



**DATE:** December 14, 2023  
**TO:** Washington County Garbage and Recycling Advisory Committee  
**FROM:** Kathy Folsom, Senior Policy Coordinator  
**RE:** Update - Garbarino Disposal & Recycling Service, Inc. Periodic Certificate Review

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## **Background**

**Company:** Garbarino Disposal & Recycling Service, Inc.  
**Location:** PO Box 250  
North Plains, OR 97133  
**Contact:** Alexis Garbarino, President  
**Certificate Number:** 3  
**Review period:** January 1, 2020 through December 1, 2022

Washington County Code 8.04.214 requires a review of all Sanitary Service Certificates and certificate holders every four years. The Periodic Certificate Review is conducted for the purpose of determining whether the certificates and the holders of such certificates are in compliance with the provisions of Chapter 8.04 and all applicable rules, regulations and laws. Each certificate holder is required to demonstrate compliance with all such requirements through a review of a comprehensive questionnaire and other records. This year, Garbarino Disposal & Recycling Service, Inc. (Garbarino Disposal) has been designated to receive a periodic review.

## **Update - Certificate Periodic Review**

On December 8, 2022, staff provided the results of its review regarding Garbarino Disposal's compliance with certain service standards contained in the Administrative Rules. Garbarino Disposal was largely in compliance with the Code and Administrative Rules. A few outstanding tasks were noted that when completed would ensure that Certificate Holder #3 was in full compliance. Those tasks have been successfully completed and are noted below.

### **Section G.f. Customer Service, Office Procedures – Training on Implicit Bias**

The hauler shall, at least annually, provide its employees with training on implicit bias. Trainings shall include the promotion of bias-reducing strategies to address how unintended biases regarding race, ethnicity, gender identity, sexual orientation, socioeconomic status, or other characteristics may impact how services are provided.

Certificate Holder stated that "training will take place Tuesday, December 6th - Implicit Bias Workshop."

Action: After the training has been completed, Certificate Holder will submit the name of the trainer, number of attendees, titles of attendees, copies of handouts or other information provided, and sign-up sheet.

**The Implicit Bias training has been completed and the requested information has been submitted. The Certificate Holder is in compliance.**

Section H.d. Customer Service – Billing – (billing statement)

d. The billing statement shall contain the following:

1. Account information including the service address, the billing period, and the customer's level of service and billing rate using terms consistent with the Board-approved rate sheets.
2. An itemization of any additional charges or credits incurred during the billing period including, but not limited to, prorated charges, extras, distance charges, overcapacity charges, call-back fees, non-sufficient check charges, or vacation credits. Additional charges or credits shall be stated on the billing statement consistent with the Board-approved rate sheets.
3. The total amount due, the date payment is due, and any amount brought forward.
4. The hauler name, address, email address, website information, and phone number.

Certificate Holder provided copies of randomly selected customer bills for each of the following collection service types: residential regular collection service, residential will call service, and commercial container collection service.

Action: Work with SWR staff to align billing statements and rates more closely with the Board-approved rate sheets and Solid Waste & Recycling Administrative Rules – to be completed no later than August 1, 2023.

**The billing statements have been revised to align with the Board-approved rate sheets. The Certificate Holder is in compliance.**

Section O.I. Multi-Family Dwelling Service Standards, Specific – Notice to Property Manager

- i. On an annual basis the hauler shall provide to a property manager information regarding the County's multi-family assistance program and a description of services and rates, recycling guidelines, resources and options, and hauler contact information that for each hauler listed shall include the business address, telephone number, and e-mail address. The hauler must provide the County with verification annually that the required information has been provided to property managers.

Per Garbarino Disposal's response, "Certificate Holder's general manager meets in person with property management managers at least yearly and in some cases quarterly, to discuss service

levels, opportunities and to ensure adequate service is provided.” Samples of the notice and/or other information provided to each property manager were not provided.

Action: Provide any current informational “leave behinds” including information regarding the County’s multi-family assistance program, rates, recycling guide, and collection service provider contact information. In the future, work with SWR staff to develop informational “leave behinds” that will include all elements required by Section O.I.

**The Certificate Holder provided the requested information. The Certificate Holder is in compliance.**

Section S.e. Drop Box/Compactor Service Standards – Billing

3. The invoice or billing statement shall contain the following:

- (a) Account information including the service address and the customer’s level of service and billing rate.
- (b) An itemization of charges or credits incurred including, but not limited to, receptacle size, haul fee, delivery fee, disposal fee, profit margin on disposal, government fees, and mileage charges. Billed amounts or credits shall be stated on the billing statement using terms consistent with the Board-approved rate sheets.

Certificate Holder provided copies of randomly selected customer bills for drop box/compactor collection from 2020 to 2022.

Action: Work with SWR staff to align billing statements and rates more closely with the Board-approved rate sheets and Solid Waste & Recycling Administrative Rules – to be completed no later than August 1, 2023.

**The drop box/compactor billing statements have been revised to align with the Board-approved rate sheets. The Certificate Holder is in compliance.**

Reporting, General

D. Other Reports

The County may require the hauler to file periodic or special reports, or request other information, at its discretion.

The County requires that the Certificate Holder report quarterly commercial “new starts” information. To date, commercial “new starts” have not been reported.

Action: The Certificate Holder will bring its commercial new starts reporting up to date no later than January 31, 2023.

**The Certificate Holder provided the information regarding commercial new starts. The Certificate Holder is in compliance.**