



**WASHINGTON COUNTY**  
**OREGON**  
Solid Waste & Recycling



# 2018-19 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 505,000 community members and 217,000 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 217,000 people.

**700**  
*square miles*

## Demographics

Eighty percent of Washington County community members identify as White/Caucasian, 17% as Hispanic/Latino, and 11% as Asian. Median household income in Washington County is approximately \$74,000, with 8% living in poverty.

**12,500**  
*businesses with paid employees*

**505,000**  
*community members*

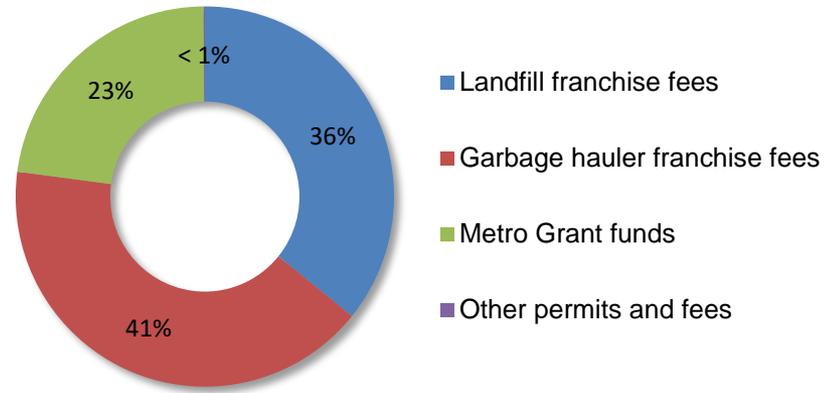




# Budget

For fiscal year 2018-19, Solid Waste & Recycling's budget was \$2,130,000. Revenue was generated from \$825,000 in disposal site franchise fees, \$950,000 in garbage hauler franchise fees, \$525,000 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

