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 residents, property managers and businesses sustainably manage materials by preventing waste, recycling and disposing of garbage properly. Solid Waste & Recycling regulates how garbage and recycling is collected, stored and disposed of and provides 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 704 square miles and includes more than 480,000 residents and 150,000 employees. Regulatory services are limited to the unincorporated portions of the county.

Businesses

The service area is home to 35,000 businesses, 12,500 of which have paid employees, employing more than 150,000 people.

Demographics

More than 81 percent of Washington County residents identify as White/Caucasian, 16 percent as Hispanic/Latino, and 10 percent as Asian. Median household income in Washington County is $66,754, with 10 percent living in poverty.

Data sources: PSU Population Research Center, 2016 Oregon Population Report; Oregon State Employment Data; U.S. Census Bureau
For fiscal year 2016-17, Solid Waste & Recycling’s operating budget was $1,900,000. Revenue was generated from $675,000 in disposal site franchise fees, $885,000 garbage hauler franchise fees, $507,000 in Metro grant funds directed to Washington County through intergovernmental agreements with Washington County Technical Wasteshed Committee members and $2,900 in other miscellaneous permit and document fees.
Customer Service

Customer service fields inquiries for both regulatory and education and outreach services. Two full-time administrative and customer service professionals help constituents find recycling options for items, identify their garbage and recycling service provider, file complaints with the division, and request educational materials and recycling assistance.

3,700 constituent inquiries fielded

- 34% How to recycle an item
- 20% Request for recycling assistance or materials
- 19% Question about garbage service
- 6% Complaint
- 21% Other (Drop box service, 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 county residents health and safety at risk.

320 complaints investigated
115 notices of non-compliance issued

Most Common Complaints

<table>
<thead>
<tr>
<th>Complaint Type</th>
<th>Number</th>
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<tbody>
<tr>
<td>Accumulation of Solid Waste</td>
<td>99</td>
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<tr>
<td>Overgrowth</td>
<td>76</td>
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<tr>
<td>Offensive Littering</td>
<td>48</td>
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<tr>
<td>Noise</td>
<td>47</td>
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<tr>
<td>Garbage company compliance</td>
<td>24</td>
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</tbody>
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Garbage and Recycling Collection

Regulatory staff oversee garbage and recycling collection services throughout unincorporated Washington County. Collection services are provided by 11 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 constituents and service providers.

2,000 commercial customers served
63,000 single-family residential customers served

$31,300,000 revenue collected by system
Disposal Sites
We regulate solid waste disposal sites located throughout unincorporated Washington County. The County oversees Franchise Agreements with three disposal sites, including two composting facilities 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.

50,400 tons of material received by franchised compost facilities
583,000 tons of material received by the Hillsboro Landfill*

$26,280,000 revenue collected at disposal sites

*tonnage figures include alternative daily cover
Residential Outreach

The outreach team promotes 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 residents learn how to reduce waste and recycle better.

51 presentations given
40 events tabled
75 apartment/condo communities assisted
180,000 households given educational information about how to recycle

WashingtonCountyRecycles.com
Campaign highlight

Eat Smart, Waste Less

Eat Smart, Waste Less is a food waste prevention campaign that helps residents reduce the amount of wasted food in their household by practicing five simple strategies.

1,900 households pledged to reduce wasted food
35 presentations given
24 events tabled

EatSmartWasteLess.com
Campaign highlight

Garbage and Recycling Day

Garbage and Recycling Day is an electronic pick-up schedule and how-to-recycle tool.

15,500 unique addresses searched

7,000 mobile application installs

36,300 unique searches for how to recycle

User Reviews

4.7

“Great and accurate reminder with specific collection details, for the week, at my address.”

Bob Damon, resident
Business Assistance

Green Business Leaders provides 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.

600
unique businesses assisted

2,950
recorded interactions with businesses

3,600
resources distributed

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, corporate social responsibility and more. Green business certification sets businesses apart as environmental leaders in the community.

3 gold award winners
7 certified green businesses
Campaign highlight

Commercial Food Scraps

Wasted food is a priority material for the Green Business Leaders program. Businesses are encouraged to divert food scraps for donation or composting through one-on-one assistance with a green business advisor.

185 businesses composting food

3,000 tons of food scraps collected in 2016

$41,900 DEQ grant funds awarded to partner food pantries
Equity and Inclusion

By promoting equity and inclusion through outreach and education programming, we are working to achieve our vision of a healthy, equitable and supportive Washington County community. Through engagement with community-based organizations and traditionally underserved communities, educators meet with community members face-to-face to share resources and best practices.

2 bilingual positions
10 outreach events in Spanish

¡Acepte el Reto! Coma Mejor, Ahorrando Más
transcreated Eat Smart, Waste Less campaign

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.

27 volunteers completed the Washington County course

990 hours volunteered in Washington County

5,200 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 work is a cooperative effort, supported by community-based organizations, volunteers, Metro, the Oregon Department of Environmental Quality 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/or 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.