



WASHINGTON COUNTY
OREGON
Solid Waste & Recycling



2020-21 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.

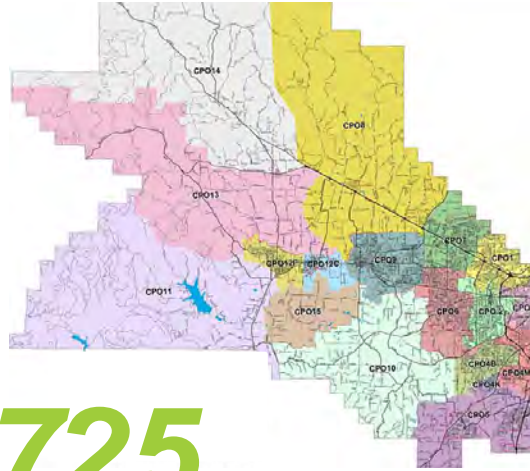
***Vision:** A healthy, equitable and supportive community*

***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

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 725 square miles and includes more than 600,000 community members and 290,200 employees. Regulatory services are limited to the unincorporated portions of the county.



725
square miles

16,000
businesses with paid employees

600,000
community members

Businesses

The service area is home to 43,500 businesses, 16,000 of which have paid employees, employing 217,000 people.

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 \$82,000, with 8% living in poverty.

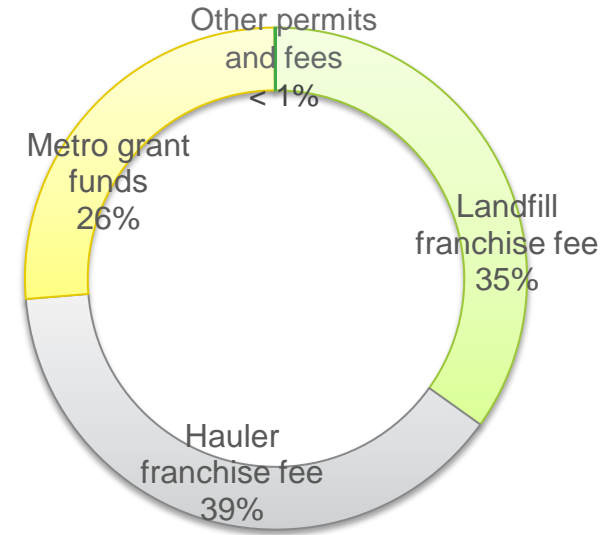




Budget

For fiscal year 2020-21, Solid Waste & Recycling's budget was \$2,650,000. Projected revenue included \$925,000 in disposal site franchise fees, \$1,030,000 in garbage hauler franchise fees, \$695,000 in Metro grant funds directed to Washington County through intergovernmental agreements with Washington County Technical Wasteshed Committee members, and \$2,500 in other permit and document fees.

Revenue



\$2,652,500
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.

Primarily addressing
what can be recycled
and where

3,800

*community member
inquiries fielded*

45%

*Of inquiries were for recycling
assistance*

Consistent with requests
received in past years





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 fiscal year 2020-21.

530

Complaints investigated

150

cases confirmed

Case type	Complaints	Cases
Accumulation of solid waste	186	74
Overgrowth	94	43
Garbage company compliance	36	22
Noise	214	11
Total	530	150

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 2020.

2,200
commercial customers served

66,400
single-family residential customers served

\$35,560,000
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 2020.

57,700

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

495,900

*tons of material received by the
Hillsboro Landfill**

\$29,330,000

revenue collected at disposal sites

**tonnage figures include alternate daily cover*



Recycling Update Noticias sobre reciclaje

What to recycle and where?

From batteries and lightbulbs to paint and electronics, find local options to recycle, donate or safely dispose of thousands of items.

Go Online:
WashingtonCountyRecycles.com



Download:
FREE Garbage and
Recycling Day app



Call:
503-846-3605



@WashingtonCountyRecycles

Tip: Not sure what materials are hazardous? Read the labels on products like paints, adhesives and cleaners. Watch for words like danger, warning and caution. Use the resources above to find safe disposal options. Do not put in the garbage or down the drain.

¿Qué reciclar y dónde?

Desde baterías/pilas y bombillas/focos hasta pintura y productos electrónicos, encuentra opciones locales para reciclar, donar o desechos de manera segura miles de artículos.

Visita en línea:
CondadoDeWashingtonReciela.com



Descarga:
GRATIS Aplicación Día
de Basura y Reciclaje



Llama:
503-846-3605



@WashingtonCountyRecycles

No está seguro de si algo es peligroso? Lee los etiquetas de producto con cuidado como adhesivos, adhesivos y limpiadores. Está atento a las palabras clave como peligro, advertencia y precaución. Utilice los recursos anteriores para encontrar opciones seguras de eliminación. No arroje materiales peligrosos a la basura ni por el drenaje.

