, to tabling and presentations, educators visit farmers markets, festivals and community groups to help community members learn how to reduce waste and recycle better. Numbers are lower than expected in some categories as a result of COVID-related event cancellations and reduced in-person technical assistance.

37

presentations given

41

events tabled

78

*apartment/condo
communities assisted*

200,000

*households given educational
information about how to recycle*

[WashingtonCountyRecycles.com](https://www.washingtoncountycityrecycles.com)





Campaign highlight

Eat Smart, Waste Less

Eat Smart, Waste Less is a food waste prevention campaign that helps community members reduce the amount of wasted food in their households by practicing five simple strategies. The outreach campaign continued throughout FY 19-20, but numbers were lower than expected in some categories as a result of COVID-related event cancellations.

410

*households pledged to
reduce wasted food*

21

events tabled

12

presentations given

42

*percent of pledges
in Spanish*

12

*outreach engagements
in Spanish*

EatSmartWasteLess.com

Campaign highlight

Garbage and Recycling Day

Garbage and Recycling Day is an electronic pick-up schedule and how-to-recycle tool. The tool is also used to notify community members about collection service interruptions and special waste-related events near them.

51,900

unique addresses searched

24,200

mobile application installs

265,700

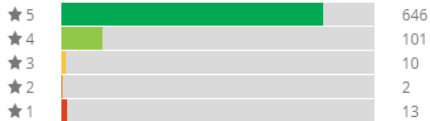
unique searches for how-to-recycle

User Reviews

4.8

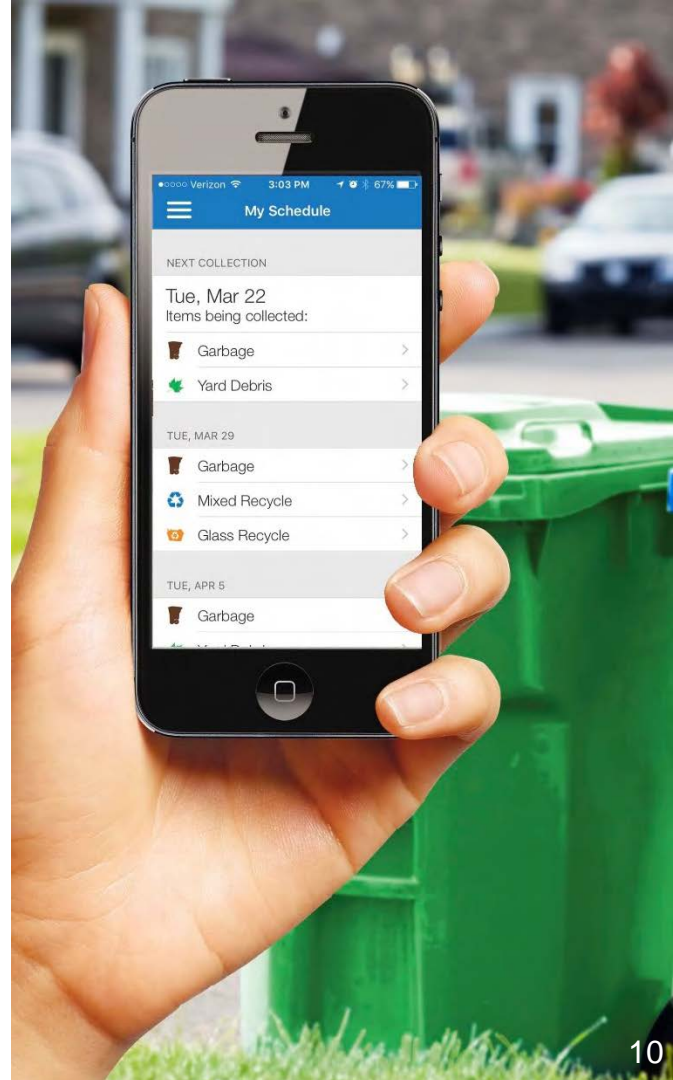


772 Reviews



“ AWESOME APP!! App is simple yet very effective. Helps to remind us each week which bin (yard waste or recycling) to wheel to the curb. Useful features of being able to look up items to recycle and information on how/where to dispose hazardous waste. ”

- Review on ReCollect





Business Assistance

Green Business Leaders is a free service that offers tools and advice for Washington County businesses, helping them waste less, protect the environment, save time and money, and earn recognition in the community. Staff outreach was reduced during the last quarter of the fiscal year due to COVID-19 restrictions.

