



**DATE:** December 14, 2023  
**TO:** Washington County Garbage and Recycling Advisory Committee  
**FROM:** Kathy Folsom, Senior Policy Coordinator  
**RE:** Update - Republic Services, Inc. dba Rossman Sanitary Services, Inc. and United Disposal Services, Inc. Periodic Certificate Review

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## **Background**

**Company:** Republic Services, Inc.  
**Location:** 10295 SW Ridder Rd  
Wilsonville, OR 97070  
**Contact:** KJ Lewis, Municipal Relationship Manager  
**Certificate Number:** 6  
**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, Republic Services, Inc. (Republic Services) has been designated to receive a periodic review.

## **Certificate Periodic Review Update**

On December 8, 2022, staff provided the results of its review regarding Republic Service's compliance with certain service standards contained in the Administrative Rules. Republic Services was largely in compliance with the Code and Administrative Rules. A few outstanding tasks were noted that when completed would ensure that Certificate Holder #6 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**

- 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 “we do this training at new hire orientation and is instructor-led by our HR team. We also do annual training, sometimes through Workday and sometimes through group meetings.”

Action: Complete an employee training on implicit bias either in-person or online. Require that those local employees that interact with unincorporated Washington County customers receive the training. 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.

**The Implicit Bias training has been completed and the requested information has been submitted. 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.**

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

Republic Services has entered a subcontract with Stericycle, Inc. for medical waste collection services – that contract is on file with the Solid Waste & Recycling Division. However, the subcontract is incomplete.

Action: Update the medical waste collection subcontract to reference unincorporated Washington County in Exhibit A – Franchise Territory or submit a copy of a new medical waste collection subcontract. To be provided no later than June 30, 2023.

**The Certificate Holder submitted a new medical waste collection subcontract that was reviewed by staff and county counsel. The Certificate Holder is in compliance.**