



DATE: December 8, 2022
TO: Washington County Garbage and Recycling Advisory Committee
FROM: Kathy Folsom, Senior Policy Coordinator
RE: Garbarino Disposal & Recycling Service, Inc. Periodic Certificate Review

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.

Certificate Periodic Review Questionnaire

The certificate review questionnaire is designed as a tool to assess compliance with Washington County Code Chapter 8.04 and with the Solid Waste & Recycling Administrative Rules (Administrative Rules). Further, the certificate holder's responses to the questionnaire will help to identify those areas of County and state mandated programs, such as business food scraps collection, so that the Solid Waste and Recycling education and outreach team can work with certificate holders to meet minimum program requirements if needed. Garbarino Disposal's last periodic review occurred in 1997.

Garbarino Disposal provides collection services to 3,990 residential accounts and 102 commercial accounts. Residential (urban and rural) garbage and recycling collection and yard debris collection is provided by fully automated trucks. Garbarino Disposal utilizes an all-in-one truck with a receptacle on each truck to separate out glass, batteries, and motor oil with a separate container for each material collected.

Information was requested regarding compliance with certain service standards contained in the Administrative Rules.

Section 14 Service Standards

1. Section F.a. Customer Service, New Accounts- Personally Identifiable Information Collected

- a. The hauler, when establishing or changing collection service, may only request the following personally identifiable information from customers:
 1. Name (first and last)
 2. Service address
 3. Billing address (if different than the service address)
 4. Service address rented or owned
 5. Landlord name and phone number (if rented)
 6. Phone number
 7. Mobile phone number
 8. Email address
 9. Financial information needed to establish online billing or payment

Certificate Holder provided the form used for new service sign-ups.

Certificate Holder is in compliance.

2. Section F.f. Customer Service, New Accounts-New Customer Information Packet

- f. The hauler shall provide each new customer with information that includes a description of services and rates, recycling guidelines and resources, recycling options, and hauler contact information, including but not limited to business address, telephone number, fax number, business hours, and e-mail address.

Certificate Holder submitted copies of the information provided to new customer accounts – including website information, bill inserts, and other forms of notice provided to new customers.

Certificate Holder is in compliance.

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

- f. 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.

Certificate Holder will be in compliance if training is completed by April 26, 2023 and requested information has been submitted.

4. Section G.k. Customer Service – Office Procedures (complaints).

- k. The hauler shall maintain a system to receive, compile, and respond to service complaints including, but not limited to, missed collection, billing disputes, or service discontinuation.

All service complaint calls must be recorded noting date, address, a summary of the complaint, and a description of the method of resolution.

Certificate Holder provided a copy of its complaint log for the past 24 months. The complaint log contained several complaints as well as expressions of thanks and appreciation. Per the response, "All complaints received by their office are logged. Customers receive a call back or email response depending on the circumstance." The SWR division received seven complaints (five to the same address) from 1/1/2020 to the present. All complaints have been resolved in a timely fashion.

Certificate Holder is in compliance.

5. 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.

Certificate Holder will be in compliance provided "Action" item has been completed

6. Section O.(c,e-i). Multi-Family Dwelling Service Standards, Specific – General Service Standards

- c. The hauler shall provide the following minimum collection service volumes.
- e. Multi-family dwelling mixed recycling service must be made available by the hauler. If ORS 90.318 (Criteria for landlord provision of certain recycling services) applies to an owner of a multi-family dwelling, the owner shall provide to all tenants:
- f. The hauler shall provide mixed recycling receptacles to all multi-family dwelling accounts as part of regular solid waste collection service. Yard debris collection shall be considered

additional service and charged a Board-approved collection service rate. The requirements of this section do not apply when service is provided by drop box or compactor.

- g. All receptacles ordered after July 1, 2022, must comply with the following color standards, and be approved by the County. However, the requirements of this section do not apply when service is provided by drop box or compactor:
- h. The hauler shall provide appropriately colored receptacles by no later than July 1, 2028.
- i. The hauler shall ensure that all receptacles are labeled with County-approved decals for acceptable recyclable materials, glass, compostable materials, and garbage by no later than December 31, 2023. Existing decals or stickers must be removed and replaced with the appropriate decal.

Certificate Holder provided service standard information related to multi-family accounts, minimum collection service volumes, and receptacle color coding.

Certificate Holder is in compliance.