294

unique businesses assisted

3,000

resources distributed

1,600

recorded interactions with businesses



**GREEN BUSINESS
LEADERS**

Waste less today for a sustainable tomorrow

Campaign highlight

Green Business Award

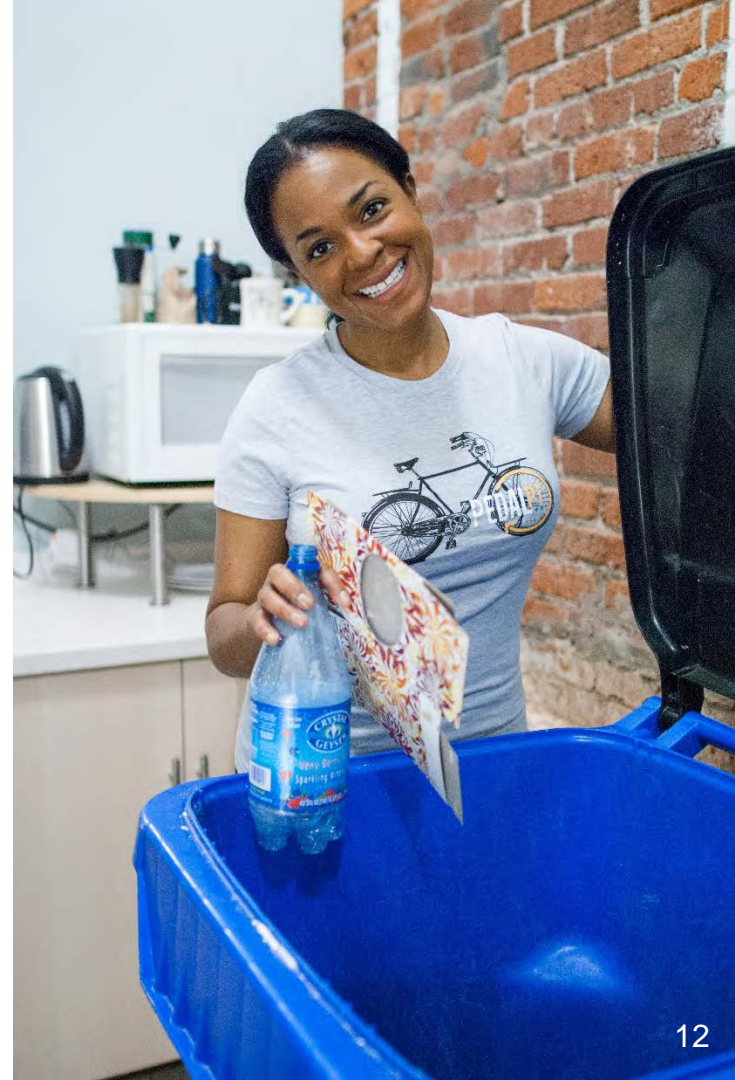
The Green Business Award recognizes a business' sustainability efforts in waste reduction, toxics reduction, green purchasing, social sustainability and more. Green business certification sets businesses apart as leaders in the community.

34

gold award winners

10

silver award winners





Campaign highlight **Commercial Food Scraps**

Wasted food is a priority material for the Green Business Leaders program. Businesses are encouraged to recover food scraps for donation or composting through one-on-one assistance with a green business advisor. The COVID-19 pandemic posed challenges for both staff and businesses during the first part of 2020 with some businesses experiencing much greater reductions in food scraps collection. The commercial food scraps collection mandate, which was adopted by the Washington County Board of Commissioners and intended to go into effect March 2020, has been postponed until at least March 2021.

308

businesses composting food

3,330

tons of food scraps collected in 2019

Equity and Inclusion

By promoting equity and inclusion through outreach and education, we are working to achieve our vision of a healthy, equitable and supportive Washington County community. Through engagement with community-based organizations and communities of color, educators meet with community members to share resources and best practices. The spring Promotores Ambientales (Environmental Promoters/Master Recyclers) class was cancelled as a result of COVID-19; the next class is scheduled for fall 2020 and will be held online.