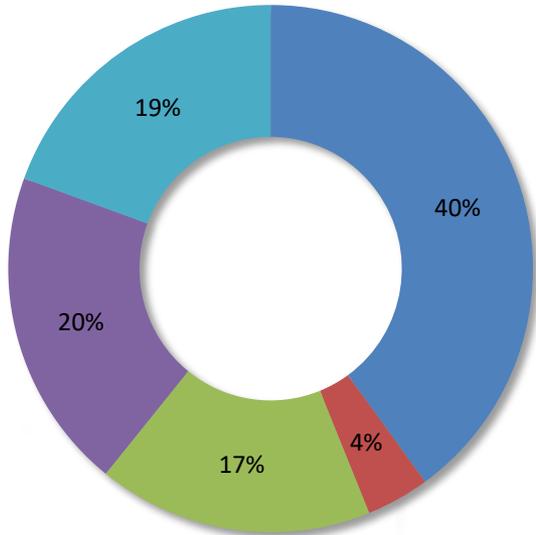


**\$2,130,000**  
operating budget

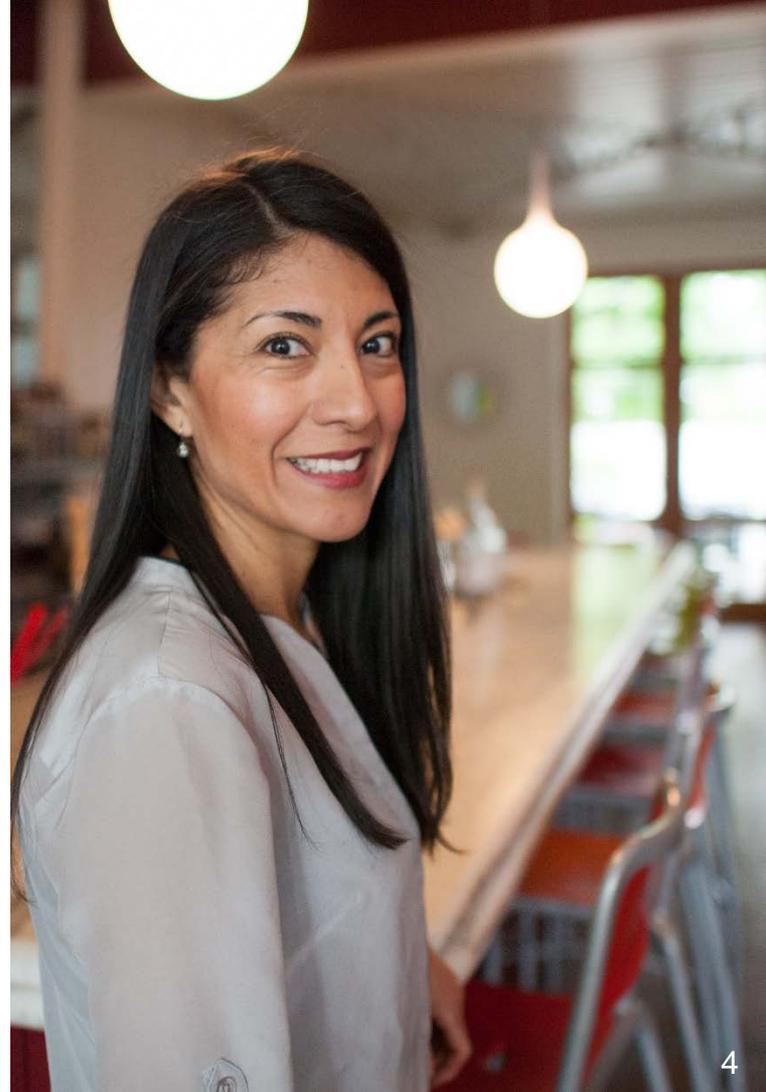
# Customer Service

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.

**3,890**  
*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 2018.

**375**

*complaints investigated*

**116**

*notices of non-compliance issued*

## Most Common Complaints

Complaint Type	Number
Accumulation of solid waste	125
Overgrowth	95
Noise	63
Garbage company compliance	34
Offensive littering	28

# 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 2018.

**2,060**

*commercial customers  
served*

**63,100**

*single-family residential  
customers served*

**\$35,000,000**

*revenue collected by system*





## Disposal Sites

We regulate solid waste disposal sites located throughout unincorporated Washington County, overseeing 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. Disposal site figures reported below cover calendar year 2018.

**53,100**

*tons of material received by  
franchised compost facilities*

**528,000**

*tons of material received by the  
Hillsboro Landfill\**

**\$30,500,000**

*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.

**35**

*presentations given*

**88**

*events tabled*

**141**

*apartment/condo  
communities assisted*

**200,000**

*households given educational  
information about how to recycle*

[WashingtonCountyRecycles.com](http://WashingtonCountyRecycles.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 18-19.

**1,130**

*households pledged to  
reduce wasted food*

**41**

*events tabled*

**10**

*presentations given*

**26**

*percent of  
pledges in  
Spanish*

**15**

*outreach  
engagements  
in Spanish*



[EatSmartWasteLess.com](http://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.

**41,800**

unique addresses searched

**20,050**

mobile application installs

**172,600**

unique searches for how-to-recycle

## User Reviews

4.8  
★★★★★  
457 total



“Useful app for getting reminders on garbage collection days. Even more helpful is the search function that lets you search for items if you’re not sure which bins they go in.”

-Sachintha Gurudeniya, community member





## 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.

**550**

*unique businesses assisted*

**4,500**

*recorded interactions with businesses*

**4,900**

*resources distributed*



**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.

# 37

*gold award winners*

# 15

*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.

**305**

*businesses composting food*

**3,400**

*tons of food scraps collected in 2018*

# 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 face-to-face to share resources and best practices.

# 14

*graduates of environmental  
promoters program*

# 27

*outreach events  
in Spanish*

***¡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.

28

*volunteers completed the  
Washington County course*

2,800

*hours volunteered in  
Washington County*

11,000

*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](mailto:recycle@co.washington.or.us).



**WASHINGTON COUNTY**  
OREGON  
Department of Health and Human Services



Metro



City of Tualatin



# WashingtonCountyRecycles.com

# 503-846-3605