Go beyond the bin!

Save money, conserve resources and learn new skills.

- ✓ [EcoSmartWasteLess.com](#)
Tips and techniques that help your food last longer.
- ✓ [PortlandRepairFinder.com](#)
Find a place to repair your clothes, shoes, appliances and more. Includes options across the Metro area.
- ✓ [OregonMetro.gov/compost](#)
Great instructions and advice for composting at home. Try out a worm bin this spring!

¡Pensemos más allá de la papelera!

Ahorrar dinero, conservar recursos y aprender nuevas habilidades.

- ✓ [EcoSmartWasteLess.com](#)
Tácticas y consejos que ayudan a que tu comida dure más.
- ✓ [PortlandRepairFinder.com](#)
Encuentra un lugar para reparar tu ropa, zapatos, electrodomésticos y más. Se incluyen opciones para el área metropolitana.
- ✓ [OregonMetro.gov/compost](#)
Instrucciones y consejos para el compostaje en casa. Experimenta con un contenedor de lombricultura este primavera!

Education & Outreach

We promote sustainable materials management by encouraging community to prevent waste, reuse and recycle. Due to COVID-19 guidelines, staff relied heavily on digital engagement. We launched our mirrored Spanish website, and all educational content distributed continues to be provided in both Spanish and English.

190,000

households reached with our annual Recycling Update print newsletter

88,500

Unique pageviews to our website

8,000

E-news subscribers

167,000

Individuals reached through social media

Request translation or interpretation in the following languages. Contact us at 503-846-3605 or recycle@co.washington.or.us.

العربية | 廣東話 | فارسی | 繁體中文 | 日本語 | বাংলা | ភាសាខ្មែរ | ភាសាស៊ាន | ភាសាសិង្ហបុរី | ភាសាស្រីលោን | ភាសាស្រីលោន | ភាសាស្រីលោន | ភាសាស្រីលោន | ភាសាស្រីលោន

Education & Outreach Spotlight

Digital Content

The Education and Outreach Team produced monthly Latte and Learn business webinars, weekly educational Trash Talk Tuesday videos and several other special events throughout the year. The team also launched a virtual Earth Month scavenger hunt using the Goosechase digital app platform.

34

Videos produced

The weekly Trash Talk Tuesday video series reached thousands of viewers each month with topics ranging from greener cleaners to food waste prevention and recycling guidelines.



29

Webinars

840

Attendees

Webinars including monthly Latte and Learn events, an Earth Month series, National Recycling Day webinar, Holiday Recycling Fair and cohort events to prevent household food waste.



Education & Outreach Spotlight

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. Languages available include Spanish, French, Korean, Punjabi, Simplified Chinese and Vietnamese.

65,000

unique addresses searched

31,250

mobile application installs

176,600

unique searches for how-to-recycle



Education & Outreach Spotlight

Volunteer Engagement

From Forest Grove to Sherwood, Master Recyclers and Promotores Ambientales help make Washington County a healthy, equitable and sustainable community. Volunteers take a course and contribute time to help neighbors, friends, family and co-workers incorporate sustainability into their lives.

Third highest annual hours reported in program history

13
Promotores Ambientales graduates

2,400
Master Recycler and Promotores hours volunteered in Washington County

All-Spanish course conducted in partnership with Centro Cultural



Commitment to Racial Equity

Partnership with **Adelante Mujeres**

Staff presented a virtual recycling and business sustainability workshop to a group of micro business owners and members of the Empresas Program.

Small grants were offered for businesses to purchase waste prevention materials, tools and equipment to further sustainable business operations.

Harkins House collaboration

Earth Day programming was developed and delivered with Harkins house, a juvenile justice shelter that is part of the Washington County Juvenile Justice Services.

Participants (13 youth) achieved a one-hour CTE credit from Hillsboro School District to aid in their culinary science-focused programming.

Addressing **institutional racism**

The Solid Waste and Recycling division launched its equity workgroup. Administrative rules now require haulers receive implicit bias training and provide translation services. Community representation was increased on the Garbage and Recycling Advisory Committee and bill pay assistance was offered.

Focus on **food equity**

Food waste prevention program messages focused on stretching household food dollar with food storage tips. Staff participated in the local Food Access & Essential Needs Workgroup.

Staff engaged with WIC to tailor our food waste prevention tips and resources to qualifying items. Food receiving agencies distributed a resource guide with food boxes.



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

Cornelius

Oregon's Family Town



City of Tualatin



WashingtonCountyRecycles.com

503-846-3605