900+

Outreach hours completed by Promotores Ambientales since program began in 2018

41

outreach events in Spanish FY 19-20

¡Acepte el Reto!

Coma Mejor, Ahorrando Más

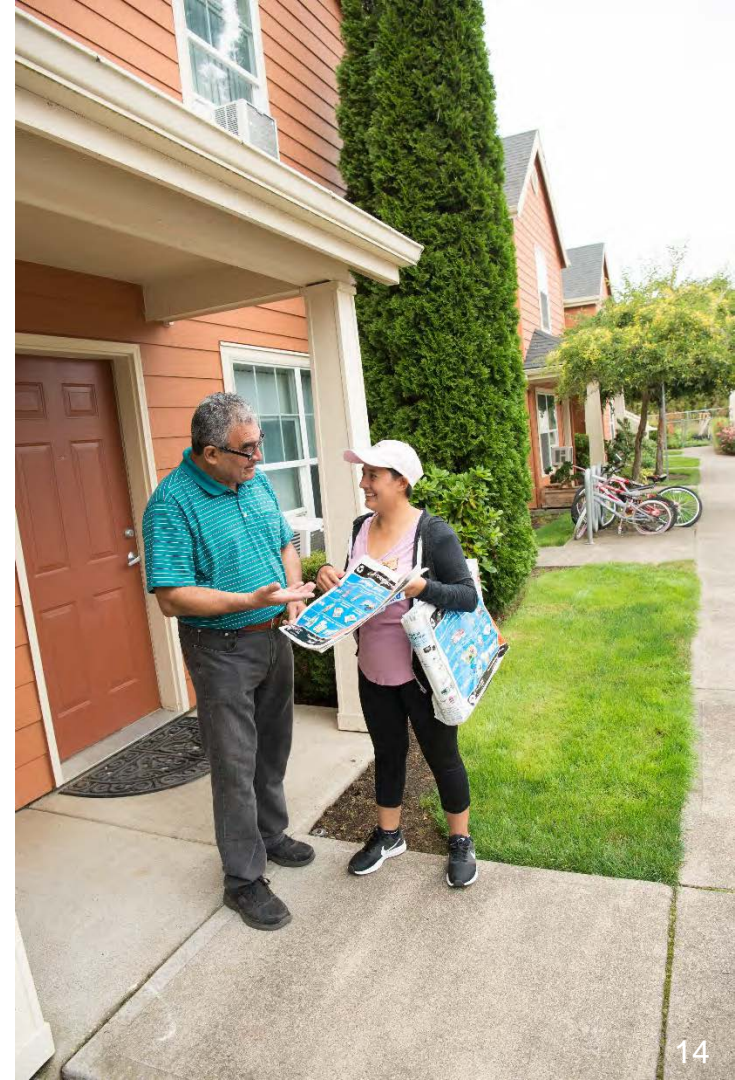
transcreated Eat Smart, Waste Less campaign



EMPRESAS VERDES

LÍDERES

business assistance program





Volunteer Engagement

From Forest Grove to Sherwood, volunteer Master Recyclers do their part to make Washington County a healthy, equitable and sustainable community. Master Recyclers take an eight-week course and commit to volunteering 30 hours helping neighbors, friends, family and co-workers incorporate sustainability into their lives.

29

volunteers completed the fall Washington County course

1,000

hours volunteered in Washington County FY 19-20

12,000

contacts made in the community



Brought to you by Metro, the City of Portland, Clackamas County, Washington County, the Oregon Department of Environmental Quality and Recycling Advocates.

Cooperative Effort

Solid Waste & Recycling's outreach and education activities are a cooperative effort, supported by community-based organizations, volunteers, Metro and members of the Washington County Technical Wasteshed Committee, including Washington County and the cities of Banks, Cornelius, Durham, Forest Grove, Hillsboro, King City, North Plains, Sherwood, Tigard and Tualatin.

These partners make the outcomes highlighted in this report possible through their financial and technical support. On behalf of the entire Washington County community, we would like to thank our community partners.

Thank you

Please direct questions about this report to Washington County Solid Waste & Recycling at 503-846-3605 or recycle@co.washington.or.us.



WASHINGTON COUNTY
OREGON
Department of Health and Human Services



Metro



City of Tualatin



WashingtonCountyRecycles.com

503-846-3605