7. 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.

Certificate Holder will be in compliance provided “Action” item is completed.

8. 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.

Certificate Holder will be in compliance provided “Action” item has been completed.

Section 18 Business Requirements – Recycling

Certificate Holder provided Garbarino Disposal web links to the educational information provided to commercial customers.

Certificate Holder is in compliance.

Additional Information Reviewed

Garbarino Disposal is generally current with its required reporting with one exception.

12. 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 will be in compliance provided the “Action” item has been completed.

Additional Reporting Information Reviewed

The Certificate Holder is current with its required reporting. A surety bond is on file. Additionally, Garbarino Disposal has submitted current insurance information.

Garbarino Disposal has entered a sub-contract with Trilogy Medwaste West LLC for medical waste collection services – that contract is on file with the Solid Waste & Recycling Division.

Certificate Holder Meeting and Certificate Holder Statement

Staff met with Garbarino Disposal on November 29, 2022, to discuss the findings of the review. It was intended that the Certificate Review process be collaborative, and that staff and the Certificate Holder would work together to identify reasonable plans for ensuring compliance with the County’s rules and regulations. Garbarino Disposal agreed to work with staff to complete all “Action”

items by the date specified. The Certificate Holder provided the following statement as part of the Certificate No. 3 review:

Garbarino Disposal & Recycling Service works in partnership with Washington County to service every customer located within the boundaries of Sanitary Service Certificate No. 3. We look forward to completing each action item listed in this report in a timely manner to continue to comply with the codes for solid waste collection.

At Garbarino Disposal we provide an essential service that safely and efficiently enables communities and people to flourish. Together with the county, we seek innovative solutions for waste and ensure that our customers are fully supported by the services we offer. We take pride in our work that helps keep communities safe and clean and enables those communities to develop and grow for years to come.

Summary

Washington County retains regulatory authority of solid waste and recycling collection by granting Sanitary Service Certificate No. "3" to Garbarino Disposal & Recycling Service, Inc. Based upon the information submitted by Garbarino Disposal, it appears that the Certificate Holder is generally in compliance with the requirements of Washington County Codes for solid waste collection, transportation, storage, and disposal provided the "Action" items are completed.

Staff Recommendation

Staff recommends that the Washington County Garbage and Recycling Advisory Committee accepts the staff review and findings that Garbarino Disposal & Recycling Service, Inc. has demonstrated that the certificate holder of Sanitary Service Certificate No. "3" generally meets the requirements of Washington County Code 8.04.214 Certificate - Periodic Review, provided that the "Action" items are completed.

Authority

The Periodic Review is being conducted under the authority of Washington County Code 8.04.214, Certificate - Periodic Review. Specific provisions are as follows:

8.04.214(A)(2) Periodic Review Schedule. The periodic reviews shall be completed not later than December 31, of the year in which the review is commenced.

8.04.214(B) Purpose of Periodic Review. Periodic review shall be conducted for the purpose of determining whether the certificates and holders of such certificates are in compliance with the provisions of this chapter and all applicable rules, regulations, and laws. Each certificate holder shall demonstrate compliance with all such requirements.

8.04.214(C) Information Submittal. The health department shall prepare a summary of information required to be submitted by each certificate holder and may specify the forms for such submittal to assure that information necessary to determine compliance is available to the health department and advisory committee.

8.04.214(D) Periodic Review Process. Each periodic review shall be placed on the agenda for a regular advisory committee meeting. The committee may review information submittals,

take public testimony and take other action as appropriate to determine whether the certificates and holder of such certificates are in compliance.

8.04.214(E) Effect of Noncompliance. If in the course of its review of certificates, the health department and the advisory committee determine that the certificate or certificate holder being reviewed is not in compliance with the provisions of this chapter or applicable rules, regulations and laws then the health department shall advise the certificate holder in writing of such violation in the manner set forth in Section 8.04.290 and direct that the compliance be achieved within a date certain determined by the advisory committee. If the certificate holder fails to achieve compliance within the date specified the health department and advisory committee shall report to the board with the recommendation on whether the certificate should be suspended, modified, or revoked.

8.04.214(F) Suspension, Modification and Revocation. The health department, advisory committee and board may initiate proceedings for suspension, modification or revocation under sections 8.04.290 through 8.04.310, inclusive, at any time, whether or not a periodic review is being conducted.